

My IKEA



This is Your IKEA

It's very important to us that you feel at home at IKEA. It's the co-workers who help to bring the IKEA Concept to life and have made the organisation what it is today.

This is just the beginning

Now it's up to you to really make IKEA your IKEA. After all, most things remain to be done. There is a glorious future awaiting you, in which your initiative will be crucial for IKEA. No method is more effective than a good example. Setting a good example means always reflecting on how something you have done today can be done even better tomorrow.

That is why we want you to tell us how we can strengthen the connection with our customers, make even more dreams a reality, work even more sustainably and be even better at working together. That is how we keep the motor of IKEA running and together make IKEA a success.

Welcome to your IKEA

Practical info

This booklet contains all sorts of practical information about IKEA that will be useful for you to know as a new co-worker. We are providing you with this information to help you settle in to your new job.

We are doing this because there is certain information we would like you to know when you start working for us and certain things we have to tell you by law.

You can use this part of the booklet as a sort of signpost. Here, we will give you some general information and sometimes refer to further details available on the website nowpandc.ingka.com. Now P&C contains all the official documents we use, such as the Collective Labour Agreement (CLA), the IKEA Group Code of Conduct, the various schemes in which you can participate and even more information. If you still have questions, you can always get in touch with your manager or People & Culture in your store.

Good to know: the final page contains a brief summary of where you can find the most important information.



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Official agreements

Ingka Group Code of Conduct

We are all different, but at IKEA we all embrace the same values and adopt the same mentality. It's just part of who we are. In addition to this fundamental approach, we also have a formal framework of rules and agreements about how we want to work: the Ingka Group Code of Conduct. IKEA B.V. Nederland is part of the Ingka Group, so the Code of Conduct also applies to you. You can find the full Code of Conduct on Now P&C.

The rules reflect our values. But actually, they are all based on common sense. For example, they cover acceptable and unacceptable behaviour within IKEA, appropriate conduct for co-workers and managers and the best way for us to work with each other and with others. You can use these rules to make the right decisions in your work and to work out whether things are being done in the right way.

We expect everyone to work together, engage with each other and act in the right way. We value honesty. If you think someone is acting in conflict with the Code of Conduct, you can use the following three points to respond.

1 Talk to the person in question.

If you don't feel comfortable doing this...

2 Talk to your manager, your manager's manager or your HR Manager

If you don't feel comfortable doing this...

3 Call or write to the IKEA trust line. You can find the contact details on Hej! or Now P&C

CLA

IKEA has its own CLA (collective labour agreement) for all co-workers. The CLA is applicable to the co-workers of IKEA B.V. Nederland (including all stores, the Customer Support Center and the Service Office) and to co-workers of Inter IKEA Systems B.V. who work at the store in Delft. The CLA is negotiated in collaboration with the employees' association (Werknemersvereniging – W.I.M.) and the FNV trade union.

Together, we have reached agreements in the CLA relating to matters such as salary, working hours and holiday hours. Some agreements apply to everyone, others just to certain functions or pay scales. Your employment contract contains details of any individual agreements based on the CLA. In this booklet, we will tell you a bit more about some of the agreements. You can find more information on Now P&C.

During your work

Staff pass

All IKEA co-workers have a staff pass. The pass contains details about you, the location where you work and a photo. You can request a pass from reception at your store. They will also take a photo. Your pass will be ready for you at reception after no more than one working week.

Only you may use your pass. You use it to sign in when you enter and sign out when you leave, to make purchases at IKEA and also to open doors at most stores. Interns, external parties and seasonal co-workers receive a temporary pass.

Logging hours worked and absences

Every time you enter or leave IKEA, you have to sign in or out using your staff pass. At IKEA, we value taking responsibility for ourselves. For example, you are responsible for recording the hours you work in the right way, as this is used as the basis for your salary payment. You do this by clocking in and out at the staff entrance. If you need to go somewhere else for your work, tell your manager. He or she will then make sure that those hours are processed. If you are going to a different store, just clock in there as usual. If you forget your pass, sign in and out at reception. Through Kronos you can view your processed hours, if you can't find it you can ask your manager for an overview of your processed hours.

