



POLICY

People Policy



Document Information

Document Holder (name and title)	Karin Andréén, Chief Human Resources Officer (CHRO)
Related Documents (governing document/s)	[Code of Conduct] Instruktion för representation, resor och möten Instruktion för lönerrevision Instruktion för bakgrunskontroller

Distribution, Confirmation and Implementation

This steering document shall be distributed to the following functions or roles and shall be confirmed in accordance with the table below.

Confirmation required for the steering document	Read	Implemented
ICA Gruppen Board of Directors	X	X
IMT	X	X
IMT+ 1	X	X
HR-managers	X	X

IMT means the ICA Management Team. IMT+1 means an employee with managerial function reporting directly to an IMT Member

By confirming that the steering document has been **READ**, the recipient acknowledges having read and understood the contents of the policy.

By confirming that the steering document has been **IMPLEMENTED**, the recipient:

- has informed all pertinent persons within his/her respective unit of the content of this steering document; and
- has established a process to ensure that the principles and the minimum requirements of the steering document will be followed within his/her respective unit.

Versions

This steering document has been updated since implementation and the most important changes are listed below.

Version (20XX:X)	Major changes since last version
2024:1	General review to adopt new structure (esp. sections 3-4).

1 Introduction

At ICA Gruppen (ICA), we work to make every day a little easier for our customers. Achieving this goal requires talented and dedicated employees with a broad spectrum of experience, knowledge, and backgrounds. Our success depends on our ability to attract, develop, and retain talented individuals and to create a workplace where we grow together.

The purpose of this policy is to outline the framework within which our employees and managers operate, ensuring alignment with our overarching goals and values. This policy aims to create a work environment that supports our employees in delivering great service to our customers while maintaining a sustainable and healthy work-life balance. It serves as a guide for behaviour, expectations, and responsibilities, promoting a culture of respect, diversity, and inclusion. We strive to make ICA a place where everyone can thrive, contribute, and grow together.

This policy is guided by international and local laws and regulations. Also, this policy is aligned with UN Guiding Principles on Business and Human Rights, the ILO Core Convention and the Children's Rights and Business Principles and OECD Guidelines for Global Companies.

This policy applies to all ICA employees, including all operating companies (OpCos).

2 ICA's People Commitment and Expectations of Employees

This section outlines ICA's expectations of the employees, as well as what expectations our employees should have of each other and on ICA as their employer.

Managers are obligated to ensure that the people on their team are given the necessary training to understand and commit to this policy, as well as any guidelines and instructions related to it.

2.1 Values

At ICA we are convinced that a common approach and a shared view of basic values increases clarity for the customer about who we are and makes ICA more attractive to current and future employees.

Our values are simplicity, entrepreneurship, and commitment, and they make it easier for all employees to act in daily business and take the right decisions, and therefore improve internal efficiency.

2.2 Leadership, learning and performance

At ICA we believe that every employee has talent and all of us are leaders. To secure high engagement, high performance, growth, and employee resilience ICA actively works with direction, learning- and performance goals, employee dialogue and – surveys as well as talent & succession management. ICA also gives our employees guidance in self leadership, team development and enables learning in daily work to empower employees to develop and realize their potential.

2.3 Total reward

ICA takes responsibility for having market-based and differentiated reward system that drives performance. Compensation should be based on integrity and fairness where all employment related decisions regarding compensation are based on the employees' qualifications, the range and complexity of the responsibilities, individual performance and behavior or other legitimate business considerations.

2.4 Recruitment and Employer Branding

To guarantee ICA's future competence supply we work with Employer Branding and recruitment internal as well as external. Recruitment shall focus on competence, abilities, and potential to learn and grow.

We encourage and support internal mobility within the company. Employees are encouraged to express their interest in new positions - managers are encouraged to consider internal candidates.

2.5 Diversity and inclusion

To ICA, diversity and inclusion is a question about equal treatment, equal possibilities, and a condition for successful business. Diversity in all different dimensions creates a dynamic, inclusive, and creative teamwork where personal differences are an advantage. This foundation strengthens our business competitiveness with better possibilities to understand all our customer's needs and expectations.

No one at ICA should be subject to discrimination or favoritism because of age, sex, ethnic background, nationality, religion, sexual orientation, disability, political beliefs, or social status. Neither do we accept physical, psychological, verbal, or sexual harassment.

Diversity and inclusion among our employees are highly valued at ICA. It has long been a conscious strategy that we prioritize, and we work consciously to ensure that our workplaces are accessible to all.

2.6 Work Environment

The health and safety of our employees is a high priority in all activities at ICA. No employee should have to suffer from physical or psychological injuries at their workplace. All managers are responsible for their team's working environment, but everyone has their responsibility to work together and to strive for continuous improvement and to prevent all kinds of injuries. ICA continuously works on ways to improve and find ways to create a workplace that enables our employees to do a good job and have a sustainable work-life balance. The overall purpose is to create safe, sustainable work environments with a high level of awareness so that all ICA employees have the best conditions to live and deliver to their full potential.

ICA's employees working in an office environment, have the opportunity to work in a flexible workplace setting, provided it's compatible with the work assignment. However, the main workplace is the office.

2.7 Local Law and Agreements

All companies and employees within ICA shall comply with laws and agreements that applies to their operations and employment in the countries where they work. It also means that all employees must know and follow the laws that govern their individual tasks.

3 Guidance, Compliance and Reporting

If you have any questions regarding this steering document, please consult with your HR-manager or CHRO.

Each CEO is responsible for the implementation and compliance with this policy within their respective OpCo.

Each member of IMT is responsible for ensuring, within his or her areas of responsibility, that work within ICA is conducted in accordance with this policy.

All employees are responsible for familiarizing themselves with the content of this steering document and for acting in accordance therewith.

Employees who violate this policy may be subject to disciplinary actions up to termination of employment depending on the facts and circumstances.

Any deviations from this steering document shall be reported to CHRO.

4 Updates and Reviews

This document shall be reviewed and updated annually or as needed based on the recommendations of CHRO, in consultation with OpCo HR-managers.