WELCOME — DAVID HOOD

Sustainability is not a new concept at IKEA. Doing more with less has always been part of our DNA. We believe sustainability isn’t just good business sense; it’s also socially and environmentally responsible.

At IKEA we’re always looking to innovate and improve the way we do things, and as we continue to transform our business, we’re leading the way to show other businesses how they can embrace positive sustainable changes. We developed our People & Planet Positive strategy to ensure we have clear commitments to becoming a more sustainable organisation, and we are well on the way to achieving our goals.

We have been actively sharing our sustainability strategy globally, with our CEO Peter Agnefjäll attending both the UN Climate Summit in New York and the UN Conference on Climate Change in Paris. We’ve also thrown our support behind the UN Sustainable Development Goals for 2030. The challenges facing our people and our planet require innovative thinking and bold actions. We believe it’s important that we all work together, not in isolation, to solve these issues.

As a global home furnishings retailer, our vision is to create a better everyday life for the many people. One of the many ways we achieve this is through Democratic Design. The sustainability component of our Democratic Design principles means designing products using fewer resources, conserving natural resources, reducing materials and production costs and reducing waste.

As we continue to grow in Australia – by opening new stores and expanding our distribution network – our long-term vision to create a better, more sustainable organisation has never been more important.

SUSTAINABILITY — RICHARD WILSON

At IKEA, we want to help our customers live a more sustainable life at home. We believe by working together we can make a big difference to our environment, as well as to our customers’ hip pockets. That’s why we’re making sustainability even more affordable. IKEA FAMILY members receive benefits including the lowest prices on our wide range of key energy, water, and waste saving solutions.

We have introduced dedicated Sustainability Shops in IKEA stores, where you can collect inspiration and ideas to help live a more sustainable life at home. Our Sustainability Ambassadors continually trial our products to ensure they meet our commitments to quality, saving, and sustainability. We want every IKEA customer to have access to quality home furnishings with built-in sustainability, to help them create a better everyday life.

We are continually working to reduce the energy impact and costs of our stores. That’s why we’ve installed one of the largest rooftop solar energy systems in Australia, switched to LED lighting throughout our stores, and increased our energy efficiencies in stores and distribution centres. We also want to be a good neighbour; that’s why we’ve established our Living Local Community Grants to help charities and community organisations close to our stores. We’ve had such a huge response to our first rounds of grants that we’ve already committed to doubling our support next year.

And we’re not finished yet. We are on track to reach our ambitious People & Planet Positive goals, but there’s still a lot to do between now and 2020. We’ve gone all-in to transform our business and have a positive impact on people and the planet. We hope that you join us in making small changes in your home to help create a more sustainable world.
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PEOPLE & PLANET POSITIVE — IKEA AROUND THE WORLD

We realise that climate change is one of the biggest challenges of our time. IKEA is already working to be a part of the solution.

Our vision to create a better everyday life goes beyond home furnishing. We want our business to have a positive impact on the world – from the communities we work in, where we source our materials, to the way our products enable customers to live a more sustainable life at home.

We have developed our sustainability strategy; People & Planet Positive, which sets ambitious goals to help us address our changing world and ensure we have a better impact on people and the planet by 2020.

OUR STRATEGY FOCUSES ON THREE KEY AREAS

1. INSPIRE AND ENABLE MILLIONS OF CUSTOMERS TO LIVE A MORE SUSTAINABLE LIFE AT HOME.
   Take the lead in developing and promoting products and solutions that enable customers to save or generate energy, reduce or sort waste, use less or recycle water: all at the lowest possible price.

2. STRIVE FOR RESOURCE AND ENERGY INDEPENDENCE.
   Secure long-term access to sustainable raw materials, have a positive impact on the communities where we source materials and use resources within the limits of the planet. Produce as much renewable energy as the energy we consume and drive energy efficiency throughout our value chain.

3. TAKE THE LEAD IN CREATING A BETTER LIFE FOR THE PEOPLE AND COMMUNITIES TOUCHED BY OUR BUSINESS.
   Continue to extend our supplier code of conduct, IWAY, throughout our value chain; be a good neighbour, support human rights, and act in the best interests of children.
We want to use our scale to inspire and enable the 11 million Australian customers who visit our stores and over 40 million online visitors to ikea.com.au each year, to live a more sustainable life, every day. That is why we are committed to our People & Planet Positive strategy and constantly offering more products and services that enable our customers to save energy, water, and waste at home.

To read more about IKEA People & Planet Positive goals at www.ikea.com.au/sustainability.

We have developed our sustainability strategy; People & Planet Positive, which sets ambitious goals to help us address our changing world and ensure we have a better impact on people and planet by 2020.
Small changes can make a big difference to the environment. IKEA Australia is actively working to deliver on our global sustainability commitments at a local level.

In 2015, 71% of the waste from our stores was recycled, which puts us firmly on track to reach our goal of 80% by 2020.
INSPIRE AND ENABLE MILLIONS OF CUSTOMERS TO LIVE A MORE SUSTAINABLE LIFE AT HOME.

We want to ensure our customers have access to good quality, affordable, sustainable products.

In 2015, we successfully switched our entire lighting range to LED, making it easier for our customers to choose more environmentally friendly lighting options that will also help save money.

We believe sustainability is not a luxury, and we are lowering the barriers to help Australians create a more sustainable life at home. We continue to work with our 1.7 million IKEA FAMILY members to encourage small sustainable lifestyle changes by providing product suggestions, simple solutions, and hosting inspirational and educational events.

We have opened IKEA FAMILY Sustainability Shops in a number of stores which currently feature planet friendly products at discounted prices for members.

STRIVE FOR RESOURCE AND ENERGY INDEPENDENCE.

IKEA Australia stores generate enough solar energy to power 967 homes for an entire year.

With 19,549 solar panels powering our stores and warehouses across the country, as well as increased energy efficiency in all our operations, we are leading the charge on energy independence in Australia.

We continue to seek out better ways to manage waste and to help our customers do the same. In 2015, 71% of the waste from our stores was recycled, which puts us firmly on track to reach our goal of 80% by 2020.

