



TORRID

2023 Sustainability Report

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A Letter from the CEO



At Torrid, we are deeply committed to contributing to a more sustainable future, and I am pleased to present our FY 2023 Sustainability Report. This is our third annual report, demonstrating our continued focus on integrating environmental, social, and governance (ESG) principles into every facet of our business.

In 2023, we made significant strides in advancing our ESG initiatives, which are integral to our long-term sustainability strategy. This report outlines the key priorities we've identified based on stakeholder input, details our progress, and highlights our ongoing commitment to continuous improvement.

Some of the key accomplishments from 2023 include:

- **Carbon Footprint Assessment:** We conducted our second annual carbon footprint assessment, covering Scope 1 and 2 emissions, and expanded to include Scope 3 emissions. This effort, led by our finance, distribution, and facilities teams, established a solid framework for tracking and measuring carbon-generating activities. The data collected will guide our strategies as we set reduction targets across the company.
- **Supply Chain Sustainability:** We partnered with a new supplier to conduct a comprehensive review of our supply chain, focusing on how our suppliers manage environmental and social risks. Using innovative technologies, this initiative aims to reduce the environmental impact of our products. It includes ESG audits, corrective actions, training programs, and on-site inspections of factories, mills, and wash facilities.
- **Employee Well-being and Development:** We saw more engagement in programs that prioritize the health, wellness, and professional growth of our employees. This includes live and on-demand learning, Employee Engagement Committee-led events, and virtual events centered on emotional and social well-being. These efforts support our mission to attract, develop, and retain talent, and we are incredibly grateful to our 7,600+ employees who are essential to our success.

While we are proud of the progress we've made, we recognize that there is still much work ahead. We remain committed to engaging with our stakeholders as we continue to explore new ways to advance our ESG goals. Torrid plays an important role in the lives of our customers, and we are dedicated to protecting the planet and ensuring a brighter future for generations to come.

We are grateful for the ongoing support of our customers and employees, who hold us accountable as we work toward a more sustainable and equitable future. We look forward to the progress we will achieve together in the year ahead.

Sincerely,

Lisa Harper
Lisa Harper, Torrid CEO

About Torrid



Torrid is a direct-to-consumer brand of apparel, intimates, and accessories in North America that delivers an unparalleled fit and experience, empowering curvy women to love the way they look and feel. We believe our customer values the appeal and versatility of our curated product assortment and helps them look their best for any occasion, including weekend, casual, work and dressy.

We have created a proprietary fit and style that is unapologetically youthful, aimed at fashionable women who are curvy and wear sizes 10 to 30. We offer a full product assortment and design, develop, and merchandise almost all our products in-house under the Torrid®, Torrid Curve®, CURV® and Lovesick® brand names. Our trend driven items incorporate the latest fashions available in the broader market, which excites and enables our customer to have style and attitude.

We have come a long way since we opened our first store in Brea, CA in April 2001. At the end of FY 2023, we operated 655 stores in the U.S., Puerto Rico, and Canada. In addition to our store footprint, our eCommerce channel is central to our commerce platform. Our online platform, which includes our website and mobile application, provides customers with a highly engaging shopping experience featuring access to our full product assortment, an aesthetically rich and easily navigable user interface, and seamless ordering and fulfillment. Our ability to deliver a superior shopping experience helped drive customer loyalty, as we served nearly 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, Festi, Retro, and Studio collections.

Intimates

Torrid Curve, our signature intimates' brand, seamlessly blends comfort and sexy with a diverse collection that includes bras, panties, shapewear, lingerie, sleepwear, loungewear, swimwear, and activewear. We pride ourselves on delivering a world-class fit across all our products, incorporating patent-pending technology in our most popular bras for unparalleled support and style.

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 leadership team members 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 Corporate Sustainability 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 goals, 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 strives 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

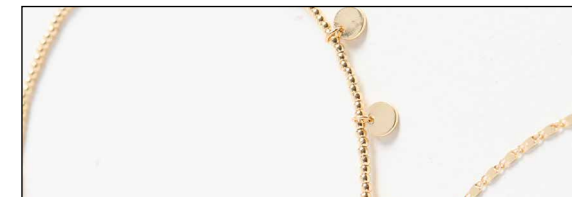
Torrid is using Environmental Impact Measuring (EIM) software to evaluate a range of our denim products, comparing our current finishing processes to traditional finishing processes. This helps us understand where we have made improvements and where additional steps can be taken to further minimize the environmental impact of our products. We have made improvements in our EIM scores comparing our 2023 bestselling jeans to 2022.

 0-33 Low Impact  34-66 Medium Impact  66+ High Impact		Overall Score	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
Lean Jean Slim boot Jupiter	TORRID Production Process					
	Traditional Production Process					
Lean Jean Slim Boot New Moon	TORRID Production Process					
	Traditional Production Process					
Super Soft Jegging Blue Groto	TORRID 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.



