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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.

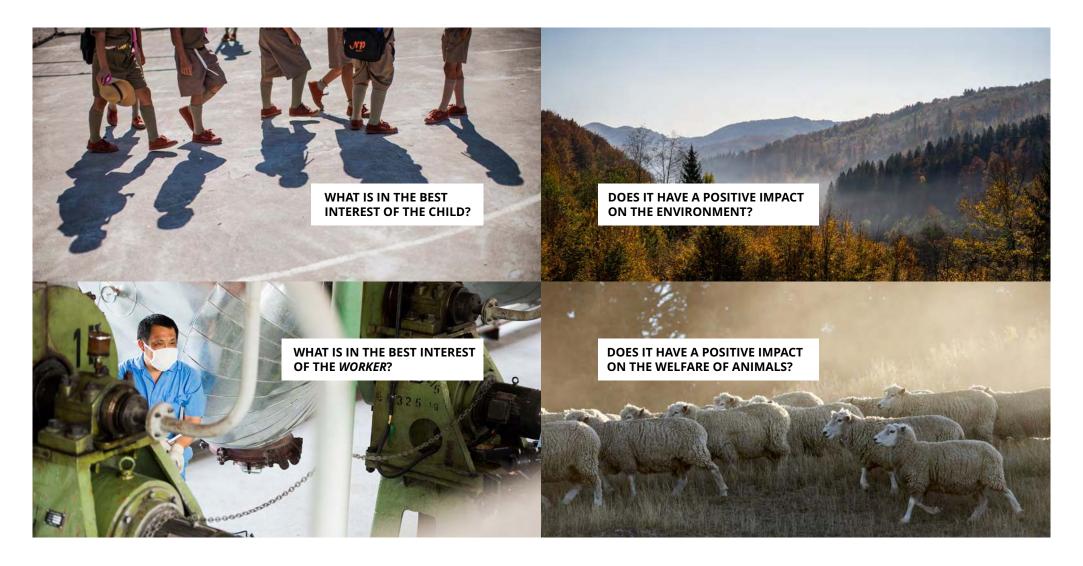
We ("IKEA") want to build long-term relationships with *suppliers*, service providers and other contracting parties (herein after, "*Suppliers*") that share our vision. That's why we have developed IWAY, the IKEA Way of Responsibly Procuring Products, Services, Materials and Components.

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

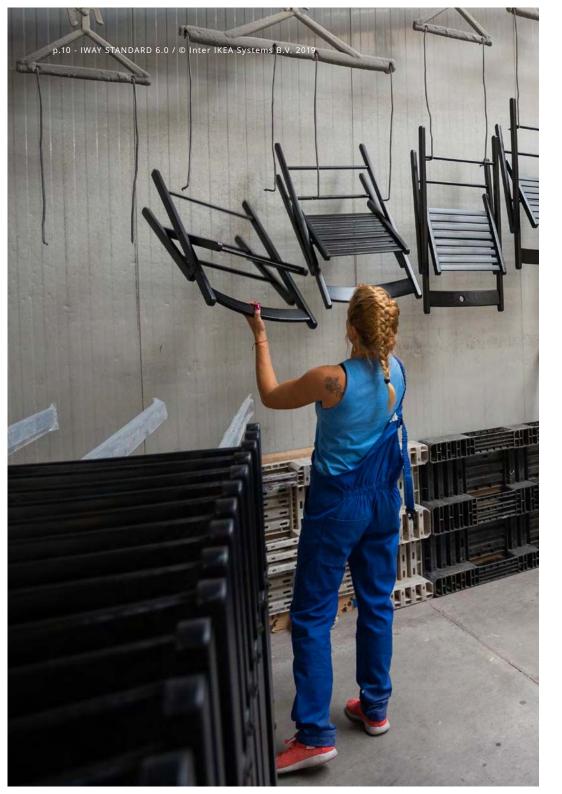
8

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



# are supported by effective routines and open dialogue

### PERFORMANCE MANAGEMENT

BASIC Accountability and responsibility related to IWAY has been granted to one or more management-level representatives. Internal audits to assess compliance with IWAY requirements are conducted at least once every 12 months. ADVANCED 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 Sub-contractors of products, services, materials or components in the IKEA value chain are mapped, in line with IKEA organisation specifications. 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 1.7 Social and environmental risks in the IKEA *value chain* are identified and actions are taken to mitigate them.

