



**TJX<sup>®</sup>**

DELIVERING REAL  
VALUE EVERY DAY

2020 GLOBAL CORPORATE RESPONSIBILITY REPORT

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## Delivering Real Value

At TJX, our mission has always been to deliver value to consumers by offering a rapidly changing assortment of high quality, fashionable, brand name and designer merchandise, all at amazing values. Just as our mission has remained steadfast for more than 40 years, so has our commitment to acting as a responsible corporate citizen, and we bring this philosophy to life through our corporate responsibility pillars:

- / Our Workplace
- / Our Communities
- / Environmental Sustainability
- / Responsible Business

These areas are important to us. We believe that they are equally important to our key stakeholders and are areas in which we can have a significant impact.

Following an analysis of our key initiatives across these four pillars in 2019, we are pleased to report that many of our programs support several of the United Nations Sustainable Development Goals. Specifically, we have Workplace programs to support gender equality; Communities programs to support zero hunger, good health and wellbeing, and quality education; and Environmental programs to support affordable and clean energy.

Our efforts are reviewed by our Global Corporate Responsibility Executive Steering Committee. The Committee was formed to, among other things, guide corporate responsibility strategies to align them with TJX business priorities, support our global corporate responsibility efforts across functions and geographies, facilitate corporate responsibility information exchange, recommend additional program efforts, and, through the Committee's executive sponsor, periodically report on our progress to the Company's senior management and Board of Directors.

Our global corporate responsibility programs continue to grow and evolve, but our efforts will always be part of the fabric of who we are and reflect our core values of honesty, integrity, and treating each other with dignity and respect. We remain committed to making a positive impact on the world in which we live and conduct our business.

# 2019 KEY HIGHLIGHTS

## OUR WORKPLACE



We strive for a workplace where our associates feel welcome when they walk in the door; valued for their diversity of thought, background, and experience; and engaged with our mission to provide value to our customers.



**67%**

of people in managerial positions globally are women<sup>1</sup>



**78%**

of promotions globally earned by women, on average, over the past three years



**84%**

of managerial positions in stores and field offices were filled by internal promotions<sup>1</sup>



**13,000**

attendance in Global Leadership Curriculum courses

## OUR COMMUNITIES



**33.8 million**

meals served



**1.2 million**

young people sponsored in education programs



**\$33 million**

donated for healthcare research and patient care



**100,000**

domestic violence services provided



Through our community relations efforts, we aim to help vulnerable families and children access the resources and opportunities they need to build a better future.

## ENVIRONMENTAL SUSTAINABILITY



TJX has long been committed to pursuing initiatives that are environmentally responsible and smart for our business.



**47%**

reduction in greenhouse gas emissions per dollar of revenue against 2010 baseline



**131,000**

metric tons reduction in global greenhouse gas emissions



**375 million**

kilowatt hours of low-carbon energy purchased



**257,000**

metric tons of waste diverted from landfill

## RESPONSIBLE BUSINESS



**4,500+**

stores spanning nine countries on three continents



**69%**

of Board Members are women or ethnically/racially diverse



**2,000+**

audits either conducted by TJX and our third-party auditors directly or accepted from accredited sources



**#80**

2020 ranking of TJX among Fortune 500 companies



Our business dealings and interactions are grounded in our long-held core values of honesty, integrity, and treating each other with dignity and respect.

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

## LETTER FROM ERNIE HERRMAN



### TO OUR ASSOCIATES, CUSTOMERS, NEIGHBORS, VENDORS, AND SHAREHOLDERS:

TJX has long been committed to delivering real value to the world by investing in our Associates and communities, being mindful of our impact on the environment, and operating our business ethically. The year 2020 has brought many challenges and hardship to the world. Now, more than ever, we believe our long-held principles of honesty, integrity, and treating each other with dignity and respect as well as our commitment to corporate responsibility are critical as we navigate these unprecedented times.

As the impact of COVID-19 continues to unfold before us, our hearts go out to the many people around the world who have been affected. Throughout this crisis, our Company has focused on the health and well-being of our Associates, customers, and the communities we serve. After temporarily closing our stores

and our online shopping sites, as well as our distribution centers and offices around the world earlier this year, we reopened nearly all of our stores globally and each of our online shopping websites by the end of June 2020 with many new health and safety protocols to help us operate more safely in this environment.

While we continue to be in the midst of this global health pandemic, we recognize that we cannot lose sight of the fact that racial injustice is deeply impacting our communities. Our position is clear – at TJX, we stand with our Black Associates, customers, and communities, and we stand for racial justice. While inclusion and diversity have long been a priority at TJX, we have realized that we need to continue working to do more and be better. With that in mind, we are taking many steps, such as broadening our giving strategy to provide more direct support to Black communities. We are ramping up our global efforts by committing \$10 million in grant funding over the next two years to organizations that are actively working to support racial justice and equity and expand long-term opportunities for Black people and other people of color. Further, we are initiating several programs internally to help us continue to grow a more inclusive and diverse organization across our Company. You can find more details about our efforts in this report, and throughout our website at [TJX.com/Responsibility](https://www.tjx.com/Responsibility).

While the above efforts speak to our more recent responses to 2020's climate, our global corporate responsibility philosophy has been part of our business throughout our 43-year history. It has been 10 years since TJX formally began reporting on our corporate responsibility efforts. In that time, our program has evolved and our accomplishments have been numerous. We capture our efforts under four key pillars: Our Workplace, Our Communities, Environmental Sustainability, and Responsible Business. Below are just a few global highlights:

**Our Workplace:** As I mentioned above, we take inclusion and diversity very seriously, and we believe the diversity of our Associate base makes us stronger. We have dedicated programs in place to help Associates feel welcome, valued, and engaged in our business.

**Our Communities:** We've contributed tens of millions of dollars to groups that are working to help vulnerable families and children access the resources and opportunities they need to build a better future, such as Save the Children, Feeding America, the United Way, and several mental health organizations, as well as the American, Canadian, British, and Australian Red Cross organizations.

**Environmental Sustainability:** Last year, we completed our 10-year greenhouse gas (GHG) emissions reduction initiative, and I'm pleased to report that we far exceeded our goal of 30%, achieving a 47% reduction in GHG emissions per million dollars of revenue since 2010. As we look to the future, in 2020, we set our next-generation, global corporate emissions-reduction target – a 55% reduction in greenhouse gas emissions from our direct operations by 2030 against a baseline year of 2017. This new goal is a science-based target in alignment with the United Nations' Paris Agreement guidelines and supports an emissions reduction path aimed at limiting global warming to 1.5 degrees Celsius.

**Responsible Business:** We hold ourselves to high ethical standards, and we take our corporate governance practices seriously. Our expectations are clearly defined in our global codes of conduct. We also expect high ethical standards from our merchandise vendors and expect our merchandise vendors around the world to comply with our Vendor Code of Conduct.

While I am very proud of all our corporate responsibility accomplishments over our many years, we are always working to do better, and today, the urgency of that is clearer than ever. I am inspired every day by the thousands of TJX Associates around the globe who remain dedicated to embodying our core values and bringing our corporate responsibility efforts to life.

We look forward to continuing to share our journey as it evolves by reporting our efforts and commitments at [TJX.com/Responsibility](https://www.tjx.com/Responsibility).

Sincere regards,

A handwritten signature in black ink, appearing to read 'Ernie', followed by a long horizontal line extending to the right.

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

September 2020



## ASSOCIATES BRING OUR BUSINESS TO LIFE

We fully appreciate that our Associates bring our business to life, and we aim to support them by making TJX a terrific place to work. It's very important for us to attract talented individuals, teach them our off-price model, offer them challenging assignments, and support their careers. We are also very proud of our culture and are committed to our core values of honesty, integrity, and treating each other with dignity and respect. In fact, developing talent and championing our culture are global business priorities year in and year out. We believe this encourages Associates to join us, not just to find a job, but to build a career.



*Inclusion and diversity have long been a priority at TJX, and in these serious times, we recognize more than ever that we need to continue working to do more and be better.*

TJX believes that the diversity of our Associate base makes us a stronger Company and better able to serve our broad and diverse base of customers around the world. We embrace that our workforce encompasses people of different races, ethnicities, ages, sexual orientations, gender identities, and much more, who come together to move our business forward. We strive for an inclusive workplace where our Associates feel *welcome* when they walk in the door; *valued* for their diversity of thought, background, and experience; and *engaged* with our mission to provide value to our customers. Our inclusion programming has always been grounded in the understanding that forward progress requires differing opinions, values, and perspectives. Our decades-long, open door philosophy not only supports, but encourages this.

*At TJX, we stand with Black Associates, customers, and communities, and we stand for racial justice and equity.*

We believe every one of us can play a part in helping to build a better world, where justice, fairness, and dignity are upheld as basic human rights. We are committed to taking action that promotes racial justice, and we are further strengthening our inclusion and diversity programs in our workplaces. We recognize that this approach needs to be programmatically incorporated into our business practices to have a sustainable long-term impact.

We have made a significant effort in recent months to increase the on-line learning resources related to inclusion and diversity available to all Associates, and hold virtual discussion sessions and town halls

with Associates at all levels across the global organization. Our short term goals are to create a common way we can all talk about racial justice and educate Associates about our approach to inclusion and diversity. Further, we plan to engage through focus groups in all of our regions to gain Associate feedback and thoughts on future initiatives, and have launched a new program that we refer to as “Being Inclusive.” This program is designed to focus on micro inequities and what Associates can do to minimize and prevent them from happening. Ultimately, we want our Associates to be heard and actively engaged in our journey as we build out and execute longer-term plans.

We are focusing on strengthening talent development programs and facilitating access to management opportunities for under-represented populations, as well as on expanding training offerings on inclusivity for all Associates to help foster honest, open discussions. Further, we are assembling teams of global Associates to help develop the short-, medium-, and long-term actions needed to keep TJX moving forward in addressing this critical social need.

In addition to these internal actions, we are committed to supporting racial justice and equity by donating \$10 million over two years to global organizations that help expand long-term opportunities for Black people and other people of color. We invite you to visit the **Inclusion and Diversity** and **Our Communities** pages of our website to learn more about our efforts to support racial justice and equal opportunities.<sup>1</sup>

## 2019 KEY HIGHLIGHTS



**67%**

of people in managerial positions globally are women<sup>2</sup>



**84%**

of managerial positions in stores and field offices were filled by internal promotions<sup>2</sup>



**13,000**

attendance in Global Leadership Curriculum courses



**78%**

of promotions globally earned by women, on average, over the past three years

## AWARDS AND RECOGNITION

We are humbled by some of the recognition that we have received.



<sup>1</sup>Please note that references to items accomplished or completed in this section during 2019 denote TJX's Fiscal Year 2020, which ended February 1, 2020.

<sup>2</sup>Managerial is defined as Assistant Store Manager (or equivalent level) and above across the Company.

## RECRUITMENT



### ATTRACTING TOMORROW'S LEADERS, TODAY

As a Fortune 100 company, operating more than 4,500 stores in nine countries, the need to attract, develop, and retain talent is crucial to support our growth. We are continually looking for diverse, enthusiastic, and committed individuals to join our team and we remain committed to developing our Associates into our global leaders for tomorrow.

We take a multi-faceted approach to recruiting for our stores, distribution centers, and home offices to reach potential candidates with diversity of experiences, genders, races, origins, ethnicities, ages, sexual orientations, and more. We are also committed to hiring locally from the communities we serve.

### RECRUITING FOR A DIVERSE WORKPLACE

To attract candidates who are members of diverse racial and ethnic groups, we work with universities, attend conferences, leverage social media, and collaborate with several community-based and business networks. In the U.S., we partner with organizations through colleges and universities that offer specialty development for members of diverse groups on their campuses. We benchmark against peers to better understand how we can leverage opportunities to expand awareness of TJX and our available jobs among diverse audiences. Similarly in Europe, we recruit from a diverse pool of candidates for our Graduate, Placement, and Apprenticeship Programmes. We are proud to have Associates from a number of different European countries taking part in our programs.

## ON-CAMPUS RECRUITING: FROM THEIR CAMPUS TO OURS

Each year, several hundred students take part in TJX internship and co-op programs operating across our divisions worldwide, in areas including Merchandising, Finance, Human Resources, Information Technology, Store Operations, Distribution Services, and more. We seek candidates who are curious and have a passion for innovation, relationship building, strategic thinking, and global relations.

Our merchandising internships and co-ops, in particular, are coveted among students, especially those who have a passion for various aspects of the retail industry, including fashion, finance, business administration, information technology, and other related disciplines. Globally, many interns and co-ops go on to join us full-time after completing their college requirements. In total in 2019, we hired nearly 500 people into merchandising internships, co-ops, or permanent positions worldwide.



## HIRING FOR STORES AND DISTRIBUTION CENTERS IS A TOP PRIORITY

With more than 4,500 stores across the globe, our store Associates are our largest population of talent. But more than that, they are the face of our retail chains, welcoming customers and helping to support an exciting shopping experience. Behind the scenes, the Associates in our distribution centers also ensure our stores continue to deliver a treasure hunt experience by helping us get the right products to the right stores at the right time.

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 or vulnerable young people. YBI, a TJX program, 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 training, development, and employment opportunities for successful participants. Through our support, The Prince’s Trust has helped over 1,000 young people, with more than 700 of those going on to get jobs with us. The program involves a four-week course, which develops young people’s skills in the retail sector and supports them in achieving positive outcomes in retail employment. In 2019, we were pleased to be honored with the Prince’s Trust Employment Award and came highly commended in the Overall Achievement Award category.

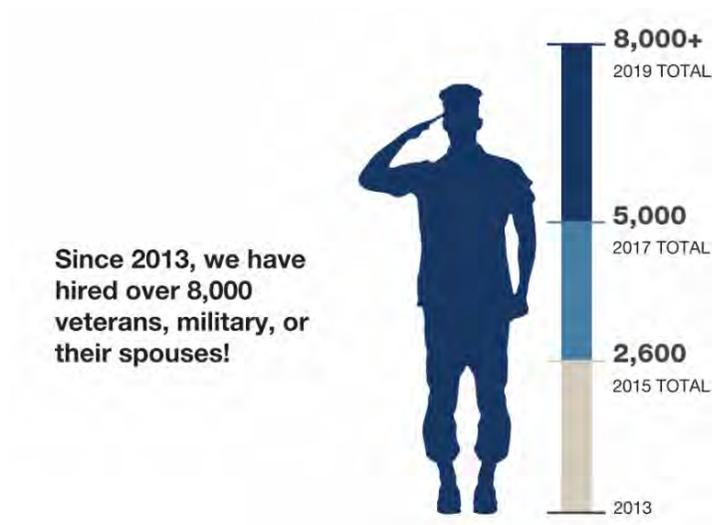
To support its field recruitment efforts, our Canadian team, through its *Find Your Stride* charitable initiative, partners with organizations like the Calgary Women in Need Society. This organization created the *TJX Retail Ready Program*, an eight-week program that provides training and work experience to help prepare women for careers in retail.

## 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, including active guard and reserve, as well as veterans, and their spouses. We value their strong work ethic, professionalism, and loyalty, and offer a range of career options to match their talents and expertise.

TJX has several initiatives supporting military hiring, including participating in career fairs for military personnel and working with military job boards to increase exposure and marketing efforts to military personnel and their families. The Company also keeps in touch with current and prospective candidates through our military talent community page and email campaigns.

We are pleased to report that we have hired more than 8,000 men and women who are currently in the military, veterans, or their spouses since 2013. [Learn more about TJX's commitment to hiring military-affiliated Associates and their families.](#)



## TURNING EMPLOYMENT CHALLENGES INTO OPPORTUNITIES

For nearly a quarter of a century, TJX has been working to provide opportunities to individuals with varying levels of skills and abilities, including those who face barriers to employment or are in underserved communities. We have developed community outreach strategies to support those who need an opportunity and to help us foster a workforce that includes qualified individuals with a breadth of abilities.

To assist in our recruitment efforts, we have collaborated with numerous community-based organizations in the U.S. and Canada that empower people with disabilities and individuals experiencing economic challenges to help them become an integral part of the workforce. These organizations often pre-screen and train candidates for work in our stores and distribution centers. The relationship between TJX and community-based organizations is beneficial on many levels:

- / Individuals gain self-confidence and learn about retail career opportunities
- / TJX has the opportunity to work with enthusiastic individuals 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

One area of particular focus in the U.S. is hiring people with disabilities. According to the U.S. Department of Labor, in 2018, the unemployment rate for those with a disability was 8%, more than twice the rate for individuals with no disability.<sup>1</sup> We have developed collaborative community partnerships, and our U.S. Talent Acquisition group promotes workforce programs that facilitate access to jobs for individuals with disabilities.

For example, we partner with Best Buddies, an organization of volunteers that creates opportunities for people with intellectual and developmental disabilities. Our teams partner closely with Best Buddies volunteers and participants to find roles in our T.J. Maxx, Marshalls, HomeGoods, and Sierra stores that match the job seeker's interests and talents, and we've been excited to hire participants to perform in a variety of functions, including cashiers, dressing room attendants, greeters, merchandise organizers, and product assemblers.



**DARIUS'S STORY**

In 2018, after searching for a job for more than three months, Darius joined the team at T.J. Maxx. Darius quickly became a valuable resource to the store's team, processing merchandise and helping to keep the store looking great for customers. As the holidays approached, Darius took on a key role for the store as one of the store's Customer Brand Ambassadors, greeting customers and assisting them as needed.

For Darius, working at T.J. Maxx isn't just a job – he says it has provided consistency and structure in his life, as well as a place where he feels he is valued for his contributions.

"I feel like I'm making a difference," Darius said. "I put a smile on customers' faces."

<sup>1</sup>Economic News Release at <https://www.bls.gov/news.release/disabl.nr0.htm>.

## CAREER DEVELOPMENT



Attracting talent is just the start. At TJX, we believe our Associates are one of our most valuable assets and, as such, it is our responsibility to train and mentor them for success. Our senior leaders consider teaching and mentoring an absolute priority to support the career development of our Associates.

Our training happens throughout the organization and in a variety of settings, including in our stores, distribution, processing and fulfillment centers, and corporate offices. Some is formal, through courses offered in our classrooms and online, and some is informal, like in huddles or side by side on the job. No matter the location, the vital parts of any training we undertake are open communication and relationship-building among our Associates. Coupling these with our core values of honesty, integrity, and treating each other with dignity and respect, guides our career development efforts.

### DEVELOPMENT PROGRAMS

At TJX, we have career development programs under our Global Leadership Curriculum that are aimed at developing all Associates' potential to enjoy fulfilling careers. Whether in our stores, distribution centers, or at one of our corporate offices, we find development opportunities for our Associates to meet or exceed their own expectations. We believe that at every level, from hourly Associates to management and beyond, Associates can progress and grow in their position. Our Global Leadership Curriculum supports Associates across TJX by offering a consistent development experience focused around TJX's defined leadership competencies. These core and elective courses help Associates gain skills useful for succeeding at our Company and includes courses in communications skills, change management, strategic planning, and more. In 2019, the Global Leadership Curriculum had Associate attendance of nearly 13,000 across all of our divisions.



**13,000**

2019 attendance in Global Leadership Curriculum courses

In addition to our Global Leadership Curriculum courses, we offer other learning and development opportunities. Globally, our Emerging Leaders program is designed to help high potential Associates at

the managerial level prepare to expand their leadership roles. The process consists of targeted assessments, review of feedback, and the creation of an individual development plan.

Emerging Leader Action Learning is a three-month learning journey for high potential U.S. and Canadian Associates who have completed the Emerging Leaders program. The experience is a pragmatic, hands-on, project-based learning approach. Participants are placed on cross-functional teams and mentored by executive sponsors as they deliver results on a real-life TJX business initiative. Participants are given an opportunity to hone informal influencing skills by navigating through various business functions. Teams present their findings, ideas, and recommendations to an executive panel at the close of the program.

More senior-level Associates may participate in our Leaders Developing Leaders (LDL) program, a 10-month global development program designed to accelerate leadership readiness. The program offers a variety of opportunities, including gaining exposure to different leaders, TJX businesses, and business units. Participants receive feedback on their leadership style and interactions throughout the process, with the goal of incorporating those learnings into their leadership style. The first phase of the program is project-based where participants are assigned to teams to research and address a current business issue or opportunity. They learn how to navigate the organization through the development of their problem-solving and strategic planning skills, while deepening their understanding of the business and themselves as leaders. The team develops and presents a strategic plan to senior management, working collaboratively with other managers from a broad range of functions and geographies. Many of the project recommendations that have come from these LDL teams have been implemented in some capacity, including, for example, the layout of lighting fixtures for sale in the new Homesense U.S. stores.

In Canada, the Manager in Training Program (MIT) is an accelerated program that provides training for new and existing Associates who show strong potential to perform Store Management roles and responsibilities. The six-month program exposes these Associates more deeply to our business practices and helps them develop their leadership skills and competencies. Since the inception of the MIT program, the volume and success of internal promotions has increased significantly.

In Europe, we offer Associates a suite of training to provide skills and off-price knowledge through workshops, development programs, the Retail Academy, and the Graduate, Placement, and Apprenticeship Programmes. We also offer tools for self-learning and provide bespoke coaching for Regional, Country, District, Store, and Assistant Managers.

In addition, the Leader in Me program is designed to help develop high-potential Associates early in their careers and prepare them for more senior roles in the future. Associates from all functions learn more about themselves as leaders, as well as how to use these leadership skills in their current roles and for future opportunities.

We also have a Senior Leadership Development program in Europe for Vice Presidents and Assistant Vice Presidents, which cultivates leaders who champion and bring our distinctive culture to life. The program develops skills to help leaders thrive in unpredictable circumstances. Participants gain insight into themselves as authentic leaders and examining their emotional intelligence, personal sustainability, and leadership perspective. We believe the program builds stronger, more collaborative teams across the organization and elevates the capability of our senior leaders.

## CALLING ALL MERCHANTS: TRAINING STARTS HERE

We are particularly proud of our merchant training programs around the world, which we believe are some of the best and most respected in the retail industry. Our programs are designed to support Associates interested in pursuing careers as merchants and develop them as future leaders in our off-price retail business. The merchandising career path provides structured growth potential in Merchandise Planning and Allocation, Merchandise Buying, and potentially management. The path consists of an initial, intensive training curriculum before moving into a role as an allocation analyst. Afterwards, there are ongoing developmental opportunities and mentoring throughout the Associate's career. In 2019, we hired nearly 500 Associates into the U.S., Canadian, and European buyer and planning and allocation training programs through internships, co-ops, and permanent placement.

# 500

Associates placed globally in buyer and planning and allocation training programs



### TJX UNIVERSITY FOR MERCHANTS

At TJX University, we offer merchandising Associates advanced learning opportunities through specialized training, a year-long one-on-one coaching program, and store exercises to both further their development and prepare them for the next step in their careers. The coaching and store exercises often take place in our own stores, as well as in the broader marketplace. The University teaches a consistent approach to the off-price business model, teamwork, and culture that have been a critical part of our success.

For some of the buyers identified as having potential to rise to a leadership level, we offer a specialized learning experience called the Off-Price Leadership Program (OPLP). It brings together merchants from across our global divisions to get exposure to the critical merchant and leadership skills necessary for success. Focus is on understanding the role; integrating strategic, business, and critical relationship skills; and building a diverse, global leadership perspective.

## EXTERNAL PARTNERSHIPS

In addition to our many internal development opportunities, we also offer a variety of programs for our Associates with several of our partner organizations, such as the NAACP, the National Urban League, the National Hispanic Corporate Council, Disability:IN, and Diversity Best Practices. In addition, we belong to Conexion in Boston and, on a national level, The Partnership. Conexion pairs Latinx Associates with a seasoned mentor at organizations in various industries and provides workshops in leadership. The Partnership offers year-long programs in leadership and cultural navigation for all levels of Associates, as well as the Next Generation Executive Program, a five-month training course. We actively bring together Associate alumni of both of these programs to build a network that can support participants and encourage learning. Over the years, our participation and sponsorship of these types of initiatives has continued to grow, and we actively consider other partnerships available to help develop our Associates.

## RETAINING TALENT



### A CULTURE OF LEARNING

At TJX, we believe our ability to attract and retain our top talent is largely due to our Company's long-term success in combination with our culture, including our attention to inclusion, training and development, and work/life balance. In fact, developing talent and championing our culture are global business priorities each year. We believe that our Associates contribute to our success, so we are passionate about contributing to theirs.

To help support the development of our Associates, we have defined leadership and cultural competencies, which are skills and behaviors that have led to long-term success for many of our managers. Personal character and integrity are at the core of these competencies, as is investing the time to build relationships, whether that is with co-workers across the hall or in another country.

We strongly believe that these competencies benefit our business overall, and that our results reflect our efforts. While our goal is to foster career growth across the organization, we are particularly proud of our results in 2019 in our stores and field offices where 84% of managerial positions<sup>1</sup> around the world were filled by internal candidates and 57% were filled with internal promotions.

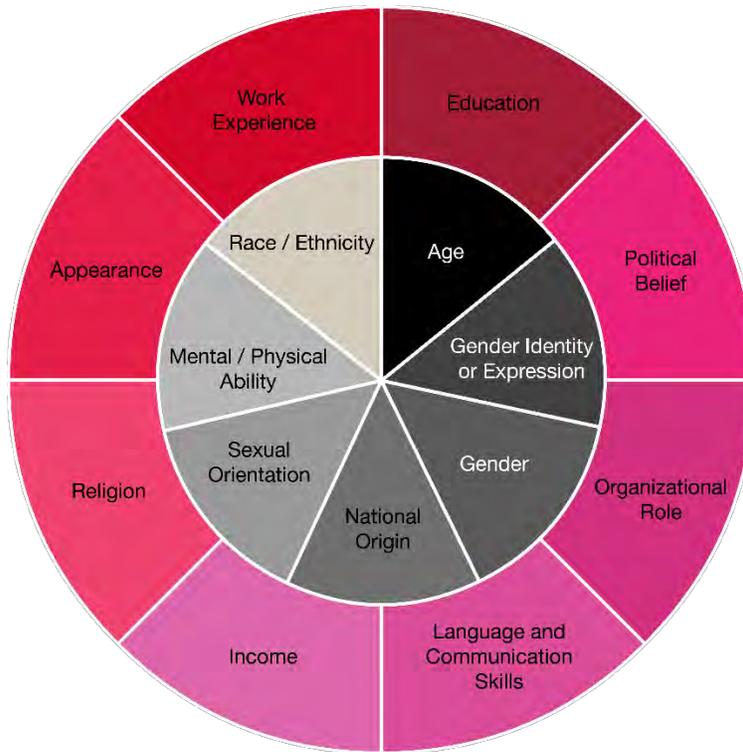
Finally, we recognize that a person must feel welcome, valued, and engaged if they are to make a long-term commitment to any employer. Across our organization, we have formal and informal initiatives underway to foster inclusion. [Read more about our inclusion and diversity initiatives.](#)



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

# EMBRACING INCLUSION AND DIVERSITY

Diversity Presents Itself in Many Ways



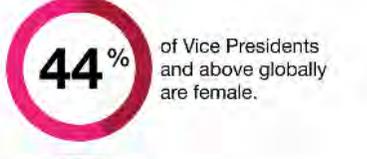
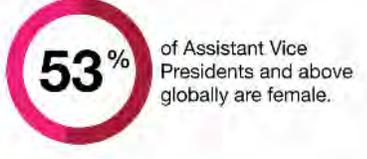
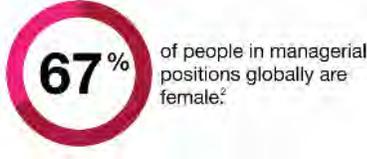
Adapted from Johns Hopkins Diversity Wheel from [http://web.jhu.edu/dlc/resources/diversity\\_wheel/](http://web.jhu.edu/dlc/resources/diversity_wheel/)

To support TJX's future growth, we are continually looking for enthusiastic and committed individuals from a broad range of backgrounds and experiences to join our team. We believe that the diversity of our Associates makes us a stronger Company and better able to serve our customers around the world. We also believe that creating an inclusive environment in which Associates are engaged and empowered strengthens our business and fosters a culture where Associates are inspired to work hard, challenge themselves, and be innovative in their thinking. At TJX, inclusion and diversity are both important to us. We encourage partnerships among leaders, managers, and Associates so all Associates feel welcome in the Company, valued for their contributions, and engaged with our business mission.

