

2016

# Community Impact Report



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## Our Story





## A Message From Our Executive Leadership Team

The Savers name is recognized by many as their neighborhood thrift store, where our dedicated team members ensure the shelves are always stocked with a great selection of secondhand clothing and household goods at an affordable price. Yet, our unique business model empowers Savers to be much more than the typical thrift retailer.

For over 60 years, we have been purchasing used clothing and household goods from many charitable organizations serving a wide range of community needs and offering the best quality items for sale in our stores. We are also continually working with recycling and reuse partners around the world to ensure each item reaches its full potential instead of ending up in a landfill. This is the power of reuse.

Savers is uniquely able to do so because we operate under the notion that businesses thrive when communities thrive, and that a business model based on reuse can prevent landfills from becoming laundry piles.

This past year was no exception, as we found new ways to maximize our impact with a focus on meaningful partnerships and our ongoing commitment to the environment.

### Rethink Reuse™

We firmly believe in the power of reuse to create a better, more sustainable world. This is why, in 2016, we set out to raise awareness of the massive environmental impact of clothing and textiles, and offer the public a solution: to Rethink Reuse™.

It may surprise people that the average North American produces 81 pounds of clothing waste every year. While countless research studies and the growing trend of green lifestyles prove people care about the environment, it is clear people do not fully understand their clothing footprint—as 26 billion pounds of clothing and textiles are sent to landfills each year. By increasing awareness of the impact an individual's clothing purchasing and disposal decisions have on our planet, Savers hopes to change consumer behavior and perceptions around reuse.

### Our Partners

By purchasing previously owned clothing and household goods from over 120 nonprofit partners, Savers provides a stable source of revenue to organizations operating in the local communities where we operate stores. Consistent funding is difficult for these charitable organizations to come by, and that is the key reason our partnerships are so essential to keeping their doors open and lights on. In 2016, we paid more than \$160 million to our nonprofit partners, proving that social enterprise is an important tool that empowers charitable organizations to advance their missions and causes.

### The Savers Footprint

In 2016, the Savers family of thrift stores employed nearly 22,000 people, operated nearly 330 stores and contributed to the tax revenue of local communities.

Beyond these numbers, we helped make high-quality clothing and household goods available at affordable prices. The value and selection offered at our stores helps encourage our customers to participate in the reuse cycle by choosing thrift.

We are overwhelmed by our successes achieved in 2016, including the Rethink Reuse™ initiative. As we look towards 2017, we are committed to finding new ways to improve lives through the power of reuse, including our team members, nonprofit partners, customers and communities.

Sincerely,

*The Savers Executive Leadership Team*





# Impact-at-a-Glance


## 2016 Facts and Figures

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**\$160+** **million**   
paid to our more than  
120 nonprofit partners

**~22,000**   
**jobs**  
held by team members across the U.S., Canada  
and Australia

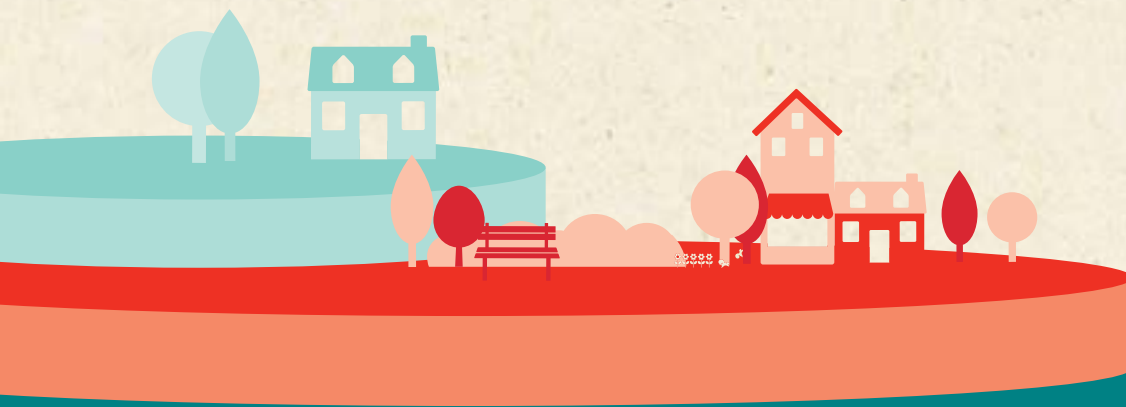
**700+** **million pounds**   
of reusable or recyclable goods  
kept out of the waste stream

