

Becoming People and Planet Positive

**IKEA UK & Ireland
Sustainability Report FY16**



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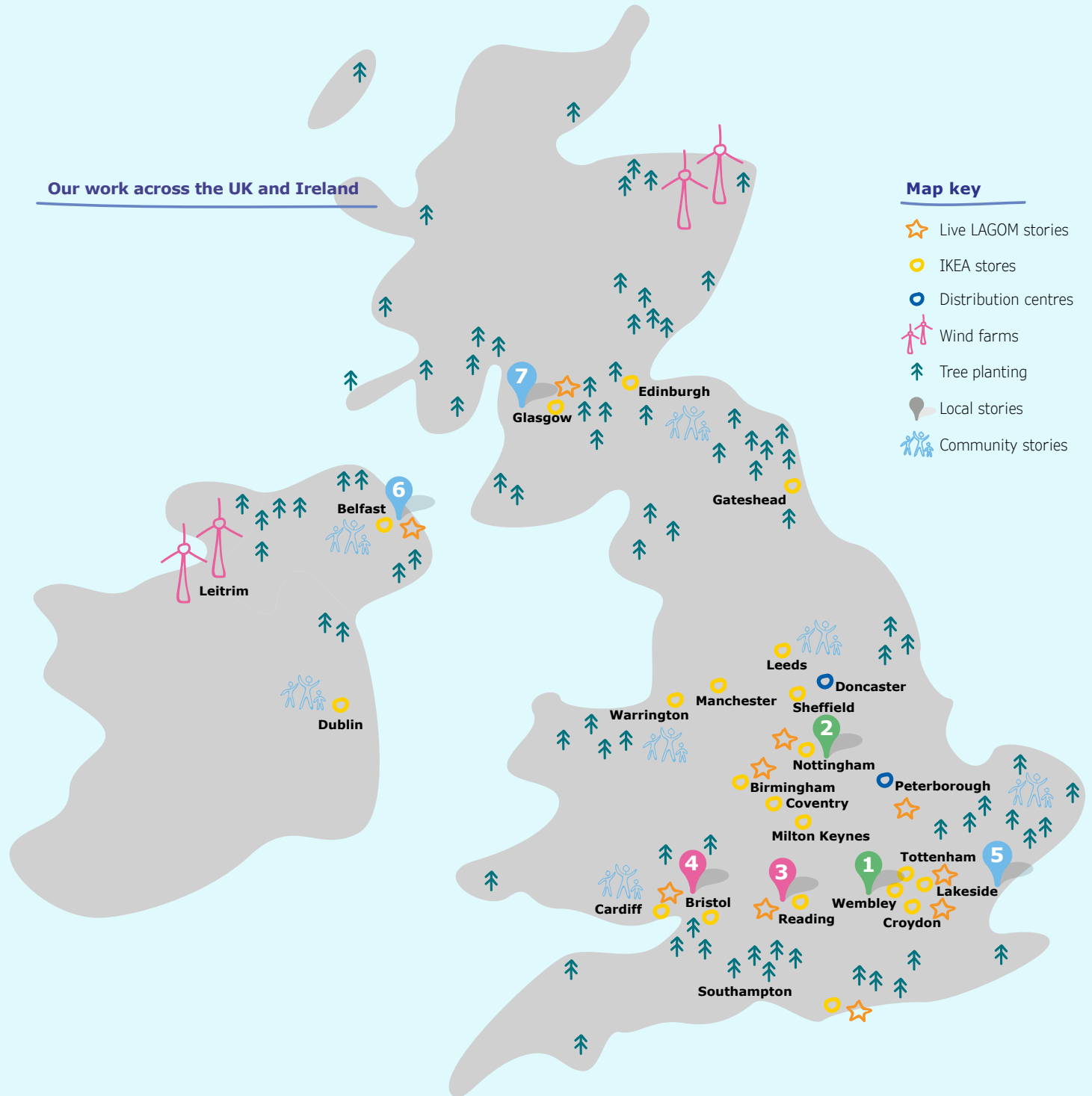
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 Look out for the pins throughout the report for highlighted stories

Our work across the UK and Ireland



Creating a better everyday life for the many people

A message from Gillian

It's been a strong year for our business, including our sustainability performance.



You can't have one without the other because sustainability is vital to our continued business success. The IKEA vision is to create a better everyday life for the many people – which to us means offering functional, well designed, good quality and sustainable home furnishings that as many people as possible can afford.

To achieve this, we need to make IKEA more accessible to people wherever they live. That's why we plan to open more stores and expand online sales in the coming years. We've made good progress.

Our first new store in the UK for seven years opened in Reading in July 2016. And we're trialling four new Order and Collection points that bring our offer closer to customers.

As we grow, we know we must stay within the limits of the planet and support the people and communities across our value chain. This includes caring for our 10,000 co-workers. So I'm very proud that in April 2016 we took a lead by committing to

the 'Real Living Wage' for all our co-workers.

Our growth provides a great opportunity to inspire more people with ideas and solutions for sustainable living. We already know there's demand for this – over 80% of UK consumers want to save energy and water at home. And for households across the UK, affordability is more important now than ever. Through our unique Live LAGOM initiative we're working together with customers and co-workers to explore how we can help make a sustainable life easy, affordable and attractive for everyone.

Globally, we're making good progress against our People & Planet Positive strategy – our operating map for sustainability. Building on this we've started a 10-year initiative to discover what additional and unique contributions we can make in our market, and how we can use our strengths as a business to have a positive role in society in the UK and Ireland. We look forward to collaborating with all our stakeholders on this in the months and years to come.

I'm incredibly proud of what we've achieved so far, but it's just the beginning and I'm terrifically excited about the future. I'd like to thank everyone who's contributed to our achievements so far and look forward to working together in the years to come.

Gillian Drakeford
Country Retail Manager,
IKEA UK & IE

A message from Joanna

How do you make sustainable living easy, attractive and affordable? To find out we're working with households across the UK and Ireland in a unique three-year social experiment called Live LAGOM – Swedish for not taking too much but not denying yourself either.

The project gives our customers and co-workers the chance to test IKEA products that help save energy and water, reduce waste and live more healthily. We've been blown away by the commitment and enthusiasm of the participants, who've left us in no doubt that IKEA can play an important role in inspiring and supporting a movement to live more sustainably.



This is just one of our many efforts in FY16 to promote sustainability in society and our own operations.

Biomass, solar panels on the roofs of our buildings and IKEA Group wind farms in the UK and Ireland generate the equivalent of over 40% of our energy use. And we're constantly finding ways to become more efficient.

We want to help reposition waste materials as a resource rather than a burden. It's one thing cutting the waste we send to landfill. Now, we'll focus on reducing the amount of waste we produce, and on finding different uses for materials at the end of their first life. I believe this move into the 'circular economy' will be one of the most significant ways our business can evolve and have a positive impact going forward – so watch this space!

Sustainability is everyone's business at IKEA. Our 14-strong sustainability team are doing a fantastic job of catalysing change, but it's our 10,000 co-workers who bring all our ambitions to life. I'm really proud of what we've achieved together in our operations and beyond, and look forward to seeing these impacts grow and spread.

Natalie McDermott, a customer from Gateshead participating in our Live LAGOM project, sums it up well: "I thought I had to spend a lot of time and money on being sustainable but this has shown me how small changes can make big differences."

We look forward to helping make both small and big differences in the years to come.

Joanna Yarrow
Head of Sustainability, IKEA UK & IE

Key highlights in FY16



Starting a movement for sustainable living with **Live LAGOM**

See page 14 for more

13.3%

increase in sales of products that enable a more sustainable life at home compared to FY15

We now have over

10,000

co-workers across UK & Ireland

Produced renewable energy equivalent to

43.4%

of the energy we used¹



Sent **zero waste**

to landfill, see page 19

173 million

online visits



Planted our **millionth tree**

with the Woodland Trust, see page 36

Credit: Woodland Trust

12,151

items of furniture were donated for reuse through our furniture takeback scheme

¹ Includes energy produced by wind farms owned by IKEA Group in the UK and Ireland

Sustainability at IKEA – Our strategy

We're serious about creating a better life for the many people.

This means going beyond simply minimising the impact of our operations to having a positive impact across our entire value chain – on our co-workers, suppliers, customers and the planet. Sustainability is core to our business – it's one of the four cornerstones that underpin our business strategy, Growing IKEA Together. Our People & Planet Positive strategy sets out our targets on sustainability, and how we'll meet them, to become a more efficient and sustainable business.

People & Planet Positive Strategy

At IKEA, we're guided by our vision to create a better everyday life for the many people.

We want IKEA to have a positive impact on people and the planet in everything we do. Our People & Planet Positive Strategy has three focus areas outlined to the right.



See the People & Planet pages of our website for more www.ikea.com/gb/en/this-is-ikea/people-planet/

Inspire and enable millions of customers to live a more sustainable life at home

We create products that enable customers to save or generate energy, reduce or sort waste, use less or recycle water, and live healthier lives – all at the lowest possible price. See page 8.

