

savers® value village®

2024

Impact & Sustainability Report



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1.0

Introduction

A message from our CEO

Welcome to our 2024 Savers® Value Village® Impact & Sustainability Report.

This report is designed to bring you up to date on the progress we made with our environmental, social and governance (ESG) program. In 2023, we continued to advance our unique business model, championing reuse, and helping power the circular economy. We also published our first SASB Table and Scope 1 & 2 emissions data, while sourcing more than 90% of our supply locally.

As we look ahead, we remain committed to our team members, our nonprofit partners, the communities where we operate, our investors, and other stakeholders who care about our business. We also look forward to continuing our transparency and reporting journey with subsequent reports on our performance and progress in the years to come.

Please join us as we continue our focus on making secondhand second nature.



Mark Walsh, CEO

Our mission is to champion reuse and inspire a future where secondhand is second nature.

From the thrill of the hunt to the joy of decluttering, we help communities harness the power of reuse to keep clothing and housewares around for years to come.

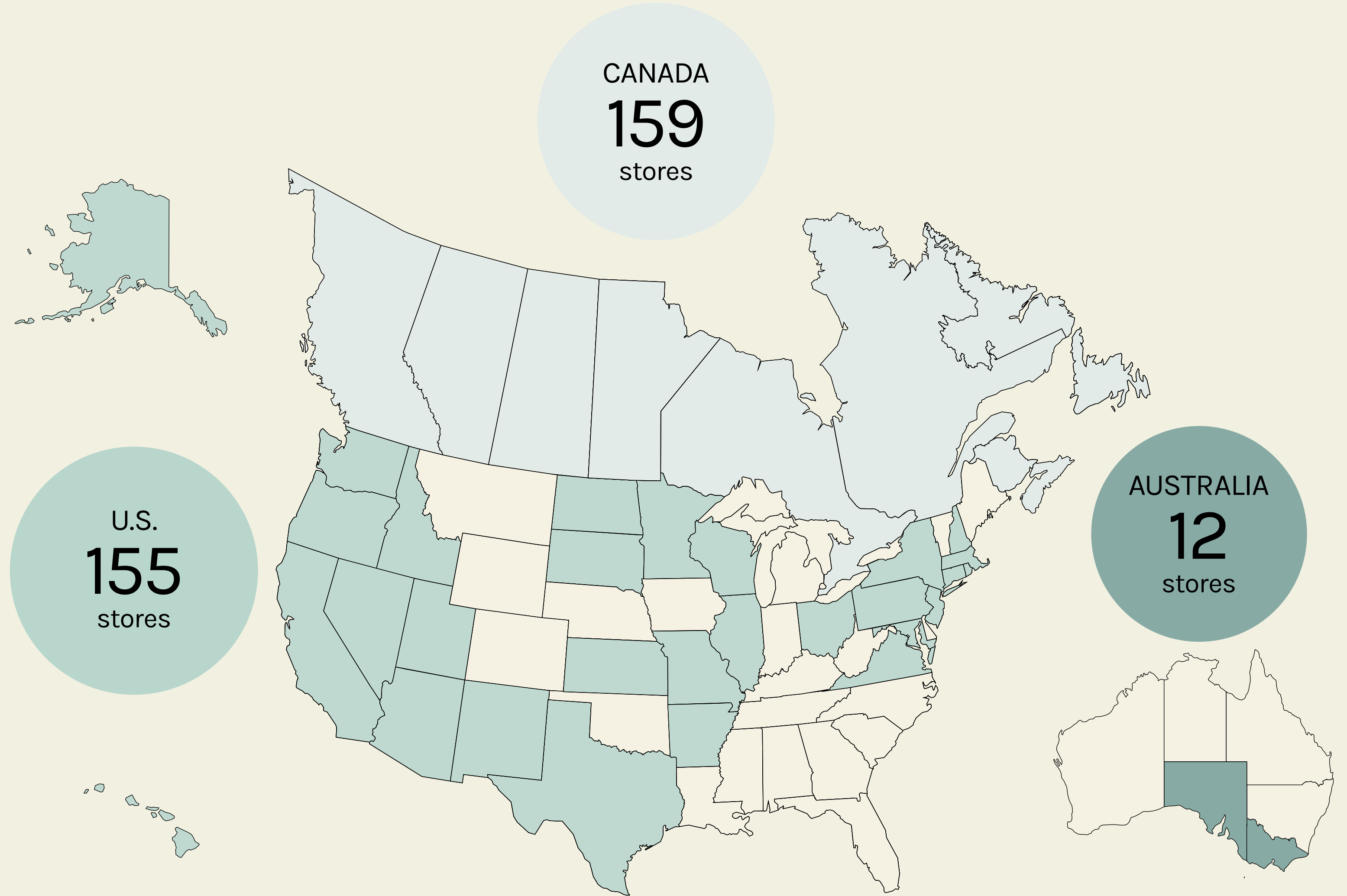


Retail footprint and brands

As the largest for-profit thrift retailer in the United States and Canada, we are proud of the impact we have on the communities we serve.

At the end of 2023, we operated 326 stores in the U.S., Canada and Australia under the Savers®, Value Village®, Value Village Boutique™, Village des Valeurs®, Unique® and 2nd Ave® banners.