**16** **years**   
average nonprofit  
partner relationship

**\$240+** **million**   
of tax revenue generated

**up to 10,000**   
**new items**  
introduced into each store's inventory every day

**100+** **recycling**   
**partnerships**  
across the world



## Where We've Been and Where We're Going

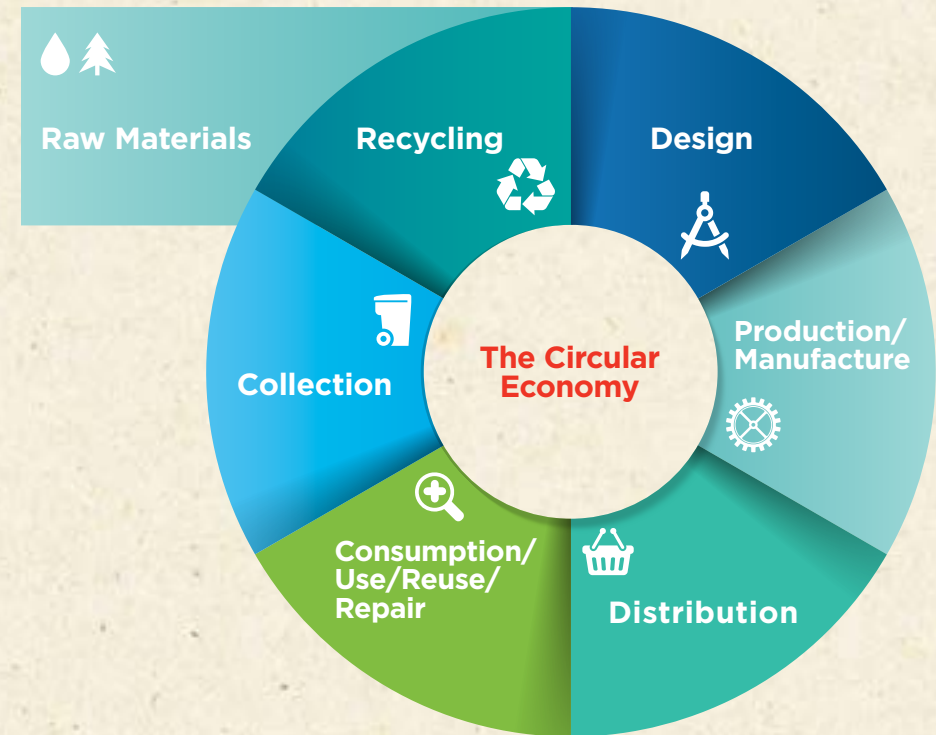
We're serious about having a tangible effect on people's lives, from the charitable organizations we partner with to the shoppers who come through our doors each day. The Savers footprint is wide-reaching across the U.S., Canada and Australia, and so is our impact on the communities in which we operate.

### State Of The Industry

At Savers, we always have one ear to the ground to better understand how our industry is continually changing and what these changes mean not only to our business, but to our communities and the overall health of our planet.

Today, a commitment to reuse and the circular economy is more important than ever. The clothing industry has become one of the world's largest polluters. There are a variety of factors involved in the production of clothing and textiles that often go unnoticed, such as the amount of water and pesticides required to grow cotton, the carbon emissions from textile manufacturing and growing landfill burdens caused by the billions of pounds of unwanted clothing being thrown away each year.

While this news can be daunting, we recognize our important role in changing how we think about the impact of clothing and household items on the environment. Throughout 2016, we continued to embrace our responsibility and role as a leader in the concept of reuse while inspiring people to act.



### What Is The Circular Economy?

According to the Ellen MacArthur Foundation, "A circular economy is restorative and regenerative by design, and aims to keep products, components, and materials at their highest utility and value at all times. The concept distinguishes between technical and biological cycles.

As envisioned by the originators, a circular economy is a continuous positive development cycle that preserves and enhances natural capital, optimizes resource yields, and minimizes system risks by managing finite stocks and renewable flows. It works effectively at every scale."

The Savers stores' business model epitomizes the concept of the circular economy. Simply put, we are dedicated to keeping reusable clothing, textiles and household items out of landfills.



# What Matters Most to our Company

## People

From the thousands of team members we employ to the communities in which we operate, people are at the center of who we are and what we do.

Our team members are the lifeblood of our organization and key to our success. Without their passion and dedication, Savers wouldn't be able to continue to grow and serve communities across the globe. Whether working in our stores or at our corporate offices, we provide a compelling employment value proposition, competitive benefits and total compensation and extensive training and development opportunities. We have a culture that embraces our values and our core purpose, and a business model that attracts individuals that want to make a difference in the world.

At Savers, we value every team member's contribution. By recognizing and cultivating the talents and interests of our team members through a commitment to each individual's well-being, we've seen long-term growth and success.

The Savers workforce is truly one of a kind, with almost 2,500 team members who have been with the company for more than five years, over 1,000 team members have been with us for more than 10 years and another 500 who have reached the 15-year milestone. Additionally, the majority of our store managers come up through the ranks of our teams, and nearly all of our district managers are internal promotions.

In recent years, Savers has forged a partnership with Ready, Willing and Able (RWA), a national initiative of the Canadian Association for Community Living and Canadian Autism Spectrum Disorders Alliance and their member organizations. RWA connects employers, people with mental disabilities and autism spectrum disorders (ASD) and community agencies at the local, provincial, and national level. RWA also promotes awareness among employers and the general public on the benefits of hiring people with mental disabilities and ASD. Since partnering with RWA, we have hired more than 60 team members through the organization.

There are numerous other examples of nonprofit partnerships that allow us to provide employment opportunities to individuals who are mentally and developmentally disabled or disadvantaged in a variety of cities across the U.S. We are committed to these partnerships in each of our communities.





**Planet*****A Commitment to Reuse***

Savers is a dedicated industry leader in textile reuse and recycling, with over 90 percent of all clothing items we purchase diverted from disposal annually. From jeans and shoes to electronics and furniture, we see the potential in every item that comes through our doors. Whether we sell goods to shoppers on our sales floors or recyclers and resellers, we believe each transaction helps keep reusable or recyclable items out of the waste stream while driving our business. We have built our business on the conviction that through the power of reuse, we extend the life of the goods we purchase. We even collect the garbage bags that people use to donate their items to our nonprofit partners and send those bags to a recycler who turns them into recycled building materials.

Beyond working hard to keep the items that come through our doors out of landfills, we're dedicated to sparking community action and awareness around the importance of reuse while demonstrating industry leadership through the Rethink Reuse™ initiative we launched in 2016.

The Rethink Reuse™ initiative offers a new way of thinking about unwanted clothing and household goods. Through visually arresting public art installations in Seattle, Toronto and Vancouver, and through online conversations and advertising, Savers sought to draw attention to the often-overlooked problem of clothing waste while offering solutions to extend the life of clothing and household goods. Through Rethink Reuse™, Savers is empowering individuals to minimize their clothing footprint.

