IKEA®





2026 Summary Report

50 years in Canada

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Message from Selwyn



For 50 years, IKEA Canada has been part of the everyday moments that make a house a home.

When IKEA opened its first Canadian store in Richmond, British Columbia in 1976, we began with a simple purpose, rooted in our founder Ingvar Kamprad's vision: to create a better everyday life for the many Canadians. Five decades later, that purpose remains as relevant as ever.

Over the years, we have had the privilege of being part of millions of life moments across Canada. From first apartments and growing families to home offices, celebrations and cherished traditions, Canadians have welcomed IKEA into their homes and lives. Together, we have grown from one store into a trusted omnichannel retailer with a lasting presence in communities across the country.

As we celebrate this milestone, we are proud of how far we have come and the impact we have created together with our customers, co-workers, partners and communities.

Fiscal Year 2026 (FY26) was a year of meaningful progress. We continued to strengthen the customer experience, making IKEA more accessible and convenient for Canadians wherever and however they choose to shop. We advanced our circularity and sustainability ambitions, expanded services, and remained focused on delivering affordable, well-designed home furnishings at a time when many households continue to face economic pressures and uncertainty. Most importantly, we stayed true to our belief that home has the power to improve everyday life.

As we look forward, I am inspired not only by the opportunities ahead, but by the people who make IKEA Canada what it is. From our co-workers serving customers every day — in our stores, distribution centres and support offices — to the millions of Canadians who have invited us into their homes from coast to coast, your trust, dedication and partnership have shaped our first 50 years.

Canadians' needs and dreams continue to evolve, and so will IKEA. We will continue to focus on innovation, accessibility, affordability and sustainable growth while remaining grounded in the values that have guided us for the last 50 years in Canada and more than 80 years around the world. Our first 50 years here have been remarkable, and we are just getting started.

Selwyn Crittendon
CEO & Chief Sustainability Officer
IKEA Canada

FY26 highlights

$2.82B
total sales
0.7% increase

$148M
Food sales
3.3% increase

32.1M
store visits

185.5M
online visits

568,000+
EV home deliveries

15,000+
items sold through Sell-back program

58M+ meatballs

3M+ hot dogs

13.6M+ plant balls

1.1M+ veggie dogs

September 1, 2025 to August 31, 2026. Stats compared to FY25

IKEA in Canada

16 stores

1 Distribution Centre

3 Customer Distribution Centres

1 Customer Support Centre

13 Plan and order points

2 Wind Farms

6,500+ co-workers

6.8M+ IKEA Family members



Our Canadian story

Over the last 50 years, IKEA Canada has grown alongside Canadians, helping shape the spaces where everyday life unfolds. What began with a single store in Richmond, British Columbia, has evolved into a nationwide omnichannel retailer serving millions of customers each year. While much has changed since 1976, one thing has remained constant: our commitment to creating a better everyday life for the many Canadians.

As Canadians' homes, lifestyles and needs have evolved over the decades, IKEA has continued to adapt, introducing new products, services, innovations and experiences designed to make life at home more affordable, functional and sustainable.

The Canadian home has undergone a remarkable transformation, reflecting profound shifts in how Canadians live, work, connect and define family life. In the 1970s, the ideal home was a detached suburban bungalow with a large yard, an enclosed kitchen and a wood-paneled rec room where families gathered around a single television. Life was largely analog and community-centred. Children spent their days outdoors, neighbours dropped in for backyard barbecues and card games, and the home served primarily as a place for family togetherness at the end of the day. As Canada grew and diversified, demographic shifts, urbanization and evolving social norms reshaped the way Canadians lived, creating homes that better supported modern lifestyles.



By the 1990s and 2000s, Canadian households were becoming smaller, busier, and increasingly connected. Walls came down as open-concept layouts replaced compartmentalized rooms, turning kitchens into the social heart of the home. Technology transformed everyday life, from the arrival of personal computers and dial-up internet to the rise of smartphones, streaming services and constant connectivity. At the same time, soaring urban land values and population growth accelerated a shift away from sprawling suburban homes toward townhouses, condominiums and higher-density communities. The way Canadians spent their time evolved as well, with cafés, parks, restaurants, fitness centres and shared urban spaces becoming extensions of home life.

Today, the Canadian home is no longer simply a place to eat, sleep and gather. It has become a flexible, multifunctional environment that adapts to the many roles people play throughout their day. Modern homes serve as workplaces, classrooms, wellness retreats, entertainment hubs and spaces for multi-generational living, often within a smaller footprint than previous generations enjoyed. Sustainability, smart technology and thoughtful design now influence everything from energy use and construction materials to furniture and storage solutions. Yet despite these dramatic changes, one thing has remained constant: the home continues to be the centre of everyday life. As Canadians' needs evolve, so too do their homes, creating new possibilities for comfort, connection and belonging.

At IKEA, understanding these changing realities of life at home has always been our starting point, helping us design solutions that make everyday living more functional, affordable, sustainable and joyful for the many people.

A closer look through the decades

1970s

Step into the 1970s. Across Canada, homes came alive with vinyl records, bold patterns, warm orange tones and the unmistakable charm of knotty pine. It was a decade of creativity, self-expression and gathering. IKEA embraced the spirit of the era with colourful patterns, modular furnishings, practical storage and affordable designs that made stylish living accessible to more people. From rec rooms filled with music to family spaces designed for real life, the 1970s helped shape a more playful, functional and welcoming way of living at home in Canada. Inspired by the youthful designs and democratic design vision of IKEA, it was a decade when great design truly moved in.





1980s

Rewind to the 1980s. Across Canada, families gathered around the TV for movie nights, searched for the latest VHS releases and embraced a decade defined by self-expression and bold design. Homes became more personalized, filled with vibrant colours, playful patterns and multifunctional spaces that reflected changing lifestyles. IKEA captured the optimism and energy of the era with colourful textiles, smart storage solutions, functional furniture and affordable designs that made great style accessible to everyone.

1990s

Welcome back to the 1990s. The CD player is on, the modem is humming, and Canadian homes are becoming hubs for music, entertainment and self-expression. Pops of colour, bold graphics and versatile furniture brought personality into every room, while IKEA championed affordable design for everyday life. With smart storage, modular solutions and playful style, IKEA helped a generation of Canadians create homes that reflected who they were, making the 1990s a decade of individuality, creativity and connection.





2000s

Step into the 2000s. Rising housing costs and increasing urbanization reshaped life at home, as more Canadians moved into condos, townhomes and smaller living spaces. Open-concept layouts became increasingly popular, with kitchens, dining areas and living rooms blending into multifunctional hubs for everyday life. The kitchen island emerged as the heart of the home, serving as a place for cooking, dining, homework and socializing.

Before inspiration lived online, the IKEA catalogue helped millions of Canadians reimagine their homes with Scandinavian style, natural materials, colourful textiles and functional furnishings designed for a better everyday life. The 2000s also marked the peak distribution years of the IKEA catalogue, cementing its place as one of the most anticipated sources of home inspiration in Canada.

2010s

The 2010s transformed life at home as technology became an increasingly seamless part of everyday living. From communication and entertainment to comfort and convenience, connected devices began reshaping household routines and expectations. Through IKEA Home Smart, IKEA embraced this shift by introducing solutions designed to make life simpler and more intuitive, from smart lighting and wireless speakers to automated blinds and connected home accessories. By combining accessible technology with functional design, IKEA helped bring the smart home into the mainstream, making innovation more practical, affordable and integrated into daily life.





2020s

As life at home continues to evolve in the 2020s, gaming has become more prevalent than ever, growing into one of the world's most popular forms of entertainment and an integral part of everyday life. In October 2026, IKEA and Xbox redefined the gaming experience at home with the launch of the YXSTABY collection, bringing together ergonomic comfort, smart organization and timeless Scandinavian design. Gaming is no longer confined to a dedicated room or specialized setup. Instead, it is seamlessly integrated into modern living spaces, reflecting the way people live, play and connect today.

