

# 2022

## GLOBAL CORPORATE RESPONSIBILITY REPORT SUMMARY



*Delivering Real Value Every Day.*

**TJX<sup>®</sup>**



# At TJX, our corporate responsibility efforts are anchored by our mission to deliver great value to our customers every day.

For 45 years our mission has remained steadfast, and so has our commitment to acting as a responsible corporate citizen. We believe that by investing in our Associates and communities, being mindful of our impact on the environment, and operating our business ethically, we address the interests of our stakeholders while balancing what's right for our off-price business. We think of our global program as ever evolving, and we remain committed to making a positive impact on the world, with our efforts reflecting our core values of honesty, integrity, and treating each other with dignity and respect.





“

*It is clear to us that our commitment to continuing to develop and implement meaningful ESG practices is as important as ever. It's what we believe our customers, communities, and other stakeholders expect of us—and it's what we demand of ourselves.”*

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







# OUR GLOBAL CORPORATE RESPONSIBILITY PILLARS

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

*Please note that references to items accomplished or completed in this booklet denote TJX's Fiscal 2022, which ended January 29, 2022, unless otherwise noted.*



# OUR WORKPLACE

Our Associates Bring Our Business To Life.

SUSTAINABLE  
DEVELOPMENT  
GOALS

5 GENDER  
EQUALITY



## / FY22 HIGHLIGHTS



**80%**

of promotions globally in fiscal 2022 were earned by women



**23,000+**

attendance in Global Leadership Curriculum courses since 2017



**63%**

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



**49%**

of promotions in the U.S. were earned by people of color<sup>2,3</sup>

Associates bring our business to life, and we aim to support them by making TJX a terrific place to work. 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 deliver great value to our customers every day.

## Workplace Initiatives

We report our efforts to make TJX a terrific place to work around the following areas:

- / Recruitment
- / Career Development
- / Inclusion & Diversity
- / Associate Well-Being





## / RECRUITMENT, DEVELOPMENT, AND RETENTION

As a global retailer, the need to attract, develop, and retain talent is crucial to support our growth. We take a multifaceted approach to recruiting to reach potential candidates. We have recruitment programs focused on students, recent university graduates, disadvantaged or vulnerable young people, diverse racial and ethnic groups, military personnel, and people with barriers to employment. Attracting talent is just the start. We strive to train and mentor our Associates to help foster career growth across the organization. Our Leadership Development Toolkit has defined leadership competencies and cultural factors which help express our organizational values and promote consistency in leadership development. Additionally, our Global Leadership Curriculum is designed to offer our Associates a consistent development experience focused around our leadership competencies and cultural factors.

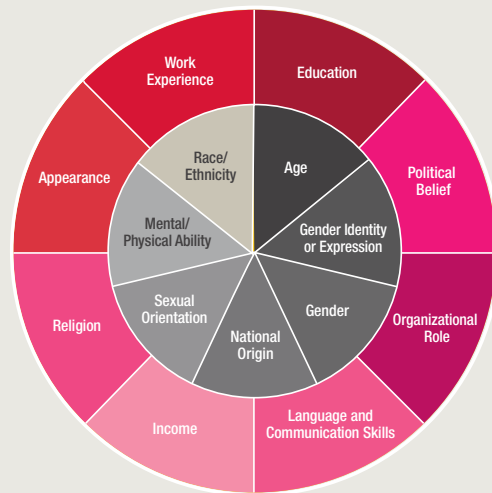
## / EMBRACING INCLUSION AND DIVERSITY

At TJX, inclusion and diversity have been an important part of who we are for many years. We view diversity as inclusive of many facets—race, ethnicity, age, sexual orientation, gender identity, ability, experience, religion, perspectives, and much more—and we know that a diverse workforce can help us to think creatively, remain agile, and, importantly, be true to our values. Treating each other with dignity and respect is one of our core values, and we do not tolerate harassment or discrimination of any kind. These expectations are reinforced to all Associates in the TJX Global Code of Conduct.

We are committed to continuing to build a more inclusive and diverse workplace where our Associates feel welcome, valued, and engaged. We appreciate that this work is a journey, and in Fiscal 2022 we completed a global inclusion and diversity survey of our Associates and used the findings to help define three core areas of focus for our inclusion and diversity work:

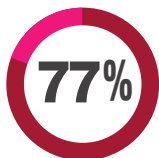
- / Increase the representation of diverse Associates along our talent pipeline
- / Equip leaders with the tools to support difference with awareness, fairness, sensitivity, and transparency
- / Empower all Associates to integrate inclusive behaviors, language, and practices in how we work together and understand our role and responsibility in inclusion

### Diversity Presents Itself in Many Ways

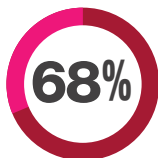


Adapted from Johns Hopkins Diversity Wheel from [http://web.jhu.edu/dlc/resources/diversity\\_wheel/](http://web.jhu.edu/dlc/resources/diversity_wheel/)

