

# TORRID

## 2022 Sustainability Report





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# A Letter from the CEO



I'm delighted to share with you Torrid's FY 2022 Sustainability Report, marking our ongoing commitment to incorporating environmental, social, and governance (ESG) considerations into our operations.

Over the last year, we've made significant progress in our sustainability journey, and I extend my heartfelt thanks to our dedicated team members who have been instrumental in propelling our initiatives forward.

Some highlights from our 2022 progress include:

- We conducted our first carbon footprint, covering our Scope 1 and 2 emissions. This collaborative effort from our finance, distribution, and facilities teams established a robust framework to identify relevant carbon-generating activities and set up a best in class approach to measuring our baseline. This crucial data will guide our strategies for reducing carbon emissions across our retail locations, distribution center, and corporate office.
- We engaged in a deep review of our supply chain to better understand how our vendors are managing their environmental and social risks. The goal is to harness innovative technologies to lessen the environmental impact of our products. This initiative involves thorough ESG audits, corrective actions, and training, complemented by on-site inspections of factories, mills, and wash facilities.
- Prioritizing the health and well-being of our employees remains a core focus. We introduced greater workplace flexibility, expanded mental health resources, and created more opportunities for team members to pursue their passions. These are just a few of the reasons people love to work for Torrid, and we are grateful for the more than 7,000 employees that make us who we are today.

While I am immensely proud of what we have achieved this year, I acknowledge that our journey towards sustainability is an ongoing process. We remain steadfast in our commitment to exploring every avenue with our stakeholders to further our ESG goals.

Your support and involvement are invaluable to us. Thank you for being an integral part of our journey towards a more sustainable future.

Sincerely,

*Lisa Harper*

Lisa Harper, Torrid CEO



# About Torrid



Torrid is a direct-to-consumer apparel and intimates brand in North America that provides an unparalleled fit and experience, empowering curvy women to love the way they look and feel.

Torrid designs for stylish women in sizes 10-30, and we are maniacally focused on fit, which is our customer's highest priority. Through our e-commerce platform and our physical footprint of over 600 stores, we offer customers high quality products across a broad assortment. Our offering includes tops, bottoms, denim, dresses, intimates, activewear, footwear and accessories. Our inclusive and welcoming environment drives long-standing relationships with our customers, and we serve over 3 million active customers today.

Torrid began operations in April 2001, and we opened our first store location in the Brea Mall in Brea, California. At the end of FY 2022, we operated 611 stores in 50 US States and Puerto Rico, and had an international presence of 28 stores in Canada. In addition to stores, we have a broad reaching e-commerce business that makes up the majority of our sales, and we are proud to offer a truly unified commerce model. Our inclusive and welcoming environment drives loyal relationships, as we have over 7,000 employees globally, and serve almost 4 million active customers.

## OUR PRODUCTS

### Apparel

We offer a broad assortment of apparel that spans across tops, bottoms, dresses, denim, and outerwear. We launch new and innovative product lines that excite our customer, including our exclusive Lovesick, Betsey Johnson, and Studio collections.

### Intimates

Torrid Curve, our intimates brand, combines both comfort and sexy with an extensive collection that includes lingerie, lounge, sleep, swim, and activewear. We deliver world-class fit across all of our products and offer patent pending technology in our most popular bras.

### Accessories

We offer a compelling assortment of accessories that complement every outfit in our customer's closet. Our product line includes wide-width shoes, boots, jewelry, and other accent pieces.



# Approach to Sustainability





## MATERIALITY

In 2022, we completed a materiality assessment to better understand the environmental, social, and governance (ESG) issues that impact our business success and our stakeholder relationships. The process involved a peer group analysis, interviews with key Torrid executives and managers, and an analysis of sustainability reporting frameworks and industry ESG standards. We have used these results to guide the disclosures in this report.

Our top fifteen categories of focus (in alphabetical order) are:

- Business Ethics and Integrity
- Chemical Management
- Corporate Governance
- Data Protection and Security
- Diversity and Inclusion
- Employee Engagement and Development
- Empowering Communities
- Energy and Carbon
- Labor and Human Rights in the Supply Chain
- Logistics and Distribution
- Packaging Impacts
- Risk Management
- Sustainable Materials Sourcing
- Waste and Water
- Workplace Health and Safety



## MANAGEMENT AND OVERSIGHT

- The Sustainability Steering Committee comprises a cross-functional group of senior leaders from finance, human resources, distribution/logistics, supply chain, merchandising, marketing, retail operations, legal, IT, and others. The Committee's role is to develop Torrid's ESG strategy and provide appropriate resources for implementation.
- The Nominating and Corporate Governance Committee (NCGC) of the Board of Directors (BOD) has oversight over Torrid's sustainability performance.



# Environmental Responsibility



**Transition to low-impact raw materials**

**Optimize energy, waste, and water across the value chain**

**Rethink and reduce packaging**














































## SUSTAINABLE MATERIALS SOURCING

Torrid is constantly seeking ways to source renewable recyclable, recycled, and alternative materials. We do this by not only looking at category-level impacts, such as “recycled rubber” or “organic cotton”, but also at a product level.



## Using Data-Driven Analytics to Understand Finishing Impacts

Torrid is using Environmental Impact Measuring (EIM) software to evaluate a range of our denim products, comparing our current finishing processes to traditional finishing processes. This helps us understand where we have made improvements and where additional steps can be taken to further minimize the environmental impact of our products.




 0-33 Low Impact  34-66 Medium Impact  66+ High Impact			Water Consumption Liters of water per garment produced.	Energy Consumption Energy consumed in one finishing process	Chemical Impact ZDHC MRSL conformance level and hazard	Worker's Health Ergonomic and risk factors
Blue Grotto Jeggings	<b>TORRID</b> Production Process					
	Traditional Production Process					
Chateau Grey Boyfriend Jeans	<b>TORRID</b> Production Process					
	Traditional Production Process					
Avalon Pull On Jeans	<b>TORRID</b> Production Process					
	Traditional Production Process					
Blue Grotto Lean Jean	<b>TORRID</b> Production Process					
	Traditional Production Process					

Learn more about [EIM's methodology](#)



## Moving to Sustainable Trims

In addition to the garment itself, every piece of clothing also comes with associated “trims” – like woven labels, tags, shoe bags, carding, and wrapbands. Since 2020, we have been working with our vendors to transition to trims with more sustainable materials.

		
<b>DTR Leggings</b>	<b>Jewelry</b>	<b>Shoes</b>
Started in 2020	Started in 2021	Started in 2022
Today, 50% of DTR leggings use wrapbands with 100% recycled material.	Today, 100% of Torrid’s jewelry uses carding made from FSC-certified fiber.	Today, 100% of Torrid’s shoes are sold with 100% recycled content shoebags.

## CHEMICAL MANAGEMENT

We work with suppliers to prioritize the safe use of chemicals and, where appropriate, the transition to safer and more ecologically-conscious chemicals. Surveys of our top apparel suppliers<sup>1</sup> found that:

Suppliers that...	2021	2022
Use alternatives to stones for “stone washing” fabric	73%	63%
Use lasers for wash treatment	42%	53%
Have switched to chemicals with less impact to the environment and human health	69%	100%
Use alternatives to traditional bleach	67%	63%
Use eco-friendly or alternative dyes with less environmental impact	62%	100%

<sup>1</sup>See page 32 for scope and methodology of our apparel supplier survey.







