

# Elkjøp Nordic Standards for Responsible Sourcing



## Introduction

At Elkjøp Nordic, we have a duty to ensure the products we sell and the goods and services we use are responsibly sourced. Please take the time to read and familiarise yourself with these Standards.

The Responsible Business Alliance (RBA), formerly known as the Electronics Industry Citizenship Coalition (EICC) establishes standards to ensure that working conditions in supply chains are safe, and that business is conducted responsibly, ethically, and with respect for human rights and the environment.

The RBA Code of Conduct is a set of social, environmental, and ethical industry standards. The standards set out in their Code of Conduct reference international norms and standards. While the Code of Conduct originated with the electronics industry in mind, it is applicable to and used by many industries beyond electronics.

Elkjøp Nordic Standards for Responsible Sourcing is based on the RBA Code of Conduct and reflects additional Elkjøp Nordic standards, policies, and expectations in relation to our Suppliers' operations. The Standards set out the high social and environmental values we expect from you as our supplier/partner and your supply chains.

To aid us in understanding your compliance with our Standards we ask that all Suppliers complete an EcoVadis assessment annually. We have chosen EcoVadis a global sustainability ratings company, whose assessments are based on international standards, and whose programme is co-financed by us and you. To start the assessment and/or find out more information please [CLICK HERE \(https://invite.ecovadis.com/en/currys/\)](https://invite.ecovadis.com/en/currys/).

## Who do these Standards apply to?

All Suppliers must comply with our Standards. Throughout this document 'Suppliers' refers to all entities that provide goods and/or services, direct and indirect, whether to or on behalf of Elkjøp Nordic or its subsidiaries. This includes contractors and sub-contractors, outsource partners and shop-in-shops, joint ventures, and franchisees.

## What is expected of Elkjøp Nordic Suppliers and Partners?

These Standards set out the minimum requirements that our Suppliers must meet and apply in addition to your expected compliance with all relevant national and international legislation. Elkjøp Nordic goes beyond the RBA Code of Conduct and requires additional social and environmental requirements which are clearly detailed in the relevant sections below.

Elkjøp Nordic Standards for Responsible Sourcing are a total supply chain requirement. At a minimum, Suppliers shall require their next tier suppliers to acknowledge and implement our Standards. Fundamental to adopting our Standards is the understanding that a business, in all of its activities, must operate in full compliance with applicable laws, rules, and regulations<sup>1</sup>. In alignment with

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<sup>1</sup> These Standards are not intended to create new and additional third-party rights, including for workers.

internationally recognised standards as listed under the References of this document, and drawing upon best practices in global supply chains, elements of these Standards may go beyond legal compliance in order to advance social and environmental responsibility and business ethics. In no case can complying with these Standards violate applicable laws. If, however, there are differing standards between these Standards and applicable laws, we require Suppliers to comply with the strictest requirements.

The provisions of these Standards are derived from the RBA Code which itself is derived from and respects internationally recognised standards including:

- OECD Guidelines for Multinational Enterprises
- UN Guiding Principles on Business and Human Rights
- ILO Declaration on Fundamental Principles and Rights at Work
- ILO Fundamental Conventions
- UN Universal Declaration of Human Rights

Our Standards are made up of five sections. Sections A, B, and C outline standards for Labour, Health and Safety, and the Environment, respectively. Section D adds standards relating to business ethics; Section E outlines the elements of an acceptable system to manage conformity to our Standards. The Reference section outlines the international standards and leading practices which were referenced in the development of the RBA Code/our Standards and may be useful as an additional source of information.

## A. Labour

Suppliers commit to respect the human rights of workers, and to treat them with dignity. This applies to all Suppliers, as well as all workers including temporary, migrant, student, contract, direct employees, and any other type of worker.

The labour standards are as follows:

### 1. Freely Chosen Employment

Forced, bonded (including debt bondage) or indentured labour, involuntary or exploitative prison labour, slavery or trafficking of persons is not permitted. This includes transporting, harbouring, recruiting, transferring, or receiving persons by means of threat, force, coercion, abduction or fraud for labour or services. There shall be no unreasonable restrictions on workers' freedom of movement in the facility, in addition to unreasonable restrictions on entering or exiting Supplier provided facilities including, if applicable, workers' dormitories or living quarters.

