



V. A.

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THE TJX COMPANIES, INC.  
Corporate Social Responsibility Report

2011

## The TJX Companies, Inc. Executive Officers

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Chairman of the Board

**Carol Meyrowitz**

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Group President

**Paul Sweetenham**

Senior Executive Vice President  
Group President, Europe

*always about*  
**TJX.A.L.U.E.**

Photos on the following pages appear courtesy  
of Save the Children:

Page 32, primary photo: Simon Balian

Page 37, inset photo: Susan Warner

Page 43, inset photo: Chad Stevens



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***To Our Shareholders, Associates,  
Customers, Vendors and Neighbors:***

In the spring of 2010, we launched our corporate social responsibility “V.A.L.U.E.” program with the reshaping of the corporate social responsibility section of our corporate website. One year later, it is my pleasure to present The TJX Companies’ first Corporate Social Responsibility Report. In the following pages, you will find a section devoted to each of the five tenets of our V.A.L.U.E. program: Vendor Social Compliance, Attention to Governance, Leveraging Differences, United with our Communities, and Environmental Initiatives.

Acting with integrity is at the core of everything we do at TJX. The five tenets of our corporate social responsibility program represent important initiatives that our Company has pursued for many years. I am proud of the fact that our V.A.L.U.E. program grew organically as our Company grew and as the areas of our program became more meaningful. We have always kept ethical business practices and doing the right thing for our various constituents has always been our priority. Last year’s launch of the



program and this report mark the beginning of our reporting much more robustly about our efforts, on a global, consolidated basis.

Our corporate social responsibility program captures the essence of The TJX Companies. Delivering value to our customers has always been our mission; we greatly value our Associates; returning value to our shareholders is a constant priority; and adding value to the communities we serve is a central pursuit.

I extend my deep appreciation to the thousands of TJX Associates throughout North America and Europe who have made our efforts possible and deserve a great deal of credit and gratitude.

Sincerely,

A handwritten signature in black ink, appearing to read "Carol Meyrowitz". The signature is fluid and cursive, with a large, stylized initial "C" and "M".

Carol Meyrowitz  
Chief Executive Officer



## Overview

We are pleased to present our first Corporate Social Responsibility Report, capturing our global CSR program, TJX ... Always About V.A.L.U.E. The five tenets of corporate social responsibility that TJX has identified over the years as having the most meaning for our Company are: Vendor Social Compliance, Attention to Governance, Leveraging Differences, United with our Communities and Environmental Initiatives. In addition to the detailed text, throughout the report we include "Value Facts" which highlight specific points, relevant tables and charts and a sampling of our many "success stories," of which we are quite proud.

**V.A.L.U.E. FACT**

**Vendor Social Compliance:**

Our merchant training within our Vendor Social Compliance program includes a review of TJX's Vendor Code of Conduct, anti-bribery laws and vendor compliance requirements. Workshop exercises illustrate the ethical decision-making process and help enhance merchant skills so they may better educate vendors and buying agents about our global vendor social compliance expectations.

**V.A.L.U.E. FACT**

**Leveraging Differences:**

In the U.S., which comprises the vast majority of TJX Associates, our Associate base in 2010 was over 75% women and more than 51% people of color, and our management was comprised of about 58% women and nearly 29% people of color.

**V.A.L.U.E. FACT**

**Environmental Initiatives:**

TJX's initial Carbon Disclosure Project (CDP) survey submission in 2010 resulted in our inclusion on the Carbon Disclosure Leadership Index (CDLI). In addition, TJX's performance in *Newsweek's* Green Rankings improved, with TJX ranking 120 out of 500 companies, versus the previous year's ranking of 167.

**V.A.L.U.E. FACT**

**Attention to Governance:**

TJX has always engaged in open dialogue with our shareholders. Members of TJX management and subject matter experts have met periodically with socially-conscious investors to address issues that are important to them.

**V.A.L.U.E. FACT**

**United with our Communities:**

TJX unites with the community at large through The TJX Foundation, Corporate Partnerships, Workforce Initiatives, Associate volunteerism and in-store cause initiatives. Through the Welfare-to-Work Program alone, over the years, TJX has hired more than 140,000 people receiving government assistance.







V

**Vendor Social Compliance** At The TJX Companies, we value our vendor relationships greatly as they have been a key factor in our long-term success and are built on the mutual agreement of upholding the high ethical standards embodied in TJX's Vendor Code of Conduct and Vendor

Social Compliance Program. The approach is open and honest - the goal, continuous improvement. In order for our vendors to understand our standards and expectations, TJX has created its Vendor Code of Conduct which requires each of our vendors, at a minimum, to act in accordance with all applicable laws and regulations when manufacturing products to be sold to TJX. With respect to certain issues, our Code prescribes higher standards of performance.





## *The TJX Vendor Code of Conduct*

In order for our vendors to understand our standards and expectations, TJX has created its Vendor Code of Conduct. Our vendors are informed of our Code through our purchasing process. Our Code requires each of our vendors, at a minimum, to act in accordance with all applicable laws and regulations and, with respect to certain issues, our Code prescribes higher standards of performance.

TJX requires that all products offered for sale in our stores be produced in facilities that meet specific criteria, as set forth below:

### **Compliance with Applicable Laws and Regulations**

Our vendors and the factories in which the merchandise they sell us is manufactured (collectively, our "vendors") must comply with all applicable laws and regulations, including, but not limited to, all environmental laws and regulations, and all laws, regulations and internationally-adopted restrictions concerning bribery and corruption.

### **Health and Safety**

Our vendors must provide their workers with a safe and healthy workplace and safe working conditions.

### **Child Labor**

Our vendors must not use child labor. The term "child" will be governed by the national law of the country in which the production is being conducted, including laws defining the age for completing compulsory education. If the laws of that country do not provide a definition or if the definition includes individuals below the age of 14, we define a "child" to be anyone below 14 years of age.

### **Forced Labor**

Our vendors must not use forced labor, whether in the form of prison labor, indentured labor, bonded labor or otherwise.

### **Wages and Benefits**

Our vendors must abide with all applicable laws relating to wages and benefits, and must pay the legally prescribed minimum wage or the prevailing industry wage, whichever is higher.

### **Supplier Training:**

**Although only a small percentage of product sold in TJX stores is produced specifically for us, since 2005, we have conducted more than 65 training sessions for buying agents, vendors and factory management in 10 different countries.**

V.A.L.U.E. FACT



### **Working Hours**

Our vendors must not require their employees, on a regularly-scheduled basis, to work in excess of 60 hours per week (or fewer hours if prescribed by applicable laws and regulations). All overtime must be voluntary and must be fully compensated in accordance with the requirements of local law, and except in extraordinary circumstances, employees must be entitled to at least one day of rest in every seven-day period.

### **Harassment or Abuse**

Our vendors must respect the rights and dignity of their employees. We will not tolerate human rights abuses, including physical, sexual, psychological or verbal harassment or abuse of workers.

### **Discrimination**

Workers must be employed, retained and compensated based on their ability to perform their jobs, and must not be discriminated against on the basis of gender, race, color, national origin, age, religious, ethnic or cultural beliefs, or any other prohibited basis.

### **Freedom of Association**

Our vendors must respect the rights of their workers to choose (or choose not) to freely associate and to bargain collectively where such rights are recognized by law.

### **Environment**

Our vendors are strongly encouraged to share our commitment to environmentally-friendly business practices such as reusing, reducing and recycling waste.

### **Subcontractors**

Our vendors must ensure that all subcontractors and any other third parties they use in the production or distribution of goods offered for sale in our stores comply with the principles described in this Code of Conduct.

### **Monitoring and Compliance**

TJX or its designated third party auditor or agent shall have the right to monitor and assess compliance with these principles. A violation of this Code of Conduct may result in required corrective action, cancellation of purchase order(s) and/or termination of the business relationship.

### **Continuous Improvement**

The driving tenet of TJX's Vendor Code of Conduct and our Vendor Social Compliance initiative is continuous improvement throughout our supply chain. While we expect each of our vendors and agents to adhere to the expectations set forth in our Code of Conduct, we also work with our private label vendors to build corrective action plans and, of equal importance, to encourage them to make continuous improvements throughout their operations. In order to advance these objectives, we do more than simply audit suppliers to test compliance; we also provide education and training to our agents and vendors and factory management, so that they understand our expectations and can develop meaningful processes to meet and exceed these expectations.



## ***Global Vendor Social Compliance Program***

TJX's Global Vendor Social Compliance Program is coordinated by its Assistant Vice President, Global Social Compliance, who has specific responsibility for managing and overseeing our ethical sourcing program. Our Assistant Vice President, Global Social Compliance, reports to the Senior Vice President, Enterprise Risk Director and Chief Compliance Officer, and works closely with representatives of the different purchasing functions across all of TJX's businesses and with the Vendor Social Compliance Committee, discussed below. This Global Social Compliance position interacts on a regular basis with Specialized Technology Resources (STR), Intertek Group PLC (Intertek) and other internal and external resources on issues of program development and on vendor and buying agent training, monitoring and remediation.

Our Vendor Social Compliance Committee is overseen by senior management. The Committee is comprised of management representatives from the relevant disciplines within TJX, including merchandising, sourcing, imports, compliance, enterprise risk management, legal and investor relations. The Committee meets on a regular basis and oversees compliance with TJX's Vendor Social Compliance initiative. Committee members work closely and cooperatively with the Assistant Vice President, Global Social Compliance, on responding to significant issues.

### **Private Label and Name Brand Products**

Only a small percentage of the product sold by TJX in its stores is private label merchandise produced specifically for TJX. We do not own, operate, or control any facilities which manufacture the products we sell. Indeed, the vast majority of products sold in our stores is brand name merchandise. Many of these brand owners apply their own codes of conduct, ethical sourcing guidelines, and monitoring programs to the suppliers and licensees that produce their

products. These programs for the most part incorporate the same universe of supplier expectations as does TJX's Vendor Social Compliance Program. Nevertheless, as part of the purchase order terms, our vendors of name brand product also agree to comply with TJX's Vendor Code of Conduct and warrant that their goods have been manufactured and shipped in accordance with all applicable laws, regulations and industry standards.

TJX's Vendor Social Compliance initiative focuses most of its resources on striving to assure compliance at overseas facilities producing private label products for sale in our stores. We believe that our finite resources are best devoted to those suppliers who produce our private label product because this is where we are most likely and most able to have a meaningful impact.

### **Third Party Resources and Support**

In pursuing our Vendor Social Compliance initiative, we have relied upon some of the best resources available:

- We have reviewed and incorporated many of the international human rights standards enunciated by international bodies such as the United Nations and the International Labor Organization.
- We have received and incorporated valuable insights and suggestions from our investor community, specifically from socially-responsible investor groups.
- We have reviewed and benchmarked ourselves against the programs of companies comparable to ours.
- We have retained STR and Intertek, organizations that have extensive experience and knowledge in the field of ethical sourcing, to assist us with program development, education and training, and compliance monitoring.

# V.A.L.U.E. FACT

## Vendor Social Compliance Committee:

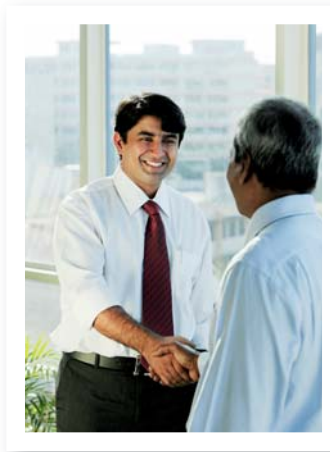
**This Committee, led by the head of Global Social Compliance, works together closely on vendor compliance issues. The Committee includes members of our merchant, risk management, compliance, legal and global communications teams.**

- We are members of the National Retail Federation, the Ethisphere Business Ethics Leadership Alliance and the Ethics and Compliance Officers Association.
- We are active participants in industry conferences and training programs on the latest developments in vendor compliance and ethical sourcing.

### Program Summary

TJX sources its private label products from vendors in countries around the world. We have put significant effort into working with our primary buying agents, familiarizing and training them with respect to our Vendor Code of Conduct and our Vendor Social Compliance Program, and reviewing their audit protocols. We intend to continue and to improve upon these training efforts, both with our buying agents and with our private label vendors. We believe that our emphasis on training, coupled with our factory monitoring efforts and the terms of our purchasing documentation, underscore for our agents and these vendors our commitment and seriousness of purpose with respect to the ethical sourcing of our products.

Although our Vendor Code of Conduct encompasses all the products we purchase for sale in our stores, we target our principal attention and resources on those areas of the world where we believe the challenges associated with achieving our Code expectations are the greatest. We work closely with experts both in the U.S. and in the relevant markets to assess where these challenges are the greatest, and to develop our auditing, remediation, and training plans and schedules based upon what we believe will best enable our vendors to satisfy our expectations.



Some of our program details applicable to our private label vendors are discussed below.

### Monitoring and Compliance

Vendors producing private label product are expected to cooperate fully with TJX and its auditors, and to provide access to facilities and documents. We and our representatives work closely with our vendors and agents so that they understand our Vendor Code of Conduct and our Vendor Social

Compliance Program. While remediation and continuous improvement are our goals, if we find that our standards are not being met, we reserve the right to take action - up to and including cancellation of purchase orders and termination of our business relationship.