## PACKAGING IMPACTS

One of our key sustainability focus areas has been reducing our packaging impact. While there is further work to do, we are pleased with the progress we have made to date.

### In Our Supply Chain

- Outbound shipments from our Distribution Center to Stores are sent in boxes made of 17% recycled content
- All corrugated box shipments from our Distribution Center include at least 10% post consumer recycled content, and any virgin fiber is SFI Certified

### In Our Stores

- All three sizes of Torrid's store shopping bags are made with a minimum of 40% post consumer material and are 100% recyclable
- Messaging on the bags clearly communicates recyclability to customers

### e-Commerce

- Approximately 65% of our online orders are shipped to customers in polybags, which are made of 50% recycled plastic
- Approximately 35% of our online orders are shipped in corrugated cardboard boxes, which are made of 32% recycled content
- In 2022, we transitioned from non-recyclable to fully recyclable packing slips in our e-commerce packages



## ENERGY AND CARBON

In 2023, we implemented a new carbon accounting software to help us calculate Torrid's FY 2022 carbon footprint. We began with our Scope 1 and 2 emissions, covering 100% of our 639 retail stores, corporate headquarters, and Distribution Center. Tracked activities included all stationary fuel use (natural gas, propane, diesel), mobile fuel (gasoline and diesel), and fugitive emissions (refrigerants). The results show that 85% of our emissions, and 77% of our energy, come from grid electricity consumption. This baseline provides important insight for future decarbonization planning.

All of our stores have upgraded to high-efficiency LED lighting. In addition, we are testing a smart building system at selected stores, which provides dynamic control over heating, ventilation, and air conditioning, as well as notifications of pending maintenance needs.

At our Distribution Center, we use natural lighting and high-efficiency light fixtures to manage energy use. At our headquarters building where most administrative functions take place, we use occupancy sensors and have EV charging stations to reduce the impact of employee commuting.

Our suppliers are also doing their part. A 2022 survey of our top apparel suppliers found that 41% were using renewable energy, either generated onsite or through a renewable energy purchasing program.

### GREENHOUSE GAS EMISSIONS (metric tons CO<sub>2</sub>e)

	2022
Total Scope 1 emissions	2,913
Stationary	1,552
Mobile	388
Fugitive	972
Total Scope 2 emissions (market based)	16,051
Electricity – location based	16,471
Electricity – market based	16,051
Total Scope 1 and 2 emissions	18,964

### ELECTRICITY CONSUMPTION (GJ)

	2022
Stores	114,335
Support facilities: Distribution and Administration	34,369
Total	148,704

### NATURAL GAS CONSUMPTION (GJ)

	2022
Stores	20,722
Support facilities: Distribution and Administration	9,349
Total	30,071

#### Notes:

- Not all numbers tally to 100% due to rounding.
- 100% of electricity is purchased from the grid.
- For transparency, we disclose electricity emissions on both a market and location basis.
- For calculating total emissions across Scope 1 and 2, we use market-based calculations for Scope 2 emissions.
- See more about our calculations and methodology on page 32.



## WASTE AND RECYCLING

Our stores generate a modest amount of waste, primarily related to product packaging. Cardboard, polybags, old signage, empty cleaning supply containers, and food waste from our break rooms are some of the key waste streams. We take advantage of opportunities, where available, to recycle. In addition, we seek opportunities to avoid waste streams in the first place, such as reducing the amount of packaging needed to move items from our Distribution Center to our stores.

Our Distribution Center similarly generates waste primarily associated with product packaging. In 2022, the facility recycled 2,100 tons (222 truckloads) of corrugate bales, 3.7 tons of plastic, and 1 ton of eWaste.

The biggest source of waste within our operations is related to returns, and we have a comprehensive system in place to ensure clothes that can't go home with a happy customer don't end up in the landfill.

New unworn products returned to stores are put back on the sales floor to be sold. Defective products are marked out of stock and destroyed in stores.

Our Distribution Center has periodic sales, where employees can purchase returned and defective items at a significant discount. The proceeds support our employee engagement and charitable giving initiatives. In 2022, employee sales at our Distribution Center totaled \$5,793 and benefitted the Torrid Foundation.

Certain items, such as those with external brand partnerships, require us not to resell or donate. While we did not have any final disposition of these products in 2022, our process is to use a waste provider who converts them into energy.

### WASTE GENERATION (DISTRIBUTION CENTER ONLY)

	2021	2022
Waste to landfill (short tons)	103	53
Corrugate to recycling (bales)	2,063	2,100
E-Waste (short tons)	0	1



## WATER

In the apparel industry, the vast majority of water is used in three key steps of the value chain:

1. **Growing raw fibers, like cotton.** It is estimated to take 1,200 to 2,400 gallons of water to grow one pound of cotton, depending on where it is grown.
2. **Conventional textile dyeing and finishing.** A kilogram of fiber (cotton, polyester, and other materials) requires 12 to 18 gallons of water.
3. **Washing and laundering by the consumer also uses a lot of water.** While the numbers will vary by type of item, length of ownership and laundry process, life cycle assessment (LCA) studies show that washing a pair of jeans over its lifetime uses approximately 1,000 gallons of water.

Torrid works with our supply chain to reduce the water impacts of our products. Surveys of our top apparel suppliers found:

Our Suppliers	2021	2022
Use organic cotton or BCI certified cotton, which requires up to 90% less water to grow in comparison to traditional cotton fiber	73%	63%
Have water reclamation and/or recycling systems in place, which reduce the amount of water withdrawn from local aquifers	77%	89%
Use recycled fibers for items like hoodies with recycled polyester, which have a lower water footprint than a comparative virgin fiber	69%	100%
Use nano bubbles, a technology that saves 95% of the water in apparel washing	33%	50%

While water use in our stores is a tiny fraction of the overall water use in our apparel value chain, it is something we monitor so that we can identify leaks early and ensure we are using water thoughtfully for our kitchen and hygiene needs.

### WATER CONSUMPTION (THOUSAND CUBIC METERS)

	2019	2020	2021	2022
Stores	49.1	47.1	42.1	39.3
Support Facilities: Distribution and Administration	13.8	14.3	14.5	21.0
Total	63.0	61.3	56.6	60.3

• Not all numbers tally to 100% due to rounding. See more about our calculations and methodology on page 32.





## LOGISTICS AND DISTRIBUTION

Our business model is serviced by our state-of-the-art Distribution Center located in West Jefferson, Ohio. This highly-automated facility manages the transportation, receipt, storage, sorting, packing, and distribution of merchandise for our e-commerce platform and brick and mortar stores.

To get our products from the supplier to our Distribution Center and then to our stores, we use a variety of third-party logistics providers to provide ocean freight and ground transportation. In 2022, 80% of our providers were part of the U.S. Environmental Protection Agency's SmartWay program with over 90% of our total miles traveled contracted with SmartWay carriers. The SmartWay program helps transportation companies advance supply chain sustainability by measuring, benchmarking, and improving freight transportation efficiency.

