

WILLIAMS-SONOMA, INC.

# Investor Presentation

2024

P O T T E R Y B A R N

pottery barn kids

P O T T E R Y B A R N | **teen**

west elm

WILLIAMS SONOMA

WILLIAMS SONOMA HOME

MARK & GRAHAM

REJUVENATION

GreenRow





## FORWARD-LOOKING STATEMENTS

The forward-looking statements included in this presentation may constitute “forward-looking statements” within the meaning of the Private Securities Litigation Reform Act of 1995. These forward-looking statements generally are identified by the words “believe,” “project,” “expect,” “anticipate,” “estimate,” “intend,” “strategy,” “future,” “opportunity,” “plan,” “may,” “should,” “will,” “would,” “will be,” “will continue,” “will likely result,” and similar expressions. These statements address the financial condition, results of operations, business and strategic initiatives and prospects of the Company and are subject to certain risks and uncertainties that could cause actual results to differ materially, and undue reliance should not be placed on forward-looking statements, which speak only as of the date they are made. Please refer to the Company's current press releases and SEC filings, including, but not limited to, reports on forms 10-K, 8-K, and 10-Q, for more information on the risks and uncertainties that could cause actual results to differ materially from these forward-looking statements. The Company undertakes no obligation to update or revise any forward-looking statements to reflect events or circumstances that may arise after August 22, 2024.





## Vision

As the world's largest **digital-first, design-led,**  
and **sustainable** home retailer, our vision is to  
**furnish our customers everywhere.**

## Mission

**Enhance the quality of life at home and beyond.**



# WSM Highlights

## OUR REVENUES

**\$7.8B**  
2023 REVENUE

### REVENUE BY BRAND

Pottery Barn	\$3.206B
West Elm	1.855B
Williams Sonoma	1.260B
Pottery Barn Kids & Teen	1.060B
Other*	0.370B
<b>Total</b>	<b>\$7.751B</b>

\*Primarily consists of revenues from Rejuvenation, global franchise operations, Mark & Graham, and GreenRow.



## KEY FINANCIAL MEASURES

**45.0%**  
NON-GAAP ROIC

**64%**  
EPS GROWTH  
since 2020

**16.4%**  
NON-GAAP  
OPERATING MARGIN

**\$3.8B**  
RETURNED TO  
SHAREHOLDERS  
through dividends and share  
buybacks in the last 6 years

### AVERAGE ANNUAL TOTAL RETURN TO SHAREHOLDERS

**68.9%**  
1 YEAR

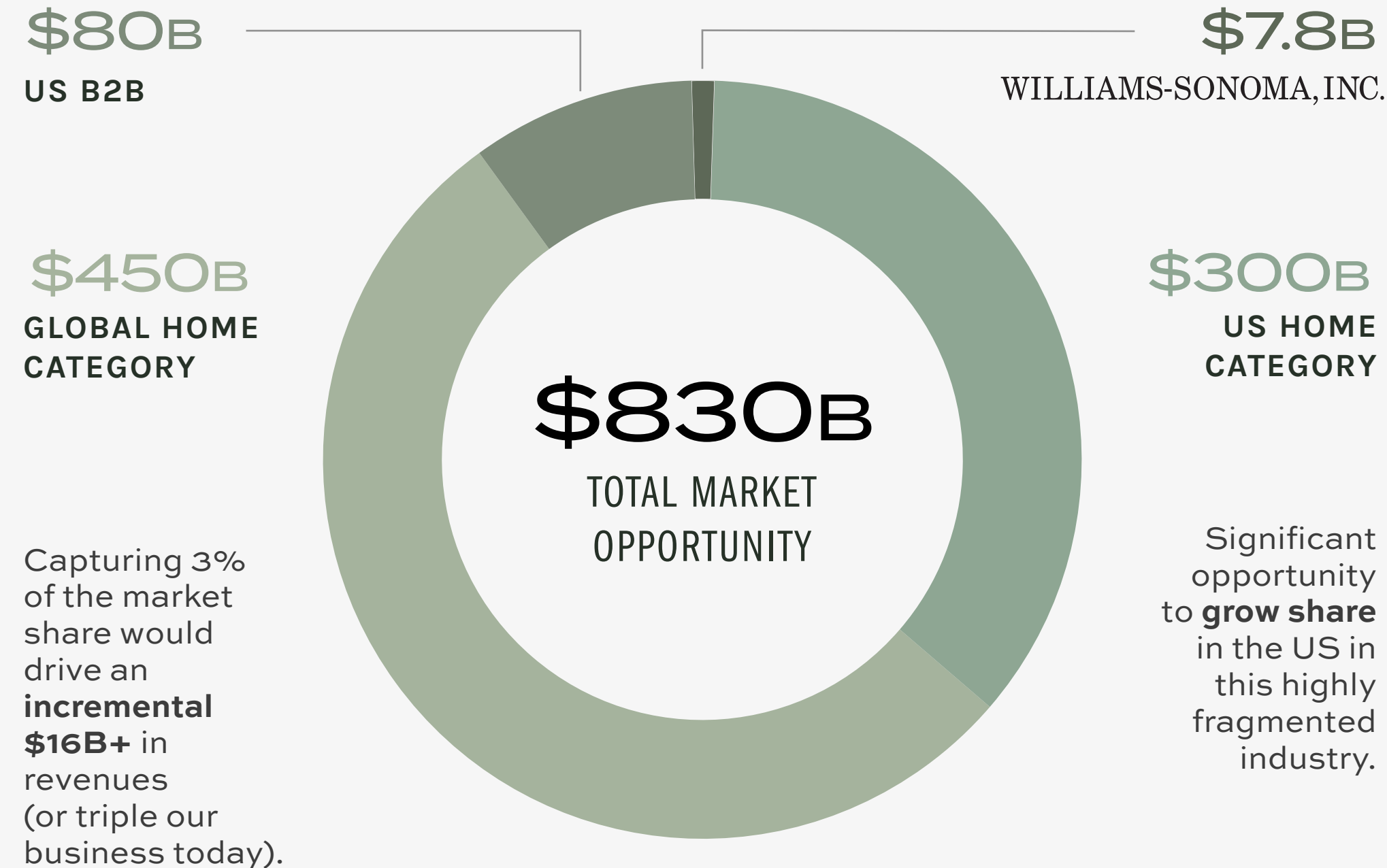
**20.0%**  
3 YEAR

**34.3%**  
5 YEAR



# Expanding Market Opportunity

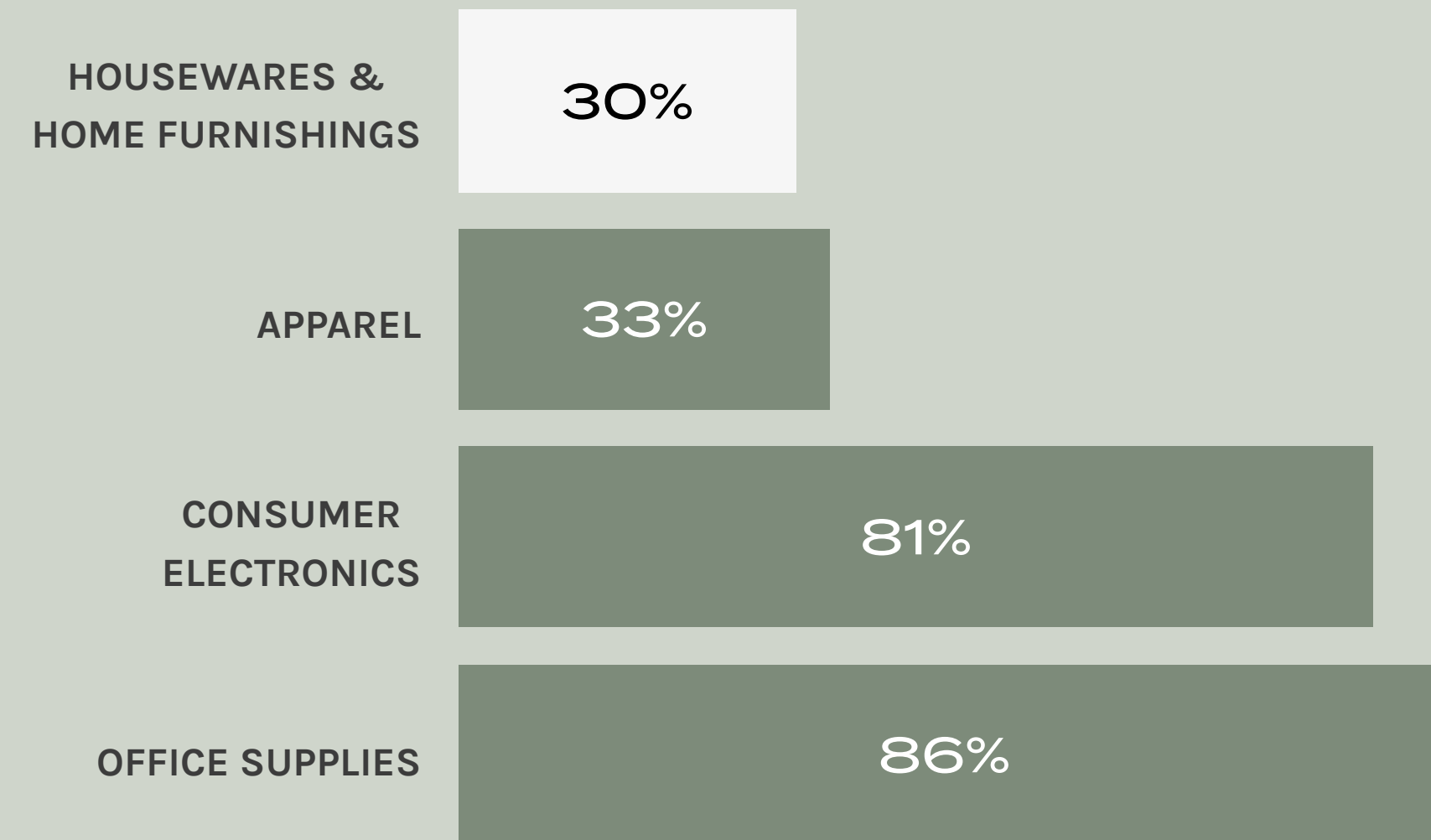
We operate in a highly fractured market where no one owns more than 5%.\*