## OUR DIFFERENCES MAKE US STRONGER

Each one of our Associates brings something unique to our collective culture – a diversity of experience, gender identities, race, ethnicity, age, sexual orientation, ability, and more. At TJX, diversity is not something we mark off of a checklist; it is something we continuously value and celebrate.

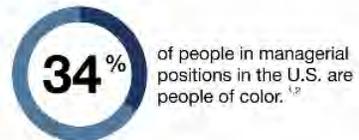
Women are an important part of our diverse workforce, and we are proud of the strong representation of women across our workplace, including an increasing percentage of our leadership team.



Globally, women make up 78% of our total workforce, and they hold 67% of our managerial positions.<sup>1,2</sup> Further, women are strongly represented in our more senior ranks, with women comprising 53% of Assistant Vice President and above positions, 44% of Vice President and above positions, and 42% of Senior Vice President and above positions. Additionally, averaged over the past three years, women earned 78% of our promotions. We are also proud that six of the 13 members of our Board of Directors are women as of October 2020.

Our workforce also reflects a diversity of races, ethnicities, cultures, and nationalities. In the U.S., members of racially or ethnically diverse groups comprise 57% of our total workforce and 34% of managerial positions.<sup>3</sup> Each of these percentages increased by three points over the past five years. While we are pleased to see these numbers increasing, we know we can do better and want to increase the number of people of color, including Black Associates, within management.

At TJX, we have high management tenure rates. We are pleased with the stability of our leadership team, which gives us the benefit of years of off-price retail experience to provide to our newer team members. We continue to strive towards a more diverse workforce across our Company at every level, and we are moving our programs forward with a goal of continuous improvement.



**STANDING FOR RACIAL JUSTICE AND CREATING OPPORTUNITIES**

As we have shared, inclusion and diversity have long been a priority at TJX, but we recognize that now, more than ever, we need to continue working to do more and be better. At TJX, we stand with our Black Associates, customers, and communities, and we stand for racial justice. We know that action is required to make a difference. Our programs need to be incorporated into our ongoing development efforts, and sustainable to have real long term impact.

In the near term, in addition to making contributions to organizations that are focused on supporting racial justice and equity, we are committed to taking action to further strengthen our inclusion and diversity programs. Ultimately, we want our Associates to be heard and actively engaged in our journey as we build out and execute longer-term plans.

We have conducted virtual discussion sessions and town halls for Associates across all regions that provided a forum for open and honest conversations about racial justice and equity. From that starting point, we are focusing on these critical areas:

- / Foster Honest Conversations – Our success is built on relationships, and our core values of honesty, integrity, and treating each other with dignity and respect are the foundations for these relationships. We recognize that we need to listen, learn, empathize, and make it okay to talk openly about racial injustice as we build an even more inclusive environment. We are committed to helping our Associates at all levels learn how to have these important and honest conversations. In the short term, we have provided additional access to our online inclusion learning resources available to all Associates, including "Supporting Your Teams: Making It Okay to Talk about Racial Injustice" and "Coming Together as a Community: Creating a Space to Talk about Racial Injustice." We have plans to continue building programs that support this effort.
- / Education – Following up on a large-scale Associate training program on unconscious bias that we started conducting two years ago, we have expanded our online training on inclusivity, including sessions that help team leaders guide open conversations with Associates and ultimately grow our collective capacity to be champions for racial justice. We are hosting orientations around the world to educate Associates about our current inclusion and diversity approach, which will be followed by more in-depth "Being Inclusive" education sessions.
- / Engagement – We are hosting focus groups globally to gain Associate feedback and their thoughts on future efforts and have created a central resource center for leaders to support them in engaging with their teams.
- / Career Building – Several of our long-term charitable partners focus on expanding educational and career development opportunities for the Black community. Internally, TJX has strong resources to help Associates develop professionally, including our Global Leadership Curriculum. We also help create access for Associates to a variety of external professional development programs for our diverse workforce from organizations such as the NAACP, the National Urban League, The Partnership, the National Hispanic Corporate Council, Conexion, Disability: IN, and Diversity Best Practices. We intend to continue to expand these offerings so that we can grow a more inclusive and diverse organization at all levels, and, more importantly, support access to management opportunities for diverse and talented Associates.

These are short-term steps. Standing for racial justice and creating opportunities is a long-term commitment for TJX, and we look forward to continuing to report on our efforts. More information on our existing, inclusion-related programs is available below under **Inclusion-Building Activities and Awareness**.

## **PAY EQUITY**

At TJX, we are firmly committed to pay equity and fostering an inclusive and diverse environment that provides attractive and accessible opportunities throughout our organization. As a large, complex, and global business, we believe it is imperative that we attract and retain the best talent for TJX at all levels and in all functions. We have designed compensation structures intended to pay our Associates competitively in the market and equitably based on their skills, qualifications, role, and abilities, and we are proud that women fulfill many key roles across the Company. We have long-standing processes in place to monitor and support the objective evaluation and approval of compensation decisions in the many geographies where we operate. Our incentive plans have emphasized objective, performance-based pay and team-based execution of our business goals across the Company.

We have expanded our efforts to include a pay equity analysis of our U.S. workforce that covers gender and race/ethnicity. We are pleased to report that, in the U.S., accounting for job title, geography, and full- or part-time status, we found, on average, no meaningful difference in base pay between Associates based on gender or race/ethnicity at TJX.

We intend to monitor our processes and review our data periodically to support our goal of continuing to compensate our Associates equitably based on their skills, qualifications, role, and abilities.

### **OUR APPROACH TO INCLUSION: WELCOME, VALUED, ENGAGED**

Our culture places great value on relationships, which has been a key to our success since our founding and is a guiding factor driving our inclusion efforts. We encourage Associates to form strong, lasting relationships with each other. We recognize that our commitment to this relationship development must include ensuring that Associates feel *welcome, valued, and engaged* if they are to make a long-term commitment to TJX. We strongly believe that:

/ TJX Associates who feel *welcome* want to come to work.

One way we help our Associates feel welcome is by encouraging them to bring their whole self to work and provide their unique perspectives to the business.

/ TJX Associates who feel *valued* have an emotional connection to their job, not just an economic one. We help Associates understand that we want to listen to what they have to say, and we appreciate their perspective and experience.

/ TJX Associates who are *engaged* see the significance of their contributions to our organization. We seek out our Associates opinions and ideas. Associates who want to come to work and have an emotional connection to their job are fully engaged with our mission of delivering off-price value to our customers.



Our goal is to equip our Associates with the tools and support needed to further enhance a workplace culture of inclusion. Across our regions, we have formal and informal initiatives underway to foster this.

### **INCLUSION-BUILDING ACTIVITIES AND AWARENESS**

We do not tolerate harassment or discrimination, and we expect Associates to treat each other with dignity and respect. These expectations are reinforced to all Associates in the TJX Global Code of Conduct. In addition, engagement and learning about our inclusive culture begins almost right away for our new Associates. In 2019, we rolled out a global new hire orientation program that included a video and supporting materials discussing our approach to inclusion and our *Welcome, Valued, and Engaged* goals. We are excited to be able to deliver a unified message across the Company that lets our new hires know that inclusion and diversity are parts of our culture that we truly value.

In addition to our global efforts, our various regions have inclusion-related activities. Below are examples of our initiatives.

#### **U.S.**

Raising awareness of unintentional bias is woven throughout our U.S. operations, including through onboarding, store communications, learning tools, processes, and more. In 2018, over 190,000 U.S.

Store Associates participated in an unconscious bias training, designed to raise awareness of unintentional biases and provide the knowledge and tools needed to identify and mitigate them. In 2019, this training became part of the new hire and new manager orientations across the organization. It is available on the Company intranet and is refreshed periodically in our stores. Throughout the year, we have kept the dialogue going through ongoing conversations. For example, we have provided talking points and scenarios for Store Managers to use during Associate shift “huddles.” In the U.S., store managers also have a tool called “Culture Pulse” available to them. Culture Pulse helps store teams gauge performance in the areas of customer engagement and in their connections with each other.

In the U.S., we have formal groups established to support Associate engagement around inclusion and diversity. These **Associate Resource Groups** are one of many key components for us in fostering an inclusive workplace. The groups offer networking, development, and support for new and long-time Associates and are open to Associates in our corporate offices, loss prevention (LP) departments, and select distribution centers. In 2019, these Groups featured events like “Being the Authentic You,” women’s leadership days, and a Hispanic heritage celebration.

We aim to celebrate diversity in other ways as well. For example, our U.S. distribution centers fly the flags of countries represented by our Associate base and celebrate key holidays that are important to our diverse Associates. And, we have a large presence in several annual PRIDE parades.

Our policies and practices also reflect our philosophy of inclusion. For example, prior to nationwide recognition of same-sex marriage in the U.S., TJX offered benefits to same-sex domestic partners who did not have access to marriage. Today, we are pleased that our benefits program provides benefits to same-sex married Associates and their spouses. We also offer transgender-inclusive healthcare benefits and related healthcare services, as well as Workplace Gender Transition Guidelines and a Workplace Gender Transition Plan template, which are designed to help transitioning Associates, their managers, and human resources partners ensure that adequate support is in place prior to, during, and after transition for those Associates. Additionally, we have updated our dress code policy to make it more gender-neutral and we have an enhanced parental leave policy. We are proud to have scored a 100 on the Corporate Equality Index of the U.S.-based Human Rights Campaign in nine of the past 12 years and earned the highest ranking in the Human Rights Campaign’s “Buying for Workplace Equality” guide.

## **CANADA**

In Canada, we have diversity committees in our home office and distribution centers as well as a diversity representative in stores. We also have a Values Committee in the home office for coordinating inclusion-focused events. We offer formal programs, such as “A Winning Balance,” to help Associates better understand their teams and be more effective leaders, and “DRIVE,” which stands for delivering results, innovation, value, and engagement. In addition, we have informal processes across the organization, such as pre-shift “huddle” discussions and short “did you know” postings that cover topics that support our goals for driving inclusion and diversity. In an effort to inspire, motivate, and reinforce Associate morale, TJX stores run 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.

We also aim to celebrate diversity. As in the U.S., we participate in annual PRIDE parades across Canada, and we also host a diversity picnic at our home office that kicks off with an Associate huddle around why diversity is important to us.

## **EUROPE**

In Europe, we are investing in additional training related to inclusion and diversity, designed to continue to foster a creative, inclusive, respectful, and productive workforce. An important part of the process is to continue to seek feedback from a broad range of Associates. We have focus groups across our organization to drive deeper insight into the day to day experience of working with us. We have developed a partnership with Everywoman, which works with organizations to enhance opportunities for women to flourish. We are focusing initially on our processing centers and working on career development for all of our processing center Associates, both women and men.

We are passionate about continuing to provide attractive and accessible opportunities throughout our organization for Associates to fulfill their potential. We plan to continue to work on solutions that build on our existing Associate engagement program to support the needs of our diverse Associate population.

## **EXTERNAL RECOGNITION**

We're proud of what we are doing. However, we are striving to move our programs forward with a goal of continuous improvement. Below are some distinctions our work has received:

- / In 2019, *Forbes Magazine* listed TJX among America's Best Employers, Best Employers for Diversity, and Best Employers for Women.
- / In 2019, TJX was honored with Color Magazine's All-Inclusive Award in the category of Change Agent and named a Best of the Best Employer by Black EOE Journal, Hispanic Network magazine, and Professional Woman's magazine.
- / TJX has scored 100 on the Corporate Equality Index of the U.S.-based Human Rights Campaign in nine of the past 12 years. In 2020, we scored 90.
- / TJX has been named a Top Entry-Level Employer by CollegeGrad.com every year since 2014 and was also named a Top Intern Employer in 2019.
- / Since 2014, TJX Canada has been named as one of the Best Workplaces in Canada by Great Place to Work.
- / For the fifth consecutive year, TJX Europe was recognized by TheJobCrowd, receiving first place for Top Graduate and Apprenticeship Programmes in Retail in 2019. We also ranked as a Top 50 Retail Company for Apprentices, Top 50 Company for Apprentices - Career Progression, and Top 50 Company for Apprentices – Management in 2019.

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

<sup>2</sup>Statistics cited in this section are for TJX's Fiscal Year 2020, which ended February 1, 2020.

<sup>3</sup>Data on ethnic and racial diversity not available outside the U.S. Statistics for U.S. Associates are based on racial/ethnic designations used by the Equal Employment Opportunity Commission.

## ASSOCIATE GROUPS



In the U.S., we have six active Associate Resource Groups (ARGs) organized for networking, development, and support for Associates at our corporate headquarters, in our Loss Prevention (LP) department, and at three distribution centers.

While informal, these groups are also well organized. Every year, each ARG develops an annual business plan describing their goals and objectives and is provided with an annual operating budget, money for charitable giving and/or community programs, a liaison from Human Resources, and an executive sponsor. The groups host a wide range of events each year, including educational programming for group members as well as for the general Association population, volunteer opportunities, social events, and fundraising initiatives.

A few examples from ARG programming in 2019 include:

- / Leadership, Education, and Adaptation for Disabilities (LEAD) hosted an autism ribbon event to raise awareness during National Autism Awareness month as well as an educational event on suicide to raise awareness during Suicide Prevention month.
- / The Multicultural Coalition (MCC) hosted a Hispanic Heritage celebration featuring Latin music and a renowned guest speaker to raise awareness to Associates about Hispanic culture.
- / TJX LGBTQ Associates and Allies (PRIDE) continued to raise awareness, increase education, and make contributions within our community by supporting Greater Boston PFLAG's Pride & Passion, the Human Rights Campaign Foundation's Time to THRIVE Conference, and OUT MetroWest's UMBRELLA Program.
- / Supporting TJX Armed Forces Relations (STAR) sponsored a collection drive for Operation American Solider, netting about 200 boxes filled with a variety of goods to be delivered to deployed soldiers.
- / Women Adding Value Everyday (WAVE) hosted a panel discussion on the importance of being the authentic you, which educated and empowered our Associates to be comfortable being their true selves.
- / Our WAVE LP group hosted three women's leadership days and piloted a new concept, lunch-and-learn events, which brought together nearly 200 female field Associates for networking and development.

# COMMITMENT TO ARMED SERVICES

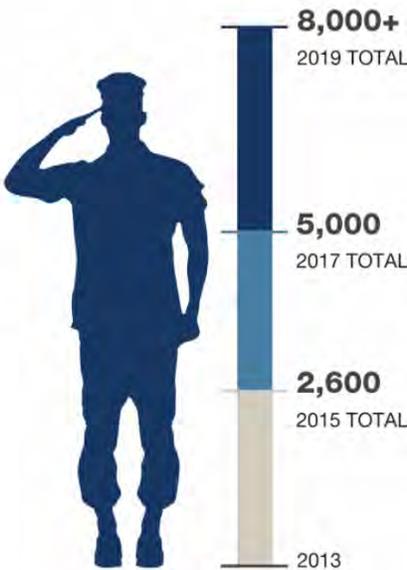
When it comes to supporting our military, TJX is dedicated to hiring members of the U.S. Armed Forces, veterans, National Guard and Reservists, and military spouses. We value their strong work ethic, professionalism, and loyalty and offer a range of career options to match their talents and expertise. We are pleased to report that we have hired more than 8,000 military-affiliated Associates since 2013.

At our global headquarters and in three distribution centers, 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.

## HIRING OUR VETERANS

Since 2013, we have hired over 8,000 veterans, military, or their spouses!





## HELPING BUILD BETTER FUTURES

For more than four decades, delivering great value to our customers has been at the core of our business. In fact, providing value and caring for others have helped define our culture over the years, and these principles extend beyond the walls of our stores and into our local communities around the world. When we have considered where our community initiatives could have the most impact, it has been important to us to focus on the intersection of these principles and areas of need for vulnerable families. Our global community mission is simple:



*Deliver great value to our communities by helping vulnerable families and children access the resources and opportunities they need to build a better future.*

### OUR SOCIAL IMPACT AREAS

We bring our community relations mission to life by focusing our giving on four social impact areas that we believe are critical to helping families and children succeed and thrive.

- / **FULFILLING CRITICAL BASIC NEEDS**
- / **PROVIDING EDUCATION AND TRAINING**
- / **SUPPORTING RESEARCH AND CARE FOR LIFE-THREATENING ILLNESSES**
- / **PREVENTING DOMESTIC VIOLENCE**

In addition to our key social impact areas, we have also supported our communities when unexpected disasters strike.

### OUR APPROACH TO GIVING BACK

We are a global business with stores located in thousands of communities around the world. There are several ways in which we organize our support:

- / **Foundation Giving:** Through our three foundations in the U.S., Canada, and Europe (which supports programs in the U.K. and Ireland), we provide philanthropic grants to selected nonprofit organizations.
- / **Cause Marketing and In-store Fundraising:** Our retail chains conduct charitable campaigns that align with one or more of our focus areas.

/ **Associate Volunteerism and Giving:** We encourage our Associates around the world to contribute their time, talent, and resources.

## **STANDING FOR RACIAL JUSTICE AND CREATING OPPORTUNITIES**

As a Company, inclusion, respect, and fairness live at the core of our culture, and we believe the diversity of our Associates makes us stronger and better able to serve our diverse customers around the world. While inclusion and diversity have long been a priority at TJX, we recognize that, more than ever, we need to continue working to do more and be better. At TJX, we stand with our Black Associates, customers, and communities, and we stand for racial justice. As part of our response, we have broadened our global giving priorities to provide more direct support to Black communities.

*Our aim is to help support racial justice and equity by contributing to organizations that help expand long-term opportunities for Black people and other people of color.*

TJX, through its foundations and other funding, has committed an incremental \$10 million in grant funding over the next two years, and we are pleased to fund a number of organizations in the U.S., Canada, Europe, and Australia. By engaging more closely with our communities, we can help promote fairness and justice...not just today, but every day.

The following is a list of the organizations we are pleased to support:\*

### **IN THE U.S.**

- / **Boston University Center for Antiracist Research**
- / **NAACP Legal Defense and Educational Fund, Inc.**
- / **National Urban League**
- / **Smithsonian's National Museum of African American History & Culture**
- / **UNCF (United Negro College Fund)**
- / **YWCA USA**

### **IN CANADA**

- / **Black Business and Professional Association**
- / **Canadian Civil Liberties Education Trust**

### **IN THE U.K.**

- / **Access UK**
- / **Runnymede**
- / **Stephen Lawrence Charitable Trust**

### **IN IRELAND**

- / **Irish Network Against Racism**

### **IN GERMANY**

- / **Schule ohne Rassismus (School Without Racism)**

### **IN POLAND**

- / **Nigdy Wiecej (Never Again)**

### **IN AUSTRIA**

- / **Zara – Civil Courage and Anti-Racism-Work**

## IN AUSTRALIA

- / **AIME Mentoring**
- / **The Indigenous Literacy Foundation**

We fully understand that the philanthropic contributions we are making in support of racial justice and equity are just one step on a long road to social change. Action is required to make a difference, and any steps TJX takes toward this goal need to be incorporated into our ongoing development efforts and be sustainable to have a real impact. In that regard, we are focused on short-, medium-, and long-term actions to keep TJX moving forward in addressing this critical social need.

For more information on steps we are taking in our workplace to stand for racial justice and equity, visit the **Inclusion and Diversity** page.

\* Donations in Europe are made through the T.K. Maxx and Homesense Foundation.

## RESPONSE TO COVID-19

In early 2020, it became clear that COVID-19 would have a massive impact around the globe. In response, we wanted to help support those affected by the personal and economic impacts of this pandemic. In addition to our ongoing charitable efforts across the globe, we contributed several million dollars to organizations working with families in need due to the pandemic, such as Save the Children, Feeding America, the United Way, and several mental health organizations, as well as the Red Cross organizations in the U.S., Canada, the U.K., Poland, Germany, and Ireland.

Our teams around the world also identified other ways that we could give back, which included donating food recovered from store shelves to food banks, donating more than 10,000 masks to "frontline" agencies, and donating television ad space for public safety announcements.

## IMPACT FROM OUR 2019 GIVING AND IN-STORE FUNDRAISING<sup>1</sup>



**33.8 million**  
meals served



**300,000**  
shelter nights provided



**600,000**  
units of clothing donated



**100,000**  
domestic violence services provided



**\$33 million**  
donated for healthcare research and patient care



**1.2 million**  
young people sponsored in education programs



**5,500**  
young people placed in workforce readiness programs

<sup>1</sup>Please note that references to items accomplished or completed in this section during 2019 denote TJX's Fiscal Year 2020, which ended February 1, 2020.

## CORPORATE PHILANTHROPY



Caring for others is an important part of the culture at TJX. Throughout our more than 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:

- / **FULFILLING CRITICAL BASIC NEEDS**
- / **PROVIDING EDUCATION AND TRAINING**
- / **SUPPORTING RESEARCH AND CARE FOR LIFE-THREATENING ILLNESSES**
- / **PREVENTING DOMESTIC VIOLENCE**

In the U.S., Canada, and Europe, we have charitable foundations that provide needed funding to our communities. Each of these foundations has its own focus that supports our global social impact areas.

- / **The TJX Foundation (U.S.):** Provide value to our communities by helping vulnerable families and children access the resources and opportunities they need to build a better future.
- / **The TJX Canada Foundation (Canada):** Help vulnerable women achieve economic independence so that they and their families can thrive in life.
- / **The T.K. Maxx and Homesense Foundation (Europe):** Help vulnerable children and young people achieve their full potential in our local communities, focusing on those facing challenges with health, education, and poverty.

Our foundations proudly support a variety of organizations, from national charitable groups to local organizations. This support can include donations to local charities when we open a new store 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

*In 2019, our community efforts globally supported more than 1,700 organizations, positively impacting people on four continents. |*

value in our local communities. In 2019, our community efforts globally, including our foundation giving, supported more than 1,700 nonprofit organizations worldwide.

Giving Guidelines and information on how to apply for funding are available online for our U.S. foundation. [Read more about our Giving Guidelines and information on how to apply for our U.S. foundation funding online.](#)

### **MAKING A DIFFERENCE: DISASTER RELIEF**

For more than 25 years, TJX has contributed generously to Red Cross chapters around the globe, as well as to other nonprofit organizations that help local communities rebuild in the wake of devastating disasters.

In addition to our annual support of the **American Red Cross Disaster Relief Fund**, we donated money and supplies and conducted fundraisers in 2019 for targeted relief efforts for the American Red Cross, Save the Children U.S., Habitat for Humanity, and to the Banco de Alimentos de Puerto Rico (the Feeding America food bank in Puerto Rico). In the aggregate, we donated more than \$1 million to our disaster relief partners in 2019.

In Canada, once again we provided disaster relief in support of the people affected by the flooding in Montreal, Ottawa, and surrounding areas through the **Canadian Red Cross**. We also contributed to Canada Strong, a campaign that provides support to those impacted by the tragedy of the Ukrainian International Airlines crash, which directly impacted our TJX Canada family in early 2020.

In 2018 in Europe, we became partners with the **British Red Cross** and joined their Disaster Relief Alliance, which has helped us to be more proactive with our emergency response support. In early 2020, we made an incremental contribution in support of victims of severe winter storms in the U.K., which had a significant impact on a number of U.K. communities in which many of our Associates live and work. Our donation supported the British Red Cross teams in responding to storm Dennis and others in a number of locations across the country with emergency accommodations, medical attention, and emotional support.



#### **A HELPING HAND**

Our Australian colleagues faced an unprecedented crisis beginning in late 2019 as bushfires tore through their nation. The bushfires displaced thousands of families, destroyed thousands of homes, and decimated the local wildlife. Over that time, we worked to help support our Australian Associates and the broader community.

- / We supported the bushfire relief efforts through a donation to Save the Children International. Save the Children in Australia delivers services for children and family across the country, including in some of the hardest to reach and most vulnerable communities.
- / Additionally, we made a donation to the American Red Cross to a designated fund that was established to specifically support bushfire relief efforts.

## OUR U.S. FOUNDATION



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

At this time, in addition to our support for current national and local nonprofit partners, we are accepting letters of inquiry from nonprofits seeking grant support in the following areas only:

- / Basic needs for those in need (food, clothing, and shelter)
- / Access to opportunities outside of school that enable school success for at-risk youth (pre-kindergarten to grade 12)
- / Workforce readiness training for at-risk youth (ages 16-24)
- / Safety from domestic violence (shelter, prevention, and services)

### GIVING GUIDELINES

#### To be considered for a grant, organizations must:

- / Be aligned with our mission
- / Provide services within 15 miles of a TJX store, distribution center, or office
- / Be a registered 501(c)(3) for at least the past 12 months
- / Not have received funding from TJX in the past 12 months
- / Have a public nondiscrimination policy that states that the organization does not, by policy or practice, discriminate against a person or group on the basis of race, color, religion, gender, sexual orientation, national origin, age, disability, gender identity and expression, marital or military status, or based on any individual's status in any group or class protected by applicable federal, state, or local law

#### TJX does not support:

- / Capital campaigns
- / Staff salaries

- / Third-party giving/foundations
- / Scholarships
- / Political groups/parties or lobbying
- / Municipalities
- / Schools/colleges
- / Sponsorships, walks, events, or memberships
- / Organizations requiring recipients to accept a specific belief or doctrine to receive services
- / General operating funds

Due to the high volume of requests, we will not be able to fund all organizations that fit our giving guidelines and mission. We take our commitment to community very seriously and would like to fulfill all the requests we receive. Unfortunately, we receive many more appeals for support than we are able to satisfy. When an organization is not invited to apply or a request is denied, it is not a reflection of our view of the organization's value.

TJX reserves the right to make all determinations regarding the organizations and programs that we support.

## **HOW TO APPLY FOR FUNDING<sup>1</sup>**

### **Step 1:**

Please review our **Community Mission** and **Giving Guidelines** listed above. Only nonprofits that align with our Community Mission and Giving Guidelines will be considered for funding.

### **Step 2:**

**If your nonprofit aligns with the Community Mission and Giving Guidelines, please complete our eligibility questionnaire.**

### **Step 3:**

If you pass the eligibility questionnaire, you will then have the opportunity to submit a Letter of Inquiry. Letters of Inquiry will be reviewed on a rolling basis.

Due to the volume of requests, we will not be able to fund all nonprofits that fit our Community Mission and Giving Guidelines.

### **Step 4:**

Following the submission of the Letter of Inquiry, selected nonprofits will receive an invitation to complete an application for funding. Applications are accepted by invitation only.

### **Step 5:**

Complete the application for funding.

Your application for funding will be reviewed and, if approved, the grant will be mailed to your nonprofit.

<sup>1</sup>Giving Guidelines and information on how to apply for funding are not available online for The TJX Canada Foundation or TJX Europe Foundation, which supports programs in the U.K. and Ireland. The information on this page is for U.S. 501(c)(3) organizations.

## ASSOCIATE IMPACT



For many of our programs, Associates contribute to our outreach efforts through donations, volunteering, and conducting fundraising events.

In the U.S. in 2019, nearly 32,000 Associates pledged to **United Way** in our annual workplace campaign to help provide families and children with opportunities for a better quality of life, resulting in substantial funding to the United Way. Associates at our TJX corporate headquarters volunteer at a variety of events, from one-day, on-site programs, to weekly participation as **Big Brothers/Big Sisters**. In 2019, we were particularly pleased to extend more volunteer opportunities to our field Associates through regional volunteering at **Cradles to Crayons** events, participation in **Jumpstart's** book distribution project, and playground building with **KABOOM!**

Our U.S. Associates are also actively engaged in supporting other causes. 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 2019, this group rallied together 120 teams in 30 states, with approximately 850 Associates, families, and friends participating. Cumulatively, the teams have raised over \$1.3 million in funding for breast cancer research and support over the past ten years!



Winners, Marshalls, and HomeSense in Canada are also official sponsors of a number of **Pride** festivals across the country and have supported the LGBTQ community for many years. Each year, Associates join in the festivities by participating in community Pride parades. In 2019, our Canadian banners sponsored six Pride festivals in major Canadian cities, and proudly saw nearly 450 Associates walking in support of the LGBTQ community.



### WE'VE GOT PRIDE!

- ✔ Celebrating 10+ years of support of Pride festivals in Canada
- ✔ 2019 sponsorship of 6 Pride festivals across Canada with nearly 450 Associates walking in parades
- ✔ Participated in 8 Pride festivals across the U.S. with 900+ walkers

Across Europe, our Associates are amazing supporters of our charitable partners, volunteering and fundraising millions of dollars to support thousands of vulnerable children and young people living in our local communities. Dedicated community funds give Associates the opportunity to apply for a donation on behalf of a charity that they are passionate about, which last year directly impacted about 375 organizations across our communities. These included donations to children’s hospices, mental health charities, children’s cancer care centers, food banks, and homeless services.

