

THREDUP

2022

Impact Report



Founders' Letter

Since thredUP's inception in 2009, we have witnessed a remarkable shift in the fashion industry's conversation. Circularity, sustainability, and social responsibility, once obscure ideas, have now become table stakes. For us, our commitment to these core concepts has always been the driving force behind everything we do.

We are one of the largest online resale platforms in the world, inspiring a new generation of consumers to think secondhand first. While we are proud of our contributions to the circular economy, we continue to push ourselves to improve our business practices and expand our impact. To ensure our own operations are as environmentally friendly as possible. To build diverse teams and support them with work-life integration, training, and development. To service our communities through charitable giving and volunteer programs. To provide our brand and retail partners with a scalable resale platform to help them achieve their own circularity goals. To operate with integrity and embrace transparency at the highest levels.

In 2022, we made history as the first consumer company to be listed on the Long-Term Stock Exchange (LTSE), reframing capitalism through an impact lens. This move affirmed our strategic alignment with long-term shareholders, employees,

customers, and communities within a public market designed to promote sustainability, resilience, and long-term value creation.

As our business grows, so does our impact: As of the end of 2022, we have processed a total of 172 million garments, displaced 666 million pounds of carbon emissions, and saved our customers over \$5 billion off estimated retail prices.

As you'll see throughout this report, our goal is for our impact to be far-reaching—for our team, our planet, and our partners, all in service of creating a better world.

Onward!

James Reinhart

thredUP Co-Founder & CEO

Chris Homer

thredUP Co-Founder & COO

01 Our Approach to Impact

Our mission

To inspire a new generation of consumers to think secondhand first

thredUP has become one of the world's largest online resale platforms, transforming resale with operations and technology excellence. By extending the life cycle of clothing, thredUP is changing the way consumers shop and ushering in a more sustainable future for the fashion industry.

We are driving thredUP's leading market position by implementing a holistic environmental, social, and governance (ESG) strategy that aligns with our business objectives and brand values. Continuous engagement with both internal and external stakeholders enables us to identify our strengths as well as areas for future development. Through transparent reporting and disclosures, we provide a comprehensive view of our ESG profile to individuals who are invested in our endeavors, while also granting us the opportunity to continually measure and advance our progress.



thredUP impact at a glance

172.3M

secondhand items processed

666M

lbs of CO2e prevented

7B

gallons of water saved

1.3B

kWh of energy saved

7.8M

items listed through our RaaS program

\$5.3B

saved by our buyers off est. retail prices

\$288.4M

total revenue in 2022

1,769

total employees in 2022

1.7M

active buyers in 2022

55K+

brands listed



Our 12 priorities

We identified 12 priorities that are the foundation for what we discuss throughout this report and for our corporate ESG strategy.

Product Circularity & End of Life



GHG Emissions & Climate Change



Energy Consumption & Efficiency



Sustainable Packaging



Waste Diversion & Disposal



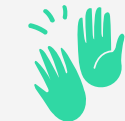
Affiliate Social Assessment



Diversity, Equity, Inclusion, & Belonging



Community Giving & Volunteerism



Employee Health, Wellness, & Benefits



Employee Attraction & Retention



Corporate Governance & Business Ethics



Cybersecurity & Customer Privacy



United Nations Sustainable Development Goals

We are committed to taking action across these 6 goals to achieve a better and more sustainable future for all.

UN SDG 3

Good health and well-being

Address inequalities and to build good health for all.

UN SDG 5

Gender equality

End all discrimination against women and girls.

UN SDG 10

Reduced inequalities

Promote economic inclusion of all regardless of sex, race, or ethnicity.

UN SDG 11

Sustainable cities and communities

Transform the way we build and manage our urban spaces.

UN SDG 12

Responsible consumption and production

Reduce our ecological footprint by changing the way we produce and consume goods and resources.

UN SDG 13

Climate action

Address the needs of developing countries to both adapt to climate change and invest in low-carbon development.



Long-Term Stock Exchange

In 2022, thredUP listed its Class A common stock on the Long-Term Stock Exchange (LTSE), a subsidiary of LTSE Group.

thredUP is the first consumer company to list on the LTSE, committing to the higher standards of the exchange. LTSE's principles-based listing standards require listed companies to detail and publish policies on their website that offer stakeholders insight into how a company builds its business for the long term.

By listing on LTSE, thredUP is affirming its strategic alignment with long-term shareholders, employees, customers, and communities within a public market designed to promote sustainability, resilience, and long-term value creation.

thredUP and LTSE are pioneering the next generation of capitalism where traditional measures of financial performance and generating long-term sustainable value are integrated. The dual listing demonstrates how thredUP is reframing capitalism through an impact lens, which is a key tenet of our business strategy and core to our mission to inspire a new generation of consumers to think secondhand first.



2022 Highlights

Dual-listed on the **Long-Term Stock Exchange**, affirming our strategic alignment with long-term shareholders.

Listed 7.8 million items through **Resale-as-a-Service**, extending our impact through leading brands and retailers.

50% of our **Board of Directors** identified as female, while 20% identified as a racial minority.

Pledged \$298,000 over three years to the **Oakland Roots**, a professional men’s soccer team dedicated to bettering the Oakland community.

Sold 1.5 million items through our **Rescues program**, diverting over half a million pounds of clothing from third-party aftermarket channels.

72% of our workforce identifies as a minority, with 66% identifying as female and 58% identifying as Black or Latinx.

Donated \$61,000 on behalf of the **Future Fund**, our employee-led social impact organization.

Partnered with **The Azek Company** to transform 100% of our returned Clean Out bags into long-lasting, low-maintenance outdoor living products.

38% of leaders were promoted from within the organization due to increased investment in **Training and Development**.

2022 Award highlights

SHOP TALK

Shoptalk ATLAS Awards

GLOSSY

Glossy Fashion Awards

BUSINESS INSIDER

Business Insider Retail Tech Power Players

TIME

TIME Best Inventions

Inc.

Inc. Power Partner Award



Sourcing Journal’s Rivet 50



Lattice People Success Awards

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We are building an organization that has fused purpose into its business strategy. This approach creates a “do-good” flywheel effect for our customers, employees, investors, and the environment. As an ambitious, mission-driven company, we take tremendous pride in ushering a new era for sustainable shopping while redefining our relationship to our most important stakeholders.

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Alon Rotem
Chief Legal Officer



02 Environment



Creating a more sustainable future for fashion

thredUP is on a sustainability journey to take fashion circular by investing in innovation and technology. The planet is one of our most important stakeholders, and combating disposable fashion's harmful effects is one of our greatest goals.

By giving items a second life, we ensure clothing stays in use and out of landfill. Buying secondhand offsets the need to manufacture a new item, where the majority of fashion's water consumption, energy emissions, and chemical usage occur. We are also committed to making our own operations as environmentally friendly as possible. As an industry leader, we understand the significance of continuously evolving and striving for improvement. Fueled by our unwavering commitment to circularity, we are determined to reshape the fashion landscape, one recirculated item at a time.



2022 Life Cycle Assessment (LCA)

In 2022, we conducted our second Life Cycle Assessment (LCA) in partnership with Green Story Inc. to compare the environmental impact of thredUP’s circular business model with a more traditional linear business model. We wanted to definitively answer the question, “What is the environmental impact of buying secondhand clothing instead of new?”

Differences in life cycle impacts per wear were calculated in terms of nine selected environmental indicators across 15 categories of garments (e.g., dresses, sweaters, coats, and jackets). The study shows that thredUP’s resale model is advantageous for all product categories across all environmental indicators.

As a **mission-driven** company with sustainability at our core, we have a responsibility to scientifically measure the environmental savings of choosing secondhand in a **trustworthy, transparent, and rigorous way.**



2022 LIFE CYCLE ASSESSMENT

Increasing rigor around sustainability claims

We conducted our first LCA with Green Story Inc. in 2019 using then-current methodologies at the time. Over time, as industry standards evolved, we sought to refresh our LCA to provide the most accurate measurement of secondhand's impact. Fewer assumptions were made overall, and our second LCA demonstrates our core value of seeking the truth.



A summary of changes to our LCA approach



Consumer behavior was modeled based on actual data from thredUP's customers.



In-depth data on textile composition was used.



thredUP's entire business operations were evaluated, including transportation and shipping.



A true displacement rate was determined based on consumer survey data: 72% vs. assumption of 100% in 2019.



Global textile experts conducted peer reviews to ensure accuracy of latest methodology.






We added per wear impact (in addition to lifetime) for better data granularity.

2022 LIFE CYCLE ASSESSMENT

Buying (and wearing) secondhand clothing instead of new reduces carbon emissions by an average of 25%



thredUP leverages LCA impact data to help customers make informed purchasing decisions that align with their values. The data is presented on our product listing pages, in our consumer marketing campaigns, on our social channels, and leveraged by our Resale-as-a-Service clients across their resale experiences.

| |  lbs of CO2e emissions |  kWh of energy |  Gallons of water |
|---------------------------|---|---|--|
| New | 35.96 | 76.59 | 282.70 |
| Secondhand | 27.55 | 60.11 | 193.81 |
| Secondhand savings | 8.41 lbs of CO2e | 16.48 kWh of energy | 88.89 gallons of water |

Resale-as-a-Service (RaaS)

thredUP's Resale-as-a-Service® (RaaS®) enables the world's leading fashion brands and retailers to deliver customizable, scalable resale experiences to their customers.