22,000+
team members worldwide



Our powerful, vertically integrated model

Here's how reusable goods move through our company.



We are a for-profit company. Shopping in our stores does not support any nonprofit. We are a registered professional fundraiser where required. To learn more visit, savers.com/disclosures and gogreendrop.com/disclosures.

Key milestones

What's good for people, communities and the planet is also good for business.

Thrift is proof the reuse economy works and is the future of retail.

\$1.5B

in revenue

274MM

items purchased by our thrifters in North America in 2023

11 million items purchased in AU in 2023

81K lbs

of donations of clothing and other items made to schools, shelters, and other nonprofits through our Get2Give program

3.2B+ lbs

of reusable goods diverted from landfills (U.S., CA, and AU, FY 2019-2023)

57%

of U.S. workforce is represented by people with diverse backgrounds and ethnicities

~\$300,000*

of donations made to nonprofits via Donor Advised Funds (U.S. and CA) and direct giving (AU) through our charitable giving program

\$530MM+

paid to nonprofit partners in the U.S., CA, and AU (FY 2019-2023)

58%

of management and corporate operations roles were held by team members identifying as female in U.S. and CA

5.3MM

active loyalty program members (U.S. and CA)

25%

reduction in workplace injury claims in U.S. and CA (FY 2019-2023)

* Actual payments distributed to entities in their respective local currencies. See pg. 8 for breakdown. Exchange rates were obtained from Oanda's currency converter for 12/31/2023, available at <https://www.oanda.com/currency-converter>.

All data and descriptions throughout this 2023 Impact & Sustainability Report are from January 1, 2023 to December 31, 2023 (U.S. and CA) unless otherwise noted.

2.0

Our approach

Our ESG pillars

As a company built to champion reuse, Savers Value Village's commitment to environmental, social and governance principles is an integral part of our DNA.

Our ESG strategy is built on a foundation of transparency and responsible corporate governance. It is aligned with our business objectives and core values and informed by our initial materiality assessment, which identified the ESG issues most relevant to our business and stakeholders. The materiality process identified three priorities for our ESG strategy.

Our ESG priorities

- 01 Furthering our purpose to make secondhand second nature.
- 02 Building community through partnerships.
- 03 Growing and promoting our people.

Stakeholder engagement

Our stakeholder community includes our customers, team members, nonprofit partners, value chain peers, and investors, and we engage with each group regularly throughout the year.

STAKEHOLDERS

METHODS OF ENGAGEMENT

Customers

- Loyalty program
- “Voice of the Customer” survey
- Nonprofit partner donor survey
- Dedicated customer care team
- Social media engagement and outreach

Team members

- Team member development program
- Inclusion Ambassador program
- Feedback Forward program
- Internal team member recognition programs
- Career path planning
- Engagement surveys
- Town hall meetings with Q&A

Nonprofit partners

- Individual account relationship management via an executive-led team
- Store outreach
- Ongoing dialogues about our collaborative growth strategy

Value chain peers

- Secondary Materials and Recycled Textiles Association
- National Retail Federation
- Retail Council of Canada
- Canadian Circular Textiles Consortium
- Fashion Takes Action
- Individual account relationship management with wholesalers, graders and material processors
- Wholesale compliance program

Investors

- Ongoing investor relations engagement
- Press releases
- Investor conferences
- Conferences and meetings
- Store and distribution facility tours and meetings
- Quarterly public earnings calls

About this report

Reporting and transparency are an essential aspect of our ESG strategy. This update serves as a vehicle for disclosing our most recent ESG information and data covering fiscal year 2023, from January 1, 2023, to December 30, 2023, unless otherwise noted. We will continue to publish an annual ESG disclosure.

This report was prepared in accordance with the Sustainability Accounting Standards Board (SASB) industry standards for Multiline and Specialty Retailers & Distributors. As our ESG reporting matures, we are working to integrate additional best practice reporting standards and frameworks, such as the Task Force for Climate-Related Financial Disclosure (TCFD).



Promoting prosperity while protecting the planet

Our business model aligns with four United Nations Sustainable Development Goals.



#8

DECENT WORK & ECONOMIC GROWTH

We provide fair wages and labor practices, employee development and training, job creation, and economic opportunities. Our sustainable business practices and community engagement drive positive social impacts. For example, like every new store we open, our planned expansion into New South Wales, Australia will create new jobs, generate new revenue for nonprofit partners, and make quality secondhand items available to consumers at affordable prices.



#12

RESPONSIBLE CONSUMPTION & PRODUCTION

Our company is built on a model of sustainable sourcing and supply chain management by buying local secondhand goods from our nonprofit partners and offering them to local consumers—a demonstration of the circular economy in action. Our comprehensive waste reduction program focuses heavily on recycling and reuse.

We diverted 3.2 billion+ lbs of reusable goods from landfills in the U.S., CA, and AU (FY 2019-2023).



#13

CLIMATE ACTION

We help consumers reduce their carbon footprint by participating in the circular economy—offering consumers opportunities to donate reusable goods to our nonprofit partners and to choose reused clothing by shopping at our stores. Selling secondhand items extends their life, helping reduce the carbon emissions associated with the manufacturing of new goods. Local sourcing reduces emissions related to the transportation of goods. We are also reducing emissions in our own operations through LED lighting and other initiatives.