In addition, our Canadian carrier handling both e-commerce and retail deliveries achieved a 43% reduction in Scope 2 emissions and reduced its total emissions per package by 5%, as compared to its 2020 baseline.

For our import ocean shipments, we participate in a carbon offset program with one of our major ocean carriers. A carbon offset program compensates outstanding carbon emissions through a portfolio of environmental projects worldwide.

Our Distribution Center Receiving operates 24/7 to allow carriers to drop and hook containers in the yard. This process prevents trailer idling while the containers are unloaded, saving energy and air emissions.

# 80%

of our providers were part of the U.S. Environmental Protection Agency's SmartWay program with over


# 90%

of our total miles traveled contracted with SmartWay carriers



## CASE STUDY:

## THREDUP



In an effort to reduce our impact on the planet, Torrid has partnered with ThredUp – an online consignment and thrift store which allows customers to recycle gently used clothes and accessories. Customers who participate can earn Torrid shopping credit for any items (regardless of the brand) they send in that sell within 30 days. Items which are not sold are then recycled or customers can opt to have their items returned to them.

Torrid is very excited about this partnership, as it offers our customers an innovative and effortless way to clean out their closets while providing them with an opportunity to extend the life of their clothes and earn Torrid credit.

Torrid is the first plus-size brand to launch a partnership with ThredUp's Resale-as-a-Service (RaaS). This partnership also provides our customers with a secondhand shopping experience which contributes to Torrid becoming a more impactful brand and leads to a more sustainable future.



# Social Responsibility



**Protect labor and human rights  
in our supply chain**

**Create a safe and welcoming  
work culture where everyone  
belongs**

**Provide opportunities to grow  
and give back**



## LABOR AND HUMAN RIGHTS IN THE SUPPLY CHAIN

At Torrid, we are committed to global human and labor rights, and ensuring our products are made in safe and responsible factories. We expect high ethical standards from anyone with whom we do business. Torrid's Vendor Code of Conduct (VCOC) reflects those high standards, and we embrace internationally recognized principles designed to protect the interests of the workers who manufacture products for sale in our businesses. These principles include human rights, labor rights, and anti-corruption standards enunciated by the United Nations and other respected international bodies such as the International Labour Organization. In addition to requiring compliance with applicable local, state and federal laws, we require all manufacturers and product providers to agree to adhere to strict standards for the production of the merchandise we sell.

### Vendor Code of Conduct (VCOC)

The Vendor Code of Conduct (VCOC) is available in English, Chinese, Vietnamese, Spanish, Sinhala, Tagalog, and Khmer, and outlines our requirements for Vendors (and those with whom the Vendor conducts relevant business) in such areas as:

- Forced Labor
- Child Labor
- Harassment or Abuse
- Nondiscrimination
- Health and Safety
- Wages
- Working Hours
- Freedom of Association and Collective Bargaining
- Protection of the Environment
- Monitoring and Transparency
- Subcontracting and Home Work
- Ethical Business Practices including Anti-Bribery
- Worker Grievance Reporting and Anti-Retaliation

Acceptance of our VCOC is part of our terms and conditions for merchandise vendors. While the specific requirements contained in the VCOC were developed with merchandise vendors in mind, we expect all the companies and individuals with whom we do business to act with integrity and adhere to the basic principles that underlie each requirement in the VCOC. Those basic principles include a commitment to act in accordance with all applicable laws and regulations and to respect the human rights and well-being of all people.

As with all of our corporate responsibility programs, we are committed to continuous improvement, which helps us prioritize additional areas of focus, and supports future enhancements to our VCOC.



### Sourcing

No single supplier accounted for more than 15% of merchandise purchased in 2022. Approximately 98% of our product receipts in 2022 were sourced internationally, primarily from Asia.

#### Torrid's Top 5 Sourcing Countries

1. China
2. Vietnam
3. Philippines
4. Cambodia
5. Sri Lanka





## Supplier Audits and Assessments

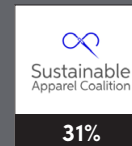
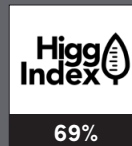
We monitor and engage our suppliers on ESG issues in a number of ways:

### AGREEMENT TO AUDIT

As part of our VCOC, merchandise vendors authorize Torrid and its designated agents (including third parties) to engage in monitoring activities to confirm compliance with our VCOC. This monitoring includes unannounced on-site inspections of manufacturing facilities and employer-provided housing; reviews of books and records relating to employment matters; and private interviews with employees. In FY 2022, every merchandise vendor factory underwent a third-party audit regarding social compliance criteria. In all, 81 audits were completed.

### THIRD-PARTY CERTIFICATION AND ACCREDITATION

A 2022 survey of our top apparel suppliers found that suppliers were certified or accredited to the following standards and frameworks:



### PARTNERSHIPS

In 2022, we engaged with LRQA, a global market leader in sustainability supply chain services, to help us in the following areas:

- Identify and improve visibility into Torrid's supply chain, particularly at the component and raw material level
- Mitigate risk by monitoring and assessing suppliers' factories through third-party audits, questionnaires, spot checks, and special issues assessments
- Engage suppliers proactively to improve conditions, using factory and vendor training, as well as remediation when issues are uncovered

We began with an assessment to understand our current supply chain impacts, and in early 2023 launched a responsible sourcing strategy. Our strategy has several objectives, including but not limited to, reducing and consolidating the supply base, working with factory direct vendors, and improving ESG performance within the product supply chain.



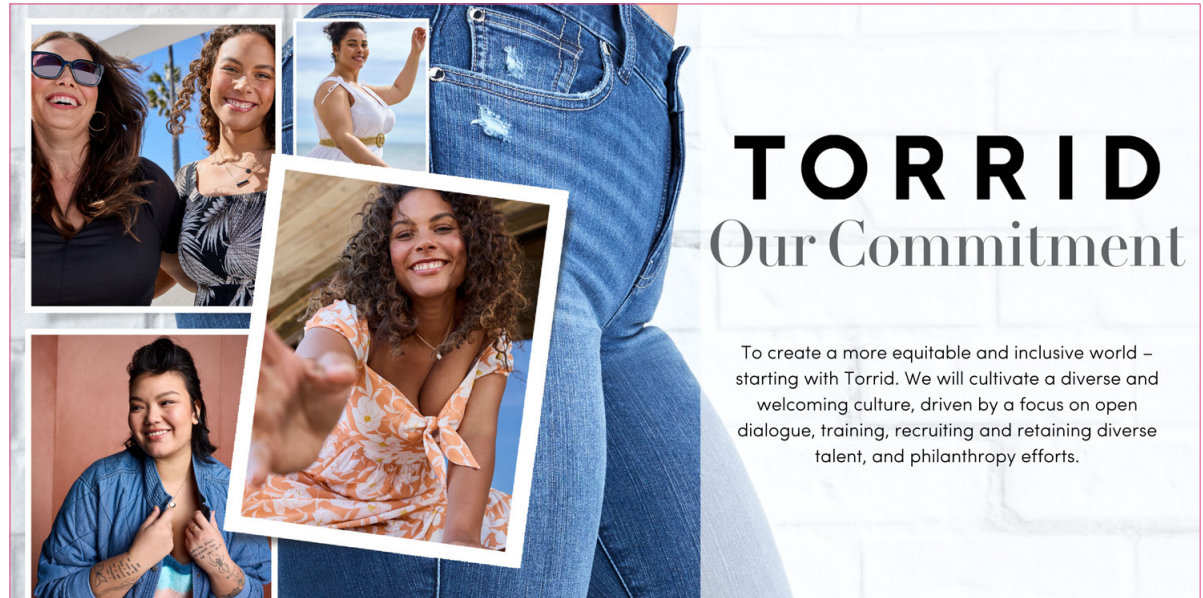
## DIVERSITY, EQUITY AND INCLUSION (DEI)

We are a company built on an inclusive truth – that people should not change themselves to fit clothes, clothes should change to fit people. This truth applies to the way we work together as well. We want people to bring their full and authentic selves to work each day and that's why diversity and inclusion is integral to our culture.