RaaS allows brands and retailers an opportunity to incorporate and scale circularity into their traditional linear business models with three main service modules: Clean Out, full-service resale shop, and cashout marketplace.



360 resale powered by THREDUP

Clean Out program

Customers can turn their gently worn clothes into brand shopping credit

Online resale shop

Integrate resale into a brand's ecommerce site so customers can easily shop preloved items



Industry-wide, 88 brands launched dedicated resale shops in 2022 alone. With our patented world-class infrastructure, industry leading technology, and proprietary data, we are committed to enabling brands to participate in the thriving resale market by providing white-label enterprise solutions that cater to their unique needs.

RESALE-AS-A-SERVICE

Extending our impact at scale

Total CO2e, water, and energy saved through our RaaS program to date

8.4M lbs of CO2e → **9M miles** of driving emissions

23B gallons of water → **3B glasses** of drinking water

16M kWh of energy → **1.6B hours** of powering an LED light

Green Story Inc. Life Cycle Assessment 2022

42

brand clients, up 50% from 2021

480K

Clean Out Kits received through our RaaS program, up 88% from 2021



7.8M

items listed through our RaaS program, up 56% from 2021

Consumer education

We make it our job to educate consumers, bring awareness to the fashion waste crisis, and provide tangible solutions to tackle it.

As resale continues to grow, we remain committed to empowering more consumers to adopt a “secondhand first” mindset.

Our efforts are largely centered around communicating the positive impact of choosing used and encouraging consumers to make more informed shopping choices. If everyone changed their shopping behavior just slightly, we would see ripple effects across the industry.



CONSUMER EDUCATION

Changing Gen Z's mindset

thredUP identified the most wasteful fashion moments of the year and gave consumers easy ways to switch to thrift. From music festivals and wedding season to back-to-school and the holidays, thredUP launched shopping experiences with celebrities and influencers timed to events that often put pressure on young people to mindlessly consume.

Anti-fast fashion festival

In an effort to raise awareness around one of the biggest occasions for single-use fashion and timed just prior to Coachella, thredUP launched an anti-fast fashion festival campaign with celebrity stylist Karla Welch. We taught consumers the environmental impact of thrifting their festival outfit instead of buying it new and gave them an easy way to shop Karla's curated festival picks on thredUP. We shared that if every festival goer thrifted one outfit instead of buying it new, it would save 940 million pounds of carbon emissions, equivalent to taking 564 million cars off the road for a day.

ACTOR
PRIAH FERGUSON

Fast fashion hotline

Together with *Stranger Things* actor Priah Ferguson, thredUP created a Fast Fashion Confessional Hotline to help Gen Z resist the temptation of fast fashion around the back-to-school shopping season and embrace more sustainable wardrobe habits. The hotline served as a fun, engaging tool to both inspire and educate. Callers were given the chance to leave a voicemail confessing their fast fashion sins and learn from Priah about the benefits of thrifting instead of buying new.

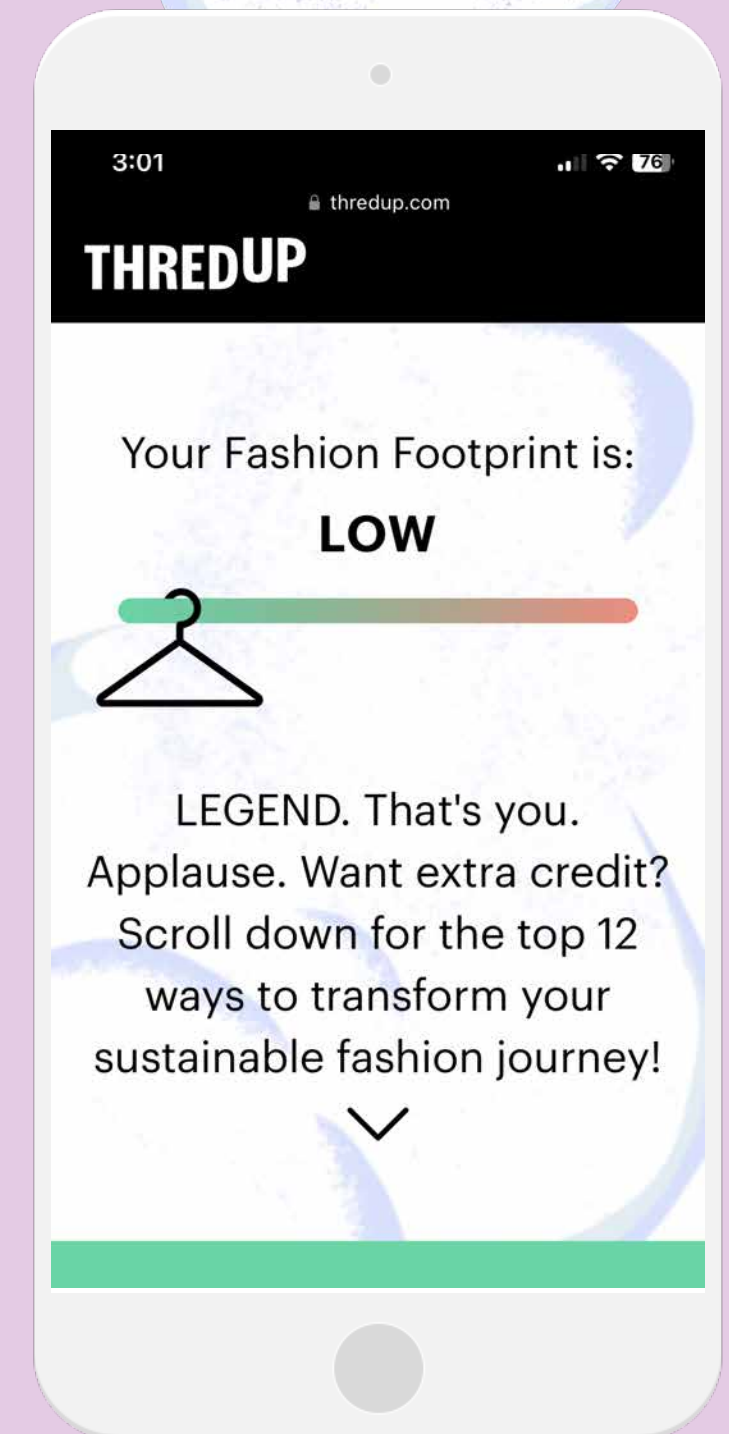
CONSUMER EDUCATION

Fashion Footprint Calculator

The Fashion Footprint Calculator is a personalized tool aimed at educating consumers on the environmental impact of their fashion habits and empower them to reduce their carbon, waste, and water footprints. The quiz asks ten questions about how they shop, wear, and care for their clothes, and reveals how sustainable they really are.

In just three minutes, quiz takers can learn the **carbon footprint of their fashion habits and how they stack up against the average consumer.**

Educational tools like the Fashion Footprint Calculator help consumers cut through the noise and find out what really makes the biggest impact: buying fewer new items, donating or reselling clothes (vs. trashing), reducing online returns, reducing dryer usage, and mending clothing so it lasts. The calculator also shares tips and tricks for making more sustainable fashion choices, such as buying secondhand, reducing returns, and investing in higher-quality clothing that will last longer.



Resale Report

thredUP's annual Resale Report serves as the most comprehensive measure of the secondhand market globally and in the U.S. with forward-looking statements.

The report provides **market sizing and insights on key growth drivers, as well as resale trends among consumers, brands, and retailers.**

By 2027, the global secondhand market is projected to reach \$350 billion, while the U.S. secondhand market is expected to reach \$70 billion.

As one of the most widely cited reports on the secondhand market and resale industry, the Resale Report serves as an educational resource and inspirational springboard for the fashion industry.

1 in 3

apparel items bought in the U.S. in 2022 was secondhand.

61%

of Gen Z say they look for an item secondhand before buying it new. More than half say they're more likely to shop with a brand that offers secondhand apparel alongside new.

