

at home
FISCAL YEAR 2021 SUSTAINABILITY REPORT

DOING THE RIGHT THING.



Letter from Our CEO

We are delighted to present At Home’s first corporate Sustainability Report. In this report, we are proud to describe the efforts we undertake to manage our company as a responsible, responsive and engaged corporate citizen.

Our company culture is grounded in five core values, including, “Do the Right Thing.” We are proud of and accountable to the many lives impacted by the infrastructure of the At Home organization. For our customers, team members, communities, product partners and stockholders, we are focused on being transparent and cultivating a culture of respect and ethics. We practice conscious capitalism and believe that taking care of our stakeholders contributes to our success.

Fiscal year 2021 presented extraordinary opportunities and challenges, many of which were part of the ripple effect of the global pandemic. The year also brought powerful focus to diversity, inclusion, and social justice issues, as well as increased momentum around environmental sustainability and human capital management. It was a year of incredible growth and transformation, and I am proud of our team members and partners who enabled us to survive and thrive. In response to the COVID-19 pandemic, we acted quickly to ensure the safety of our team members, customers, and the communities where we operate. Due to government-imposed restrictions in the first quarter of fiscal year 2021 and a desire to take strong precautions, we closed all of our stores in late March 2020 and gradually opened stores in compliance with state and local mandates. Upon reopening, we trained on and followed the protocols established by our Safe Stores Policy and our Safe Home Office Policy and safely welcomed back our guests for in-store shopping, as well as online and curbside options. In addition to the social distancing afforded by the space and wide aisles of our large format stores, we also implemented rigorous cleaning procedures, store-wide social distancing indicators and mandatory team member face coverings. We rethought the

layout and flow of certain store areas and activities with health and safety in mind. And we established a healthy team member certification requirement and installed contactless temperature kiosks for all of our team members. We also rapidly accelerated our omnichannel capabilities to provide customers additional options and convenience, with Buy Online Pick-Up In Store and curbside pick-up currently available in all of our stores and local delivery currently available from nearly 75% of our stores.

Enabling our team members to flourish has always been at the heart of our efforts. **We are grateful to the nearly 7,700 team members who are building their careers with At Home.** A key component of our At Home 2.0 strategic framework is to “Be a Great Place to Work and Grow.” To support our long-term success, we want to continue attracting top talent, building a strong pipeline and leveraging our strategic initiatives to create new opportunities for our team members. For example, we continue to enhance our policies and programs that support diversity and inclusion, including the twelve key areas of focus that we identified as most important to our company, our people and our culture. In this sustainability report, we highlight some of the ways we invest in our team members and create a culture of leadership, open communication, inclusiveness, creativity and accountability.

We are also proud of the environmental and governance aspects of our sustainability story. Our growth strategy involves successfully opening and operating new stores. Early unknowns around the pandemic caused us to pause development in fiscal year 2021, and we only opened seven new stores. We have since resumed our development cadence and believe we have a long

runway for growth, with **plans to increase our store base to at least 600 compared to 219 stores as of January 30, 2021, the end of fiscal 2021.** Because we often utilize existing big box retail real estate to develop our new stores, we significantly reduce the environmental impacts of our growth strategy while also realizing positive community and neighborhood impacts through revitalization.

The Board and its committees are highly focused on environmental, social and governance matters that impact and are important to our stakeholders, including ensuring that our operations and strategy are aligned with our core values and culture and overseeing related key risks. Our management team and board are engaged and proactively supportive of our corporate social responsibility efforts and goals.

This inaugural report reflects our ongoing commitment to greater transparency for all of our stakeholders. We invite your feedback, and we look forward to providing annual updates on our social and environmental sustainability performance as we continue to learn from each other and evolve on these important issues.

Sincerely,



LEWIS L. BIRD III

Chairman of the Board and Chief Executive Officer
May 28, 2021



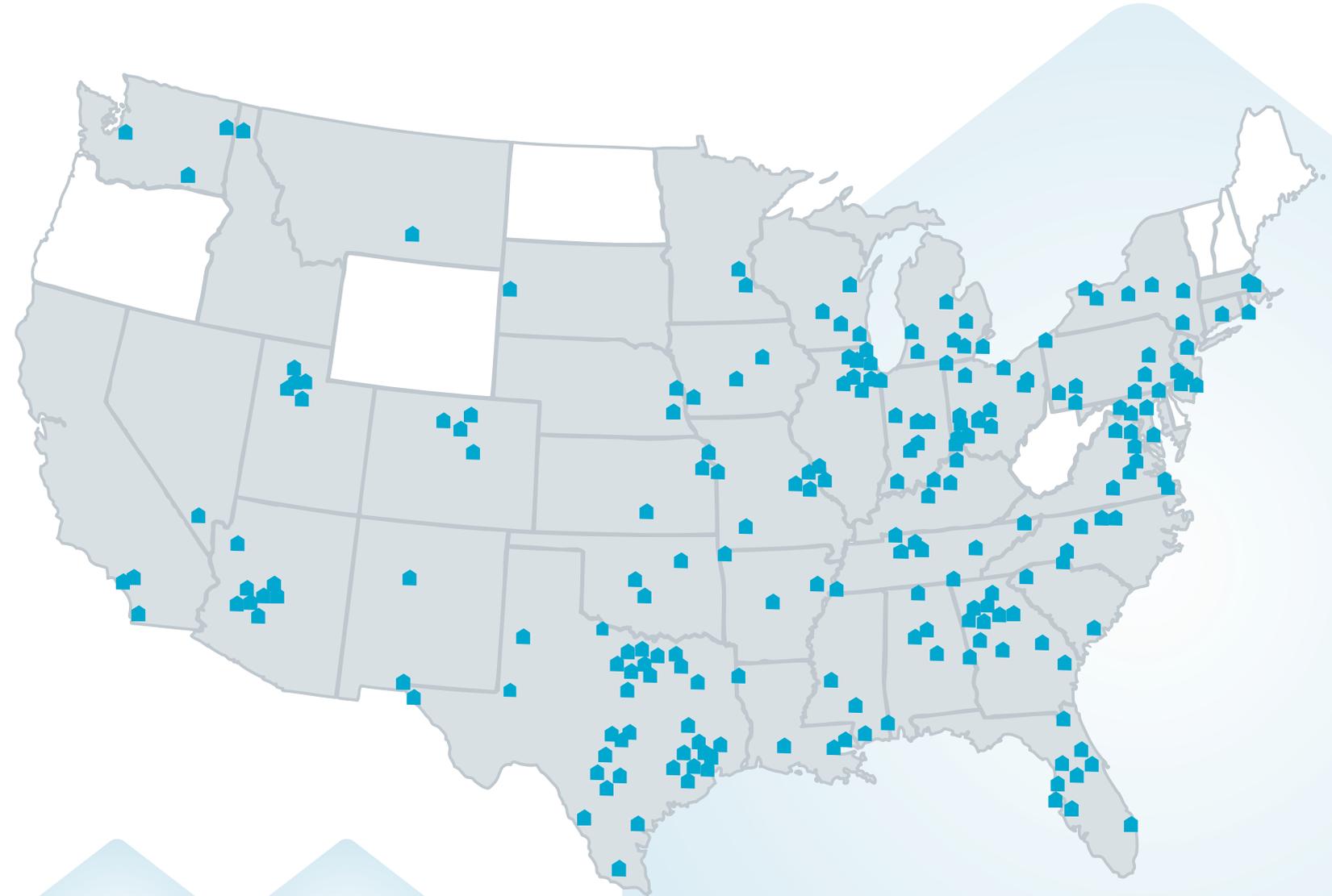
Our company culture is grounded in five core values, including, “Do the Right Thing.”



