

wish

Company Overview

mission

Wish's mission is to bring an affordable and entertaining mobile shopping experience to millions of consumers around the world

vision

Our vision is to unlock e-commerce for the masses by providing consumers with access to a vast selection of affordable product and giving merchants access to millions of consumers globally

San Francisco

Headquarters

Wish at a Glance

Stats for 2022



24m

monthly active users



60

countries of operation

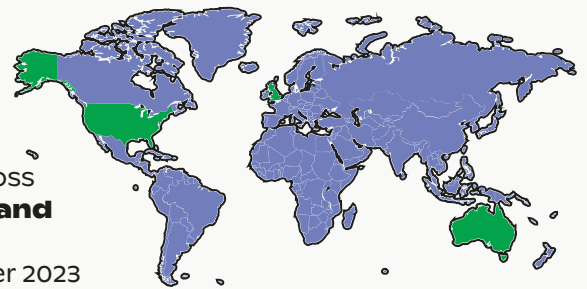


170,000

active global merchants

503

full-time employees across
10 countries and 4 continents
as of September 2023



90%

of user activity and purchases occur on our mobile app



70%

of sales come from personalized browsing as opposed to searching



20,000

brick-and-mortar stores participating in the Wish Local program

builtin

Best place to work

Built In San Francisco recognized Wish as a Best Place to Work for 2023

Wish received recognition in 2021, 2022, and 2023

Our Approach to ESG

Our approach to ESG is rooted in the belief that incorporating ESG initiatives across our business advances our core mission to unlock e-commerce for the underserved and best positions us to deliver long-term value for our consumers and investors around the world.

Our Platform

Our Wish Standards Program measures the performance of merchants in areas that matter the most to consumers, promoting merchants and products on our platform.

Wish's data science technology enhances the user and merchant experience by connecting buyers with merchants based on:



Favorable reviews

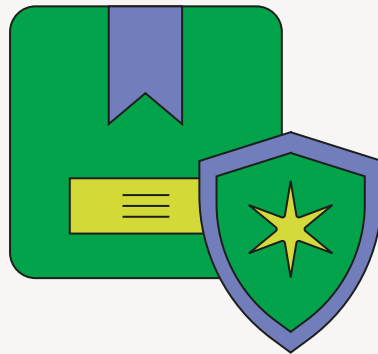


Higher ratings



Shipping history

Safety



- 100% of merchants are subject to regulation by the U.S. Consumer Product Safety Commission and similar state or international authorities
- 100% of products sold on Wish could be subject to involuntary recalls, takedown notices, and other actions
- Concerns about product safety could lead to recalls or removal of products sold on our platform

Data Privacy & Cybersecurity



Our Audit Committee oversees and receives updates on security, data and cyber risks



Wish's Data Privacy Policy and Cybersecurity Policy are reviewed annually by the Audit Committee



100% of new employees complete cybersecurity training during onboarding



As of May 2023, 100% of employees must complete annual data privacy and cybersecurity training



Cybersecurity training includes a full curriculum with modules and quizzes designed for both engineers and non-engineers



Wish's Incident Response Plan provides the Company with the tools to detect and respond to cybersecurity incidents affecting the platform



Wish's Information Classification and Handling Policy sets out standards for the classification, labeling and handling of all the information created, received, processed, transmitted and stored in Wish systems



Wish's **Vendor Code of Conduct** requires vendors to comply with all applicable data privacy and cybersecurity laws



Bring Your Own Device Policy and **Acceptable Use Policy**

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Our People

Recruitment, retention, and development

Our Compensation Committee oversees and receives annual updates on initiatives related to company culture, talent recruitment and development/retention

Wish's Performance Review and Feedback Process includes:



Annual 360 feedback with performance ratings and promotions to recognize and reward employees for impact on business goals



In 2023, Wish welcomed approximately 6 summer interns across our finance, logistics, and data science teams



Wish Mentorship Program builds and grows technical leadership for our junior engineers by pairing them with key tech leaders

Employee Benefits



100% of Medical, Dental, and Vision benefits are paid by Wish for employees and their dependents