TAKE THE LEAD IN CREATING A BETTER LIFE FOR THE PEOPLE AND COMMUNITIES TOUCHED BY OUR BUSINESS.

IKEA Australia is 100% compliant with the IKEA IWAY, Code of Conduct. IWAY, developed by IKEA covers working conditions, prevention of child labour, and responsible environmental practices. We work closely with our suppliers to ensure that everything we do is ethical and sustainable.

Currently, 80% of IKEA co-workers state that ‘sustainability is a natural part of their everyday work.’ We aim to increase this sentiment to 95% of co-workers by 2020.

As part of our commitment to local community, we launched the Living Local Community Grants; a program which donates products, our home furnishing expertise and volunteer hours to makeover local community projects. In Financial Year 16 we will support 15 local charities in this way.
Sustainability at the core of everything we do

Social responsibility is a priority at every stage of the IKEA value chain. Sustainability is integrated into everything we do from concept, product development and design, through our supply chain, in all our stores and in how we give back.

Co-workers

Our co-workers are our most valuable resource. At IKEA we value diversity, offer generous benefits, invest in and view every co-worker as a talent.

Read more about our co-workers on page 31.

Community

Both globally and locally we are committed to taking a lead in creating a better everyday life for the people and communities in which we operate.

Read about the important work we are doing with local communities on page 28.

Store

We continually make investments and improvements, both in equipment and processes to minimise the environmental impact of our store operations.

Take a look at page 32 to find out more.

Customers

We are on a mission to inspire and help people to live more sustainable lives. We want to help people do this without spending more, radically changing the way they live or compromising on style or quality.

Read more about how we achieve this on page 12.
When developing products, the price comes first. However, we will never compromise on the functionality, quality, safety or sustainability associated with IKEA products.

Find out more about how our designers and product developers use Democratic Design on page 20.

Our suppliers are the story behind every IKEA product. Our products are manufactured under our supplier Code of Conduct, known as IWAY. We work with our suppliers to ensure we use the most efficient, cost-effective solutions to bring our designs to life.

See page 26 for more.

IKEA does more with less; we believe in using as few resources as possible to make the best possible products.

Read more about how IKEA approaches responsible forestry, better cotton, and uses alternative materials, to deliver quality products on page 22.

We continue to transform our business by offering more healthy, sustainable and affordable food products and menu items in our restaurants, bistros, and Swedish Food Markets.

Read more about our food on page 30.

We continue to seek out ways to reduce emissions from transport and lower our carbon footprint. From flat packs to rolled mattresses, we are always looking for innovative ways to reduce unnecessary air in the trucks and ships that transport our products.

Read more on page 27.

Sustainability is at the core of everything we do.
STATE OF THE MARKET

Australians are conscious and aware of sustainability and have a desire to create a more sustainable life at home.

While more than half (57%) of Australians believe there are money and time saving benefits to being sustainable, almost one in two Aussies don’t know where to start when it comes to creating a more sustainable home.

The findings from a research* study by IKEA Australia, suggest there is still work to be done to demonstrate how easy it is for people to make small, simple changes to help create a more sustainable life.

Many Australians have a perception that being sustainable not only comes at a cost but is also a difficult and overwhelming challenge to master.

However, the majority of Aussies are already supporting simple changes, such as recycling, switching to energy-efficient LED light bulbs and minimising the use of air conditioning and heating.

Nearly half (48%) of Australians surveyed indicated that they expect the brands that they buy from to be sustainable.

IKEA Australia sees this as a great opportunity to partner with our Australian customers to provide products and inspiration to help create more sustainable households and a better everyday life.
Aussies are counting the cost savings of going green at home through water and energy bills.

63% of Australians are willing to create a more sustainable lifestyle if it is easy to do.

58% of Australians have a desire to be more sustainable, as long as it doesn’t cost them much money.

90% of Australians recycle, while

79% minimise the use of air conditioning and heating, and a further

78% have swapped standard light bulbs for LED bulbs.

*Research was conducted by Pure Profile, in May 2016 with 1,002 respondents, on behalf of IKEA Australia.
If every one of our IKEA FAMILY members around the world swapped one halogen light bulb for an LED light, it would save 1.37 billion years of energy efficient light.¹

For more on how small swaps can equal big change see the Energy section on page 14.

1If 100 Million FAMILY members buy a RYET LED (our lowest priced/rated LED at 15,000 hour lifetime)
   • Based on 3hrs use a day: 15,000 hrs/3hrs day = 5,000 days
   • 5,000 days /365 = 13.7 years
   100,000,000 x 13.7 years = 1,369,863,013 years of energy efficient light

Customers

Sustainability at home shouldn’t be a luxury. Living a more sustainable life doesn’t need to cost more money, require radical life changes, or compromise on style and quality.

By offering affordable products and solutions that have been developed in a way that is both people and planet friendly, we believe we can help our customers to make small changes every day – to make a big difference.

Globally our stores receive 771 million visitors, and IKEA.com receives 1.9 billion visitors. In Australia, we welcomed 11 million visitors to our stores in Financial Year 15, and more than 40 million visitors to IKEA.com.au.

If every IKEA customer makes just one small change – to live more sustainably, to use less energy, decrease water consumption, reduce waste and recycle more – it will have a big impact.

The Expert in Life at Home

Understanding how people live and enjoy their homes is essential to helping us design affordable products that meet their needs and support the creation of a more sustainable life at home.

We visit more than 500 homes every year to gain insights into how Australians live. We do this to ensure we understand the many peoples’ needs so that we can offer solutions and ideas that are relevant and work.

Loyal Members

IKEA Australia led the world with the launch of the first IKEA FAMILY Sustainability Shops within our stores. Our Sustainability Shops are designed to help customers understand the little changes they can make to live more sustainably.

With nine out of ten IKEA FAMILY members interested in saving energy, water, and waste, these shops promote 30 of the wider 350 IKEA range of sustainable products designed specifically to help meet customers sustainability needs and save money.

We also provide inspiration, and workshops to help our customers realise that sustainability can be affordable and accessible.