About At Home

At Home (NYSE: HOME) is a leading home décor superstore. We are focused on providing the broadest assortment of everyday and seasonal products for any room, in any style, for any budget. We utilize our space advantage to out-assort our competition, offering up to 50,000 unique items across broad product categories including furniture, garden, home textiles, housewares, patio, rugs, seasonal décor, tabletop décor and wall décor. Our customer sees “value” as the intersection of price, quality and uniqueness. Our differentiated merchandising strategy allows us to identify on-trend products and then value engineer similar products to provide desirable aesthetics at attractive price points for our customers. We believe with our quickly expanding omnichannel offering, broad and comprehensive assortment, enhanced focus on customer loyalty and compelling value proposition, we are a leading destination for home décor with the opportunity to continue taking market share in a highly fragmented and growing industry.

At At Home, we help our customers affordably turn their house into a home. Our customers shop with us through all their life stages as back-to-campus shoppers looking to make their dorm room their own, twenty somethings decorating their first apartment and growing families purchasing their first home. We have loyal, enthusiastic and diverse customers who are deeply passionate about, and love to decorate, their homes. To our customer, her home is a representation and extension of who she is. Decorating her home is a continuous, ever-evolving process that can be as simple as replacing patio cushions with a new seasonal pattern or as involved as updating the look of a whole room or the entire house. Making customers feel at home while shopping At Home is our primary focus, and we create an in-store experience that makes it easy for her to shop, enjoy the experience and express herself through our broad assortment of merchandise.



219
STORES

40
STATES

At Home is headquartered in Plano, Texas and as of January 30, 2021 (the end of fiscal year 2021) operates 219 stores across 40 states, averaging 105,000 square feet per store.

7,700
TEAM MEMBERS



Alignment of ESG and Business

We are driven by our vision and our mission:

OUR VISION: *Become the leading home décor retailer*

OUR MISSION: *Enable everyone to affordably make their house a home*



**OUR VALUES SUPPORT
OUR VISION AND OUR MISSION:**

**Be
creative**

**Work
together**

**Be smart
and scrappy**

**Do the
right thing**

**Have
fun**

“We believe that being a good corporate citizen is good business.”

—LEE BIRD, CEO

Social Issues

Attracting, developing and retaining the best people is critical to achieve our mission and vision and to drive our culture and long-term success. Our team member initiatives focus on four core areas: Talent Development and Retention; Team Member Engagement and Communication; Team Member Benefits, Health and Safety; and Diversity, Equity and Inclusion. Our efforts in each of these areas are further described in this report. See “At Home and People” below.

Our investment in our team members was particularly important during fiscal year 2021. In response to the COVID-19 pandemic, we prioritized the safety and well-being of our team members, customers, product partners and communities, with meaningful operational changes and protocols to ensure the health and security of our stakeholders.

Our team members are committed and engaged, and their dedication and hard work were significant contributors to our strong sales performance in fiscal year 2021. Such activities included the rapid acceleration of our omnichannel capabilities—including Buy Online Pick-Up In Store (“BOPIS”), curbside pick-up and local delivery—as part of the implementation of our At Home 2.0 strategy. Following our initial store closures early in the pandemic, our rebounded sales performance enabled us to bring back our furloughed team members and implement merit increases.

Environmental Resource Management

We utilize a flexible and disciplined real estate strategy that allows us to successfully open and operate stores from 75,000 to 165,000 square feet across a wide range of formats and markets. Our strategy includes opening a number of new stores annually in a mix of new and existing markets, mostly through recycling and revitalizing second generation properties. By allowing our real estate strategy to embrace opportunities to redevelop existing big box retail real estate, we are able to:

- **Open new stores quickly and efficiently**
- **Reduce the environmental impacts of our growth and development strategy**
- **Revitalize retail space, improving the social fabric and economic development in the communities where we operate**

Corporate Governance

The Board of Directors has general oversight responsibility for our affairs and, in exercising its fiduciary duties, the Board represents and acts on behalf of the stockholders. Our management is responsible for our day-to-day operations, and the Board stays regularly informed about our business and provides oversight of and guidance to management through periodic meetings and other informal communications. Our Board oversees key risks and ensures that our operations and strategy are aligned with our core values and culture.

The Audit Committee of the Board has been designated as the committee with the primary responsibility to oversee our efforts related to corporate social responsibility and sustainability, and external reporting of those initiatives. Our Nominating and Corporate Governance Committee reviews the implementation of key governance policies impacting our stakeholders, and manages our Board refreshment, director search efforts, and director onboarding and training to ensure our directors have the aggregate skills, qualifications and experience to serve the Board’s critical role. Our Compensation Committee oversees key incentive plans that drive our sustained performance, and it provides oversight of our efforts around human capital management and critical matters that impact our team members.



Effective Risk Management is Part of Our Culture and Critical to Our Success

Business Strategy—At Home 2.0

At Home 2.0—our fiscal year 2021 to fiscal year 2024 strategic plan—builds upon our successes and optimizes aspects of the business where we see opportunities.

We are redefining our go-to-market approach and continuing to lead on product selection and pricing. In fiscal year 2021, we began a pilot program for EDLP+ (everyday low prices, plus) that highlights our already low product prices and improves the sell-through of our planned markdowns by featuring longer and more category-focused customer events. We also have a relentless focus on enabling a frictionless omnichannel experience in all of our stores. When the pandemic impacted our ability to serve customers in person, our teams pivoted quickly to successfully launch omnichannel offerings across the nation. BOPIS and curbside services are now available in all stores, and we offer local delivery in 75% of our stores. As we look ahead to fiscal year 2022, we plan to continue to work on these initiatives and:

- *Improve our financial model by continuing to expand our direct sourcing capability, and strategically optimizing where and how we source product*
- *Test opportunities to expand and grow our omnichannel capabilities*
- *Improve our talent development and create a more innovative and collaborative work environment for our home office*

Risk Assessment and Management

Effective risk management is foundational to our culture and critical to our success. The Board oversees our approach to enterprise risk management, which is designed to support the achievement of strategic objectives, improve organizational performance and enhance long-term stockholder value. At least annually, the Board reviews and discusses a detailed report from senior management regarding its Company-wide enterprise risk management process, which is based on COSO’s 2004 Enterprise Risk Management—Integrated Framework and risk assessment guidance. This process is designed to identify, assess, prioritize and respond to material risks or potential significant events that may affect At Home, and to assist in monitoring and reporting on identified risks. Risks are identified through, among other things, frequent meetings of senior management and executive leadership, quarterly disclosure committee meetings, the annual financial statement risk assessment and fraud risk assessment as part of our internal control assessment.