\*Source: Euromonitor, ThinkLab, & company estimates

# Shift to Ecommerce

Home furnishings industry trails other industries in ecommerce penetration.\*

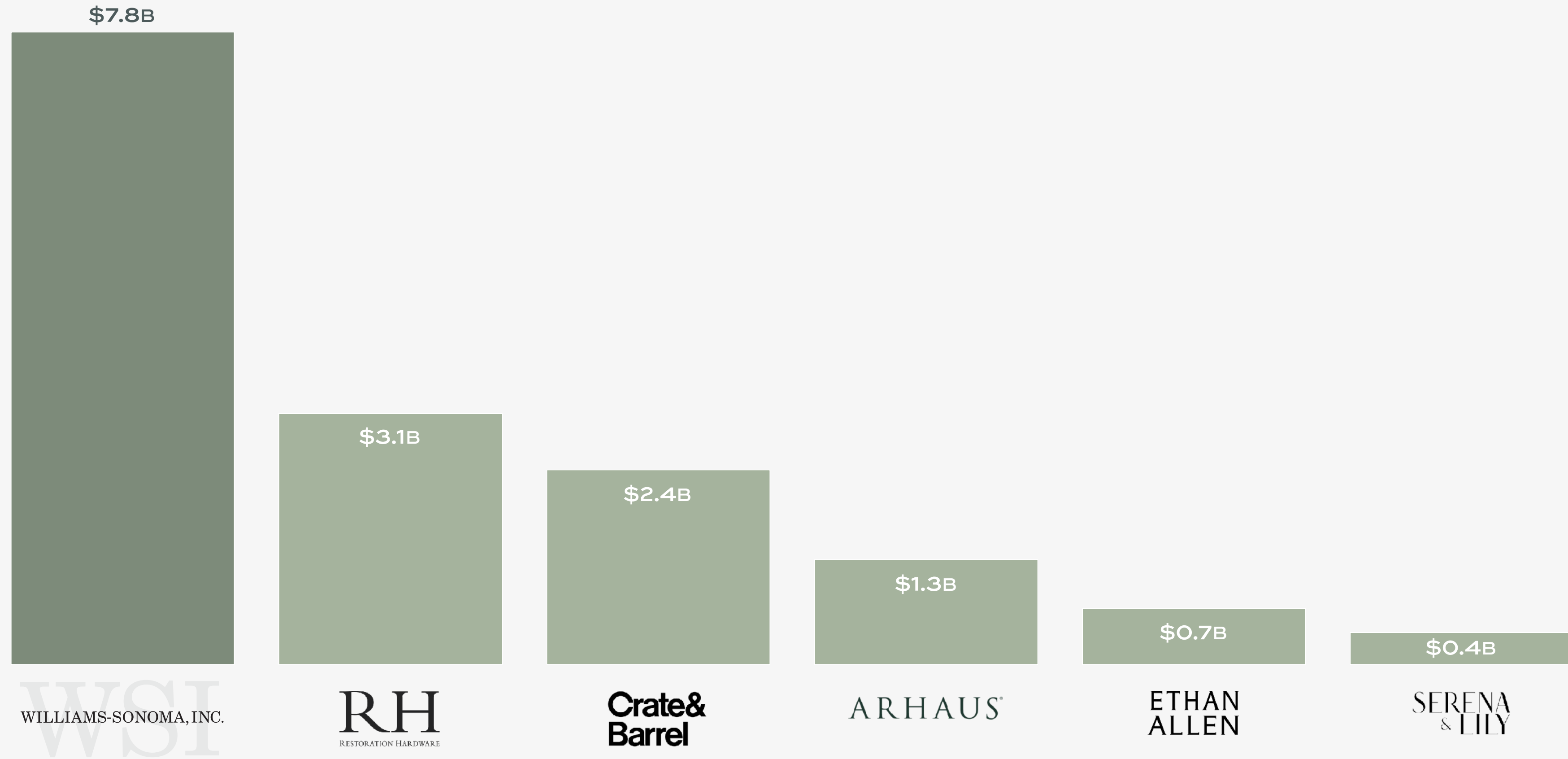


\*Source: Digital Commerce 360, Top 1000 Report (2023)



# Leading Specialty Home Furnishings

We are the largest omni channel player in the specialty home furnishings category. We generate more revenues than the rest of our competitors. Our size and scale is a competitive advantage in a fragmented industry.





# Our Competitive Advantage

## KEY DIFFERENTIATORS

In-house design • Digital First, Not Digital Only • Our Values

## GROWTH INITIATIVES

Core Brand Growth • Emerging Brands • B2B • Global

## PROFITABILITY

Our unique model, coupled with our key differentiators and growth initiatives, give us an ability to continue to **profitably** take market share.





# Why We're Confident

## LARGE & FRAGMENTED INDUSTRY

Approximately 70% of home goods sales still come from brick and mortar and 50% from small regional players.



## MACRO SHIFTS

Lower interest rates could spur housing market and furniture trends.



## A FOCUS ON HOME

Customer share of wallet could shift back to the home.



## OUR KEY DIFFERENTIATORS

We stand out in the market for our in-house design, our digital-first (not digital-only) strategy, and our values.



## OUR GROWTH DRIVERS

We have substantial opportunities in the B2B space, emerging brands (Rejuvenation, Mark & Graham, and GreenRow), global, and our core brands.



## ABILITY TO TAKE SHARE & GROW

We're well-positioned to increase market share and spend per customer.



## KEY DIFFERENTIATORS

1

IN-HOUSE  
DESIGN

2

DIGITAL  
FIRST,  
NOT DIGITAL  
ONLY

3

OUR VALUES





# In-House Design

We design, create, and distribute our own products. We work closely with our trusted vendors to bring high-quality, sustainable products to market. Given our strong value equation and proprietary products that cannot be found elsewhere, we have pricing power that others do not.



**150**

**IN-HOUSE DESIGNERS & ARTISTS**  
innovating and creating differentiated and market-leading product assortments.

**>90%**

**PROPRIETARY PRODUCT**  
designed and made exclusively available by our brands.

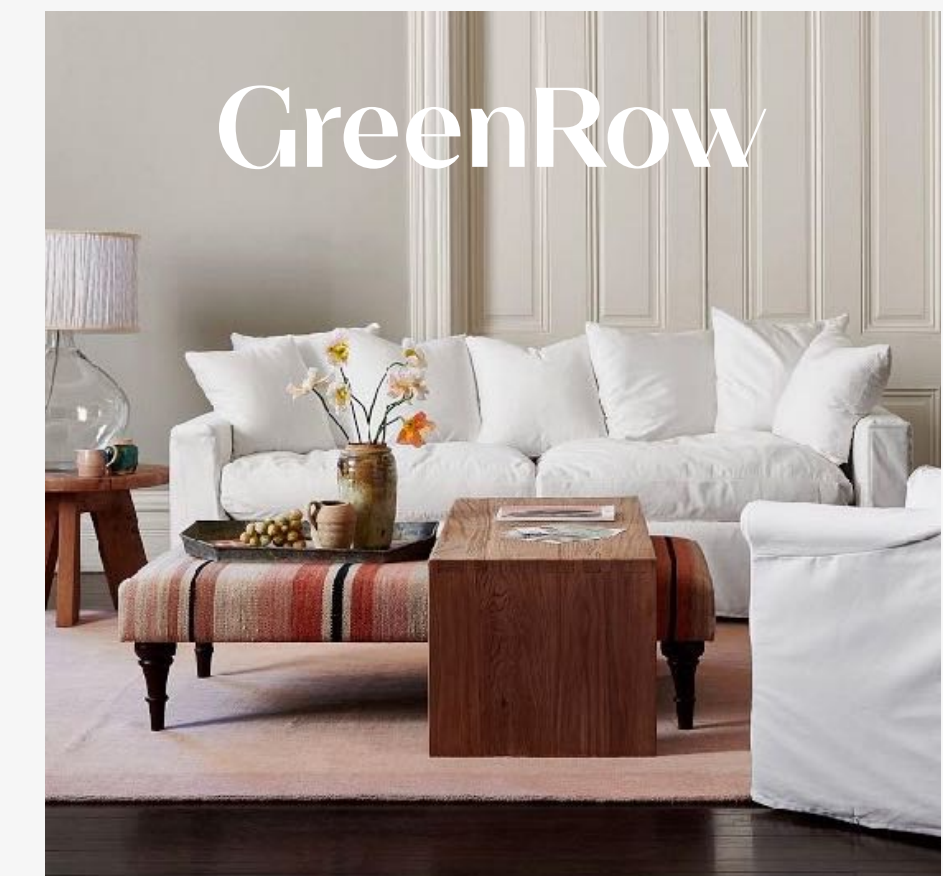
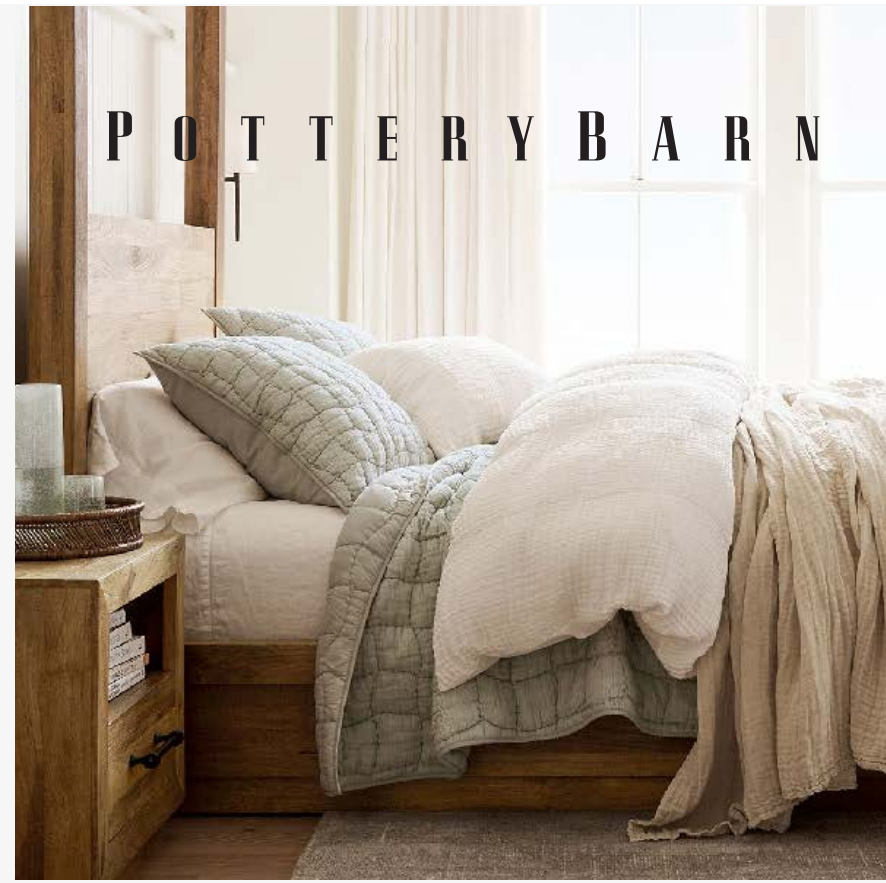
**12**

