

# ASSOCIATE HANDBOOK

U.S. BASED ASSOCIATES

VS&Co  
VICTORIA'S SECRET & CO.



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Team,

At VS&Co, we all play a part in creating a great place to work and a culture that makes us proud. Our company values ground the way we work and how we show up. Building on the significance of our values, our Code of Conduct exists to further identify and define behaviors that are acceptable and those that we are all responsible for addressing in order to truly be a respectful work environment.

The following associate handbook contains specific guidance for our actions. While the handbook makes clear our guidelines, policies and expectations, the overarching principles we ask you to abide by are simple:

- Be engaged
- Act with integrity
- Be considerate of the company and others
- Do your part to help keep yourself and others safe – if you see something, say something

We expect all associates to read the handbook and any applicable supplements. Additionally, we encourage you to work with your manager or Human Resources partner to identify additional policies and procedures specific to your department and role.

Thank you for doing your part to create an environment where we can all succeed together.

A handwritten signature in black ink that reads "Melinda R. McAfee". The script is fluid and cursive, with a large, stylized 'M' and 'A'.

Melinda McAfee, Chief Human Resources & Legal Officer  
Victoria's Secret & Co.

*This handbook is not a contract of employment, and the company has the right to change, add or eliminate handbook policies at any time. This version supersedes all previous versions. The information in this handbook applies to all associates in the United States.*





## Procedures

### Operational processes for day-to-day activities

- Applies to brand functions
- Visible to managers and human resources
- Are detailed, instructional
- Frequent changes based on business operations
- Examples include operating procedures & manager guides

## Code of Conduct

### Guidelines for making the right decisions

- Applies company-wide
- Visible to associates and the public
- Highest standards even beyond the law
- Infrequent changes

## Associate Handbook & Standalone Policies

### Specific guidance for our actions based on the Code of Conduct

- Applies company-wide
- Visible to associates
- Expands details from the Code
- Periodic changes
- Examples include Associate Handbook, Global Travel & Expense Reimbursement Policy, Benefits Summary Plans, etc.

## Our Values

### Foundation for all we do

Our associates are the heart of our business – you bring our values to life, create lifelong relationships with our customers, deliver innovation that keeps us at the forefront of the industry and inspire our happy, healthy and inclusive culture.

At the heart of our culture is our values that were developed in partnership with our passionate associates:

### Love the Customer

We place them at the heart of everything we do. We listen and engage with them to evolve as they do – making every experience count.

### DEI is Everything

We believe our business thrives because we look for, listen to, and value diversity, equity, and inclusion. We champion each other's wellbeing and unique needs. We foster a safe environment where everyone is empowered to be their true selves. We never tolerate discrimination, harassment, bullying, aggression, or retaliation.

### Passion with Purpose

We dream big and channel our passion to what matters most. We unlock our best thinking through curiosity and creativity and learn from our mistakes.

### Better Together

We lead with integrity, trust, and respect, every single day. We speak from the heart and are transparent because we care. We achieve the best outcomes together and work as one team.

# AN OPEN AND HONEST CULTURE

As stated in the Code of Conduct (the Code), we want you to talk openly with us about work-related ideas, questions, problems and concerns so they can be resolved. If there is something about your job or the company that concerns you, or you see something that you think is wrong, please let us know. Under no circumstance will you be subject to retaliation, disciplinary action or career disadvantage for making a good faith report under the Code or for participating in an investigation.

# OUR DIVERSITY, EQUITY AND INCLUSION COMMITMENT

We focus on recruiting, retaining and advancing talent that reflects the diversity of the customers we serve and the communities where we live and work. We continually work to incorporate our commitment to diversity, equity and inclusion into every aspect of our business to create and foster an inclusive culture that unlocks the full potential of our associates.

We believe that when diversity, equity and inclusion are a part of everything we do, we can serve our customers better, as well as attract, retain and engage the best talent in retail. And we know that bringing together a diverse team of associates with different backgrounds and experiences into our inclusive culture leads to more creativity, better solutions and exceptional results.

