IWAY

STANDARD

The IKEA Way of Responsibly Procuring Products, Services, Materials and Components

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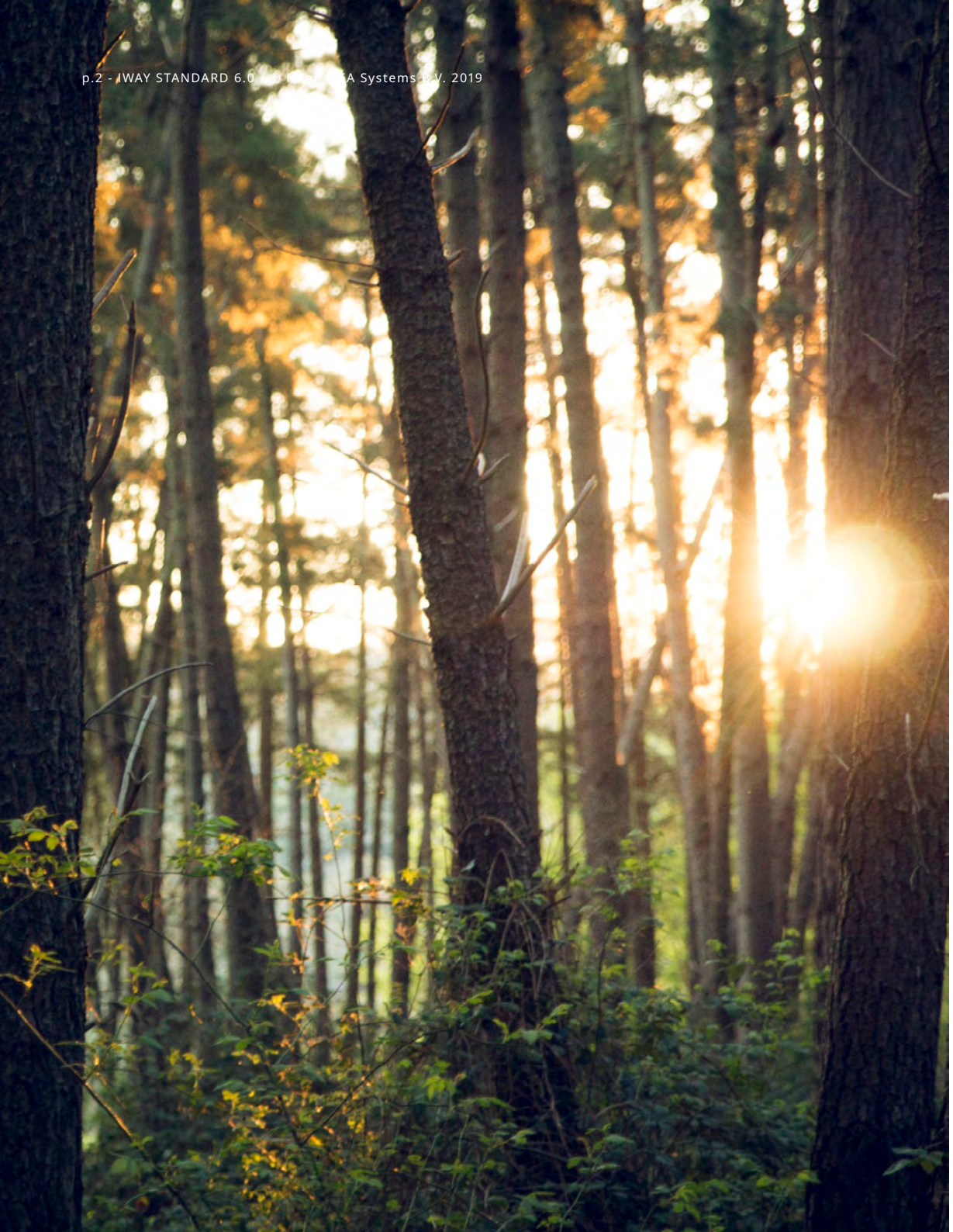

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The IKEA vision is to create a better everyday life for the many people

For the purpose of this document, "we" means all companies operating under the IKEA brand, and "you" means any *supplier* to any IKEA company.

We ("IKEA") want to build long-term relationships with *suppliers*, service providers and other contracting parties (herein after, "*Suppliers*") that share our vision. That's why we have developed IWAY, the IKEA Way of Responsibly Procuring Products, Services, Materials and Components.

IWAY defines what we expect of you, as a *supplier* in the IKEA *value chain*, when taking care of people, the planet and animals.

Our experience working with IWAY has shown us that when people, the planet and animals are treated with respect, *workers* are more productive, resources are utilised more efficiently, and business thrives. Our customers benefit too – knowing that all goods IKEA sells are produced, transported, delivered and assembled responsibly and that *suppliers* of our stores, customer touchpoints and production sites maintain good social, environmental and animal welfare conditions.