Co-worker clothing and personal protective equipment

When you interact with customers, we want you to be recognisable to them. That's why many of our co-workers receive co-worker clothing and an IKEA name badge. If you have co-worker clothing, you must always wear it when you are at work. You are responsible for ensuring that your clothing is clean and tidy and that you look well groomed. Ask your manager or a P&C co-worker in your store about the clothing rules. Forgotten your clothing? If so, you should go and get it from home in your own time.

If your function requires you to wear co-worker clothing, you will have received a letter with your contract explaining how to order it. This explanation is also available on Now P&C. Most of the clothing can be ordered from an online shop, and some can be ordered from your manager. The amount of clothing you can order depends on how many hours you work. Safety is also very important to us. IKEA will provide you with any personal protective equipment you need. You can order it via your manager. Make sure that you always use the equipment correctly. If you have any questions about co-worker clothing or personal protective equipment, you can find more information on Now P&C or contact P&C in your store.

What to do if you are unable to come to work

If something has come up that means you suddenly need to take time off, e.g. if your child is sick or if one of your water pipes has sprung a leak, please phone your manager or their deputy as soon as possible to request the time off.

Together, you will discuss which sort of leave is applicable. If you are sick, you must report this by telephone to your manager, the day manager of your cluster or their deputy (duty manager) before 09:00 in the morning on the first day you are sick. This also applies if you are scheduled to work later in the day. If your start time is between 05:00 and 08:00, you must call in sick no later than quarter of an hour before you are due to start work. You can find more information about absence, leave or sickness, and reintegration in the 'Healthy working at IKEA' brochure on Now P&C. You can also contact the P&C department in your store.

What to do if you do not only work for IKEA

If you work at IKEA, you need to comply with a number of rules and agreements. Under the Working Hours Act, we are responsible for ensuring that there are no conflicts of interest if our co-workers do not only work for IKEA. This applies if co-workers work for another employer or for themselves. If you want to do other work apart from your job at IKEA, go to see the P&C department of your store. They will need to give you written approval for your other work.

Co-worker participation

Our co-workers are the driving force behind IKEA. We want to know what you think about us. All co-workers can share their ideas with us. One of the ways you can do this is by becoming a member of one of the works councils. The works councils deal with policy and practical matters.

In the Netherlands, IKEA has a Works Council that it consults about matters concerning all stores, the Customer Support Center and the Service Office. Each store also has a Local co-worker participation body (LCPB), which deals with policy in the store.



Information and communication

We all work towards the same goal: a better life for as many people as possible. To help us work better together, it's important to know what is going on in the organisation and what your co-workers are up to. Communication is an essential part of this. IKEA offers you practical information, handy tools for your work and interesting news, both online and offline. Below is some information about the most important means of communication.

Now P&C

Now P&C is where you will find all of the information relating to P&C, for example about your holiday days, parental leave, your salary, terms and conditions of employment, the appraisal process, and much more. Now P&C links you to P&C portals such as My Learning and our brand-new My Rewards portal. This makes it the ultimate starting point to find answers to all your P&C questions.

For example, co-workers can use the system to view their payslips or amend their personal details. It's important that IKEA always has the correct details, such as your name, address and bank account number. If anything changes, please notify us via Now P&C.

Hej! and Viva Engage

You can use our internal platform, Hej!, to keep up to date with the latest IKEA news at all times wherever you are; you can check your schedule and read your email. If you're working on an IKEA computer, Hej! will open automatically. You can also access Hej! by going to hej.ingka.com and logging in using your IKEA credentials.

We also use Viva Engage. This is an internal social media platform where you can easily chat with your co-workers, read the latest messages from your unit or IKEA Netherlands, or post a message yourself. You can easily log in using your IKEA credentials. Download the app to your phone, so you always have it to hand. In the workplace, you should of course only use your phone when it allows you to help customers and provided that you do so responsibly.