We are actively engaging our growing membership base of 1.7 million IKEA FAMILY Australia members as we approach a major milestone of 100 million members in our global IKEA Family.
Globally our stores receive 771 million visitors, and IKEA.com receives 1.9 billion visitors. In Australia, we welcomed 11 million visitors to our stores in Financial Year 15, and more than 40 million visitors to IKEA.com.au.
ENERGY

BRIGHT IDEAS
In September 2015, IKEA achieved its 100% LED lighting goal after removing all compact florescent globes (CFLs) and energy intensive halogens bulbs from the product range.

LED lights use 85% less energy than incandescent bulbs and last up to 20 times longer, which means they are better for the planet. To ensure they are also better for the hip pocket, we worked hard to develop an affordable range of LED lights, which did not compromise on function or quality.

A simple light bulb switch can contribute to big change by saving you energy and money. Over the LED bulb’s long lifetime (up to 25,000 hours) you will save around 22 traditional bulbs that would otherwise be thrown in the bin.

We have sold almost 1 million LED products in Australia in just 12 months – from torches, kitchen lights and table decorations to bulbs, table, and floor lamps.

The combined number of IKEA LED bulbs sold this year is the equivalent to more than six million years of energy efficient light!\(^2\)

\(^2\)Based on the lowest rated LED globe RYET:
- 15,000 hours lifetime
- Based on average 3 hours use a day
- Lasts 15,000/3 = 5,000 days (5,000 x 365 = 13.7 years of use)
13.7 years x 487,354 = 6,676,082 million years of energy efficient light
NOW WE’RE COOKING
IKEA has designed and produced an array of energy-saving appliances to help reduce energy use and make a positive difference to the environment.

Induction hobs are up to 60% faster and use up to 40% less energy than glass or ceramic cooktops. Induction hobs transfer heat directly to the pot, rather than heating the hob or surrounding air, which means there is no wasted energy. Boiling two litres of water on an induction hob will take just five minutes; it can take up to 10 minutes on a glass or ceramic hob.

Investing in good quality long-lasting cookware is a sensible and sustainable choice. Cast iron cookware is durable and gets better the more you use it, while stainless steel cookware, like the SENSUELL range has been carefully designed to ensure each item offers efficiency. For example, the base of the frying pan is extra thick and the entire pan, including the base and sides, has one layer of aluminium between two layers of stainless steel. This distributes heat evenly and energy efficiently from several directions and makes it easy to regulate.

Sometimes the most effective energy-saving solution can be as simple as placing a lid on a pot or steamer!

Did you know?
Switching to LED lights doesn’t mean you need to throw out your favourite lamps. IKEA has LED light bulbs to fit your existing light fittings. IKEA also operate a light globe take-back and free recycling service in all our stores.

Induction hobs are up to 60% faster and use up to 40% less energy than glass or ceramic cooktops.
SAVE ENERGY WITH TEXTILES
A floor rug can really tie a room together; it’s also a simple, low-cost, quick-fix solution to saving energy in the home.

Many homes lose heat through the floors, so simply adding a rug to a room is a sustainable way to cut down on energy use.

You can also regulate indoor temperatures by using textiles to insulate your windows and doors. Layered curtains can block out the hot sun in summer and help keep the heat inside during winter. Window coverings can also protect furniture from sun bleaching, ensuring many years of use.

Small changes in the bedroom can also make a big difference. Choosing the right seasonal bed linen will help keep you cool at night when the weather is warm, and ensure you stay warm when the winter months set in, without resorting to unnecessary cooling or heating.

COOL DOWN OR KEEP WARM WITH CURTAINS
HOPPVALS cellular blinds are a great solution to help reduce cooling and heating costs as the concertina folds to create a layer of insulation – keeping you cool in summer and snug in the cooler months.

SLEEP TIGHT WITH IKEA
All IKEA quilts come in two versions, warmer and cooler, so you can always have a perfect night’s sleep no matter what the temperature is.

SAVE ENERGY AND YOUR CLOTHES
Ironing and airing clothes keeps them fresh and attractive between washes. Hang laundry or use a drying rack instead of using a dryer, this will help your textiles last longer and save energy.
In the home, water use accounts for 10% of overall freshwater consumption. All IKEA taps use a pressure compensating aerator, which reduces the flow of water, but not the pressure.

Typically a kitchen tap may use between 15 litres and 18 litres per minute\(^3\). However, the ALESKÄR kitchen mixer tap with hand spray has a WELS 6 star rating, which means it uses just 3.5 litres of water per minute. That’s a 77% decrease in water use, which will reduce both water and energy bills.

Swapping a tap can deliver substantial financial and energy savings. If you run your kitchen tap for five minutes a day, having a water saving tap will save you money from your water bill, as well as the equivalent of 260 baths\(^4\) worth of water.

One-fifth of the energy consumed in an average household is used for heating water. When a traditional bathroom mixer tap is turned on with the lever pointing forward, while both hot and cold water is activated, the hot water rarely makes it out of the tap, leaving it unused to cool down in the water pipes.

IKEA uses innovative ‘cold start’ technology, such as our GRANSKÄR mixer, which only supplies cold water when the lever is pointing forward – which saves hot water without compromising on comfort. If you do want to mix in hot water, you have to select it, and it starts flowing as quickly as an ordinary tap. This small change can reduce hot water use by up to 30%.

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\(^4\) Based on comparison of 15 litre and 3.5 litre tap running for five minutes a day/365 days a year. Based on a regular bath using 80 litres of water

WASTE

REDUCE WASTE AND RECYCLE

Australian households, on average, throw away $1,036 worth of food a year. According to IKEA research, more than one in five Sydneysiders discover food at home that has gone off every week, and 24% buy food only to discover they already had it at home.

Recycling and preventing waste are simple ways to save money and the environment. By only using what we need, and recycling materials like paper, plastic, and metal, we can help slow the drain on the earth’s resources.

We strongly believe that the best possible solution to solve waste issues is to minimise its production. Monitoring waste production can also help to reduce waste generation.

We’ve created integrated sorting systems to encourage recycling and waste reduction by making it easier for people to sort waste at home. And because we realise that local recycling requirements vary, our flexible systems can be customised to fit your situation.

