



Customer Experience & Engagement Governance

Board Oversight



National Strategy Updates

Oversees and provide direction on long-term strategy and multi-committee initiatives for customer experience and engagement. Includes key members of the Executive Committee and senior leadership team.

→ Frequency: Biannually

Management Oversight



Customer Experience & Engagement Management

Executive Leadership Team:

Oversees and advises on short-term department strategies and pending banner plans for the upcoming quarter or major season.

→ Frequency: Quarterly

Collaboration Touchpoint:

Includes key personnel from Communications, Merchandising and Operations to discuss upcoming programming and provide final sign-off.

→ Frequency: Biweekly

Real Estate Touchpoint:

Includes key senior leadership from Real Estate and Customer Experience to discuss capital plan execution and share multi-committee updates.

→ Frequency: Weekly

Enablers

Initiative-Based Working Groups:

- Multi-committees by department
- Merchandising self-launch
- Design council
- Own Brands

Key Functional Teams:

- Innovation, Sustainability and Strategy
- Merchandising
- Marketing
- Operations (including Customer Experience)
- Real Estate
- Legal
- Communications
- Finance
- Insights
- Procurement