

**Zweites Leben Shop**  
Lebe smart und nachhaltig



Probier mal was Neues.  
Kauf' was Gebrauchtes.

Hej!

Hej!

# Sustainability Report



Abridged version  
IKEA Austria  
2022/23







# Contents

## 2024 Overview

- 3 Foreword
- 5 Milestones
- 7 Company profile
- 8 Value chain
- 9 People & Planet Positive strategy
- 10 Impacts of the value chain

## 18 Better Homes

## 25 Better Lives

## 34 Better Planet

## 48 Better Company

 [Content of the full report](#)

(GRI 2-22)

# Foreword

The events of the last two years have had a major impact on the company and the economy. The reporting period of this sustainability report was characterised by long-term challenges such as the climate crisis and the turbulence on the labour market, as well as a large number of crises: a pandemic, the effects and repercussions of which are still being strongly felt, pervasive inflation and the human tragedy of the war in Ukraine. This period of multiple crises not only kept every individual busy, but also presented companies with major, unprecedented challenges.

IKEA's long tradition has been products that people can afford, and this has been the focus since the company was founded 80 years ago. Back in 1976, the founder of the Swedish company, Ingvar Kamprad, strived for the highest level of price and quality awareness throughout the company in the interest of customers. However, the multitude of crises and the associated inflation also led to higher costs along the supply chain at IKEA.

At the same time, the climate crisis is threatening the lives of current and future generations. This is why we now need solutions for an environmentally friendly future and concepts that redefine the way we live and do business. Whilst IKEA is aware that it is part of the problem, the company is working hard to become part of the solution.

IKEA has been an international brand on the domestic market for over 45 years. With around 3,600 employees, eight shops, six design studios and a dense network of pick-up points, IKEA brings a Swedish lifestyle and affordable quality to Austria in line with its vision of creating a better everyday life for the many people. In addition to strategic expansion, ongoing innovation and its social and economic agenda, IKEA is aware of its ecological responsibility.

IKEA aims to use this report to demonstrate transparency and responsibility. The report sets out how the business activities in Austria affect people, the environment and the economy and which initiatives and measures are being taken to minimise the negative effects and increase the positive ones. The company aims to contribute to a better life.

IKEA is on the way there, but there is still a lot to do.

\* Further details: [IKEA sustainability strategy in Austria](#)

## Question



### How important is sustainability at IKEA?

*We are the first living generation to feel the effects of climate change directly and the last to be able to do something about it. As a global company, we have a great deal of leverage, for example in the responsible procurement of our resources on a*

*global level, but also locally as an Austrian employer. It is essential that we fulfil our due diligence obligations and also act as a role model. We are already doing this by strongly promoting diversity and inclusion, for example. It is therefore clearly about taking responsibility for our actions and doing our bit to combat climate change and promote greater social fairness.\**

### What challenges have the last two years brought for IKEA Austria's business activities?

*In the last two financial years, society as a whole has been confronted with one crisis after another, and companies are not immune to this of course. IKEA and other companies are feeling the effects of the many crises on global supply chains, prices and the associated financial and psychological burdens on our employees and customers. The changes resulting from the pandemic, such as working from home or isolation, are still being felt.*

*As a company and employer, we have a great responsibility here. We have succeeded in supporting the mental and financial health of our employees in Austria by bundling measures, lowering prices again after necessary price increases and ensuring a solid availability of goods—globally, IKEA in Austria had some of the best availability.*

### In which sustainability areas does IKEA Austria still need to improve?

*While we are continuing to reduce the CO<sub>2</sub> emissions of our stores and logistics centres in Austria and have been able to implement many concrete solutions, such as the ice storage system in Strebersdorf or PV systems at almost all locations, we still see a lot of reduction potential in our employee and customer mobility. We want to continue to grow and be economically successful, but at the same time minimise the negative impact on people and the environment as much as possible. One approach is new expansion concepts. New contact points such as pick-up or planning stations mean we are getting closer to people in urban areas and can therefore avoid many transport-related emissions. However, it is also important to make environmentally friendly transport options more attractive at existing locations.*

**Alpaslan Deliloglu**

Chief Executive Officer and Chief Sustainability Officer IKEA Austria



# Question



## How important is sustainability at IKEA?

*Sustainability is one of our central strategic goals, not only in Austria, but also internationally. Sustainability is at the very top of the corporate hierarchy with the*

*top decision-makers. In Austria, for example, this is the CEO and Chief Sustainability Officer, Alpaslan Deliloglu, and in our IKEA stores this is the respective Market Manager. Our concrete goals and measurable results ensure that we also produce tangible outcome.*

## What has been the company's greatest achievement in the area of sustainability in the last two years?

*IKEA Austria has set itself the goal of enabling emission-free last-mile delivery throughout Austria by the end of 2025. Last-mile delivery in the Vienna area is currently already 100% emission-free, and we have already achieved 50% throughout Austria. This is an important achievement for us on the way to this milestone.\**

