

CASE STUDY

IKEA Reduces Extended Workforce Risks with Background Screening Partner

Streamlining Vendor Screening and Building Trust at IKEA

**Customer Profile**

At IKEA, the vision is to create a better everyday life for the many people by offering well-designed, functional and affordable, high-quality home furnishing, produced with care for people and the environment.

- Industry: Retail
- Employees: 200,000+
- Headquarters: Älmhult, Sweden

Challenge

As a global leader in home furnishings, IKEA faces significant challenges in hiring contractors who are thoroughly screened and vetted. In competitive markets with limited applicant pools, ensuring each candidate meets strict safety and quality standards is essential. The risk associated with insufficient screening can impact not only IKEA's operations but also customer trust and satisfaction.

SOLUTION

To address these concerns, IKEA partnered with First Advantage to provide robust criminal background checks at part of XtdForce™, First Advantage's specialized contractor screening solution. This resulted in the selection of vendor contractors who meet rigorous standards and increased trust that all candidates have been properly vetted, reducing the likelihood of hiring individuals who pose a risk.

RESULTS

Through this partnership, IKEA experienced a notable improvement in candidate quality and risk mitigation. In 2025 alone, 12.8% of applicants were found to have a criminal record due to criminal records involving theft, fraud, burglary, and violence, with 6.7% flagged as not eligible for hire. This thorough screening process not only protects IKEA's business but also provides peace of mind to customers, who benefit from safer and more reliable service — even if they are unaware of the behind-the-scenes diligence.

How First Advantage Made the Difference

Contractor background checks with First Advantage provide IKEA with consistent screening standards, brand protection, risk mitigation, better visibility, and ultimately, increased trust in contractor hires.

1. Increased visibility into screening results

- **2024:** 3223 workers screened using XtdForce. Of those, 11.3% had a criminal record, with 7.6% flagged as not eligible for hire
- **2025:** 3742 workers screened using XtdForce. Of those, 12.8% had a criminal record, with 6.7% flagged as not eligible for hire

2. Enhanced customer experience

- Consistent, relevant communication that demonstrates the team's understanding of IKEA's business

3. Ease of use

- Enhanced ease of use for vendors and front-line applicants

4. Increased trust

- Vendors can hire contractors with confidence, knowing they have all been thoroughly vetted, even in challenging markets



“We wanted to limit risk and protect our customers. That’s why we chose to partner with First Advantage.”

— Vic Jacinto, U.S. Safety and Security Manager

Why First Advantage?

First Advantage helps organizations integrate background screening with confidence. With coverage in more than 200 countries and territories and 100+ ATS and HCM integrations, we support faster, candidate-friendly hiring across the entire workforce lifecycle.

Know your people™

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