- Vendor Social Compliance Audit Guidelines: TJX requires our international buying agents and vendors to confirm that our policies are followed and our expectations are met. Our buying agents and our vendors understand that TJX requires access to factories in which our private label goods are being manufactured in order for us to make such determinations.
- Independent Third Party Audits: TJX has engaged STR and Intertek, both of which have offices throughout the world, to conduct factory inspections on behalf of TJX and liaise with TJX to develop recommendations for necessary corrective action items identified as a result of these inspections.

STR and Intertek audits generally entail one to two full working days at a factory. The auditing team includes fluent native speakers and readers of the manufacturing

country's language who are familiar with the local culture. During the course of an audit, we require that STR and Intertek inspectors have the opportunity to interview factory management, as well as to conduct private interviews with factory workers. The auditors also review factory policies and documentation, and conduct a factory walk-through to assess compliance with labor, health and safety regulations, industry standards and TJX's Vendor Code of Conduct.

Each audit concludes with a closing meeting, at which time the auditor's findings are communicated to factory management. If necessary, a preliminary corrective action plan is provided and appropriate follow-up is planned. Once we determine that a factory on a corrective action plan has taken all appropriate corrective action, the factory is thereafter generally audited every eighteen months to verify that compliance is maintained. For the benefit of those working in the factory and to effect social change, it is our goal to work with our vendors to help them understand and comply with our standards. When required, we inform our vendors of the steps they need to take to meet our standards. However, in extreme cases, we will terminate vendors for noncompliance.

### **Environmental Responsibility**

In keeping with our commitment to protect the environment, audits conducted on behalf of TJX include a review of factory policies, practices and procedures concerning the handling of chemicals and other hazardous waste, and a review of whether the factory is in compliance with all

applicable environmental laws and regulations. Our Vendor Code of Conduct strongly encourages our vendors to share our commitment to environmentally-responsible business practices including reusing, reducing and recycling waste.

### **Management Systems and Program Design**

We hold periodic meetings with STR and Intertek to (a) assess program status; (b) set monitoring priorities; (c) discuss training initiatives; (d) get updates on industry best practices; and (e) refocus strategic direction for our program. We also rely on input from other experts and stakeholders at various stages of this process. These include groups of interested investors, who have helped us by sharing their thoughts, ideas and suggestions. These discussions help us refine and improve these processes on an ongoing basis.

#### **Subcontractors:**

**Our vendors must ensure that subcontractors and third parties used in the production or distribution of goods offered for sale in our stores comply with the TJX Vendor Code of Conduct.**

V.A.L.U.E. FACT



## *How Our Global Vendor Social Compliance Program Works*

We require our buying agents and direct vendors who produce private label goods for us to identify active factories that are used or that they intend to use to produce such merchandise. Our third party monitoring resources focus on those factories in countries that we believe present the greatest risk of noncompliance with our Vendor Code of Conduct or the local law.

The TJX Global Social Compliance Manual, which was created with the help of STR and other external experts, contains, among other important guidance, an audit procedure outline and factory evaluation checklist to help prepare the factory for the audit process. This tool offers detailed information designed to help our vendors and agents better understand the expectations of our Vendor Code of Conduct, as well as the monitoring and corrective action processes. We require our buying agents to disseminate this manual to their entire TJX vendor base.

We also have developed comprehensive compliance program guidelines for factory auditing. These guidelines help our third party auditors assess factories used to produce our private label merchandise. We regularly review

and, as appropriate, modify these guidelines to try to ensure that they are consistent with emerging vendor compliance issues and trends.

On-site audits conducted by our independent monitors and principal buying agents generally include one to two full working days at each audited factory, and include the following components:

- Interview with factory management (opening meeting)
- Payroll and documentation review
- Health and safety inspection
- Confidential worker interviews
- Debrief with factory management (closing meeting)

Our Assistant Vice President, Global Social Compliance, participates in shadow audits with TJX's independent auditors and with our buying agents' in-house compliance auditors (in other words, she attends and participates in the audits themselves, assessing the audits and the quality of auditors who are, in turn, assessing TJX's private label supply base). She does this in order to gain a better understanding of the compliance audit process and challenges, and to better aid TJX in our review both of audit results and, more broadly, of our program's effectiveness.

### **Corrective Action and Remediation**

It would be ideal if our training and audits resulted in a perfect score for every factory. However, the reality is that improving working conditions in factories in underdeveloped countries is an ongoing effort, and TJX, like other retailers, is facing this challenge. Our goal, when possible and reasonable, is continual improvement of conditions at factories. This is preferable to pulling out of factories, and gives us the ability to influence positive change.



At the conclusion of an audit, a Correction Action Plan (CAP) is created, if necessary, and all concerns are discussed by the auditors with factory management. Factory management is requested to sign the CAP to verify their understanding of the findings. A copy of the CAP is left with management to assist them in resolving the violations or deficiencies detected during the audit. A copy is also transmitted to TJX's Assistant Vice President, Global Social Compliance.

In an effort to encourage collaboration with our buying agents and vendors, a copy of the audit report and corrective action plan is forwarded to their attention shortly following a third party audit.

TJX requires that our third party monitors re-audit any factory where moderate to serious violations of the Vendor Code of Conduct or the local laws are detected. Recurring problems are tracked and vendors are notified of the expectation of remedial action. For less severe deficiencies, our buying agents or direct vendors are to provide evidence to us demonstrating that remedial action has been carried out.

We expect that with each subsequent re-audit, continuous improvement is verified. Our general goal is that each re-audit demonstrate measurable improvement

from the prior audit. If a factory receives three consecutive noncompliant grades, this situation will be considered evidence that required remedial action is not being undertaken. While the reasons for this situation will vary from case to case, TJX reserves the right to suspend or terminate business with any factory.

Though we strive to work with vendors to address and resolve shortcomings in their operations, under extreme (though quite limited) circumstances, we must conclude that we can no longer do business with certain vendors, or that they will be precluded from producing goods for us until such time that they demonstrate that they have addressed the situation and have put management systems in place to prevent a recurrence.

Our preferred approach, however, is to work with vendors whenever possible to address and resolve issues identified during audits of their facilities. We believe that this "continuous improvement" model is in the best interest of the workers in the facilities from which we source goods.

Integral to the success of our compliance program is ongoing involvement and partnerships between TJX, STR, Intertek, our buying agents and vendors to address shortcomings identified in audits, and to work towards improvement.



# V.A.L.U.E. FACT

## Quality Top Priority:

**Our Store Operations groups have established procedures and systems in place to manage product recalls and address customer concerns.**

## Buying Agent, Vendor and Factory Management Training

Since 2005, we have conducted over 65 training sessions for our buying agents, vendors and management at factories producing TJX private label goods. Sessions have been held in China, Korea, Taiwan, Turkey, India, Indonesia, the Philippines, Thailand, Vietnam and the United States. These training sessions were conducted by either STR or Intertek, and accompanied by our Assistant Vice President, Global Social Compliance. We believe that the presence of our Assistant Vice President, Global Social Compliance, at each of these sessions in each of these countries demonstrates to factory management, buying agent management and vendors that TJX is committed to its Vendor Social Compliance Program. To date, our training sessions have included the following topics:

- Review of TJX's Vendor Code of Conduct and of the expectations contained in our Code
- Review of local labor laws
- Review of anti-bribery laws (including the Foreign Corrupt Practices Act) and product compliance requirements
- Best practices and preventative actions
- Case studies to help demonstrate how to embed management remediation systems
- Open discussions with vendors and factory management on compliance challenges



Because of the strong, positive feedback from our agents and vendors, we will continue to devote resources to these important training initiatives and to review and update these initiatives as appropriate.

## Associate Training

We also organize formal internal vendor social compliance training for TJX Associates involved in the procurement of our private label merchandise. Our Associates are trained and retrained on a biennial basis. Through informal meetings and discussions, our Assistant Vice President, Global Social Compliance, continues to update TJX's buying personnel on the requirements of TJX's Vendor Social Compliance Program.



## ***Overview of Program Effectiveness and Continuing Challenges***

Since 1999, we and our buying agents have conducted thousands of audits of factories producing goods for TJX. Based on the knowledge learned from these audits and the program in general, we continue to revise and enhance our program.

TJX believes deeply in the need to drive ethical sourcing throughout our supply chain, yet this effort is a challenging one. Our main challenge is unique to TJX. Because of our small percentage of private label purchases to our entire merchandise offering, we generally do not represent a large enough or consistent enough percentage of a specific factory's business to exert meaningful influence on their business practices. Indeed, our business model demands that our sourcing efforts be spread over many factories at any one time. Moreover, the goods we source and our factory base is constantly shifting. This is one of the reasons that we focus our Vendor Social Compliance initiative so heavily on the cooperation, support and leadership of our buying agents, whose relationships with production facilities through multiple purchasers tend to be more extensive than our business alone.

We have, on limited occasions, been forced to sever relationships with suppliers over issues discovered during our audit and compliance processes. But we have also had the opportunity to work with the vast majority of our private label suppliers to define and explain our expectations, so that we might work together to improve conditions in facilities producing goods for TJX.

### **Uzbekistan**

Consistent with our commitment to high standards and social responsibility, over the past several years, we have been attentive to the reports of alleged forced child labor

in Uzbekistan. We have notified our global vendor base that TJX prohibits the use of child labor in any phase of manufacturing of its goods for sale, and it is our expectation and our requirement that our vendors will not knowingly use any cotton sourced from Uzbekistan. A letter on our policy regarding Uzbekistan cotton is posted on our intranet for vendors. Our vendors are also reminded of our policy regarding Uzbekistan cotton during our vendor training sessions.

On two separate occasions, TJX was a signatory among many other companies, civil society organizations and investors on letters urging the government of Uzbekistan to ensure there is an immediate cessation to forced child labor in the cotton fields. We have participated in multi-stakeholder meetings to address this issue in Washington, D.C. in 2009, and New York and Brussels in 2010. We also continue to participate in periodic multi-stakeholder calls to stay current on this matter. We remain focused on this issue.

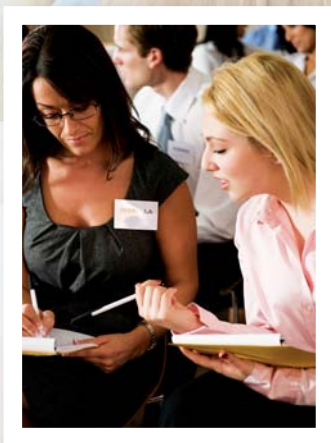
### **High Quality**

In addition to ethics, we hold high standards for quality. Our Store Operations groups have established procedures and systems to manage product recalls and address customer concerns.

### **Continuing our Commitment**

This is a tremendously challenging undertaking, and we know that we do not have all of the answers. Indeed, no company does. But we believe we are responding to the challenge by making our commitment clear to our vendors, buying agents and Associates, by our auditing and training efforts, and by reporting about our efforts in this report and on our corporate website.

More information about our Vendor Social Compliance program may be found at [http://www.tjx.com/corporate\\_vendor.asp](http://www.tjx.com/corporate_vendor.asp).



## *Ethical Business Practice is Central Theme for Merchant Training*

At TJX, an important element of our global Vendor Social Compliance program is the training program developed specifically for our merchant organization. The buyer training program sensitizes members of our organization to the global issues involved when sourcing private label goods for our stores. This training program is offered to our buyers at least once every other year.

Integrity informs everything we do at TJX, reflecting who we are as a Company and how we are perceived. We believe that a key factor in our continued success is our commitment to ethical business practices. Our buyer training sessions help our merchant group better understand the ethical decisions that impact our business, including issues like health and safety, child labor, wages and benefits, working hours, harassment or abuse, discrimination, environment, subcontractors, monitoring and compliance, all with a goal of continuously improving our supply chain.

The training program, created and led by our head of Global Social Compliance, reviews the Company's expectations of vendors as stated in our Vendor Code of Conduct as well as the Company's prohibition on bribery and other corrupt practices. The program agenda poses a series of thought-provoking questions for our merchants to consider and provides practical exercises for role playing, built around ethical decision-making.

TJX merchants have embraced this program, as evidenced by their comments following recent workshops.

*"This training was...testimony of how far our Company will go in order to ensure that fair and humane conditions prevail, not just within our own Company but in the factories that produce merchandise for us."*

*"We have a responsibility as a global Company to ensure that everything we purchase is made in facilities of high standards and (that) treat their workers fairly. This meeting helped to educate me on the best way to communicate with vendors who do business overseas and with our agents regarding our practices and expectations."*

*"The training session really helped drive home our corporate mission statement of mutual respect and ethical treatment of others and how this belief system reaches beyond our office walls to our global business partners..."*



# A

***Attention to Governance*** The TJX Companies has practiced excellence in corporate governance for more than three decades. TJX is committed to the highest standards of ethics, which are reflected in our Director Code of Business Conduct and Ethics,

Code of Ethics for TJX Executives and Associate Code of Conduct. These policies are practiced daily and anchored by our core values of integrity, openness and treating others with dignity and fairness. We strongly believe that effective corporate governance must evolve and change

with the needs of our stakeholders. Therefore, we listen carefully, re-evaluate our policies and practices periodically and aim to act in the best interests of our Associates, customers, shareholders, vendors and communities in which we operate.