Understanding life at home has shaped the evolution of IKEA Canada since the mid-seventies. Paired with our forever vision to create a better everyday life, it has informed the way we attract, retain and celebrate our co-workers; the way we meet and inspire our customers; and the way we engage with our communities. In the pages that follow, explore our successes, opportunities and key accomplishments from the past year, and join us in celebrating the milestones of our 50-year journey in Canada.

Iconic products over the years



LÖVBACKEN (1955)
First launched as LÖVET in 1955, its leaf-shaped top and slender legs were considered delightfully modern. It was also the first flat-pack success for IKEA, proving that great design could travel home in a surprisingly small package. After a long nap, it returned in 2013 as LÖVBACKEN, ready for a new generation of living rooms. These days, it's taking another nap and is out of the current range, though history says another comeback wouldn't be a surprise.



POÄNG (1976)
The POÄNG armchair is the furniture equivalent of that friend who's been effortlessly cool for decades. With its signature bentwood frame and gentle bounce, it's the kind of chair that invites you to sit down for five minutes and somehow stay for hours. It debuted in 1976 as the POEM chair, created to help people relax and literally "swing away" a little stress. In 1992, it was renamed POÄNG, and redesigned for the famous flat-pack approach, making it even more affordable and popular.



KLIPPAN (1980)
From first apartments to full family homes, KLIPPAN has earned its place through comfort, durability and the freedom to change its Scandinavian modern look. KLIPPAN popularized the idea of a sofa with a removable, washable cover — letting Canadian households refresh a room's look without buying new furniture. Its simple, compact frame made it a first-sofa staple for students and young renters for over four decades.



BILLY (1979)
The world's best-selling bookcase. Sketched by IKEA designer Gillis Lundgren on a napkin so he wouldn't forget the idea, BILLY became a symbol of flat-pack simplicity: an affordable, adjustable-shelf bookcase that could fit any room and any budget. Gaining massive popularity in the 80s, it has helped Canadians store everything from books and family treasures to board games and VHS movie collections. BILLY is still found in millions of rooms around the world, proving that great design is often the simplest.



FRÄKTA (1996)
For more than 30 years in the IKEA product range and beloved around the world, FRÄKTA turns everyday hauling into an art form. Since the FRÄKTA bag arrived in Canada, it has become one of the most recognizable carry-alls in the country. It's big and strong, and pretty much anything will fit inside, whether you're shopping, moving, doing the laundry or going to the beach. An iconic tote bag that has also inspired new creations by everyone from keen DIYers to luxury fashion designers. Today, FRÄKTA remains a rare feat of product longevity that mirrors the IKEA approach to democratic design philosophy: useful, durable and affordable for the many people.



LACK (1979)
Simple, by design. The LACK side table is proof that great design doesn't have to be complicated. Lightweight and endlessly versatile, it's the little table that's held everything from coffee mugs to houseplants for generations. Thanks to its clever construction, IKEA was able to keep costs down without sacrificing style, helping make LACK one of its most beloved and recognizable products. More than four decades later, it's still proving that good design doesn't have to cost a fortune.



KALLAX (2000s)
First introduced as EXPEDIT and later reinvented as KALLAX, its iconic cube design has helped generations display their collections, passions and creative pursuits, one square at a time. The product is meant for the ultimate organizer of every hobby and phase of life. The cubed storage unit became a favourite for organizing everything from vinyl records to kids' toys to home office supplies. It's as comfortable as a room divider as it is a bookshelf.

Key milestones for IKEA Canada

YVR

October 2, 1976
IKEA Canada opens its first store in Richmond, BC.

1978
IKEA expands eastward with the opening of its first Alberta store in Edmonton.

YEG

YOW

1979
IKEA Ottawa opens in Canada's capital.

1985
IKEA introduces its iconic Swedish meatballs.



1986
IKEA opens its first Quebec store in Montreal.

YUL

YYZ

1987
IKEA expands its presence in the Greater Toronto Area, opening its North York store.

2000
IKEA launches IWAY, its global supplier code of conduct.

2009
IKEA Canada phases out single-use plastic shopping bags.

2012
IKEA Canada launches the IKEA Family loyalty program.

2012
IKEA introduces its Sustainability strategy.

YWG

2012
IKEA opens its first Manitoba store in Winnipeg.

2011
IKEA phases out incandescent lighting, offering alternative energy saving bulbs.

2010
IKEA announces the installation of rooftop solar panels at its Etobicoke, North York and Vaughan stores.

2013
IKEA acquires a wind farm in Pincher Creek, AB.

2015
IKEA Canada installs electric vehicle (EV) charging stations at all stores nationwide.

YHZ

2017
IKEA opens its first Atlantic Canada store in Halifax, NS.

2017
IKEA Canada purchases second windfarm in Wintering Hills, AB.

2021
IKEA announces its first XS-format store in downtown Toronto.

2021
Plant balls join the growing family of IKEA meatballs in Canada.

2021
IKEA Canada establishes its Indigenous Reconciliation Strategy.

2021
The first zero-emission home deliveries are made from IKEA Montreal and IKEA Boucherville.

YXU

2026
IKEA opens its first compact store in London, ON.

2027
IKEA Hamilton Customer Distribution Centre to open, becoming the first net-zero operational building in Ingka Group.

2022
IKEA opens its first Plan and order point in Boisbriand, QC.

2023
IKEA Beauharnois opens its doors — the first new Distribution Centre in Canada in three decades.

Inspiring Better Homes

For five decades, IKEA Canada has helped people create homes that are functional, beautiful and affordable. While homes have evolved over the years, our commitment to understanding the everyday needs and dreams of Canadians has remained constant.



Today, creating a better life at home means more than offering well-designed home furnishings. It means helping customers make the most of their budgets, providing expert support wherever they are and creating experiences that make home furnishing more accessible and enjoyable.

As we celebrate 50 years in Canada, we remain committed to helping the many people create homes they love while focusing on people and the planet.

FY26 Targets Scorecard

Results

15,000+

IKEA products given a second life through the Sell-back program

1.46M+

Spare parts ordered by IKEA customers, helping extend product lifespan

Serving up affordability with cooking and eating

As the cost of living continues to challenge Canadians, we remain committed to providing customers with quality, affordable and sustainable options. In a year dedicated to Cooking and Eating, we naturally focused our promise of a more affordable life at home around food. That commitment came to life in fall 2025, when we unveiled a refreshed menu in IKEA stores across Canada. From plant-based nachos and Middle Eastern-inspired falafel to Scandinavian seafood options, the new dishes offered a delicious, fun and affordable meal out. With menu items priced to deliver exceptional value, a family of four can enjoy a meal at the IKEA Swedish Restaurant for around $30, making dining out more accessible for Canadian families.

To help customers make the most of their food and household budgets, we launched the national Fridge Refresh Contest, encouraging Canadians to reduce food waste through better fridge organization, food-saving inspiration and smart storage solutions. More than 17,000 IKEA Family members entered for a chance to win one of three $500 IKEA gift cards to help optimize their fridges, supporting habits that can save food, money and resources. Throughout FY26, IKEA Family members also benefited from targeted offers on Cooking and Eating products and solutions designed to make everyday meals at home more accessible and inspiring for the many.



Showcasing leadership in kitchen design and home furnishings at IDS 2026

In January 2026, IKEA Canada made its highly anticipated return to the Interior Design Show (IDS). This strategic move reinforced our position as a leader in kitchen design, home furnishings and democratic design. Centred on the theme of Cooking & Eating, we created an immersive 600-square-foot dream kitchen experience that showcased how IKEA combines quality, functionality and affordability to help Canadians create better everyday lives at home. The space not only highlighted flexible kitchen solutions but also featured smart storage, waste-sorting systems, organization solutions and gathering spaces designed around the real needs of Canadian households.

Through media and creator engagement, spokesperson storytelling, appearances by Fredrika Inger, IKEA Global Chief Product and Commercial Officer, and an exclusive preview of the upcoming TERRSJÖ kitchen door, IKEA demonstrated that great design can remain accessible to the many. The showcase highlighted how IKEA Canada continues to stay close to the realities of Canadian life by designing solutions that are affordable, accessible and tailored to how people live today.

