

Customer Complaints, issues or problems relating to your order and your purchase should only be reported via [customer service](#) and will not be dealt with by our Trustline. Many thanks for your understanding.

## Trustline

Reporting channel in accordance with the Whistleblower Protection Act (HinSchG) and complaints procedure in accordance with the Supply Chain Due Diligence Act (LkSG) of IKEA in Germany

**IKEA takes any misconduct in the working environment and in the supply chain very seriously. You can report the following issues and violations in particular via the Trustline:**

If you feel that in your working environment, in the run-up to or in connection with your professional activity at IKEA, internal company guidelines such as the IKEA Code of Conduct, the IKEA Human Rights Declaration in Germany, the IWAY and/or regulations or laws are being violated, human or environmental risks exist or human and environmental rights are not being observed at IKEA or at a supplier, you can report this at any time.

An overview of the regulations and laws covered by the Whistleblower Protection Act (HinSchG) can be found in Section 2 of the Whistleblower Protection Act; matters covered by the complaint's procedure of the Supply Chain Due Diligence Act can be found in Section 10 of the Supply Chain Due Diligence Act.

**Problems relating to your order and your purchase should only be reported via [IKEA Contact & Help](#) and will not be dealt with by our Trustline.**

### A. IKEA internal reporting channel - Trustline

You can send us your information via the following IKEA reporting channels:

#### [To Ingka Group Trustline](#)

##### **Message in text form**

After you have clicked on the link above, first select a language. Then you can write your message in German or English. Please also have a pen and paper ready so that you can write down the case number that the system gives you. This number will always take you back to your case.

##### **Notification in verbal form**

You can also report to the Trustline by telephone: Phone **+49 800 181 89 52**

When you call this number, you will be asked to enter the following code: **118323**

##### **Personal contact**

If you have asked us to do so in your report, we will establish personal contact between you and a responsible person from our Trustline within a reasonable period of time.

## **B. External official reporting channels**

Alternatively, you can also report possible misconduct to the central external reporting channels of the German federal authorities:

- at the Federal Office of Justice at  
[https://www.bundesjustizamt.de/DE/MeldestelledesBundes/MeldestelledesBundes\\_node.html](https://www.bundesjustizamt.de/DE/MeldestelledesBundes/MeldestelledesBundes_node.html),
- at the Federal Cartel Office at  
[https://www.bundeskartellamt.de/SharedDocs/KontaktDaten/DE/Externe\\_Meldestelle.html](https://www.bundeskartellamt.de/SharedDocs/KontaktDaten/DE/Externe_Meldestelle.html),
- and at the Federal Financial Supervisory Authority at  
[https://www.bafin.de/DE/DieBaFin/Hinweisgeberstelle/hinweisgeberstelle\\_node.html](https://www.bafin.de/DE/DieBaFin/Hinweisgeberstelle/hinweisgeberstelle_node.html).

In all cases where effective internal action may be taken against the offence and where no reprisals are to be feared, we recommend that you report it to the internal reporting channel, the Ingka Group Trust line, mentioned above.

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### **1 When should I report an incident?**

IKEA employees, suppliers and/or external contractual partners can report circumstances such as, in particular, suspicion of

- possible violations of internal company guidelines such as IKEA's Code of Conduct,
- possible violations of [IKEA's human rights declaration](#),
- possible violations of IKEA's IWAY,
- possible violations of regulations or laws (according to § 2 HinSchG and § 10 LKSG),
- possible violations of occupational health and safety regulations
- corruption or other criminal offences
- possible violations of human and environmental rights
- human or environmental risks

at IKEA or at a supplier.

### **2. May reporting an incident damage my position and reputation?**

You can be sure that compliance with all IKEA guidelines such as the Code of Conduct, the policy documents, the IWAY and all relevant regulations and laws is extremely important to us. Our success is based on our core values: honesty, respect, fairness, integrity and legal compliance. We assure you that your attempt to uphold these values will in no way harm your position or reputation. We therefore do not accept or tolerate discrimination or penalisation for doing the right thing.

