

TheRealReal

Energy, Water & Waste

Our mission is to extend the life of luxury goods. We empower shoppers and consignors to keep luxury goods in circulation and support the circular economy. Conserving resources is an important part of creating a more sustainable future.

We are proud of the contributions our business model has made to saving water and carbon emissions. Through resale on our platform, shoppers and consignors have saved 896 million liters of water and 18,732 metric tons of carbon since our founding in 2011 through March 31, 2021. We are able to measure these impacts with our first-of-its-kind TRR Sustainability Calculator, which quantifies the impact of resale. We are expanding the TRR Sustainability Calculator in 2021 to nearly double the scope of products covered and will continue to use it to monitor our impact.

We are also committed to reducing the energy consumption and waste associated with business operations. In 2020, The RealReal consumed 11,167,384 kWh of electricity and 339,514 therms of natural gas across all locations. We are actively evaluating our consumption of non-renewable energy and are working towards setting Science-Based Targets for more sustainable practices through the Science-Based Target initiative. As part of those efforts, we are evaluating large-scale renewable energy power purchase agreements (PPAs) in order to provide enough renewable energy to cover the majority of our operational footprint. Our Brisbane, Calif., authentication center currently operates on 50% renewable energy, accounting for approximately 17% of our total energy usage.

We operate an ecommerce marketplace that leverages the cloud for our infrastructure requirements, so our operations are not water intensive. However, we are committed to reducing the amount of water we consume as much as we can.

We are committed to reducing the amount of waste we produce to lower our total energy consumption through methods including recycling materials, using sustainable packaging whenever possible and achieving zero waste certification at our distribution centers. In 2020, we recycled 557 tons of material and we transitioned to more recycled packaging including cardboard made from 40-100% recycled content, polybag mailers made from 40-50% recycled content, and dust bags made from 15% recycled content. In early 2021, we transitioned to compostable cutlery and to-go packaging to FSC mixed certified items with at least 30% post-consumer recycled content at our CafeCafe's.