OneMedical membership for employees and dependents enrolled through Cigna Healthcare



Supplemental health coverage through Cigna Healthcare for Voluntary Hospital Indemnity, Voluntary Accident, and Critical Illness



Employee Wellness Bundle that includes:

- RocketLawyer
- Headspace
- Pet insurance discounts
- Perkspot
- SoFi



Restricted Stock Units and Employee Stock Purchase Plan

Annual employee reimbursements of:



\$900 for a variety of health and fitness items



\$500 for professional development including seminars, courses, and books



\$50 Wish Cash as a monthly benefit provided to employees

High Performance Manager Series



3 month manager enablement program focused on developing essential skills, including coaching, feedback, one-on-ones, productivity, prioritization and people development

Diversity, Equity & Inclusion



Our Compensation Committee oversees and receives annual updates on initiatives related to diversity, equity & inclusion (DEI)



We annually review, approve and, if necessary, update our Employee Handbook



Wish's Employee Resource Groups (ERGs) host panel discussions, trainings, and events designed to build awareness and encourage diversity



In 2022, we began to integrate bias identification and strategies to reject biases in performance evaluations through the Situation-Behavior-Impact (SBI) framework



2X a year training on writing effective performance reviews offered to all employees during performance reviews



Wish's workforce is



57% male

42% female

*1% not specified

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Community Impact



175 employee participants in community service events



385 volunteer hours



12 different organizations Wish has served

Environmental Impact



Wish pursues initiatives to reduce environmental impact that align with our business strategy.

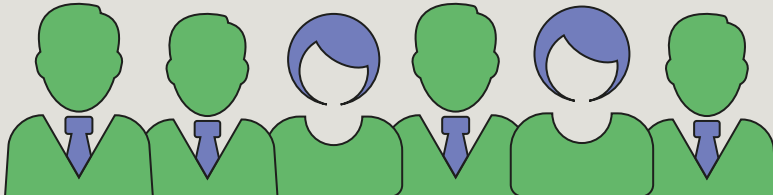


- More recyclable and eco-friendly poly bags as an option for packaging
- Flat rate shipping to consolidate shipping and reduce emissions
- Wish Local, a program where products are shipped to local stores for pickup instead, which reduces last mile emissions

Governance

Wish's Board of Directors has 6 directors organized into 3 committees

- 5 independent
- 3 POC
- 4 male, 2 female



NOMINATING AND CORPORATE GOVERNANCE COMMITTEE

- ✓ Regularly review composition and size of Board, develop criteria for Board membership and establish process for reviewing director nominees
- ✓ Oversee risks related to director independence, conflicts of interest, and director succession planning
- ✓ Review conflicts of interests related to corporate opportunities by insiders
- ✓ **Insider Trading Policy & Fair Competition Policy**

Business Ethics & Compliance

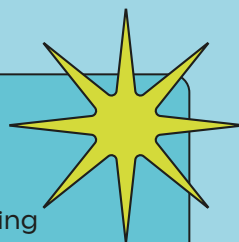
CODE OF CONDUCT AND ETHICS OVERVIEW



Code of Conduct is reviewed annually for changes

100%

of employees complete Code of Conduct training during onboarding and recertify the policy annually



CORPORATE GOVERNANCE GUIDELINES

Directors must abide by Code of Conduct and inform the Nominating and Corporate Governance Committee of any conflicts and/or inform the Audit Committee of related person transactions. The Audit Committee additionally regularly receives updates on legal and compliance issues.

AUDIT COMMITTEE RESPONSIBILITIES

- Responsible for oversight over risk management including financial, legal, regulatory, security, data, cyber risks, etc.
- Oversees ethics hotline, including the process/procedures related to the receipt, retention, investigation, and treatment of complaints
- Reviews related person transactions, code of conduct and ethics, **anti-corruption** and anti-bribery, and investigations under the company's **whistleblower** and non-retaliation policies
- Whistleblower hotline is available for both employees and contractors
- The Audit Committee Chair is notified on all issues that come through the whistleblower hotline and is briefed on related escalation procedures

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