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6 IKEA Life At Home Report 2015

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The VARIERA sorting system – which is made from recycled plastic – can be used in IKEA METOD kitchens as well as non-IKEA kitchens. It can also be used outside the kitchen too, so that wherever you need to neatly separate, store and recycle waste you can.

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Idea

A paper bag in an open bin helps air to circulate and dry organic waste, which helps reduce bad smells.

Tip

You can save on dishes and reduce water-use by serving food from the containers in which the food has been stored. IKEA FÖRTROLIG glass containers offer a stylish and sustainable solution to serving leftovers.
WAYS TO AVOID FOOD WASTE

STACK AND STORE
When unpacking groceries, put cereal, pasta, and other dry goods in see-through or marked containers. It will help you see what you have to work with so that less goes to waste and will also help to remind you when you need to buy more.

PRECLUDE YOUR LEFTOVERS
Preserving food is a great way to make the most of seasonal produce and use up any leftovers that are too ripe to serve up.

COOK AND SAVE
Make weekly dinner menus and store leftovers in the freezer for lunch another day. Keeping leftovers in transparent glass containers – like FÖRTROLIG – makes it simple to take food from freezer/fridge to oven/microwave and then directly to the table.

PUT IT ON DISPLAY
Baskets are a simple, functional way of storing produce. Instead of putting fruit and vegetables in the refrigerator where you might forget it, display baskets will serve as reminder on display for ease of access.

PREVENT FOOD WASTE
We know that often the food that is visible will be eaten while hidden food will go to waste. The way we store food in the kitchen impacts how much is eaten and how much is left to get old and not used at all.
As a home-furnishing company we see opportunities to help people to sort, store and eat the food they bring home by developing products and ideas that not only reflect how people live but how they want to live.

Grow your own
Green plants not only create an inviting atmosphere, but they also purify the air quality in your home by absorbing chemicals and pollutants in the air.
As well as being a more sustainable way of living, growing plants, herbs or vegetables can provide a source of relaxation and escape from our fast paced, digitally connected lives.

Scrap don’t need to go to waste. Many vegetables have much more to offer after they’ve been trimmed or chopped. Here are three simple ideas to re-use and regrow scraps that would otherwise have gone to waste.

1. Regrow parsnips and carrots by placing the thick ends in some water and after a few days, you should get leaves appearing. Be sure to keep the water topped up otherwise they will shrivel up. Carrot greens are great chopped up in salads or soup.

2. Grow fresh celery leaves in a couple of weeks, by placing the bottom of a bunch of celery in water (root side first). Plant the leaves in soil if you want to grow the stalks as well. The leaves are perfect for salads.

3. Take some old garlic that’s started to sprout and bury it shoot side up in some soil (or a cup of water) near a sunny place. Each clove sends up shoots, which are great for a mild garlic flavour and fresh crunch to your stir-fries or salads.
PRODUCT

At IKEA, good design means creating the right combination of form, function, quality, and sustainability at a low price; we call this Democratic Design.

Democratic Design means designing products with fewer resources, conserving natural resources, cutting materials and production costs and reducing end of life waste – of course, we need to do this without compromising quality, form or function.

The 10,000 products in the Australian range are constantly reviewed to ensure they live up to our Democratic Design principles, and we use our Sustainability Scorecard to measure the sustainability of all new and existing products.

SUSTAINABILITY SCORECARD

- More from less (using lightweight materials and applying smart designs that enable us to use fewer resources)
- Renewable materials
- Reused and recycled materials
- Materials from more sustainable sources
- Recycling at product end of life
- Quality
- Transport efficient (number of products per container)
- Energy use in production
- Renewable energy in production
- Raw material utilisation in production
- Sustainable life at home (products that allow our customers to reduce energy and water use, reduce waste in their homes and lead a healthier lifestyle)
SLADDA
The SLADDA is the first ever bicycle from IKEA. Designed to provide Aussies with a cheaper, faster, low maintenance and more sustainable alternative to the high traffic, urban congestion of existing transport systems, SLADDA is a new and innovative product from IKEA.
Retailing at $649 for IKEA FAMILY members, the cost of the bike is the equivalent of 3.5 months of train fares or 1.5 months of parking fees*.
A multi-gender urban transport solution, SLADDA has been created to support a sustainable lifestyle and features a 25-year warranty on the frame and a 10-year warranty on the belt drive.
The SLADDA will be available in stores soon.

ANVÄNDBAR
ANVÄNDBAR means ‘useful’ in Swedish and is the name of our upcoming collection, designed specifically to support a sustainable life at home.
From cookware that retains heat and conserves energy, to benches with built-in flower boxes to maximise space and encourage micro-gardening, ANVÄNDBAR products celebrate everyday chores and make it easy to do at least one small thing every day that is good for the planet.
ANVÄNDBAR will be available in stores soon.

HÅRTE
Combining form, function, and sustainability, HÅRTE was designed as an easy to use mobile lamp. The unique design is made possible by LED, which enables the product to have a slim, bendable rod. The lamp can be powered through the USB port on a computer or an ordinary power socket.

MASTERBY
MASTERBY was designed to be a practical and helpful stool for getting to those hard-to-reach storage spaces. We thought the stool, which is made from recycled plastic, would have multiple possible uses, such as an extra chair when needed. However, our home visits revealed children love using it as a place to colour, draw or for craft time. MASTERBY is an excellent example of how a product’s sustainability can be measured in the many ways it can be used and utilised.

*An average monthly train fare is $182, according to NSW Transport. City Centre parking in Sydney can cost $433 a month, according to NRMA.
MATERIALS

We’re on a mission to transform our business – as well as the industry – to use as many sustainable materials as possible.

Our philosophy is to use the fewest resources to make the best possible products, without negatively affecting their functionality or form. We are committed to using materials that are grown and harvested in ways that are renewable, reusable, recyclable and biodegradable.

We are already leading the way with our wood and cotton products, which are made from natural and more sustainable materials. We are actively working to ensure all the materials we use are sourced and produced according to standards that protect natural environments and respect human rights and animal welfare.

