

Our Foundation for the Future

# CORPORATE RESPONSIBILITY

2021 Overview





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# A Message From Our Founders

## NIRAJ SHAH AND STEVE CONINE

Twenty years ago, we created our first e-commerce website. It was called racksandstands.com, and we sold (you guessed it) racks and stands for TVs and stereo equipment. It took off, so we kept addressing unique needs with sites like bedroomfurnituredirect.com and cookware.com until we were running more than 200 specialized websites. In 2011, we combined those sites into one overarching brand — Wayfair. Today, we have more than 25 million active customers, 23,000 suppliers, 18,000 employees, and nearly \$14 billion in annual revenue.

As we have grown, so have the expectations of our stakeholders. Our employees, customers,

shareholders, and others want to understand how we're investing in making a positive impact in our communities and for the planet. That's why we're releasing our first Corporate Responsibility Report and committing to annual reporting. We see this as a critical step in being transparent in our work and accountable for our progress.

As a company, we don't manage quarter to quarter; we run our business for the long term. That means we care about setting a solid foundation and getting the fundamentals right, whether it's our governance structure, our employee support programs, or our efforts to protect the data and information of our

stakeholders. And we're passionate about all things home. After all, our company exists to help everyone, anywhere create their feeling of home.

In 2021, we formed multi-year partnerships with organizations like Community Solutions and Shelter U.K. to help address complex challenges like homelessness. We continued to support Wayfairians by protecting their health and safety and providing benefits to support their physical and mental well-being. We recently released our second Diversity, Equity, & Inclusion Report, which illuminates how we're applying an inclusive lens across the organization. And we worked with our suppliers to provide sustainable shopping solutions and products for our customers.

We don't claim to have everything figured out, but we're working to address big problems and set strategies with an approach that's true to Wayfair. We're technology- and data-driven, and we're building our home with the future in mind. As we do this work, we are deepening our relationships with suppliers and involving our

customers, so that we create real, long-lasting change together. Though we're only at the beginning of this journey, we want to move quickly and be bold in our thinking and in our actions.

Thank you for joining us on the road ahead.



**Niraj Shah** (he/him)  
CEO, Co-Chairman,  
and Co-Founder



**Steve Conine** (he/him)  
Co-Chairman and  
Co-Founder

Our corporate responsibility approach centers around making a difference in three areas:

### Our Communities

We believe everyone deserves a home to live in, which is why homelessness is the focus of our social impact efforts.

### Our Workplace

We want our employees to feel a deep sense of belonging, which is why we prioritize diversity, equity, and inclusion.

### Our Planet

We care about supporting solutions that build an environmentally sustainable future for all.



# About Wayfair

## Our Business & Brands

Wayfair is the destination for all things home — helping everyone, anywhere create their feeling of home. From expert customer service to tools that make shopping easier to carrying selections for every space, style, and budget, Wayfair gives everyone the power to create spaces that are just right for them.

Wayfair's family of sites includes:



Everything home — for a space that's all you



Just right for Pros

JOSS & MAIN

Edited mix of the most relevant styles in home

BIRCH  LANE

Classic style for joyful living

PERIGOLD

An undiscovered world of luxury design

ALLMODERN

Destination for all things modern

## About This Report

Welcome to our inaugural Corporate Responsibility Overview. In 2020, we engaged leaders across Wayfair to help determine our most important environmental, social, and governance (ESG) topics, and we've focused this report on the issues that rose to the top. In 2022, we plan to complete a materiality assessment. We expect to share our progress annually — giving an open account of where we've been, where we are currently, and where we're heading.



# Corporate Responsibility Strategy & Governance

Through our commitment to Corporate Responsibility (CR), we’re addressing how our company impacts both the planet and society. To create a solid foundation that lasts, we’re investing in our surrounding communities and environment in ways that foster resilience and uniquely position us to provide value to our customers, suppliers, employees, and shareholders alike. We are guided by our policies that uphold ethical business and practices that aim to protect those we work with, those who buy our products, and those who make them.