As part of the hiring process, all workers must be provided with a written employment agreement in their native language that contains a description of terms and conditions of employment. Foreign migrant workers must receive the employment agreement prior to the worker departing from his or her country of origin and there shall be no substitution or change(s) allowed in the employment agreement upon arrival in the receiving country unless these changes are made to meet local law and provide equal or better terms.

All work must be voluntary, and workers shall be free to leave work at any time or terminate their employment without penalty if reasonable notice is given as per worker's contract. Employers, agents, and sub-agents' may not hold or otherwise destroy, conceal, or confiscate identity or immigration documents, such as government-issued identification, passports, or work permits. Employers can only hold documentation if such holdings are required by law. In

this case, at no time should workers be denied access to their documents. Workers shall not be required to pay employers' agents or sub-agents' recruitment fees or other related fees for their employment. If any such fees are found to have been paid by workers, such fees shall be repaid to the worker.

## **2. Young Workers**

Child labour shall not be used in any stage of manufacturing. The term "child" refers to any person under the age of 15, or under the age for completing compulsory education, or under the minimum age for employment in the country, whichever is greatest. Workers under the age of 18 (Young Workers) shall not perform work that is likely to jeopardise their health or safety, including night shifts and overtime. Suppliers shall ensure proper management of student workers through proper maintenance of student records, rigorous due diligence of educational partners, and protection of students' rights in accordance with applicable laws and regulations. Suppliers shall implement an appropriate mechanism to verify the age of workers.

The use of legitimate workplace learning programs, which comply with all laws and regulations, is supported. Suppliers shall provide appropriate support and training to all student workers. In the absence of local law, the wage rate for student workers, interns, and apprentices shall be at least the same wage rate as other entry-level workers performing equal or similar tasks. If child labour is identified, assistance/remediation shall be provided.

## **3. Working Hours**

Working hours shall not exceed the maximum set by local law. Further, a work week shall not be more than 60 hours per week, including overtime, except in emergency or unusual situations. All overtime shall be voluntary. Workers shall be allowed at least one day off every seven days.

## **4. Wages and Benefits**

Compensation paid to workers shall comply with all applicable wage laws, including those relating to minimum wages, overtime hours and legally mandated benefits. All workers shall receive equal pay for equal work and qualification. Workers shall be compensated for overtime at pay rates greater than regular hourly rates. Deductions from wages as a disciplinary measure shall not be permitted. For each pay period, workers shall be provided with a timely and understandable wage statement that includes sufficient information to verify accurate compensation for work performed. All use of temporary, dispatch and outsourced labour shall be within the limits of the local law.

## **5. Non-Discrimination/Non-Harassment/Humane Treatment**

Suppliers shall commit to a workplace free of harassment and unlawful discrimination. There shall be no harsh or inhumane treatment including violence, gender-based violence, sexual harassment, sexual abuse, corporal punishment, mental or physical coercion, bullying, public shaming, or verbal abuse of workers; nor is there to be the threat of any such treatment. Companies shall not engage in discrimination or harassment based on race, colour, age, gender, sexual orientation, gender identity or expression, ethnicity or national origin, disability, pregnancy, religion, political affiliation, union membership, covered veteran status, protected genetic information or marital status in hiring and employment practices such as wages, promotions, rewards, and access to training. Disciplinary policies and procedures in support of these requirements shall be clearly defined and communicated to workers. Workers shall be provided with reasonable accommodation for religious practices and disability. In addition, workers or potential workers should not be subjected to medical tests, including pregnancy or

virginity tests, or physical exams that could be used in a discriminatory way. This was drafted in consideration of ILO Discrimination (Employment and Occupation) Convention (No.111).

## **6. Freedom of Association and Collective Bargaining**

Open communication and direct engagement between workers and management are the most effective ways to resolve workplace and compensation issues. Workers and/or their representatives shall be able to openly communicate and share ideas and concerns with management regarding working conditions and management practices without fear of discrimination, reprisal, intimidation, or harassment. In alignment with these principles, Suppliers shall respect the right of all workers to form and join trade unions of their own choosing, to bargain collectively, and to engage in peaceful assembly as well as respect the right of workers to refrain from such activities. Where the right of freedom of association and collective bargaining is restricted by applicable laws and regulations, workers shall be allowed to elect and join alternate lawful forms of worker representations.

