

THREDUP

2021 **IMPACT REPORT**



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Full circle. That's how I'd describe the history, purpose, and future of thredUP. In 2009, fresh out of business school, I was turned away when trying to sell gently used, name brand clothes. From that experience, I quickly realized the hidden value and potential environmental impact of unworn, quality clothing just sitting in consumers' closets. From that point on, thredUP began a focused journey to modernize thrifting, and it's become bigger than any of us could have ever expected.

In the last few years, we have seen a critical fashion revolution take hold with resale. The U.S. resale market is expected to grow 16 times faster than the broader apparel market by 2026.¹ Alongside this generational shift, thredUP has grown to become one of the largest online thrift stores in the world, inspiring a new generation of consumers to think secondhand first. We've processed more than 137 million items as of the end of 2021, saving our customers over \$4.1 billion off estimated retail price and displacing over 1.3 billion pounds of carbon dioxide emissions.²

thredUP's core purpose and mission are rooted in circularity. It is ingrained in everything we do. I am proud to be sharing our first annual Impact Report that describes—full circle—how we are helping our people, our communities, and the planet while growing a sustainable business.

We've even extended our platform to help some of the world's leading brands and retailers build resale programs that play meaningful roles in their circularity strategies and ability to meet sustainability goals.

While thrifting is inherently sustainable, we recognize the need to do more to ensure our own operations are as sustainable as possible. Looking ahead, we will continue to drive mainstream adoption of circularity principles in fashion through our own global expansion and filling critical supply chain and provider gaps in resale.

Thank you for taking the time to read our inaugural Impact Report. We hope it leaves you feeling inspired by our mission and confident in our strategy as we forge ahead and work to make an outsized dent in the universe.

– James Reinhart
thredUP Co-Founder & CEO



1. [thredUP 2022 Resale Report](#)

2. Green Story Inc.

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ABOUT THREDUP

At thredUP, we believe
in a sustainable future
for fashion.

OUR MISSION

Inspire a new generation
of consumers to think
secondhand first.



OUR MILESTONES

thredUP was founded in 2009 as a way to unlock value from unworn clothes and has evolved into one of the world's largest online resale platforms. thredUP is transforming resale with operations and technology excellence, leveraging unique data insights and our custom-built proprietary operating platform. 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.

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2009

THREDUP CEO JAMES IS TURNED AWAY AT A LOCAL CONSIGNMENT STORE IN CAMBRIDGE, MA WITH A BAG FULL OF HIGH QUALITY MEN'S SHIRTS. THE IDEA FOR THREDUP IS BORN.

2011

THE CLEAN OUT KIT IS CREATED TO MAKE SELLING AS EASY AS FILLING A BAG.

2013

THE FIRST DISTRIBUTION CENTER (DC) OPENS IN CALIFORNIA'S BAY AREA.

2018

RESALE-AS-A-SERVICE (RAAS) IS BORN, ENABLING BRANDS TO DELIVER THRIFT EXPERIENCES TO THEIR CUSTOMERS THROUGH THREDUP'S RESALE ENGINE.

2014

IN JUST ONE YEAR, A TOTAL OF FOUR DCS OPEN ACROSS THE U.S.

2021

THREDUP IS THE FIRST COMPANY TO INCLUDE A DEDICATED ESG SECTION IN AN S-1 REGISTRATION STATEMENT.

THREDUP BECOMES A PUBLICLY TRADED COMPANY.

THREDUP ACQUIRES REMIX, ALLOWING US TO JUMPSTART OUR EUROPEAN MARKET EXPANSION WITH A LEADING FASHION RESALE PLAYER.

THRIFT LOUDLY





THRIFTING IS INHERENTLY SUSTAINABLE, BUT WE WANT TO DO MORE

The planet is one of our most important stakeholders, and combating disposable fashion’s harmful effects is one of our greatest goals. We’ve made it our job to educate consumers and bring awareness to the global fashion waste crisis.



In 2020, we launched the **Fashion Footprint Calculator**, helping consumers understand how their fashion habits contribute to climate change.



Our **10th annual Resale Report** examined the rapidly-emerging resale economy, which is estimated to grow to \$82 billion by 2026.

thredUP at-a-glance

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\$252M 

2021 REVENUE

137M 

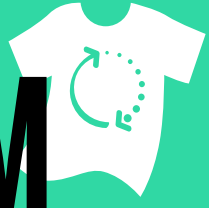
ITEMS PROCESSED TO DATE

55K+ 

BRANDS LISTED
ACROSS 100+ CATEGORIES

2,894 


EMPLOYEES AND CONTRACTORS
(Includes 2,496 distribution center employees)

5M 

ITEMS LISTED THROUGH
OUR RAAS PROGRAM

\$4.1B 

SAVED BY OUR BUYERS OFF
ESTIMATED RETAIL PRICE

1.69M 

ACTIVE BUYERS

1.3B 

LBS OF CO₂E DISPLACED
BY THRIFTING¹

1. Green Story Inc., 2019

[+
READ THREDUP'S 2021 10K](#)

THEN & NOW

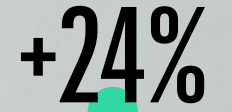
The fashion industry and thredUP have come a long way in the past decade.



**Market Growth:
2012-2021¹**

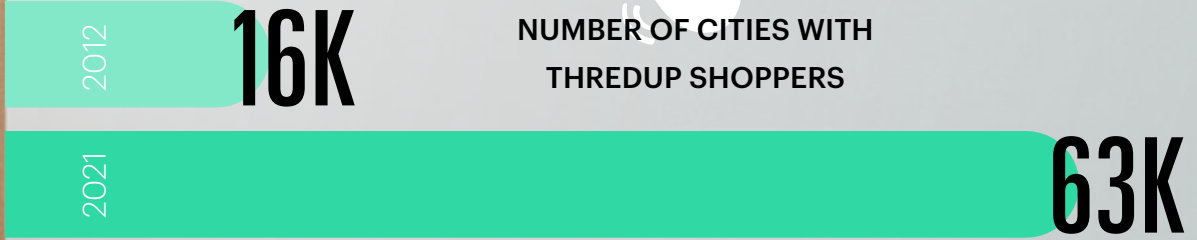


TOTAL SECONDHAND
APPAREL



TOTAL
APPAREL

thredUP Growth



NUMBER OF CITIES WITH
THREDUP SHOPPERS

**TOTAL AMOUNT SAVED ON
THREDUP INSTEAD OF RETAIL²**



**TOTAL ITEMS PROCESSED
AT THREDUP**



1. GlobalData's assessment of the secondhand market is determined through ongoing retailer tracking, official public data, data sharing, store observation, consumer surveys, and secondary sources. These inputs are used by analysts to model and calculate market sizes, channel sizes, and market shares. Market data analysis included in this report was done in February 2022.

2. Estimated retail prices

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Circularity

Our investments in innovation and technology over the past decade enable us to process and recirculate clothing at extraordinary scale, helping consumers align retail purchases with their values and extend the life of clothing. However, there is room for improvement in circular business models like ours. For example, we are continuously working to find solutions for product we're unable to sell in our marketplace (aka aftermarket product), such as scalable channels and long-term partners that regenerate materials and keep clothing out of landfill. In an effort to be transparent with our stakeholders, this report covers what we're currently doing to help create a more sustainable future for fashion.

Circularity is the core of thredUP and embedded in everything we do.

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EVERY TIME YOU SHOP SECONDHAND INSTEAD OF NEW, YOU REDUCE CARBON EMISSIONS BY 82%¹

SECONDHAND DISPLACED NEARLY 1B CLOTHING PURCHASES IN 2021 THAT NORMALLY WOULD HAVE BEEN BOUGHT NEW²

Full circle is where we're going. We are on a mission to make circular closets the norm.

CONSUMERS REGULARLY WEAR JUST 50% OF THEIR CLOSET, ON AVERAGE³

Images include: a pair of patterned shorts on a hanger, a hand holding a light blue handbag, and several pairs of sandals.

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IMPACT AT THREDUP

OUR PRIORITIES

We are driving thredUP's leading market position through a comprehensive business and brand-aligned environmental, social, and governance (ESG) strategy. Ongoing and open dialogues with internal and external stakeholders pinpoint our sustainability and impact strengths and where we plan to evolve. Transparent reporting and disclosures ensure the people who care about our ESG profile get the full picture, while giving us an opportunity to continually measure and manage our progress as an ethical and sustainable business more broadly.

