

Corporate Overview

iHerb is on a mission to make health and wellness accessible to all.

Since our founding in 1996, we have been dedicated to offering Earth's best-curated selection of health and wellness products, at the best possible value, delivered with the most convenient experience. We believe that health and wellness should be a universal right made possible through compassion and our collective action.

This belief will continue to guide us as we endeavor to make our mission a reality.

iHerb at a Glance

We're the world's largest eCommerce platform dedicated to vitamins, minerals, and supplements, and other health and wellness products.

For more than 26 years, we've been making it simple for customers all over the world to purchase the highest quality health and wellness products. From supplements to skincare to grocery items, we ship over 30,000 products, from over 1,500 brands to more than 180+ countries, and we're proud to provide the very best value.

2000+
team members

We are truly a global company with team members around the world.

30K+
products

We offer the same reputable brands found at large national stores.

180+
countries

We deliver around the world with 16 languages, over 80 currencies, and over 30 payment options to support our mission of making health and wellness accessible to all.

10M
active customers

We have cultivated customer trust and loyalty through the quality and authenticity of our products and the great brands, convenience, and value we offer.

6 fulfillment centers **2** inventory hubs

All of our 8 fulfillment centers and inventory hubs are climate-controlled and GMP- or ISO-compliant ensuring the highest quality and freshest products.

Our Approach to ESG

At iHerb, we believe we are responsible for bringing positive change to the world. Whether it's ensuring the highest quality of products for our customers, creating an atmosphere of inclusion and belonging for our employees, or caring for the environment that sustains us. This belief drives our dedication to caring for people, the planet, and our communities.

Our Material Topics

We are committed to delivering progress on the environmental, social and governance ("ESG") issues that matter most to our stakeholders. To determine these issues, we conducted our first ESG materiality assessment in 2022. Conducted by an independent consultant, the assessment reviewed peer disclosures, industry-specific ESG frameworks and ratings (e.g., SASB, TCFD, MSCI, Sustainalytics and ISS) to narrow the universe of potentially material topics and understand

the priorities of our external stakeholders. We then carried out a series of in-depth interviews and surveys with internal stakeholders to gauge how a given topic would impact the future success of our business.

Based on this assessment, our key ESG priorities include (listed alphabetically):

- Business Ethics & Compliance
- Data Privacy & Security
- Human Capital Management
- Product Environmental Impact
- Product Quality & Safety
- Supply Chain Management

Our Products

All [iHerb Brands](#) meet strict standards and Current Good Manufacturing Practices (cGMP) set by the FDA. We use only well-researched raw materials, unique ingredients, and trusted blends. We've introduced the [iTested](#) program to get our House Brand products tested by independent third-party labs for quality and assurance. This program is part of our commitment to deliver products that meet the highest standards.

Production Facilities

- iHerb operates in 8 climate-controlled inventory hubs & fulfillment centers in the U.S. and Asia
- All of iHerb's distribution centers are ISO- or GMP- Compliant
- Follow a stringent onboarding process for product quality compliance

Managing our Supply Chain

- All International & Domestic Suppliers are onboarded to our Supplier Code of Conduct
- All Suppliers are given a Supplier Manual which includes ethical standards



100%

of our products are shipped and sold by iHerb.

100%

compliance with CA Supply Chain Acts in 2022

Our People – For a Better You

At iHerb, we believe that living a healthy and balanced life should be easy and accessible to everyone. We empower all our team members to live this promise each day, and to make a global impact in their careers. One of our shared values is “Embrace Diversity & Inclusion” – We prioritize respect, fairness and inclusion to enable our employees to bring their “whole selves” to work.



