

The background of the entire page is a photograph of several fabric swatches. The swatches are in various shades of beige, tan, and cream. They are arranged vertically and are tied together at the top with light-colored twine or string. The lighting is soft, highlighting the texture of the fabrics.

WILLIAMS-SONOMA, INC.

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CORPORATE  
RESPONSIBILITY  
REPORT *scorecard*

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2012

# scorecard

MEASURING OUR PROGRESS

## PRODUCTS

A COMMITMENT TO MAKE BEAUTIFUL PRODUCTS, INSIDE AND OUT



### INCREASING OUR USE OF FSC-CERTIFIED WOOD

Wood is the largest natural resource used in our furniture. The health of our business is tied to the health of the world's forests and availability of high-quality wood.

#### BACKGROUND

We joined the Global Forest & Trade Network (GFTN) to develop a process to track sources of wood and published our company's wood policy in 2008. Since then, we have made significant progress throughout our supply chain to gather and verify data on the types of wood we use and the countries we source from. In addition, we have begun the long-term process of incorporating the use of wood certified by the Forest Stewardship Council (FSC), the gold standard in responsible wood sourcing. We are working on a strategy to incorporate more FSC-certified wood into our collections, but recognize that this will take time due to pricing and supply issues.

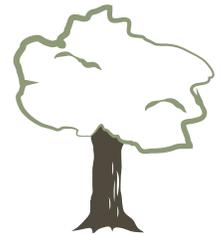
#### 2012 RESULTS

7%\* of the wood in our furniture was FSC-certified. Representing our greatest progress to date, 23% of the wood in our Pottery Barn outdoor furniture collections was FSC-certified. We also use reclaimed wood that is repurposed and contributes to the conservation of resources.

*\*This figure is based on self-reported data by our suppliers.*

#### LOOKING AHEAD

We are committed to increasing the use of FSC-certified wood in our furniture. Each of our brands is continuing to develop a strategy to incorporate this wood into their collections.



7%  
FSC-CERTIFIED



### INCORPORATING THE BENEFITS OF ORGANIC

Cotton represents the largest volume of fiber used in our textile products. Our investment in the use of organic cotton promotes healthy farming practices that benefit farmers, communities and wildlife.

#### BACKGROUND

In 2007, we introduced organic cotton textile products, both to answer customer demand and to support the emerging organic cotton market. Over time we expect this market to evolve so that we may incorporate even more organic cotton into our products at a competitive price. We also joined the Textile Exchange, which promotes more sustainable practices throughout the cotton supply chain. To formalize our commitment, we published our company's fiber policy in 2012.

#### 2012 RESULTS

11%\* of the cotton in our textiles was organic. Many of our textile products meet the additional requirements of the Global Organic Textile Standard (GOTS), the most rigorous standard in the textile industry.

*\*This figure is based on self-reported data by our suppliers.*

#### LOOKING AHEAD

We are committed to using organic cotton in our textiles. We will also provide our support to further improve practices throughout the cotton supply chain.



11% ORGANIC

## OPERATIONS

NUMEROUS OPPORTUNITIES TO BENEFIT THE ENVIRONMENT AND OUR BUSINESS



## ghg emissions

STRATEGIC TO OUR BUSINESS AND BOTTOM LINE

Greenhouse gases (GHG) are increasingly the focus of public policies related to the regulation of business. Because carbon is the result of our use of energy and fuel, reducing our emissions will directly impact our bottom line.

### BACKGROUND

We began measuring our emissions as part of our annual GHG inventory in 2008. Major projects resulting in carbon reduction and cost savings have included lighting retrofits at distribution centers and stores.

### 2012 RESULTS

Our emissions totaled 127K metric tons\* of CO<sub>2</sub>e. The majority of our emissions result from purchased electricity to run our retail stores and distribution centers.

\*Calculation of our GHG emissions is based on guidelines from the Greenhouse Gas Protocol. For some of the data, we used estimates, and our GHG inventory may be adjusted in the future. It has not been verified by third-party auditors.



127K  
METRIC TONS

### LOOKING AHEAD

We are continuing to develop a long-term emissions reduction strategy that will include the purchase of renewable energy.



## PURCHASED electricity

ALIGNING BUSINESS AND ENVIRONMENTAL GOALS

Electricity accounts for the majority of our energy usage and cost, as well as our emissions. Strategically managing electricity purchases, investing in efficiency projects, and taking advantage of incentives for renewable energy mitigates risks associated with energy volatility.

### BACKGROUND

Our initial focus has been to invest in efficiency projects such as lighting retrofits in our distribution centers and stores, which has brought significant cost savings. We have also promoted the use of renewable energy; our East Coast distribution center now has one of the largest solar installations in New Jersey.

### 2012 RESULTS

Our electricity usage totaled 225K MWh\*.

\*Calculation of our purchased electricity includes some estimated data - for example, we estimated energy usage for stores where utilities are included as part of the lease. As a result, this calculation may be adjusted in the future.