Strive for resource and energy independence

We focus on securing long-term access to sustainable raw materials, having a positive impact on the communities where we source materials, and using resources within the limits of the planet. By 2020, we'll produce as much renewable energy as all the energy we consume across our operations. See page 16.

Take a lead in creating a better life for the people and communities impacted by our business

We want to be the best place to work for our co-workers, and we aim to extend these high standards throughout our value chain to our suppliers' co-workers, through our supplier code of conduct, IWAY. See page 26.



"We have an ambitious growth plan in the UK and Ireland. It's my job to ensure we always prioritise the environmental and social aspects of our new sites and stores."

Hege Sæbjørnsen
Sustainability Expansion Manager

"I'm responsible for leading our work on sustainability, guided by the People & Planet Positive Strategy, and representing us externally on sustainability issues."

Joanna Yarrow
Head of Sustainability

Mark Sokol
Regional Change Leader,
London

"IKEA's vision is to create a better everyday life for the many people. I'm responsible for collaborating with our co-workers and charity partners to ensure we have a positive impact on everyone we influence across our value chain."

Hilary Jenkins
People and Communities Leader

Governance

All co-workers are responsible for sustainability in their area of work. Some have specific social and environmental objectives within their roles. Our core sustainability team is responsible for embedding these responsibilities among our co-workers. Read more about their roles, opposite.

Joanna Yarrow Head of Sustainability, leads the sustainability team and reports directly to Pedro Abreu, Deputy Retail Manager at IKEA UK & Ireland, and Pia Heidenmark-Cook, Integration Development Manager at IKEA Group, as matrix manager.

IKEA Group

Steve Howard, Chief Sustainability Officer for IKEA Group, has overall responsibility for the People & Planet Positive Strategy. He reports directly to the IKEA Group President and CEO, Peter Agnefjäll.

See the **FY16 IKEA Group Sustainability Report** for more detail on governance at the global level at ikea.com



Lynn Maxwell
Regional Change Leader,
West

Sofie Rogers
Regional Change Leader,
North

Paula Cade
Project Coordinator

Aileen McCreadie
Project Manager

Grainne Breen
Regional Change Leader

"I lead a team of Regional Change Leaders who mentor in-store teams across the UK and Ireland, to help embed sustainability as part of their everyday work."

Charlie Browne
National Change Leader

"We have a huge opportunity to inspire and enable our millions of customers to live more sustainably. I lead the strategy and run projects to make this happen."

Sharon McCracken
Sustainable Life at Home Leader

"I drive our strategy to minimise the impacts of our operations on the environment and to ensure we make best use of the planet's resources."

Michelle Keam
Resource and Energy Leader

Other team members include:
Alison Mungle, Project Manager;
Melissa Ciardullo, Project Manager

Awards and recognition

We're delighted that our work in sustainability was recognised externally in FY16:

Guardian Sustainable Business Award: Net Positive

By 2020, on a global level we'll produce as much energy from renewable sources as all of the energy we consume. This award recognises the significant steps we've made in generating renewable energy and improving the efficiency of our operations, to help create a net positive contribution to communities, society and the environment.

2016 Retail Week Awards: The Audit Partnership Corporate Social Responsibility Initiative of the Year

This Retail Week award recognises the strength of our People & Planet Positive strategy, and the progress we've made so far towards our ambitious targets to transform our business for the future.

UK CSR RepTrak® 2016 ranking: 2nd place

We're pleased to be named second out of the 150 most reputable companies in the UK in terms of CSR performance. The ranking is a result of over 50,000 interviews with the UK general public.

Scope of this report

This Sustainability Report describes sustainability activities and performance for the IKEA retail organisation, customer contact centre and distribution centres in the UK and Ireland during the 2016 financial year (FY16), from 1 September 2015 to 31 August 2016 unless otherwise specified.

Data is for the operations of our 20 stores, service office, customer contact centre and two distribution centres, unless otherwise stated. Data from the IKEA Foundation applies to the calendar year from 1 January 2016 to 31 December 2016.



More sustainable life at home

At IKEA we believe you shouldn't have to compromise to live a sustainable life, and living well shouldn't be a luxury. We want to make living sustainably affordable, attractive and accessible. That's why we're developing products, inspiration and know-how to enable millions of customers to make positive changes that will help make their everyday more wonderful and add up to great things for the planet.

250

households engaged in more sustainable living through Live LAGOM

13.3%

increase in sales of products that enable a more sustainable life at home, from FY15

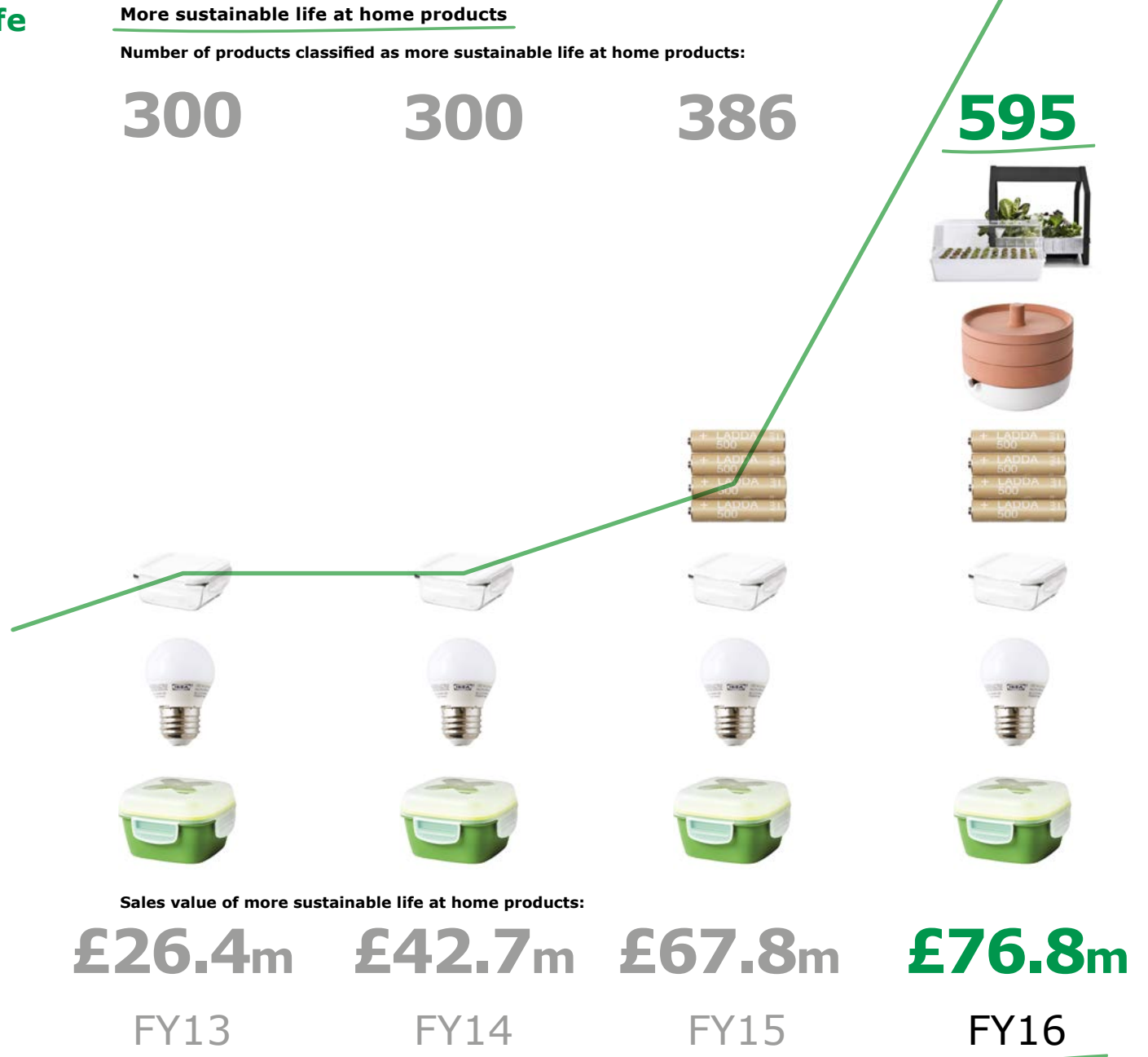
595

products in our range specifically designed to enable customers to live a more sustainable life

Enabling a more sustainable life

All of our products follow the principles of Democratic Design, which means they offer the right mix of form, function, quality and sustainability – all at a low cost.

Across our range we have 595 products that are specifically designed to enable customers to live more sustainably – by using less energy or producing their own, cutting water use, reducing waste and living healthier lives. We're constantly developing the range and want to sell four times more of these products by 2020 than in FY13. In FY16 sales of these products in the UK and Ireland grew by 13.3% from FY15, bringing us 20% of the way towards our 2020 target.





LEDARE
LED bulb E27 400 lumen
702.667.65

Here are some examples of how our products are helping people to live more sustainably.