ESG Highlights



Social **\$1.6M** *donated to Habitat for Humanity*

As a company built around the importance of home, we are passionate about helping Habitat for Humanity build affordable housing in and around the communities we serve. Since partnering with Habitat for Humanity we have donated over \$1.6 million and supported local Habitat builds by organizing team member volunteer opportunities. We also foster and support all types of community service by giving our team members (who are full-time team members with at least two years of service) 40 hours of paid time off each year to volunteer with non-profit organizations.



Environment

Since the beginning of fiscal year 2019, we have opened 77 new stores. In fiscal years 2019, 2020 and 2021, 85%, 89% and 100%, respectively, of our store openings were existing big box stores, versus new builds. Of the stores we plan to open during fiscal year 2022, we expect 82% to be recycled properties.

100% *of new stores opened in fiscal year 2021 were recycled properties*



Governance **5** *diverse directors*

Our Board is highly qualified and experienced and deeply engaged in supporting our vision and our mission. Our Board is over 50% diverse including 4 female directors and 1 racially diverse director. Our Board has evolved significantly since our initial public offering in 2016 and has an average tenure of 3.8 years.



At Home and People

Our business impacts the lives of our customers, team members, communities, stockholders, product partners and other stakeholders. We believe that taking care of our stakeholders contributes to our success through better morale, lower turnover, improved product partner relations and higher customer satisfaction.



A World Class Team

Talent Development and Retention

Our team members are a critical component of our success, and we prioritize attracting, retaining and promoting top talent in our stores, distribution centers and home office. We provide our field and corporate leaders with the right tools and support to run the organization effectively. We recognize and reward team members who meet our high-performance standards, and we work to ensure our team members have opportunities for advancement and career growth.

At Home offers meaningful training and development opportunities. Most field team members begin their workday with short online educational training courses through our software learning platform. We also typically host a three-day annual leadership conference that brings together our field and corporate leadership with the goal of collaborative learning and building our At Home community. In fiscal year 2021, our team members engaged in 43,054 hours of training.

Annual performance reviews are completed for our team members utilizing our Excel At Home performance process. **Our performance review process allows us to provide competitive merit-based pay and promotion opportunities that support and reward our highest performers and future leaders.** The performance objectives that are woven into the review process incentivize store-level, department-level, and company-wide achievement of important initiatives.

Our succession planning process supports our talent development and retention. Our Board and management have identified core competencies of knowledge, skill, abilities and behaviors that support team member performance, growth and success. Our regular performance reviews and career discussions reinforce these competencies and foster our culture of trust, transparency and engagement.



43,054

hours of training by our team members in fiscal year 2021

80% of our home office team members expressed interest in keeping flexible and remote working options available going forward.

Team Member Engagement

We engage our workforce on a regular basis to build teamwork and to cultivate an environment of high performance and fulfillment. Team member engagement begins with the onboarding process that includes a welcome session with our CEO Lee Bird to discuss At Home's history, culture and strategy. This initial meeting with our top executive sets the tone for open communication and cross-functional teamwork that makes At Home a *Great Place to Work and Grow*. **We regularly communicate with our team members in a variety of ways, including interactive quarterly town hall meetings led by our senior leadership team, hosted CEO lunches with team members and executive listening sessions. Our culture is also passionate about celebrating work milestones and personal achievements.** Every month, CEO Lee Bird holds a "brown bag" lunch with a small rotating group of team members to discuss what they individually feel makes At Home a great place to work, as well as one idea for improvement. We assess team member engagement in company-wide team member surveys, which we conducted in fiscal year 2020 and again in early fiscal year 2022. In fiscal year 2021, we conducted a survey of our home office team members regarding our return to office strategy. Among other things, 80% of respondents expressed interest in keeping flexible and remote working options available going forward.





30% of each store's bonus pool is allocated to hourly team members, based on wages earned

Our team members are recognized for individual and team achievements and anniversaries. We also provide engagement training to company leadership to support these efforts. In addition, at the beginning of each shift, our store leaders huddle with their team members to provide direction and receive feedback on important issues of the day. We assess team member engagement through a variety of channels, including third-party led surveys.

Our store directors hold one of the most important positions in our Company. They are a critical part of our operations, and we rely on them to execute against our strategy in each of our communities. Our store directors provide leadership in hiring our team, motivating their best work ethics, and nurturing a creative and empowering environment that leads to rewarding careers and retention.

Our home office team members as well as our regional managers, district managers, and distribution center team members all participate in a bonus program tied to the achievement of certain performance goals. This includes our salaried, hourly, full-time, and part-time team members in these roles. 30% of each store's bonus pool is allocated to hourly team members, based on wages earned, with the remainder allocated among the store director, store manager and inventory control manager. We paid bonuses to team members in all of our stores for fiscal year 2021 and paid out a total of \$7.35 million under our store level bonus plan. In the first quarter of fiscal year 2022, we added year-over-year reductions in employee turnover to our store bonus program to incentivize recruiting for the long-term and to ensure enhanced investment in the careers of team members.



Team Member Benefits, Health and Safety

We want our team members to thrive within and outside of their working environment. We provide a market competitive total rewards and benefits package to address the current needs of our team members, including their comprehensive health, financial wellness and quality of life coverage, as well as childcare support. We also host events and design resources aimed at protecting and supporting the physical, mental and financial health and well-being of our team members, including our annual corporate Wellness Week and safety training programs to prevent workplace accidents and injuries. **Through our Employee Assistance Program, our team members and their dependents have access to counseling sessions and referrals for personal services, including education, adoption, travel, daily living and childcare.** We are also proud to have created the At Home Foundation to provide financial assistance to eligible team members facing unforeseen hardship. The At Home Foundation relies primarily on donations from team members in order to fund grants.