Connect Magazine

The paper version of our co-workers' magazine comes out twice a year. You can find it at the co-worker restaurant or at reception. This magazine is full of fascinating background stories, interesting facts and interviews with co-workers from all over the Netherlands.

Network access and programs you will need for your work

If you use computer programs, email or the internet for your work, this will be managed by the IT department. Your manager will give you the credentials you need to log in.

Meetings

At each site you will find meeting rooms you can reserve via Outlook or at reception.

Smartphones and social media

Smartphones, social media and apps are changing the way we communicate with each other. You can use your smartphone at work, but only if it allows you to help customers and provided that you do so responsibly. We have guidelines for social media use. You are effectively an ambassador for IKEA: both inside and outside work, and in any online presence you may have. The guidelines will help you to use social media in a fun yet responsible way.

Growing at IKEA

It's the IKEA co-workers that make our organisation a success. We want you to feel valued, to have the right knowledge and to be motivated. That's how we make a difference. That's why IKEA offers more than just a salary and co-worker benefits: investing in your development and in a good work environment and culture are just as important.

Development opportunities

IKEA is growing, and that's mainly thanks to its co-workers. There are plenty of opportunities to develop within our organisation. During the meetings you will have with your manager as part of the appraisal cycle, we strongly encourage you to talk about your situation at work, your need to develop and your ambitions to grow. You are ultimately responsible for your own development, but we will be happy to actively support you in any of the available opportunities.

Introduction

The customer is the focus of everything we do, so we are always thinking of ways we can be even better at helping. As a store co-worker, you play a very important role in this. That's why we give introductory training to our new co-workers. During the training, you will learn about IKEA and our objectives, what departments there are, how the departments work and what the IKEA values are.

Onboarding

Whether you are new at IKEA or are changing to a different role, organisation or country within IKEA: we want you to get off to a good start and feel equipped to begin your new journey. At IKEA, we believe that every single individual has something valuable to offer. Our work is based on a spirit of togetherness and enthusiasm, and together we are building a diverse, inclusive, open and honest work environment. That is why we support you during your first three months with our onboarding programme. Together with a buddy, you will make sure that you are completely ready for your new job. We would like to offer you a warm welcome, and we hope that you will feel “at home”.

End of probation meeting

At IKEA, we work together, strive towards the same goal and help each other. Every new co-worker at IKEA with a contract longer than six months will have a probationary period. This probationary period is so that you and IKEA can work out if this job is right for you and if we want to carry on working together. Before the end of the probationary period, we will arrange an end of probation meeting to discuss this. Your contract will state how long your probationary period is; usually, it's two months.

Appraisal cycle

At IKEA, we lead our business with our people. This means that nothing we do at IKEA can come about without our people. That is why we use a Performance & development pathway to help you to grow and develop as a co-worker. If you feel good, we feel good, and that is how we get the best results together. The development process is divided into three steps.

Step 1: The goal-setting meeting

(At the start of the financial year or two months after the start of your employment)

During the goal-setting meeting, you and your manager will agree on some personal goals that will help you to make a systematic contribution to the goals of your team. At least two goals will be formulated; the maximum number is four. Your personal development plan (PDP) will be used to set out fixed agreements about how you will develop over the coming year in order to achieve your goals.

Step 2: Ongoing meetings with your manager

During these meetings, you and your manager will reflect on the time that has gone before. But also on the future. How are things going? Do any of your goals need to be updated or amended? And what about your personal development? Where do you need support and should the plan be updated to reflect the latest situation?

Step 3: Performance evaluation

(At the end of the financial year)

The appraisal at the end of the year is based on two criteria from the job profile (tasks and conduct) and a third criterion that is decided separately each year (goals).

You will also discuss the Talent Review during these meetings. You fill this in yourself, and your manager can provide input. The Talent Review is about your expected performance and potential, the possibility of you moving, and your potential next step within IKEA.



