

savers® value village®

2025

Impact & Sustainability Report

TABLE OF CONTENTS

1.0	Introduction	3	4.0	Our people & culture	23	6.0	Appendix	37
1.1	A message from our CEO	4	4.1	Our values	24	6.1	Stakeholder engagement	38
1.2	About this report	5	4.2	Team member culture, engagement, and inclusion	25	6.2	SASB INDEX	
1.3	Our mission	6	4.3	Fostering belonging	26	6.3	Activity metrics	39
1.4	Brands and retail footprint	7	4.4	Talent development and retention	27	6.4	Energy management in retail and distribution	40
1.5	Vertically integrated business model	8	4.5	Competitive compensation and benefits	28	6.5	Emissions and energy data table	41
1.6	2024 highlights	9	4.6	Workplace safety	29	6.6	Data security	42
1.7	Honoring our commitments	10	4.7	Giving back: community commitment	30	6.7	Labor practices	43
2.0	Our approach	11	4.8	Responsible procurement	31	6.8	Workforce diversity and inclusion	44
2.1	ESG priorities	12	4.9	FUNDrive® program	32		Product sourcing, packaging and marketing	45
2.2	Economic growth, sustainable sourcing, and responsible retail	13	4.10	Spotlight on FUNDrive® participants	33			
3.0	Environment	14	5.0	Governance	34			
3.1	The power of sustainable retail	15	5.1	ESG oversight				
3.2	Extending product life through reuse	16		Corporate governance				
3.3	Environmental impact overview	17		Ethical operations	35			
3.4	Waste management practices	18	5.2	Safety				
3.5	Emissions overview	19		Data privacy and cybersecurity				
3.6	Energy and greenhouse gas trends (Scope 1 & 2)	20		Managing our value chain	36			
3.7	Scope 3 emissions assessment	21						
3.8	Transition to cleaner energy sources	22						

1.0

Introduction

A message from our CEO

I'm pleased to share the Savers® Value Village® Impact & Sustainability Report covering our 2024 fiscal year.

Throughout the year, we continued to advance our environmental, social and governance (ESG) program, which helps guide us to do business responsibly.

Our commitment to ESG principles is aligned with our business objectives and core values. And our unique business model presents an opportunity to champion reuse and help power the circular economy.

In 2024, we continued to advance the sustainability of our business:

- We expanded our greenhouse gas emissions assessment to include an initial measure of our Scope 3 emissions, part of our effort to better understand the indirect emissions from our value chain.
- We continued to source nearly all our supply locally, which is key to minimizing our environmental impact.
- We filled more than 62% of open salaried positions with internal promotions, demonstrating our intentional approach to developing our team members and investing in their skills.
- We are advancing initiatives to reduce our operational footprint by upgrading waste management infrastructure, expanding the use of electric equipment and vehicles, converting more GreenDrop® trailer locations to electric or solar power, and preparing fleet management tools to further cut emissions and improve efficiency.

Looking ahead, we are committed to ensuring that our business growth continues to fuel our community impact. We are investing in our team members, nonprofit partners, and the communities in which we operate, as we deliver strong financial performance and grow our loyal customer base.

Likewise, we remain focused on operating responsibly and with integrity by holding ourselves and our partners to high ethical standards. And we prioritize the safety of our team members, customers, and operations through stringent health and safety, cybersecurity, data privacy, and risk management practices.

The publication of this report reaffirms our year-over-year commitment to transparently sharing our performance and progress.

Thank you for your interest in our journey. Together, we are making secondhand second nature.



Mark Walsh
Chief Executive Officer

About this report

As part of our commitment to transparency, we are disclosing our most recent ESG information and data covering fiscal year 2024, from December 31, 2023, to December 28, 2024, unless otherwise noted. We intend to continue publishing an ESG disclosure annually.

This report was prepared in accordance with the **Sustainability Accounting Standards Board (SASB)** industry standards for Multiline and Specialty Retailers & Distributors.

As our ESG reporting matures, we are working to integrate additional best practice reporting standards and frameworks, such as those provided by the **Task Force for Climate-Related Financial Disclosure (TCFD)**.

This report contains forward-looking statements. Forward-looking statements can be identified by words such as "could," "will," "anticipates," "intends," "plans," "believes," "estimates," "expects," "continues," the negative of these terms or other comparable terminology, and include statements about our objectives, assumptions, and future events or performance. Forward-looking statements are based on our current expectations and assumptions and are subject to inherent uncertainties, risks and changes in circumstances that are difficult to predict. As a result, the Company's actual results may differ materially from those contemplated by the forward-looking statements. Some of the factors that could cause actual results to differ materially from those expressed or implied by the forward-looking statements include the factors set forth under the heading "Risk Factors" in the Company's Annual Report on Form 10-K filed with the Securities and Exchange Commission on February 21, 2025. Such risks are not exhaustive. Moreover, factors or events that could cause our actual results to differ may emerge from time to time, and it is not possible for us to predict all of them.

Any forward-looking statement made by us in this report speaks only as of the date on which it is made, and while we believe that information forms a reasonable basis for such statements, that information may be limited or incomplete, and our statements should not be read to indicate that we have conducted an exhaustive inquiry into, or review of, all potentially available relevant information. We are not under any obligation (and we specifically disclaim any such obligation) to update or alter these forward-looking statements, whether as a result of new information, future events or otherwise, except as required by law.

This report identifies certain priority issues. Priority issues are not necessarily material for financial reporting purposes. Performance data in this report is as of fiscal year-end 2024, unless otherwise specified. Information provided reflects results of operations based on available resource records, data collection processes, monitoring and technology systems at the time of publication. Methodologies for reporting data may be updated and previously reported data may be adjusted to reflect improvement in availability and quality of data, changing assumptions, changes in the nature and scope of our operations and other changes in circumstances. Due to rounding, some numerical totals may not correspond with the sum of the separate figures. Information provided in this document supersedes values previously published in the Company's previous Impact & Sustainability Reports. The Company undertakes no obligation to update information related to performance, goals or other topics published in this report to reflect subsequent events, obligations or other changes. Website links to related documents within the text of this report are ancillary and not intended to be an incorporation by reference.

Our mission is to champion reuse and inspire a future where secondhand is second nature.

From the thrill of the hunt to the joy of decluttering, we help communities harness the power of reuse to keep clothing and housewares around for years to come.



Brands and retail footprint

We are proud to be the largest for-profit thrift operator in the United States (U.S.) and Canada based on number of stores.

We are committed to making a positive impact on the communities we serve.

At the end of 2024, we operated 351 stores in the U.S., Canada, and Australia under our six banners:

savers[®]

