

2021 Impact Report

Supporting our teammates,
communities, and planet
through transformative returns
management solutions.



Contents

- 3** 2021 Highlight Reel
- 4** Message from Our CEO
- 5** The Growing Returns Problem
- 7** Our Impact
- 10** People & Culture
- 12** Sustainability & Community Impact
- 18** 2022 Looks Even Better

2021 Highlight Reel



Our refurbishment efforts circulated **24+ million** unwanted products back into the economy



We cut returns processing time by **75%**



Reduced employee turnover by **21%**



We prevented over **4,200 metric tons** of CO₂ from entering the atmosphere by reducing inefficient reverse transportation routes by **1.7 million miles**



We doubled our charitable donations to over **\$100,000** of furniture, electronics, and household items

Message from Our CEO

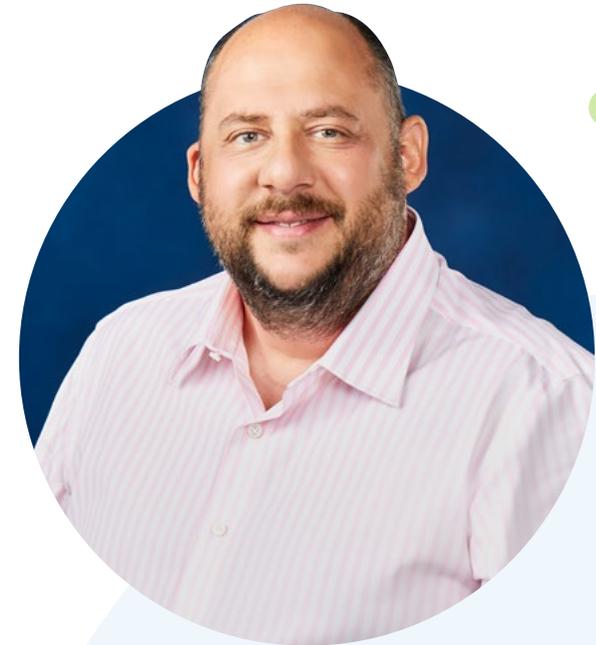
As I reflect on 2021, I can honestly say goTRG faced considerable challenges amidst COVID-19, a shrinking labor pool, rising prices, and supply chain shortages. Despite the obstacles, however, we remained resilient. We continued growing our team, software capabilities, client base, and sales as we invested in scalable infrastructure.

2021 was a year of expanding our footprint and establishing a roadmap for product development. We opened two brand new facilities in Waco and Fort Worth, Texas, to handle returns and TV refurbishment for major clients in the area. Many people were involved in this launch, including our operations, procurement, HR, IT, and security teams. I'm so grateful for their hard work and contributions.

Another highlight was the launch of our Workflow Builder software module, a tool designed to transform warehouse management systems into malleable, user-friendly programs. Workflow Builder represents just the tip of the iceberg in our product roadmap, which will rebuild our world-class returns management software for widespread commercial use.

Through collective efforts, long nights, and determination, we established an innovative foundation to help retailers and manufacturers tackle the rapidly evolving returns crisis, and made a tremendous impact for our clients and in our community.

Now, the work continues to fulfill our mission of solving returns...



CEO and Cofounder
Sender Shamiss

The Growing Returns Problem

In 2021, due to the unprecedented shift to online shopping, **US returns grew to \$761 billion** annually, or 16.6% of purchases. Putting that into perspective, returns amounted to “only” \$428 billion, or 10.6% of total sales the year prior.

Rising rate of eCommerce purchases drives higher returns volumes



61%

YoY growth in
online purchases



\$218B

in returns from
those purchases



20%

returns rate

Key factors driving higher returns costs

5.4%

increase in
product cost

42.1%

increase in
transportation costs

16%

increase in
labor cost

\$1-\$3

increase in
shipping rate

6B+

pounds of
returns ended up
in landfills

20%

of all transportation
emissions came from
returns shipping

Despite the growing returns volume, **only 5% of goods can be reshelved**. The rest must be processed, returned to vendor, resold, or tossed away, requiring significant transportation and labor resources.

OUR MISSION

Solving returns.

OUR CORE VALUES



Team



Sustainability



Innovation



Partnership

Our Impact

Our reverse supply chain infrastructure, software, and expertise ensure millions of returned items find their way to new homes through the circular economy rather than landfills.

We do this as efficiently as possible through our 12 reverse logistics centers nationwide across 4+ million sq ft. of space where we receive, process, refurbish, resell and ship unwanted items.

Through our network, **we're solving the returns problem** for retailers, manufacturers, and the planet.