Terms and conditions of employment

Salary

Your salary depends, among other things, on your function, your age and how long you have worked at IKEA. IKEA will pay your salary on the 23rd of every month. If the 23rd falls on a weekend or public holiday, your salary will be paid on the closest working day. You will receive the salary for your contract hours every month. Hours for which you receive an allowance will be paid one month after you have worked them.

The agreements about salaries at IKEA are made again each year with the trade unions and set down in the CLA. This includes various pay scales. There is an independent agency that determines which functions belong in which scale.

Thirteenth month and holiday pay

At IKEA, you will receive an extra payment twice a year in addition to the monthly salary. In December, you will receive an extra month's pay in addition to your usual salary. This is known as the thirteenth month. In May, you will receive holiday pay in addition to your salary.

Employees who are paid on a monthly wage basis have the option of having the thirteenth month paid pro rata. The employee can make this choice once per financial year, at the latest by 1 November. The choice will take effect as of the next calendar year.

Flexible hours

Sometimes, you might work more or fewer hours than your contract hours. These are known as flexible hours. On public holidays, for example, we have a lot more customers than at other times. At those times, we need more co-workers to give every customer the attention they deserve, even when it is busy. Your function and pay scale will determine whether you also accrue and receive payment for flexible hours. Your manager can tell you more about this.

Allowances

IKEA offers long opening hours for its customers. Customers can visit most stores seven days a week and online we are even available all the time. This may mean that you work at varying times. You can find out about which allowances apply at which times in the CLA.

Travel expenses allowance

IKEA has two types of travel expenses allowance. One is for travel from your home to work, i.e. commuting, and the other is for business trips, i.e. trips that you make because you have been asked to do so by IKEA. If you receive a commuting allowance, this is to reimburse you for the costs you incur. The amount depends on the distance, but also on your function and pay scale. If you are going on a business trip, you should ideally travel by public transport. When travelling by car, a pool car or company car must always be used in the first instance.

Working hours

We always want to serve our customers in the best way possible, which is why our stores have long opening hours. Our working hours at IKEA therefore also have to cover long periods of time. Working hours vary depending on your store, department and function. You will of course already have discussed this during the application process. You will find the work schedule with your working hours in Now P&C under the heading My working hours and absence.

Here, you will be able to see your schedule. You can also log in via Hejl. On this page, you will also find all the information about how your schedule is created, who is involved in creating the schedule and what rules and agreements we have in place.

Your manager is responsible for ensuring that your schedule is correct, even if last-minute changes are made to it. If you see something that is incorrect or that you have questions about, contact your manager. If you have to wear co-worker clothing, we expect you to be in your co-worker clothing at your workplace at the start of your working hours. This means that you should change your clothes outside working hours.

Breaks

All of us at IKEA are hard workers. But even hard workers can only perform well if they get enough rest every day. That's why there are various breaks at IKEA. The CLA states how many breaks you will get in a day and how long they last. It also states that breaks count as your own time, so you are not paid for them. Your manager can tell you exactly what break times apply to your department.

Green commuting

We are proud that IKEA is seen as a very sustainable brand. All of us work hard to ensure that is the case. For us, corporate social responsibility is inseparable from the success of IKEA. Your 'green behaviour' will also be rewarded. IKEA has various public transport and cycling arrangements you can use to make your commute as green as possible. In this way, you can benefit both yourself and the environment!

We will reimburse all the costs you incur if you travel to work by public transport. This covers your journey door to door. IKEA will therefore pay for any travel you do by train, metro, bus and tram, but also for using a public transport bike and the costs of safely parking your bike. Almost everyone at IKEA can make use of the 'green travel' scheme, but it does not apply to seasonal co-workers or interns.

Holiday days

Under Dutch law, you receive a certain number of holiday hours. Each month, you also receive a number of extra holiday hours for working at IKEA. The number of holiday hours you receive and accrue depends on your contract and the number of hours you work. All the agreements on this matter can be found in the CLA. The law also stipulates the deadline for using your holiday hours. You can use the hours you receive by law until 1 September of the following year. You have five years to use up the extra hours you accrue at IKEA. We will take this into account when you take a day off: the hours that will expire first will automatically be the first you use up.