**In addition to the above Elkjøp Nordic require Suppliers to read and adhere to the following:**

- [Currys plc Child Labour Remediation Policy](#)
- [Currys plc Modern Slavery Policy](#)

## **B. Health and Safety**

Suppliers recognise that in addition to minimising the incidence of work-related injuries and illnesses, a safe and healthy working environment enhances the quality of products and services, consistency of production and worker retention and morale. Suppliers also recognise that ongoing worker input and education are essential to identifying and solving health and safety issues in the workplace.

The health and safety standards are as follows:

### **1. Occupational Health and Safety**

Worker potential for exposure to health and safety hazards (chemical, electrical and other energy sources, fire, vehicles, and fall hazards, etc.) shall be identified and assessed, mitigated using the Hierarchy of Controls. Where hazards cannot be adequately controlled by these means, workers shall be provided with appropriate, well-maintained, personal protective equipment, and educational materials about risks to them associated with these hazards. Gender-responsive measures shall be taken, such as not having pregnant women and nursing mothers in working conditions, which could be hazardous to them or their child and to provide reasonable accommodations for nursing mothers.

### **2. Emergency Preparedness**

Potential emergency situations and events shall be identified and assessed, and their impact minimised by implementing emergency plans and response procedures including emergency reporting, employee notification and evacuation procedures, worker training, and drills. Emergency drills shall be executed at least annually or as required by local law, whichever is more stringent. Emergency plans shall also include appropriate fire detection and suppression equipment, clear and unobstructed egress, adequate exit facilities, contact information for emergency responders, and recovery plans. Such plans and procedures shall focus on minimising harm to life, the environment, and property.

### **3. Occupational Injury and Illness**

Procedures and systems shall be in place to prevent, manage, track, and report occupational injuries and illnesses, including provisions to encourage worker reporting, classify and record injury and illness cases, provide necessary medical treatment, investigate cases and implement corrective actions to eliminate their causes, and facilitate the return of workers to work. Suppliers shall allow workers to remove themselves from imminent harm, and not return until the situation is mitigated, without fear of retaliation.

### **4. Industrial Hygiene**

Worker exposure to chemical, biological, and physical agents shall be identified, evaluated, and controlled according to the Hierarchy of Controls. When hazards cannot be adequately controlled, workers shall be provided with and use appropriate, well-maintained, personal protective equipment free of charge. Suppliers shall provide workers with safe and healthy working environments, which shall be maintained through ongoing, systematic monitoring of workers' health and working environments. Suppliers shall provide occupational health monitoring to routinely evaluate if workers' health is being harmed from occupational exposures. Protective occupational health programs shall be ongoing and include educational materials about the risks associated with exposure to workplace hazards.

### **5. Physically Demanding Work**

Worker exposure to the hazards of physically demanding tasks, including manual material handling and heavy or repetitive lifting, prolonged standing, and highly repetitive or forceful assembly tasks shall be identified, evaluated, and controlled.

### **6. Machine Safeguarding**

Production and other machinery shall be evaluated for safety hazards. Physical guards, interlocks, and barriers shall be provided and properly maintained where machinery presents an injury hazard to workers.

### **7. Sanitation, Food, and Housing**

Workers shall be provided with ready access to clean toilet facilities, potable water and sanitary food preparation, storage, and eating facilities. Worker dormitories provided by the Supplier, or a labour agent shall be maintained to be clean and safe, and provided with appropriate emergency egress, hot water for bathing and showering, adequate lighting, and adequate conditioned ventilation, individually secured accommodations for storing personal and valuable items, and reasonable personal space along with reasonable entry and exit privileges.

