



Today

COSTCO

is Looking for the Best

Costco Wholesale is a 71 billion dollar international retailer with warehouse club operations in several countries. The world's eighth-largest retailer, we are the recognised leader in our field, dedicated to quality in every area of our business and respected for our outstanding business ethics, as well as for our many philanthropic endeavours.

We're an international family of more than 142,000 employees, and all of us are dedicated to Costco's Mission Statement: To continually provide our members with quality goods and services at the lowest possible prices.

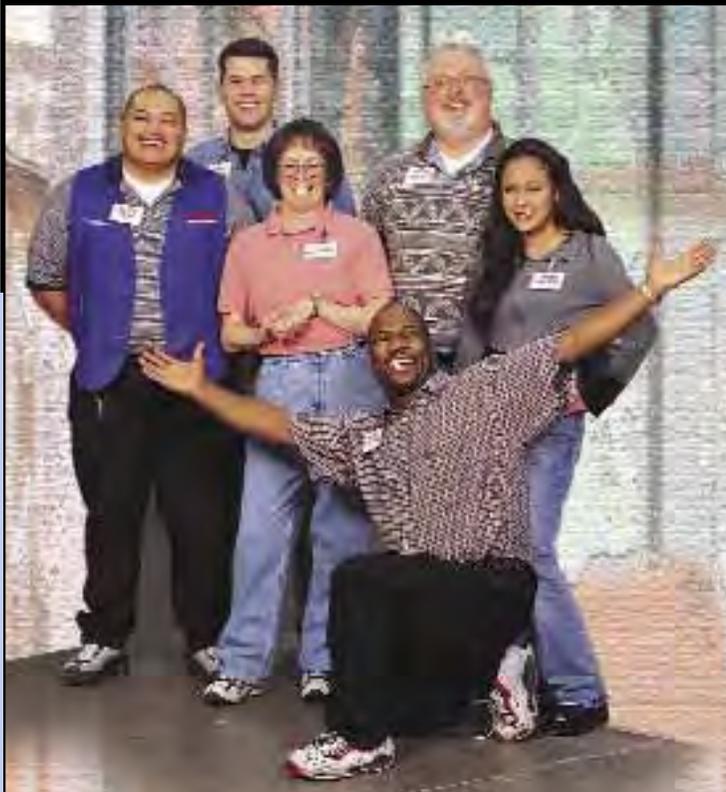
Are you a high energy "people" person who always likes to do your best? If you like a fast-paced environment where you can interact positively in a team atmosphere and give customers a great shopping experience while having a lot of fun – Costco could be the place for you.

We pride ourselves on our safe working environment and have safety policies in place to protect every employee. We're committed to providing a workplace that is free from any form of harassment, where everyone is treated fairly and equally, and everyone has the opportunity to be successful.

Costco has been rapidly expanding since we opened our first warehouse in 1976, and we're still going strong, opening warehouses in new and established markets all over the globe. This is an exciting place to be, and there are many career opportunities available for those who are willing to seize them. Our goal is to promote our supervisory and management positions from within the company as much as possible. In fact, the majority of our U.S. warehouse managers started as hourly employees.

We offer the best compensation and benefits package around:

- Competitive wages that reward experienced employees
- Excellent benefits
- Part-time and full-time hours
- Flexible rostering
- Paid annual leave
- Paid Public Holidays
- Free Costco membership
- Open Door policy
- Exciting career opportunities



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COME JOIN OUR TEAM!

Where is Costco *located* All over the globe!

We have warehouses, depots, and manufacturing facilities in most of the U.S. states and in nine Canadian provinces, as well as Mexico, the Commonwealth of Puerto Rico, United Kingdom, Taiwan, Korea, Japan and now in Australia. Each one is supported by our home and regional offices.

Home Office

999 Lake Drive
Issaquah, Washington 98027

U.S. Regional Offices

Atlanta, Georgia
Chicago, Illinois
Dallas, Texas
Livermore, California
Garden Grove, California
San Diego, California
Sterling, Virginia

Canadian Regional Office

Ottawa, Ontario

International Offices

London, England
Mexico City, Mexico
Seoul, Korea
Sydney, Australia
Taipei, Taiwan
Tokyo, Japan



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COSTCO'S CODE OF ETHICS

1

Obey the Law



The law is irrefutable! Absent a moral imperative to challenge a law, we must conduct our business in total compliance with the laws of every community where we do business.