## In which sustainability areas does IKEA Austria still need to improve?

*We need to establish a common understanding of the concept of sustainability between us, our employees and our customers. It's important that we don't wait for the "best solution", but also take the first steps in areas where we don't yet have the perfect solution. Then we need to take criticism seriously and learn from our mistakes. Sometimes we succeed, but every now and then we need to show even more courage and pioneering spirit. This is because we as IKEA have a contribution to make. We can prove that a conscious life does not have to cost more, so it need not be a luxury for the few, but a right for the many.*

### Nicole Reitingger

Chief Financial Officer IKEA Austria\*\*



\* The 100% refers to regular haulage operations. In exceptional cases, such as an unforeseeable breakdown of an electric vehicle (accident or lengthy repair period), conventional delivery vehicles with diesel engines may be used. This is only done if the delivery time would be significantly delayed due to the breakdown.

\*\* During the reporting period, Nicole Reitingger was still in the position of Country Business Development Manager, which is also responsible for sustainability development within the company.

# Milestones

IKEA started its business activities in Austria back in 1977 when it opened the first store in Vösendorf (Lower Austria). Since then, the company has not only been economically successful in this country, but also active in the areas of environmental protection and social commitment. The following overview documents the latest steps in IKEA's sustainability journey in Austria for the reporting period. All activities since 1977 can be found [online](#).

## 2022 Financial year (September 2021 to August 2022)

In **September**, IKEA opened a planning studio in St. Pölten (Lower Austria). This was another step towards getting closer to its customers and further reducing their journeys to the stores in their own cars.

Since **October**, conventional disposable alkaline batteries have been a thing of the past at IKEA in Austria. Since then, the company has only sold rechargeable batteries.

IKEA turned Black Friday into Green Friday for the first time in **November**, setting an example for more sustainable consumption.

In **November**, IKEA opened a planning station in Dornbirn (Vorarlberg), bringing it a big step closer to its customers in Austria's westernmost province.

Following a pilot phase in Vienna, a long-term cooperation agreement was signed with Storebox in **November**. This meant orders from IKEA could be delivered to a neighbourhood Storebox via Click & Collect.

In **November**, IKEA launched the K.ARM.A cooperation with Volkshilfe Österreich. It raised over 50,000 euros in the 2022/23 financial year to alleviate child poverty in Austria.

In **December**, IKEA opened planning stations in Wiener Neustadt (Lower Austria) and Villach (Carinthia). This further expands the company's urban transformation goals.

In **February**, the internal First Aid for the Soul programme was launched and there are now psychologists working at all IKEA locations in Austria.

Russia began its war of aggression against Ukraine on 22 **February**. As a result, IKEA withdrew from the Russian market. IKEA Austria launched a support initiative for the Ukrainian population and participated in aid programmes for refugees from Ukraine in Austria.

IKEA continued its cooperation with the Austrian organisation Volkshilfe and was involved in a K.ARM.A campaign for single mothers living in poverty in Austria.

In **spring**, the e-truck fleet was launched at the IKEA site in Graz.

IKEA Austria's first sustainability report was published in **March**. It is available [here](#).

In **May**, IKEA Austria launched the KÅSEBERGA collection, which is made from renewable and recycled materials.

During IDAHOBIT and Pride Month, IKEA Austria focused on the topic of coming out and worked together with the Courage association to provide information on this sensitive topic in Austria's provincial capitals.

On World Refugee Day on 20 **June**, IKEA in Austria presented the first results of its Skills for Employment programme: 44 refugees have already been given new prospects through targeted support at IKEA.

One milestone in logistics was the 100% switch to e-trucks in the Vienna area.

The **We Day** at IKEA. Employees were able to take a day off work with full pay to do voluntary work for a social cause.

In **August**, IKEA Austria published the representative results of the first Austria-wide study on saving water in the home together with the market and opinion researchers from Marketagent. The company wants to motivate people to be more aware of how they use valuable drinking water.

# Milestones

## 2023 Financial year (September 2022 to August 2023)

IKEA collaborated with the Austrian Integration Fund to organise the Job Day in Vösendorf in **October**. It was a recruiting event for people with a refugee background. The second Job Day took place in Linz/Haid in April.

To mark **Veganuary 2023**, IKEA Austria focused its communication on plant-based nutrition in January. IKEA wanted to draw attention to vegan alternatives to meat-based foods with offers in IKEA Restaurants and Swedish Food Markets as well as recipes and tips.

At the beginning of the year, IKEA became an Austria-wide cooperation partner of Too Good To Go with the aim of saving surplus food from our IKEA Restaurants.

In **March**, IKEA focused on raising awareness of religious diversity with the GÖKVALLA collection and informed its employees about the Muslim fasting month of Ramadan. The aim was to promote tolerance and mutual understanding within the IKEA Austria team.

