IKEA Australia Whistleblowing Policy

Last updated: 19 November 2026 (v1)

IKEA Australia promotes an open culture of trust and honest communication. We encourage people connected with IKEA Australia to raise concerns about suspected misconduct or violations of law.

Our objective is to deter wrongdoing and help people speak up safely, securely and with confidence that they will be protected and supported.

Who can speak up?

You may be an eligible whistleblower if you are, or have previously been:

- a current or former officer or co-worker of IKEA Australia;
- a current or former supplier of goods or services to IKEA Australia, or an employee of a supplier, including a contractor, consultant or service provider;
- an associate of IKEA Australia; or
- a spouse, relative or dependant of any of the people above, or a dependant of their spouse.

What should be reported?

You should speak up if you have reasonable grounds to suspect misconduct or an improper state of affairs or circumstances in relation to IKEA Australia or one of its related bodies corporate. Examples of disclosable matters include:

- fraud, theft, bribery, corruption, money laundering or financial irregularities;
- serious breaches of law or regulation, or dishonest, unethical or improper conduct;
- serious health and safety, environmental, human rights or modern slavery concerns;
- conduct that creates a danger to the public or financial system, or a significant risk to IKEA Australia, its people, customers or the community; and
- retaliation or threatened retaliation against someone because they spoke up or may speak up.

You do not need to prove your concern. A disclosure may still qualify for protection if it turns out to be incorrect, provided you had reasonable grounds to suspect the information. Deliberately false or vexatious reports are not protected and will not be tolerated.

What is not usually covered?

Customer service matters, such as products, deliveries, refunds or store experiences, should be raised through IKEA customer service. A solely personal work-related grievance is not usually protected unless it also concerns a disclosable matter, detriment for speaking up, or legal advice about whistleblower protections. Another pathway may be more appropriate.

Your protection

Eligible whistleblowers who make qualifying disclosures have important legal protections. IKEA Australia takes breaches of these protections very seriously.
When you make an eligible report:

- you can choose to make a disclosure anonymously and remain anonymous during and after any investigation;
- your identity and information likely to identify you will be kept confidential, unless you consent or disclosure is permitted by law;
- detriment and threats of detriment because of a qualifying disclosure are prohibited; and
- you are protected from certain civil, criminal and administrative liability, and contractual remedies, for making a qualifying disclosure. These protections do not grant immunity for your own misconduct.

How to make a report
IKEA Australia encourages disclosures through the Trustline, its whistleblowing service and an Authorised Recipient. Reports can be made anonymously and confidentially at any time, while allowing follow-up questions and updates.

Online
https://www.speakupfeedback.eu/web/k6t6j8/au/enter_access_code/3b3

Phone
+61 2 8284 6262

Organisation Code
118298

What happens next?
IKEA Australia will assess each disclosure and decide whether an investigation is required. Any investigation will reflect the circumstances, and people mentioned will be treated fairly and, where appropriate, given an opportunity to respond.
Where you can be contacted, IKEA Australia will endeavour to acknowledge the disclosure within 5 business days, begin its assessment within 10 business days and provide appropriate updates, subject to confidentiality and legal requirements.

Further information
This summary is for suppliers, contractors, former co-workers and other eligible external stakeholders. Current co-workers can also use the internal channels in the IKEA Australia Rule on Whistleblowing.
This summary is not legal advice and does not limit or replace rights and protections under the Corporations Act 2001 (Cth), the Taxation Administration Act 1953 (Cth) or other applicable law. If there is any inconsistency, the law applies.
You may also contact a regulator or seek independent legal advice.