2

Take care of our members



The member is our key to success. If we don't keep our members happy, little else that we do will make a difference.

3

Take care of our employees



Employees are our most important asset, and Costco is committed to providing them with rewarding challenges and ample opportunities for personal and career growth.

Costco pledges to provide employees with:

- Competitive wages
- Great benefits
- A safe and healthy work environment
- Challenging and fun work
- Career opportunities
- An atmosphere free from harassment and discrimination
- An open door policy that allows access to ascending levels of management to resolve issues
- Opportunities to give back to their communities through volunteerism and fund-raising efforts

Today we have warehouse managers who were once stockers and callers, and vice presidents who were once in clerical positions for Costco. We believe that Costco's future executive officers are currently working in our warehouses, depots, ancillaries, and buying offices, as well as in our Home Office.

4

Respect our suppliers



Our suppliers are our partners in business, and for us to prosper as a company, they must prosper with us. It is important that our suppliers understand that we will be tough negotiators, but fair in our treatment of them.

If we do these four things throughout our organisation, we will realise our ultimate goal, which is to:

5

Reward our shareholders

WHEN IT COMES TO **BIG BOX** RETAILING,

we wrote the book!

Since pioneering the world's first warehouse membership club in 1976, Costco Wholesale has continued to be one of the most innovative, successful retailers on earth. And after more than 30 years of explosive growth, our vision and our potential are constantly expanding. It's been an exciting ride – and the best is yet to come!



It all started in San Diego, California with retailing giant, Sol Price. He's the one who developed Fed-Mart, where many Costco executives and employees (including our president and CEO, **Jim Sinegal**) honed their retailing skills. Looking for a new venture, this visionary merchant came up with the idea of a membership club where small businesses could purchase a limited selection of goods at great prices. He called it The Price Club.

The concept was slow to catch on at first, but once it got started there was no stopping it! Many of Costco's top leaders were part of the

Price Club phenomenon and contributed to its entrepreneurial, innovative spirit. The evolution of the warehouse club was heating up, setting the stage for the success we enjoy today. Membership criteria was expanded to include those who were not business owners. Merchandise and services expanded, too.

In 1983, Jim Sinegal teamed with **Jeff Brotman**, a successful retailer in Seattle, Washington, to found Costco Wholesale. Based on the Price Club model, they opened their first warehouse in downtown Seattle, where it was widely acclaimed from day one.

The race was on, with both companies growing and adding new warehouses in new markets across the United States and Canada. Ten years later, in 1993, these two great retailers merged their talented staffs to form the unbeatable team that soon made Costco Wholesale the category dominant warehouse club operator in North America and one of the top retailers in the world.

The company now has successful warehouse operations in Mexico (opened in 1992), the United Kingdom (opened in 1993), Korea (opened in 1998), Taiwan (opened in 1999), and Japan (opened in 1999), as well as the Commonwealth of Puerto Rico (opened in 2001). And in

2009, Costco is opening its first warehouse in Australia.

To enhance the efficiency of our operations, Costco also operates a series of both "wet" and "dry" depots for product distribution, as well as packaging plants, optical labs, and a meat plant. Additional facilities include Business Centres, Costco Travel, and Costco Home.

Costco sets the standard for the warehouse club industry and outsells its nearest competitors by as much as 40 percent. A lot of our edge comes from our unique merchandising philosophy. Our product mix has an upscale twist not found in other big boxes and appeals to a very high end demographic profile.

We continue to expand our vision and add innovative new products and services to enable us to better serve our members.

Costco's premier private label products, called Kirkland Signature, rival or exceed the top name brands in quality at substantial savings, adding even more value for our members. You'll find a pictorial sampling of our current product and service departments on pages four and five.



Tamasakai, Japan

HIGH QUALITY, GREAT VALUE – *Costco has it all!*



FRESH FLOWERS



**COMPUTERS &
ELECTRONICS**



1-HOUR PHOTO



BOOKS & MEDIA



APPAREL



TYRE CENTRES



FRESH PRODUCE



FRESH MEAT & SEAFOOD



FRESH BAKERY



**FRESH DELI &
ROTISSERIE CHICKEN**



FOOD COURT



FROZEN FOOD

HERE'S A SAMPLE OF OUR MANY PRODUCTS AND SERVICES

Costco's cavernous warehouses are packed with exciting, high quality goods that provide a treasure hunt atmosphere for our members. Our emphasis on value has earned us the trust of people all over the world. They know they can shop Costco for the very best, and Costco employees can take pride in recommending our brand name and private label items.