When studying Value Village's environmental impact across Canada in 2022, the accounting firm MNP found that the decrease in production of an amount of textiles equivalent to what Value Village diverted was comparable to the annual carbon emissions of 131,598 passenger vehicles and the annual drinking water for one million Canadians.



#17

PARTNERSHIPS FOR THE GOALS

Partnerships with nonprofits are built into our business model: we purchase the majority of the secondhand items we sell in our retail stores from nonprofit organizations. This structure produces revenue our partners can use to help fund their missions.

We paid our nonprofit partners in the U.S., CA, and AU more than \$530 million for donated goods over five years (FY 2019-2023), supporting community development and environmental sustainability.

3.0

Environment

Sustainable retail is possible

Sustainability and circularity are inherent to our business model. (See “[Our powerful, vertically integrated model](#)” for more information.) Every day, we give reusable products a new life.

This idea is particularly important when it comes to clothing as the textile and clothing industry is one of the most environmentally harmful sectors of the global economy—from the non-renewable resources and water used to produce, dye and finish fibers to the energy use necessary to create consumer-ready products. At the other end of the product lifecycle, discarded clothing is the largest source of textile waste in the world.

Our business is built on circularity—we source and sell quality secondhand items to our customers in local communities. In addition to facilitating the reuse of quality clothing, housewares, books, and more, our sourcing strategy reduces transportation costs and emissions compared to what it takes to produce and distribute new merchandise.

~285MM

items purchased by our thrifters
in North America and AU in 2023
(274 million in the U.S. and CA
and 11 million in AU)

3.2B+ lbs

of goods diverted from landfills in
the U.S., CA and AU (FY 2019-2023)

Creating new life for items

Our efforts to extend the life of reusable goods go far beyond our retail stores. When items are unsuited for or unsold at retail, we offer them for sale to our wholesale customers. Our wholesale customers are largely textile graders and small business owners who supply communities across the globe with gently used, affordable items or who find other reuse opportunities (e.g., shredding textiles for use in insulation or carpet padding).

GLOBAL CLOTHING INDUSTRIES LLC: TEXTILE GRADERS

As a critical player in the circular clothing economy, clothing graders sort and evaluate second-hand clothing, categorizing it by quality and condition for resale, recycling, or repurposing. As one example, Savers proudly works with Global Clothing Industries LLC (www.gciatl.com), a U.S. based domestic grader. Global Clothing Industries stands out as a key player in the sustainable fashion industry by helping thrift stores efficiently manage excess inventory, extending the life of clothing and shoes through reuse on a global scale, and participating in other downstream processes such as fiber-to-fiber recycling.

TREX: FROM PLASTIC BAGS TO ECO-CONSCIOUS DECKING

Secondhand goods are often donated to our nonprofit partners in plastic bags. To help extend the life of these plastic bags, we partner with Trex, a composite decking manufacturer that uses a blend of up to 95% post-consumer plastic and reclaimed sawdust to produce eco-conscious decking and furniture materials. In 2023, we sold approximately 1.8 million lbs of plastic bags to Trex. We also run a reusable bag program and stopped providing plastic bags at checkout at the end of 2018.



Our environmental impact

Our team carefully sorts the goods we receive, with a focus on identifying those that can be reused at retail or wholesale. Sometimes, we receive items that are broken or too worn, or otherwise fail to meet our quality standards. For those items, we have developed a reuse and recycling program that is one of the most extensive in the industry.

BOXES AND BAGS

Items are donated to our nonprofit partners in cardboard boxes and plastic bags, which we bale and sell to recycling facilities.

~15.3MM lbs

of cardboard recycled across the U.S. and CA. In Victoria, AU alone, we recycled 171,778 kg in 2022 and 195,318 kg in 2023

~1.8MM lbs

of plastic bags sold to Trex for use in eco-conscious decking and furniture materials

DAMAGED OR UNSELLABLE ITEMS

To maximize recycling, we break some items down into components.

14MM+ lbs

of scrap metal recycled through our waste management partners in the U.S. and CA. We implemented a new tracking system in AU in July 2023 and were able to divert 60,625 kg from landfill

~9.9MM lbs

in e-waste recycled in the U.S. and CA

800,000+ lbs

of plastic kitchenware diverted from landfill in the U.S. and CA through resale to graders and processors

15,000+ lbs

of damaged bras given to The Bra Recyclers, a for-profit social enterprise that refurbishes and donates them to women across the world

Waste management infrastructure

We are upgrading our waste management infrastructure, which will enable us to reduce waste and increase efficiency, facilitating greater compression, more efficient transport, and a more seamless collaboration with our recycling partners.

We will replace several trash compactors at our locations, allowing us to increase the amount we ship per container load.



Studying our carbon footprint

Selling reusable secondhand goods, rather than manufacturing new products, means our overall emissions profile is much lower than traditional retail. Nonetheless, we are committed to formally reviewing the environmental profile of our business and to improving and expanding our measurement capabilities.

We recently engaged Insight Energy, Part of Accenture to complete our second inventory of our **Scopes 1 and 2 GHG emissions**, covering 2022 and 2023 and adding the emissions of our Australia stores. Insight also recalculated our baseline and expanded our usage of actual, rather than estimated emissions. (Please see the SASB Table at the end of this report for more information.)