DE&I KEY AREAS OF FOCUS

- Listening**
- Representation**
- Training**
- Community**
- Hiring**
- Belonging**
- Products**
- Communication**

Diversity, Equity and Inclusion (DE&I)

Our commitment to diversity begins at the top with a Board and executive leadership team that is fully committed to leveraging diversity to create a fair, healthy and high-performing organization. At Home is dedicated to building a diverse, inclusive and respectful workplace and to ensuring equitable access to resources and opportunities for all team members. **Women comprise 44% of the members of our Board of Directors continuing after the 2021 annual meeting of stockholders. Women likewise make up 45% of our corporate officers (13 out of 29). And in our stores women represent 49% of our store directors and managers and 67% of our remaining store and distribution center teams.** *Field team gender demographics are as of March 16, 2021 and exclude individuals who elected not to respond. While we have begun to request information related to the race/ethnicity of our team members, we do not have responses from a sufficient percentage of our team member population to begin publicly reporting our work force demographics by race/ethnicity for fiscal year 2021.

Our corporate culture, priorities and policies reflect our commitment to equality and contribute to driving our strong performance. Our field teams reflect the diversity of our customers and the communities where we operate. We have taken measures to ensure that our processes and policies around hiring, development, culture and tone at the top support our efforts to be an employer of choice. We are mindful of unconscious bias that can impact our culture, and we are analyzing our compensation practices across the organization with the goal of ensuring gender and racial pay parity.

In the first half of fiscal year 2021, we began to better organize and formalize our DE&I efforts. We started with listening sessions and a team member survey that addressed topics around inclusiveness, equality, ethnic diversity, religious diversity, and LGBTQ+ issues. Using the information and feedback gathered from these efforts, we developed our key areas of focus, which include:

- Listening**—expanding opportunities to gather feedback from our team members
- Hiring**—making a conscious effort to recruit and hire diverse candidates
- Representation**—tracking and internally reporting on our diversity metrics
- Belonging**—supporting our team members with resource groups
- Training**—developing focused DE&I training across the organization
- Products**—better reflecting the diversity of our customers in our product offerings
- Community**—promoting our time-off policies to volunteer and vote
- Communication**—ensuring we are communicating our DE&I commitment and actions



We began to consider and implement key action items related to these diversity and inclusion focus areas during fiscal year 2021. For example, **we launched four new team member resource groups to focus on issues around women, people of color, LGBTQ+ and military members and their families.** In their first year, our new resource groups have received a lot of enthusiasm. Our Women’s Resource Group hosts bi-monthly speaker panels and small group discussions as well as working to cultivate meaningful mentorship opportunities and community partnerships. We also recently hired a new Director of Diversity, Equity and Inclusion dedicated to developing and supporting our DE&I initiatives and culture.



WOMEN IN LEADERSHIP



Our Response to COVID-19

As the seriousness of the COVID-19 pandemic became abundantly clear, we had three primary stakeholders to consider immediately: our customers, our team members and our communities. To prioritize the health and safety of these groups and help reduce the spread of COVID-19, we temporarily closed all of our stores in late March 2020 and reopened stores in compliance with state and local mandates. We introduced numerous operational changes and protocols aimed at ensuring the health and safety of everyone in our stores. We also benefited from our large format store size that averages 105,000 square feet and offers extra space and wide aisles for social distancing.

“This pandemic has challenged us to think differently, to reexamine how we do business and, most importantly, to come together to rally our greatest strength—the human spirit.”

—LEE BIRD, CEO



90%+

Over 90% of team members who experienced a temporary furlough chose to return to work with us when our stores reopened.

In addition to our store and distribution center protocols, our corporate team members who are able to work remotely have been given the flexibility to continue doing so, while our Safe Home Office Policy ensures our corporate home office is safe, clean and available for team members who need or choose to use it.

In addition to store closures, we made some other difficult decisions in early fiscal year 2021, including a reduction in force, limited furloughs and tiered salary cuts. Our executive officers' base salaries were temporarily reduced by 30% during the period when some of our home office team members were furloughed. **For the entire duration of the furlough, our CEO Lee Bird had 50% of his base pay donated to the At Home Foundation for the benefit of team members facing unforeseen financial hardship, including as a result of COVID-19.** At Home underwrites the administrative cost of its Foundation so that 100% of donations can go directly to team members in need. **At Home continued to fund employer health insurance premiums for furloughed team members. We also offered a \$1,000 childcare benefit to help team members with the childcare needs created by the pandemic. And the company continued to match 401(k) contributions up to 4% of salary during the height of the pandemic's uncertainty when stores were closed.** Over 90% of our furloughed team members at our stores, distribution centers and home office returned to work when our stores were able to reopen.

Our executive leadership team and our internal communication team work together to share ongoing communications with our team members that address issues of interest and importance, with the most notable issues in fiscal year 2021 revolving around the pandemic. In response to the pandemic, we increased communications to all team members and utilized new communication methods. We transitioned town hall meetings to be monthly rather than quarterly; we hosted additional executive listening sessions; we relaunched our monthly CEO small group sessions; and we introduced our executive-sponsored team member resource groups. We believe that strong communication reinforces engagement, trust, respect and our At Home values. Our focus on communication also ensures that team members are aware of the many resources and benefits available to them.

As our stores reopened and some home office team members chose to return to the office, we operated in accordance with our Safe Stores Policy and our Safe Home Office Policy. Our policies focus on ensuring that only healthy team members report to the workplace, and that everyone respects the robust cleaning and safety measures that we implemented. Our legal, safety, and operations teams worked together to report, track, and monitor instances of infection if they arose. Toward the end of fiscal year 2021, we also implemented a compensation program for team members who were prevented from working due to a possible exposure and mandated quarantine period.

Ethical Sourcing

Most of our products are sourced from foreign product partners in countries such as China, Vietnam, India, Turkey, and Mexico. As a growth company with a complex global supply chain, we recognize our corporate responsibility to take reasonable actions that support doing business responsibly, respecting human rights, trading ethically and protecting the environment. We focus on building long-term relationships with our product partners and their team members, resulting in increased productivity, product quality and worker recruitment and retention for us and our product partners. The expansion of our direct sourcing program also supports our ethical sourcing strategy by increasing visibility and control over product development.

We have adopted an Ethical Sourcing Policy that is based on core International Labor Organization (ILO) conventions, the internationally recognized Ethical Trading Initiative (ETI) base code, Social Accountability International's SA8000 standard and the UN Guiding Principles on Business and Human Rights. Our Ethical Sourcing Policy outlines the minimum compliance standards we require from our contracted product partners. We also expect them to apply the same standards to their own supply chains. Our Ethical Sourcing Policy includes Principles of Implementation sets forth the commitments of At Home and our product partners upon entering a business contract in order to ensure such policy is effectively implemented.

The policy requires 100% voluntary labor, safe, humane and hygienic working conditions, zero child labor, living wages and no excessive working hours.