Our pillars bring our purpose to life and provide a framework for meaningful, long-lasting impact:

- **Our Communities:** Supporting Housing and a Sense of Home for All
- **Our Workplace:** Building a More Inclusive Wayfair
- **Our Planet:** Protecting Our Shared Home

## Corporate Responsibility Governance Structure



“We strive to be more than just a home goods provider. **Purpose drives our business.** While we are at the beginning of our journey, we’re motivated by our desire to **continuously improve**, and we’re invested in setting ourselves up for the long haul.

This is critical, as we aim to be the best neighbor, employer, and provider of products to our customers.”

— **Derek Oliver** (he/him)  
Head of Government Affairs and Corporate Responsibility



# Our Communities

**SUPPORTING HOUSING AND A SENSE  
OF HOME FOR ALL**



## Our Social Impact Strategy

Our work within our communities is founded on our belief that all people deserve the comfortable, safe, and secure feeling of home. We focus our efforts on the communities where we live and work because that's where we have the greatest opportunity to effect change, engage community partners, and connect with our employees and customers.

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**>\$9M**

contributed to support our  
community partners in 2021

---

**5,800+**

products donated in 2021

---

**42**

unique nonprofit  
partnerships in 2021

---

**1,100+**

employees' donations  
matched in 2021



# How We Give

## In-Kind & Financial Support

We give in-kind donations and financial support to organizations that focus on housing and homelessness. In 2021, Wayfair provided nearly \$5 million in in-kind donations across our community partners and approximately \$4 million in grant-giving/sponsorships to our nonprofit partners. And our consumers donated another \$1m to our partners through donate-at-checkout.

## Disaster Relief

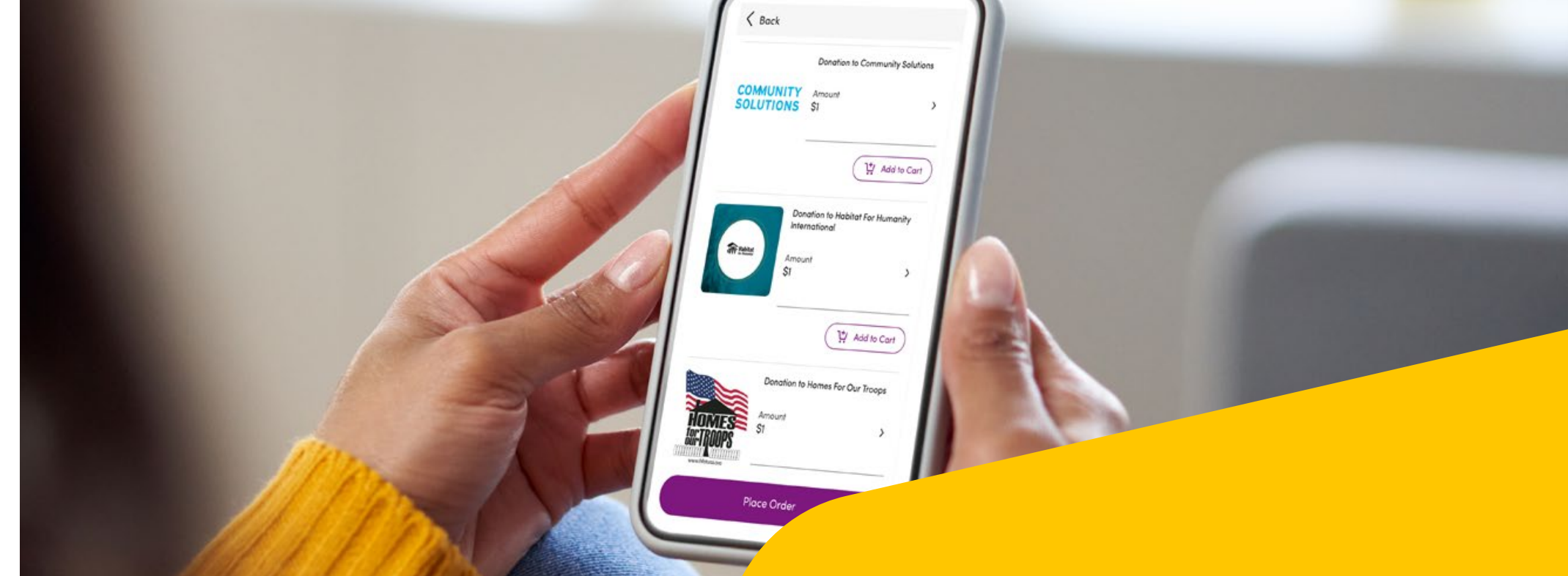
In 2021, the world faced tornadoes, floods, freezing temperatures, and continued disruption from the COVID-19 pandemic. When disaster strikes, we strive to provide relief. In 2021, Wayfair partnered with organizations to provide disaster relief in Germany, India, the Philippines, and the U.S. (Kentucky and Texas).