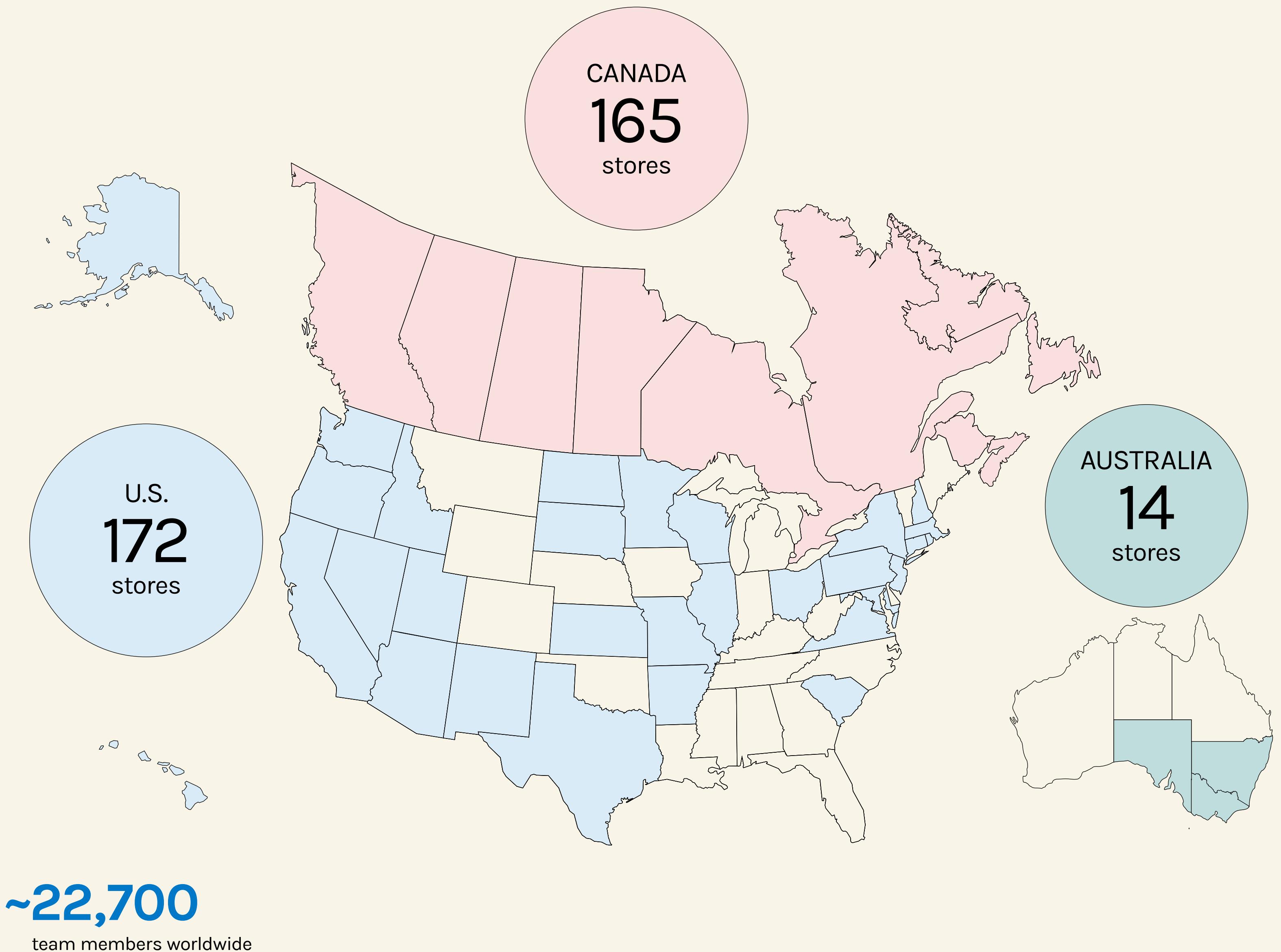
value village[®]

value village Boutique[®]

village des Valeurs[™]

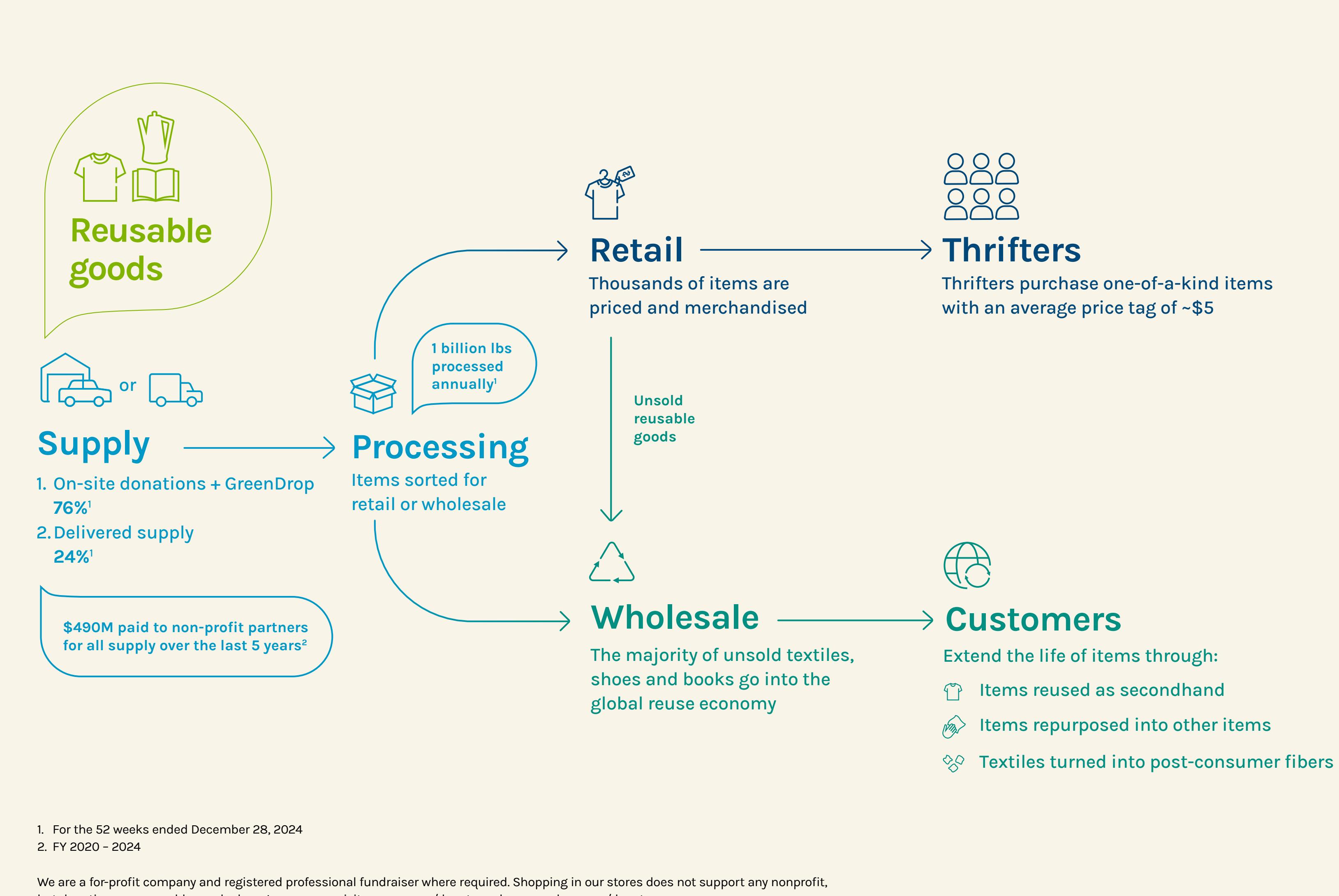
unique[®]

2A Thrift[™]



Vertically integrated business model

Here's how reusable goods move through our company.



2024 highlights

Thrift is good for people, communities, and the planet—and it's also good for business.

Here is an overview of our accomplishments and impact during the year.

\$1.54B

in revenue.

29

new stores opened, including 22 from organic growth and 7 from our acquisition of 2 Peaches Group, LLC (“2 Peaches”).

5.9M

active loyalty program members (U.S. and CA).

291M

items purchased by our thrifers in the U.S., CA, and AU in 2024.

3.2B+ lbs

of reusable goods diverted from landfills.

(U.S., CA, and AU, FY 2020 – 2024)

61%

of U.S. workforce is represented by people with diverse backgrounds and ethnicities.

57%

of management and corporate operations roles were held by team members identifying as female in U.S. and CA.

0.54

DART (days away, restricted, transfer) rate in the U.S., reflecting our strong approach to workplace safety.¹

~\$490M

paid to nonprofit partners in the U.S., CA, and AU.

(FY 2020 – 2024)

318

local schools, shelters, and other nonprofits received over 83,000 lbs of donations of clothing and other items through our Get2Give program.

~\$570,000²

of donations made to nonprofits via donor-advised funds (U.S. and CA) and direct giving (AU) through our charitable giving program.

¹At the time of publication, national average DART data was not yet available.

In 2023, the national average as reported by the Bureau of Labor Statistics was 2.4.

²Actual payments distributed to entities in their respective local currencies. See pg. 30 for breakdown. Exchange rates were obtained from Oanda's currency converter for 12/31/2024, available at <https://www.oanda.com/currency-converter>.

Honoring our commitments

In 2024, we were proud to receive several awards that honored the power and impact of our business model.

INTERNATIONAL BUSINESS AWARDS

Gold Stevie Awards in Achievement in Corporate Social Responsibility (CSR) and Achievement in Environment, Social, and Governance (ESG)

NEWSWEEK

Best Workplaces for Job Starters, 2024
America's Greatest Workplaces for Diversity, 2024
America's Greatest Workplaces for Mental Wellbeing, 2024

FORBES

America's Best Large Employers, 2024 (#16 in Clothing, Shoes, Sports Equipment category)

DIGIDAY'S GREATER GOODS AWARDS

Finalist in the Sustainability category

Our approach

ESG priorities

Savers® Value Village® was built to champion and inspire reuse within communities. Our commitment to environmental, social, and governance principles is an important part of how we strive to do business responsibly and helps us effectively manage risk.

We have developed our ESG strategy with a focus on transparency and responsible corporate governance, as well as alignment with our business objectives and core values.

Our initial materiality assessment identified the ESG issues most important to our business and stakeholders, and our ESG strategy follows suit, focusing on three priorities.