**SOURCING OFFICES**  
overseeing manufacturing across 50 countries to ensure transparency, quality and safety.



# Portfolio of 9 Distinct Brands

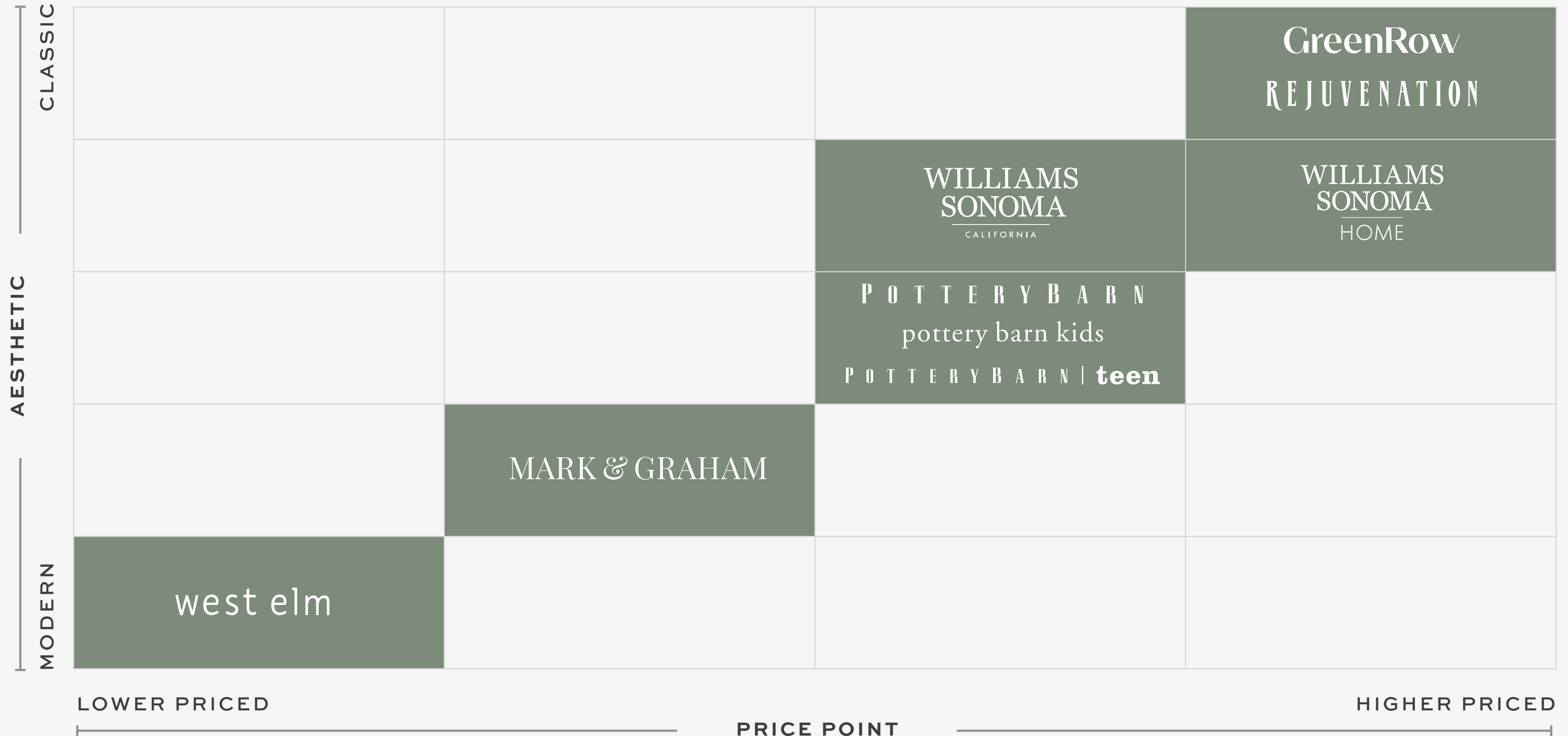
We interpret fashion and home furnishings trends through the individual lenses of our nine distinct brands, each serving different life stages and rooms of the home and beyond.





# Our Aesthetics & Price Points

Our in-house design capability has enabled us to grow our brand portfolio across a wide range of aesthetics and price points that span life stages.





# Digital First, Not Digital Only

## #22

ECOMMERCE RETAILER  
in the United States\*

RANK	COMPANY
1	Amazon.com Inc.
2	Walmart Inc.
3	Apple Inc.
4	The Home Depot Inc.
5	Target Corp.
▶ 22	<b>Williams-Sonoma, Inc.</b>
25	Fanatics, Inc.
27	lululemon athletica inc.
30	Urban Outfitters, Inc.
32	Dick's Sporting Goods Inc.
44	Estée Lauder Companies, Inc.

\*Source: Digital Commerce 360, Top 500 Report (2023 edition)







# Our Ecommerce Business

The home furnishings industry is shifting online. Our digital-first platform is well-positioned to take advantage of this shift in consumer behavior to gain market share.

**66%**

of our business is  
ecommerce

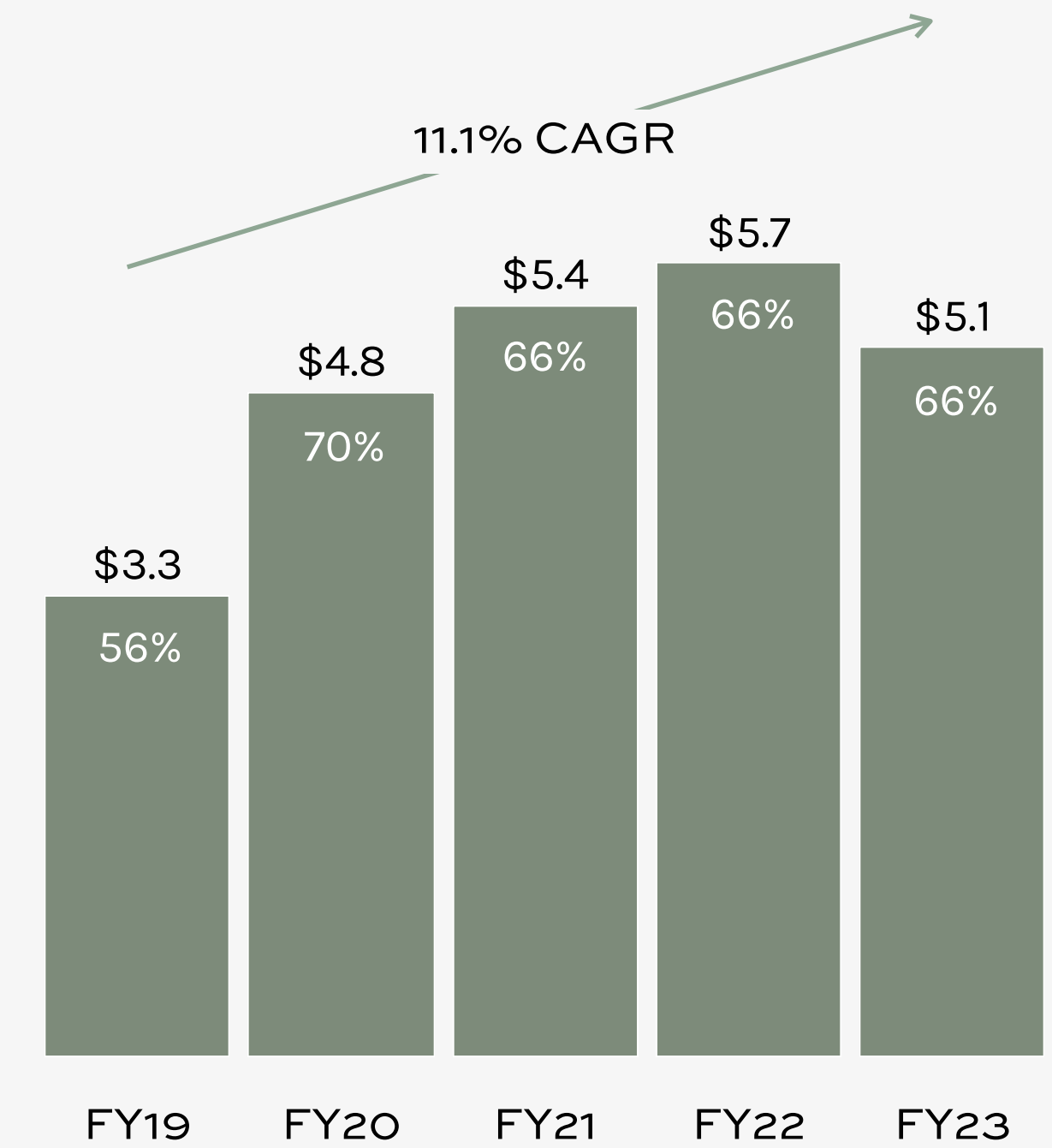
**#1**

non-pure play ecommerce  
home furnishings retailer\*

**727M+**

ecommerce shopping  
visits annually

ECOMMERCE REVENUES  
(\$B and % Ecommerce Penetration)



\*Source: Digital Commerce 360, Top 500 Report (2023 edition)





# Data-Driven Marketing

Our in-house digital marketing organization, backed by world-class customer analytics and first-party data collection, serves as a competitive advantage.

## **FIRST-PARTY DATA**

Unified view of first-party data for all customers across all channels and brands.

## **IN-HOUSE DIGITAL MARKETING**

In-house, centralized marketing organization with a hands-on-keyboard approach.

## **360° CUSTOMER VIEW**

360° view of customer journey enhanced by data science and learning.

## **TEST & LEARN CROSS-BRAND PLATFORM**

ROI-focused, proprietary test & learn platform capable of running hundreds of simultaneous tests across our brands.





# Artificial Intelligence (AI)

We see many opportunities to use AI in our business.

## **SITE RECOMMENDATIONS**

We use our home-grown recommendation engine for enabling relevant product selection to our customers.

## **DESIGN TOOL**

Our 3D digital asset generator populates our room designer tool with intelligent design guidance.

## **SUPPLY CHAIN SYSTEM**

We optimize our customer delivery route by continuously learning about delivery efficiencies.

## **MARKETING FUNCTIONALITY**

We are piloting generative AI with SEO, image tagging, shop-able images, product content generation, and email personalization.