When working with IWAY, we are continually guided by the following questions:

We are determined to support responsible procurement principles at all stages of the IKEA *value chain*

By committing to meet IWAY, you are expected to secure the following:

Responsibility
You are responsible to comply at all times with local, national and international laws, as well as with all IWAY Must and IWAY Basic requirements defined in the IWAY Standard.

Openness
You are open and honest about areas that require improvement.

Continual improvement
We recognise the time and effort required to implement the IWAY Standard and encourage you to adopt a continual improvement mind-set, to strengthen performance and go beyond the IWAY Basic requirements, as required.

We recognise that our actions make a difference too

We strive to take a fair and open approach to how we work with you. This means that:

Alignment
We aim to live up to the same expectations internally as we require of you.

Dialogue
We maintain open lines of communication with all our *suppliers* and welcome any feedback you may have on our performance and behaviour.

Support
Where possible, we provide you with practical support to help you develop your own processes, adapted to your operations, to enable you to meet and continuously improve, in line with the IWAY Standard.

The IWAY principles and requirements are based on internationally recognised standards and principles

These reflect our commitment to the UN Guiding Principles on Business and Human Rights (UNGPs) and are based on the Ten Principles of the UN Global Compact. In developing our requirements, we have also been guided by the UN Sustainable Development Goals (SDGs) and the ILO Centenary Declaration for the Future of Work, among others.

IWAY is structured according to:

Principles
The principles define the IKEA standpoint on responsibly procuring products, services, materials and components.

Sections
The sections group IWAY requirements and are applicable depending on the activities or setups of *suppliers*.

THE IWAY REQUIREMENTS

MUST

Requirements that must be met at all times when doing business.

BASIC

Requirements that must be met within 12 months of first delivery or service.

ADVANCED

Requirements that go beyond minimum compliance and define additional steps towards more sustainable practices.
These may or may not be applicable depending on the priorities set by the relevant IKEA organisation.

EXCELLENT

Requirements that go beyond minimum compliance and define additional steps towards more sustainable practices.
These may or may not be applicable depending on the priorities set by the relevant IKEA organisation.

The most demanding requirements are always complied with, whether they are legal or IWAY requirements. Should IWAY requirements contradict the applicable laws or regulations, the law is complied with and prevails. In such cases, IKEA is informed immediately and alternative ways to respect the IWAY requirement are looked for.

We encourage attempts to drive harmonisation of requirements and ways of working

IKEA recognises that *suppliers* may have their own Code of Conduct, work with another buyer's Code of Conduct or be certified according to a sustainability scheme that is comparable to IWAY.
IKEA supports alternative approaches to implementing IWAY requirements. IKEA reserves the right to decide whether such approaches are equivalent.

Successful implementation of IWAY depends on cooperation, mutual trust and respect

All observations, discussions and information received from you are treated confidentially by IKEA, its co-workers and any third party organisations appointed by IKEA. Any data gathered in relation to IWAY is treated respectfully and for the sole purpose of verifying compliance to IWAY.

The official language of the IWAY Standard is English

Translations of the IWAY Standard are provided for information purposes only, and cannot be relied upon as contractual documentation. The English version is the sole contractual document and prevails in case of ambiguities or discrepancies.

Glossary

Words in *italics* are defined in the Glossary.