SCOPE 1

Direct emissions from sources within operational control.

- Natural gas for space/water heating at all sites
- Gasoline combustion for space heating at GreenDrop® Attended Donation Stations
- Diesel and propane fleet fuel and mobile equipment consumption
- Leakage from hydrofluorocarbons (HFCs) from air conditioning units

SCOPE 2

Energy indirect emissions associated with purchased energy for an owned or controlled entity and energy indirect emissions reductions.

- Emissions associated with grid electricity consumption
- Reduction in emissions associated with purchased Renewable Energy Certificates (RECs) from grid electricity consumption

SAVERS® VALUE VILLAGE® GHG EMISSIONS

2021 (original study; U.S. and CA)

SCOPE 1	18,998
SCOPE 2	27,159

TOTAL EMISSIONS: 46,157 (TCO2E)

2022 (U.S., CA, and AU)

SCOPE 1	23,259
SCOPE 2	27,636

TOTAL EMISSIONS: 50,895 (TCO2E)

2023 (U.S., CA, and AU)

SCOPE 1	22,310
SCOPE 2	28,446

TOTAL EMISSIONS: 50,756 (TCO2E)

Smart energy for a sustainable future

We are mindful of our energy use across all our facilities, including our stores, offices and processing locations. Since 2021, we have purchased Renewable Energy Certificates (RECs) to offset our grid energy use at our corporate offices and our two largest Wholesale Distribution Centers. In 2022 and 2023, energy consumption across the portfolio remained relatively flat across the years (2.2% decrease in 2023 compared to 2022) while total portfolio square footage increased.

	2022	2023
TOTAL ENERGY CONSUMED*	762,136 GJ	745,582 GJ
NET ELECTRICITY USAGE**	383,547 GJ 106,541 MWh	390,199 GJ 108,389 MWh
RECS PURCHASED	4,525 GJ 1,257 MWh	3,845 GJ 1,068 MWh
% OF TOTAL ENERGY USE OFFSET WITH RECS	0.6%	0.5%

Looking ahead

CARBON ANALYSIS

We are focused on continuing to study, measure, and disclose our Scope 1 and 2 GHG emissions, as well as mapping data sources and assessing the resources required for any potential further steps.

As we continue to improve the quality of our emissions inventories, we will make efforts, where feasible, to partner with landlords to collect energy consumption across sites where energy consumption was estimated for 2022 and 2023 and work with HVAC vendors to improve refrigerant reporting.

ELECTRIC VEHICLES

We plan to continue to convert more of our propane forklifts to electric forklifts in 2024. Additionally, we continue to research suitable electric trucks for our operations.

SOLAR POWER

We purchase the vast majority of the secondhand items we sell in our retail stores from nonprofit organizations. Our GreenDrop® locations provide communities surrounding our stores with one of these donation opportunities. As part of our broader commitment to reducing our emissions, we are electrifying our gasoline combustion space-heated GreenDrop locations. By the end of 2024, we expect that more than 60% of our GreenDrop Attended Donation Stations will be powered by electricity, including up to six trailers with solar power.