We believe in inspiring a new generation of consumers to think secondhand first. We are delivering on that mission by powering resale at scale, driving meaningful impact for people and the planet by reducing the environmental and financial cost of fashion.



Industry Leadership
Transform the retail supply chain to normalize circularity.

Improved Brand Experience
Educate and empower consumers to make sustainable fashion choices.

Dedication to our Workforce
Reimagine our employee experience to reflect that people are our greatest asset.

The Fundamentals
Demonstrate leading-edge approaches that inform industry best practices, including privacy, security, ethics, and board independence.

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ALIGNMENT WITH UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS

thredUP is making a difference where it matters.

UN SDG 12

Our purpose to inspire others to shop secondhand promotes responsible consumption by decreasing the need for new clothing production. This helps ensure sustainable consumption and production patterns.



UN SDG 13

Our mission supports urgent action to combat climate change and its impacts by encouraging people to thrift first and decrease their carbon footprint in the process.



In 2021, we conducted our first materiality¹ assessment to focus our efforts in the areas where we can have the most impact. We narrowed our focus by analyzing external frameworks, talking to our key stakeholders, and working with external experts. The material issues identified are the foundation for what we discuss throughout this report and for our corporate ESG strategy.

PRODUCT CIRCULARITY & END OF LIFE	SUSTAINABLE PACKAGING	EMPLOYEE HEALTH, WELLNESS, & BENEFITS
—	—	—
CLIMATE CHANGE & GHG EMISSIONS	AFFILIATE SOCIAL ASSESSMENT	DIVERSITY, EQUITY, INCLUSION, & BELONGING
—	—	—
ENERGY CONSUMPTION & EFFICIENCY	COMMUNITY GIVING & VOLUNTEERISM	CORPORATE GOVERNANCE & BUSINESS ETHICS
—	—	—
WASTE DIVERSION & DISPOSAL	EMPLOYEE ATTRACTION & RETENTION	PRIVACY & SECURITY
—	—	—

1. Any references to “material” or “materiality” on our website or in these documents are not intended to have the same meaning as in the context of financial statements or financial reporting or as defined by the securities laws of the U.S. We follow the GRI definition of materiality for our sustainability materiality assessment.

Engaging stakeholders

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Our business is built on understanding what our customers need and want, and how our market is quickly evolving. We continually engage with stakeholders both internally and externally throughout the year through a variety of activities and channels.

BUSINESS UNITS

Sustainability strategy development

Our cross-functional corporate social responsibility (CSR) team means every function feeds into and informs our strategy.

CLIENTS

Resale-as-a-Service (RaaS)

Our Resale-as-a-Service (RaaS) offering is based on understanding the world’s top brands and helping them embed circularity within their strategies by building branded resale programs that fit their unique products and customers.

BOARD, SENIOR EXECUTIVES

Interviews

Through our materiality assessment, we interviewed members of our Board of Directors (“Board”) members, executives, investors, and industry thought leaders to understand ESG-related priorities and impacts.

CUSTOMERS

Marketing, product

Our customers love fashion and the environment. We share our sustainability mission, educate them, and give them the tools to spread the word about why thrifting matters. We are one of the loudest voices in sustainable fashion and share our message through awareness campaigns, direct marketing, throughout our website, and more.

SHAREHOLDERS, INVESTMENT COMMUNITY

Investor meetings, quarterly earnings calls, financial reporting, annual shareholder letter

Given our inherent business focus on sustainability and circularity, our Annual Report, meetings, and engagements with financial stakeholders frequently center around ESG issues.

INDUSTRY THOUGHT LEADERSHIP

Industry experts (Resale Report), speaking at conferences, participation in groups (ACT Policy Group, Ellen MacArthur, Fashion Declares)

We publish an annual Resale Report that sizes the secondhand market and resale industry and explores relevant key themes and topics such as consumer motivations behind thrifting and why brands and retailers are adopting resale.

We are actively seeking out partnerships with leading organizations and coalitions that push our strategy forward. For example, since 2020, we’ve had an active and dynamic partnership with the world-renowned circular economy organization Ellen MacArthur Foundation. We’ve participated in their Make Fashion Circular Workshop, and have also been featured in multiple publications as a circular use-case.

Managing our Impact

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We believe building a brand with purpose has to start at the top.

Our Board’s Nominating and ESG Committee has formal **oversight** over our impact strategy and sets the level of ambition for thredUP, supported by our senior leaders, and extending to each of our business functions.

We have established a CSR committee, with participation from executive management and senior members of our Operations, Finance, Marketing, People, and Legal teams. Each quarter, our CSR committee meets to manage our long-term ESG strategy and reports to executive management and our Board. We also recognize the strong environmental ethos of our employees, which is embodied by our Green Team, an employee-led team focused on sustainability.

Please visit our [2022 Proxy](#), [Corporate Governance Guidelines](#) and [Corporate Governance website](#) for more information on **Corporate Governance and the Diversity section of this report for Board diversity.**



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By establishing board oversight over ESG as a critical component of thredUP’s governance framework, we’re able to more effectively connect the dots between what is material to our business and how we make decisions in a way that meaningfully drives our overall business strategy forward.

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

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Product Circularity & End of Life: Processed 137 million unique secondhand items to-date.

Climate Change & GHG Emissions: Displaced 1.3 billion pounds of carbon emissions to-date.

Energy Consumption & Efficiency: Completed our 2020-2021 Greenhouse Gas (GHG) inventory assessment (including Scope 1-3 emissions).

Waste Diversion & Disposal: Improved solutions for products sold through our aftermarket program.

Sustainable Packaging: Improved and streamlined packaging to include sustainable, reusable, and recyclable materials.

Affiliate Social Assessment: Adopted thredUP's first Aftermarket Code of Conduct.

Community Giving & Volunteerism: Directed \$20,000 on behalf of the Future Fund and \$75,000 through marketing campaigns towards charities.

Employee Attraction & Retention: 95% of employees say they trust the decisions of senior leadership, and 88% say they feel like they belong at thredUP.

Employee Health, Wellness, & Benefits: Launched a Pandemic Management Task Force and an enhanced Employee Wellness Program (EAP).

Diversity, Equity, Inclusion, & Belonging: Launched employee-led DEIB committee to strengthen diversity and representation through ongoing initiatives.

Corporate Governance & Business Ethics: Established board oversight over ESG and an employee-led CSR committee.

Privacy & Security: Information security program verified to be in compliance with SOC2 type 2 and PCI DSS level 2 standards.

2021 AWARD HIGHLIGHTS

FORTUNE Fortune [Change the World](#)



Fast Company's first-ever [Brands That Matter Awards](#)



Fast Company's [World Changing Ideas](#)



Good Housekeeping's 2021 [Sustainable Innovation Awards](#)



Adweek's Challenger Brand Awards [Best Sustainable Brand](#)

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ENVIRONMENT

Shopping secondhand displaces the need for new clothing production and diverts items from landfills.¹

thredUP's core business model stands up for sustainability, putting the environment first and building a preference and affinity for thrifting to help solve the fashion waste crisis.

LESS THAN **1%** OF USED CLOTHING IS TURNED BACK INTO NEW CLOTHES²

ONE NEW GARMENT TAKES **77** GALLONS OF WATER AND **17** LBS OF CO₂e¹ CREATES

OVER **100** BILLION = **2** TIMES MORE THAN 15 YEARS AGO² GARMENTS ARE PRODUCED EACH YEAR



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1. Green Story Inc., 2019
2. Ellen MacArthur Foundation

Driving Circularity

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Our ultimate goal is to transform sustainable fashion and scale our business model to extend the life of as many clothing items as possible. Starting from our own operations, to our Resale-as-a-Service (RaaS) program, to an in-depth life cycle assessment of secondhand clothing, to partnerships with circular innovation thought leaders, circularity is at the forefront of our minds, all the time.

While our core business boasts a 95% sell-through for items listed on our marketplace, we have also focused on refining our approach to managing items in our aftermarket business, which includes items we can't sell via our marketplace or Rescue Box program. We are dedicated to closing this loop by finding new ways to improve our aftermarket business.



Increasing website sales and supply of high-quality items
+
Aftermarket partners with trusted global network
+
Increasing partnerships for upcycling/recycling

63%
SECONDHAND ITEMS SENT TO THREDUP AND SOLD ON WEBSITE

6%
RESCUE BOXES
[Learn more](#)

31%
AFTERMARKET
Domestic thrift stores **72%**
International broker **26%**
Domestic grader/sorter **1%**
Other **1%**

FASHION'S FOOTPRINT: OUR LIFE CYCLE ASSESSMENT (LCA)

As we have observed the proliferation of fashion trends marketed as “sustainable,” we have recognized a growing need to demonstrate — in a trustworthy, transparent, and rigorous way — the environmental savings of choosing secondhand.