## **Our Guiding Principles:**

- Achieve a diverse work environment in which all individuals are treated fairly and respectfully, have equal access to opportunities and resources, and can contribute fully to the company's success.
- Provide development that brings awareness to, and educates associates on, diversity, equity and inclusion.
- Foster a culture that is anti-racist; consists of active allies; embraces social change; takes action; is accountable.

# EMPLOYMENT STATUS

## Employment at Will

Subject to all applicable laws, your employment is “at-will.” That means you may end your employment at any time with or without notice or a reason. It also means the company may end your employment, at any time, with or without notice or a reason. In addition, we may need to alter your employment status, hours or schedule bases upon business needs. No one in the company, except the Chief Executive Officer or the Chief Human Resources Officer, may enter into any agreement contrary to the employment at-will relationship. Any such agreement will be in writing.

## Employment Eligibility Verification and Employment Forms

The company complies with all applicable immigration laws and regulations. As a result, you must provide all required identity documentation and employment eligibility information as prescribed by law on your first day of employment. If you cannot verify your right to work in the United States within three business days of employment, we will be required to terminate your employment immediately.

If you live in an E-Verify state and your Form I-9 information doesn't match government records, we will provide you information about how to contest the mismatch. The company doesn't interpret initial mismatches as evidence that associates aren't authorized to work in the United States, nor will we take any adverse action while associates contest a mismatch. Failure to contest mismatches or your inability to resolve mismatches will result in withdrawal of the offer of employment.

Most of our employment forms are completed electronically in the EForms section on HR Access and should be completed on your first day of employment. Completing all company-required employment forms in a timely manner is a condition of employment.

# YOUR ROLE AND ACCOUNTABILITY

## Standards of Conduct

As stated in the company's Code of Conduct, we are committed to living by our values, doing what's right and acting with integrity everywhere we do business regardless of the circumstances. If you violate the law, our Code or other company policies, you may be subject to disciplinary action which may include terminating your employment, even if the violation occurred off company premises or off-the-clock. Associates must review and follow the Company's Code of Conduct and other company policies. While it is not possible to list all examples of conduct that could lead to disciplinary action, some examples of unacceptable conduct include:

- Damage, theft or unauthorized removal of company property or the property of others
- Misuse, misrepresentation or falsification of company records or benefits, e.g., timekeeping records, conversion records, leave of absence documentation, PTO usage, expense reports, corporate credit card, electronic information systems
- Working off the clock; failure to report all time worked
- Merchandise discount/coupon abuse
- Creating an intimidating or offensive work environment
- Unsatisfactory customer service or violating guidelines for engaging with customers
- Violation of company safety and asset protection guidelines
- Disclosure or misuse of confidential information
- Unauthorized possession or concealment of weapons
- Violating the company's Drug- and Alcohol-free Workplace policy
- Failure to report a work-related accident or injury
- Dishonest behavior and conflicts of interest, including offering gifts to or accepting gifts from third parties
- Failure to cooperate in a company investigation, including providing false information during an investigation
- Unexcused absences or lateness
- Any other policy violation



## Consequences for Violations

Depending on the nature of the violation, the Company may give you an opportunity to correct behavior and/or work performance through progressive discipline. A first and minor violation may often result in a coaching conversation. Subsequent or more serious violations may progress to a written and/or final warning. Continued failure to correct violations or a first offense of severe misconduct may result in adverse action up to and including termination of employment. While the company generally applies progressive discipline, it may, in its sole discretion, select the action based on the severity of misconduct.

## Scheduling and Attendance

Your hours are dependent on where you work and the needs of the business. We expect that you'll arrive on time as scheduled but also understand there may be extenuating circumstances, illness, emergencies and unforeseen things that come up. We ask that you follow the guidelines below so that together we can manage the needs of the business and support you when you are unable to make it to work.

### Schedules – Associates with Scheduled Work Weeks

We schedule to the needs of the business and associate availability. Schedules are posted in advance of each work week (electronically, where available). During the work week, changes may be needed to support the business. Your manager will discuss any changes with you. If you need to request a schedule change after the schedule has been posted, follow your department guidelines.

Availability and time-off requests must be submitted through the online scheduling system (or in writing if no online scheduling system is available) according to department guidelines. Talk to your manager to understand the timeline for your department. Management will do its best to approve requests while meeting the needs of the business.

