

Welcome to your CDP Climate Change Questionnaire 2020

C0. Introduction

C0.1

(C0.1) Give a general description and introduction to your organization.

Williams-Sonoma, Inc., incorporated in 1973, is an omni-channel specialty retailer of high-quality products for the home. In 1956, our founder, Chuck Williams, turned a passion for cooking and eating with friends into a small business with a big idea. He opened a store in Sonoma, California, to sell the French cookware that intrigued him while visiting Europe but could not be found in America. Chuck's business, which set a standard for customer service, took off and helped fuel a revolution in American cooking and entertaining that continues today.

In the decades that followed, the quality of our products, our ability to identify new opportunities in the market and our people-first approach to business have facilitated our expansion beyond the kitchen into nearly every area of the home. Growth across the Williams-Sonoma, Inc. portfolio has been fueled by three areas of strategic investment: brand experimentation and innovation for a best-in-class approach to omni-channel retail experiences; operational excellence across the enterprise, from quality product and sourcing to efficient manufacturing and supply chain; and culture and sustainability, from commitments to foster women in leadership and embrace diversity to a healthy impact on our community and environment. We speak to our commitment to "Good By Design" and our pillars of Planet, People, and Purpose across all our brands on our sustainability website, <https://sustainability.williams-sonomainc.com/>, which details our progress to public goals and our enhanced disclosures aligned with an environmental, social, and governance framework.

Today, Williams-Sonoma, Inc. is one of the United States' largest e-commerce retailers with some of the best known and most beloved brands in home furnishings. As the world's largest digital-first, design-led, sustainable home retailer, we are shaping the future of shopping for the home. Our brands include Williams Sonoma, Williams Sonoma Home, Pottery Barn, Pottery Barn Kids, Pottery Barn Teen, West Elm, Rejuvenation, and Mark & Graham. We operate in the U.S., Puerto Rico, Canada, Australia and the United Kingdom and offer international shipping to customers worldwide. Our unaffiliated franchisees operate stores in the Middle East, the Philippines, Mexico and South Korea, as well as e-commerce websites in certain locations.

C0.2

(C0.2) State the start and end date of the year for which you are reporting data.

	Start date	End date	Indicate if you are providing emissions data for past reporting years
Reporting year	February 3, 2019	February 2, 2020	No

C0.3

(C0.3) Select the countries/areas for which you will be supplying data.

Australia
Canada
China
India
Indonesia
Italy
Philippines
Portugal
Puerto Rico
Singapore
Thailand
Turkey
United Kingdom of Great Britain and Northern Ireland
United States of America
Viet Nam

C0.4

(C0.4) Select the currency used for all financial information disclosed throughout your response.

USD

C0.5

(C0.5) Select the option that describes the reporting boundary for which climate-related impacts on your business are being reported. Note that this option should align with your chosen approach for consolidating your GHG inventory.

Operational control

C1. Governance

C1.1

(C1.1) Is there board-level oversight of climate-related issues within your organization?

Yes

C1.1a

(C1.1a) Identify the position(s) (do not include any names) of the individual(s) on the board with responsibility for climate-related issues.

Position of individual(s)	Please explain
Board-level committee	<p>i) Position of individuals: The Nominations, Corporate Governance and Social Responsibility Committee (the “Committee”) of the Company’s Board of Directors oversees Corporate and Social Responsibility matters, including climate-related issues. The Committee is comprised of 3 Directors who monitor the Company’s environmental, social and governance policies and advise on policies and strategies that could help our social and environmental impact and risk profile.</p> <p>ii) Please explain: The Committee engages regularly with management on climate-related issues, for example, approving updates to WSI’s climate and environmental strategy and policy disclosures. Additionally, the Audit & Finance Committee, composed solely of directors who are independent in accordance with New York Stock Exchange listing standards, meets periodically with the Company’s independent auditors, the Company’s internal auditors, and management to advise the Board and management on policies and strategies pertinent to our Risk Management process. Management of sustainability is led by our Executive Vice President of Sourcing, who is responsible for coordinating a cross-functional team of subject matter experts as well as a dedicated, global team of Sustainability professionals. These cross-functional leaders across the company determine the strategies, policies and goals related to our Environmental, Social, and Governance (ESG) strategy, and regularly report to and seek input from the Committee on those matters, including climate-related issues.</p>

C1.1b

(C1.1b) Provide further details on the board’s oversight of climate-related issues.

Frequency with which climate-related issues are a scheduled agenda item	Governance mechanisms into which climate-related issues are integrated	Please explain
Scheduled – some meetings	<ul style="list-style-type: none"> Reviewing and guiding strategy Reviewing and guiding major plans of action Reviewing and guiding risk management policies Monitoring implementation and 	<p>The Board of Directors’ review of environmental and social topics is obtained through the updates it receives from the Committee. The Committee reviews environmental and social topics at least annually, presented by WSI’s cross-functional ESG subject matter experts. This happens independently of our financial reporting process, which includes economic topics and is overseen throughout the year by the Audit and Finance Committee, which provides regular reports</p>

	performance of objectives	to the Board of Directors. Additionally, WSI's EVP of Sourcing, Quality Assurance, and Sustainable Development leads both ESG strategy and the organization's dedicated Sustainability team presents to the full board at least once a year to monitor and review existing and proposed strategy, goals, and targets.
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C1.2

(C1.2) Provide the highest management-level position(s) or committee(s) with responsibility for climate-related issues.

Name of the position(s) and/or committee(s)	Responsibility	Frequency of reporting to the board on climate-related issues
Other, please specify Board-level committee	Both assessing and managing climate-related risks and opportunities	Annually

C1.2a

(C1.2a) Describe where in the organizational structure this/these position(s) and/or committees lie, what their associated responsibilities are, and how climate-related issues are monitored (do not include the names of individuals).

Oversight of WSI's Sustainability Strategy, including climate-related issues, starts with the Board of Directors and carries through the entire supply chain organization. The Nominations, Corporate Governance and Social Responsibility Committee (the "Committee") of the Company's Board of Directors oversees Corporate Sustainability and Social Responsibility matters, including climate-related issues. The Committee is comprised of 3 Directors who monitor the Company's environmental, social and governance policies and advise on policies and strategies that could help our social and environmental impact and risk profile. The Committee engages regularly with management on these issues. Additionally, the Audit & Finance Committee, composed solely of directors who are independent in accordance with New York Stock Exchange listing standards, meets periodically with the Company's independent auditors, the Company's internal auditors, and management to advise the Board and management on policies and strategies pertinent to our Risk Management process. The Executive Vice President of Sourcing, Quality Assurance, and Sustainable Development leads both the organization's dedicated global team of Sustainability professionals as well as a working group of cross-functional leaders across the company to determine strategies, policies and goals related to sustainability and regularly report to and seek input from the Committee on those matters, including climate-related issues. Climate-related issues are monitored in a variety of ways from tracking and reporting on GHG emissions in our operations to tracking and reporting on our responsibly sourced material initiatives to identify and assessing climate-related supply chain risks.

The dedicated Sustainability team works across the enterprise, both within brands and within shared services, to drive progress to shared goals and embed accountability for sustainability programs across departments. This team partners with in-country sourcing teams, brand design and merchants, packaging engineers, retail operations, human resources, and supply chain operations to set and meet goals.

C1.3

(C1.3) Do you provide incentives for the management of climate-related issues, including the attainment of targets?

	Provide incentives for the management of climate-related issues	Comment
Row 1	Yes	

C1.3a

(C1.3a) Provide further details on the incentives provided for the management of climate-related issues (do not include the names of individuals).

Entitled to incentive	Type of incentive	Activity incentivized	Comment
Other, please specify Corporate employees	Non-monetary reward	Other (please specify) Company-wide public-facing goals around responsibly sourced material, reduced energy consumption and emissions, and landfill diversion	Corporate employees are asked to include sustainability goals in their annual objectives and are evaluated on these goals in annual performance reviews. Many cross-functional teams across the company are involved in our climate-related goals and are evaluated on performance to these goals during annual reviews.
Executive officer	Monetary reward	Supply chain engagement	The Executive Vice President of Sourcing, Quality Assurance, and Sustainable Development has concrete climate-related sustainability goals in her annual objectives and is evaluated on these goals in her annual performance reviews.
Management group	Monetary reward	Supply chain engagement	The Sustainability team has concrete climate-related sustainability goals in their annual objectives and are evaluated on these goals in annual performance reviews.