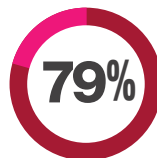
## / OUR DIVERSE WORKFORCE



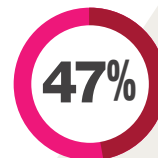
of our global workforce  
is female



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



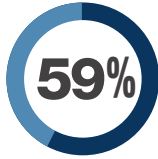
of people in non-managerial  
positions globally are female



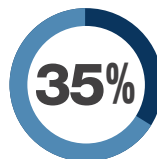
of Vice Presidents and above  
positions globally are female



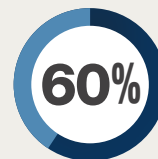
of promotions globally were  
earned by women



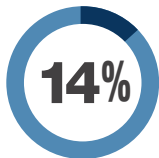
of our workforce in the U.S.  
is people of color<sup>2,3</sup>



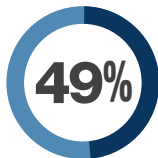
of people in managerial  
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people of color<sup>1,2,3</sup>



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of Vice Presidents and above in  
the U.S. are people of color<sup>2,3</sup>



of promotions in the U.S. were earned  
by people of color<sup>2,3</sup>



## / ASSOCIATE WELL-BEING

We believe a positive and inclusive work environment should encourage Associates to bring their whole self to work and support them in a variety of ways, including through well-being programs. Our global wellness initiatives focus on three key areas: physical, financial, and emotional well-being. While our approach is global, our offerings vary based on a variety of factors. These programs are part of our commitment to meeting the diverse needs of our Associates across the globe, as well as promoting a happier and healthier workforce.





# OUR COMMUNITIES

Helping Build Better Futures For Vulnerable Families.

SUSTAINABLE  
DEVELOPMENT  
GOALS

2  
ZERO  
HUNGER



3  
GOOD HEALTH  
AND WELL-BEING



4  
QUALITY  
EDUCATION



## / FY22 HIGHLIGHTS



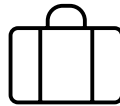
**37 million**  
meals provided



**500,000**  
shelter nights  
provided



**700,000**  
units of product  
donated



**7,500**  
young people provided  
workforce readiness  
opportunities



**100,000**  
domestic violence  
services provided



**\$30 million**  
donated for  
healthcare research  
and patient care



**3 million**  
young people provided  
access to educational  
opportunities

For over four decades, our deep commitment to the principles of providing value and caring for others has helped define our culture. It extends beyond the walls of our stores, distribution centers, and offices, and into our local communities around the world. The intersection of these principles defines our global community mission: **Deliver great value to our communities by helping vulnerable families and children access the resources and opportunities they need to build a better future.**

## Social Impact Areas

We bring our community relations mission to life around the world by focusing our giving on four social impact areas where we believe we can have the most impact and 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
- / Empowering women





## / OUR SUPPORT INCLUDES:

**TJX**

- Big Brothers / Big Sisters
- Bottom Line
- Cradles to Crayons
- Greater Boston Food Bank
- Joslin Diabetes Center
- Jumpstart
- National Domestic Violence Hotline (U.S.)
- The Posse Foundation
- Read to a Child
- Watford Women's Centre (Europe)\*
- YMCA of Greater Boston

**TJ-maxx**

- Save the Children
- Feeding America

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

## Marshall's

- Alzheimer's Association (U.S.)
- Feeding America (U.S.)
- Dress for Success (Canada)
- Indspire (Canada)
- JDRF (U.S.)
- St. Jude Children's Research Hospital (U.S.)
- Women in Need Society (Canada)
- Woodgreen's Homeward Bound (Canada)

## HomeGoods

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

## SIERRA

- Feeding America
- KABOOM!
- National Park Foundation

## WINNERS

- Alice House
- Dress for Success
- Indspire
- Petites-Mains
- Women in Need Society
- Woodgreen's Homeward Bound

## T.K. MAXX

- Academy for the Future (Poland)
- Cancer Research U.K. (U.K.)
- Children for a Better World (Germany)
- Comic Relief (U.K.)
- Enable Ireland (Ireland)
- The Prince's Trust (U.K.)
- Rwenzori Sustainable Trade Programme
- Stowarzyszenie WIOSNA (Poland)

## HOMESENSE

- Alice House (Canada)
- Comic Relief (U.K.)
- Dress for Success (Canada)
- Enable Ireland (Ireland)
- Feeding America (U.S.)
- Indspire (Canada)
- Petites-Mains (Canada)
- St. Jude Children's Research Hospital (U.S.)
- The Prince's Trust (U.K.)
- Women in Need Society (Canada)
- Woodgreen's Homeward Bound (Canada)

## / FULFILLING BASIC NEEDS

In our communities around the world, there are families who struggle to meet their basic needs. We understand the importance of a warm meal, clean clothing, and a safe place to sleep and the impact these things can have on families. We are passionate about supporting nonprofits that help fill these critical basic needs for vulnerable families.