We partner closely with globally recognized certification and standards organizations and require that all factories be third-party audited in accordance with one of several methodologies that we accept. The audit methodologies include sections on labor standards, health and safety and environmental policies and standards, which factor into the overall rating of the factory. Should the factory's rating be unsatisfactory for any parameter, a Corrective Action Plan (CAP) is required until the factory obtains a satisfactory rating. We require that our products be manufactured in factories audited by a globally recognized certification and standards organization within the past 12-24 months. We request audit reports from our product partners on a regularly scheduled cadence.

Our relationships with our product partners in fiscal year 2021 were complicated by the impact of the COVID-19 pandemic, but we were resilient in cooperation with our product partners, exemplified by the level of transparency and open lines of communication we maintained throughout the fiscal year. In early fiscal year 2021, many factories in Asia were shut down and unable to manufacture and supply products. When these factories were able to reopen shortly thereafter, our stores were closed and we were forced to cancel or delay product orders. Through the process, we stepped up engagement with our product partners to ensure we had an honest and open dialogue and shared the economic burden of the pandemic, allowing us to maintain strong relationships with our product partners. When our business opportunities increased significantly thereafter, these relationships were fundamental to being able to service the high customer demand in spite of the significant supply chain challenges faced by the entire retail industry.

We require that our products be manufactured in factories audited by a globally recognized certification and standards organization within the past 12-24 months.



Product Safety

Our customer relies on us to ensure the products she purchases and brings into her home are safe and healthy. At Home products must meet all legal and regulatory requirements for import and sale in the United States, including state-specific protections and regulations.

Our Product Regulatory Compliance Program sets forth the obligations we impose on all Product Partners with whom we will do business.



Community Engagement

Habitat for Humanity Partnership

Consistent with our mission to enable everyone to affordably make their house a home, we focus our charitable giving and volunteer initiatives on home-centric nonprofits that support stable, healthy home lives and strong, safe communities. We are passionate about our partnership with Habitat for Humanity International. At Home sponsors Habitat home build opportunities for both team members as well as Insider Perks members (we temporarily paused Habitat build events due to COVID-19). In addition to our volunteer support, we donated \$1.6 million to Habitat for Humanity since fiscal year 2017. **Over the course of our partnership, we have donated a percentage of sales of all decorative crosses as well as the profits from special candles, notebooks and holiday ornaments.** To promote Habitat's mission in the communities where we operate, we also run periodic campaigns encouraging customers to add a donation amount to their purchase at checkout. At Home has also joined Habitat for Humanity's "Home is the Key" campaign that helps people become self-reliant through homeownership. We historically support additional worthy organizations and causes including Step Up, Genesis Women's Shelter & Support, Jonathan's Place, Sunshine Spaces, Salvation Army DFW Domestic Violence Shelter, Emily's Place, Kyle's Place, City House and PISD Adult Transition Center.

Volunteer Time Off

We believe that one of the most impactful ways we support our communities is by giving our team members the opportunity to be active participants in community activities. We grant 40 hours of paid time off to volunteer each year to all salaried full-time team members with two years of service to the company. Full time hourly employees are granted 16 hours of paid time to volunteer. **We also give team members a day off in honor of Juneteenth to volunteer for causes that support equality and racial justice.** Our team members additionally receive paid time off to volunteer on a Habitat for Humanity home build. We also encourage team members to vote in all public elections by providing time off work to vote if the polls are not open for three consecutive hours outside of a team members' working hours.



We donated \$1.6 million to Habitat for Humanity since fiscal year 2017.



We grant all salaried full-time team members with two years of service to the company 40 hours of paid time off each year to volunteer with non-profit organizations in their communities.





At Home and the Environment

Our environmental strategy is to minimize our impact on the planet by reusing and recycling when reasonably possible. We are also continuously exploring ways to reduce our energy usage and overall carbon footprint. One environmentally friendly strategy we employ for many of our new stores is refurbishing existing real estate rather than demolishing and undertaking a brand new build. We believe these efforts meaningfully reduce our carbon footprint.



Land Use

We have nearly doubled our store base since our IPO in 2016, adding 111 net new stores since that time. One aspect of our land use strategy focuses on reusing and recycling existing properties by refurbishing big box retail locations. This opportunistic “second generation” development strategy enables us to efficiently open new stores while also significantly improving the environmental impact of our expanding footprint.



We recycled **~7M sq.ft.** of retail space over the last three fiscal years.

Considering our rate of new store openings and that our stores range in size from 75,000 to 165,000 square feet, we believe that our land use strategy significantly reduces our environmental impact.



Before and After—Clovis, CA

We also substantially reuse the existing parking lots when we develop sites, which meaningfully reduces the release of harmful gasses and resource depletion that would result from new asphalt production.

Over the prior three completed fiscal years, we opened 77 new stores in a mix of existing and new markets. In fiscal years 2019, 2020 and 2021, 85%, 89% and 100%, respectively, of our store openings were existing big box stores, versus new builds. Of the stores we plan to open during fiscal year 2022, we expect 82% to be recycled properties.

Considering our rate of new store openings and that our stores range in size from 75,000 to 165,000 square feet, we believe that our land use strategy significantly reduces our environmental impact. Positive social and community impacts are also seen in the replenishment of jobs lost when a prior employer exits, as well as the reversal of commercial property decay and promotion of the local economy when customers are attracted back to a revived shopping center.

Environmental Impacts of Our Land Use Strategy



- Reduces demolition waste that would otherwise be created and sent to a landfill or disposed of through incineration if we demolished the existing full infrastructure to accommodate a new building as compared to the reduced demolition waste from refurbishment
- Avoids the significant use of resources that would be involved in new construction relative to refurbishment
- Avoids the emission of carbon dioxide and methane that would be generated from the burning of gas and diesel during the construction process as compared to the significantly reduced emissions from our improvement projects
- Reduces air and water pollution caused by, and dramatically decreases the amount of water used during, the construction process

Efficiency Measures in Our Stores and Distribution Centers

Energy Management System

We have installed energy management systems in all stores and our distribution centers as part of our energy savings strategy. In fiscal year 2022, we intend to upgrade our energy management systems in all stores and our distribution centers to allow for improved analytics. These new systems allow us to manage energy use across our organization in real time, resulting in cost savings and resource conservation. We are also working to replace black roofs at our stores with TPO (thermoplastic polyolefin) white roofs, increasing their reflectivity of light and heat and keeping stores naturally cooler. This also helps lower the urban heat island effect in our communities. Our Senior Director of Facilities manages our Energy Management System on behalf of At Home and reports to our Chief Development Officer.

LED Lighting

We upgrade all new stores that we open to have LED lighting systems. As a result, the large majority of our stores feature LED lights, and we have a systematic replacement schedule to convert the fixtures of our remaining stores. **In our parking lots, we are replacing metal halide lights with LED lights, which results in a 50% reduction in energy use.** As another part of our retrofit process, we replace older, inefficient chiller/boiler systems with high-efficiency rooftop HVAC units.

