



NEWS RELEASE

Wayfair Celebrates 10-Year Anniversary of European Operation Centre in Galway, Ireland, Announces Plans to Add 200+ Jobs in Ireland with Launch of New Virtual Workforce

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GALWAY, Ireland--(BUSINESS WIRE)-- Wayfair Inc. (NYSE: W), one of the world's largest online destinations for the home, marked the 10th anniversary of its multi-lingual European Operations Centre in Galway, Ireland with the announcement of plans to expand its workforce across the country. Through the launch of a virtual workforce to include more than 200 new jobs, Wayfair is reinforcing its longstanding commitment to the region. The company plans to add both virtual and office-based roles in Ireland as it scales its team to keep pace with the rapid growth of its e-commerce business in Europe.

"Wayfair's success is deeply rooted in our commitment to creating an exceptional experience for our customers," said Liz Graham, vice president of sales and service, Wayfair. "Over the past ten years, as we expanded our Galway workforce from a few employees to more than 400 today, the team has continuously delivered exceptional support for our customers in Europe. There is no doubt that the excellence of our Galway team has been a key driver in our tremendous business growth across the region. We are now delighted to further expand the team with the launch of a virtual workforce in Ireland that will enable us to tap into an even broader talent pool and provide new employment opportunities to a wider range of highly qualified candidates."

With the launch of its new virtual workforce in Ireland, Wayfair is committed to creating a best-in-class virtual employee experience. To do so, the company has instituted a dedicated virtual leadership team and developed trainings and career development programs to ensure employees are equipped with tools to succeed. Focused on attracting and retaining top talent, the virtual program provides employee flexibility while also allowing the company to expand its talent pool and optimize staffing. These growth efforts are supported by the Irish government through IDA Ireland.

“The expansion by Wayfair in Galway reflects the wealth of skills, including language and ICT, in the West of Ireland,” said Sean Kyne, Minister of State. “That companies like Wayfair have chosen Galway as a hub for their European operations is a boost not only for Galway but for the West and the Atlantic Economic Corridor. The launch too of a virtual workforce at Wayfair will ensure the benefits will be felt across the country with team members working in their communities. I wish the Wayfair team continued success in Ireland and globally.”

“I am delighted that Wayfair is expanding its operations in Galway, and adding an additional 200 jobs across Ireland,” said Martin Shanahan, CEO of IDA Ireland. “As a global leader in e-commerce, Wayfair’s customer-centric culture has created a compelling business environment which continues to attract top talent. Our ability to support the expansion of major companies like Wayfair illustrates how regions can provide businesses with the relevant expertise required for such operations.”

Wayfair’s international sales and service organization was recently recognized for customer service excellence, earning the Silver Stevie® Award for Customer Service Department of the Year.

Wayfair offers full-time positions with a wide range of benefits including equity, bonuses, tuition reimbursement, medical insurance, tax saver commuter benefits and discounts on employee purchases. The Ireland team includes roles in customer service, inbound sales, finance, supplier operations, business analysts, recruitment and training. For more information on hiring and career opportunities in Galway, visit www.wayfair.co.uk/careers.

With more than 9,700 full time employees globally, Wayfair currently operates customer service centers in Massachusetts, Maine, New York, Utah, Texas, Germany and Ireland.

About Wayfair

Wayfair believes everyone should live in a home they love. Through technology and innovation, Wayfair makes it possible for shoppers to quickly and easily find exactly what they want from a selection of more than 10 million items across home furnishings, décor, home improvement, housewares and more. Committed to delighting its customers every step of the way, Wayfair is reinventing the way people shop for their homes - from product discovery to final delivery.

The Wayfair family of sites includes:

- Wayfair - Everything home for every budget
- Joss & Main - Affordable discoveries for gorgeous living
- AllModern - Unbelievable prices on everything modern
- Birch Lane - Home of classic designs and fresh finds

- Perigold - The widest-ever selection of premium home

Wayfair generated \$5.7 billion in net revenue for the twelve months ended June 30, 2018. Headquartered in Boston, Massachusetts with operations throughout North America and Europe, the company employs more than 9,700 people.

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