### **Helping to Feed America**

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 Fiscal 2022, through this campaign, funds from our U.S. Foundation and customer donations were provided to Feeding America for distribution to 200 food banks. This translated into an estimated 25 million meals served to those in need, according to Feeding America. T.J. Maxx, Marshalls, and HomeGoods continued their support of Feeding America throughout the holiday season through their Snowball Fight Against Hunger campaign on TikTok. Every social media post in support of the campaign helped provide the equivalent of 10 meals.







*“He has come a long way with his learning, but he has also learned to participate, get along, and help others more. Without the extra help from Save the Children, I feel he would still be way behind.”*

Sandi, Mother of a Save the Children participant

## / 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 Fiscal 2022, we worked with a variety of organizations and funded education and workforce training opportunities that impacted more than 3 million young people.

### **Helping the Next Generation: The T.J. Maxx and Save the Children Partnership**

Since 1984, T.J. Maxx has proudly supported Save the Children U.S. programs to help improve the lives of children and families in need through early education, literacy, and health programs.

## / SUPPORTING RESEARCH AND PATIENT CARE

A key part of our communities mission involves supporting organizations that deliver services to families and children when they are facing life-threatening illnesses, including funding organizations with missions aimed at spurring advancements in cures and care. Our Associates, 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 example, over the years, our Marshalls (U.S.), HomeGoods, Homesense (U.S.), T.K. Maxx (U.K.), and Homesense (U.K.) Associates have proudly supported organizations like the Alzheimer's Association, JDRF, St. Jude Children's Research Hospital, Dana-Farber Cancer Institute, Cancer Research U.K. for Children and Young People, and Comic Relief.

### Give Up Clothes for Good

Over the past 15+ years, T.K. Maxx customers and Associates have raised more than \$54 million for Cancer Research U.K. for Children and Young

People and more than \$4.3 million for Enable Ireland, including collecting over 1.7 million bags of clothing and household goods for the annual Give Up Clothes for Good campaign. These partnerships help support the fight against childhood cancer through research, prevention, and treatment in the U.K. and support children with disabilities in Ireland. Today, T.K. Maxx is the biggest corporate supporter of Cancer Research U.K.



## / EMPOWERING WOMEN

TJX has long partnered with organizations committed to helping women. Our support includes programs that provide services ranging from those fleeing domestic violence to others that offer education, training, and job placement resources. For more than 25 years, TJX has supported programs offering resources for victims of domestic violence in the U.S. In 2009, we partnered with the National Domestic Violence Hotline with our first foundation grant, and that partnership continues today. The Hotline is a free 24/7 helpline that serves as a link to safety for hundreds of thousands of people annually affected by domestic violence. In Canada, we launched a new partnership in Fiscal 2022 with Alice House, which

provides opportunities for women to create a life free from intimate partner violence by offering safe, second-stage housing, counselling, and support services.

### **Find Your Stride: Helping Women Thrive**

With a goal of helping vulnerable women achieve economic independence, TJX Canada's Find Your Stride initiative includes relationships with Dress for Success Canada, WoodGreen's Homeward Bound program, the Women in Need Society, and Petites-Mains. These organizations provide women and families with basic needs and a variety of services, including skills training, education, and work placement.



## / CORPORATE PHILANTHROPY

Our foundations in the U.S., Canada, and Europe proudly support a variety of organizations—from national charitable groups our retail chains partner with to Associate-recommended local organizations. Additionally, we support our communities when unexpected disasters strike. We have

contributed generously for more than 25 years 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.



## / STANDING FOR RACIAL JUSTICE AND CREATING OPPORTUNITIES

In 2020, we committed an incremental \$10 million in funding, delivered over two years, to provide more direct support to Black communities and other communities of color. We were pleased to expand existing partnerships and create new ones with organizations in the U.S., Canada, Europe, and Australia. We worked directly with organizations to understand their needs and, together, determined how to direct the funding to support specific projects and programs. Through our work with these organizations, we expanded our approach to supporting the needs of the communities where we do business. We also work to identify opportunities that allow us to be responsive to current social needs and causes that align with our social impact areas and global community mission. We remain committed to supporting inclusion and diversity and increased access to opportunities for all voices.



## / COMMITMENT TO SUPPORT UKRAINE

We have united with businesses around the world in our condemnation of the Russian invasion of Ukraine. To support the relief efforts providing humanitarian aid to help people impacted by the war, we have made donations to numerous organizations through our charitable foundations, both in the U.S. and internationally, including: The Polish Red Cross, The American Red Cross, Save the Children, World Central Kitchen, The British Red Cross Emergency Appeal, and The Canadian Red Cross' Ukraine Humanitarian Crisis Appeal. In addition, we initiated a fundraising campaign at stores around the world to support those impacted by the Ukraine crisis.



