



**TJX<sup>®</sup>**

# VALUE

*2017 CORPORATE RESPONSIBILITY REPORT*

## **DELIVERING REAL VALUE**

At TJX, VALUE lives at the heart of our business and for nearly 40 years, our divisions have been proud to deliver high quality and brand name fashion merchandise to our customers, all at amazing values. Staying true to our roots, our corporate responsibility mission is focused on delivering real value to our many important stakeholders – Associates, Customers, Communities, Vendors and Shareholders.

For Associates, we support and recognize the value that each individual brings to this Company and the critical role they play in our success. For our customers and the communities we serve, we take to heart the organizations we support and embrace programs that help vulnerable families and children access the resources and opportunities they need to build a better future. In environmental sustainability, we remain conscientious about reducing energy consumption and waste to help minimize our impact on the environment and do what is good for the business. At all times, we operate our business responsibly, with maintaining strong vendor relationships and returning value to our shareholders among our ongoing priorities. We approach our role as a corporate citizen seriously, always striving to act with integrity, which affects every aspect of our business.

As our global corporate responsibility efforts have continued to evolve, so has the way in which we report our progress. We report our progress under four strategic pillars:

### **OUR WORKPLACE**

Which reflects TJX's commitment to its Associates, including our commitment to diversity and inclusion

### **OUR COMMUNITIES**

Which captures the support our Company provides to many organizations around the world

### **ENVIRONMENTAL SUSTAINABILITY**

Which illustrates our progress in reducing our impact on the environment

### **RESPONSIBLE BUSINESS**

Which provides an overview of our off-price business and reviews the corporate governance and social compliance practices we follow

\* Please note that references to items accomplished or completed during 2016 denote TJX's Fiscal Year 2017, which began January 30, 2016 and ended January 28, 2017.

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To learn more,  
visit [tjx.com](http://tjx.com)



“Delivering real value every day lives at the heart of our business.”

Ernie Herrman, CEO and President

## LETTER FROM OUR CEO AND PRESIDENT

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### **To our Associates, Customers, Neighbors, Vendors and Shareholders:**

At TJX, delivering real value every day lives at the heart of our business. Over TJX's 40-year history, we have strived to create excitement by providing exceptional value whenever customers shop our stores or more recently, visit us online. Our Company's foundation is built on long-held principles of integrity, caring, ethics, and fairness, and we attribute much of our long-term success to these cultural cornerstones as they deeply influence our business practices. More than that, we also believe that the real value we bring to the world is as important as what we sell, a belief TJX has held since day one.

Our culture of doing what we believe is the right thing — for our Associates, customers, neighbors, vendors, shareholders and business overall — serves as the basis for our Corporate Responsibility program.

Our Corporate Responsibility program has grown organically, and our initiatives have become increasingly meaningful with the support of our many thousands of Associates worldwide behind them. We report on our progress under four strategic pillars that capture important initiatives we have pursued for many years: Our Workplace, Our Communities, Environmental Sustainability and Responsible Business. Our Associate teams around the globe work conscientiously throughout the year to improve their program results in each of these areas. I am very proud of what we have accomplished to date, and I am passionate about what our programs may achieve in the future.

Throughout this report, you will find detailed information about the many programs that encompass our efforts. A few highlights include:

- / In the U.S., we have made strides to support military service members, and have already exceeded our initial goal to hire at least 3,500 men and women who are active military, veterans or military spouses. By 2018, we anticipate having hired approximately 5,000 active military, veterans and military spouses in total.
- / In the U.K., through our support of Cancer Research U.K., including the "Give Up Clothes for Good" campaign, TK Maxx has become the largest corporate supporter of children's cancer research in the country.
- / In Canada, the "Turn Over a New Leaf" program, which encourages Associates to adopt environmentally friendly or sustainable practices in the workplace or at home, has received more than 52,000 pledges from our Associates over the past five years.

In appreciation of, and out of respect for, our many valued stakeholders, I am pleased to share our 2017 TJX Value Corporate Responsibility Report. I extend my deepest gratitude to the thousands of Associates around the globe who have made these programs possible.

Sincere regards,

A handwritten signature in black ink, appearing to read "Ernie Herrman". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Ernie Herrman  
Chief Executive Officer and President  
The TJX Companies, Inc.

# / OUR WORKPLACE


At TJX, we are proud that, for 40 years, we have been providing apparel and home fashions to our customers, all at amazing values. Of course, the merchandise we sell is just part of the story. We fully appreciate that it is our Associates who bring our business to life, and we aim to support our Associates by making TJX a terrific place to work.

Our Associates lead by example, embodying our core values of integrity, caring, ethics and fairness.



**Staying  
true to our  
culture  
and values**

is a top priority.



**It is through this commitment that we maintain the special culture at the heart of our Company. While it is true that our flexible business model sets us apart, we believe it is our culture that keeps us together.**



**ASSOCIATES BRING OUR BUSINESS TO LIFE**

**We aim to make TJX a terrific place to work.**

Just as our stores have no walls between departments, we foster open communication and collaboration as Associates work toward common goals, with an emphasis on creating and delivering value for our customers and other stakeholders.

## EMPLOYER OF CHOICE

### RECRUITING, DEVELOPING AND KEEPING TOP TALENT

We are a Fortune 100 company with 235,000 Associates and operating more than 3,800 stores in nine countries. In 2016 alone, we added almost 200 new stores and approximately 19,000 jobs across our global operations. Simply put, we're growing and that would not be possible without the ability to attract, develop and keep strong talent.

Our Associates personify our core TJX values of integrity, caring, ethics and fairness. We know it's very important for us to attract ambitious and talented individuals, teach them the fundamentals of our off-price model, offer challenging assignments and support career growth. We believe this encourages Associates to join us, not just for a job, but to build a career. They take intelligent risks and feel empowered to test new ideas and innovations. As Associates learn the business, we accept mistakes they may make as opportunities to learn and improve. We believe we are doing just that—helping Associates build their careers in off-price retail.



### AWARDS AND RECOGNITION

- / TJX scored 100 on the 2017 Corporate Equality Index of the U.S.-based Human Rights Campaign in eight of the past nine years
- / TJX was listed as a Top 50 Employer by Equal Opportunity magazine in 2017
- / TJX was listed as a Top 50 company by HR Executive in its 2016 Most Admired for HR rankings
- / Each year since 2014, TJX has been listed as a Top Employer by Professional Woman's Magazine
- / TJX has been named a Top Entry-Level Employer by CollegeGrad.com every year since 2014
- / Over the years, TJX has been listed as a Top Diversity Employer by Black EOE Journal, Hispanic Network Magazine and Careers and the disABLED magazine
- / TJX was named one of the Best Employers of 2016 in Canada by Forbes Magazine
- / TJX Canada was named by Great Place to Work as one of the Best Workplaces in Canada for large and multinational companies as well as for women in 2015 and 2016
- / TK Maxx was named Top Graduate Employer in Retail in 2016/2017 by TheJobCrowd in the U.K. for the second year running and placed #12 in its list of top 100 large companies



## RECRUITMENT

### ATTRACTING TOMORROW'S LEADERS, TODAY

To support our growth, we are continually looking for diverse, enthusiastic and committed individuals to join our team. We've seen firsthand that the talented individuals we hire today can transform into our global leaders of tomorrow.

We seek employees with a breadth of experiences, in addition to diversity in experience, gender, race, ethnicity, age and more. We take a multi-faceted approach to recruiting. In addition to our traditional recruitment activities, we focus our efforts on students and recent university graduates, military personnel, local hiring and community talent networks.

### ON-CAMPUS RECRUITING: FROM STUDENT TO SENIOR BUYER

Each year, several hundred students take part in our intern programs that operate across all of our divisions worldwide, in areas including corporate operations, store operations and distribution centers. We seek candidates who are curious and have a passion for innovation, merchandising, customer excellence and global relations.

Our merchandising internships, in particular, are coveted amongst students who are majoring in fashion, retail and business administration. On average, 80% of interns from the merchandising program in the U.S. go on to join us full-time after completing college. In Canada, over 35% of our merchandise operations and planning and allocation co-ops transition to full-time or contract positions upon graduation. In the U.K., nearly 75% of merchandising and buying placement students go on to join our Graduate Programme following completion of their university degree courses.

#### / FAST FACT

*TJX has been named a  
Top Entry-Level Employer  
by CollegeGrad.com  
every year since 2014.*



## PROUDLY HIRING THOSE WHO HAVE SERVED IN THE U.S. MILITARY

Our long-standing commitment to the U.S. Armed Forces is highlighted by our dedication to hiring members of the military, veterans and military spouses. We value their strong work ethic, professionalism and loyalty and offer a range of career options to match their talent and expertise.

**/ FAST FACT** *In 2013, TJX pledged to hire at least 3,000 men and women who are active military, veterans or their spouses by 2018. By July 2016, we had already hired over 3,500 and believe we are now on track to hire 5,000 people from these populations by 2018.*

## HIRING FIELD ASSOCIATES IS A TOP PRIORITY

With 235,000 Associates and more than 3,800 stores across the globe, our hourly store Associates are our largest population of talent. But more than that, they are the face of our brands, welcoming customers and providing an exciting shopping experience. Behind the scenes, the hourly Associates in our distribution centers ensure our stores continue to deliver a treasure hunt experience by distributing new products quickly and efficiently. Our Loss Prevention Associates ensure our merchandise is protected and our shoppers continue to experience a safe and secure shopping environment.

In support of our efforts to hire field Associates, teams in the U.S. and Europe participate in innovative youth programs – the Youth Business Institute (YBI) in the U.S. and Get into Retail in Europe – which offer professional and personal development opportunities for disadvantaged young people. YBI teaches job readiness skills to students in at-risk high schools and exposes them to the business of retail. Get into Retail, run by The Prince's Trust in the U.K., provides vulnerable young people with training, development and eventually the opportunity for employment for successful participants. Our Canadian team partners with organizations like the Calgary Region Immigrant Employment Council, Canadian Mental Health Association, Steps to Success and others to support its recruitment efforts.

## / FAST FACT

*In 2016, we hired over 40% of YBI-graduate students and nearly 70% of Get Into Retail graduates for positions in our stores.*



## TURNING EMPLOYMENT CHALLENGES INTO OPPORTUNITIES

TJX has a long history of hiring people from diverse backgrounds and of all abilities, including those who face barriers to employment. These could include people with conditions or personal situations that make it hard for them to find or keep a job, such as a lack of experience, access to transportation, economic situations or other challenges. We have developed community outreach and recruitment strategies to support those who face employment challenges and to help us foster a workforce that includes qualified individuals of all abilities.

One area of particular focus for us is hiring people with disabilities. According to the U.S. Department of Labor, in November 2016 the unemployment rate for those with a disability was 10%, more than twice the rate for individuals with no disability.\*

That is a statistic that we want to help change. We have developed collaborative community partnerships with a goal of increasing employment among individuals with disabilities, and our U.S. Talent Acquisition group specifically promotes workforce programs that incentivize diversity and facilitate access to jobs for individuals with disabilities.

**/ FAST FACT** *TJX has received hundreds of awards over the years from community-based organizations, municipalities and other organizations for providing jobs and valuable work experience to people who face barriers to employment.*

To assist in our recruitment efforts, we work closely with community-based organizations in the U.S. and Canada to actively recruit people who may face employment challenges. These agencies often pre-screen and train the candidates that we hire for our stores and distribution centers. The relationship between TJX and the community-based organizations is beneficial on many levels:



- / Job seekers gain self-confidence and learn about retail career opportunities
- / TJX hires enthusiastic Associates who have already been recommended by a community-based organization
- / TJX benefits from federal, state and local tax credits and incentive programs
- / The community-based organizations expand their outreach efforts and continue to attract government and private funding because of their success

**/ FAST FACT** *Over the course of the last 20 years, we have provided jobs to more than 240,000 people who have received some form of government assistance in the U.S.*

\* Economic News Release at <https://www.bls.gov/news.release/empst.t06.htm>

## CAREER DEVELOPMENT

### TRAINING AND MENTORING FOR LONG-TERM SUCCESS

Attracting talent is just the start. At TJX, we believe it is our responsibility to train and mentor our Associates for long-term success. From the top down, our senior leaders consider career development and teaching an absolute priority.

Our training happens throughout the organization in a variety of settings, including in our stores, distribution centers and corporate offices. No matter the location, a vital part of this training is open communication and relationship-building among our Associates. This, coupled with our core values of integrity, caring, ethics and fairness, guides our efforts.



**Developing  
our  
leaders of  
tomorrow**  
is a top priority.

### CALLING ALL MERCHANTS: TRAINING STARTS HERE

We are particularly proud of our global merchant training programs, which we believe are some of the best and most respected training programs in the retail industry. Our programs are designed to support Associates interested in pursuing careers as merchants and to develop them as future leaders in our off-price retail business.

**/ FAST FACT** *In 2016, we hired nearly 300 Associates into the U.S., Canadian and European buyer and planning and allocation training programs, many right out of school or through Associate referrals.*



Training begins with education in the principles of planning and allocation and an introduction to off-price retailing. Most Associates begin their TJX careers in an allocation position. From there, we continue to invest in an Associate's training and development and create opportunities for structured career progression into merchandising, buying and management.

### **MERCHANTS ATTEND TJX UNIVERSITY**

At TJX University, we offer merchandising Associates advanced learning opportunities through a formalized program, significant one-on-one coaching and field exercises to prepare for the next step in their careers. The program teaches a consistent approach to business, teamwork and culture that has been a critical part of our success.

### **TALENT DEVELOPMENT PROGRAMS**

Along with our merchant training programs, we have many other talent development opportunities aimed at allowing Associates to enjoy long, fulfilling careers at TJX. Globally, although our programs may differ slightly, we offer formal and informal leadership training, coaching and mentoring for all levels and disciplines. We are proud of two programs in particular, "Leaders Developing Leaders" and "The TJX Graduate Programme."

Leaders Developing Leaders provides the opportunity for select management Associates to participate as a group in researching a business issue or opportunity. The team develops and presents a strategic plan to Senior Management. Working collaboratively with Associates from a broad range of functions and geographies, participants strengthen problem-solving and strategic planning skills as well as their understanding of the business.



The TJX Graduate Programme in Europe helps broaden Associates' understanding of our business and prepares them for future leadership opportunities in the areas of distribution, finance and IT.

We are proud to have the opportunity to foster the careers of so many people. Many of our Associates accept a job with us and then stay to build a meaningful career. We are fortunate to have Associates who have been with us for 20 to 30 years or more, and this expertise and experience is invaluable to us. At the same time, we recruit hundreds of new Associates every year. Fresh ideas and different points of view are very important. We foster both at TJX.

### **/ FAST FACT**

*In its 2016/2017 ranking, TheJobCrowd in the U.K. gave TK Maxx the #1 spot in its Top Graduate Employer in Retail. The award is based solely on the ratings that a company's graduate employees have given to TheJobCrowd in anonymous reviews.*

## RETAINING TALENT

### LIFELONG LEARNING TAKES SHAPE HERE

At TJX, we believe our ability to retain our top talent is largely due to our long-term success in combination with our culture, including our attention to inclusion and work/life balance. To help support the development of our Associates, we have defined leadership and cultural competencies that are key to our future success. Personal character and integrity are at the core of these competencies. On a global level, we invest the time to build relationships, and we strongly believe that this benefits our business overall.

In addition to culture, we know it's important for our Associates to be able to grow with us. Today, we are an Employer of Choice for an increasingly diverse and international talent base. We are able to leverage this talent across regions and geographies. Where it is appropriate for our business, some Associates may even have the opportunity to spend time working outside of their respective home countries. We offer various training and mentoring programs as we continue to develop future leaders who understand our off-price business.

Finally, we recognize that a person must feel valued if they are to make a long-term commitment to any employer. Across our regions, we have formal and informal initiatives underway to foster inclusion and a sense of family. In the U.S., we have Associate Resource Groups to provide Associates with the opportunity to meet and network with others who have similar interests. To date, we have groups focused on providing education and networking around cultural diversity, disability awareness, women and leadership, lesbian/gay/bisexual/transgender/questioning community and friends, and veterans and reservists. We are proud that we have earned a score of 100 on the Corporate Equality Index of the U.S.-based Human Rights Campaign for eight of the past nine years. In Canada, we have a Diversity Council and publish "Did You Know," a monthly educational newsletter that focuses on diversity and inclusion.

Our Associates are our most valuable resource. While we expect hard work, dedication and innovative thinking, we also encourage Associates to balance work and personal life.

### Employee Longevity



**36%**

**of people in global managerial\* positions have been at the Company for more than 10 years.**



**2%**  
30+ years



**6%**  
20-29 years



**10%**  
15-19 years



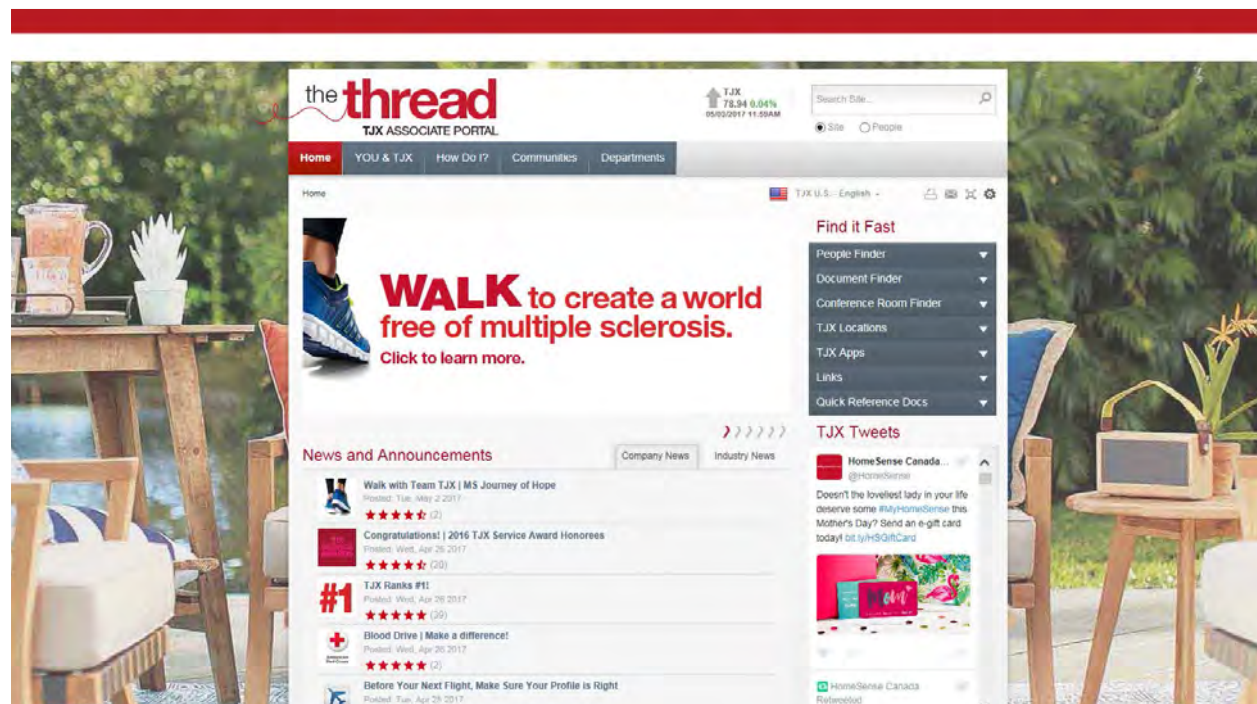
**18%**  
10-14 years

*\* Managerial is defined as Assistant Store Manager (or equivalent level) and above across the Company*

## ASSOCIATE COMMUNICATIONS

We're a growing, global organization, and communicating with Associates is key to maintaining our culture. We want our Associates to be informed about our businesses and geographies and allow for opportunities to participate in Company-organized activities and community events. At the corporate level and at all of our divisions, we have many different ways to communicate and engage our Associates, including: geographic publications, such as TJXtra in Europe, Associate newsletters, weekly bulletins, CEO updates, virtual and live management Town Hall meetings and State of the Company meetings. Our intranet – The Thread – is a global resource for Associates. It provides access to important Company news and empowers Associates to collaborate and share information as appropriate within TJX.