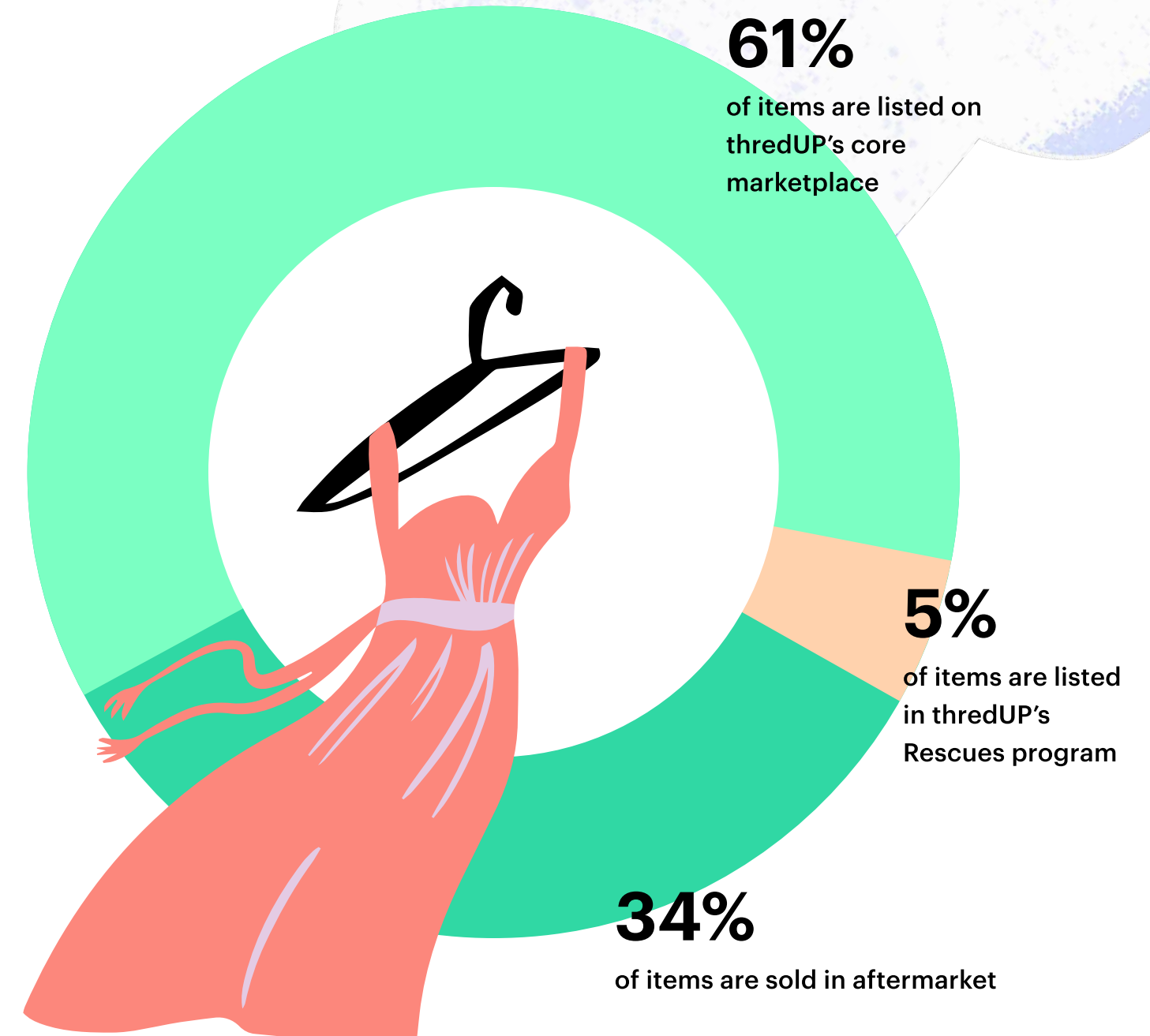


37%

of consumers spent a higher proportion of their apparel budget on secondhand last year in the U.S.

Product circularity and end of life

Our goal is to extend the life cycle of clothing for as long as possible, keeping garments in use and out of landfill. While our core business puts 95% of items that are listed on our marketplace back into American closets, we are also focused on refining our approach to managing items we can't resell. We are dedicated to closing this loop by finding new ways to improve our aftermarket business.



PRODUCT CIRCULARITY

Rescue boxes

Through our Rescues program, customers can purchase heavily discounted bundles of secondhand items. This is our way of savings items we receive that don't qualify for listing on our marketplace but still have a lot of life left in them. In 2022, we sold 1.5 million items through our Rescues channel, with a total of 4.4 million items sold to date.

This equals more than **1.6 million pounds** of clothing diverted from third-party aftermarket channels.



PRODUCT CIRCULARITY

Aftermarket

When the items we receive do not meet thredUP's quality standards for resale or inclusion in our Rescue Boxes, we are committed to working with our vetted network of partners to keep as many items as possible in use and out of landfill.

Understanding our aftermarket and working with a transparent network of partners is key for end-of-life success.

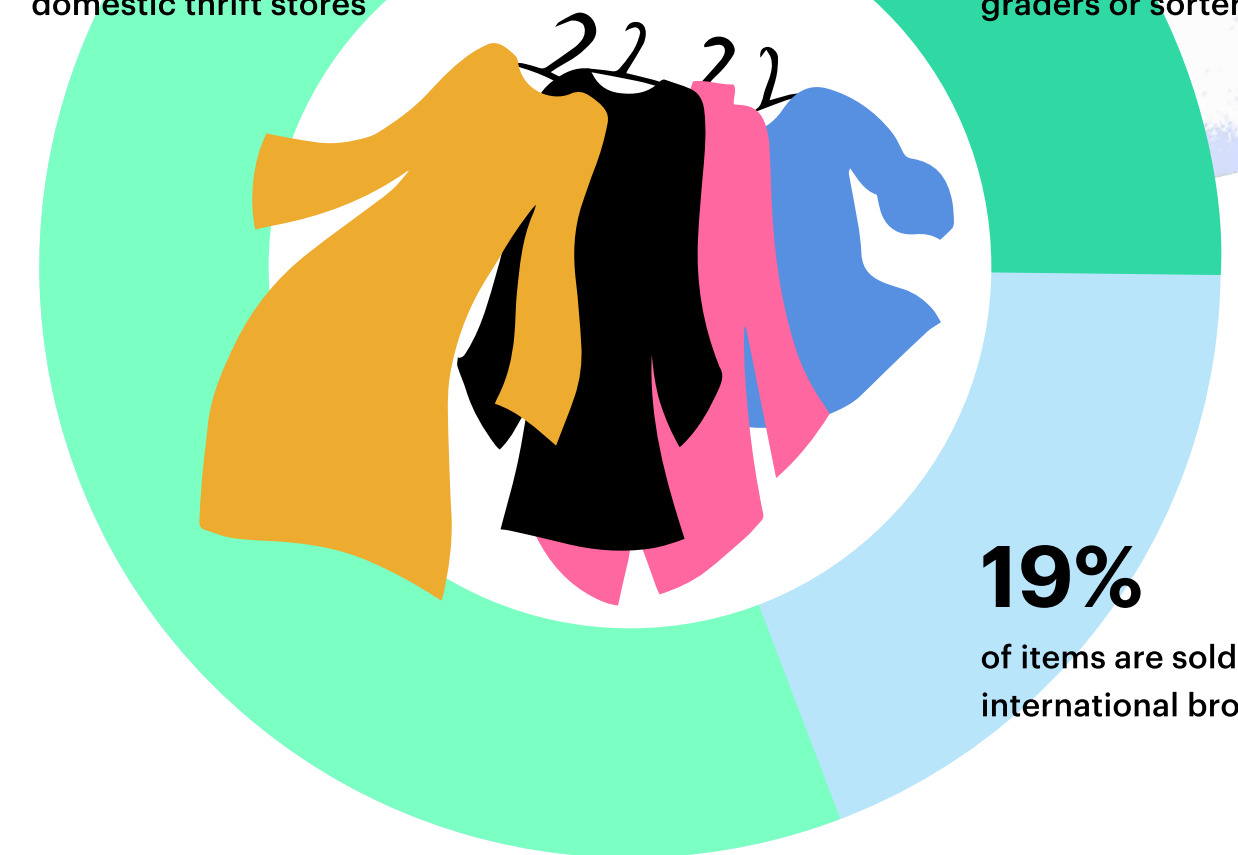
All of our aftermarket partners must adhere to thredUP's Aftermarket Partner Code of Conduct—requiring transparency, integrity, awareness of environmental impact, and respect for developing nations.

61%

of items are sold to domestic thrift stores

20%

are sold to domestic graders or sorters



81%

of aftermarket items are recirculated domestically

PRODUCT CIRCULARITY

Innovating our aftermarket

We work with a transparent network of partners that help us cultivate responsible and effective paths for end-of-life success of unsold items. Our partnerships support our goal to embed circularity throughout everything we do. The abundance of opportunities for aftermarket items has inspired multiple partnerships between thredUP and third-party organizations that are making big improvements to the fashion industry.

Reuse

We partnered with Channel Control Merchants (CCM), a reverse logistics retailer specializing in processing unsold inventory by selling it through their network of retail stores. Their direct-to-consumer pipeline model ensures that our unsold inventory is utilized domestically instead of being tossed in landfills or transported to international markets.

Recycling

We partnered with ReCircled, an industrial sustainability company serving the textile, apparel, and footwear sector. Through our partnership, we recycle shoe materials to be used in alternative products like countertops, hangers, and hard surfaces.



FULL CIRCLE COLLECTION

Downcycling

We partnered with Phoenix Fibers, a closed-loop textile recycling company, to repurpose our aftermarket fibers into building materials.

Upcycling

During the holidays, we created a limited edition collection with upcycling expert and designer Zero Waste Daniel created solely from unusable aftermarket product. This one-of-a-kind collection offered affordable gifts across apparel, accessories, and home goods. thredUP worked with style icon Fran Drescher to bring the collection to life and donated 20% of proceeds from the Full Circle Collection to Fran's charity, Cancer Schmancer.

Greenhouse gas (GHG) emissions and climate change

We recognize the urgency of the climate crisis and are proud that thredUP’s core business model reduces the carbon impact of fashion. While we work to amplify the carbon reduction benefits of wearing secondhand clothing, we continue to focus on our own carbon reductions. With three years of emissions data, we understand where we have the largest opportunity to be more efficient and reduce our impact.

| | Scope 1 (MT CO2e) | Scope 2 (MT CO2e) | Scope 3 (MT CO2e) | Total (MT CO2e) |
|-------------|----------------------|----------------------|----------------------|--------------------|
| 2020 | 759 | 2,682 | 29,904 | 33,345 |
| 2021 | 691 | 2,693 | 31,660 | 35,045 |
| 2022 | 518 | 2,934 | 33,884 | 37,336 |

2020 and 2021 Scope 3 emissions have been restated due to a data error

Scope 1 emissions are the direct emissions that come from equipment and vehicles that we use in our warehouses.