## / ASSOCIATES SUPPORT OUR CAUSES ACROSS THE GLOBE



**FOR MORE  
THAN 20 YEARS,  
TJX U.S.  
ASSOCIATES**  
have pledged to the  
United Way.



**OUR LOSS  
PREVENTION GROUP**  
leads field Associate  
participation in Making  
Strides Against Breast  
Cancer walks each fall,  
rallying 63 teams across  
the country for the  
program's virtual walks  
to help fund breast  
cancer research in  
Fiscal 2022.



**CANADIAN  
ASSOCIATES**  
from across the  
business hosted a  
variety of online training  
sessions to help support  
the efforts of our  
community partners as  
part of TJX Canada's  
Find Your Stride  
community initiative.



**ASSOCIATES IN OUR  
STORES, PROCESSING  
CENTERS, AND  
OFFICES ACROSS  
EUROPE**  
nominated charities that  
were personal to them,  
through the Community  
Fund, part of the  
T.K. Maxx and Homesense  
Foundation. More than  
1,600 charity nominations  
were approved in  
Fiscal 2022.







# ENVIRONMENTAL SUSTAINABILITY

Environmentally Responsible. Smart For Business.

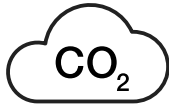


SUSTAINABLE  
DEVELOPMENT  
GOALS



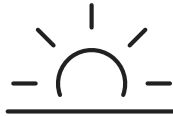


## / FY22 HIGHLIGHTS



**28%**

absolute reduction in global greenhouse gas (GHG) emissions from our direct operations from FY17 (50% of our target achieved)



**25%**

of our electricity in our global direct operations came from renewable energy sources



**67%**

of global operational waste diverted from landfill



**A-**

score received on the CDP 2021 Climate Change Questionnaire

TJX is committed to pursuing initiatives that are environmentally responsible and smart for our business. Our global environmental sustainability program includes a wide range of initiatives that work toward reducing the environmental impacts of our operations as well as certain products and packaging. We focus our program's strategy and goals in three areas: climate and energy, waste management, and responsible sourcing.

## Global Goals

As part of our global efforts, we are aiming to:

- / **Achieve net zero GHG emissions in our operations by 2040**
- / **Source 100% renewable energy in our operations by 2030**
- / **Divert 85% of our operational waste from landfill by 2027**
- / **Shift 100% of the packaging for products developed in house by our product design team to be reusable, recyclable, or contain sustainable materials by 2030**

## / KEY FOCUS AREA: CLIMATE AND ENERGY

Our approach to managing the climate-related impacts of our own operations uses industry guidance, research, and models that are aligned with the United Nations' Paris Agreement guidelines and support an emissions growth path aimed at limiting global warming to 1.5 degrees Celsius. We work across our global business operations to measure, manage, and mitigate our climate impacts. In April 2022, we announced expanded commitments to reduce the climate impacts of our direct operations, meaning our stores, home offices, distribution (or processing) centers, and certain vehicles. Our global targets include:

### By 2030:

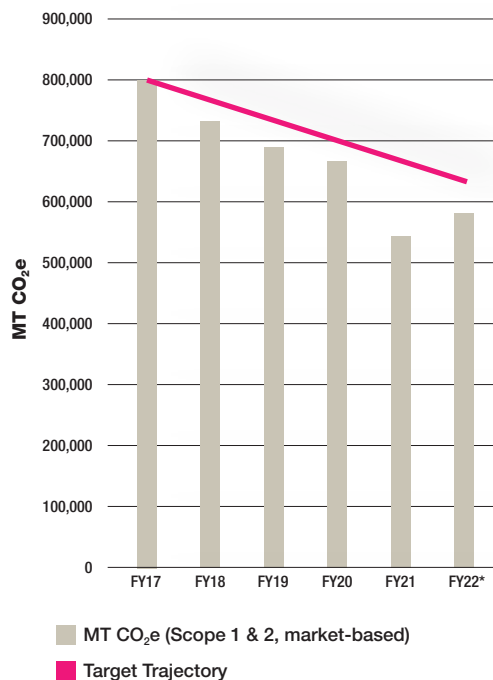
- / We expect to reach a 55% absolute reduction in greenhouse gas (GHG) emissions from our direct operations (Scope 1 and Scope 2) by Fiscal 2030 (against a Fiscal 2017 baseline)
- / We intend to source 100% renewable energy<sup>4</sup> in our operations

### By 2040:

- / We have a goal to achieve net zero GHG emissions in our operations (Scope 1 and Scope 2)

### SCIENCE-BASED TARGET

TJX has achieved a 28% reduction in absolute GHG emissions from FY17 to FY22 and is on-track toward achieving its 55% reduction goal by FY30.



\* We experienced a 7.1% increase in our absolute market-based GHG emissions in FY22 relative to FY21 due to a return to normal operations after COVID-19 related temporary store closures reduced our GHG emissions in FY21.