In 2015, we launched The JOY Project in Canada, which is designed to inspire, motivate and build Associates' morale by addressing issues that matter most to them. This in-store program is focused on invigorating, strengthening and supporting the integral parts of our culture at TJX Canada, as we strive to create an overall positive environment. Associates are recognized for "spreading joy" through random acts of kindness, such as encouraging a co-worker or providing a helping hand or support to a customer. Our goal is to drive the importance of building strong connections between managers, Associates and customers.



## EMBRACING DIVERSITY / INSPIRING INCLUSION

### A COLLABORATIVE ENVIRONMENT

We expect our Associates to work hard, challenge themselves and be innovative in their thinking. We also know that when our Associates feel connected, respected and included, it shows in their performance. That's why we strive to create a supportive, stimulating environment, where sharing ideas is encouraged and a work/life balance is attainable.

We live and work in cities, suburbs and rural communities. We believe each one of our Associates brings something unique to our collective culture – a diversity of experience, gender, race, ethnicity, age and more. At TJX, diversity is not something we mark off of a checklist; it is something we celebrate in many ways! We are proud that globally, 77% of our total workforce – corporate, store, managerial and non-managerial – and 65% of our managerial positions are female.\* And in the U.S., 56% of our total workforce and 32% of our managerial positions are made up of racially and ethnically diverse people. \*\*,\*\*\*

To support our growth, we are continually looking for diverse, enthusiastic and committed individuals to join our team. We've seen firsthand that the talented individuals we hire today can transform into our global leaders of tomorrow, but we also recognize that a person must feel valued if they are to make a long-term commitment to any employer. That is why we believe that diversity and inclusion are equally important, and we strive to establish partnerships with leaders, managers and Associates to drive an inclusive workplace where all Associates are welcomed, valued and engaged. Across our regions, we have formal and informal initiatives underway to foster inclusion and a sense of family. These are captured in five key areas:

- / Leadership and organizational awareness
- / Fostering a diverse and inclusive culture
- / Talent management
- / Diversity and inclusion in our communities
- / Impact

Our diversity and inclusion goal is to equip leaders, managers and Associates with the tools and personal support needed to enhance our

**culture of inclusivity.**

\* Managerial is defined as Assistant Store Manager (or equivalent level) and above, across the Company.

\*\* Racially and ethnically diverse people are defined as minorities under the U.S. Equal Employment Opportunity Law.

\*\*\* Data on ethnic and racial diversity not available outside the U.S.



## LEADERSHIP AND ORGANIZATIONAL AWARENESS

### Celebrating our Diversity

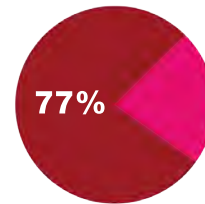
With relationships and respect so deeply embedded into our culture, we know it is important to take the time to celebrate our diversity. Our Associate Resource Groups in the U.S. and Canada run programs throughout the year, such as Bring Your Whole Self to Work, to honor our differences. Our U.S. distribution centers fly the flags of the countries represented by our Associate base and celebrate key holidays that are important to them. In Canada, we host a diversity picnic at our corporate office that kicks off with an Associate huddle around why diversity is important to us. We also have a large presence in Pride parades occurring across the U.S. and Canada each June, among our many other inclusion-related activities.

### U.S. Inclusion Policies

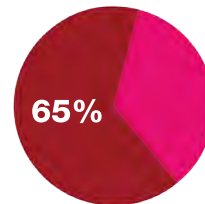
TJX has earned a score of 100 on the Corporate Equality Index of the U.S.-based Human Rights Campaign in eight of the past nine years and earned the highest ranking in the Human Rights Campaign's "Buying for Workplace Equality" guide. We periodically review our policies against the guidelines set forth in the Index.

In the U.S., prior to nationwide recognition of same-sex marriage, TJX was proud to provide benefits to same-sex domestic partners who did not have access to marriage. Today, we are pleased to provide benefits to our married Associates and their spouses. We also provide transgender-inclusive healthcare benefits and related healthcare services. We include language on "gender identity and expression" in the Company's nondiscrimination policy.

### Representation of Women Globally<sup>1</sup>

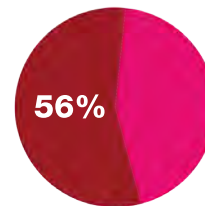


Globally, 77% of our total workforce— corporate, store, managerial and non-managerial— is female.

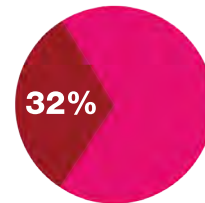


Globally, 65% of our managerial positions are female.

### Representation of People of Color in the U.S.<sup>1,2</sup>



In the U.S., 56% of our total workforce is people of color.



32% of our U.S. managerial positions are people of color.

<sup>1</sup> Managerial is defined as Assistant Store Manager (or equivalent level) and above across the Company

<sup>2</sup> Data on ethnic and racial diversity not available outside the U.S.

## FOSTERING A DIVERSE AND INCLUSIVE CULTURE

We strive for diversity at all levels of our organization, including management. We continue to work on initiatives that further embed inclusion as one of our core values, as it impacts not only recruitment and retention of Associates, but is also a key element of our culture. In Canada, we have a Diversity Council, consisting of senior leaders from across the Canadian organization, that set the vision and goals that will drive diversity and inclusion across that organization.



In Europe, we operate in six countries, so sensitivity to cultural differences is extremely important to us. As we grow our business, we believe we can be more successful long term if our workforce is inclusive and reflects the diversity of our customer population.

In the U.S. and Canada, we have formal groups established to support Associate learning, including education on topics related to diversity and inclusion. These Associate Resource Groups offer networking, development and support for new and long-time Associates and are open to anyone in our corporate offices and Loss Prevention (LP) groups. While informal, the Groups are well organized with a dedicated focus on a business objective and inclusion goal and include:

- / The Multicultural Coalition (MCC)
- / Women Adding Value Everyday (WAVE and U.S. and Canadian WAVE LP)
- / Lesbians, Gays, Bisexuals, Transgendered and Questioning People and Friends (PRIDE)
- / Supporting TJX Armed Forces Relations (STAR)
- / Leadership, Education and Adaptation for Disabilities (LEAD)

## TALENT MANAGEMENT

### Associate Resource Groups for Leadership Development

Our Associate Resource Groups are well positioned to help their members develop leadership skills and talent. By offering workshops, career development activities and project management opportunities, members can learn and strengthen skills that are directly transferrable to their jobs or even help develop them for future advancement.

# Impact

Read about some of our more recently received distinctions on page 6.

## Retention and Growth Opportunities

Inclusion-related learning varies among the countries in which we operate and is tailored to address the environment an Associate most often encounters. For example, store management in our U.S. stores may use a tool called “Culture Pulse” to gauge how store teams are performing in the areas of customer engagement and in their connections with each other. In 2015, in an effort to inspire, motivate and build Associate morale, TJX stores across Canada launched The JOY Project, a customer service and Associate engagement initiative. This effort works to build strong connections between managers, Associates and customers, and recognizes behaviors that mirror important aspects of our culture. In Canada, we also offer management-level programs, such as “A Winning Balance,” to help managers better understand their teams and be more effective leaders. In 2016, Canada expanded

this program beyond management. In Europe, as we expand into new countries, we recognize that our cultural diversity is becoming more complex. To support the increasingly diverse population of our merchandising and buying organizations, we designed a development workshop to help Associates understand, appreciate and successfully navigate others’ cultural preferences to build meaningful working relationships.

## DIVERSITY AND INCLUSION IN OUR COMMUNITIES

To supplement our internal training and educational initiatives and continue to recruit a diverse population, we attend conferences and college job fairs and partner with several business networks that offer specialized development for various audiences. In the U.S., these partnerships include the National Urban League and the National Council of La Raza. We also belong to Conexion in Boston and on a national level, The Partnership. Conexion pairs Latino Associates with a seasoned mentor at organizations in other industries and provides workshops in leadership. The Partnership offers year-long programs in leadership and cultural navigation for early- to mid-career Associates, as well as the Next Generation Executive Program, a five-month training course. In addition, we actively bring together Associate alumni of both programs in order to build a network that can support participants and encourage learning. To date, we have over 400 Associates of diverse ethnic and racial backgrounds who are alumni of The Partnership programs.

## ASSOCIATE GROUPS

In the U.S. and Canada, we have Associate Resource Groups organized for networking, development and support for Associates at our corporate headquarters and in our Loss Prevention (LP) group. Our Associate Resource Groups sponsor educational, volunteer and social events in a comfortable venue.

While informal, these groups are also well organized with a dedicated focus on a business objective. Each Associate Resource Group develops an annual business plan describing how it will support our business, and each group has a voice in community relations initiatives. In addition, our Associate Resource Groups are provided an annual operating budget, money for charitable giving and/or community programs, a liaison from Human Resources and an executive sponsor.

Our Associate Resource Groups include: The Multicultural Coalition (MCC); Women Adding Value Everyday (WAVE and U.S. and Canadian WAVE LP); a Resource Group for Lesbians, Gays, Bisexuals, Transgendered and Questioning People and Friends (PRIDE); Supporting TJX Armed Forces Relations (STAR); and Leadership, Education and Adaptation for Disabilities (LEAD).



Here is just a sample of the programs hosted by our Associate Resource Groups in 2016:

#### **Education:**

- / Hosted a lunch-and-learn on “The Other Tradition” through the National Center for Race Amity
- / Provided educational information on the veteran suicide epidemic in the U.S.
- / Hosted women’s leadership events in four cities across the U.S. focused on career development and networking
- / Acknowledged Autism Awareness Month with a presentation providing an overview of the autism spectrum disorder and the impact on families, Associates and human services

#### **Volunteerism:**

- / Hosted students at global headquarters for a retail “career day”
- / Conducted donation drives for organizations serving veterans who are homeless or in need
- / Worked at local food pantries
- / Participated in a wide variety of walks to raise funds and awareness for mental illness, multiple sclerosis, suicide prevention, breast cancer research and more

#### **Fundraising for a number of initiatives, including:**

- / At-risk students
- / Military personnel support
- / Breast cancer research
- / AIDS prevention and services
- / Multiple sclerosis

In addition to these initiatives, our Associate Resource Groups work to affect change on longer term business issues. Some examples of this include: our WAVE team, which successfully lobbied to get additional coverage for infertility treatments on certain medical plans;

our WAVE LP team, which developed a robust handbook and program to recruit more women into Loss Prevention positions; and our STAR team, which is planning for expansion into two distribution centers to support our goal of hiring veterans and aiding in their career growth.

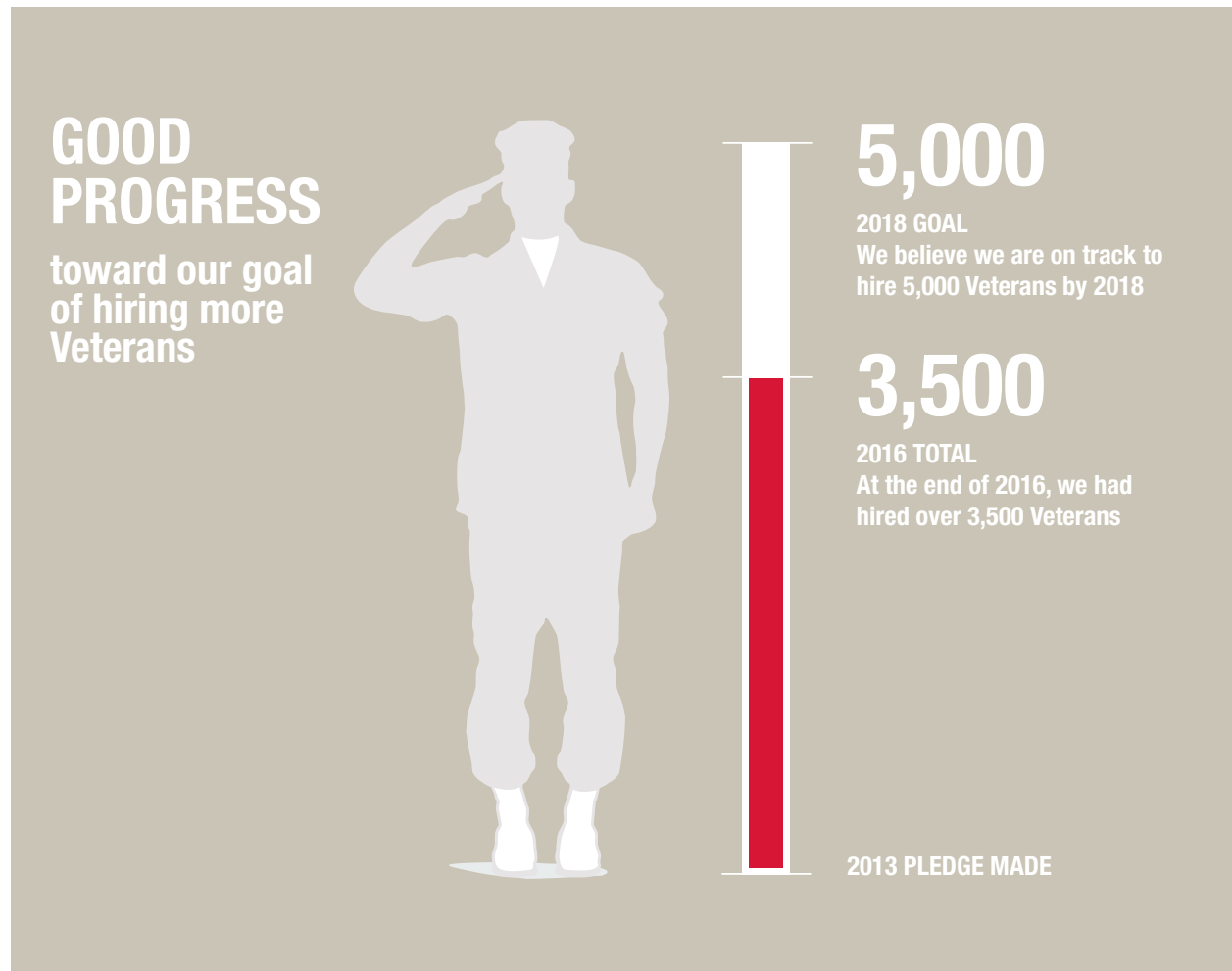
We are proud to have been recognized for our support of our Associates in various independent rankings over the years.



## COMMITMENT TO ARMED SERVICES

When it comes to supporting our military, TJX is dedicated to hiring members of the U.S. Armed Forces, veterans and their spouses. We make contributions that assist service members, both on deployment and upon their return, and honor members of the military for their service. In 2012, we reaffirmed our commitment to the federal agency, Employer Support of the Guard and Reserve, by signing, for the second time, the 5-Star Statement of Support. Through this commitment, we made a pledge to hire U.S. veterans and assist Associates active in the National Guard and Reserve.

In 2013, TJX joined other U.S. companies on Capitol Hill and strengthened our commitment further by pledging to hire at least 3,000 additional active military members, veterans or their spouses by 2018. We are excited to have already exceeded that goal, welcoming over 3,500 into the TJX family since 2013. We believe we are on track to hire 5,000 people from these populations by 2018.



In addition to our hiring commitment, The TJX Foundation has provided support to several organizations dedicated to veterans' assistance, including the Home Base Program, which works with the Department of Veterans Affairs to treat those affected by combat-related stress and traumatic brain injury. We are also proud to support the Massachusetts Iraq and Afghanistan Fallen Heroes Memorial through financial contributions as well as in-kind donations.

At our global headquarters, we have "STAR" (Supporting TJX Armed Forces Relations), an Associate Resource Group whose mission is to provide networking and support for Associates who have a military affiliation, directly or indirectly via a family member. STAR also provides education for TJX managers and Associates about appropriate support for military-affiliated Associates and their families.

We take our commitment to military men and women and their families seriously, and we are proud to recognize and support our service members.

# / OUR COMMUNITIES

As the leading off-price apparel and home fashions retailer in the U.S. and worldwide, we have been delivering value to our customers for 40 years. Operating over 3,800 stores in the U.S., Canada, Europe and Australia, we know that our business touches a lot of communities, from large cities to small towns, and we are committed to adding value to the communities we serve.

Across those communities, there are vulnerable families and children in need. Some lack access to basic needs, such as food, shelter, clothing, healthcare and freedom from abuse. Others lack access to opportunities that can be integral to future success – education, training and more.



**Helping  
build  
better  
futures**



**Our Community Relations Mission: To provide value to our communities by helping vulnerable families and children access the resources and opportunities they need to build a better future.**



## **WE FOCUS ON FOUR SOCIAL IMPACT THEMES:**

**/ Basic needs for those in poverty**

**/ Education and training for at-risk young people**

**/ Research and care for life-threatening illnesses**

**/ Safety from domestic violence**

We support organizations that help families and children in these key areas through our charitable foundations, community partnerships, volunteer efforts and in-store fundraising.



## CORPORATE PHILANTHROPY

Caring for others is an important part of the culture at TJX. Throughout our 40-year history, we have worked hard to be a good corporate citizen and bring value to people's lives – not just in our stores, but in our communities where we work to enrich the lives of others. Our corporate giving follows our global philanthropic platform and is focused around four key themes:

- / *Basic needs for those in poverty*
- / *Education and training for at-risk young people*
- / *Research and care for life-threatening illnesses*
- / *Safety from domestic violence*

One way we support these important social impact areas is through our charitable entities in our different regions: The TJX Foundation in the U.S., The TJX Canada Foundation and The TJX U.K. Foundation. Our Foundations proudly support a variety of organizations, from the national charitable groups our retail chains partner with, to our local giving, including donations to a local charity with new store openings or grants to Associate-recommended organizations that fit our giving guidelines. Sometimes we are also able to combine Associate volunteerism with our Foundation giving, as we believe this makes our philanthropic efforts more meaningful to our Associates and customers and adds value in our local communities.



## WHEN DISASTER HITS, WE SUPPORT RELIEF EFFORTS

Our support of families and children includes supporting relief efforts when a disaster hits in our communities. TJX has made significant donations to Red Cross Chapters in various parts of the world, with funding directed to disaster relief to assist individuals and families impacted. We have been a member of the **U.S. Red Cross' Annual Disaster Giving Program** for more than 20 years. Through TJX Canada, we have contributed to the **Canadian Red Cross** for its disaster relief services. The TJX U.K. Foundation has supported the **British Red Cross**. We believe our support for these programs aids in the development of a safety net for those affected when disaster strikes and communities need to be rebuilt.