We are very proud to have Associates around the world who volunteer their time and who are committed to doing good in their communities.

### MAKING A DIFFERENCE: FIND YOUR STRIDE

In 2019, TJX Canada launched a new community initiative, called Find Your Stride, and our Canadian Associates fully embraced it. Through the Find Your Stride program, we endeavor to help vulnerable women achieve economic independence so that they and their families can thrive in life. One of our key regional partners in this is the **Women in Need Society (WINS)** in Alberta. In partnership with TJX Canada, WINS in Alberta created the WINS Retail Ready program, a six-week program that provides training and work experience to enable women to find and maintain employment within the retail industry. Our Associate volunteers taught at training sessions, worked with program participants in mock job interviews, and conducted store tours.



#### A HAND UP, NOT A HAND OUT

*“I feel grateful to have had the opportunity to be a part of the mock interview sessions through WINS’s Retail Ready Program. I was thrilled to be able to share valuable interview tips and best practices with the participants in an effort to help set them up for success as they take the next exciting step into a potential career in retail.”*

Kristen A.  
Talent Acquisition Specialist  
TJX Canada

## FULLFILLING 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. We understand the importance of a warm meal, clean clothing, and a safe place to sleep. This is why we are passionate about supporting nonprofit organizations that help fill these critical basic needs for vulnerable families.

In the U.S., TJX supports **Cradles to Crayons**, which serves children from birth through age 12 living in homeless shelters or low-income situations, and provides them with high quality, essential items they need to thrive. In 2019, we were pleased to expand our relationship with Cradles to Crayons beyond our headquarters' community. In addition to TJX's grant support, we now have Associate engagement programs with Cradles to Crayons in Boston, Philadelphia, and Chicago. In the last year, Associates volunteered at what Cradles to Crayons refers to as their Giving Factory where volunteers participated in their annual Backpack-A-Thon, a one-day volunteer event where over 40,000 backpacks are packed for children in Massachusetts.

In 2019, we were also proud to be a corporate sponsor of **Catie's Closet**. This organization converts an unused school room into a "Catie's Closet" as a resource for students in need. Students are discreetly given access to the closet, where they can choose from up-to-date and stylish clothing as well as toiletries to take home. Catie's Closet believes that having appropriate clothing can boost a student's self-esteem and alleviates the visible burden of poverty, helping to reduce absenteeism. We believe that, too!

Since 2015, our U.S. retail chains have teamed up each Thanksgiving season for an in-store fundraising campaign to support families in need of food assistance during the holidays. In 2019, through this campaign, funds from our U.S. foundation and customer donations were provided to **Feeding America** for distribution to its 200-member food banks located in our communities. According to Feeding America, this translated into an estimated 32 million meals served to those in need. Throughout the

year, TJX Associates also volunteered at local food banks and supported food drives at our distribution centers, stores, and corporate offices.

With the launch of the Find Your Stride initiative in 2019, TJX Canada embarked on a mission to help vulnerable women gain the skills and support they need to thrive in life. Two of our key partners are **Dress for Success Canada** and the **Calgary Women in Need Society (WINS)**. Dress for Success Canada provides professional attire, along with other support, to help women in need thrive in work and in life. While it has 13 locations across Canada, with our support, Dress for Success hopes to extend its reach to new geographies and double the number of women they serve by 2022. In Calgary, WINS serves as a homegrown thrift charity. Through its Free Goods Referral program, women in poverty and their families can obtain basic needs support through a network of 80+ partnered agencies.

We are also very proud to support **Habitat for Humanity Canada** to which we have donated over 210 pallets of merchandise since February 2019. Habitat for Humanity Canada brings communities together to help families build strength, stability, and independence through affordable home ownership. With the help of volunteers, Habitat builds and restores safe, decent, and affordable homes, including single family and multi-unit houses. Their model of affordable homeownership bridges a gap for low income families.

**OUR SUPPORT INCLUDES:**

**TJX**  
/ Cradles to Crayons

**TJ-maxx**  
/ Save the Children  
/ Feeding America

**Marshalls**  
/ Feeding America (U.S.)  
/ Dress for Success (Canada)  
/ Women in Need Society (Canada)

**HomeGoods**  
/ Feeding America  
/ Sheets from Home

**SIERRA**  
/ Feeding America

**WINNERS®**  
/ Dress for Success  
/ Women in Need Society

**HOMESENSE**  
/ Feeding America (U.S.)  
/ Dress for Success (Canada)  
/ Women in Need Society (Canada)  
/ Comic Relief (U.K.)

**T.K.maxx**  
/ Comic Relief (U.K.)  
/ Rwenzori Trade Project  
/ Children for a Better World (Germany)

**2019 IMPACT**



**MAKING A DIFFERENCE: RED NOSE DAY**

T.K. Maxx and Homesense in the U.K. have been strong supporters of **Comic Relief**, a charity that supports children and families impacted by poverty and social injustice in the U.K. and the world's poorest countries, including a focus on homelessness and helping children survive and thrive. Since 2005, our Associates, along with the generous support of our customers, have raised tens of millions of dollars for Comic Relief U.K.'s much-loved fundraising campaign, "Red Nose Day," over the years. As an official retailer for this biennial campaign, in 2019 we teamed up with Disney to sell t-shirts, aprons, and

other homeware featuring much loved Disney characters. Our Associates also got involved through various activities including bake sales, sports tournaments, and a Strictly TJX dance competition. Together with our customers who donated money at the registers, we raised over \$5 million for Comic Relief in 2019!



#### **THE BIG REVEAL**

Check out the video featuring all the best bits of Red Nose Day this year, including our "Big Reveal" on BBC1 with actor David Tennant and TV personality Zoe Ball.

*"T.K. Maxx's and Homesense's incredible support of Comic Relief has raised millions to help children and young people in the U.K. and around the world. This enables Comic Relief to support people living incredibly tough lives and fund hundreds of life-changing organisations working on the ground to support the most vulnerable people and communities in society. This includes vulnerable children and young people who are homeless or living in extreme poverty, at risk of domestic abuse and those struggling with mental health problems. And we could not do it without the support of partners like T.K. Maxx."*

Sue Wicks  
Head of Investment  
Comic Relief

## PROVIDING EDUCATION AND TRAINING



TJX has long been committed to helping unlock educational opportunities for at-risk youth and vulnerable young people to help them reach their full potential. Over the years, our support has focused on quality enrichment and out-of-school programs that provide skills, resources, and opportunities to support school and career success in the hopes of helping to create a brighter future for children, teens, and young adults. In 2019, we worked with a variety of organizations and funded education and workforce training opportunities

that impacted more than 2.5 million young people.

In our second year of working with **Jumpstart** in the U.S., TJX was proud to support their vision that every child in America enter kindergarten prepared to succeed. TJX's funding went to Jumpstart's Read for the Record, a program that engages over two million children across the country in reading the same book on the same day to promote early literacy. We also supported their in-school programming, which Jumpstart says provides over 13,000 preschoolers access to curriculum focused on language, literacy, and social-emotional development. In addition, TJX's grants provided books to the Book Grant Program so teachers from under-resourced schools could apply to receive books. The grants also enabled Jumpstart to send additional Spanish-version books to Puerto Rico, according to Jumpstart.

To increase our positive impact on Jumpstart, Associates in our field and corporate offices volunteered their time building activity kits and reading to children. They even took books home to read to their own children and to children at local preschools.

T.J. Maxx celebrated its 35<sup>th</sup> year of sponsorship of **Save the Children U.S.** in 2019! In addition to funding Save the Children’s literacy efforts in the year, to mark this milestone, T.J. Maxx also supported Save the Children’s 100 Days of Reading campaign. Read more about our partnership below.

Marshalls in the U.S. is focused on providing safe and engaging programs for children after school. In 2019, Marshalls continued support of the **Boys and Girls Clubs of America’s Project Learn**, which reinforces school engagement and academic enrichment of young people. Through Project Learn, club staff use the areas and programs in the club to create opportunities for high-yield learning activities, including leisure reading, writing activities, discussions with adults, helping others, homework help, tutoring, and games that develop young people’s cognitive skills. According to the Boys and Girls Clubs, over 600,000 young people had benefited from Project Learn by the end of 2019.

At Sierra, we want the outdoors to be accessible to everyone, and so we support new store openings with grants to nonprofits that help children in those communities get outdoors. During 2019, Sierra continued supporting **YMCA’s camp programs** across the U.S. We also partnered with **KABOOM!** to support programs that are committed to providing safe places for all children to play, including a day-long volunteer event in which we helped to build a playground, and **Open Outdoors for Kids**, a National Parks Foundation program that creates opportunities for children to explore nature.

Our homegrown program, the **Youth Business Institute (YBI)**, was founded in 1999 to provide young people in the Boston, Massachusetts, area with skills and job training. Today, YBI is an 11-week professional development program for underserved high school students in cities around the U.S. The program offers workshops on time management, budgeting, résumé building, and interview preparation.

TJX Associates bring their talents to the classroom, teaching these students job readiness skills and exposing them to career paths in the retail workforce. Since 2012, more than 1,650 students have graduated from the YBI program.

## 2019 IMPACT



**1.2 million**

young people sponsored in education programs



**5,500**

young people placed in workforce readiness programs

In the last year, TJX Canada launched its Find Your Stride community engagement program. The Find Your Stride program endeavors to help vulnerable women achieve economic independence so that they and their families can thrive in life. A key goal of the program is to provide education and job training for women, many of whom are young, single mothers that are just preparing for the workforce.

Sponsorships include **WoodGreen’s Homeward Bound** program and the **Women in Need Society (WINS)**. Women participating in the Homeward Bound program receive housing and childcare while pursuing a no-cost, two-year college diploma. On completing the degree program, the women also receive job placement assistance. For WINS, in addition to our financial support, we developed the TJX Canada WINS Retail Ready program, a six-week program that provides training and work experience to enable women to find and maintain employment within the retail industry. Our Associate volunteers taught at training sessions, worked with program participants in mock job interviews, and conducted store tours. We are proud to have hired our first WINS graduates in 2019!

Similar to our YBI program in the U.S., 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 2014, T.K. Maxx has been actively involved in the Trust's Get Into Retail program, which helps disadvantaged young people acquire the skills and training needed to succeed in a retail career. Participants in the program learn basic career skills, interview preparedness, and job application techniques. They also benefit from combining classroom-based training with an in-store mentor. In 2019, we once again supported 15 Get Into Retail programs across the U.K., training more than 150 young people and hiring over 70% of the program participants. The number of young people that have been through the program now totals over 1,100, with a number of those hired now in team leader positions in our stores. TJX Europe has also begun working with other disadvantaged groups, and last year, in partnership with The Prince's Trust, the Loss Prevention team ran a two week Get Into LP program.

In addition to our participation in Get Into Retail, Homesense is a supporter of The Prince's Trust Achieve program, a personal development course for 13- to 19-year-olds. The program helps young people who are at risk of underachieving at school or college engage with, and succeed in, their education. In just the past year, Homesense has helped raise nearly \$270,000 to help The Prince's Trust Achieve program reach over 1,900 young people. In most of the countries where The Prince's Trust operates, one in two young people who participate in the program report they believe they have seen an improvement in areas that include communication skills, confidence, setting and achieving goals, managing feelings, reliability, and working with others.

T.K. Maxx and Homesense in the U.K. were also sponsors of The Prince's Trust awards for the fourth year in a row, including serving as the headline sponsors in 2019. The awards recognize young people who have succeeded against the odds, improved their chances for better success in life, and had a positive impact on their local community. We were also proud to welcome The Prince of Wales to our T.K. Maxx store in South London in February, 2020, where he met with some of the Get Into Retail participants and heard how the program impacted their lives.

In addition to its work with The Prince's Trust, TJX Europe worked for many years in the Rwenzori region of western Uganda to help send children to school, beginning with initial contributions to help build classrooms and teacher's accommodations, provide teaching resources, and more. We then helped develop a sustainable trade program in the region with a goal of helping more than 4,000 families increase their incomes. Today, we sell coffee, chocolate, and crafts produced in that region in our stores. We believe our support is making a difference and helping to give residents a more reliable and increased income stream to help pay for basic needs, school fees, and other necessities.

## OUR SUPPORT INCLUDES:



- / Jumpstart
- / Read to a Child
- / Big Brothers / Big Sisters
- / Girls Inc.



- / Save the Children



- / Boys and Girls Clubs of America (U.S.)
- / After School All-Stars (U.S.)
- / Kids Help Phone (Canada)
- / Woodgreen's Homeward Bound (Canada)



- / KABOOM!
- / National Park Foundation

### WINNERS®

- / Woodgreen's Homeward Bound



- / Comic Relief (U.K.)
- / The Prince's Trust (U.K.)
- / Rwenzori Trade Project
- / Enable Ireland (Ireland)
- / Academy for the Future (Poland)
- / AIME Mentoring (Australia)



- / The Prince's Trust (U.K.)
- / Woodgreen's Homeward Bound (Canada)

At T.K. Maxx in Australia, we embrace community programs that equip disadvantaged youth with the resources and opportunities to rise up and build a better future. T.K. Maxx is proud to be a national partner of **AIME Mentoring** and provide funding to support AIME’s program across Australia. AIME provides an in-school program that is designed to equip Aboriginal and Torres Strait Islander high school students with the confidence and life skills to believe that they will succeed. Additionally, they have “Tutor Squads” made up of trained university mentors delivering free academic support to the school’s Aboriginal and Torres Strait Islander students. AIME also supports students with their transition from school to work or further education. According to AIME, students completing AIME’s program finish school and transition through to university, training, and employment at the same rate as other Australian children – effectively closing the gap in educational outcomes for successful participants.

### **MAKING A DIFFERENCE: SAVE THE CHILDREN**

Since 1984, T.J. Maxx has proudly supported Save the Children U.S. programs, which create a brighter future for children in need through early education, literacy, and health programs. T.J. Maxx’s relationship began with sponsorship of children who participate in Save the Children’s national education programs. Over the years, we have grown our relationship to include an annual in-store fundraising campaign, as well as sales of branded merchandise. Store and home-office Associates are able to connect directly with children, creating a special relationship and experience for everyone involved. Further, our Chief Executive Officer is a member of the Board of Directors of Save the Children. To celebrate our 35-year partnership, T.J. Maxx also made a contribution to the 100 Days of Reading campaign. Building on this relationship, TJX has expanded its commitment to Save the Children with a global grant from The TJX Foundation as an investment in global breakthroughs for children.



#### **JAYDEN'S STORY**

If it travels fast, makes a lot of noise or has sharp teeth, second grader Jayden loves to read about it – from dinosaurs and sharks, to monster trucks and motorcycles. “Jayden loves to read to me every day,” his mom said. “He says it’s fun.”

This wasn’t always the case. Last school year, Jayden was a struggling reader who lacked confidence in his abilities and was reluctant to participate in reading activities in class. Today, Jayden’s reading skills are ahead of most of his classmates with the help of Save the Children’s in-school literacy program, which boosts literacy growth through guided independent reading practice, comprehension-building book talks and reading quizzes. The program is a rare family resource in Jayden’s hometown in southwestern Tennessee, a remote community that grapples with poverty and unemployment. Jayden’s mom said her son has come out of his shell this past year, his newfound confidence evident in all he does. “He used to be shy, but now he is very talkative,” she said.

*“I like school more now because I can read better. I like learning new things and making good grades. I want to go to college – I want to be a lawyer someday. They help people when they’re in trouble.”*

Jayden  
Second Grader

## SUPPORTING RESEARCH AND CARE FOR LIFE-THREATENING ILLNESSES



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, including funds aimed at spurring advancements in cures and care. Our Associates, our customers, and their families often have a personal connection to a health-related cause and are eager to participate in volunteer opportunities and join in fundraising efforts that help affected individuals and families.

For over 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, walk teams, 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 eight years, helping to fund research that may one day eliminate this devastating disease. Marshalls has also raised funds and awareness through in-store fundraising programs to benefit the **Alzheimer's Association** and **St. Jude Children's Research Hospital**.

### 2019 IMPACT



**\$33 million**  
donated for healthcare  
research and patient care



**\$19.3 million**  
donated for cancer research  
and patient care

HomeGoods has also partnered with St. Jude Children's Research Hospital since 2010 and the **Dana-Farber Cancer Institute** since 2001, both leading cancer research and treatment centers. 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. We support Dana-Farber through the sale of

patient-designed reusable bags and in-store fundraising. [Read more about this program in our Making a Difference section below.](#)

Over the years, T.K. Maxx has raised millions for **Cancer Research U.K.** for children and young people to help fight childhood cancer through research, prevention, and treatment. In 2019, our support included cause marketing and in-store fundraising campaigns, as well as the Give Up Clothes for Good campaign. With stars from the U.K. fashion, television, and entertainment industries setting an example, this initiative rallies people across the U.K. 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. Since it began in 2004, the Give Up Clothes for Good campaign has raised nearly \$44 million for Cancer Research U.K. for Children and Young People. And as an added benefit, the program promotes the reuse of clothing and other items. Over the past 15+ years, over 1.6 million bags of clothing and household goods have been collected. Today, T.K. Maxx is the biggest corporate supporter of Cancer Research U.K.'s research into children's cancers, helping fund new and exciting research with a goal of helping children and young people survive cancer.

## OUR SUPPORT INCLUDES:



- / JDRF (U.S.)
- / St. Jude Children's Research Hospital (U.S.)
- / Alzheimer's Association (U.S.)



- / St. Jude Children's Research Hospital
- / Dana-Farber Cancer Institute



- / Cancer Research U.K. (U.K.)
- / Enable Ireland (Ireland)

Similar to our relationship with Cancer Research U.K. for Children and Young People, T.K. Maxx and Homesense in the U.K. have been strong supporters of **Comic Relief** for many years. Comic Relief provides funding and services for children and families impacted by poverty and social injustice in the U.K. and the world's poorest countries, including a focus on healthcare services that help children survive and thrive and that provide mental health care. Since 2005, our Associates, along with the generous support of our customers, have raised tens of millions of dollars for Comic Relief U.K.'s much-loved fundraising campaign, "Red Nose Day."

## MAKING A DIFFERENCE: HOMEGOODS "HELPS FAMILIES FIGHT CANCER"

2020 will mark our 20<sup>th</sup> year of partnership with the Jimmy Fund and Dana-Farber Cancer Institute through our HomeGoods "Helps Families Fight Cancer" campaign. Each year, our Associates enthusiastically raise money for this great cause, with millions of dollars having been contributed since our partnership began. In the campaign, customers can purchase reusable shopping bags designed by a patient, with 50 cents of every 99-cent bag going to the Jimmy Fund and Dana-Farber. Customers can also make a contribution during checkout. Over the years, our support has also included participation in Jimmy Fund walks and various sponsorships. In 2019, we were pleased to be able to make an incremental donation to this great organization in HomeGoods name from The TJX Foundation.



### **MADDIE'S STORY**

When Dan and Kelly found out their 6-year-old daughter Maddie's cancer had not only returned, but that a second form of cancer had also developed, they knew they had to stay positive, even though they felt their world crashing down again. Staying upbeat wasn't hard as they watched Maddie skip into Dana-Farber's Jimmy Fund Clinic or work on her art projects with a huge smile. In fact, one of Maddie's drawings was featured on reusable HomeGoods bags last summer.

*"We spend a lot of time worried about the future, but watching Maddie handle everything so well helps relieve some of that stress. This helps our family get through each day because if she can smile through these tough times, then we can too."*

Dan and Kelly, Maddie's parents  
Patient at Dana-Farber's Jimmy Fund Clinic

## PREVENTING DOMESTIC VIOLENCE



We believe everyone deserves a safe and secure home free from abuse, which is why TJX supports domestic violence service organizations. We specifically fund programs that provide a safe haven for those fleeing domestic violence along with the tools they need to rebuild their lives as well as related services, like education, training, and job placement resources.

TJX has supported programs providing resources for victims of domestic violence for over 25 years. In 2009, we began a partnership with the **National Domestic Violence Hotline** with our first foundation grant and that partnership continues to this day. The Hotline is a free 24/7 helpline that serves as a link to safety for an estimated 573,000 people annually who are affected by domestic violence.

### 2019 IMPACT



**300,000**

shelter nights provided



**100,000**

domestic violence services provided

In 2019, TJX also awarded domestic violence program grants for nonprofits that provided shelter and support services for victims of domestic violence across the U.S. Among these programs were **Harbor House of Central Florida** in Florida, **Laura's House** in California, and **Interval House** in California.

In 2019, TJX Canada launched its Find Your Stride initiative with a goal of helping vulnerable women achieve economic independence so that they and their families can thrive in life. Over the course of the

year, TJX Canada formed relationships with **Dress for Success Canada**, **WoodGreen's Homeward Bound** program, and the **Women in Need Society**. While these agencies' services are not limited to individuals impacted by domestic violence, these organizations provide support to women and families with basic needs like housing, food, and clothing as well as a variety of services, including work skills development, educational programs, and work placement.

## OUR SUPPORT INCLUDES:



/ National Domestic Violence Hotline (U.S.)

### WINNERS®

/ Women In Need Society

/ Woodgreen's Homeward Bound



/ Women In Need Society

/ Woodgreen's Homeward Bound



## ENVIRONMENTALLY RESPONSIBLE. SMART FOR BUSINESS.

TJX has long been committed to pursuing initiatives that are environmentally responsible and smart for our business. As we operate a large, complex international business and have grown around the world, we have been able to bring our off-price value concept to millions of new consumers. That said, our historical growth has also often resulted in annual increases in our environmental footprint,<sup>1</sup> including our energy usage and waste generation. That's why we work to continually make progress with our environmental sustainability efforts. For instance, we aim to increase the energy efficiency of our operations by maximizing technologies that lower store and distribution center energy use from lighting, heating, ventilation, and air conditioning systems. We also proactively address the way we handle the waste generated by our business operations and are working to responsibly manage the varying materials within our waste stream with a goal of sending less and less waste to landfills. These are just a few of the initiatives that we have underway.



### TRACKING OUR PROGRESS

We believe that it is important to measure our progress and one of the key ways we do that is by tracking our results against quantitative emissions reduction goals. Our global, corporate greenhouse gas (GHG) target was to reduce our GHG emissions per dollar of revenue by 30% by 2020 against a 2010 baseline.

*We are pleased to report that we surpassed our goal, ultimately achieving a 47% reduction in GHG emissions.*

Looking ahead, we have set our next-generation, global corporate emissions-reduction target – a 55% reduction in GHG emissions from our direct operations by 2030 against a baseline year of 2017. This new long-term goal is a science-based target in alignment with the United Nations' Paris Agreement guidelines and supports an emissions growth path aimed at limiting global warming to 1.5 degrees Celsius. As we pursue our goal, we plan to continue to focus on meaningful initiatives that have helped reduce our climate-related impacts over the years and actively demonstrate our ongoing commitment to environmental sustainability.

## KEY INITIATIVES

Our efforts to reduce our carbon footprint are focused around these key initiatives:

- / Energy and Climate
- / Responsible Waste Management
- / Associate Engagement
- / Measurement and Reporting
- / Transportation and Logistics
- / Green Building

## 2019 KEY HIGHLIGHTS<sup>2</sup>



**47%**

reduction in our greenhouse gas emissions per dollar of revenue against a 2010 baseline



**131,000**

metric tons reduction in global greenhouse gas emissions



**375 million**

kilowatt hours of low-carbon energy purchased



**257,000**

metric tons of waste diverted from landfill



**1.5° C**

science-based GHG emissions reduction target aligned with United Nation's global warming reduction goals

<sup>1</sup>The calculated impact of our business operations (Scope 1, indirect, and Scope 2, direct, as well as Scope 3, business travel and waste) on the environment.

<sup>2</sup>Please note that references to items accomplished or completed in this section during 2019 denote TJX's Fiscal Year 2020, which ended February 1, 2020.

## PROGRAM OVERSIGHT



Oversight of our environmental sustainability programs spans many functions across all of our geographies. Our Executive Environmental Steering Committee (EESC) is responsible for guiding the development of TJX's environmental sustainability strategy and aligning it with the overall business strategy. The EESC is led by our Vice President, Sustainability, who reports directly to the Senior Vice President, Chief Risk and Compliance Officer, and provides the Chief Risk and Compliance Officer with updates on global program progress and identifies, assesses, and reports risks and opportunities on climate-related issues.

The EESC provides guidance, advocacy, support, and oversight for global environmental initiatives, including managing the risks and opportunities associated with climate change, and reviews progress against our quantitative emissions-reduction goals. The group includes senior leadership from Environmental Sustainability, Logistics, Global Communications, Store Operations, Risk and Compliance, Internal Audit, Property Development, Global Sourcing and Procurement, Merchandising, Product Development, and Legal. Periodically, certain members of the EESC may update the Board of Directors on a variety of issues related to corporate responsibility, including environmental sustainability.

The Global Environmental Sustainability Committee (GESC) was established to set global program priorities, facilitate communication and collaboration across geographies, and monitor key sustainability issues and trends. The GESC includes subject matter experts from the U.S., Canada, and Europe, who monitor and manage TJX's performance in our core environmental sustainability focus areas:

- / Sustainable business operations (including energy and climate, transportation and logistics, green building, and waste management)
- / Measurement and reporting
- / Associate engagement

The GESC reports on its progress and strategy to the EESC.

In each geography, members of the GESC also work with their local Subject Matter Experts in areas such as operations, energy, facilities, and procurement, to report progress against specific environmental sustainability initiatives, which are communicated to the divisional leadership and the EESC as appropriate. Periodically, the GESC convenes regional operational teams to discuss global emerging trends and review strategies and best practices that may be reflected in both short- and long-term plans for the geographies. Recent topics of discussion have included chemical policies, single-use plastics, United Nations Sustainable Development Goals, renewable energy, climate related risks and opportunities to our business, and emissions within our supply chain.

### The U.S. is Our Largest Source of GHG Emissions by Region<sup>1</sup>



<sup>1</sup>Includes 2019 scope 1 (direct) and scope 2 (indirect) GHG emissions.

Together with input from the EESC as well as our global internal stakeholders, the GESC also works to prioritize initiatives that are considered to be meaningful to the Company’s many stakeholders and prepares the business to support our reporting efforts in the dynamic landscape of sustainability reporting and disclosure frameworks.

# ENERGY AND CLIMATE



Electricity and fuels used to operate our stores generate the majority of the greenhouse gas (GHG) emissions that we can control directly. Our global approach to reducing our climate impacts includes a balanced and opportunistic portfolio of emissions-reduction activities. As our energy sourcing experts have made significant strides in the percentage of renewable and alternative energy in our electricity portfolio through a variety of innovative and cost effective strategies, we have been able to include energy efficiency strategies and alternative energy sourcing. The teams’ lighting and heating, ventilation, and air

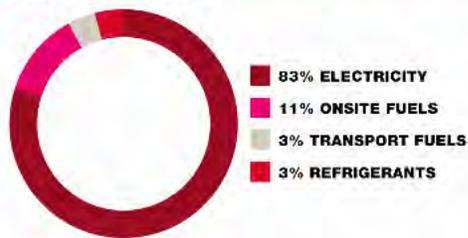
conditioning (HVAC) initiatives combined with renewable and low-carbon energy purchases resulted in a reduction of over 155,000 metric tons of CO<sub>2</sub>e from our operations and significant cost savings. Through our global approach and regional implementation strategies, our efforts have reduced the environmental impacts of our owned and operated facilities.

## CONSERVING ENERGY

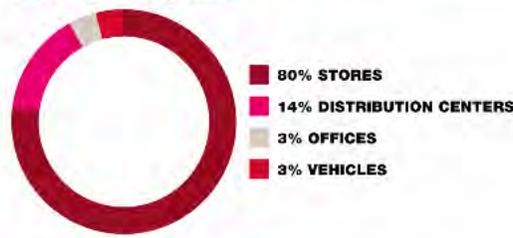
Regional Energy Management teams across our global operations are responsible for managing our energy consumption and costs, analyzing and improving current operational performance, and testing, prioritizing, and implementing energy efficiency technologies and products. To facilitate the sharing of best practices across our global regions, our Energy Management teams share information throughout the year and collaborate on regional approaches. These teams support the energy data collection efforts for over 4,500 stores as part of our global, corporate GHG inventory. They also help align reduction strategies with our global, corporate GHG emissions-reduction target. Additionally, members of this team were a critical input into the process of setting our latest science-based emissions-reduction target. We expect that our foundational strategies will continue to support our new target and include:

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

### Electricity is Our Largest Source of GHG Emissions<sup>1</sup>



### Stores Account for 80% of Our Carbon Footprint<sup>1</sup>



## 2019 GLOBAL RESULTS



**131,000**

metric tons reduction in global greenhouse gas emissions



**375 million**

kilowatt hours of low-carbon energy purchased

### AVOIDING AND OFFSETTING EMISSIONS

Along with energy-efficiency initiatives, low-carbon energy is an important part of our approach to reducing GHG emissions from electricity consumption. We leverage low-carbon energy sources as well as carbon offsets<sup>2</sup> in our efforts to reduce emissions from our global corporate GHG inventory.