## We Recognize Every Item's Potential

Last year, our stores repurposed hundreds of millions of items, including:



**224 Million  
Tops**



**74 Million  
Pants**



**26 Million  
Dresses**



**19 Million  
Coats**



**31 Million  
Shoes**



**19 Million  
Purses, Bags,  
Wallets**



**7 Million  
Jewelry Items**



**8 Million  
Scarves**



### **Community** *Business for the Greater Good*

At Savers, we are dedicated to strengthening the communities in which we operate. Behind each of our charitable partners are those they help—hundreds, often thousands, of people who live and work in the neighborhoods surrounding our stores. We love that our partners work to improve a wide range of community needs, whether focused on curing a disease, mentoring at-risk youth, supporting our veterans or so many other worthy causes. We make it a point to get to know our partners, to learn about how we can support them and to help address the challenges they face along the way. These charitable organizations and the communities they serve are valued business partners. In fact, our average nonprofit partner relationship spans 16 years, with some relationships lasting over 50 years.

12 We believe in the power of business to create meaningful benefits for society. As we continue to grow, so does our ability to positively impact our communities. Each store opening means a partnership with a community-based nonprofit where we accept donations of used goods on their behalf. We also buy items that have the potential for a useful life outside the four walls of our store. True to our enterprising spirit, we look for resale opportunities with a range of customers and small business partners around the globe.





## Our Core Values

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1



### Act with Ethics & Integrity

We always strive to do the right thing. Ethics and integrity consistently guide our actions and decisions.

2



### Put Donors & Customers First

We strive to exceed expectations and offer exceptional service, value and selection in a fun, easy-to-shop thrift environment.

3



### Invest In Team Members' Success

We recognize the potential of our team members. We're committed to their well-being, growth and long-term success.

4



### Strengthen Communities

By purchasing their donated goods, we provide a source of sustainable funding for our nonprofit partners, enabling them to serve more individuals and families in every community where we do business.

5



### Protect the Planet

Through the power of reuse, we extend the life of the goods we purchase, help protect the environment and fuel small businesses around the globe.

6



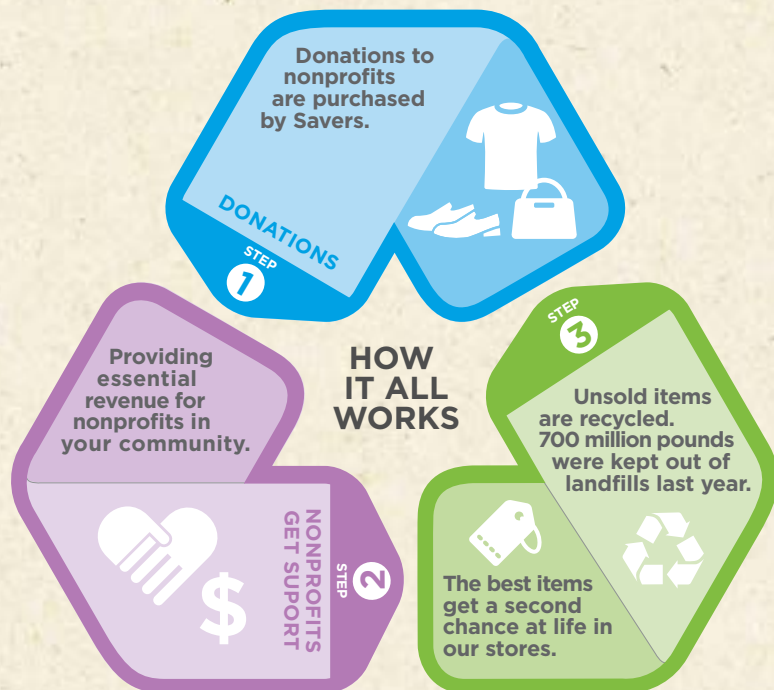
### Innovate to Grow

We learn every day, adapt and continually improve our business in both small and transformative ways.

## Our Model: The Savers® Cycle

Reuse is the basis of our business model and our charitable partners are integral in helping us implement it. Our model is unique yet simple: each nonprofit partner accepts otherwise unwanted or unneeded donated goods, such as clothing and household items from the community, and then sells these items to us. We then work hard to determine the potential of every item that comes through our doors—whether it gets a second chance in our stores, is sold to an overseas market where there is demand, or recycled. By purchasing goods from our nonprofit partners, our model establishes a steady revenue stream that supports each nonprofit partner's mission and therefore positively impacts a range of needs in the communities in which they serve.

In 2016, we paid our charitable partners more than \$160 million for donated clothing, textiles and household goods. Over the past 10 years, we've paid more than \$1.5 billion to charitable organizations.



### Reuse Is Life-Changing For Everyone

At the Savers family of thrift stores, pre-owned goods find more than a good home.

### Our Suppliers: Nonprofit Partners

The vast majority of our suppliers are charitable organizations and we pay them based on an agreed-upon purchase price that corresponds to the volume of goods delivered and Savers' level of involvement in the donation collection process. This way, our partners can count on a regular revenue stream that helps them do what they do best—realize their missions. Every month, we provide regular payments to more than 120 nonprofit organizations in communities across the U.S., Canada and Australia.

### Our Supply Chain: Donated Goods

Ensuring the ease and convenience for people to donate goods to our nonprofit partners is integral to our business model. Our stores can reliably process a high-volume supply of secondhand goods from which we select the best and highest-quality product to sell on our sales floors. They can donate to our nonprofit partners through curbside home pick-up collection services, collection bins or attended donation stations throughout the community, or at one of the Community Donation Centers located at our stores.

### FUNDrive®

FUNDrive® donation drive events provide a relatively new and definitely green fundraising opportunity for local schools, churches, sports teams and other nonprofit organizations to host donation drives and collect donated goods from their community. After the organization collects and delivers the goods to Savers, we then pay the organization for the items.

In 2016, more than 5,350 community-based nonprofits utilized our FUNDrive program to earn revenue in support of their efforts. In total, Savers paid more than \$2.6 million to nonprofits who participated in FUNDrive events.