WOOD

By August 2020 we aim to source 100% of our wood, paper, and cardboard from more sustainable sources.

Almost 1% of all of the commercially harvested wood in the world goes into IKEA products, packaging, and printed materials.

This means we have the ability – and responsibility – to influence not only how the wood is sourced but also how the forests are managed. With a growing business and an increasing share of wood being sourced from responsibly managed forests, we can have a positive impact on communities, biodiversity, and the climate. We call this ‘Forest Positive.’

Our goal is to become ‘Forest Positive’ by the end of August 2020, but we are also on a journey to play a role in ensuring responsible forestry becomes the norm, beyond our supply chain.

- By July 2017, 50% of IKEA wood will come from more sustainable sources. This will represent 10 million cubic metres (m³), more than quadrupling the volumes of wood coming from more sustainable sources.
- By July 2017, IKEA will be contributing to the Forest Stewardship Council (FSC) certification of 15 million hectares of forest in priority areas. That is more than double the total estimated area needed to supply IKEA (from a Financial Year 13 baseline). This is in addition to 30 million hectares (that’s an area larger than Victoria and Tasmania combined) of FSC forest, which we have already added through a partnership project with WWF.
COTTON
All of the cotton in IKEA products, including soft furnishings, bedding, towels, and rugs, now comes from more sustainable sources. This achievement, which was ten years in the making, means that IKEA is leading the industry in helping create more sustainable cotton farming and production systems in this hugely important industry. Globally we use almost 1% of the world’s yearly supply of cotton, which is why it was important for us to make a commitment to source all of our cotton from more sustainable sources.
Read further about our more sustainable cotton on page 24.

CORK
We’ve fallen in love with cork all over again! This natural, heat resistant, light-weight material, which repels dirt and stains, is making a big comeback – thanks to its sustainability. The cork is harvested during the summer, when the cork tree grows fast and is extracted by hand, so the trees are not harmed. Our IKEA 365+ glassware range uses cork as lids for drinking jugs, showcasing a stylish new use, for an old favourite.

BAMBOO
Bamboo is a beautiful material that is functional and environmentally friendly. Bamboo is a fast growing grass – it shoots up 10 times faster than trees – and doesn’t require farming. Our entire RÅGRUND collection is designed using bamboo as it meets all our design and sustainability needs. We took a hands-on approach to designing the collection, working on the factory floor with our supplier in China. This method of development has become common practice at IKEA as it helps us maximise material use, save resources, and ensure surplus materials are used for other products.

CASE STUDY: TÅNUM rug – 100% production from off cuts
The TÅNUM rag rug is a unique product that is made from leftover materials from the production of our fabric and quilt covers, because of this no two rugs are the same.
TÅNUM rugs are hand woven in a Bangladeshi village; the work helps improve everyday life for people in the village and provides women with jobs and a stable income.
TÅNUM rugs are a great example of the impact we can make when we bring together our passions for sustainability and creating a better everyday life.
MORE SUSTAINABLE COTTON

IKEA is proud to be the first major global retailer to achieve our 100% sustainable cotton milestone.

We achieved this significant milestone at the end of Financial Year 15, after ten years of proactive work to make more sustainable cotton the norm for the entire industry, not just IKEA.

Partnering with WWF, among others, the Better Cotton Initiative was created to make global cotton production better for the people who produce it, the environment it grows in, and for the future of the industry.

Since 2005, IKEA has invested more than AU$6.6 million (€4.5 million) in sustainable cotton sources and helped around 110,000 farmers learn more about sustainable farming methods through hands-on training.

Reaching our 100% more sustainable cotton milestone means we can make a big difference in tackling the challenges that can exist in cotton production, such as child labour, health and financial difficulties for farmers, damage to local water supplies, and the use of chemicals and high-volume irrigation.

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Today, we are pleased to say that whenever our customers purchase a cotton product from IKEA they will be purchasing something that encapsulates all our principals of Democratic Design. They will be taking home a product that is functional, of good quality and at the same low price we have always offered – of course, now with the added bonus that 100% of the cotton has been produced by farmers who are working sustainably and profitably.

WHAT EXACTLY IS MORE SUSTAINABLE COTTON?
- Conventional cotton farming techniques use large quantities of chemical fertilisers and dangerous pesticides and waste large amounts of water in areas where clean water is scarce.
- Many cotton farmers struggle to make a profit, and the situation often results in health risks to the farmer, soil erosion, and water scarcity. In some cases, it could involve child labour.
- Sustainable cotton is grown using less water, chemical fertilisers, and pesticides, while increasing profit margins for farmers and reducing environmental impact, it can also result in greater yields for farmers.

HELPING THE WORLD’S FARMERS
- Farmers in India using the more sustainable techniques improved their yields by 14%, compared with those using conventional techniques, in 2014. This allowed the farmers to increase profit margins by more than 25%. They have also reduced chemical pesticide use by almost 50%, fertilisers by 26% and water usage by almost 10%.
- Farmers in Pakistan have seen their profit margins grow by more than 29%. They’ve also reduced chemical pesticide and fertiliser use by more than 18% and water usage by over 20%. Their yields have increased by almost 7%.

WHAT’S NEXT?
With more than 3,500 products in the range now using more sustainable cotton, our next challenge is to ensure we maintain the 100% standard while continuing to look for improvements. We are also on a mission to increase consumer understanding of the benefits of choosing sustainable cotton products.
SUPPLIERS

Our suppliers are the story behind every IKEA product. We have a diverse, global network of suppliers who work with us to ensure we use the most efficient, cost-effective solutions to bring our products to life.

Our tier one home furnishing suppliers alone, employ more than 600,000 people in more than 50 countries.⁷

We are committed to working together with our suppliers to develop jobs, support human rights and have a positive impact on the lives of the many people in our supply chain. Our IWAY Code of Conduct outlines and sets our minimum requirements for suppliers on environmental, social and working conditions, while supporting the development of good management systems.

Through IWAY we can develop and nurture long-term relationships with suppliers and partners. We believe this is the most effective way to influence and contribute to positive development and encourage more responsibility for people and the environment.