### **8. Health and Safety Communication**

Suppliers shall provide workers with appropriate workplace health and safety information and training in the language of the worker or in a language the worker can understand for all identified workplace hazards that workers are exposed to, including but not limited to mechanical, electrical, chemical, fire, and physical hazards. Health and safety related information shall be clearly posted in the facility or placed in a location identifiable and accessible by workers. Health information and training shall include content on specific risks to relevant demographics, such as gender and age, if applicable. Training shall be provided to all workers prior to the beginning of work and regularly thereafter. Workers shall be encouraged to raise any health and safety concerns without retaliation.

## C. Environment

Across all business functions, Suppliers recognise that environmental responsibility is integral to producing world-class products and services. Suppliers shall identify the environmental impacts and minimise adverse effects on the community, environment, and natural resources, while safeguarding the health and safety of the public.

The environmental standards are as follows:

### 1. Environmental Permits and Reporting

All required environmental permits (e.g. discharge monitoring), approvals, and registrations shall be obtained, maintained, and kept current and their operational and reporting requirements shall be followed.

### 2. Pollution Prevention and Resource Conservation

Emissions and discharges of pollutants and generation of waste shall be minimised or eliminated at the source or by practices such as adding pollution control equipment; modifying production, maintenance, and facility processes; or by other means. The use of natural resources, including water, fossil fuels, minerals, and virgin forest products, shall be conserved by practices such as modifying production, maintenance and facility processes, materials substitution, re-use, conservation, recycling, or other means.

### 3. Hazardous Substances

Chemicals, waste, and other materials posing a hazard to humans, or the environment shall be identified, labelled, and managed to ensure their safe handling, movement, storage, use, recycling or reuse, and disposal. Hazardous waste data shall be tracked and documented.

### 4. Solid Waste

Suppliers shall implement a systematic approach to identify, manage, reduce, and responsibly dispose of or recycle solid waste (non-hazardous). Waste data shall be tracked and documented.

### 5. Air Emissions

Air emissions of volatile organic chemicals, aerosols, corrosives, particulates, ozone depleting substances, and combustion by-products generated from operations shall be characterised, routinely monitored, controlled, and treated as required prior to discharge. Ozone- depleting substances shall be effectively managed in accordance with the Montreal Protocol and applicable regulations. Suppliers shall conduct routine monitoring of the performance of its air emission control systems.

### 6. Materials Restrictions

Suppliers shall adhere to all applicable laws, regulations, and customer requirements regarding the prohibition or restriction of specific substances in products and manufacturing, including labelling for recycling and disposal.

### 7. Water Management

Suppliers shall implement a water management program that documents, characterises, and monitors water sources, use and discharge; seeks opportunities to conserve water; and controls channels of contamination. All wastewater shall be characterised, monitored,



controlled, and treated as required prior to discharge or disposal. Suppliers shall conduct routine monitoring of the performance of its wastewater treatment and containment systems to ensure optimal performance and regulatory compliance.

## **8. Energy Consumption and Greenhouse Gas Emissions**

Suppliers shall establish and report against an absolute corporate-wide greenhouse gas reduction goal. Energy consumption and all Scopes 1, 2, and significant categories of Scope 3 greenhouse gas emissions shall be tracked, documented, and publicly reported. Suppliers shall look for methods to improve energy efficiency and to minimise their energy consumption and greenhouse gas emissions.

**In addition to the above Elkjøp Nordic require Suppliers to read and adhere to the following:**

- [Currys plc Product Packaging Guidance](#)

## **D. Ethics**

To meet social responsibilities and to achieve success in the marketplace, Suppliers and their agents shall uphold the highest standards of ethics including the following:

### **1. Business Integrity**

The highest standards of integrity shall be upheld in all business interactions. Suppliers shall have a zero-tolerance policy to prohibit any and all forms of bribery, corruption, extortion and embezzlement.

### **2. No Improper Advantage**

Bribes or other means of obtaining undue or improper advantage shall not be promised, offered, authorised, given, or accepted. This prohibition covers promising, offering, authorising, giving, or accepting anything of value, either directly or indirectly through a third party, in order to obtain or retain business, direct business to any person, or otherwise gain an improper advantage. Monitoring, record keeping, and enforcement procedures shall be implemented to ensure compliance with anticorruption laws.