Our ESG priorities

01 **Furthering our purpose to make secondhand second nature.**

02 **Building community through partnerships.**

03 **Growing and promoting our people.**

Economic growth, sustainable sourcing, and responsible retail

Our business model is aligned with four United Nations Sustainable Development Goals (U.N. SDGs).



#8

DECENT WORK & ECONOMIC GROWTH

We are a responsible employer, providing fair wages and labor practices, employee development and training, job creation, and economic opportunities.

Our use of sustainable business practices and community engagement helps drive positive social outcomes.

For example, in 2024 we expanded into New South Wales, Australia, and acquired 2 Peaches, a thrift store chain with locations in the Atlanta, Georgia area, which preserved jobs while generating new revenue for our nonprofit partners and continuing to make quality secondhand goods available to shoppers at affordable prices.



#12

RESPONSIBLE CONSUMPTION & PRODUCTION

We follow a sustainable sourcing and supply chain management model, buying local secondhand goods from our nonprofit partners and offering them to local consumers.

We also focus heavily on reuse and recycling in our waste reduction program. We diverted more than 3.2 billion pounds of reusable goods from landfills in the U.S., Canada, and Australia (FY 2020 – 2024).



#13

CLIMATE ACTION

As part of the circular economy in action, our business helps consumers reduce their carbon footprint. They are able to donate reusable goods to our nonprofit partners thrift clothing and household goods in our stores.

These actions extend the life of the items and help reduce the use of nonrenewable resources, water, and energy, as well as the carbon emissions that would be required to produce and transport new goods. We also work to reduce our own carbon emissions by installing LED lighting, transitioning to solar power where available, and electrifying operations that had been fueled by fossil fuels.

The accounting firm MNP found that the decrease in production of an amount of textiles equivalent to what Value Village diverted in 2024 alone was comparable with the annual emissions of 164,897 passenger vehicles and to the annual volume of water used by about 1 million Canadians (2.4% of Canada's population).



#17

PARTNERSHIPS FOR THE GOALS

Our business model is based on partnerships with nonprofits, as we purchase most of the secondhand items we sell in our stores from local nonprofit organizations. In return, the nonprofits receive revenue they can use to fund their missions.

Over the last five years (FY 2020 – 2024), we paid our nonprofit partners in the U.S., Canada and Australia more than \$490 million for donated goods.

3.0

Environment

The power of sustainable retail

Every day, we give reusable items new life.

Making quality secondhand clothing available to shoppers is particularly important, since the textile and clothing industry is one of the most environmentally detrimental sectors of the global economy.

The industry uses nonrenewable resources, water, and energy to produce, dye, and finish fibers to create consumer-ready products. What's more, discarded clothing is the world's largest source of textile waste.

Our business is built on circularity—we source and sell quality secondhand items to our customers in local communities. In addition to facilitating the reuse of quality clothing, housewares, books, and more, our sourcing strategy reduces transportation costs and emissions by not requiring the generation of new products and the distribution of new merchandise.

Impact of landfill diversion

To understand our avoided landfill impact we partnered with PlanetFWD.

We did this through conducting an alternate landfill scenario assessment to understand the impact of thrifting items rather than sending them to landfill, using the EPA's Waste Reduction Model (WARM) and landfill-industry benchmarks for transportation, equipment energy use, and gas recovery. The analysis focused on disposal-phase impacts and does not account for upstream production savings.

Through the assessment of our operations in 2024 we found:

- The landfill waste diverted in the U.S. alone saved over 10,000 standard dump-truck loads from going to landfill.
- The energy saved in the U.S. could supply energy for about 130 average U.S. homes for a year (at ~11,046 kWh/home); or the same energy avoidance of offsetting the burning of roughly 535 U.S. tons of coal per year (using a heat-to-electric conversion of ~2,685 kWh per short ton).

TOTAL IMPACT OF ITEMS SOLD TO THRIFTERS IN 2024

Avoiding landfilling of items

	LANDFILL WASTE DIVERTED (LBS)	CO ₂ e PREVENTED (LBS)	ENERGY SAVED (KWH)
U.S.	100,356,979	43,160,100	1,436,070
CANADA	74,407,343	31,753,048	4,025,514
AUSTRALIA	6,697,871	2,770,934	100,692

Impact of textile diversion

When studying our environmental impact across Canada in a separate analysis, the accounting firm MNP noted that diverting textiles from landfills through reuse and repurposing reduces the use of raw materials to produce new goods, and estimated the resulting reductions in greenhouse gas emissions and water usage.¹

The study found that the decrease in production of an amount of textiles equivalent to what we diverted in 2024 alone was comparable to the annual emissions of 164,897 passenger vehicles and to the annual volume of water used by about 1 million Canadians, which is 2.4% of Canada's population.

1. MNP noted that its analysis assumed that each piece of textile diverted from the waste stream displaces the production of a new piece of textile. As such, the estimates should be interpreted as illustrative of the potential order of magnitude of the reduction in greenhouse gases and water usage from our business model.

Extending product life through reuse

Our retail stores are just the start of our efforts to extend the life of reusable goods. Some items are unsuited for or unsold at retail, so we offer them for sale to our wholesale partners.

These partners, most of which are textile graders and small businesses, supply communities across the globe with gently used, affordable items.

They also find other reuse opportunities, such as shredding textiles for use in insulation or carpet padding. We also use recycled items in our store operations.

In 2024, we moved to 100% recycled material poly bags in our Canadian stores. We also switched to black hangers, 50% of which are made from recycled materials, in boutique locations in Canada and Australia.

TREX: FROM PLASTIC BAGS TO ECO-CONSCIOUS DECKING

Secondhand goods are often donated to our partners in plastic bags.

Once we purchase those secondhand items, we collect the plastic bags and sell them to Trex, a composite decking manufacturer.

Trex uses a blend of up to 95% post-consumer plastic and reclaimed sawdust to produce eco-conscious decking and furniture materials, which further extends their life.



Environmental impact overview

Our reuse and recycling program

When we receive items that are broken or too worn, or otherwise fail to meet our quality standards, we process them via our reuse and recycling program, which is one of the most extensive in the industry.

BOXES AND BAGS

People donate items to our nonprofit partners in cardboard boxes and plastic bags, which we bale and sell to recycling facilities.

16M+ lbs

of cardboard recycled across the U.S. and CA and 505,000 lbs in AU.

1.9M+ lbs

of plastic bags sold to Trex in 2024 (U.S. and CA) to be turned into eco-conscious decking and furniture materials.

DAMAGED OR UNSELLABLE ITEMS

To maximize the material we can recycle, we break some items down into their components and distribute them accordingly.

19.5M+ lbs

of scrap metal recycled through our waste management partners in the U.S. and CA.

10M+ lbs

in e-waste recycled in the U.S. and CA.

2.2M+ lbs

of hard plastic diverted in the U.S. and CA.

64,000+ lbs

of glass recycled by our five Kansas stores.

1.8M+ lbs

of copper from electrical cords recycled in the U.S. and CA.

15,000+ lbs

of damaged bras given to The Bra Recyclers, a for-profit social enterprise that refurbishes and donates them to women across the world.

Waste management practices

We continue to upgrade our waste management infrastructure, including replacing trash compactors with models that allow us to increase the amount we can ship per load.

Together, our waste management upgrades enable us to reduce waste and increase efficiency while also strengthening our collaboration with our recycling partners.



Emissions overview

We engaged Insight Energy, part of Accenture, to inventory and calculate our greenhouse gas (GHG) emissions for 2024.

Please see the SASB Index at the end of this report for more information.

Building on our prior reporting of Scope 1 (direct) and 2 (indirect) emissions, we expanded our assessment to include an initial measure of our Scope 3 emissions to help us understand the indirect GHG emissions from our value chain.

Using established guidance from the GHG Protocol, Insight Energy assessed our Scope 3 emissions from eight priority categories.

In calculating our emissions, we prioritized primary data, supplementing with industry-average factors and spend-based methodologies when direct data was unavailable. We are also partnering with landlords to replace estimated figures with actual energy consumption data wherever possible.

We are also working with our HVAC vendors to improve our refrigerant reporting in the United States and Canada.



Energy and greenhouse gas trends (Scope 1 & 2) (U.S., CA & AU)

Managing our energy usage

We track energy across all our facilities—stores, offices, and processing locations—and since 2021 have purchased Renewable Energy Certificates (RECs) to offset grid electricity at our corporate offices and two largest wholesale distribution centers. While absolute Scope 1 and 2 emissions have grown in line with our expanding footprint, emissions intensity has declined slightly thanks to efficiency improvements and ongoing grid decarbonization.