As we build on this momentum, we look forward to IDS 2027, where we'll inspire visitors with affordable kitchen solutions and smart storage ideas designed to help Canadians make the most of their homes.



My IKEA story isn't about work. It's about the people, the laughter, the growth and the unexpected magic found in everyday moments. It's about discovering a place where I could be myself and realizing that who I was... was enough.

Nadine Merhi, Resolutions Specialist, IKEA Canada Customer Support Centre

Connecting with Canadians through experiences

Throughout the year, IKEA Canada created experiences that brought Canadians together while making home furnishing solutions more accessible and affordable.

The year began with a Cooking and Eating event that showcased practical ideas for everyday life at home, highlighting ways Canadians can enjoy more sustainable and affordable living, starting in the kitchen. Our commitment to local communities was reflected in a nationwide $1 breakfast event, where customers were welcomed to purchase a $1 traditional breakfast in our stores, and all proceeds were donated to Breakfast Club of Canada. Together, we raised nearly $50,000 to help support children and families across the country.



Building on this momentum, our kitchen events demonstrated how thoughtful design and affordability can come together to meet the evolving needs of Canadian households. We continued to deepen customer connections through year-round loyalty initiatives, enabling more of the many Canadians to access IKEA products and solutions that make everyday life at home better, a little easier, and more enjoyable.

As IKEA Canada celebrates 50 years, we are shining a light on our Swedish roots, the co-workers who make it all possible and the Canadians who have helped shape our journey every step of the way. We will celebrate this milestone with inspiring experiences, stronger community connections and plenty of reasons for customers to join the party as we continue growing across Canada.

Driving excitement through product launches and collaborations

In FY26, IKEA Canada introduced a series of product launches and partnerships that helped Canadians reimagine life at home while reinforcing our commitment to Democratic Design: creating products that are well-designed, functional, sustainable, quality-made and affordable.

One of the year's standout launches was VINTERFINT, a holiday collection created in collaboration with contemporary Swedish designer Gustaf Westman. Combining Westman's bold, playful aesthetic with the affordability IKEA is known for, the collection generated significant excitement among consumers, creators and media. Demand was exceptionally strong, with many products selling out within hours of release. The collaboration introduced IKEA to new audiences while demonstrating the growing appeal of accessible design partnerships.



In May, IKEA launched IKEA PS 2026, the tenth edition of one of its most iconic collections. Built around the theme of playful functionality, the 43-piece collection brought together 12 in-house designers to reimagine modern Scandinavian design through innovative, multifunctional solutions for contemporary living. Featuring unexpected forms, vibrant colours and smart design, IKEA PS 2026 showcased how great design can be both practical and affordable, generating strong engagement across media, creator and consumer audiences.

IKEA Canada also introduced SANDLÖPARE, a children's collection inspired by the wildlife of the African savannah and developed in collaboration with Swedish conservation organization Nordens Ark. Through imaginative play and storytelling, the collection encouraged curiosity about endangered animals and the natural world. To extend the collection's impact, IKEA Canada partnered with WWF-Canada to support wildlife conservation efforts.

From October 12 to November 29, $1 from every soft toy sold in IKEA stores across Canada was donated to WWF-Canada's Regenerate Canada plan. Through this initiative, IKEA Canada contributed more than $116,440 to help reverse wildlife loss, restore habitats and address climate change.

Beyond product launches, IKEA Canada continued to connect with customers through unexpected and culturally relevant brand collaborations. Following a playful April Fools' announcement that captured attention around the world, IKEA partnered with Chupa Chups to bring the idea of a meatball-flavoured lollipop to life. Inspired by the iconic IKEA Swedish meatballs and lingonberry pairing, the limited-edition product blended humour, nostalgia and curiosity, generating widespread media coverage and social conversation. With one million lollipops distributed globally and offered free to customers in stores, the collaboration demonstrated how IKEA can create memorable brand experiences that extend beyond the home and celebrate the joy of everyday life.



IKEA Canada also announced the launch of YXSTABY, a collection developed in collaboration with Xbox that brought together gaming culture and functional home furnishings. Designed to support the needs of gamers while remaining accessible to a broad range of customers, the collection reflected our continued focus on creating solutions for evolving lifestyles at home. The announcement generated strong interest among gaming, lifestyle and mainstream media audiences, further demonstrating the power of strategic partnerships to engage new communities and create relevance beyond traditional home furnishing categories.

A community of 6.8 million Canadians

For millions of Canadians, IKEA Family has become much more than a loyalty program. It is a community built around a shared passion for life at home. Free to join and designed to make everyday life at home better, IKEA Family now counts more than 6.8 million Canadians members, making it one of Canada's largest retail loyalty communities.

By offering personalized inspiration, relevant rewards, exclusive benefits and memorable experiences, IKEA Family helps members get more value from every interaction with IKEA. Whether earning points, accessing special offers, enjoying discounts on services or enjoying a meal at the Swedish Restaurant, members benefit from solutions designed to support everyday affordability. As part of our ongoing commitment to helping Canadians stretch their budgets further, IKEA Family provides meaningful savings and rewards that make well-designed home furnishings accessible to more people.

The introduction of our enhanced rewards program in 2025 further strengthened engagement and helped deepen customer relationships. Members who redeem rewards visit more frequently, engage more often and enjoy a stronger connection with IKEA.

As we look ahead, we will continue putting IKEA Family members at the heart of everything we do, creating more personalized, meaningful and rewarding experiences that inspire a better everyday life at home while helping Canadians enjoy greater value every day.

Creating Better Lives

A better everyday life starts at home, but it doesn't end there. For 50 years, IKEA Canada has been part of communities across the country, working alongside co-workers, customers and partners to create positive change where it matters most. Whether supporting young people as they build their futures, helping newcomers feel at home, fostering belonging and inclusion or investing in co-worker wellbeing, our commitment has always been rooted in people.



Over the decades, our business has grown, but our values have remained the same. We believe that everyone deserves to feel welcome, respected and empowered to thrive. That belief guides how we support our co-workers, engage with our communities and create opportunities for the many people.

In FY26, we continued to strengthen local partnerships, invest in community initiatives and create meaningful moments of connection and belonging across Canada. As we celebrate 50 years in Canada, we are proud of the impact we've created together and inspired by the possibilities that lie ahead. Because creating a better everyday life means helping people feel at home, not just in their houses, but in their communities, workplaces and society.

FY26 Targets Scorecard

Results

78.6%
Inclusion index score, reflecting a strong culture of belonging and inclusion

51%
representation of women across leadership and co-worker roles

10,000+
co-workers and community members engaged as Changemakers

Equality, diversity and inclusion

At IKEA Canada, we want our co-workers, customers and communities to feel welcome, respected and represented. Through partnerships and community initiatives across the country, we create opportunities for learning, connection and cultural exchange, helping build a more inclusive IKEA for the many people.

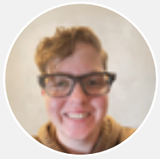
Celebrating diverse histories and cultures

Throughout the year, we partnered with organizations across Canada to celebrate and preserve diverse histories and cultures through national and local initiatives.

During Black History Month, IKEA Halifax worked alongside the Africville Museum, with support from IKEA Canada's national People & Culture and Communications teams, to bring an immersive exhibit into the store. The experience provided co-workers and customers with an opportunity to learn about the history, resilience and legacy of the Africville community.

At IKEA Burlington, our partnership with the Woodland Cultural Centre brought the Dish With One Spoon Kitchen experience into the store, creating opportunities for cultural exchange, storytelling and learning rooted in Indigenous knowledge and traditions.





In 2020, as I came out as part of the LGBTQIA+ community, I never once felt afraid to be myself at work. IKEA Canada's support for the community and the inclusive culture made me feel confident to just simply be me. Because of IKEA, I became a leader. Because of IKEA, I found myself. Because of IKEA, I have always felt accepted. Today, in my role in Service Office, I don't just feel employed. I feel at home.

