COMMUNITY SERVICE

Quarterly Reported Metrics – Q3 2016 Results

- **Hours Served YTD**
  - 2015 TOTAL: 73,369
  - Q1 2016: 7,069
  - Q2 2016: 24,833
  - Q3 2016: 37,864

- **Hours Utilization Rate**
  - 2015 TOTAL: 29%
  - Q1 2016: 3%
  - Q2 2016: 10%
  - Q3 2016: 15%
  - 2016 TARGET: 60%

- **Benefit Utilization Rate**
  - 2015 TOTAL: 77%
  - Q1 2016: 11%
  - Q2 2016: 30%
  - Q3 2016: 33%
  - Q4 2016: 80%

Annually Reported Metrics – 2015 Results

- **% of Timberland and Non-Timberland Hours Served**
  - 2012: 56% Timberland, 44% Non-Timberland
  - 2013: 32% Timberland, 68% Non-Timberland
  - 2014: 42% Timberland, 58% Non-Timberland
  - 2015: 24% Timberland, 76% Non-Timberland

- **Service Projects**
  - 2012: 950
  - 2013: 865
  - 2014: 832
  - 2015: 785

For further details, analysis, and historic data, refer to respective appendices.
At Timberland, service is a part of our DNA. A belief in the power of people to transform their communities is one of our core values. We live this value by offering our thousands of creative, dedicated, hardworking employees a number of ways to become involved, including these core programs:

**Path of Service™**: This employee volunteer program gives full-time staff an annual benefit of up to 40 paid hours and part-time staff an annual benefit of up to 20 paid hours for community service. **Pillar Service Events**: To help employees use their service hours, Timberland organizes global two days of service each year: Earth Day in the spring and our own Serv-a-palooza event in the fall. In 2014, Timberland employees celebrated their one millionth hour of community service.

Service metrics are measured on an annual basis (from January 1 - December 31) and revert to zero at the beginning of each year. Hours served reflects the total number of community service hours reported by employees that were served during business hours.

**Q3 2016 Result**: Timberland employees served 13,031 hours worldwide in Q3 2016, for a total of 37,864 hours served year to date. Our hours are down when compared to last year, primarily due to a surge of service that took place at our manufacturing plant in the Dominican Republic in early 2015. A systems migration, that temporarily affected production lines, enabled more employees to serve last year.

Carving out time for service is often a challenge, and this year is no exception. Even though hours are down compared to last year, many employees still find new and creative ways to use their Path of Service benefit. Some of the ways our employees served in Q3 include: planting trees in the Dominican Republic, fundraising for the Special Olympics and local food banks by our US Sales Team, and cleaning up a local park in Malaysia.

To learn more about how we serve, click here. Interested in putting together a service event of your own? Download our Service Toolkit to get started!
HOURS UTILIZATION RATE

Hours Utilization Rate ("HUR") measures the percentage of available service hours offered to Timberland employees that employees report using year to date. Full-time employees are offered up to 40 paid hours annually, and part-time employees are offered up to 20. Each year the Community Engagement team and the Global Stewards (Timberland’s volunteer team of CSR ambassadors who drive our service and CSR agenda worldwide, in addition to their regular job responsibilities) strive to increase employee engagement in community service by offering new service opportunities to employees. Service metrics are measured on an annual basis (from January 1 - December 31) and revert to zero at the beginning of each year.

Q3 2016 Result: Timberland’s YTD Hours Utilization Rate at the end of Q3 was 15%. Though our HUR is down over the same time period last year, all regions still found some time to serve. In most regions Timberland’s pillar event, Servapalooza, took place, which gave employees many opportunities to serve. Some of these events include: outfitting over 700 needy children with Timberland boots, helping to renovate a veterans center, and cooking meals at a homeless shelter.

BENEFIT UTILIZATION RATE

Benefit Utilization Rate ("BUR") measures the percentage of employees that report serving at least one hour of community service per year. Each year the Community Engagement team and the Global Stewards strive to increase employee engagement in community service by offering new service opportunities to employees. Service metrics are measured on an annual basis (from January 1 - December 31) and revert to zero at the beginning of each year.

Q3 2016: Timberland’s YTD Benefit Utilization Rate at the end of Q3 was 33%. Last year we had a systems change in our DR facility, which caused a shutdown in our production lines, and allowed our manufacturing employees to participate in service. This is an unusual occurrence, and is what led to our high BUR last year. We constantly strive to find creative ways for employees to serve that can be done in small increments of time and are less disruptive to employees’ workdays. Examples of these projects include writing letters to our troops in North America, making small knitted garments in London, and using recycled leather to make bags in our Shanghai office.
COMMUNITY SERVICE EVENTS ORGANIZED BY TIMBERLAND GLOBALLY

To support and encourage Timberland employees to use their Path of Service benefit, the Global Stewards are tasked with organizing community service events are organized by Timberland on a regular basis beyond our annual Earth Day events in the spring and our annual Serv-a-palooza events in the fall. Most service events are designed to engage not only our employees, but also our business partners, VF associates, our customers, and others in the community. This metric shows the number of community service events organized by Timberland worldwide per year.

Note to stakeholders: We had previously reported 1,147 projects for 2014. An error in our project data collection process was discovered and corrected at the end of 2015.

GLOBAL COMMUNITY SERVICE EVENTS

This metric communicates the extent to which we have increased our impact by engaging volunteers beyond our employee population in hours of service. We strive to engage our business partners, distributors, consumers, and local community members in our events. The purpose of this metric is to show the percentage of Timberland vs. non-Timberland volunteers that participated in Timberland organized service events throughout the year.

NON-TIMBERLAND VOLUNTEERS

This metric communicates the extent to which we have increased our impact by engaging volunteers beyond our employee population in hours of service. We strive to engage our business partners, distributors, consumers, and local community members in our events. The purpose of this metric is to show the percentage of Timberland vs. non-Timberland volunteers that participated in Timberland organized service events throughout the year.