## Reducing Emissions: In Our Direct Operations

As we work toward our net zero goal, we have identified emissions reduction strategies and tactics that could reduce our Scope 1 and Scope 2 emissions in line with our commitment. Some of our initiatives include: we plan to accelerate investments in some energy efficiency technologies, such as HVAC and LED lighting; we intend to monitor the development and deployment of alternative fuel/electric vehicles and HVAC technologies (such as heat pumps); and we plan to increase our sourcing of renewable energy across our global operations. Operations teams in each of our geographies are actively working on these strategies and tactics in addition to managing our energy consumption and costs, analyzing and improving our operational performance, and testing, prioritizing, and implementing energy efficiency technologies in the facilities and vehicles we operate. Additionally, we source low-carbon and renewable energy to further reduce our GHG emissions from electricity consumption. In certain geographies, we leverage carbon offsets<sup>5</sup> to offset emissions resulting from our direct operations and business travel.



## Building Green

### LEED OR BREEAM- CERTIFIED BUILDINGS<sup>6</sup>

- Phoenix, Arizona, U.S.
- Jefferson, Georgia, U.S.
- Marlborough, Massachusetts, U.S.
- Las Vegas, Nevada, U.S.
- New Albany, Ohio, U.S.
- Mississauga, Ontario, Canada
- Wakefield, U.K.
- Watford, U.K.

### GREEN BUILDING ENHANCEMENTS

- Delta, British Columbia, Canada
- Bergheim, Germany
- Wroclaw, Poland
- Wakefield, U.K.
- Watford, U.K.

### SOLAR INSTALLATIONS<sup>7</sup>

- Phoenix, Arizona, U.S.
- Tucson, Arizona, U.S.
- Dublin, California, U.S.
- Petaluma, California, U.S.
- Paso Robles, California, U.S.
- Torrance, California, U.S.
- Bristol, Connecticut, U.S.
- Bloomfield, Connecticut, U.S.
- New London, Connecticut, U.S.
- Norwell, Massachusetts, U.S.
- Worcester, Massachusetts, U.S.
- Las Vegas, Nevada, U.S.
- Bridgewater, New Jersey, U.S.
- Edgewater, New Jersey, U.S.
- Holmdel, New Jersey, U.S.
- Lawrenceville, New Jersey, U.S.
- New Brunswick, New Jersey, U.S.
- North Bergen, New Jersey, U.S.
- Secaucus, New Jersey, U.S.
- Westbury, New York, U.S.

### RENEWABLE ENERGY OR CARBON FREE PRODUCT

- California, U.S.
- Connecticut, U.S.
- Delaware, U.S.
- Illinois, U.S.
- Maine, U.S.
- Maryland, U.S.
- Massachusetts, U.S.
- New Jersey, U.S.
- New York, U.S.
- Ohio, U.S.
- Pennsylvania, U.S.
- Rhode Island, U.S.
- Texas, U.S.
- Virginia, U.S.
- District of Columbia, U.S.
- Alberta, Canada
- Nova Scotia, Canada
- Saskatchewan, Canada
- Northern Ireland, U.K.
- Republic of Ireland





## **Reducing Emissions: In Our Value Chain**

Our focus has historically been on the climate-related impact of our direct operations where we have the most control over our facilities energy and fuel usage (Scope 1 and Scope 2). In addition, we have begun to evaluate how our commitment to reduce our Scope 1 and 2 emissions might be extended to certain Scope 3 emissions sources as well. Through a high-level screening of all 15 Scope 3 emissions categories, we have begun to develop a preliminary understanding of which of those categories of Scope 3 emissions are relevant to our business. We are also making progress in collecting publicly available information about the climate strategies, reduction targets, and emissions data for some of our largest vendors. These efforts are intended to help us evaluate our ability to collect data and measure certain sources of emissions from Scope 3 categories.

## **Transportation and Fuel**

Our logistics teams worldwide seek out strategies and technology solutions that can help us increase the efficiency of our logistics and transportation operations and reduce fuel used to transport our merchandise throughout our distribution network. Some examples include modeling software, increasing utilization of trailer space, and testing new alternative fuel methods.

