

**NARRATIVE from Ingka Group  
(Ingka Holding BV and its controlled entities)**

**Geneva, December 76, 2019**

**Speaker: Tolga Öncü, IKEA Retail Operations Manager Ingka Group**

**Biggest step in IKEA history taken to support integration of refugees by 2022**

Dear Mr. UN Secretary General, UNHCR High Commissioner,  
dear Co-Hosts,

Thank you very much for hosting the Global Refugee Forum.

My name is Tolga Öncü, and I am the IKEA Retail Operations Manager from Ingka Group. Ingka Group operates 374 IKEA stores in 30 countries.

I am proud to announce today at the Global Refugee Forum that IKEA takes **the biggest step in history to increase our support for the integration of refugees by 2022.**

We are a humanistic company and want to create fairer and more inclusive communities.

Refugees are people like you and me. You do not choose to be a refugee and each one of us or our children or grandchildren, our relatives or friends can one day be forced to leave their homes.

**Refugees bring value to business and society.**

**Let me give you three examples of what actions we have already taken to support refugees:**

- Since 2016 we have invested 4 Million EUR in 21 of our retail countries to transform apartments or cold refugees' centers into places to call home.
- We have developed refugee skills initiatives in 90 IKEA stores across 11 countries and supported 500 refugees.
- In 2017, in partnership with the Jordan River Foundation, IKEA set up a production factory in Jordan to make IKEA textile products with refugee and local Jordanian women.

But this is not enough – we want to do even more. We make three pledges that expend our efforts:

1. **2500 - By 2022, in 300 IKEA stores across 30 countries (from the US to Europe and Asia), we will support at least 2500 refugees through job training and language skills initiatives.** Once the refugees have completed the programs, they are encouraged to apply for open positions. Based on our previous experience, we recruited around 25% of participants. This rate of course depends on open positions, match of values, refugees interest, general unemployment rate and many other factors. We do this, because it is the right thing to do but because it also makes business sense.
2. **400 - We make a commitment to sell even more of the IKEA textile collections** that we source made by refugee and local Jordanian women in Jordan. WE currently sell these product in 5 countries, which we will scale to 30. Doing this, we will increase the number of refugees and local Jordanian women we employ in Jordan from 250 currently to 400 in 2022.
3. **100million EUR. The IKEA Foundation** commits another 100 million EUR in grants over the next five years for programs that help refugees in their hosting communities improve their incomes and become more self-reliant.

**And maybe our biggest contribution is that we are committed to** talk about our initiative and to take a stand as a global business – doing that, we want to contribute to changing the narrative around refugees and make it a positive narrative.

**About IKEA Foundation**

The IKEA Foundation (Stichting IKEA Foundation) works to create a better everyday life for the many people. As the philanthropic arm of INGKA Foundation, the owner of the IKEA Group of companies, we focus on improving the lives of vulnerable children by enabling their families to create sustainable livelihoods, and to fight and cope with climate change. Learn more at [www.ikeafoundation.org](http://www.ikeafoundation.org) and [www.facebook.com/IKEAfoundation](https://www.facebook.com/IKEAfoundation)

**About Inter IKEA Group**

Inter IKEA Group has as overall purpose to secure continuous improvement, development, expansion and a long life of the IKEA Concept. It consists of three core businesses: Franchise, Range & Supply and Industry. The three core businesses work together to build a stronger franchise system. IKEA Range & Supply, consisting of IKEA of Sweden in Älmhult and IKEA Supply AG in Pratteln, Switzerland, have the responsibility to develop, design, produce and supply IKEA stores and sales channels around the world with home furnishing solutions available to the many people. Each year IKEA Range & Supply introduces 2,000 new products. The total range is almost 10,000 products.

**About Ingka Group**

Ingka Group (Ingka Holding B.V. and its controlled entities) is one of 12 different groups of companies that own and operate IKEA retail under franchise agreements with Inter IKEA Systems B.V. Ingka Group has three business areas: IKEA Retail, Ingka Investments and Ingka Centres. Ingka Group is a strategic partner in the IKEA franchise system, operating 374 IKEA stores in 30 countries. These IKEA stores had 839 million visits during FY19 and 2.6 billion visits to [IKEA.com](http://IKEA.com). Ingka Group operates business under the IKEA vision - to create a better everyday life for the many people by offering a wide range of well-designed, functional home furnishing products at prices so low that as many people as possible can afford it.