We believe diverse, equitable and inclusive teams at all levels across the organization strengthen our ability to better serve others. We also believe that gaining an understanding and appreciation of our differences makes us collectively stronger, provides unique perspectives, and contributes to an open culture where we celebrate and learn from and about each other. We are dedicated to creating a place where everyone belongs, and we are not afraid to do the work.

As illustrated in the charts on page 21, we have a very diverse employee base, including 93% women and 45% people of color.

We want Torrid to be a safe space for the community where everyone feels like they belong. We respect individualism and unique outlooks, and our goal is to be inclusive. Diversity, Equity, and Inclusion (DEI) are three closely linked values that strengthen our organization.



## TORRID Our Commitment

To create a more equitable and inclusive world – starting with Torrid. We will cultivate a diverse and welcoming culture, driven by a focus on open dialogue, training, recruiting and retaining diverse talent, and philanthropy efforts.

**Internal Culture and Practices:** At Torrid, we are working to create a better workplace from the inside out. We have implemented required and voluntary training and mentoring opportunities and are creating safe spaces for open dialogue and conversations.

**Community Collaboration:** We collaborate with diverse members of our community to both amplify their voices and talents and expand the variety of our product offerings. We are proud to provide a platform for diverse voices and creators through our social channels.

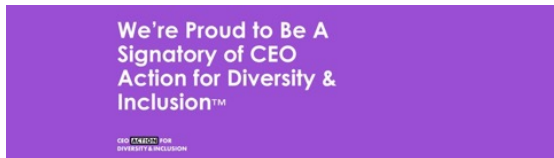
**Philanthropy:** We partner with the Torrid Foundation to ensure our grants are aligned with our values. For example, our primary partner, YWCA USA, uses the funds we provide in support of their mission to eliminate racism and empower women, and we could not be prouder of the impact of our giving.

**Awards and Pledges:** For the 3rd consecutive year, we have received the prestigious recognition by Forbes as one of the Best Employers for Diversity in 2022. Torrid appointed a Director of People Development and Inclusion and established a formal DEI department in 2020, and we believe these awards coincide with our dedication to building a better workplace through inclusion.





DEI is a global business imperative. We're proud to be challenging the status quo. For the last three years, we've been named to the Forbes "Best Employers for Diversity" list, demonstrating our commitment to DEI in our hiring and employment practices – from store associates to the Board of Directors.



As a CEO Action signatory, we are a part of the largest business-led initiative to advance DEI in the workplace, with more than 2,400 CEOs having pledged to create more inclusive cultures while not being afraid of having difficult conversations about DEI.



Talk Torrid is an interview style podcast published internally by our DEI Committee. We talk with our own employees to explore their equity and inclusion related experiences and use these conversations to strengthen connections and build teamwork.

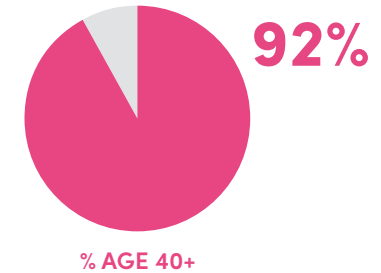
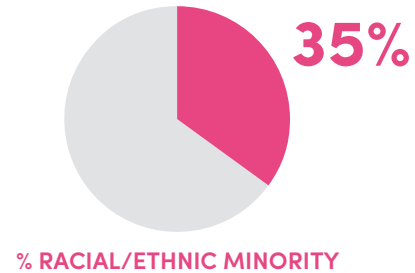
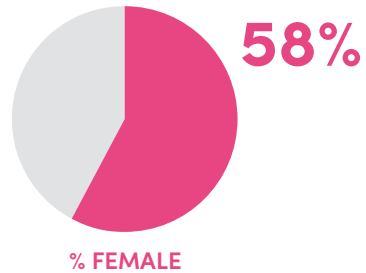
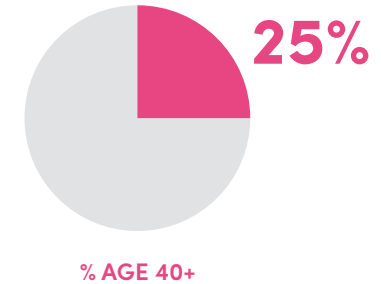
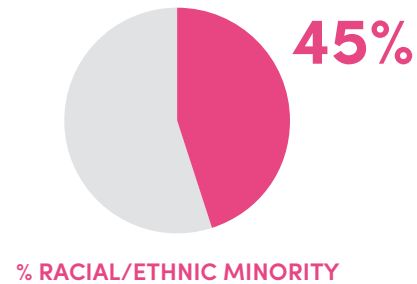
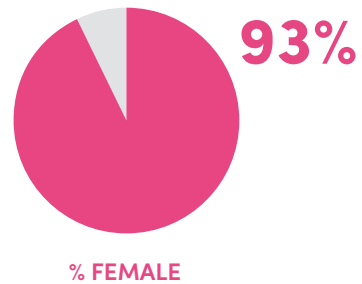


Perspectives is an internal DEI newsletter written by our employees, for our employees. This monthly publication focuses on celebrating culture, heritage, and identity by sharing valuable resources and inspiring stories.



Our Virtual Fireside Conversation series consists of engaging conversations with external DEI partners and friends who are doing extraordinary work in their own industries. These honest and engaging sessions help prepare our leaders to facilitate their own conversations with team members to improve dialogue and understanding.



**Executive Management****All Employees****Diversity and Demographics Performance****Stores<sup>2</sup>**

- 98% of store employees identify as female
- 43% of store employees identify as a racial/ethnic minority
- 20% of store employees are age 40+

**Headquarters**

- 77% of HQ staff and leadership identify as female
- 59% of HQ staff and leadership identify as a racial/ethnic minority
- 40% of HQ staff and leadership are age 40+

**Distribution Center**

- 60% of DC employees identify as female
- 62% of DC employees identify as a racial/ethnic minority
- 56% of DC employees are age 40+

<sup>2</sup> Diversity data is for U.S. employees only.