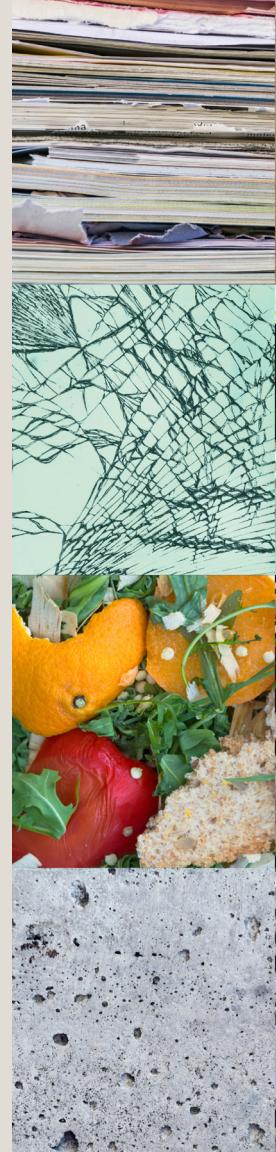
## / KEY FOCUS AREA: WASTE MANAGEMENT

Teams throughout our business work to implement cost-effective strategies and processes to manage the many different types of waste materials resulting from our operations. We focus on eliminating operational waste, where feasible, and maximizing the reuse and recycling of materials in our stores, distribution centers, and corporate offices. These efforts support our global **goal of working to divert 85% of operational waste from landfill by 2027.**

Our global approach to managing operational waste includes efforts to:

- / Maximize reuse and recycling of operational waste, of which the majority is corrugate boxes from vendors.
- / Collaborate with our waste-haulers and vendors on solutions that improve our ability to divert operational waste materials from landfill.
- / Update and enhance our communications on sortation and recycling procedures within certain stores.
- / Address and decrease single-use plastics in our operations.
- / Explore opportunities for certain geographies to expand merchandise recovery and reuse programs.

### FY22 DIVERSION RATES





## Maximizing Reuse and Recycling

We have many programs across our global business that support our efforts to reuse and recycle our operational waste in our stores, distribution centers, and home offices. For example, recycling programs for common items like cardboard, plastic, paper, aluminum, and glass have been introduced across all geographies. We are working to improve our programs and find new ways to recycle other items, like polystyrene. One of our efforts involves our Asset Recovery Recycling Centers (ARRCs).





## Our Asset Recovery and Recycling Centers (ARRCs)

In the U.S., our 26 ARRCs are located within our service centers and have historically served 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. Over the years, the flexibility of the ARRC organization has enabled us to test new programs as we strive to increase the types of materials that can be included in our recycling stream. For example, as our global waste stakeholders have identified polystyrene (Styrofoam) as a key area of focus, we have leveraged the ARRC to pilot strategies to improve our management and recycling of polystyrene packaging material. Thanks to efforts like this and many others, we estimate the ARRCs have helped divert more than 378,000 metric tons of waste from landfills since Fiscal 2017. In Europe, the ARRC operates as a reuse center for equipment that is not currently required in certain stores and fulfills other stores equipment needs.





## Decreasing Single Use Plastics

We have regional efforts in place to identify opportunities to remove single-use plastics from our operations and are working with our suppliers to reduce single-use packaging. We are also working to eliminate PVC from the packaging of certain top-of-bed styles, easy-care table linens, outdoor seating cushions, and outdoor pillows that are developed in-house by our product design team by 2025. Additionally, TJX is a member of the Closed Loop Partners' Consortium to Reinvent the Retail Bag as the Apparel and Home Goods Sector Lead Partner. Working together, we aim to identify, test, and implement viable design solutions and models that more sustainably serve the purpose of the current retail bag. In Fiscal 2021, all single-use plastic bags were removed from our stores in Europe and in Canada, single-use checkout bags were removed from 18 stores in Fiscal 2022 as part of a phased approach to eliminating them from all stores nationally by February 2023.

## Merchandise and Product Recovery and Reuse Programs

We recognize there are environmental concerns created by textile waste, and we continue to explore how we can contribute to scalable solutions that support a more circular economy. For example, in certain parts of Canada, U.K., and Ireland, we have programs in place that support the reuse of clothing, accessories, shoes, homeware, and more. In Canada, we partner with Brands for Canada at our distribution centers to provide second life for product by donating unsold clothing, personal care, and household items to people in need through trusted social service agencies and schools.

In the U.K. and Ireland, T.K. Maxx Associates and customers can recycle clothes, accessories, and homeware in-store year-round through our "Give up Clothes for Good" initiative. See more details about our efforts on page 16.



## / REDUCING OUR IMPACT STARTS WITH THE HELP OF OUR ASSOCIATES

Corporate responsibility, including environmental sustainability, is important to both current and prospective Associates, and we believe that the more we collaborate across the organization, the better our programs can be.

At TJX, our Associates are encouraged to consider how to potentially minimize environmental impacts as they make operational decisions, and we communicate this to them in our TJX Global Code of Conduct.



## / GREEN IT

Green IT is an initiative focused on managing and leveraging our technology to reduce TJX's Global IT team's environmental footprint. The Green IT Committee aligns its work around TJX's environmental focus areas.