**EXCELLENT** 

### 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.



## Business is conducted lawfully and with integrity

### **BUSINESS ETHICS**

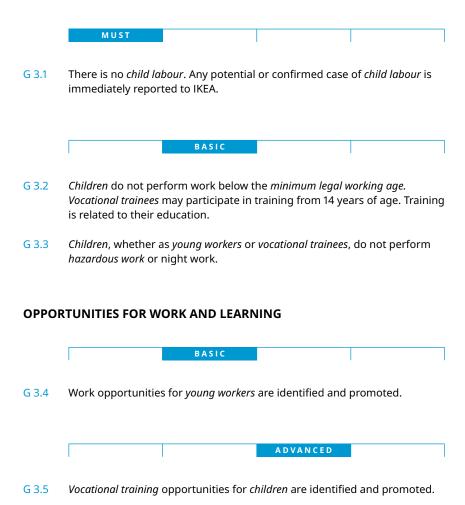
G

|     | MUST  |       |  |  |
|-----|---|-------|--|--|
| 2.1 | Trust and transpar<br>to break the law, fa<br>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



### **OPPORTUNITIES FOR FAMILY LIFE**

ADVANCED

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



## Fundamental labour rights are respected

### **WORKER FREEDOM**

|       |   | '   | 1 | ' |
|-------|---|-----|---|---|
| G 4.1 | There is no forced, bonded or of forced, bonded or prison lab | ,   | • |   |
|       | ВАЅ   | I C |   |   |

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.
- Rules regarding discrimination, harassment, business ethics, disciplinary G 4.9 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 discrimina physical or psychological.               | tion, violence or harassm   | nent, whether |
|        |   | ADVANCED                    |               |
|        | 1   |                             | '             |
| G 4.14 | Actions to promote <i>equality</i> , <i>dive</i> communicated internally. | ersity and inclusion are im | plemented and |
|        |   |                             |               |
|        |   |                             |               |
|        |   |                             | EXCELLENT     |
|        |   |                             |               |
|        |   |                             |               |

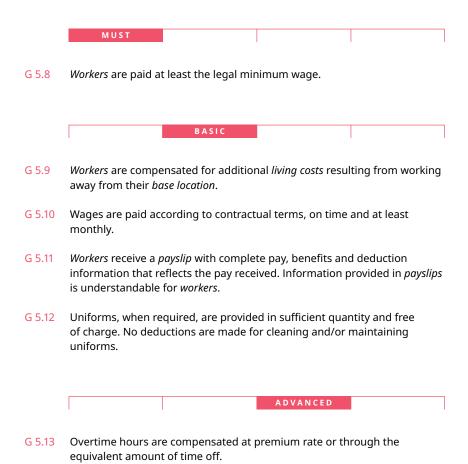
- Gender pay gaps are assessed and actions are taken to eliminate them.
- G 4.16 *Gender balance* is achieved for managerial positions.

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

### **WORKING HOURS AND TIME OFF WORK**

| A reliable system workers is maintai                          |                  | working hours,                                 | including        | overtime         |
|---|------------------|--|------------------|------------------|
|   |                  |  |                  |                  |
|   |                  |  |                  |                  |
|   | BASIC            | ,  |                  |                  |
| Working hours do  | not exceed 60    | hours per weel                                 | k, includin      | g overtin        |
| Workers have at le  | east one break   | of 30 minutes a                                | ifter every      | 4.5 hou          |
| worked, unless ot   | herwise agree    | ៅ in writing thro                              | ough <i>work</i> | <i>er</i> repres |
| Workers have at le  | ast 24 consecu   | tive hours of re                               | est after 6      | days of          |
|   |                  |  |                  |                  |
|   |                  |  |                  |                  |
|   |                  | ADVA   | N C E D          |                  |
| I   |                  |  |                  |                  |
| I   |                  |  |                  |                  |
| Workers have the  |                  |  |                  |                  |
| Workers have the personal circumst legislation.               |                  |  |                  |                  |
| personal circumst<br>legislation.                             | tances, in addit | ion to that defi                               | ned by ap        | plicable         |
| personal circumst   | tances, in addit | ion to that defi<br>ceed 48 hours <sub>l</sub> | ned by ap        | plicable         |
| personal circumst<br>legislation.<br>Regular <i>working h</i> | tances, in addit | ion to that defi<br>ceed 48 hours <sub>l</sub> | ned by ap        | plicable         |
| personal circumst<br>legislation.<br>Regular <i>working h</i> | tances, in addit | ion to that defi<br>ceed 48 hours <sub>l</sub> | ned by ap        | plicable         |