Amy Thertell, Service Fulfilment Operations Developer, IKEA Canada Service Office

Advancing inclusive representation

Our commitment to inclusion is ongoing. Through our partnership with BOOM InterTribal, an Indigenous-owned marketing agency, we are exploring meaningful ways to incorporate Indigenous perspectives into our communications and marketing. By building long-term relationships and learning from our partners, we aim to embed representation in how we engage with Canadians every day.

Supporting LGBTQI+ communities

We are also proud of our partnership with Rainbow Railroad, a global organization that helps LGBTQI+ individuals facing persecution and violence find safety. Through sales of IKEA Canada's Rainbow cake from June 1 to July 31, we reached our fundraising goal of $200,000. With this latest contribution, our cumulative support for Rainbow Railroad has reached $600,000 over the past three years, helping displaced and at-risk individuals access safety and opportunities to rebuild their lives.



Community impact and partnerships

A meal before school. A first apartment. A safe place to connect. A welcoming place to start over. Across Canada, moments like these can make a meaningful difference in people's lives.

In FY26, co-workers partnered with community organizations to help create spaces, opportunities and support systems for Canadians at important points in their journeys. Through our Ingka Neighbourhoods initiatives, we were able to create lasting change for more than 6,624 people* and engage 10,001 Changemakers** nationwide, bringing together customers, co-workers and community partners to strengthen our communities and drive local impact.

**The Social Impact key performance indicator measures the number of people significantly impacted by a project that has been active for at least one year.*

***The Changemakers key performance indicator tracks the number of people actively supporting an initiative through their time, engagement and available resources. This includes both customers and co-workers.*

Helping young people feel at home in Toronto

Moving into a first home can be both exciting and overwhelming, especially for young people transitioning from homelessness or unstable housing. To support this important milestone, IKEA Toronto Downtown donated Cooking and Eating Kits to Covenant House Toronto. Filled with everyday kitchen essentials, each kit helped equip young people with the tools and confidence to begin a new chapter of independent living. This initiative created lasting positive impact for 50 Canadians.



Creating a welcoming space for youth in Beauharnois

The Maison des jeunes de Beauharnois plays an important role in the community, providing a safe and welcoming environment where young people can connect, learn and access support. Working alongside local youth and community partners, IKEA Beauharnois helped redesign key areas of the centre, including youth worker offices, a homework support space and part of the main common room. The refreshed environment creates opportunities for private conversations, focused learning and collaborative activities, helping young people feel supported, empowered and at home. This initiative created lasting positive impact for 27 Canadians.

Creating opportunities for youth in Edmonton

In Edmonton, IKEA co-workers partnered with YOUCAN Youth Services to transform a communal space within the organization's Youth Empowerment Centre. Designed to be welcoming, functional and inspiring, the space supports young people who are building new paths forward through employment training, mentorship and personal development programs. This initiative created lasting positive impact for 50 Canadians.

Making essentials more accessible in Calgary

For vulnerable youth and community members, access to food and personal care items can be life changing. Working alongside Wood's Homes, IKEA Calgary helped reimagine the organization's "Free Store" pantry by updating shelving and improving the overall layout. The result is a safer, more welcoming space that makes essential items easier to access for those who need them most. This initiative created lasting positive impact for 30 Canadians.

Building community connections in Winnipeg

In Winnipeg, IKEA co-workers partnered with the Downtown Community Safety Partnership to help bring a new community hub to life inside the Millennium Library. Through furniture donations, design expertise and volunteer support, the team helped create a welcoming environment where individuals can connect with housing, wellness and community services in a space designed for dignity, comfort and belonging. This initiative created lasting positive impact for 73 Canadians.

Partnering to support Indigenous youth wellness

This year, IKEA Canada continued its longstanding partnership with Save the Children through a national Holiday Soft Toy Campaign. Proceeds from soft toy sales helped fund culturally relevant mental wellness programming with Constance Lake First Nation, supporting community-led efforts to foster resilience, wellbeing and cultural connection among young people. Funds are supporting culturally grounded programming delivered through the Mamawmatawa Holistic Education Centre (MHEC), which serves approximately 200 children and youth. Through initiatives rooted in Indigenous knowledge and traditions, the program helps strengthen connection, belonging and overall wellbeing while supporting positive mental health outcomes.

Supporting communities for generations to come

These examples reflect a belief that has been at the heart of IKEA Canada for the past 50 years: that positive change happens when people come together to create a better everyday life.

As we celebrate this milestone year, we remain committed to supporting communities through local partnerships, co-worker engagement and meaningful investments that create lasting impact. Together, we are helping build communities where more people feel welcomed, supported and empowered to thrive, today and for generations to come.

Creating opportunities through inclusive storytelling

We continued to advance inclusion through Making Space, an IKEA Canada campaign designed to create opportunities for diverse talent behind the camera. The campaign was produced by an all-BIPOC photography team alongside a diverse, multicultural crew, reflecting our commitment to greater representation within Canada's creative industry.





Addressing furniture poverty through our partnership with Furniture Bank

In FY26, IKEA Canada strengthened its long-standing partnership with Furniture Bank to help families experiencing furniture poverty create safe, comfortable and dignified homes while advancing circularity. Through our mattress recovery program, customer-returned mattresses were redirected for reuse, extending product life and improving access to essential sleep solutions.

Building on a partnership that has enabled the reuse of more than 33,270 mattresses and 46,086 home furnishings since its inception, IKEA Canada also contributed $100,000 in in-kind product donations in FY26 to support Furniture Bank's Sleep Well program. The funding helped provide sleep kits and other essential household items to children and families primarily in the Greater Toronto Area, with additional support in Ottawa through Matthew House. Together, these initiatives demonstrate how circular business practices can create measurable social and environmental impact by reducing waste, extending the life of products and helping families build healthier homes and brighter futures.

Culture and wellbeing

At IKEA Canada, creating a better everyday life starts with the heart of our business — the people who bring our purpose to life every day. As we continue to grow, innovate and strengthen our connection with customers and communities, supporting the health, wellbeing and sense of belonging of our co-workers remains essential to our success.

Throughout FY26, we continued to invest in mental health awareness, inclusive workplaces and meaningful opportunities for connection, helping to create an environment where co-workers can be themselves, feel supported and perform at their best. The impact of these efforts is reflected in our engagement results, with 83% of co-workers reporting they feel connected to their colleagues, 82% saying they can be themselves at IKEA, 82% enjoying their work and 81% expressing pride in working for IKEA.

Building mental health awareness and resilience also remained a key priority. Through 'The Working Mind' program, hundreds of IKEA Canada co-workers and more than half of our leaders (54%) have completed training that helps build psychologically safe workplaces and provides practical tools to support mental health and wellbeing.

FY26 also marked the launch of GROW, our newest Co-worker Resource Group. Through conversations and learning opportunities focused on topics such as mental health, stress management, financial wellbeing, heart health and navigating global events, GROW created new opportunities for co-workers to connect, learn and support one another.

These initiatives are helping to create a culture where co-workers feel valued, empowered and equipped to thrive, strengthening the foundation that enables us to better serve customers and communities across Canada.



Change for a Better Planet

Sustainability has been part of the IKEA vision for decades. As we celebrate 50 years in Canada, we remain focused on helping to create a future where people and planet can thrive together.

Whether through our circular products and solutions, investments in renewable energy and minimizing waste, or reducing emissions and expanding zero-emission home deliveries, we continue to take meaningful steps toward our long-term climate ambitions.



FY26 Targets Scorecard

	568,000+	77.4%	13,420
	zero-emission home deliveries made across Canada	operational waste recycled	tonnes CO_2e across building operations' climate footprint*
Results			

**The climate footprint covers operational energy use, refrigerant leakage and waste, and includes vehicle fuel and associated upstream fuel-production and electricity grid-loss emissions, measured using the stated activity data and GHG Protocol-aligned methods.*

Prolonging the life of IKEA products

Circularity is an increasingly important part of how IKEA Canada helps create a better everyday life for the many. Built with quality, durability and longevity in mind, IKEA products are designed to last through years of everyday use, enabling customers to enjoy them longer, repair and reuse them where possible and ultimately support a more circular economy.