Public holidays

IKEA is often open even on public holidays and Sundays. These are the times when it is extra busy in the stores, because lots of people have time off. We want to be there for our customers at those times, just as we are on other days. As a co-worker, you are entitled to take leave, but you may also be scheduled to work days on which many other people have time off. At IKEA, we have made a number of agreements about this, which you will find in the CLA.

The CLA contains a detailed explanation of the conditions that apply. You may have already made agreements with your manager about working on Sundays and public holidays, or there may be details of this in your contract. Your manager can tell you which rules apply to you.

Co-worker discount and co-worker purchases

At IKEA we keep prices as low as possible so that as many people as possible are able to purchase our products. Our co-workers receive a discount on these already low prices. The CLA explains the conditions for using the 15% co-worker discount. You receive a discount on items from the store and on our website. Some stores have additional agreements about discounts on items from the Second chance corner and about ordering products. We do everything in our power to keep stock levels good for our customers, so it is not possible to put products aside to pay for them later.

From the moment you purchase something at IKEA, you become a customer rather than a co-worker. We have put a few rules in place to make sure that there are no misunderstandings. If you wish to purchase something from IKEA, you must do that in your own time. You may be wearing IKEA clothing when you do so, but the clothing must not be visible. This means that you will seem just like any other customer. You must also use the customer entrances and exits just like any other customer. You may not take the products you have purchased back into the store with you or into the staff area. Some stores have special lockers near the staff entrance in which to leave your purchases; in other stores purchases can be left with reception.

Pension

The IKEA vision is to create a better everyday life for the many people. It goes without saying that we want that to extend to our co-workers too. We also believe it's important to think about the future, which is why IKEA has its own pension fund: STIP (Stichting IKEA Pensioenfondsen). Co-workers pay 25% of the contribution and IKEA pays the remaining 75%.

You can find more information about your IKEA pension at [IKEApensioenfondsen.nl](https://ikeapensioenfondsen.nl).



Healthy working at IKEA

Your health is important. We believe that our co-workers can only get the best out of themselves if they feel fit and healthy. That is important, because when you grow, IKEA grows. You are of course responsible for ensuring that you have a healthy lifestyle, but IKEA wants to play its part in that. That's why we focus on your health, employability and on reducing absenteeism with Healthy People.

Your mental health: Gimd work coach and 24/7 helpline

Sometimes things can get a bit tough, and you may experience grief, stress or loss on a small or large scale, whether at home or at work. At IKEA, we understand that you may need support with these sorts of issues. If so, you can make an appointment with the Gimd work coach. You will find the name and contact details of the work coach for your unit on information signs. Do you urgently need someone to talk to? If so, you can call 088 800 8522, including in the evenings and at night.

Preventive doctor consultation

Prevention is better than cure, as the saying goes. Therefore, should you have any questions about your health in relation to your work or your working conditions, you can use the preventive consultation hour of the company doctor or our occupational health and safety service. You can request this via your manager or the P&C team in your unit.

Would you prefer an anonymous consultation? Call 020 305 7010 to make an appointment at a branch of our occupational health and safety service, HumanCapitalCare.

Budget coaching

It might be that you have completely lost control of your finances for one reason or another. This often has a major impact on your personal life, your work and your health. Getting assistance can help you gain insight and control over your income and expenses. Grip (part of the IKEA social welfare initiative) can help you with this. And IKEA covers the cost of this support. Go to www.grip-schuldhulpverlening.nl or reach out directly by emailing info@grip-schuldhulpverlening.nl or calling 088 800 8500.

A Grip co-worker will then get in touch with you to talk about your situation and work out an action plan with you.

Confidential advisor

Everyone should feel safe at IKEA. Unwanted conduct (for example bullying, conflict behaviour, sexual harassment) is not permitted at IKEA and we do everything we can to prevent it. Should you nevertheless experience such behaviour, it is important that this stops as quickly as possible. You can tell your manager or your unit's People & Culture team what is going on. However, if you don't feel comfortable doing this, you can get in touch with the confidential advisors.