# Employee Engagement & Volunteerism

Wayfairians care about their communities, and we're committed to providing employees with opportunities to support the causes they're passionate about. Every year, all full-time employees receive a paid day of service, and part-time employees receive a half day, in addition to all other paid time off. While COVID-19 made in-person volunteering a challenge, we found other ways to connect. For example, we partnered with [Generus](#), a Boston-based, woman-owned virtual volunteering company, to host events for National Volunteer Month in April 2021 and to help coordinate our Save Big, Give Back initiatives in August.

Through Wayfair's Employee Match Program, we match a portion of employees' personal donations, fundraising goals, and volunteer time in dollars to charitable organizations of their choice. In times of disaster, we also engage the program as a tool to help employees support causes close to home. In 2021, we matched over \$215,000 of employee personal donations, fundraising, and volunteer time to registered 501(c)(3) nonprofits. Our Employee Match Program is a foundational element of our employee giving and engagement strategy, and we plan to expand our offerings in the coming year.

Our Employee Resource Groups (ERGs) are also given an annual volunteerism budget, allowing them to explore service opportunities that resonate with their members. Read more about our ERGs in our [Diversity, Equity, & Inclusion Report](#).



# Consumer Engagement

Our customers want to give back to their communities, so we've created platforms like our donate-at-checkout campaign, which enables them to donate directly to our nonprofit partners at their time of purchase. In 2021, we enhanced our donate-at-checkout platform by adding iOS compatibility and highlighting new nonprofit partners, including [Community Solutions](#) and the [United Negro College Fund](#) in the U.S., and [Shelter](#) in the U.K.

## Our Collective Impact: Save Big, Give Back

In August 2021, we re-launched Save Big, Give Back, a promotional event launched in 2020 in the wake of the COVID-19 pandemic. **In 2021**, the campaign included a charitable event that focused on reducing homelessness, combining the volunteer efforts and donations of our employees, customers, and suppliers. The campaign generated nearly \$2 million globally, including charitable dollars and in-kind donations, and engaged 600+ employees in virtual volunteering. Additionally, several employees at our facilities worked together to create 700+ toiletry kits for local homeless shelters. The event also spearheaded meaningful conversations through our community partnership speaker series and expanded donate-at-checkout to more nonprofit partners.



# Key Partnerships

## Community Solutions

In the U.S., more than half a million people experience homelessness on any given day.<sup>1</sup> Tackling this issue takes all of us — from governments to nonprofit organizations to companies like Wayfair.

In June 2021, we announced a multi-year partnership with the nonprofit Community Solutions. The Built for Zero movement helps counties and cities across the U.S. and Canada use data-driven strategies to end homelessness. Our initial \$1 million donation will contribute to reducing homelessness in the U.S. as well as Canada, through Community Solutions’ counterpart Canadian Alliance to End Homelessness.

Through our partnership, we provide customers the opportunity to donate directly to their mission as part of our donate-at-checkout programming and have collaborated with a supplier partner to provide home essentials to residents in Built for Zero communities. Learn more about our partnership [here](#).

<sup>1</sup> [2020 Annual Homeless Assessment Report](#), U.S. Department of Housing and Urban Development, March 2021

## Habitat for Humanity International

Wayfair is proud to have a longstanding partnership since 2012 with Habitat for Humanity International, a global nonprofit housing organization that works toward its vision of a world where everyone has a decent place to live. Wayfair has partnered with Habitat through a variety of initiatives including product donations from our warehouses, employee volunteerism, customer engagement through our donate-at-checkout platform, and global humanitarian support and disaster relief.