### Be On Time

You must report to work on time, whether you're just starting the day or returning from rest or meal periods. If you will be late, inform your manager as soon as possible before the beginning of your workday/shift. Likewise, if you must leave work early, talk with your manager. In the absence of a true emergency, leaving work during your shift/workday without your manager's permission or taking unauthorized breaks is not permitted.

### When You Can't Make It

If you have a day when you must be absent, call your manager following your department guidelines, as in most departments, texting, emailing, instant messaging and other electronic communications are not acceptable forms of notification. In the absence of an emergency, you must report your absence at least two hours before the start of your shift/workday. If necessary, a manager is responsible for finding coverage for your shift.

- If you are absent more than three consecutive calendar days due to injury or illness for you or your family or other leave reasons (e.g., parental, bereavement, jury duty), call HR Direct (see the Contacts section) to determine your eligibility for leave time.
- Associates who miss three (for CCS associates, two) consecutively scheduled workdays/shifts without reporting the absence will be considered to have voluntarily abandoned their job.

### Repeated Unplanned Lateness or Absence

Repeated, unplanned lateness, absence or leaving early is not acceptable and may result in termination of employment. If your department has a scheduling or attendance policy, make sure you understand and follow those policies as well.

## Rest and Meal Periods

Rest and meal periods are important for associates' health and well-being. They are based on shift length and applicable laws and hourly associates are responsible for taking them as scheduled. Rest periods are usually 15 or 20 minutes (paid) and associates should remain clocked in. Meal periods are usually 30 minutes (unpaid) but may be longer based on work location. If you perform any work during a meal period, the time must be paid, so remain clocked in or notify your manager that your meal was interrupted. If your meal period is 20 minutes or less, do not clock out.

As much as possible, associates should use scheduled rest and meal periods to meet their personal needs. However, if you need alternate or additional rest or meal periods as an accommodation, please contact your manager or Human Resources (HR) partner.

For more information about rest and meal periods specific to your location, please talk to your manager or refer to your department's operating procedures. If you or any other associate are denied rest or meal periods allowed or required by law, immediately report the situation to your HR partner or the Ethics Hotline (see the Contacts section).

## **Dressing for Success**

Our dress requirements vary depending upon job. You are not required to purchase or wear company merchandise. For more information on the dress requirements for your job, refer to your onboarding materials, operating procedures or talk to your manager. You may be asked to modify your dress or remove accessories to comply with our company policies or safety protocols in our facilities. Nothing in our dress requirements is intended to prevent associates from wearing any hair or facial hair style they choose, including in ways consistent with their cultural, ethnic or racial heritage or identity.

## **Appropriate Conversations Between Associates**

Having fun at work is an important part of our culture. This includes being able to connect with other associates on a personal level. However, personal conversations should be appropriate and professional and should be kept at a minimum in areas with customer interactions and not interfere with workplace productivity or cause a distraction to the business.

## **Smoking, Vaping and Using Tobacco Products**

Smoking, vaping and using tobacco products (including but not limited to cigarettes, electronic cigarettes, pipes, cigars, snuff) are not permitted in any of our buildings or stores, including back rooms or offsite storage locations. If you smoke, use other tobacco products or tobacco-like products, please do so only in designated areas. Spitting in cups, trash receptacles or sinks is not permitted. You are required to follow the smoking/tobacco policy in the mall or facility in which you work.

## **Drug- and Alcohol-free Workplace**

As stated in the Code, we are committed to providing a drug and alcohol-free workplace. You must work entirely free from the effects of alcohol and illegal drugs, as well as the adverse effects of any legal substance. You may not sell, possess, distribute, use or purchase illegal drugs or sell, transfer or distribute prescription drugs on company premises or during working hours. You may not report to work after consuming alcohol or illegal drugs. For example, you may not go to lunch, drink alcohol and then return to work.

## **Recording Devices**

Customers are entitled to take videos or photos in our stores but if causing a safety concern, associates should contact the EOC.

