COMMUNITY SERVICE

Quarterly Reported Metrics – Q3 2018 Results

Annually Reported Metrics – 2017 Results

For further details, analysis, and historic data, refer to respective appendices.
COMMUNITY METRICS

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.

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.

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 served reflects the total number of community service hours reported by employees that were served during business hours.
Hours Utilization Rate ("HUR") measures the percentage of available service hours offered to Timberland employees that employees report using year to date.
Benefit Utilization Rate ("BUR") measures the percentage of employees that report serving at least one hour of community service per year.

**Q3 2018 Result:** Timberland employees around the world served 12,070 hours in Q3 2018. Hours Utilization Rate for Q3 was 16%, which is even with our Q3 2017 result. Our Benefit Utilization Rate was 43%, which is a significant improvement over our 2017 result of 36%. Our annual service event, Serv-a-palooza, took place during Q3. Several projects were organized worldwide, including outfitting students at an elementary school with new boots and backpacks, building playgrounds, planting trees, and painting murals. (See pictures below)
Photos from this year’s Serv-a-palooza events

A student at Gossler Park Elementary School in Manchester, NH gets fitted for a new pair of Timberland boots as part of this year’s Serv-a-palooza day of service.

Timberland employees in Bangladesh painted, installed a playground, and planted trees at a rural school for underprivileged children.

Timberland employees paint a colorful mural at a school in Hong Kong as part of their Serv-a-palooza project.

Timberland employees in Stabio, Switzerland clean out an animal shelter at the Gulliver Foundation, a rehabilitation center, as part of their Serv-a-palooza project.
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 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: In 2016, we redefined “service event” to mean “projects involving 2 or more Timberland employees engaging in service to the community.” As such, our number of events decreased to conform to this new guideline.

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.