Returns Impact



24M+ units

restored back to life



7.6 million
home
improvement

6.2 million
electronics

5.9 million
furniture and
home goods

2.5 million
patio and
garden goods

515,000
toys and
media

311,000
sports and
fitness



3M+

products refurbished
and restored



40M

items processed

Environmental Impact



39M+ lbs
spared from landfills



4,200MT
of CO₂ emissions stopped from
entering the environment



1.7M miles
of unnecessary
transportation eliminated

Financial Impact



20,000+
vendors managed



\$550M
return-to-vendor credits filed
and approved



4 1 week
is the result of how much we
reduced returns processing time;
it was previously 4 weeks

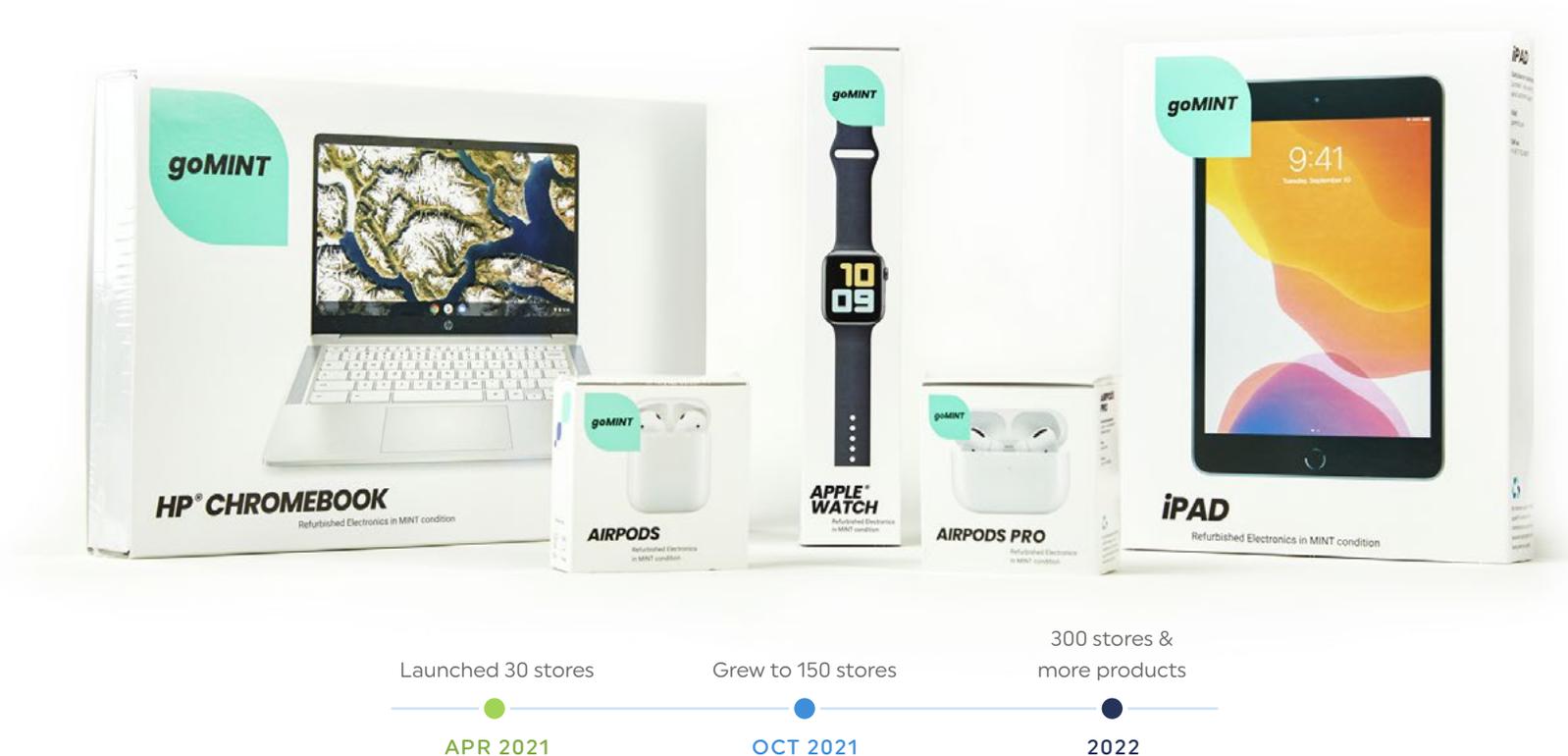


\$4B+
in retail returns processed

goMINT Launch

In 2021, we launched a new brand partnership with one of our global retail clients. goMINT refurbishes premium brand electronics to mint condition and resells them at select Walmart stores across the country. This initiative helps retailers and consumers secure electronics at a time of unprecedented supply chain shortages, prevents items from getting tossed away, contributes to the circular economy, and creates additional revenue opportunities by driving more customers to their stores. Plus, by offering premium-grade products only, goMINT is transforming the refurbished stigma from untrustworthy products to in-demand top-tier brands and affordable rates.