Associates also are generally permitted to take videos or photos. However, associates may not take videos or photos of our customers or customer interactions. Associates are required to protect business information and are not allowed to take videos or photos of confidential, proprietary, privileged or trade secret information. Some examples of business information are: trade secrets; intellectual property; sales figures, including comparable stores sales; information about our ideas and know-how, processes and procedures; unannounced product launches and promotions; marketing and images; private information about customers or associates such as credit card numbers, banking information, contact information; and vendor lists.

If media sources attempt to take videos or photos, contact Media Relations (see the Contacts section). If customers are photographing or filming associates and making associates feel uncomfortable, refer to the Associate Safety Poster posted in stores.

## **Mobile Devices Usage – Home Office and CCS Associates**

Associates in certain positions whose job responsibilities require mobile device use on a regular basis are eligible to receive a reimbursement to cover business-related use.

Associates whose job responsibilities do not require mobile device use on a regular basis, but who simply want the convenience of accessing their work email, contacts and calendar on their personal device, can choose to have their personal device connected to the company network. These associates are not eligible for a reimbursement.

Associates who regularly travel internationally or who are in roles where a mobile device is required to perform essential job responsibilities may be eligible for a company issued mobile device. Contact your manager or HR partner for additional information.

## Mobile Device and Phone Usage – Store and DC Associates

You are not required to have or use a mobile device for work, unless you are issued a mobile device by the company or receive a reimbursement for your personal device. If you ever feel you are required to use your personal mobile device for work, contact your HR partner or the Ethics Hotline (see the Contacts section) so you can be reimbursed for usage.

Personal devices, email accounts, etc., should not be used to send or receive business communication unless approved by home office.

There are times when you may have to make a personal call while at work. Unless the call is an emergency, make it during your regularly scheduled rest and meal periods. Mobile phones are not permitted on the sales floor or DC work areas with the exception of leadership for safety purposes. Smart watches are permitted but using them for social media or communication (texting, phone calls, etc.) is not permitted while working. Phone calls on Bluetooth devices are not permitted in DC work areas.

## Visiting Our Stores and Other Company Facilities

When conducting store visits or visiting other company facilities, associates must identify themselves when they arrive and present company ID badges or other identification. Associates must comply with safety requirements and all store policies, including appropriate dress, any applicable and current public health precautions, and bag checks while visiting.

### Store Bag Checks

You must have your personal items, including your bag, coat and packages, checked anytime you leave the store. You must remain clocked-in during bag checks. You should remove your coat, if you are wearing one, prior to the check. If you are shopping, in the store only on your own personal time and do not go into non-sales areas, you do not need to complete a bag check.

## BENEFITS, TIME AWAY AND ACCOMMODATIONS

The company offers competitive benefits including a merchandise discount, paid time off (PTO) and other types of leave, medical benefits and incentive compensation. Benefits eligibility depends on your location, job classification and other factors. See “Benefits Information” in HR Access or call HR Direct (see the Contacts section) if you have benefits questions.

## Merchandise Discount

The company offers a generous associate discount which may be used for merchandise or gift cards in company-owned stores worldwide and at [victoriassecret.com](http://victoriassecret.com). The discount may be used by you, your spouse and eligible dependents (children through age 22 while still in school and dependent on you). Purchases may be for personal use, bona fide (real) gifts or to make a personal donation to a charitable organization. It may not be used by extended family members or friends, and you may not make a purchase and then be reimbursed or receive services in trade. The discount is not valid in third party operated stores or kiosks (including airports).

You and your dependents must identify yourselves as eligible to receive the merchandise discount. Before the transaction begins (at the register and online), provide your associate ID number so the system can confirm eligibility and the discount amount. Your associate ID number can be found on the back of your associate badge (if applicable) or on your payslip within HR Access.

All associates receive a 40% discount at hire. At times, the discount may be increased, reduced, or not given for third-party products. You will receive the better of your discount or a promotional price, the discount is not valid on promotional or permanently marked down (red-lined) merchandise. The register and online system will calculate the best deal for you (either the associate discount or promotional price). Unless otherwise specified, coupons or friends and family discounts may not be used in addition to your discount. You may not purchase promotional or marked down (red-lined merchandise) using a discounted gift card. You may not use your discount in stores when redeeming a company gift card.