C2. Risks and opportunities

C2.1

(C2.1) Does your organization have a process for identifying, assessing, and responding to climate-related risks and opportunities?

Yes

C2.1a

(C2.1a) How does your organization define short-, medium- and long-term time horizons?

	From (years)	To (years)	Comment
Short-term	1	3	
Medium-term	3	5	
Long-term	5	10	

C2.1b

(C2.1b) How does your organization define substantive financial or strategic impact on your business?

- i) Definition of substantive financial or strategic impact: An impact in which our business, financial condition or operating results could be harmed substantially, which could cause the market price of our stock to decline, perhaps significantly.
- ii) Quantifiable indicator of substantive financial or strategic impact: Requires a year-over-year minimum impact of 10bps on operating margin or \$6M.

C2.2

(C2.2) Describe your process(es) for identifying, assessing and responding to climate-related risks and opportunities.

Value chain stage(s) covered

Direct operations
Upstream

Risk management process

Integrated into multi-disciplinary company-wide risk management process

Frequency of assessment

Annually

Time horizon(s) covered

- Short-term
- Medium-term
- Long-term

Description of process

WSI’s risk management process identifies risks most material to the business on an annual basis. This process involves multiple steps to ensure input is collected from across the organization. Senior management across the company provides input into which risk and opportunities could have a substantive financial or strategic impact to the business. WSI then creates a risk heat map based on this outcome. Further follow-up work is done on our most significant risks as required. Short-, medium-, and long-term risks are included in the risk identification and management process. Key risk owners are identified and provide brief risk summaries that include steps taken to mitigate the risk and annual plans and goals to continue to mitigate the risk. A fulsome discussion of these risk areas are addressed at meetings of the Board at least annually.

For example, physical supply chain risk is always included as a significant risk. This includes acute climate-related natural disasters (e.g. floods, droughts) or chronic climate impact that results in volatile commodity cost. Mitigation entails a balanced global vendor landscape and materials sourcing strategy. Transition risks, such as brand reputation in contributing to a low carbon economy are also considered as part of this process. Mitigation entails developing clear policies around high impact product categories, such as lighting, and establishing clear goals to work towards efficiencies, such as transitioning to LED.

C2.2a

(C2.2a) Which risk types are considered in your organization's climate-related risk assessments?

	Relevance & inclusion	Please explain
Current regulation	Relevant, always included	Current regulation often affects costs in our operations and supply chain. Teams within our company regularly monitor all current regulations and adjusts company-wide policies as a result. For example, in states with Mattress Stewardship legislation, we work to allocate funds to recycling and recovery operations and more broadly extend these practices across our supply chain. These types of regulatory risks are included in the company’s climate-related transition risks assessments.
Emerging regulation	Relevant, always included	We follow emerging regulations at the international, federal, state and even city-level to understand the possible future implications for our costs and ability to operate. For example, our teams regularly track regulation related to chemicals (such as REACH and Prop 65) and integrate that expertise into our framework for preferred and innovative materials from a carbon lens. These emerging regulatory

		risks are included in the company's climate-related transition risks assessments using a best to worst case range of regulation scenarios.
Technology	Relevant, always included	Technology risks are considered in how we manage costs and meet reduction targets in our operations and supply chain. For example, incorporating climate-related metrics in selecting assets or retrofitting existing assets (such as lighting, HVAC, or investment in automated boxing machinery).
Legal	Not relevant, explanation provided	WSI does not have any climate-related legal risks.
Market	Relevant, always included	If climate change were to lead to market uncertainty or disruption, we may face reduced demand for the products we sell. Any prolonged adverse conditions in or sustained uncertainty or disruption about markets in which we operate or the economy in general could adversely impact consumer confidence, causing our customers to delay purchasing or determine not to purchase our products. Our marketing, merchandising, and inventory distribution teams use internal and external consumer insights to evaluate these risks and we adjust our in-stock inventories based on these insights. For example, our outdoor furniture or holiday decor are seasonal businesses that require a specific inventory to be sold through within a discrete time frame.
Reputation	Relevant, always included	Our reputation could be damaged if we do not (or are perceived not to) act responsibly with respect to any social or sustainability matters (including climate-related issues), which could negatively impact our business and results of operations. Investors and customers are beginning to ask WSI about climate change impacts to the business and how they are incorporated into the company's strategy. If we fail to adequately address investor concerns about climate change and sustainability, our reputation could be harmed. If we fail to maintain a stringent verification process for sustainability marketing and certification claims on product tags, online copy, and in broader marketing claims, our reputation with consumers could be harmed.
Acute physical	Relevant, always included	Any event causing a disruption or delay of imports from foreign vendors or to our domestic supply chain, could increase the cost, reduce the supply of merchandise available to us, or result in excess inventory if merchandise is received after the planned or appropriate selling season.
Chronic physical	Relevant, always included	Our success depends, in large part, upon our ability to identify and analyze factors affecting our business and to anticipate and respond in a timely manner to changing merchandise trends and customer demands in order to maintain and attract customers. For example, in the specialty home products business, style and color trends are

		constantly evolving, so we must manage our inventory effectively and commensurate with customer demand.
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C2.3

(C2.3) Have you identified any inherent climate-related risks with the potential to have a substantive financial or strategic impact on your business?

Yes

C2.3a

(C2.3a) Provide details of risks identified with the potential to have a substantive financial or strategic impact on your business.

Identifier

Risk 1

Where in the value chain does the risk driver occur?

Upstream

Risk type & Primary climate-related risk driver

Acute physical

Increased severity and frequency of extreme weather events such as cyclones and floods

Primary potential financial impact

Decreased revenues due to reduced production capacity

Company-specific description

Approximately 65% of our merchandise purchases in fiscal year 2019 were sourced from foreign vendors predominantly in Asia and Europe. Extreme weather events that disrupt global supply chains could cause a disruption or delay of imports from foreign vendors.

Time horizon

Medium-term

Likelihood

About as likely as not

Magnitude of impact

Medium

Are you able to provide a potential financial impact figure?

No, we do not have this figure

Potential financial impact figure (currency)

Potential financial impact figure – minimum (currency)

Potential financial impact figure – maximum (currency)

Explanation of financial impact figure

Production delays can impact our ability to meet customer demand for merchandise resulting in loss of revenue.

Cost of response to risk

Description of response and explanation of cost calculation

Temporary disruption of production capacity within our supply chain could result in delays of goods manufactured and shipped to meet customer demand. Our estimated impact ranges from an extreme weather event that affects production in one country to an extreme weather event that affects a raw material supply chain that may impact multiple countries. We maintain a balanced global landscape of vendors and invest in long-term partnerships to create a more resilient supply chain.

Comment

Identifier

Risk 2

Where in the value chain does the risk driver occur?

Upstream

Risk type & Primary climate-related risk driver

Chronic physical

Changes in precipitation patterns and extreme variability in weather patterns

Primary potential financial impact

Increased direct costs

Company-specific description

Many key inputs and processes in our supply chain are water and carbon intensive, introducing risk of scarcity due to drought or other supply issues, disruption in availability, and price volatility. For instance, cotton crops in India and Pakistan are rain-fed, and drought in these countries could cause significant shortages of cotton in our supply chain.

Time horizon

Medium-term

Likelihood

About as likely as not

Magnitude of impact

Medium-low

Are you able to provide a potential financial impact figure?

No, we do not have this figure

Potential financial impact figure (currency)

Potential financial impact figure – minimum (currency)

Potential financial impact figure – maximum (currency)

Explanation of financial impact figure

Cotton represents approximately 1/3 of our textile business. Potential disruptions in our cotton supply chain could result in increased direct costs due to higher cotton prices in an affected country or due to shifting production to a new manufacturing country. Our commitment to responsibly sourced materials and investment in scope 3 mapping will inform our footprint reduction strategy, alongside our continued material (wood and cotton) commitments and pursuit of alternative and low-impact material strategy.