We're so proud of the results so far and look forward to expanding our efforts in 2022.



People & Culture

In 2021, we reinvigorated our **people-first strategy**, building on our strengths while improving talent, diversity, and inclusion metrics across the board. We showed our teammates appreciation by adding meaningful rewards and revamping engagement and development programs to foster their success. Through optimized recruiting and onboarding, we achieved greater equity and inclusion at every level of the organization. We are proud of the progress and improvements we have made thus far and look forward to realizing the planned initiatives we have in the year to come.



Talent Management

Nurturing Our Workforce



Developed a professional goal-setting process for employees and managers

4.92/5

Created a robust onboarding process, rated 4.92 out of 5 by teammates



Improved the company's Glassdoor rating from a 3.2 to a 4.6



Added holidays, paid sick leave, and equitable healthcare options

↓21%

Reduced turnover by an unprecedented 21%

Diversity, Equity & Inclusion

Fostering a Sense of Belonging



We added a 100% free healthcare plan, improving employee-only coverage by 112% and family coverage by 147%



We began offering immediate health benefits for all full-time staff members, eliminating a waiting period



We launched an enhanced teammate handbook in multiple languages with revised sections on anti-discrimination, harassment, violence, and bullying



We also launched a more inclusive onboarding process in multiple languages that highlight rewards, benefits, and work-life balance

Improving Trust, Communication, and Productivity

Fostering a Sense of Belonging



In 2021, we improved teammate-rated engagement from 3.7 out of 5 to 4.3 out of 5 through targeted improvements in recruiting, onboarding, and development



We began creating a leadership development program, which we launched at 60% of our global facilities



In 2022, we plan to evolve the career mapping program, providing a tool for all managers to help teammates strategically craft their professional vision

Sustainability & Community Impact

In 2021, we committed to **several new initiatives** to reduce our corporate impact, improve our culture, and strengthen community ties.



Corporate Sustainability

Reducing Environmental Waste

MealConnect is a food rescue app connecting businesses to local nonprofits who accept donated, unused, or leftover food items. Feeding America created this app with Google, Walmart Foundation, and General Mills.

In 2021, we committed to donating surplus food and snacks at the end of each week to local nonprofit agencies through this organization.

Eco-Friendly Supplies

After taking a careful inventory of harmful chemicals in our cleaning supplies, we decided to swap out several for more eco-friendly products from brands aligned with our corporate sustainability value, such as Method, Environcare, Botanica, Grab Green, and Louikin.

We shifted to using 100% recyclable printer paper and fully recyclable feminine products.

Our headquarters office also replaced non-reusable cutlery with ceramic plates and silverware, preventing nearly 60,000 plasticware pieces from getting tossed in the trash.

Sustainability Tracking

Our 12 Reverse Logistics Centers worked hard to prevent needless waste through active sustainability tracking efforts across a broad range of materials. In 2021, we recycled:

- **700,000** pounds of plastic
- **560,000** pounds of cardboard
- **30,000** pounds of Styrofoam
- **50,000** pounds of batteries and electronics
- **800,000** pounds of wooden pallets

In 2022, we are launching a comprehensive sustainability tracking program and look forward to offering more detailed insights in our next Impact Report.



Community Outreach

Every year we seek to strengthen ties with the communities we serve throughout the US and Canada. In 2021, we solidified these relationships through consistent outreach, which **doubled our year-over-year donations.**



Camillus House

We established a formal partnership with Camillus House through meal-packing events (250 meals packed), toiletry kits donations (288 kits donated), and toy drives (100 presents wrapped and donated for the holidays).

We also donated laptops, desktops, and headphones to establish the first mobile computer lab at Camillus House. This lab will teach computer literacy and vocational skills and allow individuals experiencing homelessness to apply for jobs and complete schoolwork.

Miami Police Foundation

To help the Miami Police Department strengthen its relationship with the local community, we coordinated goTRG school supply drives for the police to donate to residents in need.

As a result, we donated an estimated \$60,000 worth of laptops, tablets, headphones, and printers.