Scope 2 emissions are the indirect emissions that come from purchased energy used to power our warehouses and offices.

Scope 3 emissions are the emissions that are the result of our activity but out of our direct control. These include emissions from downstream transportation and distribution of our products, purchased goods and services, capital goods, and upstream transportation and distribution.



GHG AND CLIMATE CHANGE

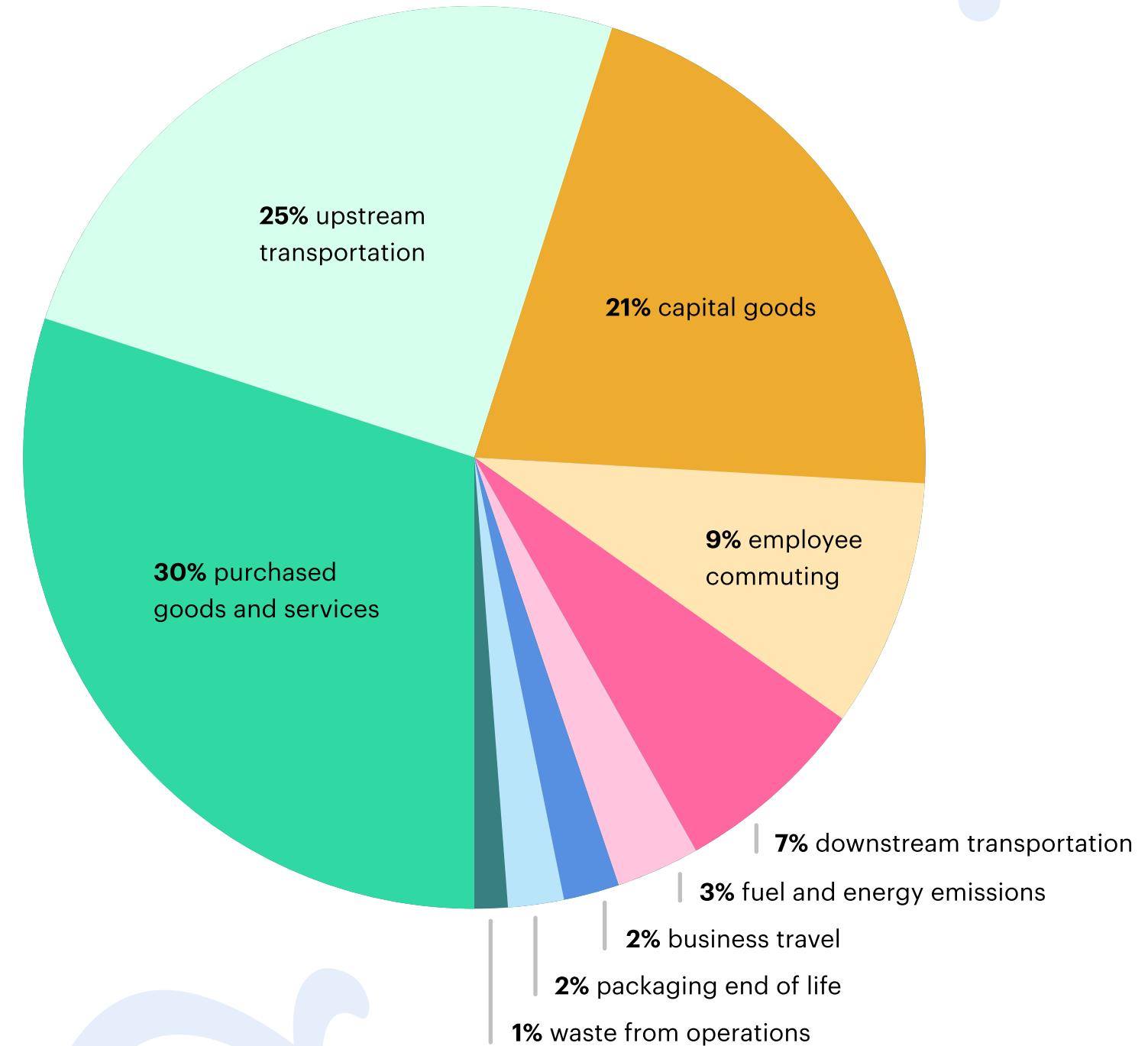
Managing our Scope 3 emissions

Overall, our 2022 emissions have increased 7% since 2021. This increase is largely the result of the Scope 3 category (i.e., emissions that are the result of our activity but are outside of our direct control), which accounts for 91% of our 2022 inventory, and has increased 7% since 2021.

For the first time, in 2022, we included emissions associated with Aftermarket shipping in our inventory.

Aftermarket shipping accounts for 11% of downstream transportation emissions.

While we work to make our Scope 3 activities more efficient, we know that this is our biggest area of carbon impact and are eager to find more ways to reduce our emissions.



GHG AND CLIMATE CHANGE

Responsible shipping

We continue making improvements in how we efficiently ship packages to customers. 2022 was our first full year using advanced consolidation efforts to ship orders from multiple distribution centers together to their destination instead of individually.

Due in part to our order consolidation efforts, our U.S. based shipping emissions decreased by 35% in 2022.

USA-Bound Packaging and Shipping Intensity

| USA-Bound Packaging and Shipping Intensity | |
|--|---------------------|
| 2020 | 3.16 lb CO2e/parcel |
| 2021 | 2 lb CO2e/parcel |
| 2022 | 4.14 lb CO2e/parcel |

2020 and 2021 figures have been restated due to a conversion error



Energy consumption and efficiency

In 2022, we brought our new flagship distribution center in Dallas, Texas online. This facility has some of our most advanced technology, building upon our years of learnings from creating best-in-class infrastructure for single-SKU apparel.

Such technology includes a multi-level garment storage system providing 25% higher storage density while consuming **40% less energy** than previous versions.



Sustainable packaging

Our unboxing experience reflects our commitment to sustainability. Since our founding, we've continued to improve and streamline our packaging to include sustainable, reusable, and recyclable materials.



We partner with Community Printers, a Santa Cruz, California-based small business, for their sustainability focus. Community Printers uses FSC-certified paper often with recycled content varying from 10% up to 100% post-consumer waste. They partner with Trees for the Future to replant trees in areas affected by human activities and climate change. Their inks are vegetable oil-based and have programs for recycling virtually all of their waste.

In 2022, thredUP bought 31,361 pounds of paper from Community Printers, leading to the replanting of 267 trees through Trees for the Future.

Waste diversion and disposal

In 2022, we made many internal recycling improvements, including updating our cardboard sorting process to ensure efficient recyclability, instituting pallet recycling processes at all of our distribution centers, and recycling and repurposing any excess or damaged plastic hangers in partnership with hanger experts Mainetti. We've also reduced marketing collateral in our outbound packaging.



Through our new partnership with **The AZEK Company** in 2022, 100% of the Clean Out bags we receive back are now recycled into TimberTech composite decking.

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While resale is good for the environment, we know it's not enough. Our teams work every day to ensure what we do is as sustainable as possible—from how we responsibly reuse and recycle items we can't sell on our website, to our reducing our carbon footprint, to our packaging that customers enjoy when they receive one of our sustainable polka dotted boxes.

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Al Ghorai
SVP, Operations



00 CEO Letter

01 Approach

02 Environment

03 Social

04 Governance

05 Appendix

03
Social



Driving **impact** for people and communities

At thredUP, our social priorities go beyond creating a thriving business. Our focus is on driving positive change and leaving a lasting impact on both our people and the communities we serve.

We are dedicated to creating opportunities that benefit our entire workforce, fostering an environment where people can reach their full potential and do the best work of their lives. Our commitment also extends outside the workplace, as we invest in the health of our communities through our many outreach programs and initiatives.