In addition to these ongoing contributions, we sometimes support special relief efforts. For example, in the U.S., we made an additional donation to **Save the Children**, which was directed to relief efforts for West Virginia flood victims. Our Canadian Associates quickly responded to the **Alberta Fire Relief Appeal**, established to help the Fort McMurray communities devastated by the wildfires in 2016. Thanks to our generous customers and committed Associates, we raised over \$1 million for this effort through an in-store fundraising campaign and corporate donations. Additionally, in response to **Storm Desmond**, which caused severe flooding in the U.K. in December 2015, the TJX U.K. Foundation provided £50,000 to support over 500 people affected.

## OUR ASSOCIATES GIVE OF THEMSELVES

Our Associates worldwide support a variety of organizations. In the U.S., over 34,000 Associates pledge to the **United Way** in our annual workplace campaign to help provide families and children with opportunities for a better life, resulting in substantial funding to United Way. In the U.K., our Associates donate clothes, accessories and homeware to the "Give Up Clothes for Good" campaign to support **Cancer Research U.K.** Together, our Associates and customers have donated more than 1,000,000 bags since 2004! In Canada, our Associates marched in **Pride** parades across the country, with nearly 500 Associates participating in 2016. We are very proud to have Associates around the world who volunteer their time and who are committed to doing good in their communities.

**Caring  
for  
others**

**is an important  
part of the  
culture at TJX.**

## PROVIDING FOR BASIC NEEDS

In our communities around the world, there are families in poverty who struggle to overcome the challenges of everyday life and meet their basic needs. This is why we are passionate about supporting non-profit organizations that work to get these families the food, clothing and shelter they need. Across our regions, we support hundreds of these types of organizations. These are some of our key initiatives:

- / Our support of **Save the Children**, an organization that gives children a healthy start, the opportunity to learn, and protection from harm around the world, continues and expands. Since 1984, TJ Maxx has been a sponsor of Save the Children U.S., contributing to the organization's ability to provide access to nutrition and physical fitness programs, among others, for thousands of children in areas where resources are lacking. In addition to this long-term support in the U.S., in 2016, the TJX U.K. Foundation donated £100,000 to Save the Children to support relief efforts for the child refugee crisis in Germany.
- / Our support of food banks provides families with essential basic needs. Throughout the year, our U.S. and Canadian Associates donate supplies to food drives and volunteer their personal time to hunger-relief organizations. In Canada, we have a longstanding relationship with the **Daily Bread Food Bank**, which provides food and support to almost 200 food programs across Toronto. TJX Canada is the largest provider of food relief in the Greater Toronto area, and our Associates volunteer their time sorting and managing food for school lunches, among other projects. Additionally, once a year, TJ Maxx, Marshalls and HomeGoods team up with customers to help combat hunger by raising money for food bank organizations across the country.
- / More than 200 U.S. Associates and interns showed their support this year for **Cradles to Crayons**, an organization that provides children from birth to age 12 with the essential items they need to thrive – at home, at school and at play. Our Associates participate in events throughout the year, sorting and organizing donations, creating backpacks filled with school supplies and collecting and donating winter coats.
- / At TJX Canada, our Associates support **Covenant House Toronto**, an organization that advocates for homeless youth by providing a comprehensive range of housing and support services to meet their needs. In addition to their monetary contributions, our Associates volunteer their personal time throughout the year at Canada's largest youth shelter to help serve food, stock supplies and participate in programs. In 2016, two TJX Canada executives participated in Covenant House's Executive Sleep Out, an event that calls upon executives of corporations across Toronto to raise funds by spending the night on a Toronto street to experience the life of a homeless youth.
- / In Germany, TK Maxx supports **Children for a Better World**, an organization that supports children's basic needs and responds to malnutrition issues connected with growing up in poverty. The charity's CHILDREN's Lunch Table program provides children with balanced meals and education on nutrition so that they can focus on their school work, thereby helping them to achieve their full potential. As we strive to maximize our impact on this organization, we have developed several initiatives to support them. Our efforts include fundraising and a corporate responsibility campaign held during World Children's Day, as well as sales of Bags for Life and Christmas products. Since 2010, our efforts have provided funding through Children for a Better World for approximately 500,000 meals for disadvantaged children. In 2016, some of our German Associates strengthened their commitment to this cause by participating in a 24-hour mountain bike race to raise money for the charity.

### 2016 U.S. CAMPAIGN TO FIGHT HUNGER

/ **\$2 million +**  
donated

/ **140+**  
food organizations impacted

/ **13 million +**  
meals served

Thanks to our amazing Associates and generous customers!

## CREATING OPPORTUNITIES FOR YOUNG PEOPLE

We believe that by supporting organizations that create positive opportunities for young people, we can help them build a better future.

To do this, we focus our resources on enrichment programs that ensure greater success in school as well as workforce readiness. In fact, we have always been passionate about helping children reach their full potential. For more than 30 years, TJ Maxx has been a sponsor of **Save the Children U.S.**, a non-profit organization that provides programs to children in low-income, rural communities in America. Our support of Save the Children has contributed to the organization's ability to provide access to early education and literacy programs, among others, for thousands of children in areas where resources are lacking.

TK Maxx is equally proud of its 10+ year relationship with **Comic Relief** in the U.K. As the official t-shirt retailer for the campaign, we have raised significant funds to support Comic Relief's efforts to bring about "real and lasting change by tackling the root causes of poverty and social injustice," and award grants "to give people a leg up, not a hand out." Also in Europe, TK Maxx in Poland began supporting the **Academy of the Future** in 2014, a program run by Stowarzyszenie Wiosna, a national children's education charity that provides one-on-one mentoring and educational support to over 1,800 disadvantaged children.

For many of our programs, Associate volunteers contribute to our outreach efforts. Associates at our TJX corporate headquarters volunteer at a variety of events, from our one-day educational forum for high school students in the **Girls Inc.** program to weekly participation as **Big Brothers/Big Sisters**. In Canada, we encourage our Associates to volunteer at **Covenant House Toronto** to provide services to at-risk youth. These volunteer efforts are often strengthened by donations from our Foundations.



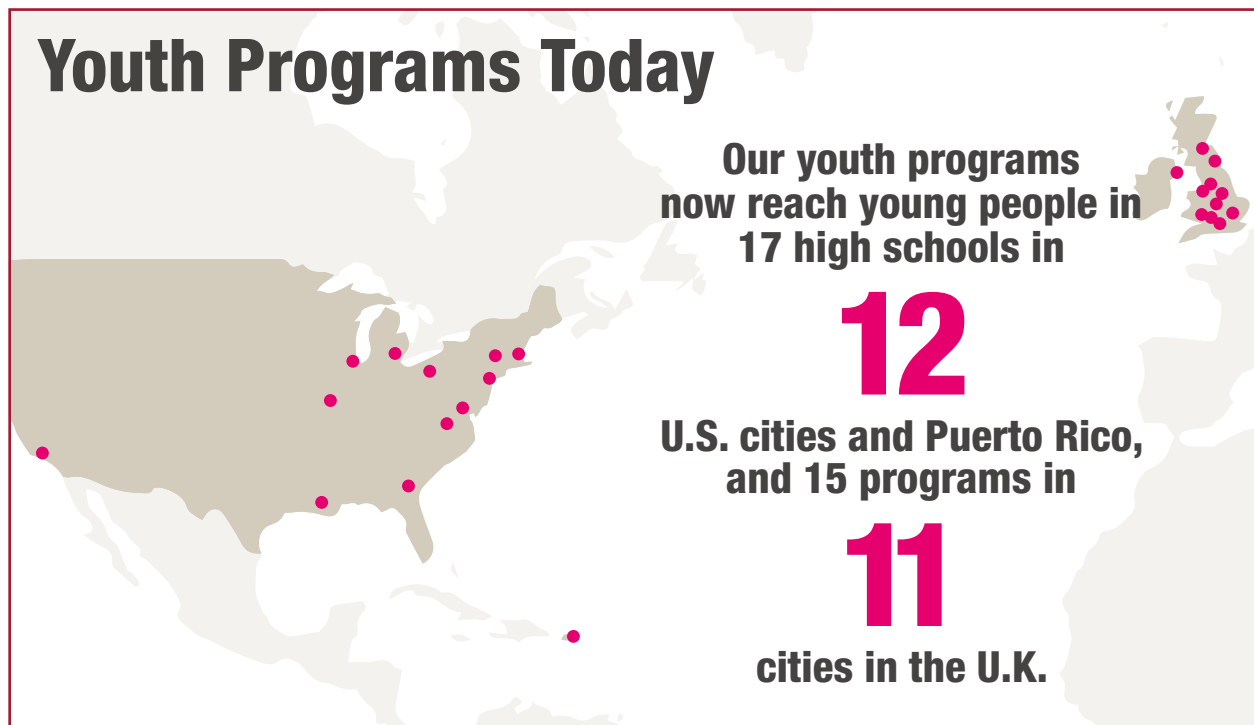
### ENRICHMENT PROGRAMS LEAD TO GREATER SUCCESS

In 1999, TJX founded the **Youth Business Institute (YBI)** to serve youth in the Boston, MA, area. The idea was simple: provide basic skills and training for success in school and in the workplace.

Today, YBI is an innovative 11-week professional development program that operates in several under-resourced high schools around the U.S. TJX Associates volunteer their personal time to teach high school students job readiness skills and expose them to career pathways relevant for entry into the retail workforce. The YBI program includes workshops on time management, budgeting, resume building and interview preparation. The program also fosters students' career exploration and concludes with a graduation ceremony. Since 2012, YBI has graduated more than 1,400 students. TJX has awarded over \$900,000 in scholarships to YBI students and hired nearly 750 program graduates into full- and part-time positions within the Company.

TJX Europe works with **The Prince's Trust**, an organization that supports teens and young adults who are unemployed, struggling at school or otherwise at risk of exclusion from many opportunities. Since 2012, we have been actively involved in the Trust's Get Into Retail program, which offers disadvantaged young people the skills and training to enable them to succeed in a retail career. Participants in the program learn basic career skills, such as interviewing techniques and applying for a job, and benefit from combining classroom-based training with an in-store mentor, all with the goal of offering successful participants a job in a TK Maxx store.

In 2016, 15 programs ran in the U.K., educating over 230 young people. We hired 68% of the program participants following course completion. In addition to our participation in Get Into Retail, in 2016, HomeSense became a contributor to The Prince's Trust Achieve program, a personal development course for 13- to 19-year-olds.



## SUPPORTING ADVANCEMENTS IN HEALTHCARE

Providing real value is at the heart of everything we do at TJX, and that includes supporting organizations that deliver services to families and children when they are facing life-threatening illnesses.

In the U.S., we have been supporters of the **Alzheimer's Association** since 2010. Alzheimer's disease and dementia affect not only those who suffer from the disease, but their families and caregivers as well, impacting over 46 million people worldwide.\* We're proud to have been a National Team Member of the Walk to End Alzheimer's in the U.S. Associates from across the business, as well as their relatives and friends have participated in walks around the country, collectively raising significant funds to support this meaningful cause.

Our Associates are actively engaged in supporting other causes as well. In some cases, activities that may have started as smaller, localized efforts have now grown into more substantial campaigns that occur across the country. For example, our U.S. Loss Prevention group leads Associate participation in the **Making Strides Against Breast Cancer** walks each fall. In 2016, this group rallied together 120 teams in 29 states, with approximately 2,000 Associates, family members and friends. Cumulatively, the teams have raised well over \$1 million in funding for breast cancer research and support over the past six years!

In Canada, our Associates volunteered in 2016 to help remodel and decorate a playroom at **Holland Bloorview Kids Rehabilitation Hospital**, Canada's largest children's rehabilitation hospital focused on improving the lives of kids with disabilities. We also participated in the "Mud Run" to fundraise for **Camp Oochigeas**, a camp where children with debilitating illnesses are provided an opportunity to explore enriching, challenging and fun experiences.

TJX Europe has raised millions for **Cancer Research U.K.**, which is dedicated to research, prevention and treatment of cancers. Our support includes the "Give Up Clothes for Good" campaign, the U.K.'s biggest clothing donation program. Through our efforts, we are proud to say that TK Maxx is now the largest corporate funder of children's cancer research in the U.K.

In addition to the above, TJX has strong relationships with many charitable organizations across our geographies dedicated to funding research and providing care for those facing life-threatening illnesses and their families. Associates at our retail chains are passionate about these causes and our amazing customers give generously. In the U.S., Marshalls has supported **JDRF** (formerly the Juvenile Diabetes Research Foundation) and HomeGoods has supported **St. Jude Children's Research Hospital** for many years. Sierra Trading Post has supported **Vermont Adaptive Ski and Sports**.

In Canada, Winners and HomeSense have supported the **Sunshine Foundation** and Marshalls has supported the **Kids Help Phone**. In Europe, TK Maxx has supported **Enable Ireland**. In Australia, TK Maxx (formerly Trade Secret) has supported the **Starlight Children's Foundation**.



\* According to the World Alzheimer Report 2015

## PROVIDING SAFE HAVENS FROM DOMESTIC VIOLENCE

### / FAST FACT

*Proceeds from our Shop for Gen1 sales benefit over 450 emergency relief shelters and violence prevention programs in Canada.*

For more than 20 years, TJX has supported organizations that help provide a safe haven for those fleeing domestic violence and give those affected the tools they need to help rebuild their lives.

On average, nearly 20 people per minute are physically abused by an intimate partner in the U.S., totaling more than 10 million people every year.\* We are a proud supporter of the **National Domestic Violence Hotline**, a free helpline that supports victims and family members throughout the country. We also partner with the Hotline to create a domestic violence awareness campaign to support our Associates and customers in stores and offices.

For over 10 years, we have supported **Women in Need**, a New York

City-based organization that helps homeless women and children, many of whom are escaping domestic violence situations, using an approach that does not simply provide a hand out, but helps provide a way out. Women in Need's process begins with safe housing and includes vital programs so that women who are caught in the cycle of poverty can look forward to a brighter future. Women in Need focuses on education – developing and improving skills in computers, resume writing and interviewing – so participants can elevate their career potential.

Through a combination of a direct donation and in-store fundraising with the help of Associates and customers, our Winners and HomeSense chains have been able to give support to the **Canadian Women's Foundation** for over 10 years. Ranked one of the 10 largest women's foundations in the world, the Canadian Women's Foundation empowers women and girls in Canada to move out of violent situations, out of poverty and into confidence and leadership. Since 1991, the Foundation has raised money and invested in over 1,400 community programs across Canada.



Twice a year, Winners and HomeSense sell a unique product line to raise funds for the Canadian Women's Foundation. The line, titled "Shop for GEN1," comes out in the spring and fall. Proceeds benefit over 450 emergency shelters and violence prevention programs funded by the Foundation. About 250,000 people have been impacted by the Foundation's funded community programs.

\* The National Center for Injury Prevention and Control's National Intimate Partner and Sexual Violence Survey: [http://www.cdc.gov/violenceprevention/pdf/nisvs\\_report2010-a.pdf](http://www.cdc.gov/violenceprevention/pdf/nisvs_report2010-a.pdf)



# CAUSE MARKETING AND FUNDRAISING

We take our support of the communities we serve to heart. In addition to the charitable work coordinated through our Foundations and at our offices and distribution centers, our retail chains support community and charitable initiatives that are important to our store Associates and customers. We consider our in-store fundraising efforts to be cause-related marketing initiatives, as our retail chains and customers team up to raise funds and awareness that may benefit the selected charity.

Our stores focus their fundraising and awareness campaigns on philanthropic organizations that help ensure that basic needs of families and children are met, including providing food, shelter and clothing, access to healthcare and freedom from abuse, and that they have access to the opportunities they need to succeed and thrive. Thanks to the dedication and passion of our Associates, the generosity of our customers and corporate contributions, we have raised millions of dollars for charitable efforts. Throughout the Company, we are continually searching for ways to give back and are proud of our collective results.

## CAUSE MARKETING AND FUNDRAISING IN THE U.S.

**TJ MAXX** has long supported organizations that help create lasting change in children's lives by supporting nutritional, health, developmental and educational programs. One of TJ Maxx's most expansive charitable relationships is with **Save the Children U.S.**

Today, nearly one in five school-age American children lives in poverty,\* having to go without simple, yet critical necessities like healthy food, books and safe places to play and exercise. For over 30 years, we have partnered with Save the Children U.S. to help children find a future outside of poverty, and in 2014, we were proud to have received the Save the Children's Corporate Champion for Children Award in recognition of our longstanding efforts. Through in-store and Associate fundraising, corporate sponsorships and volunteer leadership efforts, we're proud to help give children in need a better start to life.

In addition, from time to time, TJ Maxx stores nationwide sell certain merchandise featuring children's artwork, with a portion of the proceeds going directly to Save the Children U.S. TJ Maxx also ran a Mother's Day Twitter campaign that encouraged our followers to post a photo of themselves, or someone they love, being #momstrong. For each tweet, TJ Maxx donated \$1 to Save the Children U.S. Programs. As our partnership develops, we continue to consider ways to evolve our program to have the biggest impact and deliver measurable outcomes for children.



\* United States Census Bureau, 2015 Current Population Survey Annual Social and Economic Supplement at <https://www.census.gov/did/www/saie/data/highlights/files/2015highlights.pdf>

At **MARSHALLS**, we support the communities in which we do business through our commitment to organizations that support the health of families and children. For more than 25 years, Marshalls has partnered with **JDRF** to improve the lives of children and adults living with Type 1 diabetes and to support JDRF’s search to find a cure. Through an annual in-store fundraising campaign, our Marshalls national walk team and support of other local JDRF events, we are



helping to fund exciting new research and support programs. We are proud to have been named an Elite Corporate Partner for the past seven years, helping to fund breakthroughs that may one day eliminate this devastating disease.

Marshalls has also raised funds and awareness through an in-store fundraising program to benefit the **Alzheimer’s Association** and its efforts to advance Alzheimer’s-related care, provide support to families and continue research to help end Alzheimer’s disease. In addition, through an in-store fundraising program, Marshalls supports **St. Jude Children’s Research Hospital** in its mission to help fight childhood cancer.

We know that providing safe and engaging programs for children after school is an issue important to our Associates and customers. We are exploring how we may integrate support of these types of programs into our cause marketing and fundraising platforms.

At **HOMEGOODS**, we focus our charitable efforts in an area that impacts the lives of so many of our Associates and customers – helping families fight cancer. HomeGoods Associates throughout our organization have championed this mission for many years, and we take immense pride in actively directing our fundraising efforts toward this common goal. HomeGoods has partnered with **St. Jude Children’s Research Hospital** since 2010 and



**Dana-Farber Cancer Institute** since 2001, both leading cancer research and treatment centers. Each year, various HomeGoods field and home office Associates travel to these organizations to learn more about their lifesaving work and to bring some “HomeGoods Happy” cheer to patients and their families.

In our stores, we participate in St. Jude's annual "Thanks and Giving" campaign, raising funds and awareness to support St. Jude's mission to advance cures for pediatric cancer. Prior to this year's campaign, a group of Associates from throughout the organization visited St. Jude and held a holiday party for patients and their families. The HomeGoods team brought hundreds of gifts for kids of all ages, planned an arts and crafts activity and provided gift cards to the families. For several years, we have also sold exclusively designed, holiday water globes, with 50% of the purchase price being donated to St. Jude.