Overall, between 2023 and 2024, improved data accuracy and refined inputs led to reductions in reported carbon emissions. Notably, our natural gas consumption grew at a slower rate than our overall square footage, reflecting continued progress in operational efficiency.

Scope 1

Direct emissions from sources within our operational control

- Natural gas for space/water heating at all sites
- Gasoline combustion for space heating at attended donation stations
- Diesel and propane fleet fuel and mobile equipment consumption
- Leakage from hydrofluorocarbons (HFCs) from air conditioning units

Scope 2

Indirect emissions associated with purchased energy for facilities owned or controlled by Savers Value Village, including clean energy sources

- Emissions associated with grid electricity consumption
- Reduction in emissions associated with purchased RECs

2024 Energy consumption and emissions overview

Reduction in the grid emissions intensity of 3.12% (portfolio-weighted) compared to 2023.

781,416 GJ

Total energy consumed.

432,357 GJ 120,100 MWh

Net electricity usage²

3,672 GJ 1,020 MWh

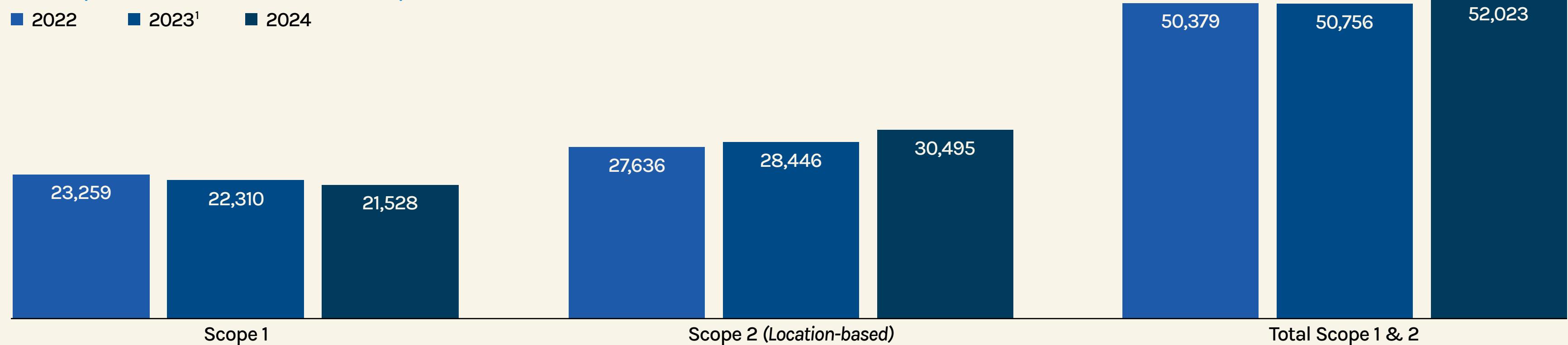
RECs purchased.

0.5%

% of total energy use offset with RECs.

2024 Operational GHG Emissions (Scope 1 & 2)

■ 2022 ■ 2023¹ ■ 2024



1. In calculating FY2024 Scope 1+2 emissions, it was found that more accurate square footage information for the portfolio was available. In recalculating 2023 emissions, for which only a small proportion of emissions relied on square footage-based estimates, the difference in both absolute emissions and the resulting emissions intensity was found to be de minimis and thus no figures are being restated.

2. Grid consumption minus RECs Purchased

Scope 3 emissions assessment

Expanding our effort to understand and reduce our climate impact, we calculated our Scope 3 emissions across our value chain for FY2024.

We identified eight categories as most relevant across the 15 listed by the GHG protocol. For the eight categories we estimate our Scope 3 emissions to be 175,985 MTCO₂e.

A LOWER SCOPE 3.1. FOR RETAIL

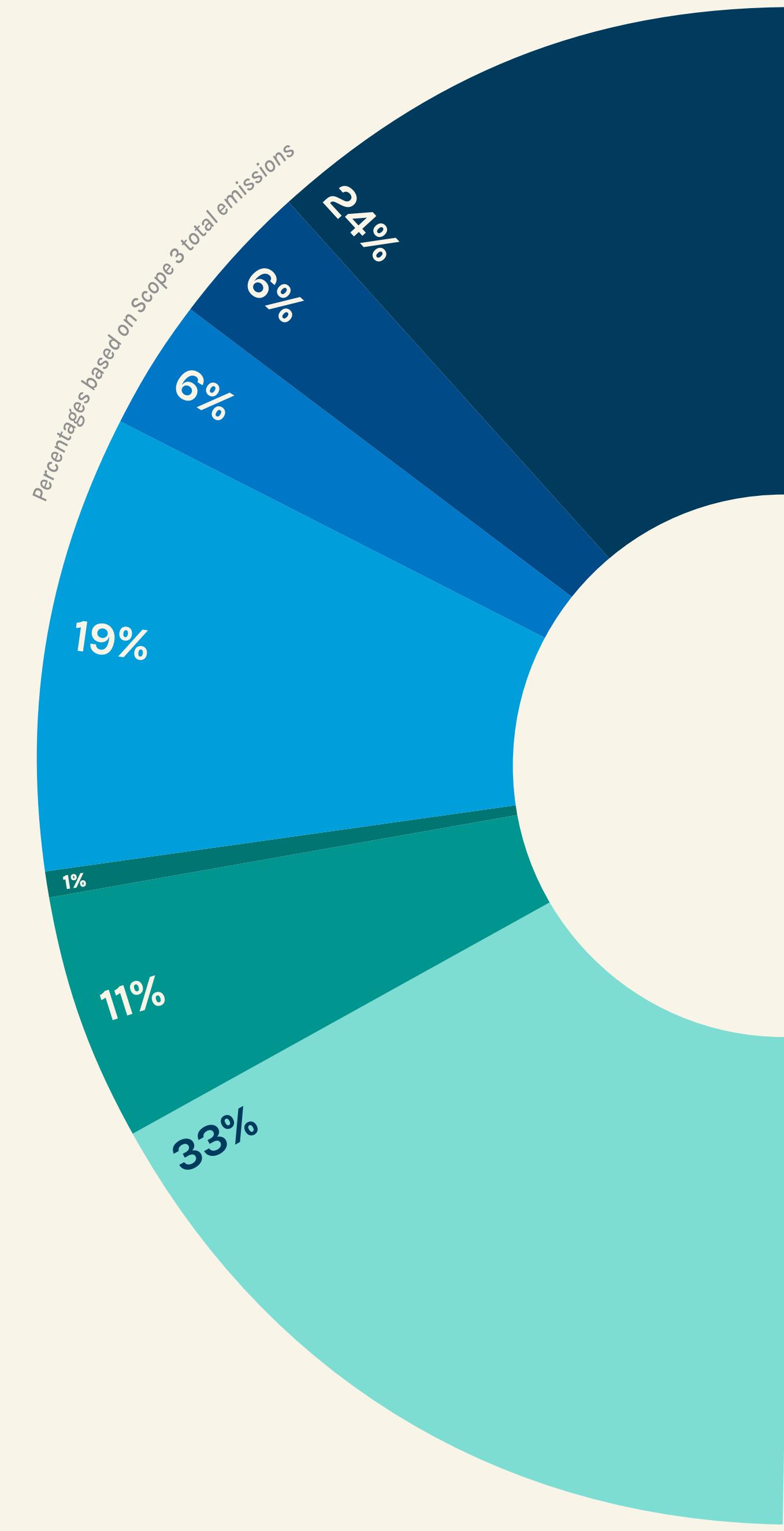
Based on calculated emissions, Scope 3 is estimated to contribute 77% of enterprise GHG emissions compared to a >90% share common with traditional clothing retailers.

Selling secondhand avoids the production and incremental supply chain emissions of new goods, enabling us to operate at a lower emissions intensity in Category 3.1.

FY 2024 SCOPE 3 EMISSIONS¹

by subcategory

● 3.1 Purchased goods and services + 3.2 Capital goods ²	41,641
● 3.3 Fuel and energy related activities ³	10,179
● 3.4 Upstream transportation and distribution	10,351
● 3.5 Waste generated in operations	34,424
● 3.6 Business travel	1,361
● 3.7 Employee commuting	19,135
● 3.9 Downstream transportation and distribution	58,894
Total Scope 3	175,985 MTCO₂e



1. Reporting is based on the operational control method outlined in the GHG Protocol Corporate Standard. GHG emissions were also calculated in accordance with the GHG Protocol.