Roughly half of a building is dedicated to food products, featuring only the freshest cuts of beef and poultry. We've got fresh seafood, too, and a great fresh deli selection with rotisserie chicken and delicious pre-prepared meals, as well as cheeses, cold cuts, and gourmet and party foods.

Here you'll find fresh produce and a wide variety of frozen foods, not to mention all the staples and a large confectionary and snack aisle. Our fresh bakeries are famous for yummy, high quality goods baked fresh right on site.

We've got designer and name brand clothing for less than department store sale prices, and incredible savings on jewellery featuring only the finest quality diamonds and gems set in 14K gold or sterling silver. Our book and media department carries the latest best sellers at warehouse prices, and our fresh flower bouquets are a great value.

Not to mention our comprehensive computer and electronics department and office supplies for home or business. Vitamins, health and beauty aids, too. Costco has everything you need to look and feel your best.

We have professional optical services, a 1-hour photo processing centre, and a tyre centre. And you can get the best hot dog in town at our food court, along with other tasty snacks. Altogether, a one-stop shopping paradise where employees enjoy working and bringing their own families back to shop.



FINE JEWELLERY



HEALTH & BEAUTY



OPTICAL



THE SIX RIGHTS OF MERCHANDISING

1 The right merchandise

- We sell only quality products.
- We sell a limited number of items, and we make sure they're the best in their field.
- The quality of our private label items is equal to or exceeds that of quality brands.

2 In the right place

- As good merchants, our merchandise is carefully placed for optimum sales performance, with end caps and displays designed to let the quality of the product speak for itself.
- Costco pays attention to the basics and we like to keep things simple.

3 At the right time

- For seasonal items, we want to be in early and out early.
- We are constantly bringing in new, exciting merchandise that our members know might not be there the next time. This creates an urgency to buy and also gives our warehouses a treasure hunt atmosphere.

4 In the right quantity

- We want to always have enough of our basic merchandise to serve our members well at all times.
- We don't keep a lot of surplus inventory in our buildings; it isn't cost-effective.
- We have a rapid turnover of inventory, with goods constantly coming in through receiving and leaving just as fast out the front door in heavy-laden members' trolleys.

5 In the right condition

- We sell only high-quality goods, and we want these to be in the very best condition—that means nothing faulty, damaged or broken.
- Our fresh products really are fresh, and are backed by the highest food safety standards in the industry.

6 At the right price

- We figure out the least expensive and most efficient way to get an item from the manufacturer to the member.
- We sell items for as little as we can, instead of for as much as we can.
- We always pass on any savings or reduction in cost to the member.
- Our private label items always represent at least a 20% savings over the quality brand, and usually more—some of them can mean a savings of more than 50%.
- If we can't be competitive in price with an item, we won't carry it.

THE 6 RIGHTS

*The foundation
of Costco's success
has a lot to do with
two sets of "Rights."*

*As one of the world's
most successful retailers,
we live by the Six Rights
of Merchandising.*

*As a company that
cares about its employees,
we are committed to the
Six Rights of People.*

THE SIX RIGHTS OF PEOPLE

1 The right people

- We believe that having the right employees is crucial to the success of any business.
- Costco wants to find, and then keep, competent employees who can not only do the job well but who can also fit in and be successful in our culture.

2 The right environment

- The right environment involves creating a workplace that is safe for our people. We have safety policies to protect every employee.
- Costco is committed to maintaining an environment that is free from the obstacles of harassment and discrimination.
- We want to provide our employees with a workplace where they can learn and be successful.

3 The right training

- We want to provide our employees with the training necessary for them to grow in our business. That means giving them the information they need, when they need it, so they are ready to face new challenges.

4 The right compensation

- The right compensation means that our employees can trust that their pay and benefits are at the leading edge of the marketplace.
- In addition, we want to provide them with quality service and support when they need it.

5 The right programs

- It's important to us that our employees and management teams are supported by the right programs.
- Sometimes this means linking our management teams to support networks so, in partnership, they can all be more effective.
- It can also mean finding creative ways to simplify complex issues, like leave of absence policies, so everyone can receive support when they need it.

6 The right opportunities

- We believe that all of this work to grow our people and help them become successful should be the springboard that affords them the right opportunities.
- Our employees want to be engaged in meaningful work, and Costco's challenge is to continue to look for opportunities where they can reach their full personal and professional potential.
- To that end, we are committed to promoting most of our supervisory and management positions from within the company.