HomeGoods also holds an annual in-store fundraising campaign in support of Dana-Farber Cancer Institute. We sell reusable shopping bags and donate 50% of the purchase price to Dana-Farber. Each year, the bag features artwork designed by a patient from the Jimmy Fund Clinic, Dana-Farber's center for pediatric cancer treatment and research. This patient becomes the hero of our campaign and serves as inspiration. At our home office, we provide toys for Dana-Farber's annual holiday party for patients and their families, and Associates from across the organization gather to wrap the gifts. In 2016, HomeGoods was also proud to have its first-ever team in the Falmouth Road Race on Cape Cod, with each runner raising money to benefit the hospital. We also supported the annual Boston Marathon Jimmy Fund Walk by sponsoring a HomeGoods water stop along the route.

At **SIERRA TRADING POST**, we want the outdoors to be accessible to everyone, and therefore, we focus our charitable giving at the local level, aligning ourselves with organizations that support our goal. As part of our recent store grand openings, we made contributions to organizations such as **Vermont Adaptive Ski and Sports**, whose mission is to instill confidence and independence in youth and adults with disabilities by participating in adaptive sports programs and



activities, and to **Let the Kids Play**, whose mission is to provide beginner youth sports equipment and access to youth sports programs to qualified children. Given the size of our small store base, our charitable giving is provided directly from the Company, rather than derived from in-store fundraising. Additionally, we have a structured in-kind donation program whereby we donate some returned items that are in excellent condition to local community shelters. Some of our merchandise donations are sold in thrift shops to support community programs and others are given to families in need through charities that we support.

## CAUSE MARKETING AND FUNDRAISING IN CANADA

At TJX Canada, our **WINNERS** and **HOMESENSE** brands have long partnered with organizations to help enrich the lives of women and children.

We proudly support the **Canadian Women's Foundation**, an organization committed to empowering women and girls in Canada to move out of violent situations, out of poverty and into confidence and leadership. For over 10 years, through the sale of a unique product line and Canadian Women's Foundation's decal program, our Associates' and customers' efforts have raised funds to help support over 450 emergency 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 in Canada.

Winners and HomeSense are also proud supporters of the **Sunshine Foundation of Canada**. This national charity grants wishes in response to the individual dreams of children with severe physical disabilities and life-threatening illnesses. For over a decade, Winners and HomeSense customers and Associates have helped to raise millions of dollars through the annual "Spread a Little Sunshine" campaign to make these children's dreams a reality.

**MARSHALLS**, in Canada, believes in supporting the family unit, so that happy and healthy kids may thrive in our communities. We support **Kids Help Phone**, a phone and online counseling service for Canadian youth, where professional counselors are available 24 hours a day, 365 days a year, to help young people deal with concerns, large or small. For the last two years, Marshalls has supported Kids Help Phone through the "Have a Kid's Back" campaign in which a portion



of proceeds from all backpack sales go to support Kids Help Phone. Marshalls is also a proud sponsor of CTV television network's Toy Mountain, an annual toy drive in support of the **Salvation Army**. In addition to making a cash donation to the Salvation Army, Marshalls stores in the Greater Toronto area serve as official toy drop-off locations.

TJX Canada, representing its Winners, HomeSense and Marshalls chains, is an official sponsor of **Pride** festivals across the country and has supported the LGBT (lesbian, gay, bisexual and transgender) community for many years. Each year, Associates join in the festivities by marching in community Pride parades. In 2016, TJX Canada sponsored seven Pride festivals in major Canadian cities, and proudly saw over 460 Associates marching in various parades.

## CAUSE MARKETING AND FUNDRAISING IN EUROPE

TJX Europe's community programs aim to create a lasting, positive impact in the communities we serve by helping vulnerable children and young people achieve their potential.



Since 2004, **TK MAXX** in the U.K., together with our customers, has raised over £25 million for **Cancer Research U.K.**, with the majority of funds dedicated to the research, prevention and treatment of children's cancers. Our support includes our "Give Up Clothes for Good" campaign, the U.K.'s biggest clothing donation program. This initiative allows people to drop off their high-quality, used clothes, accessories and homeware at our stores for donation to Cancer Research U.K. The items are then sold at Cancer Research U.K. thrift shops to raise funds. Together, our Associates and customers have donated

more than one million bags of clothes since 2004. Our significant support of Cancer Research U.K. makes TK Maxx the largest corporate funder of children's cancer research in the U.K.

We are equally proud of our partnership with **Comic Relief**, a charity that helps children and families impacted by poverty and social injustice in the U.K. and Africa. Since 2005, our Associates and customers have raised significant funds for Comic Relief U.K.'s much-loved fundraising campaign, "Red Nose Day." As the official t-shirt retailer for the campaign, TK Maxx is proud to work with well-known designers and celebrities to develop and market cotton t-shirts currently being made of 100% African Fair Trade cotton.

Our TK Maxx stores in other geographies support organizations about which they are passionate. In Ireland, through a local "Give Up Clothes for Good" program, we've raised significant funds for our partner, **Enable Ireland**, which helps empower children, adults and families living with disabilities. In Germany, we support **Children for a Better World**, a charity that provides children with healthy food and school lunches so that they can focus on their school work, thereby helping them to achieve their full potential. Since 2010, our fundraising efforts and corporate responsibility campaign during World Children's Day, as well as sales of Bags for Life and Christmas products, have provided funding through Children for a Better World for approximately 500,000 meals for disadvantaged children. TK Maxx in Poland supports the **Academy of the Future**, a program run by Stowarzyszenie Wiosna, a national children's education charity that provides one-on-one mentoring and educational support to over 1,800 disadvantaged children. Our partnership continues to be a big success, with sales from Christmas merchandise and our Bags for Life benefitting the Academy of the Future. In addition, we ran an in-store campaign where we asked children what they wanted to be when they grew up and then partnered with an illustrator to create t-shirts showcasing the five most popular professions. T-shirt profits also benefit the Academy of the Future's efforts.

In 2016, our **HOMESENSE** stores in the U.K. began partnering with **The Prince's Trust** on projects that work to help disadvantaged and vulnerable children in our local communities. The newly formed Achieve program supports 13- to 19-year-olds to develop the skills and confidence needed to engage and succeed in education through relevant, engaging and informal learning. Homesense and its customers have raised funds for the Achieve program through in-store fundraising and our "Hang a Bauble" campaign at Christmas.

TJX Europe and its TK Maxx and Homesense chains have been working in 12 communities in the Rwenzori region of western Uganda to help send children to school since 2008. Initially, TJX Europe worked with **Save the Children** to build classrooms and teachers' houses, and supply educational materials and clean water and toilets. We are pleased to report that to date we have funded approximately 20 new classrooms, 500 desks, 3,000 textbooks, box loads of solar lamps and other materials, safe fresh water and latrines. We have also invested in teacher training. At the time our program began, 53% of the children in the Rwenzori region were able to attend school. Enrollment has risen to 94%, with over 10,000 children in 12 communities now able to attend primary school.

In 2011, we furthered our commitment in western Uganda by developing a sustainable trade program, working with 6,000 families to help enable parents to increase their family incomes. We have supported the production and sale of coffee, cocoa, cotton and crafts, and we sell coffee and crafts produced in that region in our stores. We also help these parents to form co-operatives and to build relationships with commercial and development partners, which has led to better and higher-quality yields. These, combined with trading regularly, give parents a more reliable and increased income stream, allowing them to save for school fees and materials.

Cotton and cocoa co-operatives have been Fairtrade certified, helping the co-operatives achieve fairer pricing and access to international markets. Farmers now earn approximately 20% more for their coffee crop. We believe our support is making a difference. Since the Rwenzori Trade Project started in 2011, there has been a 40% increase in children completing their primary school education.



## CAUSE MARKETING AND FUNDRAISING IN AUSTRALIA

At **TK MAXX** (formerly Trade Secret), we aim to partner with charities, schools and sporting teams in our store communities, supporting them in a variety of ways. We partner with the **Starlight Children's Foundation**, a national organization that aims to brighten the lives of seriously ill children and their families. While health professionals focus on treating the illness, Starlight provides programs integral to the total wellbeing of seriously ill children, lifting their spirits and giving them the opportunity to laugh, play and focus on being children. Together with our customers, we raise funds through a range of activities, including our "Round Up Your Sale" campaign where shoppers can round up the cost of their purchase to the nearest dollar, with 100% of the excess change going directly to Starlight.

In October 2016, we hosted nine Starlight families from all over Australia in our newly remodeled Burleigh Waters Trade Secret store as they celebrated Starlight's "Wish Week." During this week, families have a chance to get away from their daily routines, which often involve many visits to doctors and hospitals, and spend time enjoying themselves on the Gold Coast. The week-long events included face painting for the kids and massages for parents. Each family also received a \$500 Trade Secret gift card to enjoy a shopping spree together.

In addition to our work with Starlight, we began working with the Australian Red Cross in 2016, donating clothing for the organization to sell in its stores. Since we launched this effort, we have donated almost 11,000 pounds of clothing. The proceeds have gone to The Good Start Breakfast Club, providing more than 500 elementary school children with a healthy breakfast every week of the school year.



**We are making a difference**

We donate all samples and non-saleable stock to the Australian Red Cross.

So far we have donated **4,873kgs**, equivalent to **\$67,000**.

This money has gone to **The Good Start Breakfast Club** at **six** primary schools, providing **540** children with a healthy breakfast **every week of the school year**.

**Thank you.**



# ENVIRONMENTAL SUSTAINABILITY

TJX has long been committed to pursuing initiatives that are smart for our business and good for the environment. We operate a large, complex international business and in 2016, were pleased to increase our global store count by nearly 200 stores. Our growth has resulted in annual increases in our environmental footprint, including our absolute greenhouse gas (GHG) emissions. That's why we have continually focused on meaningful initiatives that help reduce our environmental impacts and actively demonstrate our ongoing commitment to environmental sustainability.



**Smart for  
business.  
Good  
for the  
environment.**



## Our key initiatives include:

### SUSTAINABLE BUSINESS OPERATIONS

- / Energy and Emissions
- / Logistics
- / Green Building
- / Waste Management

### MEASUREMENT AND REPORTING

- / Reduce global GHG emissions per dollar of revenue by 30% by 2020
- / Improve our measurement and disclosure of environmental data
- / Revise GHG inventory calculation to include market- and location-based emission factors

### BUILDING RELATIONSHIPS THROUGH ENGAGEMENT

- / Further engage our Associates on environmental issues via collaborations and implementation of best practices



## COMMITTED TO OUR JOURNEY TO REDUCE OUR CARBON FOOTPRINT

Implemented initiatives in 2016 that reduced our carbon footprint by more than 17,500+ metric tons of carbon dioxide equivalents (CO<sub>2</sub>e)

OUR GOAL: Reduce our global GHG emissions per dollar of revenue by 30% by 2020, against a 2010 baseline.



## PROGRAM HIGHLIGHTS

### 2016 ENVIRONMENTAL SUSTAINABILITY ACHIEVEMENTS

#### ON TRACK WITH OUR 2020 GOAL



On track to achieve our 2020 goal to reduce global GHG emissions per dollar of revenue by 30% against a 2010 baseline

Purchased Green-e certified renewable energy certificates in Canada, avoiding over 18,000 metric tons of CO<sub>2</sub>e associated with our 2016 electricity use

#### LEVERAGING RENEWABLE ENERGY



#### REDUCING CARBON FOOTPRINT



Implemented emissions reduction initiatives that, on a global basis, reduced our carbon footprint by more than 17,500 metric tons of CO<sub>2</sub>e

- Achieved CDP score of A-

- Celebrated 16 years on FTSE4Good index



#### GLOBAL RECOGNITION



#### STRENGTHENING OUR COMMITMENT

Gained global consensus on a comprehensive roadmap that charts the future of our program in a way that is good for business and the environment

#### GLOBAL OVERSIGHT. REGIONAL RESPONSIBILITY.

Our Executive Environmental Steering Committee is responsible for guiding the development of TJX's environmental sustainability strategy and aligning it with the overall business strategy. The Committee provides guidance, advocacy, support and oversight for global environmental initiatives, including guidance in managing the risks and opportunities associated with climate change and reviewing progress against our global greenhouse gas target. The group includes senior leadership from Environmental Sustainability, Logistics, Global Communications, Store Operations, Compliance, Enterprise Risk Management, Internal Audit, Property Development, Global Sourcing and Procurement, and Legal.

In addition to our Steering Committee's efforts, environmental sustainability practitioners throughout TJX come together regularly as a Global Environmental Sustainability Committee (GESC) to explore environmental issues that impact our Company globally and to increase collaboration across our geographies. This Committee seeks to understand the environmental impacts of TJX's business operations, sets high level priorities for the business and provides guidance on how to best conserve resources while also supporting our businesses. Focus areas include sustainable operations, including energy and emissions, logistics, green building, and waste management, as well as measurement and reporting and engagement. In 2016, the Committee completed a comprehensive roadmap to set priorities for the environmental sustainability program at TJX for the short, medium and long term. The roadmap has a global focus and guides us in the areas of renewable energy, global data collection and metrics and engagement.

In addition to GESC, we have established regional teams of experts who are responsible for managing our environmental sustainability initiatives based on strategies and goals most relevant to each geography.

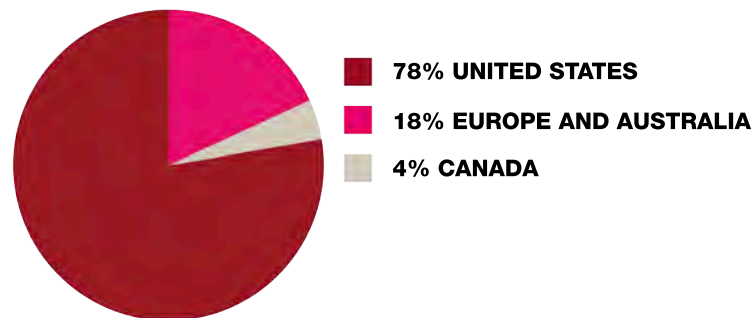
The GESC seeks to understand the environmental impacts of TJX's business operations, sets high level priorities for the business and provides guidance on how to best

**conserve resources while supporting our growing business.**

## Our Global Environmental Sustainability Committee

helps shape the high-level environmental sustainability priorities for the business.

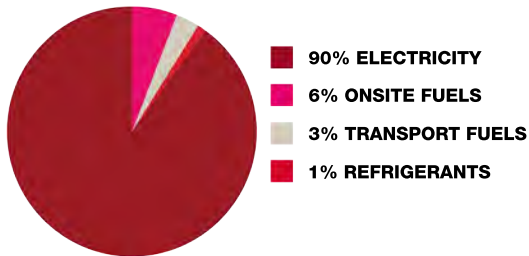
### 2016 Scope 1 and 2 GHG Emissions by Region\*



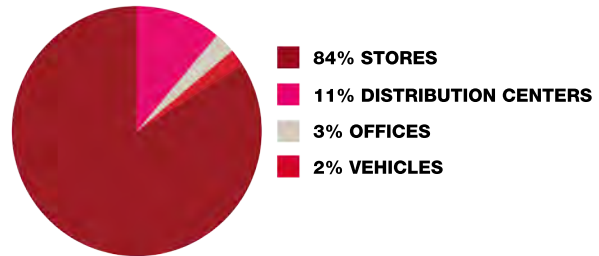
\*Scope 1 (Direct) and Scope 2 (Indirect)

## ENERGY AND EMISSIONS

### Electricity is our largest source of GHG Emissions\*



### Stores account for 84% of our GHG Emissions Footprint\*



\*2016 Emissions by Source Scope 1 (Direct) and Scope 2 (Indirect)

Electricity and fuels used to operate our stores generate the majority of the greenhouse gas (GHG) emissions that we can control directly. For this reason, we are focused on increasing energy efficiency and finding ways to reduce energy consumption in our stores.

We continue to see value in improving the efficiency of the lighting and heating, ventilation and air conditioning (HVAC) technologies within our stores, home offices and distribution centers. To facilitate the sharing of best practices across our global regions, a team of energy subject matter experts meets throughout the year to collaborate on regional approaches. This group supports the energy data collection efforts for over 3,800 stores as part of our global corporate GHG inventory. It also reviews progress against our corporate GHG target and identifies key topics to be considered by our Executive Environmental Steering Committee.

Additionally, regional Energy Management groups have operated in the U.S. for over 25 years, and similar groups have been established across our global operations. These groups are responsible for managing our energy consumption and costs, analyzing and improving current operational performance, and testing, prioritizing and implementing energy efficiency technologies and products.

Our energy efficiency programs include:

- / Retrofitting lighting
- / Implementing and monitoring energy management/building automation systems
- / Conducting preventative maintenance on HVAC systems
- / Providing stores with energy awareness training materials

Over the past five years, we have implemented emissions reduction projects that have helped reduce our global carbon footprint by over 50,000 metric tons of carbon dioxide equivalents (CO<sub>2</sub>e) and saved the Company an estimated \$15 million.

## / FAST FACT

*In Canada, in 2016, the wind energy generation we supported helped avoid the creation of over 18,000 metric tons of CO<sub>2</sub> emissions — the equivalent to taking over 3,800 cars off the road for one year or planting over 17,000 acres of trees.*

## RENEWABLE ENERGY

Renewable energy is an increasingly important part of our environmental sustainability strategy and our approach to reducing GHG emissions from electricity consumption. We periodically benchmark against other companies' goals and activities, as well as research global initiatives and guidance. For TJX, onsite renewable electricity generation opportunities are limited as we typically do not build or own our store locations. For this reason, we generally pursue offsite renewable energy alternatives opportunistically.

As a global company, we operate in many different energy and renewables markets, so opportunities for using renewable energy vary greatly from country to country and even within regions. For that reason, we have regional strategies to support our efforts, and subject matter experts review opportunities, deal structures and procurement strategies that are currently available in their local marketplaces. They continue to evaluate alternative energy solutions and purchasing opportunities for our facilities, taking into account the economic and operational feasibility.

In 2016, we purchased more than 27 million kilowatt-hours of renewable energy. We sourced from a variety of technologies and contracts, including solar panels installed on our buildings, direct contracts with utilities for regionally located renewables, and renewable energy credits from national wind farms. Our renewable energy purchases enabled us to reduce our Scope 2, market-based GHG inventory by over 18,600 metric tons of CO<sub>2</sub>e in 2016.

In the U.S., specific efforts include collaborating with landlords to have solar panels installed on the roofs of select stores in New Jersey and California and on our Connecticut distribution center. We have also designed the roofs on our new distribution centers to accommodate solar panels, and in 2016, we committed to installing solar panels on two of these new distribution centers.

In Canada, in 2016, we significantly increased our commitment to renewable energy through the purchase of Green-e certified renewable energy certificates sourced from wind farms. The wind energy generation we supported helped avoid the creation of over 18,000 metric tons of CO<sub>2</sub> emissions — the equivalent to taking over 3,800 cars off the road for one year or planting over 17,000 acres of trees.

In Europe, our processing centers in Germany and Poland have incorporated both solar and geothermal technologies.