Saving energy with LEDARE LED bulbs

Bright lights, smaller bills. LED bulbs are changing the world by keeping the lights on while using a lot less energy – up to 85% less than old-fashioned incandescent bulbs. They last up to 20 years, creating a lighting revolution.

LED bulbs used to be very pricey and the light quality was poor. We decided to change that and applied the principles of Democratic Design to ensure good function, form, quality and sustainability – all at the lowest possible price. All the bulbs we sell are now LEDs, starting from only £1.95.

In FY16, we sold over 2.3 million LED bulbs in the UK and Ireland. We estimate that last year this saved £19.5 million in household energy bills and avoided the emission of 42,317 tonnes of CO₂, equivalent to driving a car around the earth 6,285 times. And globally we've committed to sell 500 million bulbs by 2020, saving enough energy to power all the homes in London and Paris.

KLOCKIS
Clock/thermometer/alarm/timer
802.770.04



Conserving water with the KLOCKIS timer

Our efficient taps and showers use up to 40% less water than conventional models. But you don't have to use the latest technology to save water and money.

Lydia, a customer from Cardiff, dramatically cut her water consumption by spending just £4.50. She bought the KLOCKIS timer to time her family's showers and speed things up in the bathroom.

"The KLOCKIS timer has been a huge eye-opener in the bathroom! By timing our showers we save time getting ready, and reduce our water and energy consumption."

Lydia Niziblian
Customer, Cardiff



Cutting waste to landfill with LADDA rechargeable batteries

Hundreds of thousands of disposable batteries are thrown away each year across the UK and Ireland. Most end up in landfill, polluting the local environment.

This could change quickly if everyone used rechargeables. Our LADDA batteries can be recharged up to 500 times, making them a cost-effective low impact alternative. Customer feedback helped us design the STORHÖGEN charger for easy use. It can charge up to 12 batteries at a time, and tucks away neatly on a bookshelf.

Dean, a customer in Wembley, London, was amazed at how well they worked.

"I was worried that the charge wouldn't last long enough and the batteries would need constant charging. But I found they last almost as long as regular batteries. And you don't have to replace them, so the savings are massive."

Dean Shorter
Customer, Wembley, London

STORHÖGEN
Battery charger with storage
403.036.51



Getting your energy from the sun

Globally, people are using more power than ever before. The future of energy will be millions of households producing their own renewable power. We want our customers to be able to tap into the sun as a wonderful source of clean, green energy in their homes now, and at an affordable cost.

In FY16, we relaunched our residential solar panels offer with a new partner – Solarcentury. We now provide a full service from quotation to installation and maintenance, making it easy and affordable for anyone to use solar power in their homes. Once installed, customers could see their energy bills halved.

As well as selling solar online, we set up Solar Shops in several major stores to help customers understand our solar offer and the potential cost savings.

"It's not only about helping customers save money – the more solar panels we put into the market, the more we'll contribute towards a better world."

Javier Quinones
Deputy Retail Manager,
IKEA UK & Ireland

"Together with IKEA we have designed an offer which makes solar simple for homeowners. We've blended IKEA's retail expertise with our solar expertise to arrive at an offer which combines quality with great value for money. Solar is now a mature, tried and tested technology that is being deployed the

world over, and we want IKEA customers to be able to join this energy revolution with confidence and ease. At Solarcentury, we've always aimed to make solar accessible for all, and this new collaboration with IKEA achieves exactly that."

Susannah Wood
Head of Residential Solar
at Solarcentury

To read more about how we're using solar power in our own operations, see page 22.

"We are delighted with our new solar system and were impressed how quick and easy the whole process was. I'd recommend going solar to a friend, absolutely."

Barry Gibbs
Customer, Suffolk



KRYDDA
Cultivation unit
503.184.40



Please see our Live LAGOM brochure for more examples of our products that enable a more sustainable everyday life:
www.ikea.com/gb/en/ikea/ikea-live-lagom/

Become a healthy urban farmer with KRYDDA/VÄXER

Eating fresh and healthy food makes sense, especially if it's home grown. But who has the space and time to grow their own food?

In FY16 we launched KRYDDA/VÄXER – a hydroponics home-growing system that doesn't need soil or sunlight. Plants grow with their roots in fertilised water. Built-in LED lamps provide all the light needed. It's urban farming made easy, and helps cut food miles, packaging and waste!

For Juliette it was a revelation:

"This has totally transformed my thinking about growing in the winter months and being able to eat home-grown salad all year round. Magic!"

Juliette Smart
Customer, Nottingham

KRYDDA
Cultivation unit
503.184.40



BLANDNING
Lunch box for salad
502.876.84

Fight food waste with FÖRTROLIG and BLANDNING containers

UK families throw away around 7 million tonnes of food and drink every year, costing the average household around £700.² Storing food correctly could save much of this waste.

Our FÖRTROLIG glass containers provide airtight food storage and are safe for use in the oven, microwave, freezer and dishwasher. These containers plus the BLANDNING lunch box helped Anna completely change the way she eats – saving both money and time.

"I used to spend £120 at the supermarket each week, buying loads of food that I never cooked. I'd spend even more on lunch and dinner. That's all changed! I now cook at least three times a week, and always put the food into my containers to take with me for lunch or have for dinner. I've saved enough money to finally pay off my student overdraft!"

Anna Lysik
Customer, Manchester

More products for a more sustainable life

We're working hard to develop new products that will help customers improve their everyday lives, including expanding our range of more sustainable life at home products.

The ANVÄNDBAR range, launched in April 2016, includes 31 products – all aimed at enabling people to make simple changes to save energy or water, reduce waste or live a healthier life.



ANVÄNDBAR
Clay pot
803.268.77

The clay pot can be used to cook and serve a healthy meal, requiring little or no fat or oil.



ANVÄNDBAR
Pouch
903.311.09

The cloth pouches are an easy, durable and reusable alternative to plastic bags.



ANVÄNDBAR
4-piece self-watering plant pot set
103.268.85

The self-watering pot provides plants with just the right amount of moisture – making growing herbs or salads easy for people with busy lives.

² <http://www.lovefoodhatewaste.com/node/2472>

Inspiring a more sustainable life

Living more sustainably is rewarding, but it can be a bit confusing when you start out. Besides great products that help to save energy, water, food and cut waste, you need information and inspiration. And sometimes a little help from a friend...

That's why we're offering our customers and co-workers the chance to try out products at home and share their experience with others. This is part of a three-year project we call Live LAGOM, launched in FY15. LAGOM is Swedish for 'just the right amount and not too much'. It's about learning to live a great life without taking more from the planet than you need.

We want to show how small, positive changes in lifestyle can make a big

difference to the planet and lead to a healthier life. The project gives customers, bloggers and co-workers the chance to try our products. Their feedback, insights and experiences can help inspire other households around the UK & Ireland, as well as helping us improve our products to make sustainable living even easier.

Hubbub, a charity dedicated to communicating the benefits of a sustainable life, is helping us run the project. The University of Surrey is researching how the participants are changing their everyday lives and how IKEA can best support them.

IKEA FAMILY members are invited to apply. Participants receive a voucher to spend on products that will help them to live a more sustainable life, supported with home visits, workshops, information and advice. Along the way we ask about their experiences and encourage sharing through blogs and social media groups. The University of Surrey analyses the data to learn more about behaviour change for a sustainable life and how we can encourage it.

We've made a great start on the three-year project. In the first 12 months:

250
households engaged

237
home visits made,
offering support and
inspiration

60+
workshops organised
in store



Live LAGOM – what we've found

After a year we've identified two key trends:

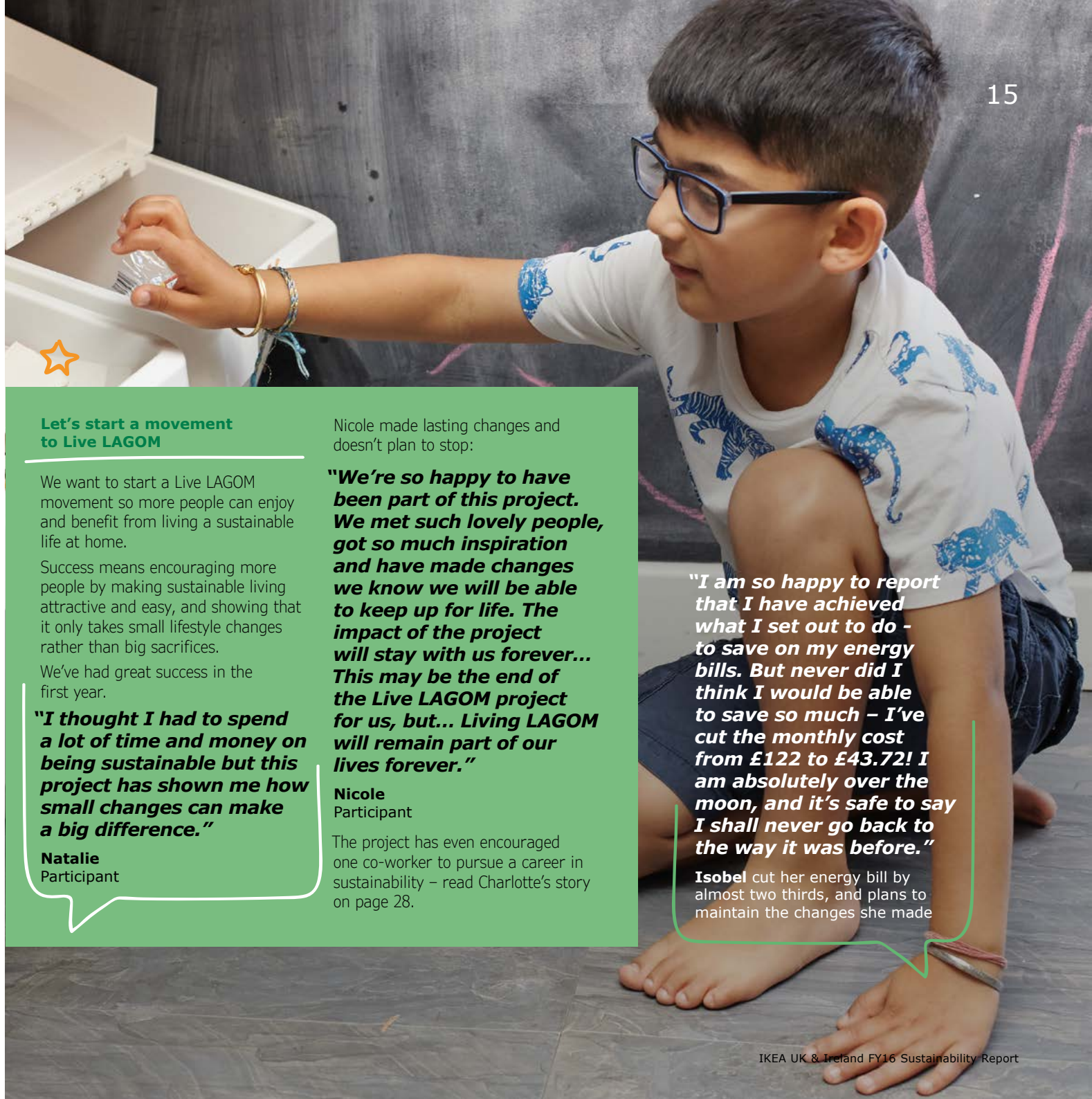
- 1. The project helps people change their lives for the better,** by providing the know-how, encouragement and products they need – it's becoming a 'Lifestyle Support System'.
- 2. A LAGOM social identity and sense of community are emerging.** This is encouraging those taking part to do more and spread the word beyond the project community: to family, friends and co-workers.

 **Read more about our early findings and Live LAGOM**
www.ikea.com/gb/en/ikea/ikea-live-lagom/



"IKEA has the confidence to let their customers tell the sustainability story. Customers have been able to choose their products and describe how they have affected their lives. As a result Live LAGOM has an authenticity and relevance missing from most other sustainability campaigns."

Trewin Restorick
CEO/Founder,
Hubbub



Let's start a movement to Live LAGOM

We want to start a Live LAGOM movement so more people can enjoy and benefit from living a sustainable life at home.

Success means encouraging more people by making sustainable living attractive and easy, and showing that it only takes small lifestyle changes rather than big sacrifices.

We've had great success in the first year.

"I thought I had to spend a lot of time and money on being sustainable but this project has shown me how small changes can make a big difference."

Natalie
Participant

Nicole made lasting changes and doesn't plan to stop:

"We're so happy to have been part of this project. We met such lovely people, got so much inspiration and have made changes we know we will be able to keep up for life. The impact of the project will stay with us forever... This may be the end of the Live LAGOM project for us, but... Living LAGOM will remain part of our lives forever."

Nicole
Participant

The project has even encouraged one co-worker to pursue a career in sustainability – read Charlotte's story on page 28.

"I am so happy to report that I have achieved what I set out to do - to save on my energy bills. But never did I think I would be able to save so much – I've cut the monthly cost from £122 to £43.72! I am absolutely over the moon, and it's safe to say I shall never go back to the way it was before."

Isobel cut her energy bill by almost two thirds, and plans to maintain the changes she made

Resource & energy independence

We want IKEA to have a net positive impact. This means contributing more to the environment and society than we take out. It's the only way we can have a long-term future. By 2020 we'll produce as much energy from renewable sources as all the energy we consume across our operations. We'll focus on regenerating natural resources such as forests and water, and making it easier to get to our stores using sustainable transport. In FY16 we achieved our target to send zero waste to landfill.

Zero waste

sent to landfill

43.4%

Produced renewable energy equivalent to 43.4% of the energy we used³

14%

improvement in energy efficiency since FY10

Becoming resource and energy independent

Our People & Planet Positive strategy includes targets across three key areas where we can make the most difference:

1. Responsible sourcing

We use a huge variety of raw materials from all over the world in our products – including wood, cotton, leather and palm oil. We're working across our supply chain to ensure these materials come from sustainable and responsible sources.

2. Sustainable products

We believe sustainable products shouldn't mean compromising on form, function, quality or price. And that they should be available to everyone. We call this principle Democratic Design and it's at the heart of everything we do. Our Sustainability Product Scorecard helps us develop new products that meet these criteria – if they don't, it's back to the drawing board.

3. Supplier development

Our impact goes beyond our own operations, so we work with our suppliers to help them become more resource and energy efficient. This benefits the environment and enables them to become more competitive, making savings that we can pass on to customers.

For more information, see the IKEA Group FY16 Sustainability Report.



"IKEA is demonstrating global leadership in sustainability. By sourcing and selling only certified sustainable seafood, IKEA is powerfully inspiring consumer choices and influencing sustainable business practices around the world. IKEA's significant commitment is already helping to ensure oceans teeming with life, and secure seafood supplies, for future generations."

Nicolas Guichoux
Global Commercial Director,
Marine Stewardship Council (MSC)

Securing sustainable fish for the future

From pickled herring to gravlax, seafood has always been an important part of traditional Swedish cuisine. And we want future generations to enjoy it too. Over 23 species of fish are sold and served in our restaurants, co-worker canteens and Swedish Food Markets every day. But with over 90% of world fish stocks at risk of overfishing, and social concerns such as forced labour reported in certain seafood supply chains, it's critical that we can trace the fish we sell all the way back to its source.

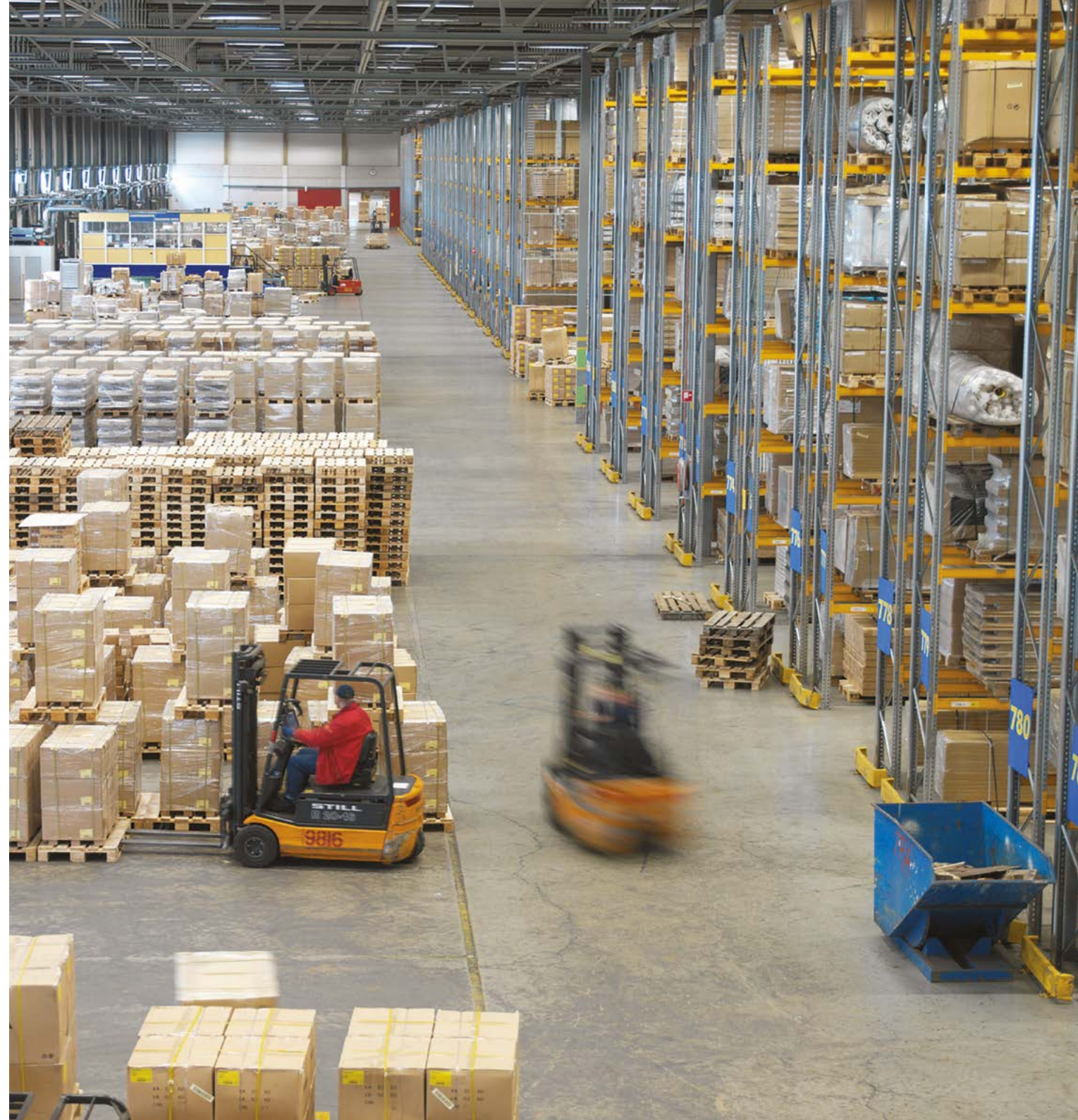
In FY16 we secured Aquaculture Stewardship Council (ASC) or Marine Stewardship Council (MSC) accreditation for all our fish and seafood except crayfish, which isn't yet covered by certification schemes. This gives our customers and co-workers independent assurance that the fish they eat has been caught in a socially responsible and environmentally sustainable way. We're working with the MSC and fisheries in China to make certified crayfish available by FY18.

