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At Home is committed to ensuring that we continuously drive improvement and work toward assuring ethical, social, and environmental practices in our direct operations and in our supply chain.



“Through collaboration and engagement with our product partners, we can learn from best practices existing in our supply chain and continuously evolve our own ethical sourcing policies. Our product partnerships are critical to our business, and we treat them as such.”

—Senior Vice President, Direct Sourcing & Business Development, David Heartquist



Ethical Sourcing

We expect our values and principles to be maintained throughout our business, including our supply chain. Our business impacts the lives of our customers, team members, communities, product partners, and other stakeholders. We believe our focus on our stakeholder relationships contributes to our success through better morale and lower turnover among team members, improved alignment with product partners, and higher satisfaction and loyalty of customers.

All of our product partners sign our Ethical Sourcing Policy that outlines our standards and requires compliance with relevant ILO conventions and the United Nations Guiding Principles on Business and Human Rights. We work collaboratively with our product partners to ensure compliance with our Ethical Sourcing Policy and our Human Rights Policy, as well as our Code of Business Principles, Anti-Bribery and Anti-Corruption Policy, and Sanctions and Export Controls Compliance Policy. In fiscal year 2022, we began utilizing an enterprise management cloud system that provides increased factory analytics, including social and environmental factory audit trends, and improves how proactively we can link product development decisions and our ethical sourcing practices.

Product Partner Engagement

We have maintained long-standing relationships with many of our product partners. Developing our supplier partnerships helps to ensure transparency and accountability and to foster collaboration. In fiscal year 2022, we hosted product partners representing 70% of our supply chain (by revenue) for an in-person summit in our hometown of Dallas, Texas. At Home hosted workshops, trainings, alignment presentations,

store visits, and one-on-one meetings to engage with our partners and ensure that they are committed to upholding our principles and standards throughout the supply chain.

Supply Chain Auditing and Compliance

Every year, independent third parties audit our product partners' factories. This ensures that the factories comply with the At Home Ethical Sourcing Policy. To avoid auditing fatigue, we align with and accept five globally recognized social and ethical standards: Amfori BSCI Code of Conduct, SA8000®, SMETA, ICTI, and Omega. In the event a product partner is unable to provide proper audit documentation on a timely basis, the At Home Quality Assurance & Responsible Sourcing Group works with the product partner to schedule an audit through one of our independent lab partners, and the results of that audit are reviewed by At Home. Where audits uncover non-critical issues, our Quality Assurance & Responsible Sourcing Group requires product partners to produce an acceptable corrective action plan, and we remain closely engaged with the resolution and achievement of the action plan. Any issues detected are immediately escalated and addressed to protect the safety and interests of supply chain workers and the environment.

At Home is a validated member of the Customs-Trade Partnership Against Terrorism (C-TPAT) program. C-TPAT is a joint government-private sector initiative to build cooperative relationships that strengthen overall supply chain and border security. At Home requires all of our product partners to adhere to the C-TPAT program guidelines and to conduct a comprehensive assessment of their supply chain safety and security.

Product Quality and Safety

We have an experienced Quality Assurance & Responsible Sourcing Group that, in close partnership with our Legal Department, manages the multilayered approach of At Home’s product regulatory compliance program and our commitment to the quality and safety of every At Home product. Our programs to ensure product quality and safety utilize a risk-based approach in accordance with compliance and safety regulations, as well as product attributes. Every At Home product is required to comply with all federal laws, as well as every state law (including California, which generally among states has the strictest regulatory requirements).

At Home product partners are required to confirm quality, safety, and regulatory compliance through product and component material testing and must be able to provide approved compliance documentation including third-party laboratory testing reports. We also require our product partners to establish their own reasonable compliance programs that include ongoing product testing and quality controls throughout their manufacturing operations, from sourcing raw materials to assembling finished products. In the event a product partner is unable to provide proper product testing documentation on a timely basis, the At Home Quality Assurance & Responsible Sourcing Group works with the product partner to schedule testing through one of our independent lab partners, and the results are reviewed by At Home.



“We put quality and safety first at At Home, and work with product partners to provide the best goods to our customers.”

**—President & Chief Merchandising Officer,
Chad Stauffer**

Product Partner Training

Product partners representing over 90% of our supply chain (by revenue) participate in annual At Home-hosted trainings on regulatory compliance, safety standards, packaging and labeling requirements, and ethical sourcing commitments. While prior to the travel limitations that arose in fiscal year 2021, our Quality Assurance & Responsible Sourcing Group would host the trainings locally for our product partners overseas; in recent fiscal years, the trainings have been hosted as multiple live, small-group virtual sessions with our product partners. In addition to reinforcing our compliance program, ethical sourcing standards, and packaging requirements, our team educates partners on recent issues and emerging trends.



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DEI in our Products and Collaborations

As a part of At Home’s DEI roadmap, we thoughtfully have considered our diverse customer base in developing and marketing our products. Our increased focus on weaving diversity and inclusion into our product offerings and marketing strategy ensures that At Home products appeal to all customers. For example, At Home has grown our offerings of diverse race and ethnicity representations in products. Our Tiny Dreamers collection is an example of how we are able to reflect diversity in the characters and people portrayed. Fiscal year 2022 was also our most inclusive holiday season. To further serve our customers, we developed a range of race and ethnic representations for our seasonal inflatables and decorations.

Collaborations

At Home’s collaborations feature exclusive designer collections. We desire to offer products created by designers that reflect the diversity of our customers, and—through our collaborations—we have an opportunity to showcase diverse designer talent. In fiscal year 2022, we partnered with world-class athlete, health and wellness advocate, author, and TV personality Laila Ali to create a chic and modern collection, including furniture, art, bedding, bath accessories, rugs, kitchen and dining, and outdoor décor. Laila Ali brings a unique and inclusive perspective to At Home’s products. We are proud to share Laila Ali’s collection with our customers and to feature her and her passion for health and family in our various marketing channels.



“We are very focused on our product diversification in terms of diversity and inclusion and as a central business driver for At Home. We have made diversity of race and gender a key factor in the development of our private label artwork for products. We aim to create more inclusive products that reflect the diversity of the world that we live in. We want to ensure that customers from all walks of life feel represented in our products, from holiday figurines to children’s bedroom décor.”

—Senior Vice President of Product Design & Trend, Kristian Lazzaro

Packaging

The production and disposal of packaging material used for products and transportation is a big environmental issue that all retailers face. While significant opportunities remain, in fiscal year 2022, we collaborated with our product partners to explore packaging improvements that avoid wasted material and space, as well as ways to increase the reusability or recycling of the materials that are utilized. The cardboard boxes and packaging used to protect our products during transport and in our stores is compressed and baled onsite at our stores, and then sent to be recycled. Our practice of baling onsite allows us to reduce the frequency of pickups and more efficiently transport the material for recycling, which helps to minimize related emissions. We also load our products for transport using a floor loading method that avoids the need for wood pallets, plastic shrink wrap, and packaging tape.



“We’re proud to partner with packaging printers who uphold sustainable practices within their own operations. They help us maintain the quality that we require while avoiding toxic inks and incorporating recycled materials.”

—Director of Brand Packaging, Carrie Haler



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Product Lifecycle

At Home understands the importance of the circular economy philosophy. It is not sustainable for industries, including ours, to rely on finite, non-renewable resources. We believe that there are untapped opportunities aligned with our business model to introduce a more regenerative lifecycle for at least some of our products and packaging. We intend to evaluate practical and scalable solutions to transition in part to circularity for the benefit of all stakeholders.