## WORKPLACE HEALTH, SAFETY AND WELLNESS

The health and safety of our associates and customers is a key priority. Our health and safety program is focused on protecting our associates at each of our major settings: in stores, in our distribution center, and at our headquarters building. We have developed and monitor compliance with company-wide health and safety policies to ensure the safety of each team member and compliance with federal, state and local Occupational Safety and Health Administration (OSHA) standards.

### Health and Safety

In 2022, to prevent the spread of COVID-19 during the global pandemic, we continued to focus on the health and safety of our employees at each of our major settings. In addition to daily updates to employees, we provided personal protective equipment and extra cleaning supplies. We also implemented safety protocols for wellness and adjusted attendance policies to encourage those who were sick to stay home.

#### SAFETY PERFORMANCE

	2019	2020	2021	2022
Total recordable incident rate (TRIR): US stores	3.31	3.98	3.60	3.82
Total recordable incident rate (TRIR): Canadian stores	6.13	5.68	8.49	3.43
Total recordable incident rate (TRIR): Distribution	7.26	4.72	5.14	3.08
Total recordable incident rate (TRIR): Administration	1.01	0.24	0.00	0.64
Fatalities	0	0	0	0

#### Stores

- Employees receive training on standard operating procedures to prevent illness, injuries, and potential hazards. Training topics include preventing the spread of illness, fire prevention, response to violent incidents, weapons, bomb threats, and emergency store closures.

#### Distribution Center

- A dedicated Safety Specialist is onsite to support ongoing safety training, awareness, hazard identification, and risk reduction.
- Employees receive training on standard operating procedures to prevent illness, injuries, and potential hazards. Training topics include preventing the spread of illness, fire prevention, response to violent incidents, weapons, and bomb threats.
- Each recorded accident/incident is reviewed weekly by the Safety Specialist, Human Resources, and Human Resources Leadership teams to quickly address any opportunities for correction/re-training, if required.

#### Headquarters

- Employees receive training on standard operating procedures to prevent illness, injuries, and potential hazards. Training topics include preventing the spread of illness, fire prevention, response to violent incidents, weapons, and bomb threats.
- In response to COVID-19, we added additional work from home flexibility.





## Wellness

We believe that it is important for our employees to have time each week to focus on their tasks and things that are important to them. So, we implemented Focus Time – a block of time every Thursday afternoon where we ask employees not to schedule large group meetings or events so that everyone can focus on their professional and personal development.

In addition, we created a Wellness Room at HQ to provide a quiet space for people to relax when working or visiting our office. Filled with calming elements and plenty of water, our hope is that it is the perfect place for our employees to regroup, recharge, or take a mental break. We also have a virtual relaxation room that all employees can access through our online company communication page. The page has links to sound bath videos, instructor-led meditations, and other calming video elements.

Each week we also share a monthly newsletter provided to us by our Employee Assistance Program (EAP) called Insights. The Insights Newsletter provides articles, videos, and other resources our employees can use to support and strengthen their mental, emotional, and physical health. In addition, other EAP benefits include counseling, life coaching, and in the moment clinical support.



## EMPLOYEE ENGAGEMENT AND DEVELOPMENT

At Torrid, people come first. Our teams thrive on curiosity and collaboration, so we are always reimagining ways to build stronger connections. Our hybrid work environment provides the flexibility and work-life balance teams need to be successful, and our focus on development opportunities help to empower and engage our teams.

### Employee Engagement

#### TORRID FOUNDATION BOARD AND STEERING COMMITTEE

The Torrid Foundation advocates for women of all races, ages, and sizes to help maximize their potential by supporting causes and nonprofit organizations that provide resources, education, support, and services to empower women and improve their lives. Employees are invited to engage with the Foundation by becoming a member of the Board of Directors, or volunteering for the Steering Committee.

#### COMMUNITY PARTNERSHIPS

From the Annual Backpack drive to Adopt-A-Family program during the holidays, we are always looking at ways to give back to our local communities. Employees at our HQ and Distribution Center are invited to engage with their local community by using the company provided benefit of a paid volunteer day each quarter to give back.

#### PROFESSIONAL DEVELOPMENT PROGRAMS

We believe in cultivating talent, so we offer development programs like Emerging Leaders for those who have the passion, desire, and potential to be changemakers in our organization. Through in depth learning sessions and mentorship assignments, we empower our teams to drive their work forward.

#### EMPLOYEE ENGAGEMENT COMMITTEE

Aptly named, the Employee Engagement Committee (EEC) helps to plan events and activities for our employees to participate in that encourage connection and relationship building, both in person and remotely. Employees are invited to engage with the EEC by becoming a member and helping us enhance our culture.

#### DIVERSITY, EQUITY & INCLUSION COMMITTEE

At Torrid, we believe diverse and inclusive teams at all levels across the organization strengthens our ability to serve others and our customers. Gaining an understanding and appreciation of our differences makes us collectively stronger. Employees are invited to engage with the DEI Committee by becoming a member and helping to execute events and initiatives that help us create a place where we all belong.

### Employee Development

At Torrid, our Learning and Development strategy is based on three primary beliefs that must be embraced to be successful. To best support every employee's development, we provide learning support through a variety of channels. At every level we offer:

- **Self-Led** learning options that provide access to a wide-array of on-demand courses that can be taken at any time.
- **Instructor-Led** learning options that are comprised of live and virtual training sessions offered quarterly.
- **Team Based** learning options that are comprised of meetings, workshops, conferences, and other collaborative options that are customized for full departments and business functions.

# Did You Know?

In 2022, 33% of our District Managers were internal promotions who graduated from leadership development programs like Emerging Leaders.



## TURNOVER PERFORMANCE

	2019	2020	2021	2022
Involuntary turnover rate				
Stores	10.6%	9.7%	11.0%	10.2%
Distribution	9.8%	36.5%	27.9%	13.2%
Administration	1.6%	3.9%	1.3%	3.3%
Voluntary turnover rate				
Stores	122.1%	85.8%	110.9%	104.8%
Distribution	40.8%	41.7%	73.6%	110.7%
Administration	15.7%	11.6%	19.9%	16.4%

## Compensation and Benefits

We offer competitive compensation packages that are based on market-specific data for comparable roles and geographic locations. We believe in rewarding high performance and seek to design plans and programs to support this culture.

In 2022, we enhanced our compensation structure. One key area of focus was the expansion of pay transparency practices to additional states. Additionally, we saw notable increases in store pay rates; a reflection of our commitment to fair and competitive wages for our workforce. Our starting salaries are significantly above the federal minimum wage. Benchmarking against market data and economic conditions has played a pivotal role in this process, allowing us to position ourselves more competitively in all areas of our business. Collectively, these improvements exemplify our dedication to recognizing and rewarding the hard work and loyalty of our associates.

While some benefits vary by job and location, in general the following benefits are available to Torrid associates:

### Full-Time Employees

- 401k retirement plan
- Medical, dental, and vision insurance
- Flexible spending accounts
- Life insurance and short- and long-term disability insurance
- Paid Time Off
- Maternity Support Program

### All Employees

- Employee assistance program
- Employee stock purchase program
- Tuition assistance program
- Employee discounts

### Employee Emergency Fund

Created by employees for employees, Torrid's Employee Emergency Fund (EEF) provides assistance to fellow employees in the event of natural disasters or emergencies. In the past, the EEF has helped many employees affected by natural disasters such as hurricanes, fires, and floods.