225K MWh

### LOOKING AHEAD

We are developing a coordinated, company-wide energy strategy to increase our efficiency and cost savings.

## CATALOG paper

CONTINUING OUR COMMITMENT TO FSC-CERTIFIED PAPER

Catalogs support each of our brands and play a fundamental role in our marketing strategy.

### BACKGROUND

We made a major shift in 2006 to using FSC-certified paper in our catalogs. In 2007 we achieved the goal of making 100% of our catalog paper FSC-certified. We have also reduced the dimensions of our catalogs and the number of pages mailed, and we allow for customer preferences regarding frequency. In 2008, we formalized our commitment to responsible practices with the publication of our paper procurement policy.

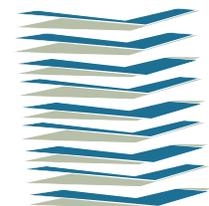
### 2012 RESULTS

While our net revenues in 2012 grew by 8.7%, the number of catalog pages circulated increased by only 1.9%\*.

\*Fiscal year 2012 was a 53-week year.

### LOOKING AHEAD

We will continue to use only FSC-certified paper in our catalogs.



+1.9%  
PAGES  
CIRCULATED

## PEOPLE

A PRIMARY FOCUS OF OUR COMPANY AND CULTURE



# factory

ENSURING SAFE, FAIR WORKING CONDITIONS

## LABOR PRACTICES

*One of our priorities is to ensure that the people who make our products are treated with fairness and respect. Working conditions in the factories where our products are made also have a direct bearing on our reputation and ability to fulfill our promise to customers. Well-managed factories promote both quality and efficiency in production.*

### BACKGROUND

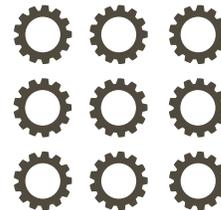
As a condition of working with us, our suppliers are expected to abide by our Vendor Code of Conduct. We monitor compliance through third-party audits and on-site visits, and we maintain a zero-tolerance policy for serious violations. We work with factories to make improvements through Corrective Action Plans (CAPs).

### 2012 RESULTS

*We managed 938 audits at factories worldwide where our products are made.*

### LOOKING AHEAD

*We will engage with other stakeholders in countries where we operate to create more robust and effective programs. In the coming year, we will also focus on more direct engagement with our suppliers to further improve processes and performance.*



938 AUDITS



# giving

CREATING A SENSE OF HOME

*Providing financial support to people, organizations and causes is an integral part of our community strategy.*

### BACKGROUND

We have supported a diverse range of activities to create positive impact. Since 2005, we have partnered with St. Jude Children's Research Hospital, raising \$22 million to date. We have provided \$1 million in grants over the past decade to women's and family shelters throughout the country. During recent disasters, we have provided financial assistance to some of the people and communities that suffered losses.

### 2012 RESULTS

*We raised and contributed \$6.6M\* in support of a range of causes. This total includes money raised for St. Jude; gifts-in-kind; shelter grants; sponsorship of the San Francisco AIDS Walk; disaster relief; and our Matching Gifts program, which we introduced in 2012 to double the impact of associate giving.*

\*The majority of this figure is raised for St. Jude through customer and associate donations, along with proceeds from the sale of select products.



\$6.6M

### LOOKING AHEAD

*We will continue our support of St. Jude and other causes that are aligned with our mission and passions. We will also seek to provide support during natural disasters when people and communities are in need.*



# volunteering

HONORING THE CHOICES OF OUR ASSOCIATES

*Supporting our associates in making a difference helps us deepen our presence in the community, enhances our relationship with customers and strengthens engagement.*

### BACKGROUND

Our associates volunteer time in a range of activities, both on their own and through company-sponsored programs and events. We launched Community Involvement Time (CIT) in 2008 to provide corporate associates with eight hours of paid time to volunteer annually. This program emphasizes associate choice, allowing them to support the causes and organizations they care about most. In addition, our associates participate in volunteering that falls outside of CIT. For example, CIT covers only volunteering conducted during the work week and does not include weekend activities.

### 2012 RESULTS

*Our associates volunteered 2,800 hours in the community through a variety of activities, including those covered by our paid volunteer program, Community Involvement Time (CIT).*

### LOOKING AHEAD

*We will continue to evolve our volunteer program to increase associate participation and create an even greater impact in our communities.*



2,800  
HOURS GIVEN

P O T T E R Y B A R N

pottery barn kids



west elm

WILLIAMS-SONOMA

REJUVENATION®

Mark <sup>AND</sup> Graham

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**CONTACT INFORMATION**

*We welcome the involvement of our customers, associates, partners and stakeholders – please share your feedback, ideas and inspiration by contacting us at [WSISustainableDevelopment@wsgc.com](mailto:WSISustainableDevelopment@wsgc.com)*

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