IWAY principles

1

IWAY principles are supported by effective *routines* and open dialogue

2

Business is conducted lawfully and with integrity

3

***Children* are protected and opportunities for learning and family life are promoted**

4

***Fundamental labour rights* are respected**

5

***Workers* have time off work, are paid responsibly and have opportunities to develop competence**

6

Workers' health and safety are protected

7

Working and living conditions are suitable

8

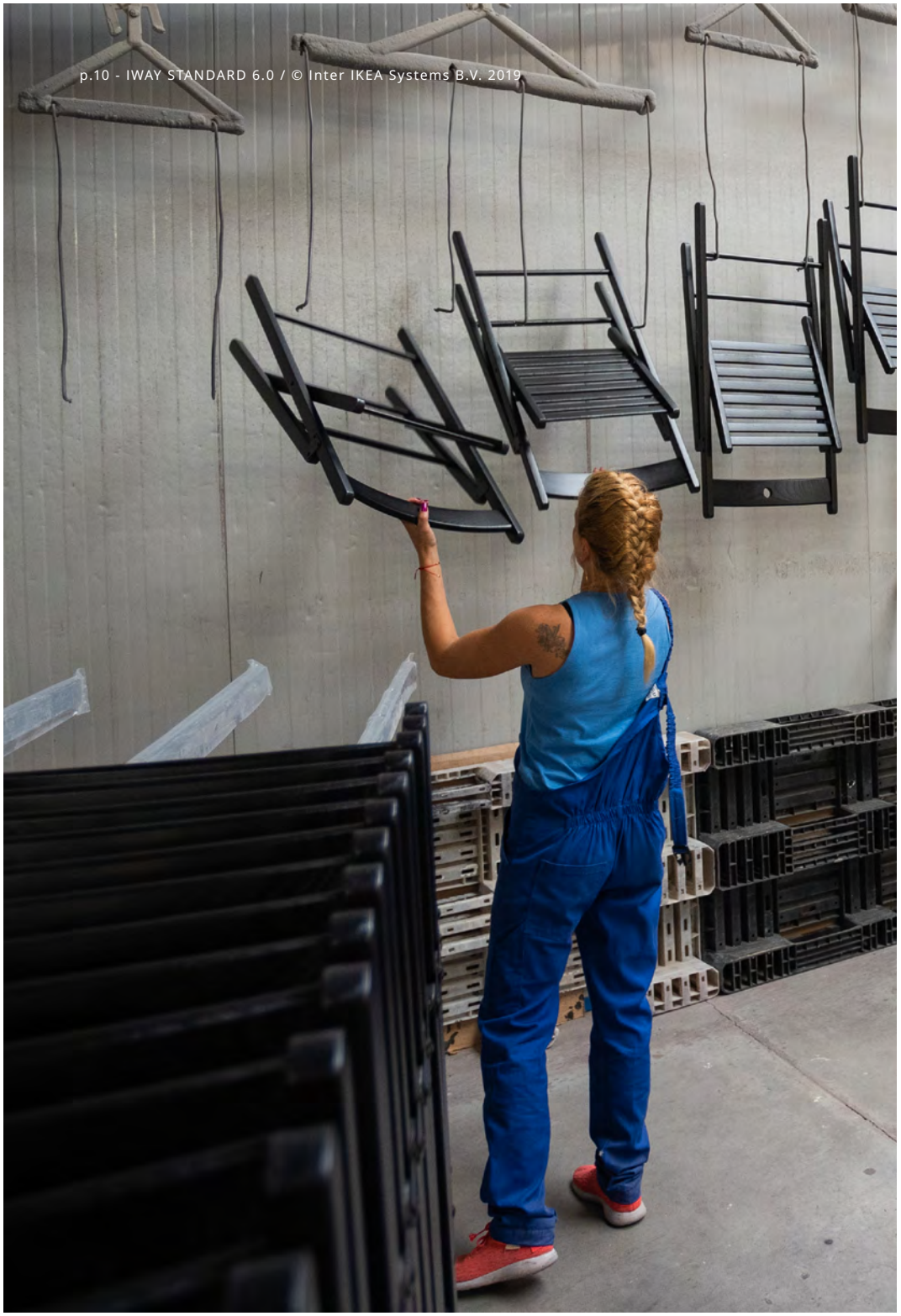
The planet is protected

9

Resources, including water and waste, are managed in a sustainable and circular way

10

Animals live decent lives



IWAY STANDARD

GENERAL SECTION

Requirements for all suppliers

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1 IWAY principles are supported by effective *routines* and open dialogue

PERFORMANCE MANAGEMENT

BASIC

G 1.1 Accountability and responsibility related to IWAY has been granted to one or more management-level representatives.

G 1.2 Internal audits to assess compliance with IWAY requirements are conducted at least once every 12 months.

ADVANCED

G 1.3 Written policies and *routines* covering IWAY are in place.

G 1.4 Indicators and plans are in place to measure and improve performance related to IWAY.

SUPPLY CHAIN MANAGEMENT

BASIC

G 1.5 *Sub-contractors* of products, services, materials or components in the IKEA *value chain* are mapped, in line with IKEA organisation specifications.

G 1.6 IWAY is implemented and verified at *sub-contractors* of products, services, materials or components in the IKEA *value chain*, in line with IKEA organisation specifications.

EXCELLENT

G 1.7 Social and environmental risks in the IKEA *value chain* are identified and actions are taken to mitigate them.

WORKER/MANAGEMENT DIALOGUE

BASIC

G 1.8 *Workers* are informed of their rights and responsibilities related to IWAY.

G 1.9 There is a structured dialogue with *workers* related to IWAY.

2 Business is conducted lawfully and with integrity

BUSINESS ETHICS

MUST

G 2.1 Trust and transparency related to the IKEA business are ensured. Attempts to break the law, falsify documents, deceive, or commit corruption are not accepted.

BASIC

G 2.2 All applicable laws, regulations and permits related to IWAY are complied with.

3 *Children* are protected and opportunities for work, learning and family life are promoted

PROTECTION OF CHILDREN

MUST

G 3.1 There is no *child labour*. Any potential or confirmed case of *child labour* is immediately reported to IKEA.

BASIC

G 3.2 *Children* do not perform work below the *minimum legal working age. Vocational trainees* may participate in training from 14 years of age. Training is related to their education.

G 3.3 *Children*, whether as *young workers* or *vocational trainees*, do not perform *hazardous work* or night work.

OPPORTUNITIES FOR WORK AND LEARNING

BASIC

G 3.4 Work opportunities for *young workers* are identified and promoted.

ADVANCED

G 3.5 *Vocational training* opportunities for *children* are identified and promoted.