#### Renewable and Low-Carbon Energy

As a global Company, we operate in many different energy and renewables markets. Opportunities for using renewable energy vary greatly from country to country and even within regions. Additionally, for TJX, onsite, renewable electricity-generation opportunities are limited as we typically do not build or own our stores. 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 of projects. Some examples of our current sourcing strategies include:

- / Wholesale power purchase agreements
- / On-site power purchase agreements
- / Electricity supply contracts
- / Renewable energy credits

In 2019, we sourced over 290 million kilowatt-hours of renewable energy in total, generated from a variety of technologies. In the U.S. and Canada, our approach to renewable energy includes installing

solar panels on select buildings, contracting with utilities for renewables, and purchasing renewable energy credits from national, new-renewable facilities. Our renewable energy strategies and low-carbon energy purchases in 2019 enabled us to reduce our Scope 2 market-based GHG inventory by more than 150,000 metric tons of CO<sub>2</sub>e.

TJX leases the vast majority of its stores, which limits our ability to generate renewable electricity on a broader scale. However, we have found opportunities in distribution centers that we own, and in other buildings where market conditions and landlord partnerships enable projects. In the U.S., specific efforts include solar panels installed on the roofs of select stores in New Jersey, Connecticut, New York, Massachusetts, and California and distribution centers in Arizona, Connecticut, and Nevada. We have seen positive results at our distribution centers in Phoenix and Tucson, where solar panels power about 35% and 20%, respectively, of the distribution center's electricity consumption saving significant energy and an estimated \$550,000 each year. We have also designed the roofs on our newer distribution centers to accommodate solar panels and have evaluated the potential for future use of solar panel installations at distribution centers and home offices. We believe these efforts position us well to expand our solar projects where it makes sense for the business in the future.

In Canada, in 2019, we purchased renewable energy credits that reduced our Canadian electricity-related emissions by 87%. In Europe, our processing centers in Bergheim, Germany and Wroclaw, Poland utilize onsite energy generated through solar and geothermal technologies. In Ireland and Northern Ireland, we bought 100% renewable energy, and we have committed to significant renewable energy purchases in the U.K. in the future.

### **Carbon Offsets**

For the 2019 GHG inventory, TJX Canada purchased carbon offsets to cover its remaining operational emissions, including Scope 1 and certain Scope 3 emissions (from business travel and waste), as well as Scope 2 emissions not covered by renewable energy purchases.<sup>3</sup> For our offset purchase, we chose a Verified Carbon Standard (VCS)-certified<sup>4</sup> project known as the Darkwoods Forest Carbon Project, located in southeastern British Columbia. The project provides multiple conservation benefits, including protecting over 150,000 acres of forest and ensuring that natural habitats for wildlife are not disrupted.

### **U.S. HIGHLIGHTS**

In the U.S., members of our Energy Management team work with our Store Design teams, Distribution Center teams, vendors, and many others to review opportunities to increase our energy efficiency for new and existing facilities. For our large and diverse real estate portfolio nationwide, we analyze store energy data, survey responses, and feedback to identify energy consumption outliers and then work to deploy the appropriate solutions to improve the operations of our buildings, increase people's comfort, and save energy. Our U.S. Energy Management team works with the goal of reducing energy and emissions in these key ways:

- / Exploring new technologies to optimize access to and analysis of our energy data, which could enable swifter resolution of maintenance or operational issues and further increase our efficiency
- / Identifying new applications of light-emitting diode (LED) technologies 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

- / 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

Additionally, our Energy Management teams work with our Environmental Sustainability team to collect data for our annual GHG emissions inventory, as well as plan for how we may work to achieve our emissions reduction targets through energy reduction initiatives. This collaboration significantly improved our ability to report our previous GHG emissions reduction target, which we were pleased to not just meet, but to significantly exceed. The teams were also key in developing the strategies and plans for our 2020 science-based, emissions-reduction target.

## **CANADA HIGHLIGHTS**

In Canada, we take a collaborative approach to our energy portfolio, with stakeholders from Store Design and Construction, Maintenance, Finance, and Environmental Sustainability working together to decrease energy consumption and carbon emissions. The team focuses on:

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

In 2019, TJX Canada implemented technologies, like LED lighting and new energy control panels in over 80 stores. Our continued year-over-year efforts have reduced Canada's carbon footprint by 6% and saved us over \$1.6 million in energy costs.

We are proud to report that in 2019, Canada was carbon neutral for its reported Scope 1, 2, and 3 operations for its second year in a row. The regional team purchased renewable energy credits as well as carbon offsets to support this strategy. Renewable energy credits made from Canadian wind farms served to reduce Canada's total market-based emissions by 47%. The remaining 53% used carbon offsets sourced from the Nature Conservancy of Canada and its Darkwoods Forest Carbon Project. Through its ambitious regional energy and climate strategy, TJX Canada avoided or offset nearly 43,000 metric tons of CO<sub>2</sub>e calculated for its 2019 GHG inventory. This has the estimated environmental impact of taking over 9,200 cars off the road for a year or the estimated carbon stored by over 56,000 acres of trees.

## **EUROPE HIGHLIGHTS**

In Europe, our Energy and Environment Committee is responsible for setting regional environmental sustainability goals, approving implementation strategies, reviewing program progress, and assessing the viability of future opportunities. It is comprised of senior individuals from across the business, including Corporate Responsibility, Store Operations, Property, Distribution, Facilities, Finance, Store Design, and Procurement as well as external expert consultants. At the operations level, we also have an Environmental and Energy Management Committee, comprised of internal Associates and an external energy management specialist, which has developed a comprehensive, multi-year plan with the goal of improving our energy performance.

TJX Europe's initiatives include:

- / Installing LED lighting in new and remodeled stores and Processing Centers, which are 65% more efficient and reduce our energy consumption in stores by 42%
- / Leveraging our building monitoring systems to analyze our energy consumption, facilitate swift diagnosis and resolution of maintenance or other issues, determine needs for equipment upgrades, and measure the progress of our initiatives
- / Implementing lighting and heating/cooling policies to manage electricity use for stores in the U.K. and mainland Europe
- / Retrofitting our stores with energy-efficient equipment such as HVAC with CO<sub>2</sub> sensors that automatically adjust based on store occupancy levels or back room sensors that only heat or cool a room that is occupied

In 2019, the European team completed LED lighting retrofits and remodel projects that resulted in lowered energy consumption overall across our European real estate portfolio. These efforts resulted in about a 13% reduction in energy intensity (kilowatt hours per square foot) and helped to reduce our GHG emissions by about 5,300 metric tons of CO<sub>2</sub>e. In addition to contributing to TJX's global emissions reduction goal, TJX Europe has a regional goal to reduce its relative carbon footprint (tCO<sub>2</sub>e) per million pounds of net sales by 15% from fiscal 2017 to fiscal 2020. As a result of these and other initiatives that contribute to TJX Europe's regional energy and climate strategy, TJX Europe exceeded that regional carbon reduction target early and achieved a more than 45% reduction in CO<sub>2</sub> per million pounds of net sales over the 3-year goal period.

<sup>1</sup>Includes 2019 Scope 1 (direct) and Scope 2 (indirect) GHG emissions.

<sup>2</sup>Carbon offsets are certificates that can be traded. The certificate represents a reduction in GHG emissions created by a project, like, for example, planting acres of trees. Companies can purchase these certificates to "offset" an increase in GHG emissions in their operations.

<sup>3</sup>As defined by the **Greenhouse Gas Protocol**, Scope 1 emissions are direct GHG emissions that occur from sources that are owned or controlled by the Company. Scope 2 emissions are from the generation of purchased energy consumed by the Company. Scope 3 emissions are a consequence of the activities of the Company, but occur from sources not owned or controlled by the Company. Canada's GHG Inventory includes Scope 1 and Scope 2 as well as Scope 3 business travel and waste from operations.

<sup>4</sup>Verified Carbon Standard (VCS) is a widely used, voluntary program for the certification of GHG emission reduction projects.

## TRANSPORTATION AND LOGISTICS



To support our large, international business, our Logistics teams worldwide seek out strategies and technology solutions that can help us increase the efficiency of our transportation operations. We strive to conserve fuel, reduce travel time, and decrease the number of trucks on the road. We use a variety of strategies and technologies to support this goal, for example: using modeling software to improve the efficiency of our store delivery network, increasing utilization of trailer space, and testing new alternative fuel vehicles. Additionally we work with transport partners through programs like SmartWay and FleetSmart in Canada and the U.S., and in Europe, we directly collaborate with carriers to increase fleet efficiency.

### **U.S. HIGHLIGHTS**

The use of intermodal<sup>1</sup> for shipping merchandise is one of the key ways that we have been able to lessen the impacts of transportation-related emissions. Intermodal is a more fuel-efficient alternative than trucking alone, and we intend to use this greener transportation alternative where it makes business sense for us as it reduces both our costs and logistics-related GHG emissions.

In addition to using intermodal, we have opened 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.

We work with a transport carrier to operate compressed natural gas trucks in two major metropolitan markets. The U.S. Environmental Protection Agency (EPA) estimates that these trucks produce about

22% less CO<sub>2</sub> per mile than diesel trucks. We are pleased with the success of this program and continue to test other efficient methods of delivering merchandise to our stores.

We are a member of the EPA's 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 new U.S. carriers are SmartWay certified.

In 2018, the most recent year for which we have data available, 100% of TJX's U.S. land transportation mileage was with SmartWay-certified carriers. SmartWay scores are now requested as part of our TJX Logistics Service Provider Questionnaire, which goes out to all prospective U.S. carriers.

We are proud of our collaboration with our logistics carriers and of our participation in the SmartWay program as we believe through these engagements we are able to demonstrate a shared commitment to reducing transportation-related emissions and contributing to a more efficient, productive, and sustainable freight industry.

### **CANADA HIGHLIGHTS**

In Canada, the majority of our carriers are Fleet Smart or SmartWay approved. (Fleet Smart is the Canadian equivalent of the U.S. SmartWay program.) Since 2016, 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 engaging in discussions with our logistics partners during business review meetings.

In 2016, we began working with a third-party distribution center in Delta, British Columbia. The 450,000 square-foot facility was strategically positioned to support stores in western Canada to substantially reduce the miles needed to ship products to our stores. In fact, we estimate that we have reduced shipping by over 1.3 million miles per year.

### **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 logistics agreements, which 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.

We also take steps to increase the utilization of our vehicles and help manage delivery routes more efficiently. In 2019, we increased the fleet of vehicles that run on liquefied natural gas and began trialing a longer semi-trailer, which is able to carry almost 20% more product. We also continue to use dual-fueled vehicles (liquefied petroleum gas and diesel) within our fleet to further reduce our GHG emissions. Through these efforts, we estimate that we saved over 1.5 million kilometers in travel in 2019 and reduced our carbon emissions by nearly 1,800 metric tons of CO<sub>2</sub>e.

<sup>1</sup>Transportation involving more than one form of carrier during a single journey.

## GREEN BUILDING



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

### HOME OFFICES

Our office buildings in Marlborough, Massachusetts, have earned the Leadership in Energy and Environmental Design<sup>1</sup> (LEED) Gold certification from the Green Building Council. The buildings feature light-emitting diode (LED) lighting and occupancy sensors in offices and conference rooms, as well as 100% compostable utensils, plates, and napkins in the cafeterias, among other sustainability features. At our global headquarters in Framingham, Massachusetts, as part of the cafeteria remodeling in 2019, we installed a variety of energy-saving fixtures and introduced compostable service-ware. Tri-sorter waste and recycling bins have also been installed across these buildings.

TJX Canada's regional headquarters is LEED Silver certified. In addition to energy and water conservation measures, environmentally sustainable features are incorporated throughout the building, including using Forest Stewardship Council-certified (FSC-certified), reclaimed wood, low or no volatile organic compound paints and flooring, and other sustainable materials in the interior finishes, workstations, outdoor areas, and cafeteria. We have special hybrid and electric vehicle charging stations. The headquarters also has interior landscaping, a "no mow" zone to support the monarch butterfly migration and bee populations, and a vegetable and herb garden that is managed by Associates. We purchased renewable energy credits to offset the electricity carbon footprint for this building.

For our new Europe headquarters, of which the first phase opened in 2019, we made design and facility decisions that support our commitment to environmental sustainability for the long term. We are also implementing a new waste strategy to improve Associate recycling and to use upcycled materials for parts of the furniture. We have achieved an “Excellent” BREEAM certification (Building Research Establishment Environmental Assessment Method, an environmental assessment method and rating system for buildings) for the design based on the building’s environmental sustainability credentials.

## DISTRIBUTION NETWORK

As we build new distribution and shipping centers, we are incorporating environmentally sustainable features whenever feasible and are pleased to have received LEED certification for our distribution centers in Jefferson, Georgia and Las Vegas, Nevada and for the office space in our Phoenix, Arizona distribution center.

TJX Europe’s processing center in Wakefield, England, houses sustainable features like LED lighting and adiabatic cooling in the warehouse to reduce refrigeration use. We were pleased to have achieved a “Very Good” rating from BREEAM following its review of the building’s environmental sustainability features. In addition to this new center, our processing center in Bergheim, Germany has been recognized for its environmental design with a Silver award for Best Sustainable Design by the German Sustainable Building Association, and our processing center in Wroclaw, Poland also uses many environmentally-friendly technologies, including LEDs, solar panels, and thermal energy.

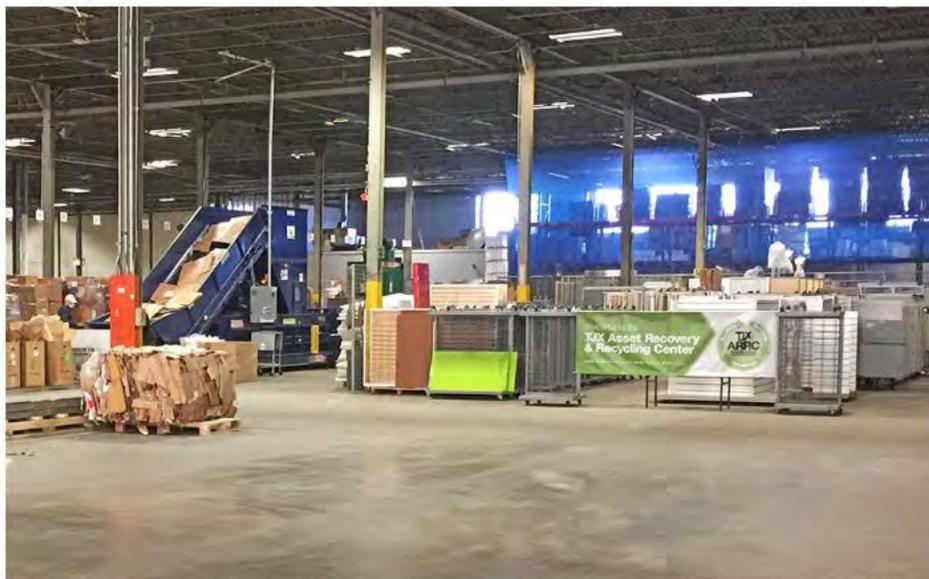
# Integrating Sustainability Into Operations

LEED or BREEAM-Certified Buildings:	Green Building Enhancements:	Solar Installations: <sup>*</sup>	Renewable Energy or Carbon-Free Product:
/ Phoenix, Arizona, U.S.	/ Delta, British Columbia, Canada	/ Phoenix, Arizona, U.S.	/ California, U.S.
/ Jefferson, Georgia, U.S.	/ Bergheim, Germany	/ Tuscon, Arizona, U.S.	/ Connecticut, U.S.
/ Malborough, Massachusetts, U.S.	/ Wroclaw, Poland	/ Dublin, California, U.S.	/ Delaware, U.S.
/ Las Vegas, Nevada, U.S.	/ Wakefield, U.K.	/ Petaluma, California, U.S.	/ Illinois, U.S.
/ New Albany, Ohio, U.S.	/ Watford, U.K.	/ Paso Robles, California, U.S.	/ Maine, U.S.
/ Mississauga, Ontario, Canada		/ Torrance, California, U.S.	/ Maryland, U.S.
/ Wakefield, U.K.		/ Bristol, Connecticut, U.S.	/ Massachusetts, U.S.
/ Watford, U.K.		/ Bloomfield, Connecticut, U.S.	/ New Jersey, U.S.
		/ New London, Connecticut, U.S.	/ New York, U.S.
		/ Norwell, Massachusetts, U.S.	/ Ohio, U.S.
		/ Las Vegas, Nevada, U.S.	/ Pennsylvania, U.S.
		/ Bridgewater, New Jersey, U.S.	/ Rhode Island, U.S.
		/ Edgewater, New Jersey, U.S.	/ Texas, U.S.
		/ Holmdel, New Jersey, U.S.	/ Virginia, U.S.
		/ Lawrenceville, New Jersey, U.S.	/ District of Columbia, U.S.
		/ New Brunswick, New Jersey, U.S.	/ Alberta, Canada
		/ North Bergen, New Jersey, U.S.	/ Nova Scotia, Canada
		/ Secaucus, New Jersey, U.S.	/ Saskatchewan, Canada
		/ Westbury, New York, U.S.	/ Northern Ireland, U.K.
			/ Republic of Ireland

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

<sup>1</sup>LEED® - an acronym for Leadership in Energy and Environmental Design™ and is a registered trademark of the U.S. Green Building Council®.

## RESPONSIBLE WASTE MANAGEMENT



### REDUCE-REUSE-RECYCLE

Although only about 5% of our total, calculated greenhouse gas (GHG) emissions come from waste, teams throughout our business work to implement cost-effective strategies and processes to responsibly manage the many different types of waste materials resulting from our business operations. As we strive to reduce the amount of waste going to landfills, we have implemented initiatives in our stores, distribution centers, and home offices to reduce, reuse, and recycle. We have learned that waste disposal programs work better when they are flexible and can adapt to our many different store configurations, as well as to the varying regulatory or legislative requirements in different regions.

On a global level, we encourage collaboration across geographies to share best practices in waste operations, data collection, and strategy. We report on our global waste, GHG emissions footprint and diversion rate,<sup>1</sup> and include waste GHG emissions data in our Scope 3 emissions report in our CDP Climate response. We use the insights developed through our global collaboration and waste data collection process to identify opportunities, prioritize management of specific materials, and improve our waste minimization, re-use, and recycling efforts.

### KEY HIGHLIGHTS

- / Global stakeholders representing Store Operations, Facilities, Environmental Sustainability, and Procurement come together annually to share best practices, discuss market conditions, and identify priorities and common challenges.
- / In Europe, we have a long-term strategy to assess how we may remove single-use plastics from our operations.
- / We have expanded our compost food waste programs in select home offices across our global operations.
- / In the U.S., we have identified a team of subject matter experts who are working to improve the sustainability of the packaging that we produce for our own brands, including where possible, reducing packaging or using packaging that can be more easily recycled by consumers.

- / Working to support our communities under the Communities pillar of our corporate responsibility strategy, we are supporting projects that reduce consumer product waste.



### PLASTIC PROGRAMS

In Europe, reducing our plastic waste is a key focus area. We have successfully removed some major contributors of ocean waste plastic from our stores and offices, including drinking bottles, straws, cups, and non-biodegradable wipes. In addition, we have removed about one million plastic button bags from our products. In 2019, we reduced single-use plastic bags by 15.8 million and removed them from sale. We are continuing to identify opportunities to remove single-use plastics from our operations and are working with our suppliers to reduce single-use packaging.

As part of these efforts, TJX Europe has also supported:

- / **Ocean Clean Up:** an initiative to clear plastic from the Pacific garbage patch, with a goal of cleaning up half of the patch by 2025
- / **Plastic Collective:** a project that helps remove plastic from the ocean and communities and helps turn plastic waste into income for Pacific island communities
- / **Neighbourly:** an organization that promotes grassroots, environmental clean-up projects in the U.K.
- / **Plastic Pioneers:** a program run by Hubbub that supports 12 schools in the U.K. in developing ways to educate children on the use of plastic and reduce the use within schools

### IN OUR STORES

Across geographies, we have introduced recycling programs for common items like cardboard, plastic, paper, aluminum, and glass. To reduce the creation of paper waste, the majority of our store reports, training materials, and policies are available electronically. In Europe, customers can purchase reusable bags – made from 90% recycled plastic and enhanced to be more durable – under our “Bags for Life” program, and a portion of the proceeds goes to one of our charity partners. We also removed single-use plastic bottles from our European stores and replaced them with refreshments in containers made from glass or other recyclable materials.

# 5%

Only 5% of our reported GHG emissions comes from waste

### 2019 DIVERSION RATES



### 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., our Asset Recovery and Recycling Centers (ARRCs) are located within many service centers and serve as a central destination for regional recyclable or reusable 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 2019, we operated 21 ARRC locations in the U.S. These ARRCs service about 68% of our T.J. Maxx and Marshalls stores.

The flexibility of the ARRC organization enables us to test new programs as we strive to increase the types of materials that can be included in our recycling stream. Thanks to this initiative and many others, in 2019 alone, we estimate the ARRCs helped divert more than 75,600 metric tons of waste from landfills.

Additionally, our ARRC organization and network provides the operational testing sites for the Company to implement new technologies and processes that enable better recycling of priority materials. For example, as our global waste stakeholders have identified Styrofoam as a key area of focus, we were able to leverage the ARRC to pilot strategies to improve our management of polystyrene packaging material. In a select ARRC location, we installed machinery that compresses and melts Styrofoam into blocks, which are then sent to recycling centers for reuse. In 2019, we were able to divert an estimated 28 metric tons of Styrofoam from landfills. Members of our ARRC leadership along with Store Operations, Facilities, and Environmental Sustainability teams are working together to assess the performance of this pilot as well as to explore other potential approaches to remove polystyrene and other priority materials from our trash waste stream.

When we are not able to reuse the packaging that arrives from our vendors to transport merchandise to our stores, we strive to include environmental impact analytics in the selection process for packaging materials where feasible. For example, we have analyzed the lifecycle impacts of select internal-packaging and fragile-packing materials in our T.J. Maxx and Marshalls distribution centers, as well as the impact of using plastic totes versus cardboard boxes in the U.S. 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 an estimated 12 million fewer plastic bags being used across our distribution network each year. Additionally, this packaging solution was prioritized for inclusion within our reuse program and in 2019, we brought back over 1.2 million items to our distribution centers as a result.

Our distribution centers in Ontario, Canada, encourage waste reduction and recyclability through our procurement policy and Associate education efforts. In 2019, we achieved a combined approximately 95% diversion rate in our distribution centers!

We are pleased with our diversion rates across Europe and, in particular, our European processing centers, which divert 98% of waste and recycle plastic, wooden pallets, and cardboard. In our e-commerce operations, we have replaced bubble wrap packaging used for our e-commerce shipments with a recyclable paper alternative. We also backhaul cardboard and clear plastics, including bubble wrap, from the majority of stores in the U.K. to processing centers. We continue to look for opportunities for initiatives to support enhanced environmental performance.

## **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 to manage cans, bottles, batteries, plastic wrap, plastic items, corrugated cardboard, and printed materials.

In our global headquarters in Framingham and Marlborough, Massachusetts, as well as our Canadian and European corporate offices, we have removed waste bins from Associates' workspaces and installed

centrally located tri-sorter waste and recycling bins for Associates to use. Also in Massachusetts and Canada, we use cups, plates, napkins, and utensils that are either made from 100% compostable materials or are fully recyclable, and we have organic waste programs. In Europe, we use compostable utensils, recycled paper napkins, and cardboard food containers. In addition, we have a long-term strategy to assess how we may remove single-use plastic across our operations, including no longer offering plastic bottles in our offices. We monitor the success of all of these programs with our janitorial service vendors and Office Services staff and work to make adjustments to improve where appropriate.

### **RECOVERY AND REUSE PROGRAMS**

We have programs in place in the U.S., U.K., and Ireland that support the reuse of packaging, clothing, accessories, shoes, homeware, and more.

For example, in the U.S. at some of our Asset Recovery and Recycling Centers (ARRCs), we implemented changes between the ARRCs and the distribution center network, which resulted in the return of reusable corrugate and plastic totes from our stores to the distribution centers. As of the end of 2019, we had successfully saved over 5.9 million and transferred over 1,500 trailer loads containing over 6.3 million reusable units of packaging materials through this program.

At our corporate headquarters, we donate qualified merchandise to charitable organizations, and in 2019, we donated nearly 350,000 items through our corporate program alone. Thanks also go to our corporate headquarters' Associates, who donated clothes and accessories during our annual Goodwill "Put Your Clothes to Work" drive. During 2019 we collected over 2,600 pounds of various items to be reused rather than sent to landfills.

In the U.K., for over 15 years, T.K. Maxx Associates and customers recycle clothes, shoes, and homeware in-store through our "Give up Clothes for Good" campaign, the U.K.'s biggest clothing donation program. The campaign allows people to drop off their donated goods at our stores. Since 2004, together with our customers, 1.6 million bags of clothing have been recycled through Give up Clothes for Good, which amounts to 8,000 metric tons of pre-loved items diverted from landfill and a reduction of 180,000 metric tons of carbon emissions.<sup>2</sup> The Give Up Clothes for Good has also been run in Ireland for many years. These campaigns have not only benefitted the environment, they have also raised millions of pounds for Cancer Research U.K. and Enable Ireland, our local charity partners.

While a primary goal for all of the clothing recycling initiatives in the U.K. and Ireland has always been to raise money for our charitable partners, we are very pleased that these programs also add to the useful life cycle of consumer products.

### **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 have continued our efforts to monitor our water usage and identify opportunities to improve water efficiency. For instance, our Energy Management group in the U.S. collects water usage data across our facilities to identify opportunities for improvement and we use time-sensor technologies to control faucets in many of our restrooms. In the U.K., we have 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 training materials as well, introducing high-level concepts of environmental sustainability like water conservation. 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.

<sup>1</sup>For TJX, diverted waste is either recycled, reused, composted, or sent to facilities that convert waste to energy (w2e).

<sup>2</sup>GHG emissions estimate assumes that reused clothing avoids an equivalent amount of new clothing produced from virgin raw materials

## **CHEMICALS MANAGEMENT**

We have heard from our investors and other stakeholders that they care about our Company's approach to the management of chemicals in the products we sell and in our operations. We are committed to taking steps to expand our understanding of what is feasible for our business model to manage "chemicals of concern" in our operations as well as the products we sell over the short, medium, and longer term. Our Vendor Code of Conduct requires our merchandise vendors, at a minimum, to act in accordance with all applicable laws and regulations when manufacturing products to be sold by TJX, including laws and regulations concerning chemicals in products. Acceptance of our Vendor Code of Conduct is part of our purchase order terms and conditions for our merchandise vendors.

In the past two years, we have increased our focus in this area in a significant way, and as we evolve our approach, we are exploring how to implement chemicals management efforts that go beyond legal and regulatory requirements. We operate a large, complex, international business, and, consistent with other corporate responsibility initiatives, we intend to focus our practices in areas where we believe we can have a meaningful impact.

### **OVERSIGHT**

Oversight of the development of our chemicals management strategy and policy is led by our Senior Vice President, Chief Risk and Compliance Officer, and our Vice President, Sustainability, who report on our environmental sustainability strategies and progress to the Board of Directors as appropriate. Our Board of Directors also receives periodic written updates on our corporate responsibility program. We have increased our internal capacity and knowledge regarding chemicals of concern and involved many functions within our business, including Environmental Sustainability, Global Social Compliance, Product Development, Buying, Store Operations, Product Compliance, Global Sourcing and Procurement, and Legal. Going forward, members of these departments plan to continue to work together to develop commitments and tactics that demonstrate the Company's ongoing progress around chemicals management.