# V.A.L.U.E. FACT

## **Recognition for TJX Board of Directors:**

**In the spring of 2011, TJX's Board of Directors was named the New England Board of the Year by the National Association of Corporate Directors, the only non-profit membership organization of its kind in the U.S.**

## *Dialogue with our Shareholders*

TJX engages in an active dialogue with our shareholders. Over the past several years, we have met periodically with socially-conscious shareholders to address issues that are important to them. TJX management has been represented at these meetings by subject matter experts and senior management, including the Chief Compliance Officer, the head of the Investor Relations group and General Counsel.

## *Board of Directors*

TJX has consistently received high marks in independent corporate governance rankings. In the spring of 2011, TJX's Board of Directors was named the New England Board of the Year by the National Association of Corporate Directors (NACD), the only non-profit membership organization of its kind in the U.S.



**Bernard Cammarata**  
Chairman of the Board

We have significant diversity within our Board of gender, race, experience and ethnicity. Additionally, our Directors, other than our Chairman and CEO, are independent, representing a substantial majority of our Board.

For a listing of our Company Board of Directors and their respective biographies, please visit our website at [http://www.tjx.com/corporate\\_governance\\_board.asp](http://www.tjx.com/corporate_governance_board.asp).

## **Board Diversity and Independence:**

**We seek a Board with diversity of experience, gender, race and ethnicity. We also want our Board to reflect a range of talents, ages, skills, viewpoints, professional experience, educational background and expertise to provide sound and prudent guidance with respect to our operations and interests.**

# V.A.L.U.E. FACT

# V.A.L.U.E. FACT

## Honesty and Integrity are Always in Style:

The Associate Code of Conduct, established in 1998, is distributed to Associates worldwide and is reviewed and evaluated regularly by our Audit Committee, Chief Compliance Officer and General Counsel.

## Corporate Governance Documents

Our vision is to grow TJX as a global off-price/value company. Delivering on this vision takes the talent and efforts of each of our Associates, working with the highest ethical standards and supporting the sound principles of integrity and fairness on which TJX was founded. Corporate governance represents the practices under which our Board of Directors provides oversight and our senior management provides leadership, as we execute our corporate mission to deliver a rapidly changing assortment of quality, brand name merchandise at prices that are 20-60% less than department and specialty store regular prices, every day.

The following corporate documents are available on our corporate website, [www.tjx.com](http://www.tjx.com):

- Certificate of Incorporation
- Bylaws
- Board Committee Charters
- Associate Code of Conduct
- Code of Ethics for TJX Executives
- Director Code of Business Conduct and Ethics
- Corporate Governance Principles
- Shareholder Policies
- Policy Regarding Complaints Regarding Accounting Matters
- Associates' Policy for Accounting and Auditing Matters



To review our corporate governance documents, please visit our website at [http://www.tjx.com/corporate\\_governance\\_documents.asp](http://www.tjx.com/corporate_governance_documents.asp).

### From the Top:

**TJX's shareholders, Associates, customers, vendors and other business partners rely on the honesty and integrity of the Company's Board of Directors. To support this trust, TJX's Directors must commit themselves to the Code of Business Conduct and Ethics for Directors.**





***L***everaging ***Differences*** At The TJX Companies, leveraging differences and diversity among people is integrated throughout our business. As a Company of Choice, we are committed to being a Retailer of Choice – leveraging the diversity among our customers and our vendor base, an

Employer of Choice – leveraging differences to recruit and retain a talented and diverse workforce, and a Neighbor of Choice – leveraging diversity within the communities we serve. At TJX, we embrace global diversity and inclusion as seriously as any business imperative.



## *A Company of Choice*

At TJX, we challenge ourselves every day to improve the ways in which we embrace and leverage differences among people, whether they are our Associates, customers, vendors, other business associates or the community at large. As an organization, we are committed at the Board of Directors and executive levels, and throughout the organization, to continuing to strengthen our position as a Company of Choice.



## **A Diverse Global View**

With approximately 166,000 Associates and 2,859 stores worldwide at the end of fiscal year 2011, we, at TJX, recognize that it is essential to our growth and success to represent, understand and leverage the differences and diversity of people inside and outside our organization.

In the U.S., which comprises the vast majority of TJX's Associates, our Associate base in 2010 was comprised of over 75% women and 51% people of color, and our management was comprised of about 58% women and 29% people of color. Our merchant organization, which numbers more than 700 people, travels globally and sources from more than 14,000 vendors in over 60 countries.

## **Our Job Is Never Done**

At TJX, we have a long history of treating people with dignity, fairness and respect. We understand however, that when it comes to valuing people and leveraging differences, our work is never done. We know that our success in leveraging differences rests on our ability to see this process as a continuous journey.

### **Fostering Diversity:**

**In 2010, TJX added the Leadership, Education, and Adaptation for Disabilities (LEAD) group to our U.S. chartered Associate Resource Groups and was ranked #11 of the Top 50 Employers in CAREERS and the disABLED magazine.**

V.A.L.U.E. FACT



## *A Retailer of Choice*

As a Retailer of Choice, we believe that our broad customer demographic reach and age appeal is wider than just about any other apparel or home fashions retailer and our vendor universe is also extremely diverse. Through our various businesses and international scope, we attract customers in the moderate, middle and high income brackets. Internationally, our customer demographic reach is even greater than in the U.S. as we are the only major off-price retailer operating on an international platform.

### **Experience the Difference**

At TJX, we are continuously looking for ways to make the shopping experience for our entire customer base positive and pleasant so that they will return to shop us again and again. As a Retailer of Choice, we have implemented a number of initiatives in the U.S. in this regard:

- **Improved Signage:** We improved signage in a number of stores, including the addition of bilingual Spanish-English signs.
- **Marketing:** In certain regions of the U.S., including Puerto Rico, we have marketing and advertising programs targeted to our Spanish-speaking customers.
- **Larger, Family-Friendly Dressing Rooms:** At many of our stores, we now offer more room for busy moms and families to conveniently shop together.
- **Better Merchandise Mix:** At T.J. Maxx and Marshalls, we have a dedicated Store Planning group that supports leveraging differences among our customers. As a result of this group's work and greater understanding of our customer base, many of our stores now have improved merchandising offerings that better meet the diverse tastes of our customers.
- **Informing Associates:** All North American divisions post materials about diversity and our Company of Choice initiatives in each store and distribution center.

### **Engaging Our Customers**

As a Retailer of Choice, we believe it is important to engage our customers so that we can address their changing preferences and tastes and any concerns they may have. From marketing focus groups and websites, to Customer Service groups and social media, we strive to develop easy, convenient and fun ways for our divisions and customers to engage with each other.

At TJX, we are constantly searching for effective ways to communicate our value proposition to our customers. In 2011, our marketing campaigns will continue to educate consumers about off-price values. We want our customers to understand that we offer current fashion and great brands.

All of our divisions have marketing websites which inform customers of our stores' seasonal offerings and other important information. Our websites have both an email address and toll-free telephone number for customers to direct feedback, suggestions or concerns directly to our Customer Service groups. On occasion, our marketing websites also offer customers the option to complete brief, online customer satisfaction surveys, which give our stores direct feedback on their experience, the merchandise mix or the service they've received in our store.

Our Customer Service groups in the U.S., Canada and Europe are in-house service groups dedicated to answering and facilitating customer inquiries. From time to time, our Customer Service groups also conduct customer satisfaction surveys to proactively engage customers and learn how our stores can be even better.



Additionally, we have a number of in-store customer service programs to motivate and reward individual Associates, stores and store districts. The goal of these programs is to teach, model and motivate excellence in customer service so that our customers have a wonderful shopping experience, whichever TJX store they shop.

#### **Supplier Diversity**

Our vendor communities across countries and regions in which we operate are extremely diverse. TJX sources merchandise from over 60 countries worldwide. In addition,

#### **Equal Opportunity Employer:**

**TJX includes "gender identity and expression" in its nondiscrimination policy and grants same sex domestic partner benefits to Associates. TJX has scored 100 on the Corporate Equality Index of the Human Rights Campaign in each of the past three years.**

V.A.L.U.E. FACT

# V.A.L.U.E. FACT

## Lifelong Learners:

A number of our training courses reflect our belief that diversity makes us stronger and better. Course titles in North America include “Leading Inclusion,” “Managing the Multigenerational Workforce,” “A Winning Balance,” “Transnational Leadership,” “Globesmart for Managers,” and “Equity vs. Equality.”

our Supplier Diversity Program, actively managed within the TJX Global Sourcing and Procurement function, is dedicated to sourcing not-for-resale goods and services in the U.S. from minority and women-owned businesses. We are continuously seeking new suppliers while maintaining long-lasting relationships. Since the inception of our Supplier Diversity Program in 1992, TJX has seen substantial increases in overall monies spent with our suppliers in this program. We intend to broaden the scope of our Supplier Diversity Program in the future to include additional constituent groups.

TJX is an active Corporate Member of the following organizations:

- National Minority Supplier Development Council
- Greater New England Minority Supplier Development Council (Board Membership)
- Women's Business Enterprise National Council
- Center for Women and Enterprise

To obtain information regarding certification requirements and/or to register in our Supplier Diversity Program, please visit us at [http://www.tjx.com/corporate\\_leveraging\\_retailer\\_supplier.asp](http://www.tjx.com/corporate_leveraging_retailer_supplier.asp).

## *An Employer of Choice*

TJX is an Employer of Choice for an increasingly diverse and international talent base. In the past few years, we have welcomed an unprecedented number of new Associates from all parts of the globe and from different walks of life and experience. As we grow, the Company has been working on a number of different fronts to leverage the infusion of new Associates as well as our existing talent across the organization.

- Our Merchandise Manager Program, or Buying Manager Program as it's called in Europe, and our TJX Off-Price Leadership Center focus on the individual development of our current merchandising talent and new talent brought in from outside the organization.
- For new Associates pursuing merchandising and planning careers, we have The TJX Corporate Merchandise Training Program (CMTP) in the U.S. and the Graduate Program in Europe, which are best in class retail training programs.





- In 2009, TJX Europe launched a new talent program, TJXcellence, where Associates are asked to nominate themselves for accelerated development opportunities. Associates then need to demonstrate a particular set of characteristics that we believe will make them outstanding contributors and leaders of the future. Successful candidates take up cross-functional development roles throughout Europe, to accelerate both their understanding of the business and their personal development.
- Within our processing centers and stores, numerous learning programs help Associates acquire the skills critical for their current role or for their advancement to a more senior role.
- We also have established two major “hubs” of learning: one in Europe and one in the U.S. We plan to have other “mini-hubs” in other areas as needed. Our focus here is to further strengthen and develop our people in the areas of operations, merchandising, planning and leadership.

#### **Learning and Training Related to Differences and Diversity**

At TJX, we believe that learning related to leveraging differences, diversity, equity and inclusion should be tailored to the Associate's role and business context. Respect and fairness are core values throughout the Company and our commitment to leveraging differences is universal. Diversity-related learning varies among the

countries in which we operate, and is crafted to address the environment an Associate most often encounters, whether that is at Home Office or a store location. Here are just a few of the course offerings and global tools we provide:

- **Strengthening Management Skills:** In the U.S., the Company has introduced new management learning modules about “Managing the Multigenerational Workforce” and “Equitable Management,” targeted to our Associates at Home Office and Store Operations. In Canada, we offer management level programs to build equitable leadership skills, such as “Equitable Leadership” and “Leveraging Differences with a Winning Balance.”
- New Associates at our Home Office attend a course entitled “Understanding Our Business,” which teaches aspects of off-price retailing, Company culture and values, and TJX's commitment to leveraging differences. The course also addresses working well with peers who are different from oneself.

#### **Global Citizens:**

**Our merchant organization, which numbers over 700 people, travels globally and sources from more than 14,000 vendors in over 60 countries.**

V.A.L.U.E. FACT



- **Strengthening Leadership Skills:** In Europe, all leaders are invited to the GenieX learning and leading sessions, equipping them with the tools and skills to help their teams get to high performance and successfully manage change.
- **Cross Culture Learning and Understanding:** We have a comprehensive online tool for cross-cultural business information and skill building called “Globesmart.” In addition, TJX Europe and the TJX Global Diversity and Inclusion office collaborated in creating a cross-cultural competency learning program for the Pan-European buying teams in Europe.



### Associate Resource Groups

In the U.S., we have five authorized Associate Resource Groups. Each group develops an annual business plan describing how it will support our business, and each group has a voice in Community Relations initiatives. Groups are invited to expand beyond Home Office and two groups have done so. In addition, our Associate Resource Groups are provided an annual operating budget, a liaison from Human Resources and an executive sponsor. These are groups to which any Associate may belong, offering Associates networking and career development support, business information and education, and offering the Company ideas to help us achieve our goals as an Employer, Retailer and Neighbor of Choice.

The TJX Associate Resource Groups are The Multicultural Coalition (MCC), Women Adding Value Everyday (WAVE), a Resource Group for Gays, Lesbians, Bisexuals, Transgendered People and Friends (PRIDE), Supporting (U.S.) Armed Forces Relations (STAR), and our newest group, Leadership, Education, and Adaptation for Disabilities (LEAD).

