


# IKEA Australia FY25 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 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 it's charitable purpose.


**Material topics:**

- Financial resilience
- Ethical business conduct
- Digital trust




## Increasing the affordability of our products long-term

**\$25.5 million** investment into lower prices FY25.



## Financial results

We achieved **1.765b sales** and **91.16m profit**, reinvested to improve our business or supporting meaningful change through the Foundation.




## 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




## Love your IKEA products for longer



**38,000+** customers used our free spare parts offer.

## Buy back service

**41,801** pre-loved IKEA products were bought and resold in our Buy Back service.



## 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, neighborhoods, 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



## Reconciliation



We launched our **Innovate Reconciliation Plan**, deepening our commitment to reconciliation with Aboriginal and Torres Strait Islander peoples.



## 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



## Solar power generation



**6,692** additional solar panels installed on three sites, increasing on-site generation of renewable energy by **3.8MW**.


## Reducing emissions while growing our business

We've achieved revenue growth of **73%** since FY16 while reducing our operational climate footprint by **88%**




## Reaching the many


**Reached >1 million** people through instore advocacy initiatives, amplifying the voices of children impacted by domestic & family violence.



## Indigenous bush garden




At IKEA Tempe we created an **Indigenous bush garden** in collaboration with First Nations charity IDKY.




## Zero emissions deliveries

By the end of FY25, **78.4%** of customer truck orders were delivered with zero-emission vehicles.




## Avoiding waste

**1,365,000** articles avoided landfill through our dedicated product recovery and quality teams.


## LGBT+ inclusion

**Silver Tier** in Australian Workplace Equality Index for LGBTQ+ inclusion, the definitive national benchmark on LGBTQ+ workplace inclusion.



## Disability inclusion

We launched the **Disability Inclusion Network** - a safe space for co-workers with disability and allies - to help shape and inform the IKEA accessibility and inclusion approach.



## Renewable electricity

**100%** renewable electricity in retail operations.




## Reducing waste

**20% reduction** in total food waste since FY24.




## Refugee inclusion

**43** permanent hires via Refugee Workforce Inclusion program; **>270** participants since 2020.




## Leading on Gender Equality

**50.6%** women/**49.4%** men gender balance in our management positions, achieving our 50/50 goal. Gender Pay Gap reduced to **3.5%** well under retail average (9%) and national average (21.8%).



## Saving water

We captured and used more than **9 million** litres of rainwater on our sites.



## Energy efficiency

Energy efficiency in our buildings improved a **further 3%** from FY24.




It's everything we believe in.



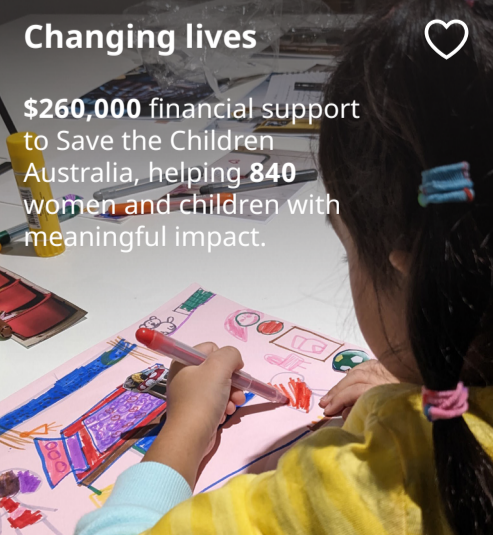
## Product donations

**Home furnishings donation** to Assistance Dogs Australia to fit out their 'Puppy Kindy' and train dogs to support people with disability.



## Changing lives

**\$260,000** financial support to Save the Children Australia, helping **840** women and children with meaningful impact.




## Improving our recycling rate

**75.2%** of operational waste recycled.