### Recent Initiatives Include:

#### CLIMATE

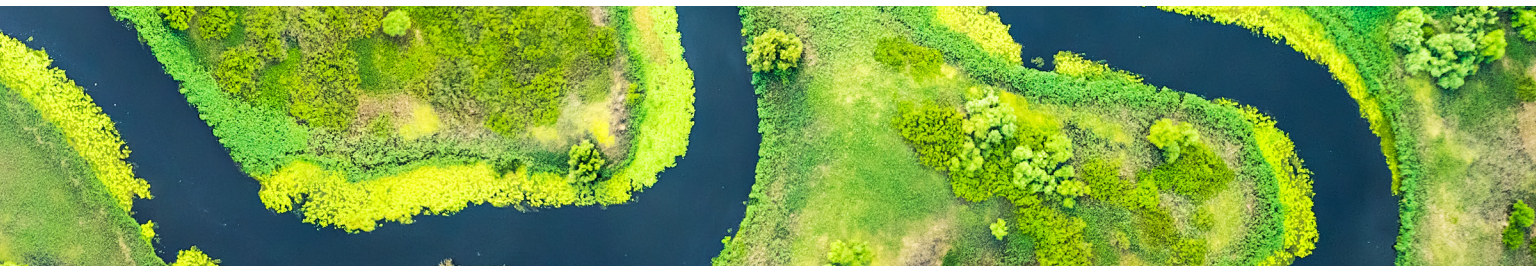
Reduce our technology-related GHG emissions footprint by optimizing the usage of our data centers and cloud services.

#### ENERGY

Reduce our energy usage by sourcing energy efficient devices and related software solutions.

#### WASTE

We strive to responsibly manage our broken or obsolete hardware and accessories by working to identify new ways and/or partnerships that lead to increases in safe and secure recycling of or reductions in technology-related waste.







# RESPONSIBLE BUSINESS

Delivering Real Value To The World.





## / HIGHLIGHTS



**82%**

of our Board Members are independent as of June 2022



**64%**

of Board Members are women and/or self-identify as a member of an underrepresented group as of June 2022



**2,400+**

audits either conducted by TJX and our third-party auditors directly or accepted from recognized sources in FY22

As a leader in global retail and a Fortune 500 company, we recognize the importance of operating ethically and sourcing responsibly. Our business dealings and interactions are grounded in our long-held core values of honesty, integrity, and treating others with dignity and respect. Our global codes of conduct set forth standards to which we hold our Associates, Management, Board Members, and vendors accountable.

## Responsible Business Initiatives

At TJX, operating responsibly includes focus in the following areas:

- / Excellence in Governance
- / Global Social Compliance
- / Engaging with Stakeholders

## / OUR BOARD OF DIRECTORS: DIVERSE, EXPERIENCED, ENGAGED

We believe our Board should be composed of highly engaged directors and that the Board's skills and experience be aligned with the changing needs of the Company for current and future business environments. Additionally, we look for a Board that

represents a diversity of backgrounds and experience, including as to gender and race/ethnicity, and that reflects a range of talents, ages, skills, viewpoints, professional experiences, geographies, and educational backgrounds.





## / RESPONSIBLE SOURCING

We believe in the importance of responsible and ethical sourcing in our supply chain. We strongly value the relationships that we have developed with our vendors, which are 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. Our responsible

sourcing initiatives cover a variety of evolving areas of interest. These include our long-standing Global Social Compliance Program, as well as newer initiatives related to the environmental impact of certain products and packaging and chemicals management within our operations.

## Our Off-Price Business Model

The majority of product we sell in our stores and online 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, sometimes 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 may help design or develop merchandise to be manufactured just for us.



**1,200+**  
Buying Associates



**~21,000**  
Vendors



**100+**  
Countries







## Sustainable Products and Packaging

We are taking initial steps to determine ways that we may reduce the environmental impact of certain products and product packaging. As we source merchandise, product packaging, and supplies for our own operations, we may find more opportunities to procure materials with sustainable attributes. As some of our first steps along this journey:

- / We aim to shift 100% of the packaging for products developed in-house by our product design team to be reusable, recyclable, or contain sustainable materials by 2030.
- / We intend to phase out all phenol-based coatings on paper customer sales receipts.
- / By 2025, we plan to phase out use of PVC in product packaging designed by TJX's own fashion and style experts and specifically manufactured for us. This will include certain top-of-bed styles, easy-care table linens, outdoor seating cushions, and outdoor pillows.

In addition to our global targets for certain product packaging, we have developed a framework to define sustainable product attributes, which includes materials that can be verified by a credible third-party process or certification. Our subject matter experts have compiled a list of preferred sustainable product certifications in certain product categories that can be used across all of our divisions, globally. Examples include Forest Stewardship Council (FSC)-certified materials; Global Recycled Standard (GRS)-certified products; OEKO-TEX-certified products; and products made from organic cotton.

## Chemicals Management

As we continue to learn and build our programs in this area, we are exploring ways to manage chemicals of concern that go beyond legal and regulatory requirements in our operations as well as certain products we sell. Our current approach includes:

Program development including addressing opportunities in:

/ **Business operations** – for example, we have implemented our plan to phase out all phenol based coatings on paper customer sales receipts in the U.S. and intend to complete this process in Canada by the end of Fiscal 2023; and replaced our serveware in our U.S. home office cafeterias with PFAS-free compostable serveware and intend to complete this in Canada by the fall of calendar year 2022.