### Life Of A Savers Item

At any given time, each of our sales floors are home to more than 100,000 items. Savers team members introduce up to 10,000 new items to each store's inventory every single day. The items we buy from our charitable partners follow a clearly defined process after they arrive at our retail locations:

#### Sorting

Though we see potential in every item, not all goods we buy meet the high standards we set for our sales floors. Under the smart guidance of our store managers, a team of sorting experts separates the goods into four distinct categories:

**Resale at retail**—items we know fit the quality standards, styles and sensibilities of our shoppers.

**Resale at wholesale**—items that cannot be sold at retail based on their condition (such as garments that are intact but too worn for resale in our stores and cloth that can be converted to rags, etc.) but that are still sellable on the wholesale market.

**Direct recycling**—items that cannot be reused in their current state are sold to recycling customers for component materials or parts; for example, a broken toy may be sold for its plastic content.

**Waste**—oftentimes we dispose of items such as broken furniture through responsible waste management providers.

#### Pricing and stocking

Once we finish sorting goods purchased from charitable organizations, our team members price them according to guidelines based mainly on the items' quality and condition. Once there is room for an item on the sales floor, a Savers team member carefully stocks the item in its appropriate section for our shoppers to discover.





### Extending beyond retail

Even if an item can't be sold at one of our retail locations, we recognize its potential to be reused in another way. That's why we've dedicated an entire division of our business to finding other markets for our goods.

### Community resellers

Our stock is constantly rotating, and just because an item doesn't sell during its allotted time on our sales floor doesn't mean it is undesirable. No one is more certain of that fact than community resellers who purchase items to be sold in various marketplaces, often online. If you've ever purchased a used book or clothing accessory from a major online retailer, there's a chance you've done business with one of our community resellers.

### Local community services

Working with our partners for as long as we have, Savers has learned a great deal about the needs of nonprofits—our partners and otherwise. That's why we routinely give community organizations items they can use. In-kind donations include coats and blankets to homeless shelters, kitchenware to food banks and books to literacy groups and schools. We're always looking for new ways to make sure our merchandise is put to good use.

### Reuse customers

Many of our goods can be resold by other businesses, even if they aren't suitable for our sales floor. For example, we sell torn or defective clothing to businesses that produce rags for sale at home improvement stores and industrial facilities as wiping rags. We also collect plastic—including the bags people use for their donations to our nonprofit partners—to sell to businesses that create post-consumer goods.

### Overseas businesses

There is market demand in locations all over the globe for our used clothing and household goods. We sell our goods to other companies in those markets, providing a second or third life to those items. It supports our mission in keeping goods out of landfills and also helps meet demand for clothing and textiles in other parts of the world. It's important to note that many of our items are sold in special economic zones with specific allocations for the importation of used goods. This means that the local governments have set careful guidelines to balance the advantages gained from secondhand clothing with the benefits of a country's own textile industry.





# Creating Meaningful Impact

At Savers, being a purpose-driven company means looking for ways to enhance our performance and positive impact across multiple areas.

From the neighborhoods where our stores are located to the small businesses we supply used goods to around the world, we pride ourselves on being a catalyst for change within all communities we serve.

## Social Impact

Our business model relies upon our partnerships with community-focused nonprofit organizations that we pay for supplying our stores with merchandise. Because of these partnerships, we are able to sell reusable goods of superior quality while generating a critical revenue stream for our nonprofit partners. This often provides an extra layer of stability for nonprofits and helps them better realize their mission to serve local communities.

## Environmental Impact

Regardless of whether an item can be sold in one of our stores, we are committed to maximizing the life of every item. By increasing the number of goods we sell at retail or to recycling customers, we're able to maximize the number of items kept out of landfills. We're energized every day by the possibility of improving lives through the power of reuse.

## Economic Impact

As a company, an important part of our business philosophy comes from the idea of a circular economy to reduce, reuse and recycle. We open new stores every year, and each store opening brings a number of tangible benefits to a community's economic health. Sometimes the benefits come directly from our operations, such as job creation.



### Small Businesses

Though Savers operates nearly 330 stores, our global reuse business is comprised of relationships with thousands of local and regional organizations and small businesses in the U.S., Canada, Australia and around the world.

Domestically, we maintain relationships with clothing and book resellers, wholesalers and others, who purchase unsold goods in bulk from Savers. Without suppliers like Savers, many of these small businesses wouldn't be able to ensure a regular inventory for resale.

Overseas, much of our unsold merchandise is shipped to markets where there is demand and resale customers who—similar to our own intake process—grade, sort and make available a variety of products that supply small business owners with secondhand goods. These goods include clothes, shoes, accessories, bikes and household goods. Savers provides these customers with a strict quality assurance guarantee, carefully traces each shipment and regularly visits these marketplaces to evaluate how our products are impacting individuals.

### Taxes Generated

As a for-profit company, we contribute to federal, state/provincial and local communities via the taxes we generate—more than \$240 million in 2016. Federal, state/provincial and local governments directly and indirectly reinvest these resources into the communities we serve to help fund fire and police departments, schools, road improvements and more.

### Our Stores and Our Team Members

When Savers expands into a new market, it is important for us as a company to assess the impact and benefits to the local community. Each store immediately hires close to 60 team members, each of whom are paid a competitive wage with excellent benefits and training opportunities. Additionally, the majority of our store managers come from internal team member promotions.

The locations we select are almost always near bus or rail stops, encouraging our customers and team members to reach our stores via public transit. Each location is also carefully scouted to create value for building owners. Our stores draw both donor and shopper traffic and increase the vibrancy of retail venues where we are located. We are proud to say that our unique business model and reuse-inspired store design have made us a key anchor tenant in many neighborhood shopping centers.



