



EWC NEWSLETTER

EW

EUROPEAN WORKS COUNCIL

NOVEMBER 2008 ISSUE 3

Dear IKEA Co-workers

EWC (European Works Council) has finished its autumn meeting in Copenhagen a few weeks ago. One of the important topics on the agenda was Internal information and communication.

Communication is important but also very difficult. It can mean various things but one important foundation is a direct and honest dialog between people.

It's not easy to spread information about EWC's work but I hope you will dedicate a few minutes of your time to learn some of what EWC stands for.

EWC is an essential instrument for creating a dialog between co-workers and management on IKEA Concern level. We are living in a global world and therefore it's important to raise issues and questions from IKEA co-workers to the management.

The issues are for example Voice, fulltime – parttime jobs, health and safety, finances, environmental issues and IKEA culture. Exciting, isn't it?

One main topic on this autumn meeting was the IKEA culture. We're all living the culture but what does that really mean? Which are the differences between different IKEA countries and why is the culture so important to all IKEA co-workers? More details will follow in up-coming EWC Newsletters.

As the Chairman of EWC I will also take the opportunity to thank Lars Gejrot, HR Manager, for a very good cooperation during 8 years. Lars is leaving his position as HR Manager at the end of this year. We feel that a great confidence has evolved between us during these years and I'm both happy and proud over this development. It helps both IKEA and all co-workers to get a better every day life. Thank you so much Lars and the best of luck in the future.

Finally I would like to wish all IKEA co-workers a joyfull and pleasant Advent.

Best regards

Egon Kjell-Maute
Chairman IKEA EWC



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Topics for the January EWC meeting

- *Expansion
- *Health and Safety
- *Voice
- *Stress in BA4
- *IMS
- *VAPS
- *Economics
- *Swedwood

If you have any ideas or issues to the Health & Safety group, you are welcome to contact them on following memo addresses:

- Egon Kjell Maute from Germany - EKMA
- Jazek Wierzbinski from Poland - JACW
- Roar Henriksen from Norway - RHEN

THE IKEA CULTURE

We invited Mats Agmen to speak about the IKEA culture at our meeting in Copenhagen.

Mats said that IKEA is driven by the culture, values and spirit and it is, therefore, very important within the company. It is a major reason behind IKEA's success and the soul of our company. In our units we must live the culture and not just talk about it – it should never be words on paper.

Following his speech we broke into working groups to attempt to “take the temperature” of how everyone feels about this topic around Europe. We found that the culture is still very much alive, but is not as strong in some parts of IKEA as it should be.

There are some countries where the co-workers feel that the culture is only words and non-existent in real life.

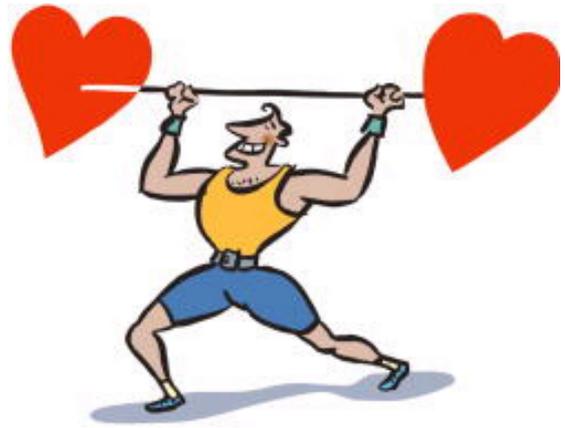
It seemed like the further away from Sweden and Scandinavia you get the weaker the culture and spirit gets. Some believe that more Swedish managers would help keep the culture strong. The fact that we have more part-time co-workers than full-time is also a challenge, as it is more difficult to get a co-worker who only works a few hours a week to feel and live the culture.

We felt that our managers should be a good example of living the culture and having the spirit then this would automatically be passed on to co-workers.

We all, however, have a responsibility to be ambassadors for the culture and spirit and to pass it on to our co-workers.

One of the delegates suggested that we made a lot of clones of Ingvar and put a copy in every store and factory – that would definitely keep the IKEA culture strong and the spirit alive.

Our thanks to Mats for an inspiring speech and the EWC will continue to work on this important topic.



Humbleness and willpower

– the way people behave towards other people and their ideas

Being humble towards other people and their ideas comes natural in the IKEA world. It means we show respect to our co-workers, our customers and our suppliers. It means friendliness, generosity and listening to others. It also means we admit our own weaknesses, and try to put them right.

Using all the willpower we possess in order to meet the challenges that confront us is just as obvious. It means we get things done. Combining humbleness with willpower is what makes our way of doing things so special, and what helps us succeed better than the competition.



