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IKEA announces new commitments to support refugee integration



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IKEA has announced new commitments for refugees until 2027

IKEA will continue its work to support the integration of refugees, access to decent work, promoting their social inclusion and empowering them to stand up for their rights.

The Ingka Group, the largest retailer IKEA, has just announced a new commitment to ensure employability of 3,000 more refugees and asylum seekers by the end of 2027.





- The Inter IKEA Group, the brand's Franchisor, continues its partnership with the Jordan River Foundation, creating long-term jobs for 400 local refugee and artisan women and co-creating IKEA products.

According to the latest UNHCR data, by the end of September 2023, 114 million people around the world had been forced to flee their homes. It was, in fact, in 2023 that the highest number of forced abandonments of residence in history was recorded.

At IKEA, we believe that everyone has the right to respect, dignity and equal opportunities. *"By 2030, our ambition is to play an active role in building a fair and equal society, respecting human rights, creating a positive impact for people across our value chain and contributing to a more resilient society,"* says Lars-Erik Fridolfsson, Head of Fair & Equal at Inter IKEA Group.

"By working together across the IKEA value chain, and in partnership with institutions such as UNHCR, we are strengthening our support for refugee integration."

Ingka Group: Integration, qualification and training

The Ingka Group, the largest retailer IKEA, has just launched a new commitment to increase the employability of an additional 3,000 refugees and asylum seekers by the end of 2027.

This new commitment comes after the goals set for 2019 were achieved, to support 2,500 people by 2023, through the *Skills for Employment* program.

The Ingka Group has supported 2,935 asylum seekers and refugees between 2019 and 2023, finding employment inside or outside IKEA, over the past three years. In addition, since 2022, the company has directly hired 332 people as refugees, through its Displaced Talent program. These actions were joined by the awareness-raising work of more than 700 companies, in order to inspire them to open new paths in the field of refugee integration, and to share their success stories in *Skills for Employment*.

IKEA Portugal supports the integration of refugees into the labour market

At IKEA Portugal, as part of the Ingka Group, the main focus has been to promote initiatives for the acquisition of skills and employability conditions for people with refugee status, promoting an urgent and necessary change in the narrative.

IKEA Portugal has developed two editions of the Employability Program, with paid internship contracts, from 4 to 6 months. With the participation of 32 people with refugee status, the three main pillars of the program consist of:

- Portuguese language classes – 75-hour course, divided into 2 levels according to the level of proficiency previously assessed and with a particular focus on strengthening familiarity with the Latin alphabet, social interactions/relationships and work-related expressions;
- Socio-cultural and employability sessions – facilitated by partners and focused on integration focusing on cultural and tradition sharing, the development of interpersonal skills, integration





sales, marketing, customer service, to get to know the department, function and daily routines, with close monitoring by those directly responsible or colleagues.

At the end of the internship period, the participants had the opportunity to apply for the open positions and permanently integrate the different IKEA teams, with a total of 13 integrations (7 people in the 1st edition and 6 people in the 2nd edition).

Currently, IKEA Portugal continues to be in direct contact with the relevant entities and associations, with an open-door policy to receive applications and integrate people with refugee status into recruitment processes.

Determined to continue to contribute to a more positive and fair narrative about refugees, IKEA has shared its testimony and good practices in various public forums and conversation spaces – such as the podcast Equally.



IKEA announced the new commitments for refugees until 2027 at the UNHCR Global Refugee Forum (UN Refugee Agency) in Geneva, Switzerland. IKEA will continue its work to support the integration of refugees, access to decent work, promoting their social inclusion and empowering them to stand up for their rights.

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