In **May**, against the backdrop of the climate crisis and the excessive consumption of resources, IKEA Austria presented a study together with the survey institute Marketagent. This survey focused on the population's awareness of the circular economy and, in connection with this, second-hand furniture.

On 17 May, IKEA Austria celebrated International Day Against Homophobia, Transphobia, Biphobia and Interphobia (IDAHOBIT) and supported the right of its LGBT+ employees to be themselves.

In **July**, the vegan hot dog alternative was launched on the Austrian market. The vegan Plant Dog is based on rice protein and expands IKEA's range of plant-based products.

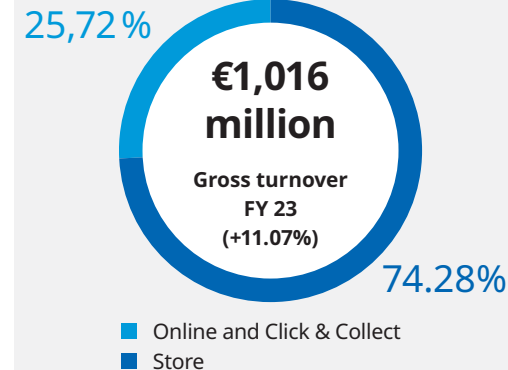
At the end of the reporting period, IKEA successfully completed the pilot phase for emission-free delivery with hydrogen-powered vehicles in **August**. Austria is the first IKEA country in the world where hydrogen trucks will be used.



(GRI 2-1, GRI 2-6)

# IKEA in Austria

IKEA has been operating in Austria since 1977. At the editorial deadline (03/2024), IKEA Austria GmbH operated eight stores, six planning studios, eight pick-up points, two logistics centres, one customer support centre and additional pick-up points that were created in cooperation with partners such as Storebox. In the 2022/23 financial year, a total of 12,771,619 customers visited one of these contact points, which is over 12% more than in the previous year. The IKEA online store recorded 71,215,150 visits in the two financial years. At the reporting date end of August 2023, IKEA employed around 3,600 people in Austria. Alpaslan Deliloglu has been Managing Director and Chief Sustainability Officer of IKEA in Austria since the end of 2019.



## 45 Years IKEA in Austria

In the summer of 2022, IKEA celebrated its 45th anniversary in Austria with a big GeburtsTACK! ("tack" is the Swedish word for "thank you"; "Geburtstag" is the German word for "birthday") party.

## 2 million IKEA Family Members

At the editorial deadline (03/2024), IKEA in Austria welcomed its two millionth member to the IKEA Family customer loyalty programme. Around 5,000 new members sign up to the programme every month.

<https://www.ikea.com/at/de/ikea-family/>

# 12,771,619

Customer frequency in the stationary area (+12%)

## IKEA Business Network

IKEA operates the IKEA Business Network in Austria for customers from the corporate sector.

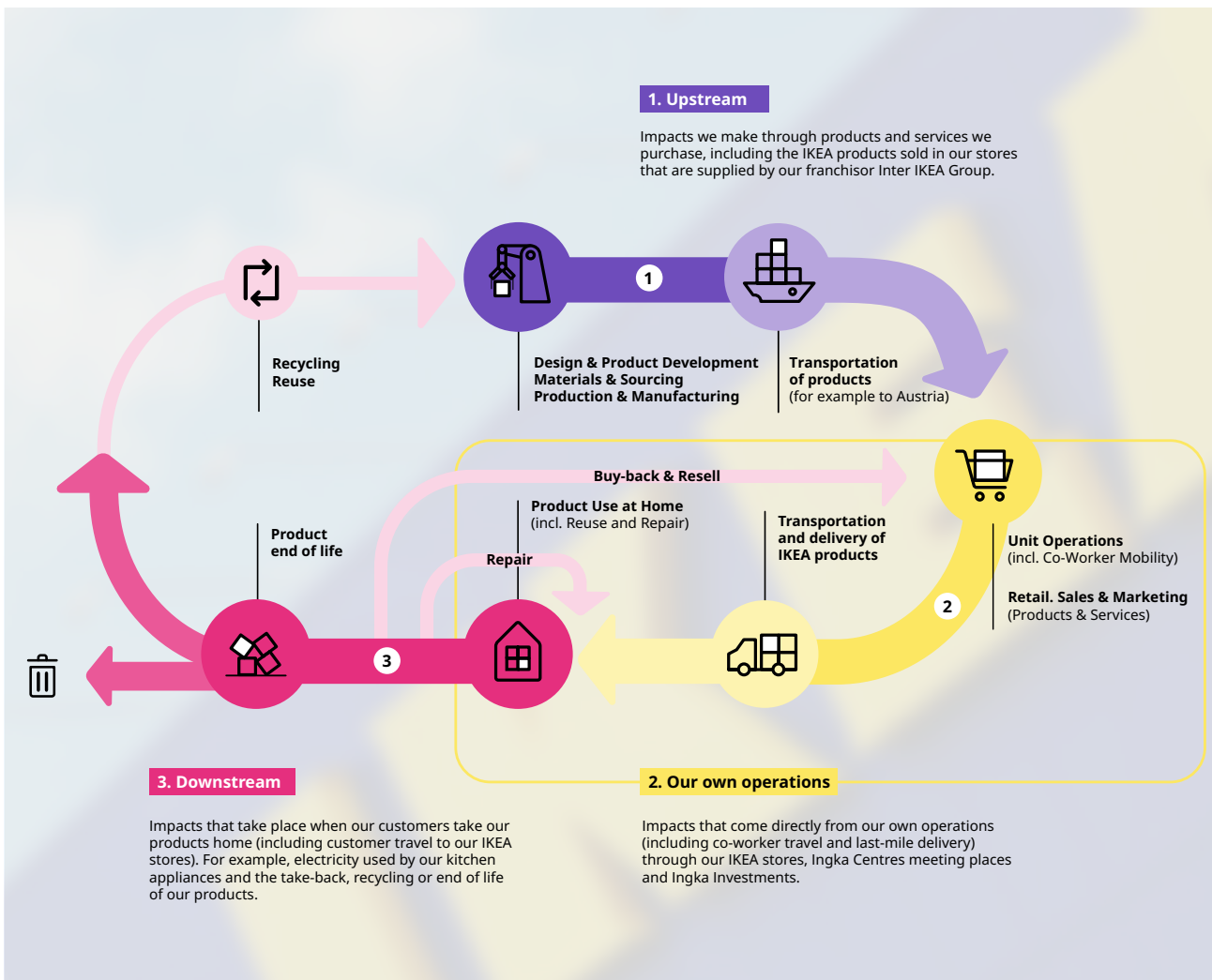
<https://www.ikea.com/at/de/ikea-business/network/>