### **WAGES AND BENEFITS**



### COMPETENCE DEVELOPMENT

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.

- 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.

## Workers' health and safety are protected

### OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT

- 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**

and local authorities.

Risks of emergency situations are assessed. Written emergency *routines* G 6.9 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. ADVANCED 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. EXCELLENT G 6.17 The written emergency *routines* are aligned with neighbouring companies

### CHEMICAL MANAGEMENT

**BUILDING AND ELECTRICAL SAFETY** 

|        | BASIC  |
|--------|--|
| G 6.18 | Chemicals are purchased, stored, transported, handled and used in a way that protects the health and safety of <i>workers</i> and the environment. |
|        | ADVANCED   |
| G 6.19 | Chemical risks are assessed as per the UN Global Harmonising System and chemicals are labelled accordingly.  |
|        | EXCELLENT  |
| G 6.20 | Alternative chemicals with lower risks to the health and safety of <i>workers</i> and the environment are identified and used.                     |

- 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.

BASIC

### OCCUPATIONAL HEALTH CHECKS AND HEALTHCARE SUPPORT

BASI

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

ADVANCE

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.



## Working and living conditions are suitable

### **WORKING CONDITIONS**

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

|            |                                  | reported to IKEA.  |                  |                |
|------------|----------------------------------|--|------------------|----------------|
|            |                                  | BASIC  |                  |                |
| Environm   | ental complair                   | nts are recorded a   | nd acted upon.   |                |
|            | of ground conta<br>and acted upo | amination due to o<br>n.                                   | current or previ | ous activities |
| to find wa | ays to improve                   | l impacts are iden<br>environmental pe<br>implemented, rev | rformance. Env   | rironmental    |
|            |                                  |  | A D V A N C E D  |                |
| I          | I                                |  | ADVANCED         |                |
| Environm   | iental impacts a<br>l changes.   | are assessed whe   | n evaluating op  | erational and  |

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 *renewable* 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

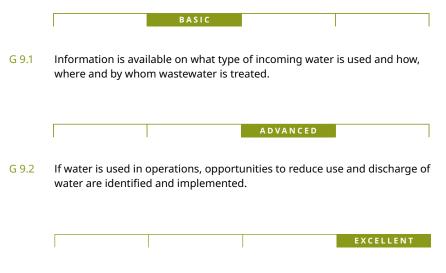
G 8.13 Initiatives to support biodiversity are implemented.



9

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

### WATER



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 Waste is stored, handled, transported and disposed of in a way that protects the health and safety of workers and the environment. No waste is landfilled on site. Hazardous and non-hazardous waste are kept separate. Waste is not incinerated on site, unless for the purpose of recovering G 9.5 energy. G 9.6 Records are available on how, where, how much and by whom waste is treated. Opportunities to refuse, reduce, reuse and recycle waste are identified and implemented. ADVANCED G 9.8 No waste is sent to landfill. EXCELLENT 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 forced and bonded labour, non-discrimination,

freedom of association and the right to collective bargaining.