STAR was formed as a result of our Company's and Associates' commitment and support for our military and military families. As a Company, we are proud of our involvement with the 5-Star Statement of Support for the U.S. National Guard and Reserve. In the last three years, TJX was nationally recognized for its commitment to Associates who serve in the military and their families.

We are equally proud to have been recognized for our support of our disabled Associates. In 2010, TJX ranked #11 on the 20th Annual “Top 50 Employers” in *CAREERS and the disABLED* magazine, where readers selected companies they believe provide a positive work environment for people with disabilities.



### **Benefits and Nondiscrimination Policy**

As an Employer of Choice, we have extended our benefits offerings, granting same sex domestic partner benefits to our Associates. In 2008, we added “gender identity and expression” to the Company nondiscrimination policy and adopted as policy “gender transition guidelines.”

TJX scored 100 on the Corporate Equality Index of the Human Rights Campaign for calendar years 2009, 2010, and 2011, and also earned a special “green” place in the Human Rights Campaign Holiday Buying Guide for the past three years.

### **Employer of Choice Communication**

As an Employer of Choice, communicating to our Associates is important to us. At the corporate level and at all of our divisions, we have many different ways to communicate and engage our Associates, including employee newsletters, CEO updates, virtual and live Town Hall Meetings, our Company intranet websites, and our annual State of the Company meetings. At TJX, we strive to communicate frequently with our Associates and encourage open and honest dialogue among Associates.

TJX proactively communicates to our customers about our Company of Choice program through the placement of advertisements and advertorials in these publications: *Spirit* magazine, *Color Magazine*, *CAREERS* and the *disABLED* magazine, and diversity supplements in *The Boston Globe*.

TJX is a participating member of several business networks related to diversity including Diversity Best Practices (globally), and in Massachusetts, The Commonwealth

Compact and The Partnership Executive Council. In addition, on behalf of TJX, our Global Diversity and Inclusion group has sponsored and supported the Boston Chapter of the Association of Latino Professionals in Finance and Accounting (ALPFA) and community events, such as Simmons College Center for Gender in Organizations' Distinguished Scholar Speaker Series, The Black Retail Action Group's Annual Scholarship Dinner, The Hispanic Scholarship Fund Town Hall Meeting in Texas, and Bentley University's Retail Business Students of Color Fashion Show.

More information about TJX's approach to Leveraging Differences may be found at [http://www.tjx.com/corporate\\_leveraging.asp](http://www.tjx.com/corporate_leveraging.asp).







## *TJX's Supplier Diversity Program – Over 20 Years and Counting*

One of the major ways TJX embraces diversity is through our Supplier Diversity program, in existence in the U.S. for over twenty years. Our goal is to expand our network of diverse non-merchandise suppliers while maintaining long-lasting relationships with our existing supplier base.

Companies specializing in construction and store design were some of our earliest program participants and as we continue to open new stores, these services remain important to our Company. For example, we hired a certified woman-owned business located in Croydon, PA, in 2005, to provide exterior signage for our stores. Since then, as a result of their commitment to service and quality, we have grown our business with this supplier significantly. Recently, we heard from them that support from TJX has opened many doors to other corporations that have taken our lead in expanding supplier diversity.

To identify qualified suppliers and further expand our network, TJX Associates remain active members of organizations that represent a large number of diverse suppliers and who direct certified vendors toward us. For instance, we partner with the National Minority Supplier Development Council (NMSDC) and the Women's Business Enterprise National Council (WBENC), as both groups maintain supplier databases and certify minority or woman-owned business status.

TJX also participates in business opportunity fairs in order to meet with potential suppliers. At a recent fair, we met with a minority-owned company that provides professional payroll services for contract labor. This firm has a proven track record with other Fortune 200 companies and has a reputation for delivering excellent quality and service. We were pleased to recently award this provider a three-year contract and look forward to building a successful relationship with them.

Whenever possible, TJX makes an effort to provide opportunity for minority and women-owned businesses, as well as businesses owned by other constituent groups, to participate in the bid process for non-merchandise procurement. As a Company, we consistently award contracts based on the competitiveness of the bid and the best value brought to TJX. TJX continues to make our Supplier Diversity program more robust and in 2010, contracted approximately \$80 million of business to diverse suppliers, an increase of 10% over the previous year.



# U

*nited with our Communities* As a Neighbor of Choice, The TJX Companies considers every neighborhood in which we do business to be our community. We endeavor to enrich the lives of our Associates as well as our customers and neighbors

who live and work in these neighborhoods. Supporting the people and organizations in our neighborhoods and fostering a sense of community is integral to how we operate as a Company. TJX is united with our communities in a number of ways including The TJX Foundation, Corporate Partnerships, Workforce Initiatives, Associate volunteerism and involvement in our retail divisions' many longstanding in-store cause initiatives.





## *The TJX Foundation*

The TJX Foundation focuses its charitable giving on programs that provide basic-need services to disadvantaged women, children and families in communities where we do business. In 2010, The TJX Foundation supported over 1,300 nonprofit organizations in the U.S., not including many other organizations that the Company supports in Canada and Europe.

### **Our Foundation's Mission**

The TJX Foundation has a primary mission of contributing to programs that provide basic-need services to disadvantaged women, children and families in communities where we do business. The Foundation seeks to support 501(c)3 charities which conform to the following guidelines:

- **Civic/Community:** Emphasis will be on programs that teach disadvantaged persons independent living skills and improve race/cultural relations.
- **Domestic Violence Prevention:** Support will target immediate emergency services and shelter accommodations for victims and family members affected by abusive situations as well as programming that works to break the cycle of violence.
- **Education:** Support will go to programs that provide academic and vocational opportunities for the disadvantaged, including early intervention, mentoring, tutoring, GED and college coursework as well as programs that teach people to speak, read and write English.
- **Health:** Support will go to programs that provide early and comprehensive prenatal services and healthy baby education. We also consider funding for medical research that furthers the treatment of, or eliminates the impact of, congenital or chronic diseases.

- **Social Services:** Disadvantaged children and families will be the primary beneficiaries of these contributions. We will give to programs that strengthen the family unit, along with the parent-child relationship, offer food and clothing assistance, provide counseling, youth development or adoption services. We also support programs that directly help those with mental or physical impairments.

While we cannot fund all worthy causes, we will carefully review all eligible applications.

### **Contact the TJX Foundation:**

The TJX Foundation  
The TJX Companies, Inc.  
770 Cochituate Road, Route X3S,  
Framingham, MA 01701  
Phone: 508-390-3199 Fax: 508-390-5722  
Email: [tjx\\_foundation@tjx.com](mailto:tjx_foundation@tjx.com)

If your nonprofit organization would like to apply for funding from The TJX Foundation, you will find information to guide you through the application process on our corporate website, [www.tjx.com/corporate\\_community\\_foundation\\_apply.asp](http://www.tjx.com/corporate_community_foundation_apply.asp).

### **Pledging our Support:**

**In late 2010, TJX announced its major multi-year pledge and global partnership with the Alzheimer's Association, the world's leading voluntary health organization in Alzheimer's care, support and research.**

V.A.L.U.E. FACT

# V.A.L.U.E. FACT

## On a Mission:

The TJX Foundation's primary mission is to contribute to programs that provide basic-need services to disadvantaged women, children and families in communities in which we do business. In 2010, The Foundation funded over 1,300 organizations.



## New Initiative with the Alzheimer's Association

In late 2010, TJX announced its major multi-year pledge and global partnership with the Alzheimer's Association on behalf of our retail divisions, more than 162,000 Associates and millions of customers around the world. We believe our support will help the Association eliminate Alzheimer's disease through the advancement of research, provide care and support for those affected, including caregivers, and reduce the risk of dementia through the promotion of brain health.

## Corporate Partnerships

Through corporate sponsorships, in-kind donations, Associate volunteerism and other outreach efforts, corporate partnerships support local and national initiatives in the communities where we do business.

Many of our corporate partnerships focus on youth, where we foster affiliations with schools and educational groups to help prepare students for graduation and transition into the workforce. For example, TJX founded the Youth Business Institute (YBI), an innovative, professional and personal development program where TJX Associates

teach high school students about retail job opportunities in stores, distribution, buying and more. The program exposes high school students to career pathways relevant for entry into the retail workforce. Today, YBI is a 10-week curriculum program that has graduated more than 1,500 students.

## Workforce Initiatives

The story of TJX's commitment to providing meaningful jobs for individuals with potential barriers to employment in the U.S. started in 1996. TJX's Chairman, Ben Cammarata, then TJX's CEO, traveled to Capitol Hill and promised President Clinton and Congress that TJX would hire 5,000 welfare recipients in three years. This was at a time when the country was challenged over how to break the cycle of multi-generational welfare dependency. TJX's commitment helped define what a positive change could look like. The power of work as a key element in transforming lives was validated when the Company doubled our goal, hiring 10,000 welfare recipients in three years. This placed us on the path to becoming a leader in the Welfare-to-Work movement. To date, TJX has hired more than 140,000 eligible individuals through this program.





TJX Europe has similar initiatives, including a five-year relationship with Remploi. TJX Europe remains committed to making our European workplace more accessible to people with disabilities. It is also working with Job Centre Plus in certain regions of the U.K.

Our Workforce Initiatives group facilitates the building of employment relationships between our stores and distribution centers and community-based organizations (CBOs). These relationships benefit all involved; job seekers gain self-confidence and learn about retail career opportunities; TJX hires enthusiastic Associates referred from a pool of pre-screened candidates and benefits from federal, state and local tax credit and incentive programs; and CBOs expand outreach efforts and continue to attract government and private funding because of demonstrated success in working with TJX.

### **Community Relief Efforts**

In addition to our focus on children and families, our giving extends to the community at large. Through our support of the American Red Cross, TJX has provided substantial funding for a variety of relief efforts, including the



American Red Cross' Massachusetts Food Pantry. TJX also supports the Red Cross Disaster Relief Fund which assists individuals and families whose lives have been struck

by natural disaster. In 2010 alone, as a member of the Red Cross' Annual Disaster Giving Program, we contributed to services that helped victims of tornadoes in Mississippi and floods in Tennessee and Iowa. Over the years, our contributions to this vital fund have helped victims of the Haitian earthquake, California wildfires, Hurricane Katrina and the 2004 Asian Tsunami, to name just a few.

### **Our Associates Make a Difference**

We believe our Associates' volunteer efforts breathe life into our Company's core values of integrity, mutual respect and caring while tapping the leadership skills, compassion and altruism of our Associates. Many of the volunteer opportunities undertaken add a new dimension to the lives of participating Associates while offering the communities in which we operate greater access to a talented pool of people and increased number of volunteer hours.

We have made a concentrated effort over the past three years to invite Associates in our stores, offices and distribution centers to recommend organizations in their

#### **Involving More People:**

**We have made a concentrated effort over the past three years to invite Associates in our stores, offices and distribution centers to recommend organizations in their communities to receive charitable grants.**

V.A.L.U.E. FACT

# V.A.L.U.E. FACT

## Getting on Board:

**Our Associates volunteer their time and talent in a number of meaningful ways, including fundraising, mentoring and lending their leadership as directors on nonprofit boards.**

communities to receive charitable grants, making our efforts more localized and meaningful for both our Associates and customers. In the U.S., since 1991, TJX Associates have been big supporters of the United Way's annual fundraising campaign. In 2010, nearly 34,000 Associates participated in the annual workplace campaign, donating substantial funds to innovative programs that advance the common good and create opportunities for a better life for those served.



In Canada, our Associates have been strong supporters of the annual Covenant House Cause and Effect Campaign, where as many as 94 homeless youth experience 24 hours of life-changing support. For the last five years, our Associates have enthusiastically volunteered their time at Canada's largest youth shelter to help serve food, stock supplies and bring hope to young people to help them move from a life on the street to a life with a future.

At TJX Europe, Associates in the U.K. and Ireland are encouraged to volunteer and fundraise for the charitable causes they personally care about. Our Community Fund provides grants for individual or groups of Associates. To date, the Fund has supported over 100 local causes, from supporting children with multiple sclerosis to providing art and music workshops for socially-disadvantaged children. In Germany and Poland, each store is partnered with local childrens' charities that Associates support through fundraising efforts and the sale of merchandise.

## *In-Store Fundraising Initiatives*

As a Neighbor of Choice, our various divisions support and give back to communities in which we live and work through numerous in-store fundraising initiatives. Our stores focus their fundraising and awareness campaigns on organizations that help children, women and families, aid education, assist the disadvantaged, and help to prevent domestic violence. Thanks to the dedication and passion of our Associates and customers, our stores have raised substantial funds and awareness for these important organizations and causes. As a Company, we are constantly searching for new ways to give back and are proud of our collective efforts.



### In the U.S.

T.J. Maxx continues its strong support of Save the Children U.S. programs, an organization that has more than 75 years of service to children and families. In 2010, T.J. Maxx conducted a successful awareness and fundraising campaign in addition to sponsoring over 930 children in need. Through in-store fundraising and awareness campaigns, T.J. Maxx also supports Autism Speaks, an organization dedicated to research in the causes, treatment and prevention of autism, and the Joslin Diabetes Center, the world's largest diabetes research center, diabetes clinic and provider of diabetes education.