SOARÉ – A PEOPLE & PLANET POSITIVE PRODUCT

In 2014, I travelled to Vietnam on a personal vacation. As many IKEA products are made in Vietnam, I took the opportunity to contact my co-workers in Ho Chi Minh to arrange to visit a section of our supply chain first-hand. I travelled with a group of co-workers to an IKEA factory, one of products made there was the SOARÉ placemat.

SOARÉ placemats are a completely renewable product that is made from a plant called Water Hyacinth. Water Hyacinth is an incredibly fast growing plant and, if left unchecked, it can become overgrown and create problems in streams. I was able to watch the local women picking it from the banks of the Mekong River. Once picked, it was dried in the sun in bundles, before the placemats were ready to be hand woven.

It was wonderful seeing the women get together to create this product. The women used their feet to keep the mats in place as their fingers weaved with incredible speed and accuracy, making each one look similar but with its own unique characteristics.

It was humbling to see these women hand-making the mats and knowing that IKEA had set standards in place through our IWAY Code of Conduct to ensure the hours they work and the pay is fair. It was an experience I will never forget.

Roola McCoy
HR Manager IKEA Springvale

⁷ Our tier one suppliers work directly with IKEA providing good and services specified by us, without an intermediary.
TRANSPORT

In Australia, on average, we sell more than 40,000 cubic tonnes of product across all our stores each month. That’s a lot of product that needs to make its way from the supplier to the customer.

We know that efficient transport and distribution systems reduce costs. This means lower prices for our customers as well as better results for the environment.

Globally transporting our products represents 2.6% of our carbon emissions, and co-worker and customer travel accounts for 7%.

We are continually looking for innovative ways to reduce our carbon footprint and be more sustainable. We do this by reducing the number of stops in every journey and increasing the number of products per shipment by loading and packaging products more efficiently.

By removing excess air and roll-packing our mattresses we were able to create an alternative mattress that takes up 70% less space than the flat versions and weighs as little as 15kg.

The roll-packed mattresses are more space and cost effective for freight and storage, and this helps reduce consumers’ carbon footprint, by cutting out the need for home delivery, and reducing CO2 emissions through more efficient distribution.

Switching from wooden to cardboard pallets means they are significantly lighter and thinner, which helps us transport product more easily and save on transport costs.
COMMUNITY

IKEA Australia has partnered with a range of local and global charities and not-for-profit organisations as part of our mission to be a good neighbour and community member.

Our partnerships are focused on projects that can help improve the lives, health, and development of children in need within our community.
IKEA LIVING LOCAL COMMUNITY GRANTS

The IKEA FAMILY card scan donations are being used to support our new Living Local Community Grants program, which launched this year. The IKEA Living Local Community Grants combine our products, our home furnishing expertise, and our co-worker volunteer leave days, to support local non-profit and charity organisations, which focus on helping children and the homeless.

HEARTKIDS AUSTRALIA

Over the last three years, every time one of our 1.7 million IKEA FAMILY members scanned their card at an IKEA store, we donated 10 cents to not-for-profits including HeartKids. The money raised from this initiative has helped host education days and established a much-needed National Information Help Line for the parents of children diagnosed with Childhood Heart Disease.

Image credit: HeartKids Australia

LIVING LOCAL COMMUNITY GRANTS

STRETCH-A-FAMILY

STRETCH-A-FAMILY was the first recipient of IKEA Tempe’s Living Local Community Grants. STRETCH-A-FAMILY provides medium-term supported accommodation for vulnerable teenagers in Sydney’s inner-west. The kids are supported by a live-in social worker and the program gives them the skills to live independently once they leave the supported accommodation. STRETCH-A-FAMILY applied for a Living Local Community Grant as their kitchen desperately needed an update. As the heart of the centre, like most homes, the STRETCH-A-FAMILY kitchen is the place where the majority of interactions take place. For some teenagers, this is the first time they’ve experienced a home. IKEA swung into action to help create a comfortable and modern kitchen for the centre to help improve their everyday lives. The interior design team at IKEA Tempe redesigned and installed the new kitchen, with the support of qualified tradespeople and IKEA Tempe co-workers.

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KIRIBATI IMMUNISATION PROJECT

IKEA’s co-worker workplace giving program is now focused on helping 10,000 children in Kiribati, a remote island nation in the Pacific with an incredibly high child mortality rate. Over the next three years, our co-worker donations will ensure much-needed health support and immunisations against rotavirus, to help eradicate life threatening health issues from the island.

Image credit: UNICEF Pacific/2015/Sins. Caption: Bwebwenraoi waits to get the rotavirus vaccination for her six-week-old baby Tapiang at a clinic in Kiribati’s Temaiku village.

"Some of the best work we do takes place while staff are driving, cleaning, playing sport, and cooking! Young people that have experienced trauma often find formal situations confronting and they generally won’t engage effectively whilst sitting opposite one another in an office. Having a kitchen space that is cool and enticing allows young people to absorb more knowledge about nutrition and they leave care with much better cooking and independent living skills. And it’s all thanks to the wonderful people at IKEA."

Darryl Davies
Business Development Manager, STRETCH-A-FAMILY.
FOOD

More than 640 million customers a year globally, including over 5 million Australian customers, enjoy IKEA food products in our restaurants, bistros, and Swedish Food Markets.

It’s important that we ensure the food we serve is healthy, safe and sustainably produced, and that requires examining every step of the process from our supply chain, through to our waste management.

Our mission is to offer our customers food they can feel good about eating, food that is healthier, sustainable and affordable for the many people.

IKEA AUSTRALIA FOOD WASTE

Our sustainability mission goes beyond the food we sell and includes our commitment to waste reduction.

That means all food waste generated in our stores, through the restaurants, bistros, and co-worker restaurants will be recycled. IKEA has introduced a unique conveyor belt system in our restaurants, which transports customer waste to the kitchen for sorting and recycling.

COFFEE AND CHOCOLATE

Our coffee and chocolate products are UTZ Certified, a system which ensures sustainable farming and better opportunities for farmers, their families, and our planet.

