

CORPORATE RESPONSIBILITY SCORECARD 2015

WILLIAMS-SONOMA, INC.

POTTERY BARN

POTTERY BARN KIDS

PBTEEN

WILLIAMS-SONOMA

WILLIAMS-SONOMA HOME

WEST ELM

MARK AND GRAHAM

REJUVENATION

A LETTER FROM OUR CEO

ACTING RESPONSIBLY IS DEEPLY
LINKED TO BOTH THE PURPOSE
AND BUSINESS STRATEGY OF
WILLIAMS-SONOMA, INC.

We believe more than ever that to be a leader in home furnishings, we must also be a leader in corporate responsibility. Becoming more responsible does not just help us adapt to a changing world – it gives us a competitive advantage.

Increasingly, our customers care about how their products are made, as well as how they impact the environment, people and communities. They consider not just how a product looks, but what it contains and how it may affect them or their families. In short, they want their purchases to create a positive impact – for the planet, for people and for themselves.

This has led us to think of the work we do in corporate responsibility as creating a “Healthy Home.” At its most literal, we want our customers to have a Healthy Home with products that are produced with care, both for the people who make them as well as for the people who use them.

But our thinking goes much further. We aim to empower our customers and associates to create a Healthy Home for all of us – a world of healthy communities and a healthy environment. When our customers buy furniture made of FSC®-certified wood, they are helping to preserve

the world’s forests. When our associates raise funds for St. Jude Children’s Research Hospital or Share our Strength’s No Kid Hungry campaign, they are making a difference for children and enabling our customers to do the same.

Our Healthy Home commitment starts with our own home and how we are improving our operations and supporting the people of Williams-Sonoma, Inc. We are making new investments to reduce our energy usage and piloting new programs to divert waste from landfill. In the past year, we launched a new Diversity and Inclusion Ambassador Program to celebrate the diversity within our company. And we took a stand for human rights, protesting the recent actions in North Carolina, Mississippi, and Tennessee that discriminate against the lesbian, gay, bisexual and transgender (LGBT) community.

In 2015, we took other important steps on our sustainability journey. We expanded our use of responsibly sourced materials and laid the groundwork for future progress, such as forging a partnership with the Better Cotton Initiative. And we acted to support the safety and well-being of the people who make our

products. In addition to launching a more robust factory labor program, we moved beyond compliance with a worker empowerment program and an expansion of our partnership with Fair Trade. Without the people who make our products, we could not realize our vision, and these efforts are critical to our future success.

The journey we are on has no final destination – we will always be striving to reach higher and to do more. We aim to create companywide goals in each area we are focused on. And we want to communicate more with our customers about how the choices they make for their home create an impact that extends much further. A Healthy Home is one that supports a better future for everyone – around the world and close to home.



A stylized, handwritten signature in black ink that reads "Laura Alber".

LAURA ALBER
PRESIDENT AND CEO

BY THE NUMBERS

REPORTING ON OUR PROGRESS

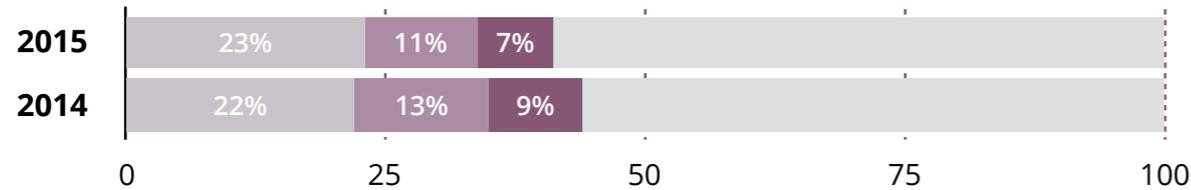
RESPONSIBLY SOURCED WOOD %

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. We are committed to responsible forestry practices through the implementation of our new Responsible Raw Material Standard for Wood. Our goal is to increase our use of FSC®-certified wood and to increase our overall % of responsibly sourced wood.

Calculation: % of responsibly sourced wood in our furniture in cubic meters.¹ Responsibly sourced wood is categorized through a Good-Better-Best approach as defined in the WSI Responsible Raw Material Standard on page 18 of our [2014 Corporate Responsibility Report](#).

Resp. Sourced Wood/Total Wood (in cbms)

GOOD/BETTER/BEST

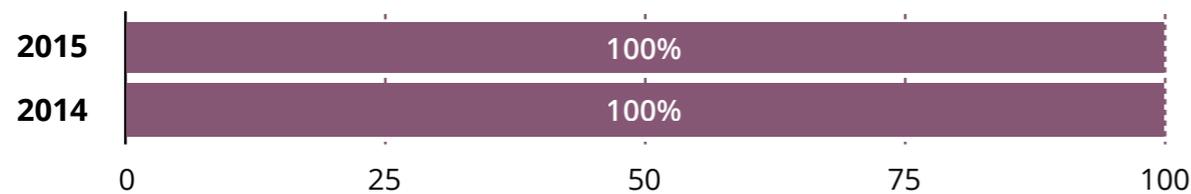


RESPONSIBLY SOURCED CATALOG PAPER %

Catalogs support each of our brands and play a fundamental role in our marketing strategy. We will continue to use responsibly sourced wood for the paper in our catalogs. Our goal is to use only FSC®-certified paper in our catalogs, which falls into our Best tier per our new Responsible Raw Material Standard for Wood.