(GRI 2-6)

# IKEA value chain



IKEA has an impact on people, the environment and the economy at every stage of the value chain, from sourcing to the use of IKEA products by consumers. It is very important for the Group to recognise and understand these impacts in order to prevent or reduce negative impacts while increasing positive impacts.

IKEA includes both upstream and downstream impacts in its actions, but the greatest leverage is in its own business and service areas (see section 2 in the diagram). These include the operation of IKEA stores, the sale of products and services, all employee mobility and home delivery of products. IKEA Austria works together with Inter IKEA Group, which is responsible for the product range, and other partners to implement improvements in production and procurement with regard to sustainability (see section 1 in the diagram).

There are also downstream effects of IKEA's business activities. These are, for example, through customer mobility, the use of products at home, reuse and recycling, or through their disposal or recyclability (see section 3 in the diagram).

Since the first report, the presentation of the value chain has changed from a linear to a circular representation in order to visualise the cycle. In the first report, topics were also mentioned in the individual presentation points that fall under this. In this report, as in the Ingka Group's global sustainability report, the presentation has been adapted so that the impacts are addressed to show the connection to the materiality analysis.



(GRI 2-22)

# IKEA sustainability strategy in Austria

IKEA Austria's sustainability strategy is based on the company's international strategy, the so-called People & Planet Positive strategy. The strategy is based on three pillars that formulate the company's sustainability goals to be achieved by 2030. The declared goal of the international IKEA sustainability strategy is to reduce greenhouse gas (GHG) emissions from the value chain in absolute terms by at least 50% compared to the base year of 2016 by the financial year 2030 and by at least 90% by 2050. These targets are in line with the Paris Climate Agreement of 2015 and the Net-Zero Standard of the Science Based Targets initiative (SBTi). The latest status can be found in the [Ingka Group's Sustainability Report for the 2023 financial year](#).

As IKEA pursues global goals as an international company, the targets are also set at a global level first. Each IKEA market and each unit and function in the Ingka Group's value chain contributes to achieving targets by agreeing country-specific targets based on the overall targets. For example, IKEA Austria also develops clear guidelines on the minimum target requirements based on the global direction. In order to localise the global goals of the sustainability strategy for the Austrian market, the company developed the current local sustainability strategy based on a situation analysis and feedback from internal and external stakeholders. In addition to targets, measures and KPIs, this strategy also includes defined roles and responsibilities and was approved by IKEA Austria's management in spring 2023.