Resource efficiency

Many of the materials we use in our products are in high demand, with limited supply.

We believe that nothing should go to waste – when something's no longer wanted it should become a new resource. This means a shift from the 'take, make, waste' economy to a 'closed-loop', circular approach.

Find out more about how we'll work across our value chain to support the transition to a circular economy in the IKEA Group Sustainability Report.



Zero waste

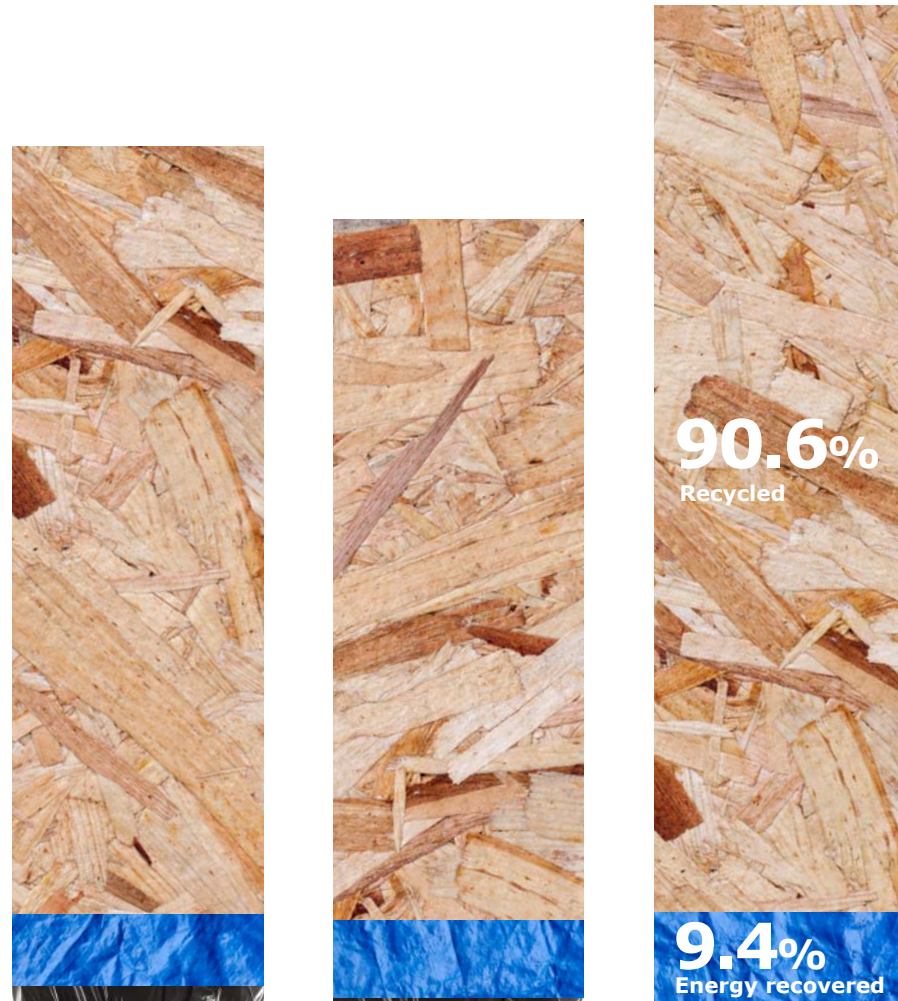
sent to landfill

Sending zero waste to landfill

In the UK & Ireland we sent no waste to landfill in 2016! Of the 33,944 tonnes of waste produced from our 19 stores (plus the Reading store from July) in FY16, 9.4% was sent for energy recovery, and 90.6% was recycled, up 1.3% since FY15. We produced 951 tonnes of food waste, a 12% increase from FY15, all of which was processed to make biogas for energy generation or fertiliser. We recognise there's room for improvement and we're rolling out a food waste management programme across all stores to help combat food waste.

	FY14	FY15	FY16
Recycled	26312.35	24034.23	30753.26
Energy recovered	2547.69	2728.47	3190.74
Sent to landfill	558.96	145.30	0.00

How waste was disposed of



Total waste produced (tonnes)

29,419

FY14

26,908

FY15

33,944

FY16

Resource in the wrong place – cutting waste

To help us eliminate waste from our operations we need to understand how different parts of the business generate or handle waste – or what we like to think of as ‘resource in the wrong place’! In FY15 we mapped how our 19 stores manage their waste. This information is helping us streamline our operations and apply a consistent approach to waste management across all stores in FY16.

By switching paper, our Peterborough Distribution Centre is now saving the equivalent of 187 trees a year! Instead of using paper made from tree pulp, our team are now using paper made from waste straw. It's not only better for the planet, but higher quality and 10% cheaper!

"It's fantastic to see a small change make such a big difference, we're saving a copse [small wood] every year!"

David Marshall
Warehouse Co-worker



"We really wanted to improve our customers' experience and their perception of the quality of recovered items sold in our Bargain Corner area. We invested in our co-workers, and the space and technology available to help us think about recovery in a different way and we're already seeing less waste and higher sales of repaired products!"

Nathan Cheney
UK Recovery Project Manager

Bargain Corner



Find a bargain!

In FY16, over one million products were returned to stores for reasons including transport damage, customers changing their minds or missing parts. And in our busy stores and warehouses, some products or packaging can get damaged.

We're proud of our products and we don't want them to go to waste. Our recovery departments repair and repackage returned or damaged items in-store, so we can offer them to our customers at discount prices. Now we want to make it even easier and more appealing for customers to buy these refurbished products.

In FY16 we rebuilt the recovery departments in our Birmingham, Southampton and Warrington stores. Customers can inspect the products, and in some stores they can see through a window into the workshop where the recovery team are hard at work repairing, rebuilding and repackaging products.

The New Bargain Corner area has been a great success – of all the items that flowed through the recovery area at our Birmingham store, now only 5% go to waste, down from 45%.



"Only by transforming our approach to business can we create a more sustainable, resource efficient world, to the benefit of the environment, economy and society as a whole. IKEA is well placed to make a positive contribution to the sustainability agenda. It's why WRAP welcomes its ongoing commitment to do just that, through the creation of new, innovative business models based on resource efficient principles."

Sarah Clayton
Head of Products and Services, WRAP

We prevented

12,151

**sofas, beds, mattresses
and white goods from
going to landfill**

Reusing and recycling unwanted furniture

Good quality furniture can last a lifetime and we hate to see it go to waste.

That's why, since 2012, we've given our customers the option to return their old sofas, white goods or mattresses when we deliver an equivalent new product, for a small non-profit fee. Working with The Furniture Re-use Network and their charity partners, we offer the second hand furniture for donation or resale. Items that aren't in good condition are dismantled and the components re-used or recycled.

In FY16, we worked with The Furniture Re-use Network to prevent more than 12,151 sofas, beds, mattresses and white goods from going to landfill, saving precious resources and providing furniture to 2,341 families.

This has a huge social impact too – see page 34.

Energy

Renewable energy produced by type in FY16 (GWh)

By 2020, across IKEA Group's global operations we'll produce as much energy from renewable sources as we consume.

We're investing in our own wind farms and solar photovoltaic (PV) panels, and working to become more energy efficient.

