



Human Rights Policy

Effective November 4, 2024

Approach to Human Rights

As the largest for-profit thrift operator in the United States and Canada, we recognize our responsibility to respect and uphold human rights. Ethical business practices are fundamental to our company culture and are demonstrated daily in our interactions with all stakeholders, including customers, team members, partners, and investors.

In the spirit of the Universal Declaration of Human Rights and the UN Guiding Principles on Business and Human Rights, Savers® Value Village® is committed to:

- 1) Respecting human, cultural, and legal rights of individuals and communities
- 2) Supporting the dignity and equality of human beings
- 3) Preventing slavery, human trafficking, and child labor throughout our operations
- 4) Ensuring a safe environment for team members, customers, and guests
- 5) Making a positive impact on our communities by providing affordable quality secondhand items sourced from nonprofit organizations.

Policies and Procedures:

Our [Code of Conduct and Ethics](#) ('Code') outlines our commitment to managing potential human rights risks and opportunities for our team members. The Code includes policies and procedures to address the following human rights-related issues:

- Ensuring fair labor practices
- Protecting employee privacy
- Providing a safe work environment, free from harassment
- Preventing retaliation
- Providing grievance mechanisms
- Preventing modern slavery

In addition to our Code of Conduct and Ethics, Savers has established standards of behaviors:

- Inclusion and Belonging: We aspire to create an environment where all individuals – team members, shoppers and donors to our nonprofit partners, and community members feel seen, heard, and valued. This is reflected in our inclusivity training and ambassador programs, our hiring practices, and customer experiences.
- Well-Being and Safe working conditions: Focus on ensuring safe and healthy environments for team members by implementing safety programs and standards that protect worker rights and health.

- Commitment to Human Rights: Dedication to respecting human rights across all operations, including monitoring supply chain practices (see Supply Chain Diligence below). We ensure employment is based on voluntary consent, free from coercion or exploitation, with workers being in the age of majority or as required by law.
- Fair treatment: We are committed to providing a workplace where all team members are treated with respect and fairness, regardless of their background or position. Harassment, discrimination, retaliation, of any kind are prohibited, to foster an inclusive environment that supports the well-being and growth of every team member. We ensure fair compensation for their contributions, compliance with legal working hours, and adherence to human rights standards, promoting a healthy work-life balance for all team members.

Savers has a unique supply chain and business model as a thrift operator. As a thrift operator, the majority of our product is gently used clothing, accessories, and household goods. Our supply chain of secondhand goods starts with our partnerships with nonprofit partner organizations in the community.

In order to ensure the best practices of our secondhand goods supply chain, we work closely with nonprofit partners from whom we purchase the vast majority of the secondhand goods available in our stores. This includes a dedicated Regional Supply Chain Manager for each nonprofit partner to ensure quality standards of our relationships. Additionally, we execute a supply agreement (“Purchase and Sale Agreement”) for collection and purchase of secondhand goods from each nonprofit partner. Each Purchase and Sale Agreement obligates our nonprofit partners to comply with all applicable laws, which would include those related to forced and child labor standards.

Given that our primary business is the sale of secondhand goods primarily sourced directly from the general public via our nonprofit partners, we see the risk level of child or forced labor as very low in our supply chain of secondhand goods. Additionally, Savers has no connection to the original vendors or manufacturers of these goods and therefore cannot perform any auditing or observation of the original manufacturers or suppliers.

If Savers discovers that any vendor is not complying with its requirements or procedures, including local, national, or international labor or human trafficking laws, Savers will take appropriate action.

- Community Engagement: Savers has a history of community involvement through business partnerships with local nonprofits and charitable organizations as well as philanthropic initiatives. Savers purchases the majority of its retail supply of used goods from nonprofit organizations, providing them funding for their programs while redirecting billions of pounds of secondhand items away from landfills and onto our store racks and shelves. We partner with nonprofit organizations (registered as a professional fundraiser where required) to offer the community donation opportunities to our nonprofit partners at our store locations. We also enhance the well-being of the communities we serve through donations of merchandise to small local nonprofit organizations in need through our Get2Give program, among other initiatives.
- Supply Chain Diligence: Some of our upstream suppliers are manufacturers of the new goods we sell in our stores and are subject to our Code of Conduct Doing Business with Savers. However, the majority of our product is used goods sourced from nonprofit organizations pursuant to negotiated contracts. Unsold used items are diverted to our Wholesale department for further reuse opportunities in the global secondhand market.

To see more on our dedication to Supply Chain Diligence, please see our published [California](#)

[Supply Chains Act \(TISCA Disclosure\)](#) as well as our [Fighting Against Forced Labour and Child Labour Supply Chains Act Report](#) on our website.

Verification and Accountability:

Savers seeks to verify our policies through several methods beyond audits and reviews. Including

- Stakeholder and Community Engagement and Thrift-Party Assessments: We regularly engage with team members and community members to gather feedback on our practices and identify potential issues.
- Training and awareness and Reporting Mechanisms: Implementing training programs to educate team members on policies, ensuring they understand their rights and responsibilities, and are aware of confidential reporting systems to report violations of concerns without fear of retaliation.
- Upstream and Downstream Supply Chain Diligence: Regular review of our upstream and downstream supply chain to identify risk of forced and child labor in our supply chain through Know Your Customer programs.

Transparency, Advice, Reporting and EthicsPoint HelpLine

We proactively promote ethical behavior and encourage team members, officers and directors promptly to report evidence of illegal or unethical behavior, or violations of our Human Rights Policy or Code of Conduct to the Legal Department, or for issues involving officers and directors, to the Chief Executive Officer, or the Chairperson of the Audit Committee.

Another means of reporting potential violations is through our EthicsPoint HelpLine, which is available worldwide on a 24/7 basis and allows for confidential and anonymous reports. Reports may be made by phone at (844) 995-4912 in the United States or to dedicated phone lines in other countries where we operate (which numbers are available online at <https://Savers.ethicspoint.com>). Reports may also be made electronically online at <https://Savers.ethicspoint.com>.

Governance

Savers's Legal Team, in partnership with our cross-functional ESG Committee, are responsible for overseeing our Human Rights policies and practices. These teams review Savers's exposure to human rights risks, including those that are specific to our industry. We may partner with third parties to assess and address risks when necessary.