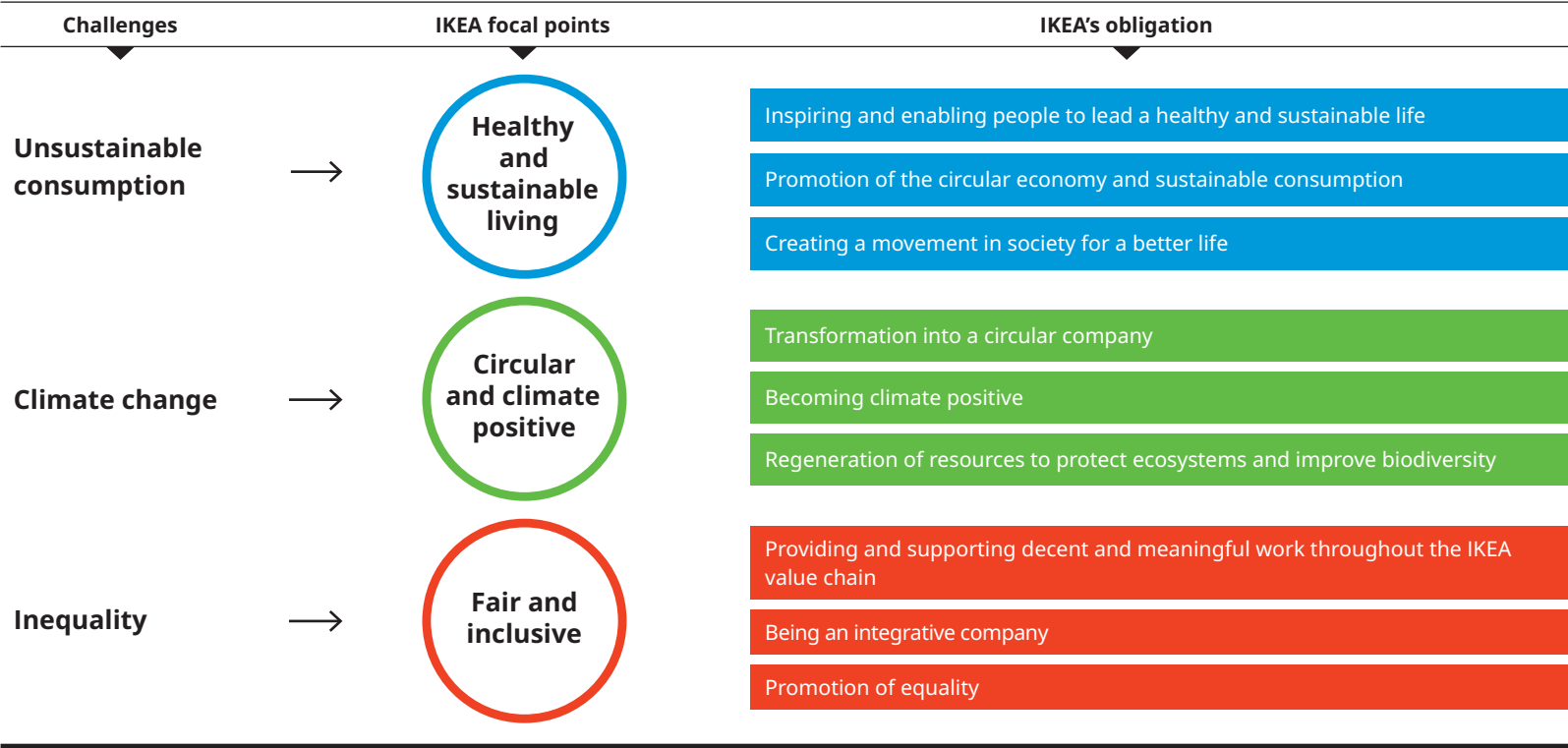
The local sustainability strategy shows how IKEA Austria can contribute to achieving the overall IKEA People & Planet Positive strategy, which was developed by Inter IKEA and encompasses the entire IKEA franchise system.

The sustainability strategy will be updated over the 2024 financial year in order to sharpen goals and create further detailed roadmaps that set out the company's sustainability commitments and measures.

## Measurability and effectiveness





The measures must be tracked and their effectiveness evaluated in order to achieve the targets derived from the sustainability strategy.

The company relies on its own 4P dashboard, which displays the most important key performance indicators and provides regular updates. Various KPIs are entered into the underlying database at set intervals by the responsible parties.

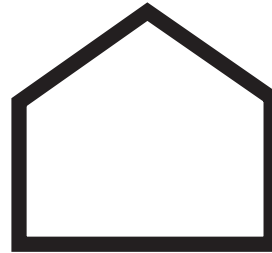


**Foundation:** IKEA Culture & Values, UN Sustainable Development Goals, UN Principles on Human and Children's Rights

Where along the value chain are there effects?

