

Ikano Group Partnership policy

Document

Ikano Group Policy

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Scope

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Ikano Group CEO

Distribution

Ikano business partners

Record of Amendments

Amendment No	Date	Sections amended	Details of Amendment	New version ¹
1				
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1. Background

We have an overall responsibility to: safeguard the continued success of the Ikano brand, stay true to the Ikano values and to minimise threats to the good reputation of Ikano. We believe that our business partners (hereafter referred to as Ikano business partners) share this responsibility.

Within our scope of influence, we ensure that Ikano business partners abide by key principles, maintain the highest standards of business ethics and are recognised as taking responsibility for the community and the environment.

2. Purpose

Although we recognise the different legal and cultural environments in which business partners operate throughout the world, this policy sets forth the minimum requirements that business partners shall meet in doing business with Ikano.

This policy also aims to increase our partners' awareness of corporate social responsibility and encourage their social and environmental commitment.

3. General requirements

Relations with Ikano business partners

Our business partners are responsible for their activities and shall ensure that their actions and business relations are in line with UN recommendations on economic sanctions.

Our business decisions at Ikano are based on the best interests of the Ikano Group rather than on personal considerations or relationships. As such, relationships with business partners are constructive and built on a competitive approach, free from any conflict of interest.

4. Specific requirements

Compliance with laws

Ikano business partners shall be respectable companies that comply with all applicable laws and regulations.

Labour and human rights

Ikano business partners shall uphold the human rights of co-workers and treat them with dignity and respect as understood by internationally recognised laws and standards including the Universal Declaration of Human Rights.

Prevention of forced and bonded labour

Ikano business partners shall not make use of forced, bonded, involuntary or prison labour (except in accordance with the International Labour Organisation (ILO) Forced Labour Convention no. 29). All work shall be voluntary and not under threat of any penalty or sanctions. Co-workers shall be free to leave work or terminate their employment by providing the agreed lawful term of notice.

Ikano business partners shall not require co-workers to make deposits/financial guarantees, withhold wages or retain identity documents (such as ID cards or passports) or other personal belonging.

Prevention of child labour and protection of young workers

The use of child labour by Ikano business partners is strictly prohibited. Ikano business partners shall not employ children. The minimum age for employment or work shall be the higher of either: (a) fifteen (15) years of age; (b) the minimum age for employment in that country; or (c) the age for completing compulsory education in that country. If the local minimum age for employment is set at fourteen (14) years of age, in accordance with exceptions for developing countries, the lower age shall apply (ILO Minimum Age Convention no. 138 (1973)).

Notwithstanding the above, Ikano business partners may only employ young workers (i.e. workers who are younger than eighteen (18) years of age) provided that such workers do not perform work likely to jeopardise their health, safety or morals (as required by ILO Minimum Age Convention no. 138 (1973)).

Working hours and leave

Ikano business partners shall set working standards that comply with national laws or benchmark industry standards or relevant international standards, whichever affords greater protection to ensure the health, safety and welfare of co-workers.

Ikano business partners shall respect that the maximum allowable working hours in a week are forty eight (48) (excluding overtime) (as required by ILO Hours of Work (Commerce and Offices) Convention no.30 (1930) and the Hours of Work (Industry) Convention no.1 (1919)). With the exception of persons occupying positions of management, co-workers shall not, on a regular basis, be required to work in excess of forty eight (48) hours per week and co-workers shall take at least one (1) day off every seven (7) days. Overtime hours shall not exceed twelve (12) hours per week and shall not be requested on a regular basis. Ikano business partners shall provide their co-workers with appropriate time off for meals and breaks.

Co-workers shall have time off from their job according to applicable legislation, local traditions and standards (e.g. sick/medical leave, annual/earned leave, maternity leave, national holidays, etc.).

Wages and benefits

Ikano business partners shall pay wages to their co-workers in accordance with local legal requirements.

Wages and overtime pay shall be paid at regular intervals and on time with respect to work performed, according to local legislation.

Ikano business partners shall provide co-workers with all legal benefits (such as social insurance and pensions) to which they are entitled.

Freedom of association

Ikano business partners shall respect the rights of co-workers to associate freely, form and join worker organisations of their own choosing, seek representation, and bargain collectively, as permitted by and in accordance with applicable laws and regulations.

Discrimination

Ikano business partners shall not discriminate against any co-worker based on race, colour, age, gender, sexual orientation, ethnicity, disability, religion, political affiliation, union membership, national origin, marital status or on any other basis in hiring and employment practices (e.g. applications for employment, promotions, rewards, access to training, job assignments, wages, benefits and termination).

Fair treatment

Ikano business partners shall not engage, support or allow any form of harassment or abuse in the workplace. Ikano business partners shall not threaten co-workers with or subject them to hard and inhumane treatment, including sexual harassment, sexual abuse, corporal punishment, mental or physical pressure, verbal abuse or unreasonable restrictions on entering or exiting company provided facilities.

Health and safety

Ikano business partners shall commit to creating safe working conditions and a healthy work environment for all of their co-workers.

Risk management

Ikano business partners shall ensure compliance with applicable laws and regulations relating to health and safety and fire risk management.

Emergency situations

Ikano business partners shall anticipate, identify and assess emergency situations and events and minimise their impact by implementing emergency plans and response procedures including emergency reporting, co-worker notification and evacuation procedures, co-worker training and drills, appropriate first aid supplies and trained first-aiders, appropriate fire detection and suppression equipment, adequate exit facilities and operational recovery plans.

Occupational safety procedures and systems

Ikano business partners shall establish procedures and systems to manage, track and report fires and occupational injury and illness. Such procedures shall encourage co-worker reporting, the classification and recording of injury and illness cases, the investigation of cases and implementation of corrective actions to eliminate their causes, the provision of necessary medical treatment and the facilitation of co-workers' return to work.

Workplace facilities and conditions

Ikano business partners shall provide co-workers with clean washing and toilet facilities, first aid facilities and access to clean drinking water. Ikano business partners shall comply with all relevant and applicable laws, legislation and regulations relating to internal air quality (including appropriate ventilation), temperature levels, noise levels and lighting levels.

Environmental protection

Ikano business partners shall strive to reduce the environmental impact of their operations.

Environmental compliance

Ikano business partners shall ensure compliance with applicable laws and regulations relating to the protection of the environment from air, noise, ground and water pollution including, for example, waste management and disposal requirements.

Environmental performance improvement

Ikano business partners shall take steps to understand and work on reducing environmental impacts of their operations.

Business ethics

Ikano business partners shall be committed to high standards of ethical conduct when dealing with co-workers, suppliers, customers and other stakeholders. The values of trust, integrity and honesty are at the foundation of this Partnership Policy and are keys to its sustainable implementation.

Business integrity

Corruption, extortion and embezzlement, in any form, are strictly prohibited. Ikano business partners shall not violate any international anti-corruption conventions (such as the United Nations Convention against Corruption (2003)) or applicable anti-corruption laws and regulations of the countries in which they operate. Ikano business partners shall not offer or accept bribes or other means to obtain an undue or improper advantage.

Community engagement

Ikano business partners are encouraged to engage in the community to help foster social and economic development and to contribute to the sustainability of the communities in which they operate.

4. Compliance/

By entering into a business relation with Ikano, Ikano business partners declare their support to this partnership policy and actively pursue conformance to it

To the extend they know of potential or actual violations, Ikano business partners shall report them to Ikano.

Permanent disregard for the matters covered by this policy or severe deviations from the international standards referred to in this policy may cause Ikano to re-evaluate the suitability of the company as a business partner.