There are confidential advisors both outside IKEA and within IKEA itself. The information signs in your unit will tell you how to contact them. All confidential advisors are subject to a duty of confidentiality. They will handle your issues and your information with the utmost care.

Health check

We would like to support you in maintaining or improving your health and wellbeing. And that starts with you being aware of your own situation. That's why IKEA organises a health check for all co-workers once every 3 years. Taking part in the health check is of course voluntary, but we would strongly advise you to do so, as it will give you a lot of useful information and tips about your physical and mental health.

Taking part in the health check means sharing your personal data. That's why we prioritise privacy during the health check and use an external, ISO-certified and highly secure organisation to carry out the health check.

The health check has an online section with questions about topics including your working conditions, lifestyle and health. If you want, you can then also take advantage of the physical health check. Depending on your function, this consists of a basic check (blood pressure, cholesterol, BMI, etc.), an eye test and a physical stress test. You will get advice straight afterwards about how to improve your health, if necessary.

Collective accident insurance

IKEA has taken out collective accident insurance for all its co-workers. As an IKEA co-worker, you are always – 24 hours a day, 365 days a year, whether at work or not – insured everywhere in the world against accidents that result in permanent injury.

Collective health insurance

IKEA believes it's important that co-workers can properly insure themselves against the cost of sickness. That's why IKEA offers collective health insurance. It's of course up to you to choose whether you want to make use of this.

What to do if you are unwell

We do everything we can on our side to keep you healthy, and of course you do the same. But we all get sick sometimes. If you are sick, you need to let your manager know and comply with a number of agreements. For example, we expect that you will do everything in your power to recover from your illness as quickly as possible and that you will keep your manager informed about how you are doing and when you can return to work.

Want to know more?

Do you want to know more about healthy working at IKEA? Take a look at the "Healthy working at IKEA" brochure, which you can find on Now P&C.

Work environment and safety

Security and checks

Safety is important. IKEA protects co-workers, visitors and customers as well as it can. That's why every store works together with a security company. Security guards are present at IKEA as a preventive measure to guarantee safety. For example, they carry out checks at the check-out, patrol the site, monitor access control outside opening hours and have an important role in preventing theft.

There are approximately 6,000 co-workers working at IKEA Netherlands, all of whom are subject to the same rules. As a co-worker, you must always use the staff entrance and exit to enter and leave. This allows us to know who is present in the building during an evacuation.

The security guards will occasionally check the bags of IKEA co-workers and visitors. This means that you may also be checked. Sometimes everyone is checked, sometimes co-workers are chosen at random. When you leave, you have to press an inspection button at the staff exit. If the light turns green, you can walk through as usual. If the light turns red, you will be checked by a security guard. You are obliged to participate in this. The check can also take place in a separate room, if you like.

The Business Navigation department and the Security Manager are actively involved in ensuring the safety and security of everyone at IKEA. The market manager has ultimate responsibility for this, but everyone at IKEA is responsible for his/her own work area.

Have you seen something suspicious or unsafe that you're not sure about? Take responsibility and inform your manager about this immediately.

Theft and alert register

Within IKEA, honesty is more important than anything else. Obviously, we do not tolerate theft. If you see a customer stealing something, inform security or the duty manager (the responsible manager on that day) and the Security Manager immediately. If you steal something yourself or commit fraud, your employment at IKEA will be terminated with immediate effect. We will also report this to the police and you will be entered in the alert register of Fraude Aanpak Detailhandel, a foundation that tackles fraud in the retail sector, and in our incident register.

Camera surveillance and hidden camera

A camera system is part of protecting everyone at IKEA. We make no secret of this: we use cameras that are visible to everyone. We also tell everyone who enters the store about this. The Market Manager is always consulted before reviewing the footage.

We would rather it not be necessary, but if there is no other option then we also install hidden cameras. We take this measure only as a last resort, for example if we have good reason to think that someone is stealing and we cannot rule it out in any other way. This is always done in consultation with the manager of IKEA Netherlands and the manager of the store in question.