Cost of response to risk

Description of response and explanation of cost calculation

Comment

Identifier

Risk 3

Where in the value chain does the risk driver occur?

Direct operations

Risk type & Primary climate-related risk driver

Acute physical

Increased severity and frequency of extreme weather events such as cyclones and floods

Primary potential financial impact

Increased capital expenditures

Company-specific description

Physical risk to infrastructure, assets, and supply chain from increased frequency and intensity of extreme weather events, such as wildfires, floods, or hurricanes and labor risk from displaced populations.

Time horizon

Medium-term

Likelihood

More likely than not

Magnitude of impact

Medium

Are you able to provide a potential financial impact figure?

No, we do not have this figure

Potential financial impact figure (currency)

Potential financial impact figure – minimum (currency)

Potential financial impact figure – maximum (currency)

Explanation of financial impact figure

Cost of response to risk

Description of response and explanation of cost calculation

WSI has experienced extreme weather events that have had significant financial impact on our direct operations in prior years but not within the reporting year.

Comment

C2.4

(C2.4) Have you identified any climate-related opportunities with the potential to have a substantive financial or strategic impact on your business?

Yes

C2.4a

(C2.4a) Provide details of opportunities identified with the potential to have a substantive financial or strategic impact on your business.

Identifier

Opp1

Where in the value chain does the opportunity occur?

Downstream

Opportunity type

Products and services

Primary climate-related opportunity driver

Development and/or expansion of low emission goods and services

Primary potential financial impact

Increased revenues through access to new and emerging markets

Company-specific description

With a strong family of brands and a legacy of quality, durable products, we are exploring new business models related to the circular economy which could bring in new customers and new revenue streams that don't exist in our current business model.

Time horizon

Medium-term

Likelihood

More likely than not

Magnitude of impact

Medium

Are you able to provide a potential financial impact figure?

No, we do not have this figure

Potential financial impact figure (currency)

Potential financial impact figure – minimum (currency)

Potential financial impact figure – maximum (currency)

Explanation of financial impact figure

Our ability to participate in the circular economy is dependent on multiple factors including technology, infrastructure, and customer receptiveness. More research is required.

Cost to realize opportunity

Strategy to realize opportunity and explanation of cost calculation

We are exploring this new market with a number of pilot programs. Costs could include investment in technology, personnel, development in reverse logistics and transportation, marketing, and other business processes.

Comment

Identifier

Opp2

Where in the value chain does the opportunity occur?

Downstream

Opportunity type

Products and services

Primary climate-related opportunity driver

Shift in consumer preferences

Primary potential financial impact

Increased revenues resulting from increased demand for products and services

Company-specific description

With consumer preference shifting towards sustainable options, we are one of the only large-scale home furnishing retailers with a broad assortment of certified organic, FSC, reclaimed and recycled, and TENCEL products.

Time horizon

Short-term

Likelihood

About as likely as not

Magnitude of impact

Medium-low

Are you able to provide a potential financial impact figure?

No, we do not have this figure

Potential financial impact figure (currency)

Potential financial impact figure – minimum (currency)

Potential financial impact figure – maximum (currency)

Explanation of financial impact figure

Responsibly sourced products represent a significant portion of our business today. The financial impact represents the portion of our business currently categorized as responsibly sourced.

Cost to realize opportunity

Strategy to realize opportunity and explanation of cost calculation

We have set ambitious targets around responsibly sourced materials and worked with our suppliers to develop products to the rigorous standards of some of the leading environmental certifications available today. We will continue exploring new standards and setting new goals.

Comment

Identifier

Opp3

Where in the value chain does the opportunity occur?

Downstream

Opportunity type

Markets

Primary climate-related opportunity driver

Other, please specify

Brand reputation and customer loyalty

Primary potential financial impact

Increased revenues resulting from increased demand for products and services

Company-specific description

Consumers increasingly expect companies to offer sustainable options and invest in tackling societal challenges like climate change. Our continued ability to offer quality, well-designed products with core sustainability attributes that carry from material through to production and delivery will enable us to meet consumers' needs.

Time horizon

Medium-term

Likelihood

About as likely as not

Magnitude of impact

Medium

Are you able to provide a potential financial impact figure?

No, we do not have this figure

Potential financial impact figure (currency)

Potential financial impact figure – minimum (currency)

Potential financial impact figure – maximum (currency)

Explanation of financial impact figure

The financial impact represents the potential returns by capturing additional market share in the home furnishings category.

Cost to realize opportunity

Strategy to realize opportunity and explanation of cost calculation

We will continue to invest in credible certifications that will allow us to market sustainability attributes of products to our customers and to develop the infrastructure necessary to increase our monitoring, traceability, and reporting capabilities.

Comment

C3. Business Strategy

C3.1

(C3.1) Have climate-related risks and opportunities influenced your organization’s strategy and/or financial planning?

Yes

C3.1a

(C3.1a) Does your organization use climate-related scenario analysis to inform its strategy?

Yes, qualitative, but we plan to add quantitative in the next two years

C3.1b

(C3.1b) Provide details of your organization’s use of climate-related scenario analysis.

Climate-related scenarios and models applied	Details
Other, please specify Internal cross-functional risk assessment in five areas: environment, social,	Climate-related risks are included in an annual assessment and reflect geopolitical and global forces as well as company specific-considerations. We use an industry standard five-step integrated end-to-end process to identify progress in addressing specific

governance, tariffs & trade, and product safety & quality.	risks. We group main risk areas in the following categories: environmental, social, governance, trade & tariffs, and product safety & quality. The 5-steps in this process are: identify, assess, plan, monitor, and control.
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C3.1d

(C3.1d) Describe where and how climate-related risks and opportunities have influenced your strategy.

	Have climate-related risks and opportunities influenced your strategy in this area?	Description of influence
Products and services	Evaluation in progress	We have set goals to increase our use of responsibly sourced materials in our products with the understanding that these will have environmental benefits. We're still evaluating the environmental impacts of these preferred materials and will quantify those impacts in future reports. We are using existing LCA information to measure the environmental impacts of certified materials, for instance organic cotton versus conventional cotton, and are incorporating those calculations in our scope 3 assessment. We anticipate incorporating these calculations when setting a science-based target within the next 12 months.
Supply chain and/or value chain	Evaluation in progress	We maintain a balanced global landscape of vendors and invest in long-term partnerships, vendor compliance, and resilience. We have made the Higg Index mandatory for our top suppliers representing approximately 70% of our direct product spend and will use that data to implement a targeted reduction strategy in our broader supply chain.
Investment in R&D	Yes	In 2020, we have assembled a preferred material research and development team to support our work in developing products with lower environmental impacts. We anticipate incorporating this research in our product development strategy as a component of our science-based target within the next 12 months.
Operations	Yes	We have measured our Scope 1 and 2 emissions since 2011 and used that information to invest in retrofits and reduction projects each year. We look to transition from an annual year-by-year reduction strategy to a long-term, comprehensive reduction target across Scope 1, 2, and 3. We anticipate including reductions in operational emissions

		as a component of our science-based target within the next 12 months.
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C3.1e

(C3.1e) Describe where and how climate-related risks and opportunities have influenced your financial planning.

	Financial planning elements that have been influenced	Description of influence
Row 1	Revenues Direct costs Indirect costs Capital expenditures	Any event causing a disruption or delay of imports from foreign vendors, our third-party freight carriers, or our facilities and systems could increase the cost, reduce the supply of merchandise available to us, or result in excess inventory if merchandise is received after the planned or appropriate selling season, interrupt our business, or impact our customers, all of which could adversely affect our business, financial condition and operating results. Time horizons covered are short and medium term.

C3.1f

(C3.1f) Provide any additional information on how climate-related risks and opportunities have influenced your strategy and financial planning (optional).