As customer expectations continue to evolve, IKEA Canada has expanded its circular solutions to help products stay in homes longer, reduce waste and make sustainable living more accessible and affordable. Through initiatives such as Sell-back, As-is Online, Spare Parts programs and innovative recovery solutions, we are helping customers get more value from their purchases while creating a more circular retail experience.

Keeping pre-loved furniture in the family

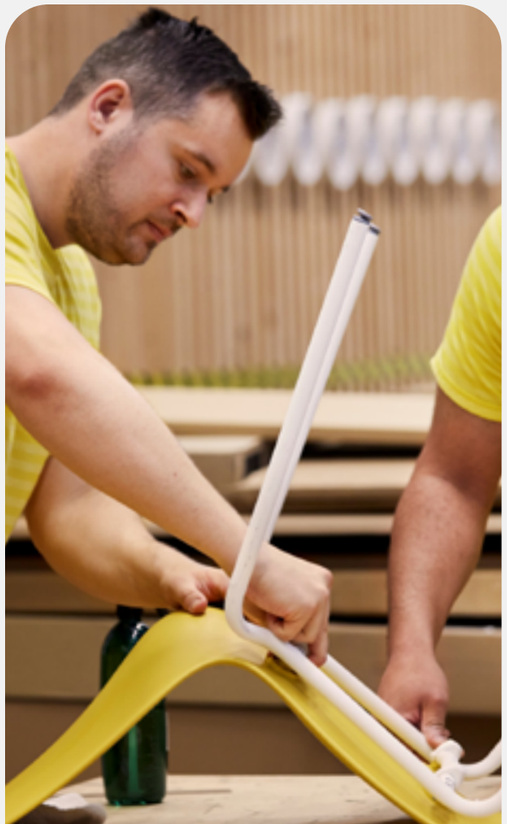
Since 2021, Canadians have returned more than 43,000 IKEA products, giving them a second chance in another home. Every returned item helps reduce waste and extends the value of products that still have years of life ahead of them.





IKEA has been part of my life for as long as I can remember. Some of my earliest memories are sharing an IKEA pine bunk bed with my sisters, playing in Småland at IKEA on Sweden Way and using the classic orange IKEA desk throughout my school years. IKEA was where my family spent many weekends shopping and enjoying breakfast together. I have a fond memory of how there was always something new to discover with every visit and the time spent combing through the annual catalogue. IKEA hasn't just furnished my life — it has shaped it, creating memories and opportunities at every stage along the way.

Koto Kakiuchi, Interior Design Co-worker, IKEA Richmond



Making second-hand shopping even easier

IKEA Canada helped pioneer the As-is Online platform, extending the life of second-hand, returned, and former display IKEA products while making them more accessible to customers. Since launch, Canadians have purchased more than 144,000 products from our As-is Online marketplace, generating over $8.9 million in sales while keeping quality furniture in use and out of landfill.

Modernizing product recovery

The introduction of iRecover, a digital tool used by our Recovery teams, transformed the way products are assessed, processed and recovered across Canada. By providing greater visibility and traceability, the tool helps ensure more products can be resold, reused or responsibly managed, strengthening IKEA Canada's circular ambitions.

Behind the scenes: Reducing waste and unnecessary costs

Spartacus, an internally developed spare parts management program, was enhanced in 2021 to address a simple but important challenge: products were sometimes being replaced when only a single missing or damaged component was needed to keep them in use. Recognizing an opportunity to reduce waste, improve efficiency and create a better customer experience, the Canadian team evolved the program to make it easier to recover, track and redistribute spare parts across the business.

By giving co-workers greater visibility into available components, Spartacus helps ensure that products can be repaired rather than replaced whenever possible. This extends product life, reduces unnecessary waste and transportation and supports IKEA Canada's commitment to circularity by keeping products in use for longer.

The impact has been significant. Since 2021, Spartacus has helped IKEA Canada avoid more than $19 million in costs while improving operational efficiency across the business. Just as importantly, it has helped create a better customer experience by connecting customers with the parts they need to repair and continue using products they already own. By reducing replacement needs, speeding up service and keeping products in homes longer, Spartacus demonstrates how a locally driven innovation can deliver benefits for customers, the business and the planet.



Reducing operational climate impact

Reducing the climate impact of our operations remains an ongoing focus for IKEA Canada. By the end of FY26, our year-to-date climate footprint was 13,420 tonnes CO_2e, coming in under our emissions goal for the year.

As we continue to expand our presence across Canada, we remain focused on our ambition of reducing our operational climate footprint by 85% by 2030, compared to a 2016 baseline. To help reduce emissions from our buildings, renewable heating and cooling projects are underway at our Coquitlam, Montreal and Ottawa locations. These projects are expected to reduce reliance on natural gas by increasing the use of electric heating and cooling systems. In addition, our new Customer Distribution Centre (CDC) in Hamilton is under construction and is expected to become the first net-zero operational building in Ingka Group, marking an important milestone in our efforts to integrate sustainable building practices into future growth.

Energy consumption also remains an important area of focus. At the end of August 2026, energy use was 170.4 kWh/m^2, compared with a target of 160 kWh/m^2. Weather patterns, including shorter shoulder seasons and more frequent temperature extremes, continue to affect building energy demand.

To better understand and manage energy use across our locations, we enhanced our Building Management System with new monitoring capabilities that help identify areas of higher consumption and inform operational improvements. These insights support our ongoing efforts to improve energy efficiency across our stores and facilities.

Accelerating the journey to zero-emission home deliveries

This year, more than 568,000 big and bulky deliveries reached customers' homes across Canada using zero-emission vehicles (ZEVs). As part of our commitment to reducing emissions from home delivery, IKEA Canada set a goal for the month of August 2026 of completing 75% of all big and bulky deliveries using ZEVs. We exceeded this target, reaching 79% — our highest monthly share of ZEV deliveries to date.

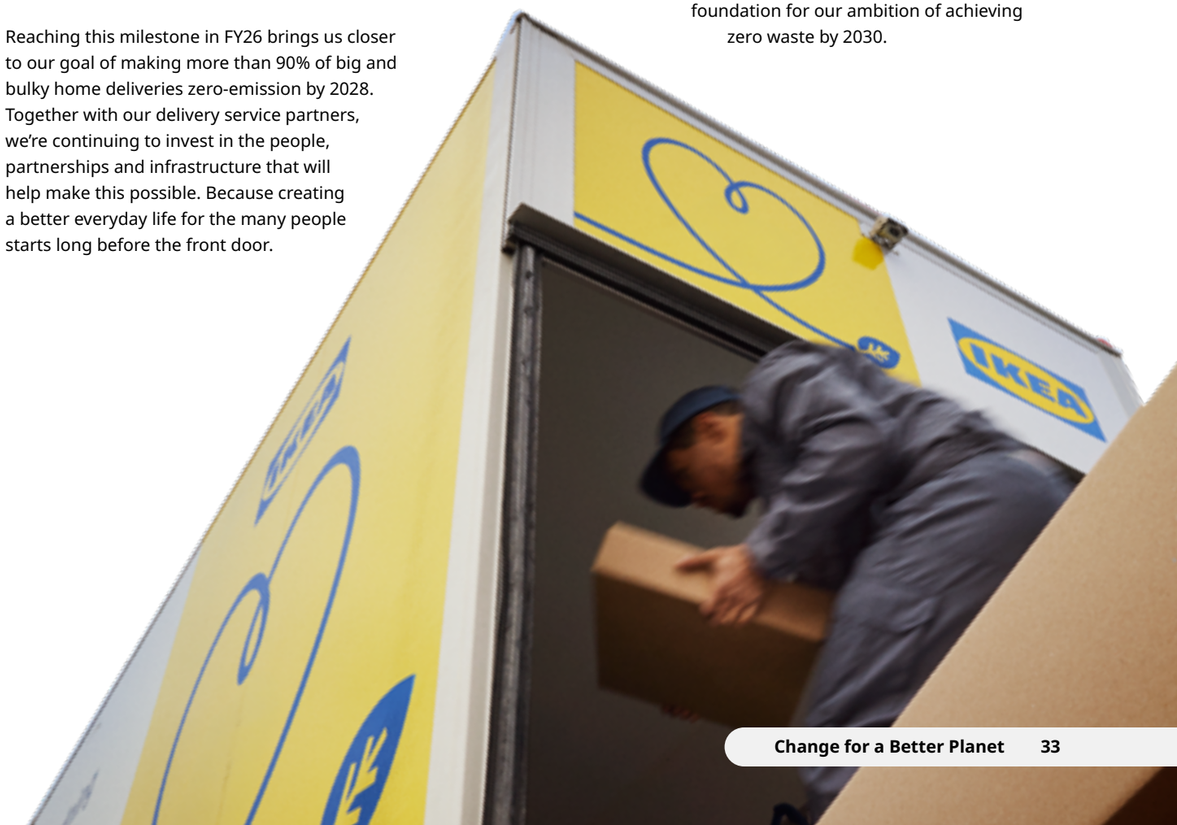
Behind every delivery is a new bookshelf being built, a first apartment taking shape or a family gathering around a new dining table. And now, more of those journeys are happening with lower emissions along the way.