4.0

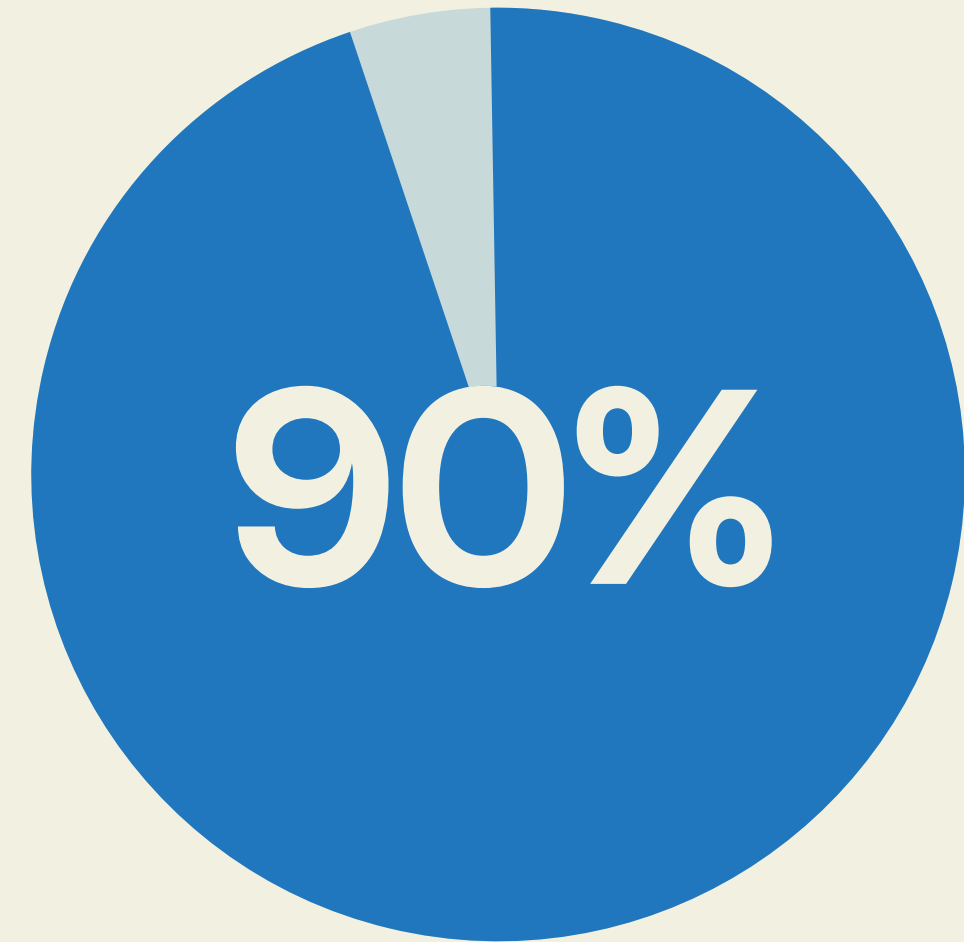
Our people

& culture

Our core values guide how we interact with each other, our communities, and our customers every single day.



Engaging our team members



employee participation in engagement surveys in 2023, up 3% from 2022 (U.S., CA, and AU)

Our team members are essential to our success. Their engagement directly affects the satisfaction of our customers, our nonprofit partners, and our partners' donors.

We closely track team member engagement, including overall job satisfaction, whether our team members would recommend us as a place to work, personal commitment, being energized at work, and having intent to remain employed.

Our team member engagement is considered best in class in the retail sector, as measured by an external consultant.

Some of our programs that impact team member engagement include the Make Service Count Award based on REactions customer/donor surveys, bulletin boards at stores/locations including "Living our Values" and "I Made a Difference," IMPACT Awards, Merit Awards, President's Club, retirement/retiree discount cards, tenure/service awards, Inclusion Ambassador program, cultural awareness calendars, among many others.

We strive to create a positive, engaging, inclusive and welcoming workplace and culture for all team members, shoppers and donors and we were pleased to see this reflected in our team member survey results in 2023.



Celebrating our dedication to people and planet

We are humbled to receive several awards recognizing the power of our business model.



THE 21ST ANNUAL INTERNATIONAL BUSINESS AWARDS, 2024

- Two Gold Stevie® Awards, in the categories of Achievement in Corporate Social Responsibility (CSR) and the Achievement in Environment, Social, and Governance (ESG)
- A Bronze Stevie® Award in the Sustainability Leadership Award—in Canada and the U.S.A. category in The 21st Annual International Business Awards®



NEWSWEEK, 2024

- Best Workplaces for Job Starters
- America's Greatest Workplaces for Women
- America's Greatest Workplaces for Diversity
- America's Greatest Workplaces for Mental Wellbeing



FORBES

- 2024 America's Best Large Employer, Clothing, Shoes, Sports Equipment category
- 2023 Canada's Best Employers for Diversity, Retail and Wholesale category



DIGIDAY'S GREATER GOODS AWARD, 2024

- Finalist in the Sustainability category for "Reuse to combat textile waste"



REUTERS SUSTAINABILITY AWARDS, 2024

- Highly Commended, SDG Pioneer Award category

Championing belonging

We are committed to ensuring that our business reflects the communities we serve and fosters inclusion, respect, and engagement.

57%

of our U.S. workforce is represented by people with diverse backgrounds and ethnicities



58%

of management and corporate operations roles were held by team members identifying as female in the U.S. and CA



We took the following actions in 2023:

TALENT ACQUISITION

We have enhanced our recruiting process and software to avoid unconscious bias in job descriptions and continue to use a job board aggregator to ensure equal access to opportunities.

COMMUNICATION

To ensure our team members are aware of and feel empowered to participate in our DE&I initiatives, we provided a suite of internal resources in 2023 focused on raising awareness of our Cultural Awareness Calendar, DE&I Glossary, pronoun pins, and email signature templates. During Pride Month, we also displayed window clings at the entrance of our stores, demonstrating our commitment to the LGBTQ+ community. In 2024, we continue to enhance our activities and best practices around our cultural awareness calendars and in-store activities that drive inclusion, culture, and engagement.

TRAINING

As part of our ongoing efforts to foster an environment in which all team members feel heard, welcomed and valued, we held an allyship training at our January 2023 leadership summit. In 2024, we rolled out this training across all store management teams as well as our non-store management and leadership groups.

INCLUSION AMBASSADORS

Our Inclusion Ambassador program consists of ten groups of employees—four in the U.S., three in CA and one in AU, as well as one for the corporate teams—who share ideas, observations, and concerns with our DE&I Committee. At the end of 2023, we refreshed the membership of these groups to give more team members an opportunity to participate. These groups are highly engaged, interactive, and share information with their store and district teams following each quarterly meeting.

During the year, we prioritized translating our communications, including our policy documents, to Spanish and French to improve accessibility and inclusion. We plan to focus on identifying resources to be used at the store-level to assist management with the translation of documents, trainings, and other communication events. This is particularly important as many of our team members in our stores speak several different languages.

We also align our corporate giving with our values. In 2023, the Savers Value Village Charitable Giving Fund made gifts to Dress for Success to support Women’s History Month and the Trevor Project during Pride Month, among many other worthy causes.