We believe we have made significant progress in executing on our commitments to Planet, People and Purpose, but we still have more work to do. We continue to set targeted, but reachable, goals in these areas to help build on our achievements to-date. We set ambitious commitments to achieve 100% responsibly sourced cotton and 50% responsibly sourced wood by 2021 and currently, we are examining materials beyond cotton and wood, evaluating our potential impact through an emissions-reduction lens. Alongside this work, we are deepening our commitment to transparency and exploring systems for better documenting and tracking material content. We have a working group of packaging engineers across our brands, global sourcing teams and distribution centers to share best practices while setting new recyclability and reduction targets. And we worked with third-party consultant, Anthesis, to conduct a comprehensive mapping of our Scope 3 footprint, the results of which are presented here. Our intention is to use this information to develop and commit to a science-based target for reduction. Our integrated supply chain and leadership in sustainable materials positions us well for the future. Our work has earned recognition across our industry, including rankings in the Textile Exchange top 10 global company list for preferred fibers; the Sustainable Furnishings Council's top scoring global company for sustainable wood furniture; REPREVE's Champion of Sustainability Award for keeping 57 million plastic bottles out of landfills; and Barron's 100 Most Sustainable Companies for three years running. We recognize our contribution to climate change and are committed as a company to mitigating the risk in our supply chain and participating in and leading collective efforts to address this global challenge. We not only use our purchasing power to impact our contribution, but also our brands' voices and the power of storytelling to reach our audience of customers.

C4. Targets and performance

C4.1

(C4.1) Did you have an emissions target that was active in the reporting year?

No target

C4.1c

(C4.1c) Explain why you did not have an emissions target, and forecast how your emissions will change over the next five years.

	Primary reason	Five-year forecast	Please explain
Row 1	We are planning to introduce a target in the next two years	We anticipate reductions in scopes 1 & 2 emissions within 5 years.	We have achieved emissions reductions through energy efficiency projects throughout the company as well as a reduced footprint in retail locations. We are tracking our energy use through efficiency software and looking for opportunities to continue to decrease. We anticipate approaching the limit of energy efficiency in our scope 1 & 2 emissions within 5 years and are exploring renewable energy solutions for our operations through PPAs or direct generation to further reduce emissions. We also anticipate the need to identify low-carbon material options in order to reduce our emissions in scope 3 product goods & services category. We aim to set reduction targets within 12 months with a goal year of 2030.

C4.2

(C4.2) Did you have any other climate-related targets that were active in the reporting year?

Other climate-related target(s)

C4.2b

(C4.2b) Provide details of any other climate-related targets, including methane reduction targets.

Target reference number

Oth 1

Year target was set

2016

Target coverage

Product level

Target type: absolute or intensity

Absolute

Target type: category & Metric (target numerator if reporting an intensity target)

Other, please specify

Other, please specify

100% responsibly sourced cotton

Target denominator (intensity targets only)

Base year

2016

Figure or percentage in base year

42

Target year

2021

Figure or percentage in target year

100

Figure or percentage in reporting year

75

% of target achieved [auto-calculated]

56.8965517241

Target status in reporting year

Underway

Is this target part of an emissions target?

Not directly

Is this target part of an overarching initiative?

No, it's not part of an overarching initiative

Please explain (including target coverage)

Responsibly sourced cotton is categorized through a Good-Better-Best approach: Best – Global Organic Textile Standard (GOTS), Better – Organic Content Standard (OCS), Good – Better Cotton Initiative (BCI) and Oeko-Tex certified products. We also maintain a public fiber policy: <https://sustainability.williams-sonomainc.com/2020/03/12/williams-sonoma-inc-fiber-procurement-policy/>

Target reference number

Oth 2

Year target was set

2016

Target coverage

Product level

Target type: absolute or intensity

Absolute

Target type: category & Metric (target numerator if reporting an intensity target)

Other, please specify

Other, please specify

50% responsibly sourced wood

Target denominator (intensity targets only)

Base year

2016

Figure or percentage in base year

43

Target year

2021

Figure or percentage in target year

50

Figure or percentage in reporting year

47

% of target achieved [auto-calculated]

57.1428571429

Target status in reporting year

Underway

Is this target part of an emissions target?

Not directly

Is this target part of an overarching initiative?

No, it's not part of an overarching initiative

Please explain (including target coverage)

Responsibly sourced wood is categorized through a Good-Better-Best approach: Best – Forest Stewardship Council (FSC), Better – Programme for the Endorsement of Forest

Certification (PEFC), Rediscovered wood (reclaimed/recycled and orchard wood sources), FSC Controlled Wood, Good – verified legal and low-risk wood for legality (as defined by 3rd party risk assessment tools such as NEPCon's Timber Risk Score). We also maintain a public wood and paper policy: <https://sustainability.williams-sonomainc.com/2020/03/12/williams-sonoma-inc-wood-paper-procurement-policy/>

C4.3

(C4.3) Did you have emissions reduction initiatives that were active within the reporting year? Note that this can include those in the planning and/or implementation phases.

Yes

C4.3a

(C4.3a) Identify the total number of initiatives at each stage of development, and for those in the implementation stages, the estimated CO2e savings.

	Number of initiatives	Total estimated annual CO2e savings in metric tonnes CO2e (only for rows marked *)
Under investigation	0	0
To be implemented*	0	0
Implementation commenced*	0	0
Implemented*	19	348.27
Not to be implemented	0	0

C4.3b

(C4.3b) Provide details on the initiatives implemented in the reporting year in the table below.

Initiative category & Initiative type

Energy efficiency in buildings
Lighting

Estimated annual CO2e savings (metric tonnes CO2e)

348.27

Scope(s)

Scope 2 (market-based)

Voluntary/Mandatory

Voluntary

Annual monetary savings (unit currency – as specified in C0.4)

200,000

Investment required (unit currency – as specified in C0.4)

570,000

Payback period

1-3 years

Estimated lifetime of the initiative

6-10 years

Comment

C4.3c

(C4.3c) What methods do you use to drive investment in emissions reduction activities?

Method	Comment
Dedicated budget for energy efficiency	Annual budget for LED lighting for newly constructed stores and retrofits.

C4.5

(C4.5) Do you classify any of your existing goods and/or services as low-carbon products or do they enable a third party to avoid GHG emissions?

No

C5. Emissions methodology

C5.1

(C5.1) Provide your base year and base year emissions (Scopes 1 and 2).

Scope 1

Base year start

February 3, 2019

Base year end

February 2, 2020

Base year emissions (metric tons CO2e)

16,692

Comment

Scope 2 (location-based)

Base year start

February 3, 2019

Base year end

February 2, 2020

Base year emissions (metric tons CO₂e)

74,544

Comment

Scope 2 (market-based)

Base year start

February 3, 2019

Base year end

February 2, 2020

Base year emissions (metric tons CO₂e)

75,647

Comment

C5.2

(C5.2) Select the name of the standard, protocol, or methodology you have used to collect activity data and calculate emissions.

Defra Voluntary 2017 Reporting Guidelines

The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (Revised Edition)

C6. Emissions data

C6.1

(C6.1) What were your organization's gross global Scope 1 emissions in metric tons CO₂e?

Reporting year

Gross global Scope 1 emissions (metric tons CO₂e)

16,692

Comment

C6.2

(C6.2) Describe your organization's approach to reporting Scope 2 emissions.

Row 1

Scope 2, location-based

We are reporting a Scope 2, location-based figure

Scope 2, market-based

We are reporting a Scope 2, market-based figure

Comment

C6.3

(C6.3) What were your organization's gross global Scope 2 emissions in metric tons CO₂e?

Reporting year

Scope 2, location-based

74,544

Scope 2, market-based (if applicable)

75,647

Comment

C6.4

(C6.4) Are there any sources (e.g. facilities, specific GHGs, activities, geographies, etc.) of Scope 1 and Scope 2 emissions that are within your selected reporting boundary which are not included in your disclosure?

No

C6.5

(C6.5) Account for your organization's gross global Scope 3 emissions, disclosing and explaining any exclusions.

