



**THRIFT
STORE**

TOGETHER, WE MAKE A DIFFERENCE

The Salvation Army,
National Recycling Operations

Impact Report
2018 – 2019



WHAT WE DO

The Salvation Army Thrift Store National Recycling Operations (NRO) is part of one of the largest national charities in Canada that gives hope and support to over **1.6 million people**.

We are one of Canada's largest national clothing recyclers and the only national division among ten within The Salvation Army. Through our Thrift Stores we offer savings on gently used clothing, textiles and household items while supporting Salvation Army programs, services and emergency relief efforts.

We do this together through the support of:

106

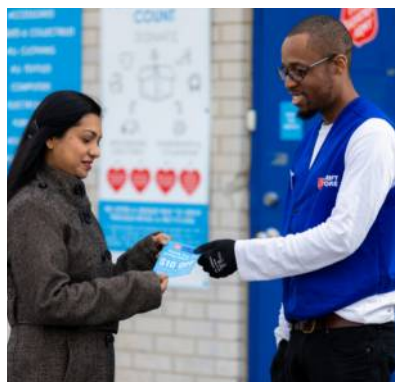
Thrift Stores & Donor Welcome Centres

10

Distribution & Recycling Centres

4

Regional Home Offices



2,246
Employees



14 Million
Guests & Donors

250
Volunteers



Our Core Competencies

Service Focused • Communication • Collaboration • Composure



MISSION:

National Recycling Operations' (NRO) role, within the context of The Salvation Army, is both to generate funds to help The Salvation Army achieve its mission, and to influence positively the communities in which we operate. The Salvation Army exists to share the love of Jesus Christ, meet human needs, and be a transforming influence in the communities of the world.

VISION:

By operating successful Thrift Stores and integrating with the mission and work of The Salvation Army as a whole, we exist to be a functioning and thriving modern day model of William Booth's conceived "Household Salvage Brigade" through which the marginalized and excluded of society will be refreshed and regenerated by way of meeting their practical needs.

Core Values:

- Hope:** We give hope through the power of the gospel of Jesus Christ.
- Service:** We reach out to support others without discrimination.
- Dignity:** We respect and value each other, recognizing everyone's worth.
- Stewardship:** We responsibly manage the resources entrusted to us.

YOUR SUPPORT IN ACTION

\$759,003

for GoodWorks@Work® cause related initiatives
Providing additional support to Salvation Army programs:



824

children sent to a Salvation Army summer camp

\$306,311

raised for Christmas Kettle Campaign

\$63,039

raised for Salvation Army life skill programs

\$102,162

donated to Brighter Futures for children overseas



\$106,270

raised towards the fight against poverty

\$6,220,352

Given to neighbours in need

Through Salvation Army's community and social service programs

48,699 vouchers were issued to shop free of cost



**Diverted
82,460,872 LB
from local landfills**

That includes:

- 31,593,766 LB of clothing & textiles
- 12,997,723 LB of household items
- 12,371,321 LB of electronics & metal
- 6,114,533 LB of books, paper and pulp

As Canadian textile diversion leaders we help save our planet and those who share it. Our partnerships include: the National Zero Waste Council of Canada, National Association of Charitable Textile Recycling (NACTR), over 15 municipalities and waste organizations!



TOGETHER, WE MAKE A DIFFERENCE. REACH OUT TO US:

**National Home Office, Regional
Distribution and Recycling Centre**
2360 South Service Road W. Oakville,
ON, L6L 5M9
Phone: 905.825.9208

Media Relations
**Contact the Brand Integrity and
Communications Department**
Phone: 905.825.9208 ext. 200
Email: media@tstores.ca

 facebook.com/SAThriftStoresCanada

 youtube.com/user/SalvationArmyThrift

 pinterest.com/sathriftstores

 instagram.com/sathriftstore

Guest Services: 1.855.98.GUEST (1.855.984.8378)
Email: guestservices@tstores.ca
www.thriftstore.ca



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