In 2024, we continue to align our corporate giving with several events on our cultural awareness calendar.

Developing and retaining our talent



Developing and retaining our team members strengthens our ability to serve our customers and our nonprofit partners. We offer a competitive benefits package to attract and retain top talent (for the full list of benefits, see our 2023 Impact & Sustainability Report).

We also invest in the training, development, and advancement of our team members. This includes customized new hire curricula for various positions in our stores, warehouses, and CPCs, with an emphasis on cross-training team members from the very beginning.

Examples of our emphasis on leadership training include our Store Manager Training (SMT) program, which offers new store leaders and supervisors a comprehensive curriculum to ensure proficiency in both functional and soft skills. This program caters to the specific needs of each leadership role at our various stores and includes a blend of cross-functional training, hands-on activities, online learning, and digital assessments and reporting to promote development and accountability. The SMT program is an essential component of our commitment to developing skilled, knowledgeable, and capable leaders.

Separately, we also promote our ASCEND program, a two-year cohort-based initiative designed to elevate management capabilities and focus on team member engagement, coaching, and development.

In 2023, we delivered 528,414 hours of training through Savers University, our customized internal training program.

In addition, the first cohorts completed our proprietary program for store management to expand managers' skillsets and capabilities. We expanded this program to other regions in 2024.

82%
corporate retention rate for U.S. and CA

72%
of open salaried management positions filled by internal promotions for U.S. and CA

Shining a light on mental health

As part of our responsibility to our team members, we believe deeply in the importance of increasing access to mental healthcare.

We offer mental healthcare and wellbeing support, including monthly wellness reminders, to all team members regardless of their insurance enrollment status.

Our commitment to safety

100%

of team members in AU received safety training

154,713

safety-related courses completed

95%

of team members in the U.S. and CA received safety training

25%

reduction in workplace injury claims in the the U.S. and CA (FY 2019 – 2023)

36,333

safety training hours completed

Giving back: Our commitment to community

Our charitable giving programs support the communities where we operate.

2023 GRANTS

\$215K USD

through the Savers Value Village Charitable Giving Fund

\$107.5K CAD

through the Value Village CA Giving Fund

\$10K AUD

to local nonprofits in AU

STORE COMMUNITY OUTREACH

Each of our stores is empowered to support local relief efforts and community groups in need, whether for one-time or ongoing issues.

For example, in 2023, our stores collected and assembled care kits with bears and blankets for a local long-term care facility, partnered with local food pantries to provide reusable shopping bags, hats, and sleeping bags, provided clothing to families impacted by fires and natural disasters, and gave books to local schools.

In 2023, our stores recorded nearly 900 separate Get2Give donations across more than 350 community partners, estimated to equal approximately 81,000 pounds of donated items.

CHARITABLE GIVING COMMITTEE

Under the direction of our executive-chaired Charitable Giving Committee, we provide philanthropic support to nonprofit organizations for disaster relief, causes aligned with our mission and values, and sustainable fashion education. In the U.S. and CA, these donations are made via donor-advised funds we established in 2021, which are administered by third parties. Savers Australia makes its donations directly.

Sourcing with purpose

We purchase most of the secondhand items we sell in our retail stores from nonprofit organizations. This model provides local nonprofit partners with revenue they can use to help fulfill their missions.

2023 SUPPLIER AND NONPROFIT PARTNER HIGHLIGHTS

90%+

of our supply is locally sourced across the U.S., CA and AU

70

nonprofit partners across the U.S., CA, and AU

Our relationships with our top 10 nonprofit partners average more than 27 years

\$530MM+

paid to nonprofit partners in the U.S., CA, and AU (FY 2019-2023)

HOW IT WORKS

01

Community members drop clothing and household items at one of our Community Donation Centers® (CDCs) or a GreenDrop® location

02

We accept these items on behalf of a local nonprofit partner

03

We pay nonprofit partners for all donated goods

FUNDrive®

Our [FUNDrive® program](#) is a practical and eco-friendly way for organizations to raise funds by collecting used clothing, shoes, and household items that we purchase from them. The hyper-local initiative encourages community involvement, with organizations collecting within the same community and delivering items in a single drop-off to a nearby store. By promoting the reuse of items, the program helps divert goods from landfills and aligns with our environmental goals.

4,000+

FUNDrive® fundraising events held in 2023

Spotlight on our nonprofit partners

For over 25 years, Value Village has been an important partner of Inclusion NB's and instrumental in strengthening our goal to create opportunities for people with intellectual and developmental disabilities across New Brunswick.

Our partnership with Value Village in Fredericton and Moncton has been critical to ensuring both the sustainability of our organization and our work. Inclusion NB supports over 65 individuals and families every month and responds to more than 300 family advocacy requests each year.

This collaboration ensures ongoing support and visibility for our programs and initiatives, helping to build a more inclusive New Brunswick.

Jake Reid
Executive Director



For over 65 years, the Purple Heart Foundation has provided aid and support to our nation's veterans and their families. Thrift donations are an important source of revenue to fund our veteran service programs. Over the years, Savers and GreenDrop have been a very important partner for turning those donations into revenue to support our mission: to enhance the quality of life of Purple Heart recipients and other honorably discharged veterans and their families. We couldn't ask for a better partnership.