Waste Reduction

Every At Home store has a 40-yard compactor for waste handling. We also recycle cardboard. When moving into an existing building, we reuse substantially everything of value or utility, including existing LED lighting, plumbing, electrical systems, HVAC, the building envelope and the parking lot, unless there is a particular need or efficiency gained by installing a replacement.

Transportation Efficiency

During fiscal year 2018, we began removing pallets from our outbound shipping trailers. We replaced the process of stacking and shrink-wrapping boxes onto pallets with a floor-loading process that allows us to more efficiently load boxes onto trucks and optimize trailer capacity. **The process change better utilizes trailer space thereby reducing outbound trips from our distributions centers to our stores by more than 30%, with a corresponding reduction in transportation emissions.** Floor loading also reduces the environmental impact of packaging because it does not utilize plastic stretch film and packaging tape. Shipping cost reductions and efficiencies in the store receiving process have also been realized as a result.



Recycled ~12,000 tons equal to 57% of total waste

Emissions, Waste and Water Usage

Greenhouse Gas (GHG) Emissions

In fiscal year 2021, our stores, distribution centers and home office used approximately 268,000 GJ of natural gas resulting in Scope 1 GHG emissions of approximately 13,000 metric tons of CO₂ equivalents. In the same period, we used approximately 716,000 GJ of electricity, resulting in Scope 2 GHG emissions of approximately 80,000 metric tons of CO₂ equivalents. Kilowatt hours of electricity were converted to metric tons of carbon dioxide equivalents using the U.S. national average emissions factor.

During fiscal year 2021, we did not measure or track Scope 3 GHG emissions (indirect emissions such as employee business travel, commuting to work, the transport of goods and services into and out of the Company and the handling of waste) and do not have sufficient information to provide a reasonable estimate.

Waste and Water Usage

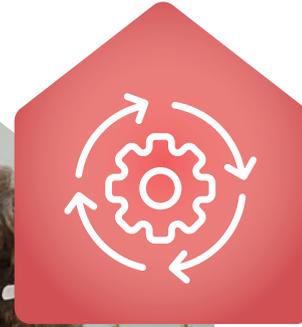
Based on data from our distribution centers, home office and retail stores where we contract for waste hauling by weight, in fiscal year 2021, **At Home recycled around 12,000 tons of material representing 57% of total waste.**

At Home used 381,000m³ of water across our distribution centers, home office and retail stores in the same period.

We believe our use of electricity, natural gas and water and our generation of waste was reduced in fiscal year 2021 due to the impact of COVID-19 on our operations, including the temporary closure of our stores beginning in late March 2020. We expect to report higher emissions, waste and water usage in future years as a result of our growth strategy and in comparison to a year that included temporary closures. We also do not know what impact, if any, the further development of our omnichannel capabilities will have on our emissions, waste and water usage. Because our significantly increased sales following the reopening of stores in fiscal year 2021 offset the impact of the closures on a revenue basis, and because we expect to open a greater number of stores in future years, fiscal year 2021 may be an outlier even if we were to report historical emissions, waste and water usage by revenue in the future.

Data regarding the amount of electricity and natural gas (together with related emissions) and water used was gathered from our distribution centers, home office and each of our stores where available. For each store where data was unavailable, because certain or all utilities are included in our arrangement with the landlord or otherwise, we applied an average of the amount of electricity, natural gas or water used at all other stores to calculate the reported details.

Waste information regarding tons of materials recycled was unavailable for approximately 3% of stores where we pay a flat fee for recycling. Information regarding materials landfilled was unavailable for our Plano distribution center, and we applied the amount of materials landfilled at our Carlisle distribution center to calculate the reported total.



At Home and Governance

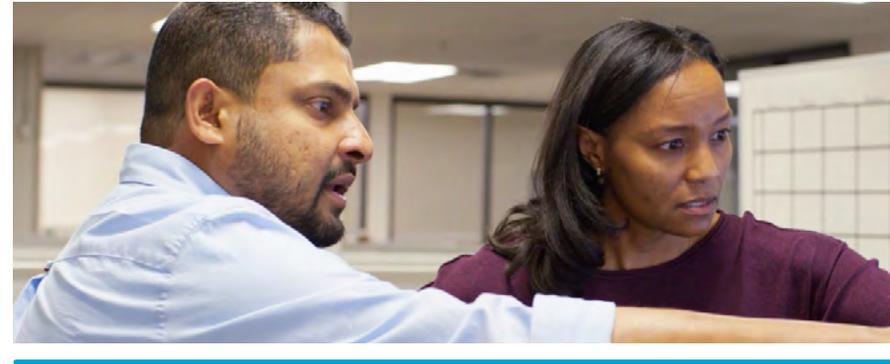
A Diverse, Experienced and Highly Engaged Board

Our Board has evolved significantly since our initial public offering in 2016 and has an average tenure of 3.8 years. Our Board is over 50% diverse including 4 female directors and 1 racially diverse director. Our directors represent the appropriate mix of experience, skills, expertise, backgrounds and other attributes to ensure that the Board, as a whole, will continue to effectively perform its oversight function on behalf of stockholders in light of the Company's ongoing operations and long-term strategy.

The Board and its Committees were deeply engaged throughout fiscal year 2021 and provided significant oversight of key measures considered and taken in response to the COVID-19 pandemic. In particular, the Board met periodically to discuss developments related to the COVID-19 pandemic and At Home's responses. Board members met with management telephonically and via video conference on a weekly basis during the height of the pandemic's impact on our business.

Our Audit Committee has been tasked with the primary responsibility of overseeing, on behalf of the Board, our efforts related to **corporate social responsibility and sustainability, and the external reporting of those initiatives, including an annual review of our sustainability reporting on a going forward basis**. Our Nominating and Corporate Governance Committee reviews the implementation of key governance policies impacting our stakeholders, and manages our Board refreshment and engagement to ensure our directors have the aggregate skills, qualifications and experience to serve the Board’s critical role. Our Compensation Committee oversees key incentive plans intending to drive sustained performance, has partnered with us on our efforts regarding human capital management and has enhanced its scope on critical matters that impact all of our team members, including our implementation of a key component of our At Home 2.0 strategic framework, to “Be a Great Place to Work and Grow.” Our corporate culture and human capital matters impacting team members are discussed at Board and Compensation Committee meetings throughout the year, including our DE&I areas of focus.

For more information on our corporate governance policies and practices, refer to the proxy statement for our annual meeting of stockholders to be held on June 16, 2021.