Reaching this milestone in FY26 brings us closer to our goal of making more than 90% of big and bulky home deliveries zero-emission by 2028. Together with our delivery service partners, we're continuing to invest in the people, partnerships and infrastructure that will help make this possible. Because creating a better everyday life for the many people starts long before the front door.

Advancing circularity through waste reduction

Every day, small decisions can have a big impact. From finding new uses for materials to reducing waste before it is created, co-workers across IKEA Canada are helping to build more circular ways of working.

Their efforts contributed to diverting 77.4% of operational waste from landfill in FY26, helping ensure more materials remain in circulation through recycling, reuse and recovery. At the same time, Zero Waste Working Groups in units across the country are exploring new solutions for hard-to-recycle materials and uncovering opportunities to reduce waste throughout our operations. While there is still work ahead, these initiatives are helping lay the foundation for our ambition of achieving zero waste by 2030.

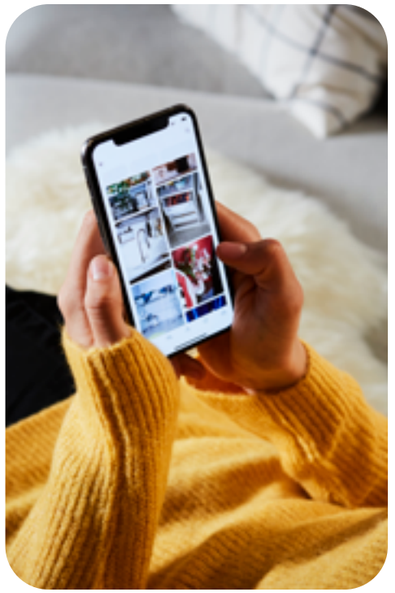


Building a Better Business

As customer expectations continue to evolve, IKEA Canada is investing in the capabilities, infrastructure and innovation needed to serve the many people in the years ahead.

Today, that journey continues through strategic investments in accessibility, learning, digital innovation, fulfilment and new customer meeting points designed to bring IKEA closer to more Canadians.

As retail continues to transform, our focus remains clear: creating seamless, affordable and sustainable shopping experiences that help us better serve the many people today and for generations to come.



FY26 Targets Scorecard

Results

12%
sales growth for IKEA for Business

41%
products sold with a service attached

IKEA for Business

Across Canada, businesses continue to turn to IKEA for solutions that are affordable, functional and designed for real life. Our top-selling product families reflect the diverse needs of our customers: SEKTION kitchen cabinets and MAXIMERA drawers help create efficient, hardworking spaces; MITTZON desks and acoustic panels support productive and inspiring workplaces; and KLIPPAN sofas bring comfort and flexibility to rental properties, lounges and break areas. This strong demand is reflected in our continued business growth. In fact, IKEA for Business achieved more than 12% sales growth in FY26, underscoring the value Canadian businesses place on our solutions.

Behind these numbers are stories of impact. One truly meaningful project this year was our partnership with Chisholm Services for Children in Halifax, an organization dedicated to supporting children and youth facing adversity by providing safe, nurturing environments. In FY26, Chisholm opened two new specialized homes designed to meet the unique needs of the children in its care, creating spaces where young people can feel secure, supported and empowered to thrive.

The IKEA for Business team was proud to help bring this vision to life. Working closely with Chisholm, we supported the design and furnishing of key areas throughout the homes, including kitchens, mudrooms, bedrooms and shared living spaces. Every room was thoughtfully equipped to be both welcoming and functional, ensuring it could meet the needs of its future residents.

What made this project especially memorable was the collaboration behind it. Through the generous support of TaskRabbit services, members of our Changemaker Team spent two days assembling furniture and preparing the homes for move-in. Together, we transformed empty rooms into warm, livable spaces ready to welcome children and youth. This initiative engaged 20 co-workers as Changemakers and created lasting positive impact for 8 young Canadians.



Bringing IKEA closer to more Canadians

Canadians' lives and shopping habits have changed significantly over the past 50 years and IKEA Canada continues to evolve alongside them. In FY26, we expanded access to IKEA through new customer meeting points, enhanced service offerings and increased opportunities for customers to connect with home furnishing expertise closer to where they live.

The opening of new Plan and order points in Abbotsford, Gatineau and Kelowna brought our network of service-based locations to 13 across Canada. These locations provide customers with access to expert planning support for kitchens, wardrobes and other home furnishing projects, while offering a convenient way to explore solutions and place orders without travelling to a full-sized store.

We also expanded our reach through the launch of six Mobile Pick-up locations, providing customers with more affordable and convenient ways to collect their purchases in communities beyond our traditional store network.

Together, these investments help make IKEA more accessible to more Canadians while supporting our ambition to bring affordable, well-designed home furnishing solutions closer to where people live, work and grow.



Looking back, I never imagined that I would go from admiring IKEA as a design student, to being a loyal customer and finally to becoming an IKEA co-worker. Working here has allowed me to experience the brand from a whole new perspective — not just through its products and showrooms, but through its people, culture and values. It has only deepened my admiration for a company that has inspired me for so many years.

Wei Chen, Sales Specialist Kitchen Services, IKEA Canada Customer Support Centre



Strengthening our fulfilment network

As customer expectations continue to evolve, IKEA Canada is investing in a stronger and more connected fulfilment network designed to make shopping more convenient, affordable and sustainable.

In FY26, construction began on the store fulfilment expansion project in Richmond, British Columbia, while the new Customer Distribution Centre in Hamilton, Ontario remains on track to open in 2027. Together, these investments will enhance network capacity and provide customers with faster, more flexible delivery options across Canada.

We also advanced our fulfilment transformation by introducing new technologies that improve the efficiency and reliability of order management and delivery operations. Enhanced systems are helping create more accurate delivery windows, smarter route planning, improved order tracking and a more seamless experience for customers from purchase through delivery.

These investments strengthen the foundation needed to support future growth while helping us meet the evolving needs of customers across the country.

Creating a seamless omnichannel experience

Customers increasingly want the flexibility to interact with IKEA wherever and however they choose. Whether planning a kitchen online, speaking with a specialist remotely, shopping in-store or arranging delivery, they expect a connected and convenient experience across every touchpoint.

Today, IKEA Canada offers nearly 50 services to support customers throughout their home furnishing journey. More than 41% of products sold are paired with a service, reflecting growing demand for solutions that save time, reduce complexity and make home furnishing more accessible.

Affordability remained an important focus throughout FY26. All planning services were offered free of charge, helping remove barriers and ensuring more customers could access expert support. We also continued enhancing the integration of our service offerings, creating a more seamless journey from planning and purchase through installation and after-sales support.

The IKEA Remote channel continued to expand access to home furnishing expertise across Canada. Through virtual planning appointments, customers can connect with specialists for kitchens, wardrobes, storage and whole-home furnishing solutions from anywhere in the country.