Since 2007, all coffee served and sold in IKEA stores is UTZ Certified. In 2011, CHOKLAD MORK, 70% dark chocolate was introduced as the world’s first chocolate bar with 100% UTZ Certified cocoa.

To check the origin and learn more about the plantations where the beans in your IKEA coffee or chocolate bar were grown, visit www.utzcertified.org/IKEA

ORGANIC FOOD AT AFFORDABLE PRICES

IKEA is a supporter of organic farming, which promotes pesticide and fertiliser free practices and encourages higher animal welfare standards.

In 2015, RSPCA Australia awarded IKEA Australia a Good Egg Award for our commitment to improving layer hen welfare in Australia by making the switch to source only free-range eggs in all our in-store restaurants. The Good Egg Awards acknowledge major companies that have made the switch in their products and services.

The IKEA Swedish Food Market also currently sells 20 organic products in Australia; this includes organic jams such as SYLT LINGON lingonberry jam.
CO-WORKERS AND SUSTAINABILITY
80% of IKEA Australia co-workers state that sustainability is a natural part of their everyday work, according to our annual internal VOICE survey (IKEA Australia Financial Year 16). We are extremely proud of this enviable statistic, which shows how our co-workers embody the IKEA vision and commitment to creating a more sustainable world.

COMPENSATION AND BENEFITS
IKEA Australia offers a generous compensation package and benefits including maternity leave that is well above industry standards, staff discounts, a co-worker restaurant and a volunteer leave day. We also work to support various contract sizes for our waged co-workers.

TACK!
TACK! It is the Swedish way to say “thank you” and it’s also the name of the IKEA Group Loyalty Program, which rewards the loyalty and contribution of our co-workers. In Financial Year 15, IKEA Group invested 105 million euros into co-workers’ superannuation funds as part of TACK! which saw each full time Australian co-worker receive over $2,300, regardless of position.

IKEA TALENT APPROACH
At IKEA, we see everyone as a talent and, as a result, we invest a lot in our people. Each co-worker receives a development plan, which sets out how they can grow with the organisation. We know that people’s interests grow and develop, so we encourage people to move around within the business.

A SNAPSHOT OF IKEA AUSTRALIA CO-WORKERS:

- Our oldest co-worker is 70 years.
- Our youngest co-worker is 16 years.
- The longest serving co-worker working in Australia has been with us for 32 years.
- 47% of our co-workers have been with us for five years or longer.

80% of IKEA Australia co-workers state that sustainability is a natural part of their everyday work.

CO-WORKERS
At IKEA we believe our people are our greatest resource, and every person has something valuable to offer.

As a values-based employer, we strive to provide an inspiring and motivating environment, where people work together in teams to contribute to making IKEA an enjoyable and efficient place to work.

In Australia, we have more than 2,600 co-workers, and we expect that number to grow to over 3,000 by the end of the year and increase as we continue to expand.

We are proud of our diverse workforce, which is 53% female and 47% male. Within management roles, we are 56% male and 44% female. Our target, both here in Australia and globally, is to achieve a 50/50 representation in all management positions. We firmly believe in equality for every co-worker.
STORES – ENERGY, WATER, WASTE

RESOURCES AND ENERGY INDEPENDENCE

STORE OPERATIONS
We strive to ensure the operation of our stores and warehouses here in Australia are as efficient as possible.

We continue to focus on reducing our environmental footprint. This is a key focus, especially in times of growth and store openings that include our Canberra (ACT) and Marsden Park (NSW) stores, which opened last year and our new openings planned for North Lakes (QLD) and our new Distribution Centre in NSW.

In the last two years, we have made significant improvements and investments in the areas of renewable energy, energy and water efficiency, waste reduction and recycling.

VISITORS & GOODS SOLD
As our business continues to grow, we need to ensure that we are continually increasing our efficiency and lowering our impact with respect to goods sold and store visitors. We determine how efficient our stores are by comparing our energy, water and waste, and reporting, against the volume of goods sold and the number of visitors to our stores.

Since Financial Year 12, our Total Goods Sold (m$) has increased by 43% and since Financial Year 14 our store visitor numbers have grown 19% to 11 million. Despite this growth, during this time, we have been able to increase our energy, water, and waste efficiencies, in our stores.

DIRECT ENERGY
Over the past four years, we have decreased our energy consumption by 31% across comparable stores (excluding Marsden Park). This figure is well ahead of our global goal. The biggest sources of energy use in our stores are heating, cooling, and lighting. By fully utilising our Building Management Systems we can better adapt to our peak periods and the varied climates from Queensland to Victoria.

IKEA Canberra and the soon to open IKEA North Lakes stores will use 100% LED lights. We are now retrofitting our existing stores to LED lighting, which will result in additional energy savings of approximately 30% per store, per year.
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We aim to become 100% energy independent by 2020 by switching to renewable energy.

RENEWABLE ENERGY
We aim to become 100% energy independent by 2020 by switching to renewable energy.

In 2014, we began installing the largest commercial rooftop solar installation in Australia across all our existing and new stores as well as two external warehouses. Combined the panels take up the equivalent space of almost six soccer fields across a total area of 39,987m².

We currently have 16,233 operational solar panels, creating an annual output of 5,769 mega watts hours (MWh) of electricity. The installation of solar panels at the Rhodes and North Lakes stores later this year will add a further 3,316 panels, bringing IKEA Australia to a total of 19,549 rooftop solar panels and an estimated 7,030MWh of energy.

That is equivalent to:
- The annual electricity use of 967 family homes.
- The annual emissions from 2,451 cars.
- A reduction of 7,317 tonnes a year of carbon dioxide emissions.

In total, the switch to solar, together with increasing our energy efficiency, has seen IKEA Australia save 13,658 tonnes of CO2 over the past four years – that’s a saving of 39%.

WATER
The majority of our store’s capture and store rainwater, which is used in our heating and cooling systems as well as for irrigation and toilet flushing.

As Australia is the driest continent in the world we are extra cautious about managing this precious resource. Globally our 2020 goal is to reduce our water use to 7 litres per visitor, today in Australia we’re achieving 8.39 litres per visitor.