Merchandise purchased with your discount, at an associate-only sale or given to you by the company (gratis), cannot be re-sold anywhere else, including websites or rummage sales. You may return or exchange in accordance

with company policies. You may not put merchandise on hold or set merchandise aside while working to purchase later. You cannot ring transactions or make adjustments to online account/purchases for yourself, family or friends. Check with a manager before ringing a transaction if you have questions.

When using the associate discount, you must pay for any purchase with your own credit or debit card, another person's credit or debit card provided the you are an authorized user, or cash. You may not pay for the purchase using another person's credit or debit card (for which you are not an authorized user) or another person's cash, even if the person is a friend or family member.

You should be on your own time, not clocked in, while shopping and making purchases. If you continue to work after making a purchase, complete a bag check with a manager before leaving the store and show your receipts for the purchased merchandise. If you make a purchase immediately prior to a shift, the merchandise must be kept in a place specified by a manager until the end of your shift.

It is both your responsibility and the store's responsibility to follow the discount policy. Do not put yourself or another associate in a questionable or uncomfortable position of "bending the rules." You are required to report all known instances of associate discount abuse to Asset Protection or to the Ethics Hotline (see the Contacts section).

For additional details and instructions on how to use your discount, including the online discount, refer to the merchandise discount information posted on the benefits site.

## **PTO and Leaves of Absence**

For information about PTO and leaves of absence, including those under the Family and Medical Leave Act, military and personal leaves, refer to "Benefits Information" in HR Access or call HR Direct (see the Contacts section).

## **Religious Holidays**

We believe diversity, equity and inclusion makes us stronger, and we respect associates' religious and spiritual beliefs. If you want to observe a religious holiday, request the date in accordance with your department/store guidelines. Your request will be reviewed and approved or denied based on business need at the time. Your time away may be counted as PTO. See "Benefits Information" in HR Access for more information about PTO eligibility.

## **Accommodations**

The company adheres to all applicable federal, state and local laws and regulations regarding accommodating associates, applicants (instructions to request a reasonable accommodation are on the company's career website) and customers.

### **Disability - Associates**

If you believe you need an accommodation to perform your job, discuss it with your manager and contact HR Direct (see the Contacts section). We will seek to understand your needs through discussions with you, which may include review of information from your medical provider.

If you take a medical leave of absence that exceeds 12 months, your employment with the company typically will end. See "Benefits Information" in HR Access for more information.

### **Disability - Customers**

We strive to provide exceptional customer service to everyone who enters our stores. Our commitment includes reasonably assisting customers with disabilities. However, do not assume that a customer is disabled. Customers who need assistance will generally request it. If a customer is obviously having difficulty, offer your assistance.

You may need to temporarily move fixtures to create wider aisles to enable a customer to move freely around the store. For a customer with a visual impairment, you may need to provide detailed descriptions of merchandise to let the customer know about the product. For a customer with a hearing impairment, speak in a clear, normal tone of voice but more slowly so the customer can read your lips. Direct the conversation to the customer even if an interpreter is present. You may need to have a pen and paper available to write out communication if requested.

For a customer making a purchase, you may need to take the customer to the accessible cash wrap or to the side of the cash wrap for greater ease. If requested, provide a clipboard when completing a credit card application or signing a charge receipt.

Allow service animals accompanying a customer into the store. By law, service animals are not required to be marked in any way. Do not request proof or documentation that the animal is a service animal. If a service animal is acting unruly, inform a member of leadership who will address it with the customer.

## **Pregnancy and Lactation**

If you need an accommodation due to your pregnancy, discuss it with your manager and contact HR Direct (see the Contacts section). They will seek to understand your needs through discussions with you which may include review of information from your medical provider.

The company provides locations and adequate time for nursing or expressing milk. The time may include your regular rest or meal period(s) but work with your manager if you need additional time. Home office locations have Mothers' Rooms. Store associates may use Mothers' Rooms in the mall, an office if available, or a portable lactation privacy tent which your manager can order. You may have a caregiver bring the baby to the store for feeding. In this situation, the caregiver and baby are both permitted in the non-sales area. Associates who travel for work may order a free portable lactation station. Contact your HR partner for details.