The channel delivered record results during FY26. Nearly 500 PAX planning appointments were completed during the January PAX event, more than double the previous year. On the first day of the April Kitchen Event, Remote Sales achieved the highest-selling day in the channel's history. During July's Kitchen Event, the team hosted 1,780 Remote Kitchen Planning appointments, approximately two and a half times more than the previous year.

Overall, the Remote channel remains on track to achieve double-digit growth for a fourth consecutive year.

To further improve the customer experience, IKEA Canada introduced several digital enhancements throughout FY26. Improvements include saved payment cards for IKEA Family members, expanded use of the IKEA App and Shop & Scan, improved customer communications and upgraded tools that help customers check product availability, manage orders, access support and shop with greater confidence. These investments are helping create a more intuitive, connected and flexible shopping experience while making it easier for customers to engage with IKEA on their terms.



Investing in our co-workers and capabilities

Delivering a seamless omnichannel experience requires more than new technologies and infrastructure. It also depends on equipping co-workers with the skills, knowledge and confidence needed to support customers wherever and however they choose to shop.

Throughout FY26, IKEA Canada continued investing in learning and development initiatives that support both individual growth and business transformation. As part of the FY26 Extraordinary Focus, Complete Cooking and Eating, co-workers participated in a comprehensive learning program designed to strengthen product knowledge and customer expertise.

We also expanded practical learning opportunities that help co-workers build confidence using digital tools, learn through peer-to-peer coaching and apply new skills directly in customer interactions. These efforts contributed to stronger co-worker confidence and supported a more seamless customer experience across channels. They also reinforced our commitment to continuous learning as an important enabler of IKEA Canada's ongoing transformation.

We are proud that our work through the Customer in Focus program was recognized with a nomination for the Retail Council of Canada's Excellence in Retailing Award for Talent Development, reflecting our commitment to preparing co-workers for the future of retail.

Helping to lead the future of retail

Creating a better everyday life extends beyond our stores and digital channels. It also means contributing to important conversations about topics such as affordability, sustainability and circularity.

Throughout FY26, IKEA Canada strengthened relationships with government leaders, industry stakeholders and community partners to share insights, collaborate on common challenges and promote solutions that support people, communities and the planet.

As part of Circular Economy Month, IKEA welcomed Ontario Minister of the Environment, Conservation and Parks Todd McCarthy to learn more about our circular business initiatives, including Sell-back and product recovery solutions. IKEA also hosted Premier Doug Ford at IKEA Etobicoke to showcase approaches that help Canadians save money, reduce waste and access affordable home furnishing solutions. At the federal level, IKEA leaders engaged with ministers, Members of Parliament, senior officials and industry organizations to discuss priorities related to affordability, sustainability, economic growth and circularity.

By building relationships and participating in meaningful dialogue, IKEA Canada continues to help shape conversations that matter to customers, communities and the future of retail.



Reflections from IKEA Canada co-workers

For 50 years, IKEA Canada's success has been built by the many co-workers whose talent, commitment and shared values have shaped our business and culture. From supporting customers and communities to driving innovation and growth, their contributions have helped define who we are and how we create a better everyday life for the many people.

As we celebrate this milestone, we recognize the co-workers, past and present, whose dedication has helped build IKEA Canada and continues to shape its future. Here are a few reflections from IKEA Canada co-workers.

A lifetime at IKEA



When I joined IKEA in 1989 as a Warehouse Co-worker, I never imagined I would still be here 38 years later as a Team Leader in the Distribution Centre. Some of my favourite memories are the celebrations and milestones we've shared over the years. The supply chain has changed dramatically since my early days, but what has remained constant is the strong sense of teamwork and belonging. Watching both the business and its people grow has been the most rewarding part of my journey.

Marco Dubé, Fulfilment & Replenishment Unit Team Leader, IKEA Beauharnois DC/CDC



I joined IKEA 34 years ago as a Casual Carts Person and today, I'm a Fulfilment Unit Manager. My favourite IKEA memory is meeting my future wife while she was working at a checkout, which makes my IKEA journey even more special. Over the years, technology and the way we work have changed dramatically, but the things that matter most haven't. What has stayed consistent throughout the years is the importance of the people around you and our shared commitment to taking care of customers. That's what continues to make IKEA a unique place to work.

Menelaos Papadopoulos, Fulfilment Unit Manager, IKEA Vancouver CDC



I started my IKEA journey 32 years ago as a Visual Merchandiser and today I serve as a Market Manager. One of my favourite memories is being part of a store opening and experiencing the excitement of bringing IKEA to a new community. The biggest change I've seen is how much more data and insight we have today — we understand our customers better and can make more informed decisions. Our roles have become more strategic, but our focus remains the same: creating meaningful value for customers and helping IKEA continue to grow.

Annika Lenoir, Market Manager, IKEA Quebec

Serving our customers on the frontline



For the past 22 years, IKEA has been much more than a workplace for me. It's helped shape who I am both professionally and personally. I've built lifelong friendships, developed as a leader, and grown through many stages of life, including becoming a mom. One moment that has stayed with me involved a customer who was facing challenges with her PAX wardrobe order. Together, we worked through the issues and found solutions to get her project back on track. Months later, she returned to the store and ran over to give me a hug. Hearing how much our support had meant to her was incredibly rewarding and reminded me that behind every order is a person and a story. What I appreciate most about IKEA is that, even after all these years, our purpose remains the same. We strive to make everyday life a little better for our customers, and it's those meaningful connections and moments of genuine care that continue to inspire me every day.

Saney Thi Nguyen, Customer Experience Team Leader, IKEA Burlington



I've always been passionate about creating spaces that are both beautiful and functional, which is what first attracted me to IKEA. Since joining in 2019, I've had opportunities to grow, explore different roles and continually challenge myself. What keeps me inspired is our culture and the belief that people can develop and thrive. Looking ahead, I hope to continue contributing to IKEA Canada's growth while staying true to the values that make it special. I also aspire to grow as a leader and help support the development of future co-workers and teams.

Laury-Anne Chiasson, Shop Design Specialist, IKEA Quebec

Driving impact across Canada

Looking back on my 17 years with IKEA, what I value most are the opportunities for growth and the cultural diversity that make IKEA Canada such a special place to work. One of my proudest moments was opening a new customer distribution centre in Canada as a Unit Manager, a milestone I never imagined when I started as a student co-worker picking customer orders in Germany. Supported by inspiring leaders and role models along the way, I've found fulfilment to be one of the most challenging, exciting and rewarding parts of my career. Ten years ago, fulfilment was a part of retail; today, retail would not be possible without it. As customer needs continue to evolve, we remain focused on balancing accessibility, convenience and efficiency for our many customers now and in the future of IKEA Canada.

Lars Heller, Fulfilment Availability & Network Design Manager, IKEA Canada Service Office





Since joining IKEA Canada in 2010, I've grown in ways I never imagined, both personally and professionally. What started as a part-time Sales Co-worker role while I worked my way through university became a career that has challenged me, helped me grow and led me to my role today as a Content Specialist on our national marketing team. Along the way, I've had the opportunity to develop new skills, take on exciting projects and build meaningful relationships. In fact, IKEA is where I met my wife, making this place even more special to me. I'm grateful to be part of the IKEA family and its story in Canada. Here's to the next 50 years and beyond!

Patrick Dennis, Marketing Content Specialist, IKEA Canada Service Office

Supporting customers behind the scenes



Over the past six years at IKEA, helping customers create homes where they feel comfortable, safe and happy has been one of the most rewarding parts of my role. I'm especially proud of designing the Maison Enfant Soleil home, an incredibly meaningful project that supports children and families across Quebec. In the years ahead, I look forward to inspiring customers and acting as a positive ambassador for IKEA.

Joelle Burelle, Interior Design Specialist, Customer Support Centre

In my six years with IKEA, one of my proudest accomplishments has been helping lead a pilot project focused on proactive after-sales support for kitchen customers. It was exciting to help shape something new, onboard co-workers and contribute ideas that will influence future ways of working. The positive feedback we've received from customers has made the experience especially rewarding. Looking ahead, I'd love to move into a role where I can support and develop others while helping create tools and processes that make work easier and more effective.