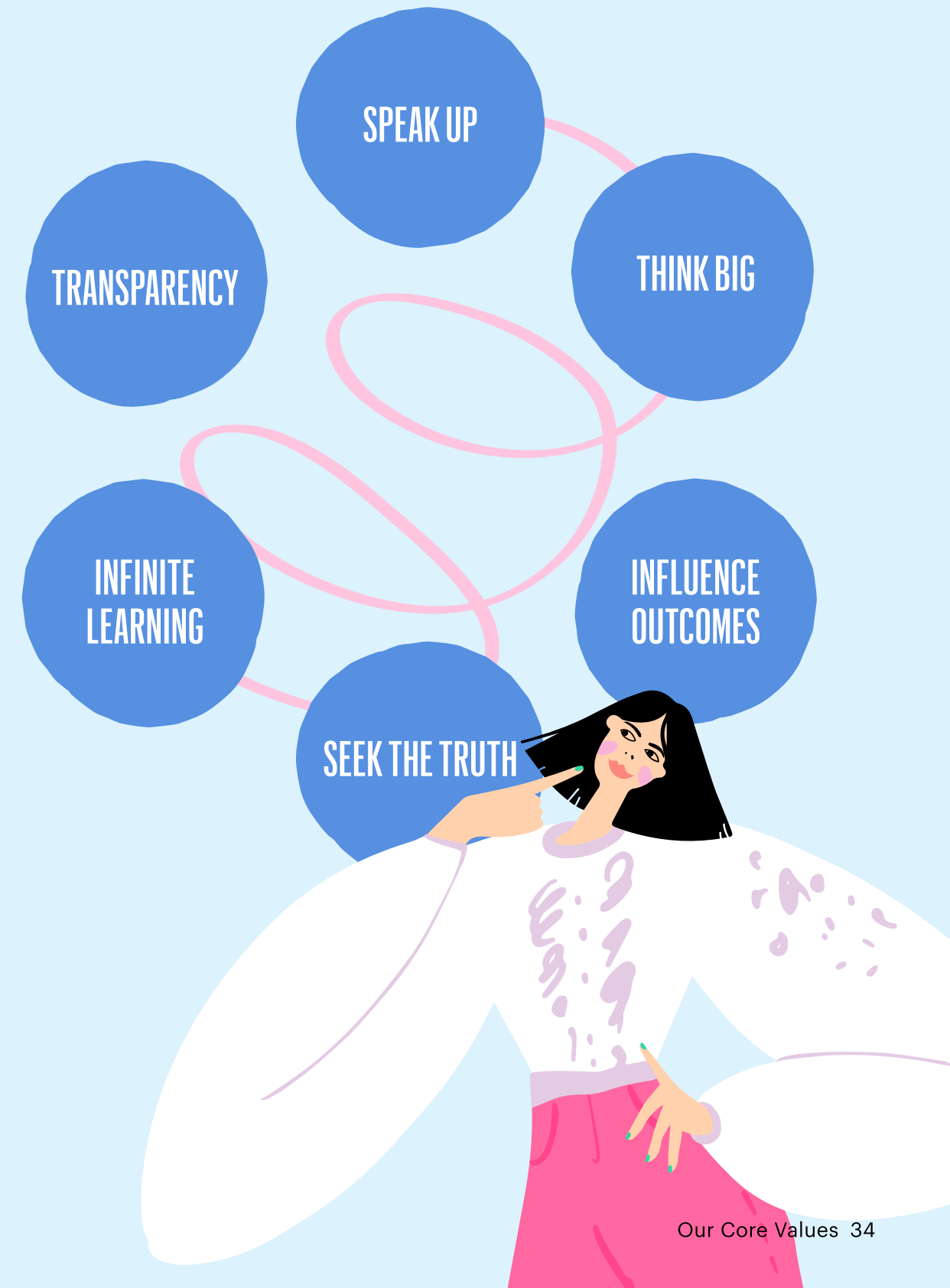


Our core values

Our corporate values are the cornerstone of our culture, embodied by all our employees—from the talented teams at our distribution centers to our corporate offices in the U.S. and abroad.

Our corporate values are **deeply ingrained in our DNA** and serve as a **guide for all decisions our team makes.**

We understand that our ability to make meaningful progress against our mission is heavily dependent on the integrity with which we think and act.



Affiliate social assessment

Partnering with third-parties enables us to expand our circular business goals and tap into specialized knowledge, skills, and resources. We evaluate the social practices of prospective affiliates and strive only to partner with those who share our brand values and mission and promote responsible business practices.

We collaborate with a variety of strategic partners across every department including non-profit organizations, brands and retailers, technology providers, professional services vendors, and influencers.



Madewell



Ellen MacArthur Foundation

Since 2020, we have been an active Network Member of the Ellen MacArthur Foundation, an international charity committed to the creation of a circular economy. Working with the Foundation's Fashion Initiative, we have been featured in multiple pieces of content as a circular economy case study and participated in a fashion workshop.

Image below: Lindsay Barenz, President of Oakland Roots and Oakland Soul



Diversity, Equity, Inclusion, and Belonging

We recognize that embracing diversity in all its forms is crucial for fostering innovation, creativity, and resilience within our team.

By actively seeking out and valuing individuals with different backgrounds, perspectives, and experiences, we tap into a rich pool of talent and ideas that fuel our success.

Promoting equity ensures fair opportunities for all, while inclusion and belonging create an environment where everyone feels respected, valued, and empowered to contribute their best. DEIB forms an integral part of our organizational fabric, enabling us to bring our authentic selves to work every day in order to most effectively drive positive change.

To lead these initiatives, we have established the DEIB Committee—a dedicated task force of employees who collaborate to develop, identify, and establish opportunities across the company. Through their focused efforts, we are driving progress that aligns with our circular business goals.



DIVERSITY, EQUITY, INCLUSION AND BELONGING

DEIB initiatives

Internal awareness

To show our support of diverse communities, we celebrate observances and heritage months that represent different members of our workforce, such as Pride Month, AAPI Heritage Month, and Mental Health Awareness Day.

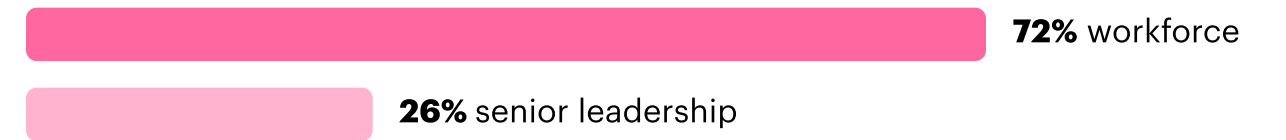


Diversity sourcing

We strengthened partnerships with historically diverse organizations to increase our pool of diverse candidates, including posting roles to Student and Alumni Job Boards of historically diverse colleges and universities. We structure our recruiting efforts to engage candidates from a variety of backgrounds and skill sets to continuously increase the diverse makeup of our team.

2022 Diversity in Leadership

Minority



Female



Black or Latinx



Community giving and volunteerism

At thredUP, we are driven to make a tangible, positive impact on our communities and support causes that align with our mission. We actively engage with stakeholders and communities through a comprehensive range of initiatives.

The Future Fund

The Future Fund is our internal, employee-led social impact arm. It supports causes aligned with our corporate values through employee initiatives.

We donated \$61,000 to benefit nonprofits through volunteer hours, monetary donations, and in-kind donations on behalf of the Future Fund in 2022.



2022 Future Fund pillars

Education

Through local drives, we donated 200 pounds of food, hygiene products, and school supplies across five school districts in states where we have a corporate office or distribution center presence: AZ, CA, TX. We also hosted three virtual and in-person tech career development panels for local students from underrepresented communities.

Equality

Through local donation drives we supported nonprofits like the Berkeley Food and Housing Project, promoting equal access for underserved communities. We collected coats in our office to help clothe people experiencing homelessness in the Bay Area.

Sustainability

We funded \$3,100 in microloans to entrepreneurs running sustainable businesses across 10 developing countries, 96% of whom are female first-time business owners. We also made a 3-year commitment of \$25,000 through online lending platform Kiva for Earth Day.

Local community

We supported organizations local to our headquarters, satellite offices, and distribution centers such as Eat. Learn. Play. based in Oakland, Northside Hospital in Gwinette County, GA, and the Arizona chapter of Autism Speaks.

COMMUNITY GIVING AND VOLUNTEERISM

Charitable partnerships

Donation Clean Out Kits

Our Clean Out service includes a donation program, where sellers have the option to make a charitable donation in lieu of receiving a payout for their items. In 2022, our sellers donated \$217,000 spread across six charity partners.



Oakland Roots sponsorship

In 2022, we forged an alliance with the Oakland Roots Sports Club, a purpose-driven men’s soccer team based in Oakland, home of our headquarters. As part of our three-year corporate sponsorship, we pledged \$298,000 to enable the Roots to operate their soccer team and engage with the Oakland community through the power of sports as a social force for good. As part of our partnership, we sponsor a special title night each year where we donate \$5 for every Donation Clean Out Kit we receive to Girls Inc., a nonprofit organization equipping girls with the skills to navigate through economic, gender, and social barriers.

COMMUNITY GIVING AND VOLUNTEERISM

Social impact campaigns

In addition to spreading awareness around the benefits of secondhand and elevating the conversation around resale and circularity, our marketing campaigns aim to highlight the importance of conscious consumerism. To achieve this, many include a charitable component and a collaboration with notable celebrities, artists, and designers who share our brand mission and values.

These social impact campaigns not only reach a broad audience and generate support for worthy causes but also foster a sense of community, inspiring individuals to reevaluate their shopping habits and embrace circular solutions.

Together, we have made a **meaningful impact** and are dedicated to continuing these efforts to drive positive change.

\$10.5K

donated to **Cancer Schmancer** through our Full Circle Collection with Zero Waste Daniel and Fran Drescher

\$6.1K

donated to **Rise Against Hunger** through our Heinz Vintage Drip collection



\$4.7K

donated to **FAB-U-WISH** through Shop Their Closet with Giuliana Rancic

Employee health, wellness, benefits

We are making a meaningful, positive impact on the lives of our team members, providing them with the tools and resources to feel fully supported both at work and at home. We firmly believe that a happy and healthy workforce is the foundation of our collective success, and we've made a steadfast, ongoing commitment to providing comprehensive employee benefits that go beyond the basics.

Pioneering the 4-day work week

We're pioneering a new world of work, where employees have a healthy work-life integration. Challenging long-established norms that no longer serve today's multi-faceted workforce is crucial for the ongoing health and wellness of our employees and the success of our teams. What started as a pandemic-era experiment has morphed into a perk that has proven to be incredibly beneficial for thredUP's working parents, productivity levels, and employee satisfaction and retention. 93% of thredUP employees agree that the 4-day work week has made a positive impact in their overall productivity.

