

# TheRealReal

## Occupational Health and Safety

Employee safety is our top priority. The RealReal is committed to high standards for our working environments that protect the well-being of all employees. That's why we treat all applicable health and safety regulations as a minimum standard we strive to exceed. A safe and healthy work environment not only minimizes the potential for work-related injuries or illness, it also boosts morale — which positively impacts employee retention and the quality of service we deliver. We foster open communication between management and employees to incorporate diverse perspectives when developing occupational health and safety policies. We hold senior management accountable for integrating health and safety mechanisms in all business activities and monitoring their effectiveness.

Our occupational health and safety policies, including transportation policies, are applied to all locations, including our headquarters, authentication centers and retail locations, as well as to our field sales employees. We are also selective in building supplier relationships that ensure compliance with our occupational health and safety as well as human rights policies. We have aligned our reporting processes with the Occupational Safety and Health Administration's (OSHA) standards and remain committed to upholding that standard as our processes evolve.

The RealReal monitors our workers' compensation cases closely to identify potential opportunities to refine our approaches. We have noted the following 2020 metrics across all of our business operations:

- Total out of work days: 382
- Average out of work days: 32
- Modified duty work days: 185
- Average modified work days: 46
- Work-related fatalities: 0
- Occupational diseases: 1

In 2020, The RealReal began to build our Health and Safety department. In a matter of months, we expanded the team from a single person to more than 10 safety professionals who have worked tirelessly to tackle the daily challenges associated with COVID-19 and ensure a safe work environment for our teams. Given the current impact of COVID-19, we have reallocated resources to ensure compliance with all federal, state and local regulations, and to help us do our best to flatten the curve.

We have taken a multi-layered approach to COVID-19 safety and have implemented numerous new safety measures to protect our employees during this pandemic, including:

- Social distancing in our authentication centers and retail locations, including staggered shifts, reduced staff onsite, taped off six-foot boundaries, training, signage, etc. enforced by our safety officers;

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- Plexiglass installation and reduced occupancy in all break rooms;
- Cleaning and sanitization of high-touchpoint surfaces every 1 to 2 hours;
- Multiple comprehensive disinfections per week using electrostatic spraying equipment designed to thoroughly disinfect any surface the disinfectant liquid comes in contact with;
- Providing personal protective equipment, including masks and gloves;
- Ensuring sick employees stay home by providing 80 hours of designated emergency sick leave for COVID-related leave;
- Performing daily wellness checks before shifts;
- Implementation of thermal-imaging equipment in authentication centers to take employee and visitor temperatures;
- Safety audits performed by Safety Technicians in our authentication centers to ensure employees are in compliance with TRR's COVID-19 requirements;
- Leveraging our extensive CCTV system to complete a comprehensive contact trace for all new cases within 24 hours of notification to The RealReal and immediately requiring any high risk exposures to quarantine;
- Commitment to communicating a positive COVID-19 case to the entire facility within 24 hours of notification to The RealReal;
- Establishment of an internal TRR COVID-19 resource site, in English and Spanish, to serve as a single source for our latest COVID-19 policies and updates;
- COVID-19 safety training for all employees during their onboarding process as well as a COVID-19 safety refresher course (presented from the second half of 2020 through the beginning of 2021) to reiterate COVID-19 policies and guidelines;
- Installation of MERV-13 and HEPA H13 filtration systems;
- Partnership with a third-party medical expert to validate our approach and identify ways to improve our COVID-19 safety measures.

We are closely monitoring evolving recommendations and guidelines surrounding COVID-19 and will continue adapting our approach to align with expert guidance and ensure a safe working environment for our team.

Additionally, the Health and Safety Team has taken the lead on the implementation of general safety programs to ensure our employees feel safe and secure in the workplace. These include:

- Multiple fact sheets designed to precisely and effectively inform the appropriate team members on basic safety practices such as proper lifting techniques, how to use a fire extinguisher, etc.;
- Ergonomic proposals for both on-site and remote employees to reduce the risk of musculoskeletal disorders due to repetitive work-related movements;
- Launch of a fleet training program for our existing and new drivers;
- Monthly fleet communications with safety updates and critical information for our drivers;
- Establishment of an Injury and Illness Prevention Program;
- Establishment of an Injury Return to Work program to safely transition employees back to work after a work-related injury;

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- Transition of workers compensation responsibilities over to the Health and Safety Team.

We are continuously working to cultivate a workplace environment where safety-related feedback is encouraged. As such, we have established a support desk in which employees are able to anonymously or identifiably submit feedback, concerns or questions that are immediately directed to the Health & Safety Team.

All The RealReal's health and safety-related initiatives are overseen by the Health and Safety Team, as well as our executive and senior leadership teams.