Our Global Environmental Sustainability Committee (GESCC), a team of subject matter experts from each of our major geographies who lead the strategic direction of our sustainability program, has established "Chemicals Management" as a strategic priority and assigned a sub-committee to lead the assessment of potential areas to limit chemicals of concern across our global business.

### **CHEMICALS MANAGEMENT POLICIES UNDER DEVELOPMENT**

We are in the process of developing policies limiting chemicals of concern in certain products we sell and in our operations that are appropriate for our highly complex off-price business model and plan to publish these policies on our Corporate Responsibility website beginning in late 2021.

As we work towards that goal, we are utilizing the framework of the Chemical Footprint Project (CFP) and are currently undertaking a review of the Management Strategy section of the CFP survey in order to review relevant industry focus areas for our policies development.

We have also identified priority areas where TJX can take immediate action to help address chemicals of concern. These areas include certain areas of our business operations and certain categories of

merchandise and product packaging. We also intend to collaborate with others in the industry as well as outside experts.

What follows are steps we have undertaken within our business that we intend to continue to pursue in the short term while also considering our approach to advancing our policy development efforts in the medium and longer term.

#### **INITIATIVES WITHIN OUR BUSINESS OPERATIONS**

- / **TJX plans to switch our register receipts across all U.S. retail brands to phenol-free paper in 2021, effectively eliminating these chemicals of concern in our register receipts.**
- / **We are also planning to switch out compostable serve-ware in our U.S. Corporate office cafeterias to ensure that the compostable serve-ware we use is free of PFAS chemicals.**

#### **MERCHANDISE AND PACKAGING INITIATIVES**

- / The U.S. Sustainable Packaging Committee, which is a cross-functional team comprised of Associates from different areas of our business, has identified potential opportunities for shifting to more sustainable packaging solutions for certain of our products, including select paper and paperboard materials as well as alternatives for packaging made from “problematic plastics.”
- / **By 2025, we are working to eliminate PVC from the packaging of certain top-of-bed products that are designed by our own fashion and style experts or manufactured just for us.**
- / **When evaluating opportunities in the marketplace, our merchants sometimes source products that meet credible, third-party standards that limit the use of certain chemicals at various stages of the processing and manufacturing process, such as products with certifications such as Environmental Working Group (EWG), OEKO-TEX, Leather Working Group (LWG), Global Organic Textile Standard (GOTS), and Global Recycled Standard (GRS).**

#### **INDUSTRY AND EXPERT COLLABORATION**

- / **We have joined the Green Chemistry and Commerce Council (GC3) for external industry collaboration in the area of chemical management.** The mission of GC3 is to promote safer chemicals, materials, and products across retail supply and value chains.
- / **We have joined Closed Loop Partners’ Consortium to Reinvent the Retail Bag, as the Apparel Sector Lead Partner. The Consortium’s Beyond the Bag Initiative convenes leading retailers, aiming to identify, test, and implement viable design solutions and models that more sustainably serve the purpose of the current retail bag.** We believe that the innovative solutions resulting from this effort could benefit the environment in many ways and could ultimately help enable a solution that uses innovative materials and an efficient collection system and be implemented at a scale that could limit the amount of plastic waste generated from retail point-of-sale bags, and associated harmful chemicals, from entering the environment.
- / **We have engaged an outside expert to conduct a landscape review of chemicals management for certain personal care products.** This includes peer benchmarking, a review of credible third-party certifications, and an overview of chemicals of concern in these products. This outside

expert is also helping TJX chart a path for improved chemicals management by leveraging the common framework designed by the Chemical Footprint Project (CFP).

- / **Leaders within our global Environmental Sustainability team have engaged with some of our larger merchandise vendors and other large retailers to discuss their chemical management plans and actions.** These discussions have helped to increase our knowledge of strategies and implementation tools related to management of chemicals of concern.

We believe that over time, our efforts in this area can lead us to solutions that best serve our customers, stakeholders, and our business overall.

## ASSOCIATE ENGAGEMENT



We know that corporate responsibility, including environmental sustainability, is increasingly important to both current and prospective Associates, and we believe that the more we collaborate across the organization, the better our program can be. At TJX, our Associates are encouraged to consider how to make operational decisions that minimize environmental impacts, and we communicate this in our Global Code of Conduct.

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.

As we considered options for setting our third greenhouse gas (GHG) emissions reduction target, we engaged with cross-functional subject matter experts to identify and measure emissions impacts to our business. This process involved participation from Associates across our Corporate Responsibility, Store Operations, Facilities, Procurement, Information Technology, Construction, and Energy Management groups and, we believe, resulted in a better understanding of which initiatives could potentially affect future energy use and reduce our GHG emissions as well as helped us to gain support across the organization in support of our 1.5-degree scenario goal.

### **ENCOURAGING OUR ASSOCIATES TO "GO GREEN"**

We use various internal communications platforms to share information with Associates about our environmental sustainability initiatives, whether they are global corporate efforts or regional success

stories. Across all of our regions, our internal communications channels regularly share environmental achievements and announcements on our digital screens and through regularly published materials.

In the U.S., we have hosted events at our home offices in which local vendors and TJX experts educate Associates on the Company's environmental sustainability initiatives, as well as with regard to what they personally could do to help the environment. In 2019, we celebrated Earth Week and raised awareness around TJX's environmental sustainability programs by developing engagement strategies for both the Home Office and field Associates. Our cross-functional planning team collaborated on a variety of activities designed to educate, excite and engage TJX Associates on environmental sustainability issues. For example, in our home offices we:

- / Hosted a game on how to better sort recycling, composting and trash waste
- / Sponsored electronic waste recycling, a free event that enabled Associates to dispose of any broken or obsolete home electronic equipment
- / Set a goal to encourage Associates to sign up for paperless pay stubs
- / Made a donation to American Forests, a national non-profit group focused on protecting and restoring U.S. forests

In our stores we provided an "Earth Day Activity Kit" comprised of fun and easy activities for store Associates to complete at their own discretion during Earth Week. Our goals were to educate Associates on what can be done to support the environment within their stores and at home; share some of the great things that TJX is doing as a responsible company; and recognize Associates for their participation in Earth Week activities.

Also, in our U.S. home offices, we have been working to reduce paper where we can. The Associates who signed up for paperless paycheck program in 2019 have helped avoid the paper consumption equal to about 24,000 trees annually. We are continuously looking at ways that we can reduce the Company's consumption of paper, more efficiently deliver information to our Associates, and ultimately reduce our environmental impacts.

In Europe, our Associates can support our environmental initiatives in a variety of ways. We have a Plastics Reduction Working Group and an Environment and Energy Team comprised of Associates from across the business who are committed to helping ensure the success of both our single use plastics and our carbon emission reduction plans. We regularly share updates with Associates on the impact of our programs through internal communications.

In 2019, store Associates also got involved in local charity projects focused on the environment. These included beach clean-ups and litter collection days through our partnership with Neighbourly. T.K. Maxx and Homesense store Associates in the U.K. voted for their favorite local environmental charity, which resulted in the support of approximately 2,000 environmental and clean-up programs in which about 43,000 people participated, 103 tons of litter and waste were removed, and 18,000 bags of rubbish were collected.



## **“GO GREEN”**

In Canada, our regional Go Green Committee has a strong commitment and robust strategy around Associate engagement on environmental sustainability topics. Each year, the team produces events and educational materials that help demonstrate how Associates can incorporate sustainable values into their lives. Associates also volunteer their time on various local conservation projects, which in 2019 included creating a beautiful patio vegetable and herb garden.

TJX Canada’s also runs an annual sustainable celebration, EcoFest, that features special guests, eco-friendly vendors, and food offerings. At the 2019 EcoFest celebration – our 10th annual – over 800 Associates joined in the fun, enjoying samples of eco-friendly products from more than 40 vendors. To continue inspiring Associates year round, we also host EcoFest pop-up shops that feature eco-friendly vendors that Associates can shop and learn from.

Other key successes in the year included:

- / Swap and reuse events for formal wear, summer clothing, and winter wear
- / Educational campaigns for waste tri-sorters and revolving doors
- / Documentary screenings for Associates on environmental topics
- / Earth Day education and eco-pledges
- / Annual sustainable merchandise showcase events and a Holiday Market

# MEASUREMENT AND REPORTING

## GLOBAL METRICS

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

- / Performance against our science-based greenhouse gas (GHG) emissions reduction target
- / Performance score on the CDP report
- / Corporate carbon footprint
- / Emissions reduction and avoidance activities
- / Waste diverted from landfills

## RESULTS OF KEY GLOBAL METRICS

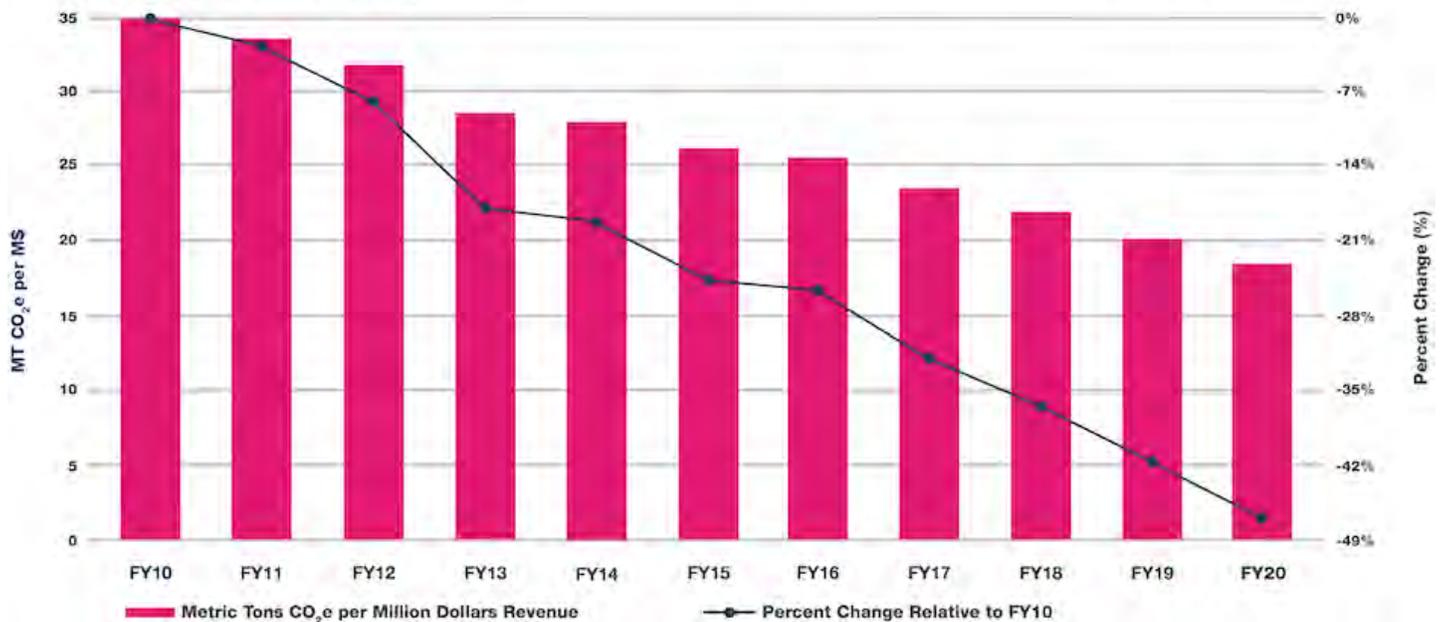
METRIC	2015	2016	2017	2018	2019
<b>Carbon Footprint:<sup>1</sup></b> The calculated environmental impact of our business operations	-796,000 metric tons of CO <sub>2</sub> e	-778,000 metric tons of CO <sub>2</sub> e	-784,000 metric tons of CO <sub>2</sub> e	-783,000 metric tons of CO <sub>2</sub> e	-760,000 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	-10,300 metric tons of CO <sub>2</sub> e saved	-17,500 metric tons of CO <sub>2</sub> e saved	-19,500 metric tons of CO <sub>2</sub> e saved	-23,900 metric tons of CO <sub>2</sub> e saved	-16,000 metric tons of CO <sub>2</sub> e saved
<b>GHG Emissions Reduction:<sup>2</sup></b> GHG emissions in metric tons/million dollars of revenue	25.7 MT/\$M revenue	23.8 MT/\$M revenue	21.9 MT/\$M revenue	20.1 MT/\$M revenue	18.2 MT/\$M revenue
<b>Reporting:</b> Scoring for our voluntary disclosure of environmental data to CDP <sup>3</sup>	96, C	A-	B	A-	B

<sup>1</sup>Location-based carbon footprint includes scope 1 (direct) and scope 2 (indirect) GHG emissions. 2015 and 2016 numbers were rebaselined in 2017.

<sup>2</sup>TJX's target is a 30% reduction in GHG emissions per million dollars of revenue by 2020 against a 2019 baseline.

<sup>3</sup>Number score is for disclosure; grade score is for performance. In 2016, CDP changed scoring to a single grade.

**ACHIEVED 47% REDUCTION IN GHG EMISSIONS PER DOLLAR OF REVENUE SINCE FY10  
(VERSUS GOAL OF 30%)**



**EXTERNAL REPORTING**

- / Our **GHG inventory** includes both market-based and location-based calculations, following the revised GHG Protocol Scope 2 Guidance, as a result of our renewable energy commitments and purchases.
- / In 2019, we participated in the **CDP Climate Change Information Request** for the 10th consecutive year, and we again delivered strong results, receiving a score of B. You can view our full CDP response by registering on **CDP's website**.
- / TJX's corporate responsibility information is indexed against the **Global Reporting Initiative's** Standard Guidelines.

**THIRD-PARTY CERTIFICATION AND VERIFICATION**

- / About 87% of our global Scope 1 and 95% of our global Scope 2, location-based emissions data are third party verified. Our 2019 GHG inventory will be updated shortly.
- / In Europe, our carbon footprint has been externally audited by the Carbon Trust since 2006. Additionally, since 2009, we have been accredited with the Carbon Trust Standard certificate, recognizing our year-on-year efforts to reduce our environmental impact in the U.K., and since 2013, the certification has included our entire Scope 1 and 2 European operations.
- / 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 approximately 70% of our global Scope 1 emissions (onsite fuels, refrigerants, and transport fuels) and an estimated 84% of our global Scope 2 emissions (electricity and steam calculated using location-based emissions factors) for our 2019 reporting period.

- / We have received **LEED® Certification**<sup>1</sup> for buildings and office space in Phoenix, Arizona; Jefferson, Georgia; Marlborough, Massachusetts; Las Vegas, Nevada; and New Albany, Ohio in the U.S. and Mississauga, Ontario in Canada. The Green Building Council’s LEED green building program is a preeminent program for the design, construction, maintenance, and operations of high-performance green buildings. **Review more detail on our Green Building Enhancements.**

## **RECOGNITION**

- / In addition to the recognition of our efforts by CDP and Carbon Trust, in 2019, we were once again listed on the FTSE4Good Index Series. We have been selected for inclusion on the FTSE4Good Index Series every year since 2001. Created by the global index provider FTSE Russell, the FTSE4Good Index Series is designed to measure the performance of companies demonstrating strong environmental, social, and governance practices as assessed by FTSE Russell. The FTSE4Good indices are used by a wide variety of market participants to create and assess responsible investment funds and other products.<sup>2</sup>
- / In 2020, we were named a SmartWay High Performer from the U.S. EPA for our contribution to a more efficient, productive, and sustainable freight industry by using SmartWay carriers for 100% of the miles we ship. In 2018, 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.

<sup>1</sup>LEED® - an acronym for Leadership in Energy and Environmental Design™ - is a registered trademark of the U.S. Green Building Council®.

<sup>2</sup>FTSE Russell (the trading name of FTSE International Limited and Frank Russell Company) confirms that TJX has been independently assessed according to the FTSE4Good criteria, and has satisfied the requirements to become a constituent of the FTSE4Good Index Series.



## DELIVERING REAL VALUE TO THE WORLD

TJX is the leading off-price retailer of apparel and home fashions worldwide, with seven retail chains operating more than 4,500 stores in nine countries spanning three continents. As a leader in global retail and a Fortune 100 company, we recognize the obligation we have to our key stakeholders – Associates, customers, communities, vendors, and shareholders – to operate a responsible business. At TJX, this includes operating and sourcing ethically to meet our customers’ desire for great value on ever-changing selections of high quality, fashionable, brand name and designer merchandise.

*Our business dealings and interactions are grounded in our long-held core values of honesty, integrity, and treating others with dignity and respect.*

We hold ourselves to high ethical standards. Our expectations are set forth in the **TJX Global Code of Conduct**, with which all Associates must agree to comply. We provide periodic training, both formal and informal, to reinforce these expectations.

As a responsible business, we are also proud of our strong corporate governance practices. Our core **Board of Directors** practices and policies are reflected in our **Corporate Governance Principles** and **Director Code of Business Conduct and Ethics**. We seek to have a highly engaged Board that represents diversity as to experience, gender, ethnicity/race, and much more to provide sound, expert, and prudent guidance on our operations, strategy, and interests.

We expect high ethical standards from the merchandise vendors with whom we do business, and whose relationships are key to our success. We place great importance on our **Vendor Code of Conduct** with which we fully expect our vendors around the world to comply.

In addition to operating ethically, we aim to be a retailer of choice for consumers. This means that we challenge ourselves to find new and innovative ways to improve the shopping experience and engage with customers so that customers return to shop our stores again and again.<sup>1</sup>

# 2019 KEY HIGHLIGHTS



**4,500+**

stores spanning nine countries on three continents



**69%**

of Board Members are women or ethnically/racially diverse



**2,000+**

audits either conducted by TJX and our third-party auditors directly or accepted from accredited sources



**#80**

2020 ranking of TJX among Fortune 500 companies

<sup>1</sup>Please note that references to items accomplished or completed in this section during 2019 denote TJX's Fiscal Year 2020, which ended February 1, 2020.

## SOCIAL COMPLIANCE



On a worldwide basis, TJX has more than 1,100 Associates in its buying organization who source merchandise from a universe of more than 21,000 vendors and over 100 countries. We strongly value our vendor relationships as we believe they have been a key factor in our long-term success. While the majority of product we sell in our stores and online is brand name merchandise obtained in many ways, some merchandise is also designed by our own fashion and style experts and manufactured just for us. We focus our social compliance efforts in this area as it is where we believe we can have more meaningful impact.

Our philosophy towards social compliance mirrors our culture, and just as we are committed to honesty, integrity, and treating others with dignity and respect, we expect those that we do business with to do the same. **Our Global Social Compliance Program** is inspired by the United Nations Guiding Principles on Business and Human Rights, and our commitment to these principles is reflected in our **Vendor Code of Conduct** and our responsible sourcing initiatives.

Our social compliance efforts are led by the Assistant Vice President, Global Social Compliance, reporting directly to our Senior Vice President, Chief Risk and Compliance Officer, who periodically reports on social compliance topics to the Board of Directors. However, responsibility for social compliance spans our organization, with our international buying offices and merchants also playing key roles in achieving our goals.

Key components of our Global Social Compliance Program:

- / As part of our purchase terms, merchandise vendors are required to adhere to our Vendor Code of Conduct and ensure that any factories or subcontractors they use also comply with our Code's principles.
- / We require regularly scheduled audits of factories manufacturing product we develop.

- / We offer training sessions on a regular basis to educate our buying agents, vendors, and factory management on our expectations with regard to social compliance and to reiterate our seriousness of purpose.
- / TJX Associates involved in the development and buying of merchandise are expected to undergo formal social compliance training biennially.
- / Approximately 700 facilities were audited directly by TJX and its approved auditors in 2019.
- / Nearly 1,400 audits were accepted from accredited sources<sup>1</sup> in 2019.
- / We strive to have members of our buying offices visit all factories in which we expect to produce goods designed by us.



<sup>1</sup>Amfori's Business Social Compliance Initiative (BSCI), Worldwide Responsible Accredited Production (WRAP), and Sedex Information Exchange Limited (SEDEX)

# 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. Acceptance of our Vendor Code of Conduct is part of our purchase order terms and conditions for all merchandise vendors. We encourage vendors and suppliers with questions or concerns to contact us at [complianceofficer@tjx.com](mailto:complianceofficer@tjx.com).

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 businesses. 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, such as the International Labour Organization and its core standards. We are committed to respecting the rights of all workers, in particular, the rights of women and children, who can be especially vulnerable in the retail manufacturing supply chain.

In 2019, we benchmarked our Vendor Code of Conduct against the codes of many industry peers. This benchmarking helped us to better understand the common practices in the industry and identify where our programs are aligned, as well as help us further evaluate amendments we may want to make in the future.

## TJX VENDOR CODE OF CONDUCT

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 must comply with all applicable laws and regulations, including, but not limited to, animal protection laws.

### ETHICAL BUSINESS STANDARDS

Our vendors must not engage in or attempt to engage in bribery, corruption, or similar unethical business practices in dealing with government officials or private individuals or entities.

### 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). At all times our vendors must respect compulsory education laws. Workers under the age of 18 must not perform hazardous work.

## **FORCED LABOR**

Our vendors must not use voluntary or involuntary prison labor, indentured labor, bonded labor, labor acquired through slavery or human trafficking, or any forms of involuntary or forced labor. Our vendors must not require workers to surrender any identity papers as a condition of employment; such documents may only be temporarily held to verify a worker's employment eligibility. Our vendors must reimburse their workers for any recruitment or hiring fees that are paid.

## **WAGES AND BENEFITS**

Our vendors must abide by all applicable laws relating to wages and benefits, and must pay the legally prescribed minimum wage or higher. Workers must be provided with a written contract which clearly describes their employment and wage terms prior to acceptance of employment. Our vendors must not make any deductions from wages as a disciplinary measure.

## **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, religious, ethnic or cultural beliefs, age, sexual orientation, 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. We prohibit harassment, retaliation, and violence against trade union members and representatives.

## **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 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

For us, value is a combination of



Our Social Compliance Program is global and attention to ethical sourcing span across many departments. The Program is guided by a global, executive-level committee. Our **Vendor Code of Conduct** serves as the foundation for our program, setting forth our expectations that all merchandise vendors and factories will act ethically and responsibly and respect the rights of workers.

We take a comprehensive approach to social compliance, and our Program includes education and training as well as factory auditing. We also recognize that some of the issues facing retailers are challenging. The auditing portion of our Program is focused on vendors, agents, and factories involved in producing merchandise designed by us. We focus our auditing efforts on these factories because we believe this is where we are most likely to be able to have a meaningful impact.

### PROGRAM OVERSIGHT

As our Global Social Compliance Program is part of our ongoing enterprise risk assessment, our Senior Vice President (SVP), Chief Risk and Compliance Officer, has responsibility for social compliance across our global operations. The SVP periodically reports to our Board of Directors on various aspects of our Program, which may include training efforts, audit results, and other compliance-related topics. Program management is overseen by the Assistant Vice President (AVP), Global Social Compliance, who works closely with representatives of our merchandise and purchasing functions across all of TJX's businesses and with the Global Social Compliance Committee.

This 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, oversees compliance of TJX's ethical sourcing initiatives, and serves in an advisory capacity, helping to guide the strategy and execution of the program. Our international buying offices and merchants also play key roles in achieving our goals.

### EXTERNAL STAKEHOLDER ENGAGEMENT

As we continue to develop and evolve our Global 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 Labour Organization, and have received and at times, incorporated insights and suggestions from socially responsible investors. To conduct our audits, we have retained and engage with several organizations that have extensive experience and expertise in the field of ethical sourcing – UL LLC (UL), Intertek Group PLC (Intertek), and Omega Compliance Ltd. (Omega). Additionally, these groups 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, Boston College Center for Corporate Citizenship, 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 benchmark ourselves against the programs of companies whose business models more closely relate to our own, as well as vertically-integrated retailers whose business models differ significantly.

### **CONTINUOUS IMPROVEMENT**

The driving tenet of our Global Social Compliance Program is continuous improvement, as we believe this is in the best interest of the workers in the facilities that we audit. 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 factories 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.

## FACTORY AUDITING



Some of our merchandise is manufactured for us and some we design, 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 factory monitoring efforts are best devoted to products we design and have 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 and request that we have an audit prior to starting to produce our goods. Further, we strive to have members of our buying offices visit all factories in which we expect to produce goods designed by us.

Together with our representatives, UL LLC (“UL”), Intertek Group PLC (“Intertek”), and Omega Compliance Limited (“Omega”), we work closely with our agents and vendors so that they understand our Global Social Compliance Program, our Vendor Code of Conduct, and our factory auditing process. Our merchants also play an important role in educating vendors on our Program requirements and encouraging them to make improvements at their facilities, when necessary. Additionally, our buying offices have one or more Associates assigned to support our local social compliance efforts and assist in driving positive change at the factories.

### 2019 KEY HIGHLIGHT



**2,000+**

audits either conducted by TJX and our third-party auditors directly or accepted from accredited sources

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 our monitoring and corrective action processes. We require our buying agents to disseminate this manual to their entire TJX vendor base.

## **FACTORY AUDITING PROCESS**

Factories manufacturing merchandise that we designed are required to undergo periodic audits to ensure adherence to our Vendor Code of Conduct, which includes adherence to local laws. In conjunction with our third-party auditors, we conducted approximately 700 audits in 2019, and we accepted nearly 1,400 additional audits from accredited, third-party sources, like Amfori's Business Social Compliance Initiative (BSCI), Worldwide Responsible Accredited Production (WRAP), and Sedex Information Exchange Limited (SEDEX). We believe this industry trend of collaboration and accepting audits from accredited sources is beneficial in that it helps reduce audit fatigue among factories, while helping companies obtain important information to evaluate their supply chain. Factories are expected to cooperate fully with us and our auditors and to provide access to facilities and documents.

Our on-site audits are conducted by representatives from UL, Intertek, and Omega, all members of the Association of Professional Social Compliance Auditors (APSCA), who agree to adhere to all quality and ethical requirements outlined in APSCA's Code and Standards of Professional Conduct. The vast majority of audits conducted on behalf of TJX are by APSCA Registered Auditors (RA), currently the highest APSCA achievable level. We have developed comprehensive compliance program guidelines for our third-party factory auditors. We regularly review and modify these guidelines for consistency with evolving social compliance issues and trends.

On-site audits 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, including confirmation that factory management has verified the ages of job applicants before hiring to protect against potential hiring of child labor
- / Factory walk-through
- / Health and safety inspection
- / Chemical and hazardous materials review, including usage information and verification of Material Safety Data Sheets, chemical safety, and hazardous waste programs
- / Confidential worker interviews
- / Debrief with factory management (closing meeting)

Our AVP, Global Social Compliance, and International Buying Office Associates participate in shadow audits with auditors. Shadowing is practiced 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:**

For factories in good standing, our goal is to conduct biennial audits. At the conclusion of an audit where it has been determined that corrective action is required, a Corrective Action Plan (CAP) is created and

concerns are discussed by the auditors with factory management. A copy of the CAP is provided to factory management to assist them in resolving any 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 the audit. TJX receives a copy as well. Factory management is requested to sign the CAP to verify their understanding of the findings.

For lower-risk deficiencies, our buying agents or direct vendors are expected to provide evidence to us 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 representatives re-audit the factory. Problems are tracked and factories are notified of the expectation of remedial action. Our goal is to have re-audits complete within six months of the prior audit.

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 may conclude that our merchandise can no longer be produced in 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 because improving working conditions in factories in underdeveloped countries is an ongoing effort and TJX, like other retailers, continues to face this challenge. We believe this is preferable to ceasing use of these factories as it 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.

