

SUMMARY OF PAST PERFORMANCE

Key Performance Indicator	2017-18 Total (Mar 2017-Feb 2018)	2016-17 Total* (Jan 2016-Feb 2017)	2016 Total (Jan-Dec 2016 - where available)	2015 Total (Jan-Dec 2015)	2014 Total (Jan-Dec 2014)
Our Products					
Bluesign® Approved Fabrics (%)	88%	87%	n/a	83%	74%
Products with Environmentally Preferred Materials	1,340	1,626	1,454	1,224	1,068
Warranty Returns (%)	0.914%	0.896%	n/a	0.925%	1.03%
Responsible Sourcing					
Factories that Meet or Exceeded Expectations (%)	28%	39%	n/a	45%	38%
Factories with Unacceptable Violations	1	Zero	n/a	2	5
Fair Trade Certified MEC Products	92	45	n/a	32	2
Operations					
Carbon Footprint [Tonnes carbon dioxide equivalents (tCO2e)]	4,367	4,972	4,261	4,855	4,671
	Facilities: 2	Facilities: 2	Facilities: 2	Facilities: 378	Facilities: 447
	Business Travel: 866	Business Travel: 957	Business Travel: 824	Business Travel: 797	Business Travel: 876
	Product Transport: 3,411	Product Transport: 3,963	Product Transport: 3,435*	Product Transport: 3,643	Product Transport: 3,313
	Waste: 58	Waste: 50	Waste: n/a	Waste: 37	Waste: 35
*Estimate					
Waste Diversion Rate (%)	94.3%	93.9% *	n/a	91.3%	91%
Water Use	27.7M litres 24.08 litres/sq ft	31.1M litres	29.4M litres	22.9M litres	22.7M litres
Members Experience and Community Engagement					
Active Members (%)	39.0%	41.1%	n/a	37.7%	38.1%
Member Satisfaction (%)	91.6%	90.5%	n/a	90.0%	89.2%
Fill Rate (%)	98.9%	99%	n/a	98.87%	98.80%
Community Contributions (Millions of dollars)	\$4.65M	\$3.66M	n/a	\$3.40M	\$3.26M
Employee Experience and Engagement					
Engagement Score (%)	73%	76%	n/a	74%	n/a
Financials					
Total Sales (Millions of dollars)	\$455M	\$465M	n/a	\$366M	\$336M
Inventory Turnover	2.26	2.76	n/a	2.54	2.53
SUPPORT INDICATOR					
	2017-18 TOTAL	2016-17 TOTAL	2016 TOTAL (Where available)	2015 TOTAL	2014 TOTAL
Our Products					
Products sold	13,351,311	14,688,300	n/a	12,708,643	12,378,983
Financials					
Economic impact (Millions of dollars)	\$1,380M	\$1,410M	n/a	\$1,110M	\$1,020M