## Homes For Our Troops

Since 2018, we’ve partnered with Homes For Our Troops (HFOT), a Massachusetts-based nonprofit that builds and donates specially adapted custom homes nationwide for severely injured Veterans. In 2020, we helped HFOT furnish its 300th home. To date, we’ve contributed more than \$1 million in products and monetary donations through our donate-at-checkout program, in addition to the many volunteer hours donated by Wayfairians. Read more about our [continuing work with HFOT](#).



## A HOUSE THAT FEELS LIKE HOME: Army Sgt. Brandon Korona

In 2013, Army Sgt. Brandon Korona was deployed to Afghanistan as a combat engineer. On June 23, 2021, his vehicle was struck by an explosive device, breaking every bone below his left knee. After an unsuccessful but valiant fight to save his lower left leg, Sgt. Korona made the courageous decision to amputate. In 2021, we partnered with HFOT to provide accessibility and comfort to the Korona family; HFOT provided a custom home, and Wayfair supplied the brand-new furnishings. Details such as the lift top coffee table, extendable dining table, and low pile rugs throughout the home are key to helping Sgt. Korona do daily tasks with ease. Our employees came together to assemble the furniture, complete the landscaping, and execute the final touches that transformed the house into a home. On September 25, HFOT presented Sgt. Korona with the keys, celebrating his heroism and a fresh start. Click [here](#) to read more about this [volunteer event](#) and [Army Sgt. Brandon Korona](#).





# Our Workplace

BUILDING A MORE INCLUSIVE WAYFAIR

## The Way We Work: Our People Principles

We're changing the future of home, starting with three key elements: great people, great ideas, and great ambition. Our **People Principles** describe what it means to be a Wayfairian and define how we operate as individuals, as teams, and as a company.



Relentless  
Customer Focus



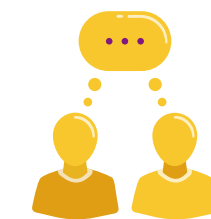
Deliver Results  
with Agility



Use Good  
Judgement



Build the  
Best Team



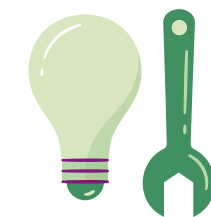
Collaborate  
Effectively



Respect  
Others



Be an Owner



Innovate &  
Improve



Adapt & Grow



# Diversity, Equity, & Inclusion

We're committed to infusing diversity, equity, and inclusion (DEI) into every aspect of our organization — across all teams, levels, and geographies — so that each person feels empowered to bring their whole self to work every day, to the degree that they choose.

Doing this effectively requires effort from all of us. It means building a structure that embeds DEI across the organization, from the Board of Directors to front-line Wayfairians. We're driving progress by:

- Leading with data, both qualitative and quantitative, to identify opportunity areas, set attainable targets, and track our progress over time.
- Applying an inclusive lens to assess our work — from programming and training to work engagement, development, and performance management.
- Building a culture of learning by asking powerful questions to build our understanding and strength as a collective team.

In 2021, we added in-depth diversity, equity, and inclusion training for mid-career and senior leaders and trainings on understanding and supporting employee self-confidence. Read more in our [Diversity, Equity, & Inclusion Report](#).

# Talent Development

Wayfairians have unique needs, challenges, and aspirations. We want them to chase big dreams, find fulfillment in their careers, and express their opinions openly and often.

## Enabling Employee Growth

Growth. Improvement. Innovation. These are all key elements of our [People Principles](#), which we encourage our employees to reflect on and actively implement in their careers. Our Talent Development team is over 200 employees strong and fully devoted to recruiting, training, and retaining talent. We provide learning opportunities for all career stages through live, self-service, and e-learning trainings.

In 2021, we added hundreds of employees to the team and onboarded them both virtually and in person. Employees are encouraged to select their development opportunities through the expansive menu of LinkedIn Learning modules and other job-specific trainings. As managers are the stewards of Wayfair's culture and the employee experience, we've customized a training program for managers at various levels.