OPPORTUNITIES FOR FAMILY LIFE

ADVANCED

G 3.6 *Workers* receive childcare support in addition to that defined by applicable legislation.

4 *Fundamental labour rights* are respected

WORKER FREEDOM

MUST

G 4.1 There is no *forced, bonded* or *prison labour*. Any potential or confirmed case of *forced, bonded* or *prison labour* is immediately reported to IKEA.

BASIC

G 4.2 Overtime hours are voluntary and *workers* refusing overtime hours are not penalised. Under certain circumstances well defined by applicable legislation, overtime hours may be mandatory for a short period if agreed through *worker* representation, where applicable.

FREEDOM OF ASSOCIATION AND GRIEVANCES

BASIC

G 4.3 *Workers* are free to exercise their right to form or participate (or not) in work-related organisations, as well as engage in *collective bargaining.* These rights are exercised without fear of *discrimination*, violence or harassment, whether physical or psychological.

G 4.4 A grievance mechanism is in place and known to *workers*, enabling them to raise complaints or concerns without retaliation. Complaints are recorded and acted upon and the anonymity of *workers* is protected.

RECRUITMENT AND EMPLOYMENT PRACTICES

BASIC

G 4.5 Fees and costs related to recruitment, employment or termination processes are not charged to *workers*. *Workers* are not requested to provide deposits.

G 4.6 A written routine related to recruitment is implemented and includes rules regarding: age verification, the screening and selection of candidates and the use of all labour recruiters.

G 4.7 *Workers* sign a written employment contract or equivalent before they start work or introductory training, whichever comes first. *Workers* receive a copy of the contract and understand its terms prior to signature. Significant changes in employment terms are agreed upon by the *worker* in writing.

G 4.8 *Zero-hours* contracts are not used.

G 4.9 Rules regarding *discrimination*, harassment, *business ethics*, disciplinary measures and the use of alcohol and drugs are written, implemented and communicated to *workers*.

G 4.10 Disciplinary measures do not include the use of mental or physical coercion, including corporal punishment, threats of violence, public warnings or punishments, fines and the removal of contractual benefits. *Workers* are free to seek assistance and have the right to appeal disciplinary decisions.

ADVANCED

G 4.11 *Temporary work* is only used, when work is not of a regular nature.

G 4.12 In case of *dismissal*, *workers* are offered a *notice period* of at least 10 working days prior to termination of employment.

EQUALITY, DIVERSITY AND INCLUSION

BASIC

G 4.13 *Workers* are free from *discrimination*, violence or harassment, whether physical or psychological.

ADVANCED

G 4.14 Actions to promote *equality*, *diversity* and *inclusion* are implemented and communicated internally.

EXCELLENT

G 4.15 Gender pay gaps are assessed and actions are taken to eliminate them.

G 4.16 *Gender balance* is achieved for managerial positions.

5 *Workers* have time off work, are paid responsibly and have opportunities to develop competence

WORKING HOURS AND TIME OFF WORK

MUST

G 5.1 A reliable system for registering *working hours*, including overtime, of all *workers* is maintained.

BASIC

G 5.2 *Working hours* do not exceed 60 hours per week, including overtime.

G 5.3 *Workers* have at least one break of 30 minutes after every 4.5 hours worked, unless otherwise agreed in writing through *worker* representation.

G 5.4 *Workers* have at least 24 consecutive hours of rest after 6 days of work.

ADVANCED

G 5.5 *Workers* have the opportunity to take time off from work for exceptional personal circumstances, in addition to that defined by applicable legislation.

G 5.6 Regular *working hours* do not exceed 48 hours per week. Overtime *working hours* do not exceed 12 hours per week.

EXCELLENT

G 5.7 Work is planned in such a way that it does not rely on overtime.

WAGES AND BENEFITS

MUST

G 5.8 *Workers* are paid at least the legal minimum wage.

BASIC

G 5.9 *Workers* are compensated for additional *living costs* resulting from working away from their *base location*.

G 5.10 Wages are paid according to contractual terms, on time and at least monthly.

G 5.11 *Workers* receive a *payslip* with complete pay, benefits and deduction information that reflects the pay received. Information provided in *payslips* is understandable for *workers*.

G 5.12 Uniforms, when required, are provided in sufficient quantity and free of charge. No deductions are made for cleaning and/or maintaining uniforms.

ADVANCED

G 5.13 Overtime hours are compensated at premium rate or through the equivalent amount of time off.

COMPETENCE DEVELOPMENT

BASIC

G 5.14 *Workers* have competence on how to handle emergency situations and know the risks associated with their position prior to performing their tasks.

G 5.15 *Workers* receive training or other competence development activities that allow them to fulfil their tasks.

G 5.16 *Vocational trainees* above 18 years of age receive compensation for work performed while training. Training is related to their education.

ADVANCED

G 5.17 *Vocational training* opportunities are identified and promoted.