/ **Merchandise and packaging** – such as, the development of a buyer tool for Winners beauty buyers in Canada to identify products free of certain chemicals of concern.

/ **Industry, expert, and internal collaboration** – we are members of the Green Chemistry and Commerce Council (GC3) for external industry collaboration in the area of chemical management.

Late in calendar year 2021, we published TJX's Chemicals Management Program. The program outlines our expectations for vendors and suppliers to reduce or eliminate certain chemicals of concern. It also identifies the initial prioritization of categories where we intend to focus our efforts. We will continue to evolve our strategy and work to identify new and expanded policies and commitments where we may further limit the use of chemicals of concern within our complex off-price business model.

## / GLOBAL SOCIAL COMPLIANCE PROGRAM

We strongly value our vendor relationships as we believe they have been a key factor in our long-term success. 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. 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. Our commitment to these principles is reflected in our Vendor Code of Conduct, which serves as the foundation for our program and our responsible sourcing initiatives. We have a Global Social Compliance Committee that serves in an advisory capacity, helping to guide corporate management in setting strategy and executing the program, with our international buying offices and merchants also playing key roles in achieving our goals.



## Our Global Social Compliance Program Approach





## Factory Auditing

We focus the auditing portion of our Global Social Compliance Program where we have more influence in bringing products to market. This means our program typically reaching factories that produce merchandise that we have helped design or develop just for us.



## The Process

Factory audits generally include one to two full working days at each audited factory, whether in-person or remote, and include the following components:

- / Interview with factory management
- / 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

## Social Compliance Training

We recognize that it is important to routinely train buying agents, vendors, and factory management on our Vendor Code of Conduct and our Global Social Compliance Program, and we strongly encourage all new factories in our factory monitoring program to participate. Typically, we hold an average of 10-12 training sessions a year in various locations around the world, regionally close to factories included in our factory monitoring program. Likewise, TJX Associates involved in the development and buying of merchandise undergo formal social compliance training biennially.



## / **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. We engage with our Associates through Town Hall meetings, State of the Company meetings, CEO updates, team huddles, in-store bulletin boards, and other communication vehicles. Engaging with our customers allows us to address their changing preferences, tastes, interests, and concerns. We ask our customers to complete online satisfaction surveys to tell us how they rate their shopping experience. 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 such as redesigning floor plans and changing lighting to better highlight products. We speak regularly with shareholders throughout each year via investor meetings, conferences, phone calls, and written correspondence to engage with the investor community regarding our Company's financial performance and on environmental, social, and governance (ESG) matters.



## / SUPPLIER DIVERSITY

The value we place on diversity extends into our supplier relationships, including our Supplier Diversity Program dedicated to broadening supplier options for not-for-resale goods and services. Since its inception in 1992, our program has expanded to help provide additional opportunities to businesses owned by minorities, women, veterans, LGBTQ+ individuals, and

persons with disabilities. This, in turn, has helped us identify suppliers for mutually beneficial relationships and has helped to promote economic development in our suppliers' local communities. In Fiscal 2022, we expanded into Canada and the U.K. and added partnerships with several regional councils to help us identify certified diverse suppliers in those regions.





## AWARDS AND RECONITION



FTSE4Good



Black & White Journal



HISPANIC network



Professional WOMAN'S magazine

## / OUR JOURNEY CONTINUES

Though we are proud of our accomplishments over our many years, we are always working to do better. Today, the urgency of that is clearer than ever. We remain passionate about continuing our corporate responsibility journey and working to make a positive, sustainable impact on the world.



## Footnotes

- <sup>1</sup> Managerial is defined as Assistant Store Manager (or equivalent level) and above across the Company.
- <sup>2</sup> People of Color includes, consistent with definitions used by the Equal Employment Opportunity Commission (“EEOC”), the following racial and ethnic categories: Black or African American; Hispanic or Latino; Asian; Native Hawaiian or Pacific Islander; American Indian or Alaskan Native; and Two or More Races.
- <sup>3</sup> Data on ethnic and racial diversity for the U.S. only. Statistics for U.S. Associates are based on racial/ethnic designations used by the EEOC.
- <sup>4</sup> Purchased electricity only.
- <sup>5</sup> Carbon offsets are certificates that can be traded. The certificate represents a reduction in GHG emissions created by a project, for example, planting acres of trees. Companies can purchase these certificates to “offset” GHG emissions in their operations.
- <sup>6</sup> LEED® is an acronym for Leadership in Energy and Environmental Design™ and is a registered trademark of the U.S. Green Building Council®. BREEAM stands for Building Research Establishment Environmental Assessment Method and is an environmental assessment method and rating system for buildings.
- <sup>7</sup> In some cases, TJX chooses not to retain ownership of the renewable energy certificates associated with the installation.



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