## HOW WE BUILD OUR TEAM: PARTNERING WITH APPRENTI

One of the ways we find great talent is by partnering with nonprofits like [Apprenti](#), a career transition program that connects businesses with emerging diverse talent in the technology industry who may not have followed a traditional career path.

Wayfairian Kate Alves knows the value of this firsthand. When Kate immigrated to the U.S., she found that her education was not recognized by most U.S. corporations, making it difficult to secure a job with the potential for a meaningful career. Kate joined Wayfair through a one-year paid apprenticeship. Working as a business analyst, she learned the ins and outs of Wayfair's supply chain and operations through opportunities to explore various product categories including outdoor décor, outdoor spa, and lighting. With supportive teams and a designated mentor, Kate was able to cultivate her strengths and pursue her interests. Kate is now a full-time Senior Business Analyst, with knowledge in many departments and opportunity to grow in a career she loves.



“Wayfair makes me feel like the possibilities are endless. There are new challenges every day, and with the safe and supportive culture, I feel prepared to take them on.”

— **Kate Alves** (she/her)  
Senior Business Analyst





## Benefits & Compensation

We provide benefits and resources that support employees throughout their careers and personal journeys. We take a holistic approach, providing benefits to support mental health, physical well-being, social needs, and financial wellness — so that Wayfairians can choose programs that best fit them and their families.

We provide competitive compensation, and in early 2021, we introduced a **\$15-per-hour minimum wage** in the U.S. Annually, many of our employees are eligible for raises based on their performance. We define pay equity as equal pay for equal work, and to drive this forward, we use formulas to test for differences in pay across gender, race, and age data for U.S. employees after controlling for role, level, and performance. In 2021, we achieved pay equity for each employment level across gender, race, and age for all of our U.S. employees participating in the annual review cycle. While we acknowledge this success, we continually review and improve our approach to ensure continued pay equity and fair performance evaluation for all Wayfairians. Read more in our **Diversity, Equity, & Inclusion Report**.

Throughout 2021, we laid the groundwork to provide benefits to better support our employees. In early January 2022, the following improvements went into effect:

### EXPANDED MILITARY LEAVE

We now pay employees 100% of pay for 2–3 weeks for annual training and 75% of pay for up to 14 months when called for active duty.

### EXPANDED DEFINITION OF BEREAVEMENT

Bereavement leave now includes pregnancy loss and the loss of extended family of a spouse or domestic partner.

### GLOBAL SURROGACY AND ADOPTION REIMBURSEMENT POLICY

This new policy provides financial reimbursement for adoption and surrogacy expenses.

All full-time and part-time employees who work more than 30 hours a week receive:



#### Mental Health

Global Wellness Program  
Mindfulness  
Time Off/Leaves  
Office Perks  
Charitable Giving



#### Physical Well-being

Medical/Dental Insurance\*  
Vision Insurance\*  
Disability Insurance\*  
Voluntary Benefits  
Gym Membership



#### Social Support

Pod Outings  
Family Building  
Caregiver Support  
Steps Challenges  
Global Wellness Week



#### Financial Wellness

Retirement  
Life Insurance  
Financial Coaching  
Tuition Reimbursement  
Commuter Benefits

\*where required or market prevalent



# Employee Health & Safety

Our “safety always” philosophy is grounded in the belief that safety is the collective responsibility of us all. Our Health and Safety team leads the way and oversees our safety management system, which is based on industry standards. In our supply chain, we reduced the number of OSHA-recordable injuries by 19% from 2020 to 2021 while exposure hours (total hours worked) remained flat. If a severe health, safety, or environmental incident occurs, we perform an investigation to determine the root cause and take immediate action to share findings with operations leadership. Leadership then reviews findings to ensure the risk has been appropriately mitigated.

## COVID-19 RESPONSE

In response to the ongoing challenges of the COVID-19 pandemic, we’ve led our industry by providing employees with emergency paid time off for COVID-19 exposure, infection, and vaccine recovery. In addition, we worked with an epidemiologist in both our field and corporate offices to maintain a healthy and safe workplace and implemented measures such as social distancing, frequent testing, and enhanced daily cleaning. We also provide employees with resources to manage stress and encourage self-care. Read more about our ongoing COVID-19 response [here](#).