## 2016 Global Results

Combined emissions reduction initiatives in the U.S., Canada, Europe and Australia reduced our carbon footprint by

**17,500+**  
metric tons of CO<sub>2</sub>e

That's the annual GHG emissions given off by about

**3,700**



or the amount of GHG emissions stored by

**16,500+**



## **U.S. HIGHLIGHTS**

In the U.S., members of our Energy Management groups work with our Store Design teams, Distribution Center teams, vendors and many others to review opportunities to increase our energy efficiency. We analyze energy data solutions, surveys and store feedback to identify energy consumption outliers and then deploy the appropriate fix to improve the operations of our buildings, increase people's comfort and save energy. In 2016, our U.S. Energy Management group worked to reduce energy and emissions in these key ways:

- / Identifying new light-emitting diode (LED) technologies that meet our criteria for lighting in our stores and installing LED light fixtures in most areas of our new stores – from the backroom to the fitting rooms to the jewelry cases
- / Retrofitting existing lighting and HVAC systems in stores and distribution centers, including partnering with third-party energy experts to audit the efficiency of our buildings and evaluate the feasibility of new initiatives
- / Leading the Save a Watt program, which identifies stores that are operating outside of our standards for efficiency and works with them to optimize lighting, electrical and mechanical systems

## **CANADA HIGHLIGHTS**

In Canada, we have an Energy Optimization group, which is comprised of representatives from Store Design and Construction, Maintenance, Finance and Environmental Sustainability. The team takes a similar approach as its U.S. counterpart, capturing and analyzing electric and gas usage data to identify ways to conserve energy in our stores. The team focuses on:

- / Identifying opportunities to conserve energy in our stores (primarily through energy efficient lighting upgrades)
- / Evaluating technologies such as demand-control ventilation for HVAC and LED lighting
- / Leveraging incentives provided by provincial utility programs to reduce project costs
- / Exploring renewable energy purchasing opportunities

In 2016, we conducted research and started planning for the future of our energy program. Our efforts were focused on evaluating the feasibility of new technologies and continuing to explore additional renewable energy purchasing opportunities.

## EUROPE HIGHLIGHTS

In Europe, our focus on energy efficiency and conservation is deeply embedded into our business processes. Our Energy and Environment Committee is responsible for setting regional environmental sustainability goals. It is comprised of senior individuals from across the business, including Store Operations, Property, Distribution, Facilities, Finance, Store Design, Procurement and Corporate Responsibility as well as external expert consultants. At the operations level, we also have an Energy Management Committee, comprised of internal Associates and an external energy management specialist, which has helped us to continue to improve our energy performance.

Recent key TJX Europe initiatives include:

- / After a successful pilot, rolling out LED lighting program in U.K. stores and processing centers
- / Implementing new building monitoring systems to further reduce our energy consumption
- / Increase our access to stores' energy data, and thus enable swifter resolution of maintenance or other issues
- / Implementing lighting and heating/cooling policies to manage electricity use for stores in the U.K. and other parts of Europe
- / Upgrading some European systems to allow for faster and better quality of information on energy usage issues



## LOGISTICS

To support our large, international business, our Logistics groups worldwide seek out new technology solutions and collaborate across regions to improve efficiency across our organization. Whether we are using modeling software to improve the efficiency of our store delivery network, better utilizing trailer space or testing new alternative fuel vehicles, we are constantly striving to improve the ways that we move merchandise from suppliers around the world to our stores.

### U.S. HIGHLIGHTS

With the growth in our business over the past several years, our shipping miles have increased significantly. Despite this, our focus on fuel and network efficiencies has resulted in a reduction in our CO<sub>2</sub> emissions per shipment over that same period. For inbound logistics, we have reduced our CO<sub>2</sub> emissions per shipment by 35% since 2010. For outbound logistics, by switching to more efficient modes of transportation and increasing the efficiency of our network by opening service centers, our logistics teams in North America have reduced CO<sub>2</sub> emissions per shipment over 21% since 2010!

We are also reducing GHG emissions through expanded use of intermodal\* for shipping merchandise. This is a more fuel-efficient alternative than trucking alone, and we intend to use this greener transportation alternative where possible as it reduces both our costs and logistics-related GHG emissions.

Some highlights from 2016 include:

- / Inbound intermodal to distribution centers increased to 78% of miles travelled in 2016, up slightly from 2015.
- / About 22% of our outbound shipment miles between our distribution and shipping centers (i.e., crossdock) were intermodal in 2016, up from about 18% in 2014.
- / We continued to ramp up our outbound intermodal mileage for transportation for store deliveries and increased the percentage of miles travelled by intermodal to stores by over 2.3 times compared to 2015.
- / For the first time, we partnered with a rail carrier to utilize trains fueled by liquefied natural gas for select routes in southern Florida for outbound freight and are continuing to explore this option where feasible. It is expected that these trains will produce fewer emissions than traditional locomotives.

\* Intermodal: Transportation involving more than one form of carrier during a single journey.

For inbound logistics,  
we have

**reduced  
our CO<sub>2</sub>  
emissions  
per  
shipment  
by 35%**

since 2010.

For outbound logistics,  
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## Our use of inbound intermodal in the U.S. has increased\*

2008

**30%** of miles traveled

2016

**78%** of miles traveled

\*Intermodal: Transportation involving more than one form of carrier during a single journey

In addition to these initiatives, we have opened new service centers that are smaller than distribution centers. They are located closer to store “clusters” and designed to improve the efficiency of our store delivery process. We also utilize these service centers to co-locate our Asset Recovery and Recycling Centers (ARRCs) and maximize our delivery trucks’ utilization by backhauling recyclable materials like cardboard and plastic from our stores to the ARRCs.

Since 2013, we have been working with one of our transport carriers to operate compressed natural gas (CNG) trucks in two major metropolitan markets in the U.S. We have increased the number of trucks used in each of the past three years. We estimate that these trucks produce about 22% less CO<sub>2</sub> emissions per mile than diesel trucks and that our initiative is helping to reduce CO<sub>2</sub> emissions by over 230 tons annually. That is the equivalent of the annual GHG emissions of 49 cars! We are pleased with the success of this program and continue to test other efficient methods of delivering merchandise to our stores.

In the U.S., we are 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 GHG emissions.

As a SmartWay shipper, TJX is committed to using SmartWay-certified transport carriers. We require that all new U.S. carriers are SmartWay certified. In 2015, the most recent year for which we have data available, nearly 99% of TJX’s U.S. land transportation mileage (98% of our spend) was with SmartWay-certified carriers. To achieve this result, TJX collaborated with carriers to encourage their participation in this program. SmartWay scores are now included in our TJX Logistics Service Provider Questionnaire, which goes out to all prospective U.S. carriers.

### CANADA HIGHLIGHTS

In Canada, the majority of our carriers are Fleet Smart or SmartWay approved. (Fleet Smart is the Canadian equivalent of the SmartWay program.) In 2015, a significant portion of our Canadian carrier spend was with either Fleet Smart or SmartWay carriers. We are increasing our engagement with our transportation and logistics carriers on environmental sustainability topics and have added environmental sustainability questions into select logistics bids. We are also starting to engage in discussions with our partners during business review meetings.

Our initiatives to reduce fuel consumption extend beyond our transport partners. For example, at our distribution centers in North America, we work to optimize store delivery runs by using logistics software to design more efficient routes. We utilize various co-loading methods to encourage use of fully loaded trucks as well as alternative methods to load and unload trucks. We now have a variety of delivery techniques, including traditional

deliveries, floor-loaded trailers, pallet drops and trailer drops. Additionally, we have a Drop Trailer program and have introduced a night time drop program that reduces drive times to stores and maximizes the space used on the truck. This program is another way in which we conserve fuel, reduce travel time and decrease the number of trucks on the road. In 2016, an additional seven stores were added to the night drop program, bringing the total number of stores served to 31.

We are now serviced by a new, third-party distribution center in Delta, British Columbia. The 450,000 square-foot facility was strategically positioned to support stores in western Canada and will substantially reduce the miles needed to ship products to our stores.

## **EUROPE HIGHLIGHTS**

In the U.K. and Ireland, where we directly manage our logistics, we believe we are at the forefront of innovation in our logistics fleet. We collaborate with our transport providers and incorporate a “green” clause in our agreements that covers both trucking and store delivery vehicles and commits both parties to achieving key environmental goals. Together with our partners, we continually work on new ideas to increase fuel efficiency and reduce costs thereby minimizing the impact of our vehicles on the environment.

Through these logistics partners, we work with trailer manufacturers to develop innovative designs for our vehicles. The newer lifting deck trailers built for TK Maxx represent the latest in trailer solutions and offer better durability, more cubic space, aerodynamic profiling and a host of safety features. We further encourage our logistics partners to pilot hybrid vehicles.

In addition, we use technology and design to improve logistics efficiency. For example, we are using low-rolling resistance tires on new double deck trailers and introducing driving-style management applications to provide fuel savings. We move a significant amount of our European freight using a fleet of zero-emission, large electric trucks. We also utilize dual-fueled vehicles (liquefied petroleum gas and diesel) within our fleet to reduce our carbon emissions. We take steps to increase the utilization of our vehicles and to help manage delivery routes more efficiently. We also offer driver education and invest in technologies like vehicle tracking that can help optimize driving habits to reduce fuel costs, improve safety and ensure efficient routes.

We are also proud of our collaboration with other retailers in the U.K. and Ireland to share capacity on some of our delivery routes. This collaborative approach can eliminate the need for multiple, parallel trips to the same location, helping to further reduce carbon emissions.

Outside of the U.K. and Ireland, we are working with a trailer manufacturer to help design a new double deck trailer for use across other parts of Europe. The new trailer is designed to increase cubic capacity and deliver improved aerodynamics. Our goal is to begin testing the trailer in 2017.

# GREEN BUILDING

## Integrating Sustainability Into Operations

LEED-Certified Buildings:	Green Building Enhancements:	Solar Installations:*	Renewable Energy or Carbon Free Product:
/ Phoenix, AZ	/ Bergheim, Germany	/ Dublin, CA	/ Washington, D.C.
/ Jefferson, GA	/ Wrocław, Poland	/ Petaluma, CA	/ Alberta, Canada
/ Marlborough, MA	/ Delta, British Columbia, Canada	/ Paso Robles, CA	/ Nova Scotia, Canada
/ Las Vegas, NV		/ Bristol, CT	/ Saskatchewan, Canada
/ New Albany, OH		/ Bloomfield, CT	
/ Mississauga, Ontario, Canada		/ Edgewater, NJ	
		/ Holmdel, NJ	
		/ Lawrenceville, NJ	
		/ New Brunswick, NJ	
		/ Secaucus, NJ	
		/ Norwell, MA	

\* In some cases TJX chooses not to retain ownership to the renewable energy certificates associated with the installation.

As we construct new buildings, we incorporate environmentally sustainable features whenever feasible. Furthermore, when we move into existing properties, as part of the design process, our Design teams consider ways to improve energy efficiency and water conservation and to develop recycling infrastructure.

## DISTRIBUTION NETWORK

As we build new distribution and shipping centers, we are incorporating environmentally sustainable features whenever feasible. For example, in 2016, we committed to installing solar panels on two U.S. distribution centers. In 2015, we received Leadership in Energy and Environmental Design (LEED) certification for our Jefferson, Georgia, distribution center and for our office space in our Phoenix, Arizona, distribution center. Our Las Vegas, Nevada distribution center was recertified LEED Silver in the spring of 2017.

TJX Europe's new processing center in Wakefield, England, opening in the summer of 2017, houses sustainable features, including LED lighting, rainwater harvesting and wind turbines. The building also uses adiabatic cooling in the warehouse to reduce refrigeration use and solar energy to preheat water. During the construction process, we leveraged BREEAM guidelines (an environmental assessment method and rating system for buildings), and we hope to achieve BREEAM certification in the future based on the building's environmental sustainability features. In addition to this new center, our processing center in Bergheim, Germany, was recognized for its environmental design with a Silver award for Best Sustainable Design by the German Sustainable Building Association. Some of the highlights of our Bergheim facility include increased insulation in the walls, roof and floor, energy efficient lighting, rainwater harvesting, solar pre-heated water, and geothermal heating and cooling to the office area. Our processing center in Wrocław, Poland, also has innovative environmental features.

## HOME OFFICES

We expanded our TJX corporate headquarters in Massachusetts four years ago, integrating sustainability elements into our building design plans. Our two renovated office buildings in Marlborough, Massachusetts, feature LED lighting and occupancy sensors in offices and conference rooms along with many other sustainability features, earning us LEED Gold certification from the Green Building Council. Additional sustainable design elements are also integrated into the workplace, including 100% compostable utensils, plates and napkins in the cafeterias.

TJX Canada's regional headquarters, completed in 2015, incorporated environmental sustainability features into its new construction plan and is also LEED certified. In addition to energy and water conservation measures, environmentally sustainable features were incorporated throughout the building, including in the interior finishes, workstations, outdoor areas and cafeteria. The building and grounds also feature special hybrid and electric vehicle charging stations, interior landscaping and a garden to support the monarch butterfly migration.



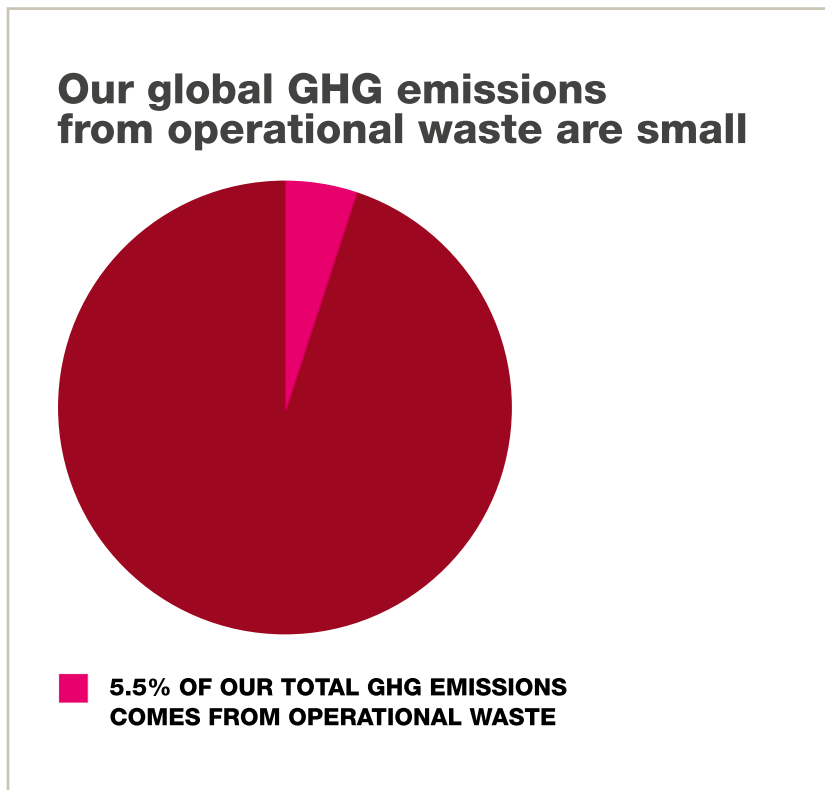
# WASTE MANAGEMENT

## REDUCE-REUSE-RECYCLE

Although only about 5.5% of our total, calculated GHG emissions come from waste, teams throughout our business work to implement cost-effective strategies and processes to responsibly manage the waste materials resulting from our business operations. As with energy and operations logistics, we have a diverse group of waste management experts dedicated to monitoring and improving our performance. We have implemented initiatives in our stores, distribution centers and home offices to reduce, reuse and recycle as we strive to reduce the amount of waste going to landfill.

On a global level, we encourage collaboration across geographies to share best practices in waste operations, data collection and strategy. In 2016, our global waste management stakeholders collected data to calculate our fourth global waste, GHG emissions footprint and diversion rate (that is, how much waste is being diverted from landfill).<sup>\*</sup> For the first time, waste GHG emissions data was included in our Scope 3 emissions report disclosed in our 2016 CDP climate response.

We have worked to improve the completeness and accuracy of our waste data and better understand the business decisions that have impacted our waste volume footprint. When we completed our 2016 research, we found that we recycled or composted approximately 187,000 metric tons of materials globally, a 10% increase over the previous year. Going forward, we hope to use the insights developed through our global waste data collection process to identify opportunities to improve our recycling and waste minimization efforts.



<sup>\*</sup> For TJX, diverted waste is either recycled or sent to facilities that convert waste to energy (w2e).

In addition to our diversion rates, through our data collection in 2016 we found:

- / Waste-related GHG emissions are comparable to business travel and significantly less than electricity and product transport.
- / In some regions, our programs are resulting in improved diversion rates. For example, in Canada, we have increased our diversion rate 12 percentage points in four years, from 75% in 2012 to about 87% in 2016.
- / While recycled materials make up the majority of our total tonnage of waste, they only constitute a small fraction of our GHG emissions.

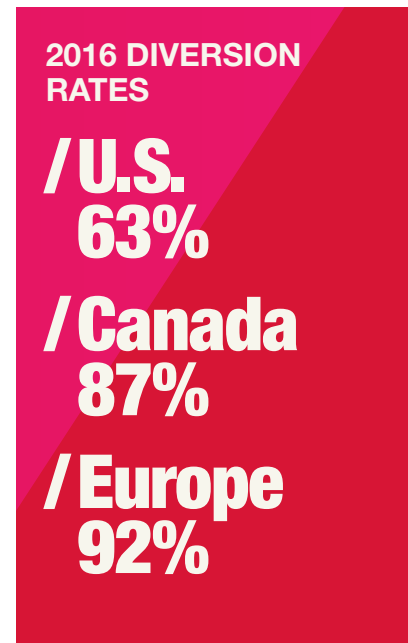
### PACKAGING

Like many retailers, cardboard and other materials used to package our merchandise for shipping to our stores constitute the most significant volume in our calculated waste stream. Throughout our geographies, we have many initiatives that address reduction, reuse and recycling of many of these materials beginning with suppliers, through to our distribution centers and on to the stores.

In 2016, we applied a Lean Six Sigma approach to develop and pilot a program in one of our Marshalls distribution centers to increase our corrugate re-use rate. Our goal was to implement a process to measure and maximize reuse and recycle rates and reduce the cost of corrugate. The initial results indicated that we would need to implement physical, personnel and process changes to support the program. While broader adoption is not feasible at this time, we will continue to seek new ways to improve our reuse programs.

We have analyzed the lifecycle impacts of our internal-packaging and fragile-packaging materials in our TJ Maxx and Marshalls distribution centers as well as using plastic totes versus cardboard boxes in the U.S. In 2016, we analyzed the impact of removing plastic bags from our packaging of liquid products during shipping from distribution centers to stores. The solution that we implemented utilizes a more easily recyclable material and corrugated box inserts and resulted in 11 million fewer plastic bags being used across our distribution network. We strive to include environmental impact analytics in the selection process for packaging materials where feasible.

In Canada, we have a Smart Packaging Team that works to reduce packaging on merchandise being shipped into our distribution centers or to choose packaging materials that are easily recycled. This team has worked directly with buyers to seek feedback and support on developing guidelines and processes that will effectively reduce packaging. In 2016, we encouraged buyers to reach out to their vendors and share the Smart Packaging guidelines they helped to create. In Europe, we also work with vendors to reduce excess packaging on product incoming to our processing centers.



## IN OUR STORES

Across geographies, we have introduced recycling programs to many stores for common items like cardboard, plastic, paper, aluminum and glass. To reduce the creation of waste, the majority of our store reports, training material and policies are available electronically. For customers, we offer reusable bags for sale in our stores. In Europe, customers can purchase reusable bags under our “Bags for Life” program, and a portion of the proceeds goes to one of our charity partners.

We have learned that waste disposal programs work better when they are flexible and can adapt to the many different store configurations, as well as to the regulatory or legislative requirements in different regions. As our programs mature, we are working to find solutions for the responsible disposal of many different types of materials in our waste stream and are constantly considering new solutions to avoid sending materials to landfills.

## IN OUR DISTRIBUTION AND SERVICE CENTERS

Virtually all of our distribution centers include designs to simplify the reuse and recycling of the corrugated cardboard we receive from our vendors. In addition to cardboard, some of our distribution centers have systems in place to recycle other materials, such as scrap metal, pallets, paper, glass, plastic, aluminum and organics.