Marshalls is an avid supporter of organizations that work to prevent violence within the home and in the community. Marshalls' Take a Stand Against Domestic Violence promotion benefits the National Domestic Violence Hotline. Marshalls is also a key supporter of the Juvenile Diabetes Research Foundation (JDRF) and again in 2010, conducted an in-store fundraising campaign in support of JDRF. In addition, Marshalls continued its support of St. Jude Children's Research Hospital, the nation's leading pediatric and research center devoted solely to children with cancer and other catastrophic diseases, by participating in the annual Thanks and Giving campaign.



HomeGoods is committed to helping families fight cancer. As part of this mission, HomeGoods is proud to partner with two of the leading pediatric and adult cancer treatment centers in the country, St. Jude Children's Research Hospital and the Dana-Farber Cancer Institute. In 2010, HomeGoods held a highly successful in-store fundraising program to benefit St. Jude's annual Thanks and Giving campaign. In 2011, HomeGoods is celebrating its 10th anniversary with Dana-Farber and The Jimmy Fund by continuing to support various fundraising efforts, including HomeGoods' annual in-store donation program.

### Learning Opportunities:

**The TJX Youth Business Institute is a public/private partnership taught by our own Associates. The program is designed to expose high school students to career paths in retail and prepare them for entry into the workforce. To date, more than 1,500 high school students have "graduated" from this program.**

V.A.L.U.E. FACT



### In Canada

Winners and HomeSense proudly support the Canadian Women's Foundation, an organization committed to ending violence against women, moving low-income women out of poverty and empowering girls with confidence. Winners is also the title sponsor to the Ovarian Cancer Canada Walk of Hope, an annual fundraising walk dedicated to providing support, education and research for ovarian cancer.

Additionally, Winners and HomeSense host the Dreams for Kids annual campaign in support of Sunshine Foundation to help make dreams come true for children with a severe physical disability or life threatening illness. STYLESENSE supports Look Good Feel Better, an organization dedicated to helping improve the self-image, appearance and quality of life of people undergoing cancer treatment.

Marshalls supports Kids Help Phone, Canada's only phone and online counseling service for youth. Professional counselors are available any time of the day or night, 365 days a year, to help young people deal with concerns, large or small.



### In Europe

In spring 2009, TJX Europe undertook its first Pan-European charity initiative supporting two nonprofits with longstanding relationships with our Company: Save the Children and Comic Relief, an organization committed to helping people suffering from poverty or social injustice in the U.K. and Africa. This long-term fundraising initiative, which is still underway, has already provided education for over 10,000 children in 16 communities across Western Uganda. In 2010, TJX Europe expanded the initiative into a project which aims to make a long-term, sustainable difference in the lives of disadvantaged people in these very rural communities.

With a significant number of Associates based in the U.K. and Ireland, TJX Europe also focuses resources on charitable giving in these countries. T.K. Maxx U.K. and Ireland both participate in the Give Up Clothes for Good campaign in support of our “Together for Kids” fund. T.K. Maxx U.K.’s fundraising is directed to Cancer Research U.K.

T.K. Maxx Ireland’s fundraising supports Enable Ireland, an agency dedicated to children with disabilities. In 2010, HomeSense joined the campaign and now sells merchandise and runs a customer and Associate fundraising campaign.

As our European operations expand, TJX Europe has also broadened its giving in Germany and Poland. T.K. Maxx Germany launched its first charitable partnership in 2010 with Children for a Better World, a charity dedicated to fighting child poverty and hunger in Germany by supporting local organizations that provide afternoon care, a hot meal and other activities for socially-disadvantaged children and young people. T.K. Maxx Poland stores are selling Bags for Life and the profits from these sales are going to local charities supporting children affected by childhood cancers and their families.

More information on how TJX is United with our Communities may be found at [http://www.tjx.com/corporate\\_community.asp](http://www.tjx.com/corporate_community.asp).



## *A World Without Alzheimer's – A Global Vision for TJX*

According to the 2011 *Alzheimer's Disease Facts and Figures* report, as many as 5.4 million Americans are living with Alzheimer's disease. Further, worldwide, Alzheimer's disease impacts over 35 million people, painfully affecting not only those who suffer from the disease, but their families and caregivers as well. Based on the demographics of our workforce and customer base worldwide, we believe that a significant number of Associates and customers are either already being directly or indirectly impacted or will be impacted by this disease. Therefore, TJX has made a significant commitment to help address this growing health issue.

With funding from The TJX Foundation, TJX has announced a major, multi-year pledge and global partnership with the Alzheimer's Association, the world's leading voluntary health organization in Alzheimer's care, support and research. The Alzheimer's Association's mission is to eliminate Alzheimer's disease through the advancement of research, provide and enhance care and support for all affected by the disease, and reduce the risk of dementia through the promotion of brain health.

TJX Chief Executive Officer, Carol Meyrowitz, stated, "I am so proud of TJX's support of the Alzheimer's Association. Alzheimer's is a terrible disease that affects not only those who suffer from the disease, but their families and caregivers, as well. Globally, it has touched so many of our customers' and Associates' lives. We believe that as a 'Neighbor of Choice,' our support will help the Association reach its goals to increase awareness of the disease, provide community support services for those impacted and support advanced medical research to achieve our vision of a world without Alzheimer's."

TJX kicked off its internal awareness campaign in November 2010 during Alzheimer's National Awareness Month. To strengthen the Company's commitment to the issue globally, TJX is working with the Alzheimer's Association to identify direct partners in the U.K. and mainland Europe. TJX Canada is already supporting Alzheimer's Society

Canada. Going forward, our U.S. divisions are planning regional participation in the Walk to End Alzheimer's in 2012. We look forward to continuing to strengthen this relationship to support Alzheimer's patients, caregivers, and our Associates and customers who are touched by this disease.



## *Workforce Initiatives Breed Success*

TJX has been committed to creating greater diversity among our job applicant pool for many years and, as early as 1996, began dedicating increased internal resources toward the goal of finding meaningful jobs for individuals with perceived barriers to employment. Today, TJX deploys its own Workforce Initiatives group, which remains dedicated to providing jobs to welfare recipients and creating opportunities for non-traditional workers. This group facilitates the building of employment relationships between our U.S. stores and distribution centers and the community-based organizations (CBOs) charged with finding jobs for their constituents.

TJX works with over 8,000 community-based organizations representing the interests of veterans, disadvantaged youth, and individuals with disabilities as well as with welfare recipients. In 2010, our Summer Youth Employment Program (SYEP), in tandem with our non-traditional work programs, employed over 9,000 people.

### **One Success After Another**

These non-traditional work programs are a great way to attract new Associates. In fact, TJX hired 565 new Associates from these programs in 2010. One of our Miami Marshalls stores hired the most youth participants through the "Keep Miami Beautiful" SYEP, bringing on 33 Associates for the summer. Our Marshalls store in Harlington, Texas, permanently hired 17 of 21 Associates that started as SYEP participants.

In early 2010, the Workforce Initiatives group expanded its twenty-year relationship with The Carroll Center for the Blind, in Newton, Massachusetts. Marshalls and T.J. Maxx stores in Newton provided worksites for the "Real World of Work Summer Youth Internship Program" and, as a result, many interns have been referred for permanent positions at stores near their homes.

TJX's Workforce Initiatives group manages relationships with community-based organizations to benefit job seekers who, through that relationship, have the opportunity to learn about careers in retail. Equally important, our initiatives benefit TJX. We gain enthusiastic, diverse Associates referred from a pool of eligible candidates and benefit from federal, state, and local tax credits and incentive programs. To date, since 1997, when the Welfare-to-Work program began, TJX has hired more than 140,000 eligible individuals through this program.





## *TJX Europe and Save the Children Make a Difference for Ugandan Children*

The Western area of Uganda is recovering from years of conflict between the government and rebels, and most people continue to face severe poverty and struggle to access basic services such as healthcare and education.

TJX Europe and its divisions, T.K. Maxx and HomeSense, partnered with Save the Children in 2008 to fund a project that would provide access to basic education to 7,500 children from three districts in the Rwenzori region of Western Uganda. At that time, only 53% of children in the area were enrolled in primary school. Twelve communities in the “hard to reach” Rwenzori mountains and remote lowlands were identified as being in desperate need of support.

Through a combination of fundraising activities, including the sale of in-store merchandise and Associate initiatives, TJX Europe has worked with Save the Children for over two years to provide children in these communities access to quality education. This work included the building of classrooms and teachers’ accommodations, installation of clean water points, as well as an investment in teaching resources and training.

### **Below are just some of the highlights of our work:**

- Over 10,200 children have benefitted from an improved quality of education, including the placement of about 3,400 previously out-of-school children into a local school.
- TJX Europe-supported school districts have seen enrollment increase more than 25% in the past year.
- An average of 78% of school-age children in these three districts are now enrolled in school.

### **Sustainable education resources now in place**

TJX Europe and Save the Children have taken steps to encourage community ownership, which will directly impact long-term sustainability of the program. To that end, the building work involved community donations of resources and labor, and parent committees have been established to support the management of the schools.

Today, the Uganda project continues to evolve and we continue to invest in quality education opportunities in supported communities, while simultaneously considering additional ways in which we can provide support.

## *Winners and HomeSense Help Women Help Themselves*

The Canadian Women's Foundation is ranked one of the ten largest women's foundations in the world and conducts fundraising to support programs, research and training regarding women's issues, all in support of its mission "to end violence against women, move low income women out of poverty, and empower girls with confidence."

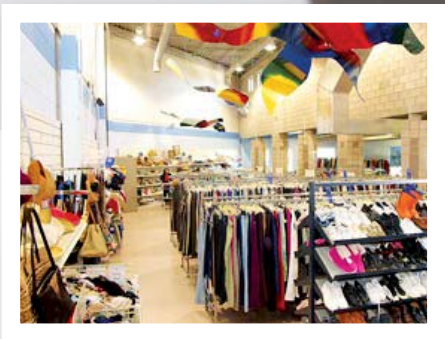
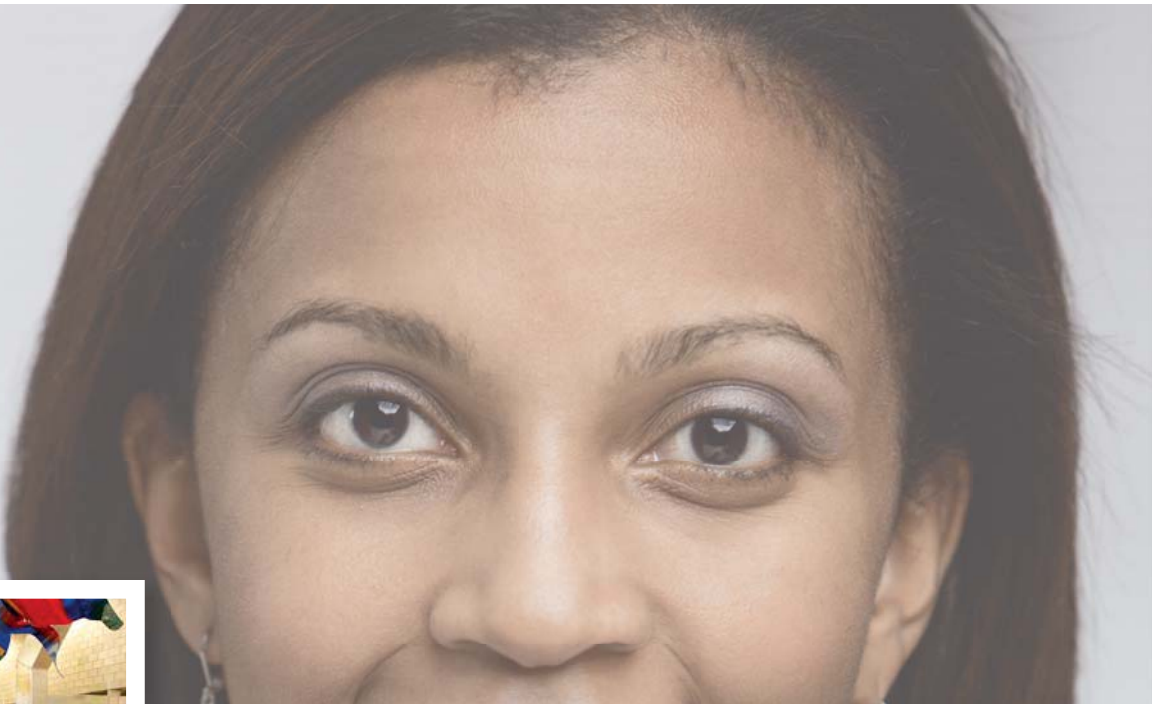
Winners and HomeSense first partnered with the Canadian Women's Foundation seven years ago for two primary reasons: 1) the Foundation's mission is closely aligned with TJX's goal of supporting programs that provide basic-need services to disadvantaged women, children, and families and 2) the Foundation is national, so the money raised is ultimately returned to the communities where our Associates and customers live and work.

Winners and HomeSense support the Canadian Women's Foundation through a combination of a direct donation and in-store fundraising with the help of Associates and customers. In recent years, stores have raised money for the spring "Shelter from the Storm" event by selling products like decals, t-shirts and mugs, with proceeds supporting the charity. During the Shelter from the Storm fundraiser, stores share the success of their annual fundraising efforts with customers and identify which local organizations will receive funds as a result. The Sweet Charity campaign runs from November to December and includes the sale of about 10-15 products, again with proceeds benefitting the Foundation.