In 2019, we conducted and published a [Life Cycle Assessment \(LCA\)](#) to calculate the ecological savings of buying an item used from thredUP through our operations and services as a resale business. The LCA was carried out in accordance with ISO 14040 (1) and ISO 14044 (2) guidelines and measured a cradle-to-grave Life Cycle Inventory including all life cycle stages of new and secondhand apparel, except for consumer use. The study found that secondhand clothing has substantial ecological savings over new clothing across all three environmental impact categories considered in the study and that thredUP’s business has a substantial positive impact on the environment. Every time you shop secondhand instead of new, you reduce carbon emissions by 82%.¹

1. [thredUP 2021 Resale Report](#)

We’ve made it our job to educate consumers and bring awareness to the global fashion waste crisis.



We created [the first universal thrift logo](#) for used clothing with fashion designer Christian Siriano and together [brought thrifting to the masses](#) at New York Fashion Week 2021.



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PARTNERING WITH THOSE THAT CAN ACCELERATE PROGRESS



Since 2019, we've had an active and dynamic partnership with the world-renowned circular economy organization [Ellen MacArthur Foundation](#) as part of their [Make Fashion Circular](#) initiative. We have been [featured](#) in multiple publications as a circular use-case and participated in their [Make Fashion Circular Workshop](#).

TACKLING THE AFTERMARKET

In situations where the items we receive do not meet thredUP's quality standards for resale, we are committed to working with our vetted network of partners to keep as many items as we can out of landfill. Approximately 60% of the items we receive are listed on our marketplace, and the other 40% go through our aftermarket program. 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.

While we would like to sell as many of our suppliers' items on thredUP as possible, our broader goal is to create a fully-transparent, circular supply chain where we prioritize reuse, acknowledging that repair and/or recycling are secondary and tertiary approaches to circularity.

RESCUE BOXES

A first-party aftermarket channel

Through our [Rescue Boxes](#), customers can purchase heavily-discounted bundles of secondhand clothing. This is our way of saving items we receive that don't qualify for listing on our marketplace, but still have a lot of life left in them.

The Rescues program began in 2017 to keep secondhand clothing out of landfills and within our own thredUP-branded channel, without compromising our conventional online marketplace standards. Through 2021, we have sold nearly 2.5 million items through our Rescues channel, diverting more than 1.48 million pounds of clothing from third-party aftermarket channels.



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EXTENDING OUR IMPACT THROUGH RESALE-AS-A-SERVICE® (RAAS®)

We believe that every brand and retailer will have a resale strategy in the future and thredUP will be the leading provider of end-to-end resale solutions for the retail industry. Launched in 2018, RaaS enables resale for some of the world's leading brands.

With 28 brand clients as of year-end 2021, we are the leading provider of resale for brands and retailers in the U.S.



CLEAN OUT PROGRAM

Provide customers with Clean Out Kits to turn their gently used clothing and accessories into brand shopping credit.

360 RESALE
POWERED BY **THREDUP**

One of the most powerful operating systems for circularity in fashion:

—
Patented world-class infrastructure

—
Industry leading technology

—
Proprietary data



ONLINE RESALE SHOP

Integrate resale into a brand's ecommerce site so customers can easily shop secondhand alongside new.

Reformation

PAC SUN



Madewell

crocs

GAP

ATHLETA

POLARN O. PYRET

F FABLETICS

CUYANA

FRAME

M.L.LAFLEUR

FARFETCH

Climate and energy

We know that buying secondhand helps our customers lower their carbon footprints. We want to do the same. Tracking and publicly sharing our carbon emissions on an annual basis is the first step to making sure that our operations are as efficient as possible.

154,942

MT CO₂e 2021 EMISSIONS



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MAKING OUR SHIPPING MORE EFFICIENT

Overall, our 2021 emissions increased 17% from 2020. This was primarily driven by a 24% increase in international shipping.

In the US, where the majority of our products are sold, we do not use air freight for shipping to customers.

We know that getting our packages to our customers quickly is important. Now, we are looking for ways to get packages out quickly and efficiently. By consolidating orders (i.e., bringing items together into one package instead of shipping them individually) we have been able to reduce our footprint.

Due in part to our order consolidation efforts, our U.S. based shipping emissions decreased by 54% in 2021.

AIR FREIGHT WAS RESPONSIBLE FOR

96%

OF THESE INTERNATIONAL SHIPPING EMISSIONS



3.09¹

2020

1.98²

2021

USA-bound packaging + shipping intensity
(lb CO₂e/parcel)



1. Assumes non-order consolidated packaging emissions intensity would be the same in 2020 and 2021

2. Accounts for 14% of 2021 shipments being order consolidated, which has a higher packaging emissions intensity

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Waste

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

- Boxes come from SFI certified sources
- Trademark thredUP sticker is 100% recyclable
- Tissue paper is made from 100% recycled, FSC-certified material, and is recyclable
- Polymailers are made of 100% recycled material and have a "how to recycle" label directing customers on recyclability

All Clean Out bags we receive are recycled

We are working on a lightweight paper solution to replace plastic in our outbound mailers

Our processing is 100% waterless. In 2019, we stopped steaming all garments.



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We are a team of innovative thinkers who put strategies into action. A team of truth seekers who believe in the power of infinite learning. Most importantly, we are passionate preservers of the planet. Together, we are a collective inspired by our mission. We believe we all have a purpose in the work we do and the impact it creates.

Natalie Breece,
Chief People and Diversity Officer

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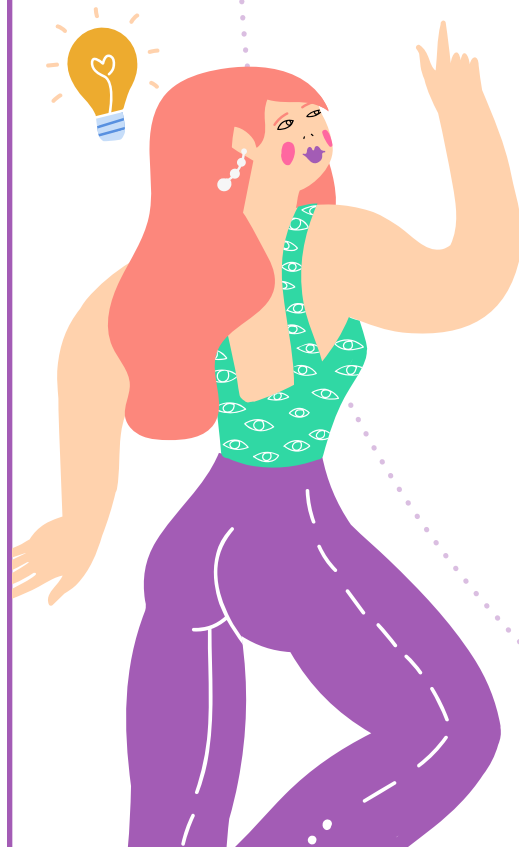
OUR CORPORATE VALUES

We recognize that thredUP's success comes from our people. From the talented teams at our distribution centers to our offices across the U.S. and abroad, thredUP is a people-first organization that empowers our workforce to make a difference. We strive to be an employer of choice by being a place where people can thrive both professionally and personally.

Our core values—Speak Up, Think Big, Influence Outcomes, Seek the Truth, Infinite Learning & Transparency—drive us to imagine the world as it could be, helping to set the roadmaps for our culture and how we make decisions across the organization. In 2021, we published our [Company Playbook](#), highlighting our values and what makes thredUP unique.

We recognize that we must cultivate a workplace that welcomes and supports all thredUP employees as part of a hardworking team of conscious co-workers dedicated to reducing fashion's impact on the planet.

We want to change the retail industry with our approach not just to thrifting but through the way we think and act.



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Health, safety & wellbeing

We are leaders in making a meaningful, positive impact on the lives of our team members where they can feel physically and mentally supported both at work and at home. Promoting the health, safety, and wellbeing of our employees means providing them with the tools and resources to grow personally and professionally.

Our deepening focus on physical, mental, emotional, and financial wellness has been inspired by the importance of protecting the health and safety of our employees during the pandemic.

