



How we hold suppliers accountable

We believe business can and should be a force for good. That’s why we put people first at every step of our supply chain, and work to hold ourselves and our suppliers accountable to our high standards.

Everything that goes into designing, building, delivering, supporting, and recycling Apple products is part of our global supply chain. This includes thousands of businesses spanning more than 50 countries and regions, and millions of people all over the world. Apple’s strict Supplier Code of Conduct and Supplier Responsibility Standards apply to all of our suppliers, regardless of where they are located, or what work they do for Apple. We take a continuous and holistic approach to engaging with suppliers — and it starts before we ever sign a contract. Apple employees are frequently onsite at supplier facilities, including working full-time at some of our larger supplier facilities, which provides additional insight and visibility to our suppliers' operations and management practices.

Accountability every step of the journey

We work to hold our suppliers accountable to our high standards at every step of the product lifecycle. Building our products begins with suppliers responsibly sourcing materials, whether they’re mined minerals or from recycled or renewable sources. Those materials are processed and then become individual components or parts. Components, such as metal enclosures, printed circuit boards, or cover glass, are sent to product assembly facilities where they are assembled into their finished products and packaged for shipment to customers. Logistics suppliers move and distribute final products directly to customers and retail stores. Content and support services — such as Apple One, AppleCare, Apple TV+, and Apple Fitness+ — are also supported by suppliers. Once our devices reach the end of their useful life, they can be sent back to Apple for recycling. We then work with our network of suppliers to disassemble and recover the materials inside — and the cycle begins again.

We engage early

Before we award business to a supplier, or begin production, we check for any potential human rights, environmental, or other violations of our supplier requirements. If we decide to award business, we confirm that any issues are corrected prior to work beginning. In 2024, we assessed 125 new or expanding global facilities against our standards.

We monitor and support suppliers during peak production

As suppliers prepare to enter their seasonal peak production periods, we monitor their hiring plans, labor and human rights policies and procedures, employee training, and grievance channels. We do this through onsite visits, specialized audits, and collecting worker feedback via anonymous surveys. In 2024, we conducted over 200 onsite visits, and more than 9,000 worker interviews at 58 supplier facilities as they ramped up production.

We listen to people in our supply chain

We review worker sentiment on a weekly basis for key supplier sites to identify emerging labor and human rights risks, and address any worker concerns. We collect feedback via social media platforms, internal grievance channels at supplier sites, and third-party hotlines, as well as worker interviews and anonymous surveys we administer to supplier employees. In 2024, we conducted weekly monitoring at more than 50 priority supplier sites, and engaged directly with more than 1.3 million supplier employees.

We monitor working hours

We restrict the workweek for supplier employees to 60 hours (including overtime, which must be voluntary), and at least one day off every seven days. Any exceptions to this policy, while rare, require prior authorization from Apple management. To confirm compliance with these standards, we require suppliers to report data on their employees’ working hours throughout the year, with certain suppliers required to report on a weekly basis. In 2024, we received weekly data on working hours for an average of 1.4 million workers across more than 400 facilities.

We assess our suppliers' performance

We evaluate our suppliers each year against more than 500 criteria — covering labor and human rights, health and safety, environmental protection, management practices, and ethics — to verify their compliance and identify areas for improvement. These assessments are conducted globally by internationally accredited, independent third-party auditing firms, and include management and employee interviews, extensive document reviews, and site walk-throughs. In addition, some suppliers may receive supplemental audits focused on one or more specific issues. These can include working hours compliance, hiring practices, and health and safety, and typically happen in response to particular risk factors, recent changes to a facility’s operations, or an allegation. Many of the assessments and

visits we conduct each year at supplier facilities are unannounced. This includes investigations into concerns raised directly by supplier employees or the public, potential risks identified by Apple, or to verify the correction of previously identified violations. We promptly investigate any allegations we receive, with Apple experts typically onsite within 24 to 48 hours. In 2024, 893 assessments that focused on the requirements of our Code and Standards were conducted, including 203 unannounced or surprise assessments.

We engage in third-party industry assessments

In addition to assessments of our own production lines, we require many of our suppliers to undergo a facility-wide, third-party assessment widely used by the industry called the Responsible Business Alliance's ("RBA") Validated Assessment Program ("VAP"). VAPs evaluate Apple production lines, but also look beyond to ensure a facility is operating in line with internationally accepted standards — even in spaces where they are not making Apple products. As with any assessment we conduct, we require our suppliers to correct any and all non-compliance issues. In 2024, 100 VAP assessments were completed at Apple supplier sites.

We correct violations and require remedy to affected workers

If a violation of our standards is discovered, we require suppliers to promptly implement a plan to correct it, and to strengthen their policies and procedures to prevent the issue from reoccurring. We require suppliers to check-in with Apple every 30 days as they go through this process. We also require that suppliers provide remedy to their employees affected by these violations. For the most serious violations, we contact the supplier’s CEO and place them immediately on probation until all corrective actions have been taken. Possible consequences of these actions can result in a supplier receiving no new projects or new business from Apple, or even the termination of existing business. Removing a company from our supply chain, however, is considered a last resort, as it does not provide workers with any recourse, and could allow violations to continue.

We increase awareness and build capability

To prevent issues from happening in the first place, we work with suppliers to support their continued growth and improvement to help them meet our high, and consistently evolving standards. Through online and in-person training, as well as customized guidance from subject matter experts, we help increase awareness and capabilities related to new requirements, emerging risks, and gaps we’ve identified. In 2024, more than 100 supplier sites received customized support from subject matter experts, resulting in improved assessment scores.

We hold suppliers accountable deeper in our supply chain

Our requirements apply to our entire supply chain, which includes not only our suppliers, but their subsidiaries and affiliates, as well

as any subcontractors and sub-tier suppliers providing goods or services to Apple, or for use in or with Apple products. Our suppliers are required to perform periodic evaluations of their suppliers' operations to confirm they are complying with our high standards, and any applicable laws and regulations. We regularly evaluate and verify that our suppliers are conducting these evaluations, then review their audit reports to spot check findings, and verify that they have corrected any compliance issues. If we receive an allegation about a supplier deeper in our supply chain, we work with our suppliers to investigate and correct any violations of our requirements.

The Apple Supply Chain