2. Categories 1 (Purchased Goods and Services) and 2 (Capital Goods) were estimated using a spend-based methodology aligned with the U.S. EPA EIO model (v1.3). Efforts are underway to enhance the granularity of spend classification and evaluate alternative emissions factors to support continued refinement of our Scope 3 inventory over time.

3. This figure includes fuel and energy related figures that are not captured in Scope 1 or Scope 2.

Transition to cleaner energy sources

Our GreenDrop locations accept donations from community members on behalf of our nonprofit partners.

As part of our efforts to reduce our emissions, we are converting GreenDrop trailer locations from gasoline combustion heat to other heat sources.

By the end of 2024, 85% of GreenDrop trailer locations had moved away from gas combustion heat: 69% now use electric heat and 16% are solar powered.

We anticipate 75% will be converted to electric by the middle of 2025.

Expanding our use of electric power

- In 2024, we converted more propane forklifts to electric. We now have just three propane lifts.
- We put two new electric trucks into service at our Maryland logistics center.

Looking ahead

In 2025, we plan to implement managed fleet software that enhances our visibility into fuel consumption, emissions, and idling, and provides additional safety and telematic information.

By the end of 2025, we expect to have enough data to develop improvement plans for our fleet.

4.0

Our people
& culture

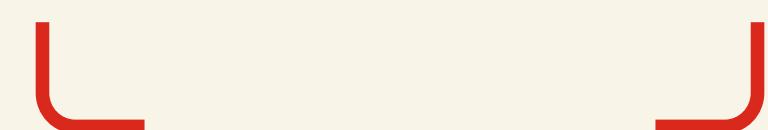
Our core values guide how we interact with each other, our communities, our customers, and the donors to our nonprofit partners every single day.

find a better way



celebrate uniqueness

make an impact



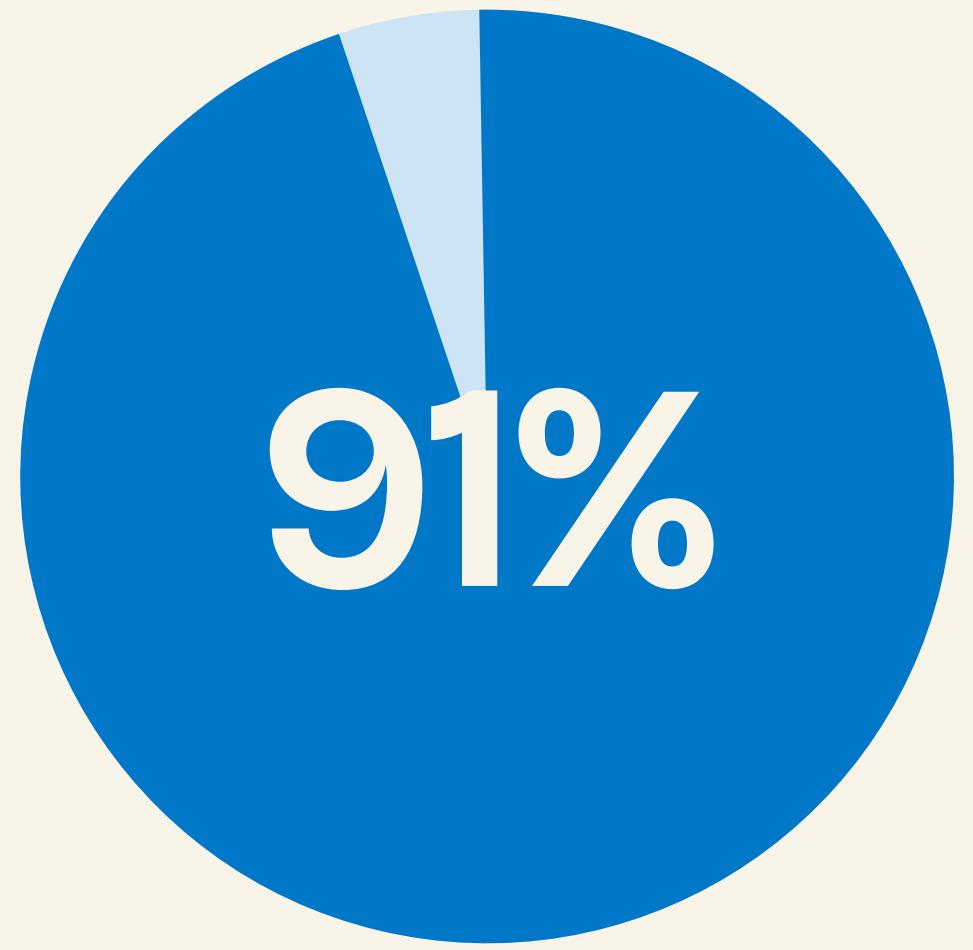
OUR VALUES

do the right thing



make service count

Team member culture, engagement, and inclusion



Team member participation in engagement surveys in 2024

We aim to create a positive, engaging, and inclusive workplace for all team members. As part of this effort, we closely track team member engagement, including job satisfaction and other factors.

Our internal research shows that team members who feel respected and included feel more engaged at the company and in their work. This contributes to them staying with the company longer and creating a better experience for our customers, nonprofit partners, and their donors.

In 2024, 91% of team members participated in our annual engagement survey. This level of participation is considered best in class, according to an external consultant.

Our engagement scores have increased by 26% over the course of the past 8 years, specifically as they relate to team members feeling respected at work by their peers and/or by their managers.

PROGRAMS TO SUPPORT AND ENGAGE TEAM MEMBERS

- “Make Service Count” Award based on our REactions customer/donor surveys
- “Living Our Values” and “I Made a Difference” bulletin boards at stores/locations
- IMPACT awards
- Merit awards
- President’s Club
- Retirement/retiree discount cards
- Tenure/service awards

Fostering belonging

During the 2024 calendar year, we rolled out training on allyship for our corporate leaders and store operations leadership teams as part of emphasizing the importance of creating an inclusive and supportive environment for all team members.

We also continued to expand our cultural awareness calendars, which include ideas for recognition of a variety of events to celebrate the diversity and uniqueness of our workforce.

This initiative provides yet another way to improve connection, engagement, and well-being for our team members.

INCLUSION AMBASSADORS

Our Inclusion Ambassadors program is composed of multiple regional groups, represented by store, district and regional managers, who meet quarterly to share ideas, best practices, and challenges related to maintaining a culture of inclusion and engagement.

The participants in these sessions then cascade the learning and best practices to their teams to ensure we are reaching into the entire organization.

Many great suggestions emerge from these Inclusion Ambassador sessions that result in initiatives that we implement across the business. For example, in 2024 Inclusion Ambassadors highlighted the need for our written materials to be translated into languages other than English, French, and Spanish for team members with other native languages.

In response, we shared translation tools and resources that team members could use to translate materials as needed.

The success of this approach has led some Inclusion Ambassadors to develop local versions of the program for their store teams.

TEAM MEMBER DEMOGRAPHICS

61%

of U.S. workforce is made up of people with diverse backgrounds and ethnicities.



57%

of management roles in our stores and corporate operations are held by female team members in the U.S. and CA.



Talent development and retention



Our business benefits when we attract, develop, and retain strong talent representing a wide array of thoughts, experiences, and perspectives. We are committed to building a workforce that reflects the customers and communities we serve, and our recruiting process leverages advanced tools to ensure our talent pipeline consists of exceptional candidates representing diversity of backgrounds and experiences. Throughout the year, we invest in the training, development, and advancement of our team members.

This process begins with customized new hire curriculum in our stores, warehouses, Community Donation Center®, GreenDrop, and corporate office with a focus on cross-training to ensure team members are familiar with roles and responsibilities beyond those for which they were initially hired. In addition, all new corporate team members participate in a store immersion experience to learn how our stores and warehouses operate.

We are committed to developing skilled, knowledgeable, and proficient leaders. Savers University, our customized internal training platform, offers hundreds of different courses and training programs—from store-related training to leadership growth and development programs—to help team members gain skills and advance their careers. These programs are especially important given our emphasis on promoting from within.

In 2024, we delivered 749,003 hours of voluntary and mandatory training to team members through Savers University.

New store managers and supervisors complete our Store Manager Training (SMT) program to build proficiency in functional and soft skills. Like our new hire training, SMT includes cross-functional training specific to the needs of leaders at our stores.

In 2024, we expanded the content and reach of this proprietary program to additional regions.

Another program, ASCEND, is a two-year cohort design, integrated with daily work activities, to build capabilities in management and leadership skills for specific team members on track toward leadership positions.