Jewelry

Started in 2021

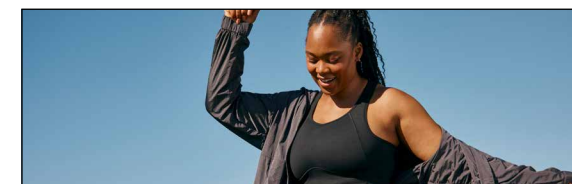
Today, 100% of Torrid's jewelry uses carding made from FSC-certified fiber.



Shoes

Started in 2022

Today, 100% of Torrid's shoes are sold with 100% biodegradable content shoebags.



Active

Started in 2023

Today, 56% of trim is recycled material.

CHEMICAL MANAGEMENT

We work with suppliers to prioritize the safe use of chemicals and, where appropriate, transition to safer and more ecologically-conscious chemicals. Below is a survey from our top apparel suppliers¹.

Suppliers that...	2021	2022	2023
Use alternatives to stones for “stone washing” fabric	73%	63%	57%
Use lasers for wash treatment	42%	53%	60%
Use alternatives to traditional bleach	67%	63%	57%
Oeko-tex® 100 certified	N/A	35%	43%
Using EIM Tool	N/A	N/A	43%

¹See page 32 for scope and methodology of our apparel supplier survey. Our Tier 1 suppliers consist of 56 sewing factories.

Working with Vendors to Improve Environmental Impacts in the Supply Chain

Our focus has been to enhance efficiency among our top Tier 1 apparel suppliers¹ within our supply chain. The process includes transitioning to manufacturing within facilities that have been recognized and authorized by globally acknowledged certification bodies. Currently, our initiatives have expanded to incorporate Tier 2 suppliers² of raw materials.

Certification	# of Vendors
BLUESIGN®	18%
OEKO-TEX® 100 certified	31%
ISO 9001	33%
ISO 14001	29%
HIGG INDEX FEM	53%

²Our Tier 2 suppliers consist of 76 fabric mills and 14 washing facilities.

ENERGY AND CARBON

In 2023, we implemented a new carbon accounting platform to help us calculate Torrid's carbon footprint. We began with our Scope 1 and 2 emissions, covering 100% of our retail stores, corporate headquarters, and distribution center. In 2024, we expanded our calculations to include relevant Scope 3 categories, providing a view into the environmental impacts across our entire value chain.

We continuously seek opportunities to optimize our energy use, including:

In Our Stores

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.

In Our Distribution Center

In 2023, we initiated a project to evaluate the conversion of more than 6,700 fixtures to LED lighting at our distribution center. Ultimately, a capital project was approved for an \$800,000 investment in new lighting technology that will reduce energy usage by over 500,000 watts annually, the carbon dioxide equivalent of over 8.9 million gasoline-powered miles driven and the carbon sequestered by over 4,000 acres of forest in a year.

In Our Headquarters

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.

In Our Supply Chain

Our 2023 survey showed that 35% of our top 32 vendors (56 Tier 1 sewing factories, 76 Tier 2 fabric mills and 14 Tier 2 washing facilities) were using renewable energy either generated onsite or through a renewable energy purchasing program.

GREENHOUSE GAS EMISSIONS (metric tons CO₂e)

	2022	2023
Total Scope 1 emissions	2,913	2,907
Stationary	1,552	1,444
Mobile	388	357
Fugitive	972	1,106
Total Scope 2 emissions (market based)	16,051	15,609
Electricity – location based	16,471	15,995
Electricity – market based	16,051	15,609
Total Scope 3 emissions		162,891
Category 1: Purchased Goods and Services		118,152
Category 2: Capital Goods		7,002
Category 3: Other Fuel and Energy		5,649
Category 4: Upstream Transportation and Distribution	Not tracked	17,323
Category 5: Waste Generated in Operations		856
Category 6: Business Travel		2,301
Category 7: Employee Commuting		11,610
Total emissions (Scopes 1, 2 and 3)		181,408

ELECTRICITY CONSUMPTION (GJ)

	2022	2023
Stores	114,335	114,599
Support facilities	34,369	31,126
Total	148,704	145,724

NATURAL GAS CONSUMPTION (GJ)

	2022	2023
Stores	20,722	20,509
Support facilities	9,349	8,143
Total	30,071	28,652

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 our value chain, we use market-based calculations for Scope 2 emissions.
- Due to challenges with separating upstream and downstream logistics impacts, all third-party transportation and distribution emissions is included in Scope 3, Category 4.
- 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.

Over the past three years, our distribution center has successfully implemented a cardboard recycling program, aligning with our sustainability goals and generating additional revenue. Our facility is equipped with specialized conveyors feeding a baler, which processes cardboard for recycling. Notably, this process has led to a significant increase in cardboard recycling efforts, which has allowed us to expand our recycling program to include aluminum cans in 2023.