### **3. Disclosure of Information**

All business dealings shall be transparently performed and accurately reflected on the Suppliers business books and records. Information regarding Suppliers labour, health and safety, environmental practices, business activities, structure, financial situation, and performance shall be disclosed in accordance with applicable regulations and prevailing industry practices. Falsification of records or misrepresentation of conditions or practices in the supply chain are unacceptable.

### **4. Intellectual Property**

Intellectual property rights shall be respected. Transfer of technology and know-how is to be done in a manner that protects intellectual property rights, and customer and supplier information shall be safeguarded.

### **5. Fair Business, Advertising and Competition**

Standards of fair business, advertising, and competition shall be upheld.

## 6. Protection of Identity and Non-Retaliation

Programs that ensure the confidentiality, anonymity, and protection of supplier and employee whistle-blowers<sup>2</sup> shall be maintained, unless prohibited by law. Suppliers shall have a communicated process for their employees to be able to raise any concerns without fear of retaliation.

## 7. Responsible Sourcing of Minerals

Suppliers shall adopt a policy and exercise due diligence on the source and chain of custody of the tantalum, tin, tungsten, gold, and cobalt in the products they manufacture to reasonably assure that they are sourced in a way consistent with the Organisation for Economic Co-operation and Development (OECD) Guidance for Responsible Supply Chains of Minerals from Conflict-Affected and High-Risk Areas or an equivalent and recognised due diligence framework.

## 8. Privacy

Suppliers shall commit to protecting the reasonable privacy expectations of personal information of everyone they do business with, including suppliers, customers, consumers, and employees. Suppliers shall comply with privacy and information security laws and regulatory requirements when personal information is collected, stored, processed, transmitted, and shared.

**In addition to the above Elkjøp Nordic require Suppliers to read and adhere to the following:**

- [Currys plc Conflict Minerals Policy](#)

## E. Management Systems

Suppliers shall adopt or establish a management system with a scope that is related to the content of these Standards. The management system shall be designed to ensure:

- (a) compliance with applicable laws, regulations and customer requirements related to the Suppliers operations and products;
- (b) conformance with these Standards; and
- (c) identification and mitigation of operational risks related to these Standards. It shall also facilitate continual improvement.

The management system shall contain the following elements:

### 1. Company Commitment

Suppliers shall establish human rights, health and safety, environmental and ethics policy statements affirming Suppliers commitment to due diligence and continual improvement, endorsed by executive management. Policy statements shall be made public and communicated to workers in a language they understand via accessible channels.

### 2. Management Accountability and Responsibility

Suppliers shall clearly identify senior executive and company representative(s) responsible for ensuring implementation of the management systems and associated programs. Senior management reviews the status of the management systems on a regular basis.

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<sup>2</sup> Whistle-blower definition: Any person who makes a disclosure about improper conduct by an employee or officer of a company, or by a public official or official body.



### **3. Legal and Customer Requirements**

Suppliers shall adopt or establish a process to identify, monitor and understand applicable laws, regulations, and customer requirements, including the requirements of these Standards.

### **4. Risk Assessment and Risk Management**

Suppliers shall adopt or establish a process to identify the legal compliance, environmental, health and safety<sup>3</sup>, labour practice and ethics risks, including the risks of severe human rights and environmental impacts, associated with Suppliers operations. Suppliers shall determine the relative significance for each risk and implement appropriate procedural and physical controls to control the identified risks and ensure regulatory compliance.

### **5. Improvement Objectives**

Suppliers shall establish written performance objectives, targets and implementation plans to improve the Suppliers social, environmental, and health and safety performance, including a periodic assessment of Suppliers performance in achieving those objectives.

### **6. Training**

Suppliers shall establish programs for training managers and workers to implement Suppliers policies, procedures, and improvement objectives and to meet applicable legal and regulatory requirements.

### **7. Communication**

Suppliers shall establish processes for communicating clear and accurate information about Suppliers policies, practices, expectations, and performance to workers, suppliers, and customers.

### **8. Worker/Stakeholder Engagement and Access to Remedy**

Suppliers shall establish processes for ongoing two-way communication with workers, their representatives, and other stakeholders where relevant or necessary. The process shall aim to obtain feedback on operational practices and conditions covered by these Standards, and to foster continuous improvement. Workers shall be given a safe environment to provide grievance and feedback without fear of reprisal or retaliation.