>62%

of open salaried management positions filled by internal promotions.

88%

corporate retention rate for U.S. and CA.

Competitive compensation and benefits

We review the competitive benchmarking for our benefits plans annually and make incremental improvements regularly to ensure our offerings remain competitive with our peers and the marketplace, and meet our team members' needs.

Our benefits package, which is available to all full-time team members, includes:

-  Bundled health plans such as medical, prescription, dental, and vision
-  Company-paid life insurance for extra protection and peace of mind
-  Programs for smoking cessation, diabetes management coaching, joint health, and on-demand care options
-  A 401(k) plan with generous company matching contributions
-  A range of mental health resources and services, including mental health and well-being support for all team members regardless of their insurance enrollment status

We also aim to support the work-life balance of our team members in a variety of ways, which in turn can increase engagement, attraction, and retention. Savers offers the following benefits in addition to those listed above:

-  Paid time off from work for leisure and hobbies, as well as holiday celebrations
-  Social and team-building focused events

Workplace safety

Our responsibility to our team members includes providing a safe working environment, educating our team members on safety procedures, and encouraging them to report even the smallest injury promptly. Our long-standing safety program has a track record of a 24-hour response time to workplace injury claims.

When an injury does occur, our Risk Management team works with the injured team member, insurers, physicians, and store management to support the team member during their recovery, helping them come back to work as soon as possible in a role that is feasible and safe for them. This approach helps allow team members to earn their full pay while recovering from the injury or illness.

We record and report all workplace injuries and illnesses in line with the requirements of the Occupational Safety and Health Administration (OSHA) and other regulatory requirements in Canada and Australia. We closely monitor and assess our DART (days away, restricted, or transferred) data in the U.S., which measures the percentage of our workplace injury claims that result in a team member needing time away from work, restricted duties, or a permanent transfer to another position.

Historically, our DART rate is substantially lower than the national average. In 2024, our DART rate was 0.54.¹

FOSTERING WORKPLACE SAFETY

100%

of team members in AU received safety training.

>99%

of team members in the U.S. and CA received safety training.

50,000+

safety training hours completed.
U.S. **28,000+**
CA **21,000+**
AU **1,200+**

191,000+

safety-related courses completed.
U.S. **95,000+** CA **92,000+** AU **4,300+**

¹ At the time of publication, national average DART data was not yet available. In 2023, the national average as reported by the Bureau of Labor Statistics was 2.4.

Giving back: community commitment

We support the communities where we live and work through our charitable giving programs.

2024 GRANTS

\$325K USD

through the Savers Value Village Charitable Giving Fund.

\$343K CAD

through the Value Village CA Giving Fund.

\$15K AUD

to local nonprofits in AU.

CHARITABLE GIVING COMMITTEE

Our Charitable Giving Committee, led by senior executives, directs our philanthropic support for nonprofit disaster relief, causes aligned with our mission and values, and sustainable fashion education.

In the U.S. and Canada, these donations are made via donor-advised funds administered by third parties. Savers Australia makes its donations directly.

One example of our giving program is funding scholarship programs for students studying sustainable and circular fashion at Washington State University in the United States and Toronto Metropolitan University in Canada.

STORE COMMUNITY OUTREACH

Individual stores have the autonomy to support organizations in their area, including local relief efforts and community groups in need. Through our Get2Give program, we donate secondhand goods to community partners.

Our stores can make both one-time and ongoing donations of secondhand items.

During the year, Get2Give, our in-kind charitable donation program, recorded 775 donations, or approximately 83,000 pounds of donated items across 318 community partners.

Responsible procurement

We purchase most of the secondhand items we sell in our retail stores from nonprofit organizations. We pay our nonprofit partners for these donated goods, providing revenue they can use to help fulfill their missions.

2024 SUPPLIER AND NONPROFIT PARTNER SPOTLIGHTS

20 years

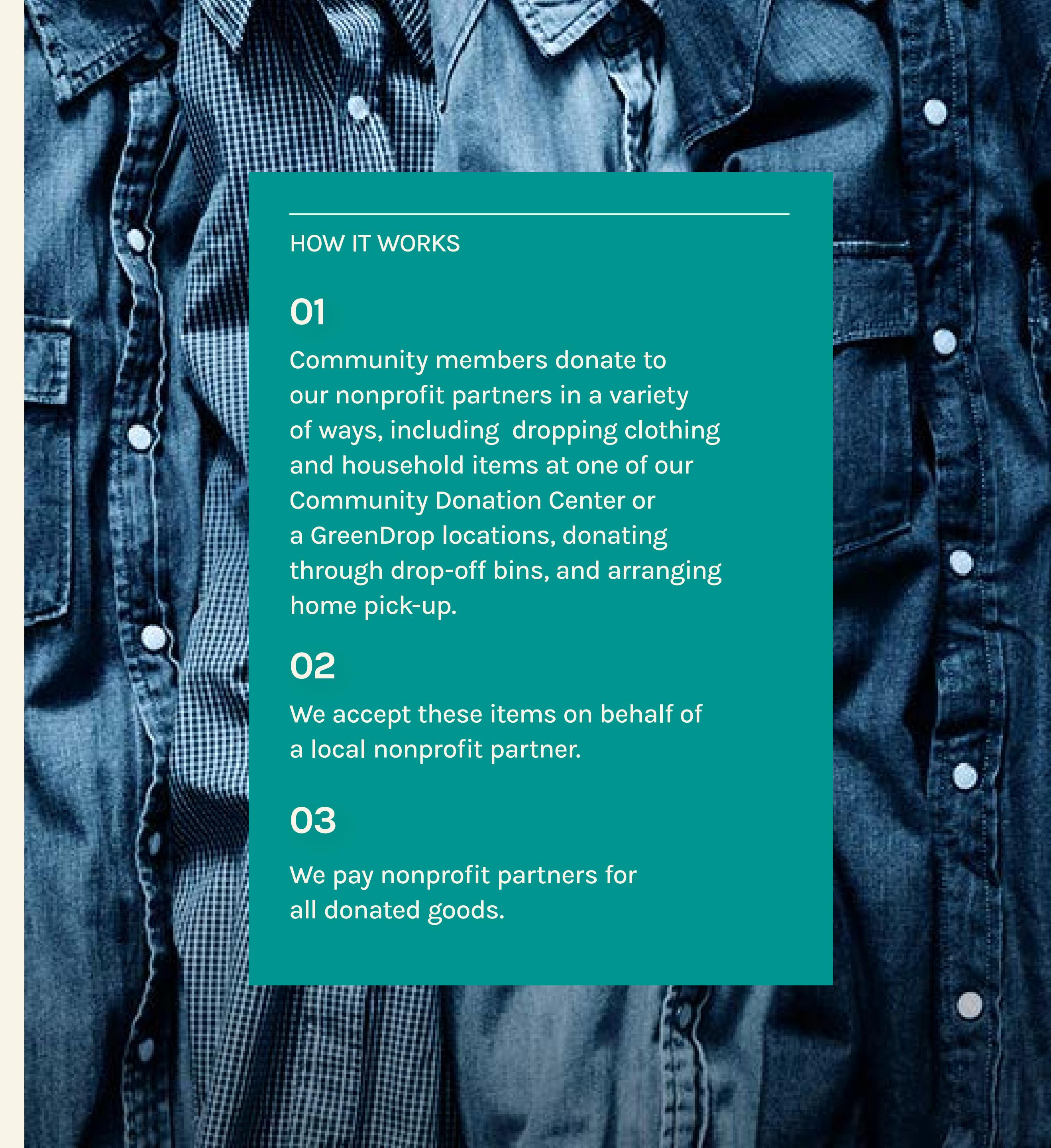
average relationship with our nonprofit partners.

Nearly all

supply is locally sourced across the U.S., CA, and AU.

\$490M+

paid to nonprofit partners (FY 2020 - 2024).



HOW IT WORKS

01

Community members donate to our nonprofit partners in a variety of ways, including dropping clothing and household items at one of our Community Donation Center or a GreenDrop locations, donating through drop-off bins, and arranging home pick-up.