Our benefits include enhanced mental health support through our EAP service, flexible PTO policy for all exempt employees, 8 weeks paid sabbatical after three years for exempt employees, 401K, ESPP, and paid parental leave for exempt employees (including but not limited to a minimum of 10 weeks' fully paid leave for bonding with a new child).

In 2021, we expanded our employee health and wellness resources in response to COVID-19, launching a Pandemic Management Task Force and an enhanced Employee Wellness Program (EAP).



SUPPORTING OUR TEAM IN UKRAINE

Our people-first approach extends to our talented team of engineers based in the Ukraine. In anticipation of the war on Ukraine, we began contingency planning in Q4 2021 to support these valued service providers. Specifically, we identified relocation options in several European countries, ensured continuation of payment (as well as payment advances to lessen their financial hardship), established generous leave policies, and developed a host of safety and communication protocols. We are proud to have played a small role in helping our Ukrainian workforce get through an extraordinarily challenging time.

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Talent acquisition, training, and development

We see ourselves as a learning company at our core, a community of 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 management trainee programs, internships and apprenticeships to self-learning opportunities such as fireside chats, lunch and learns, and our very own thredUP University. Each of these programs is inspired by our core values of “Infinite Learning” and “Think Big.” They are led, moderated, and taught by thredUP team members from a wide range of departments meant to inspire, connect, and share learnings and lessons across our company.

As an organization, we are passionate about infinite learning and find ways to weave it into everything we do.

2021 HIGHLIGHTS

Diverse recruiting

In 2021, we launched new tools, including a diversity sourcing checklist, to enhance our recruiters’ ability to source and engage a more diverse talent pool. As part of our job posting process, we also instituted running job descriptions through a gender decoder to make sure job postings are gender neutral.

Internship program

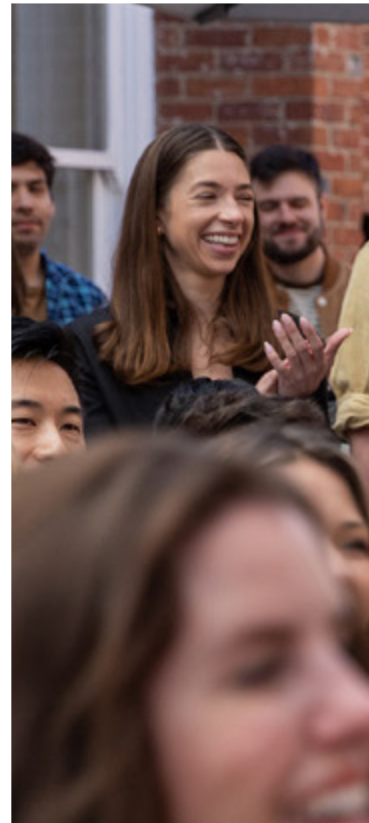
In 2021, thredUP hosted 25 interns, who were given a firsthand look at what it takes to run one of the world’s largest online resale platforms.

THREDUP LEARNING AND DEVELOPMENT PROGRAMS

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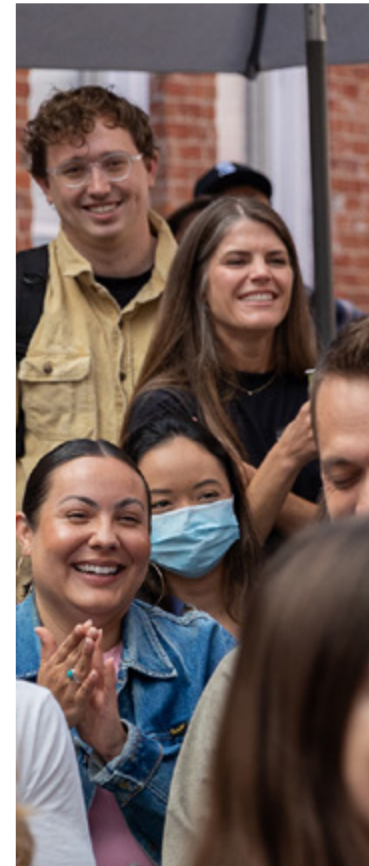
THREDUP UNIVERSITY

thredUP University is a development program consisting of interactive workshops led by internal & external subject matter experts. There are two main programs within thredUP U: ManageUP for people leaders and LevelUP for high potential employees.



BIZUP

BizUP is our yearly mini MBA course taught by our executive team for any full-time employees that are interested. It is a 12-week classroom style program where the executives share how they think and speak about business.



COLLOQUIUM

Colloquium is a weekly forum for sharing learnings, insights, trends, initiatives, and ideas across teams. Presenters and topics are different each week. Colloquium is attended by people from a wide range of departments who come to learn, discuss, and get inspired!



MONTHLY ALL-HANDS

Key cross-functional communication channel that gives employees transparency into our business and opportunities to share learnings.



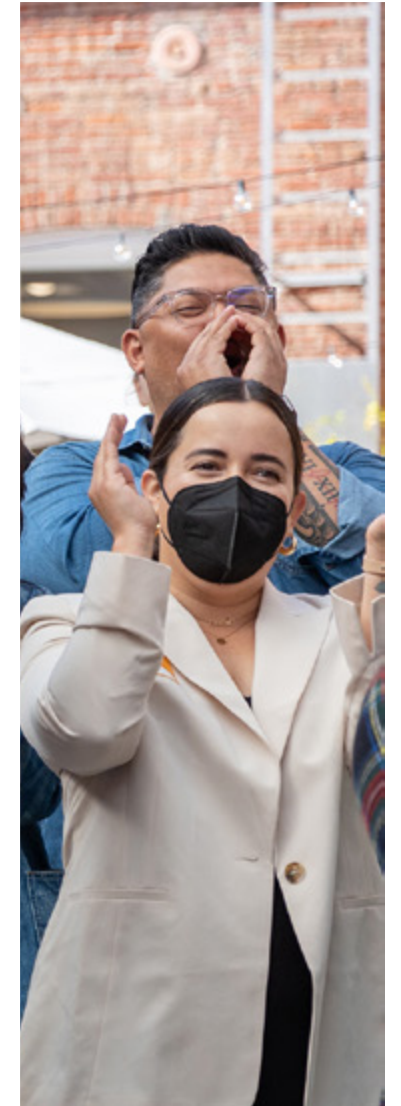
MUSINGS

Weekly musings from our leadership team are meant to inspire and share what is on their minds and what they are passionate about.



FIRESIDE CHATS

Fireside chats is a leadership speaker series where executives invite other leaders and innovators to host a Q&A.



EMPLOYEE NAVIGATION PROGRAM

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. An on-site Employee Navigator sets the vision for the distribution center and acts as the program point of contact for all the activities ranging from wellness, financial health, and childcare, to transportation solutions and education.



“

As a mission-driven organization, we are hyper-focused on doing good for the planet, your closet, and most importantly, our people. We firmly believe that if we invest in the success of our employees both at work and at home, they will also invest in us. We want each and every thredUP DC employee to have the opportunity to enrich their lives in the ways that matter most to them.

Chris Homer,
Chief Operating Officer

”

44,379 

**TOTAL CLOCKED TRAINING HOURS FOR
HOURLY OPERATIONS ASSOCIATES**

We also have a robust set of training programs for our corporate employees, but do not track the associated hours.

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Employee satisfaction and culture

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We've taken a holistic approach to our employee wellness programs by introducing greater flexibility into our employee schedules. These offerings include a shift to a four-day work week, which was met by an 88% approval rating.¹ Following COVID-19, we unveiled a new hybrid work model that features a monthly in-office week (three days per week) to cultivate collaboration and belonging, and we continue to adjust based on pandemic-related guidance and feedback from our employees.

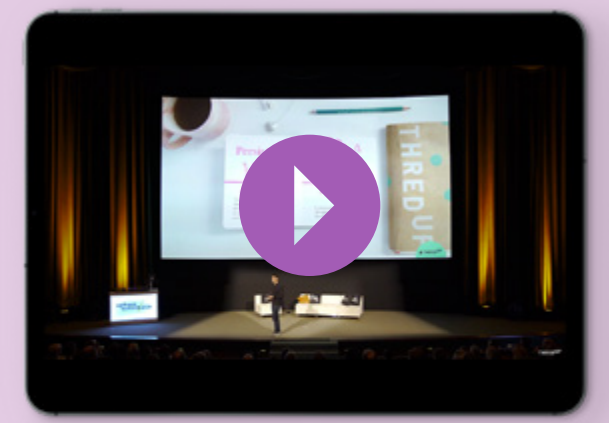
1. Employee engagement survey



Culture Awards

We recognize employees with the Culture Award to acknowledge those who have made an impact to the business or our team. The award is peer-nominated and thredUP values-focused. The recipient of the award is chosen by thredUP CEO James Reinhart and awarded Harold's Purple Crayon. *Harold and the Purple Crayon* is a significant thredUP artifact read annually as a company and given to every new employee for its embodied themes of persistence, boundless creativity, and limited resources.