# Our Retail Advantage

Our stores deliver a best-in-class customer experience with beautifully curated assortments, personalized services, and an integrated shopping experience across platforms.

## SERVICE

Our free design services offer 1:1 expert consultations in-store, at-home and online, personalized registry concierge, and engaging classes and events.

## OMNI-CHANNEL SHOPPING EXPERIENCE

Omni-channel customers spend four times more and shop three times as often compared to single-channel customers.

## OMNI FULFILLMENT

Our stores serve as fulfillment hubs, catering to customers however they shop, including “Buy Online, Pick-up in Store”, “Ship from Store”, and “Buy Online, Ship to Any Store”.

## RETAIL OPTIMIZATION

Our continued retail optimization efforts have transformed our fleet into the most profitable, inspiring, and strategic locations.





# Our Values

## PEOPLE FIRST

We are committed to an environment that attracts, motivates and recognizes high performance.

## CORPORATE RESPONSIBILITY

We build sustainability and equity action into every corner of our enterprise. We aim to enhance the lives of our stakeholders, communities and the environment.

## CUSTOMERS

We are here to serve our customers—without them, nothing else matters.

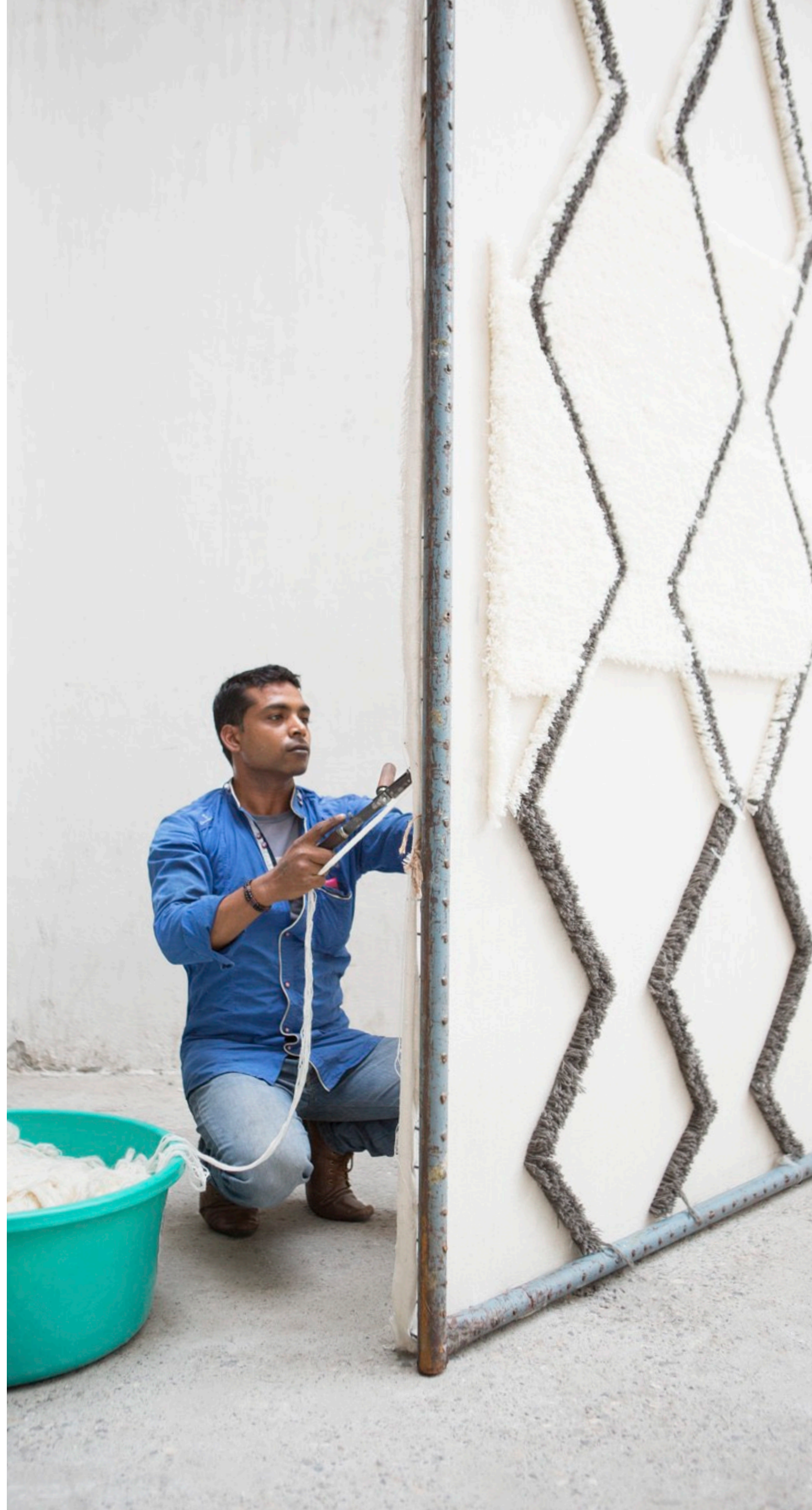
## QUALITY

We take pride in everything we do. From our product to the experience and service we provide—quality is our signature.

## PROFIT

We are committed to providing a superior return to our shareholders. It's everyone's job.





# Corporate Responsibility

70% of consumers today want to support brands that are doing good in the world.\* Our commitment to sustainability, equity action, and taking care of our people is a main reason why our customers choose us over competitors.

## — SUSTAINABILITY —

We offer the largest assortment of responsibly-made products in the home furnishings industry.\*\* Our company is truly *Good By Design*, helping customers shop according to their sustainability values.

**WOOD**  
58% responsibly sourced

**COTTON**  
96% responsibly sourced

**FAIR TRADE**  
\$6.3M paid in premiums since 2021

**CARBON GOALS**  
Established Science-Based Targets for CO<sub>2</sub> reductions

## — TALENT —

As a proud leader in equity action, we firmly believe that working in a culture dedicated to inclusion that cultivates innovation, promotes high-performance, and delivers a superior customer experience.

**LGBTQ+**  
We maintain our commitment to the LGBTQ+ community and offer inclusive company benefits.

**BLACK REPRESENTATION**  
We are committed to increasing our hiring and internal advancement rates through expanding our candidate pool.

**GENDER EQUITY**  
With women in over 56% of all VP-and-above roles, and 68% of all roles, we lead our industry in equitable gender representation at every level.

**AFFINITY GROUPS**  
We foster a range of associate networks for underrepresented groups focused on awareness, education and inclusivity in the products we offer.

\*Source: “Meet the 2020 consumers driving change,” NRF and IBM Research Insights;  
\*\*Barron’s 100 most sustainable US companies 2018-2024



# Accolades

We lead our industry in sustainability and equity, and are proud to be recognized for our continuous action and progress. By managing resources responsibly, caring for our people, and uniting around our values, we lay the foundation for a more resilient company.

**BARRON'S**

**100 MOST SUSTAINABLE  
U.S. COMPANIES**  
Only home retailer,  
7 years in a row



**Dow Jones  
Sustainability Indexes**

**2022-2023  
FOR NORTH AMERICA**

**Forbes**

**BEST EMPLOYER  
FOR DIVERSITY  
2018-2023**



**SUPPLIER ENGAGEMENT  
A-RATING 2021-2023**  
for our work with suppliers  
to tackle climate change

**Bloomberg**

**GENDER EQUALITY INDEX  
2023**



**sustainable  
FURNISHINGS COUNCIL**

**WOOD FURNITURE  
TOP SCORER  
2018-2023**



**CORPORATE EQUALITY INDEX  
2021-2023**

**Newsweek**

**AMERICA'S MOST  
RESPONSIBLE  
COMPANIES 2024**



## 2024 PRIORITIES

1

RETURNING  
TO GROWTH

2

ELEVATING  
WORLD-CLASS  
CUSTOMER  
SERVICE

3

DRIVING  
EARNINGS

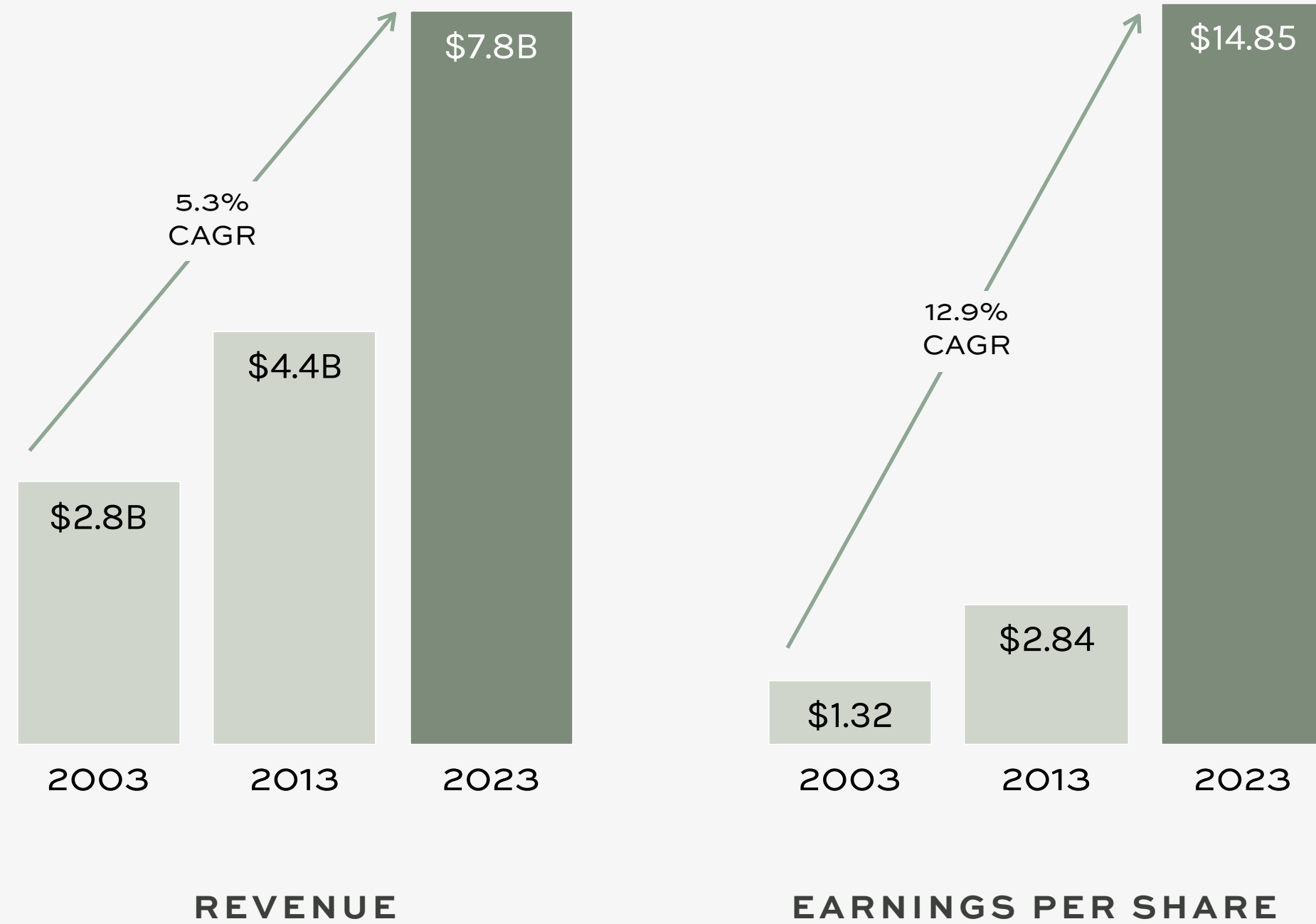




# Historical Growth

Our long-term growth algorithm is rooted in our proven track record of strong, consistent, and profitable growth over the past 20 years, with the capacity for upside driven from our growth initiatives.