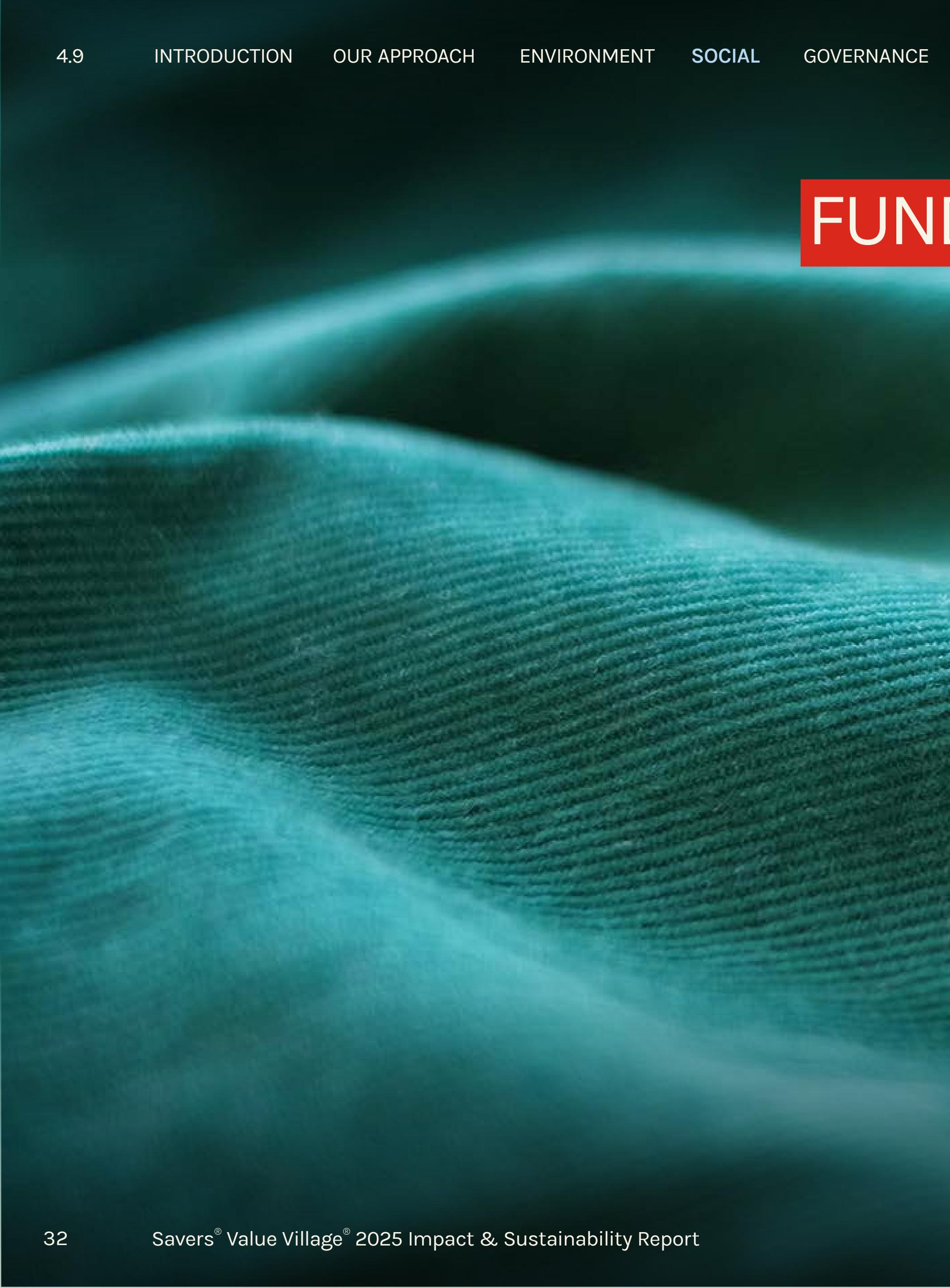
02

We accept these items on behalf of a local nonprofit partner.

03

We pay nonprofit partners for all donated goods.

FUNDdrive® program



Our hyperlocal FUNDdrive program, in the United States and Canada, offers nonprofit organizations, such as schools, sports teams, and community groups, an opportunity to raise money by collecting used clothing, shoes, household items, and books/media that we then purchase.

Organizations deliver the items in a single drop-off to a nearby store, helping divert these goods from landfills and minimizing the transportation involved in making them available for reuse.

3,500+

FUNDdrive fundraising events held in 2024.

>\$21M

earned by participating organizations over the last 10 years.

Spotlight on FUNDrive® participants

ARM FOUNDATION

Since 2018, the Virginia-based ARM Foundation has raised over \$11,000 for scholarships through FUNDrive in support of its mission of helping students to complete GED programs or graduate high school and attend college.

ARM Foundation has kept over 30,000 pounds of clothes, shoes, and household textiles, 19,000 pounds of household goods and toys, and 14,000 pounds of books and media out of landfills and in communities.

PAWS CROSSED

The Paws Crossed Animal Shelter and Adoption Centre in Brandon, Manitoba, held its first FUNDrive in May 2024 and raised over \$580.

These funds will support its inspiring mission of offering animal visits to senior citizen housing facilities, personal care homes, and other locations across the community.

The organization enjoys broad support in the Brandon community and is excited for a second round with FUNDrive.

PLAINFIELD EAST HIGH SCHOOL

In March 2025, the Plainfield East High School Athletic Boosters in Illinois completed its second FUNDrive.

With the school's athletic director suggesting that every team participate, the event's organizer set up an online sign-up tool with a slot for every team sport to provide organization, goal setting, and friendly competition.

This created the perfect storm for a group of athletic teams who thrive in a competitive environment. The results were incredible. The school nearly doubled its success from its first FUNDrive, generating 30,620 pounds of goods and achieving its fundraising goal.

5.0

Governance

ESG oversight

Our ESG strategy—including the development and publication of our annual Impact & Sustainability Report—is overseen by the Nominating, Governance, & Sustainability Committee of our Board of Directors. Other Board committees have oversight of ESG-related issues associated with their respective areas of responsibility. The Audit Committee focuses on specific governance-related issues including internal controls, cybersecurity, and data privacy, and the Compensation Committee oversees certain aspects of our human capital management strategies, policies, and programs.

Our executive-led ESG Committee, which is made up of team members across functions, helps set the strategic direction for our ESG initiatives. It plays an important role in data validation and reporting, and informs key stakeholders about new initiatives.

Our most recent materiality assessment determined the ESG Committee's priorities:

- 01 Energy management
- 02 Workforce
- 03 Procurement
- 04 Reuse and recycling

Corporate governance

The nine members of our Board of Directors, eight of whom are independent directors in accordance with New York Stock Exchange rules, have the necessary skills and experience to effectively oversee our business. The ninth director is our CEO.

Our Board has three standing committees:

- 01 Audit Committee
- 02 Compensation Committee
- 03 Nominating, Governance, and Sustainability Committee

Ethical operations

Ethics and integrity are the foundation of our business.

We outline our expectations for our team members, executive leaders, and Board of Directors in our Code of Business Conduct and Ethics, which helps ensure we are in compliance with applicable laws and regulations in the communities and jurisdictions in which we operate.

Our Human Rights Policy details our commitment to respecting human rights across all our operations, including monitoring business practices throughout our secondhand supply chain. We verify our policies through audits and reviews, as well as stakeholder and community engagement, third-party assessments, training, and reporting mechanisms for our team members, and upstream and downstream supply chain diligence.

Please see our [Investor Relations website](#) for more information about our corporate governance practices, and policies. More information on our Board of Directors can be found in our [2024 Proxy Statement](#).

Safety

We are deeply committed to safeguarding our team members and customers. Our General Counsel and Chief Compliance & Sustainability Officer oversees our safety and risk team, which develops and guides our implementation of best practices and emergency protocols, as well as our compliance with government regulations.

Our Occupational Health and Safety Policy describes our approach to workplace safety, health and wellness programs, emergency preparedness, hazard identification and control, and compliance with applicable laws and regulations. For example, we have developed a comprehensive Do Not Sell program, which lists groups of items that are not allowed to be sold in our stores.

If we receive a hazardous item at one of our Community Donation Center® locations, our team members are trained to follow the relevant safety policies.

Data privacy and cybersecurity

In the previous year, we improved our proactive cybersecurity by implementing a new internal Application Security Program, conducting annual penetration testing, and improving processes for third-party risk assessments. In addition, best practices for security architecture are now integrated into the project lifecycle process. The Security Training and Awareness Program was also improved by the addition of monthly security newsletters, more complex phishing tests, and new cybersecurity training videos.

Improvements to reactive cybersecurity include enhancements to operational logging architecture and monitoring strategy, and a review and update of the Cybersecurity Incident Response and Crisis Management Plans. We also conducted the appropriate audits, tabletop exercises, and incident response testing to ensure compliance with industry and regulatory standards including PCI, CCPA, and SOX.

