

# TheRealReal

## Occupational Health and Safety

We are 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 are applied to all locations, including our headquarters, e-commerce facilities, Luxury Consignment Office (LCO) and store locations, as well as to our field sales employees, including transportation policies. We are also selective in building supplier relationships that ensure compliance with our occupational Health and Safety and Human Rights policies. We have aligned our reporting processes with 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 2019 metrics across all of our business operations:

- Total out of work days: 76
- Average out of work days: 26
- Modified duty work days: 348
- Average modified work days: 58
- Work-related fatalities: 0
- Occupational diseases: 0

As a part of our 2020 roadmap, The RealReal plans to hire a Head of Health and Safety to ensure we continue to be progressive in our occupational health and safety performance and programs. At present, given the current impact of COVID-19, we have reallocated resources to ensure compliance with all federal, state, and local regulations and to help flatten the curve.

Employee safety is our top priority and we have implemented numerous new safety measures to protect our employees during this pandemic, including:

- Social distancing in our e-commerce centers, including staggered shifts, reduced staff onsite, taped off six-foot boundaries, training, signage, etc. enforced by our safety officers;
- Cleaning and sanitizing during every hour of shifts and weekly deep cleanings;
- Providing personal protective equipment, including daily kits for every onsite employee with gloves and a mask;

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- Ensuring sick employees stay home by providing additional PTO and performing daily wellness checks before shifts, including certified health care professionals taking employee temperatures;
- Providing a transportation allowance for private transportation to work;
- Working with a third-party medical expert to validate our approach and identify ways to continually improve on these 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.