Stephen Ruckman
CEO



The nearly two decade relationship between Savers and the Disabled American Veterans, Department of Minnesota (DAV MN) has evolved into a mutually beneficial arrangement that provides the DAV MN and our 28 participating Chapters throughout the state with a source of predictable, reliable and sustainable revenue to support the roughly 294,000 Minnesota Veterans and their families that rely on our no-cost services. Our relationship has allowed the DAV MN to expand and enhance all of our support programs, ranging from no-cost transportation for veterans to get to VA appointments, the enhancement of claims & benefits services, community support & advocacy, therapeutic outdoors activities, women's veteran initiatives, and a host of other no-cost veteran support programs and services. We look forward to perpetuating our relationship with Savers well into the future.

Joshua Vrtacnik
Deputy Adjutant / Director of Operations



5.0

Governance

ESG oversight

The Nominating, Governance and Sustainability Committee of our Board of Directors has oversight of our ESG strategy and disclosures, and our Audit Committee is responsible for internal controls, cybersecurity, and data privacy.

Our executive-led ESG Committee helps set the strategic direction for our ESG activities, plays an important role in data validation and reporting, and informs key stakeholders about new initiatives. The ESG Committee, which is made up of team members across functions, focuses on the priorities identified in our most recent materiality assessment.

They include:

- 01 Energy management
- 02 Workforce
- 03 Procurement
- 04 Reuse and recycling

Comprehensive corporate governance

Our business is built on a foundation of ethics and integrity. Our [Code of Conduct](#) outlines our expectations for our team members, executive leaders, and Board of Directors, and helps ensure we comply with local laws and regulations everywhere we operate.

In 2023, we completed an initial public offering. Savers is now listed under the ticker SVV on the New York Stock Exchange, and our corporate governance standards and processes reflect our responsibilities as a public company.

Our Board of Directors is well equipped with the skills and experience to oversee our business effectively. The Board includes three key standing committees:

- 01 Audit Committee
- 02 Compensation Committee
- 03 Nominating, Governance, & Sustainability Committee

Please see our [Investor Relations website](#) for more information about our corporate governance practices, and policies. More information on our Board of Directors can be found in our [2024 Proxy Statement](#).

Safeguarding our team members and customers

Our safety and risk team is overseen by our General Counsel and Chief Compliance & Sustainability Officer. Together, the team develops and guides our implementation of best practices and emergency protocols, as well as our compliance with government regulations.

Our policies and practices reflect our commitment to protecting the safety of our team members and customers. For example, we generally do not accept products with hazardous components at our Community Donation Centers[®]. If we do receive a hazardous item, our team members are trained to follow all applicable safety standards.

Data privacy & cybersecurity

Cybersecurity is a fundamental part of our technology strategy. We focus on incident management, business continuity, and disaster recovery to protect our enterprise, our customers, and our partners. We review and assess our cybersecurity program regularly and team members participate in mandatory training and testing on our information and cybersecurity policies.

We conduct audits, tabletop exercises, and incident response testing to ensure compliance with industry and regulatory standards including PCI, CCPA, HIPAA and SOX. We track any system data breaches, including any incidents involving customer Personal Identifiable Information.

Managing our value chain

As part of our efforts to maintain integrity in our value chain, we review our wholesale buyers annually. We assess their ownership structure, countries of operation, primary business practices, and statements on labor conditions and international trade compliance.

We also partner with trade associations including the Secondary Materials and Recycled Textiles Association (S.M.A.R.T) to develop policies and processes to advance responsible reuse.



6.0

SASB table

Activity metrics

SASB CODE	ACCOUNTING METRIC	SAVERS' 2023 DATA/RESPONSE
CG-MR-000.A	Number of (1) retail locations and (2) distribution	<p>(1) 326 Stores (as of December 30, 2023)</p> <p>(2) Three distribution centers (Fife, WA; Mississauga, ON; and Toronto, ON) and six Centralized Processing Centers (Edmonton, AB; Vancouver, BC; Hyattsville, MD; Huntington Beach, CA*; Calgary, AB; and Brooklyn Park, MN).</p> <p>* Lease in place, but not yet operational as of December 30, 2023.</p>
CG-MR-000.B	Total area of (1) retail space and (2) distribution	<p>(1) The average store in the U.S. and CA has approximately 20,500 square feet of retail space.</p> <p>(2) The average square footage of the three referenced distribution centers is approximately 70,000 square feet.</p>

Energy management in retail & distribution

SASB CODE	ACCOUNTING METRIC	2023	2022	2021*
CG-MR-130A.1	(1) Total Energy Consumed	749,427 GJ CONSUMED	766,661 GJ	685,975 GJ *** This figure includes natural gas, NET electricity, gasoline, and diesel/propane for fleet consumption *** Note: NET electricity is grid consumption minus Renewable Energy Certificates (RECs) purchased.
CG-MR-230A.1	(2) Percentage Grid Electricity	52.6%	50.6%	Net electricity usage (grid consumption minus RECs) is 366,823 GJ (101,895 MWh)
CG-MR-230A.1	(3) Percentage Renewable	0.5% 1.0% of grid electricity was 'offset' by REC purchases.	0.6% 1.2% of grid electricity was 'offset' by REC purchases.	Based on the above data, Savers® used 99.3% grid electricity, and 0.7% was 'offset' by REC purchases.