[Watch James Reinhart talk about Harold and the Purple Crayon.](#)



2021 EMPLOYEE ENGAGEMENT SURVEY HIGHLIGHTS

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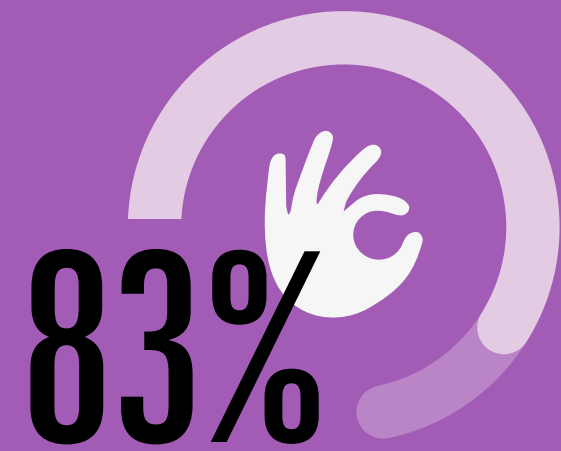
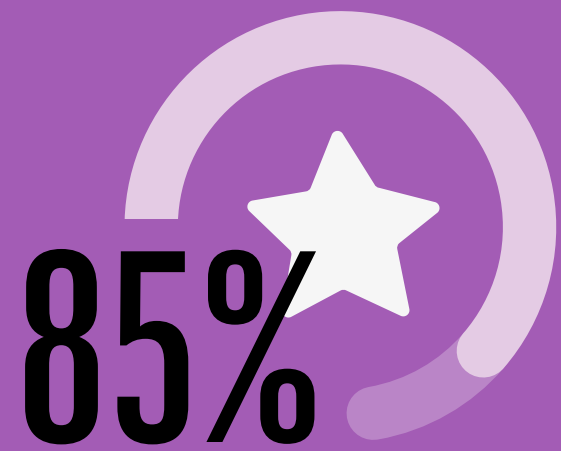
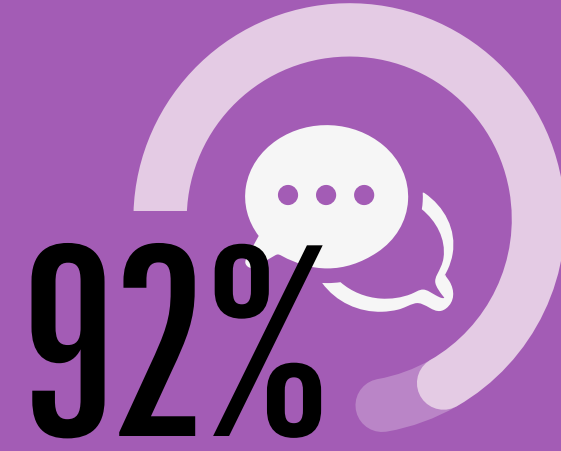
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Diversity, equity, inclusion, and belonging (DEIB)

A unique perspective is critical to solving complex problems and inspiring a new generation to think secondhand first. We believe that cultivating a diverse, inclusive, and equitable company culture is one of the important keys for the thredUP team. Our commitment to DEIB includes an annual report to the Board on DEIB performance, keeping us accountable to the goals we set. From employee diversity, diverse pipeline development, equity in career opportunities, diversity in supplier sourcing, and building community with diverse associates and customers, we are committed to ensuring our colleagues are comfortable bringing their authentic selves to work every day.

As a company, we are dedicated to continuously working to strengthen diversity and representation through our DEIB initiatives.

Our DEIB Committee acts as a taskforce of employees working together to make progress in all areas of DEIB across the company while keeping our efforts aligned with our business strategy, such as championing twice annual compensation reviews through a pay equity audit, a company-wide allyship training program, and inclusive interview training.

DEIB SUBCOMMITTEES

Our DEIB subcommittees ignite action for various unique initiatives that strengthen diversity and representation throughout thredUP.

Sourcing for Diversity

Increasing talent sourcing from historically marginalized and underrepresented groups

Equity Training

Improving DEIB training for leadership and developing equitable career paths

Building Connection

Creating a sense of belonging by building connections through communication and collaboration

DEIB Education

Raising awareness of thredUP's DEIB initiatives and providing training—from onboarding to training People Leaders—across the organization

Customer Product

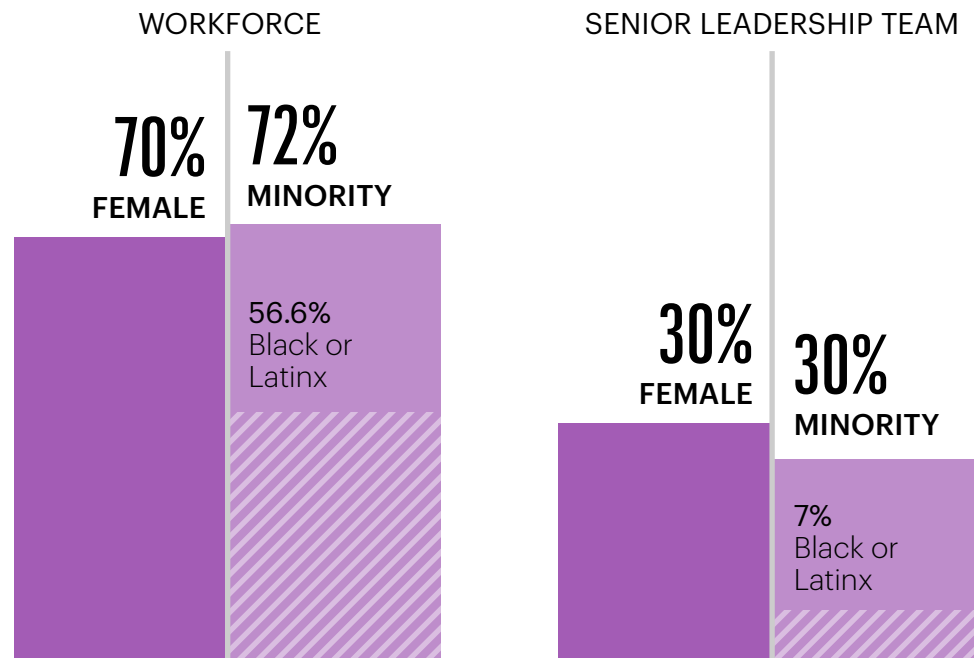
Bringing DEIB into our product by improving site accessibility and increasing consideration of diverse audiences

THREDUP

Hiring diverse talent is a priority. In 2021, we launched a redesigned career website with a focus on thredUP's DEIB commitment. We've established partnerships with historically diverse organizations to increase our pool of diverse candidates and updated our interview scorecards to make them more equitable.

We are tracking our progress on our goals through DEIB roadmaps for corporate and DC operations. We found that while we are strong in equity and belonging among our corporate employees, we need to grow in inclusion. On the operations side, we found that we need to strengthen our equity and belonging. Looking ahead to 2022, in addition to setting into motion plans to solve those gaps, we also plan to develop and launch thredUP's first employee resource groups (ERGs).

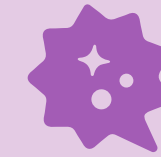
We are committed to increasing diversity and representation through our diversity, equity, inclusion and belonging initiatives and to disclosing our diversity on an annual basis.



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EQUITY PROGRESS

We are dedicated to increasing diversity and representation through our ongoing DEIB initiatives.



Effective and inclusive interview training



Transparent compensation and career pathing model



Applicant EEOC data collection



Company-wide allyship training program



New parental leave policy to ensure equity for birthing and non-birthing parents



Programs to attract, retain, and develop diverse skilled workers in our distribution centers



Community engagement

thredUP aims to create a positive impact on our communities while supporting causes aligned with our mission. We engage with stakeholders and communities through nonprofit partnerships, company-wide giving and volunteer programs, and product and monetary donations.