Catch the Spirit



Here at Costco, we are committed to providing a pleasant and productive shopping experience for each and every member every time they come through our doors. And that means we're committed to excellence in member service. Our employees are the very best in the retail industry, and we believe in hiring people who exemplify the attitudes and attributes that will make them successful in our culture.

HIGH ENERGY, POSITIVE ATTITUDE, ENTHUSIASM, GOOD WORK ETHIC, WILLING TO GO THE EXTRA MILE

These are employee qualities that keep our members coming back for more.

- At Costco, we believe “good enough” isn’t.
- Our employees consistently want to do their best – and look for ways to exceed it – every day.
- They take pride in their appearance and are pleased to adhere to our grooming standards and dress codes to ensure a professional image.
- They’ve learned how to work hard and make work fun ... for themselves, their co-workers, and our members.



COSTCO EMPLOYEES

- Approach their jobs with an attitude of service
- Put our members first
- Take time to be friendly, to smile and greet
- Are attentive to members’ needs and concerns
- Don’t mind taking extra time to help members find items they are looking for, regardless of whether it is their direct responsibility
- Are concerned with the safety of our members and their co-workers
- Are honest in helping members find lost items, and returning them to the rightful owner when found
- Remember that everything they do impacts our members, even if they are not directly serving them
- Consistently represent Costco well, both on and off the job

Service
Pride
Integrity
Respect
Ingenuity
Teamwork

Career OPPORTUNITIES AT **COSTCO** WHOLESALE

AN OPEN DOOR TO THE TOP

Merchandising is the lifeblood of Costco, and our business is centred around our warehouse operations. Most employees begin their careers in the warehouse setting, becoming experts in Costco merchandising and operations. But the company also offers career opportunities in many other areas, such as our depots, ancillary businesses, and our home and regional offices. Here's a sample of the many jobs we offer:

Warehouse Operations

- Assistant
- Clerk
- Forklift driver
- Receiving
- Inventory auditor
- Merchandise management
- Membership/marketing
- Member services
- Vault clerk
- Payroll clerk
- Sales auditor
- Warehouse management

Ancillary Businesses

- Optical
- I-Hour Photo
- Bakery
- Meat
- Service Deli
- Food Court

One of the many things that makes Costco such a great company to work for is its **Open Door Policy**. Creating an atmosphere of openness, creative problem solving, and mutual support, the Open Door is available to help employees resolve work-related problems and disagreements in a timely manner by providing them the option of contacting ascending levels of management.

Employees are encouraged to discuss problems with their immediate supervisors right away and to make every effort to resolve their concerns at the workplace level. In instances when employees are not comfortable approaching their supervisors, or in the event that primary efforts do not bring about resolution, it is suggested that they inform their department or warehouse/depot manager.

If a satisfactory solution has still not been found, this process can continue through regional management levels. Each region has its chain of command, ranging from the individual warehouse managers; regional operations manager; HR manager to the country manager. And in extreme cases, when a resolution has not been achieved through these channels, employees can always approach the executive vice president, chief operating officer of their division.

President's Award

Brian Shumate – Garden Grove, California



Costco's President's Award remains the highest form of recognition we can give our employees for outstanding achievement.

People who lose fortunes tend not to have a chance to get them back: the

neighbour who lost a bundle in the stock market, the buddy from college who lost that bet during March Madness, the friend of a friend who stretched too far on a real estate deal and lost big. Throw a large sum of money into the abyss and there's a chance it won't be seen again.

This wasn't the case for one member at the Garden Grove, California warehouse. Brian "Bee" Shumate noticed him as he passed nearby while making the rounds collecting trolleys. The member had just finished shopping and was putting his items into the back of his car.

A while later the car was gone, but the trolley remained – containing a black satchel. Brian acted quickly to try to run down the member, but the race between man and car was decided as soon as the vehicle pulled away, its driver oblivious to what was left behind.

"Members leave all sorts of things in the carpark," Brian says. "It's kind of surprising how common it is. Beer and liquor are actually the most-common items. The trolley crew is always bringing them inside."

Peeking inside the satchel to look for identification, Brian was stunned to

find several fist-sized knots of paper currency. The contents of the satchel represented several years' worth of his part-time wages, an amount to make the mind race and the pulse quicken, but Brian was unmoved.

"I just zipped it back up and took it inside," he says. "It really never crossed my mind to do anything else."