Almost **2,500** team members have been with the company for more than **5 years**

More than **1,000** team members have been with us for more than **10 years**

Another **500** team members have been with the company for **15 years**

### Valuable Goods at Reduced Cost

Our shoppers love discovering great deals at our stores. In fact, nearly 95 percent of the items sold in our stores are under \$10 and our average item sells for about \$4.50. These prices represent a fraction of an item's original value—an important distinction for those consumers who are shopping with a budget or looking for a great deal. Our optional Super Savers Club program rewards customers with exclusive offers and promotions that provide further savings. Providing our shoppers with access to quality goods at a great price is an essential part of what we do.





## *IN FOCUS:* Our Reuse Customers

Although we've been at it for 60 years, reselling used products is now a growing industry, and customers all over the world purchase reused goods in various ways. We hold our products to a high-quality assurance standard, and each unsold product is 'graded' according to its quality and grouped with other like items. Because of this, our recycling customers know exactly what they're purchasing, which leads to much lower levels of inefficiency and waste downstream in the supply chain.

Our commitment to quality assurance also makes us a preferred supplier for many reuse and resale customers around the world who know Savers for our reliability, consistency and professionalism. We're discerning in who we choose to do business with and work with organizations who are like-minded in our desire to extend the life of usable goods. We're appreciative of our customers in the resale industry, and our new business relationships often turn into longstanding engagements.

## A snapshot of some of our nonprofit partnerships:



## Diverse Partnerships

We choose to partner with nonprofits to supply our stores with merchandise, and those nonprofits support a wide range of causes that are important to our communities. Some of the causes our nonprofit partners focus on include:

### Youth and mentoring

Our company and its leadership are passionate about partnering with organizations that help young people—particularly youth who are at-risk or are living below the poverty line. We know that there are many groups doing critically important work to ensure these children are receiving the care and direction they need in order to be successful. Whether it's providing classroom tutoring, safe alternative recreation or fitness and exercise programs, our partners help kids in communities realize their full potential.

### Services for people with disabilities

During our decades of partnership with organizations serving those with disabilities, we've seen an encouraging rise in the amount and type of services available to people with disabilities. Still, we know there's much work to be done to provide adequate assistance in home care, inclusive education, employment and more. Our partners work with both individuals and families, recognizing that truly comprehensive assistance doesn't begin and end with any one individual.

### Medical research

We know that finding cures and better treatments for certain diseases poses one of the largest challenges facing our country today. That's why we partner with organizations working to achieve breakthroughs in medical research. Whether it's diabetes, epilepsy or a host of other difficult ailments, our partners fund research that seeks to innovate the way we care for individuals struggling with chronic illness.

### Veterans programs

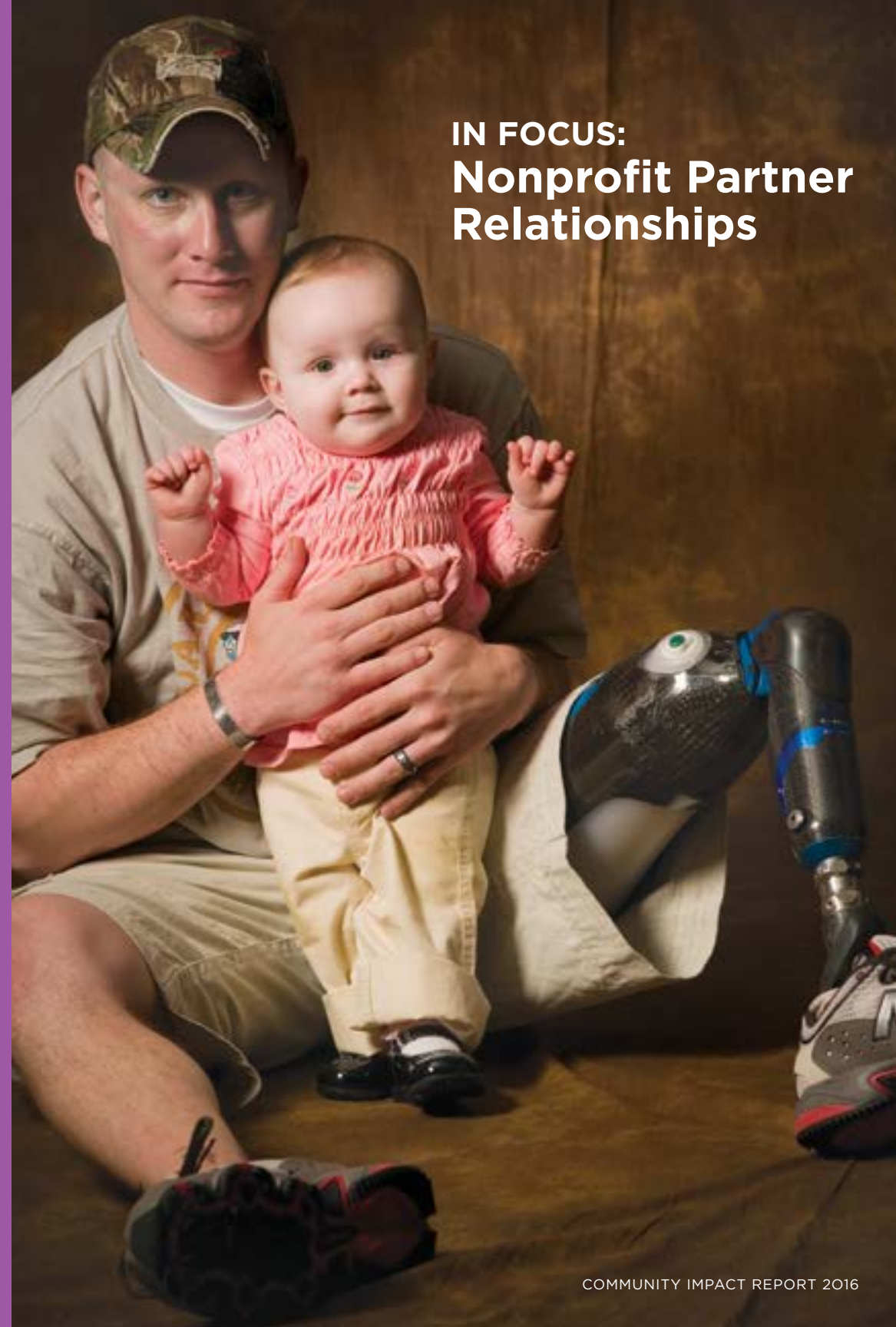
Our very first nonprofit partner served veterans, and our company remains dedicated to partnering with organizations that help these citizens as they return home after serving their country. Veterans face a complex variety of challenges that include underemployment, medical treatment and—especially if an individual is injured during service—transportation. Each of our veteran-serving partners helps local community members and their families to meet important quality-of-life needs.