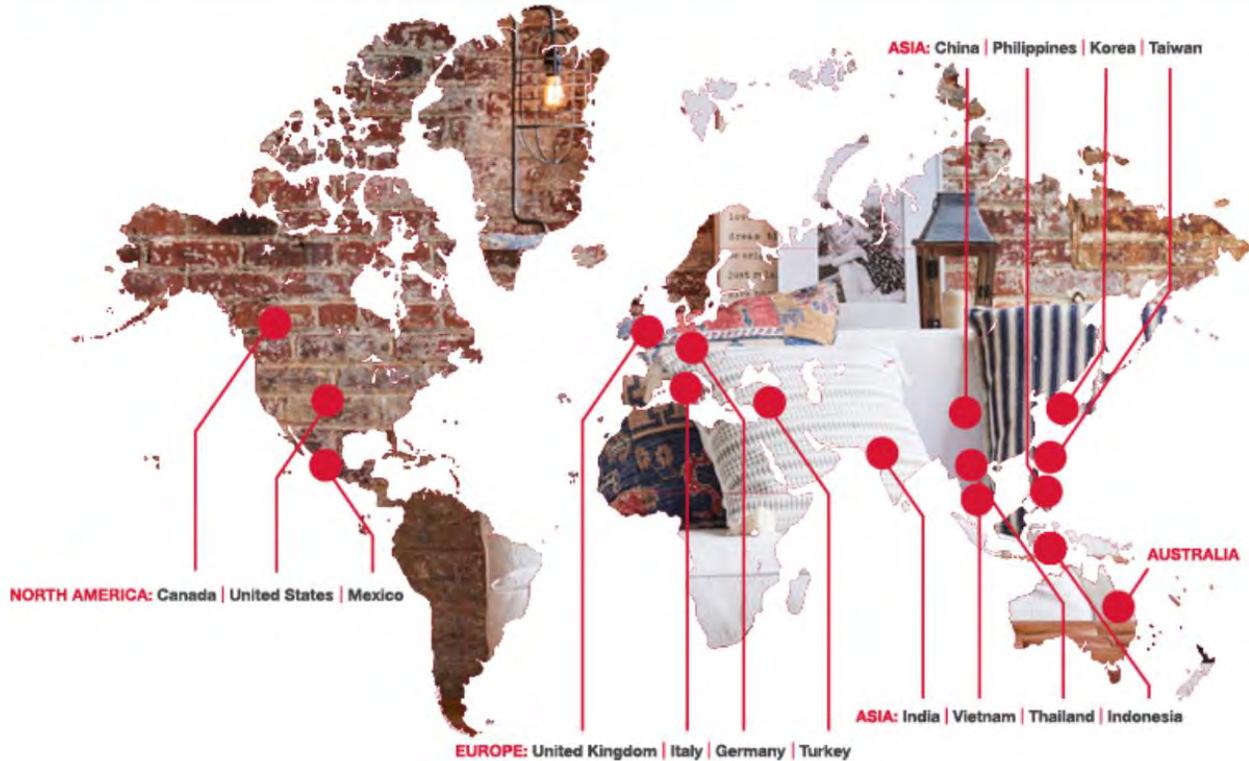
There are several issues that we consider to be "zero tolerance" issues. That is, we would immediately terminate use of a factory found to be in violation of certain aspects of our program, including for example, our prohibition of bribery/corruption; child, prison, or slave labor; human trafficking; maintaining a facility with all doors and/or exits locked; use of chemicals banned in that region; and failure to pay wages.

## **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 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. Our Supplier Training Program has been expanded to include coverage of the protection and conservation of water, as well as an overview of the legal requirements on the use of chemicals and hazardous materials in the regions where products are both manufactured and sold. Training includes case studies to assist vendors and factory management in better understanding our expectations and our Vendor Code of Conduct requirements in this area.

# SOCIAL COMPLIANCE TRAINING

## INTERNAL AND EXTERNAL TRAINING



We recognize that it is important to routinely train our buying agents, vendors, and factory management, and we strongly encourage all new factories to participate in such training. On average, we hold 10-12 training sessions a year in various locations around the world, regionally close to factories manufacturing product designed by us. In the past, we have conducted training in China, India, Indonesia, Korea, Mexico, the Philippines, Taiwan, Thailand, Turkey, the United States, and Vietnam (see map for complete list).

These training sessions were conducted by either UL or Intertek representatives, who were accompanied by our Assistant Vice President (AVP), Global Social Compliance. We believe the presence of our management at sessions in each of these countries demonstrates to factory management, buying agent management, and vendors that TJX is committed to our **Global Social Compliance Program**. Over time, our training sessions have included the following topics:

- / TJX's **Vendor Code of Conduct** and the expectations contained in this Code
- / Local labor laws
- / Anti-bribery laws (including the Foreign Corrupt Practices Act and the U.K. Bribery Act)
- / Regulations on chemicals and hazardous materials, Material Data Safety Sheets, hazardous waste management, and required environmental permits
- / Business ethics
- / TJX's policy against forced and involuntary labor, including slavery and human trafficking
- / Fire safety
- / Water conservation recommendations

- / TJX's fur practices
- / Factory compliance 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

In addition to the above, we often include targeted training based on geographic or other regional differences to ensure that we are covering the most pertinent topics for each training session, and we may break into focus groups to enhance training through shared learning.

Designated representatives at our international buying offices also provide instruction to our vendors and factory management 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 share our learnings, updating our product development and buying personnel on the requirements of TJX's Global Social Compliance Program.

# RESPONSIBLE SOURCING



TJX believes in the importance of ethical sourcing in our supply chain and is ever committed to continuous improvement. We strongly value the relationships that we have developed with our vendors. Built on a foundation of honesty, trust, and ethical business practices, we believe these relationships have been a key factor in our long-term success.

On a worldwide basis, more than 1,100 Associates in our buying organization source from a universe of more than 21,000 vendors and over 100 countries. We are committed to responsible business practices, and as part of TJX’s purchase order terms and conditions, 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 vendors are also required to ensure that any factories or subcontractors they use comply with our Code’s principles.



## OUR OFF-PRICE BUSINESS MODEL

We see ourselves as a global, off-price, value retailer. Our mission is to deliver great value to our customers by offering ever-changing selections of high quality, fashionable, brand name, and designer merchandise at prices generally 20% to 60% below full-price retailers’ (including department, specialty, and major online retailers) 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, meaning the right combination of brand, fashion, price, and quality.

## OUR SOCIAL COMPLIANCE EFFORTS

Historically, we have focused our factory monitoring and supplier training program on suppliers of products that we have designed and that have been manufactured for us, 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. 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. [Learn more about our commitment to Social Compliance.](#)



### RWENZORI TRADE PROJECT

Our buyers source a wide range of products for sale in our stores, including some items that are Fairtrade, organic, or produced from recycled materials. We are particularly proud of our Rwenzori Trade Project, a sustainable trade program that we helped to develop in Uganda.

In 2008, TJX Europe partnered with Save the Children with the aim of supporting education in the cotton growing communities in the Rwenzori region of Western Uganda. We began our work with 12 communities, funding classrooms and teachers' housing as well as donating money to supply educational materials, clean water, and toilets.

As our program developed, we learned that to sustain a long-term impact, these communities needed ways to generate greater and more reliable income for their families. We began working with local partners to help develop a sustainable trade program. Our goal was to help families living in this area increase their incomes so they could better care for themselves and send their children to school.

In 2011, the sustainable trade project was developed to support the production of cotton, coffee, cocoa, and handmade crafts. Working with local commercial and development partners, farmers were taught how to develop better and higher quality crop yields. Producers were brought together to form

cooperatives, giving them greater power in the marketplace, and a range of training courses were offered to teach skills ranging from bookkeeping to product development.

TJX Europe supported the establishment of a locally staffed trade center where producers can meet and collect, pack, and ship their products and where training is provided. The center also provides commercial, agronomic, and marketing support for their products and a community hub to facilitate collaboration.

Cotton, coffee, and cocoa co-operatives are now Fairtrade certified, helping the co-operatives achieve fairer pricing and better access to international markets. In fact, research conducted in 2018 shows that these coffee farmers now earn more for their crops. Higher earnings, combined with consistent sales of their crops, give families in the region a more reliable and increased income stream, allowing them to pay for basic needs, school fees and other necessities. 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. We are proud to offer the Rwenzori "Made to do Good" collection of products, including some of the coffee, chocolate, and crafts produced in that region, for sale in our stores across the U.S., Canada, and Europe.

## **EVOLVING ISSUES**

### **BANGLADESH: WORKER HEALTH AND SAFETY**

The tragedies that have taken place in factories in Bangladesh are reminders that we must remain vigilant and continue to monitor whether our policies and practices are adequate and appropriate. Although only a small amount of product manufactured for us is made in Bangladesh, worker health and safety have always been a significant part of TJX's **Global Social Compliance Program**, and in recent years 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. Additionally, we added a statement to our Vendor Code of Conduct that extends our requirements for providing safe and healthy conditions beyond the factory to include any living facilities provided to workers. Going forward, we plan to continue to follow the various initiatives of the retail industry to glean any insights that might enhance our own Global Social Compliance Program.

### **CONFLICT MINERALS**

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. 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 Global 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 that our affected vendors will not 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.

### **FUR PRACTICES**

TJX's businesses around the world are fur-free. From time to time, our businesses may offer products containing shearling, haircalf, or hide. Additionally, in Europe and Australia, we do not knowingly source goods containing angora. While across all of our regions – the U.S., Canada, Europe, and Australia, we avoid knowingly purchasing or selling products that contain real fur, the process of procuring merchandise for our off-price model is complex, and if an item containing fur is mistakenly sent to our stores or e-commerce sites, we work quickly to remove the item.

We are also committed to continuous improvement in the ethical sourcing of products intended for sale in our businesses, and as part of our ongoing considerations regarding animal welfare, we incorporated information about our fur practices into our social compliance training in 2018. Importantly, at all times, TJX is committed to conducting business in compliance with all applicable laws, rules, and regulations, including but not limited to, animal protection laws.

## **MODERN SLAVERY AND HUMAN TRAFFICKING**

### **(California Transparency in Supply Chains Act of 2010 and U.K. Modern Slavery Act of 2015)**

**About Our Business.** TJX is an off-price retailer of apparel and home fashions with over 4,500 stores across three continents in nine countries offering a rapidly changing assortment of merchandise. We source merchandise from a universe of more than 21,000 vendors and over 100 countries. Our strategies to acquire merchandise are intentionally flexible to allow our buying organization to react to frequently changing opportunities and trends in the market and to adjust how and what is acquired as well as when it is acquired.

**Our Commitment.** 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 our merchandise vendors, reflect these principles and prohibit involuntary or forced labor. We are aware that instances of modern slavery have been reported in merchandise supply chains. As described below, our Global Social Compliance program, which includes, among other things, our factory audit program, our Vendor Code of Conduct, our training efforts, and our grievance mechanisms for vendors, underscores our efforts to address and mitigate these risks with our merchandise vendors, and where appropriate, to take corrective action. We also regularly review factory audits performed, remediation efforts taken, and vendor training attendance, as part of these efforts.

Our TJX Global 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. This Committee also reviews summary results of audits and global trends in social compliance. In addition to our Global Social Compliance Committee, in 2018, we established a Global Corporate Responsibility Executive Steering Committee comprised of senior personnel across several departments, which has responsibility for overseeing our global corporate responsibility efforts across functions and geographies, facilitating information exchange, recommending additional program efforts to potentially undertake as a Company, and reporting to the Company's senior management and Board of Directors as appropriate.

While an overview of our efforts is provided here in response to the California Transparency in Supply Chains Act and the U.K. Modern Slavery Act, we invite you to explore a more comprehensive description of our **Social Compliance Program** within this section of our Corporate Responsibility microsite.

**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 involuntary or forced labor, including labor obtained through slavery or human trafficking. Our Vendor Code of Conduct further requires that the goods our merchandise vendors sell to us have been manufactured in accordance with all applicable laws and regulations, which include those pertaining to involuntary labor, forced labor or human trafficking. It also requires that merchandise vendors 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 the Vendor Code of Conduct. In May of 2020, we amended our Vendor Code of Conduct to expressly provide that

our merchandise vendors must not require workers to surrender any identity papers as a condition of employment, and our merchandise vendors must reimburse their workers for any recruitment or hiring fees paid. Additionally, we now require that merchandise vendors provide a written contract to their workers, with wage terms and terms of employment, prior to acceptance of employment.

**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 are expected to 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 leading independent auditors (including UL, Intertek, and Omega) and other third parties (such as our buying agent) to conduct social compliance audits at factories that supply products that we have designed for sale in our stores and online. In addition, we accept audit reports from recognized accredited audit sources, including BSCI, WRAP, and SEDEX, from these merchandise vendors. These social compliance audits evaluate and address risks of forced labor, including slavery and human trafficking. Over the last two decades, thousands of audits have been conducted.

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, where possible, 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. To this end, factory audits consider whether workers are responsible for any fees associated with their recruitment, and evaluate policies related to passport retention. Vendors are expected to cooperate fully with the audits and to provide the auditors with full access to their facilities, employees, and documentation. Factory audits include employee interviews in order to hear first-hand about worker treatment. 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 representatives around the world. Among other things, this training provides guidance on recognizing and mitigating the risks of forced labor, modern slavery, and human trafficking. A senior member of our U.S.-based Global Social Compliance team attends these training sessions, making sure our commitment to these important issues is clear.

**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, including vendor personnel, may reach us via any of the phone numbers or addresses listed by locality on the "**Contact Us**" section of our corporate website.

This Statement relates to our fiscal year that commenced on February 3, 2019 and ended February 1, 2020. The publication of this statement has been delayed due to disruptions to our business caused by COVID-19. This statement encompasses The TJX Companies, Inc. and its consolidated subsidiaries

because we take a global approach to modern slavery compliance. However, not all of our consolidated subsidiaries are subject to the California Transparency in Supply Chains Act or the U.K. Modern Slavery Act. This Statement was approved on October 15, 2020 by the Boards of Directors of TJX UK, TJX Europe Buying (Deutschland) Ltd. and TJX Europe Buying Ltd., which are the TJX subsidiaries subject to the U.K. Modern Slavery Act, and signed by the undersigned Director of each of those entities as of October 15, 2020.



David L. Averill, Director  
TJX UK, TJX Europe Buying (Deutschland) Ltd., and TJX Europe Buying Ltd.

### **UZBEKISTAN: FORCED ADULT AND CHILD LABOR**

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 forced adult or 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, and our vendors are reminded of this policy during our vendor training sessions.

In the past, we have been a signatory on letters urging the Government of Uzbekistan to ensure there is an immediate cessation to forced child labor in the cotton fields, and we have participated in multi-stakeholder meetings to address this issue. TJX continues to participate, along with over 300 other brands and retailers, as a signatory on a pledge, sponsored by the Responsible Sourcing Network, to not knowingly source Uzbekistan cotton until the Government of Uzbekistan eliminates the practice of forced child and adult labor.

### **CONTINUOUS IMPROVEMENT**

Responsible sourcing and social compliance are tremendously challenging undertakings, and we know that we do not have all of the answers. 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 further enhancing our reporting on our **Corporate Responsibility** microsite.

To raise questions or concerns about these issues, please contact us at [complianceofficer@tjx.com](mailto:complianceofficer@tjx.com).

# SERVING OUR CUSTOMERS



TJX is the leading off-price retailer of apparel and home fashions in the U.S. and worldwide. Our mission is to deliver great value to our customers by offering a rapidly changing assortment of brand name, designer and other high quality fashions at prices generally 20%-60% below full-price retailers' (including department, specialty, and major online retailers) regular prices, on comparable merchandise, every day. Our stores are located in a variety of geographic areas, from urban to rural, and serve a diverse customer base.

Our customers are very important to us, and we challenge ourselves to find new and innovative ways of improving our shopping experience so that we may best serve their changing preferences, tastes, and interests. We believe an excellent experience, our rapidly changing assortment of merchandise, and the thrill of off-price shopping are some of the factors that can keep our customers coming back again and again.

To support our goal of an excellent customer experience, we provide our store Associates with training to enhance interactions with customers. We also have a number of in-store programs designed to motivate and reward our Associates, stores, and districts, as well as programs for Associates to share ideas, including thoughts on how to further improve the customer experience. An important goal of all of our store training programs is to teach, develop, and lead teams to provide excellence in customer service so that our customers can have a wonderful shopping experience across all of our retail chains.

## 2019 KEY HIGHLIGHT



**4,500+**

stores spanning nine countries on three continents

Behind the scenes, we have dedicated Store Planning and Operations groups within each retail chain that are responsible for understanding our customer base across different geographic locations. This helps us get the right products to the right stores at the right time – essentially giving our customers what they want, when they want it. Our business model allows us the flexibility to rebalance inventory levels in key categories, which has enhanced the treasure hunt experience that so many of our customers love and expect when they shop our stores.

One way we measure our success is by asking customers to rate their experience using online customer satisfaction surveys. Through these responses we are able to provide feedback to Store Operations management so they may identify opportunities and work to address issues quickly – and ultimately improve the in-store experience. This input also allows us to develop clear customer experience training for store managers, team leaders, and Associates. The data has also helped drive broad improvements across many of our retail chains. Over the past few years, we have redesigned our floor plans and dressing rooms; added department-specific fixtures that allow us to transform product categories into small “shops” for flexible periods of time; added LED lighting in jewelry cases to better highlight our products; and implemented new processes and technologies to speed up checkout times and dressing room lines. We have carefully tested each initiative for how it can drive excitement about our retail chains and products and continue to help deliver the experience we know our customers love and have come to expect.

We believe our efforts to deliver an excellent customer experience and great service are paying off. In 2019, TJX was ranked #16 on the National Retail Federation's list of top U.S. retailers, and from 2016 to 2018 T.J. Maxx was voted Brand of the Year in the off-price retailer category by the Harris Poll, which surveyed more than 77,000 U.S. consumers measuring brand health over time, including familiarity, quality and purchase consideration.

## SUPPLIER DIVERSITY



At TJX, operating responsibly is part of our DNA. For us, this responsibility includes valuing diversity throughout our supplier community.

Managed by our Global Sourcing and Procurement group, our Supplier Diversity Program is dedicated to broadening supplier options for not-for-resale goods and services in the U.S. Since its inception in 1992, our program has helped us access procurement opportunities with businesses owned by minorities, women, veterans, LGBTQ individuals, and persons with disabilities. This, in turn, has helped us identify the best vendors for mutually beneficial relationships. Expanding relationships with a diverse supplier base also encourages economic development in our suppliers' local communities.

In 2019, we continued a project designed to support owners of diverse businesses local to our Massachusetts home office through mentorships with TJX Associates. Through this program, we aim to build relationships and support diverse suppliers for continued success. We were also pleased to recently join the **Massachusetts LGBT Chamber of Commerce** as a founding member. Our memberships in this, and other organizations, help us continue our commitment to creating inclusive relationships and drive economic impact in our local communities.

### **SUPPLIER REQUIREMENTS**

To support TJX's goal of providing great value to our customers every day, our suppliers must demonstrate:

- / Financial stability
- / Proven history of successful projects
- / Understanding of TJX's business and practices
- / Ability to provide high-quality, cost-competitive products and services
- / Ability to scale their business and services to adapt to TJX's evolving needs
- / Record of and commitment to acting in accordance with all applicable laws and regulations, in addition to maintaining the highest standards of business ethics

## CERTIFICATION REQUIREMENTS

To participate in our Supplier Diversity Program, suppliers must be certified by one of the following:

- / **National Minority Supplier Development Council**
- / **Women's Business Enterprise National Council**
- / **Disability:IN**
- / **National Veteran-Owned Business Association**
- / **National LGBT Chamber of Commerce**
- / **Other state, local, and federal certifying agencies**

Suppliers certified by an organization listed above can register on our **supplier diversity portal**. While registering with TJX does not guarantee a business opportunity, it helps us better understand suppliers' capabilities and experience. We will contact suppliers that meet our criteria if we have an appropriate, matching need.

## CONTACTS

**Not-for-resale goods or services:** Please contact our Office of Supplier Diversity at [Supplier\\_Diversity@tjx.com](mailto:Supplier_Diversity@tjx.com).

**Resale merchandise:** Please contact the appropriate merchandise department at 508-390-1000.

## OUR CORPORATE MEMBERSHIPS INCLUDE:



## STAKEHOLDER ENGAGEMENT



We strongly believe that for our policies and practices to be effective, they must evolve and be informed by the perspectives of our many stakeholders, including our Associates, customers, investors, and others. Therefore, we strive to maintain an open dialogue with these important groups to achieve our goals.

### ENGAGING WITH OUR ASSOCIATES

At the corporate level and across our divisions, we have many different ways to communicate with and engage our Associates. We believe this and our open-door philosophy are key to maintaining our culture. We want our Associates to be informed about our businesses and allow them opportunities to participate in Company-organized activities and community events. As such, we have many different ways to communicate with Associates in our home offices, including: virtual and live management Town Hall meetings; State of the Company meetings; CEO updates; The Thread, our global intranet, which disseminates announcements and facilitates information and policy sharing; TJX geographic publications, such as TJXtra in Europe; and weekly bulletins in various regions around the globe. We share important Company information with store Associates through team huddles with Store Managers and in-store bulletin boards, which also allow us to share store news, like volunteer events, fundraising successes, new processes, and more.

In Canada, we participate in The Great Place to Work Institute survey, and in 2019, for the fifth consecutive year, TJX Canada received the distinction of being named a Top 50 Great Place to Work in Canada. Organizations on the 2019 list were ranked using the results of a survey called the Trust Index, which was developed and is administered by the Institute. The survey methodology is backed by 30 years of research and the 2019 list assessed over 400 organizations, with employee feedback representing over 300,000 Canada-based employees.

Additionally, The JOY Project in Canada has inspired, motivated, and built Associates' morale. This in-store program is focused on supporting the integral parts of our culture at TJX Canada as we strive to create an overall positive environment by recognizing store Associates for "spreading joy" through

random acts of kindness, such as encouraging a co-worker or providing a helping hand to a customer. Further, in our Canadian Distribution Centers, our DRIVE program (Delivering Results, Innovation, and Value through Engagement) seeks to identify best practices and efficiencies through in-the-moment and planned conversations between managers and Associates. Our goal in both of these programs is to drive the importance of building strong connections between managers, Associates, and customers.

### **ENGAGING WITH OUR CUSTOMERS**

As the leading off-price apparel and home fashions retailer in the U.S. and worldwide, our customers reflect a broad and diverse demographic. Engaging with our customers allows us to address their changing preferences, tastes, and concerns. One way we measure our success is by asking customers to rate their experience using online customer satisfaction surveys. Based on what we hear from our customers, we regularly provide Store Operations management with feedback regarding store performance so they may identify opportunities and address issues quickly – and ultimately improve the in-store experience.

Each retail chain 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.

We share more about the many ways we engage with our customers on the [Serving Our Customers](#) page of our website.

### **ENGAGING WITH OUR INVESTORS**

We speak regularly with shareholders throughout the year via investor meetings, conferences, and phone calls. These interactions allow us to engage with the investment community regarding our Company's performance financially and, as requested, on environmental, social, and governance (ESG) matters. We listen to our shareholders' insights and perspectives thoughtfully, considering what is best for our many stakeholders and our Company overall.

## Governance



Our vision is to continue to grow TJX as a global, off-price, value retailer. 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 honesty and integrity, and treating others with dignity and respect. We rely on the talent and efforts of our Associates, as well as the example set by our leaders, to help us live these principles every day and foster the continued success of our Company.

These principles inform our approach to 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 seek to operate with the highest standards of ethical conduct and in compliance with laws and regulations. Additionally, our Board of Directors and management believe that responsibly considering the interests of all of our key stakeholders – our Associates, customers, communities, vendors, and investors – provides us with input so we may focus on what is best for our business overall.

## Board of Directors

As a global company with operations on four continents, we consider inclusion and diversity 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, fostering inclusion, and promoting a talented and diverse workforce.

### DIRECTOR QUALIFICATIONS AND NOMINATIONS

The Corporate Governance Committee recommends to the Board individuals to be director nominees who, in the opinion of the Committee, have high personal and professional ethics, integrity, and values; have demonstrated ability and judgment; can provide sound, expert, and prudent guidance with respect to our operations, strategy, and interests; and will be committed to collectively serving the long-term best interests of our shareholders. The Corporate Governance Committee considers a range of factors for individual candidates. These factors include professional experience, particularly in light of our business and current needs for the Board, independence, and gender, ethnic, racial, age, and geographic diversity.

The Committee seeks nominees who have established strong professional reputations with experience in substantive areas that are important to our business, such as:

- / International operations and growth
- / Marketing and brand management
- / Sales, buying, and distribution
- / Accounting, finance, and capital structure
- / Succession planning
- / Strategic planning and leadership of complex organizations
- / Human resources and talent development practices
- / Risk oversight
- / Strategy, growth, and innovation

### BOARD DIVERSITY



Our Corporate Governance Committee takes diversity, including gender, ethnic, racial, age, and geographic diversity into account among the many factors it considers when evaluating the suitability of prospective Board nominees.

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

- / Two of the five members of our Audit Committee are audit committee financial experts.
- / 11 of our 13 Board members are independent.
- / Six of our 13 Board members are women.
- / Nine of our 13 Board members reflect gender or ethnic/racial diversity.

- / Our Board represents a range of ethnicities, experiences, and backgrounds.
- / In 2019, we were once again recognized by the Women’s Forum at their Breakfast of Corporate Champions for advancing gender parity in the boardroom and having a Board of Directors comprised of over 40% women.
- / In 2020, we celebrated our ninth 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. We are considered an “Honor Roll” recipient, having appeared on the list for at least five consecutive years.

For more detail on our Board of Directors, Committees of the Board, and governance structure, we encourage you to visit our [Corporate Governance Documents](#) page.

## BOARD OF DIRECTORS



**CAROL MEYROWITZ**

- / Director since 2006
- / Executive Chairman of the Board
- / Chairman of the Executive Committee

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**ERNIE HERRMAN**

- / Director since 2015
- / Chief Executive Officer and President

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**ZEIN ABDALLA**

- / Independent Director since 2012
- / Member of the Corporate Governance and Finance Committees

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**C. KIM GOODWIN**

- / Independent Director since 2020
- / Member of the Audit Committee

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**JOSÉ B. ALVAREZ**

- / Independent Director since 2020, and from 2007-2018
- / Member of the Corporate Governance and Executive Compensation Committees

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**MICHAEL F. HINES**

- / Independent Director since 2007
- / Chairman of the Audit Committee and member of the Finance Committee

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**ALAN M. BENNETT**

- / Independent Director since 2007
- / Lead Director and Member of the Executive Compensation and Executive Committees

[MORE](#) ▾



**AMY B. LANE**

- / Independent Director since 2005
- / Chairman of the Finance Committee and member of the Audit and Executive Committees

[MORE](#) ▾



**ROSEMARY T. BERKERY**

- / Independent Director since 2018
- / Chairman of the Executive Compensation Committee and Member of the Audit Committee

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**JACKWYN L. NEMEROV**

- / Independent Director since 2016
- / Member of the Corporate Governance and Executive Compensation Committees

[MORE](#) ▾



**DAVID T. CHING**

- / Independent Director since 2007
- / Member of the Audit and Corporate Governance Committees

[MORE](#) ▾



**JOHN F. O'BRIEN**

- / Independent Director since 1996
- / Member of the Finance Committee

[MORE](#) ▾



**WILLOW B. SHIRE**

- / Independent Director since 1995
- / Chairman of the Corporate Governance Committee and member of the Executive Compensation Committee

[MORE](#) ▾

## BOARD COMMITTEES

### AUDIT COMMITTEE

- / Michael F. Hines, Chair
- / Rosemary T. Berkery
- / David T. Ching
- / C. Kim Goodwin
- / Amy B. Lane

### CORPORATE GOVERNANCE COMMITTEE

- / Willow B. Shire, Chair
- / Zein Abdalla
- / José B. Alvarez
- / David T. Ching
- / Jackwyn Nemerov

### EXECUTIVE COMPENSATION COMMITTEE

- / Rosemary T. Berkery, Chair
- / José B. Alvarez
- / Alan M. Bennett
- / Jackwyn Nemerov
- / Willow B. Shire

### FINANCE COMMITTEE

- / Amy B. Lane, Chair
- / Zein Abdalla
- / Michael F. Hines
- / John F. O'Brien

### EXECUTIVE COMMITTEE

- / Carol Meyrowitz, Chair
- / Alan M. Bennett
- / Amy B. Lane

## 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

### DOUGLAS MIZZI

- / Senior Executive Vice President
- / Group President

### RICHARD SHERR

- / Senior Executive Vice President
- / Group President

# CORPORATE GOVERNANCE DOCUMENTS

TJX has a long history of strong corporate governance practices and policies. As part of our governance practices, we are committed to high standards of ethics, which are reflected in the TJX Global Code of Conduct, Code of Ethics for TJX Executives, Director Code of Business Conduct and Ethics, and Corporate Governance Principles. Specifically, our Global Code of Conduct, which applies to all Associates worldwide, details our basic principles of honesty, integrity, and treating others with dignity and respect and serves as a guide for ethical business conduct. The Code is translated into over 30 languages, and we provide periodic training, both formal and informal, to reinforce our expectations. Our directors are also subject to this Code. Our Code of Ethics for TJX Executives reinforces the significant expectations we have for ethical business practices from our executive officers and other senior operating and financial executives who are also subject to our 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.