## **Religious**

If you need a religious accommodation, let your manager and/or your HR partner know. The Company will work with you to determine next steps that are right for you and the business. If your accommodation is for time off, it may be counted as PTO. See "Benefits Information" in HR Access for more information.

# **YOUR PAY**

For pay purposes, associates are classified as salaried (exempt) or hourly (non-exempt). Within those classifications, associates receive rates of pay based on their job responsibilities and performance. Nothing in this handbook or other company policies is intended to prohibit discussion of pay rates or any other rights protected by applicable law.

## **Salaried (Exempt) Associates**

If you are classified as a salaried associate, you are not eligible for overtime. In most cases, salaried associates receive their full weekly salary for any week in which work is performed, without regard to the number of hours worked.

## **Pay Schedule**

Pay periods begin on Sunday and end on Saturday. The work day starts at midnight and ends at 11:59 pm. Associates are paid bi-weekly.

## **Tracking Your Hours**

All hourly associates (and some salaried associates depending on role and location) must accurately record all the time they work regardless of location of work. This includes meal periods. If you forget to do so, notify your manager immediately. Do not clock in or out for another associate. Store SLT may not edit their own time. Hourly associates may not begin working before clocking in and may not continue working after clocking out. Failure to accurately record your time is a violation of the Standards of Conduct and could lead to disciplinary action up to and including termination.

## **Work on a Holiday**

If you work on a company-recognized holiday, you may be entitled to additional pay or an additional day off. Contact HR Direct (see the Contacts section) or see "Benefits Information" in HR Access for more information.

## Travel Time

Hourly associates are paid for travel time in excess of your normal commute while traveling on company business. When you are starting your workday at a location other than your regular work location(s), travel time starts from the time you leave your residence and ends when you reach your destination (e.g., a different building/store, meeting location, hotel, etc.) minus your normal commute time. Your normal commute is the time it normally takes for you to travel between your residence and your regular work location, whether you drive or take public transportation.

- Ex. If it takes you three hours to reach a meeting destination (six hours round-trip) and it usually takes you 30 minutes to get to work (one hour round-trip), you are paid for five hours of travel time.

After reporting to work, time spent traveling on business during the workday (e.g., to a different building, offsite storage, business errand, etc.) is paid time. Do not clock out for it. When recording travel time, do not include:

- your normal daily commute time,
- travel from your residence to another location that is within your normal daily commute time,
- time spent during a meal in which no business is conducted, or
- time spent on personal errands.
  - It's not appropriate to conduct personal business while clocked in and on company business; personal errands should be conducted on your own time.

For questions regarding travel time, contact your manager or HR partner.

## Expense Reimbursement

All associates are eligible to be reimbursed for qualified business travel-related expenses in accordance with the expense reimbursement policy. Contact Expense Reimbursement (see the Contacts section) for more information.

## Overtime

Hourly associates are paid for all time worked, including overtime, even if that overtime is not authorized. Overtime is paid in accordance with applicable local, state and federal laws. Repeatedly working unauthorized overtime will result in discipline, up to and including termination.

## Payslips

### Obtaining a Copy

You may get a copy of your payslip by logging into HR Access or by contacting HR Direct (see the Contacts section).

### Reviewing Your Payslip

It is your responsibility to review your payslip and ensure it is accurate. While we make every effort to ensure employees are paid correctly, occasionally, an error can occur. When called to our attention, we promptly will make any correction that is necessary. If you believe there is an error with your pay or if you have any questions, contact HR Direct (see the Contacts section) immediately. If you are inadvertently overpaid, you must report the overpayment to HR Direct upon becoming aware of it. You will be required to reimburse the company.



# KEEPING YOU SAFE

## Associate Safety

We are committed to providing associates and customers with a healthy and safe environment. Our company safety programs are designed to meet or exceed regulatory requirements. As noted in the Code, we expect associates to follow all safety laws and policies including those outlined in the appendix to this handbook.