## 20 YEAR GROWTH



## LONG TERM OUTLOOK

We have confidence in our long-term algorithm of **mid-to-high, single-digit revenue growth** with **operating margins in the mid-to-high teens.**



1

# Growth Drivers

— MAIN BRAND GROWTH —

— CATEGORY GROWTH —

— EMERGING BRAND GROWTH —

— BUSINESS-TO-BUSINESS —

— GLOBAL —





# Main Brand Growth

We see opportunity for continued organic growth in our brands.



Well-crafted furniture, home textiles and decor.



Children's furniture, bedding, and gifts to delight and inspire.



Furniture and accessories to express their unique style.



Unique modern furniture and home decor.

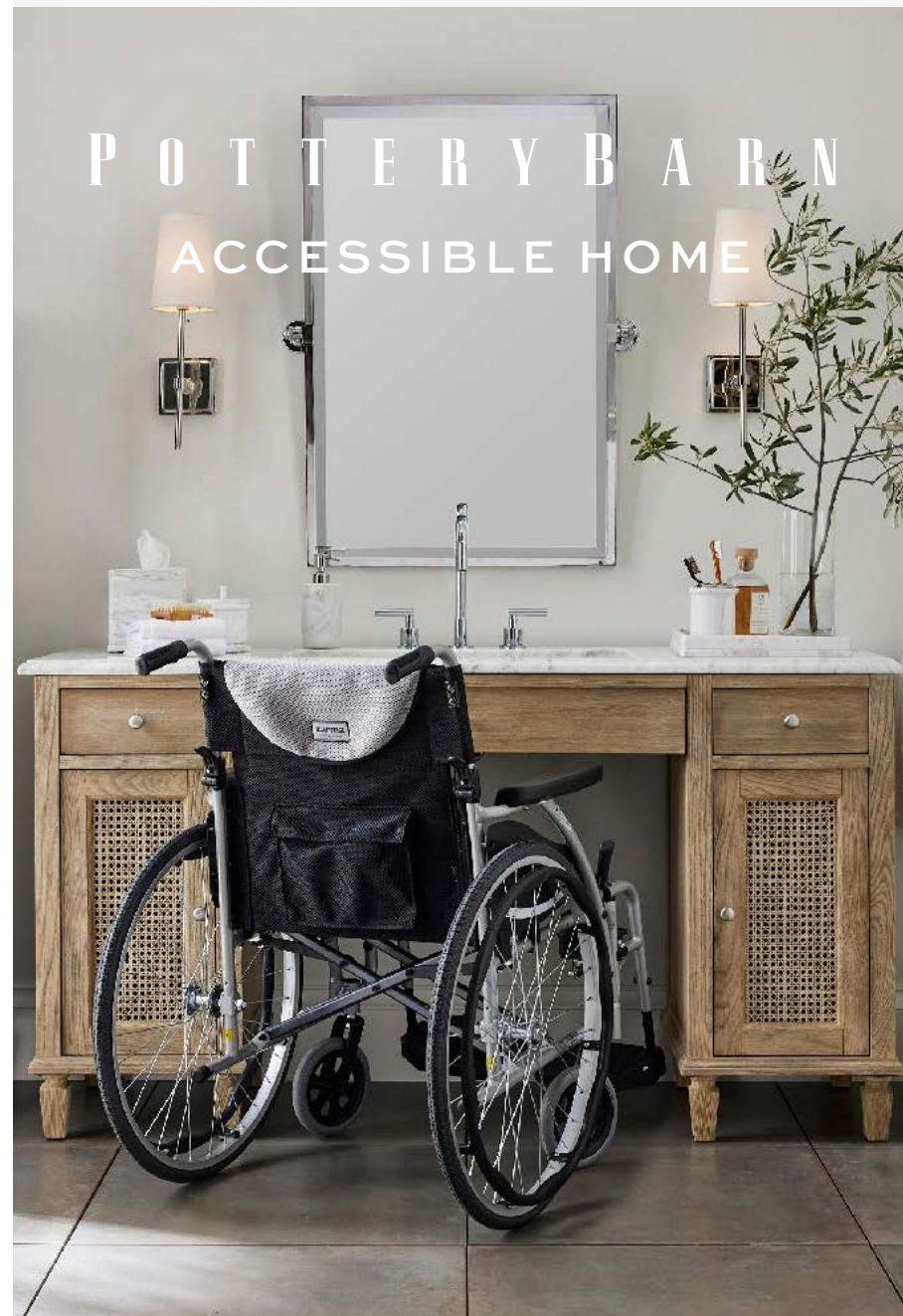


Quality products and food for cooks and entertainers.



# Category Growth

We are leveraging our in-house design capabilities to expand into white space opportunities within our main brands and beyond.



Pottery Barn bestselling designs, adapted for accessibility.



Quality nursery furnishings, decor and gifts for baby.



Accessories and solutions for dorm life and beyond.



Made-to-last styles for kids, from modern nurseries to big-kid bedrooms.



Creating casual luxury spaces in the kitchen and home.



# Emerging Brand Growth

Rejuvenation, Mark & Graham, and the recently launched GreenRow, are gaining traction with runway for substantial growth.



Heirloom lighting, hardware, and home furnishings.



Timeless personalized gifts and more.



Elevated, ethical home furnishings.





**\$80B**  
TOTAL ADDRESSABLE MARKET\*

\*Source: Euromonitor, ThinkLab & company estimates

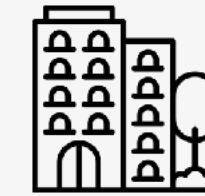
# Business-To-Business

We are no longer just a *home* furnishings company. Leveraging our in-house design, vertical sourcing and brand portfolio, we are disrupting the growing and underserved business-to-business market.



## HOSPITALITY

Hotels, Resorts,  
Restaurants,  
Country Clubs



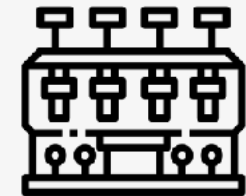
## RESIDENTIAL

Single and  
Multi-Family  
Designers and  
Developers



## EDUCATION

Educational  
Establishments and  
University Housing



## COMMERCIAL

Office Spaces,  
Sports/Entertainment  
Arenas



## GOVERNMENT

GSA certification,  
Government and  
Military



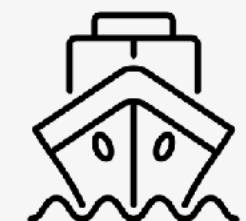
## HEALTHCARE + WELLNESS

Senior Living,  
Hospitals, Health  
and Fitness



## RETAIL

Retail Store  
Builds and Malls



## CRUISE

Ship Furnishings,  
Departure Lounges,  
and Yacht Clubs



# Global

Our brands resonate with consumers around the world and we serve them across 128 stores (company-owned and franchise), 34 shop-in-shops, and 58 websites in 13 countries.



**TORONTO, CANADA**  
**WEST ELM**



**MUMBAI, INDIA**  
**POTTERY BARN KIDS**



**QUERÉTARO, MEXICO**  
**POTTERY BARN**



2

# Leading World-Class Customer Service

## — DELIVERY NETWORK —

14	48	2.1M
REGIONAL DISTRIBUTION CENTERS	FURNITURE HUBS	2023 IN-HOME FURNITURE DELIVERIES

## — CUSTOMER SERVICE SCORES —

87	4.8/5	84
IN-STORE NET PROMOTER SCORE	COMPANY AVERAGE STELLA SCORE	IN-HOME DELIVERY NET PROMOTER SCORE

## — IMPROVED DELIVERY SERVICE —

Returns • Damages • Replacements • On-time Deliveries  
Accommodations • Multiple Shipments





3

# Driving Earnings

We expect operating margin to be in the range of 17.4% - 17.8%<sup>1</sup> in FY24, and in the mid-to-high teens in the long term.



— OUR SIX DRIVERS —

- 1 SUPPLY CHAIN EFFICIENCIES**  
maintaining the improvements in supply chain that we achieved LY
- 2 PRICING POWER**  
of our in-house designed, proprietary products
- 3 ECOMMERCE SALES MIX**  
generating marginal revenue dollars in a higher contribution channel
- 4 RETAIL OPTIMIZATION**  
targeting having fewer and more profitable stores
- 5 AD COST INVESTMENT**  
of our in-house, first-party-data, hands-on-keyboard model
- 6 COST CONTROL**  
resulting from our financial discipline

<sup>1</sup> Excludes the impact of the out-of-period adjustment of 60BPS. The out-of-period adjustment relates to over-recognized freight expense in fiscal years 2021, 2022 and 2023 for a cumulative amount of \$49 million. The Company evaluated the error, both qualitatively and quantitatively, and determined that no prior, interim or annual periods were materially misstated. The Company then evaluated whether the cumulative amount of the over-accrual was material to its projected fiscal 2024 results, and determined the cumulative amount was not material. Including the impact of the out-of-period adjustment, we expect our operating margin to be between 18.0% - 18.4%.