Purchased goods and services

Evaluation status

Relevant, calculated

Metric tonnes CO2e

3,251,037

Emissions calculation methodology

PG&S was split into Indirect (non-retail) and Direct (retail) procurement categories in the inventory.

Indirect procurement approach: FY2019 indirect spend data was mapped to Carnegie Mellon EEIO factors to calculate associated emissions.

Product footprint approach: FY2019 product SKU procurement data, including some textile and wood material data at the SKU level, were used with a hybrid material and product LCA approach to calculate emissions. Emissions Factors used: SAC Higg MSI, Ecoinvent, and 31 product LCA studies

We organized the product hierarchy using Department and Class categorizations to group products – then broke the inventory into two approaches: Material LCA (higher priority) & Representative Product LCA (secondary priority)

Material LCA approach: We compared the Fiber material and Wood material files to the full product inventory to identify which products we could apply a material LCA to (Only products which were primarily composed of the listed material(s) would qualify for the material LCA method).

Representative Product LCA approach: For all products without available material weight/volume information, we mapped LCA study factors to similar sets of products.

Percentage of emissions calculated using data obtained from suppliers or value chain partners

42

Please explain

PG&S emissions are comprised of 89% product-based and 11% indirect-spend calculated emissions. WSI collects material data for all wood-based and textile products from suppliers and material LCAs were used to calculate our emissions using this supplier data, accounting for 42% of the total emissions in this category.

Capital goods

Evaluation status

Relevant, calculated

Metric tonnes CO2e

33,629

Emissions calculation methodology

FY2019 capital spend figures were mapped to Carnegie Mellon EEIO factors.

Percentage of emissions calculated using data obtained from suppliers or value chain partners

0

Please explain

Emissions in this category were calculated using spend data rather than data provided by suppliers.

Fuel-and-energy-related activities (not included in Scope 1 or 2)

Evaluation status

Relevant, calculated

Metric tonnes CO₂e

23,219

Emissions calculation methodology

FY2019 primary energy and fuel data mapped to relevant emission factors. We applied DEFRA/eGRID factors to each energy/fuel source annual consumption quantity and aggregated the resulting emissions.

Percentage of emissions calculated using data obtained from suppliers or value chain partners

0

Please explain

Emissions in this category were calculated using spend data rather than data provided by suppliers.

Upstream transportation and distribution

Evaluation status

Relevant, calculated

Metric tonnes CO₂e

474,015

Emissions calculation methodology

Carnegie Mellon EEIO analysis on FY2019 transportation spend by mode of transport. We multiplied the annual spend amounts against the appropriate factors and aggregated the emissions across all Transportation categories.

Percentage of emissions calculated using data obtained from suppliers or value chain partners

0

Please explain

Emissions in this category were calculated using spend data rather than data provided by suppliers.

Waste generated in operations

Evaluation status

Relevant, calculated

Metric tonnes CO₂e

27,993

Emissions calculation methodology

FY2019 waste from operations data by waste source and mapped to EPA WARM factors. We used waste tracking data from DC operations and store operations from waste service providers which identified types and volumes of waste materials and defined what proportion was recycled vs. sent to landfill. We mapped the waste categories to EPA WARM material categories and applied the relevant emissions factors based on disposal method. We aggregated the results across DC operations and Stores.

Percentage of emissions calculated using data obtained from suppliers or value chain partners

100

Please explain

Waste data was provided by waste and recycling service providers.

Business travel

Evaluation status

Relevant, calculated

Metric tonnes CO₂e

18,629

Emissions calculation methodology

Combination of primary air, car rental and hotel stay data with indirect spend data on all other business travel categories. Emissions factors used: DEFRA and EEIO factors. We used primary data for air travel, car rental, and hotel stays: For air travel we used the total trip mileage, type of trip (one-way, round trip), and seating class and applied this against DEFRA factors, which incorporated Radiative Forcing factors. For car rentals, we estimated miles traveled per day applied to the total days of the rental and applied relevant DEFRA fuel factors based on the type of vehicle. For hotels we used the total room nights by location to apply the relevant hotel stay factors.

We used indirect spend for all remaining business travel categories based on the spend sub-categories, mapped these to the relevant EEIO categories and multiplied the factor against the FY2019 spend.

We aggregated the emissions from air, car rental, hotel stay and all remaining business travel spend categories.

Percentage of emissions calculated using data obtained from suppliers or value chain partners

100

Please explain

All data on air travel, hotel, and car rental is provided by our travel agencies.

Employee commuting

Evaluation status

Relevant, calculated

Metric tonnes CO₂e

417,191

Emissions calculation methodology

Estimate commuting distances based on employee home zip code and destination office/store address and assume modes of travel. Emissions factors used: US EPA. We used headcount files that list each employee home city/country and zip codes. We extrapolated some average distances commuted in international locations. The facility location ID for each employee was used to calculate an average commute distance mileage based on the employees home zip code. The headcount files also track part time/full time/remote workers which we used to estimate the total commute days per year per employee. We made assumptions on mode of transport and what % of commuting employees it applies to (from US DOT commute average data) and applied the relevant EPA emissions factor by transport mode x total employees using that mode x estimated days commuting in 2019. We aggregated the emissions results by employee and country locations to get the total footprint.

Percentage of emissions calculated using data obtained from suppliers or value chain partners

0

Please explain

Emissions in this category were calculated using estimations based on employee addresses and work site addresses.

Upstream leased assets

Evaluation status

Not relevant, explanation provided

Please explain

All leased asset emissions accounted for in our Scopes 1 & 2 emissions.

Downstream transportation and distribution

Evaluation status

Relevant, calculated

Metric tonnes CO₂e

535,237

Emissions calculation methodology

Estimate consumer miles traveled and modes of transport to/from WSI brand stores. Emissions factors used: US EPA. We used FY2019 brand sales to identify sales units by retail location. We distributed trips (i.e. transactions) across modes of travel used (Personal Vehicle, Public Transit – Bus, and Public Transit – Rail) based on assumed

ratio of frequencies (US DOT average data). We assume average miles traveled to the store (round trip) and apply the relevant EPA emissions factor based on mode of transport and the total estimated miles traveled.

Percentage of emissions calculated using data obtained from suppliers or value chain partners

0

Please explain

Emissions in this category were calculated using spend data rather than data provided by suppliers.

Processing of sold products

Evaluation status

Not relevant, explanation provided

Please explain

WSI is a finished goods retailer and does not process goods for outside parties.

Use of sold products

Evaluation status

Relevant, calculated

Metric tonnes CO₂e

719,929

Emissions calculation methodology

We calculated direct use of energy-using products by estimating wattage, daily use and lifetime scenarios. Emissions factors used: eGRID.

For energy use estimates: We mapped SKUs to the relevant products in the public Lawrence Berkeley Lab energy data to estimate wattage per product and referenced the US DOE for average hours of use per day estimates.

For products life expectancy: We developed three scenarios in total – low, medium, high; The maximum life expectancy was taken primarily from DEER 2014 reference data, and then we scaled down from that maximum by 15% for the medium and low scenarios respectively. We augmented the lighting wattage data with primary data on distribution of lighting products using LED bulbs vs. incandescent bulbs. We multiplied the mapped estimate wattage by product group by annual hours of use (medium scenario); then multiplied against the relevant eGRID factors; then multiplied against lifetime scenarios (medium scenario). We aggregated emissions by the total units ordered per product category for FY2019.

Key Assumptions: Lighting fixture assumes 1 lamp/fixture. Lighting hours assumed to be 3 hours/day in the “high scenario” to reflect DOE study on residential lighting. Adjusted the medium and low scenarios accordingly with a 15% reduction in each case from the high scenario. Adjusted the lighting fixture wattage to a weighted average of 28W based on the LED vs. incandescent breakdown.

Applied the medium scenario to the final GHG inventory results.

Percentage of emissions calculated using data obtained from suppliers or value chain partners

0

Please explain

Emissions in this category were calculated using department, class, and SKU data rather than data provided by suppliers, other than wattage information provided by bulb suppliers where applicable.