## ORGANIZATIONAL DOCUMENTS

- / [Certificate of Incorporation](#)
- / [Bylaws](#)

## COMMITTEE CHARTERS

- / [Executive Committee](#)
- / [Audit Committee](#)
- / [Executive Compensation Committee](#)
- / [Finance Committee](#)
- / [Corporate Governance Committee](#)

## GUIDELINES, CODES, AND STANDARDS

- / [Global Code of Conduct](#)
- / [Code of Ethics for TJX Executives](#)
- / [Director Code of Business Conduct and Ethics](#)
- / [Executive Stock Ownership and Retention Policies and Practices](#)
- / [Statement on Political Activity and Expenditure](#)
- / [Corporate Governance Principles](#)

## POLICIES FOR COMMUNICATING WITH THE BOARD OF DIRECTORS AND MANAGEMENT

- / [Shareholder Policies](#)
- / [Reporting Policy Regarding Accounting Matters](#)

# Appendix

## TJX GRI Content Index

Fiscal Year 2020

TJX provides an index of our corporate responsibility reporting mapped against the Global Reporting Initiative's (GRI) Standards for Sustainability Reporting Framework guidelines. This material references the GRI Standards published in 2018.

GRI Standards Indicator	Disclosure title	TJX description	Link	Source(s)	Page
<b>GRI 102: General Disclosures</b>					
<b>1. Organizational profile</b>					
102-1	Name of the organization	The TJX Companies, Inc	<a href="http://www.tjx.com/company/">http://www.tjx.com/company/</a>	Website	N/A
102-2	Activities, brands, products, and services	TJX is the leading off-price apparel and home fashions retailer in the U.S. and worldwide and was ranked 80 among Fortune 500 companies in May 2020. At the end of our fiscal year 2020 (February 1, 2020), the Company had nearly \$42 billion in revenues, more than 4,500 stores in 9 countries, 4 e-commerce sites, and approximately 286,000 Associates. We operate T.J. Maxx and Marshalls (combined, Marmaxx), HomeGoods, Sierra, and Homesense, as well as tjmaxx.com, marshalls.com, and sierra.com, in the U.S.; Winners, HomeSense, and Marshalls (combined, TJX Canada) in Canada; and T.K. Maxx in the U.K., Ireland, Germany, Poland, Austria, the Netherlands, and Australia, as well as Homesense in the U.K. and Ireland, and tkmaxx.com in the U.K. (combined, TJX International).	<a href="http://www.tjx.com/company/">http://www.tjx.com/company/</a>	Website	N/A
102-3	Location of headquarters	770 Cochituate Road, Framingham, MA 01701 USA	<a href="https://www.tjx.com/docs/default-source/annual-reports/tjx-2019-annual-report.pdf">https://www.tjx.com/docs/default-source/annual-reports/tjx-2019-annual-report.pdf</a>	Annual Report	1
102-4	Location of operations		<a href="https://www.tjx.com/docs/default-source/annual-reports/tjx-2019-annual-report.pdf">https://www.tjx.com/docs/default-source/annual-reports/tjx-2019-annual-report.pdf</a>	Annual Report	17-20
102-5	Ownership and legal form		<a href="https://www.tjx.com/docs/default-source/annual-reports/tjx-2019-annual-report.pdf">https://www.tjx.com/docs/default-source/annual-reports/tjx-2019-annual-report.pdf</a>	Annual Report	1
102-6	Markets served		<a href="http://www.tjx.com/businesses/">http://www.tjx.com/businesses/</a>	Website	N/A
102-7	Scale of the organization		<a href="http://www.tjx.com/company/">http://www.tjx.com/company/</a>	Website	N/A
102-8	Information on employees and other workers	At the end of our fiscal year 2020 (February 1, 2020), the Company had approximately 286,000 Associates.	<a href="http://www.tjx.com/company/">http://www.tjx.com/company/</a>	Website	N/A
102-9	Supply chain	On a worldwide basis, more than 1,100 Associates in our buying organization source from a universe of more than 21,000 vendors and over 100 countries.	<a href="http://www.tjx.com/responsibility/responsible-business/supplier-diversity.html">http://www.tjx.com/responsibility/responsible-business/supplier-diversity.html</a>	Website, CR report	93
			<a href="http://www.tjx.com/responsibility/responsible-business/social-compliance/product-sourcing.html">http://www.tjx.com/responsibility/responsible-business/social-compliance/product-sourcing.html</a>	Website, CR report	85
102-10	Significant changes to the organization and its supply chain	No significant changes	<a href="https://www.tjx.com/docs/default-source/annual-reports/tjx-2019-annual-report.pdf">https://www.tjx.com/docs/default-source/annual-reports/tjx-2019-annual-report.pdf</a>	Annual Report	N/A

GRI Standards Indicator	Disclosure title	TJX description	Link	Source(s)	Page
102-12	External initiatives	Our Global Social Compliance Program is inspired by the United Nations Guiding Principles on Business and Human Rights. We are members of the National Retail Federation, the Retail Industry Leaders Association, Ethisphere's Business Ethics Leadership Alliance, Boston College Center for Corporate Citizenship, and the Ethics & Compliance Officer Association.	<a href="http://www.tjx.com/responsibility/responsible-business/social-compliance/our-program.html">http://www.tjx.com/responsibility/responsible-business/social-compliance/our-program.html</a>	Website, CR report	78-79
		Our Supplier Diversity Program is dedicated to broadening supplier options for not-for-resale goods and services in the U.S. As part of this effort, we are members of National Minority Supplier Development Council, Greater New England Minority Supplier Development Council, Women's Business Enterprise National Council, Disability:IN, National Veteran-Owned Business Association, National LGBT Chamber of Commerce, Center for Women & Enterprise. We are also founding members of the Massachusetts LGBT Chamber of Commerce.	<a href="http://www.tjx.com/responsibility/responsible-business/supplier-diversity.html">http://www.tjx.com/responsibility/responsible-business/supplier-diversity.html</a>	Website, CR report	93-94
		We are committed to continuous improvement in the ethical sourcing of products intended for sale in our businesses. Examples of this include the Rwenzori Trade Project, a sustainable trade program that we helped to develop in Uganda. We are also responsive to other industry issues such as fire safety (in response to issues in Bangladesh), fur (all TJX businesses are fur free), and are as a signatory on a pledge, sponsored by the Responsible Sourcing Network, to not knowingly source Uzbekistan cotton until the Government of Uzbekistan eliminates the practice of forced child and adult labor.	<a href="https://www.tjx.com/responsibility/responsible-business/responsible-sourcing">https://www.tjx.com/responsibility/responsible-business/responsible-sourcing</a>	Website, CR report	85-90
102-13	Membership of associations	As we continue to develop and evolve our Global Social Compliance Program, we engage with various audiences and consider their guidance. We are members of the National Retail Federation, the Retail Industry Leaders Association, Ethisphere's Business Ethics Leadership Alliance, Boston College Center for Corporate Citizenship, 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.	<a href="http://www.tjx.com/responsibility/responsible-business/social-compliance/our-program.html">http://www.tjx.com/responsibility/responsible-business/social-compliance/our-program.html</a>	Website, CR report	78-79
		We are a member of the EPA's SmartWay Transport Partnership.	<a href="http://www.tjx.com/responsibility/environment/logistics.html">http://www.tjx.com/responsibility/environment/logistics.html</a>	Website, CR report	57
		Our corporate memberships include organizations committed to minority suppliers: NMSDC, GNEMSDC, WBENC, Center for Women & Enterprise, Disability:IN, ngfcc, NaVOBA. We were also pleased to recently join the Massachusetts LGBT Chamber of Commerce as a founding member. Our memberships in this, and other organizations, help us continue our commitment to creating inclusive relationships and drive economic impact in our local communities.	<a href="http://www.tjx.com/responsibility/responsible-business/supplier-diversity.html">http://www.tjx.com/responsibility/responsible-business/supplier-diversity.html</a>	Website, CR report	94
		Our partner organizations include the NAACP, the National Urban League, the National Hispanic Corporate Council, Disability:IN, and Diversity Best Practices. We also belong to Conexion in Boston, The Partnership.	<a href="https://www.tjx.com/responsibility/workplace/development">https://www.tjx.com/responsibility/workplace/development</a>	Website, CR report	15
<b>2. Strategy</b>					
102-14	Statement from senior decision-maker	Letter from Ernie Herrman, CEO and President, to our Associates, customers, neighbors, vendors and shareholders.	<a href="http://www.tjx.com/responsibility/ceo-letter.html">http://www.tjx.com/responsibility/ceo-letter.html</a>	Website, CR report	4-5

GRI Standards Indicator	Disclosure title	TJX description	Link	Source(s)	Page	
<b>3. Ethics and integrity</b>						
102-16	Values, principles, standards, and norms of behavior	As part of our governance practices, we are committed to high standards of ethics, which are reflected in the TJX Global Code of Conduct, Code of Ethics for TJX Executives, Director Code of Business Conduct and Ethics, and Corporate Governance Principles.	<a href="https://www.tjx.com/docs/default-source/default-document-library/TJX-Code-of-Conduct.pdf">https://www.tjx.com/docs/default-source/default-document-library/TJX-Code-of-Conduct.pdf</a>	TJX Global Code of Conduct, CR report	101	
			<a href="https://www.tjx.com/docs/default-source/corporate-responsibility/Code-of-Ethics-for-TJX-Executives.pdf">https://www.tjx.com/docs/default-source/corporate-responsibility/Code-of-Ethics-for-TJX-Executives.pdf</a>	Code of Ethics for TJX Executives, CR report	101	
			<a href="https://www.tjx.com/docs/default-source/corporate-responsibility/Director-Code-of-Business-Conduct-and-Ethics.pdf">https://www.tjx.com/docs/default-source/corporate-responsibility/Director-Code-of-Business-Conduct-and-Ethics.pdf</a>	Director Code of Business Conduct & Ethics, CR report	101	
		Our global corporate responsibility programs continue to grow and evolve, but our efforts will always be part of the fabric of who we are and reflect our core values of honesty, integrity, and treating each other with dignity and respect. We remain committed to making a positive impact on the world in which we live and conduct our business.	<a href="https://www.tjx.com/responsibility">https://www.tjx.com/responsibility</a>	Website, CR report	1	
102-17	Mechanisms for advice and concerns about ethics	Reporting Policy Regarding Accounting Matters	<a href="https://www.tjx.com/docs/default-source/default-document-library/TJX-Code-of-Conduct.pdf">https://www.tjx.com/docs/default-source/default-document-library/TJX-Code-of-Conduct.pdf</a>	TJX Global Code of Conduct, CR report	101	
			<a href="https://www.tjx.com/docs/default-source/corporate-responsibility/Reporting-Policy-Regarding-Accounting-Matters.pdf">https://www.tjx.com/docs/default-source/corporate-responsibility/Reporting-Policy-Regarding-Accounting-Matters.pdf</a>	Website, CR report	101	
		Contact page	<a href="https://www.tjx.com/contact">https://www.tjx.com/contact</a>	Website	N/A	
<b>4. Governance</b>						
102-18	Governance structure		<a href="https://www.tjx.com/docs/default-source/annual-reports/tjx-2020-proxy-statement.pdf">https://www.tjx.com/docs/default-source/annual-reports/tjx-2020-proxy-statement.pdf</a>	Proxy filing	6-7	
			<a href="http://www.tjx.com/investors/governance/board-of-directors.html">http://www.tjx.com/investors/governance/board-of-directors.html</a>	Website, CR report	97-99	
102-20	Executive-level responsibility for economic, environmental, and social topics	Our Executive Environmental Steering Committee (EESC) is responsible for guiding the development of TJX's environmental sustainability strategy and aligning it with the overall business strategy. 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.	<a href="http://www.tjx.com/responsibility/environment/program-oversight.html">http://www.tjx.com/responsibility/environment/program-oversight.html</a>	Website, CR report	49	
			The Corporate Responsibility Executive Steering Committee was formed to, among other things, guide corporate responsibility strategies to align them with TJX business priorities, support our global corporate responsibility efforts across functions and geographies, facilitate corporate responsibility information exchange, recommend additional program efforts, and, through the Committee's executive sponsor, periodically report on our progress to the Company's senior management and Board of Directors.	<a href="https://www.tjx.com/responsibility">https://www.tjx.com/responsibility</a>	Website, CR report	1
			The Global 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, oversees compliance of TJX's ethical sourcing initiatives, and serves in an advisory capacity, helping to guide the strategy and execution of the program. Our international buying offices and merchants also play key roles in achieving our goals.	<a href="http://www.tjx.com/responsibility/responsible-business/social-compliance/our-program.html">http://www.tjx.com/responsibility/responsible-business/social-compliance/our-program.html</a>	Website, CR report	78

GRI Standards Indicator	Disclosure title	TJX description	Link	Source(s)	Page
102-21	Consulting stakeholders on economic, environmental, and social topics	We have reviewed and incorporated many of the international human rights standards enunciated by international bodies, such as the United Nations and the International Labour Organization, and have received and at times, incorporated insights and suggestions from socially responsible investors.	<a href="http://www.tjx.com/responsibility/responsible-business/social-compliance/our-program.html">http://www.tjx.com/responsibility/responsible-business/social-compliance/our-program.html</a>	Website, CR report	78-79
		We strongly believe that for our policies and practices to be effective, they must evolve and be informed by the perspectives of our many stakeholders, including our Associates, customers, investors, and others. Therefore, we strive to maintain an open dialogue with these important groups to achieve our goals	<a href="http://www.tjx.com/responsibility/responsible-business/stakeholder-engagement.html">http://www.tjx.com/responsibility/responsible-business/stakeholder-engagement.html</a>	Website, CR report	95-96
102-22	Composition of the highest governance body and its committees		<a href="http://www.tjx.com/investors/governance/board-of-directors.html">http://www.tjx.com/investors/governance/board-of-directors.html</a>	Website, CR report	98-100
102-23	Chair of the highest governance body		<a href="http://www.tjx.com/investors/governance/board-of-directors.html">http://www.tjx.com/investors/governance/board-of-directors.html</a>	Website, CR report	98-99
			<a href="https://www.tjx.com/docs/default-source/annual-reports/tjx-2020-proxy-statement.pdf">https://www.tjx.com/docs/default-source/annual-reports/tjx-2020-proxy-statement.pdf</a>	Proxy filing	7
102-24	Nominating and selecting the highest governance body		<a href="https://www.tjx.com/docs/default-source/annual-reports/tjx-2020-proxy-statement.pdf">https://www.tjx.com/docs/default-source/annual-reports/tjx-2020-proxy-statement.pdf</a>	Proxy filing	7, 9, 10, 12, 13
			<a href="http://www.tjx.com/investors/governance/board-of-directors.html">http://www.tjx.com/investors/governance/board-of-directors.html</a>	Website, CR report	98-99
102-25	Conflicts of interest		<a href="https://www.tjx.com/docs/default-source/corporate-responsibility/Director-Code-of-Business-Conduct-and-Ethics.pdf">https://www.tjx.com/docs/default-source/corporate-responsibility/Director-Code-of-Business-Conduct-and-Ethics.pdf</a>	Director Code of Business Conduct & Ethics, CR report	101
102-26	Role of highest governance body in setting purpose, values, and strategy		<a href="https://www.tjx.com/docs/default-source/annual-reports/tjx-2020-proxy-statement.pdf">https://www.tjx.com/docs/default-source/annual-reports/tjx-2020-proxy-statement.pdf</a>	Proxy filing	6
102-28	Evaluating the highest governance body's performance		<a href="https://www.tjx.com/docs/default-source/annual-reports/tjx-2020-proxy-statement.pdf">https://www.tjx.com/docs/default-source/annual-reports/tjx-2020-proxy-statement.pdf</a>	Proxy filing	7, 9, 10

GRI Standards Indicator	Disclosure title	TJX description	Link	Source(s)	Page
102-33	Communicating critical concerns		<a href="https://www.tjx.com/docs/default-source/default-document-library/TJX-Code-of-Conduct.pdf">https://www.tjx.com/docs/default-source/default-document-library/TJX-Code-of-Conduct.pdf</a>	TJX Global Code of Conduct, CR report	101
102-35	Remuneration policies		<a href="https://www.tjx.com/docs/default-source/annual-reports/tjx-2020-proxy-statement.pdf">https://www.tjx.com/docs/default-source/annual-reports/tjx-2020-proxy-statement.pdf</a>	Proxy filing	26-50
102-36	Process for determining remuneration		<a href="https://www.tjx.com/docs/default-source/annual-reports/tjx-2020-proxy-statement.pdf">https://www.tjx.com/docs/default-source/annual-reports/tjx-2020-proxy-statement.pdf</a>	Proxy filing	26-50
102-37	Stakeholders' involvement in remuneration		<a href="https://www.tjx.com/docs/default-source/annual-reports/tjx-2020-proxy-statement.pdf">https://www.tjx.com/docs/default-source/annual-reports/tjx-2020-proxy-statement.pdf</a>	Proxy filing	26-50
102-38	Annual total compensation ratio		<a href="https://www.tjx.com/docs/default-source/annual-reports/tjx-2020-proxy-statement.pdf">https://www.tjx.com/docs/default-source/annual-reports/tjx-2020-proxy-statement.pdf</a>	Proxy filing	60
<b>5. Stakeholder engagement</b>					
102-40	List of stakeholder groups	Stakeholder engagement	<a href="http://www.tjx.com/responsibility/responsible-business/stakeholder-engagement.html">http://www.tjx.com/responsibility/responsible-business/stakeholder-engagement.html</a>	Website, CR report	95-96
		Listening to, and serving our customers	<a href="https://www.tjx.com/responsibility/responsible-business/serving-our-customers">https://www.tjx.com/responsibility/responsible-business/serving-our-customers</a>	Website, CR report	91-92
		As a leader in global retail and a Fortune 100 company, we recognize the obligation we have to our key stakeholders – Associates, customers, communities, vendors, and shareholders – to operate a responsible business.	<a href="https://www.tjx.com/responsibility/responsible-business">https://www.tjx.com/responsibility/responsible-business</a>	Website, CR report	71
102-41	Collective bargaining agreements		<a href="http://www.tjx.com/responsibility/responsible-business/social-compliance/vendor-code-of-conduct.html">http://www.tjx.com/responsibility/responsible-business/social-compliance/vendor-code-of-conduct.html</a>	Vendor Code of Conduct, CR report	75
102-42	Identifying and selecting stakeholders		<a href="http://www.tjx.com/responsibility/responsible-business/stakeholder-engagement.html">http://www.tjx.com/responsibility/responsible-business/stakeholder-engagement.html</a>	Website, CR report	95-96
102-43	Approach to stakeholder engagement		<a href="http://www.tjx.com/responsibility/responsible-business/stakeholder-engagement.html">http://www.tjx.com/responsibility/responsible-business/stakeholder-engagement.html</a>	Website, CR report	95-96
102-44	Key topics and concerns raised		<a href="http://www.tjx.com/responsibility/responsible-business/social-compliance/evolving-issues.html">http://www.tjx.com/responsibility/responsible-business/social-compliance/evolving-issues.html</a>	Website, CR report	85-90
<b>6. Reporting practice</b>					
102-45	Entities included in the consolidated financial statements		<a href="https://www.tjx.com/docs/default-source/annual-reports/tjx-2019-annual-report.pdf">https://www.tjx.com/docs/default-source/annual-reports/tjx-2019-annual-report.pdf</a>	Annual Report	24
102-46	Defining report content and topic Boundaries		<a href="http://www.tjx.com/responsibility/reporting/">http://www.tjx.com/responsibility/reporting/</a>	Website, CR report	68-70
102-48	Restatements of information	There are no restatements from previously published CR data	N/A	N/A	N/A
102-50	Reporting period		<a href="https://www.tjx.com/responsibility/reporting/">https://www.tjx.com/responsibility/reporting/</a>	Website, CR report	1
102-51	Date of most recent report		<a href="https://www.tjx.com/responsibility/reporting/">https://www.tjx.com/responsibility/reporting/</a>	Website, CR report	1
102-52	Reporting cycle		<a href="https://www.tjx.com/responsibility/reporting/">https://www.tjx.com/responsibility/reporting/</a>	Website, CR report	1
102-53	Contact point for questions regarding the report	For more information on our corporate responsibility reporting, please contact Global Communications at 1-508-390-2323.	<a href="https://www.tjx.com/responsibility/reporting/">https://www.tjx.com/responsibility/reporting/</a>	Website	N/A
102-54	Claims of reporting in accordance with the GRI Standards	TJX provides an index of our corporate responsibility reporting mapped against the Global Reporting Initiative's Sustainability Reporting Standards Framework	<a href="https://www.tjx.com/responsibility/reporting/">https://www.tjx.com/responsibility/reporting/</a>	Website, CR report	69
102-55	GRI content index		<a href="https://www.tjx.com/responsibility/reporting/">https://www.tjx.com/responsibility/reporting/</a>	Website, CR report	

GRI Standards Indicator	Disclosure title	TJX description	Link	Source(s)	Page
<b>GRI 201: Economic Performance</b>					
201-1	Direct economic value generated and distributed		<a href="https://www.tjx.com/docs/default-source/annual-reports/tjx-2019-annual-report.pdf">https://www.tjx.com/docs/default-source/annual-reports/tjx-2019-annual-report.pdf</a>	Annual Report	23, 26, 27
201-2	Financial implications and other risks and opportunities due to climate change	Our CDP response fully outlines the risks/opportunities and the oversight of those	Sign in and search for "TJX": <a href="https://www.cdp.net/en/responses/19145">https://www.cdp.net/en/responses/19145</a>		N/A
			<a href="https://www.tjx.com/docs/default-source/annual-reports/tjx-2019-annual-report.pdf">https://www.tjx.com/docs/default-source/annual-reports/tjx-2019-annual-report.pdf</a>	Annual Report	13
201-3	Defined benefit plan obligations and other retirement plans		<a href="https://www.tjx.com/docs/default-source/annual-reports/tjx-2020-proxy-statement.pdf">https://www.tjx.com/docs/default-source/annual-reports/tjx-2020-proxy-statement.pdf</a>	Proxy filing	41,51
			<a href="https://www.tjx.com/docs/default-source/annual-reports/tjx-2019-annual-report.pdf">https://www.tjx.com/docs/default-source/annual-reports/tjx-2019-annual-report.pdf</a>	Annual Report	F-27, F-28
<b>GRI 205: Anti-corruption</b>					
103	Management approach	TJX does not engage in, tolerate, or permit bribery, corruption, or similar unethical business practices; TJX maintains its Global Anti-Bribery Policy which governs conduct at all levels of the Company. This policy also applies to specified third parties acting on TJX's behalf.	<a href="http://www.tjx.com/files/pdf/TJX-Code-of-Conduct.pdf">http://www.tjx.com/files/pdf/TJX-Code-of-Conduct.pdf</a>	TJX Global Code of Conduct	101
<b>GRI 206: Anti-competitive behavior</b>					
103	Management approach	We compete vigorously, but ethically and with integrity. It is important that we comply with all applicable antitrust and competition laws and avoid engaging in practices that interfere with fair and open competition.	<a href="http://www.tjx.com/files/pdf/TJX-Code-of-Conduct.pdf">http://www.tjx.com/files/pdf/TJX-Code-of-Conduct.pdf</a>	TJX Global Code of Conduct	101
<b>GRI 301: Materials</b>					
301-1	Materials used by weight or volume	Waste management	<a href="http://www.tjx.com/responsibility/environment/waste-management.html">http://www.tjx.com/responsibility/environment/waste-management.html</a>	Website, CR report	60-63
301-2	Recycled input materials used	Discussion of diversion rates, recycling and packaging solutions	<a href="http://www.tjx.com/responsibility/environment/waste-management.html">http://www.tjx.com/responsibility/environment/waste-management.html</a>	Website, CR report	60-63
		Recycled materials (MT)	<a href="https://www.tjx.com/docs/default-source/default-document-library/tjx-global-greenhouse-gas-emissions-ghg-inventory.pdf">https://www.tjx.com/docs/default-source/default-document-library/tjx-global-greenhouse-gas-emissions-ghg-inventory.pdf</a>	TJX GHG Inventory	N/A
301-3	Reclaimed products and their packaging materials	Packaging and product recovery/reuse	<a href="http://www.tjx.com/responsibility/environment/waste-management.html">http://www.tjx.com/responsibility/environment/waste-management.html</a>	Website, CR report	60-63
<b>GRI 302: Energy</b>					
103	Management approach	Our Executive Environmental Steering Committee (EESC) is responsible for guiding the development of TJX's environmental sustainability strategy and aligning it with the overall business strategy. Our Global Environmental Sustainability Committee (GESC) sets global program priorities, facilitates communication and collaboration across geographies, and monitors key sustainability issues and trends. The GESC includes subject matter experts from the U.S., Canada, and Europe, who monitor and manage TJX's performance in our core environmental sustainability focus areas, including energy.	<a href="https://www.tjx.com/responsibility/environment/program-oversight">https://www.tjx.com/responsibility/environment/program-oversight</a>	Website, CR report	49-51
		Our Energy Management teams share information throughout the year and collaborate on regional approaches. They also help align reduction strategies with our global, corporate GHG emissions-reduction target.	<a href="http://www.tjx.com/responsibility/environment/energy-and-emissions.html">http://www.tjx.com/responsibility/environment/energy-and-emissions.html</a>	Website	
		Our global approach to reducing our climate impacts includes a balanced and opportunistic portfolio of emissions-reduction activities.	<a href="http://www.tjx.com/responsibility/environment/energy-and-emissions.html">http://www.tjx.com/responsibility/environment/energy-and-emissions.html</a>	Website, CR report	

GRI Standards Indicator	Disclosure title	TJX description	Link	Source(s)	Page
302-1	Energy consumption within the organization	Electricity types and percent of energy use by facility type	<a href="http://www.tjx.com/responsibility/environment/energy-and-emissions.html">http://www.tjx.com/responsibility/environment/energy-and-emissions.html</a>	Website, CR report	52
		Energy consumption by type	<a href="https://www.tjx.com/docs/default-source/default-document-library/tjx-global-greenhouse-gas-emissions-ghg-inventory.pdf">https://www.tjx.com/docs/default-source/default-document-library/tjx-global-greenhouse-gas-emissions-ghg-inventory.pdf</a>	TJX GHG Inventory	
302-3	Energy intensity	Energy and Emissions	<a href="http://www.tjx.com/responsibility/environment/energy-and-emissions.html">http://www.tjx.com/responsibility/environment/energy-and-emissions.html</a>	Website, CR report	51-55
		Renewable energy	<a href="https://www.tjx.com/docs/default-source/default-document-library/tjx-global-greenhouse-gas-emissions-ghg-inventory.pdf">https://www.tjx.com/docs/default-source/default-document-library/tjx-global-greenhouse-gas-emissions-ghg-inventory.pdf</a>	TJX GHG Inventory, CR report	52
		Renewable Energy, U.S., Canada and Europe highlights	<a href="http://www.tjx.com/responsibility/environment/energy-and-emissions.html">http://www.tjx.com/responsibility/environment/energy-and-emissions.html</a>	Website, CR report	52-55
		CDP response	Sign in and search for "TJX": <a href="https://www.cdp.net/en/responses/19145">https://www.cdp.net/en/responses/19145</a>		N/A
302-4	Reduction of energy consumption	Electricity types and percent of energy use by facility type	<a href="http://www.tjx.com/responsibility/environment/energy-and-emissions.html">http://www.tjx.com/responsibility/environment/energy-and-emissions.html</a>	Website, CR report	52
		Renewable Energy, U.S., Canada and Europe highlights	<a href="http://www.tjx.com/responsibility/environment/energy-and-emissions.html">http://www.tjx.com/responsibility/environment/energy-and-emissions.html</a>	Website, CR report	52-55
		Conserving energy: Retrofitting lighting Implementing and monitoring energy management / building automation systems Conducting preventative maintenance on (HVAC) systems Providing stores with energy awareness training materials	<a href="http://www.tjx.com/responsibility/environment/energy-and-emissions.html">http://www.tjx.com/responsibility/environment/energy-and-emissions.html</a>	Website, CR report	52-55
		Green building	<a href="http://www.tjx.com/responsibility/environment/green-building.html">http://www.tjx.com/responsibility/environment/green-building.html</a>	Website, CR report	58-59
		CDP response	Sign in and search for "TJX": <a href="https://www.cdp.net/en/responses/19145">https://www.cdp.net/en/responses/19145</a>		N/A