We are  
focusing on  
three women's  
causes close to  
our hearts:

EQUALITY

WELLNESS

EMPOWERMENT

## EMPOWERING COMMUNITIES

An important part of our culture is our focus on giving back to the community, which we do primarily through our Torrid Foundation which was established in 2017. The mission of the Torrid Foundation is to support various nonprofit organizations dedicated to helping women and changing lives in our diverse communities. The funds utilized in these efforts are raised from customer donations, including dollar sales transaction round-ups, employee donations via lump sum amounts and/or bi-weekly payroll deductions, and a portion of select commercial co-ventures with non-profit partners. In 2022, the Torrid Foundation raised more than \$2.2 million in support of partner organizations dedicated to equality, wellness, empowerment, and education.



We partnered with the National Breast Cancer Foundation in October to offer a limited-edition collection that donated a percentage of proceeds from our Breast Cancer Awareness collection to support NBCF. Our focus was on early breast cancer detection through pre-screening programs and services.



Canadian  
Cancer  
Society

We partnered with the Canadian Cancer Society in October to offer a limited-edition collection that donated a percentage of proceeds from our Breast Cancer Awareness collection. Our focus was on early breast cancer detection through pre-screening programs and services.

Together, we helped provide over **1 MILLION** women in the US and Canada with mammograms, HOPE kits, and funding for awareness and support programs.



We partnered with YWCA USA as our partner of the year raising \$1M for their programs of women's equality, wellness, and empowerment.

Your contributions helped the YWCA serve over **3 MILLION** women in the US and Canada through programs supporting women's justice and equality.



We partnered with GLAAD during Pride Month in June to offer a limited-edition collection that donated a percentage of profits in support of the LGBTQ+ community.

The Torrid Foundation donated over **\$500 THOUSAND** to support GLAAD initiatives like the Spanish Language & Lantinx Media Program, the Transgender Media Program, and the Black Queer Voices Program.



We helped Dress For Success support over **1 MILLION** women with programs that empower them to achieve economic independence by providing a network of support, professional attire, and development tools for work and life.



# Governance



Comply with applicable laws  
and regulations

Operate with ethics  
and integrity

Manage risk and  
build resilience



## CORPORATE GOVERNANCE

### Leadership

Torrid has built a qualified Board of Directors (BOD) with the skills and experience to support strong growth and sustainability. Key competencies we believe are critically important include:

- Risk management
- Crisis management
- Leadership
- Regulatory issues
- Reputational issues
- Accounting and financial acumen
- Business judgment
- Governance
- Social responsibility
- Supply chain management
- Human capital management
- Cybersecurity
- Strategy and strategic planning
- Industry experience

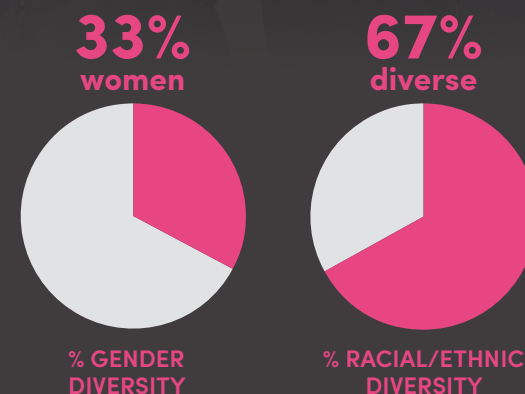
The BOD has adopted Corporate Governance Guidelines covering topics including board independence, election and appointment terms, director selection criteria, meetings and committees, director compensation, board education and performance evaluation, and board duties and responsibilities. The BOD also delegates certain responsibilities to three Board Committees:

1. **Audit Committee:** provides oversight of Torrid's accounting and financial reporting processes
2. **Compensation Committee:** provides oversight of executive compensation and human capital management
3. **Nominating and Corporate Governance Committee:** provides oversight of the director nominations process, Torrid's ESG matters and corporate governance trends, documents and disclosures

More information on our Board of Directors and Executive Team, including executive compensation and remuneration practices, can be found on our Investor Relations [page](#) on our website in our [2022 Proxy Statement](#).

### BOARD DIVERSITY

At Torrid, we believe that diversity of backgrounds and viewpoints is a key attribute for a director nominee. We consider individuals with diverse viewpoints, accomplishments, cultural background, professional expertise, and diversity in gender, ethnicity, race, skills, and geographic representation. When considered as a group, they provide a sufficient mix of perspectives to allow the BOD to best fulfill its responsibilities to the long-term interests of our stockholders. At the end of the reporting year, of the six directors on our BOD, four were racially/ethnically diverse, and two of these four were women.





## BUSINESS ETHICS AND INTEGRITY

Our [Code of Business Conduct and Ethics](#) (Code) is central to our ethics and compliance philosophy. It establishes policies and procedures to promote honest and ethical conduct, fair and accurate disclosure, compliance with applicable governmental laws, rules and regulations, prompt internal reporting of violations of the Code, and accountability for adherence to the Code. It covers:

- Honest and ethical conduct
- Conflicts of interest
- Environmental stewardship
- Discrimination and harassment
- Human rights
- Corporate opportunities
- Confidentiality
- Fair dealing
- Use of company assets
- Compliance
- Disclosure requirements

We extend these commitments through our supply chain via our Vendor Code of Conduct (see more on page 17).

### Reporting Violations and Concerns

Anyone who suspects or has knowledge of a violation of the Code must report their concerns to the company, either directly to the Audit Committee, to the Chief Legal Officer, or to the reporting person's supervisor. After a thorough investigation and upon receipt of a determination there has been a violation of this Code, the BOD or the Chief Legal Officer will take such preventative or disciplinary action, including, but not limited to, reassignment, demotion, dismissal and, in the event of criminal conduct or other serious violations of the law, notification of appropriate governmental authorities.

### Prohibition on Retaliation and Whistleblower Protection

We do not tolerate acts of retaliation against any director, officer or employee who makes a good faith report of known or suspected acts of misconduct or other violations of the Code. Any such retaliation may be a violation of Torrid's [Whistleblower Policy](#).

### Preventing Corruption

At Torrid, we are committed to operating with honesty and integrity. Our [Anti-Corruption Policy](#) and other governance policies include a detailed explanation of our requirements and expectations.

## RISK MANAGEMENT

We maintain a robust approach to enterprise risk management that identifies, assesses, and mitigates risk across our business. We are beginning to incorporate ESG issues more explicitly into our risk management process. A list of material risks is provided in our [2022 Annual Report](#) and filed with the Securities and Exchange Commission (SEC), but particular risks with ESG impacts include:

### LAWS AND REGULATIONS

We are subject to labor and employment, tax, environmental, privacy, and anti-bribery laws. We are also subject to regulations, trade laws and customs, truth-in-advertising, consumer protection, and zoning and occupancy laws and ordinances that regulate retailers generally and/or govern the importation, promotion and sale of merchandise and the operation of stores and warehouse facilities.