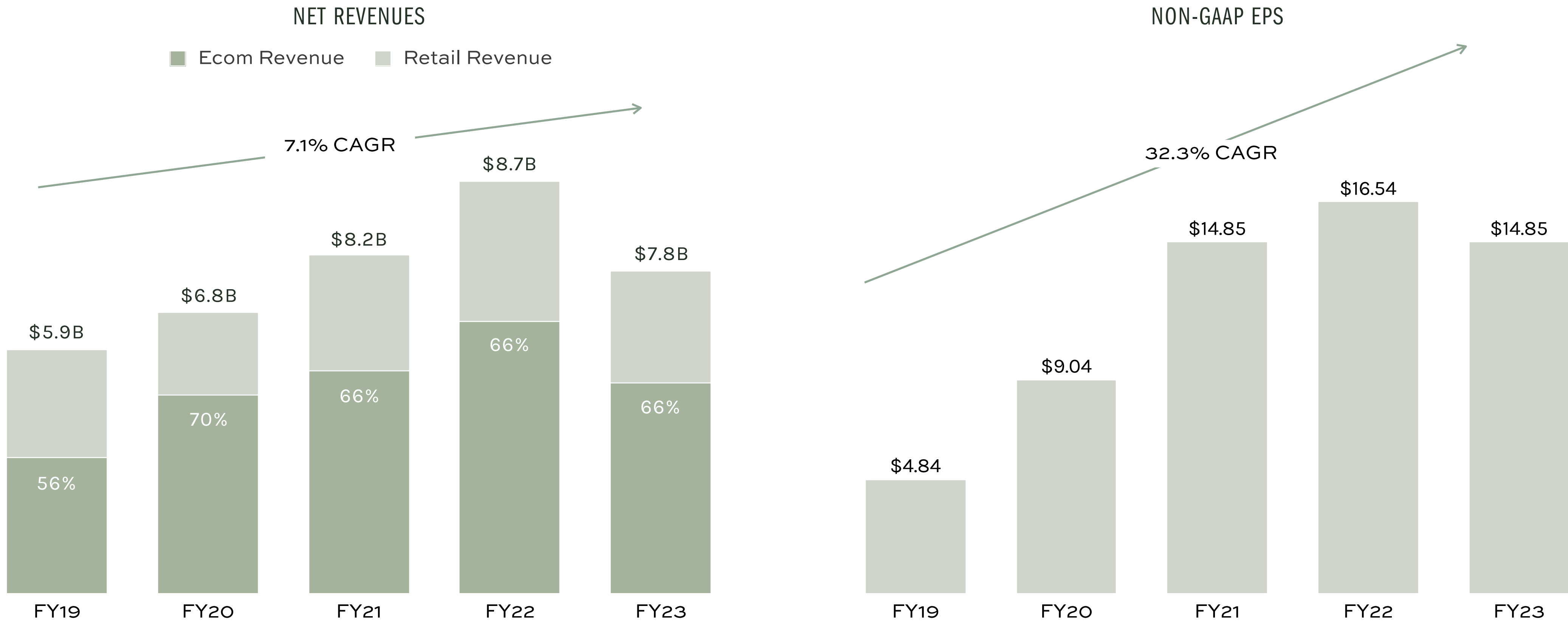
# Financial Outlook





# Financial Performance

We have a track record of strong revenue and EPS growth.

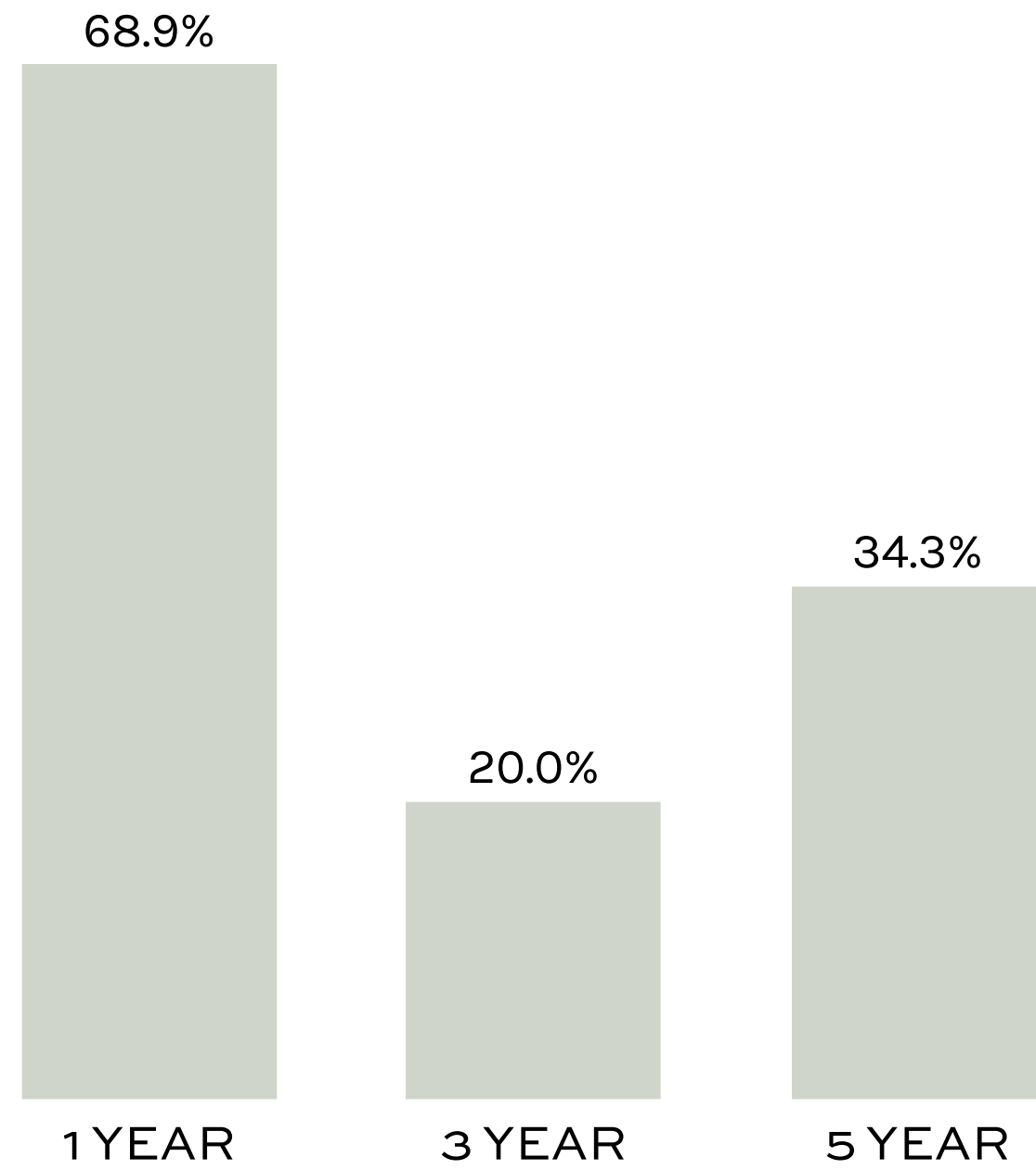




# Returns on Investment

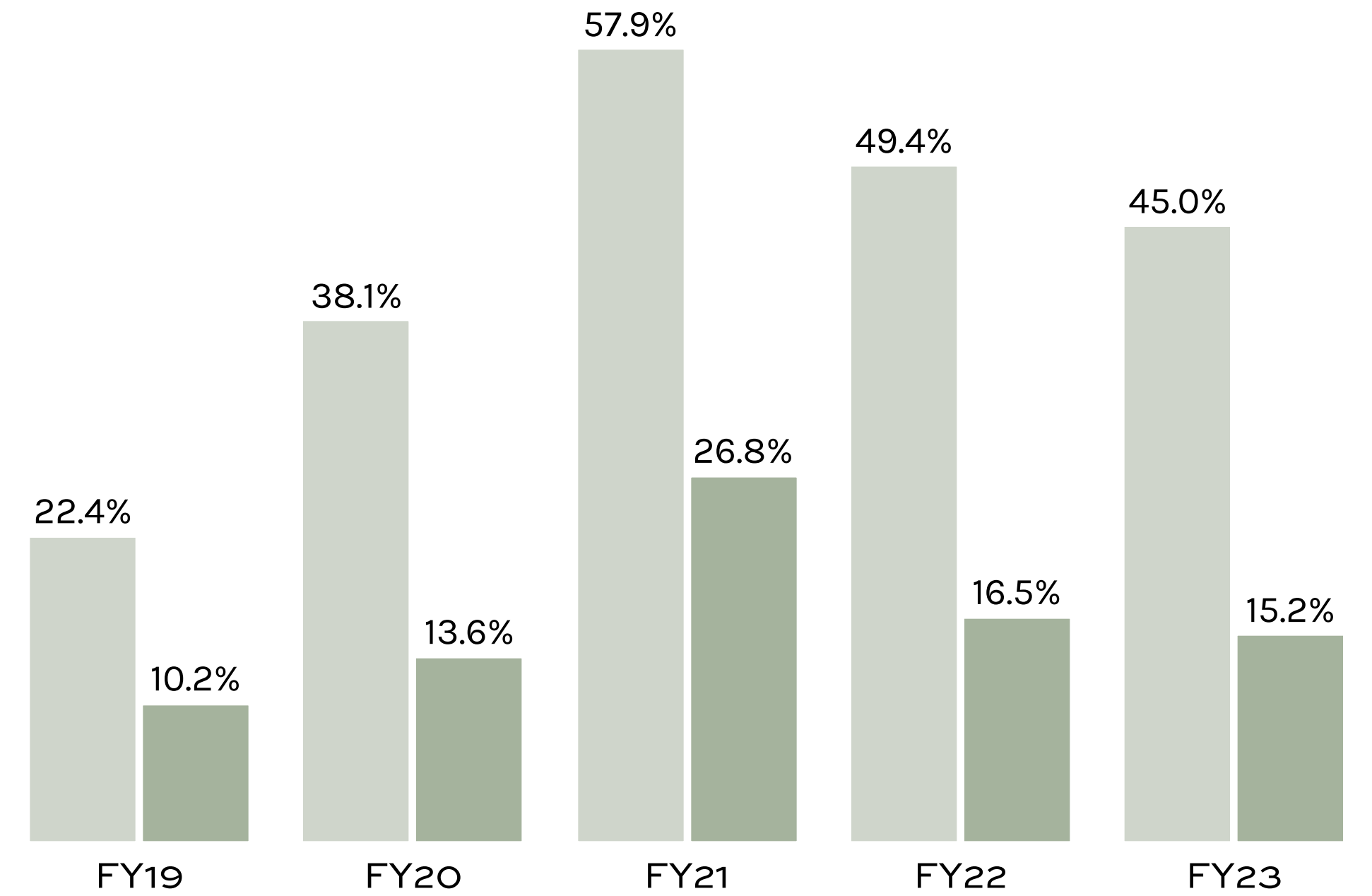
Our investments in our business are generating industry-leading returns.