### **9. Audits and Assessments**

Suppliers shall conduct periodic self-evaluations to ensure conformity to legal and regulatory requirements, the content of these Standards, and customer contractual requirements related to social and environmental responsibility.

### **10. Corrective Action Process**

Suppliers shall establish a process for timely correction of deficiencies identified by internal or external assessments, inspections, investigations, and reviews.

### **11. Documentation and Records**

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<sup>3</sup> Areas to be included in a risk assessment for environmental health and safety are production areas, warehouse and storage facilities, plant/facilities support equipment, laboratories and test areas, sanitation facilities (bathrooms), kitchen/cafeteria and worker housing/dormitories.

Suppliers shall create and maintain documents and records to ensure regulatory compliance and conformity to company requirements along with appropriate confidentiality to protect privacy.

## 12. Supplier Responsibility

Suppliers shall establish a process to communicate the requirements of these Standards to suppliers and to monitor supplier compliance with these Standards.

## References

The following references were used in preparing these Standards and may be useful sources of additional information.

The following references may or may not be endorsed by each Supplier:

### Standards and Conventions:

- [ILO Fundamental Conventions](#)
  - Freedom of Association and Protection of the Right to Organise Convention, 1948 (No.87)
  - Right to Organise and Collective Bargaining Convention, 1949 (No.98)
  - Forced Labour Convention, 1930 (No.29)
  - Abolition of Forced Labour Convention, 1957 (No.105)
  - Minimum Age Convention, 1973 (No.138)
  - Worst Forms of Child Labour Convention, 1999 (No.182)
  - Equal Remuneration Convention, 1999 (No.100)
  - Discrimination (Employment and Occupation) Convention, 1958 (No.111)
  - Occupational Safety and Health Convention, 1981 (No.155), and the Promotional Framework, 2006 (No.187)
- [OECD Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict-Affected and High-Risk Areas](#)
- [OECD Guidelines for Multinational Enterprises](#)
- [United Nations \(UN\) Guiding Principles on Business and Human Rights](#)
- [Universal Declaration of Human Rights](#)
- [United Nations Convention Against Corruption](#)
- [United Nations Convention on the Rights of the Child](#)
- [United Nations Convention on the Elimination of All Forms of Discrimination Against Women](#)
- [United Nations Global Compact](#)

### Other Useful References:

- [Dodd-Frank Wall Street Reform and Consumer Protection Act](#)
- [Eco Management & Audit System](#)
- [Ethical Trading Initiative](#)
- [ILO Code of Practice in Safety and Health](#)
- ISO 14001 and related standards – Environmental management
- ISO 45001:2018 - Occupational health and safety management systems
- [National Fire Protection Association](#)
- [Responsible Business Alliance](#)
- Social Accountability International (SAI)

- SA 8000
- [United States Federal Acquisition Regulation](#)

## Elkj p Nordic Supporting and Related Documents

The documents listed below are linked to the relevant sections above and must be read in conjunction with these Standards:

- [Currys plc Child Labour Remediation Policy](#)
- [Currys plc Modern Slavery Policy](#)
- [Currys plc Conflict Minerals Policy](#)
- [Currys plc Product Packaging Guidance](#)

The RBA also offers a wide range of online and in-person training, details of which can be found [HERE](#). Some training requires you to be an RBA member or be invited by a member of the RBA. Should you be interested in participating, please contact [responsiblesourcing@elkjop.no](mailto:responsiblesourcing@elkjop.no) who will be happy to assist.

If you are subscribed to the EcoVadis platform, you can access a range of online training courses relating to the topics covered in these Standards, through their Learning Academy [HERE](#).

If you require further information and assistance in relation to compliance with these Standards, please contact [responsiblesourcing@elkjop.no](mailto:responsiblesourcing@elkjop.no).

## Document Control

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Applicable to:	All Suppliers and their next tier Suppliers. This includes all entities that provide goods and/or services, whether to or on behalf of Currys plc or its subsidiaries. Including contractors and sub-contractors, outsource partners and shop-in-shops, joint ventures, and franchisees.
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