Chief Executive Officer of the Canadian Women's Foundation, Beverly Wybrow, recently said, "Winners and HomeSense have had an extraordinary impact on some of the most vulnerable women in Canada: women and their children struggling with poverty and abuse. The volunteer leadership from senior executives right through to the passion with which each Associate asks for support from customers is inspiring..."

A subcommittee of the Canadian Women's Foundation determines how and where the contributions can best be utilized across the Provinces. Some of the programs we have supported include local women's shelters, counseling and transition programs to help families return to the community after a traumatic event and higher education programs to help lift women from poverty in the long term. Funds from Winners and HomeSense, raised through the Shelter from the Storm and Sweet Charity campaigns, have supported approximately 450 shelters for abused women, funded 300 community programs that help break the cycle of violence and in total, touched the lives of more than 150,000 women and children.





## *“The Free Store” and “Jackets for Jobs”.. Corporate Partnerships at Work*

Two separate initiatives, in different parts of the country, provide needy community members access to free stores, courtesy of Marshalls and T.J. Maxx. Crisis Assistance in Charlotte, North Carolina, had historically helped people with emergency assistance in paying utility bills. In 2006, after visiting Crisis Assistance offices, TJX management believed Marshalls could provide more than basic-needs support and extend services to help the organization’s clients prepare to interview for jobs. With that, The Free Store concept was born.

Marshalls started by shipping a small amount of merchandise for Crisis Assistance to give away at The Free Store, but soon the TJX Community Relations group worked with our real estate group, buyers, district management and others, to design and build out a “real store,” guided by Marshalls regional and district managers. Crisis Assistance clients could now shop in a Marshalls-type environment for free! Marshalls was recognized as the #1 Caring Company in the “Nine Who Care Awards” given by WSO-TV in North Carolina. With the help of Marshalls Associates in the Charlotte area, we have served over 30,000 people since the store opened five years ago!

Building on our success in Charlotte, TJX partnered with Jackets for Jobs, an agency in Detroit, to provide similar services. For several years, Jackets for Jobs had provided resume services, career guidance, and professional clothing to help women enter or re-enter the workforce. In 2008, TJX and T.J. Maxx partnered with them to build a second free store. When you walk into the Detroit Jackets for Jobs store today, it closely mirrors the T.J. Maxx in-store experience.

Clients for Jackets for Jobs are referred by community resource organizations such as Michigan Works!. Upon arriving at the store, clients complete forms at the service desk and have a personal consultation with a job placement professional who helps with resume writing and training referrals. Then, the counselor helps them shop for appropriate professional clothes for the interview process. In just two years, the T.J. Maxx-sponsored Jackets for Jobs location has worked with over 8,000 clients and job seekers.

The Crisis Assistance and Jackets for Jobs initiatives bring together many parts of the TJX organization. For both programs, The TJX Foundation provides funding; our Community Relations group oversees their Volunteer of the Month programs; our Workforce Initiatives group fosters local partnerships to identify jobs; our Procurement and Merchandising groups ensure supply; and our local Associates process merchandise and help customers shop for needed clothing.





# E

***nvironmental Initiatives*** While the “E” in V.A.L.U.E. stands for “Environmental Initiatives,” it could also stand for “everyone” as we strongly believe each and every one of us has a role to play in protecting the environment and conserving natural resources. The TJX Companies has long been committed to pursuing initiatives that are smart for our business and good for the environment. One way in which we demonstrate our commitment is by reducing our energy and water use and waste generation.

To manage these efforts, TJX has established “green teams” in the U.S., Canada, and Europe<sup>1</sup> with members drawn from many functions of our business. We aim to coordinate their efforts with the goal of establishing a Global Green Team.

Our accomplishments have been recognized by the FTSE4Good Index, for which we have been selected every year since 2001. In addition, TJX Europe's U.K. operations were awarded the Carbon Trust Standard certification, which recognizes our carbon footprint reduction efforts.



<sup>1</sup> Europe's “green team” is called the Corporate Social Responsibility group.

# HIGHLIGHTS OF 2010 ENVIRONMENTAL SUSTAINABILITY

Launched CSR Program,  
TJX...Always About V.A.L.U.E.

Completed Carbon  
Disclosure Project response<sup>1</sup>

Completed assessment of our  
global carbon footprint

Committed to establish greenhouse gas  
emissions target in 2011 CDP response

Created and filled management  
position to lead environmental  
sustainability initiatives

<sup>1</sup> The Carbon Disclosure Project is a nonprofit organization, supported by institutional investors, which solicits information from the largest global, publicly-held companies on their climate change governance, risk management, carbon emissions and communications.

# V.A.L.U.E. FACT

## Scoring High:

**Our first time participation in the Carbon Disclosure Project (CDP) in 2010 earned TJX a prominent position in the Carbon Disclosure Leadership Index (CDLI). This list recognizes companies scoring highly for the quality, integrity and comprehensiveness of the participant's disclosure regarding this important initiative.**

## *TJX's Commitment to the Environment*

As the world's leading off-price retailer, our mission is to deliver great value to our customers in rapidly changing assortments of great fashions and brands at 20-60% below department and specialty store regular prices. TJX has long understood that environmentally-sustainable business practices lower our costs, allowing TJX to deliver additional value to our customers and reduce our environmental footprint. Implementing initiatives that reduce greenhouse gas emissions and minimize waste have been standard operating procedure, saving the Company significant expense as well as conserving natural resources.

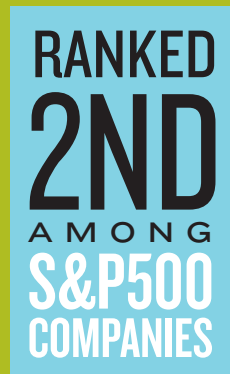
At TJX, we encourage and expect our Associates and suppliers to consider environmental impacts in their day-to-day business. Our Associate Code of Conduct provides a clear set of standards that Associates are expected to follow, including protecting the environment. Our Vendor Code of Conduct requires our vendors and the factories in which merchandise sold to us is manufactured, to comply with all applicable laws and regulations, including, but not limited to, all environmental laws and regulations. Also, our Vendor Code of Conduct requires our vendors to provide their workers with a safe and healthy workplace and safe working conditions.



As our Company grows, we understand that TJX's commitment to environmental sustainability is increasingly important to our various constituencies, namely our shareholders, customers, Associates, vendors and the communities we serve. TJX is committed to develop and implement a long term strategy to fulfill our environmental responsibilities and to communicate our efforts to these important groups.

## 2010 RECOGNITION FOR ENVIRONMENTAL INITIATIVES

TJX included in Carbon Disclosure Leadership Index in our first Carbon Disclosure Project response



Awarded Carbon Trust Standard certification in the U.K. for our efforts in carbon footprint management and reduction

Celebrated ten consecutive years on the FTSE4Good Index

Improved on *Newsweek's* Green Rankings to the 120th position from the 167th spot in 2009

# V.A.L.U.E. FACT

## The Importance of Environmental Sustainability:

Recognizing the importance of environmental sustainability, in 2010, TJX created and filled the management position of Assistant Vice President, Environmental Sustainability to coordinate the Company's environmental sustainability initiatives on a global basis.



## Green Teams

As a multi-divisional, multi-national company, TJX's various business units pursue environmental initiatives based on different strategies and goals, and track and report on these initiatives using different methodologies. We are working towards having these various business units, which have designated "Green Teams" in the U.S. and Canada, and a Corporate Social Responsibility group in Europe, communicate regularly to share best practices, knowledge and ongoing initiatives. We aim to form a Global Green Team tasked with developing a long-term global environmental sustainability strategy.

### TJX USA



In the U.S., we have had an Energy Management group in place for approximately 20 years. We have recently established the U.S. Green Team which is made up of senior leaders from a wide spectrum of

disciplines. Its first major project was to respond to the 2010 Carbon Disclosure Project (CDP) survey. As part of our CDP response, TJX has developed a corporate greenhouse gas emissions inventory and a more comprehensive understanding of how climate change might affect our business. With the completion of the 2011 CDP survey, the Company will move toward developing and communicating its own emission reduction strategies.

### TJX Canada

At TJX Canada, we have an environmental sustainability strategy that focuses on factors that optimize efficiency in our operations, including reducing energy consumption (with a resultant reduction in carbon emissions) and waste



generation. Our Canadian strategy also includes the goal of engaging Associates, vendors and service providers in our plan to reduce our environmental footprint.

TJX Canada's Environmental Commitment Statement is to be an environmentally-responsible corporate citizen and neighbor by making every effort to conserve natural resources, minimize waste and honor the principles of reduce, reuse, recycle.

### TJX Europe



At TJX Europe, our environmental strategies are solidly in place and integrated fully into our business strategies and communications with Associates and customers. In fact, TJX Europe's U.K. operations

were awarded the Carbon Trust Standard certification in 2010 for our efforts in carbon footprint reduction. Furthermore, between 2006 and 2010, TJX Europe achieved a 20% relative reduction of its carbon footprint, which is twice the reduction anticipated when the goals were initially established. TJX Europe also has published an Environmental Policy Statement to Associates, which details the wide breadth of our efforts in Europe, from continuously seeking to reduce the environmental impact of the goods and packaging we sell, to managing energy and water consumption throughout our stores and distribution centers.

### A Global View and Recognition

With the U.S. Green team firmly established, we aim for both Green Teams and our Corporate Social Responsibility group in Europe to engage in an active and ongoing dialogue and to work together toward common goals.

We will continue to work toward establishing enterprise level strategies and to report our progress.

TJX's environmental initiatives to reduce carbon emissions, minimize waste and conserve natural resources, including water, are long-standing business practices, which have been recognized externally.

## CARBON DISCLOSURE PROJECT

Our first time participation in the Carbon Disclosure Project (CDP) in 2010 earned TJX a prominent position in the Carbon Disclosure Leadership Index (CDLI). The CDLI is reserved for companies whose scores rank in the top 10 percent of companies participating in the CDP for the quality, integrity and comprehensiveness of the participant's disclosure regarding this important initiative. TJX's ranking placed the Company second among all S&P 500 companies and sixth among all Global 500 companies. We are proud of this achievement and look forward to continuing our efforts to reduce carbon emissions, which benefit both our business and the environment.



FTSE4Good

In the U.K., in addition to the Carbon Trust Standard certification mentioned above, TJX is listed on the FTSE4Good Index; FTSE is an independent company owned by the *Financial*



*Times* and the London Stock Exchange. This international index measures the performance of companies that meet globally-recognized corporate responsibility standards, including supply chain labor standards and environment criteria. In addition, TJX Europe's U.K. operations were awarded the Carbon Trust Standard certification, recognizing the Company's carbon footprint reduction efforts.

Also, *Newsweek*, one of the largest weekly magazines in the U.S., released its Green Rankings for 2010. *Newsweek's* Green Rankings list the 500 largest, publicly-traded companies in the U.S. based on environmental initiatives, policies and reputation. In 2010, TJX was ranked 16th on *Newsweek's* retail list, up from 21 in 2009, and rose into the 120th position from the 167th spot in 2009.

### Collaborative Efforts:

**TJX is a member of the U.S. Environmental Protection Agency's (USEPA) logistics optimization program, SmartWay. Since joining in 2007, the Company has exceeded the fuel consumption and emission goals set by TJX and approved by the USEPA.**

V.A.L.U.E. FACT

# V.A.L.U.E. FACT

## Increasing Efficiency:

**All of our divisions have improved truck loading methods, reducing fuel use and the number of trucks on the road.**

## *Energy Efficiency*

As is the case with many retailers, most of TJX's carbon emissions are generated through the operations of our stores. We are taking many steps to reduce our carbon emissions and continue to pursue initiatives to further environmental sustainability.

### Reducing and Monitoring our Impact

At TJX, our in-house U.S. Energy Management department is tasked with identifying, analyzing, testing and implementing energy efficiency programs and products that are cost effective. In addition to programs that reduce our energy consumption, this group investigates renewable energy opportunities. Some of the energy efficiency programs include using computerized Energy Management/ Building Automation Systems, conducting preventative HVAC maintenance, and providing stores with energy awareness training materials.

Energy Management also works with our Store Design group on sustainable design elements; recent upgrades have included restroom fixtures that reduce water usage, hand dryers that reduce paper towel usage, highly-efficient HVAC, lighting, roofs and insulation. The Company also has Energy Management groups in Canada and Europe charged with similar responsibilities.

TJX has contracted with a third party to monitor our energy in a more thorough manner for our North American operations. This system allows us to normalize for weather differences and understand energy use differences on a store by store basis which enables our Energy Management department to identify and prioritize energy reduction opportunities.

### Longstanding History of Efficiency

TJX has a history of focusing on energy efficient lighting in our stores. In the late 1980's, TJX was an early adopter of electronic ballast technology, which decreased energy use in our stores significantly. Since then, we have implemented even newer technology to further improve lighting efficiencies.