## PROVIDING “MEALS TO GO” FOR OUR EMPLOYEES, SUPPORTING LOCAL RESTAURANTS

The COVID-19 pandemic moved us to find ways to alleviate stress for our teams that continually worked to keep our facilities running. In 2020, through our “[Dinner to Go](#)” program, we invested \$3 million in local, family-owned restaurants and provided hundreds of thousands of meals to our employees and their families. In 2021, during another surge in the persistent pandemic, we brought back this effort as “Meals to Go” and continued to nourish our people while helping local businesses, such as Teddy’s Luncheonette in New Jersey, keep their doors open.

Over 2 weeks, “Meals to Go” fulfilled 6,300 employee orders, each feeding a family of four. In total we fed more than 25,000 employees and their family members across our 50 supply chain facilities in North America, and we supported more than 85 local businesses as a result.



“Meals to Go provided me with a sense of relief, knowing that I could feed my family and save money during such a stressful time. Wayfair really had my back, and I appreciate that so much.”

— **Darnell Thorpe** (he/him)  
Warehouse Associate in North Carolina



# Our Planet

## PROTECTING OUR SHARED HOME



We recognize that we have a responsibility to protect our planet as the home for future generations, and we are committed to being part of the solution. We're taking a value chain approach to addressing our environmental footprint — starting with our own operations and working with suppliers, partners, and customers to reduce our upstream and downstream impacts.



# Waste Reduction & Packaging

Waste and packaging are notable environmental impacts of our business. To reduce this impact, 25 of our sites have committed to zero waste-to-landfill programs, and we're implementing reduction initiatives, which include holistic recycling and donation programs in our warehouses. These programs help keep usable products and materials out of landfills and promote giving back to local community partners like Habitat for Humanity.

We're also focused on waste mitigation efforts that effectively reduce product damage and return rates. Our field research has continually shown that strong, protective packaging is key to reducing shipping damage, which ultimately leads to waste. So we're actively working to make our packaging more effective and sustainable. This includes only partnering with

corrugated box suppliers that are certified for responsible sourcing. We're also looking to minimize unnecessary materials used during the packing process, increasing the amount of readily recyclable materials in our packaging, and continuously investing in our packaging innovation research.

In 2021, our EU and U.K. fulfillment locations began implementing new machinery that adds protective corners to existing transit cartons. This innovative solution reduced in-transit damage rates and contributed to a 39% reduction in wooden pallet utilization. It also reduced plastic usage by more than 2,200 pounds a month, as the new machinery removes the need for added foam corners in transit cartons. For small-parcel items, we are replacing plastic poly bags with easy-to-reseal paper bags in Germany and the U.K. This reduces non-recyclable waste while improving the customer experience in the event the item is returned. Altogether, replacing poly bags in the EU and U.K. has resulted in a plastic reduction of more than 13,000 pounds in the past year.

## How Our Packaging Innovation Team Gets Products to Customers Safely & Sustainably

Our Packaging Innovation team is dedicated to our goal of successfully delivering all Wayfair products to customers without damage. Our North America Packaging Innovation and EU and U.K. Packaging teams are leading this work.

Our Packaging teams review supplier packaging methods and provide recommendations for improvement — including encouraging suppliers to use recyclable and/or made-from-recycled-content packaging. The teams also field-test packaging strategies by executing test shipments that mimic the journey of a typical distribution cycle from fulfillment center to customer.

In 2021, our Packaging Engineering teams collaborated with suppliers to improve packaging for about 620 popular items in North America, the EU, and the U.K., avoiding damage during delivery for more than 100,000 units sold.

## Healthy & Sustainable Products

We're making strides to increase Wayfair's certified sustainable product offerings — products with a reduced environmental footprint, fewer chemicals of concern, and fair trade/ethical community-focused standards. In 2020, we launched our [\*\*Shop Sustainably\*\*](#) program, which encourages suppliers to obtain third-party product certifications. We include over 60 third-party certifications on our list of eligible certifications, ranging from energy efficiency to sustainable sourcing of materials to ethical production standards. Through our Shop Sustainably filter and icons, we enable customers to search for and easily identify third-party certified products. And we're rewarding responsible products that exceed global standards, creating a race to the top on the Wayfair platform.

