

# IKEA Australia FY24 sustainability and annual summary

At IKEA, we have a vision of ‘creating a better everyday life for the many people’. For us, being a successful company is about creating value over profit. We measure value in four dimensions; how we can create better homes for customers, better lives for the many people, a better planet for all, and a better company for now and the future.



### Better homes

For generations we have been on a mission to bring inspiring and affordable home furnishings to the many people regardless of wallet size. We are focusing on omnichannel innovation, seamlessly integrating our physical and digital channels to bring IKEA to more people, offering affordable products, services and solutions that make healthier and more sustainable living easier.

**Material topics:**

- Affordable and accessibility of products and services
- Healthy and sustainable living
- Customer and end-use safety



### Better lives

People are at the heart of everything we do. We want to take a leading role in creating a fairer and more equal society. Starting with our co-worker and supply chain, extending to our customers, neighbourhoods, communities and society at large, we are determined to be a force for good.

**Material topics:**

- Human rights
- Equality, diversity and inclusion
- Health, safety and wellbeing
- Skills development
- Fair income
- Community impact



### Better planet

We only have one planet, the home we all share. We are taking bold steps across our business to reduce our greenhouse gas emissions, minimise resource use and waste, and promote biodiversity and water conservation. We are making it easier for our customers to act too.

**Material topics:**

- Climate change
- Resource use, circularity and waste
- Water
- Biodiversity and forestry



### Better company

We do business with a humanistic outlook, guided by our vision and values. We push to be a fair, inclusive and empowering company with good governance and respect for human rights across our value chain. We reinvest a large part of our net income in our business with the remainder paid as a dividend to the Stichting INGKA Foundation to achieve its charitable purpose.

**Material topics:**

- Financial resilience
- Ethical business conduct
- Digital trust

### Second lives



**35,550** pre-loved IKEA products were bought and resold in our Buy Back service.

### Love your IKEA products for longer



**37,000+** customers used our free spare parts offer.

### Double the impact through our Good 360 partnership



We supported **1300+ people** with **\$138,000** IKEA products that were discontinued, ex-display or excess products, which also saved **5.2 tonnes** of potential waste from landfill.

### Plant-rich food



**44% of our food range** is now plant-based, with a lower environmental impact than meat.

### Delivering more value



**50% discount** on meals in our IKEA Swedish Restaurants on one day a week to make our food even better value.



### Creating lasting change



We helped create safer places for women and children to call home through financial and product donations, along with in-kind support to Save the Children Australia, directly supporting **647 women and children**.



### Refugee integration

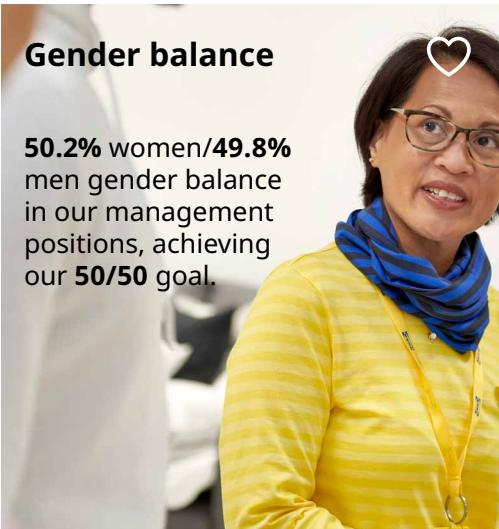


**35** permanent hires were made through our Refugee Workforce Inclusion program, with over **220** participants since 2020.

### Gender balance



**50.2% women/49.8% men** gender balance in our management positions, achieving our **50/50** goal.



### LGBTQ+ inclusion



We secured **Bronze Tier Status** in the Australian Workplace Equality Index, the definitive national benchmark on LGBTQ+ workplace inclusion.

### Operational Climate footprint



We have reduced our operational climate footprint by **89%** since FY16, while growing revenue by **68%**.

### Reducing waste



We have achieved a **37%** reduction in food waste since 2021.

### Improving our recycling rate

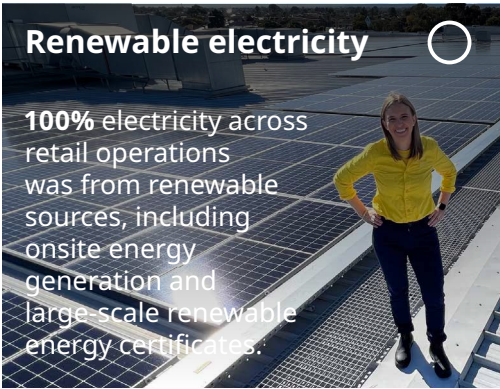


**74.3%** operational waste recycled.

### Renewable electricity



**100%** electricity across retail operations was from renewable sources, including onsite energy generation and large-scale renewable energy certificates.



### Energy efficiency



Through energy saving initiatives, our buildings are now **16%** more efficient than FY16, using **22KW/m2** less.

### Zero emissions deliveries



**45%** of customer orders were delivered in a zero emissions vehicle, and we committed **\$4.5 million** to invest in a national charging infrastructure network for delivery partner fleets.

### Avoiding waste



**976,000** products were diverted from landfill through our dedicated product recovery and quality teams.



### Financial results



**\$1.725b** sales

**\$51.3m** profit

**\$40m** tax paid (effective tax rate 30.1%)

### Meaningful career in retail



**3,778** co-workers employed across **10** stores, **3** Plan and Order Points, remote customer meeting point, service office, and distribution centre.

### Positive change



As an Ingka Group retailer, our profits either go into improving our stores, products and business or create change through IKEA Foundation. Globally **85%** of net income was reinvested into the company and **15%** was paid as a dividend to the Stichting INGKA Foundation, to achieve its charitable purpose by providing funding to the IKEA Foundation.

### Increasing affordability



**\$125 million** investment into lower prices FY23-24

### Onsite solar investment



**Three** onsite solar PV projects commenced in 2024 to install a further **2.5MW** of solar generation for two stores and our distribution centre.

[Ingka Group FY24 report available here](#)