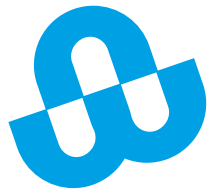


# Community-driven Good

Businesses—like Savers—are uniquely positioned to be a driving force for social purpose, and can help provide solutions to social and environmental issues facing our communities.

**IN FOCUS:**  
**Nonprofit Partner Relationships**





## Northwest Center

People of all abilities

### LOCATION

Seattle, Washington  
(headquarters)

### ORGANIZATION SPOTLIGHT

Northwest Center is dedicated to promoting the growth, development and independence of people with developmental disabilities, because when people of all abilities learn and work together, everyone benefits. Northwest Center's programs emphasize early intervention and education for children with developmental disabilities and employment services for adults.

Today, one in six children are diagnosed with a developmental disability, and research shows that early intervention and education services

are more effective the earlier the child is enrolled. Northwest Center provides critical early intervention services, inclusive early childhood education programs and after school programs to children with developmental disabilities. Over the past year, Northwest Center advanced the reach of early intervention services by piloting a first-of-its-kind program in King County to help families transition from the hospital to their home.

Northwest Center's work doesn't stop there; they also provide supported employment for adults with developmental disabilities. In Washington State alone, 64 percent of adults with a disability are unemployed. To help overcome this challenge, Northwest Center engages adults with disabilities to assess, train, place and support individuals in competitive employment.

**“For 50 years, Northwest Center has been a social justice organization working with children and adults with disabilities to increase participation in society. Because of our valued Value Village partnership, we have reached new heights in achieving our goals of transforming our service offerings and increasing our reach by growing our social enterprises, expanding our job placement services and diversifying our early intervention and early learning programs.”**

Ty Taylor, CEO/COO  
Northwest Center

### OUR PARTNERSHIP

Northwest Center first partnered with Savers | Value Village 49 years ago on the belief that the right business models can produce social good. As this partnership has flourished, so too has Northwest Center's ability to support disabled communities across Washington State.

Savers | Value Village pays Northwest Center for clothing and household goods collected by The Big Blue Truck™ and at The Big Blue Bin™. Today, these payments account for nearly 15 percent of Northwest Center's annual revenue.

In 2016, Northwest Center used this revenue to serve 1,330 children and adults with developmental disabilities in the Puget Sound region through therapy, education and work opportunity programs. Our partnership supported a 46 percent increase in the number of children Northwest Center served and a 19 percent increase in the number of adults served from 2015 to 2016.



This incredible increase allowed Northwest Center to provide 50,000 hours of job coaching, training and support to adults with disabilities. But beyond these numbers, it's the people, and Stephan's story is one of many that affirms our belief in the strength and impact of our partnership with Northwest Center. Stephan is a Northwest Center client working at one of their Donation Stations in the greater Seattle, WA area, where he helps collect donated clothing and household items that will be sold to Value Village. Stephan was a member of Northwest Center's School-to-Work program, where he was actively preparing for employment opportunities through hands-on coaching and training before graduating from high school. Now, Stephan is an important member of the Big Blue Truck team and the local community.

It is this shared desire to see communities of all abilities flourish and business create social good that has helped Savers | Value Village and Northwest Center cultivate a successful partnership over several decades.



Reno, Nevada and  
surrounding areas



**Big Brothers Big Sisters**  
of Southern Nevada

### ORGANIZATION SPOTLIGHT

In Nevada, Big Brothers Big Sisters is the local mentoring expert. Their mission is to provide children and youths facing adversity with strong, enduring, professionally supported one-to-one mentoring relationships that will have a lasting impact on their lives.

Since day one, Big Brothers Big Sisters of Southern Nevada has developed a mentoring network that cultivates meaningful, monitored matches between adult volunteers (Bigs) and youths ages six to 18 (Littles). They support and supervise a wide range of mentoring opportunities, including community-based and site-based programs.

For at-risk youths, mentoring relationships have a direct and lasting positive effect on their lives. Children and youths engaged in mentoring relationships are 56 percent less likely to engage in risky behavior and 75 percent more likely to graduate high school than their peers. What's more, these relationships often unlock a future of unlimited potential.

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### OUR PARTNERSHIP

Over the past 24 years, Big Brothers Big Sisters of Southern Nevada's relationship with Savers has flourished into a steadfast, committed partnership. During this time, Big Brothers Big Sisters of Southern Nevada has been able to support over 9,000 children and youths through mentoring programs that have led to lifelong, meaningful impacts.

To ensure their organization has a consistent revenue stream, Big Brothers Big Sisters of Southern Nevada collects and sells donated clothing and household items to Savers. As part of their home pick-up service, Big Brothers Big Sisters of Southern Nevada operates a full call center with 32 full-time employees where they reach out to thousands of community members every day to request donated items in support of their mission and efforts in the Las Vegas community.