In the U.S., we have Asset Recovery and Recycling Centers (ARRC) located within many service centers that serve as a central destination for regional store material. Select stores send used corrugated cardboard, plastic, excess hangers, store fixtures, display cases, unused boxes and other supplies to their local ARRC, where the items are processed for reuse in other stores or recycled. As of 2016, we operated 14 ARRC locations in the U.S., up from nine in 2015. These ARRCs service about 45% of our TJ Maxx and Marshalls stores. We recently kicked off a pilot program for Styrofoam (polystyrene) in one of our ARRC locations. As a retailer, we depend on foam and plastic materials to protect our fragile merchandise from being damaged during transportation. In this pilot project, we used machinery that compresses and melts Styrofoam into blocks, which are then sent to recycling centers for reuse. Thanks to this initiative and many others, in 2016 alone, the ARRCs helped divert more than 39,000 metric tons of waste from landfills. We are committed to expanding ARRCs across the nation to support our business.

In Canada, we encourage waste reduction and recyclability through our procurement policy, and have achieved a combined 95% diversion rate in each of the last two years! In 2015, our two distribution centers in Canada were awarded the Recycling Council of Ontario's 3R Silver Certification for outstanding policies and performance in responsible waste management. 3RCertified is a points-based certification program that reviews how organizations manage solid waste reduction and diversion operations. Participating organizations achieve certification levels based on established criteria and third-party evaluation.

In Europe, our processing centers are recycling waste streams that include plastic, wooden pallets and cardboard, and we now backhaul cardboard and plastics from approximately 50 stores in the U.K. to processing centers. We continue to look for opportunities to add more stores to the trial and for closed-loop initiatives to support enhanced environmental performance. We are very proud that our European processing centers have achieved a 100% recycle rate. Europe also has an ARRC, located in Northampton, England, which acts as a central destination for storage and distribution of excess hangers, store fixtures, display cases and more.

## **IN OUR OFFICES**

In many of our offices, we recycle close to 100% of white paper from our waste stream. Some of our offices have additional recycling programs, including the recycling of compostable waste, cans, bottles, batteries, plastic wrap, plastic items and printed materials.

In our global headquarters buildings in Marlborough, Massachusetts, as well as our Canadian and European corporate offices, we have removed waste bins from Associates' workspaces and installed centrally located recycling bins for Associates to use. In these buildings, we also use cups, plates, napkins and utensils that are made from 100% compostable materials, and we have organic waste programs. We monitor the success of these programs with our janitorial and Office Services staff and make adjustments to improve where necessary.

## **REDUCING WATER CONSUMPTION**

Although our business operations are not water intensive, we believe reducing water usage is consistent with both our low-cost operating philosophy and our commitment to environmental sustainability. To that end, we are continuing our efforts to monitor our water usage and identify opportunities to improve water efficiency in our operations. For instance, our Energy Management group in the U.S. collects water usage data to identify opportunities for improvement. We use time-sensor technologies to control faucets in many of our restrooms, and in the U.K., we monitor our direct water usage and work to reduce consumption at stores with high water usage. In the U.K., we have also benchmarked our consumption against similar retailers and evaluated our average daily usage for stores.

Additionally, our TJX Vendor Code of Conduct strongly encourages our vendors to conserve and protect resources, such as water and energy, and also take into consideration environmental issues that may impact their local communities. Environmental concerns are incorporated into our vendor social compliance supplier training materials as well, introducing high-level concepts of environmental sustainability, like water conservation, as the management of fresh water as a sustainable resource is very important globally. Our training includes specific cost-saving, water-conservation recommendations for our suppliers that they may consider implementing at their production facilities. We plan to continue including similar relevant water facts during future training sessions.



# ENGAGEMENT



We know that corporate responsibility, including environmental sustainability, continues to grow in importance for many of our stakeholder groups, including our Associates. At TJX, our Associates are encouraged to consider how to minimize environmental impacts as they make operational decisions, and we communicate this in our Associate Code of Conduct.

While developing our second GHG emissions reduction target, we engaged cross-functional subject matter experts to identify and measure emissions impacts to our business. This process required participation from Associates across our Store Operations, Facilities, Procurement, IT, Construction and

Energy Management groups and resulted in better understanding of which initiatives could potentially affect future energy use. This process has helped create greater awareness across the Company about how new projects may impact our energy costs and GHG emissions footprint.

In addition, we have global Energy teams, global Waste Management teams and other teams that convene several times a year to share best practices and collaborate on opportunities for efficiency gains and operational cost savings. We plan to continue to foster these global, cross-functional initiatives to better address environmental sustainability risks and create efficiency opportunities for our business.

### ENCOURAGING OUR ASSOCIATES TO “GO GREEN”

We use our intranet, The Thread, to communicate with Associates about our environmental sustainability initiatives, whether they are global corporate efforts or more regional success stories. In the U.S., we have hosted events in which local vendors and TJX experts educate Associates on the Company’s environmental sustainability initiatives, as well as what they personally could do to help the environment. We have also engaged with our store leaders to educate them on best practices for energy conservation and waste reduction in an effort to build awareness around our programs and communicate our corporate greenhouse gas target. In Europe, our internal communications channels share environmental achievements regularly.

In Canada, our regional Go Green Committee has a strong commitment and robust strategy around Associate engagement on environmental sustainability. Each year, the team produces events and educational materials that help demonstrate how Associates can incorporate sustainable values into their lives. We are proud to share just a few of our Canadian accomplishments from 2016:

- / The “Turn Over a New Leaf” program encourages Associates to take sustainable actions in the workplace or at home. In the last five years, “Turn over a New Leaf” has netted over 76,000 pledges from Associates to implement environmentally friendly practices. In 2016, Associates pledged to implement changes that could potentially net a savings of more than 51,000 metric tons of carbon dioxide and divert more than 12,000 metric tons of waste. In the year, we were especially successful at eliminating single-use plastic water bottles from daily routines, which makes up a large share of our estimated savings. We also ran a “Big Green Ideas” contest to encourage Associates to share their ideas about how we can be more environmentally conscious in our operations.
- / EcoFest is our annual sustainable celebration that features special guests, eco-friendly vendors and food offerings. At the 2016 EcoFest celebration, over 750 Associates joined in the fun, enjoying samples of eco-friendly products from more than 30 vendors. Ninety-one percent of Associates who responded to our survey said that the event provided them with inspiration and knowledge to make more environmentally responsible purchasing decisions in their every-day life. To continue inspiring Associates year round, we began hosting EcoFest pop-up shops that feature eco-friendly vendors that Associates can shop and learn from.
- / Single-use plastic water bottles are no longer sold at head office. Instead, Associates were given refillable water bottles and encouraged to use our water fill stations, saving an estimated 16,000 single-use plastic water bottles.
- / To support our local community, Associates at the corporate office adopted a park and will serve as the park’s direct caretaker for three days during the year.

In the last five years  
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# MEASUREMENT AND REPORTING

## RESULTS OF KEY GLOBAL METRICS\*

METRIC	2012	2013	2014	2015	2016
<b>Carbon Footprint:</b> The calculated environmental impact of our business operations	~741,000 metric tons of CO <sub>2</sub> e	~776,000 metric tons of CO <sub>2</sub> e	~794,000 metric tons of CO <sub>2</sub> e	~832,000 metric tons of CO <sub>2</sub> e	~827,000 metric tons of CO <sub>2</sub> e
<b>CO<sub>2</sub>e Emissions Reductions:</b> Energy efficiency measures that result in carbon reductions and cost savings	~8,500 metric tons of CO <sub>2</sub> e saved	~7,000 metric tons of CO <sub>2</sub> e saved	~7,400 metric tons of CO <sub>2</sub> e saved	~10,300 metric tons of CO <sub>2</sub> e saved	~17,500 metric tons of CO <sub>2</sub> e saved
<b>GHG Emissions Reduction:**</b> GHG emissions in metric tons/million dollars of revenue	29.2 MT/M\$ revenue	28.3 MT/M\$ revenue	27.3 MT/M\$ revenue	26.9 MT/M\$ revenue	24.9 MT/M\$ revenue
<b>Reporting:</b> Scoring for our voluntary disclosure of environmental data to CDP***	97, B	98, B	98, B	96, C	A-

\*Scope 1 (Direct) and 2 (Indirect) only — 2012 through 2014 were rebaselined in 2015.

\*\* GHG Emissions Reduction Target: 30% reduction in GHG emissions per million dollars of revenue by 2020 against a 2010 baseline.

\*\*\*Number score is for disclosure; grade score is for performance. In 2016, CDP changed scoring to a single grade.

### GLOBAL METRICS

Our global teams work together to measure the performance of our environmental sustainability initiatives, including these key metrics:

- / Corporate carbon footprint
- / Emissions reduction activities
- / Performance against our relative GHG emissions reduction target
- / Performance score on the CDP report

**We are well on our way to achieving our emissions reduction goal.**

## **EXTERNAL REPORTING**

### **CDP**

In 2016, we participated in the CDP Climate Change Information Request for the seventh consecutive year, and we again delivered strong results, receiving a score of A-.

### **Global Reporting Initiative (GRI)**

TJX's corporate responsibility information has been indexed against GRI's G4 Guidelines, its fourth generation guidelines that were launched in May 2013. The TJX index is intended to help readers more easily navigate our website to the topic of interest. It is available in the Responsible Business section of [tjx.com](http://tjx.com).

## **THIRD PARTY CERTIFICATION AND VERIFICATION**

### **Carbon Trust Verification**

In Europe, we have been working with the Carbon Trust to develop a strong environmental program with a focus on GHG emissions reduction. Our European carbon footprint has been externally audited by Carbon Trust since 2006.

### **Carbon Trust Certification**

Since 2011, we have been accredited with the Carbon Trust Standard certificate, recognizing our efforts to reduce our environmental impact in the U.K. In 2013 and 2015, the certification was extended to include our entire European operations. We are currently in the process of applying for 2017 reaccreditation.

### **U.S. GHG Emissions Inventory Verification: Scope 1 and Scope 2**

Our Scope 1 and Scope 2 U.S. GHG inventory data is third party verified [using AICPA (AT101) standards]. This initiative has resulted in TJX obtaining third party verification for 60% of our global Scope 1 emissions (onsite fuels, refrigerants and transport fuels) and an estimated 80% of our global Scope 2 emissions (electricity and steam) for our 2017 reporting. Our full GHG inventory report is available in the Environment section of [tjx.com](http://tjx.com).

### **Leadership in Energy and Environmental Design (LEED) Certification**

In 2016, we were pleased to be awarded LEED certification for TJX Canada's regional headquarters, which incorporated environmental sustainability features into its new construction plan. Originally LEED Silver certified in 2012, our Las Vegas, Nevada, distribution center was recertified in the spring of 2017.

### **3R Silver Certification**

In 2015, our two distribution centers in Canada were awarded the Recycling Council of Ontario's 3R Silver Certification for outstanding policies and performance in responsible waste management.

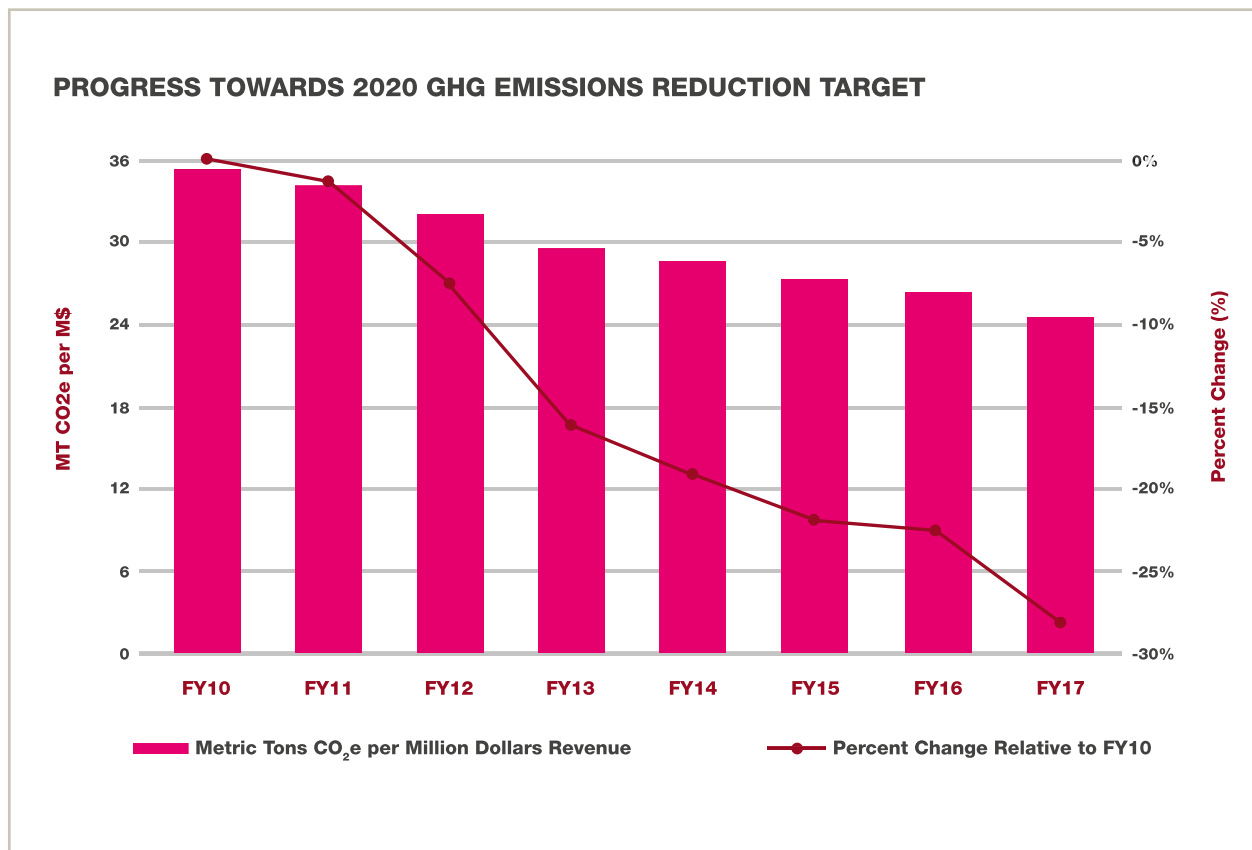
## RECOGNITION

### FTSE4Good

In addition to the recognition of our efforts by CDP and Carbon Trust, in 2016, we were once again listed on the FTSE4Good Index. We have been selected for inclusion on the FTSE4Good Index every year since 2001. Created by the global index company FTSE Group, FTSE4Good is an equity index series that is designed to facilitate investment in companies that meet globally recognized corporate responsibility standards, including stringent environmental criteria.

### Environmental Protection Agency (EPA) New England – 2017 Environmental Merit Award

In 2017, TJX received the New England Environmental Merit Award from the U.S. EPA. We were honored to receive this award in recognition of our commitment to pursuing initiatives that are smart for our business and good for the environment.



# RESPONSIBLE BUSINESS

TJX is a global, off-price value retailer, operating over 3,800 stores, located in nine countries and spanning three continents at the end of 2016. Our businesses in the U.S., Canada, Europe and Australia are unified around delivering great value — defined by us as a combination of brand, fashion, price and quality — every time customers visit our stores or shop us online. As a global business, we recognize that we also have an opportunity to bring real value to the world in ways that extend far beyond the merchandise we sell.

In this section, we share information about our business and delivering value to our customers. We cover in depth how we manage our global social compliance program and the importance of our Vendor Code of Conduct, with which all TJX vendors around the world must comply. We are a publicly held company, and as such, we are strongly guided by good corporate governance practices, which are also covered in this section.





**We have a long history of practicing excellence  
in corporate governance.**



**And delivering real value to the world**

At all times, we must operate our business responsibly, with our long-held principles of integrity, caring, ethics and fairness serving as cornerstones to guide our efforts.

## COMPANY OF CHOICE

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We challenge ourselves every day to improve the ways in which we embrace and leverage differences among our Associates, customers, vendors and members of the communities where we work and live. We are inclusive and committed to cultivating an environment that enables us to continually strengthen our position in the marketplace.

We use the term “Company of Choice” to refer to our Company, and we bring this concept to life in three primary ways:

### RETAILER OF CHOICE

TJX is the leading off-price retailer of apparel and home fashions in the U.S. and worldwide, delivering great value on ever-changing merchandise selections at prices generally 20-60% below department and specialty store regular prices, on comparable merchandise, every day. We have a very wide customer demographic reach. It's important that we challenge ourselves to find new and innovative ways to improve the shopping experience so that we may better serve the diverse needs of our customers.



### EMPLOYER OF CHOICE

We believe that our continued success depends on the diverse skills, experiences and backgrounds that our Associates bring to the organization. With approximately 235,000 Associates worldwide at the end of 2016, we employ a significant pool of talented Associates from diverse backgrounds. As we continue to grow our store base and expand into new geographies, our efforts to understand, value and incorporate differences are increasingly important to further leverage our Company culture.

As an Employer of Choice, we work on many fronts to:

- / Foster inclusiveness and leverage the differences among our Associates
- / Train and develop our Associates
- / Inspire innovation
- / Encourage work/life balance

Our goal is to recruit talented individuals, help them learn the fundamentals of our off-price business and help create opportunities to develop their careers with us.

### NEIGHBOR OF CHOICE

As a Neighbor of Choice, we are focused on enriching the communities in which our customers and Associates live and work through charitable giving, corporate partnerships, community programs, volunteerism and more.



## RETAILER OF CHOICE

Our stores are located in diverse areas, from urban to rural, and both our customers and Associates are diverse in many ways. As a retailer of choice, it's important that we challenge ourselves to find new and innovative ways to improve the shopping experience so that we may best serve the diverse needs of our customers.

We know that an engaged customer visits our stores more often, and a customer who receives excellent service is likely to shop more than one of our many retail chains. We believe our efforts are paying off. In 2016, we were honored to be recognized as the Retailer of the Year by the World Retail Congress. Likewise, in 2017 and for the second year in a row, TJ Maxx was voted Brand of the Year in the off-price retailer category by the Harris Poll, which surveyed nearly 100,000 consumers regarding more than 3,800 retail chains to measure each brands' equity over time in three areas: familiarity, quality and purchase consideration.

### LISTENING TO OUR CUSTOMERS

We have implemented a number of "voice of the customer" initiatives, including online customer satisfaction surveys, which allow customers to tell us how they rate their shopping experience. We receive thousands of responses each month and regularly provide detailed reports to stores and Store Operations management to provide specific, detailed feedback regarding store performance so they may identify and resolve issues quickly – and ultimately improve their individual store performance. Having tangible input also allows us to develop clear customer experience training for store managers, team leaders and Associates.

This data has also helped us make broad improvements across our retail chains. For example, as a result of the feedback we received from TJ Maxx and Marshalls customers, we implemented improved signs to differentiate our departments. We've also improved the design of our dressing rooms, added department-specific fixtures that allow us to transform product categories into small "shops" for flexible periods of time, implemented multilingual signs that make it easier for customers to find what they are looking for and created easy access to carts in the front and back of our stores. In Europe, we have implemented initiatives focused on simplifying the customer "journey" through our stores. We've made navigating departments easier, which, in turn, drives customer excitement. We have also created a suite of store fixtures, similar to those in the U.S., which allow agility and flexibility to showcase our product at its best.