## No Weapons or Firearms

Weapons or firearms are not permitted in company facilities or in our stores. A license to carry the weapon does not supersede this policy. Only licensed and authorized company personnel or law enforcement officials are permitted to carry weapons and firearms in the workplace. Weapons include, but are not limited to, firearms, ammunition, explosives, tasers, knives, fighting implements and other weapons that could cause harm.

## Workplace Violence

We take violence and threats of violence very seriously. If you threaten or cause harm to anyone, you may be terminated regardless of whether the threat was made on- or off-the-clock, as a “joke” or in the “heat of the moment.”

Be aware of situations that could make you susceptible to workplace violence. A violent act in the workplace affects more than just the person or persons directly threatened or harmed. It affects the entire organization, damaging the sense of community and trust, and associates’ confidence they will be safe at work. Understanding workplace violence will help prevent situations from either occurring or escalating.

Workplace violence can occur in a variety of ways, including but not limited to: threats, harassment, domestic abuse, intimidation or assault. Workplace violence can occur as the result of criminal acts like shoplifting or robbery, associate or customer violence, or personal relationship violence which can spill into the workplace.

Workplace violence can often be prevented by deescalating and diffusing a situation thereby minimizing the chance a potentially violent person will be pushed to aggressive action. Our words and actions can calm and diffuse many potentially threatening situations. Refer to company safety training for additional details.

Any behaviors or circumstances that cause you to be concerned about workplace violence should be reported immediately to the EOC (see the Contacts section).

## Active Shooter

As part of our commitment to your safety, you will receive safety training during your onboarding that has been designed to help you respond to different types of emergencies you could encounter at work, including an active shooter situation. Although it is highly unlikely you will ever encounter an active shooter situation, being prepared could save your life. Always remember RUN, if that’s not possible, then HIDE, and as a last resort, FIGHT.

## Domestic Abuse

If you feel threatened by an individual in your personal life or if you know another associate who is involved in an abusive situation, contact the National Domestic Violence Hotline ([www.ndvh.org](http://www.ndvh.org)) 800.799.SAFE (7233). For any support needed while at work, contact the EOC (see the Contacts section) to complete a safety plan.

## Inappropriate Communication or Behavior by Non-Associates

If you receive obscene, threatening or safety-related phone calls, emails or other communication, notify your manager and the EOC (see the Contacts section). Document the time and date of all inappropriate communication to show the severity of the situation. You are not required to remain on the phone with a harassing caller. Asset Protection and/or your leader will work with you on a plan to address them. CCS associates should follow department/channel guidelines.

If a customer, delivery agent, contractor or other non-associate is engaging in inappropriate behavior that is making you or anyone else uncomfortable, notify your manager and the EOC (see the Contacts Section) immediately. Asset Protection will work with you and other associates as necessary to develop a safety plan.

## Securing Personal and Company Property

Keep your personal possessions locked in your company locker, desk drawer or other designated area. Do not leave your personal possessions unsecured. When unattended, store and office doors should be shut and locked. The company does not assume liability for any lost, stolen or damaged personal items. Lockers and other company property are subject to searches by authorized personnel, if necessary.

As stated in the Code, you are responsible for taking reasonable steps to protect company property under your control from theft, misuse, loss or damage. If you are responsible for handling cash, you must ensure only authorized associates have access and the removal of funds is only for an authorized purpose.

## Visitors and Callers

To help prevent workplace safety concerns, we do not let or assist anyone to gain unauthorized access to our premises. Associates must accompany authorized visitors at all times.

**Home Office/DCs:** If you would like to have a guest visit, please meet them at the lobby desk. Your visitor must wait in the lobby until picked up and escorted to their destination. All visitors must be signed in, issued a visitor's badge and accompanied by an associate at all times. A visitor's badge must be worn at all times. Tours of company facilities and distribution centers are not permitted without prior consent.

**Stores:** Non-associates are not permitted in non-sales areas unless approved by the Store Manager or District Manager for legitimate purposes (e.g. when conducting an interview, allowing a nursing associate to breastfeed her baby or allowing a customer to use the restroom). Any visits from family or friends should be brief and should not take away from an associate's work.