G 5.18 *Workers* have the opportunity to develop their competence, in areas related or unrelated to their current area of work.

6 Workers' health and safety are protected

OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT

MUST

G 6.1 *Workers* are not exposed to *severe occupational health and safety hazards*. Fatalities are immediately reported to IKEA.

G 6.2 *Accident* insurance is provided to all *workers*. Insurance covers medical treatment for work related injuries and illnesses and provides compensation for work related injuries and illnesses resulting in permanent disability or death.

BASIC

G 6.3 Occupational health and safety risks, including those related to mental health and ergonomics, are assessed and actions are taken to mitigate them.

G 6.4 Safe working *routines* are implemented to minimise the risks associated with *hazardous work*.

G 6.5 Equipment is safe and used under safe conditions. Warning signs and safety information are visible.

G 6.6 *Workers* use personal protective equipment and protective clothing that are clean, free of charge, in working order and appropriate for the risks identified.

G 6.7 *Accidents* and *near misses* related to occupational health and safety are reported, analysed, followed-up and acted upon. Records of *accidents* and *near misses* are kept.

G 6.8 Safety *hazards* are continuously reported, analysed, followed-up and acted upon.

EMERGENCY MANAGEMENT

G 6.9 Risks of emergency situations are assessed. Written emergency *routines* are implemented.

G 6.10 An independent evacuation alarm is audible and/or visible to all *workers.* It is possible to manually activate the alarm and alarm buttons are clearly visible and marked.

G 6.11 Emergency evacuation routes and exits ensure quick and safe evacuation at all times.

G 6.12 *Workers* trained in first aid and firefighting are available during all operating hours in sufficient number to fit the occupational risks.

G 6.13 The type, quantity and location of first aid and firefighting equipment fit the occupational risks. The equipment is operational at all times.

G 6.14 Evacuation drills are performed to test the evacuation process and identify any need for improvement. The frequency of the drills is defined according to the occupational risks. As many *workers* as possible participate in the drills. Records of the evacuation drills are kept.

G 6.15 Emergency drills are performed to test the emergency *routines* and identify any need for improvement. Records of the emergency drills are kept.

G 6.16 An *emergency response team* is appointed to take decisions in case of an emergency situation.

G 6.17 The written emergency *routines* are aligned with neighbouring companies and local authorities.

CHEMICAL MANAGEMENT

G 6.18 Chemicals are purchased, stored, transported, handled and used in a way that protects the health and safety of *workers* and the environment.

G 6.19 Chemical risks are assessed as per the UN Global Harmonising System and chemicals are labelled accordingly.

G 6.20 Alternative chemicals with lower risks to the health and safety of *workers* and the environment are identified and used.

BUILDING AND ELECTRICAL SAFETY

G 6.21 Buildings are designed, constructed, maintained and modified in a way that ensures structural integrity.

G 6.22 Electrical wiring, lighting and gas fixtures are properly installed and maintained.

OCCUPATIONAL HEALTH CHECKS AND HEALTHCARE SUPPORT

BASIC

G 6.23 Non-work related health testing, such as for pregnancy or HIV, is not used.

ADVANCED

G 6.24 Occupational health checks are offered regularly to *workers* to identify impacts on health resulting from work. Health checks are performed by a healthcare professional. Findings are kept confidential and are used by the healthcare professional to issue recommendations on potential adjustments to the work position or workplace.

EXCELLENT

G 6.25 *Workers* receive healthcare support, in addition to that defined by applicable legislation.

7 Working and living conditions are suitable

WORKING CONDITIONS

BASIC

G 7.1 The working environment is clean, hygienic and well maintained and has adequate light, ventilation and, when necessary, heating.

G 7.2 Places where *workers* can eat and rest are available, are away from any *hazards* and are proportional to the number of *workers*.

G 7.3 Toilets are free of charge, hygienic, accessible during *working hours*, equipped with basic supplies and proportional to the number of *workers*.

G 7.4 Unlimited, clean drinking water is available free of charge and within a reasonable distance of the work area.

8 The planet is protected

ENVIRONMENTAL IMPACTS

MUST

G 8.1 There is no *severe environmental pollution*. Any case of *severe environmental pollution* is immediately reported to IKEA.

BASIC

G 8.2 Environmental complaints are recorded and acted upon.

G 8.3 The risk of ground contamination due to current or previous activities is assessed and acted upon.

G 8.4 Environmental risks and impacts are identified and assessed in order to find ways to improve environmental performance. Environmental improvement plans are implemented, reviewed and updated every 12 months.

ADVANCED

G 8.5 Environmental impacts are assessed when evaluating operational and structural changes.

AIR POLLUTION AND CLIMATE

BASIC

G 8.6 Current energy sources are known and possibilities to convert to *renewable energy* sources are identified.

ADVANCED

G 8.7 All consumed electricity, generated or purchased, comes from r*enewable energy* sources.

G 8.8 No *ozone depleting substances* or *hydrofluorocarbons* are used.