### / FAST FACT

*In 2016, TJX was honored to be recognized as the Retailer of the Year by the World Retail Congress.*



### / FAST FACT

*In 2017 and for the second year in a row, TJ Maxx was voted Brand of the Year in the off-price retailer category by the Harris Poll.*



In addition to survey data, we strive to engage and connect with our customers when they are in the store. Over the past few years, we've been particularly focused on improving how we interact with our customers, providing training to our store Associates on how to enhance the customer's experience while shopping in our stores.

Each brand has a website that highlights seasonal offerings, store locations and contact information for Customer Service groups. Our brands also leverage social media channels for real-time feedback on store experiences.

Beyond brick-and-mortar stores, tjmaxx.com, sierratradingpost.com and tkmaxx.com offer customers the ability to shop online 24/7, every day of the year. We congratulate our TJ Maxx team on having tjmaxx.com recognized as a Top 50 "favorite online retailer" by the National Retail Federation for three consecutive years, ranking #32 in 2016. The Top 50 ranking comes from a survey of nearly 7,000 consumers who were asked to write in the name of their favorite online merchant.

### SERVING OUR CUSTOMERS

We are always looking for ways to enhance the "treasure hunt" shopping experience to encourage customers to shop us again and again.

We have dedicated Store Planning groups within each brand that are responsible for understanding the customer base across different geographic locations. This helps us offer our customers the products they want, when they want them. Additionally, we give our store managers the flexibility to create their own floor displays and feature locally popular items. Our model allows us the flexibility to rebalance inventory levels in key categories, which has helped enhance the treasure hunt experience that our customers love and expect when they shop us. We continue to grow our customer loyalty programs. In the U.S., we have expanded TJX Rewards beyond our credit card program to include TJX Rewards Access, with over one million active customers to date. It is similar to our TJX STYLE+ program in Canada, as both are a non-credit-card option that offer customers special contests and sweepstakes, early access shopping, extended return policies and tips on new arrivals (specific benefits may vary by card and by region). We also are piloting a new loyalty program in the UK and Ireland.

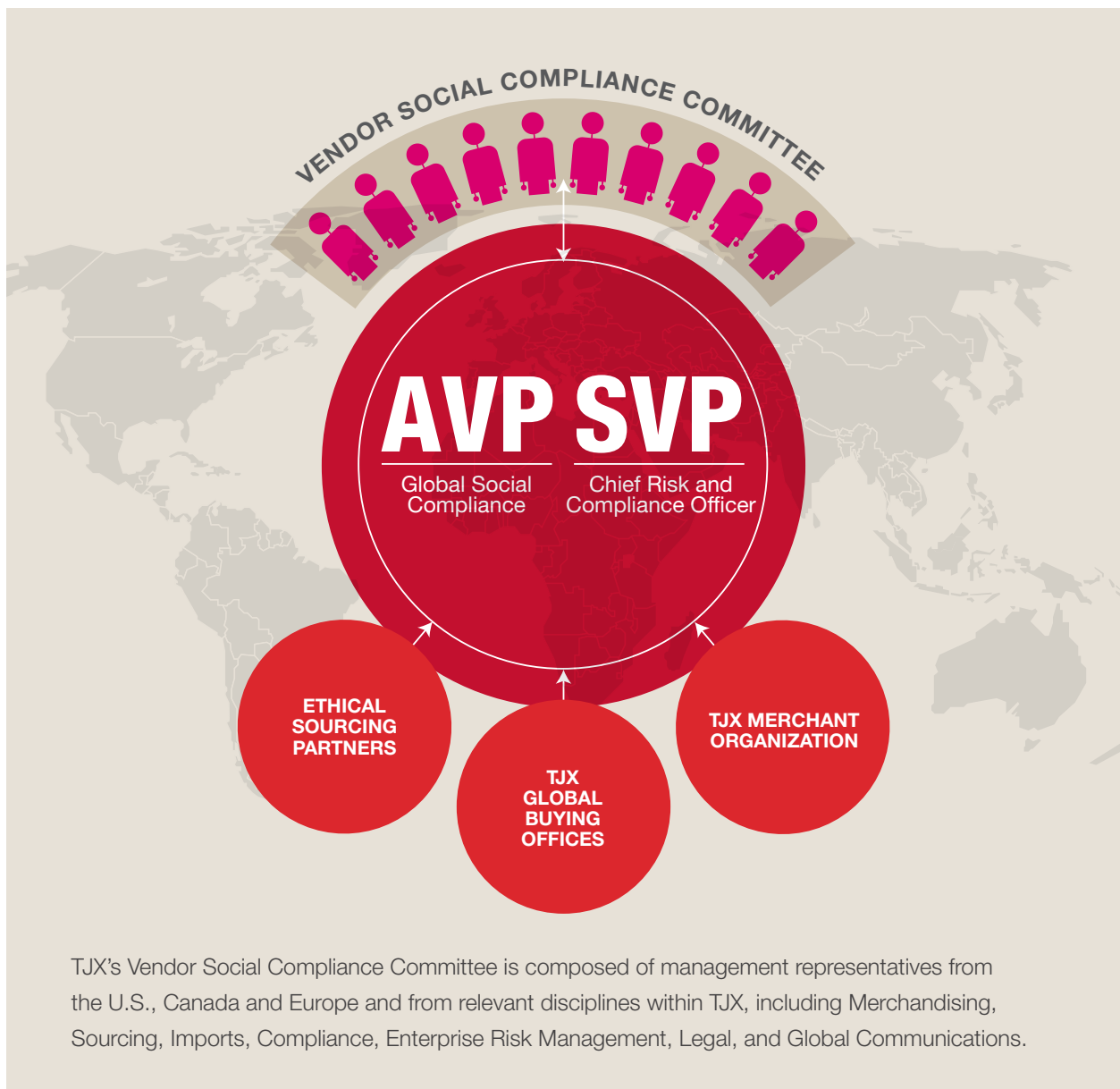
Finally, we have a number of in-store programs designed to motivate and reward individual Associates, stores and districts, as well as programs for Associates to share ideas, including thoughts on how to further improve the customer experience. The overarching goal of all of our programs is to teach, model and lead teams to provide excellence in customer service so that our customers have a wonderful shopping experience across all of our retail chains.



# SOCIAL COMPLIANCE

At TJX, we are committed to treating people with dignity, fairness and respect, and operating our business with high standards of ethics. Our commitment to these principles is reflected in our responsible sourcing initiatives through our social compliance program.

We strongly value the relationships that we have developed with our vendors, relationships built on a foundation of honesty, trust and ethical business practices. We expect our vendors to uphold the high ethical standards embodied in our Vendor Code of Conduct and social compliance program, including respecting the laws and the cultures of the communities in which they operate and the rights of the workers who manufacture products for sale in our stores.



## PRODUCT SOURCING

On a worldwide basis, over 1,000 Associates in our buying organization source merchandise globally from a universe of over 18,000 vendors and more than 100 countries, and as part of TJX's purchase order terms, all of our vendors are required to comply with our Vendor Code of Conduct. The Vendor Code of Conduct requires that goods we sell have been manufactured and shipped in accordance with all applicable laws, regulations and industry standards, including, among other things, a commitment to respect the rights of the workers who manufacture products for sale in our stores. These requirements stand even if a vendor applies their own code of conduct, monitoring or ethical sourcing guidelines.

## OUR OFF-PRICE BUSINESS MODEL

We are an off-price retailer, and for us, value is a combination of brand, fashion, price and quality. We deliver great value on an ever-changing selection of brand name and designer fashion at prices that are generally 20-60% below department and specialty store regular prices on comparable merchandise, every day.

The majority of product we sell in our stores is brand name merchandise. To obtain this merchandise, we work closely with our vendors and take advantage of a wide variety of opportunities, which can include department store cancellations, a manufacturer making up too much product or a closeout deal when a vendor wants to clear merchandise at the end of a season. There are other ways we bring tremendous value to our customers. For example, some merchandise is designed by our own fashion and style experts and manufactured just for us, particularly when what we are seeing in the marketplace is not the right value for our customers.

## OUR SOCIAL COMPLIANCE EFFORTS

Historically, we have focused our factory monitoring and supplier training program on suppliers of products that we have designed, as this is where we are most likely to have a meaningful impact. We collaborate closely with our buying agents and international buying offices because they have strong relationships with local production facilities and are well positioned to reinforce our expectations. TJX believes deeply in ethical sourcing in our supply chain and is ever committed to continuous improvement. Even though we do not own, operate or control any facilities that manufacture products sold in our stores, all of our vendors are required to follow our Vendor Code of Conduct.



**/ 1,000+ Buyers**  
**/ 18,000+ Vendors**  
**/ 100+ Countries**



## VENDOR CODE OF CONDUCT

For our vendors to understand our standards and expectations, TJX has an established 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.

The Code reflects our own high standards, which embrace internationally recognized principles designed to protect the interests of the workers who manufacture products for sale in our stores.

These principles have been informed by, and in many instances incorporate, human rights, labor rights and anti-corruption standards enunciated by the United Nations and other respected international bodies.

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 safe and healthy conditions, including in any living facilities that may be provided.

### **CHILD LABOR**

Our vendors must not use child labor. The term “child” is defined as anyone younger than 15 years of age (or younger than 14 years of age where the law of the country of manufacture allows 14-year-olds to work). However, in countries where the legal age for completing compulsory education is higher than 15, then we define “child” as anyone younger than the age for completing compulsory education.

### **FORCED LABOR**

Our vendors must not use involuntary or forced labor, whether in the form of prison labor, indentured labor, bonded labor, labor acquired through slavery or human trafficking, 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.

### **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 must be in compliance with all applicable environmental laws and regulations. Our vendors are strongly encouraged to protect the environment by: operating in a sustainable manner, where possible; conserving and protecting resources, such as water and energy; and taking into consideration environmental issues that may impact local communities.

### **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. Additionally, our private label vendors must disclose to TJX's third-party auditors the names of all such subcontractors and third parties before social compliance audits are scheduled.

### **MONITORING AND COMPLIANCE**

TJX or its designated third-party auditor or agent shall have the right to monitor and assess compliance with these principles. Our vendors must be transparent and honest in all communications with TJX, our auditors and our agents. 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.

## GLOBAL SOCIAL COMPLIANCE PROGRAM

Our social compliance program is global and attention to ethical sourcing spans across many departments. We have a global Social Compliance Committee that helps guide corporate management in setting strategy and executing the program, with our international buying offices and merchants all playing key roles in achieving our goals.

Our Social Compliance Committee is comprised of senior leadership from the U.S., Canada and Europe and from relevant disciplines within TJX, including Merchandising, Sourcing, Imports, Compliance, Enterprise Risk Management, Legal and Global Communications. The Committee meets on a regular basis and oversees compliance of TJX's ethical sourcing initiative, which is coordinated by our Assistant Vice President (AVP), Global Social Compliance, who has specific responsibility for managing and overseeing our ethical sourcing program. This global social compliance position reports to the Senior Vice President, Chief Risk and Compliance Officer, and works closely with representatives of the different purchasing functions across all of TJX's businesses and with the Social Compliance Committee.

As we continue to develop and evolve our social compliance program, we engage with various audiences and consider their guidance. 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, and have received and incorporated valuable insights and suggestions from socially responsible investors. We have retained several organizations that have extensive experience and knowledge in the field of ethical sourcing – UL, Intertek and Omega – to assist us with program development, education and training, and compliance monitoring. We are members of the National Retail Federation, the Retail Industry Leaders Association, Ethisphere's Business Ethics Leadership Alliance and the Ethics & Compliance Officer Association. We also participate in industry conferences and stay current on the latest developments in social compliance and ethical sourcing. Finally, we review and benchmark ourselves against the programs of companies comparable to ours.



## **FACTORY MONITORING PROGRAM**

Some of our merchandise is manufactured for us and some is designed by our own fashion and style experts, particularly when what we are seeing in the marketplace is not the right value for our customers, meaning the right combination of brand, fashion, price and quality. We believe our responsible sourcing efforts are best devoted to products we have designed and have been manufactured for us, because this is where we are most likely to be able to have a meaningful impact. When we source these products, we require the buying agents and vendors that are involved to identify any active factories that they use, or intend to use, to produce such merchandise.

We and our representatives work closely with our agents and vendors so that they understand our social compliance program and our Vendor Code of Conduct. Our merchants also play an important role in educating suppliers on our social compliance program requirements and encouraging them to make improvements at their facilities, when necessary. We created the TJX Global Social Compliance Manual, which contains, among other important guidance, an audit procedure outline and factory evaluation checklist to help prepare the factory for the audit process. This tool is available in seven languages and offers detailed information designed to help our agents, vendors and factory management 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.

Factories manufacturing the products we design are required to undergo periodic audits to ensure adherence to our Vendor Code of Conduct. Our goal is to conduct biennial audits of factories in good standing. Factories requiring additional monitoring are targeted to be revisited within six months of the prior audit.

## **FACTORY AUDITING**

Factories manufacturing the products we design are expected to cooperate fully with us and our auditors and to provide access to facilities and documents. We have developed comprehensive compliance program guidelines for our third-party factory auditors. We regularly review and, as appropriate, modify these guidelines to try to ensure that they are consistent with evolving social 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)
- / Policy, payroll and documentation review
- / Factory walk-through
- / Health and safety inspection
- / Confidential worker interviews
- / Debrief with factory management (closing meeting)

Our AVP, Global Social Compliance, and International Buying Office Associates participate in shadow audits with TJX's independent auditors and with our buying agents' in-house compliance auditors. Shadowing is practiced in order to gain a better understanding of the compliance audit process and challenges, and to better aid TJX in our review of both our audit results and, more broadly, our program's effectiveness.



## CORRECTIVE ACTION AND REMEDIATION

At the conclusion of an audit, if necessary, a Corrective Action Plan (CAP) is created and concerns are discussed by the auditors with factory management to assist them in resolving the violations or deficiencies detected during the audit. To encourage collaboration between our buying agents and vendors, a copy of the CAP is also forwarded to both parties' attention shortly following a third-party audit. TJX receives a copy as well. Factory management is requested to sign the CAP to verify their understanding of the findings. In certain cases, we may require our third-party monitors to re-audit the factory. Our goal is to have re-audits complete within six months of the prior audit, and we strive to work with factories to continuously improve their operations.



For lower risk deficiencies, our buying agents or direct vendors are expected to provide evidence to us demonstrating that remedial action has been carried out. However, where moderate to more serious violations of the Vendor Code of Conduct or the local laws are detected, we require that our third-party monitors re-audit the factory. Problems are tracked and factories are notified of the expectation of remedial action. There are several issues that we consider “zero tolerance” issues. That is, we would immediately terminate the relationship if a factory is found to be in violation of this aspect of our program, including for example, issues like bribery/corruption; child, prison, slave or forced labor; human trafficking; maintaining a facility with all doors and/or exits locked; and failure to pay any wages.

When a problem requires remediation, we expect that continuous improvement is verified during the re-audit. Our general goal is that each re-audit demonstrates measurable improvement from the prior audit. If a factory receives several consecutive noncompliant grades, this pattern may suggest that required remedial action is not being undertaken.

Though we strive to work with vendors to address and resolve shortcomings in their operations, under extreme circumstances, we must conclude that we can no longer do business with certain factories, or that they will be precluded from producing goods for us until 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 because the reality is that improving working conditions in factories in underdeveloped countries is an ongoing effort. TJX, like other retailers, is facing this challenge. Our goal, when possible and reasonable, is continuous improvement of conditions at factories. This is preferable to ceasing business with these factories and gives us the ability to influence positive change. 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, UL, Intertek, Omega, our buying agents and vendors to address shortcomings identified in audits and to work toward improvement.

## **ENCOURAGING 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 protecting the environment by operating in a sustainable manner where possible, for example by conserving and protecting resources, such as water and energy, and taking into consideration environmental issues that may impact local communities. Furthermore, our supplier training program has been expanded to include considerable coverage of the protection and conservation of water.

## **CONTINUOUS IMPROVEMENT**

The driving tenet of TJX's Vendor Code of Conduct and our social compliance program is continuous improvement. While we expect each of our vendors and agents to adhere to the expectations set forth in our Vendor Code of Conduct, we also encourage them to make improvements throughout their operations. To advance these objectives, we do more than simply audit suppliers to test compliance; we also provide education and training to our agents, vendors and factory management, so that they understand our expectations and can develop meaningful processes to meet and exceed these expectations.

## **SOCIAL COMPLIANCE TRAINING**

Since 2005, we have conducted 125 training sessions for our buying agents, vendors and factory management. 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 UL or Intertek representatives, who were accompanied by our AVP, Global Social Compliance. We believe that the presence of our management at each of these sessions in each of these countries demonstrates to factory management, buying agent management and vendors that TJX is committed to our social compliance program. Over time, our training sessions have included the following topics:

- / Review of TJX's Vendor Code of Conduct and the expectations contained in this Code
- / Review of local labor laws
- / Review of anti-bribery laws (including the Foreign Corrupt Practices Act and the U.K. Bribery Act)
- / Review of product compliance requirements
- / Business ethics
- / Discussion on TJX's policy against forced and involuntary labor, including slavery and human trafficking
- / Fire safety training
- / Water conservation recommendations
- / 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

Designated representatives at our international buying offices also provide instruction to our suppliers on our ethical sourcing expectations. We will continue to devote resources to these important training initiatives and to review and update these initiatives as appropriate.

## ASSOCIATE TRAINING

TJX Associates involved in the development and buying of merchandise undergo formal social compliance training biennially. In addition, through informal meetings and discussions, our AVP, Global Social Compliance, continues to update our buying personnel on the requirements of TJX's social compliance program.



## RESPONSES TO EVOLVING ISSUES

*Including Bangladesh, Uzbekistan, Modern Slavery and California's SB 657, and Conflict Minerals*

Since 1999, we, our buying agents, and our third-party auditors 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.

### BANGLADESH

The tragedies that took place in Bangladesh several years ago clearly focused retailers' and manufacturers' attention on remaining vigilant and monitoring whether their policies and practices are adequate and appropriate. Although very little of the product manufactured for us is made in Bangladesh, worker health and safety have always been a significant part of TJX's social compliance program, and we have further strengthened our focus in these important areas.

We have expanded our audit programs based on evolving industry recommendations regarding auditing the fire safety practices of factories. We have elevated the importance of fire safety in our external supplier and internal buyer training programs and posted a message about our workplace safety expectations on our vendor intranet site as well. Going forward, we plan to continue to follow the various Bangladesh-focused initiatives of the retail industry to glean any insights that might enhance our own global social compliance program.

## UZBEKISTAN

Consistent with our commitment to high standards and social responsibility, since 2009, we have been attentive to the reports of alleged forced 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 three 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. In the past, we have participated in multi-stakeholder meetings to address this issue in Washington, D.C., New York and Brussels. TJX continues to participate, along with over 260 other brands and retailers, as a signatory on a pledge, sponsored by the Responsible Sourcing Network, to not knowingly source Uzbek cotton until the Government of Uzbekistan eliminates the practice of forced child and adult labor. We also continue to participate in periodic multi-stakeholder calls to stay current on this matter.