In the UK and Ireland, IKEA Group generated 48.9 GWh of renewable energy from wind, solar and biomass in FY16, equivalent to 43.4% of our energy use in the UK and Ireland. 91.5% of energy bought from the grid was on a green tariff. In FY17, we intend to purchase all our electricity on a green tariff.



0.76 GWh

Solar PV

1.52 GWh

Biomass

46.6 GWh

Wind

Investing in renewable energy

Solar

We have 46,121 solar PV panels on the roofs of 10 of our stores and two of our distribution centres. In FY16 they generated 2.1GWh. It would take over 850 tonnes of coal to produce the same amount of energy. We plan to install panels on three more stores in FY17/18.

Wind

IKEA Group owns two wind farms in the UK and Ireland, which generate a total of 46.6GWh a year. In FY16 our wind farm in Leitrim, Ireland, produced 24.49GWh, equivalent to five times the energy needed to power our Dublin store.

Total renewable energy produced

48.9 GWh

14%

improvement in energy efficiency since FY10

Becoming more energy efficient

We have building management systems in all our stores and distribution centres to carefully manage our energy use.

We aim to improve energy efficiency by 30% by 2020, compared to FY10. In FY16, our stores and distribution centres were 14% more efficient than in FY10 – using less energy even though the business has been growing.

In FY16, we achieved our target to convert all commercial area store lighting to energy efficient LEDs, and plan to expand this to all external lighting, including car parks, in FY17. Our distribution centres already have 100% external and 30% internal LED lighting.

Energy efficiency (% improvement since FY10)



Water

Our UK and Ireland retail operations contribute very little to the IKEA Group's total water footprint, but we're nonetheless serious about doing our bit to minimise this impact.

In FY16, we used 252,712 m³ of water, 4.6% more than in FY15 due to an increase in the number of people visiting our stores and the opening of a new store in Reading.

We have water-efficient appliances in the kitchens that serve our restaurants, Bistros and co-worker canteens, and water-efficient taps and toilets in most of our customer and co-worker bathrooms.

Growing sustainably

We have ambitious plans to double our market share in the UK & Ireland over the next ten years.

We want each of our stores and units to be designed, built and operated sustainably, making the most efficient use of energy and resources. We use the BREEAM sustainable building certification to help measure how we're doing.

As well as focussing on environmental sustainability, we work with our neighbours to ensure our stores help enhance their local communities. We engage local communities in the store design and subsequent activities, contribute to charities and recruit locally.



Our new more sustainable store

In FY16 we opened our new store in Reading, in addition to four smaller city-based 'Order and Collection points' which we're piloting as a way to make IKEA more accessible.

Our newest and most sustainable store to date, IKEA Reading, opened in July 2016. It has an 'excellent' BREEAM sustainable buildings rating, and a number of energy- and water-saving features including:

- 1 Solar photovoltaic (PV) panels** on the roof generate electricity from the sun.
- 2 Rainwater harvesting** on the roof provides water for flushing toilets and cleaning. Mains water is only bought for drinking, cooking and washing dishes.
- 3 Ground-source heat pumps** provide efficient heating and cooling. They work in a similar way to a fridge and use the even temperatures found just below the ground surface to maintain a consistent temperature year-round.
- 4 Electric vehicle chargers and an extended bus route** provide sustainable alternatives for travelling to the store.
- 5 Energy-efficient LEDs** provide all in-store lighting.
- 6 A new drainage system** on this previously developed (brownfield) site helps to avoid excess runoff and prevent local flooding.

More sustainable travel

Helping our customers and co-workers reach our stores in more sustainable ways – without the need for a private car – could make a big difference to the environment and our local communities.

In FY16 we mapped the barriers and opportunities for sustainable travel at each of our 19 stores with the help of third-party travel consultants. This research included infrastructure audits, area mapping and surveying 500 customers in each location, providing valuable insights into their travel habits.

These findings will help us understand the challenges and opportunities for more sustainable travel at each store. Based on these insights we plan to launch sustainable travel plans for each of our stores in FY17.

For now, we continue to help co-workers get to work using sustainable transport. Our distribution centres in Peterborough and Doncaster have installed on-site bike shelters and introduced personalised travel planning for employees. Peterborough also holds a 'Sustainable Travel Week', promotes car sharing, and is launching a co-worker commuter bus, earning the distribution centre a place in the top three finalists for Best Workplace Travel Plan in the 2016 Sustainable Travel Awards.

We're now looking at how our products are transported in the UK & Ireland, to ensure smart and efficient delivery through our distribution networks. And we're making it easier to shop online, so customers don't need to travel to our stores. In FY16 we opened four Order and Collection points in UK city centres. Customers can collect goods bought online in these smaller stores, making our products accessible for those without a private car. For more information on how we're growing in the UK, please see page 24.



Encouraging sustainable travel in Bristol

We want visits to our stores to be fun, including the journey there and back. Our Bristol store is near a train station, but until recently the connecting footpath was rundown, poorly lit and covered in litter.

We partnered with sustainable travel charity Sustrans to clean it up. We asked locals what they wanted for the path and community groups, families and co-workers helped us improve it with art, lighting and plants. Now it's a fun, appealing and sustainable way to get to our store by foot or bike.

Edible plants

Incredible Edible planted healthy, edible plants along the route;

Sofa project

SOFA Project reused old furniture to make spaceship playhouses for children;

Sculptures

LitterARTI used waste items like bike wheels to make sculptures;

Paintings

Families joined us to paint colourful art designs along the route.



"We want to encourage our co-workers and customers to live a more sustainable life by cycling or walking to our store, however we knew there was a section of path near our store that was often avoided. We worked closely with Sustrans and the local community to understand the biggest issues with the space, working towards developing a place that the local community can use and enjoy for years to come."

Federica Martellini
IKEA Bristol Store Manager



Better life for people & communities

Our vision is to create a better everyday life for the many people – our co-workers, people who work in our supply chain, and the communities in our neighbourhoods.



Millionth tree

planted through our partnership with the Woodland Trust

Over

10,000

co-workers across the UK and Ireland

52%

of co-workers and 50% of managers are women

Better lives for co-workers

We have over 10,000 co-workers in the UK & Ireland and each person is important to the success of our business.

We want IKEA to be the best place for them to work. By recognising everyone as a unique individual and providing training and personal development opportunities, we aim to give every co-worker the chance to fulfil their potential.

Good jobs start with fair pay. We believe a fair wage is a basic right – one that allows our co-workers and their families to thrive, not just survive. In April 2016 we officially became an accredited Living Wage Employer. This meant over 7,000 co-workers received a pay increase

and will continue to get a living wage calculated on the basic cost of living in the UK.

The people who work for our suppliers are important to us too. Over the next two years we'll extend the living wage to the staff of our suppliers who work permanently on our premises.

Our co-workers are often on duty at weekends, when our customers most like to visit. We know life isn't all about work and we understand the importance of friends, family and life at home. That's why every co-worker can take one weekend off in every four.

We aim to involve all our co-workers in our People & Planet Positive approach – 82% of co-workers said promoting sustainability was a natural part of their everyday work in our FY15 Voice co-worker survey. We'll conduct the survey again in early FY17.



Committed to a **Living Wage**

Hooray for the Living Wage! Co-workers from the Manchester store accepting the 'Living Wage Champion Award' from the Living Wage Foundation, in November 2016. From January 2017, we're increasing the entry-level living wage for our UK stores outside London from £8.25 to £8.45, and £9.75 in London.



Co-worker story: Building confidence with the Live LAGOM sustainable living project

"I was nothing short of lost and panicked when I ran my first Live LAGOM workshop. I'd never done any public speaking before and I felt so nervous about representing IKEA in public. But now I'm giving presentations nearly every week and I'm finding them much easier and really enjoyable. My work on Live LAGOM has not only helped my development, it's the main reason I've become a more confident person. I encourage anybody to try living a LAGOM life! I'm now taking part in the Next Step programme to further my career and help find my next move at IKEA."

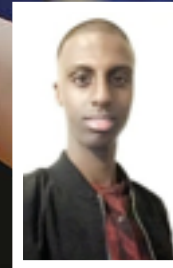
Charlotte Hoy
24 Hour Co-worker
and Live LAGOM Project Leader,
IKEA Lakeside

Read more about Live LAGOM and how we're helping build a movement for sustainable living on page 14.

Getting young people ready for employment

Since 2007 we've worked with the Vine Trust Group, a community development trust, to help young people in Birmingham, Cardiff, Dublin, Nottingham and London prepare for work. Over 1,000 young people like Ahmed (right) have taken part in a variety of paid and voluntary work experience and training placements through Project 390, our vocational and social development programme.

