

# Ingka Group At a glance FY20

Ingka Holding B.V. and its controlled entities



**3.6**  
billion visits to IKEA.com  
9.4 million downloads of the IKEA app

People chose to visit IKEA little differently this year. We saw an incredible increase of 1 billion visits to IKEA.com compared to the year before.



**166,350**  
co-workers

IKEA Retail: 159,675<sup>1</sup>  
Ingka Centres: 1,750  
Ingka Investments: 697<sup>2</sup>  
Ingka Group functions: 4,228<sup>1</sup>

<sup>1</sup> A reorganisation of some retail functions (real estate clusters) were moved into group functions.  
<sup>2</sup> New companies have been bought during this year.

**50/50** 

Half of our managers are women, as are more than half of our co-workers.



**378**  
IKEA stores in 30 countries

At the end of FY20 we also had:

- 58 smaller formats such as IKEA planning studios and IKEA shops in cities
- 45 Ingka Centres meeting places in 15 countries
- 29 Distribution Centres in 18 countries
- 54 Customer Distribution Centres in 16 countries

**EUR 35.2**  
billion total IKEA Retail sales  
(EUR 36.7 billion in FY19)



A decrease of 4.1% from last year. Total Ingka Group revenue was EUR 37.4 billion, and online sales grew by 60%, amounting to 18% of total IKEA Retail sales.

**24.1%**  
corporate income tax

Corporate income tax amounted to EUR 0.4 billion globally, which equals an effective corporate tax rate of 24.1% (27.2% in FY19). Our total tax bill including other taxes and duties amounted to approximately EUR 0.8 billion.



**151 million**  
IKEA Family members

Our most loyal customers are members of IKEA Family. More than 29,000 new members join every day!

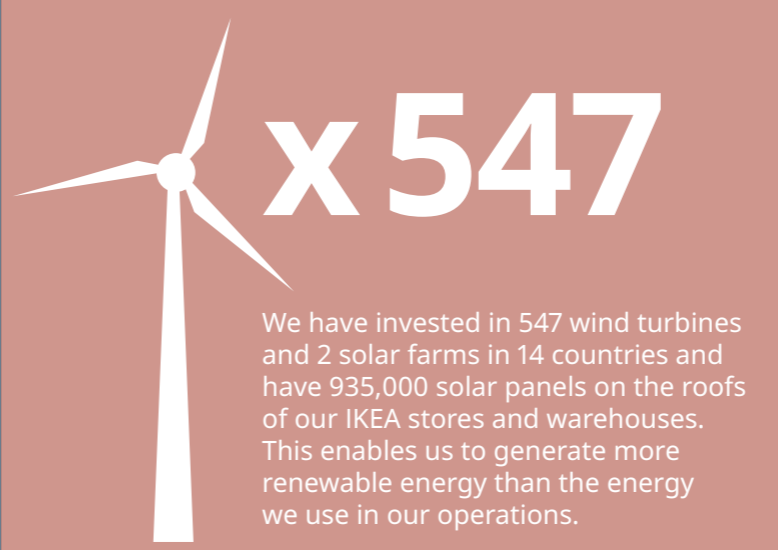


**39**  
million products saved

We successfully gave 39 million recovered products a second life. 31 million products were resold through the As-Is shop, and more than 8 million products were repacked and sold at affordable prices.

**EUR 26 million**  
in emergency  
community support

In March 2020, we granted EUR 26 million to emergency community support initiatives, to protect the health and livelihoods of communities, consumers and suppliers impacted by the pandemic.



**x 547**

We have invested in 547 wind turbines and 2 solar farms in 14 countries and have 935,000 solar panels on the roofs of our IKEA stores and warehouses. This enables us to generate more renewable energy than the energy we use in our operations.



**39 social**  
entrepreneurs

We have partnerships with 39 social entrepreneurs and social businesses in 18 countries.



**706** million IKEA store visits  
**370** million Ingka Centres meeting place visits



**235,000**  
hectares

We own approximately 235,000 hectares of responsibly managed forests in Estonia, Latvia, Lithuania, Romania and the USA. Responsible forestland ownership preserves and increases the forest quality for generations to come.



**IKEA Clean Energy Services**  
in 11 countries

Sales grew by 90% and our community of clean energy producers and consumers accumulated savings of over EUR 10 million and 63,000 tonnes of CO<sub>2</sub>.

**EUR 1.2**  
billion net profit  
(EUR 1.8 billion in FY19)  
To be reinvested back into our business.