The four-day work week applies to corporate salaried employees. In our distribution centers, leaders and hourly employees work with a similar level of flexibility through a variety of shift times across 3-5 days per week.



EMPLOYEE HEALTH, WELLNESS, BENEFITS

Comprehensive and competitive benefits package

We offer the following benefits to all full-time employees across our corporate offices and distribution centers:

- ★ Medical, dental and vision insurance
- ★ Prescription drug coverage
- ★ Voluntary accident & hospital protection
- ★ One Medical*
- ★ Healthcare travel reimbursement policy
- ★ Employee Assistance Program (EAP)
- ★ Health Savings Account (HSA)
- ★ Flexible Spending Accounts (FSA)
- ★ Life insurance
- ★ Disability insurance
- ★ 401k
- ★ Pet insurance
- ★ Legal benefits
- ★ Financial wellness
- ★ Paid 12-week parental leave*
- ★ Unlimited PTO*
- ★ Employee Stock Purchase Program (ESPP)
- ★ 8 weeks paid sabbatical after 3 years*

**Only applicable for salaried employees*

Floating holiday program

We recognize that we have a diverse population of team members celebrating many different holidays throughout the year. Our floating holiday program is intended to provide our distribution center employees with choice, flexibility, and time off to celebrate any day that is meaningful to them.

Support for our team in Ukraine

Our people-first approach extends to our contractors in Ukraine. We have continued to support these valued service providers by providing relocation options, ensuring continuation of payment (as well as payment advances to lessen any financial hardship), establishing generous leave policies, and developing a host of safety and communication protocols.

In 2022, through discussions with our Ukraine team, we enhanced our life insurance policy and expanded our emergency co-working support to include generator power options and Starlink internet access. We are proud to have played a small role in helping our Ukrainian workforce get through an extraordinarily challenging time.



Employee attraction and retention

Our people are at the heart of everything we do as we pursue our mission.

Our **unwavering focus** on employee attraction and retention has been instrumental in our progress.

We believe that our ability to achieve our ambitious goals is contingent upon recruiting and retaining top talent, and we strive to cultivate a team of exceptional individuals who are passionate about their work and dedicated to our mission. Their expertise, creativity, and commitment drive innovation, fuel growth, and ensure that we remain at the forefront of our industry. By investing in our employees, we not only strengthen our organization but create a positive ripple effect that extends to our customers, partners, and the communities we serve.

Our corporate retention rate for 2022 was 96%, up 6% from 2020.



EMPLOYEE ATTRACTION AND RETENTION

Talent acquisition

We are dedicated to implementing strategies that strengthen and diversify our workforce.

Diverse recruiting

We utilize a diversity recruiting checklist to enhance our recruiters' ability to source and engage a more diverse talent pool.

Gender decoder

We input all our job descriptions through a gender decoder to ensure job postings are gender neutral.

Internship program

In 2022, thredUP hosted 30 interns across our corporate offices and distribution centers, who were given a firsthand look at what it takes to run one of the world's largest online resale platforms. We take pride in our tradition of offering full-time positions to our interns, and in 2022 we extended that opportunity to two deserving candidates.



EMPLOYEE ATTRACTION AND RETENTION

Training and development

We see ourselves as a community of learners, including both teachers and students with a passion for infinite learning. As a result of this company-wide curiosity, employee development is woven into everything we do, from internships to management training to self-learning opportunities.

IMPACT Institute

IMPACT Institute is the title for of our corporate Learning and Development programs. Programming includes short courses, group connection opportunities, and leadership summits. The mission of IMPACT Institute is to provide employees with developmental resources rooted in thredUP company values and IMPACT leadership principles. The goal of each IMPACT Institute experience is for employees to walk away with new skills and knowledge, an increased connection with other employees, and actionable takeaways aligned with overall company goals.

IMPACT

MOTIVATION

PSYCHOLOGICAL SAFETY

AUTHENTICITY

COURAGE

TRANSPARENCY



EMPLOYEE ATTRACTION AND RETENTION

Employee Navigation

Our Employee Navigation program provides distribution center team members with the tools, training, and information needed to succeed both inside and outside of work. The program covers topics ranging from personal finances, mental wellness, ESL classes, and other personal growth and enrichment themes.

In 2022, we enhanced this program by hiring on-site employee navigators in each location to set the vision for the distribution center and act as the program point of contact for all the activities—from wellness, financial health, and childcare, to transportation solutions and education. Employees who participate in the Employee Navigator program have a higher than average retention rate.

75,436

total clocked training hours for hourly operations associates



226

employees met with an employee navigator

EMPLOYEE ATTRACTION AND RETENTION

Employee recognition

Culture awards

We recognize employees with our annual Culture Awards to acknowledge those who have made an out-sized impact to the business or our team. The awards are peer-nominated and thredUP values-focused. Our CEO James Reinhart awards one employee Harold's Purple Crayon, inspired by values instilled in the beloved children's book. *Harold and the Purple Crayon* is a significant thredUP artifact given to every new employee for its embodied themes of persistence and boundless creativity, despite limited resources.

Promotion celebrations

We celebrate promotions at a company-wide event where we recognize the accomplishments of each promoted employee. In 2022, 17% of our salaried team received well-deserved promotions.

Bonusly

We utilize Bonusly, an employee recognition and rewards program, in our distribution centers so that Team Members can recognize one another and earn points towards sustainable swag or extra PTO. The total number of times someone was recognized in 2022 was 50,041.



EMPLOYEE ATTRACTION AND RETENTION

Employee satisfaction

91%

of employees say they are proud to tell others they work at thredUP

93%

of employees say their manager is open to give and receive feedback on a regular basis

83%

of employees say they see themselves working at thredUP in one year

84%

of employees say they feel empowered to make decisions at work

94%

of employees say their leader supports a positive work-life balance

82%

of employees shared leaders show genuine care and concern for employees

78%

say thredUP is visibly committed to Diversity, Equity, Inclusion, and Belonging



“

We believe that what is good for people is good for business. From our hybrid work approach, to robust training and development programs, to initiatives that foster inclusivity and belonging —we strive to create a workplace where our employees can operate with authenticity and do the best work of their lives as we further our mission.

”



Natalie Breece
Chief People and Diversity Officer



04

Governance



Corporate governance and business **ethics**

Building a purpose-driven business is not only reflected in our sustainable business model, but embedded in the core values we embrace. Transparency, integrity, and ethical behavior form the underpinnings of our corporate governance framework.

thredUP has published a detailed Code of Business Conduct and Ethics (the “Code”) and maintains an independent Board, whose Nominating and ESG Committee oversees our ESG strategy and disclosure efforts. To support these governance principles in action, we have set up multiple transparency-driven communications channels, such as a whistleblower hotline, an objective and independent process for internal investigations, and a monthly executive Q&A forum.



CORPORATE GOVERNANCE

Our Board

Our Board evaluates our CEO’s performance, provides oversight of our financial reporting processes, and determines and implements our corporate governance policies.

Our Board and management team are committed to the highest standards of corporate governance to ensure that we are managed for the long-term benefit of our stakeholders.

Board diversity

Our Board is made up of 10 members, with 50% identifying as female, and 20% identifying as a racial minority.

The positions of Chief Executive Officer and Chairperson of the Board are two separate roles. The Chairperson of our Board presides over meetings of our Board and holds other powers customarily carried out by the Chairperson of the Board. Our Board believes that keeping these roles separate allows the CEO to have strategic and operational objectives while the Chairperson and the Board can maintain effective oversight and objective evaluation of corporate performance.

Board Diversity

| | Female | Male |
|---------------------------------------|--------|------|
| Part 1: Gender Identify | | |
| Directors | 5 | 5 |
| Part 2: Demographic Background | | |
| African American or Black | 1 | 0 |
| Asian | 1 | 0 |
| White | 3 | 5 |

**As of 12/31/22*

CORPORATE GOVERNANCE

Board-level ESG oversight

We believe that board-level oversight of ESG strategy and disclosure is a critical component of modern corporate governance. Accordingly, we have embedded board-level oversight of ESG into our Nominating and ESG Committee charter. Please visit [Corporate Governance](#) at thredUP for more information on board oversight and governance of sustainability.

Ethics and compliance

Our commitment to ethics and integrity is embodied in our [Code of Business Conduct and Ethics](#) (the “Code”). Our Board is responsible for administering the Code in partnership with our Chief Legal Officer, who is responsible for day-to-day Code responsibilities. The Code includes compliance with laws, rules, and regulations; conflicts of interest, insider trading, confidentiality, ethical conduct, and the protection and use of corporate assets.



Risk management

Our Board has responsibility for the oversight of our risk management processes, and, either as a whole or through its committees, regularly discusses with management our major risk exposures, their potential impact on our business, and the steps we take to manage them. The risk oversight process includes receiving regular reports from Board committees and members of senior management to enable our Board to understand our risk identification, risk management, and risk mitigation strategies with respect to areas of potential material risk, including operations, finance, legal, regulatory, cybersecurity, strategic, and reputational risk.

CORPORATE GOVERNANCE

Business Ethics

Anti-corruption

We require that all employees, officers, and directors comply with all laws, rules, and regulations applicable to thredUP wherever we do business, that they use good judgment and common sense, and that they speak up. If any employee, officer, or director encounters any violation of any law, rule, or regulation by thredUP, it is their responsibility to promptly report the matter to a supervisor, our Chief Legal Officer, or to the whistleblower hotline.