DISTRIBUTION CENTER WASTE GENERATION (SHORT TONS)

	2021	2022	2023
Waste to landfill	103	53	83
Waste to recycling	13	6	4
Corrugate to recycling	1,650	1,680	1,566
E-Waste	0	1	0

WATER CONSUMPTION (THOUSAND CUBIC METERS)

	2019	2020	2021	2022	2023
Stores	49.1	47.1	42.1	39.3	43.2
Support Facilities	13.8	14.3	14.5	21.0	8.6
Total	63.0	61.3	56.6	60.3	51.8

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. 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.

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 2023, employee sales at our distribution center totaled \$9,702 and benefitted the Torrid Foundation.

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:

- 70% of our top 32 suppliers (comprising 56 Tier 1 sewing factories, 76 Tier 2 fabric mills and 14 Tier 2 washing facilities) monitored and audited energy, water, emissions, and hazardous waste
- 86% of our surveyed Tier 2 facilities owned and operated an effluent treatment plant

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.

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

eCommerce

- Approximately 92% of our online orders are shipped to customers in polybags, which are made of 50% recycled plastic
- Approximately 8% of our online orders are shipped in corrugated cardboard boxes, which are made of 32% recycled content

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



RETAIL BOX REDESIGN

In 2023, we began evaluating Torrid's "275C" retail box, the box used to ship product from our distribution center to our stores, for potential environmental improvements. The goal was to reduce the amount of corrugate in the box without compromising the strength and durability of the packaging. Working with two key corrugate suppliers, Torrid evaluated 3 different box types against the current box and after two tests of 50 stores and with feedback from store employees, Torrid identified a new box option that met all the requirements. With implementation scheduled for 2024, Torrid expects the new box to utilize 20% less corrugate material than before.



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 eCommerce 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 2023, 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 Canadia carrier handling both eCommerce and retail deliveries achieved a 7% reduction in its total emissions across all three scopes (2020 baseline).

For ocean imports, we bring 65% of our total ocean container volume through LBCT (Long Beach Container Terminal) which has reduced equipment related carbon and criteria pollutant emissions by 86%.

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.

CASE STUDY: THREDUP

In late 2022, we established our partnership with ThredUp – one of the largest resale-as-a-service (RaaS) platforms for apparel, shoes, and accessories. We are proud to be the first plus-size brand to launch a partnership with ThredUp and continue to provide our customers with a secondhand shopping experience which contributes to our journey to a more sustainable future.

Customers who participate can earn Torrid shopping credit for eligible clothes and accessories that are sold in the consignment window. Items which are not sold are then recycled.

Next year, we look forward to building on our partnership with ThredUp and offering our customers new trade-in programs to recirculate their wardrobes and continue to promote an environmentally conscious future.

THREDUP TRADE-IN PERFORMANCE METRICS

We are excited to share our 2023 performance results and the impact our customers' trade-ins had on sustainability. ThredUp processed over 65,000 trade-ins from over 4,300 brands and of those 40% were Torrid brand.

Kits Processed

Digital + Physical Kits
5,348

Items Recirculated

All items processed
65,406

Items Sold

63,067

Sustainability Impact

The sustainability impact of items recirculated and given a new life from Torrid customers clean out kits.

Source: Green Story Inc.

Hours of lighting an LED bulb

103.9M

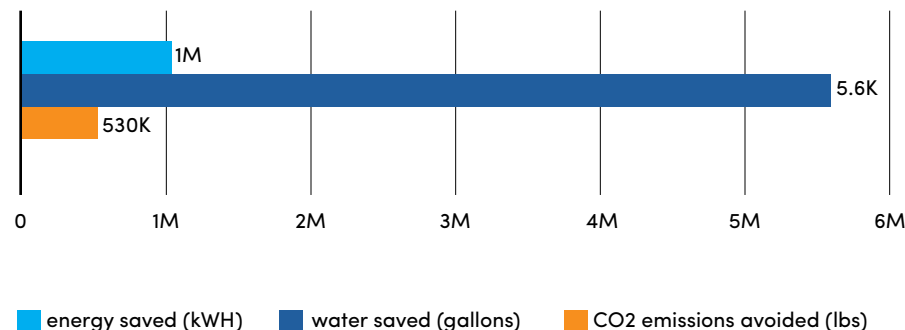
Miles of driving emissions avoided

577.8K

Reusable water bottles filled

56.1M

TOP IMPACT - CO2, WATER, ENERGY



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 commit 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 and Human Trafficking
- 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 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.