## **MODERN SLAVERY AND HUMAN TRAFFICKING (CALIFORNIA TRANSPARENCY IN SUPPLY CHAINS ACT OF 2010 AND U.K. MODERN SLAVERY ACT OF 2015)**

At TJX, we are committed to treating people with dignity, fairness and respect. Both our TJX Global Code of Conduct, which applies to all of our employees (Associates) worldwide, and our Vendor Code of Conduct, which applies to all of our merchandise suppliers, reflect these principles and prohibit involuntary or forced labor. As described below, our factory audit program and training efforts further underscore this commitment. Our TJX Social Compliance Committee, which includes senior leadership from the U.S., Canada and Europe, meets on a regular basis to oversee TJX's ethical sourcing initiative. While an overview of our efforts is provided here in response to the California Transparency in Supply Chains Act of 2010 and the U.K. Modern Slavery Act of 2015, we invite you to explore a more comprehensive description of our social compliance program within the Social Compliance section of [tjx.com](http://tjx.com).

*Vendor Code of Conduct.* As a condition of conducting business with TJX and as a means of self-certification, our merchandise vendors are required to agree to comply with our Vendor Code of Conduct, which prohibits the use of any form of involuntary or forced labor, including labor obtained through slavery or human trafficking. Our Vendor Code of Conduct further requires that the goods our vendors sell to us have been manufactured in accordance with all applicable laws and regulations.

*TJX Global Code of Conduct.* Our TJX Global Code of Conduct prohibits behavior that creates an intimidating or hostile work environment, and it requires TJX Associates to obey all applicable laws and regulations of the countries in which we operate, including wage and hour rules. In choosing third parties to work with, our Associates must select those that act with integrity and in a manner consistent with the ethical principles stated in our Code. TJX reviews any reported concerns and takes appropriate action depending on the nature and severity of the violation.

*Third-Party Audits.* We contract with both independent auditors (including UL, Intertek and Omega) and other third parties (such as our buying agents) to conduct social compliance audits at factories for suppliers of products that we have designed for sale in our stores and online, and to evaluate and address risks of forced labor, including slavery and human trafficking. Thousands of audits have been conducted since 1999.

We created a Global Social Compliance Manual, which is available in seven languages and contains an audit procedure outline and factory evaluation checklist to help the affected factories better understand our Vendor Code of Conduct and prepare for the audit process. The audits are conducted on an unannounced basis during specified time windows, and they are intended to verify the factories' compliance with the standards contained in our Vendor Code of Conduct, including our prohibition of involuntary or forced labor. Vendors are expected to cooperate fully with the audits and to provide the auditors with full access to their facilities, employees and documentation. The factory's score on the initial audit determines how soon it will be re-assessed, according to a risk-based audit cycle we have developed. We will take appropriate steps should we learn that a vendor is failing to meet our standards, including remediation, cancellation of purchase orders, or termination of our business relationship.

*Training.* We provide biennial training for Associates, including management, involved in the development and buying of merchandise, as well as cyclical in-person training for our buying agents, certain vendors and their factory managers around the world. Among other things, this training provides guidance on recognizing and mitigating the risks of forced labor, modern slavery and human trafficking.

*Grievance Mechanisms.* TJX Associates are encouraged to raise any concerns without fear of retaliation and have multiple channels to do so, including an ethics hotline staffed by independent third-party operators. External stakeholders may reach us via any of the phone numbers or addresses listed by locality on the Contact Us section of [tjx.com](http://tjx.com).

### **CONFLICT MINERALS POLICY**

At TJX, we are committed to complying with the rules and regulations impacting our business, including those under Section 1502 of the Dodd-Frank Wall Street Reform and Consumer Protection Act, intended to address violence and human rights abuses in the Democratic Republic of the Congo (the DRC) and adjoining countries. These rules require public companies to determine if they manufacture or contract to manufacture any products where “conflict minerals” – specifically tin, tantalum, tungsten and gold (or “3TG”) – are necessary to the functionality or production of the product, and if so, whether those minerals originated in the DRC or adjoining countries, although we do not discourage responsible sourcing from that region. Companies are required to do additional diligence about the source and chain of custody of those minerals that may have originated in the covered region to determine if they came from sources that benefited armed forces in the region.

As demonstrated by the TJX Vendor Code of Conduct and our social compliance program, we believe in responsible sourcing. TJX is many layers removed from the mining, smelting or refining of any minerals contained in the products we sell, so we must rely on our vendors to collect current, complete and reliable information to comply with these rules. We expect our affected vendors not to knowingly supply us with products that include conflict minerals that directly or indirectly benefit armed groups in the DRC or adjoining countries, although we do not discourage responsible sourcing from that region. We further expect our vendors and buying agents to comply with our requests to provide us with information and perform due diligence regarding their sourcing of the minerals at issue. We will consider appropriate remediation steps if we find that a vendor has violated this policy. To raise questions or concerns about these issues, please contact us at [complianceofficer@tjx.com](mailto:complianceofficer@tjx.com).

### **CONTINUING OUR COMMITMENT**

Social compliance is a tremendously challenging undertaking, and we know that we do not have all of the answers. Indeed, no company does. 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; by responding to issues as appropriate for our business; and by reporting on our efforts on our website.

## SUPPLIER DIVERSITY

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As with our Associate population, we aim to have a diverse supplier base. We proactively seek out relationships with domestic suppliers who represent many cultures, ethnicities and experiences.

Our U.S. supplier diversity program, which is managed by our Global Sourcing and Procurement group, is dedicated to sourcing services and goods not sold in our stores (not-for-resale) from a diverse supplier group. Since the program's inception in 1992, we have continued to look for innovative ways to expand our supplier network. In recent years, we broadened the scope of our program beyond women-owned and socially diverse businesses to include businesses owned by persons with disabilities as well as Veteran-owned businesses. Currently, we are benchmarking ourselves against best practices set by the National Minority Supplier Development Council to determine areas in which we might further enhance our program.

TJX is an active Corporate Member of the following organizations:

- / National Minority Supplier Development Council (NMSDC)
- / Greater New England Minority Supplier Development Council (GNEMSDC)
- / Women's Business Enterprise National Council (WBENC)
- / Center for Women and Enterprise (CWE)
- / U.S. Business Leadership Network (USBLN)

### CERTIFICATION REQUIREMENTS FOR DIVERSE SUPPLIERS

To participate in our supplier diversity program, TJX requires that a company be certified as a diverse supplier. We accept certification from the National Minority Supplier Development Council, the Women's Business Enterprise National Council, the U.S. Business Leadership Network, the U.S. Department of Veterans Affairs (VA) and other state, local and federal certifying agencies.

More information on our supplier diversity program is available on the Supplier Diversity section of [tjx.com](http://tjx.com).



## ATTENTION TO GOVERNANCE

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Our vision is to continue to grow TJX as a global, off-price, value retailer, and we recognize that as we work to achieve this vision, we must remain grounded in the same principles on which our Company was founded – operating with the highest levels of integrity, caring, ethics and fairness. We rely on the talent and efforts of our approximately 235,000 Associates to help us live these principles every day to help ensure the continued success of our Company.

We have a long history of practicing excellence in corporate governance. As part of our governance practices, we have a suite of corporate governance materials that outline the standards to which we hold ourselves accountable. Our governance documents also guide us in our approach to business dealings and decisions and interactions with each other, and we are committed to high standards of ethics.

In 2016, we were pleased to be ranked #1 in the specialty retailer category on Fortune's Most Admired Companies list. This list recognizes the Company's efforts in areas of importance to stakeholders, including: quality of products and services, financial soundness, long-term investment value, and social responsibility. We were also honored to be named Retailer of the Year by the World Retail Congress. The World Retail Congress describes the award as recognizing the retailer they believe to be a truly world-class operator setting standards for the whole industry to admire with outstanding results across a number of important areas, including financial performance and sales growth and adaptability to a changing retail environment.



## BOARD OF DIRECTORS

As a global company with approximately 235,000 Associates, we consider diversity among our Associates, customers, vendors and suppliers to be part of who we are and core to our culture. At the Board level and throughout the organization, we strive to promote the benefits of leveraging our differences, inclusion, and promoting a talented and diverse workforce. In that regard, we seek to have a highly engaged Board that represents diversity as to experience, gender, and ethnicity/race and that reflects a range of talents, ages, skills, viewpoints, perspectives, professional experiences, educational backgrounds, and expertise to provide sound and prudent guidance with respect to our operations and interests.

### BOARD DIVERSITY

While we do not have a formal policy with respect to Board diversity, we do take into account many factors when evaluating our Board and considering new members. These factors include geographic, gender, age, ethnic and racial diversity as well as diversity of experience – e.g., a general understanding of disciplines relevant to the success of a large and complex publicly traded company in today’s business environment; an understanding of our business and industry; professional background and leadership experience; experience on the boards of other large publicly traded companies; personal accomplishments; integrity; and independence. Our Corporate Governance Committee evaluates each individual member in the context of the Board as a whole, with the objective of recommending a group of nominees that the Committee believes can best support the success of our business and represent stockholder interests through the exercise of sound judgment using its collective diversity of experience.





We value the many kinds of diversity reflected in our Board and are pleased to report that:

- / All of our directors are financially literate
- / Two of the four members of our Audit Committee are audit committee financial experts
- / Nine of our 11 Board members are independent
- / Four of our 11 Board members are women
- / Our Board represents a range of ethnicities, experiences and backgrounds
- / Board members are elected annually by majority vote
- / In 2015, David Ching, a member of TJX's Board of Directors since 2007, received the U.S. Pan Asian American Chamber of Commerce (USPAACC) Asian American Corporate Director Award. This award honors Asian Americans who serve as members of the Board of Directors of Fortune 500 corporations
- / In 2016, we celebrated our sixth consecutive year on 2020 Women on Boards' "Winning Company" list. The list recognized companies for having a gender-diverse board comprised of at least 20% women. As we have appeared on the list for at least five consecutive years, we are considered an "Honor Roll" recipient



**Carol Meyrowitz**  
DIRECTOR SINCE 2006  
EXECUTIVE CHAIRMAN OF THE BOARD  
CHAIRMAN OF THE EXECUTIVE COMMITTEE



**Ernie Herrman**  
DIRECTOR SINCE 2015  
CHIEF EXECUTIVE OFFICER AND PRESIDENT



**Zein M. Abdalla**  
INDEPENDENT DIRECTOR SINCE 2012  
MEMBER OF THE CORPORATE GOVERNANCE  
AND FINANCE COMMITTEES



**Michael F. Hines**  
INDEPENDENT DIRECTOR SINCE 2007  
CHAIRMAN OF THE AUDIT COMMITTEE AND  
MEMBER OF THE FINANCE COMMITTEE



**José B. Alvarez**  
INDEPENDENT DIRECTOR SINCE 2007  
MEMBER OF THE AUDIT AND EXECUTIVE  
COMPENSATION COMMITTEES



**Amy B. Lane**  
INDEPENDENT DIRECTOR SINCE 2005  
CHAIRMAN OF THE FINANCE COMMITTEE  
AND MEMBER OF THE AUDIT AND  
EXECUTIVE COMMITTEES



**Alan M. Bennett**  
INDEPENDENT DIRECTOR SINCE 2007  
CHAIRMAN OF THE EXECUTIVE  
COMPENSATION COMMITTEE AND MEMBER  
OF THE FINANCE COMMITTEE



**Jackwyn L. Nemerov**  
INDEPENDENT DIRECTOR SINCE 2016  
MEMBER OF THE EXECUTIVE  
COMPENSATION COMMITTEE



**David T. Ching**  
INDEPENDENT DIRECTOR SINCE 2007  
MEMBER OF THE AUDIT AND CORPORATE  
GOVERNANCE COMMITTEES



**John F. O'Brien**  
INDEPENDENT DIRECTOR SINCE 1996  
LEAD DIRECTOR AND MEMBER OF THE  
EXECUTIVE COMMITTEE



**Willow B. Shire**  
INDEPENDENT DIRECTOR SINCE 1995  
CHAIRMAN OF THE CORPORATE  
GOVERNANCE COMMITTEE AND MEMBER  
OF THE EXECUTIVE COMPENSATION  
COMMITTEE

*More information on our  
Board of Directors is available  
in the Governance section of  
[tjx.com](http://tjx.com).*

## BOARD COMMITTEES

### Executive Committee

Carol Meyrowitz, Chair  
Amy B. Lane  
John F. O'Brien

### Audit Committee

Michael F. Hines, Chair  
José B. Alvarez  
David T. Ching  
Amy B. Lane

### Corporate Governance Committee

Willow B. Shire, Chair  
Zein M. Abdalla  
David T. Ching

### Executive Compensation Committee

Alan M. Bennett, Chair  
José B. Alvarez  
Jackwyn L. Nemerov  
Willow B. Shire

### Finance Committee

Amy B. Lane, Chair  
Zein M. Abdalla  
Alan M. Bennett  
Michael F. Hines

## EXECUTIVE OFFICERS

### Carol Meyrowitz

Executive Chairman of the Board

### Ernie Herrman

Chief Executive Officer and  
President

### Ken Canestrari

Senior Executive Vice President  
Group President

### Scott Goldenberg

Senior Executive Vice President  
Chief Financial Officer

### Michael MacMillan

Senior Executive Vice President  
Group President

### Richard Sherr

Senior Executive Vice President  
Group President

## GOVERNANCE DOCUMENTS

TJX has a long history in practicing excellence in corporate governance. As part of our governance practices, we are committed to high standards of ethics, which are reflected in our Associate Global Code of Conduct, Code of Ethics for TJX Executives, Director Code of Business Conduct and Ethics, and Corporate Governance Principles.

Our Associate Global Code of Conduct, which applies to all Associates worldwide, sets out basic principles of integrity, honesty and fair dealing and serves as a guide for ethical business conduct. Our Code of Ethics for TJX Executives reinforces the significant expectations we have for ethical business practices from our executive officers, who are also subject to our Associate Global Code of Conduct. Our Director Code of Business Conduct and Ethics clarifies the expectations for our individual Board members, while our Corporate Governance Principles reflect basic governance guidelines and Board practices.

Many of the policies outlined in our Corporate Governance Principles, codes of conduct and ethics, and other governance documents create an important framework for our core values of integrity, openness, caring, and treating others with dignity and fairness. Our Corporate Governance documents are available in the Governance section of [tjx.com](http://tjx.com).



## STAKEHOLDER ENGAGEMENT

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We strongly believe that effective corporate governance must evolve and change with the needs of our many stakeholders. To achieve our goals, we strive to maintain an open dialogue with our Associates, customers, neighbors, vendors, and shareholders.

At the corporate level and across our divisions, we have many different ways to communicate with and engage our Associates, including newsletters for Associates, virtual and live Town Hall meetings with management, State of the Company meetings and The Thread, our Associate intranet.

Additionally, as the leading off-price apparel and home fashions retailer in the United States and worldwide, our customers reflect our broad demographic reach. Engaging with our customers allows us to address their changing preferences, tastes and concerns. We have implemented a number of “voice of the customer” initiatives to identify ways that we might improve the customer experience.

We speak regularly with shareholders throughout the year, including investor meetings, conferences and phone calls, to engage with the investment community and share near- and long-term strategies. Members of TJX management and TJX subject matter experts have also met periodically with socially conscious investors to discuss and consider important issues.

In 2016, we were pleased to be ranked #1 in the specialty retailer category on Fortune’s Most Admired Companies list. For this survey, Fortune asked several stakeholder groups – including company executives and directors and investment analysts – to rate companies in their own industry on nine criteria. The list recognizes our efforts in areas of importance to stakeholders, including: quality of products and services, financial soundness, long-term investment value and social responsibility.

Our aim is to consider the best interests of our stakeholders. We listen carefully and consider their valuable input in the context of our current policies and practices.



# GLOBAL REPORTING INITIATIVE

TJX provides an index of our corporate responsibility reporting mapped against the Global Reporting Initiative's (GRI) Sustainability Reporting Framework guidelines. GRI is an international, not-for-profit organization that seeks to promote a sustainable global economy through responsible management and transparent reporting of economic, environmental, social and governance performance.

The GRI guidelines offer organizations a way to communicate reliable, relevant and standard information, highlighting the connections between their respective business and sustainability. The guidelines have been available since 1999 and are used by thousands of organizations across the globe, including many of TJX's peers and other companies of similar size.

TJX's corporate responsibility information has been indexed against GRI's G4 Guidelines, its fourth generation guidelines that were launched in May 2013. The TJX index is intended to help readers quickly navigate our website to the topic of interest.

The TJX index is available in the Responsible Business section of [tjx.com](http://tjx.com).





The TJX Companies, Inc., the leading off-price apparel and home fashions retailer in the U.S. and worldwide, is ranked 89 among Fortune 500 companies and operates four major divisions: The Marmaxx Group, HomeGoods, TJX Canada, and TJX International (comprised of Europe and Australia). With more than 3,800 stores, three e-commerce sites and approximately 235,000 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 brand, fashion, price, and quality. We offer a rapidly changing assortment of brand name and designer merchandise at prices generally 20% to 60% below department and specialty store regular prices on comparable merchandise, every day. With our value proposition, we reach a broad range of fashion and value conscious customers across many income levels and demographic groups.

## UNITED STATES



TJ 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. TJ Maxx launched its e-commerce site, tjmaxx.com, in 2013. TJ Maxx operated 1,186 stores in 49 states and Puerto Rico at 2016's year end. TJ Maxx offers family apparel, home fashions and expanded fine jewelry and accessories departments, as well as The Runway, a high-end designer department, in some stores.



Marshalls was acquired by TJX in 1995, and with TJ Maxx, forms The Marmaxx Group, the largest off-price retailer of apparel and home fashions in the U.S. Marshalls operated 1,035 stores in 46 states and Puerto Rico at 2016'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.



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 TJ Maxx or Marshalls. At 2016's year end, HomeGoods operated 579 stores in 45 states and Puerto Rico.



Sierra Trading Post, acquired by TJX in 2012, is an off-price Internet retailer of brand name outdoor gear, family apparel and footwear, sporting goods, and home fashions. Sierra Trading Post launched its e-commerce site, sierratradingpost.com, in 1998. As of 2016's year end, it also operated 12 stores in the U.S.

## CANADA

### WINNERS®

Winners is the leading off-price family apparel and home fashions retailer in Canada and was acquired by TJX in 1990. Select Winners stores offer fine jewelry and some feature The Runway, a high-end designer department. Winners operated 255 stores at 2016's year end.

### HOMESENSE®

HomeSense introduced the off-price home fashions 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 2016's year end, HomeSense operated 106 stores in Canada.



Marshalls launched in Canada 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. Marshalls operated 57 stores in Canada at 2016's year end.

## EUROPE



Launched in 1994, TK Maxx introduced off-price retailing to the U.K. and Ireland and is the only brick-and-mortar, off-price apparel and home fashions retailer of significant size in Europe. TK Maxx expanded into Germany in 2007, Poland in 2009 and Austria and the Netherlands in 2015. TK Maxx offers top-brand family apparel as well as home fashions, and in some stores, the Mod Box, a department specifically for younger customers, and Gold Label, which features high-end designer labels. TK Maxx ended 2016 with 503 stores. It also operates tkmaxx.com in the U.K.

### 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 2016's year end, HomeSense operated 44 stores.

## AUSTRALIA



In 2015, TJX acquired Trade Secret, an Australian off-price retailer that was converted to TK Maxx in spring 2017. The Australian chain offers branded apparel for the family, as well as footwear, accessories and home fashions, all at great values. With the first store opening in 1992, it is now a 35-store chain with locations in New South Wales, Victoria, Queensland, and the Australian Capital Territory.

# VALUE

AT THE HEART OF  
EVERYTHING WE DO



The TJX Companies, Inc.  
770 Cochituate Road  
Framingham, MA 01701  
508-390-1000 | tjx.com