Kids in Distress

Launched a new partnership with Kids in Distress in 2021 and fulfilled over 100 children's holiday wishes by wrapping and donating 100 presents.

Florida Breast Cancer Foundation

During October, our teammates donated clothing and shoes with an estimated worth of \$1,500 and donated them to the Florida Breast Cancer Foundation.



goTRG Events

We are committed to helping goTRG's teammates grow while contributing to a safe and joyful work environment. As a result of our efforts, **940+ teammates participated in over 30 events**, celebrating health, culture, birthdays, and team spirit.



goTRG Events

TEAM

SKUgo Idol

In Q1, we celebrated our Team value by kicking off "SKUgo Idol," our first-ever company-wide talent contest.

Daniel from Rogers, Arkansas, showed off his violin talents with 'Music of the Night' from Phantom of the Opera to become our first-ever SKUgo Idol.

Wellness Challenge

In 2021, we hosted our inaugural Wellness Challenge, inspiring teammates to start the New Year with healthy intentions.

Teammates participated in various hosted workouts, including yoga, total body circuits, and Zumba.

We also organized an 8-week Steps Challenge where teammates tracked and submitted steps bi-weekly.

The outcome was incredible, with teammates shedding pounds and reporting an overall improvement in well-being.

Spirit Week

Our entire network of 2000+ teammates participated in Spirit Week, where we all dressed up in a different theme to celebrate.



SUSTAINABILITY

Electronics Recycling event

Rogers and Bentonville Reverse Logistics Centers in Northwest Arkansas recycling drive.

Forty goTRG teammates volunteered and collected over twenty-six pallets, or 1000+ items to fill a full truck of damaged or obsolete electronics that we either refurbished and donated to local charities or made sure they were responsibly recycled instead of sent to a landfill where they could have released harmful chemicals and emissions into the ground water and air.

Earth Day Beach Cleanup

In honor of our Q2 value of Sustainability and Earth Day, we organized a 60-person beach cleanup at Hollywood North Beach Park in Florida.

As a result, we collected over 100 pounds of waste.

INNOVATION

Innovation Contest

In Q3, we highlighted our value of Innovation by hosting a facility-wide Innovation Contest.

The goal was to boost productivity and create an environment where teammates could collaborate on innovative solutions to streamline our reverse logistics process.

Our Reverse Logistics Center in Las Vegas, Nevada took the gold, with a 36% improvement in the number of products checked in and sorted per hour per department.

We are proud of our entire network of facilities that participated in this challenge, as they all pushed themselves to create and establish efficiencies in their daily work that ultimately led to long term increased productivity.

DIVERSITY AND INCLUSION

Culture and Celebrations

Throughout the year, we celebrated our diversity and inclusion efforts through events, recognition, donations, decorations, social media campaigns and more. We held close to 100 events across our network to celebrate and promote these important holidays:

- Pride Month
- International Women's Day
- Hispanic Heritage Month
- Breast Cancer Awareness Month
- Men's Health Awareness Month
- Diwali
- Hanukkah
- Christmas

2022 Looks Even Better

2021 was our best year yet, but we're on track to make 2022 even better. As the remainder of our **2,500+ teammates** all safely returned to the office, **we're on track** to ramp up sustainability efforts and community outreach further.



Our Goals for 2022 and Beyond

Community Outreach

- Donate at least \$200,000 collectively in production donations and monetary donations/sponsorships
- Continue to partner with organizations that align with our Core Values, such as Camillus House, Community Police Relations Foundation (CPRF), Habitat for Humanity, and Kids in Distress, Inc. (KID)
- Volunteer over 250+ hours

People & Culture

- Adding capability to bring more hiring in-house to continuously revamp the hiring process, broaden diversity, and improve the candidate experience
- Launch goal setting, feedback, and coaching programs organization-wide aligned with our corporate values
- Implement teammate development planning, succession planning, and career mapping to support growth and satisfaction
- Build a learning and development library available to all teammates to assist in their professional development goals

Sustainability

- Expand our number of volunteer events centered around sustainability
- Host an Electronics Tinkering Event, where high-school-aged or college-aged students can showcase their hands-on tech skills and learn how to prolong the life of electronic devices.
- Engage in recycling programs across all facilities and precisely track our results
- Prevent 10% more returned products from landfills, finding them new homes in the circular economy

“Our professional goal is to become the only end-to-end returns management software company delivering Supply Chain and ReCommerce services under one roof. Our corporate goal is to increase growth opportunities for our teammates, boost sustainability efforts, and affect positive change in the communities we serve.”

goTRG®

“2022 will be a year of deployment, diversification, and expansion across all areas of impact.”