TOTAL SHAREHOLDER RETURNS<sup>1</sup>



RETURNS ON INVESTED CAPITAL (ROIC)<sup>2</sup>

■ WSI    ■ Peer Median



1. Assumes re-investment of dividends and reflects share repurchases.

2. See page 39 for the calculation of ROIC, together with a reconciliation of net earnings to non-GAAP net operating profit after tax ("NOPAT").

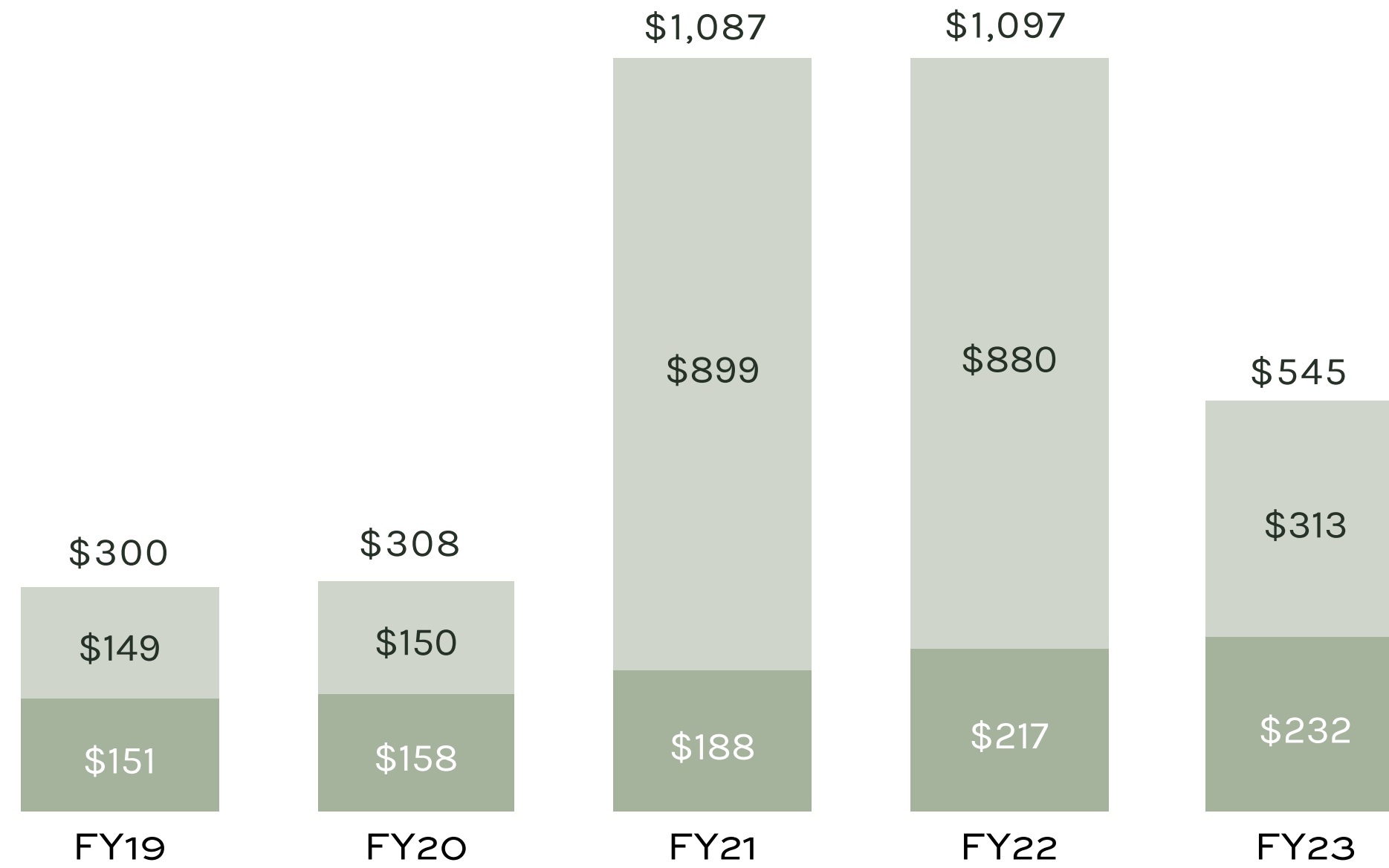


# Returns to Shareholders

We are committed to consistent shareholder returns with \$3.3B returned to shareholders over the last 5 years.

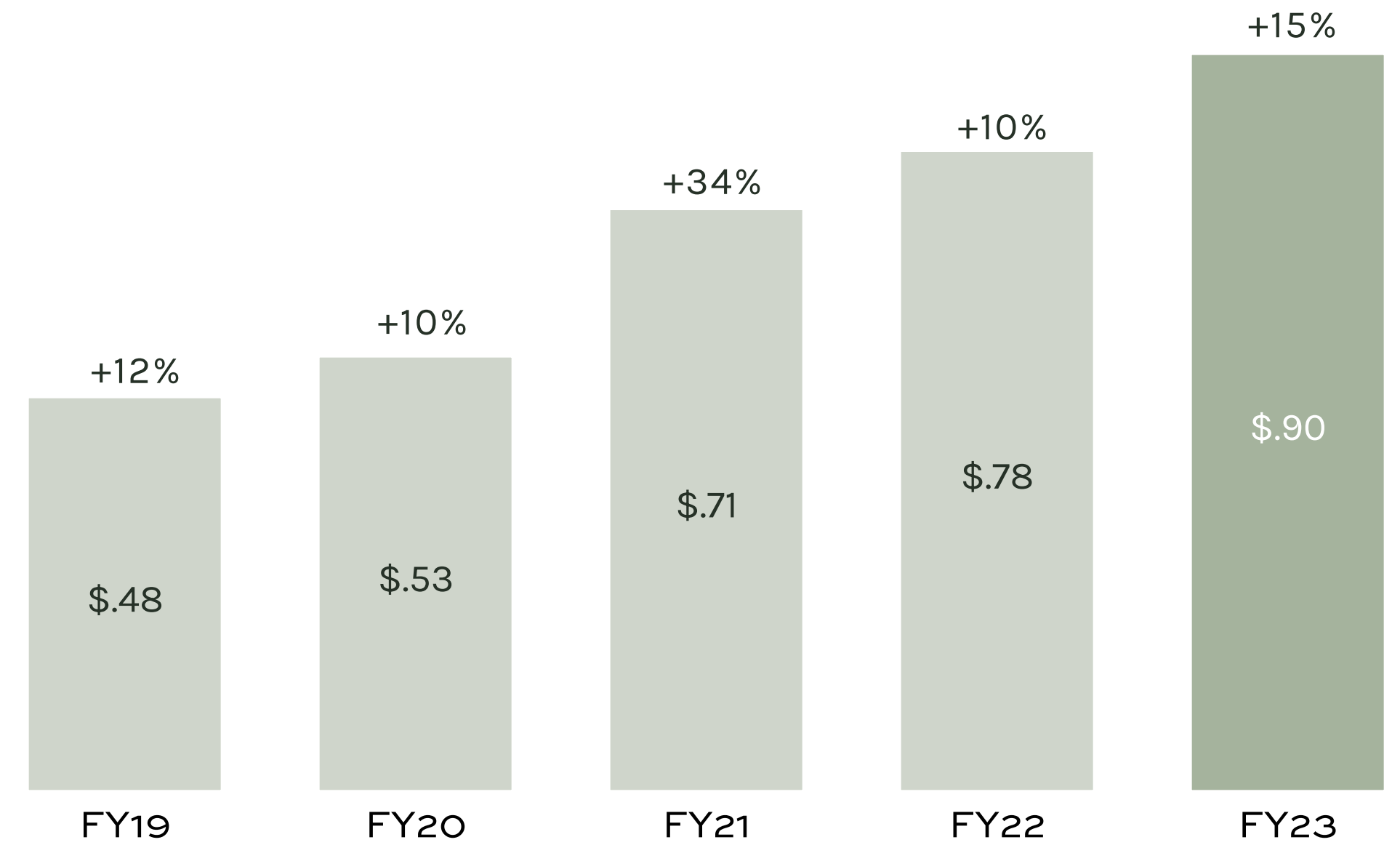
RETURNS TO SHAREHOLDERS

■ Dividends (\$M)   ■ Share Repurchases (\$M)



QUARTERLY DIVIDEND PER SHARE

**2023** was the **14<sup>th</sup> consecutive year** of dividend increases since we initiated a dividend in 2006.







## GAAP TO NON-GAAP RECONCILIATIONS

This presentation includes non-GAAP financial measures. The following slides provide reconciliations of these non-GAAP financial measures to the most comparable financial measures calculated and presented in accordance with accounting principles generally accepted in the U.S. (“GAAP”). We have not provided a reconciliation of non-GAAP guidance measures to the corresponding GAAP measures on a forward-looking basis due to the potential variability and limited visibility of excluded items; these excluded items may include reduction-in-force initiatives, exit costs associated with our West Coast manufacturing facility and Aperture, impairment charges for certain hardware and software and goodwill of Aperture, expenses related to the acquisition and operations of Outward, Inc., employment-related expense, tax legislation, a deferred tax asset and liability adjustment, impact of inventory write-offs, and impairment and early termination charges. We believe that these non-GAAP financial measures, when reviewed in conjunction with GAAP financial measures, can provide meaningful supplemental information for investors regarding the performance of our business and facilitate a meaningful evaluation of current period performance on a comparable basis with prior periods. Our management uses these non-GAAP financial measures in order to have comparable financial results to analyze changes in our underlying business from quarter to quarter. In addition, certain other items may be excluded from non-GAAP financial measures when the company believes this provides greater clarity to management and investors. These non-GAAP financial measures should be considered as a supplement to, and not as a substitute for or superior to the GAAP financial measures presented in this presentation and our financial statements and other publicly filed reports. Non-GAAP measures as presented herein may not be comparable to similarly titled measures used by other companies.



## GAAP TO NON-GAAP RECONCILIATIONS

# Fiscal Year 2023 & 2022

(Dollars in thousands except per share data)

### Footnotes:

- During Q1 2023, we incurred exit costs of \$17.9 million, including \$9.3 million associated with the closure of our West Coast manufacturing facility and \$8.6 million associated with the exiting of Aperture, a division of our Outward, Inc. subsidiary.
- During Q1 2023, we incurred costs related to reduction-in-force initiatives of \$8.3 million primarily in our corporate functions.
- During FY 2022, we incurred an impairment charge of approximately \$17.7 million, including \$9.7 million related to the impairment of software and hardware and \$8.0 million related to the impairment of goodwill, associated with Aperture, a division of our Outward, Inc. subsidiary.