G 8.9 No fossil coal- or oil-based fuels are used on site as a primary source of energy.

EXCELLENT

G 8.10 Emissions of air pollutants and *greenhouse gases* are reduced in absolute terms, in line with limiting the global temperature increase to well below 2°C, aiming towards 1.5°C, by the end of the century (as set in the *Paris Agreement).*

G 8.11 All consumed energy, generated or purchased, comes from *renewable energy* sources.

CONSERVATION AND BIODIVERSITY

BASIC

G 8.12 Business activities are not conducted in *High Conservation Value Areas*, unless the area is certified according to a system recognised by IKEA.

ADVANCED

G 8.13 Initiatives to support biodiversity are implemented.

9 Resources, including water and waste, are managed in a sustainable and circular way

WATER

BASIC

G 9.1 Information is available on what type of incoming water is used and how, where and by whom wastewater is treated.

ADVANCED

G 9.2 If water is used in operations, opportunities to reduce use and discharge of water are identified and implemented.

EXCELLENT

G 9.3 If water is used in operations, possibilities to limit the use of *high quality water* are identified. Actions are taken to limit the usage of *high quality water*, resulting in improvements.

WASTE MANAGEMENT

BASIC

G 9.4 Waste is stored, handled, transported and disposed of in a way that protects the health and safety of *worker*s and the environment. No waste is landfilled on site. Hazardous and non-hazardous waste are kept separate.

G 9.5 Waste is not incinerated on site, unless for the purpose of recovering energy.

G 9.6 Records are available on how, where, how much and by whom waste is treated.

G 9.7 Opportunities to refuse, reduce, reuse and recycle waste are identified and implemented.

ADVANCED

G 9.8 No waste is sent to landfill.

EXCELLENT

G 9.9 All waste is reused or recycled.

Glossary

Accident	An event or occurrence that happens unexpectedly and unintentionally, resulting in injury, illness or death.
Base location	Location defined in the employment contract. This is either the regular workplace or the office to which the contract is linked.
Business ethics	Rules, principles, and standards for deciding what is morally right or wrong when doing business.
Children	Persons under the age of 18 years, unless, under the law applicable to the *child,* majority is attained earlier.
Child labour	Work performed by *children* under the *minimum legal working age* that deprives them of their childhood, potential and dignity and that is harmful to their physical and mental development. Furthermore, work done by any person under 18 years of age can also be considered "*child labour*", depending on the type and hours of work performed and the conditions under which it is performed.
Collective bargaining	Negotiations between the employer and *worker* representatives, freely and independently chosen by *workers*.
Discrimination	*Discrimination* occurs when a person is treated less favourably than another in a comparable situation on grounds that are not related to their capability to do the job. Grounds for *discrimination* include: age, gender identity, sexual orientation, mental or physical disability, ethnicity, nationality, religion, marital or family status or any other dimension of a person's identity that bears no relation to their capability to perform the job.
Dismissal	The situation in which an employer officially makes someone leave their job for any reason, unless as a result of a disciplinary process agreed with or not contested by the *worker* or confirmed by the authorities. This includes cases where *workers* are laid off or made redundant.
Diversity	*Diversity* refers to the variety of similarities and differences among people, including age, gender identity, sexual orientation, mental or physical disability, ethnicity, nationality, religion, marital or family status or any other dimension of their identity.
Emergency exit	An *emergency exit* is illuminated or indicated with a photo luminescent sign. The exit opens outwards, is kept unlocked and is unblocked at all times.
Emergency response team	Team of *workers* with appropriate competence to coordinate the emergency response: evaluation of the emergency, immediate decision-making, support to local authorities and emergency services, and external and internal communication.
Emergency route	Route leading towards an *emergency exit*. The route is kept unblocked at all times.
Equality	*Equality* means that everyone shall be treated fairly and provided with equal opportunities, regardless of their background and their individual differences. *Equality* also implies the absence of any kind of *discrimination*.
Forced, bonded or prison labour	*Forced labour* is any work or service that is performed by any person under the menace or threat of a penalty, and which the person has not entered into of his or her own free will. This includes the confiscation of personal belongings, the inability to terminate employment at any time and the inability to leave work premises. *Bonded labour* is a form of *forced labour* in which *workers* are bound to their job through debt bondage, as a result of being charged, directly or indirectly, recruitment fees or costs, paying deposits, receiving loans or wage advances or having payments delayed. *Prison labour* is work conducted by prisoners.
Fundamental labour rights	For the purpose of IWAY, *fundamental labour rights* include freedom from f*orced and bonded labour*, non-*discrimination*, freedom of association and the right to *collective bargaining*.

Gender balance *Gender balance* refers to an equal proportion of men and women.

Greenhouse gases Any of the seven *greenhouse gases* defined by the Kyoto protocol, the emission of which contributes to climate change: carbon dioxide (CO2), methane (CH4), nitrous oxide (N2O), sulphur hexafluoride (SF6), *hydrofluorocarbons* (HFCs), nitrogen trifluoride (NF3), and perfluorocarbons (PFCs). These gases contribute to global warming by trapping heat from the sun like a greenhouse – the so-called greenhouse effect.