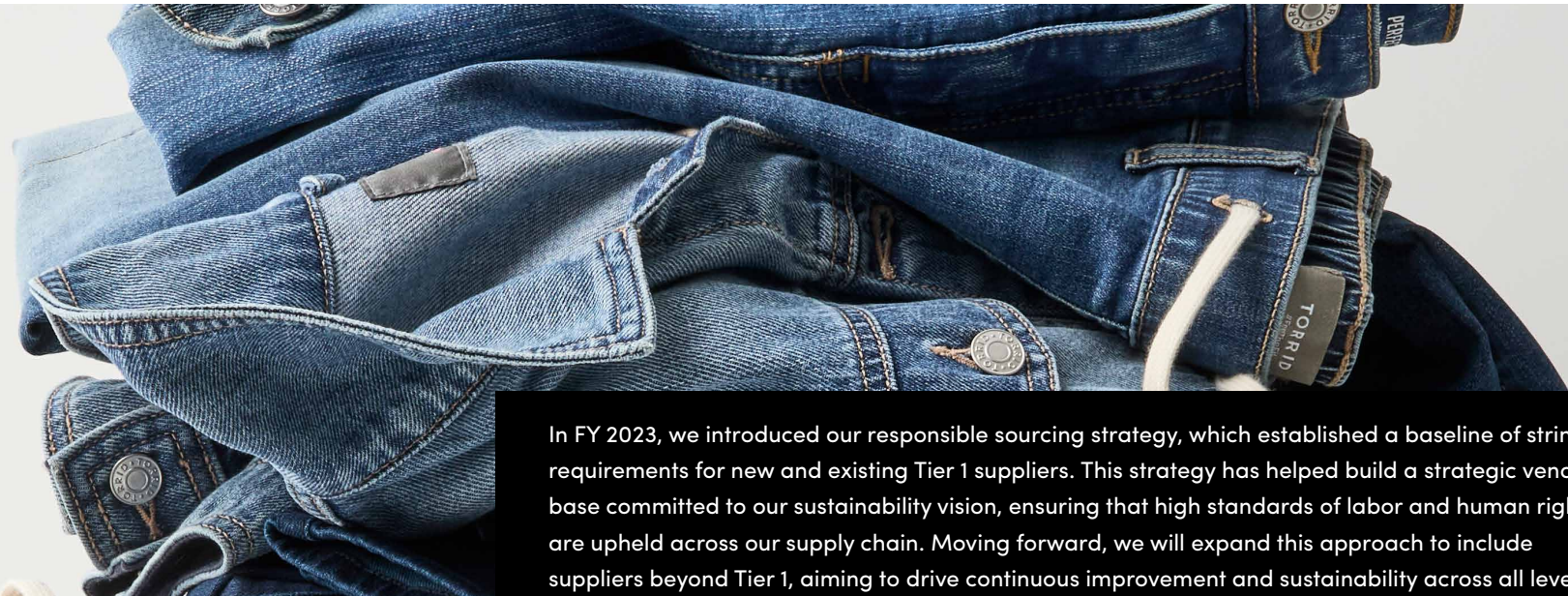


Sourcing

No single supplier accounted for more than 15% of merchandise purchased in 2023. Approximately 98% of our product receipts in 2023 were sourced internationally, primarily from Asia.

Torrid's Top 5 Sourcing Countries:

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



In FY 2023, we introduced our responsible sourcing strategy, which established a baseline of stringent requirements for new and existing Tier 1 suppliers. This strategy has helped build a strategic vendor base committed to our sustainability vision, ensuring that high standards of labor and human rights are upheld across our supply chain. Moving forward, we will expand this approach to include suppliers beyond Tier 1, aiming to drive continuous improvement and sustainability across all levels of our supply network.

Supplier Audits and Assessments

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

FACTORY AUDITS

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 2023, every merchandise vendor factory underwent a third-party audit regarding social compliance criteria. In all, 89 audits were completed.

THIRD-PARTY CERTIFICATION AND ACCREDITATION

A FY 2023 survey of our top 32 Tier 1 apparel vendors found that 100% were certified or accredited to at least one of the following standards and frameworks: Bureau Veritas Social Audit (BV SA), Sedex Members Ethical Trade Audit (SMETA), Worldwide Responsible Accredited Production (WRAP), and/or Business Supply Chain Initiative (BSCI).

PARTNERSHIPS

In 2023, we partnered with LRQA to elevate our Tier 1 factory auditing process by transitioning to their ELEVATE(D) Responsible Sourcing Assurance (ERSA) program. Set for implementation in 2024, the ERSA program will provide a more holistic and comprehensive audit, encompassing social compliance, environmental performance, and governance. In partnership with our Tier 1 suppliers, this initiative will give Torrid greater visibility into our supply chain and strategically guide the development of our roadmap for a more sustainable impact.

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, equity and inclusion is integral to our culture.

As illustrated in the charts on page 19, we have a very diverse employee base, including 94% women and 46% 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.