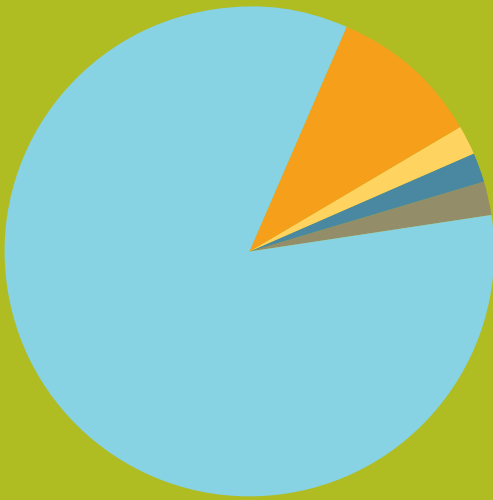
For example, in the past few years we have retrofitted over 77,000 fluorescent light fixtures in our stores. The old fixtures used four lamps and 112 watts while the new ones use only two lamps and 73 watts. As a result of this retrofit, we anticipate annual savings of 15,776,190 kilowatt hours.

At TJX Europe, we have implemented many energy saving initiatives, including lighting upgrades for 36 stores with a reduction in consumption of 2,785,000 kilowatt hours. In new stores, we have implemented energy saving lighting that uses 20% less energy.



TJX Stores Account for Most of our Global Carbon Emissions Footprint\*

- 84% Stores
- 10% Distribution Centers
- 2% Offices
- 2% Owned/Leased Vehicles
- 2% Business Travel



Electricity is TJX's Largest Source of Carbon Emissions\*

- 92% Electricity
- 6% Natural Gas
- 2% Diesel



\* Data from FY11 greenhouse gas inventory

<p>↑</p> <p><b>100K</b></p> <p>TJX U.S. installed over 100,000 energy efficient light fixtures in 2009 and 2010...</p>	<p>↓</p> <p><b>25 MILLION kWh</b></p> <p>...saving almost 25 million kWh of electricity and \$3 million annually...</p>	<p>↓</p> <p><b>13.5 THOUSAND METRIC TONS</b></p> <p>...and reducing our carbon footprint by more than 13,500 metric tons of CO<sub>2</sub>.</p>	<p>↓</p> <p><b>2,700 AUTOMOBILES</b></p> <p>13,500 metric tons of CO<sub>2</sub> is the annual equivalent of:</p> <p>~ 2,700 cars kept off the road  <b>OR</b>                  the amount of CO<sub>2</sub> absorbed by ~ 2,900 acres of pine forest</p>
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Our distribution centers also make energy efficiency a priority. Distribution Services in the U.S. have invested in energy efficiency improvements over several years, including energy efficient lighting, HVAC upgrades and power factor correction. In Canada, energy improvement initiatives also are ongoing at our distribution centers, including an upgrade to T5 lighting at one of our facilities and an efficient centralized heating system in another facility.

### **Alternative Energies**

In terms of renewable energy, TJX Europe's Corporate Office in the U.K. and our German stores' energy is supplied solely from renewable sources. In other areas of the Company, we continue to actively evaluate on-site and off-site alternative energy sources and are currently piloting several programs.

## ***Emissions Reductions***



In the U.S., TJX is a member of the U.S. Environmental Protection Agency's (EPA) SmartWay Transport Partnership.

This program is a collaborative effort between shippers, truckers and the EPA to find innovative ways to reduce both fuel consumption and greenhouse gas emissions. As a SmartWay shipper, TJX is committed to tracking our fuel usage, as well as sending at least 50 percent of our goods using SmartWay Transport Carriers. TJX Canada is also a SmartWay shipper, and at TJX Europe, our agreement with our carrier for our store delivery trucks has a "Green" clause that commits both the Company and our carrier to achieving key environmental and social responsibility goals.

### **Initiatives to Reduce Fuel Consumption**

TJX continues to investigate ways to reduce fuel consumption and increase fuel efficiencies. For example, at our distribution centers in North America, we change the frequency of store deliveries to see that full trucks are sent to our stores and optimize store delivery runs via sophisticated logistics software, which helps ensure the

# 2010 ENVIRONMENTAL HIGHLIGHTS BY MARKET

## United States

**At 2010's year-end, percentage of Company-leased vehicles that are hybrid increased to 49%**

**Inbound rail intermodal use to distribution centers doubled from 30% in FY08 to 61% in FY11**

**In-house reuse or recycling of materials increased by 30% in stores and distribution centers**

## Canada

**Procedures implemented with vendors to identify and reduce packaging materials**

**Successful carpooling program launched in home office**

**Use of rail to transport merchandise from our distribution centers to our stores increased to 69% of total delivery miles in 2010 from 37% in the prior year**

## Europe

**Achieved 20% reduction in carbon emissions per employee in four years, well above target of 10%**

**Latest generation of U.K. trailer kits demonstrated efficiencies of 6-7% in independent trials**

**100% renewable energy utilized in U.K. corporate office and German stores**

**Waste generation at T.K. Maxx stores in U.K. and Ireland reduced by 50%**

most efficient runs possible. The Company also utilizes various co-loading schemes to ensure fully loaded trucks as well as alternative methods to load and unload trucks. We now have a variety of delivery techniques including live "traditional" deliveries, floor loaded trailers, pallet drops and trailer drops. Another way in which we are reducing fuel costs and our carbon footprint is through expanded use of rail intermodal, which is more fuel efficient and produces lower emissions compared to trucking. In the U.S., the use of inbound intermodal to distribution centers increased from 30% of miles travelled in fiscal year 2008 to 61% of miles travelled in fiscal year 2011. As rail service in the U.S. continues to improve, we anticipate further increases in our use of this greener transportation alternative.

For our shipments via ocean carrier, we attempt to schedule our shipments at times most likely to avoid congestion at ports and to direct shipments to ports as close as possible to the final destination, thereby reducing fuel consumption.

### **Innovative Design**

In Europe, we're proud to own a fleet of Europe's largest zero emissions trucks that are both electrically-powered and aerodynamically-designed. In addition, we helped develop a special air deflector for the front of our double-decker trailer trucks. This aerodynamically-shaped device reduces wind resistance, which helps cut fuel consumption and lower carbon emissions. Our latest generation of tractor and trailer kits has demonstrated efficiencies of 6-7% in independent trials. TJX Europe was among the first retailers in Europe to get these innovative and technologically-advanced devices on the road.

# VALUE FACT

## Reduce, Reuse and Recycle:

In our distribution centers, we typically divert corrugated cardboard, plastic film, paper, hangers and pallets and other materials from landfills so they can be reused. In most stores, we either reuse or recycle corrugated cardboard.



## Collaborative Solutions

Further, to help manage delivery routes more efficiently, we offer driver education and invest in technologies like vehicle tracking. TJX Europe has also partnered with other retailers in the U.K. and Ireland to share capacity on some of our delivery routes. This collaborative approach eliminates the need for multiple, parallel trips to the same location, helping us create even more carbon savings.

## Constantly Striving to Increase Efficiencies

Whether it's purchasing modeling software to improve the efficiency of our store delivery network or better utilizing trailer space, we are constantly striving for increased fuel efficiencies. For example, in 2008, we introduced a Drop Trailer Program in Canada. We continue to ask our carriers to wait for a bigger load before transporting goods and to turn their engines off while they wait. This program is another way in which we conserve fuel costs and travel time and decrease the number of trucks on the road.

We are also evaluating the carbon efficiency of our leased car fleet. In the U.K., we have improved our automobile efficiency, resulting in reduced carbon emissions. In the U.S., we introduced hybrid vehicles to our fleet program in 2007. At the end of 2010, our U.S. fleet of Company-leased vehicles that are hybrids had risen to 49%. Going forward, we anticipate migrating to a 100% U.S. hybrid fleet as car leases are renewed over the next two years. In addition, during this same time period, we converted corporate office security vehicles to hybrids. Lastly, at many of our corporate office locations, we have car pooling programs for Associates, about which we communicate regularly via intranet sites and other internal communications.

## Reduce-Reuse-Recycle

### Smart for our Business, Good for the Environment

For many years, as a way to be cost-efficient and environmentally responsible, TJX has implemented numerous programs in our stores, distribution centers and home offices to reduce, reuse and recycle. Our commitment to these practices has only strengthened in recent years as our Associates, customers and suppliers have a strong, mutual interest in improving efficiency in the areas of reducing and minimizing waste and water consumption.

### Reducing and Minimizing Waste

At TJX, we have reusable bag programs in all of our stores. In the U.S., since 2008, T.J. Maxx, Marshalls and HomeGoods have sold or given away more than 15 million reusable bags. Further, we have introduced recycled content plastic bags to all divisions. TJX Canada also offers reusable eco bags in its Winners, HomeSense, STYLESENSE and Marshalls stores. In Europe, T.K. Maxx and HomeSense offer customers reusable bags made out of recycled plastic, Fairtrade and/or organic cotton or juco for a nominal fee, with profits from these bags supporting our charity partners. All of our carrier bags in Europe are made out of recycled plastic.

## Recycling at U.S. Stores and Distribution Centers:

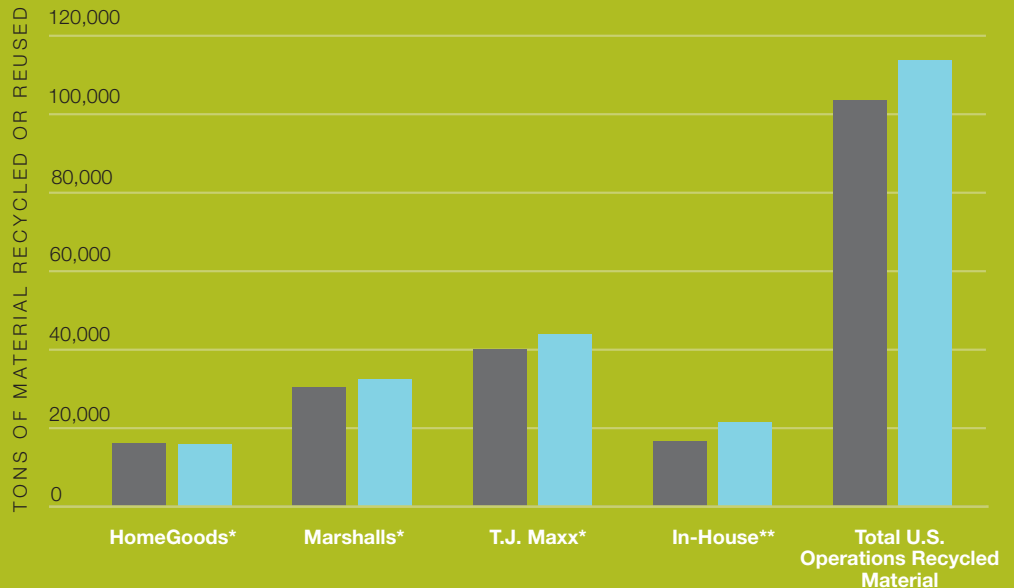
**114,000 tons of material diverted from landfills in FY 2011, up 10% over FY 2010<sup>1</sup>**

● FY 2010 ● FY 2011

<sup>1</sup> Materials include cardboard, paper, plastic, packaging and other material

\* Materials sent off-site for recycling

\*\* Materials reused or recycled within the Company



In the U.S., our stores reduce waste in other ways, including using recycled tissue paper, utilizing smaller sized plastic tags for rack labels, and purchasing used hangers instead of new ones. Additionally, virtually all store reports are delivered electronically instead of printed on paper, substantially reducing the use of paper for store communications.

### Reusing and Recycling

Virtually all of TJX's distribution centers are specially-designed to simplify the reuse and recycling of the vast amount of corrugated cardboard we receive from our vendors. Most of our vendor corrugated cardboard is recycled or reused at these distribution centers. In addition, wherever feasible, we have established closed loop operations with our stores. Upon a store delivery, stores will return the corrugated cardboard boxes to the distribution center to be reused more than once. Our distribution centers also have established programs to recycle plastic film, paper, clothes hangers and pallets as well as scrap metal.

In addition to the recycling of corrugated cardboard between distribution centers and closed loop stores, our largest U.S. division, The Marmaxx Group, continues to explore additional resale of recycled materials, including waste plastics, cardboard and old fixtures, which will reduce costs and waste. For example, in 2010, Marmaxx sold approximately 450 tons of metal and 94 tons of plastic from obsolete store fixtures and supplies no longer used in T.J. Maxx or Marshalls stores. In our Canadian Corporate Office and distribution centers, we have begun composting organic waste.

At T.K. Maxx stores in U.K. and Ireland, stores have achieved their previous target of reducing waste generation by 50% and have committed to reduce store waste even further by the end of 2011 through the installation of segregated recycling bins and waste diversion.

Today, U.K. processing centers recycle approximately 90% of their waste.

In many of our Home Offices, we have recycling programs in place that remove 100% of white paper from our waste stream. Additionally, our Home Offices have various other recycling programs, including the recycling of compostable waste, cans, bottles, batteries, CDs, plastic wrap, plastic items and printed materials. Further, in our North American Home Offices, the Company utilized demountable steel walls to create and reconfigure office space, avoiding the use of drywall.

At TJX, we know that our recycling programs benefit the environment as well as our business. As we further develop and strengthen our V.A.L.U.E. program, we will continue to take our local, regional and global recycling initiatives to the next level of efficiency and value.