Read more about the great work our supplier partners are doing in our [\*\*Sustainable Suppliers blog series\*\*](#).





# Climate Change & Greenhouse Gas Emissions

As a defining challenge of our time, climate change affects us all. We’re working to reduce our greenhouse gas (GHG) emissions, assess climate-related risks and opportunities, and build our climate change strategy.

We conduct an annual GHG inventory, aligned to the World Resources Institute’s Greenhouse Gas Protocol, to measure our carbon footprint and focus our efforts accordingly.

We’re reviewing robust renewable energy and energy efficiency projects to address these

## Wayfair GHG Emissions

(Metric tons carbon dioxide equivalent [CO<sub>2</sub>e])<sup>3</sup>

	2020	2021
Scope 1	18,668	21,364
Scope 2	19,926	19,734
Scope 3	6,196,762	5,067,591
Total GHG Emissions	6,235,356	5,108,689

<sup>2</sup> This target aligns our company’s own operations with what the latest climate science deems necessary to meet the goals of the Paris Agreement, which is to limit global warming to well below 2°C above pre-industrial levels and pursue efforts to limit warming to 1.5°C.

<sup>3</sup> Please find more information in our 2021 GHG Inventory Methodology document.

emissions, and in the meantime we have invested in renewable energy credits and Renewable Energy Guarantees of Origin that fund approximately 8,300 megawatts of renewable energy generation across North America, the EU, and the U.K.

We’re committing to reducing our Scope 1 and Scope 2 emissions by

63%

by 2035 (with a 2020 baseline).<sup>2</sup>

We are also exploring additional programs to address our indirect (Scope 3) emissions from our purchased goods and services — the products that we sell — and the transportation of those products.



# Energy

We’re committed to reducing our operational energy use and investing in renewable energy. In 2021, we consumed 589,997 gigajoules of energy in our operations. Our reduction efforts are focused on our home delivery operations and fulfillment centers, which account for most of our operational footprint. We incorporate LEED and BREEAM principles in our current and future fulfillment center designs, including elements to support future solar installations, optimize daylighting and lighting efficiency, and power electric vehicle charging stations. In 2022, we are running our first comprehensive energy efficiency audits to identify retrofits for existing facilities.

In addition to reducing energy use, we’re making investments in renewable energy projects in markets where we operate. In the EU and U.K., all our warehouses, fulfillment centers, and employee hubs are powered by renewable energy, and in the U.K., our Bristol and Lutterworth facilities host on-site solar panels.

## Wayfair Energy Use (Gigajoules)

2021

Total energy consumption 589,997

Renewable energy certificates purchased and power purchase agreements 30,146

Percentage total grid electricity/total energy 38%





# How We Work

REINFORCING ETHICAL BUSINESS  
ACROSS OUR VALUE CHAIN

## Ethics & Human Rights

Wayfair strives to adhere to the highest level of ethical conduct in all our activities, including our relationships with each other and with our customers, suppliers, partners, and shareholders. These expectations are described in our **Code of Business Conduct and Ethics**, which is approved by our Board of Directors and acknowledged annually by every employee. The Code also provides guidance and outlines expectations on key areas including insider trading, conflicts of interest, reporting illegal or unethical behavior, and environmental, health, and safety matters.

Wayfair's annual required training integrates content from our Code and employee handbook. Depending on their role, certain Wayfairians also receive additional ethics and compliance training unique to their position, including training on our anti-bribery and anti-corruption policy.

All Wayfairians have a responsibility to speak up when in a situation or when becoming aware of a situation that may violate or lead to a violation of our Code, other Wayfair policies, or the law. Wayfairians and external parties have multiple avenues to share concerns, including anonymous reporting tools, whistleblower channels, quarterly Voice surveys, and other organizational resources.