Our people-first DEI strategy has a clear purpose that is upheld by defined strategic pillars and carried out by specific initiatives and events that keep employees engaged. These pillars are:

- Internal Culture and Practices
- Community Collaboration
- Philanthropy

We're Proud to Be A Signatory of CEO Action for Diversity & Inclusion™

CEO ACTION FOR DIVERSITY & INCLUSION

Talk TORRID



PERSPECTIVES
NEWSLETTER

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 work has not gone unnoticed. In 2023, we were recognized by both Forbes and Newsweek for our focus on DEI:

Newsweek Awards

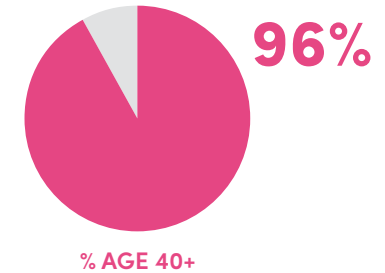
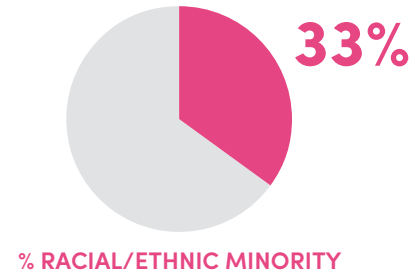
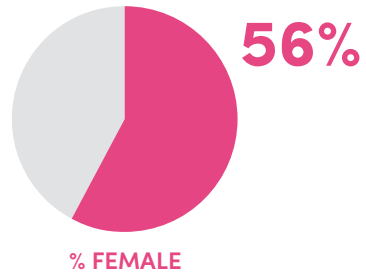
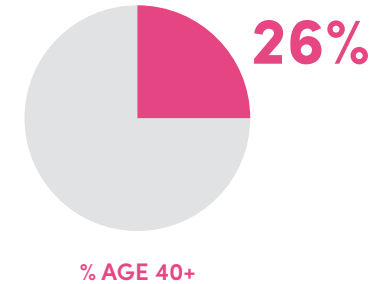
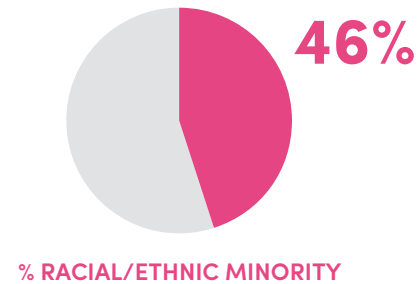
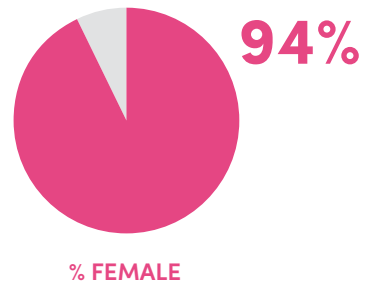
- America's Greatest Workplaces for Women 2023
- America's Greatest Workplaces for Diversity 2023



Forbes Awards

- America's Best Employer's For Women 2023
- America's Best Employer's For Diversity 2023 (four years in a row!)



Executive Management**All Employees****Diversity and Demographics Performance****Stores³**

- 99% of store employees identify as female
- 44% of store employees identify as a racial/ethnic minority
- 22% of store employees are age 40+

³ Diversity data is for U.S. employees only.

Headquarters

- 76% of HQ employees and leadership identify as female
- 64% of HQ employees and leadership identify as a racial/ethnic minority
- 42% of HQ employees and leadership are age 40+

Distribution Center

- 59% of DC employees identify as female
- 63% of DC employees identify as a racial/ethnic minority
- 59% of DC employees are age 40+

WORKPLACE HEALTH, SAFETY AND WELLNESS

The health and safety of our employees and customers is a key priority. Our health and safety program is focused on protecting our employees 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 employee and compliance with federal, state and local Occupational Safety and Health Administration (OSHA) standards.

Health and Safety

In 2023, new Risk Management employees came on board to refine the safety program and develop measures to continue safety as a top priority. The Risk Management team's focus is on safety and improvement of standard operating procedures.

With their expertise and partnership with Legal and Human Resources, safety updates were made and continue to be maintained to ensure a safe environment for employees and customers.

SAFETY PERFORMANCE

	2021	2022	2023
Total recordable incident rate (TRIR): US stores	3.60	3.82	3.59
Total recordable incident rate (TRIR): Canadian stores	8.49	3.43	4.60
Total recordable incident rate (TRIR): Distribution	5.14	3.08	3.54
Total recordable incident rate (TRIR): Administration	0.00	0.64	0.0
Fatalities	0	0	0

Stores

- Employees receive training on standard operating procedures to prevent illness, injuries, and potential hazards.
- Training topics and safety related SOPs are easily accessible via Zipline.
- Safety training topics include: ladder safety, safe lifting and box cutter safety.

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, fire extinguisher training, safe back lifting, good housekeeping, forklift training, incident and injury reporting and investigation, overall safety requirements required by OSHA, and response to violent incidents, weapons, and bomb threats.
- Each recorded work related accident/incident is investigated by the Safety Specialist.
- These work related incidents are also reviewed weekly by the Safety Specialist, Risk Management, Human Resources, and 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, First Aid/CPR, weapons, and bomb threats.



EMPLOYEE ENGAGEMENT

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 teamwork and giving back to our local communities gives employees a sense of belonging to the organization.

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.

Employee Events And Activities

Year round, employees are invited to join the fun in an abundance of ways. From contests, to games, and company-provided meals and activities, there are so many ways our employees can get involved.