Promote ethical behavior

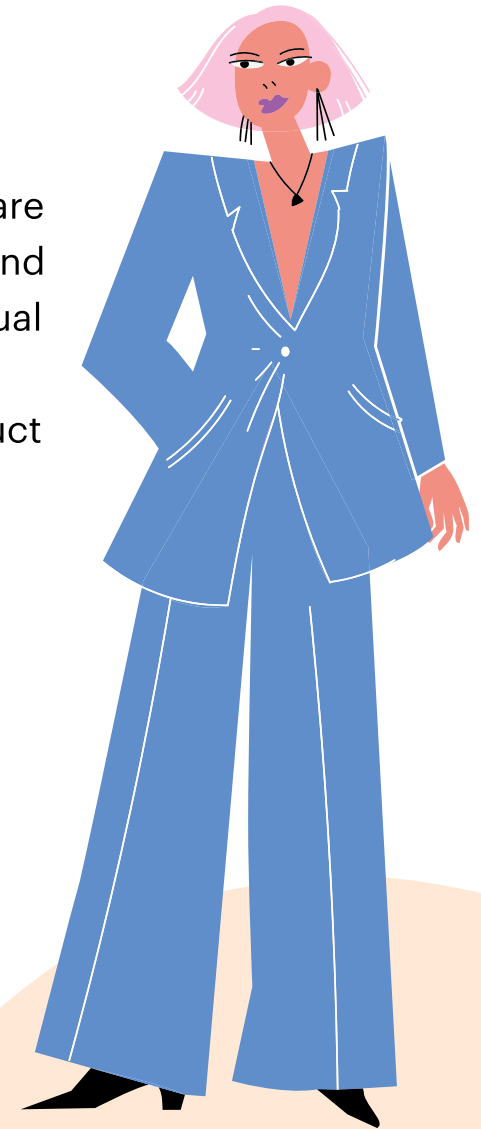
Employees, officers, and directors who have material nonpublic information about thredUP are prohibited by law and thredUP policy from trading in securities, as well as from communicating such information to others who might trade based on that information.

Employee training

All employees receive a copy of the Code and are required to acknowledge it at the time of hire and annually thereafter. Managers also receive annual training on reporting workplace concerns, for example, reporting unethical conduct or conduct that violates thredUP's harassment prevention policies.

Ethics reporting

thredUP employees are obligated to report concerns or potential violations of the Code through several authorized communications channels, including directly to our Chief Legal Officer. We have established multiple methods for reporting, including anonymously through the whistleblower hotline, as outlined in our Code.



Cybersecurity

As an e-commerce business, we protect sensitive information and access to critical networks and systems via a comprehensive information security program with clearly defined and audited policies and procedures. The program spans access management, vendor and risk management, vulnerability management, incident response, internal and external security audits, and security awareness training. Our program has been documented and independently verified to be in compliance with SOC2 Type 2 and PCI DSS Level 2 standards.

We employ extensive scanning and monitoring of system infrastructure including networks, containers, servers, operating systems as well as source code and software dependencies. We utilize a variety of mechanisms to detect and remediate malicious activity such as purchase fraud, suspicious account activity, and unauthorized system access. We conduct continuous testing of our security posture internally and via external vendors.

Security awareness training is required of all employees and contractors upon hire and annually thereafter. Program activities including results of internal and external testing, assessments, and audits are reviewed with our Board’s Audit Committee on a quarterly basis.



Customer privacy

We take the privacy of our customer and employee data seriously. thredUP complies with applicable state privacy laws and continuously monitors the U.S. state regulatory landscape to ensure compliance with upcoming privacy laws.

Our consumer-facing privacy policy outlines our data use and sharing practices to customers, including California-specific privacy rights.

Under our privacy policy, all customers are afforded the same privacy rights because we believe that everyone should have the same privacy rights regardless of where a customer lives. In addition, we have implemented an automated privacy tool to publish cookie notices on our webpages and allow consumers to manage their cookie tracking preferences. This automated privacy tool was configured after we conducted an extensive audit of third-party cookies.

Our privacy program includes

- ★ A new option for our customers to directly delete their **personal identifiable information (PII)** through [our privacy page](#)
- ★ A comprehensive **data inventory** identifying team-specific data uses, processing activities, and utilized applications across the data lifecycle
- ★ Internally created workflows to facilitate **fulfillment of deletion**, access, and Do Not Sell requests, including establishment of data separation architecture for RaaS client deletion requests
- ★ A **Data Protection Impact Assessment (DPIA)** template that evaluated changes to our HRIS technology with the People Operations team
- ★ Privacy guidelines and materials to educate our workforce on the importance of key **privacy processing principles** such as data minimization and purpose limitation



“

Board-level ESG oversight enables us to hold ourselves to the highest standards of corporate governance to ensure that we’re operating with integrity and for the long-term benefits of our people, our communities, and the planet.

”



Patricia Nakache
Chairperson of the Board, Chair of Nominating and ESG Committee



00 CEO Letter

01 Approach

02 Environment

03 Social

04 Governance

05 Appendix

05
Appendix



About this report

thredUP's 2022 Impact Report is our second annual report outlining our commitment and approach to shaping the future of fashion and our impact on our people, planet, and communities. The report provides details on our management approach, policies, programs, and impacts across key environmental, social, and governance areas.

This report has been guided by leading sustainability and ESG reporting frameworks including the Global Reporting Initiative (GRI) Standards: Core Option and the Sustainability Accounting Standards Board (SASB) Software and IT Services Standard (2018). The report primarily includes activities undertaken during the reporting period from January 1, 2022 to December 31, 2022. As specified in the report, data related to carbon emissions and energy are subject to restricted boundaries due to data availability.

Unless otherwise stated, the boundary of our report includes our entire business operations including thredUP's headquarters in Oakland, California; our office in Scottsdale, Arizona; and our four distribution centers in Arizona, Georgia, Pennsylvania, and Texas.

Please reach out to thredUP at sustainability@thredup.com with questions or feedback.



GRI Index

GRI 2 GENERAL DISCLOSURES 2022

| | | |
|----------------|--|---|
| Disclosure 2-1 | Organizational details | We are publicly listed as TDUP on Nasdaq and the Long-Term Stock Exchange. See About this Report on pg. 59 |
| Disclosure 2-2 | Entities included in the organization’s sustainability reporting | ThredUp Inc. |
| Disclosure 2-3 | Reporting period, frequency and contact point | See About this Report on pg. 59 |
| Disclosure 2-4 | Restatements of information | We identified an error in our FY20 and FY 21 emissions calculations, which impacted the disclosure of our Scope 3 emissions for those years. The amount of ton-miles for shipments to Canada were overstated, which resulted in incorrectly high Scope 3 emissions totals. These have been corrected in this year’s report. |
| Disclosure 2-5 | External assurance | No external assurance was performed, unless indicated otherwise. |
| Disclosure 2-6 | Activities, value chain and other business relationships | See Our mission on pg. 3 |

| | | |
|-----------------|---|---|
| Disclosure 2-7 | Employees | See thredUP at a glance on pg. 4. We track employees by contract type, but do not have this breakdown available by gender and region (information unavailable). |
| Disclosure 2-8 | Workers who are not employees | This data is currently unavailable. We are working to expand how we report out these metrics in future reports. |
| Disclosure 2-9 | Governance structure and composition | See Corporate Governance and Proxy Statement . Any KPIs not provided are not currently tracked by thredUP. |
| Disclosure 2-10 | Nomination and selection of the highest governance body | See Nominating and ESG Committee Charter |
| Disclosure 2-11 | Chair of the highest governance body | See Corporate Governance Guidelines |
| Disclosure 2-12 | Role of the highest governance body in overseeing the management of impacts | See Nominating and ESG Committee Charter and Governance Section on pg. 50 |
| Disclosure 2-13 | Delegation of responsibility for managing impacts | See Governance Section on pg. 50 |
| Disclosure 2-14 | Role of the highest governance body in sustainability reporting | See our Corporate Governance pg. 52 |
| Disclosure 2-15 | Conflicts of interest | See Ethics and Compliance on pg. 53 |

| | | |
|-----------------|--|--|
| Disclosure 2-16 | Communication of critical concerns | See Ethics and Compliance on pg. 53 |
| Disclosure 2-17 | Collective knowledge of the highest governance body | See our Corporate Governance pg. 52 |
| Disclosure 2-18 | Evaluation of the performance of the highest governance body | See Governance on pg. 51 |
| Disclosure 2-19 | Remuneration policies | See Compensation Committee Charter |
| Disclosure 2-20 | Process to determine remuneration | See Compensation Committee Charter |
| Disclosure 2-21 | Annual total compensation ratio | See our Proxy Statement , we do not disclose the pay ratio as an emerging growth company. |
| Disclosure 2-22 | Statement on sustainable development strategy | See our Corporate Governance pg. 52 |
| Disclosure 2-23 | Policy commitments | See Ethics and Compliance on pg. 53 |
| Disclosure 2-24 | Embedding policy commitments | See Ethics and Compliance on pg. 53 |
| Disclosure 2-25 | Processes to remediate negative impacts | We have not identified direct impacts caused that require a grievance mechanism to remediate and will monitor future developments for those needs. |

| | | |
|-----------------|--|--|
| Disclosure 2-26 | Mechanisms for seeking advice and raising concerns | See Ethics and Compliance on pg. 53 |
| Disclosure 2-27 | Compliance with laws and regulations | No significant instances of non-compliance with laws and regulations were recorded in 2022. |
| Disclosure 2-28 | Membership associations | We participate in the Ellen McArthur Foundation. We are also a member of the American Circular Textiles Group. |
| Disclosure 2-29 | Approach to stakeholder engagement | See our Corporate Governance pg. 52 |
| Disclosure 2-30 | Collective bargaining agreements | thredUP employees are not covered under a collective bargaining agreement |