Emissions and energy data table

GHG EMISSIONS BY SCOPE	ACCOUNTING METRIC	
GHG Emissions Category	2022 TCO2E	2023 TCO2E
Scope 1	23,259	22,310
Scope 2: Location - Based	27,637	28,446
Scope 2: Market - Based	28,808	29,398
Total Scopes 1 & 2	Location Based: 50,896 / Market Based: 52,066	Location Based: 50,756 / Market Based: 51,708
GHG INTENSITY METRICS		
Total Scope 1&2 MT CO2e per 1,000 sq ft. Location Based.	5.22	5.03
ENERGY CONSUMPTION BY SOURCE		
Electricity	107,798 MWh / 388,073 GJ	109,457 MWh / 394,044 GJ
Natural Gas	78,913 MWh / 284,086 GJ	70,342 MWh / 253,231 GJ
Other Sources	26,251 MWh / 94,503 GJ	28,376 MWh / 102,152 GJ
Total	212,961 MWh / 766,661 GJ	208,174 MWh / 749,427 GJ

Data security

SASB CODE	ACCOUNTING METRIC	SAVERS' 2023 DATA/RESPONSE
CG-MR-230A.1	Description of approach to identifying and addressing data security risks	Cybersecurity is a pillar of our company's technology strategy and fundamental to protecting our enterprise, customers, and partners. The Audit Committee is responsible for overseeing cybersecurity risk across the enterprise, and the Committee receives regular updates from our Chief Information Officer and his teams. In addition to our regular review and assessment of the cybersecurity program, Savers® Value Village® team members are required to take mandatory training and testing on information and cybersecurity policies. Savers® Value Village® is committed to all aspects of cybersecurity, from incident management to business continuity and disaster recovery. For example, we conduct tests and audits, tabletop exercises, and incident response testing to ensure compliance with industry and regulatory standards including PCI, CCPA, HIPAA, and SOX.
CG-MR-230A.2	(1) Data Breaches	Any material data breaches will be disclosed in the required regulatory filings.
CG-MR-230A.2	(2) % involving personally identifiable information	Any material data breaches will be disclosed in the required regulatory filings.
CG-MR-230A.2	(1) Data Breaches	Any material data breaches will be disclosed in the required regulatory filings.

Labor practices

SASB CODE	ACCOUNTING METRIC	SAVERS' 2023 DATA/RESPONSE
CG-MR-310A.1	(1) Average hourly wage	Not disclosed
CG-MR-310A.1	(2) Percentage of in-store employees earning minimum wage, by region	Not disclosed
CG-MR-310A.2	(1) Voluntary and (2) involuntary turnover in store employees	Not disclosed
CG-MR-310A.3	Total amount of monetary losses as a result of legal proceedings associated with labor law violations	Material monetary losses as a result of legal proceedings associated with alleged labor law violations will be included in the company's annual report and quarterly financial filings (i.e., Forms 10-K and 10-Q).

Workforce diversity & inclusion

SASB CODE	ACCOUNTING METRIC	SAVERS' 2023 DATA/RESPONSE
CG-MR-330A.1	Percentage of gender and racial/ethnic group representation for (1) management and (2) all other employees	<p>(1) U.S. and CA (1,262 managers) 738 (58%) Female, 524 (42%) Male</p> <p>(2) U.S. and CA (21,364 employees) 14,243 (67%) Female, 7,121 (33%) Male</p> <p>Material monetary losses as a result of legal proceedings associated with employment discrimination will be included in the company's annual report and quarterly financial filings (i.e. Forms 10-K or 10-Q).</p>
CG-MR-310A.3	Total amount of monetary loss as a result of legal proceedings associated with employee discrimination	<p>Material monetary losses as a result of legal proceedings associated with employment discrimination will be included in the company's annual report and quarterly financial filings (i.e. Forms 10-K or 10-Q).</p>

Product sourcing, packaging & marketing

SASB CODE	ACCOUNTING METRIC	SAVERS' 2023 DATA/RESPONSE
CG-MR-410A.1	Revenue from products third-party certified to environmental and/or social sustainability standards	Due to the sheer volume of unique secondhand items of varying quality and condition that we process (we processed 984 million pounds of secondhand items in FY 2023), it is not commercially feasible for us to determine if any product certifications apply to any individual items.
CG-MR-410A.2	Discussion of processes to assess and manage risks and/or hazards associated with chemicals in products	We do not accept products with hazardous chemicals or items with hazardous components at our Community Donation Centers®. However, on occasion, we receive hazardous chemicals that are incidental to a small number of donations. Our employees are trained to follow all applicable hazardous material disposal standards. In other aspects of our operations, hazardous chemicals/products fall under our Hazardous Materials Program.
CG-MR-410A.3	Discussion of strategies to reduce the environmental impact of packaging	The Savers® Value Village® business model is built around reusing goods and therefore very few of our goods sold include packaging. Plastic bags were phased out of use at checkout in our stores in 2018. Our procurement team is beginning to discuss current ESG practices and policies with our suppliers. We currently do not have any policies and/or initiatives regarding the impact of packaging across our value chain.

Thank you

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