End of life treatment of sold products

Evaluation status

Relevant, calculated

Metric tonnes CO2e

335,775

Emissions calculation methodology

We used the FY2019 product SKU file and mapped estimated product weights to EPA WARM material categories and average disposal methods. Emissions factors used: EPA WARM factors. We used the full list of SKU products data and applied EPA waste statistics to estimate % disposal methods by material type. We multiplied the total weights by material type against the relevant WARM factor and distributed against average disposal methods.

Percentage of emissions calculated using data obtained from suppliers or value chain partners

0

Please explain

Emissions in this category were calculated using department, class, and SKU data rather than data provided by suppliers.

Downstream leased assets

Evaluation status

Not relevant, explanation provided

Please explain

WSI does not lease significant numbers of assets to other tenants that are not already included in our Scopes 1 & 2 emissions calculation.

Franchises

Evaluation status

Relevant, calculated

Metric tonnes CO2e

20,311

Emissions calculation methodology

Estimate scope 1/2 emissions for each franchise location using FY2019 electricity and fuel usage data provided by the Franchises. Emissions factors used: IEA (2017 data); EPA (natural gas). We used franchise location, total electricity purchased, store square footage, and fuel usage for fleets to estimate the franchises scope 1 and 2 emissions.

Percentage of emissions calculated using data obtained from suppliers or value chain partners

100

Please explain

Emissions in this category were calculated using consumption data provided by franchise operations.

Investments

Evaluation status

Not relevant, explanation provided

Please explain

Investments do not represent a significant source of emissions for WSI.

Other (upstream)

Evaluation status

Not evaluated

Please explain

Other (downstream)

Evaluation status

Not evaluated

Please explain

C6.7

(C6.7) Are carbon dioxide emissions from biogenic carbon relevant to your organization?

No

C6.10

(C6.10) Describe your gross global combined Scope 1 and 2 emissions for the reporting year in metric tons CO₂e per unit currency total revenue and provide any additional intensity metrics that are appropriate to your business operations.

Intensity figure

0.000016

Metric numerator (Gross global combined Scope 1 and 2 emissions, metric tons CO2e)

92,339

Metric denominator

unit total revenue

Metric denominator: Unit total

5,898,008,000

Scope 2 figure used

Market-based

% change from previous year

13.23

Direction of change

Decreased

Reason for change

Electricity efficiency due to lighting retrofits and electricity grid cleaning have been identified as key drivers for reduction in emissions and increase in revenue in the denominator are reasons for change. We estimate electricity efficiency due to lighting retrofits (348 MT) and electricity grid cleaning (4,154 MT) reduced our absolute emissions 5% while revenue grew 4% accounting for a significant portion of our reduction in MT per \$.

C7. Emissions breakdowns

C7.1

(C7.1) Does your organization break down its Scope 1 emissions by greenhouse gas type?

Yes

C7.1a

(C7.1a) Break down your total gross global Scope 1 emissions by greenhouse gas type and provide the source of each used greenhouse warming potential (GWP).

Greenhouse gas	Scope 1 emissions (metric tons of CO2e)	GWP Reference
----------------	---	---------------

CO2	16,608.58	IPCC Fifth Assessment Report (AR5 – 100 year)
CH4	34.41	IPCC Fifth Assessment Report (AR5 – 100 year)
N2O	49.01	IPCC Fifth Assessment Report (AR5 – 100 year)

C7.2

(C7.2) Break down your total gross global Scope 1 emissions by country/region.

Country/Region	Scope 1 emissions (metric tons CO2e)
North America	16,012.37
Asia, Australasia	384.71
Europe	294.93

C7.3

(C7.3) Indicate which gross global Scope 1 emissions breakdowns you are able to provide.

By business division

C7.3a

(C7.3a) Break down your total gross global Scope 1 emissions by business division.

Business division	Scope 1 emissions (metric ton CO2e)
Retail	3,035.57
Non-retail	13,656.44

C7.5

(C7.5) Break down your total gross global Scope 2 emissions by country/region.

Country/Region	Scope 2, location-based (metric tons CO2e)	Scope 2, market-based (metric tons CO2e)	Purchased and consumed electricity, heat, steam or cooling (MWh)	Purchased and consumed low-carbon electricity, heat, steam or cooling accounted for in Scope 2 market-based approach (MWh)
North America	71,760.29	72,826.87	187,756.84	0
Asia, Australasia	2,679.63	2,679.63	3,451.7	0
Europe	104.04	140.65	362.2	0

C7.6

(C7.6) Indicate which gross global Scope 2 emissions breakdowns you are able to provide.

By business division

C7.6a

(C7.6a) Break down your total gross global Scope 2 emissions by business division.

Business division	Scope 2, location-based (metric tons CO2e)	Scope 2, market-based (metric tons CO2e)
Retail	45,539.24	48,865.41
Non-retail	29,004.72	26,781.74

C7.9

(C7.9) How do your gross global emissions (Scope 1 and 2 combined) for the reporting year compare to those of the previous reporting year?

Decreased

C7.9a

(C7.9a) Identify the reasons for any change in your gross global emissions (Scope 1 and 2 combined), and for each of them specify how your emissions compare to the previous year.

	Change in emissions (metric tons CO2e)	Direction of change	Emissions value (percentage)	Please explain calculation
Change in renewable energy consumption				
Other emissions reduction activities	348	Decreased	0.38	Energy efficiency/lighting retrofits. 348 MT/92,339 MT = 0.38%
Divestment				
Acquisitions				
Mergers				
Change in output				
Change in methodology	4,154	Decreased	4.5	Application of new eGrid factors. 4,154 MT/92,339 MT = 4.5%

Change in boundary				
Change in physical operating conditions				
Unidentified				
Other				

C7.9b

(C7.9b) Are your emissions performance calculations in C7.9 and C7.9a based on a location-based Scope 2 emissions figure or a market-based Scope 2 emissions figure?

Market-based

C8. Energy

C8.1

(C8.1) What percentage of your total operational spend in the reporting year was on energy?

More than 0% but less than or equal to 5%

C8.2

(C8.2) Select which energy-related activities your organization has undertaken.

	Indicate whether your organization undertook this energy-related activity in the reporting year
Consumption of fuel (excluding feedstocks)	Yes
Consumption of purchased or acquired electricity	Yes
Consumption of purchased or acquired heat	No
Consumption of purchased or acquired steam	No
Consumption of purchased or acquired cooling	Yes
Generation of electricity, heat, steam, or cooling	Yes

C8.2a

(C8.2a) Report your organization's energy consumption totals (excluding feedstocks) in MWh.

	Heating value	MWh from renewable sources	MWh from non-renewable sources	Total (renewable and non-renewable) MWh
Consumption of fuel (excluding feedstock)	HHV (higher heating value)	0	84,780.21	84,780.21
Consumption of purchased or acquired electricity		0	191,570.75	191,570.75
Consumption of purchased or acquired cooling		0	6,796.65	6,796.65
Consumption of self-generated non-fuel renewable energy		0		0
Total energy consumption		0	283,147.61	283,147.61

C8.2b

(C8.2b) Select the applications of your organization's consumption of fuel.

	Indicate whether your organization undertakes this fuel application
Consumption of fuel for the generation of electricity	Yes
Consumption of fuel for the generation of heat	Yes
Consumption of fuel for the generation of steam	No
Consumption of fuel for the generation of cooling	No
Consumption of fuel for co-generation or tri-generation	No

C8.2c

(C8.2c) State how much fuel in MWh your organization has consumed (excluding feedstocks) by fuel type.

