

The Savers/Value Village Winning Business Model

As one of the world's largest for-profit thrift store chain, Savers/Value Village has flourished for more than 50 years through its successful "everyone wins" business model that pioneered the concept of partnering with local non-profits by purchasing and reselling donated items. Under this model, non-profits and the communities they support win by receiving sustainable funding; the environment wins through recycling implementation; and Savers/Value Village wins by managing a thriving business that provides strong career tracks and corporate citizenship. Here's how it works:

Non-Profit Partnerships

- Each Savers/Value Village store aligns with a local non-profit partner; throughout its 220-plus store network, Savers/Value Village works with more than 120 non-profits.
- The non-profits solicit donations of clothing and household goods from the community through neighborhood pick-ups and clothing drop-off bins. Donors are also encouraged to drop-off donations directly to a Savers/Value Village store. All donations are collected free of charge.
- Savers/Value Village purchases the donated goods from the non-profits at a bulk rate based on the volume of goods collected. Savers/Value Village compensates the non-profits both for items collected in the community, as well as those delivered directly to its stores.
- The non-profits are paid for donated items whether or not they make it to the retail floor. This creates a steady and reliable income stream for the non-profits to support their vital community programs and services.



Through this business model, Savers/Value Village annually pays more than \$117 million to its collective non-profit partners, totaling more than \$1 billion since 1954.

Recycling Program

With a focus on reselling and recycling reusable goods, Savers/Value Village promotes a full "thrift cycle" that benefits people and planet alike:



Savers/Value Village sorts all donations on-site at each store. The highest quality items, about half, are value-priced and displayed on the sales floor for purchase. The remaining half not suitable for resale, or that do not sell, are responsibly recycled. Some merchandise is sold to domestic material wholesalers who recycle the products into new materials such as mixed rags, car insulation and much more. Other items are shipped to developing countries where they benefit people in need through both business and philanthropic efforts.

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Savers/Value Village stores intake a substantial volume of goods – nearly 5,000 new items are placed on retail shelves daily in each store, and every store routinely stocks more than 100,000 on its shelves to choose from! In all, between items sold in the store and those recycled, the Savers/Value Village Recycling Program annually keeps more than 500 million pounds of goods out of landfills.

Company and Employee Growth

As a for-profit entity, Savers/Value Village acts as a positive corporate citizen to the communities in which it operates, while also reinvesting back into the company for future expansion and to implement “best of” industry practices, including recycling methods.

In addition, more than 11,000 individuals are employed throughout the network, and because the business operates as a for-profit, employees enjoy a promising career track, full benefits and entry into the retail market. Savers/Value Village career tracks exceed positions typically found in the resale environment.



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Who's Shopping and What's in Store?

A retail melting pot, Savers/Value Village customers range from urban hipsters, to families on a budget, to six-figure professionals, hobbyists and more, who readily visit thrift stores to get the best bargains and value for their money, while also scoring one-of-a-kind finds. Some of Savers/Value Village's most loyal shoppers include:

- **Career Women:** designer labels and stylish suits at incredible prices
- **Budget-Friendly Families:** like-new clothing for kids and adults, plus games, sporting goods and other family-friendly finds
- **College Students:** classic clothing and original style on a dime
- **Collectors and Hobbyists:** antique collectibles, home décor and do-it-yourself projects
- **Fashion Mavens:** one-of-a-kind finds and fresh pieces for creative restyling or wearing as-is



With more than 100,000 on the sales floor at any time, and more than 5,000 new items refreshed daily, there is truly something for everyone at each Savers/Value Village store – and all at unbeatable prices! Placed on the retail floor according to department, style, size and color, Savers/Value Village stocks goods in the following categories:

- **Clothing & Shoes** – brand name bargains and unique pieces for men, women and children
- **Accessories** – hats, gloves, purses, sunglasses and jewelry, including vintage favorites
- **Kitchenware** – everyday and entertainment pieces, cookware, plastics and more
- **Books** – from hard cover classics, to today's best sellers and everything in between
- **Electric Goods** – phones, keyboards, irons and more, plus endless electronic odds and ends
- **Toys** – board games, stuffed animals and educational playthings provide frugal fun
- **Infant/Toddler Goods** – donate outgrown goods, then pick up new items for the little ones
- **Sporting Goods** – antique water skis, tennis rackets for tots, in-line skates to get in shape...
- **Linens, Etc.** – Sheets, curtains, table cloths, placemats, fabric remnants for home and crafts
- **Furniture** – antique pieces, makeover-ready goods, shabby chic items and other fab finds
- **Home Décor** – endless paintings, knick-knacks, bric-a-brac, vases, décor and much more!



Promoting Responsible Reuse

Today's eco-savvy consumers have fun going green by shopping secondhand. Whether hemming a vintage gown to create a fresh new frock, creating "new" throw pillows from old drapes, or scoring unbelievable bargains on quality everyday items to use as they are, loyal Savers/Value Village shoppers agree it's all about "the find." Why not have fun while helping to save the earth? Secondhand shoppers feel good knowing they:

- **Save money.** Buying reusable, quality products is typically less expensive than buying new items, using them a few times and then discarding them.
- **Help conserve our planet's natural resources.** Energy and raw material consumption is reduced because the need to manufacture is directly tied to our consumption habits.
- **Eliminate waste** by consuming sensibly. This frees up natural resources for other worthwhile purposes.
- Make a **world of difference** to people in developing countries that rely on recycled clothing and household items to improve their **quality of life**.

Community Donation Centers

Thinking of tossing out items others might enjoy? Savers/Value Village gladly accepts the following items:

- clothing & shoes
- accessories & jewelry
- housewares
- books/DVDs
- games
- software
- sports equipment
- home décor
- electronics furniture

Shoppers can donate items directly at Savers stores during business hours, place items in donation bins found throughout the community or schedule a pick-up with one of Savers/Value Village's local non-profit partners. Donors can contact their local store or visit www.savers.com or www.valuevillage.com for a complete listing of non-profits serving their area.

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Making new from old!

Thrift stores are a natural destination for inexpensive secondhand items that can be easily revamped into ingenious new creations.



An antique cream and sugar set is the perfect powder room accent.



Old glass light globes are a stylish way to store serving utensils while entertaining.



A much-loved little tea pot is a clever way to keep garden twine at hand in an outdoor setting.

Savers/Value Village Timeline