Ignoring temptation, Brian did the right thing, which isn't always the easy thing; he marched the satchel into the building and took it to Lisa Wilson, front-end supervisor, who was quickly joined by Denisha Terrell, assistant warehouse manager. The money was then counted and what was determined to be more than \$50,000 was secured in the vault. Together they awaited the arrival of the exceedingly anxious member who left it behind.

Ten minutes later the member returned, double-parking in front of the building with the emergency flashers on before hurrying inside. The magnitude of his mistake had made him frantic and he did not expect to see the money again. When told that it had been recovered and was safely stored in the vault, it was not shock that he felt, but rather admiration for the employee who shrugged off the urge to keep such a large sum of money and instead attempted to return it to its rightful owner.

Brian's honesty transformed anxiety into relief and cynicism into belief in the goodness of strangers. He exceeded the member's expectations by honouring Costco's Code of Ethics and doing the right thing. Acting as an emissary for Costco, Brian sent a powerful message not only to this member, but to every member and employee who reads this story. His integrity serves as a fine example to us all.

The Sky's the Limit

**AT COSTCO, YOUR FUTURE IS FULL OF OPPORTUNITY,
THANKS TO OUR POLICY OF PROMOTING FROM WITHIN.**

Costco has always emphasized the importance of building its management team from within the company. In fact, almost two-thirds of Costco's upper-level managers began their careers in hourly positions. By promoting employees who have earned advancement through their hard work and dedication, Costco has not only created a management team that is loyal and deeply knowledgeable of the business, but has also reinforced the importance of offering employees career opportunities. It's a philosophy that continues to offer rewards for every employee.

Costco's rapid expansion provides employees with incredible growth potential, both personally and professionally. Transferring to a new location, particularly in a new market, gives employees new challenges and a fresh perspective on their jobs. It also greatly increases their exposure to upper management, often resulting in much faster promotion. Moving around isn't for everybody, and it isn't absolutely essential for success. There are many avenues to a profitable future with Costco; you have only to choose your route.

All four employees featured here started in entry-level positions, and through their determination, skill, and desire have achieved leadership roles within the company. The ideas each mentions as their keys to success are both strikingly similar and surprisingly obvious.

Mylene Fugere – Brossard, Quebec



"The most rewarding aspect of my job is having the ability to develop employees, to give them the same chances I had," says Mylene Fugere, warehouse manager of the Montreal, Quebec warehouse in eastern Canada.

Mylene started as a part-time membership clerk at the Saint-Laurent location in 1986. The warehouse was the company's first in Quebec and was not yet open when she was hired. Initially, she pounded the pavement as a marketer, introducing the then unusual notion of

membership wholesaling to Quebec's business community. Within eight months, Mylene was promoted to membership supervisor, and by May of 1988 she had become assistant warehouse manager at Saint-Laurent. She gives much of the credit for her early success to her own strong belief in the company's plan.

"After graduating from college, I wanted to join a business that was filling a need in the marketplace, and I loved this concept," says Mylene. She did not set out to become a warehouse manager, but rather set a goal to learn every aspect of the business, from marketing, to merchandising, to financial planning.

She views her role of coach and mentor as one of the most important aspects of her job. "This company provides great opportunities for each of us," says Mylene, "we just have to grab them."

Barry Willis – Perimeter, Georgia

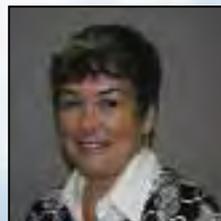


When Barry was hired as a part time cashier at Costco's first location (Seattle, Washington) in 1983, he could not have dreamed that twelve years later he would be a warehouse manager. He was studying accounting at the University of Washington, and his employment at warehouse #1 was simply a way to help make ends meet. Having previously worked for Safeway, Barry had an affinity for the retail industry and soon found a potential career path with Costco, which was expanding rapidly in Washington state.

Within a few months, he had accepted a full time position as a supervisor and in 1984 was promoted to front end manager at the new Tacoma warehouse. In 1987, Barry transferred to the Tukwila building and continued to rotate through departmental management positions before being promoted to assistant warehouse manager at the Kirkland warehouse in 1991. In 1994 he was promoted to general manager of the Federal Way building, and he is currently warehouse manager at Perimeter, Georgia.

While his rise was obviously boosted by Costco's meteoric growth, Barry also attributes much of his success to single-minded determination. "Once you've set your mind to a goal, and put your all into it," he advises, "you can accomplish anything." He sums up his management philosophy in one word: honesty.