Fuels (excluding feedstocks)

Jet Kerosene

Heating value

HHV (higher heating value)

Total fuel MWh consumed by the organization

5,423.67

MWh fuel consumed for self-generation of electricity

0

MWh fuel consumed for self-generation of heat

5,423.67

Emission factor

9.83

Unit

kg CO2 per gallon

Emissions factor source

2019-TCR-Default-EF| Table: 2.1 - Jet Fuel (Jet A or A-1), Table 2.7 - Jet Fuel

Comment

Fuels (excluding feedstocks)

Diesel

Heating value

HHV (higher heating value)

Total fuel MWh consumed by the organization

11,298.32

MWh fuel consumed for self-generation of electricity

39.95

MWh fuel consumed for self-generation of heat

11,298.32

Emission factor

10.33

Unit

kg CO2e per Mg

Emissions factor source

2020-EPA-CCL Emissions-Factors-GHG-Inventories | Table 2, Table 4 - Light Duty Trucks

Comment

Fuels (excluding feedstocks)

Motor Gasoline

Heating value

HHV (higher heating value)

Total fuel MWh consumed by the organization

1,756.09

MWh fuel consumed for self-generation of electricity

0

MWh fuel consumed for self-generation of heat

1,756.09

Emission factor

8.79

Unit

kg CO₂e per gallon

Emissions factor source

2020-EPA-CCL Emissions-Factors-GHG-Inventories | Table 2, Table 3 - Light Duty Trucks 2018

Comment

Fuels (excluding feedstocks)

Natural Gas

Heating value

HHV (higher heating value)

Total fuel MWh consumed by the organization

65,758.53

MWh fuel consumed for self-generation of electricity

0

MWh fuel consumed for self-generation of heat

65,758.53

Emission factor

0.05321

Unit

metric tons CO2e per million Btu

Emissions factor source

2019-TCR-Default-EF | Tables 1.1 - Nat'l Avg, 1.10 - Commercial

Comment

Fuels (excluding feedstocks)

Propane Liquid

Heating value

HHV (higher heating value)

Total fuel MWh consumed by the organization

543.59

MWh fuel consumed for self-generation of electricity

0

MWh fuel consumed for self-generation of heat

543.59

Emission factor

5.76

Unit

kg CO2e per gallon

Emissions factor source

2019-TCR-Default-EF | Table: 1.1 - Propane (Liquid), Table: 1.10, Petroleum Products, Commercial

Comment

C8.2d

(C8.2d) Provide details on the electricity, heat, steam, and cooling your organization has generated and consumed in the reporting year.

	Total Gross generation (MWh)	Generation that is consumed by the organization (MWh)	Gross generation from renewable sources (MWh)	Generation from renewable sources that is consumed by the organization (MWh)
Electricity	39.95	39.95	0	0
Heat	0	0	0	0
Steam	0	0	0	0
Cooling	0	0	0	0

C8.2e

(C8.2e) Provide details on the electricity, heat, steam, and/or cooling amounts that were accounted for at a zero emission factor in the market-based Scope 2 figure reported in C6.3.

Sourcing method

None (no purchases of low-carbon electricity, heat, steam or cooling)

Low-carbon technology type

Country/region of consumption of low-carbon electricity, heat, steam or cooling

MWh consumed accounted for at a zero emission factor

Comment

C9. Additional metrics

C9.1

(C9.1) Provide any additional climate-related metrics relevant to your business.

Description

Other, please specify
Recycling

Metric value

32,036.31

Metric numerator

Metric denominator (intensity metric only)

% change from previous year

5.4

Direction of change

Increased

Please explain

Our diversion rate increased 5.4% in 2019 from 2018.

C10. Verification

C10.1

(C10.1) Indicate the verification/assurance status that applies to your reported emissions.

	Verification/assurance status
Scope 1	No third-party verification or assurance
Scope 2 (location-based or market-based)	No third-party verification or assurance
Scope 3	No third-party verification or assurance

C10.2

(C10.2) Do you verify any climate-related information reported in your CDP disclosure other than the emissions figures reported in C6.1, C6.3, and C6.5?

No, but we are actively considering verifying within the next two years

C11. Carbon pricing

C11.1

(C11.1) Are any of your operations or activities regulated by a carbon pricing system (i.e. ETS, Cap & Trade or Carbon Tax)?

No, and we do not anticipate being regulated in the next three years

C11.2

(C11.2) Has your organization originated or purchased any project-based carbon credits within the reporting period?

No

C11.3

(C11.3) Does your organization use an internal price on carbon?

No, and we do not currently anticipate doing so in the next two years

C12. Engagement

C12.1

(C12.1) Do you engage with your value chain on climate-related issues?

Yes, our suppliers

Yes, other partners in the value chain

C12.1a

(C12.1a) Provide details of your climate-related supplier engagement strategy.

Type of engagement

Information collection (understanding supplier behavior)

Details of engagement

Collect climate change and carbon information at least annually from suppliers

% of suppliers by number

% total procurement spend (direct and indirect)

69

% of supplier-related Scope 3 emissions as reported in C6.5

Rationale for the coverage of your engagement

We identified and selected our highest-volume direct product suppliers representing a broad selection of product categories, manufacturing capabilities, and geographic locations to report to the 2019 Higg Facility Environmental Module (FEM) to capture energy, water, and chemical usage data from the most significant proportion of our supply chain where WSI can have the most influence and partnership.

Impact of engagement, including measures of success

While we are one of the only exclusively non-apparel brands in the SAC, we see the Higg tool as the best industry-standard for measuring environmental impact and have worked to ensure its applicability across other categories and be the leader in the home sector in its application. In 2013 WSI began using Sustainable Apparel Coalition's Higg Facility Environmental Module (FEM) in our vendor supply chain. In 2016 we worked with the SAC Higg verification pilot to verify data for 16 suppliers across furniture, textiles, and decorative accessories. Our measure of success is the inclusion of the home furnishings industry in the broader SAC agenda and the continued applicability of SAC tools, like the Higg, to factory production across a broad range of categories. For the 2019 reporting year, we made the Higg FEM mandatory for our top suppliers, representing approximately 70% of our direct spend, which comprises 89% of our Scope 3 PG&S footprint.

Comment

Type of engagement

Compliance & onboarding

Details of engagement

Other, please specify

Supplier Social and Environmental Code of Conduct and Implementation Standards

% of suppliers by number

% total procurement spend (direct and indirect)

% of supplier-related Scope 3 emissions as reported in C6.5

89

Rationale for the coverage of your engagement

All of our direct product suppliers, which represent 89% of our Scope 3 PG&S, are expected to follow applicable environmental laws and regulations in the country of operation, adopt reasonable measures to mitigate negative operational impacts on the environment, and strive to continuously improve environmental performance. These environmental protection standards are outlined in our Vendor Code of Conduct and Implementation Standards. These guidelines are designed to align with the Higg Index Facility Environment Module. In addition, suppliers are expected to ensure compliance with WSI's responsible raw materials procurement policies.

Impact of engagement, including measures of success

To ensure the factories we use meet our environmental compliance standards, factories in our audit scope are audited each year through semi-announced audits within a three-week window. Our scope covers high volume vendors in high risk countries, as outlined by the ITUC Global Rights Index. Audits are conducted on site for one or two days by

qualified auditors from independent third-party audit firms who are trained in-depth on WSI audit standards and protocols. Suppliers are guided in developing an environmental strategy focused on performance improvements and impact reduction and encouraged to evaluate and update their systems every 18 months. Our measure of success is continuous and sustained improvement in YOY factory performance across our supply chain.

Comment

C12.1d

(C12.1d) Give details of your climate-related engagement strategy with other partners in the value chain.

All new US WSI associates are trained on our climate and environmental initiatives, including energy reduction and landfill diversion. We conduct deep-dive training for specialized teams, like merchandising and sourcing, on topics such as responsibly sourced and lower-impact materials. We engage regularly with cross-functional partners from brand packaging, retail operations, DC operations, and reverse logistics to further our commitments to waste reduction and circularity.

C12.3

(C12.3) Do you engage in activities that could either directly or indirectly influence public policy on climate-related issues through any of the following?

Trade associations

C12.3b

(C12.3b) Are you on the board of any trade associations or do you provide funding beyond membership?

No

C12.3f

(C12.3f) What processes do you have in place to ensure that all of your direct and indirect activities that influence policy are consistent with your overall climate change strategy?

Oversight of WSI's Sustainability Strategy, including climate-related issues, memberships and associations, starts with the Board of Directors and carries through the entire supply chain organization. The Executive Vice President of Sourcing, Quality Assurance, and Sustainable Development leads both the organization's dedicated global team of Sustainability professionals as well as a working group of cross-functional leaders across the company to determine strategies, policies and goals related to sustainability and ensures consistency in the company's influence on climate policy.

