



**THRIFT
STORE**

TOGETHER, WE MAKE A DIFFERENCE

The Salvation Army,
National Recycling Operations

Impact Report
2017 – 2018





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 1.7 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 with proceeds supporting Salvation Army programs, services and emergency relief efforts.

We do this together through the support of:

108

Thrift Stores & Donor Welcome Centres

9

Distribution & Recycling Centres

4

Home Offices



2,212
Employees



12 Million
Guests & Countless Donors

250
Volunteers of the Heart

We Value 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.



YOUR SUPPORT IN ACTION

\$757,552

GoodWorks@Work™ cause related initiatives (16% increase)
Providing additional support to Salvation Army programs:



\$290,692

raised for Christmas
Kettle Campaign

778

children sent to a Salvation
Army summer camp

\$38,334

raised for Salvation Army
life skill programs



\$154,437

raised towards the fight
against poverty

\$102,885

donated to Brighter Futures
for children overseas



\$6,093,965

**given to individuals & families in need
(37% increase)**

Through Salvation Army's community and social
service programs **45,177** vouchers were issued to shop
free of cost for needed items



Diverted 79,442,703 LB from local landfills

For 110 years in Canada,
we have diverted
clothing, textiles and
household items saving
our planet and those
who share it

That's 3,604 garbage
trucks full of reusable
items not being sent to
our landfills, an 8%
increase in one year

9 municipal partnerships,
accounting for 11% of
textile diversion

Thank You

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

**National Home Office, Regional
Distribution and Recycling Centre**
Address: 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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