Community Partnerships

From the Annual Backpack drive to the Adopt-A-Family program during the holidays, we are always looking at ways to give back to our local communities.

In 2023, employees at our headquarters had the opportunity to donate children's bicycles to the San Gabriel Valley YWCA WINGS Shelter, blankets to Project Linus, and decorated lunch bags to Kids' Meals.

Employees at our headquarters and our 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.



Employee Engagement Stats

FUN FACTS

We received over 400 submissions from employees for our virtual events and activities.

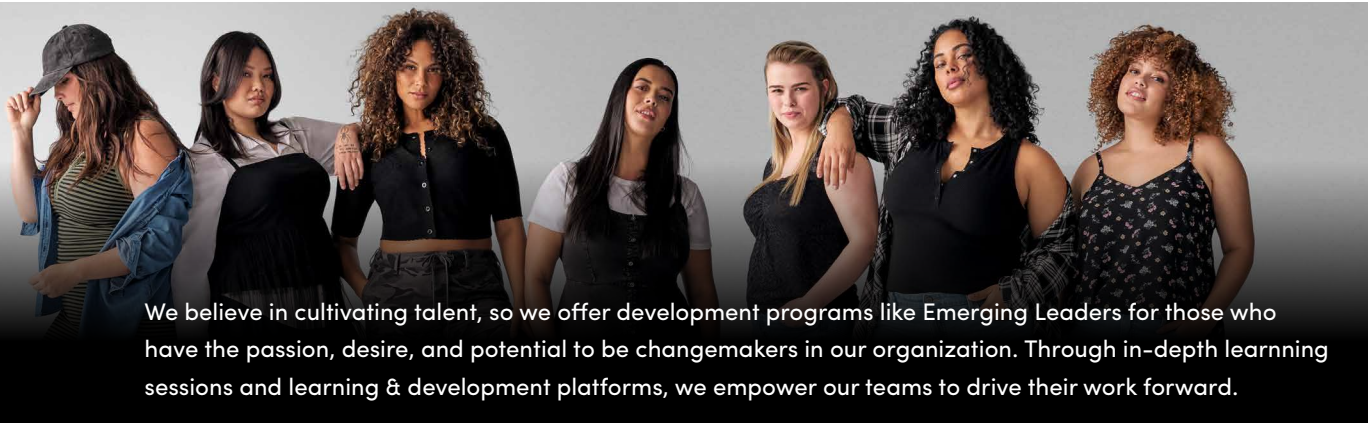
Our most popular employee engagement event is our annual Halloween contest.

We received over 100 submissions from employees for our various contest categories.

LEARNING AND DEVELOPMENT

AT TORRID, OUR L&D STRATEGY IS BASED ON THREE PRIMARY BELIEFS THAT MUST BE EMBRACED TO BE SUCCESSFUL:

1. Everyone has the ability to learn and develop skills over time
2. Learning & Development is the responsibility of the individual and the company
3. The best learning opportunities present themselves in the moment



2023 LEARNING PERFORMANCE

- 34% of our district and area managers were internal promotions who graduated from leadership development programs like Emerging Leaders.
- 13 store managers graduated from the Emerging Leaders program.
- 165 store managers completed the Store Manager Engagement & Support program.
- 97% of store employees rated our Onboarding Training experience as good, really good, or excellent!
- We added seven new instructor-led classes to our curriculum in 2023, increasing our total class offering to 38 instructor-led courses on topics like leadership, emotional intelligence, and business technology.
 - Employees at our headquarters and distribution center completed 162% more learning courses than they did in 2022
 - District and area managers completed 39% more learning courses than they did in 2022
- In 2023, we also put a strong emphasis on on-demand learning so that we can meet our employees where they are, both at work and in life. As a resource, we offer LinkedIn Learning and its wide range of educational content to our employees.
 - Company-wide, we saw a 746% increase over LY in LinkedIn Learning course completions due to offering customized learning paths and more rigorous internal marketing
 - Almost 1,000 LinkedIn Learning courses were completed with a total of 25,673 course video views

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.

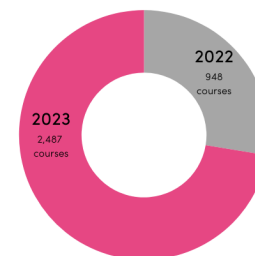
● Instructor-Led

learning options that are comprised of live and virtual training sessions offered quarterly.

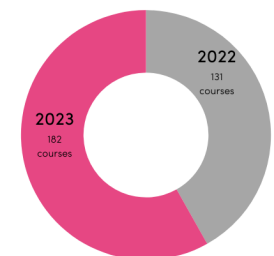
● Team Based

learning options comprised of meetings, workshops, conferences and other collaborative options customized for full departments and business functions.