WSI also participates in many trade associations and we leverage our expertise and market influence to ensure industry alignment toward positive social and environmental impacts. Below is a brief overview of our trade association memberships/partnerships:

2007 – joined Textile Exchange (formerly Organic Exchange) and began offering our first organic cotton collections to consumers

2008 – joined World Wildlife Fund’s Global Forest & Trade Network (GFTN) to develop traceability of wood in our supply chain and influence our suppliers to promote responsible forestry practices

2009 – joined Business for Social Responsibility (BSR) to work collaboratively with industry leaders to share best practices and influence positive social and environmental impacts globally

2010 – became a member of Forest Stewardship Council (FSC) as a voting member in the Economic Chamber to participate in the governance, adoption, and implementation of the FSC standard

2013 – joined Sustainable Apparel Coalition (SAC) as the first home furnishings retail member and adopted the use of the Higg Facility Environmental Module with our highest-volume suppliers to measure their environmental impact in our supply chain

2014 – became the first-ever Fair Trade Certified™ home retailer to ensure fair and ethical treatment of workers in our supply chain for finished goods manufacturers

2015 – became a member of Better Cotton Initiative (BCI) to support and train better farming practices with cotton producers in regions where our cotton is grown

2018 – became a member of Leather Working Group (LWG) to ensure our leather tanneries manage chemical usage responsibly

C12.4

(C12.4) Have you published information about your organization’s response to climate change and GHG emissions performance for this reporting year in places other than in your CDP response? If so, please attach the publication(s).

Publication

In voluntary sustainability report

Status

Complete

Attach the document

 WS_CSR_Report_FINAL.pdf

Page/Section reference

Pages 9 & 11

Content elements

Other metrics

Comment

Electricity intensity ratio, carbon intensity ratio, and diversion rates reported.

C15. Signoff

C-FI

(C-FI) Use this field to provide any additional information or context that you feel is relevant to your organization's response. Please note that this field is optional and is not scored.

At Williams-Sonoma, Inc. (WSI) we understand that the planet needs urgent progress to combat the negative impacts of climate change. As a multinational retailer with a global supply chain, we are committed to environmentally responsible practices across our business — from designing and sourcing responsible products and reducing waste to working with suppliers to lower emissions and adopt sustainable business practices. By managing resources responsibly, we increase our capacity to adapt to resource scarcity, geopolitical uncertainty, changing technologies and future environmental and social challenges. Climate-related risks and opportunities have been ingrained in the way we do business for over a decade.

From the beginning, we embedded sustainability teams within our supply chain, where we've been able to make a significant impact on responsible materials and labor. We see sustainability as central to a resilient business strategy, and the following timeline demonstrates how we've tied impactful goals to the business, met them, and expanded on them to integrate sustainability across our brands and business.

In 2006, we committed to using only FSC-certified paper in our brand catalogs. WSI achieved that goal in 2007 and have upheld it every year since. By 2008, we expanded our commitment by developing a public-facing responsible procurement policy for paper and wood products with a preference for FSC-certified forest products. WSI joined the leading nonprofit Textile Exchange in 2007 (formerly Organic Exchange) and we began offering our first organic cotton collections to consumers.

We believe that environmental impact, human rights, and health and safety go hand-in hand. In 2007, we instituted annual third-party factory audits to enforce our ethical sourcing and environmental compliance standards. That same year, we opened our US-based Sutter Street Upholstery Factory in North Carolina, creating 30 skilled manufacturing jobs. We opened additional US-based manufacturing facilities in Mississippi and California, leading to the creation of over 500 full-time positions by 2015 and reducing emissions tied to overseas sourcing and shipping and well as excess inventory.

In 2008, we expanded our collaborations with independent, third-party organizations and began codifying our sustainability work. In 2008 we became a member of World Wildlife Fund's Global Forest & Trade Network (GFTN) to develop our approach to responsibly sourced wood procurement as well as establish a chain-of-custody documentation process to track and validate wood sources. That year also marked the first time that we began a GHG inventory of

emissions. Recognizing the growing importance of this work and its primacy in our organizational strategy, we created a dedicated Sustainability Department in 2009.

We formalized our approach in 2010 with a comprehensive sustainability strategy. At that time, we integrated organic cotton, FSC-certified wood and paper, recycled packaging, and ethically sourced artisanal goods into our supply chain strategy. The following year, we published our first Corporate Responsibility Report using Global Reporting Initiative (GRI) guidelines and have continued to publish annual reports on our progress since. In 2011 we developed our Fiber Procurement Policy, which laid the foundation for setting, tracking and reporting to public goals.

In 2012, after establishing our process and baseline, we began publishing our progress. In this year, we first disclosed Scope 1 and Scope 2 emissions and have reported annually ever since, reducing our carbon intensity year-over-year since then through investment in efficiency projects and lighting retrofits.

In 2013, we expanded our factory social compliance program to make our first public commitment to artisan through our West Elm brand, impacting 4,500 artisans across 20 countries. In 2014, we went on to become the first ever Fair Trade Certified™ home retailer, launching with one factory, one product category. Today we work with 16 Fair Trade Certified™ factories in 5 countries, offer Fair Trade product across all our brands, and have exceeded our 2020 goal to deliver \$3M in community development funds to workers one year early.

Also in 2014, we began the process of insourcing our vendor management and sourcing operations, opening offices across the globe. This transition, which finalized in 2014, alongside vendor rationalization, has enabled us to have direct vendor relationships, leverage towards meeting our sustainability goals, and accountability and partnership from our vendor base. This direct sourcing infrastructure enabled us in 2015 to set ambitious new goals towards 100% Responsibly Sourced Cotton and 50% Responsibly Sourced Wood by 2021. As of year-end 2019, we were at 75% Responsibly Sourced Cotton and 47% Responsibly Sourced Wood across all our brands as well as leaders in other responsible materials like REPREVE recycled polyester, Tencel-lyocell and new lower-impact materials like hemp. By leveraging the purchasing power of all of our brands, we have been able to drive significant progress across our social and environmental commitments. We joined the Sustainable Apparel Coalition as one of the few home furnishings retailers in 2012 and launched the Higg survey in our supply chain in 2013. In 2015 we launched our Worker Wellbeing commitment and in 2017 we expanded our Fair Trade Certified™ work across all our brands and promising to deliver more than \$3M in community development funds to workers by 2020, a goal that we exceeded one year early.

In 2016 and beyond, we expanded our environmental commitments beyond materials and energy to waste and finishes. As a multi-channel retailer, we saw an opportunity to keep significant amounts of waste out of landfills so in 2016 committed to 75% landfill diversion by 2021. This commitment also led to a renewed focus on packaging reduction and recyclability. We also expanded our focus on certified nontoxic furniture with a commitment to 100% GREENGUARD certified company-produced Pottery Barn Kids bedroom and nursery furniture

— a goal we met in 2020. By 2018, we provided over 43,000 factory workers throughout Asia with education programs for health, financial literacy, and gender equality; we provided over 20,000 workers in India and the Philippines with eye exams and glasses; and we became the first retailer to adopt the Nest Seal for Ethical Handcraft, impacting 8,000+ artisans.

In 2019, to provide greater transparency into our sustainability goals and to further integrate corporate responsibility into our business, we transitioned our sustainability strategy to an Environmental, Social and Governance (ESG) framework that focuses on Planet, People and Purpose. We're currently using it to evaluate and set new goals and climate targets. We met our Fair Trade goals in 2019, are meeting our worker wellbeing goals in 2020, and are on track to meet 2021 responsible sourcing goals. We also published an expanded view into our challenges and progress with the launch of a new ESG site that includes annual reports, strategy statements, disclosures, policies and stories.

C15.1

(C15.1) Provide details for the person that has signed off (approved) your CDP climate change response.

	Job title	Corresponding job category
Row 1	EVP of Sourcing, Quality Assurance, and Sustainable Development	Other, please specify EVP

Submit your response

In which language are you submitting your response?

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