Stone walls are a symbol of the hard work and dedication farmers in the region of Småland had clearing the land and piling up the stones collected from the fields. This poster is meant to inspire co-workers to cultivate a strong IKEA culture – one that is based on core values such as enthusiasm, cost-consciousness, humbleness and simplicity

H&S

In June the health and security comity had a meeting with the RISK management in Europe. At this meeting we were presented with the accident figures for all European countries. By accidents we mean an incident at work, leading to at least 3 days of sick leave. The numbers were bordering on shocking, especially for France, Belgium and Italy. 1760 accidents were reported, leading to 29.542 lost working days, to a cost of 3.7 million euros. The cost in human suffering is of course immeasurable

37% of accidents take place in the self serve, 50 % of these in France. 13% of accidents happen in the restaurant, France and Italy accounts for a staggering 70% of these.

In average every 13th co-worker at IKEA in France will suffer an accident at work every year.

All is not bleak for IKEA in Europe, The Netherlands, Norway, Poland and The UK presents very low accident rates. The difference between France and The Netherlands are extreme, Co-workers in France suffers 50 times more accidents than our Dutch colleagues do.

If the accident rate in the three worst affected countries were brought down to the European average, we would save 10.000 work days, more than a third of the total amount.

There is no major difference between the countries when it comes to store design/lay out, working methods or safety training

On the other hand there are major differences in legislation, compensation for injuries, the way injured co-workers are treated and voice results.

We need to ask ourselves what the "best" countries are doing to keep the number of accidents down. When we know their methods, we need to implement these in the rest of Europe.

**DID YOU KNOW IN EUROPE ONLY
1760 ACCIDENTS AT WORK WHICH RESULTED TO >
3 DAYS ABSENCE COST US IN FY 2007 AT LEAST:
EUR 3 700 000**

**DID YOU KNOW IN EUROPE ONLY
1760 ACCIDENTS AT WORK WHICH RESULTED TO >
3 DAYS ABSENCE
MEANS
29 542
LOST WORKING DAYS**

POOR RESULTS IN EUROPE

| Country | Accidents | Days Lost | Injured | Accident |
|---------|-----------|-----------|---------|----------|
| Italia | 232 | 4559 | 3.78% | 17.8% |
| Belgium | 94 | 1013 | 4.21% | 15.7% |
| France | 619 | 12051 | 7.60% | 29.5% |

THIS MEANS: EVERY 13TH IKEA CO-WORKER IN FRANCE WAS INJURED!

BEST RESULTS IN EUROPE

| Country | Accidents | Days Lost | Injured | Accidents |
|----------------|-----------|-----------|---------|-----------|
| Netherlands | 8 | 155 | 0.15% | 0.7 |
| Poland | 7 | 108 | 0.38% | 1 |
| Norway | 10 | 211 | 0.41% | 2 |
| United Kingdom | 34 | 1839 | 0.42% | 2.3 |

THERE MUST BE A REASON WHY IN FRANCE 50 TIMES MORE CO-WORKERS THAN IN THE NETHERLANDS ARE INJURED AT WORK IN THE IKEA STORES



Marcus Bielemeier
DC-Central Dortmund

Changes Within IKEA

In our meeting on the 28th October, Ramona our EWC delegate from Latvia reported in her Country report about the closure of her factory , with the loss of over 350 jobs.

Our colleague from the Swedwood factory in Latvia told us her role on the production line will end, with the loss of approx, 350 people . However she reported of the factories sawmill will still remain open.

The group was concerned over the contents from this report . Especially the way the co-workers had been given the factory closer information.

A similar situation is taking place in Sweden. The Torvisvik DC also concluded that approx, 100 people will lose there jobs and production at Brantorp will also close.

Lars reported to the delegates on a factory of the “Swedwood group” in Romania that will be closing.

Lars reported that approx. 600 persons will become unemployed .

The reason for the locking of production at (Swedwood) is that they gained negative results over the last few years. Also there are also been strategic decisions made.

On a question asked”what will happen with the persons employed”, it was said, in Sweden the trade unions and work councils would have negotiated with Swedwood a kind social plan. On the other hand IKEA will create a further thousand new jobs in Europe.

For IKEA it was important to make clear that this situation would have arrived without the bank and economic crisis.

The view from the EWC delegates, was that an earlier integration of the EWC would have been necessary and important.



Simplicity

– in our behaviour and in our solutions

In the IKEA world, simplicity means three things: efficiency, common sense and doing what comes naturally. The fewer the rules and the briefer the instructions, the easier it is to stick to them.

The simpler the explanation, the easier it is to understand it and act upon it.

Simple habits, simple actions and a healthy aversion to status symbols and temporary trends is another a way of distinguishing our behaviour.

It comes naturally to us. It saves time. It creates closeness instead of distance between people.

Go straight to the goal.

That is the IKEA Way.



Jane Theman New EWC delegate for Italy

Five years after having started with IKEA in Canada in 1986, I transferred to IKEA Italy to help plan and open the new stores. Today we have 10 stores, a central warehouse and call center. From 1997 I have been working in the Bologna IKEA store as a Sales Consultant, and from 2002 have been one of 5 union representatives for the Bologna store.

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