### HUMAN CAPITAL

Our success depends in part upon our ability to motivate, develop and retain employees who understand and appreciate our corporate culture and customers and are able to adequately and effectively represent this culture and establish credibility with our customers. Human capital management, including creating a safe, welcoming, and respectful workplace that provides opportunities for growth and development, is critical to our long-term success.

### SUPPLY CHAIN COMPLIANCE

We do not own or operate any manufacturing facilities and therefore depend upon third parties for the manufacture of all of our merchandise. We maintain compliance guidelines for our vendors that dictate various standards, including product quality, manufacturing practices, labor compliance, and legal compliance.

### PRODUCT SAFETY, QUALITY, AND SUSTAINABILITY

Product safety, and regulations, and changing consumer preferences on sustainability characteristics of their purchase choices are constantly evolving. We are subject to regulation by the Consumer Product Safety Commission and similar state and international regulatory authorities, and any issues of product safety could result in a recall of products we sell.

### RAW MATERIAL AVAILABILITY AND CLIMATE CHANGE PRESSURE

The raw materials used to manufacture our merchandise are subject to availability constraints and price volatility caused by high demand for cotton, high demand for petroleum-based synthetic and other fabrics, weather conditions, supply conditions, government regulations, economic climate, and other unpredictable factors. In addition, our transportation and labor costs are subject to price volatility caused by many of these same factors. We are also subject to risks associated with new governmental mandates, standards or regulations intended to reduce greenhouse gas emissions, or projected climate change impacts.

### DATA SECURITY

Some aspects of our business, like that of most direct-to-consumer businesses, involves the receipt, storage and transmission of customers' personal information, consumer preferences, and payment card information, including in relation to our private label credit card, as well as confidential information about our associates, our suppliers and our Company, some of which is entrusted to third-party service providers and vendors. We increasingly rely on commercially available systems, software, tools (including encryption technology) and monitoring to provide security and oversight for processing, transmission, storage, and the protection of confidential information.



## DATA PROTECTION AND SECURITY

We collect, process, store, use, and share data, some of which contains personal information. Consequently, our business is subject to a number of U.S. and international laws, regulations, and industry standards governing data privacy and security, including with respect to the collection, storage, use, transmission, sharing, and protection of personal information and other consumer data.

Our [Privacy Policy](#) explains how Torrid, our affiliates, and subsidiaries collect, use, and share Personal Information when individuals engage with us online or offline, including but not limited to:

- What Information We Collect and Why
- Sources from which the Information is Obtained
- Who Information is Disclosed to and How it is Shared
- Information Regarding Use of Site by Children
- Domestic and Foreign Jurisdictional Specific Rights

We are on a continuous journey to further fortify our cybersecurity practices including internal and third-party risk and vulnerability management, monitoring, protection, detection, response, privacy, and employee engagement. Key elements of our cybersecurity posture include:

- Adhering to PCI, SOX, and other jurisdictional privacy law compliance
- Utilizing an industry standard cybersecurity framework for benchmarking, managing risk, and continuously improving our security processes
- Using industry leading technology and services to protect our network, including our systems, end user devices, onsite and remote access functionality, such as email use and access, and access of employee, corporate, and customer data
- 24/7 security monitoring
- Engaging employees in cybersecurity awareness through quarterly phishing simulations, training, communications, and company policies
- Engaging Leadership and the Board of Directors with quarterly cybersecurity updates
- Conducting an annual Incident Response training exercise

# About This Report

## SCOPE AND BOUNDARIES

This is Torrid's second sustainability report and primarily covers fiscal year activities (January 30, 2022 – January 28, 2023). In some cases, prior year data has also been provided to support trend analysis. Where relevant, this report also contains information pertinent to FY 2023.

## METHODOLOGY

Our carbon accounting is based on an operational control approach, and our 2022 carbon footprint baseline covers 100% of our 639 retail stores, corporate headquarters and distribution center. Carbon footprint calculations for 2022 included all relevant Scope 1 and Scope 2 activities:

- Stationary fuel use (natural gas, propane, diesel)
- Mobile fuel (gasoline and diesel)
- Fugitive emissions (refrigerants)

While not included in the carbon calculations, we also calculate and disclose water consumption at our stores and support facilities.

For a portion of our stores, electricity, natural gas and/or water are included in the lease terms and not passed through to us by property managers. In these cases, we estimated consumption for the following:

- Electricity and Natural Gas: based on the median energy intensity by building type from the U.S. Department of Energy's Building Performance Database, specifically the Electric EUI (Energy Use Intensity in kWh per square foot per year)
- Water: based on Torrid's average water consumption per square foot intensity for stores where we did pay our water bills
- Refrigerants: based on square foot intensity measures for each type of building classification

Emissions factors used in the 2022 carbon calculations included:

- California ARB (2021) High-GWP Refrigerants, AR5 GWP
- Canada National Inventory 1990–2021, Annex 13 Electricity in Canada: Summary and Intensity Tables
- Ecoinvent, Global District Heat, 2022
- EPA Emissions Factor Hub, 2023 (natural gas, diesel, propane, gasoline, ethanol)
- Green-E Residuals 2022 (2020 data)

Apparel makes up 87% of our revenue, with shoes and accessories making up the remaining 13%. Where we reference supplier performance metrics in this report, we are extrapolating to all production suppliers based on responses to the following surveys:

- In 2022, we engaged our top 12 apparel vendors (35 sewing factories, 14 fabric mills and 6 washing facilities) in our annual sustainability survey, representing 72% of our total apparel supplier spend.
- In 2021, we engaged with 13 of our top apparel manufacturers, representing 68% of our total apparel supplier spend.

## UPDATES AND CORRECTIONS

Total recordable incident rates in the 2021 sustainability report were calculated incorrectly. They have been corrected in this report.

Turnover data for 2021 was reported incorrectly in last year's report, but has since been corrected.

We failed to include a footnote in last year's report to clarify that diversity and demographic data for store employees reflected U.S. stores only. A footnote has been added in this report.

## VERIFICATION AND ASSURANCE

Torrid's Sustainability Steering Committee, made up of cross-functional senior leaders in every major function of the Company, has reviewed this report for accuracy and completeness. In addition, Torrid has worked with Strategic Sustainability Consulting, LLC to prepare this report in alignment with our materiality assessment results, relevant Sustainability Accounting Standards Board (SASB) industry standards, and evolving best practices. The report has not been independently verified or assured.

## FOR MORE INFORMATION

For questions, concerns, or suggestions about Torrid's sustainability efforts, please contact [sustainability@torrid.com](mailto:sustainability@torrid.com).

## DISCLAIMER AND LIMITATIONS

In this report, statements may be made regarding beliefs and expectations regarding the Torrid's future plans, disclosures, results or expected future events. These are known as forward-looking statements, which involve risks and uncertainties that in many cases are beyond management's control and may cause actual results to differ materially from expectations. We caution our readers in considering forward-looking statements and information. Many of the factors that could affect results are described in detail in our reports that we file with or furnish to the SEC. Finally, the information shared in this report is valid as of February 1, 2024, and Torrid undertakes no obligation to update it except as may be required under applicable law.