GREAT PLACE TO WORK AWARD 2023

Attracting & Retaining Talent

Health & Wellness

- Dental, Vision, HSA and FSA Programs
- Life & AD&D Insurance
- Wellness Program (with free fitness tracker and up to \$300 annual rewards)
- Flexible Time Off and Paid Time Off
- Quarterly and Monthly Wellness Challenges

100%

iHerb Paid Premium Medical Plan

Pay & Benefits

- Up to 6% 401(k) match
- Annual market-based merit increases
- Employee Bonus Program (with semi-annual payouts)
- Long-Term Incentive Program (RSUs)
- New-hire remote work allowance & monthly stipend
- Employee Assistance Program
- Perks & Discounts

Employee Engagement

- Employee Engagement Events/Social Campaigns
- Employee Newsletter
- Gallup Annual Engagement Survey

93%

survey participation rate

4.11/5.00

Engagement Score

Training & Developing Talent

Culture & Career

- All-Employee Town Halls
- Transparent Communications from Leadership
- Clear Career Playbooks to support current role growth and career planning conversations
- Global Mentoring Program launched in 2023
- Formalized Onboarding Program
- Mid-Year and End-of-Year Performance Reviews
- Reward and Recognition Program

Learning & Development

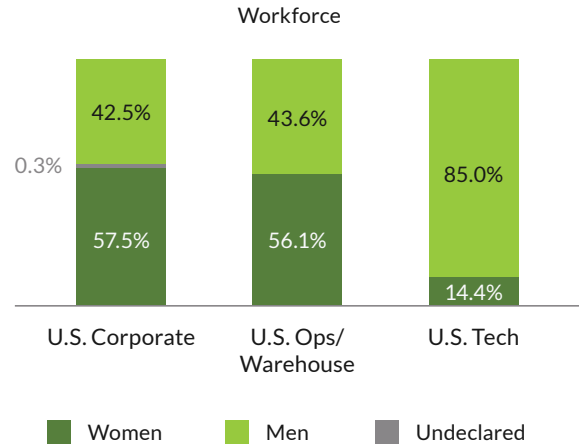
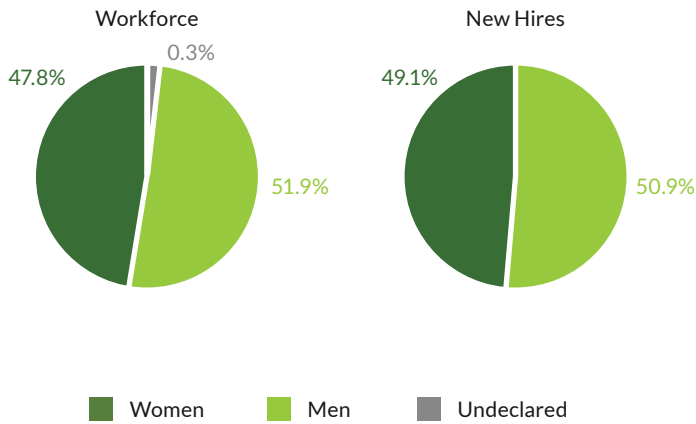
- Training and professional certifications available to all employees
- Monthly live learning sessions and people leader panels
- 100+ On-demand Learning Courses with formal and on-demand courses
- iHerb Leadership Academy
- Individual Development Plans (IDPs), Talent Reviews, and Succession Planning
- Curated training opportunities
- 3rd Party Education & Educational Reimbursement



Embracing Diversity & Inclusion

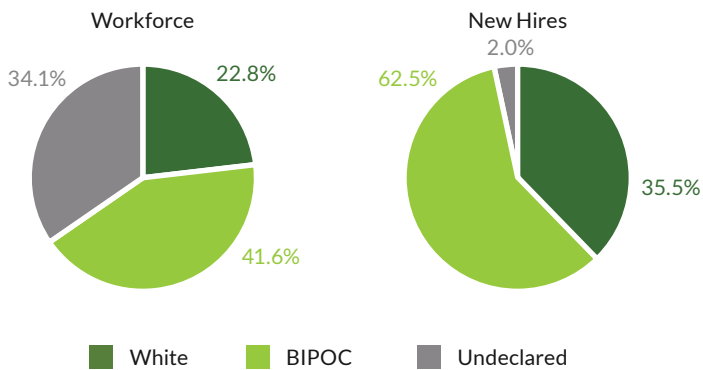
WORKFORCE DEMOGRAPHICS - GENDER

FY2022



WORKFORCE DEMOGRAPHICS - RACE/ETHNICITY

FY2022



	Overall	U.S. Corporate	U.S. Ops/Warehouse	U.S. Tech
Asian	10.8%	27.4%	4.1%	31.0%
Black or African American	5.3%	1.8%	6.6%	1.6%
Hispanic or Latino	24.5%	14.4%	29.5%	6.4%
Two or More Races	0.9%	2.1%	0.2%	3.7%
White	22.8%	26.0%	21.5%	27.3%
Other*	0.1%	0.4%	0.0%	0.5%
Blank/Undeclared	34.1%	28.1%	36.2%	29.4%