Essential topic	Upstream	Core business	Downstream	What do we mean by this
 <b>Better Homes</b>				
Consumption and consumption habits	●	●	●	Our core business is the sale of furniture and other furnishings. The design, production, quality, durability, advertising and pricing of these products influence the consumption habits of our customers. The use of our products also has an impact on energy and water consumption in our customers' households.
Product and consumer safety		●	●	IKEA believes that creating a better everyday life for many people means only releasing products and food onto the market that are safe to use, healthy and sustainable for people, animals and the environment. Every product and every meal in the EU must fulfil all EU and national legal requirements. Risk analyses are carried out before and during the development phase. Quality standards are applied in production and tests are carried out by internal and external laboratories.
 <b>Better Lives</b>				
Working conditions	●	●		As an employer, IKEA feels a great responsibility towards its employees. The well-being of employees is a high priority. As such, IKEA is committed to decent work and responsible wage practices at both global and local level. The company is also committed to respecting human and labour rights along its entire supply chain, promoting employee health and creating a safe working environment that supports employee well-being.
Training and further education		●		Skill development promotes lifelong learning. By this we mean the continuous, self-directed formation and further development of skills, knowledge and qualifications throughout a person's entire life (lifelong learning). This is particularly important in an era in which knowledge quickly becomes outdated and new insights are constantly emerging.
Inclusion and equal treatment	●	●		A fair, equal and inclusive workplace. We want our employees to feel welcome, respected and valued for their differences. We believe that an inclusive working environment means that everyone can contribute, regardless of gender, age, origin, sexual orientation, religion, skin colour, disability or other dimensions of their own identity. Every day is about living together to enable a diversity of people and their ideas.
 <b>Better Planet</b>				
Waste and packaging	●	●	●	Reducing, reusing and recycling waste in our own operations and those of our customers. In Austria, mainly packaging for transport, cardboard and plastic packaging and food waste.
Biodiversity	●	●		Biodiversity is an increasingly important topic of global relevance for IKEA. It has many different manifestations, such as: the sourcing of wood, cotton and other materials in large quantities, which can promote monocultures and reduce biological diversity; forest management for the extraction of wood, which can lead to negative impacts on biodiversity in forests if not carried out in accordance with sustainable criteria; large-scale shops and car parks that contribute to land sealing; or products that have a potentially negative impact on biodiversity at the end of their life, for example through chemicals or microplastics.
Forest management	●			Wood is the most used resource in IKEA products. In the 2022 financial year, 20 million cubic metres of wood were processed into IKEA products worldwide – 15% of these were recycled wood. Concerning forest management, most of the impact is at a global level. This is through the procurement of wood resources (Inter IKEA), forest management investments and ownership of forests by Ingka Investments. The relevance of the raw material for IKEA products means that the topic was also identified of importance for IKEA Austria, even though IKEA Austria has no direct influence on the impacts through its activities in Austria, which are indirect.
Climate protection (incl. GHG emissions & energy consumption)	●	●	●	Reducing our operational GHG footprint in our units as well as the footprint caused by customer and employee mobility and last-mile delivery.
Use of resources and circular economy	●	●	●	In terms of the business model, production and sale of home furnishings, the use of resources and the promotion of a circular economy are among the most important issues that IKEA needs to work on at an international level. This is because the more linear (instead of circular) the business model is, the more impact there is on the use of resources and the climate. IKEA is therefore working on expanding the circular economy and has defined the following global strategy: 100% circularly designed products and 100% renewable and/or recycled materials by 2030. Circular design is understood as the counter-movement to the throw-away economy. Circularly designed products are durable and recyclable, and can be repaired, remanufactured and reused.
 <b>Better Company</b>				
Financial profitability		●		In order for a company to be able to act and invest in an economically viable manner, it needs to manage its finances accordingly. This includes being cost-aware, taking a responsible approach to taxes and duties, maintaining financial independence, but also investing in locations and logistics options in order to be able to operate sustainably as a company.
Tax	●	●		IKEA's tax policy not only reflects its financial commitment, but also its responsibility towards society and the environment. The company's transparency, legally compliant actions and sustainable investments set an example for a holistic, responsible tax strategy that goes beyond short-term profit maximisation. This focus is not only ethically motivated, but also promotes long-term trust and sustainable success in an increasingly responsible business world.
Responsible procurement	●	●		Responsible procurement is anchored in the IWAY Code of Conduct for all suppliers. The IWAY sets out the sustainability requirements for our suppliers. The People and Planet Positive sustainability strategy anchors sustainability in the supply chain in the "fair & equal" area with a clear commitment to taking responsibility for nature, animals and all employees in the supply chain and to creating fair and decent working conditions for them. Procurement and the concrete anchoring of the IWAY are regulated in the Procurement Standard Operating Procedures (SOP) and the IWAY SOP for the whole of Ingka and include IKEA Austria. Additional sustainability requirements are defined by IKEA Austria and communicated to the purchasing parties as part of the business requirements.
Transparency	●	●		Decisions, contracts and delivery processes are comprehensible for our business partners and employees and are communicated transparently. Salaries and remuneration are communicated to our employees in a transparent manner. This also includes compliance/anti-corruption measures and data security.
<div><div>●</div> High Impact</div> <div><div>●</div> Medium Impact</div> <div><div>●</div> Low Impact</div>				





IKEA is constantly looking for solutions to help customers lead a more conscious lifestyle with products for their homes. IKEA's Democratic Design principle means that products are also developed and continuously improved in terms of aspects such as energy and water saving, the use of recycled and renewable materials, waste avoidance and plant-based food. This is done to provide assistance in using resources more consciously. These efforts are complemented by offers such as the buy-back service for used furnishings, repair services and spare parts as well as recommendations for action and the identification of more sustainable options. IKEA works continuously to ensure product and consumer safety. For example, the safety alert process documents incidents and accidents and quickly initiates the necessary steps. Awareness training for employees and comprehensive product documentation complete the prevention measures.