GRI Standards Indicator	Disclosure title	TJX description	Link	Source(s)	Page
<b>GRI 303: Water and effluents</b>					
103	Management approach	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. (Click on the "Reducing Water Consumption" section)	<a href="http://www.tjx.com/responsibility/environment/waste-management.html">http://www.tjx.com/responsibility/environment/waste-management.html</a>	Website, CR report	63-64
303-1	Interactions with water as a shared resource	Vendor code of conduct (operating in a sustainable manner, where possible; conserving and protecting resources, such as water and energy)	<a href="https://www.tjx.com/responsibility/responsible-business/social-compliance/vendor-code-of-conduct">https://www.tjx.com/responsibility/responsible-business/social-compliance/vendor-code-of-conduct</a>	Website, CR report	63-64
		Green building	<a href="http://www.tjx.com/responsibility/environment/green-building.html">http://www.tjx.com/responsibility/environment/green-building.html</a>	Website, CR report	58
<b>GRI 305: Emissions</b>					
103	Management approach	Our Executive Environmental Steering Committee (EESC) is responsible for guiding the development of TJX's environmental sustainability strategy and aligning it with the overall business strategy, and reviews progress against our quantitative emissions-reduction goals.	<a href="http://www.tjx.com/responsibility/environment/program-oversight.html">http://www.tjx.com/responsibility/environment/program-oversight.html</a>	Website, CR report	49
		We believe that it is important to measure our progress, including our results against quantitative emissions reduction goals. Our global, corporate greenhouse gas (GHG) target was to reduce our GHG emissions per dollar of revenue by 30% by 2020 against a 2010 baseline. We surpassed our goal and achieved a 47% reduction in GHG emissions. Our next-generation, global corporate emissions-reduction target is a 55% reduction in GHG emissions from our direct operations by 2030 against a baseline year of 2017.	<a href="http://www.tjx.com/responsibility/environment/">http://www.tjx.com/responsibility/environment/</a>	Website, CR report	47
		As we considered options for setting our third greenhouse gas (GHG) emissions reduction target, we engaged with cross-functional subject matter experts to identify and measure emissions impacts to our business. We believe this resulted in a better understanding of which initiatives could potentially affect future energy use and reduce our GHG emissions as well as helped us to gain support across the organization in support of our 1.5-degree scenario goal.	<a href="http://www.tjx.com/responsibility/environment/engagement.html">http://www.tjx.com/responsibility/environment/engagement.html</a>	Website, CR report	65
305-1	Direct (Scope 1) GHG emissions	CDP response	Sign in and search for "TJX": <a href="https://www.cdp.net/en/responses/19145">https://www.cdp.net/en/responses/19145</a>	CDP response	N/A
		Energy and Climate	<a href="http://www.tjx.com/responsibility/environment/energy-and-emissions.html">http://www.tjx.com/responsibility/environment/energy-and-emissions.html</a>	Website, CR report	51-52
		Measurement and reporting	<a href="http://www.tjx.com/responsibility/environment/measurement-and-reporting.html">http://www.tjx.com/responsibility/environment/measurement-and-reporting.html</a>	Website, CR report	68
		Energy and Climate	<a href="https://www.tjx.com/docs/default-source/default-document-library/tjx-global-greenhouse-gas-emissions-ghg-inventory.pdf">https://www.tjx.com/docs/default-source/default-document-library/tjx-global-greenhouse-gas-emissions-ghg-inventory.pdf</a>	TJX GHG Inventory	N/A
305-2	Energy indirect (Scope 2) GHG emissions	CDP response	Sign in and search for "TJX": <a href="https://www.cdp.net/en/responses/19145">https://www.cdp.net/en/responses/19145</a>	CDP response	N/A
		Energy and Climate	<a href="http://www.tjx.com/responsibility/environment/energy-and-emissions.html">http://www.tjx.com/responsibility/environment/energy-and-emissions.html</a>	Website, CR report	51-52
		Measurement and reporting	<a href="http://www.tjx.com/responsibility/environment/measurement-and-reporting.html">http://www.tjx.com/responsibility/environment/measurement-and-reporting.html</a>	Website, CR report	68
		Energy and Climate	<a href="https://www.tjx.com/docs/default-source/default-document-library/tjx-global-greenhouse-gas-emissions-ghg-inventory.pdf">https://www.tjx.com/docs/default-source/default-document-library/tjx-global-greenhouse-gas-emissions-ghg-inventory.pdf</a>	TJX GHG Inventory	N/A

GRI Standards Indicator	Disclosure title	TJX description	Link	Source(s)	Page
305-3	Other indirect (Scope 3) GHG emissions	CDP response	<a href="https://www.cdp.net/en/responses/19145">Sign in and search for "TJX": https://www.cdp.net/en/responses/19145</a>	CDP response	N/A
		Energy and Climate	<a href="https://www.tjx.com/docs/default-source/default-document-library/tjx-global-greenhouse-gas-emissions-ghg-inventory.pdf">https://www.tjx.com/docs/default-source/default-document-library/tjx-global-greenhouse-gas-emissions-ghg-inventory.pdf</a>	TJX GHG Inventory	N/A
305-4	GHG emissions intensity	CDP response	<a href="https://www.cdp.net/en/responses/19145">Sign in and search for "TJX": https://www.cdp.net/en/responses/19145</a>	CDP response	N/A
		Measurement and reporting	<a href="http://www.tjx.com/responsibility/environment/measurement-and-reporting.html">http://www.tjx.com/responsibility/environment/measurement-and-reporting.html</a>	Website, CR report	68
		Energy and Climate	<a href="https://www.tjx.com/docs/default-source/default-document-library/tjx-global-greenhouse-gas-emissions-ghg-inventory.pdf">https://www.tjx.com/docs/default-source/default-document-library/tjx-global-greenhouse-gas-emissions-ghg-inventory.pdf</a>	TJX GHG Inventory	N/A
305-5	Reduction of GHG emissions	CDP response	<a href="https://www.cdp.net/en/responses/19145">Sign in and search for "TJX": https://www.cdp.net/en/responses/19145</a>	CDP response	N/A
		Energy and Climate 2019 achievements: Exceeded our global, corporate greenhouse gas (GHG) target which was to reduce our GHG emissions per dollar of revenue by 30% by 2020 against a 2010 baseline with a 47% reduction in GHG emissions.	<a href="http://www.tjx.com/responsibility/environment/">http://www.tjx.com/responsibility/environment/</a>	Website, CR report	48,52,68
		Avoiding and offsetting emissions	<a href="https://www.tjx.com/responsibility/environment/energy-and-emissions">https://www.tjx.com/responsibility/environment/energy-and-emissions</a>	Website, CR report	51-55
		Measurement and reporting, third-party certification and verification, recognition	<a href="http://www.tjx.com/responsibility/environment/measurement-and-reporting.html">http://www.tjx.com/responsibility/environment/measurement-and-reporting.html</a>	Website, CR report	69
		Logistics	<a href="http://www.tjx.com/responsibility/environment/logistics.html">http://www.tjx.com/responsibility/environment/logistics.html</a>	Website, CR report	56-57
		Energy and Climate	<a href="https://www.tjx.com/docs/default-source/default-document-library/tjx-global-greenhouse-gas-emissions-ghg-inventory.pdf">https://www.tjx.com/docs/default-source/default-document-library/tjx-global-greenhouse-gas-emissions-ghg-inventory.pdf</a>	TJX GHG Inventory	N/A
		Renewable Energy, U.S., Canada and Europe highlights	<a href="http://www.tjx.com/responsibility/environment/energy-and-emissions.html">http://www.tjx.com/responsibility/environment/energy-and-emissions.html</a>	Website, CR report	51-55

GRI Standards Indicator	Disclosure title	TJX description	Link	Source(s)	Page
<b>GRI 308: Supplier Environmental Assessment</b>					
103	Management approach	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.	<a href="http://www.tjx.com/responsibility/responsible-business/social-compliance/vendor-code-of-conduct.html">http://www.tjx.com/responsibility/responsible-business/social-compliance/vendor-code-of-conduct.html</a>	Vendor Code of Conduct, CR report	75
308-1	New suppliers that were screened using environmental criteria	Factory monitoring and auditing	<a href="http://www.tjx.com/responsibility/responsible-business/social-compliance/our-program.html">http://www.tjx.com/responsibility/responsible-business/social-compliance/our-program.html</a>	Website, CR report	80-82
<b>GRI 401: Employment</b>					
103	Management approach	We fully appreciate that our Associates bring our business to life, and we aim to support them by making TJX a terrific place to work. It's very important for us to attract talented individuals, teach them our off-price model, offer them challenging assignments, and support their careers. We are also very proud of our culture and are committed to our core values of honesty, integrity, and treating each other with dignity and respect. In fact, developing talent and championing our culture are global business priorities year in and year out. We believe this encourages Associates to join us, not just to find a job, but to build a career.	<a href="http://www.tjx.com/responsibility/workplace/">http://www.tjx.com/responsibility/workplace/</a>	Website, CR report	6
		Awards & recognition for employment and diversity	<a href="http://www.tjx.com/responsibility/workplace/">http://www.tjx.com/responsibility/workplace/</a> <a href="https://www.tjx.com/responsibility/workplace/inclusion-and-diversity">https://www.tjx.com/responsibility/workplace/inclusion-and-diversity</a>	Website, CR report	8, 23
401-1	New employee hires and employee turnover	Tenure rates for managerial positions	<a href="https://www.tjx.com/responsibility/workplace/retaining-talent">https://www.tjx.com/responsibility/workplace/retaining-talent</a>	Website, CR report	16, 17, 19
		Recruitment	<a href="https://www.tjx.com/responsibility/workplace/recruitment">https://www.tjx.com/responsibility/workplace/recruitment</a>	Website, CR report	9-12
401-3	Parental leave	We have an enhanced parental leave policy.	<a href="https://www.tjx.com/responsibility/workplace/inclusion-and-diversity">https://www.tjx.com/responsibility/workplace/inclusion-and-diversity</a>	Website, CR report	22
<b>GRI 404: Training and education</b>					
103	Management approach	At TJX, we believe our Associates are one of our most valuable assets and, as such, it is our responsibility to train and mentor our Associates for success. Our senior leaders consider teaching and mentoring an absolute priority to support the career development of our Associates.	<a href="http://www.tjx.com/responsibility/workplace/development.html">http://www.tjx.com/responsibility/workplace/development.html</a>	Website, CR report	13
404-2	Programs for upgrading employee skills and transition assistance programs	Leadership and Career Development	<a href="http://www.tjx.com/responsibility/workplace/development.html">http://www.tjx.com/responsibility/workplace/development.html</a>	Website, CR report	13-15
		Retaining talent	<a href="http://www.tjx.com/responsibility/workplace/retaining-talent.html">http://www.tjx.com/responsibility/workplace/retaining-talent.html</a>	Website, CR report	16-17
<b>GRI 405: Diversity and equal opportunity</b>					
103	Management approach	We believe that the diversity of our Associates makes us a stronger Company and better able to serve our customers around the world. We also believe that creating an inclusive environment in which Associates are engaged and empowered strengthens our business and fosters a culture where Associates are inspired to work hard, challenge themselves, and be innovative in their thinking. At TJX, inclusion and diversity are both important, and we encourage partnerships among leaders, managers, and Associates so all Associates feel welcome in the Company, valued for their contributions, and engaged with our business mission.	<a href="https://www.tjx.com/responsibility/workplace/inclusion-and-diversity">https://www.tjx.com/responsibility/workplace/inclusion-and-diversity</a>	Website, CR report	18
		Inclusion-Building Activities and Awareness	<a href="https://www.tjx.com/responsibility/workplace/inclusion-and-diversity">https://www.tjx.com/responsibility/workplace/inclusion-and-diversity</a>	Website, CR report	21-23
		We take a multi-faceted approach to recruiting for our stores, distribution centers, and home offices to reach potential candidates with diversity of experiences, genders, races, origins, ethnicities, ages, sexual orientations, and more. We are also committed to hiring locally from the communities we serve.	<a href="http://www.tjx.com/responsibility/workplace/recruitment.html">http://www.tjx.com/responsibility/workplace/recruitment.html</a>	Website, CR report	9
		External Recognition	<a href="https://www.tjx.com/responsibility/workplace/inclusion-and-diversity">https://www.tjx.com/responsibility/workplace/inclusion-and-diversity</a>	Website, CR report	23

GRI Standards Indicator	Disclosure title	TJX description	Link	Source(s)	Page
405-1	Diversity of governance bodies and employees	Embracing Inclusion and Diversity - including percentage of leadership and employees by gender and promotions	<a href="https://www.tjx.com/responsibility/workplace/inclusion-and-diversity">https://www.tjx.com/responsibility/workplace/inclusion-and-diversity</a>	Website, CR report	18-23
		Board Of Directors: Six out of 13 Board Members are Women and nine out of 13 reflect gender or ethnic/racial diversity	<a href="http://www.tjx.com/investors/governance/board-of-directors.html">http://www.tjx.com/investors/governance/board-of-directors.html</a>	Website, CR report	98-99
		U.S. Military Recruitment	<a href="https://www.tjx.com/responsibility/workplace/recruitment">https://www.tjx.com/responsibility/workplace/recruitment</a>	Website, CR report	11, 25
405-2	Ratio of basic salary and remuneration of women to men	At TJX, we are firmly committed to pay equity and fostering an inclusive and diverse environment that provides attractive and accessible opportunities throughout our organization.  We have expanded our efforts to include a pay equity analysis of our U.S. workforce that covers gender and race/ethnicity. We are pleased to report that, in the U.S., accounting for job title, geography, and full- or part-time status, we found, on average, no meaningful difference in base pay between Associates based on gender or race/ethnicity at TJX.	<a href="https://www.tjx.com/responsibility/workplace/inclusion-and-diversity">https://www.tjx.com/responsibility/workplace/inclusion-and-diversity</a>	Website, CR report	19-21
		UK Gender Pay Gap Statement	<a href="https://www.tjx.com/responsibility/workplace">https://www.tjx.com/responsibility/workplace</a>	Website	N/A
<b>GRI 407: Freedom of Association and Collective Bargaining</b>					
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	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.	<a href="http://www.tjx.com/responsibility/responsible-business/social-compliance/vendor-code-of-conduct.html">http://www.tjx.com/responsibility/responsible-business/social-compliance/vendor-code-of-conduct.html</a>	Vendor Code of Conduct, CR report	73
<b>GRI 408: Child Labor</b>					
408-1	Operations and suppliers at significant risk for incidents of 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). At all times our vendors must respect compulsory education laws. Workers under the age of 18 must not perform hazardous work.	<a href="http://www.tjx.com/responsibility/responsible-business/social-compliance/vendor-code-of-conduct.html">http://www.tjx.com/responsibility/responsible-business/social-compliance/vendor-code-of-conduct.html</a>	Vendor Code of Conduct, CR report	73
<b>GRI 409: Forced or compulsory labor</b>					
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	Our vendors must not use voluntary or involuntary prison labor, indentured labor, bonded labor, labor acquired through slavery or human trafficking, or any forms of involuntary or forced labor. Our vendors must not require workers to surrender any identity papers as a condition of employment; such documents may only be temporarily held to verify a worker's employment eligibility. Our vendors must reimburse their workers for any recruitment or hiring fees that are paid.	<a href="http://www.tjx.com/responsibility/responsible-business/social-compliance/vendor-code-of-conduct.html">http://www.tjx.com/responsibility/responsible-business/social-compliance/vendor-code-of-conduct.html</a>	Vendor Code of Conduct, CR report	75
<b>GRI 412: Human Rights Assessment</b>					
103	Management approach	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. Acceptance of our Vendor Code of Conduct is part of our purchase order terms and conditions for all merchandise vendors. We encourage vendors and suppliers with questions or concerns to contact us at <a href="mailto:complianceofficer@tjx.com">complianceofficer@tjx.com</a> .  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 share our learnings, updating our product development and buying personnel on the requirements of TJX's Global Social Compliance Program.	<a href="http://www.tjx.com/responsibility/responsible-business/social-compliance/vendor-code-of-conduct.html">http://www.tjx.com/responsibility/responsible-business/social-compliance/vendor-code-of-conduct.html</a>  <a href="https://www.tjx.com/responsibility/responsible-business/social-compliance/training">https://www.tjx.com/responsibility/responsible-business/social-compliance/training</a>	Vendor Code of Conduct and Associate Training on Social Compliance, CR report	75, 84

GRI Standards Indicator	Disclosure title	TJX description	Link	Source(s)	Page
<b>GRI 413: Local Communities</b>					
103	Management approach	Helping build better futures/Our approach to giving back	<a href="http://www.tjx.com/responsibility/communities/">http://www.tjx.com/responsibility/communities/</a>	Website, CR report	26-28
		Our social impact areas: 1) Fulfilling critical basic needs 2) Providing education and training 3) Supporting research and care for life-threatening illnesses 4) Preventing domestic violence	<a href="http://www.tjx.com/responsibility/communities/">http://www.tjx.com/responsibility/communities/</a>	Website, CR report	26
		Corporate Philanthropy	<a href="http://www.tjx.com/responsibility/communities/corporate-philanthropy/">http://www.tjx.com/responsibility/communities/corporate-philanthropy/</a>	Website, CR report	29-30
		Our U.S. Foundation	<a href="http://www.tjx.com/responsibility/communities/our-us-foundation.html">http://www.tjx.com/responsibility/communities/our-us-foundation.html</a>	Website, CR report	31-32
		Associate Impact	<a href="http://www.tjx.com/responsibility/communities/volunteerism.html">http://www.tjx.com/responsibility/communities/volunteerism.html</a>	Website, CR report	33-34
413-1	Operations with local community engagement, impact assessments, and development programs	Fulfilling Basic Critical Needs	<a href="http://www.tjx.com/responsibility/communities/basic-needs.html">http://www.tjx.com/responsibility/communities/basic-needs.html</a>	Website, CR report	35-37
		Providing Education and Training	<a href="http://www.tjx.com/responsibility/communities/education-and-training.html">http://www.tjx.com/responsibility/communities/education-and-training.html</a>	Website, CR report	38-41
		Supporting Research and Care for Life-threatening Illnesses	<a href="http://www.tjx.com/responsibility/communities/healthcare-research.html">http://www.tjx.com/responsibility/communities/healthcare-research.html</a>	Website, CR report	42-44
		Preventing Domestic Violence	<a href="http://www.tjx.com/responsibility/communities/domestic-violence-prevention.html">http://www.tjx.com/responsibility/communities/domestic-violence-prevention.html</a>	Website, CR report	45-46
<b>GRI 414: Supplier Social Assessment</b>					
414-1	New suppliers that were screened using social criteria	Our philosophy towards social compliance mirrors our culture, and just as we are committed to honesty, integrity, and treating others with dignity and respect, we expect those that we do business with to do the same. Our Social Compliance Program is inspired by the United Nations Guiding Principles on Business and Human Rights, and our commitment to these principles is reflected in our Vendor Code of Conduct and our responsible sourcing initiatives.	<a href="https://www.tjx.com/responsibility/responsible-business/social-compliance">https://www.tjx.com/responsibility/responsible-business/social-compliance</a>	Website, CR report	73-77
		Size and location of vendors.	<a href="https://www.tjx.com/responsibility/responsible-business/social-compliance">https://www.tjx.com/responsibility/responsible-business/social-compliance</a>	Website/ CR Report	85
<b>GRI 415: Public Policy</b>					
103	Management approach	Statement on Political Activity and Expenditures	<a href="http://www.tjx.com/files/pdf/corp_resp/Corporate_Governance_Statement_on_Political_Activity.pdf">http://www.tjx.com/files/pdf/corp_resp/Corporate_Governance_Statement_on_Political_Activity.pdf</a>	Statement on Political Activity and Expenditures	N/A

Our corporate responsibility program is based on four pillars: Our Workplace, Our Communities, Environmental Sustainability, and Responsible Business. We acknowledge the importance of the 17 United Nations Sustainable Development Goals (SDGs), and are including a mapping of references to the SDGs within our reporting.

Sustainable Development Goals	TJX efforts	Website link	CR Report Page(s)
 <p><b>SDG2</b> Zero Hunger</p>	<p>Fulfilling critical basic needs is one of the four core social impact areas within our community program. 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. In 2019 our funding to organizations allowed 33.8 million meals to be served.</p>	<p><a href="https://www.tjx.com/responsibility/communities/basic-needs">https://www.tjx.com/responsibility/communities/basic-needs</a></p>	35
 <p><b>SDG3</b> Good Health and Well-Being</p>	<p>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, including funds aimed at spurring advancements in cures and care. In 2019, we donated \$33 million for healthcare research and patient care (including for diabetes and Alzheimer's) and \$19.3 million for cancer research and patient care.</p>	<p><a href="https://www.tjx.com/responsibility/communities/healthcare-research">https://www.tjx.com/responsibility/communities/healthcare-research</a></p>	42-44
 <p><b>SDG4</b> Quality Education</p>	<p>TJX has long been committed to helping unlock educational opportunities for at-risk youth and vulnerable young people to help them reach their full potential. Over the years, our support has focused on quality enrichment and out-of-school programs that provide skills, resources, and opportunities to support school and career success in the hopes of helping to create a brighter future for children, teens, and young adults. In 2019, we worked with a variety of organizations and funded education and workforce training opportunities that impacted more than 2.5 million young people.</p>	<p><a href="https://www.tjx.com/responsibility/communities/education-and-training">https://www.tjx.com/responsibility/communities/education-and-training</a></p>	38-41
 <p><b>SDG5</b> Gender Equality</p>	<p>Within our <i>workplace</i>, women are an important part of our diverse workforce, and we are proud of the strong representation of women across our company, including an increasing percentage of our leadership team. In addition to U.K. pay equity analysis, we also recently expanded our efforts to include a pay equity analysis of our U.S. workforce that covers gender and race/ethnicity. The analysis found that, in the U.S., accounting for job title, geography, and full- or part-time status, we found, on average, no meaningful difference in base pay between Associates based on gender or race/ethnicity at TJX.</p> <p>Within our <i>communities</i>, TJX has supported programs providing resources for victims of domestic violence for over 25 years. We specifically fund programs that provide a safe haven for those fleeing domestic violence along with the tools they need to rebuild their lives as well as related services, like education, training, and job placement resources. TJX provided 300,000 shelter nights and 100,000 domestic violence services in 2019.</p>	<p><a href="https://www.tjx.com/responsibility/workplace/inclusion-and-diversity">https://www.tjx.com/responsibility/workplace/inclusion-and-diversity</a></p> <p><a href="https://www.tjx.com/responsibility/communities/domestic-violence-prevention">https://www.tjx.com/responsibility/communities/domestic-violence-prevention</a></p>	20-21, 45-46
 <p><b>SDG7</b> Affordable and Clean Energy</p>	<p>Our global approach to reducing our climate impacts includes a balanced and opportunistic portfolio of emissions-reduction activities. Our energy sourcing experts' lighting and HVAC initiatives, combined with renewable and low-carbon energy purchases, resulted in a reduction of over 155,000 metric tons of CO2e from our operations and significant cost savings.</p>	<p><a href="https://www.tjx.com/responsibility/environment/energy-and-emissions">https://www.tjx.com/responsibility/environment/energy-and-emissions</a></p> <p><a href="https://www.tjx.com/responsibility/environment/">https://www.tjx.com/responsibility/environment/</a></p>	51

TJX 2020 GLOBAL GREENHOUSE GAS EMISSIONS INVENTORY		Revised FY2017 <sup>1</sup>	FY2018	FY2019	FY2020	Unit of Measure
Scope 1	Direct: Emissions to air	80,561	99,906	109,302	125,782	MT CO <sub>2</sub> e
Scope 2	Indirect: Supplied electricity (location-based)	697,198	684,375	673,581	634,475	MT CO <sub>2</sub> e
Scope 2	Indirect: Supplied electricity (market-based)	721,497	632,924	558,982	540,336	MT CO <sub>2</sub> e
Scope 3	Indirect: Business travel	29,999	43,645	47,000	37,600	MT CO <sub>2</sub> e
Scope 3	Indirect: Waste generated in operations	49,182	35,865	33,300	44,500	MT CO <sub>2</sub> e
Total Gross Global Scope 1 Emissions by GHG Type	CO <sub>2</sub>	80,557	87,918	98,106	104,708	MT CO <sub>2</sub> e
	CH <sub>4</sub>	37	50	107	138	MT CO <sub>2</sub> e
	N <sub>2</sub> O	59	70	130	286	MT CO <sub>2</sub> e
	Hydrofluorocarbons (HFCs)	7,259	11,868	10,960	20,650	MT CO <sub>2</sub> e
Total Gross Global Scope 1 Emissions by Business Division - Location-Based	U.S. (T.J. Maxx, Marshalls, HomeGoods, Sierra, and Homesense)	48,629	65,851	72,487	87,029	MT CO <sub>2</sub> e
	Canada (Winners, Marshalls, and HomeSense)	12,458	15,676	16,482	16,544	MT CO <sub>2</sub> e
	Europe (T.K. Maxx and Homesense) and Australia (T.K. Maxx)	19,474	18,380	20,334	22,209	MT CO <sub>2</sub> e
Total Gross Global Scope 2 Emissions by Business Division - Location-Based	U.S. (T.J. Maxx, Marshalls, HomeGoods, Sierra, and Homesense)	552,782	545,571	554,929	532,732	MT CO <sub>2</sub> e
	Canada (Winners, Marshalls, and HomeSense)	22,972	25,356	25,536	21,321	MT CO <sub>2</sub> e
	Europe (T.K. Maxx and Homesense) and Australia (TK Maxx)	121,443	113,448	93,115	80,422	MT CO <sub>2</sub> e
Total Gross Global Scope 2 Emissions by Business Division - Market Based	U.S. (T.J. Maxx, Marshalls, HomeGoods, Sierra, and Homesense)	562,711	491,241	425,052	424,215	MT CO <sub>2</sub> e
	Canada (Winners, Marshalls, and HomeSense)	4,241	5,996	3,513	2,651	MT CO <sub>2</sub> e
	Europe (T.K. Maxx and Homesense) and Australia (T.K. Maxx)	154,545	135,687	130,418	113,471	MT CO <sub>2</sub> e
Waste	Recycled materials	189,092	211,489	233,411	256,539	MT
Energy	Electricity	1,755,867	1,755,477	1,759,105	1,769,376	MWh
	Steam	4,111	1,058	1,326	1,326	MWh
	Motor diesel	61,793	60,798	61,424	66,127	MWh
	Distillate fuel oil number 2	919	3,629	1,575	1,443	MWh
	Motor gasoline	21,378	19,740	18,127	20,232	MWh
	Natural gas	283,345	359,935	420,469	447,822	MWh
	Propane	4,793	5,862	5,633	6,144	MWh
Renewable Energy	Energy attribute certificates (renewable energy certificates)	25,595	26,000	142,521	139,085	MWh
	Direct procurement contract with a grid-connected generator of Power Purchase Agreement (PPA), supported by energy attribute certificates	1,248	169,906	264,069	235,923	MWh
Carbon Offsets	A reduction in emissions of carbon dioxide or other greenhouse gases made in order to compensate for emissions made elsewhere		4,000	26,140	25,866	MT CO <sub>2</sub> e
GHG Emissions Reductions	GHG reductions from energy efficiency projects (location-based)	17,500	19,500	23,900	16,000	MT CO <sub>2</sub> e
	GHG reductions from renewable energy (market-based)		58,100	150,900	131,200	MT CO <sub>2</sub> e
Intensity Metrics	Gross global combined Scope 1 and 2 emissions in metric tons CO <sub>2</sub> e per unit currency total revenue	0.0000234	0.0000219	0.0000201	0.0000182	MT CO <sub>2</sub> e per US\$ (location-based Scope)
	Gross global combined Scope 1 and 2 emissions in metric tons CO <sub>2</sub> e per full time equivalent (FTE) employee	3.31	3.15	2.90	2.65	MT CO <sub>2</sub> e per FTE (location-based Scope)
Goal Performance (against FY2010 baseline)	Percent reduction per million U.S. dollar revenue	29.0%	36.6%	41.8%	47.2%	Percent change MT CO <sub>2</sub> e/US\$ vs. FY2010

<sup>1</sup>Our 2017 GHG inventory calculations were restated in 2018 to reflect updated emissions factors and activity data where appropriate.