

# IWAY STANDARD

## DIGITAL PLATFORM WORK SECTION

**Additional requirements to the General Section that are specific to digital *platforms*.**

The requirements contained within the General Section apply to the *platform* in the IKEA value chain. The requirements in this section are secured for *platform workers* that perform services for IKEA.

The development of technology has created conditions for a new form of work to exponentially expand in the last 'few years: digital platform work. Globally, legislation around this new form of work is diverse and rapidly changing, and digital platform work is itself also evolving.

At IKEA, our ambition is to support decent and meaningful work for all *platform workers* that perform services for IKEA. We want to have a dialogue around social and working conditions of *platform workers* that are present in the IKEA value chain, take learnings from implementing this section in our value chain and have a step-by-step approach to moving this topic together with the relevant stakeholders and partners.



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

## WORKER/MANAGEMENT DIALOGUE

### BASIC

**PW 1.1** *Platform workers* are informed of their rights and responsibilities related to topics included in IWAY.

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

## PROTECTION OF CHILDREN

### MUST

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

### BASIC

PW 3.2 *Children* below the *minimum legal working age* do not perform work.

PW 3.3 *Children* above the *minimum legal working age* do not perform work unless under adult supervision.

# 4 Fundamental labour rights are respected

## WORKER FREEDOM

### MUST

PW 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

PW 4.2 *Platform workers* are free to perform work for other companies or *platforms*.

PW 4.3 *Platform workers* have the freedom to terminate their *platform* agreement or equivalent at any time, according to the agreed *notice period* (if applicable), without penalty.

PW 4.4 *Platform workers* are free to refuse service requests without retaliation or penalty.

## FREEDOM OF ASSOCIATION AND GRIEVANCES

### BASIC

PW 4.5 *Platform 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.

PW 4.6 A grievance mechanism is in place and known to *platform workers*, enabling them to raise complaints or concerns without risk of retaliation. Complaints are recorded and acted upon and confidentiality of *platform workers* is protected.

PW 4.7 A transparent method for facilitating the resolution of disputes between customers and *platform workers* is implemented.

## RECRUITMENT AND EMPLOYMENT PRACTICES

### BASIC

**PW 4.8** The terms and conditions of the *platform* agreement or equivalent are provided and understood by the *platform workers* before they accept them.

## EQUALITY, DIVERSITY AND INCLUSION

### BASIC

**PW 4.9** *Platform workers* are free from *discrimination*, violence or harassment, whether physical or psychological.



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

## WORKING HOURS AND TIME OFF WORK

### BASIC

- PW 5.1** There is a plan to limit working hours for *platform workers* to a maximum of 60 hours per week for IKEA related services.
- PW 5.2** There is a plan to secure at least 6 consecutive hours of rest within a 24 hour period for *platform workers*.

## WAGES AND BENEFITS

### MUST

- PW 5.3** *Platform workers* earn at least the equivalent of the legal minimum wage for IKEA related services.

### BASIC

- PW 5.4** *Platform workers* receive compensation for late cancellation of an accepted service.
- PW 5.5** Uniforms and any other equipment required for branding purposes are provided in sufficient quantity and free of charge. No deductions are made for cleaning and/or maintaining uniforms.
- PW 5.6** *Platform workers* are presented with option(s) for making medical insurance and pension contributions.

### ADVANCED

- PW 5.7** *Platform workers* earn at least the equivalent of the legal minimum wage for IKEA related services after *work related costs*.

## COMPETENCE DEVELOPMENT

### BASIC

**PW 5.8** *Platform workers* have the competence to perform their services in a healthy and safe manner.

### ADVANCED

**PW 5.9** *Platform workers* are provided with resources to further develop their skills and competence.



# 6 Workers' health and safety are protected

## OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT

### MUST

- PW 6.1** *Platform workers* are not exposed to *severe occupational health and safety hazards*. Fatalities are immediately reported to IKEA.
- PW 6.2** *Platform workers* are presented with option(s) for *accident* insurance. 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

- PW 6.3** *Platform workers* are presented with option(s) for liability insurance. Insurance covers potential damages to the property of the customer or 3<sup>rd</sup> party, the property of the *platform worker*, and any injury to the customer.
- PW 6.4** Occupational health and safety risks, including those related to mental health and ergonomics, are assessed and are communicated to the *platform workers*.
- PW 6.5** Equipment is safe and is used under safe conditions.
- PW 6.6** *Platform workers* use personal protective equipment and protective clothing that are clean, in working order and appropriate for the risks identified.

# Glossary

|                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                             |                                                                                                                                                                                                                                                                                                                                                                                                         |
|-----------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b><i>Accident</i></b>                        | An event or occurrence that happens unexpectedly and unintentionally, resulting in injury, illness or death.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <b><i>Hazard</i></b>                                        | A situation that poses a level of threat to life, health or the environment. This can include physical, chemical, biological, ergonomic or occupational hazards.                                                                                                                                                                                                                                        |
| <b><i>Children</i></b>                        | Persons under the age of 18 years, unless, under the law applicable to the child, majority is attained earlier.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <b><i>Minimum legal working age</i></b>                     | The minimum legal working age is defined by the national legislation and is the age at which a person can be employed.                                                                                                                                                                                                                                                                                  |
| <b><i>Child labour</i></b>                    | Work performed by children under the <i>minimum legal working age</i> 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.                                                                                                                                                                                                                                                                             | <b><i>Notice period</i></b>                                 | The time period between the notice of termination and the end of the last working day.                                                                                                                                                                                                                                                                                                                  |
| <b><i>Collective bargaining</i></b>           | Negotiations between the employer and worker representatives, freely and independently chosen by workers.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | <b><i>Platform</i></b>                                      | Digital labour platforms which include both: <ul style="list-style-type: none"><li>• web-based platforms, where work is outsourced to a geographically dispersed crowd (crowdwork); and</li><li>• location-based applications (apps), which allocate work to individuals in a specific geographical area, to perform service-oriented tasks such as driving, packing or assembling furniture.</li></ul> |
| <b><i>Discrimination</i></b>                  | <p>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.</p> <p>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.</p>                                                                                                                                                                                                      | <b><i>Platform workers</i></b>                              | Workers who carry out, either online or on-location, short-term tasks or services available for selection through a platform. <i>Platform workers</i> operate independently and do not have an employment relationship with suppliers, service providers or <i>platforms</i> .                                                                                                                          |
| <b><i>Forced, bonded or prison labour</i></b> | <p>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.</p> <p>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.</p> <p>Prison labour is work conducted by prisoners.</p> | <b><i>Severe occupational health and safety hazards</i></b> | Health and safety hazards that are likely to pose an immediate risk of causing death, permanent injury or illness.                                                                                                                                                                                                                                                                                      |
|                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <b><i>Work related costs</i></b>                            | Operational costs incurred while performing tasks.                                                                                                                                                                                                                                                                                                                                                      |