## Better Homes at a glance

### What IKEA has already achieved in Austria in 2022/23

- **Resource-saving and recyclable products:** the IKEA range includes both resource-saving and modularly designed products.
- **Food produced in a more sustainable way to enable a healthy lifestyle:** meatless alternatives are always sold more favourably at IKEA than those of animal origin. For the IKEA bistros, restaurants and Swedish shops, **IKEA sources food** with the following **certifications:** MSC, ASC, UTZ, Rainforest Alliance, Organic and Bio.
- **Renewable and recycled raw materials:** in 2023, 56% of all products were made from renewable raw materials and 17% from recycled materials.
- **Early warning system: a safety alert** is sent to those responsible in Austria and the head office in Sweden whenever an incident or accident involving IKEA products is reported and there is a suspicion of people, animals or the environment being endangered.

### What still needs to be worked on

- **Inspiring customers to make sustainable choices:** IKEA will continue to work with services, but also the products, to create offers for alternatives with less impact on the environment and a more conscious lifestyle.
- **Promoting plant-based alternatives:** the selection of plant-based foods at IKEA is to be increased further. **By 2025, 50% of the main dishes offered in the restaurants should be plant-based and 80% should be red meat free. By 2025, 80 % of packaged food should also be made from plant-based raw materials.**
- **Strengthening the Zweites Leben Online Shop:** we will further increase the awareness and reach of the Zweites Leben Online Shop with second-hand furniture and furnishings.
- **Improved product communication:** more fact-based communication on more sustainable materials in the individual products and the benefits for people and the environment.

# 63%

Proportion of food from plant-based sources at IKEA

# 213

Safety alerts issued in FY23 for accurate product safety checks

# 24h

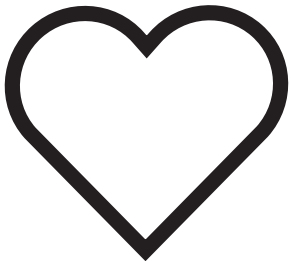
A safety alert is created within one day of a case becoming known

# 6

Number of product recalls at IKEA Austria in FY 23

SDGs to which IKEA Austria contributes:





The following chapter presents the sustainability topics that are identified as material for IKEA at a local level and that relate directly to IKEA in its role as an employer and to the company's social responsibility. These include the topics of **working conditions for employees, equal treatment and training and development for employees**. The chapter aims to provide information about the commitments, goals and measures the company has set itself and the impact IKEA has as an employer on its employees and on society as a whole.

# Better Lives at a glance



### What IKEA has already achieved in Austria in 2022/23

- **Gender Pay Gap:** at IKEA Austria, the gender pay gap at the end of FY 23 was 1.1%; at the editorial deadline, it had been further reduced to 0.64%. Across Austria, the figure is 18.8%.
- **Inclusion of refugees:** IKEA Austria has been running the Skills for Employment programme since 2020. As a result, 58 people with a refugee background were employed at IKEA Austria in the 2023 financial year. In total, over 150 refugees have already found a job at IKEA Austria in recent years.
- **Workplace health promotion:** IKEA Austria received the Workplace Health Promotion seal of approval from the Netzwerk BGF (Austrian network for workplace health promotion), a network of social insurance institutions. Internal health promotion at IKEA is driven by various measures. For example, the R U OK? awareness campaign destigmatises mental stress and problems.

### What still needs to be worked on

- **Inclusion of people with disabilities:** in the 2023 financial year, 96 people with disabilities were part of the IKEA Austria team. This was too few to avoid paying a statutory compensation tax. Complete accessibility for employees with disabilities in the workplace also still needs to be improved in some IKEA stores and distribution centres in Austria.
- **Flexible working hours** for employees in the stores are to be made possible with a new time recording and rostering tool. This aims to give all employees the opportunity to make their own choices. The planned rollout is scheduled for September 2024.
- **Expansion and continuation of the K.ARM.A project** to eradicate child poverty in partnership with Volkshilfe Österreich.