Over the past two years, despite an increase in visitors to our stores, we have made a moderate improvement of 4%, and we are well on track to meet our 2020 goal.
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WASTE
We want to create less waste and to ensure the waste we do produce is turned into something new.

Our packaging remains the largest source of store waste, which is why 98% of our packaging is recyclable. By 2020, our goal is to divert 80% of our store waste from landfill, last year we achieved 71% diversion, an increase of 13%.

All our stores feature a customer take-back and recycling wall, where customers can return their cardboard packaging, used light globes and batteries at no cost to recycle them. Last year we recycled 2.4 tonnes of single use batteries and 1.5 tonnes of used light bulbs.

We also recycle all our used UTZ certified coffee grounds by offering them free to customers to use in their gardens as natural fertiliser. Already this year we estimate to have given away 6.8 tonnes of used coffee grounds to local green thumbs.

MATTRESSES
In a retailer first, IKEA began offering a non-profit customer mattress take-back and recycling service in 2014. The aim was to reduce the reported 1.5 million mattresses that end up in landfill every year in Australia.

In NSW and ACT, we have partnered with Soft Landing, a mattress recycling social enterprise that provides jobs and traineeships for people who have experienced barriers to gain lasting employment.

The recycled mattresses feature reusable materials such as steel springs for scrap metal, foam for insulation or carpet, the husk for weed matting or mulch, timber for mulch or animal bedding and the felt and fabric is recycled as padding for boxing pads.
MINI CASE STUDIES: MORE SUSTAINABLE STORES

IKEA LOGAN AND NORTH LAKES – recycling organic food waste on site
IKEA has a goal to ensure that no food waste will end up in a landfill. All our stores in NSW, VIC, and ACT, recycle all the organic food waste generated from the customer restaurant, bistro and co-worker restaurant. In Queensland, where no food recycling programs exist, we have invested in on-site food recycling equipment for our stores in Logan, and soon to open, North Lakes. The on-site system will turn all the food waste into a high-grade fertiliser, which will be donated to local organic growers, including a kitchen garden program for students at a local high school.

IKEA CANBERRA – built with sustainability at its core
The IKEA Canberra store is the most energy efficient store (per square metre) in the country. The single level store has a decreased need for vertical transport, full use of LED lighting, skylights, double glazing and insulation values well over the Building Code of Australia. The single level means more roof space for solar power, which during the height of the summer months is expected to deliver 100% of the stores energy needs. The Canberra store features the largest and second largest revolving doors in Australia, which ensures the building is airtight helping to manage energy and air conditioning use and regulate temperatures.

IKEA RICHMOND – a project partner of the Yarra Energy Foundation
IKEA Richmond is a Business Ambassador for Yarra Project Zero, an initiative of the Yarra Energy Foundation (YEF), to support and encourage more local businesses to build a zero carbon future for the City of Yarra. As part of the initiative, IKEA Richmond is sponsoring the YEF low-income residential program by retrofitting up to 50 homes in the City of Yarra with LED lights, quality draft proofing and soft furnishings (curtains & blinds) to help them save on their energy bills this winter. IKEA Richmond is also a dedicated Community Resource Recovery Hub for Yarra, hosting a series of take-back bins to collect clothing, textiles and homewares, and small electricals for reuse and recycling.

SUSTAINABILITY GOVERNANCE AND MANAGEMENT

Sustainability is central to everything we do. It is one of the four cornerstones of the IKEA Group direction, ‘Growing IKEA Together,’ and critical to our success. Each business plan for every business unit across the world specifies how it will contribute to our overarching sustainability objectives.

Our Chief Sustainability Officer, Steve Howard, has overall responsibility for performance against the sustainability commitments within ‘Growing IKEA Together’ and the People & Planet Positive strategy. Steve is a member of Group Management and reports directly to the Group President and CEO, Peter Agnefjäll.

All co-workers are responsible for sustainability in their area of work. Hundreds of people across IKEA have social and environmental objectives as part of their formal job description. Each business unit and country retail organisation has a sustainability organisation, and the larger business units have dedicated sustainability teams and sustainability managers. Each team is supported by the central Group Sustainability team, which reports to Steve Howard and focuses on sustainability policy and compliance, reporting, and communications and innovation.

The Sustainability Management Group, chaired by Steve, brings together sustainability managers from main business areas – Retail and Expansion, Range and Supply and IKEA Industry – as well as the Heads of Sustainability Policy and Compliance, Sustainability Communication and Sustainability Innovation. The group helps to coordinate efforts and make key decisions on sustainability. Progress against our sustainability objectives is reported to Group Management and the Board of Directors every three months.

Risks or concerns relating to sustainability are flagged by Group Sustainability to the IKEA Group Risk Committee. The committee includes three members of Group Management and meets around four times a year. The most serious risks are communicated to Group Sustainability and the IKEA organisations concerned for further action if needed.

We have a great opportunity and responsibility to inspire our 771 million visitors to our stores and 1.9 billion visitors to IKEA.com to live a more sustainable life at home and create a better future for people and the planet.

WORKING WITH OTHERS

We can achieve much more when we join with others. We partner with governments, industry organisations, NGOs and trade unions across our sustainability focus areas, to strengthen our efforts and increase our positive impact on people and the planet. Our partnerships stretch across our value chain – from sourcing to production, stores, and even customers’ homes.

Additionally, we learn a lot from working with our partners and listening to our stakeholders. We regularly invite our customers, suppliers, NGOs and other stakeholders to give feedback on our sustainability performance and direction. Using their advice we can develop and improve the way we work.

ENGAGING CO-WORKERS AND CUSTOMERS

All 155,000 of our co-workers, globally play an important role in achieving our sustainability goals. We run regular engagement campaigns and communications to engage them in sustainability.

We also have a great opportunity and responsibility to inspire our 771 million visitors to our stores and 1.9 billion visitors to IKEA.com to live a more sustainable life at home and create a better future for people and the planet.
For more ideas on how to be more sustainable in the home, visit www.IKEA.com.au/sustainability