Savannah Smith, Resolutions Generalist, Customer Support Centre



Growth and new opportunities have defined my five years at IKEA. I started on the night shift in the CDC, where I was trusted with responsibilities and encouraged to develop new skills. During the transition from Brossard to Beauharnois, I took on a coordinator role and gained valuable experience supporting the business and helping ensure a smooth customer experience. Contributing to a variety of projects, including facilities initiatives and communications, I have learned new strengths, built confidence and been inspired to explore future opportunities in communications and business support at IKEA.

Danika Mercier, Fulfilment and Replenishment Operations Co-worker, IKEA Beauharnois DC/CDC

Building the next 50 years

My connection to IKEA started long before I became a co-worker. Growing up in Hong Kong, family visits to IKEA created memories that stayed with me for years. After moving to Canada, IKEA helped me feel at home during a major life transition, and joining IKEA Edmonton in 2025 felt like a dream come true. Looking ahead, I hope to help create inspiring experiences for customers and co-workers alike, while contributing to an inclusive IKEA where every person feels they belong and every small idea has the potential to become something bigger.



Kurtis Li, Customer Operations Manager, IKEA Edmonton



In my 1.5 years at IKEA, it has been incredible to work alongside passionate co-workers who truly live and breathe IKEA values. My journey started as a little kid in the Middle East in 2006, where I was captivated by the massive IKEA store and inspiring displays. Growing up, my family appreciated the affordable quality at IKEA, and I was drawn to the unique range and customer experience. The upcoming opening of our state-of-the-art CDC in Hamilton represents an exciting new chapter. It's a fantastic opportunity to serve our customers in innovative ways while staying true to our value of caring for people and the planet. I hope IKEA continues to make a positive impact in the lives of Canadians. I'm excited to play my part in that future!

Krishna Akella, Communications Specialist, IKEA Hamilton CDC

Leadership reflections

Over the past five decades, IKEA Canada has evolved from a single store into a business that touches the lives of millions of Canadians each year. Behind that growth has been a steadfast commitment to our values, our people and our purpose.

As we look toward the future, we remain inspired by the passion of our co-workers, the trust of our customers and the opportunities ahead. While the retail landscape continues to evolve, our commitment to creating a better everyday life for the many people remains as strong today as it was when we first opened our doors 50 years ago. As we celebrate 50 years in Canada, our leaders reflect on the journey and what this milestone means to them.





As I reflect on our 50-year journey in Canada, I am incredibly proud of the role we have played in the homes, lives and communities of Canadians from coast to coast. The positive impact we've been able to make over the past five decades is both humbling and inspiring. Being welcomed into people's homes and trusted to be part of their everyday lives is a privilege we do not take lightly. It also comes with a responsibility to continue creating meaningful change, supporting stronger communities and helping improve the everyday lives of the many Canadians for generations to come.

Tanya Bevington, Chief Communications Officer, IKEA Canada



Congratulations to IKEA Canada on 50 incredible years. IKEA has been part of Canadian homes, including my own, for five decades, connecting generations through affordable, functional design. What means most to me is being part of a company that puts people first. Our culture of belonging, authenticity and shared values empowers co-workers to make a real difference every day. That strong foundation is what makes IKEA unique and will continue to inspire the next 50 years.

Tanja Fratangeli, Chief People Officer, IKEA Canada

As we celebrate 50 years in Canada, we're focused on making IKEA even more accessible and connected for customers. By advancing our digital transformation and strengthening our omnichannel experience, we're simplifying how customers shop and how we operate. This milestone is both a proud reflection of our legacy and an opportunity to build a more agile, sustainable and future-ready IKEA for the next generation.

Amanda Effron, Chief Digital Officer, IKEA Canada





IKEA Canada's 50th anniversary is a celebration of five decades helping Canadians create better everyday lives at home. For me, it's about the memories, relationships and shared purpose built with co-workers and customers over the years. I'm especially proud of our commitment to making sustainable living more accessible and creating a positive impact in the communities we serve. This milestone reflects the people, values and culture that make IKEA such a special place, and I'm excited to celebrate with the co-workers, customers and Canadians who have been part of this remarkable journey.

Jessie Quick, Chief of Staff, IKEA Canada

Looking ahead to FY27

Celebrating 50 years of life's moments, together

This year, we proudly celebrate 50 years in Canada. For us, this milestone is about far more than the opening of our first store. It is a celebration of the role IKEA has played in helping Canadians create homes that reflect who they are, support how they live and bring them closer to the people who matter most. For five decades, our vision of creating a better everyday life for the many people has guided everything we do.

At home, life's biggest milestones and smallest everyday moments unfold side by side. From gathering around the dinner table and welcoming new family members to finding moments of calm, connection and joy, IKEA is proud to help create spaces that make everyday life a little better.

While October 2 marks the anniversary of the opening of our first Canadian store in Richmond, British Columbia, we aim to celebrate moments throughout the fiscal year. Together with our co-workers, customers and community partners, we will mark this milestone through meaningful initiatives that honour our past, celebrate our present and help shape a better future.

The next generation of IKEA retail

As Canadians' lives continue to evolve, so do the ways they want to interact with retailers. Some customers are looking for inspiration while running errands. Others want quicker, more convenient ways to shop close to home. As we enter our next 50 years, IKEA is exploring new retail formats designed around how people live today.

This fall, we introduced a new format: compact IKEA stores designed for everyday convenience with the first location now open in London, Ontario. With a condensed layout and located where many people already do their everyday shopping, these local everyday IKEA stores offer a quick and convenient shopping experience. We look forward to bringing our affordable, sustainable home furnishing solutions to even more communities, making them accessible to more of the many.



IKEA has always meant more to me than just a job and the products have been more than just stuff. IKEA to me is home and family, it's a place where I have been able to grow my career, my family and myself.

Reg Gibson, Fulfilment Operations Team Leader, IKEA CDC Toronto



The next 50 years

The homes Canadians live in will continue to evolve. Technology will advance. Communities will grow and change. Expectations around affordability, accessibility and sustainability will continue to rise.

What will not change is IKEA Canada's commitment to understanding the needs and dreams of the many people. Over the next 50 years, we will continue investing in innovative retail experiences, sustainable solutions, digital capabilities, circular business models and community partnerships that help create a better everyday life at home.

As we look ahead, we are energized by the opportunities before us and grateful to everyone who has been part of our journey so far.

TACK, Canada!

(that’s thank you, in Swedish)

As IKEA Canada marks 50 years, we are reflecting with gratitude on the people who have made this journey possible.

For five decades, Canadians have invited us into their lives, helping shape IKEA into what it is today. Along the way, we have shared in countless moments of connection, comfort, celebration and change, and we are honoured to have played a role in homes and communities across the country.

This milestone is also a tribute to the many co-workers, customers, partners and community organizations who have contributed their energy, ideas and support over the years. Together, we have created spaces that inspire everyday living and made our vision accessible to more people across Canada.

While anniversaries offer a chance to look back, they are also an opportunity to look forward. As life at home continues to evolve, we remain committed to listening, learning and creating solutions that are affordable, well-designed and sustainable for the many Canadians we serve.

The story of IKEA Canada has never been ours alone. It belongs to everyone who has helped build it and continues to shape what comes next.

From all of us at IKEA Canada, thank you for being part of our journey.

Cheers to 50 years, and many more to come!



IKEA Canada Management Team

Back row (left to right)

Will Lumilan, Chief Commercial Officer
Tanja Fratangeli, Chief People Officer
Tanya Bevington, Chief Communications Officer
Jessie Quick, Chief of Staff
Amadou Diop, Chief Omnichannel Area Officer

Front row (left to right)

Selwyn Crittendon, CEO & Chief Sustainability Officer
Amanda Effron, Chief Digital Officer
Janet McGowan, Chief Market Area Officer
Steffen Daab, Chief Supply Chain Officer





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