

Dear Friends



Stephen R Tindall Founder & Acting Managing Director

Sustainable retailing is a journey. Every step and every contribution matters. Our activities for the past year demonstrate the strong foundation we are building to help us become a more sustainable business.

It is pleasing to see our team members' commitment to The Warehouse's sustainable retail efforts, none better highlighted by

The Warehouse New Zealand Apparel team's success at eliminating over 14 tonnes of unnecessary packing over the 2003 Winter¹. An increasing number of suppliers have also joined us in endeavouring to improve their environmental

We are heartened by the progress made by fellow members of the New Zealand Business Council for Sustainable Development⁵ and the Sustainable Business Network.⁶

We acknowledge the ongoing contribution and inspiration provided by many individuals and organisations.

In particular, this year we would like to thank Landcare Research and their Enviro-Mark program,⁷ Parenting with Confidence⁸ for their work on behalf of New Zealand families and our suppliers who supported their work so generously, The Warehouse Red Shirts 'N Schools'⁹ team, Clean Up New Zealand¹⁰ teams and all The Warehouse team members who contributed to the results contained in this report.

Thank you for your interest in this aspect of our growth as a company and in the wider movement to align business outcomes to a sustainable future.

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performance.² It is pleasing also to see the early progress being made by The Warehouse Australia and Warehouse Stationery, especially their efforts to connect to the local communities in which they operate.³ Finally, our customers tell us that they can see our efforts and that they view this favourably.⁴

Sustainable development and Triple Bottom Line reporting simply reflect our intention as an organisation to act in a manner that preserves and helps improve the quality of life and environment for generations to come. Because we touch the lives of so many people, we at The Warehouse have a fantastic opportunity to make a positive difference. We also have a responsibility to understand the impact we make on people and the environment.

Stephen Tindall

FOUNDER & ACTING MANAGING DIRECTOR

¹ See page 18

² See page 24

³ See page 30, 32

⁴ See page 21

⁵ www.nzbcscd.org.nz

⁶ www.sustainable.org.nz

⁷ www.enviro-mark.com

⁸ www.parenting.org.nz

⁹ See page 15

¹⁰ www.cleanupnz.org.nz