FUTURE FUND

This Future Fund initiative is aimed to positively impact company morale, individual souls, and the broader community. The causes and themes supported by the Future Fund are 100% employee-led and are in alignment with thredUP's corporate values. These focus on childhood education, mental health/physical wellness, food scarcity, gender/racial equality, and environment/sustainability. thredUP also offers a charitable donation matching program, where thredUP matches employee donations on a one-to-one ratio up to \$400 per employee contribution per year, to any legally recognized nonprofit that does not have a religious or political affiliation.

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\$20K 

**DONATED ON BEHALF OF
FUTURE FUND IN 2021**



SHOP THEIR CLOSET SERIES

Since 2017, we have been using the “Shop Their Closet” series to raise the profile of thrifting while giving back to our communities. Within this series, celebrities and influencers curate a selection of their clothing to sell on thredUP, with the proceeds going to the charity of their choice. In 2021, award-winning journalist Katie Couric participated in the series, selling clothing from her 40+ year career. thredUP donated 100% of the proceeds from Katie’s items to the charity she co-founded, Stand Up To Cancer.



“

Coming out of the pandemic, I was in need of a full closet refresh. thredUP made it easy for me to clean out hundreds of items, most of which I’ve only worn once. I’m passionate about sustainability and I’m happy to give these amazing outfits a second life. I’m doubly thrilled that thredUP is donating all the proceeds from the sale of my clothes to Stand Up To Cancer.

Katie Couric,
American journalist

”

Additionally, in December 2021 thredUP and the costume designers of the Sex and the City revival And Just Like That, Molly Rogers and Danny Santiago, launched a shopping experience inspired by their styling. Consumers were able to browse three distinct “closets” full of hundreds of thrifted styles hand-picked by Molly and Danny, including select items straight from their costume wardrobe. thredUP donated 100% of the proceeds from each closet shop to [The Willie Garson Fund](#) for a total of \$44,502.72.

Charity donations from campaigns



**SIRIANO NYFW
CAMPAIGN:
FUTURE FUND**



**SHOP THEIR CLOSET -
KATIE COURIC: STAND
UP TO CANCER**



**AND JUST LIKE THAT:
THE WILLIE GARSON
FUND**



**SHOP THEIR CLOSET -
INSTAGRAM AUCTION:
FEEDING AMERICA**

\$74K

GRAND TOTAL DONATED

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GOVERNANCE, ETHICS, AND INTEGRITY



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Building a business with purpose is not just evident in our business model, but also in the values we uphold. 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 HR process for investigations, and a monthly “unfiltered & anonymous” CEO question forum.



Corporate governance

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

Our Board is made up of 10 members, with 50% female and 20% racially/ethnically diverse.¹ 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 our 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.

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. We have a variety of policies and procedures to promote such goals.

1. As of May 26, 2022

THREDUP BOARD DIVERSITY

TOTAL NUMBER OF DIRECTORS **10**

BOARD DIVERSITY MATRIX (AS OF MAY 26, 2022)

	Female	Male	Non-Binary	Did Not Disclose Gender
Part I: Gender Identify				
Directors	5	5	0	0
Part II: Demographic Background				
African American or Black	1	0	0	0
Alaskan Native or Native American	0	0	0	0
Asian	1	0	0	0
Hispanic or Lantinx	0	0	0	0
Native Hawaiian or Pacific Islander	0	0	0	0
White	3	5	0	0
Two or More Races or Ethnicities	0	0	0	0
LGBTQ+	0	0	0	0

50/50 male/female representation.

BOARD LEVEL ESG OVERSIGHT

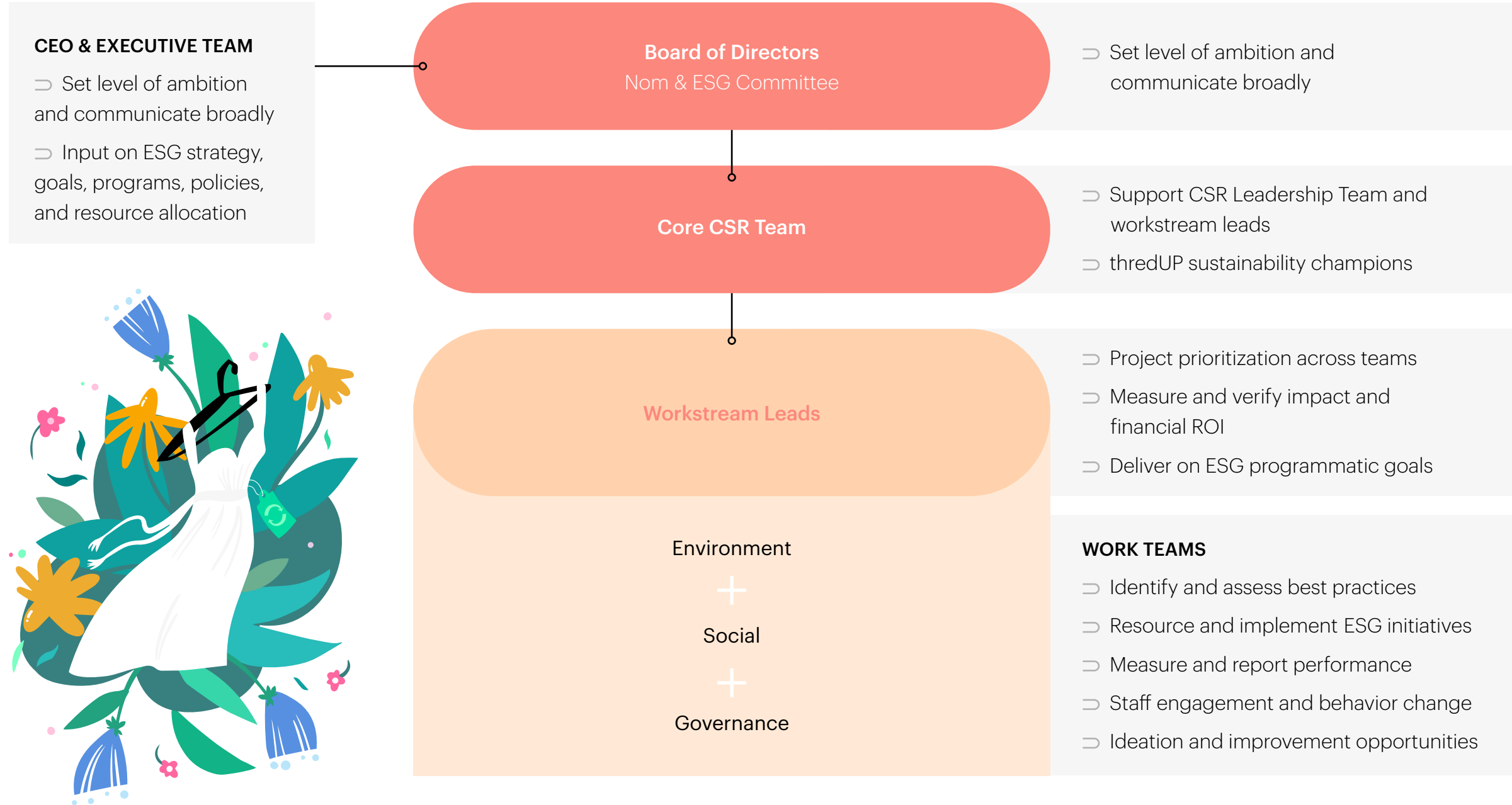
We believe that board-level oversight of ESG strategy and disclosure is a critical component of modern corporate governance. Accordingly, we have embedded board-level oversight of ESG into our Nominating and ESG Committee [Charter](#).



