



**THRIFT  
STORE**

# BUILDING STRONGER COMMUNITIES TOGETHER

The Salvation Army | National Recycling Operations

Impact Report 2019 – 2020



# 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 **1.9 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:

**105**

Thrift Stores & Donor Welcome Centres

**11**

Distribution & Recycling Centres

**4**

Regional Home Offices



**2,285**  
Employees

**+14 million**  
Generous Guests & Donors

**317**  
Volunteers



## Our Core Competencies

Service Focused • Communication • Collaboration • Composure

# 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.



# 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.

# YOUR SUPPORT IN ACTION



**\$816,733**

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

**831**

Children sent to a Salvation Army summer camp

**\$118,053**

Raised towards the fight against poverty

**\$360,942**

Raised for Christmas Kettle Campaign

**\$71,826**

Raised for Salvation Army life skill programs

**\$41,401**

Donated to Brighter Futures for children overseas



**Diverted  
86,298,351 LBS  
from local landfills**

That includes:

- 34,566,975 lbs of clothing & textiles
- 32,359,881 lbs of household items
- 12,005,141 lbs of electronic & metal
- 7,366,355 lbs of books, paper & pulp



**40,510**

vouchers redeemed  
by neighbours in need

**Over 20  
Partnerships  
with Municipalities and  
Waste Organizations**



# THRIFT STORE

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Regional Distribution and Recycling Centre**

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[www.thriftstore.ca](http://www.thriftstore.ca)