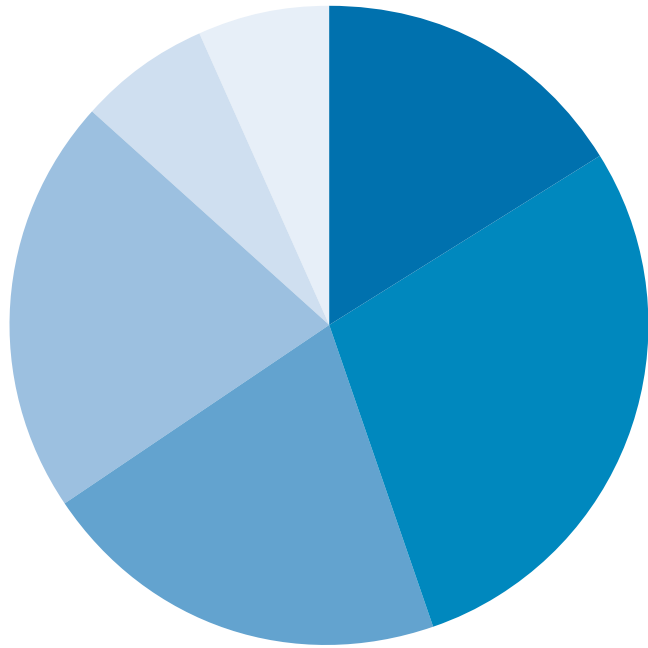
Ahmed is one of 83 former participants who now have permanent jobs with IKEA. He's responsible for the rugs team in our Nottingham store. In FY16 some of our apprentices and former apprentices, now in permanent jobs, attended a royal event hosted by HRH The Duke of York to celebrate the success of the apprenticeships initiative.



"I really struggled to find a job when I moved to Nottingham and was so pleased to be chosen by IKEA for an apprenticeship. The Vine Trust really helped motivate me to improve myself and my team leader pushed me to find the self-confidence to believe I could do it!"

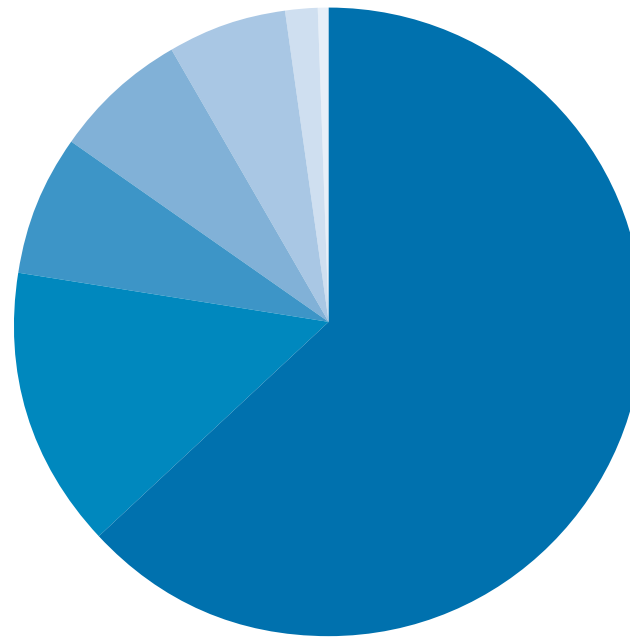
Ahmed Hassan
IKEA Nottingham

Age diversity (%)



- Under 21 (17% - 1,418)
- 21-29 (30% - 2,792)
- 30-39 (22% - 2,092)
- 40-54 (22% - 2,099)
- 55-64 (7% - 662)
- >64 (7% - 96)

Ethnic diversity (%)



- White (63%)
- Other ethnic group (14.5%)
- Not given (7.3%)
- Black (6.8%)
- Asian (6.3%)
- Mixed Origin (1.7%)
- Chinese (0.3%)

Equality and diversity

We take a stand for equality because we believe it lies at the core of human rights.

Read more about our approach to equality and diversity in the **FY16 IKEA Group Sustainability Report** at ikea.com

Gender diversity (% of women)



52%

of co-workers were women in FY16



50%

of managers were women in FY16

Better lives for suppliers

We're committed to working with our suppliers to develop decent jobs and support human rights.

The starting point for this is our supplier code of conduct, IWAY – the IKEA Way on purchasing products, materials and services. IWAY sets out our minimum requirements for suppliers on environment, social and working conditions, while supporting the development of good management systems. This helps us develop long-term relationships with our suppliers so we can grow together with shared values and understanding.

Our IWAY Musts are a minimum set of requirements all new suppliers

must comply with and maintain at all times during their collaboration with IKEA. These cover areas such as child labour, forced and bonded labour, business ethics, severe environmental and health and safety issues, minimum wages and accident insurance.

In the UK and Ireland, over 2,500 local suppliers provide us with services and in-store goods and supplies. Higher-risk IKEA suppliers are those who are likely to need more support in reaching and maintaining IWAY compliance. In FY16, we continued to work with higher risk categories of our local suppliers such as cleaning, waste management and security services to ensure 100% IWAY compliance. In the coming years the scope of IWAY will continue to grow and we'll concentrate on ensuring compliance in expanding areas of our business, such as home deliveries.

Supporting social entrepreneurs

We're proud to partner with small-scale social entrepreneurs to create sustainable livelihoods for women in rural communities. Our KRYDDGLAD and HEMTRAKT ranges include handmade products such as cushion covers, baskets and placemats handmade in India with sustainable local materials such as banana bark fibre. By co-creating limited-edition collections of these products and selling them in our stores we're helping hundreds of women and their families achieve financial independence.

Five stores stocked these products in the UK & Ireland in FY16. In FY17, we'll increase the number of stores selling these ranges and explore opportunities to set up small-scale partnerships to upcycle IKEA textile waste to create unique sustainable collections locally.



Modern Slavery Statement

Whoever and wherever they are, everyone shares the same fundamental human rights. We have a responsibility to protect and support the rights of everyone we come into contact with. Our vision is to create a better everyday life for the many people. This includes everyone we touch – from our customers, to our 155,000 co-workers, through to the millions of people who work in our extended supply chain.

Modern slavery is one of the most severe human rights abuses. It includes many types of exploitation

that can occur in global supply chains, such as forced labour, servitude, child labour and human trafficking.

Our Modern Slavery Statement fulfils the reporting requirements set out in the Modern Slavery Act. It details our work with suppliers to reduce the risk of modern slavery in our supply chain, supplier selection, monitoring compliance, and the action we take in the event of non-compliance or under-performance. This is guided by our code of conduct for suppliers, IWAY (see Supporting human rights).

The Modern Slavery Statement will be published in mid-FY17, and made available on our website.



Supporting human rights

We believe that everyone deserves the right to prosper, regardless of their background and situation, and we work to promote equality, diversity and respect for human rights in everything we do.

We communicate the importance of respecting human rights to our co-workers and suppliers through a number of codes, policies and standards – including our supplier code of conduct (IWAY) and the IKEA Group Standard on Human Rights.

Read more about our approach to human rights in the **FY16 IKEA**

Group Sustainability Report at ikea.com

Lasting changes for communities

Each year we give our co-workers an opportunity to see first-hand the difference that IKEA's support makes to communities around the world.

In September 2016, five of our co-workers from around the UK and Ireland joined the IKEA Foundation IWitness trip to Rwanda with UNICEF to see work supported by our Soft Toys for Education Campaign (see opposite) and the IKEA Foundation. This trip was originally planned to visit Madagascar in May, but had to be cancelled because of drought and food insecurity – a sobering reminder that the global impacts of climate change are already being felt.

"It was a truly humbling opportunity to see first-hand what a difference the money we raise in stores makes. We visited several projects to see how money raised from the Soft Toys for Education campaign had helped UNICEF provide more children with a better education. This included everything from classroom materials and books to a whole new child-friendly early development centre. It's amazing how the sales of toys in stores thousands of miles away can make a huge difference to vulnerable children and communities in Rwanda."

Sofie Rogers
Sustainability Regional
Change Leader

IWitness participants clockwise from front: Sofie Rogers from Edinburgh, Helen Denton from Leeds, Felix McCann from Dublin, Christie Gregg from Belfast, and Lisa Sharpe from Nottingham.





€120million

donated to 49 charities and organisations working to create better opportunities for children around the world

The IKEA Foundation

The IKEA Foundation is the philanthropic arm of Stichting INGKA Foundation, the owner of the IKEA Group. It aims to improve opportunities for children and young people in some of the world's poorest communities by funding holistic, long-term programmes that can create substantial, lasting change. In 2015, the IKEA Foundation donated €120 million to 49 charities and organisations working to create better opportunities for children around the world. A further €400 million was pledged to help fight the challenges posed by a changing climate up until 2020.

Soft Toys for Education and Brighter Lives for Refugees

Our stores play a key role in enabling our local communities to support children around the world, through our global fundraising campaigns in partnership with the IKEA Foundation. In FY16, two IKEA campaigns raised over €1.3 million in the UK & Ireland for good causes worldwide:

- **Soft Toys for Education:** for the past 13 years the IKEA Foundation has donated €1 for every book or soft toy sold in our stores in November and December to children's educational projects run by UNICEF and Save the Children. In FY16, our UK & Ireland stores raised €651,715, helping thousands of children in some of the world's poorest communities get access to better schools, teachers and learning materials. Over the last 13 years this global campaign has raised

€88 million, with the UK & Ireland contributing €4,416,263.