**“In a way, all of our programs are made possible because of our partnership with Savers. These funds help keep our doors open so we can continue serving and supporting hundreds of Big-Little matches throughout the Las Vegas area.”**

Molly Latham, CEO,  
Big Brothers Big Sisters of Southern Nevada

In 2016 alone, revenue from Savers enabled Big Brothers Big Sisters of Southern Nevada to support more than 450 Big-Little matches. That's more than 450 children and youths who are more likely to graduate high school, go to college and meaningfully contribute to their communities. It's clear to Savers and Big Brothers Big Sisters of Southern Nevada that mentoring relationships have proven outcomes.

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## LOCATION

Toronto, Canada  
(headquarters)  
Throughout Canada

## ORGANIZATION SPOTLIGHT

Previously known as the Canadian Diabetes Association, Diabetes Canada is an organization committed to leading the fight against diabetes. Diabetes Canada supports the 11 million Canadians currently living with diabetes and pre-diabetes, while raising awareness of Canada's diabetes epidemic and helping to find a cure.

The implications of diabetes are often misunderstood, and the impacts of this disease have monumental health impacts. Diabetes Canada is working to change this. By offering educational programs and support services, developing resources used by over 320,000 health-care professionals, advocating for Canadians affected by diabetes and funding diabetes research projects, Diabetes Canada is leading Canada towards a cure.

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## OUR PARTNERSHIP

Since 1985, Diabetes Canada and Savers I Value Village have partnered to advance diabetes support and awareness in Canada.

Through the Clothesline donation program in 2016 alone, Diabetes Canada conducted 1.5 million pickups and maintained more than 4,000 drop-off locations across Canada to help collect the donated clothing and household goods purchased by Savers I Value Village. This past year, our partnership provided Diabetes Canada with \$10.5 million to support their operations and various programs, totaling more than 20 percent of the organization's revenue.

In 2016, Diabetes Canada hosted 50 summer and family camps known as D-Camp across Canada for 2,400 children and their family members. At D-Camp, children and youths with type 1 diabetes are able to befriend one another, and be inspired to effectively manage their diabetes. At Camp Discovery in Ontario, one family member noted that,

**“We are proud of our longstanding partnership with Value Village. For more than 35 years, it has allowed Diabetes Canada to fund programs, services and research to work towards our goal to End Diabetes—its significant health impacts as well as the blame and shame that often accompanies it.”**

Rick Blickstead, President and CEO,  
Diabetes Canada

“This year, the counsellors helped my son with getting him into a routine and make him want to fight this life-altering disease!” It's stories like these that underscore the importance and impact of the Value Village-Diabetes Canada partnership.

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# Potential Realized



Savers has always been at the forefront of innovation when it comes to maximizing the potential of every item that comes through our doors.


In recent years, we've noticed that the global clothing environmental footprint is out of control. North Americans alone buy four times as much clothing as they did in 1980 and we are throwing out more than 26 billion pounds of clothing a year. Additionally, the clothing industry has unfortunately become one of the biggest polluters in the world. As a business dedicated to reuse, how could we go beyond our business model and educate consumers about this very real problem? It was time to have a conversation. It was time to Rethink Reuse™.

## Did you know?

 **700**  
gallons  
It can take up to 700 gallons of water to make one cotton T-shirt

 **1800**  
gallons  
It takes over 1,800 gallons of water to make one new pair of jeans

 **26** billion  
pounds  
North Americans throw away over 26 billion pounds of clothing each year. 95% of these items can be reused or recycled

 **4x**  
Shoppers now buy four times more garments than they did 30 years ago

# Rethink Reuse™

## *A Challenge to Act*



The multi-year, multi-phased Rethink Reuse™ initiative is dedicated to shedding light on the environmental impact of the clothing industry while informing people about the small steps they can take—through shopping smart and donating clothing—to offset their clothing footprint. Through research, collective conversations, educational public art installations, website, online conversations and eco-fashion shows, Savers set out to show the world that now is the time to act.



# Earth Day Clothing Spill

## *The Start Of a Conversation*

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To launch the Rethink Reuse™ initiative in 2016, Savers needed to do something bold to get people talking. The Clothing Spill Installation was a visual representation of the impact that unwanted used clothing and textiles have on our environment. Modeled after a hazardous waste spill, we commissioned a visually stunning educational event that inspired consumers to think about what they do with their clothing after they are done with it—to Rethink Reuse™. Set on Seattle's Alki Beach, the installation took up a 2,000-square foot stretch of pathway, drawing attention to the volume of clothing waste that could have been reused or recycled. The installation was intended to raise public awareness of the issue and to encourage a shift in behavior toward extending the life of reusable goods.

Number of trash bags  
of clothing and accessories  
U.S. consumers throw  
away each year:

4.7  
survey  
response

8.1  
actual

=

26  
BILLION POUNDS  
going to landfill

Source: SMART

1 IN 3

people who do not donate  
used goods say it's just easier  
to throw things out.



1 IN 3

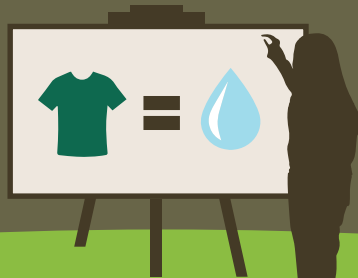
people don't know  
that more than

90%

of textiles can be  
reused or recycled.



?



MORE THAN HALF

of North Americans say  
they are more likely to  
reuse upon learning about the

ENVIRONMENTAL IMPACT

of clothing manufacturing.

The reuse industry  
employs nearly  
**100,000**  
workers and creates  
**\$1 BILLION**  
in wages in  
the U.S. alone.

Source: Council for Textile Recycling

## State Of Reuse Report *Diving Deep On The Topic*

### 2016 STATE OF REUSE REPORT FINDINGS:

**1 in 3** people don't know that more  
than **90%** of textiles can be recycled.

**1 in 3** people who do not donate  
used goods say it's just easier to  
throw things out.

**More than half** of North Americans  
say they are more likely to reuse upon  
learning about the environmental  
impact of clothing manufacturing.

