



SALVATION ARMY
TRADING
COMPANY



Dear Partner,

The second-hand textile sector has experienced a sustained decline over the past 24 months, with no indication that this trend will reverse in the near future. This downturn is primarily driven by global economic pressures and rising operational costs. Compounding these challenges is the growing influx of low-quality garments and significant volumes of non-rewearable textiles, which are increasing waste and processing costs. Recycling markets for these materials remain limited, further intensifying cost pressures.

In light of these circumstances, and after a thorough review of our current business strategy and financial priorities, we have made the difficult decision to discontinue all profit share payments to our partners, effective **7th December 2025**. This decision reflects the current economic reality, not a change in our commitment to our partnership. In the past, when business was strong, we provided increased percentage payments above that agreed as a gesture of goodwill. We did this because we value our partnership and believe in fairness. Today, we are kindly asking for your support during this challenging time.

These changes ensure that we can continue to focus our resources on helping those most vulnerable and supporting the vital work carried out by The Salvation Army. Our commitment to serving communities in need remains at the heart of everything we do, and this change allows us to safeguard that mission for the future.

Please note that this decision does not affect any other aspects of our partnership, and we remain committed to maintaining a strong and collaborative relationship with you.

We understand this may come as unexpected news, and we want to assure you that this decision was not taken lightly. If you have any questions or would like to discuss this further, please do not hesitate to reach out to us directly. Thank you for your continued support and understanding.

Kind Regards,

Aaron Johnson
Director of Clothing Collection Division
Salvation Army Trading Company Ltd

Charity Retail Association®
winners of Social Value Award 2025

Winners of Charity Retail Association's 'Outstanding Charity Retailer of the Year' and Environment & Sustainability Awards 2024; Plastic Industry Awards 'Recycler of the Year' 2024; Reward Gateway Appreciation Awards 'Best Benefit launch/Relaunch' 2024.

SALVATION ARMY TRADING COMPANY LIMITED
INCORPORATING



Salvation Army Trading Company Limited, 66-78 Denington Road, Denington Industrial Estate, Wellingborough, Northants NN8 2QH
Telephone +44 (0) 1933 441807

Registered Company no. 02605817 The Salvation Army registered charity no. 214779 and in Scotland no. SC009359