

WILLIAMS-SONOMA, INC.

EMPLOYEE ENGAGEMENT & BENEFITS

WILLIAMS-SONOMA, INC. INVESTING IN PEOPLE

Williams-Sonoma, Inc.'s company-wide mantra "People First" implies exactly that. We are a results-oriented team made up of over 23,000 of the most talented retail associates around the globe, and we respect all individuals for their unique contributions. We conduct an annual Associate Opinion Survey to directly engage and collect feedback from our associates, which we then use to improve the experience of our teams. We strive to deliver a workplace experience where the quality of our engagement with fellow associates, business partners and customers matches the quality of the products and services we bring to the marketplace.

A common set of beliefs guide the way we do business:

- **Focus on the Customer:** Our customer is at the center of everything we do. Our business success hinges on our ability to anticipate and meet the needs of our customers around the world by offering high-quality products and world-class customer service.
- **Driven to Win:** We pursue our goals with a purpose and a sense of urgency, and we are accountable to our teams and ourselves for delivering superior results. Don't let our casual style fool you. We mean business.
- **Entrepreneurial Spirit:** Our constant curiosity around providing solutions for our customers' evolving lifestyles, improving on our great ideas and developing more efficient ways of working drives us to take calculated risks and launch new ideas that benefit our business and our stakeholders.
- **Inclusiveness:** We firmly believe that workplace diversity and a culture of inclusion help to spur innovation, create healthy and high-performing teams, and deliver a retail experience that will continue to surprise and delight our customers. We are committed to honor and invest in the diversity of people, thought, experience, culture and style in the hiring, recruiting and development of associates across all company functions.
- **Celebrate Success:** We take pride in our associates and the success they strive for every day. Whether celebrating service anniversaries, honoring heroic customer service or recognizing extraordinary achievements, the dedication and outstanding results of our associates are rewarded and acknowledged through a variety of programs at every level of the organization.
- **Continuous Improvement:** Our goal is to build the strongest team in retail, which means we are consistently up-skilling associates throughout the organization. We offer hundreds of learning and development opportunities through our Talent Development department, mentorships, cross-brand assignments and other programs that build critical business skills, transform knowledge into action and shape our associates' career paths.

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EMPLOYEE BENEFITS

Our corporate vision—to enhance our customers' quality of life at home—extends to the lives of our associates. To that end, we offer an extensive benefits package designed to put our associates health and well-being, and that of their families, at the forefront. Our benefit offerings range from programs and plans to help our associates grow personally and professionally, to keep healthy, to prepare for the unexpected and to build a secure future. Moreover, our company benefits align with our commitment to diversity and inclusion by offering benefits for those who are members of the LGBTI community. WSI has expanded our benefit offerings to include coverage for Transgender-inclusive services, including gender confirmation surgery and hormone therapy. We also offer a Maternity/Primary Caregiver benefit to provide our associates who have either given birth to a child or have been placed with a child through adoption or surrogacy with six weeks of paid leave.

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POTTERY BARN POTTERY BARN KIDS PBTEEN WILLIAMS-SONOMA WILLIAMS-SONOMA HOME WEST ELM MARK AND GRAHAM REJUVENATION