Fire and evacuation procedures

When you start working at IKEA, you will be given department-specific introductory training and general introductory training. This training also covers safety. We believe it's important that you know what procedures to follow in the event of a fire or evacuation and are aware of the applicable rules. You will learn about the escape routes, for example, which are marked by green signs with white lettering. Your manager can tell you about the exact procedures that apply to your workplace. There may be evacuation drills while you are working at IKEA. We regularly test the fire alarm and evacuation in all of our stores.

Company emergency response team

Every store has its own company emergency response team. The co-workers in these teams have received basic company emergency response training. They know what they need to do if there is an accident. You can see on a board near the staff entrance who the company emergency response team members are at your store and which of them are present.

First aid box

There are first aid boxes at various places in each store. A member of the company emergency response team can use the box if someone suffers a minor injury.

Data privacy

Within IKEA, we work with the personal information of our customers and our co-workers. Always be extremely careful with this data. Never take this data outside of the store. Loss of this data can have far-reaching consequences for IKEA. High penalties can be imposed in the case of negligence.

Machines, technical installations and rolling equipment

You have probably already discussed with your manager whether you will be using machines or certain installations at IKEA. For example, we work with sawing machines and forklifts. You must have the right certificates or diplomas to work with this equipment. There are sometimes also age requirements. You may only use the machines or installations if you have discussed this with your manager. Never just use a machine without being certain that you have the right documents. Your manager or the P&C department can help you with this.

Personal items

You might bring personal items with you to work that you do not need in the workplace. You can store these securely in a locker while you are working. You can ask for a locker key at the reception of your store. Keep the key safe. We will record which key you are given and ask you to sign for it. You have to pay compensation if you lose the key. You are responsible for your own belongings. IKEA is not liable for any personal property that you may lose.

Last but not least

Parking cars, bicycles and mopeds

There always needs to be space for our customers at IKEA, including in the car park. We want to offer the best service, so they can park as close to the store as possible. We even have special parking spaces for some customers, such as disabled spaces or spaces for families with young children. We of course also take account of our co-workers. You can park at every store, whether you travel by car, moped or bicycle. Ask your manager where the staff parking spaces are at your store. Every store has a secure garage for mopeds and bicycles. Ask reception for a key.

Changing room, showers, etc.

IKEA wants all co-workers to look neat and well groomed. Every store therefore has changing rooms and showers. This means you can easily change into your co-worker clothing or freshen up before you start work.

Visitors

You have already read that you must always sign in with your staff pass when you enter IKEA. If you have a visitor, you are responsible for ensuring that they also sign in and out. This can be done at reception. Visitors must wear a badge during their visit.

Sustainability

Sustainability is extremely important to IKEA. We are a very sustainable brand, and we want to stay that way. You play an important role in this. Examples include separating waste, switching off your computer at the end of the day and turning off the lights when you leave a room. If you have any ideas about how we can be even more sustainable, we of course want to hear about them.

Self Service and joint responsibility

We have already told you that we expect all co-workers to adopt a certain mentality. We therefore trust that you feel responsible for what you do. If you use a flexible workstation, meeting room, photocopying equipment, the co-worker restaurant, the smoking area or the changing room, please leave everything clean and tidy. If you notice anything broken, let the right people know as soon as possible. They will ensure that it is repaired or replaced. Not sure who to contact? In that case, notify reception. This way, we can all make sure that working at IKEA is an enjoyable experience.

'Special' activities

Unfortunately, we can't include every single rule in this booklet. You can read about a lot more of them on Hej! and Now P&C. However, your manager can also tell you more, for example about which rules apply when you work with cash, forklifts or confidential data. Your manager will discuss the regulations with you if you carry out these sorts of special activities during your work and will ask you to sign the regulations.

The contents of My IKEA have been drawn up with a great deal of care. However, there may be inaccuracies or certain things that are out of date. You can find the most up-to-date information on Now P&C and via your manager.



**A world of
ideas**