74%

of employees at IKEA Austria feel well supported in managing their workload

150+

Number of refugees who enrich IKEA Austria as employees

50%

of managers at IKEA Austria are female

13.84

Average number of hours spent on training per IKEA Austria employee in the 2023 financial year

€174,335.23

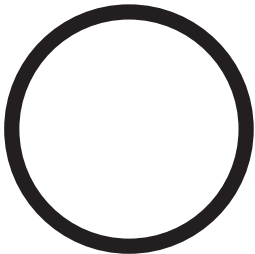
Total value of donations in kind and financial donations that IKEA Austria made available for social and integration projects in the 2023 financial year

SDGs to which IKEA Austria contributes:





The following chapter presents those sustainability topics that are identified as material for IKEA at a local level and that relate directly to the company's environmental goals. These include the topics of **climate protection** (including a status quo through the CO<sub>2</sub> roadmap), forest management, **resource use and circular economy**, **waste and packaging**, and **biodiversity**. The chapter aims to provide information on the commitments, targets and measures the company has set itself and the impact IKEA's business activities have on the environment and people.



# Better Planet at a glance

**What IKEA has already achieved in Austria in 2022/23**

- **Reduction of the climate footprint:** IKEA Austria caused 1,568 tons of CO<sub>2</sub>e in the 2023 financial year. Compared to the reference year of 2016, this is a **CO<sub>2</sub>e reduction of 30%**, and this is despite sales growth and the opening of new locations.
- **More circularity for products:** our own Zweites Leben Shop (Second-Hand Shop) sold **25% more second-hand furniture in the 2023 financial year** than in the previous year.
- **Emission-free freight forwarding deliveries\* on the last mile\*\*:** the company currently has a **share of around 50% emission-free deliveries** throughout Austria, and in the **greater Vienna area** it is already almost **100%\*\*\***.
- **Food waste watcher:** this tool has already enabled IKEA Austria to achieve the global target of **16g of food waste per ticket** (per checkout slip) with a value of 9.2g per ticket in the 2023 financial year.

**What still needs to be worked on**

- **Zero plastic:** IKEA has set itself the global goal of phasing out **plastic in consumer packaging** step by step. It will start with the new range by 2025 and the current range by 2028.
- **Employee mobility:** employee mobility alone generated **2,728 tons of CO<sub>2</sub>e in the 2022 financial year**. The company has set itself the goal of reducing **employee mobility by 40%** by 2030 compared to 2016.
- **Expansion of emission-free delivery:** IKEA is aiming for **emission-free last-mile delivery** throughout Austria **by 2025**. Investments were also made in the use of **hydrogen-powered trucks** in the 2023 financial year, with an initial pilot project taking place at the end of the reporting period.
- **Creation of a biodiversity strategy** for IKEA Austria.

**- 30%**  
CO<sub>2</sub>e IKEA Austria can record in the 2023 financial year compared to the base year of 2016

**90%**  
Recycling rate of waste and packaging at IKEA Austria

**858,391**  
items sold in the Zweites Leben Shop in the 2023 financial year

**58**  
IKEA e-trucks are currently emission-free on Austria's roads

**20%**  
of the electricity required by IKEA is covered by our own photovoltaic systems

SDGs to which IKEA Austria contributes:



\* Without fossil fuels.  
\*\* Describes the delivery from the IKEA logistics centres or the IKEA stores to the customer's home.  
\*\*\* The 100% refers to regular haulage operations. In exceptional cases, such as an unforeseeable breakdown of an electric vehicle (accident or lengthy repair period), conventional delivery vehicles with diesel engines may be used. This is only done if the delivery time would be significantly delayed due to the breakdown.



# Better Company at a glance

The following chapter presents the topics that are identified as material for IKEA in Austria and that relate directly to the company's responsibility along its value chain and as part of the Austrian economy. These include the topics of transparency, financial profitability, taxes and responsible procurement. The chapter aims to provide information on the commitments, targets and measures the company has set itself and the impact IKEA's business activities have on people and society.

### What IKEA has already achieved in Austria in 2022/23

- Since the 2023 financial year, the Ingka Group has published an annual **tax report** containing the tax data of the individual countries.
- Introduction of mandatory annual training on the applicable Code of Conduct for all employees.
- **In the 2023 financial year**, IKEA Austria bucked the industry trend and grew by **11.07%**.

### What still needs to be worked on

- **Standardised guidelines** for consequences in the event of violations of the Code of Conduct by suppliers.
- **Recruitment of a resource** for reviews at suppliers in Austria to monitor compliance with the IWAY standards.
- From 2024 financial year onwards, the **IKEA Trust Line** will be available to all employees.

**74.64%**

of all employees have completed a documented refresher course on the existing anti-corruption and compliance training in 2023

**€52.67 million**

Tax performance of IKEA in Austria in the 2022/23 financial year

**89%**

Proportion of expenditure for local suppliers in Austria in 2023

**1**

**new planning studio** (Linz) was opened in the 2023 financial year

**4**

**new pick-up points** for better accessibility for customers

SDGs to which IKEA Austria contributes:







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