Guiding Policies and Principles

We live our values every day. We seek to do the right thing for our team members, our product partners, our stockholders and our communities to build strong, enduring relationships with all of our stakeholders. We have adopted a Code of Business Principles applicable to all of our directors, officers and other team members. It reflects our strong commitment to ethics and integrity, and provides guidance on making decisions that align with our core values. It covers topics such as conflicts of interest, gifts, insider trading, compliance with laws, anticorruption and a safe and healthy working environment. It also includes our policy prohibiting harassment and discrimination, which applies to all conduct on Company premises by any supervisor, manager, team member, co-worker, contractor, consultant, subordinate, partner, client, or customer and to all conduct off Company premises that affects a team member’s work environment.

Reporting Concerns

At Home maintains the Speak Up Integrity Hotline, which our team members can use to submit any concerns on a confidential and anonymous basis. Communications made through the confidential hotline and certain communications to the Board to the extent relating to accounting, internal accounting controls or auditing matters will be reviewed by the Audit Committee in accordance with its established procedures. The Audit Committee also receives regular updates regarding the use of the hotline, including analytical data regarding number of reports and the types of matters reported.



Team Member Training

All new team members review and agree to adhere to our Code of Business Principles and Team Member Handbook. Throughout the year, we push out certain trainings and certifications to promote the standards and values set forth in our Code of Business Principles, Handbook, and other important safety and compliance policies.

ESG Policies

Other policies that we have implemented include:

- Code of Business Principles
- Corporate Governance Guidelines
- Ethical Sourcing Policy
- Human Rights Policy
- California Transparency in Supply Chain Act Disclosure
- Conflict Minerals Policy
- Executive Compensation Clawback Policy
- Non-Employee Director Equity Ownership Guidelines
- Executive Officer Equity Ownership Guidelines



Securing Data

We take the security of our information technology (IT) systems seriously. As a retailer processing thousands of credit card transactions each day, we store a variety of sensitive information and depend on our IT systems and related policies for critical aspects of our business. We have made meaningful investments in our IT systems, including applications for finance and accounting functions, supply chain management software for our retail operations, data warehouse management systems and an automated system for our distribution centers.

Our approach to IT security starts with a certified management system that outlines the processes and procedures we use to assess and manage our IT, including regular checks and tests so we can uncover any potential weaknesses or gaps in our systems before they can be exploited. We also regularly engage with third-party consultants who employ a variety of methodologies to identify any vulnerabilities in our IT systems and create workable risk mitigants. We further mitigate the risk of possible business interruptions caused by disruptions to our IT systems by maintaining a disaster recovery plan, which includes maintaining backup systems off-site.

We have made meaningful investments in our IT systems, including applications for finance and accounting functions, supply chain management software for our retail operations, data warehouse management systems and an automated system for our distribution centers.

In fiscal year 2021, with the launch of our omnichannel offerings, a portion of our transaction volumes shifted to our website. We expect this trend to increase as we further develop and roll-out improved and new omnichannel capabilities. **We are committed to our data security efforts and always seek to provide our customers with the highest degree of confidence in our ability to securely process their transaction and protect their personally identifiable information.**

The COVID-19 pandemic reinforced the importance of our IT security practices due to the significant increase in remote working by our home office team members. In response to the evolving work environment, we have increased our secure user access testing and audit procedures and implemented additional team member training on vigilance regarding potential threats.



Sustainability Accounting Standards Board (SASB) Summary Table

SASB Report: MULTILINE AND SPECIALTY RETAILERS & DISTRIBUTORS			
SASB Topic	SASB Accounting Metric	Fiscal Year 2021 Data	Code Reference
Energy Management in Retail & Distribution	(1) Total energy consumed	Approximately 716,000 GJ Data regarding the amount of electricity consumed was gathered from our home office and each of our stores and distribution centers where available. For each store where data was unavailable, because certain or all utilities are included in our arrangement with the landlord or otherwise, we applied an average of the amount of electricity used at all other stores to calculate the reported total See "At Home and the Environment—Emissions, Waste and Water Usage—Greenhouse Gas (GHG) Emissions" on page 15.	CG-MR-130a.1
	(2) Percentage grid electricity	100%	CG-MR-130a.1
	(3) Percentage renewable	0% All of our electricity consumed was from the grid, and we do not currently track whether any of our grid electricity is from renewable sources	CG-MR-130a.1
Data Security	Description of approach to identifying and addressing data security risks	We recognize the importance of maintaining the trust and confidence of our customers, especially as we further develop our omnichannel capabilities. Our approach to IT security starts with a certified management system that outlines the processes and procedures we use to assess and manage our IT, including regular checks and tests so we can uncover any potential weaknesses or gaps in our systems before they can be exploited. See "At Home and Governance—Securing Data" on page 18.	CG-MR-230a.1
	(1) Number of data breaches, (2) percentage involving personally identifiable information (PII) and (3) number of customers affected	At Home will disclose information related to data breaches if and when required by the U.S. Securities and Exchange Commission Statement and Guidance on Public Company Cybersecurity Disclosures.	CG-MR-230a.2
Labor Practices	(1) Average hourly wage of in-store team members by region	West United States: \$13.46 East United States: \$13.37 Midwest United States: \$13.33 Distribution Centers: \$17.89 As of fiscal 2021 year-end; excludes overtime	CG-MR-310a.1
	(2) Percentage of in-store team members earning minimum wage by region	0%	CG-MR-310a.1
	(1) Voluntary turnover rate for in-store team members	In-store: 110% Distribution Centers: 37.5%	CG-MR-310a.2
	(2) Involuntary turnover rate for in-store team members	In-store: 35.5% Distribution Centers: 86.3%	CG-MR-310a.2
	Total amount of monetary losses as a result of legal proceedings associated with labor law violations	\$0	CG-MR-310a.3

Sustainability Accounting Standards Board (SASB) Summary Table (Continued)

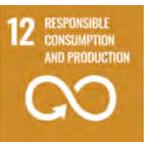
SASB Report: MULTILINE AND SPECIALTY RETAILERS & DISTRIBUTORS			
SASB Topic	SASB Accounting Metric	Fiscal Year 2021 Data	Code Reference
Workforce Diversity & Inclusion	(1) Percentage of gender and racial/ethnic group representation for management, (2) Percentage of gender and racial/ethnic group representation for all team members	Continuing Directors: 44% female, 56% male Corporate Leadership Team: 45% female, 55% male Store Directors and Managers: 49% female, 51% male Other Distribution Center and Store Team Members: 67% female, 33% male As of March 16, 2021. Percentages exclude team members who elected not to provide gender data. While we have begun to request information related to the race/ethnicity of our team members, we do not have responses from a sufficient percentage of our employee population to begin publicly reporting our work force demographics by race/ethnicity for fiscal year 2021	CG-MR-330a.1
	Total amount of monetary losses as a result of legal proceedings associated with employee discrimination	At Home resolved one Family Medical Leave Act (FMLA) matter related to the documentation and timing of terminating an employee who was on FMLA leave. Following resolution, the nature and terms of which cannot be legally disclosed, At Home reevaluated its administrative procedures to avoid similar issues in the future.	CG-MR-330a.2
Product Sourcing, Packaging, Marketing	Revenue from products third-party certified to environmental and social sustainability standards	\$0	CG-MR-410a.1
	Discussion of processes to assess and manage risks and/or hazards associated with chemicals in products	See "At Home and People—Product Safety" on page 11.	CG-MR-410a.2
	Discussion of strategies to reduce the environmental impact of packaging	See "At Home and the Environment—Efficiency Measures in Our Stores and Distribution Centers—Waste Reduction" and "—Transportation Efficiency" on page 15. Our Senior Manager of Packaging has been tasked with working to engage packaging suppliers and printers that maintain policies and procedures designed to responsibly source raw materials.	CG-MR-410a.3