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OUR ESG GOVERNANCE STRUCTURE

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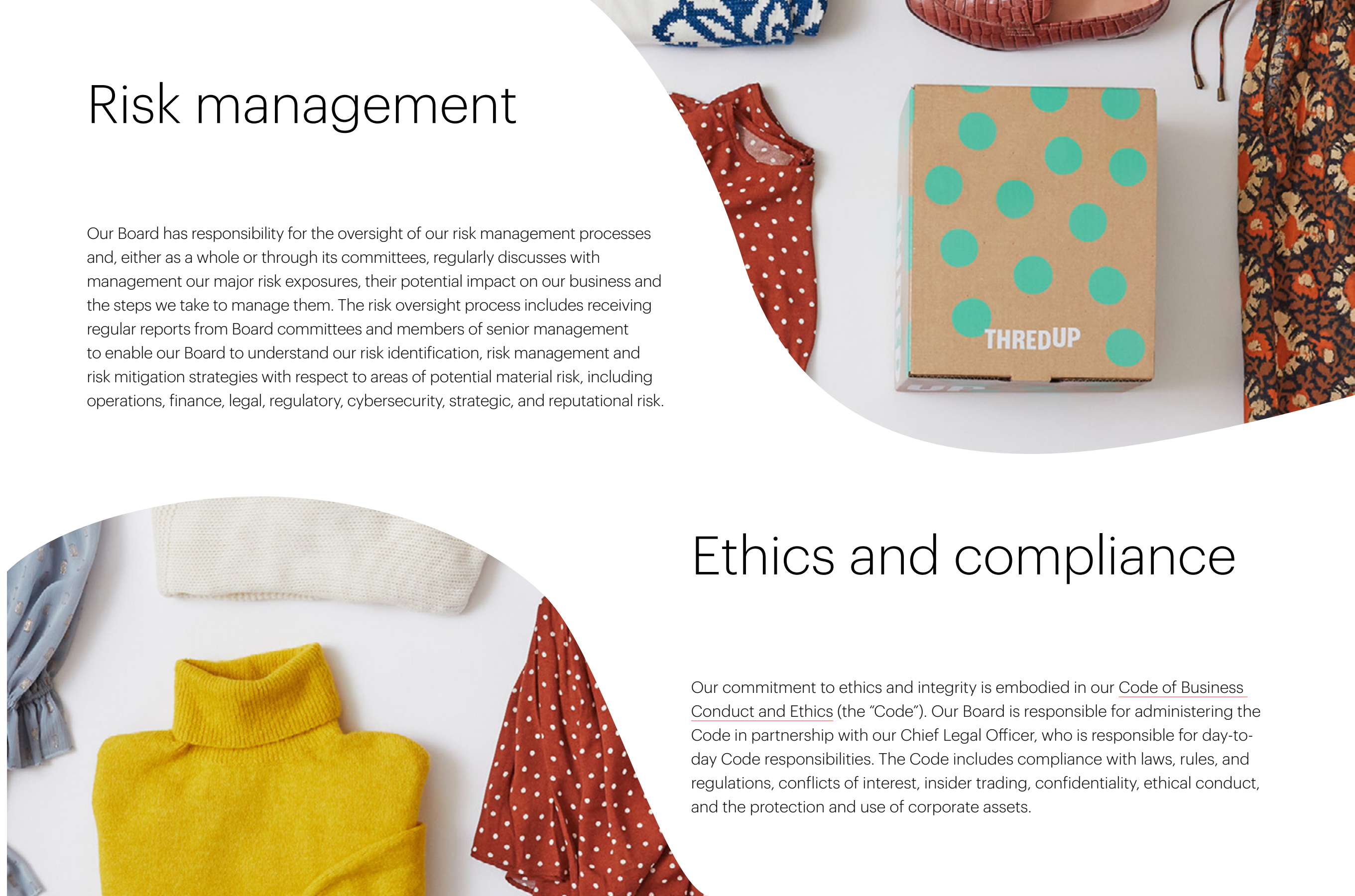
Risk management

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.

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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.





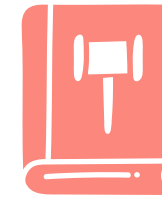
ANTI-CORRUPTION

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 speakUP. 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.



INSIDER TRADING POLICY

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 encouraged to report concerns or potential violations of the Code to our Chief Legal Officer. There are several methods for reporting, including anonymously, as outlined in our [Code of Business Conduct and Ethics](#).

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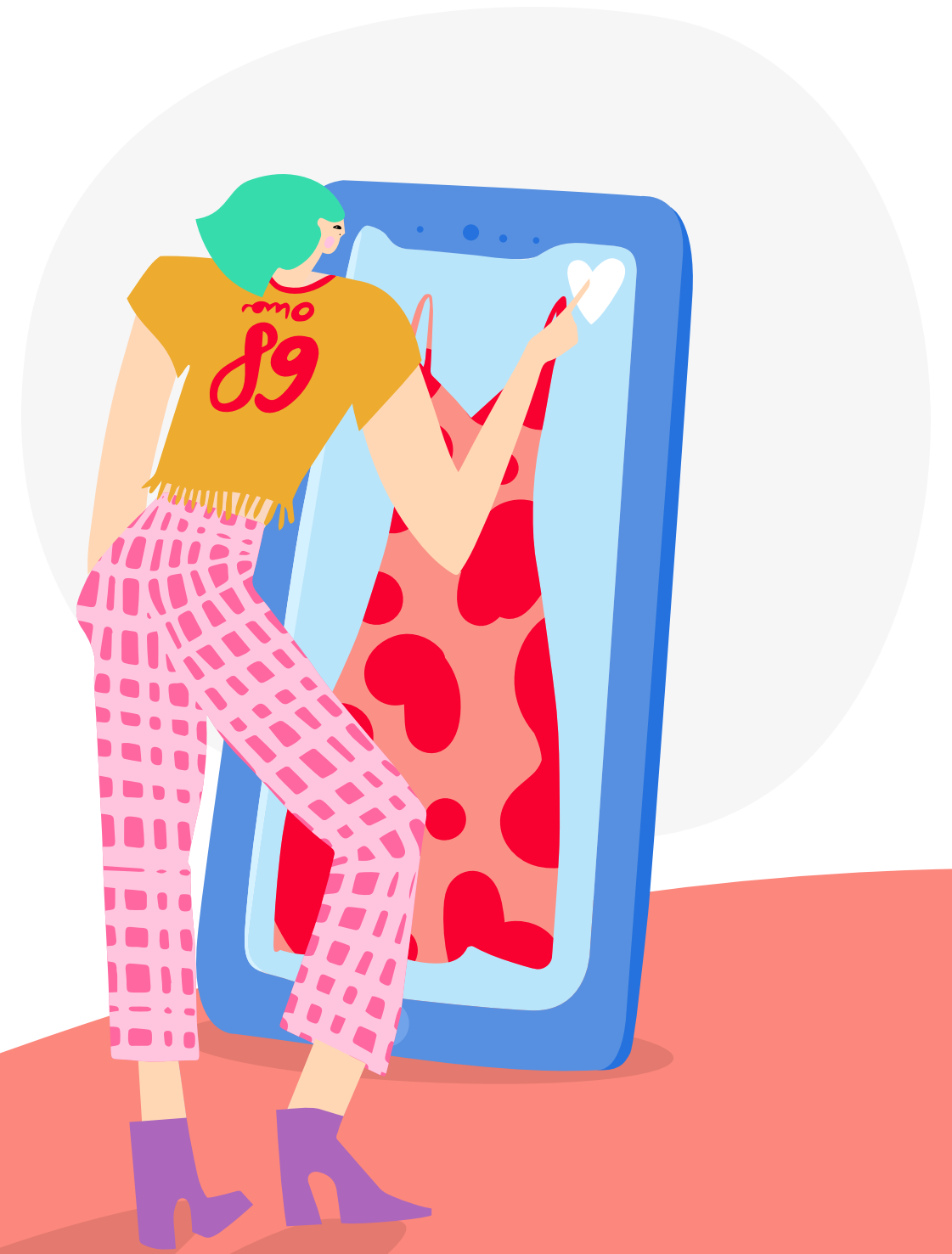
CYBERSECURITY

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.

Our program has been documented and independently verified to be in compliance with SOC2 Type 2 and PCI DSS Level 2 standards.

The program spans access management, vendor and risk management, vulnerability management, incident response, internal and external security audits, and security awareness training.

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.



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PRIVACY

We take the privacy of our customer and employee data seriously. thredUP is compliant with applicable state privacy laws and continuously monitors the U.S. state compliance landscape to ensure compliance with upcoming privacy laws. Our privacy program includes:



Comprehensive data inventory and granular records of processing activities (RoPAs) within each business function.



Data Protection Impact Assessment (DPIA) template to begin to evaluate our processing activities with our People Operations team, with the goal of completing training in its application, as well as automated DPIAs attached to specific project launches.



Privacy-by-design culture, including TerraTrue, our design privacy compliance platform that enables regular privacy reviews and ensures privacy risks are caught early in the data lifecycle.



Privacy guidelines and materials to educate our workforce on the importance of key principles such as data minimization and purpose limitation.

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

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.

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.

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Social assessment and responsible sourcing

We engage with a multitude of third parties from influencers to vendors to RaaS clients to boost the reach of thredUPs' products and programs. We are committed to working with third parties who are aligned with our brand values and mission. We review the social practices of potential third parties and follow the guidelines within our Aftermarket Code of Conduct for our aftermarket vendors.