Hazard A situation that poses a level of threat to life, health or the environment. This can include physical, chemical, biological, ergonomic or occupational *hazards.*

Hazardous work Work in which *workers* are susceptible to *hazards*.

High Conservation Value Areas Defined by the High Conservation Value Resource Network as areas containing biological, ecological, social or cultural values that are outstandingly significant or critically important at the national, regional or global level.

High quality water Water for which the physical, chemical, biological characteristics match or are close to drinking water limits.

Hydrofluorocarbons *Hydrofluorocarbons* (HFCs) are man-made, fluorinated *greenhouse gases*. They are frequently used as replacements for ozone-depleting substances in air conditioning, refrigeration, foam-blowing, fire retardants, solvents and aerosols.

Inclusion *Inclusion* means leveraging *diversity* to create a fair, healthy, and high-performing organisation or community. An inclusive environment ensures equitable access to resources and opportunities for all. It also enables individuals and groups to feel safe, respected, engaged, motivated, and valued, for who they are and for their contributions toward organisational and societal goals.

Living costs Costs associated with the basic necessities of life, such as food, drink, shelter and clothing.

Minimum legal working age The *minimum legal working age* is defined by the national legislation and is the age at which a person can be employed.

Near miss A *near miss* is an unplanned event that did not result in injury or illness – but had the potential to do so. Only a fortunate break in the chain of events prevented an injury or illness.

Notice period The time period between the notice of termination and the end of the last working day. The *notice period* is paid in line with the *worker's* contract.

Ozone depleting substances Chemicals that destroy the Earth's protective ozone layer in the upper atmosphere. They include chlorofluorocarbons (CFCs), hydrochloro-fluorocarbons (HCFCs), and halons, amongst other human-made substances responsible for ozone depletion. The use of *ozone depleting substances* is controlled according to the Montreal Protocol.

Paris Agreement Agreement within the United Nations Framework Convention on Climate Change, dealing with greenhouse-gas-emissions mitigation, adaptation, and finance, starting in the year 2020.

Payslip A physical or electronic note given to a *worker* at the end of each pay period, clearly indicating the components of the compensation. This includes exact amounts for wages, benefits, incentives/bonuses and any deductions.

Renewable energy All energy sources from renewable non-fossil energy sources that are naturally replenished during a human time-scale. *Renewable energy* includes the following energy sources: wind, solar, hydropower, biofuels, hydrothermal and ocean (wave and tidal) and geothermal energy. It does not include nuclear energy or fossil fuels.

Routines A set of actions designed to accomplish a task. Unless specified, *routines* may be unwritten.

Severe environmental pollution Environmental pollution that causes irreversible, long term or widespread ecosystem disruption or is likely to spread widely from the site.

Severe occupational health and safety hazards Health and safety *hazards* that are likely to pose an immediate risk of causing death, permanent injury or illness.

Sub-contractor Any entity or individual that provides a product, service, material or component as part of the IKEA *value chain*.

Supplier	A company or organisation with which an IKEA company has an agreement and also any *sub-contractors* to that agreement that supply products, services, materials or components. For the purpose of this document, the term *supplier* applies to *suppliers*, service providers and other contracting parties.
Temporary work	Work of limited duration. The end of the contract is determined by objective conditions, e.g. a specific date, completing a specific task, or the occurrence of a specific event. *Temporary work* can be either full-time or part-time and it can be bilateral (between two parties) or triangular (between 3 parties).
Value chain	The full range of activities required to bring a product or service from its conception to the final consumer and re-integration back into the *value chain*. This includes activities such as design, production, distribution and support to the consumer. At different stages of the *value chain*, stakeholders add value to the product or service to increase its end value.
Vocational training	Includes all forms of apprenticeships, internships and work experience that have a learning objective. *Vocational training* is conducted in cooperation with a local school or training institution, or has been approved as a training programme by a competent authority, or serves as a guidance or orientation programme designed to support the choice of the trainee of an occupation or a line of training.
Worker	A person performing work full-time or part-time. This includes piece rate *workers*, vocational trainees and *workers* undergoing a probationary period, as well as *sub-contractor workers* working eighteen (18) hours or more per week on-site.
Working hours	The period in which a *worker* is working. They exclude time not worked, even if paid, such as paid annual leave, paid public holidays, paid sick leave, meal breaks, time spent on travel from home to work and vice versa.
Young worker	Persons under 18 years of age, but above the *minimum legal working age*, who are engaged in work.
Zero-hour contract	An employment contract which does not oblige the employer to provide regular work for the *worker*, but requires the *worker* to be on call in the event that work becomes available.