Number of Instructor-Led Courses Completed



HQ and OHDC Employees



District and Area Managers

TURNOVER PERFORMANCE

	2021	2022	2023
Involuntary turnover rate			
Stores	11.0%	10.2%	8.6%
Distribution	27.9%	13.2%	11.1%
Administration	1.3%	3.3%	13.7%*
Voluntary turnover rate			
Stores	110.9%	104.8%	92.1%
Distribution	73.6%	110.7%	48.6%
Administration	19.9%	16.4%	14.1%

*A reduction in force was held in July 2023. Without this, the turnover rate was 5.5%.

Compensation and Benefits

In our ongoing commitment to sustainability and social responsibility, we continue to prioritize our compensation practices, particularly focusing on store pay rates in 2023. Recognizing the critical role that fair wages play in employee satisfaction and retention, we completed a comprehensive review of our pay structures and made further adjustments to store pay rates in multiple areas to ensure alignment with market standards.

We are committed to continuous improvement, with plans to periodically reassess and adjust pay rates to keep pace with market and economic conditions. Our focus on competitive compensation practices underscores our dedication to fostering a motivated and thriving workforce, ultimately contributing to our long-term sustainability and success.

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

Full-Time Employees	All Employees	Employee Emergency Fund
- Medical, dental, and vision insurance - Flexible spending accounts - Life insurance and short- and long-term disability insurance - Paid Time Off - Maternity Support Program	401k retirement plan - Employee assistance program - Employee stock purchase program - Tuition assistance program - Employee discounts	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.

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 continue to offer 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 continue to offer a Wellness Room at our headquarters 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.

We also share a monthly newsletter provided to us by our Employee Assistance Program (EAP) called Insights. The InsightsNewsletter 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.

#torridstrong

TORRID FOUNDATION



At Torrid, we believe that fashion can make a statement and a difference. Since its establishment in 2017, the Torrid Foundation has been a testament to our commitment to giving back and supporting causes important to our customers and their diverse communities worldwide. In 2023, the Torrid Foundation raised more than \$2.3 million in support of partner organizations dedicated to 3 causes close to our hearts: equality, wellness, and empowerment. These three pillars are not just words to us; they are the guiding principles that shape our philanthropic efforts. Along with our mission of helping women and changing lives, these principles guide our partnerships with incredible charities, from those advocating for equal rights to organizations supporting mental and physical health.

This incredible support comes from a variety of sources: generous customers rounding up their purchases, employees contributing through payroll or one-time gifts, and a portion of select commercial co-venture partnerships with non-profit organizations. Every penny, every paycheck deduction and every sale adds up to make a significant impact. Employees are invited to engage with the Foundation by becoming a member of the Board of Directors, or volunteering for the Steering Committee.

PARTNERS OF 2023

eliminating racism
empowering women
ywca



YWCA USA and YWCA CANADA

We donated over \$1.1 million to the YWCA USA and YWCA Canada, our partners of the year. These funds enabled them to help more than 1.3 million people through their vital programs aimed at eliminating racism, ending gender-based violence and empowering women. This contribution not only supported important initiatives but also significantly expanded each organizations' reach, furthering their missions to create positive change in communities across their countries.



GLAAD

For Pride Month, we partnered with GLAAD to enhance the organization's mission to ensure fair, accurate, and inclusive representation that rewrites the script for LGBTQ+ acceptance. The over \$500,000 donation funded initiatives focused on education, skills training, support for minority communities, and fostering inclusivity and acceptance.



NATIONAL BREAST CANCER FOUNDATION and RETHINK BREAST CANCER

Breast cancer awareness was a key focus for us again this year, raising over \$770,000. This funding powered essential programs that educate, screen, and support over 100,000 individuals and families touched by breast cancer. From boosting research efforts to advocating for system changes and bringing communities together, we're proud to support these two charities in their fight against breast cancer across the US and Canada.



Throughout the year, we broadened our impact by donating over \$150,000 to various causes, from natural disaster relief to cancer research. This diverse support reflects our commitment to addressing both urgent needs and ongoing challenges in our communities.

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

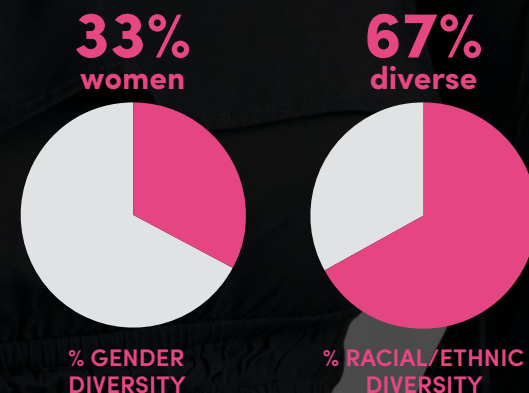
The BOD has adopted Corporate Governance Guidelines covering topics including board independence, election and appointment terms, director selection criteria, meetings and committees, director compensation, board education and performance evaluation, and board duties and responsibilities. The BOD also 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 [2023 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, or can report anonymously by contacting our toll-free number 844-703-1794. 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 [2023 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 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 PRIVACY AND 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 employees, 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, 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 hygiene.
- Using industry leading technology and services to protect our corporate and customer data, networks, systems, end user devices, onsite, email, remote access, privileged access, and user access.
- 24/7 security monitoring.
- Engaging employees in cybersecurity awareness through quarterly phishing simulations, training, communications, and company policies
- Engaging the leadership team 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.