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thredUP's 2021 Impact Report is our inaugural 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, 2021 to December 31, 2021, however, as this is our inaugural report we also include activities from previous years to provide a holistic picture of our work and address the interests of stakeholders, including ESG analysts, ESG ratings and rankers, GRI, and SASB. 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; and other U.S.-based offices, as well as our four distribution centers in Arizona, Georgia, Pennsylvania, and Bulgaria. The report does not include distribution centers opened or under development in 2022, unless specifically stated.

Contact us at sustainability@thredup.com with questions or feedback.



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GRI 2 GENERAL DISCLOSURES 2021

Disclosure 2-1	Organizational details	We are publicly listed as TDUP on Nasdaq. See About this Report on p. 49
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 p. 49
Disclosure 2-4	Restatements of information	There are no restatements of information.
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 Milestones on p. 5
Disclosure 2-7	Employees	See thredUP at-a-glance on p. 7. 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

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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 Corporate Governance Section on p. 40
Disclosure 2-13	Delegation of responsibility for managing impacts	See Corporate Governance Section on p. 40
Disclosure 2-14	Role of the highest governance body in sustainability reporting	See Managing Our Impact on p. 14
Disclosure 2-15	Conflicts of interest	See Ethics and Compliance on p. 43
Disclosure 2-16	Communication of critical concerns	See Ethics and Compliance on p. 43
Disclosure 2-17	Collective knowledge of the highest governance body	See Managing Our Impact on p. 14
Disclosure 2-18	Evaluation of the performance of the highest governance body	See Corporate Governance on p. 40
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
Disclosure 2-22	Statement on sustainable development strategy	See Managing Our Impact on p. 14
Disclosure 2-23	Policy commitments	See Ethics and Compliance on p. 43
Disclosure 2-24	Embedding policy commitments	See Ethics and Compliance on p. 43
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.

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Disclosure 2-26	Mechanisms for seeking advice and raising concerns	See Ethics and Compliance on p. 43
Disclosure 2-27	Compliance with laws and regulations	No significant instances of non-compliance with laws and regulations were recorded in 2021.
Disclosure 2-28	Membership associations	We participate in the National Retail Federaion.
Disclosure 2-29	Approach to stakeholder engagement	See Engaging Stakeholders on p. 13
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 People section on p. 28
Disclosure 202-1	Ratios of standard entry level wage by gender compared to local minimum wage	The ratio of the entry level wage by gender at significant locations of operation is 1:1 with a wage of \$15.50. "Significant location" is defined as a location where over 200 employees are present.
GRI 205: Anti-Corruption 2016		
Disclosure 3-3	Topic Management Disclosure	See the Anti-corruption section on p. 44
Disclosure 205-2	Communication and training about anti-corruption policies and procedures	Policies and procedures are distributed at time of hire and thereafter acknowledged annually.
Disclosure 205-3	Confirmed incidents of corruption and actions taken	There have been no confirmed incidents of corruption.
Disclosure 305: Emissions 2016		
Disclosure 3-3	Topic Management Disclosure	See the Climate and Energy section on p. 23
Disclosure 305-1	Direct (Scope 1) GHG emissions	See the Climate and Energy section on p. 23

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Disclosure 305-2	Energy indirect (Scope 2) GHG emissions	See the Climate and Energy section on p. 23
Disclosure 305-3	Other indirect (Scope 3) GHG emissions	See the Climate and Energy section on p. 23
GRI 401: Employment 2016		
Disclosure 3-3	Topic Management Disclosure	See the People section on p. 28
Disclosure 401-1	Turnover rate voluntary and involuntary	Involuntary Rate: 23% Voluntary Rate: 89%
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 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 2018		
Disclosure 3-3	Topic Management Disclosure	See Health, Safety & Wellbeing on p. 29
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 building's Safety Binder.
Disclosure 403-2	Hazard identification, risk assessment, and incident investigation processes	Incident Investigation form submitted once incident is reported by 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.

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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	3,206,343
	Rate of recordable work-related injuries	0.000

GRI 404: Training and Education 2016

Disclosure 3-3	Topic Management Disclosure	See the Talent Acquisition, Training, and Development section on p. 30
Disclosure 404-1	Average hours of training per year per employee	See the Talent Acquisition, Training, and Development section on p. 32
Disclosure 404-2	Programs for upgrading employee skills and transition assistance programs	See the Talent Acquisition, Training, and Development section on p. 31

GRI 418: Customer Privacy 2016

Disclosure 3-3	Topic Management Disclosure	See the Data Privacy and Cybersecurity section on p. 46
Disclosure 418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	There have been no such incidents recorded in 2021.

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SASB E-COMMERCE 2018¹

CG-EC-130a.1	(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable	(1) 36,803 GJ (2) 60% (3) 2%
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 E-commerce 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	0
CG-EC-220a.2	Description of policies and practices relating to behavioral advertising and user privacy	Please see Privacy Policy .
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.

1. thredUP has chosen to respond to the "E-commerce" SASB standards as we feel they are more relevant to our business than our SASB-assigned industry of "Apparel, Accessories & Footwear."

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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 2021.																
CG-EC-330a.1	Employee engagement as a percentage	In July 2021, we completed our annual employee engagement survey and heard from roughly 60% of our eligible employees. We asked 20 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. Additionally, we asked an eNPS (Net Promoter Score) scored on 0-100 scale. Finally, to better understand the effectiveness of programs in our corporate offices, we asked corporate employees an additional 4 open ended questions about those specific programs. On the eNPS question 59% were "promoters," 33% as passive, and 8% as detractors. Senior leaders, HR Directors, and site level leaders built 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: 23% Voluntary Rate: 89%																
CG-EC-330a.3	Percentage of gender and racial/ethnic group representation for (1) management, (2) technical staff, and (3) all other employees	<table border="1"> <thead> <tr> <th></th> <th style="text-align: center;">Female</th> <th style="text-align: center;">Male</th> <th style="text-align: center;">Decline to state</th> </tr> </thead> <tbody> <tr> <td>Total TDUP</td> <td style="text-align: center;">70.90%</td> <td style="text-align: center;">28.40%</td> <td style="text-align: center;">0.70%</td> </tr> <tr> <td>Manager and Above</td> <td style="text-align: center;">59.80%</td> <td style="text-align: center;">40.20%</td> <td style="text-align: center;">0.00%</td> </tr> <tr> <td>Technical Teams (Includes: Product Engineering, Product Management, Growth Marketing, Data Science, It, Data Engineering, Ops Analytics)</td> <td style="text-align: center;">44.79%</td> <td style="text-align: center;">55.21%</td> <td style="text-align: center;">0.00%</td> </tr> </tbody> </table>		Female	Male	Decline to state	Total TDUP	70.90%	28.40%	0.70%	Manager and Above	59.80%	40.20%	0.00%	Technical Teams (Includes: Product Engineering, Product Management, Growth Marketing, Data Science, It, Data Engineering, Ops Analytics)	44.79%	55.21%	0.00%
	Female	Male	Decline to state															
Total TDUP	70.90%	28.40%	0.70%															
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	Hispanic or Latino	Black or African American	White	Asian	Two or More Races	Decline to state	American Indian or Alaska Native	Native Hawaiian or Other Pacific Islander	Blank
Total TDUP	30.98%	29.01%	25.78%	7.69%	4.13%	1.46%	0.64%	0.17%	0.13%
Manager and Above	9.35%	3.74%	61.68%	17.76%	4.67%	2.80%	0.00%	0.00%	0.00%
Technical Teams (Includes: Product Engineering, Product Management, Growth Marketing, Data Science, It, Data Engineering, Ops Analytics)	6.67%	1.11%	47.78%	0.3889	4.44%	1.11%	0	0.00%	0.00%

CG-EC-330a.4	Percentage of technical employees who are H1B visa holders	In 2021, thredUP had 13 individuals on this visa.
CG-EC-410a.1	Total greenhouse gas (GHG) footprint of product shipments	126,775 MT CO ₂ e total 3,713 MT CO ₂ e upstream product shipment emissions 123,062 MT Co ₂ e downstream product shipment emissions
CG-EC-410a.2	Discussion of strategies to reduce the environmental impact of product delivery	Our thredEx initiative is an order consolidation program that allows buyers to 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, 2021, we had 1.69 million active buyers.
CG-EC-000.B	Data processing capacity, percentage outsourced	100% outsourced
CG-EC-000.C	Number of shipments	6,240,641

THREDUP