*Native Hawaiian or Other Pacific Islander and American Indian or Alaska Native

Our Community Impact

We firmly believe that providing an education to impoverished children worldwide will have the most meaningful impact. As a result, we are currently involved in different educational projects in Cambodia. Our long-term goal is to figure out the most effective method to offer a solid education to children, and then expand it to other children in need across the world.

Cambodia Charitable Foundation

Cambodian Children's Fund and New Hope Cambodia

Approximately \$5M donated between 2020-2022 and nearly \$11M donated since 2014.

This includes the building and running of two new schools in Cambodia, and the promotion of children's education through Cambodia Children's Fund and New Hope Cambodia.

Through our charitable efforts in 2023, we have been able to positively impact 6,306 students by providing them with educational resources



Our Environmental Impact

Through several ongoing eco-friendly initiatives, we are committed to the reduction of our carbon footprint. In our workplaces, products, and shipping, we strive to integrate the best sustainable practices, while maintaining the highest quality of standards for our customers.



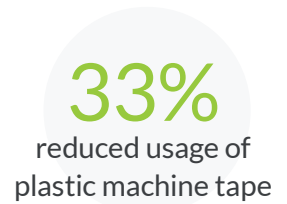
Saving Energy and Reducing Waste in Production Process

- Exclusively use battery-powered forklifts
- All warehouses have automated lighting systems
- Meet with local energy providers to identify opportunities to reduce energy usage
- All warehouses have ongoing recycling programs that are actively managed and tracked
- Maintain partnerships with national and regional recyclers
- Old, wooden pallets and corrugated cartons are recycled and reused
- All corrugated cardboard coming into the iHerb warehouses is recycled or reused



Implementing More Sustainable Product Packaging

- Partnerships with national and regional recyclers
- Replaced plastic Air Pillows with pure paper void that is 40% recycled
- Replaced standard plastic packaging with more sustainable options
- Shifted to using lightweight plastic pallets



Faster, greener shipping practices

- Reduced shipping container size, which resulted in 2% reduction in corrugate used
- Optimizing freight loads by increasing container capacity – 29.5% YoY increase in # of units per container

Governance

Our steadfast commitment to ethics and integrity is at the heart of how we conduct our business. This commitment drives our corporate governance process as we continue to enhance our compliance efforts, improve the transparency and quality of our reporting and endeavor to maximize long-term stakeholder value while acting with the highest ethical standards.

ESG Oversight

To effectively manage our ESG efforts and advance our program, iHerb has formalized an effective governance structure that includes ESG oversight responsibility at the Board level, an ESG Executive Committee and an ESG Working Group. The Executive Committee oversees the efforts of the Working Group and reports our progress on ESG matters to the iHerb Board of Directors.



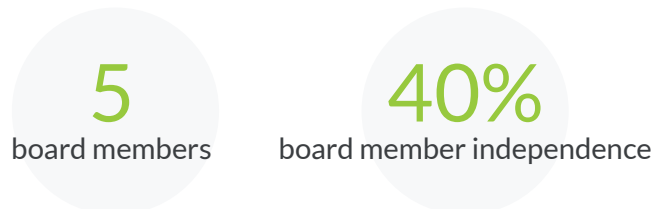
Business Ethics

- Strong oversight of ethics and integrity at iHerb
- Annual Employee Compliance Training
- Employees are trained on [Code of Conduct and Business Ethics](#)
- Global Anti-Bribery and Anti-Corruption Policy
- Confidential and Anonymous Whistleblower Hotline and Whistleblower Policy with Non-Retaliation Clause

Data Privacy & Cybersecurity

- Board receives quarterly Security Update
- Phishing Campaign Testing to ensure team member awareness
- Multi-Factor Authentication (MFA)
- [Privacy Policy](#)
- Information Security Policy

Board Composition



- Separate CEO/Chair
- 60% board member diversity across gender and race