SASB Activity Metrics

SASB Activity Metric	Data as of January 30, 2021 (end of fiscal year 2021)	Code Reference
Number of retail locations	219 stores across 40 states	CG-MR-000.A
Number of distribution centers	Two distribution centers, located in Plano, Texas and Carlisle, Pennsylvania	CG-MR-000.A
Total area of retail spaces	2,121,000 square meters	CG-MR-000.B
Total area of distribution centers	125,000 square meters	CG-MR-000.B



Alignment with U.N. Sustainable Development Goals

SDG Summary		
Sustainable Development Goal	At Home Alignment	Report References
 <p>Goal 3: Ensure healthy lives and promote well-being for all at all ages</p>	<p>We practice conscious capitalism and believe that taking care of our stakeholders contributes to our success. We want our team members to thrive within and outside of their working environment and are passionate about community service.</p>	<p>See “At Home and People—Community Engagement” on page 12, “—Ethical Sourcing” on page 11, “At Home and People—A World Class Team—Team Member Benefits, Health and Safety” on page 8 and “—Our Response to COVID-19” on page 10.</p>
 <p>Goal 5: Achieve gender equality and empower all women and girls</p>	<p>At Home strives to build a diverse, equitable, inclusive and respectful workplace for all team members. Our corporate culture, priorities and policies reflect our commitment to equality and contribute to driving strong performance, and our field teams reflect the diversity of our customers and the communities where we operate.</p>	<p>See “At Home and People—A World Class Team—Diversity, Equity and Inclusion (DE&I)” on page 9.</p>
 <p>Goal 8: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all</p>	<p>We have adopted an Ethical Sourcing Policy that requires, among other things, 100% voluntary labor, safe, humane and hygienic working conditions, zero child labor, living wages and no excessive working hours.</p>	<p>See “At Home and People—Ethical Sourcing” on page 11.</p>
 <p>Goal 11: Make cities and human settlements inclusive, safe, resilient and sustainable</p>	<p>By focusing our real estate strategy on the redevelopment of existing infrastructure, primarily in the form of vacant big-box retail sites, we are able to reduce the environmental impacts of our new store growth strategy and revitalize retail space, improving the social fabric and economic development in the communities we enter.</p>	<p>See “At Home and the Environment—Land Use” on page 14.</p>
 <p>Goal 12: Ensure sustainable consumption and production patterns</p>	<p>Our environmental strategy is to minimize our impact on the planet generally by reusing and recycling when reasonably possible and exploring ways to reduce our use of energy, including often refurbishing vacant big box stores for our new store openings and thereby lowering our carbon footprint and reducing costs for the company.</p>	<p>See “At Home and the Environment—Efficiency Measures in Our Stores and Distribution Centers” on page 15.</p>
 <p>Goal 13: Take urgent action to combat climate change and its impacts</p>	<p>We have installed energy management systems in all stores and our distribution centers as part of our energy savings strategy. We are also working to replace black roofs on our stores with TPO (thermoplastic polyolefin) white roofs, increasing their reflectivity of light and heat and keeping stores naturally cooler.</p>	<p>See “At Home and the Environment—Efficiency Measures in Our Stores and Distribution Centers” on page 15 and “Emissions, Waste and Water Usage—Greenhouse Gas (GHG) Emissions” on page 15.</p>



About this Sustainability Report

This report is dated as of May 28, 2021. Unless otherwise noted, all data in this report is as of or for the fiscal year ended January 30, 2021. This report also addresses certain events and initiatives that occurred after the end of fiscal year 2021.

On May 6, 2021, At Home entered into an Agreement and Plan of Merger (the “Merger Agreement”) with Ambience Parent, Inc. and Ambience Merger Sub, Inc., which are affiliates of investment funds advised by Hellman & Friedman LLC. The Merger Agreement provides, among other things and subject to the terms and conditions set forth therein, that Ambience Merger Sub will be merged with and into At Home (the “Merger”), with At Home continuing as the surviving corporation and as an indirect wholly owned subsidiary of Parent. Governance disclosures in this report speak as of the date hereof and are subject to change, and At Home may also evaluate and adapt its ESG initiatives as part of its post-merger activities as a private company, in each case, as a result of the Merger, when and if consummated.

The data herein covers our home office and distribution centers and all stores that were operating as At Home stores during fiscal year 2021, excluding stores under construction.

Uncertainties are inherent in collecting the data presented in this report. The data included in this report reflects our good faith estimates and have not been externally assured. We expect our data collection systems regarding these matters to evolve, and we will seek to continually improve our processes for collecting and disclosing accurate, meaningful and consistent data.

Forward-Looking Statements

Certain statements herein contain forward-looking statements made pursuant to and within the meaning of the safe harbor provisions of the Private Securities Litigation Reform Act of 1995. You can generally identify forward-looking statements by our use of forward-looking terminology such as “anticipate”, “are confident”, “assume”, “believe”, “continue”, “could”, “estimate”, “expect”, “intend”, “look ahead”, “look forward”, “may”, “might”, “on track”, “outlook”, “plan”, “potential”, “predict”, “reaffirm”, “seek”, “should”, “trend”, “will”, or “vision” or the negative thereof or comparable terminology regarding future events or conditions. Such forward-looking statements are based on our current beliefs and expectations, which we believe are reasonable. However, forward-looking statements are subject to significant known and unknown risks and uncertainties that may cause actual results, performance or achievements in future periods to differ materially from those assumed, projected or contemplated in the forward-looking statements.

Additional information about factors that may cause actual results, performance or achievements in future periods to differ materially from those assumed, projected or contemplated in the forward-looking statements may be found in “Item 1A. Risk Factors” of our Annual Report on Form 10-K for the fiscal year ended January 30, 2021, and subsequent reports we file with the Securities and Exchange Commission, including our Quarterly Reports on Form 10-Q. You are cautioned not to place undue reliance on the forward-looking statements included herein, which speak only as of the date hereof or the date otherwise specified herein. Except as required by law, we do not undertake any obligation to update or revise any forward-looking statements for any reason, whether as a result of new information, future events or otherwise.



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