Gender balance refers to an equal proportion of men and Gender balance 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 women. in the chain of events prevented an injury or illness. Greenhouse gases Any of the seven greenhouse gases defined by the Kyoto protocol, the emission of which contributes to climate change: 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 carbon dioxide (CO2), methane (CH4), nitrous oxide (N2O), sulphur hexafluoride (SF6), hydrofluorocarbons (HFCs), nitrogen worker's contract. trifluoride (NF3), and perfluorocarbons (PFCs). These gases contribute to global warming by trapping heat from the sun like Ozone depleting substances Chemicals that destroy the Earth's protective ozone layer in the a greenhouse - the so-called greenhouse effect. upper atmosphere. They include chlorofluorocarbons (CFCs), hydrochloro-fluorocarbons (HCFCs), and halons, amongst other Hazard A situation that poses a level of threat to life, health or the human-made substances responsible for ozone depletion. The environment. This can include physical, chemical, biological, use of ozone depleting substances is controlled according to the ergonomic or occupational hazards. Montreal Protocol. Hazardous work Work in which workers are susceptible to hazards. **Paris Agreement** Agreement within the United Nations Framework Convention on Climate Change, dealing with greenhouse-gas-emissions **High Conservation Value Areas** Defined by the High Conservation Value Resource Network as mitigation, adaptation, and finance, starting in the year 2020. areas containing biological, ecological, social or cultural values that are outstandingly significant or critically important at the Payslip A physical or electronic note given to a worker at the end national, regional or global level. of each pay period, clearly indicating the components of the compensation. This includes exact amounts for wages, Water for which the physical, chemical, biological characteristics benefits, incentives/bonuses and any deductions. High quality water match or are close to drinking water limits. Renewable energy All energy sources from renewable non-fossil energy sources **Hydrofluorocarbons** Hydrofluorocarbons (HFCs) are man-made, fluorinated that are naturally replenished during a human time-scale. greenhouse gases. They are frequently used as replacements for Renewable energy includes the following energy sources: wind, ozone-depleting substances in air conditioning, refrigeration, solar, hydropower, biofuels, hydrothermal and ocean (wave foam-blowing, fire retardants, solvents and aerosols. and tidal) and geothermal energy. It does not include nuclear energy or fossil fuels. Inclusion *Inclusion* means leveraging *diversity* to create a fair, healthy, and high-performing organisation or community. An inclusive Routines A set of actions designed to accomplish a task. Unless specified, environment ensures equitable access to resources and routines may be unwritten. opportunities for all. It also enables individuals and groups to feel safe, respected, engaged, motivated, and valued, for who Severe environmental Environmental pollution that causes irreversible, long term or they are and for their contributions toward organisational and widespread ecosystem disruption or is likely to spread widely pollution societal goals. from the site. Severe occupational health Living costs Costs associated with the basic necessities of life, such as food, Health and safety hazards that are likely to pose an immediate drink, shelter and clothing. and safety hazards risk of causing death, permanent injury or illness. Minimum legal working age The *minimum legal working age* is defined by the national Sub-contractor Any entity or individual that provides a product, service,

material or component as part of the IKEA value chain.

legislation and is the age at which a person can be employed.

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

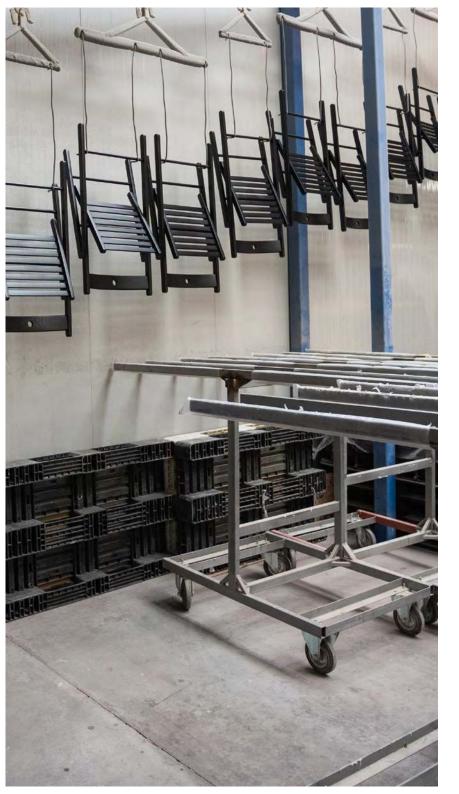
The period in which a *worker* is working. They exclude time not worked, even if paid, such as paid annual leave, paid public holidays, paid sick leave, meal breaks, time spent on travel from home to work and vice versa.

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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