

# Facts & figures 2013

## Operational organisation



**Arja Taaveniku**  
CEO



**Mats Håkansson**  
Vice President



**Yohann Adolphe**  
CFO



**Stefan Nyrinder**  
BA Finance



**Tomas Wittbjer**  
BA Insurance



**Daniel Skoghäll**  
BA Real Estate



**Christian Rojkaer**  
BA Retail Asia



**Christiane Wald**  
Group HR



**Fredrik Åkesson**  
Group Sustainability



**Marie Gällstad**  
Group Communication

## Supervisory Board

**Peter Kamprad**  
Chairman

**Jonas Kamprad**  
Board Member

**Mathias Kamprad**  
Board Member

**Björn Bayley**  
Board Member

**Eva Cederbalk**  
Board Member

**Jens Engwall**  
Board Member

**Per Karlsson**  
Board Member

**Håkan Thylén**  
Board Member

## Management Board

**Arja Taaveniku**  
CEO

**Mats Håkansson**  
Vice President

**Yohann Adolphe**  
CFO

[www.ikanogroup.com](http://www.ikanogroup.com)

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**IKANO®**



A man and a woman are shown from the chest up, embracing each other. The man is on the left, seen from the back, wearing a dark jacket. The woman is on the right, smiling and looking towards the camera, wearing a bright red jacket. The background is a soft, out-of-focus grey.

Our vision

To create  
possibilities  
for better  
living.

Hi,

“We are a growing company with 3,500 co-workers who work together to create value for our customers. We believe that what is good for our customers is good for us in the long run – and this is our primary focus in everything we do.

Our strong company culture is founded on our heritage and our Swedish roots. Our values guide us in our everyday decisions. We like to do things differently from others, keeping our solutions simple and always based on fair terms.

We are financially strong and this is essential for our future growth. We like to invest but only in things that add value.

I am proud to share our good results from 2013. They show that we have many hard working Ikano co-workers who have successfully reached out to many customers.”

Arja Taaveniku  
CEO, Ikano Group



## Our business idea

Together we create solutions, based on fair terms and simplicity, that bring value to our customers.

We do this by developing and managing companies within financial services, insurance, real estate and retail.



## Our people

We are a group of open-minded, enthusiastic people who are encouraged to work together, develop ourselves and contribute to the success of Ikano.





## Caring for the future

We are a sustainable company with a long-term business philosophy. Creating value for our customers and partners while managing resources efficiently is part of our DNA.

We want to go beyond legal compliance and profit consideration, balancing the aspects of sustainability and fully integrating them in our business model. We are not there yet, but we are getting better. Each and every effort contributes to being recognised as a well-respected citizen and a company that cares.

### Some of our contributions in 2013:

- We took the Bamboo school project into its second phase to involve 150 rural community schools. The project is run by the Mechai Foundation. It aims to improve the quality of life by providing opportunities and income for rural women and children in Thailand.
- Together with partners, we ran an award-winning financial education programme for children called “Cheese matters” in the UK.
- We donated EUR 43,900 and 2300 mattresses to disaster relief in the Philippines.
- We donated EUR 115,000 to various good causes on behalf of co-workers who completed the Ikano health challenge.
- We continue to certify our buildings according to environmental standards.



## Our financial results 2013

Ikano S.A. Group delivered a strong result in 2013 and maintains a sound solvency (equity to assets) ratio of 32%. Our owners have not requested a distribution of dividends. Their standing wish is to re-invest the profit in our businesses to secure a long-term sustainable company.

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**Total assets: EUR 6.3 billion**

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**Net result: EUR 203 million**

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*Extracted from the Ikano S.A. Audited consolidated annual accounts for the year ending 31st December, 2013.*

# Business Area Finance

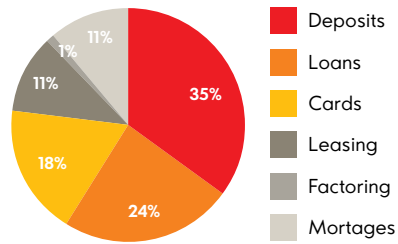
We offer banking and finance services to the many people and businesses. We provide simple and fair solutions that bring value to our customers; direct or via partners to consumers and companies. Our offer to consumers includes private label cards, credit cards, loans and savings accounts. We deliver sales finance and customer insight services to retail partners and provide companies with leasing and factoring solutions.