GRI 202: MARKET PRESENCE 2016

| | | |
|------------------|--|----------------------------------|
| Disclosure 3-3 | Topic Management Disclosure | See the Social section on pg. 33 |
| Disclosure 202-1 | Ratios of standard entry level wage by gender compared to local minimum wage | 1:1 \$17.00 |

GRI 202: ANTI-CORRUPTION 2016

| | | |
|----------------|-----------------------------|---|
| Disclosure 3-3 | Topic Management Disclosure | See the Anti-corruption section on pg. 54 |
|----------------|-----------------------------|---|

| | | |
|-------------------|---|---|
| Disclosure 205-1a | Total number and % of operations assessed for risks related to corruption | A company level fraud risk assessment was conducted for FY2022 |
| Disclosure 205-1b | Significant risks related to corruption identified through the risks assessment | No significant corruption risks identified; only standard fraud risks |
| Disclosure 205-2 | Communication and training about anti corruption policies and procedures | Policies/ procedures were distributed at time of hire and thereafter acknowledged annually. |
| Disclosure 205-3 | Confirmed incidents of corruption and actions taken | None |

GRI 305: EMISSIONS 2016

| | | |
|------------------|--|--|
| Disclosure 3-3 | Topic Management Disclosure | See the Climate and Energy section on pg. 25 |
| Disclosure 202-1 | Ratios of standard entry level wage by gender compared to local minimum wage | 1:1 \$17.00 |
| Disclosure 305-1 | Direct (Scope 1) GHG emissions | 518 MT CO ₂ e |
| Disclosure 305-2 | Energy indirect (Scope 2) GHG emissions | 2,934 MT CO ₂ e |
| Disclosure 305-3 | Other indirect (Scope 3) GHG emissions | 33,638 MT CO ₂ e |

GRI 401: EMPLOYMENT 2016

| | | |
|------------------|---|---|
| Disclosure 3-3 | Topic Management Disclosure | See the Social section on pg. 33 |
| Disclosure 401-1 | Turnover rate voluntary and involuntary | Involuntary: 47% Voluntary: 116% |
| Disclosure 401-3 | Parental leave | For Non-Exempt Employees: Short Term Disability benefits through Guardian = Up to 4 weeks before delivery and 6 weeks (vaginal birth) or 8 weeks (c-section) after delivery For Exempt Employees: Up to 4 weeks before delivery and 6 weeks (vaginal birth) or 8 weeks (c-section) after delivery at 60% Pay and thredUP will pay outstanding 40% to recoup 100% pay. For Exempt & Non exempt Employees: Parental Bonding Leave/Baby bonding leave for both child-bearing and non-childbearing parents paid at 100% 10 weeks *This time will be paid at 100%. The sources of payments might vary; it could be a combination of applicable state-paid family leave benefits with thredUP paying the difference for up to 10 weeks. |

GRI 403: OCCUPATIONAL HEALTH & SAFETY

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|------------------|--|--|
| Disclosure 3-3 | Topic Management Disclosure | See Health, Safety & Wellbeing on pg. 41 |
| Disclosure 403-1 | Occupational health and safety management system description | Safety Captain and Safety Team in each building. Monthly Safety Meetings and Quarterly full safety audits documented in each buildings Safety Binder |

| | | |
|------------------|--|---|
| Disclosure 403-2 | Hazard identification, risk assessment, and incident investigation processes | Incident Investigation form submitted once an incident is reported by an employee. Incident Investigation process led by People Team with assistance of Chubb (Workers Comp Specialists). |
| Disclosure 403-5 | Worker training on occupational health and safety | New Hires attend Safety Training in Orientation and Automation Safety Training before entering any Automated areas within the DC |
| Disclosure 403-6 | Initiatives for the promotion of worker health | Monthly Safety Topics, Wellness Topics, Employee Navigators in each DC |
| Disclosure 403-9 | Number of fatalities as a result of work-related injury | 0 |
| | Rate of fatalities as a result of work-related injury | 0 |
| | Number of high-consequence work-related injuries | 0 |
| | Rate of high-consequence work-related injuries | 0 |
| | Total number of recordable work-related injuries | 72 |
| | Annual total hours worked | 2,620,173 |
| | Rate of recordable work-related injuries | 0.00002747910157 |

GRI 404: TRAINING AND EDUCATION 2016

| | | |
|------------------|--|---|
| Disclosure 3-3 | Topic Management Disclosure | See the Talent Acquisition, Training, and Development section on pg. 44 |
| Disclosure 404-1 | Average hours of training per year per employee | Total training hours for hourly operations associates: 75,436 |
| Disclosure 404-2 | Programs for upgrading employee skills and transition assistance programs | See the IMPACT Institute section on pg. 45 |
| Disclosure 404-3 | Percentage of employees receiving regular performance and career development reviews | 100% |
| Disclosure 405-1 | Diversity of governance bodies and employees | See DEIB and Board Diversity sections on pg. 37 and pg. 52 |
| Disclosure 405-2 | Ratio of basic salary and remuneration of women to men | Also see 202-1 under Workforce |

GRI 418: CUSTOMER PRIVACY 2016

| | | |
|------------------|--|--|
| Disclosure 3-3 | Topic Management Disclosure | See the Cybersecurity and Data Privacy sections on pg. 55 and pg. 56 |
| Disclosure 418-1 | Substantiated complaints concerning breaches of customer privacy and losses of customer data | 0 |

SASB Index

SASB E-COMMERCE 20181

| | | |
|--------------|--|--|
| CG-EC-130a.1 | (1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable | Total energy consumed = 35,780 gigajoules % grid electricity = 100% % renewable = 4% |
| CG-EC-130a.2 | (1) Total water withdrawn, (2) total water consumed, percentage of each in regions with High or Extremely High Baseline Water Stress | As an eCommerce marketplace platform, we utilize cloud infrastructure, so our operations are not water intensive. Throughout our operations, no water is used. |
| CG-EC-130a.3 | Discussion of the integration of environmental considerations into strategic planning for data center needs | thredUP does not own its data center facilities. |
| CG-EC-220a.1 | Number of users whose information is used for secondary purposes | 450k impressions |
| CG-EC-220a.2 | Description of policies and practices relating to behavioral advertising and user privacy | Please see Privacy Policy on pg. 56 |

| | | |
|--------------|---|--|
| CG-EC-230a.1 | Description of approach to identifying and addressing data security risks | thredUP has a robust data security program that is GDPR and CCPA compliant. We have obtained Soc 1 and Soc 2 level compliance for our cloud-based storage of customer data, and a PCI compliance level 1. We leverage a privacy by design privacy compliance platform to ensure risks are caught early in the data lifecycle. Our security team reviews firewalls, fraud detection, system changes and tests disaster recovery procedures on a monthly basis. |
| CG-EC-230a.2 | (1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of users affected | No data breaches were recorded in 2022. |
| CG-EC-330a.1 | Employee engagement as a percentage | In December 2022 we completed our annual employee engagement survey and heard from roughly 73% of our eligible employees a 14% increase from Dec 2021. We asked 13 questions across a number of themes including team and company culture, diversity, and career advancement. We leveraged a Likert Scale to gauge employees' agreement with questions on a 5 point scale from Strongly Agree to Strongly Disagree. We provided an opportunity for our employees to respond to one open ended question "Are there any benefits or perks you would like thredUP to consider? If yes, please provide additional details for our teams to review." and we received 97 comments. Senior leaders, HR Directors, and site level leaders are building company and team action plans to address employee concerns surfaced in the annual survey. |
| CG-EC-330a.2 | (1) Voluntary and (2) involuntary turnover rate for all employees | Involuntary Rate: 47% Voluntary Rate: 116% Rate was calculated by dividing total terms by the average month end headcount from 22 |

| | | |
|--------------|--|---|
| CG-EC-330a.3 | Percentage of gender and racial/ethnic group representation for (1) management, (2) technical staff, and (3) all other employees | As of the end of 2022: 66% of our workforce identifies as female and 72% of our workforce identifies as minority, including 58% as Black or Latinx. 60% of our senior leadership team identifies as female and 26% of our senior leadership team identifies as minority, including 3% as Black or Latinx. |
| CG-EC-330a.4 | Percentage of technical employees who are H1B visa holders | In 2022, thredUP had 3 employees on this visa |
| CG-EC-410a.1 | Total greenhouse gas (GHG) footprint of product shipments | Total GHG footprint of product shipments = 10,737 metric tons CO2e |
| CG-EC-410a.2 | Discussion of strategies to reduce the environmental impact of product delivery | In 2022, we completed our first full year of advanced consolidation efforts where our buyers could select fewer shipments, therefore minimizing packaging and energy associated with shipping. |
| CG-EC-000.A | Entity-defined measure of user activity | As of December 31, 2022, we had 1.7 million active buyers |
| CG-EC-000.B | Data processing capacity, percentage outsourced | 100% |
| CG-EC-000.C | Number of shipments | 3,869,305 |