In the event of a material data breach, including any incidents involving customer Personal Identifiable Information, we have plans in place to appropriately respond to the breach with our customers and appropriate regulators, and ensure we communicate as required with the investment community.

We are committed to ensuring our collection and use of customer information is responsible and ethical. Our Privacy Policy outlines our approach to data collection, usage, and deletion practices.

Managing our value chain

Our commitment to maintaining integrity in our value chain means we review our wholesale buyers annually. In these reviews, we assess their ownership structure, countries of operation, primary business practices, statements on labor conditions, and international trade compliance.

We follow policies and procedures aimed at supporting effective value chain management and ethical operations. Our Vendor Code of Conduct is reviewed annually by our legal team, and we are developing a code of conduct for international buyers.

In addition, we partner with trade associations including the Secondary Materials and Recycled Textiles Association (S.M.A.R.T) to develop policies and processes to advance responsible reuse.

Our industry memberships:

National Retail Federation
Retail Council of Canada
Canadian Clothing Textile Consortium
Ellen MacArthur Foundation
S.M.A.R.T.
Fashion Takes Action

Appendix

Stakeholder engagement

Our key stakeholders include a broad array of individuals and organizations, including our customers, team members, nonprofit partners, value chain peers, and investors.

We engage in regular communication with each group throughout the year to gauge their ESG-related priorities, as well as share updates on our impact and sustainability initiatives.

STAKEHOLDERS

Customers

METHODS OF ENGAGEMENT

- Loyalty program
- “Voice of the Customer” survey
- Nonprofit partner donor survey
- Dedicated customer care team
- Social media engagement and outreach

Team members

- Customized team member, management, and leadership development programs
- Inclusion Ambassador program
- Feedback Forward program
- Internal team member recognition programs
- Career path planning
- Engagement surveys
- Town hall meetings with Q&A

Nonprofit partners

- Individual account relationship management via an executive-led team
- Store outreach
- Ongoing dialogues about our collaborative growth strategy

Value chain peers

- Secondary Materials and Recycled Textiles Association
- National Retail Federation
- Retail Council of Canada
- Canadian Circular Textiles Consortium
- Fashion Takes Action
- Individual account relationship management with wholesalers, graders, and material processors
- Wholesale compliance program

Investors

- Press releases
- Investor conferences and non-deal roadshows
- In-person and virtual meetings
- Store, distribution, and recycling facility tours and meeting
- Quarterly public earnings calls

SASB INDEX

Activity metrics

SASB CODE	ACCOUNTING METRIC	2024 DATA/RESPONSE
CG-MR-000.A	Number of (1) retail locations and (2) distribution.	<p>(1) 351 stores (as of December 28, 2024).</p> <p>(2) Three wholesale distribution centers (2 in the U.S. and 1 in CA); eight processing warehouses (2 in the U.S., 4 in CA, and 2 in AU); and six Centralized Processing Centers (3 in the U.S.* and 3 in CA).</p> <p>* One lease in place, but not yet operational as of December 28, 2024.</p>
CG-MR-000.B	Total area of (1) retail space and (2) distribution.	<p>(1) The total area of retail square feet is 7,057,932 for the U.S., CA, and AU, with an average retail square footage of ~27,000 per store.</p> <p>(2) The average square footage of the 17 referenced warehouses is ~50,000 square feet., or about 948,578 square feet of total distribution area.</p>

SASB INDEX

Energy management in retail and distribution

SASB CODE	ACCOUNTING METRIC	2024	2023	2022
CG-MR-130A.1	(1) Total Energy Consumed	781,416 GJ	745,582 GJ	766,661 GJ
CG-MR-230A.1	(2) Percentage Grid Electricity	55.6% grid electricity.	52.6% grid electricity.	50.6% grid electricity.
CG-MR-230A.1 Based	(3) Percentage Renewable	0.5% 0.8% of grid electricity was “offset” by REC purchases.	0.5% 1.0% of grid electricity was “offset” by REC purchases.	0.6% 1.2% of grid electricity was “offset” by REC purchases.

SASB INDEX

Emissions and energy data table

GHG EMISSIONS BY SCOPE			
GHG EMISSIONS CATEGORY	2024 TCO ₂ e	2023 TCO ₂ e	2022 TCO ₂ e
Scope 1	21,528	22,310	23,259
Scope 2: Location-based	30,495	28,446	27,637
Scope 2: Market-based	31,852	29,398	28,808
Total Scopes 1 & 2	Location-based: 52,023 / Market-based: 53,379	Location-based: 50,756 / Market-based: 51,708	Location-based: 50,896 / Market-based: 52,066
GHG INTENSITY METRICS			
Total Scope 1&2 MT CO ₂ e per 1,000 square feet. Location-based.	4.60	5.03	5.22
ENERGY CONSUMPTION BY SOURCE			
Electricity	121,120 MWh / 436,029 GJ	109,457 MWh / 394,044 GJ	107,798 MWh / 388,073 GJ
Natural Gas	73,611 MWh / 264,999 GJ	70,342 MWh / 253,231 GJ	78,913 MWh / 284,086 GJ
Other Sources	22,331 MWh / 80,390 GJ	28,376 MWh / 102,152 GJ	26,251 MWh / 94,503 GJ
Total	217,062 MWh / 781,416 GJ	208,174 MWh / 749,427 GJ	212,961 MWh / 766,661 GJ

SASB INDEX

Data security

SASB CODE	ACCOUNTING METRIC	2024 DATA/RESPONSE
CG-MR-230A.1	Description of approach to identifying and addressing data security risks.	See page 36.
CG-MR-230A.2	(1) Data Breaches.	Any material data breaches will be disclosed in the required regulatory filings.
CG-MR-230A.2	(2) % involving personally identifiable information.	Any material data breaches will be disclosed in the required regulatory filings.
CG-MR-230A.2	(1) Data Breaches.	Any material data breaches will be disclosed in the required regulatory filings.

SASB INDEX

Labor practices

SASB CODE	ACCOUNTING METRIC	2024 DATA/RESPONSE
CG-MR-310A.1	(1) Average hourly wage.	Not disclosed.
CG-MR-310A.1	(2) Percentage of in-store employees earning minimum wage, by region.	Not disclosed.
CG-MR-310A.2	(1) Voluntary and (2) involuntary turnover in store employees.	Not disclosed.
CG-MR-310A.3	Total amount of monetary losses as a result of legal proceedings associated with labor law violations.	Material monetary losses as a result of legal proceedings associated with alleged labor law violations will be disclosed in the company's annual report and quarterly financial filings (i.e., Forms 10-K and 10-Q).

SASB INDEX

Workforce diversity and inclusion

SASB CODE	ACCOUNTING METRIC	2024 DATA/RESPONSE
CG-MR-330A.1	Percentage of gender and racial/ethnic group representation for (1) management and (2) all other employees.	<ul style="list-style-type: none"> (1) 57% of management and corporate operations roles were held by female team members in the U.S. and Canada. (2) 61% of U.S. workforce is made up of people with diverse backgrounds and ethnicities.
CG-MR-310A.3	Total amount of monetary loss as a result of legal proceedings associated with employee discrimination.	Material monetary losses as a result of legal proceedings associated with employment discrimination will be included in the company's annual report and quarterly financial filings (i.e. Forms 10-K or 10-Q).

SASB INDEX

Product sourcing, packaging and marketing

SASB CODE	ACCOUNTING METRIC	2024 DATA/RESPONSE
CG-MR-410A.1	Revenue from products third-party certified to environmental and/or social sustainability standards.	Due to the sheer volume of unique secondhand items of varying quality and condition that we process (we processed 1.0 billion pounds of secondhand items in FY 2024), it is not commercially feasible for us to determine if any product certifications apply to any individual items.
CG-MR-410A.2	Discussion of processes to assess and manage risks and/or hazards associated with chemicals in products.	We do not accept products with hazardous chemicals or items with hazardous components at our Community Donation Center locations. However, on occasion, we receive hazardous chemicals that are incidental to a small number of donations. Our employees are trained to follow all applicable hazardous material disposal standards. In other aspects of our operations, hazardous chemicals/products fall under our Hazardous Materials Program.
CG-MR-410A.3	Discussion of strategies to reduce the environmental impact of packaging.	The Savers Value Village business model is built around reusing goods, and therefore very few of our goods sold include packaging. Plastic bags were phased out of use at checkout in our stores in 2018. Our procurement team is beginning to discuss current ESG practices and policies with our suppliers. We currently do not have any policies and/or initiatives regarding the impact of packaging across our value chain.

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