## Facts at a glance

No. of co-workers: 1,000

## Business volume

EUR 5.3 billion



## Open accounts

Loans: 550,000

Deposit accounts: 165,000

Leasing contracts: 55,000

Private label cards: 4.7 million

Bonus/loyalty cards: 11.5 million

Visa/MasterCard: 645,000

## Our markets

We operate in 10 countries in Europe, including Sweden, Denmark, Norway, Finland, the Netherlands, UK, Germany, Austria, Poland and Russia.

## The year in brief

- This year our total business volume increased to EUR 5.3 billion. We saw good sales growth especially in the UK and Denmark, as well as in the corporate segment.
- We established a centre of excellence in the UK, called Ikano Insight, to provide retail partners across all of our markets with customer insight and loyalty solutions.
- Our strong employer brand was recognised during the year with a number of awards. In the UK, we were included on the Sunday Times list of “Best Companies to Work for,” and in Sweden, we were named one of the country’s top 100 exciting employers by DI Karriär for the second consecutive year.
- We launched several new products and services, and as a testament to our strong offer we shared the top spot in the 2013 Swedish Quality Index, in the “Personal loans” category. In Russia, the MEGACARD was rated one of the top-10 loyalty cards. In Germany, Ikano Bank was voted second best direct bank and the Kash Borgen loan won the award for the best financial product 2013.





# Business Area Insurance

We are committed to improving people's quality of life through insurance products and services. We offer companies, organisations and individuals personal risk insurance products such as disability, medical, life and accident insurance. We also offer payment protection insurance products for loans and credit cards, in cooperation with Ikano Bank.

In parallel, we act globally with experts who provide risk financing and first-class advice to selected corporate clients. In addition, we reinsure substantial risks within life and non-life insurances.

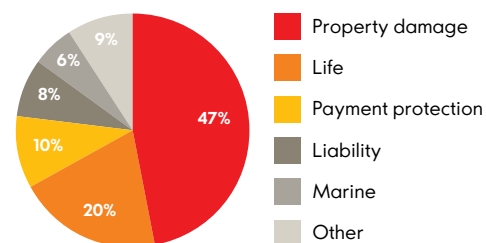
## Facts at a glance

No. of co-workers: 50

No. of customers in Sweden and Norway: 308,000

## Gross premiums written

EUR 106 million

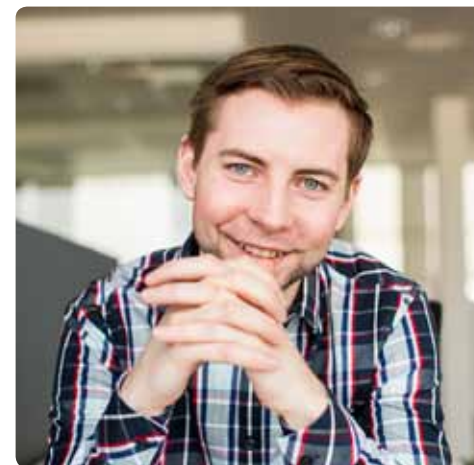


## Our markets

We offer personal risk insurance in Sweden and Norway. We also act globally in the markets of our core corporate customers.

## The year in brief

- We introduced a new business strategy in Sweden focusing on the development of existing businesses and new distribution channels.
- We continued to grow our business aiming for the occupational pensions market, initiated in 2011.
- Sales of risk products via insurance brokers rose by 53 percent.
- In October 2013, we entered the Norwegian market by launching payment protection insurance for Ikano Bank Norway credit card holders.
- We continued to serve core corporate clients globally and, for instance, reinsure risks with property values amounting to EUR 44 billion, construction projects in excess of EUR 2 billion and 140,000 individuals.



# Business Area Real Estate

We are a long-term owner and developer of residential and retail properties in the Nordic growth regions.

Ikano Residential develops, builds and owns both tenant-owned and rental apartments. We offer well-designed, functional and affordable homes for people at all stages of life.