### Reducing Water Consumption

TJX is not a significant consumer of water, but we believe reducing our usage is both consistent with our low-cost operating philosophy and our commitment to environmental sustainability. For instance, we use time-sensor technologies in many of our restrooms, and in the U.K., we continue to work to monitor and reduce consumption at stores with high water usage. Further, our Energy Management department is working with a third party for the first time to monitor water consumption at all of our North American stores. We believe that this new tool will open up many new opportunities to further improve our efforts in reducing water consumption.

More information about TJX's Environmental Initiatives may be found at [http://www.tjx.com/corporate\\_environmental.asp](http://www.tjx.com/corporate_environmental.asp).



## *Lighting the Way at HomeGoods*

At TJX, energy use by stores is the largest source of emissions in TJX's global carbon footprint. Although our U.S. Energy Management group was initially established over twenty years ago to help reduce store energy costs, today, our energy groups worldwide are focused on broadly identifying, testing and implementing energy efficiency

programs that are cost-effective, environmentally friendly and inclusive of renewable energy. As our Energy Management group considers pilot projects, reducing energy consumption is always the first priority, or in their words, "the greenest energy is the energy you don't consume."

Three years ago, based on advances in compact fluorescent lighting (CFL) technology, TJX's Energy Management group worked with lighting industry leaders to find a fluorescent technology fixture that would resemble HomeGoods' existing conical fixture yet require less electricity. When an "off-the-shelf" solution could not be found, TJX found a supplier to create a special retrofit package that allowed the insertion of four compact fluorescent lamps and two low-wattage ballasts in the existing fixture. The result: fixture wattage has been reduced nearly 50%, from 455 watts to 236 watts. The new technology provides even better in-store color rendering than the original 455 watt fixtures and the newer light fixture itself actually costs less than its predecessor.

Today, TJX is in the fourth generation of research, development, and implementation of new lighting fixtures for HomeGoods stores. In the last two years, TJX has installed third and fourth generation lighting in existing and new stores saving nearly 4,500 megawatt hours of electricity per year, which is the equivalent of the annual carbon emissions from 490 automobiles.



## *Innovation at TJX Europe Reduces Fuel Usage and Carbon Emissions*

TJX Europe began working with an international transportation provider to reduce carbon emissions throughout our truck fleet.

Together, we designed and tested new vehicle technologies to improve performance and reduce carbon emissions. We began by developing two types of trailers with air deflector systems that reduced wind resistance. Initial test results for our reconfigured single deck trailer featuring a “teardrop” design and our double deck trailer featuring a nose cone, resulted in fuel efficiency improvements of 6-7%.

With the success of this project, TJX Europe considered other ways in which we could be early adopters of carbon reducing designs in our vehicle fleet. Our second-generation, double deck trailer includes special blade panels and other aerodynamic enhancements that continue to reduce our carbon footprint and lower costs. The benefits from these design improvements include a 9.6% better payload utilization, a 250 kilogram reduction in vehicle weight, and greater fuel efficiency. As an added benefit, the new paneling is 100% recyclable.

The results of these initiatives on our carbon footprint are significant:

CO <sub>2</sub> Reduction (metric tons)	
Double deck trailer nose cones	159
Single deck teardrop trailers	35
Electric vehicles	366
Second generation double deck trailers	191
Like for like fuel usage reduction from these and other projects	9%

Although TJX Europe already has the largest 10-ton electric vehicle fleet in Europe, we are testing the latest generation of batteries as well as new diesel/electric hybrid vehicles to determine if these are better alternatives to our current fleet. We are also limiting truck speed and using in-cab technology to assess drivers’ performance. Our goal is to leverage the software technology to identify driving inefficiencies and increase fuel efficiency. In 2011, we are rolling out this technology across the fleet which, together with further route efficiencies, should deliver a significant, additional reduction in emissions.

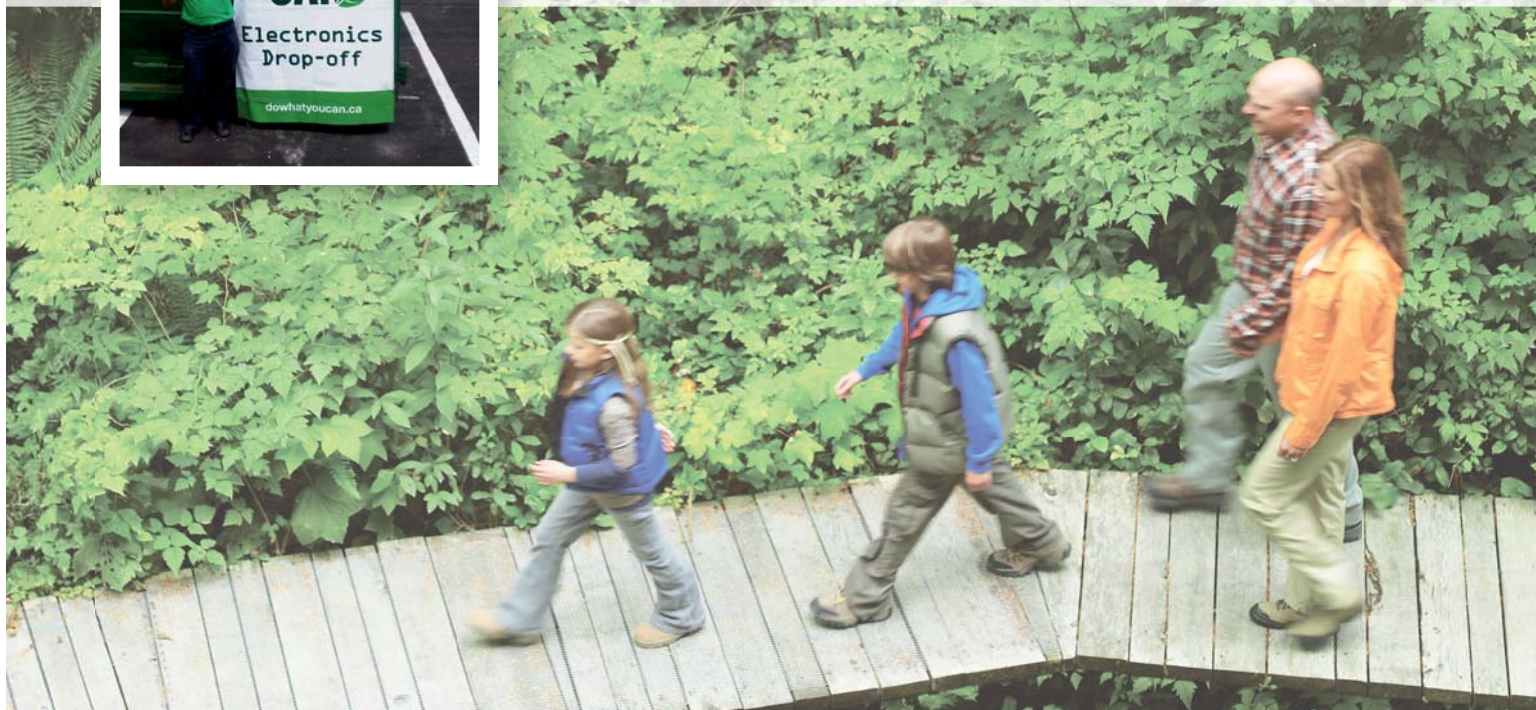
## *TJX Canada Associates “Greening” Operations, One Idea at a Time*

One notable program launched by the TJX Canada Green Team in 2010 was the “Turning Over a New Leaf” initiative. In this program, Associates pledge to make one change, either in the workplace or at home, to improve the environment. To symbolize their pledge, Associates post a leaf on the commitment tree. In our first year, we received over 700 Associate pledges from our Corporate Office and distribution centers and over 4,500 pledges from our stores.

Many suggestions have been received from Associates empowered by the “Turning Over a New Leaf” program. Below are results from just a few ideas:

- **Batteries from markdown equipment are now being recycled:** One Associate’s concern about battery disposal, raised with the Green Team, resulted in finding a vendor to recycle equipment batteries. TJX Canada has already recycled 238 kilograms of batteries.
- **An online carpool service has been established for TJX Canada Corporate Office Associates:** Another Associate’s suggestion to the Green Team has led to adoption of an online service that suggests other local TJX Associates for potential carpooling. As an incentive to carpool, TJX Canada has created six preferred carpool parking spots near the building entrance. The Green Team is now working to launch this initiative at both distribution centers.
- **Corporate Office Associates have instituted ways to use less paper:** Corporate offices now have more energy efficient printers that have the ability to print on both sides of the sheet. The Team is now considering Green Print, a program which formats documents to use less paper and requires Associates to swipe a card at the printer in order for a document to print.

What began with just a few ideas has blossomed into a comprehensive Associate engagement program, managed by the Green Team. These ideas include the Team’s monthly newsletter – Green Scene, the appointing of a Green Giant for each store who champions green initiatives and manages roll-out of new practices, and the Home Office Healthy Eating Lunch ‘n’ Learn session as well as an Eco-Fest Fair, which includes locally-grown food from an organic farm.



A photograph of a person walking away on a dirt path through a forest with vibrant yellow autumn foliage. The path is flanked by tall grasses and leads into a dense canopy of trees with bright yellow leaves. The person is seen from behind, walking towards the center of the frame. The overall scene is bright and colorful, capturing the essence of autumn.

## Our V.A.L.U.E. Journey Continues

At The TJX Companies, the five tenets of our corporate social responsibility program capture meaningful activities that we have pursued for many years. We believe these initiatives, which have become embedded in our culture, create long-term, sustainable value for our shareholders, Associates, customers, vendors and neighbors. Going forward, we intend to continue with our responsible efforts along these paths. Our goal is constant improvement in our performance to better serve our multi-divisional, multinational organization and the world in which we conduct our business.



The TJX Companies, Inc., the largest off-price apparel and home fashions retailer in the United States and worldwide, is a Fortune 200 company operating four major divisions: The Marmaxx Group, HomeGoods, TJX Canada and TJX Europe. With over 2,700 stores and more than 160,000 Associates, we see ourselves as a global, off-price, value retailer and our mission is to deliver great value to our customers through the combination of quality, fashion, brand, and price. We operate with a rapidly changing assortment of brand name merchandise at prices that are 20-60% less than department and specialty store regular prices, every day. We continue to broaden our customer reach by appealing to a wider demographic, with our core target customer being a middle- to upper-middle-income shopper, who is fashion and value conscious and fits the same profile as a department store shopper.

## UNITED STATES



T.J. Maxx was founded in 1976, and together with Marshalls, forms The Marmaxx Group, the largest off-price retailer of apparel and home fashions in the U.S. T.J. Maxx operated 923 stores in 48 states and Puerto Rico at year-end 2010. T.J. Maxx offers family apparel and home fashions with expanded fine jewelry and accessories departments and in some stores, The Runway, a high-end designer department. T.J. Maxx stores average approximately 30,000 square feet in size.



Marshalls was acquired by TJX in 1995, and with T.J. Maxx, forms The Marmaxx Group, the largest off-price retailer of apparel and home fashions in the U.S. Marshalls operated 830 stores in 42 states and Puerto Rico at 2010's year-end. Marshalls offers family apparel and home fashions, including expanded footwear and men's departments and The CUBE, a department specifically for juniors. Marshalls also operates the Marshalls Shoe Shop, a standalone store featuring shoes and accessories. Marshalls stores average approximately 32,000 square feet in size.



HomeGoods, introduced in 1992, is a destination for off-price home fashions, including giftware, home basics, accent furniture, lamps, rugs and wall décor. HomeGoods operates in a standalone and superstore format which couples HomeGoods with T.J. Maxx or Marshalls. At 2010's year-end, HomeGoods operated 336 stores, with standalone stores averaging approximately 27,000 square feet in size.

## TJX CANADA

### WINNERS®

Winners is the leading off-price family apparel and home fashions retailer in Canada, acquired by TJX in 1990. Select Winners stores offer fine jewelry and some feature The Runway, a high-end designer department. Winners operated 215 stores at 2010's year-end, which average approximately 29,000 square feet in size. In 2008, Winners launched STYLESENSE which, through its three stores, offers shoes for the whole family, handbags and accessories.

### HOMESENSE®

HomeSense introduced the home fashions off-price concept to Canada in 2001. This chain offers a broad array of home basics and home décor merchandise. It operates in a standalone and superstore format, which pairs HomeSense with Winners. At 2010's year-end, HomeSense operated 82 stores in Canada, with standalone stores averaging approximately 25,000 square feet in size.



Marshalls launched in Canada in March 2011, with six planned store openings in 2011. In Canada, Marshalls offers great, off-price values on family apparel with an expanded footwear department and The CUBE, an exciting juniors department.

## TJX EUROPE



Launched in 1994, T.K. Maxx introduced off-price retailing to the U.K. and Ireland, and is Europe's only major off-price retailer. T.K. Maxx expanded into Germany in 2007 and into Poland in 2009. T.K. Maxx offers top-brand family apparel as well as home fashions at great values, and ended 2010 with 307 stores, which average approximately 32,000 square feet in size.

### HOMESENSE®

HomeSense introduced the off-price home fashions concept to the U.K. in 2008. This business offers our U.K. customers great values on top-quality home fashions, including home basics and home décor merchandise. At 2010's year-end, HomeSense operated 24 stores, each averaging approximately 21,000 square feet in size.



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