Julie Cruz – Atlanta, Georgia Regional Office



Julie started as a part-time front end assistant at Costco's original West Palm Beach, Florida warehouse in 1986. Nine years later, when that building relocated to Lantana, she was the warehouse manager. Amazingly, as she worked her way up the management chain Julie was also earning a bachelor's degree in human resource management from Florida Atlantic University and simultaneously raising a family. "It was very hard at times," she says, "but I think it made me more understanding of my employees' needs."

Julie moved to Atlanta in 1997 to open Costco's first warehouse in Georgia and in 2000 became administration manager for the Southeast Region. She is now vice president of Southeast district three. "The Southeast is a growing region," she says. "I realised I needed to go where the company was growing, and I tell my employees the same thing."

Julie believes that the best candidates for promotion develop inside the company. "I don't think any of us forget where we came from," she says. "Why would I hire from outside the company when I have the most qualified people right here?" She encourages employees seeking advancement to not only be aggressive in making their aspirations known to management, but to also be as flexible as possible.

James Gay – Clackamas, Oregon



An original hire at the Portland warehouse, James started as a receiving employee. Over the next several years he worked in various departments and was determined to advance. "I felt like I was being overlooked, so I went to my warehouse manager and told him I wanted a new challenge. As it turned out, he already had a plan for me."

James was promoted to front end supervisor and over the following years rotated into management positions throughout the warehouse. Costco's expansion in the Portland area increased his ability to advance without leaving the city, and after assistant manager stints at the Tualatin and Aloha buildings he was promoted to manager of the Clackamas warehouse. He offers simple advice for those seeking career opportunities with Costco.

"It's important to establish reasonable, attainable goals and have a clear understanding of the steps necessary to achieve them. Make your desires known to as many people as possible, and don't be afraid to make some sacrifices. Also, keep learning the business, don't allow yourself to become stagnant. There is as much room for growth in the company now as there ever has been; Costco is constantly breaking new barriers."

ABOVE AND BEYOND

Giving Back

Costco employees making a difference



GERALD RODRIGUEZ
KATY FREEWAY, TEXAS

Minnette Carrabba writes: "I recently visited your warehouse and had an excellent experience. I have to use the mobile trolley to get around the building, which makes it hard to buy anything but small items. However, this time I needed to buy five cases of water and two cases of soda. I found a young man named Gerald who said it would be no problem. He met me at the check-out with the items I needed, pushed the trolley for me and loaded the heavy items into my car. Gerald really made a difference."

BERNIE BURGESS

PALM BEACH GARDENS, FLORIDA

Art and Carole Piergrossi write: "My wife and I have shopped at your warehouse since it opened, and we believe your cashier Bernie is one of your most outstanding resources. She exemplifies excellent service – consistently efficient, caring and cheerful. We deliberately queue up at her register; even when it is a dozen customers deep, she always remembers us and has never rushed us. Employees like Bernie make Costco what it is, and she keeps us coming back."



STEPHANIE SIU
WAIPIO, HAWAII

Lester Chang writes: "Unfortunately, I had misplaced my wallet, which contained my ID and all my credit cards. While dealing with this problem, I still needed to go to Costco in order to pick up prescriptions for my mother. Stephanie made all the difference in the world that day. While she was helping me with my new Costco card, she also pointed out that I needed to cancel my American Express, which was something that hadn't even crossed my mind. She even helped me make the phone call to do so. Please extend my sincere appreciation for her caring attitude and excellent customer service."

JAY MARCELLA

CLACKAMAS, OREGON

Linda DeCline writes: "Thank you, thank you, thank you to Jay and his wonderful team! I couldn't find the razors, and he helped find some up in the steel. I hadn't realised all of the work it takes to get stuff off of the 'top shelf.' I felt like royalty with all of the attention I got! Thanks again for the great customer service."



Costco volunteers help their communities



If you like to help others, you've come

to the right place. Costco is committed to giving back to the communities that have given us so much. As a corporation, we dedicate one percent of our pre-tax profits to health and human services, education, and children. But even more importantly, Costco provides opportunities for employees to volunteer and make a difference in many ways.



Volunteerism is important at every level of Costco life, and Chairman of the Board, **Jeff Brotman**, and CEO, **Jim Sinegal**, lead the way by volunteering countless hours each year. Each has served as chairman for United Way of King County, developing the agency's strategic plan for 2000 and establishing it as the seventh-largest of 1,400 local United Way agencies across the country.