- **Brighter Lives for Refugees** campaign: for every LED bulb sold in our stores in October and December, the IKEA Foundation has donated €1 to the UNHCR to fund lighting, renewable energy and primary education in refugee camps worldwide. The campaign has been running for three years, and during the FY16 campaign in the UK & Ireland we sold 678,337 LEDs raising €678,337, boosting our fundraising total to €1,693,977.

These campaigns are over, but the good work won't stop here! In FY17 the new 'Let's Play for Change' campaign begins, supporting children's right to play. To find out more see the **FY16 IKEA Group Sustainability Report:** www.ikea.com/ms/en_US/img/ad_content/IKEA_Group_Sustainability_Report_FY16.pdf

We know how much it means to our co-workers to contribute to their communities, and that's why we support them in identifying local causes that could benefit from our help. In FY16 we developed a new set of guidelines to help focus our community involvement on three key topics:

- Children
- Natural resources and climate change
- Housing and life at home

These guidelines will help us identify national and community projects where we can make a significant and unique difference.

Read on for highlights in FY16.

Stories we're proud of from across the UK and Ireland

Improving lives with furniture takeback

Finding good uses for unwanted quality furniture brings far more benefits than just preventing waste. Just ask Ryan and Megan (pictured right). They live in Newport, Wales, with their two young children and they came to Wastesavers, our furniture takeback charity partner at IKEA Cardiff, after a burst pipe ruined their sofa which they couldn't afford to replace. Now they're sitting comfortably, thanks to someone who donated their unwanted sofa.

Nathan struggled to get a job because of his special needs. Then he heard of Wastesavers and now he's happily volunteering as a collector, working on the IKEA furniture takeback project. The experience gives volunteers like Nathan the opportunity to learn

many new skills, such as problem solving and customer service. And because it's always great to help others, volunteers like Nathan know the work they do is making a difference. This boosts their confidence and self-esteem.

Over 12,151 items of furniture were donated through our furniture takeback scheme in FY16, allowing us to create training opportunities around the UK and Ireland.

In FY16, we helped 2,341 households by providing high-quality used furniture from the takeback scheme. The Furniture Re-use Network estimates this saved families in need over £292,200.

Read more about the environmental benefits of furniture takeback in the Resource & Energy Independence section.





12,151

items of furniture were donated through our furniture takeback scheme



8,782

new mattresses donated to 7,026 low-income households around the UK

Helping families living in poverty replace their mattresses

Mattresses should be replaced regularly for good hygiene, but families struggling to make ends meet can't afford this. In FY16 we donated 8,782 brand new roll-packed mattresses to 7,026 low-income households around the UK. The donations were made through charity partnerships we developed while working with The Furniture Re-use Network. The mattresses had been stored beyond a recommended time limit but were perfectly safe for use.

"Working in some of the most deprived areas, the supply of these mattresses has assisted hundreds of families who may have been sleeping in old and unsuitable bedding and given them clean affordable mattresses. The new mattresses flew out of the door in less than a few weeks from receiving them. Thank you so much."

Shaun England
CEO Toogoodtowaste





Celebrating planting one million trees with the Woodland Trust

In FY16 we planted our millionth tree! If all the trees we've helped plant in the UK were lined up 1.5 metres apart, they'd stretch all the way from Wembley in London to Småland, the Swedish hometown of IKEA founder Ingvar Kamprad.

Since 2007, we've raised £2.4 million through our partnership with the Woodland Trust, enabling over 150,000 people to get involved in tree planting. Trees have been donated to over 4,500 community groups to support projects as diverse as protecting a honey bee population in Gateshead, creating a Forest School in Birmingham, planting a community allotment in Belfast, and creating flood defences on the banks of the River Tweed.

Find out more about our partnership: www.woodlandtrust.org.uk/ikea



"It's fantastic that IKEA has funded a million free trees for so many different causes – bringing nature to thousands of people, it's a terrific achievement and the benefits to trees, people and wildlife will be far and wide."

Beccy Speight
Chief Executive of the Woodland Trust

We love getting involved in community activities. Here are some examples of what we've been up to:

Noah's Ark Children's Hospital

For the past three years, IKEA Cardiff has worked closely with the Noah's Ark Children's Hospital Charity to promote the work they do for children in Wales and to help raise funds to buy lifesaving equipment for their new hospital.

The store has supported the charity in a range of ways, including furnishing the hospital's public areas, supplying and supporting the charity's in-store Santa's Grotto every year, sponsoring its Family Fun Walk event and providing outdoor furniture for its annual Teddy Bears' Picnic.



Local litter pick

Co-workers from our Distribution Centre in Peterborough worked with the local community to pick litter in local littering hotspots. They collected over 40 bags of rubbish!



Garden furniture donation

IKEA Belfast donated a large selection of garden furniture and their design expertise to the new Northern Ireland Hospice, which has created a comfortable place for patients to relax outside with their families.

Preventing homelessness in Ireland

IKEA Dublin's local charity partner, the Simon Community, works to prevent and address homelessness in Ireland. Over the last two years, IKEA Dublin has supported the Simon Community to raise over €70,000. Co-workers have supported soup runs, and the store has donated two kitchens and products to furnish Simon Community properties. In FY16, 20 co-workers put on a Strictly Come Dancing event to raise an amazing €8,000 for the charity.



Design Competition Awards

IKEA Edinburgh supported the Midlothian Schools Design Competition Awards by hosting the awards ceremony, along with an exhibition of the pupils' work, at its newly refurbished restaurant.



Supporting young people in their transition from homelessness

IKEA Norwich worked with Your Own Place, a social enterprise that supports young people in their transition from homelessness. They furnished and equipped a new training flat that offers people on the programme the opportunity to get to grips with life at home.



Done in a Day project

IKEA Warrington helped to refurbish Our Lady Star of the Sea in Seaforth, a school in a disadvantaged area of Liverpool, as part of their 'Done in a Day' initiative. A team of 25 co-workers worked all day to refurbish the school and install a soft play area and a new fully equipped kitchen.

Responding in times of need

Social and environmental crises can happen at any time.

We can play an important role, providing support for those who need it most. Our units across the UK and Ireland are able to respond quickly when crisis hits.

65million

people around the world have been forced to leave their homes

Refugee crisis

In the current global refugee crisis over 65 million people have been forced to leave their homes.⁴ Many find themselves in unfamiliar places and situations as a result of conflict or disruption in their home countries.

Across the world IKEA national retail businesses are committed to supporting refugees, both now and in the long-term. Immediate assistance can be as basic as giving a blanket to keep them warm. And in the longer term people need employment and language skills to be able to build decent livelihoods in their new homes.

We have a lot to learn about the challenges and opportunities that refugees are facing, and are developing our approach to help provide support that has real impact where and when it's most needed.

In FY16, IKEA Group launched the IKEA Refugee Support Fund, alongside a global guideline to support IKEA national retail businesses to create the most effective local response.

In the UK & Ireland, we ran a till-point donation campaign for UNHCR and promoted an online donation page for Save the Children. We matched the donations of customers and co-workers, raising a total of £30,206.

Read more about IKEA Group's work with refugees in the **FY16 IKEA**

Group Sustainability Report at ikea.com



Charity cycling event

Co-workers in Scotland organised a charity cycling event between the Edinburgh and Glasgow stores, raising money for the Scottish Refugee Council and threw a Christmas party for refugee families with IKEA-donated food and soft toys.





Credit: British Red Cross

"IKEA Leeds fed and watered 13 of us totally free as a token of thanks for what we are doing for their community. Totally meatballed out, thanks to all the staff who served us!"

George Bankes
Tunnel 2 Towers

Flood response

Severe flooding hit parts of the UK and Ireland in FY16, leaving many people homeless.

We supported emergency response efforts, including funding two new temporary positions at the British Red Cross to provide practical and emotional support to people who lost their homes.

"The risk of developing physical and mental health problems after flooding can have enduring consequences for some," says Simon Lewis, Head of Emergency Response at the British Red Cross. "If we can continue for a year to support the people who need it most, individuals and the communities will recover quicker."

Our Leeds store responded to the December 2015 floods in Yorkshire by donating IKEA products to charities supporting local families, and a nursery affected by the floods. The store restaurant provided hot meals to emergency response teams.





IKEA GROUP FY16 SUSTAINABILITY REPORT

Find out about the IKEA Group approach to sustainability including our global activities on sourcing, product development, suppliers, manufacturing, distribution and product transport at: ikea.com



IKEA FOUNDATION

Learn how the IKEA Foundation is working to improve the lives of children around the world at: IKEAFoundation.org



LIVE LAGOM BROCHURE

In this brochure we put the spotlight on products from across the store that we think can help make a kinder, more wonderful everyday. Find it at: www.ikea.com/gb/en/ikea/ikea-live-lagom/



IKEA LIVE LAGOM

See how Live LAGOM is changing people's lives and helping them live more sustainably in this report from the first year of the project at: www.ikea.com/gb/en/ikea/ikea-live-lagom/