Ikano Retail Centres creates and manages shopping centres and retail parks together with IKEA retailers. We develop retail destinations for families and friends.

## Facts at a glance

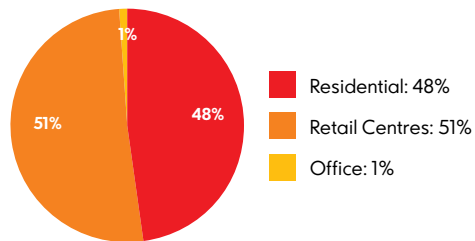
No. of co-workers: 300

Total rental income: 107 MEUR

Total sq.m under management: 756,000

## Market value of property

EUR 1.6 billion



## Residential

Sweden: Stockholm, Västerås, Lund, Helsingborg, Malmö

Number of apartments: 5,900

Total sq.m: 446,000

Apartments under construction: 800

## Retail Centres

4 shopping centres

Sweden: Linköping, Sundsvall, Västerås, Finland: Kuopio

8 retail parks

Sweden: Haparanda, Kalmar, Stockholm, Örebro, Uddevalla, Borlänge, Älmhult

Finland: Vanda

No. of visitors to shopping centres:

17.0 million

Shopping centres and retail parks sq.m:

304,000

Projects under construction sq.m:

80,000

## Our markets

Sweden, Norway, Finland.

## The year in brief

- During the year we sold our office properties in order to put our focus on Ikano Residential and Ikano Retail Centres.
- We purchased land in the Stockholm region to secure future residential development.
- We opened three retail parks and prepared for the (2014) opening of a new shopping centre in Kungens Kurva outside Stockholm.
- Ikano-owned Erikslund Shopping Center was awarded "Best Swedish Shopping Center 2013" by the Nordic Council of Shopping Centres. The consumers selected Erikslund and Birsta City as number one and three in the yearly survey "Shopping Centers 2013" conducted by the Swedish business magazine Market.





# Business Area Retail Asia

We own four IKEA stores in Southeast Asia – two in Singapore and one each in Thailand and Malaysia.

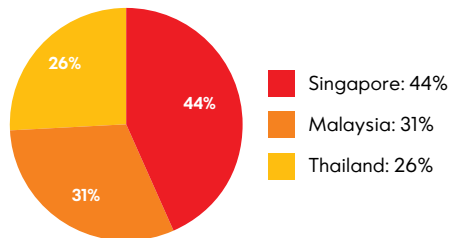
We also own and operate shopping centres that create family-friendly destinations and help attract customers to our IKEA stores. We are full owners of the IPC shopping centre linked to our IKEA stores in Kuala Lumpur, and, together with our joint venture partner, we own and operate a one-of-a-kind shopping centre in suburban Bangkok, Megabangna.

## Facts at a glance

No. of co-workers: 1,700

## Turnover

EUR 419 million



## IKEA stores (total for all four stores)

No. of catalogues released: 4.0 million

No. of visitors: 17.8 million

No. of children to Småland: 250,000

No. of meatballs sold: 19.0 million

No. of plastic bags eliminated: 730,000

EUR 174.135 to UNICEF & Save the children via soft toy campaign

## Shopping Centres

Megabangna (opened 2012)

No. of visitors: 23.3 million

Gross leasable space sq.m:

188,400 incl. IKEA

No. of tenants: 800

IPC (opened 2003)

No. of visitors: 8.6 million

Gross leasable space sq.m:

72,800 incl. IKEA

No. of tenants: 150

## Our markets

Singapore, Thailand and Malaysia.

## The year in brief:

- We broke ground on a construction project for our third shopping centre, MyTown in Kuala Lumpur, which will have an IKEA store as flagship tenant.
- Our Megabangna Shopping Centre won a prize for Best Commercial Development at the Thailand Property Awards, a top honour in Thailand's real estate industry.
- We opened our first "pop-up" IKEA store in central Bangkok, a make-shift shop that attracted almost 40,000 visitors during 15 days and generated wide media coverage.
- IKEA Singapore celebrated its 35th birthday – and its best sales days ever.
- IKEA Thailand was named as the top country for selling the most number of soft toys (per week, per store by country) – making a significant contribution to charitable projects funded by the IKEA Foundation.