Calculation: % of responsibly sourced paper in our catalogs in number of pages circulated.

Resp. Sourced Paper/Total Pages circulated



RESPONSIBLY SOURCED COTTON % (BASELINE YEAR)

Cotton represents the largest volume of fiber used in our textile products. Our investment in the use of organic cotton promotes healthy farming practices and answers growing demand from our customers. Our goal is to increase our use of organic cotton and to adopt responsibly sourced cotton alternatives to make continued progress. In 2015, we broadened our definition of responsibly sourced cotton to include Global Organic Textile Standard (GOTS), Organic Content Standard (OCS), Better Cotton Initiative (BCI), recycled fiber, and Oeko-Tex® certified products.

Calculation: % of responsibly sourced cotton used in our textiles in pounds.¹

Resp. Sourced Cotton/Total Cotton (in lbs.)



DIVERSION RATE % (BASELINE YEAR)

Recycling and composting prevent the waste of potentially useful materials. They also reduce consumption of new materials, along with energy usage, air pollution and water pollution. Our goal is to increase our recycling and composting efforts across all operations.

Calculation: % of recycled and composted volume diverted from landfill in tons. Scope includes distribution centers, in-sourced hubs, corporate offices, and retail stores in North America.²

Recycling Volume/Total Waste Volume (in tons)



Footnotes

1. Results for Responsibly Sourced Wood and Responsibly Sourced Cotton are based on self-reported data by suppliers. A sample of results was verified through chain of custody document audits.

2. Approximately 65 locations were estimated using statistical models of locations with similar profiles.

ELECTRICITY INTENSITY RATIO

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 mitigate risks associated with electricity volatility. Our goal is to develop a broader energy strategy to increase our efficiency and cost savings.

Calculation: Electricity consumed per square foot of real estate annually. Consumption for stores, data centers, outsourced data services, distribution centers, in-sourced hubs, call centers and corporate offices included.¹ Real estate square footage is an annual average.

Electricity Consumption (kWh)/total square footage (sqft)²

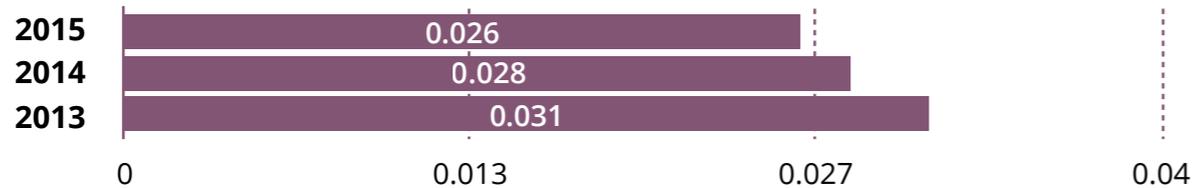


CARBON INTENSITY RATIO

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 emissions will directly impact our bottom line. Our goal is to continue to develop a long-term emissions strategy to improve our reduction efforts.

Calculation: Greenhouse gas emissions per dollars of revenue. Emissions include Scope 1 (direct GHG emissions from fuel consumption), Scope 2 (indirect GHG emissions from purchased electricity, heat or steam), and partial Scope 3 (emissions from business travel). Emissions from stores, data centers, outsourced data services, distribution centers, in-sourced hubs, call centers, corporate offices, and owned and leased vehicles included.¹

Energy Consumption (KG of CO2e)/total revenue dollars²

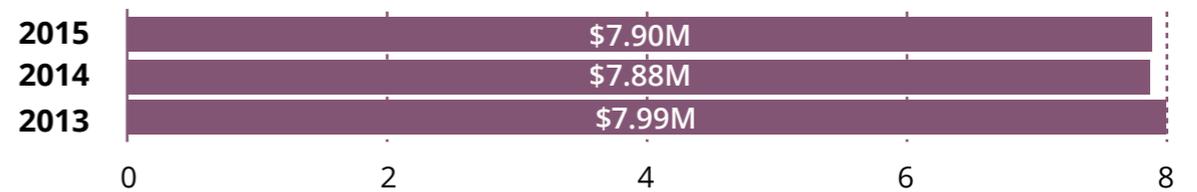


GIVING

Providing financial support to people, organizations and causes is an integral part of our community investment strategy. Our goal is to maintain or increase our giving across a range of causes, including St. Jude and gifts-in-kind product donations.

Calculation: Contributions through fundraising for a variety of causes, misc. community giving, associate donations, shelter grants, product proceeds, matching gifts, and in-kind donations.³

Donations in USD(\$)



VOLUNTEERING

Volunteering deepens our presence in the community, enhances our relationships with customers and strengthens engagement. We encourage associates to volunteer for local causes. Our goal is to continue to evolve our volunteering program to increase associate participation and create greater impact in our communities.

Calculation: Total of non-store associate volunteering hours.³

Total Associate Hours



Footnotes

1. Locations where utilities are paid as part of rent (approx. 140 locations) were estimated using statistical models of locations with similar profiles.
2. We adjusted metrics in purchased electricity and GHG emissions from absolute values to relative ratios to increase visibility of our progress relative to business growth and performance.
3. 2015 giving calculations included donations and hours by associates in our distribution centers, call centers, international and production facilities in the U.S. which were not included in previous years. In 2015, we changed our valuation methodology for in-kind donations, which in prior years were reported at less than cost. For comparison purposes, 2013 and 2014 values have been updated to reflect this new methodology.