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ADDENDUM TO THE TERMS AND CONDITIONS OF THE IWAY STANDARD

1. Glossary

1.1 The parties hereby agree that the '*Worker*' definition in Glossaries of General Section and applicable Additional Sections is replaced in its entirety with the following:

"A person performing work full-time or part-time. This includes piece rate *workers*, vocational trainees and *workers* undergoing a probationary period, as well as *sub-contractor workers*."

2. Ingka Group IWAY Specifications for General Section

2.1 The parties have agreed to the changes and/or additions to IWAY Standard, General Section, as set forth herein. These Ingka Group IWAY Specifications are the 'IKEA organisation specifications' for Ingka Group referred to in IWAY Standard, General Section.

2.2 The parties hereby agree that requirement G 1.5 in Principle 1, Supply Chain Management, in General Section is replaced in its entirety with the following:

"G 1.5 (i) *Sub-contractors* of products, services, materials or components in the IKEA *value chain* are mapped, in line with IKEA organisation specifications.

G 1.5 (ii) The *sub-contractor* mapping should be done for all *sub-contractors* falling under the *sub-contractor* scope in requirement G 1.6 (ii) below. The mapping must always be kept updated by the *supplier* and should be given to Ingka upon request."

2.3 The parties hereby agree that requirement G 1.6 in Principle 1, Supply Chain Management, in General Section is replaced in its entirety with the following:

"G 1.6 (i) IWAY is implemented and verified at *sub-contractors* of products, services, materials or components in the IKEA *value chain*, in line with IKEA organisation specifications.

G 1.6 (ii) For fulfilling requirements under G 1.5 and G 1.6, *supplier* must secure the requirements G 1.5 and G 1.6 in the agreement with *sub-contractors* for all tiers in the *value chain*. In relation to G 1.5 and G 1.6, s*ub-contractors* shall be defined as a company:

a) Performing processes, and services, that are considered to be potentially highly harmful to the environment, health or safety of the *Workers* or are in an industry or supply setup that is prone to *child labour* or *forced, bonded or prison labour* (as defined by the IWAY Standard), or posing risks as identified during the Initial Assessment; and/or

b) Providing services that connect with the IKEA customer; and/or

c) Providing products or services, including transport, that are identifiable with the IKEA brand or are IKEA branded; and/or

d) Providing services on IKEA premises; and/or

e) Producer of a semi-finished product used in a final product for IKEA.

G 1.6 (iii) The minimum scope for IWAY implementation and verification for *sub-contractors* are the IWAY MUST requirements. However, in the case that *sub-contractors* are providing the entire service, as described in the contract, then the minimum scope are IWAY MUST and IWAY BASIC requirements."

3. IWAY Process

3.1 Ingka Group periodically reviews the application of the IWAY Standard by its *suppliers* with on site or remote reviews carried out by Ingka Group professional reviewers or 3rd party professional auditors authorised by IKEA.

3.2 The periodicity of the reviews is determined by a risk assessment of the *suppliers* carried out on objective data. The same *supplier* can receive for example three reviews in one year and then one review every four years, depending on its risk. The *suppliers'* risk level is an internal Ingka Group information, it can change over the time and is not communicated.

3.3 During the reviews, the reviewer has access to *workers* data, can see all the areas of the *supplier's* units and has access to administrative information, in relation to IWAY. The reviewers confidentially interview in private the *workers* with questions related to IWAY requirements. All information is treated with the maximum of confidentiality and no copies of document are brought away. During the reviews, the reviewer can also review the *sub-contractors*. The reviewer can take pictures, with the approval of the *supplier*.

3.4 Generally, the reviews are announced, meaning that the date and the scope is agreed with the *supplier* few weeks in advance. There are cases when the review is unannounced, carried out therefore without any previous communication.

3.5 The review report is shared with the supplier few days after the review. The *supplier* is required to prepare a corrective action plan for all the noncompliance's, addressing the root causes for avoiding their repetition. The reviewer approves the corrective action plan and then assess (with a site visit or remotely) the its effective application in the given time frame.

3.6 Noncompliance's not resolved within the deadlines lead to business consequences: stop of orders, non-renewal of the contract, suspension or immediate termination of the contract.

3.7 IWAY MUST requirements are the most important requirements of the IWAY Standard. Noncompliance's to those requirements require an immediate reaction and an immediate elimination of the causes, otherwise immediate business consequences are applied, including termination of the contract.

4. Miscellaneous

4.1 The word and expressions defined in this Addendum shall, unless otherwise defined herein, have the same meaning as in the IWAY Standard.

4.2 The IWAY Standard shall remain in full force and effect except as expressly changed and amended hereby.

4.3 This Addendum shall be considered an integrated part of the IWAY Standard and shall only be read, interpreted and used as such.

4.4 In case of any conflict between this Addendum and IWAY Standard, the terms of this Addendum shall prevail.

4.5 ICC, IWAY Standard and Ingka Group IWAY Specifications for General Section are periodically updated and improved. The *supplier* accepts all the future amendments of the ICC, IWAY Standard and Ingka Group IWAY Specifications for General Section communicated by Ingka Group.