### **3. What happens to my report?**

After receipt of your message

- we will confirm that we have received them within 7 days at the latest,
- we will check whether the offence you have reported falls within the scope of the confidentiality and reporting office,

- we will keep in touch with you,
- we will check the validity of your report,
- we ask you for further information, if necessary,
- we take appropriate follow-up measures, and
- provide you with feedback on the follow-up measures planned or already taken and the reasons for this within three months of confirmation of receipt, provided that this does not jeopardize the ongoing investigations or the rights of the persons concerned.

As follow-up measures, our internal Trustline can in particular

- conduct internal investigations at the employer or the respective organizational unit and contact the persons and work units concerned,
- refer you to other competent bodies,
- discontinue the proceedings for lack of evidence or for other reasons,
- hand the case over to our internal investigations' unit or a competent authority for further investigation.

Your report will be assessed by the responsible persons according to the dual control principle. The persons responsible for the confidentiality office are specially trained and appointed employees from Ingka Group People & Culture or Ingka Group Business Risk & Compliance. If necessary, your case will be sent to the responsible person at the Trustline, who will take further action.

If your reported incident does not fall under the jurisdiction of the Trustline, we will inform you who you can contact instead.

We recommend that you regularly log in to the system of the Trustline with your case number, as we may ask you further questions or ask you for important information about your report.

#### **4. Who will handle my case?**

The Trustline will involve as few people as possible in the processing of a case. All employees working on a case are specially trained and bound to confidentiality.

These are the only IKEA employees who initially have access to the cases reported to the Trustline.

Your report and your identity, if you have disclosed it, will be forwarded to those responsible at the confidentiality Trustline. If there are further investigations, this information will also be sent to those responsible for processing your case.

The persons appointed for further investigation or action work at least one level higher in the organization than the person who reported an incident.

#### **5. May I provide further information at a later date?**

The person responsible at the Trustline may have further questions for you. These questions will be stored for you in the system of the Trustline. You can retrieve them using your case number.

You can submit your answers via the same reporting channel as your incident report.

To avoid false accusations and corresponding investigations, we advise against anonymous reporting. We recommend that you always provide your first and last name with your report. We will take all necessary measures to protect your identity.

#### **6. How will I know about the progress of my case?**

After you have reported an incident to the Trustline, you will be assigned a case number. We will inform you of this case number. You can log into the Trustline system at any time to access your report and further communication.

The persons responsible at the Trustline will confirm receipt of your report within seven days of its receipt, keep you informed of any progress and provide you with feedback on the follow-up

measures planned or already taken and the reasons for this within three months of confirmation of receipt, provided that this does not compromise ongoing investigations or the rights of data subjects.

#### **7. Who has access to my case and how is it stored?**

We take all necessary technical and organizational security measures to protect the confidential data that is communicated to the confidentiality office about a case so that it is not destroyed or manipulated (accidentally or intentionally), lost or accessed by unauthorized persons. Your report will be treated confidentially. This means that we will only forward your reported incident to the necessary extent to authorized persons who are obliged to maintain confidentiality.

#### **8. May reporting an incident damage the position and reputation of the person or company involved?**

All affected parties are treated fairly and equally. If it has been decided that an investigation is necessary, the persons or companies concerned will be informed. We give accused persons and contractual partners the opportunity to present their side of the story. Any consequences will be decided based on the facts.

#### **9. Protection of personal data**

**IKEA Deutschland GmbH & Co KG is responsible for the Trustline, i.e. for the processing of your case and your confidential data. Send your enquiry to the Data Protection Officer, IKEA Deutschland GmbH & Co KG, Am Wandersmann 2-4, 65719 Hofheim-Wallau.**

**E-mail address: [dsb@ikea.com](mailto:dsb@ikea.com)**

**You have the following rights in connection with the processing of your personal data:**

- the right to request information about the stored data (Art. 15 GDPR),
- the right to have inaccurate data rectified (Art. 16 GDPR) and
- the right to have your data deleted if there is no legal reason for further storage (Art. 17 GDPR).

#### **10. Transmission of confidential data**

**Some confidential data may be processed by and transferred to Ingka Group entities, both within and outside the European Economic Area. The Ingka Group always ensures that this is done in compliance with data protection laws.**

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