## Human Rights

Wayfair has zero tolerance for forced labor and other violations of human rights. Our **Slavery and Human Trafficking Statement** explains our firm commitment to combating modern slavery and human trafficking within our business operations and supply chain.



# Supply Chain Management

Wayfair's ability to provide great customer service begins with our 23,000+ suppliers.

Through our Partner Home portal, we provide suppliers with access to training and support for logistics, merchandising, and advertising. We set clear expectations from the beginning through our Supplier Agreements. The Wayfair Supplier Code of Conduct (SCOC) establishes standards to help our suppliers engage with Wayfair and its customers in an equitable, inclusive, honest, non-discriminatory, and professional manner.

We take a risk-based approach to auditing our supply chain, focusing our attention first on certain product types and suppliers in certain geographies. If an audit demonstrates a violation of our SCOC, we take action and may

require the supplier to prepare and implement a detailed corrective action plan. Unsuccessful implementation of items outlined in corrective action plans may result in a supplier being suspended or banned. As part of our action plan, we also may conduct follow-up audits to ensure that violations are appropriately addressed.

As part of our commitment to responsible and ethical end-to-end product sourcing, we request that suppliers responsibly source their materials according to our Supplier Code of Conduct. Our [Sustainable Wood Sourcing Policy](#) guides our expectation on responsible use of forest resources for the wood used in our furniture, which includes our preference for [Forest Stewardship Council®](#)-certified wood products. We continually look for additional ways to communicate Wayfair's strategy and expectations to our suppliers and plan to expand upon our work with supply chain partners in the future.

Our [Supply Chain Transparency Statement](#) outlines the steps we take to ensure our suppliers share our commitment. These steps include:

1

Verification of supply chains

2

Audits of suppliers

3

Certification of suppliers

4

Internal accountability

5

Training

# Data Security & Customer Privacy

It is imperative that our customers feel safe sharing their information with us. Our data protection efforts follow industry best practices, and our core privacy principles are based on [Organisation for Economic Co-operation and Development Privacy Principles](#), which include transparency, accuracy, confidentiality, and scope limitations.

In 2021, we improved our existing data security and customer privacy safeguards by bolstering our data subject rights (DSR) process, which we

use when customers ask us to delete, access, or correct their information. Through our DSR process we set standard operating procedures, refined our escalation strategy, improved our technology, and enhanced our reporting to proactively identify gaps and trends. This process allowed us to integrate security across our business so that we preemptively address vulnerabilities. We also formed the Wayfair Global Privacy Services team to handle these data subject rights requests. By the end of 2021, the team handled over 30,000 requests. We believe establishing this formal team and process is an important testament to our values of prioritizing what's best for our customers and, consequently, our company.

Read more in our [Privacy Policy](#).





Learn more at:

**[www.aboutwayfair.com/cr-report](http://www.aboutwayfair.com/cr-report)**

This report, published June 15, 2022, speaks as of the date it is published. All information, data, opinions and activities contained in this report are subject to change without notice. The contents of this report were developed based on feedback from our internal and external stakeholders and metrics used by corporate responsibility and sustainability rating providers. The metrics and quantitative data contained in this report are not based on generally accepted accounting principles and have not been audited. Neither Wayfair LLC (the Company) nor any of its affiliates assume any responsibility or obligation to update or revise any such information, data, opinions or activities, without regard to whether any of these are affected by the results of new information, future events or otherwise. This report does not, and is not intended to, create any relationship, rights or obligations, legal or otherwise, and you should not rely upon this report to do so.

The inclusion of information and data in this report is not an indication that such information or data or the subject matter of such information or data is material to the Company for purposes of applicable securities laws or otherwise. The principles used to determine whether to include information or data in this report do not correspond to the principles of materiality contained in the federal securities laws, the concept of materiality used to determine whether disclosures are required to be made in filings with the U.S. Securities and Exchange Commission, or principles applicable to the inclusion of information in financial statements.

Our goals regarding our corporate responsibility and ESG initiatives are aspirations. They are not guarantees or promises that we will meet all or any of our goals. Any statistics and metrics regarding our corporate responsibility and ESG activities are estimates and may be based on assumptions or developing standards.

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