# SASB Tearsheet

The following data tables provide a snapshot of Torrid's sustainability performance across environmental, social and governance topics, based on Sustainability Accounting Standards Board (SASB) reference indicators from the following two industry standards:

1. Apparel, Accessories & Footwear (CG-AA)
2. Multiline and Specialty Retailers & Distributors (CG-MR)

Indicator	Unit	2020	2021	2022
Total energy consumed (CG-MR-130a.1)	Gigajoules (GJ)	166,292	174,560	148,704 <sup>3</sup>
Percentage grid electricity	Percent (%)	74	77	77
Percentage renewable	Percent (%)	0	0	0
Average hourly wage: US (CG-MR-310a.1)	\$ USD	We do not share compensation data in this level of granularity. See page 25 for more information about our approach to compensation and employee retention.		
Average hourly wage: Canada (CG-MR-310a.1)	\$ USD			
In-store employees earning minimum wage: US (CG-MR-310a.1)	Percent (%)			
In-store employees earning minimum wage: Canada (CG-MR-310a.1)	Percent (%)			
Involuntary turnover rate for in-store employees (CG-MR-310a.2)				
<i>Stores</i>	Rate	9.7	10.0	10.2
<i>Distribution</i>	Rate	36.5	33.2	13.2
<i>Administration</i>	Rate	3.9	1.5	3.3
Voluntary turnover rate for in-store employees (CG-MR-310a.2)				
<i>Stores</i>	Rate	85.8	109.4	104.8
<i>Distribution</i>	Rate	41.7	88.8	110.7
<i>Administration</i>	Rate	11.6	22.2	16.4
Total amount of monetary losses as a result of legal proceedings associated with labor law violations (CG-MR-310a.3)	\$ USD	From time to time, we are subject to certain legal proceedings and claims in the ordinary course of business. We are not presently party to any legal proceedings, the resolution of which we believe would have a material adverse effect on our business, financial condition, operating results or cash flows.		
Total amount of monetary losses as a result of legal proceedings associated with employment discrimination (CG-MR-330a.2)	\$ USD			
Demographics and Diversity				
<i>HQ Staff and Leadership: Female (CG-MR-330a.1)</i>	Percent (%)	77	77	77
<i>Distribution Staff: Female (CG-MR-330a.1)</i>	Percent (%)	55	57	60
<i>Store Employees: Female<sup>3</sup> (CG-MR-330a.1)</i>	Percent (%)	99	99	98

<sup>3</sup> In 2022, we modified the way that store energy estimates were made. As a result, the 2022 consumption total should not be compared directly to 2020-2021 numbers.

Indicator	Unit	2020	2021	2022
<i>HQ Staff and Leadership: Racial/ethnic minority (CG-MR-330a.1)</i>	Percent (%)	65	59	59
<i>Distribution Staff: Racial/ethnic minority (CG-MR-330a.1)</i>	Percent (%)	63	59	62
<i>Store Employees: Racial/ethnic minority (CG-MR-330a.1)</i>	Percent (%)	43	43	43
<i>HQ Staff and Leadership: Over 40 (CG-MR-330a.1)</i>	Percent (%)	38	39	40
<i>Distribution Staff: Over 40 (CG-MR-330a.1)</i>	Percent (%)	40	47	56
<i>Store Employees: Over 40 (CG-MR-330a.1)</i>	Percent (%)	13	16	20
Revenue from products third-party certified to environmental and/or social sustainability standards (CG-MR-410a.1)	\$ USD	While many of our product contain raw materials certified to third-party sustainability standards, we do not currently track them in a way that can be robustly aggregated.		
Processes to maintain compliance with restricted substance regulations (CG-AA-250a.1)	Discussion and analysis	See page 8-9		
Processes to manage risks and/or hazards associated with chemicals in products (CG-AA-250a.2, CG-MR-410a.2)	Discussion and analysis	See page 8-9		
Discussion of strategies to reduce the environmental impact of packaging (CG-MR-410a.3)	Discussion and analysis	See page 10		
Percentage of (1) Tier 1 supplier facilities and (2) supplier facilities beyond Tier 1 in compliance with wastewater discharge permits and/or contractual agreements (CG-AA-430a.1)	Percent (%)	Torrid does not currently maintain tracking and reporting systems to align with these indicators. However, we have a robust supply chain sustainability initiative that includes supplier engagement on environmental and social issues, self-assessments and third-party auditing. More information can be found on pages 17-18.		
Percent of Tier 1 supplier facilities that have completed the SAC Higg Facility Environmental Module (HIGG FEM) assessment or an equivalent environmental data assessment (CG-AA-430a.2)	Percent (%)			
Percent of supplier facilities beyond Tier 1 that have completed the SAC Higg Facility Environmental Module (HIGG FEM) assessment or an equivalent environmental data assessment (CG-AA-430a.2)	Percent (%)			
Percentage of (1) Tier 1 supplier facilities that have been audited to a labor code of conduct (CG-AA-430b.1)	Percent (%)			
Percentage of total audits conducted by a third-party auditor (CG-AA-430b.1)	Percent (%)			
Percentage of supplier facilities beyond Tier 1 that have been audited to a labor code of conduct (CG-AA-430b.1)	Percent (%)			
Percentage of total audits conducted by a third-party auditor (CG-AA-430b.1)	Percent (%)			
Priority non-conformance rate and associated corrective action rate for suppliers' labor code of conduct audits (CG-AA-430b.2)	Rate			



Indicator	Unit	2020	2021	2022
Percentage of raw materials third-party certified to an environmental and/or social sustainability standard, by standard (CG-AA-440a.2)	Percent (%) by weight	Torrid does not currently maintain tracking and reporting systems to align with this indicator. However, we do source a variety of products with third-party sustainability certifications and/or attributes, and this number is increasing over time. More information can be found on pages 8-9.		
Description of the greatest (1) labor and (2) environmental, health, and safety risks in the supply chain (CG-AA-430b.3)	Discussion and analysis	See pages 8-9, 13 and 18		
Description of environmental and social risks associated with sourcing priority raw materials (CG-AA-440a.1)	Discussion and analysis	See pages 8-9 and 13		
Description of approach to identifying and addressing data security risks (CG-MR-230a.1)	Discussion and analysis	See page 31		
Number of data breaches (CG-MR-230a.2)	Number (#)	We have not had any material data breaches during this reporting period.		
<i>Percentage involving personally identifiable information (PII) (CG-MR-230a.2)</i>	Percent (%)			
<i>Number of customers affected (CG-MR-230a.2)</i>	Percent (%)			
Number of Tier 1 suppliers <sup>3</sup> (CG-AA-000.A)	Number	2,591	2,690	2,597
Suppliers beyond Tier 1 (CG-AA-000.A)	Number	Torrid is part of a complex global supply chain. We do not track the suppliers of our suppliers in a format that aligns with this indicator.		
Number of retail locations (CG-MR-000.A)	Number	608	624	639
Number of distribution centers (CG-MR-000.A)	Number	1	1	1
Total area of retail space (CG-MR-000.B)	Square meters (m2)	171,548	177,882	185,820
Total area of distribution centers (CG-MR-000.B)	Square meters (m2)	69,083	69,083	69,083

<sup>3</sup> In 2022, we modified the way that store energy estimates were made. As a result, the 2022 consumption total should not be compared directly to 2020-2021 numbers.