Employees have the chance to help **United Way** by volunteering to serve during their Day of Caring and by helping to raise money through creative fund-raising and personal donations.

We're lunch buddies, coaches, tutors and mentors, in both academics and athletics, and we are always exploring creative new ways to help struggling kids come up to grade level in reading and math.



Whenever there's a natural disaster in our communities, or a need within our own Costco family, we're there to help.



We love kids at Costco, and much of our fund-raising and volunteerism centres around the next generation. Each year the company is a major sponsor of **Children's Miracle Network**. Since 1988, Costco employees have raised and donated in excess of \$88 million to provide better health care for children in North America.

And we did it the Costco way—building relationships with each other and our members while having a lot of fun. We held golf tournaments, raffles, barbecues, and confectionary sales. We sold balloons, took pies in the face, shaved our heads, and got dunked in tanks of icy water. And the money we raised built new wings onto hospitals, provided neonatal care for premature babies, paved the way for new surgical centres, and helped make the best in care available to children whose parents had no way to pay for it.



Good Works

NEWS FROM THE WORLD OF COSTCO WHOLESAL

AWARD-WINNING SERVICE



Machot Lat

Founded in 1972 by Jacqueline Kennedy Onassis, Sen. Robert Taft, Jr. and Sam Beard, the Jefferson Award seeks to recognise individuals for their contributions to their community. **Machot Lat**, cashier assistant at the **Aurora Village, Washington** warehouse, was honoured with one of the 2006 local awards for his work with Sudanese refugees.

A former Lost Boy from war-torn Sudan, Machot arrived in the U.S. in 1995. He remembers how much of a struggle it was to adapt to his new surroundings, to learn a new language and to fit in with a culture very different from his own. These memories spurred him to establish the Southern Sudanese Community of Washington, a non-profit organisation that helps children from Sudan assimilate into their new environment. Congratulations, Machot, on your well-deserved award!

DODGING GIANTS



Dodgers welcome Costco

Last summer, approximately 70 **Santa Maria, California** employees and their family members chose to spend their day off together. **George Bell**, marketing representative, organised an outing to Dodgers Stadium in Los Angeles for a baseball game that pitted the Dodgers against their northern rival, the San Francisco Giants.

“Our geographic location contributes to an equal split of Dodgers and Giants fans,” explains **Eric Pirman**, administration manager. “We are four hours north of L.A. and five hours south of San Francisco.”



George Bell

It was a beautiful day and everyone had fun. “Events like this contribute to the family atmosphere we have at Santa Maria,” says Eric. It was even sweeter for the Dodgers fans in the group. Their team pulled out a 6-to-5 win.

SERVING THE SISTERS



Yangjae volunteers

Several employees of the **Yangjae, Korea** warehouse are members of a group that has participated in regular volunteer activities since June 2003. They recently visited the Caritas Convent and, together with the nuns, they gave lunch to the nearby homeless citizens and single mothers. They also helped clean the convent.

HONoured SCOUT LEADER



“Man of the Year”

Darren Mealy, a forklift driver at the **Eugene, Oregon** warehouse, was named “Man of the Year” by the Girl Scouts of Western Rivers Council. Darren got involved with the Girl Scouts more than a decade ago when his wife worked for the organisation. He is now the leader of his daughter’s Senior troop and co-leader of a Junior troop. Darren also assists with a Brownie troop. “I have always wanted to work with youth,” he explains. “I

have four daughters, so it seemed like a perfect fit.”

GIFTS THAT KEEP ON GIVING

Growing up isn’t easy for many children, especially those who have lost the use of one or more of their senses and have obstacles to overcome that most children can’t imagine. With this in mind, **Margaret Williams, Deanne Reith** and **Rocheen Maclean** from the

Aberdeen, Scotland warehouse donated two new digital cameras along with plenty of backpacks to the Aberdeen School for the Deaf.

“Thank you very much for giving us all the bags and two cameras,” says a letter from the school’s children. “We are going to take photographs of things we do in school and take them home to show mum and dad.”

Their parents’ refrigerators will no doubt be adorned with their pictures for years to come.



Not camera shy

HAPPY CAMPERS



Are those from the tyre centre?



I got it ... I got it ...

The **Morelia, Mexico** managers, with the help of the Human Resources department, put together an exciting team-building adventure for warehouse employees. The air was filled with anticipation as they arrived at the Carindapa Ecological Reserve. The weekend camping excursion was more than just a fun vacation. With group activities like volleyball and an obstacle course, the team built enduring friendships. Now when they meet in the aisles of the warehouse, they share a camaraderie that developed on their camping adventure.