	FOR THE FISCAL YEAR ENDED			
	January 28, 2024		January 29, 2023	
	\$	% of Revenues	\$	% of Revenues
<b>Occupancy Expenses</b>	<b>\$ 814,290</b>	<b>10.5%</b>	<b>\$ 785,425</b>	<b>9.1%</b>
Exit Costs <sup>1</sup>	(239)		-	
Non-GAAP Occupancy Expenses	\$ 814,051	10.5%	\$ 785,425	9.1%
<b>Gross profit</b>	<b>\$ 3,303,601</b>	<b>42.6%</b>	<b>\$ 3,677,733</b>	<b>42.4%</b>
Exit Costs <sup>1</sup>	2,141		-	
Non-GAAP gross profit	\$ 3,305,742	42.7%	\$ 3,677,733	42.4%
<b>Selling, general and administrative expenses</b>	<b>\$ 2,059,408</b>	<b>26.6%</b>	<b>\$ 2,179,311</b>	<b>25.1%</b>
Exit Costs <sup>1</sup>	(15,790)		-	
Reduction-in-force Initiatives <sup>2</sup>	(8,316)		-	
Impairment of Aperture <sup>3</sup>	-		(17,687)	
Non-GAAP selling, general and administrative expenses	\$ 2,035,302	26.3%	\$ 2,161,624	24.9%
<b>Operating income</b>	<b>\$ 1,244,193</b>	<b>16.1%</b>	<b>\$ 1,498,422</b>	<b>17.3%</b>
Exit Costs <sup>1</sup>	17,931		-	
Reduction-in-force Initiatives <sup>2</sup>	8,316		-	
Impairment of Aperture <sup>3</sup>	-		17,687	
Non-GAAP operating income	\$ 1,270,440	16.4%	\$ 1,516,109	17.5%
	\$	Tax rate	\$	Tax rate
<b>Income taxes</b>	<b>\$ 323,593</b>	<b>25.4%</b>	<b>\$ 372,778</b>	<b>24.8%</b>
Exit Costs <sup>1</sup>	4,690		-	
Reduction-in-force Initiatives <sup>2</sup>	2,174		-	
Impairment of Aperture <sup>3</sup>	-		2,840	
Non-GAAP income taxes	\$ 330,457	25.4%	\$ 375,618	24.7%
<b>Diluted EPS</b>	<b>\$ 14.55</b>		<b>\$ 16.32</b>	
Exit Costs <sup>1</sup>	0.20		-	
Reduction-in-force Initiatives <sup>2</sup>	0.09		-	
Impairment of Aperture <sup>3</sup>	-		0.21	
Non-GAAP Diluted EPS	\$ 14.85		\$ 16.54	



## GAAP TO NON-GAAP RECONCILIATIONS

# Fiscal Year 2021 & 2020

(Dollars in thousands except per share data)

Footnotes:

1. During FY2020, we incurred approximately \$11.4 million of inventory write-offs for inventory with minor damage that we could not liquidate through our outlets due to store closures resulting from COVID-19.
2. During FY 2021, we incurred approximately \$9.2 million associated with acquisition-related compensation expense and the amortization of acquired intangibles for Outward, Inc. During FY2020, we incurred approximately \$12.1 million associated with acquisition-related compensation expense and the amortization of acquired intangibles for Outward, Inc.
3. During FY2020, we incurred approximately \$27.1 million of expense associated with store asset impairments due to the impact that COVID-19 had on our retail stores.
4. During FY2020, we recorded approximately \$5.0 million of tax benefit resulting from a nonrecurring adjustment to certain deferred tax assets and liabilities.

### FOR THE FISCAL YEAR ENDED

	January 30, 2022		January 31, 2021	
	\$	% of Revenues	\$	% of Revenues
<b>Gross profit</b>	\$ 3,631,963	44.0%	\$ 2,636,269	38.9%
Inventory write-off <sup>1</sup>	-		11,378	
Non-GAAP gross profit	\$ 3,631,963	44.0%	\$ 2,647,647	39.0%
<b>Selling, general and administrative expenses</b>	\$ 2,178,847	26.4%	\$ 1,725,572	25.4%
Outward-related <sup>2</sup>	(9,160)		(12,092)	
Asset impairment <sup>3</sup>	-		(27,069)	
Non-GAAP selling, general and administrative expenses	\$ 2,169,687	26.3%	\$ 1,686,411	24.9%
<b>Operating income</b>	\$ 1,453,116	17.6%	\$ 910,697	13.4%
Inventory write-off <sup>1</sup>	-		11,378	
Outward-related <sup>2</sup>	9,160		12,092	
Asset impairment <sup>3</sup>	-		27,069	
Non-GAAP operating income	\$ 1,462,276	17.7%	\$ 961,236	14.2%
			Tax Rate	Tax Rate
<b>Income taxes</b>	\$ 324,914	22.4%	\$ 213,752	23.9%
Inventory write-off <sup>1</sup>	-		2,940	
Outward-related <sup>2</sup>	1,397		1,913	
Asset impairment <sup>3</sup>	-		6,593	
Deferred tax asset/liability adjustment <sup>4</sup>	-		5,030	
Non-GAAP income taxes	\$ 326,311	22.3%	\$ 230,228	24.4%
<b>Diluted EPS</b>	\$ 14.75		\$ 8.61	
Inventory write-off <sup>1</sup>	-		0.11	
Outward-related <sup>2</sup>	0.10		0.13	
Asset impairment <sup>3</sup>	-		0.26	
Deferred tax asset/liability adjustment <sup>4</sup>	-		(0.06)	
Non-GAAP Diluted EPS	\$ 14.85		\$ 9.04	



GAAP TO NON-GAAP RECONCILIATIONS

# Fiscal Year 2019

(Dollars in thousands except per share data)

Footnotes:

1. During FY2019, we incurred approximately \$30.1 million associated with acquisition-related compensation expense and the amortization of acquired intangibles, as well as the operations of Outward, Inc.
2. During FY2019, we incurred approximately \$8.4 million of employment-related expense that was primarily associated with severance-related reorganization expenses.
3. During FY 2019, we recorded an approximate \$6.0 million tax benefit resulting from a non-recurring adjustment to a deferred tax liability.
4. During FY2019, we recorded a net income tax expense of approximately \$0.2 million associated with tax legislation changes.

FOR THE FISCAL YEAR ENDED

February 2, 2020

	\$	% of Revenues
<b>Gross profit</b>	<b>\$ 2,139,092</b>	<b>36.3%</b>
Outward-related <sup>1</sup>	3,035	
Employment-related expense <sup>2</sup>	30	
Non-GAAP gross profit	\$ 2,142,157	36.3%
<b>Selling, general and administrative expenses</b>	<b>\$ 1,673,218</b>	<b>28.4%</b>
Outward-related <sup>1</sup>	(27,070)	
Employment-related expense <sup>2</sup>	(8,366)	
Non-GAAP selling, general and administrative expenses	\$ 1,637,782	27.8%
<b>Operating income</b>	<b>\$ 465,874</b>	<b>7.9%</b>
Outward-related <sup>1</sup>	30,105	
Employment-related expense <sup>2</sup>	8,396	
Non-GAAP operating income	\$ 504,375	8.6%
	\$	Tax rate
<b>Income taxes</b>	<b>\$ 100,959</b>	<b>22.1%</b>
Outward-related <sup>1</sup>	5,959	
Employment-related expense <sup>2</sup>	(502)	
Deferred tax asset/liability adjustment <sup>3</sup>	6,046	
Tax legislation <sup>4</sup>	(162)	
Non-GAAP income taxes	\$ 112,300	22.7%
<b>Diluted EPS</b>	<b>\$ 4.49</b>	
Outward-related <sup>1</sup>	0.30	
Employment-related expense <sup>2</sup>	0.11	
Deferred tax asset/liability adjustment <sup>3</sup>	(0.08)	
Non-GAAP Diluted EPS	\$ 4.84	



## GAAP TO NON-GAAP RECONCILIATIONS

# Return on Invested Capital (ROIC)

We believe ROIC is a useful financial measure for investors in evaluating the efficient and effective use of capital, and is an important component of long-term shareholder return. The following table presents the calculation of ROIC, together with a reconciliation of net earnings to non-GAAP net operating profit after tax ("NOPAT").

### SEC REGULATION G – NON-GAAP INFORMATION:

These tables include non-GAAP occupancy costs, gross profit, gross margin, selling, general and administrative expense, operating income, Adjusted Operating Income, operating margin, income taxes, effective tax rate and diluted EPS. We believe that these non-GAAP financial measures provide meaningful supplemental information for investors regarding the performance of our business and facilitate a meaningful evaluation of our quarterly actual results on a comparable basis with prior periods. Our management uses these non-GAAP financial measures in order to have comparable financial results to analyze changes in our underlying business from quarter to quarter. These non-GAAP financial measures should be considered as a supplement to, and not as a substitute for, or superior to, financial measures calculated in accordance with GAAP.

### Footnotes:

1. During Q1 2023, we incurred exit costs of \$17.9 million, including \$9.3 million associated with the closure of our West Coast manufacturing facility and \$8.6 million associated with the exiting of Aperture, a division of our Outward, Inc. subsidiary. Additionally, during Q1 2023, we incurred costs related to reduction-in-force initiatives of \$8.3 million primarily in our corporate functions.
2. Adjustment reflects a hypothetical provision for income taxes on adjusted operating income, using the Company's effective tax rate of 25.4%.

### FOR THE FISCAL YEAR ENDED

January 28, 2024

		\$
Net earnings	\$	949,762
Interest income, net		(29,162)
Income taxes		323,593
<b>Operating income</b>	<b>\$</b>	<b>1,244,193</b>
Exit Costs <sup>1</sup>		17,931
Reduction-in-force Initiatives <sup>1</sup>		8,316
Operating lease costs		296,779
<b>Adjusted Operating income</b>	<b>\$</b>	<b>1,567,219</b>
Income tax adjustment <sup>2</sup>		(398,074)
<b>NOPAT (numerator)</b>	<b>\$</b>	<b>1,169,145</b>

### AS OF

	January 28, 2024	January 29, 2023	Average
Total assets	\$ 5,273,548	\$ 4,663,016	
Total current liabilities	(1,880,315)	(1,636,451)	
Cash in excess of \$200 million	(1,062,007)	(167,344)	
<b>Invested capital (denominator)</b>	<b>\$ 2,331,226</b>	<b>\$ 2,859,221</b>	<b>\$ 2,595,224</b>
<b>Return on invested capital</b>			<b>45.0%</b>