METHODOLOGY

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

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

In 2023, we added Scope 3 calculations to our carbon footprint:

Category 1: Purchased Goods and Services: representing all relevant categories and excluding goods and services allocated in other categories. Spend-based emissions factors, including supplier-specific emissions factors, were used.

Category 2: Capital Goods: representing all capital goods purchased during the reporting year and using spend-based emissions factors, including supplier-specific emissions factors.

Category 3: Other Fuel and Energy: representing the upstream impacts of energy consumed in our Scope 1 and 2 operational boundaries.

Category 4: Upstream Transportation and Distribution: representing all 3rd party transportation bringing in finished goods from factories to our distribution center, all intra-store transportation, and all shipments to customers, whether they paid for shipping or not.

Category 5: Waste Generated in Operations: representing estimated landfilled and recycled waste, using national averages per employee.

Category 6: Business Travel: representing all flights, ground transportation and lodging booked through our corporate travel agency, and "topped up" to account for travel spend outside of the travel agency records.

Category 7: Employee Commuting: representing both commuting impacts and work-from-home impacts, using estimates for remote work by job category. 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

Apparel makes up 91% of our cost of goods, with shoes and accessories making up the remaining 9%. Where we reference supplier performance metrics in this report, we are extrapolating to all production suppliers based on responses to the following surveys:

- In 2023, we engaged our top 32 Tier 1 apparel vendors (56 Tier 1 sewing factories, 76 Tier 2 fabric mills and 14 Tier 2 washing facilities) in our annual sustainability survey), representing 90% of our total apparel supplier spend.
- 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

There are no corrections or restatements from last year's 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.

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 the end of FY 2023, 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	2021	2022	2023
Total energy consumed (CG-MR-130a.1)	Gigajoules (GJ)	174,560	148,704 ³	174,416
Percentage grid electricity	Percent (%)	77	77	84
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	10.0	10.2	8.6%
<i>Distribution</i>	Rate	33.2	13.2	11.1%
<i>Administration</i>	Rate	1.5	3.3	13.7%*
Voluntary turnover rate for in-store employees (CG-MR-310a.2)				
<i>Stores</i>	Rate	109.4	104.8	92.1%
<i>Distribution</i>	Rate	88.8	110.7	48.6%
<i>Administration</i>	Rate	22.2	16.4	14.1%
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	76
<i>Distribution Staff: Female (CG-MR-330a.1)</i>	Percent (%)	57	60	59
<i>Store Employees: Female³ (CG-MR-330a.1)</i>	Percent (%)	99	98	99

³ 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	2021	2022	2023
<i>HQ Staff and Leadership: Racial/ethnic minority (CG-MR-330a.1)</i>	Percent (%)	59	59	64
<i>Distribution Staff: Racial/ethnic minority (CG-MR-330a.1)</i>	Percent (%)	59	62	63
<i>Store Employees: Racial/ethnic minority (CG-MR-330a.1)</i>	Percent (%)	43	43	44
<i>HQ Staff and Leadership: Over 40 (CG-MR-330a.1)</i>	Percent (%)	39	40	42
<i>Distribution Staff: Over 40 (CG-MR-330a.1)</i>	Percent (%)	47	56	59
<i>Store Employees: Over 40 (CG-MR-330a.1)</i>	Percent (%)	16	20	22
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			
Processes to manage risks and/or hazards associated with chemicals in products (CG-AA-250a.2, CG-MR-410a.2)	Discussion and analysis			
Discussion of strategies to reduce the environmental impact of packaging (CG-MR-410a.3)	Discussion and analysis			
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 (%)	In the past, Torrid has not maintained a tracking and reporting systems to align with these indicators. However, beginning in FY 2024 Torrid has now rolled out the LRQA ERSAs audits. This will enable us to track sustainability-related vendor information going forward.		
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	2021	2022	2023
Percentage of raw materials third-party certified to an environmental and/or social sustainability standard, by standard (CG-AA-440a.2)	Percent (%) by weight	In the past, Torrid has not maintained a tracking and reporting systems to align with this indicator. However, our LRQA ERSAs audits which began in FY 2024 will enable us to track this information going forward. 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, 13 and 18		
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 ³ (CG-AA-000.A)	Number	2,690	2,597	2,718
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	624	639	675
Number of distribution centers (CG-MR-000.A)	Number	1	1	1
Total area of retail space (CG-MR-000.B)	Square meters (m2)	177,882	185,820	194,531
Total area of distribution centers (CG-MR-000.B)	Square meters (m2)	69,083	69,083	69,083

³ 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 2021 numbers.