Inspirations

Korey's legacy



TIM ROSE HOME OFFICE, ISSAQUAH, WASHINGTON

Before autumn of 2002, Korey Rose, son of Tim Rose, senior vice president of Food and Sundries, was a normal teenager. He was outgoing, athletic and loved to ride his motorcycle and work part time at the Federal Way, Washington Costco.

Shortly after starting his sophomore year in high school, Korey began experiencing pain in his left knee. Doctors initially said it was growing pains, but when the pain continued, further testing revealed a more devastating diagnosis – osteosarcoma, or bone cancer.

Korey immediately started chemotherapy and underwent bone replacement surgery at the Seattle Children's Hospital. At his three-month check-up, doctors were encouraged that the treatments had worked. During his six-month check-up, however, a chest X-ray showed a spot on his lung indicating that the cancer had spread. Korey and his family continued to take whatever steps were necessary to battle this devastating disease, but within a year the cancer had returned to his leg and continued to attack his lungs. In March of 2004, doctors made the tough decision to amputate his left leg.

"Throughout everything, he never gave up," says Tim. "He never believed he was going to die." Sadly, Korey passed away in August 2004, just two months after walking with his class at high school graduation.

At the same time the Rose family was helping Korey battle cancer, Tim heard about the children's charity, The Association of Hole in the Wall Camps, which actor Paul Newman founded in 1988 to help provide a summer camp experience for children living with serious medical conditions. "I had been working with Paul Newman's brand Newman's Own for awhile," Tim explains, "when I saw a presentation on the camps."

In the years since the founding of the original Hole in the Wall camp in Connecticut, 12 more have been built in the U.S. and abroad. Each camp is a separate entity with its own name and unique programs and activities. The one thing that stays the same throughout is the idea that a child can come to camp, enjoy life and not compromise their medical needs. Even more remarkable is that the camps operate at no cost to the child's family.

After visiting the association's Painted Turtle Camp in the Los Angeles area, Tim decided that the Pacific Northwest needed to have a camp of its own. This was the genesis of what will be known as Camp Korey, and Tim has worked tirelessly ever since to turn his dream of a camp for ill children into a reality.

"There are four phases to becoming an associated Hole in the Wall camp," he says. "The first step is to prove to the Association that the proposed camp will fill a community need. In phase two the development team puts together the business plan. We are currently in phase three, which is when the fund-raising begins." In order to build Camp Korey, the Board of Directors needs to raise \$25 million in donations. Once the camp is operational, the annual cost to run it will be \$3 million.

Tim has received fantastic support from the greater Puget Sound community. Seattle's professional basketball franchises, the Sonics and the Storm, have worked through their charitable foundations to raise money, and the University of Washington branch of the Phi Kappa Tau fraternity also has committed to help bring Camp Korey into existence.

Camp Korey opened in the summer of 2008 and provides children living with serious and life-altering conditions in the Pacific Northwest with a special place to go for fun and recreation in a camp setting. There are summer camps, of course, but also year-round programs that include support for the whole family, such as family retreat weekends, specialized programs for smaller disease groups, sibling weekends and camper reunions. Camp Korey is a lasting tribute to Tim's son, Korey, who never lost his positive spirit in the face of great adversity.

For more information or to get involved with Camp Korey, please visit its Web site at www.campkorey.org.



Newman's Own and Costco

In 1982, Paul Newman introduced the Newman's Own brand of salad dressing with the goal of donating all after-tax profits to charity. The company eventually developed a larger selection of products which now includes pasta sauces, microwave popcorn and cereal.

Costco's relationship with Newman's Own began several years ago with the sale of salad dressing and eventually blossomed into the co-branding of grape juice. What is unique about this joint venture is Costco's commitment to donate all profits from the juice to charity – 50 percent goes to Newman's Own for donation to its charities and Costco donates the remaining 50 percent to Children's Miracle Network. Two million dollars is donated annually from the sales of Kirkland Signature/Newman's Own Grape Juice.

Since learning about Hole in the Wall Camps, Tim has worked with Newman's Own to develop a second co-branded product, Wild Blueberry Pecan cereal. The after-tax charitable contributions are similar to the arrangement with the grape juice, a 50/50 split, but in the case of this product, all of Costco's proceeds will go to Hole in the Wall Camps.



Tim Rose and Paul Newman

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