With the growing problem of clothing and textile waste heading to landfills, Savers wanted to dive deeper and better understand people's perceptions and behaviors around reuse. As an important step in the Rethink Reuse™ initiative, we needed to find out why people are not participating in the reuse cycle. The culmination of this research was Savers family of store's first annual State of Reuse Report, aimed at highlighting the barriers and misperceptions that persist around donating and buying used goods. Based on the success of the 2016 State of Reuse Report and its groundbreaking findings, Savers delved further into the topic, issuing the second State of Reuse Report on April 17, 2017.

Through the State of Reuse Report and other third party research focused on the concept of the circular economy, we uncovered something important: while many shoppers love both fashion and the environment, they didn't connect the two together to realize the impact of their personal clothing decisions on the world. We then had the foundation to accomplish two things: 1) share the startling truths around the massive amount of unwanted used clothing that ends up in landfills, and 2) help shoppers recognize their impact and become part of the solution.



**I GIVE A SH!RT™**  
*Inspiring Communities To Act*

With the conversation started and the research in, our next step was to inspire action. Launched last summer, we challenged North Americans to pledge I Give a Sh!rt™ about their clothing footprint and help to save the 700 gallons of water it takes to make a T-shirt by purchasing a used T-shirt instead of a new one.

The I Give a Sh!rt events in June and August were held in landmark public spaces in cities like Vancouver and Toronto, educating and engaging the public about clothing and textile waste. Visitors to the event were given a limited number of one-of-a-kind reused shirts from Savers emblazoned with the I Give a Sh!rt tagline to show how easy it is to offset their clothing footprint by simply replacing one new shirt with a thrifted tee.

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Savers partnered with artists for both of the I Give a Sh!rt event locations to create massive art installations made of recycled and reused textiles portraying giant waste spills and water fountains to underscore the amount of water used in textile production. In the three cities, more than 62,500 visitors experienced our clothing footprint installations.

The movement further expanded into Savers stores and was galvanized by our team members. Across the U.S. and Canada, 22,000 Savers team members helped kick off the I Give a Sh!rt message by creating custom T-shirts and displays in stores, and sharing their support through social media. In fact, team member enthusiasm for this effort was so powerful that Savers decided to rollout a new employee uniform program inspired by I Give a Sh!rt.

**Reuse Summit**  
*Convening Policymakers And Environmental Stakeholders*

In June 2016, Savers hosted its first “Reuse Summit” in Toronto that brought together policymakers and environmental stakeholders for a thought-provoking conversation around the state of reuse in Canada and the role of the circular economy in the textile and fashion industries. The National Zero Waste Council of Canada served as a strategic advisor for the Savers Reuse Summit.





### Eco Fashion Week *Diverting From The Landfill To The Runway*

For the fifth consecutive year, Savers | Value Village sponsored and participated in Eco Fashion Week in Vancouver (April 10–12) and Seattle (November 1–4) as part of the world's largest sustainable fashion event. Year after year, Eco Fashion continues to raise global awareness for socially, environmentally and economically sustainable consumption and fashion.

As part of the Rethink Reuse™ initiative, Savers | Value Village presented the 81 Pound Challenge in partnership with Eco Fashion Week and the Visual College of Art and Design (VCAD). The 81 Pound Challenge, formerly known as the 68 Pound Challenge, was renamed in 2016 to reflect the growing amount of clothing and textiles the average North American throws away each year. The shocking statistic served as the inspiration for a fashion challenge, where designers created brand new collections from 81 pounds of gently-used fabrics, clothing and accessories from our stores.

### Eco Fashion Week's Seattle Collective Conversation *Continuing The Dialogue*

Eco Fashion Week's Seattle Collective Conversation was a day of open dialogue around the challenges, opportunities and innovations facing the sustainability of the garment and textile industry.

The event, hosted by Savers, raised important questions on how to drive real and lasting behavior change through reuse and recycling practices. A variety of discussions and panels also provided attendees a platform to discuss the growing problem of textile waste and the barriers preventing people from engaging in the reuse cycle.

### Rethink Reuse™ *A Lasting Impact*

At Savers, we feel strongly that the Rethink Reuse™ initiative is not merely a moment-in-time but rather a growing movement. As an industry leader dedicated to the future of reuse and all it can do, we are dedicated to the lasting impact reuse can have in our communities and on our planet. Volume 2 of the State of Reuse report in 2017 is continuing the dialogue, expanding awareness and building knowledge around the environmental impact of clothing waste. We hope you'll join us in the conversation and take the pledge to Rethink Reuse™.





# Looking Ahead



Every day at Savers, we are focused on our commitment to the people and communities we touch and the health of the planet we call home. As a purpose-driven business from our beginning, this is what drives us. But we also know that we can do more. As we look ahead, we are focused on continuing our commitment to leadership, education and dialogue on the power of reuse. Simply put, it is a responsibility and a commitment we take seriously.





I Give A Sh!rt art installation made of recycled and reused textiles portraying water fountains to underscore the amount of water used in textile production.  
*Toronto, Ontario*

Savers is a purpose-driven thrift retailer offering quality used clothing and household goods at our stores across the U.S., Canada and Australia. We got our start more than 60 years ago from a commitment to reuse and supporting local communities. We purchase used clothing, household goods and textiles from charitable organizations to extend the life of used goods and reduce what ends up in the landfill. Over the past 10 years, Savers has paid its collective nonprofit partners more than \$1.5 billion for donated clothing and household goods—money that helps fund their missions.

TVI, Inc. d/b/a Savers and Value Village is a for-profit professional fundraiser.  
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We thank you for  
your interest in our  
Community Impact Report  
and welcome your  
feedback on how we  
can continue to improve.  
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