

# Sustainability Accounting Standards Board (SASB) Disclosure

SASB is an independent, private sector standards-setting organization dedicated to enhancing the efficiency of the capital markets by fostering high-quality disclosure of material sustainability information that meets investor needs. The table below cross-references the SASB accounting metrics with where that information can be found.

\*Metrics refer to 2020 unless otherwise specified

## Hardware, Infrastructure, Energy & Water Management

ACCOUNTING METRIC	CATEGORY	UNIT OF MEASURE	CODE	DISCLOSURE
(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable	Quantitative	Gigajoules (GJ), Percentage (%)	CG-EC-130a.1	In 2020, The RealReal consumed 11,167,384 kWh of electricity and 339,514 therms of natural gas across all locations. We have engaged in conversations around our consumption of non-renewable energy and look forward to implementing more sustainable practices in the future. We are working towards setting Science-Based Targets 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, California e-commerce fulfillment center currently operates on 50% renewable energy, accounting for approximately 17% of our total energy usage.
(1) Total water withdrawn, (2) total water consumed, percentage of each in regions with High or Extremely High Baseline Water Stress	Quantitative	Thousand cubic meters (m <sup>3</sup> ), Percentage (%)	CG-EC-130a.2	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. Additionally, through selling on our platform since our founding in 2011 through Dec. 31, 2020, shoppers and consignors have saved more than 827 million liters of water.
Discussion of the integration of environmental considerations into strategic planning for data center needs	Discussion and Analysis	N/A	CG-EC-130a.3	We are currently working with our data center providers to get detailed information on our energy use and related emissions on an annual basis. Once we have better visibility, we will work with them to increase efficiencies and reduce our overall footprint.

## Data Privacy & Advertising Standards

ACCOUNTING METRIC	CATEGORY	UNIT OF MEASURE	CODE	DISCLOSURE
Number of users whose information is used for secondary purposes	Discussion and Analysis	N/A	CG-EC-230a.1	<p>As of Dec. 31, 2020, we utilize our 21.1M members' information to enhance our service offering.</p> <p>The RealReal is committed to respecting and protecting the privacy of our clients. We recognize that our clients have an expectation of privacy when they do business with us. We deploy considerable resources to protect client data and privacy because our business depends on our clients' trust.</p> <p>The RealReal does not sell customer data. Our revenue comes from the sale of goods and services, not our customers' information or advertising. We recognize that there is a cost and risk associated with every piece of data our customers entrust us with, so we take measures to minimize what is collected to only what we need to provide a great experience and meet our legal and regulatory requirements. Our privacy policy details what data we collect on our website and apps and how we use that data in compliance with CCPA and GDPR. The Audit Committee of the Board of Directors provides oversight and engages regularly with the Chief Information Security Officer ("CISO").</p>
Description of policies and practices relating to behavioral advertising and user privacy	Quantitative	Number, Percentage (%)	CG-EC-230a.2	Please see <a href="#">Privacy Policy</a> .

## Data Security

ACCOUNTING METRIC	CATEGORY	UNIT OF MEASURE	CODE	DISCLOSURE
Description of approach to identifying and addressing data security risks	Discussion and Analysis	N/A	CG-EC-230a.1	<p>Our security team conducts regular assessments internally using advanced tools and technologies in addition to leveraging the support and capabilities of third parties. The company uses continuous monitoring tools and services to identify and remediate vulnerabilities so issues can be found before they can be exploited. We deploy access control measures and maintain audit logs. Employees with access to sensitive customer information undergo privacy and security training to help them understand the company's obligations and recognize common threats. Over time this training will be rolled out to all employees with annual refresher training to ensure awareness of the latest best practices. New vendors with The RealReal undergo risk-tailored security and privacy reviews prior to contracting to ensure our privacy requirements are understood and acknowledged. We review existing vendor contracts prior to renewal to ensure the terms continue to align with our standards and applicable laws.</p>
(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of users affected	Quantitative	Number, Percentage (%)	CG-EC-230a.2	The RealReal has not experienced a reportable incident or data breach under United States or European Union law.

## Employee Recruitment, Inclusion & Performance

ACCOUNTING METRIC	CATEGORY	UNIT OF MEASURE	CODE	DISCLOSURE
Employee engagement as a percentage	Quantitative	Percentage (%)	CG-EC-330a.1	This past summer we launched our first employee engagement survey. All of our employees were offered an opportunity to participate, of which 75% submitted a response. The survey consisted of 50 questions on which employees were asked to indicate their level of agreement with a statement based on a five-point scale from “strongly agree” to “strongly disagree” and five free-text questions to which employees were asked to write a response. The responses returned an overall favorable engagement score of 66%, 23% neutral and 11% unfavorable. Our senior leaders built department level action plans in 2020 that focus on employee engagement.
Percentage of gender and racial/ethnic group representation for (1) management, (2) technical staff, and (3) all other employees	Quantitative	Percentage (%)	CG-EC-330a.3	See <a href="#">2021 10-K Filing (p. 11)</a> .
Percentage of technical employees who are H1B visa holders	Quantitative	Percentage (%)	CG-EC-330a.4	9% of Tech & Product team

## Product Packaging & Distribution

ACCOUNTING METRIC	CATEGORY	UNIT OF MEASURE	CODE	DISCLOSURE
Total greenhouse gas (GHG) footprint of product shipments	Quantitative	Metric tons (t) CO2-e	CG-EC-410a.1	2,299
Discussion of strategies to reduce the environmental impact of product delivery	Discussion and Analysis	N/A	CG-EC-410a.2	The delivery by a third party shipping carrier of products sold on our marketplace is the second highest contributor to our carbon footprint. While The RealReal does not exert any control of the environmental policies of our third party shipping carrier, we are committed to reducing shipping related carbon emissions by reducing the number of split shipments on our marketplace. In 2021, we aim to reduce the percentage of split shipments by consolidating some shipments with our third party shipping carrier, opening our Arizona Authentication Center and "decoupling" our Secuacus and Perth Amboy facilities so all pick-pack-ship operations in NJ take place in our Perth Amboy Authentication Center. We are also exploring a carbon offset program that would make our shipping carbon neutral.

## Activity Metrics

ACTIVITY METRIC	CATEGORY	UNIT OF MEASURE	CODE	DISCLOSURE
Entity-defined measure of user activity	Quantitative	Number	CG-EC-000.A	TTM Active Buyers - 648.9K Members - 21.1M Number of Orders - 2.2M Gross Merchandise Value - \$987M
Data processing capacity, percentage outsourced	Quantitative	See note	CG-EC-000.B	100% outsourced
Number of shipments	Quantitative	Number	CG-EC-000.C	Number of Orders - 2.2M