Any minor visiting an associate must be accompanied by an adult other than the associate; associates are not permitted to be clocked in or perform work-related duties while supervising a minor unless they are breastfeeding.

Be mindful of scams and requests to provide information over the phone or electronically when you cannot confirm the person is an associate or someone with whom we do business. Never divulge business information or information about computers, printers, credit card swipe devices or copiers, and personal customer or associate information (e.g. payment details, credit card or social security numbers, home phone numbers, addresses or schedules). Refer the caller to your manager and report the request to the EOC (see the Contacts section).

## Inclement and Severe Weather Conditions

Use good judgment when assessing travel conditions. Plan ahead, including listening to the weather forecast and allowing extra time for slower-than-normal traffic conditions.

### Store Associates

If inclement weather conditions cause your store to be closed or the normal hours of operation to be modified, call the store or the mall to confirm operating hours.

In the event of severe weather, like a tornado or hurricane:

- Seek shelter in an area that will best protect you. The designated severe weather shelter in the mall or the back room of the store may be the safest places during severe weather.
- When it is safe to do so, follow your operating procedures to report store closure or damage due to severe weather and contact the EOC (see the Contacts section). Be careful to avoid dangerous downed electrical wires and proceed by the safest means to the designated outside rally point for an accurate head count.
- If you are not in a mall location, seek shelter in the store's bathroom.
- Most importantly, follow all directions from local authorities and emergency management agencies.

### Home Office and DC Associates

In the case of inclement weather, particularly in the winter, call the weather line to learn about weather conditions that affect business operations. The weather line is 614-856-SNOW (7669) OR 1-866-970-SNOW (7669).

In the event severe weather conditions occur, like storms, tornadoes, etc., while associates are at work, the asset protection team will notify managers. Associates are expected follow the appropriate safety procedures.

## Earthquakes

In the event of an earthquake:

- Seek shelter in a doorway or other reinforced area.
- Avoid standing below skylights, hanging objects, fixtures, or shelves.
- Seek shelter under a sturdy piece of furniture, such as a desk or table. It may provide protection from falling objects or debris.
- After an earthquake, be careful to avoid downed electrical wires and proceed by the safest means to the outside rally point.

## **Parking and Vehicle Safety**

### **Vehicle Assistance**

While at the home offices, DCs or shipping buildings, if your car is having mechanical problems or you require other assistance, notify Campus Asset Protection.

### **Traffic and Parking**

The posted speed limit on all U.S. campuses is 25 MPH. Comply with speed limitations and other traffic signs while on company property.

Be conscious of pedestrians and courteous to those crossing the parking lots and roadways. When parking, be mindful of reserved parking spots and only use them with the appropriate authorization. Handicap parking spaces are only for associates and visitors authorized to use them. Violators may be ticketed and will be required to move their vehicles. Be courteous to others by using only one parking space and not parking on curbs or in designated No Parking Zones. Should you require special parking arrangements, or extended/overnight parking, contact HR or Asset Protection for assistance. Report any accidents or safety incidents to Asset Protection.

## **Workers' Compensation/ Associate Injuries**

All associate work-related injuries and illnesses must be reported immediately to your supervisor and HR Direct (see the Contacts section). Injuries/incidents involving an assault must also be reported to the Emergency Operations Center (EOC) (see the Contacts section). Associates who sustain a work-related injury may be eligible for Workers' Compensation. Refer to "Work-Related Incidents" under "Benefits Information" in HR Access for steps that must be taken for injuries on the job and/or contact HR Direct (see the Contacts section) with any questions.

## **YOUR CAREER**

### **Read All Communications**

You're at your best when you have all the information you need to do your job. We want you to know about important events and updates taking place around the company. Relevant news and information, including updates to company policies, are shared in a variety of ways, including but not limited to EForms, email, communication boards or on company intranet sites. You are always responsible for reviewing information provided to you and should so during work hours.

### **Your Associate Information**

It is your responsibility to ensure that your contact information is up-to-date with the company. To protect associate safety and privacy, do not distribute or post associate contact information in store backrooms or other common areas in our facilities. Your associate file contains information required by law and may also contain information about your work history, salary or pay rate, performance evaluations and other information related to your job. These files are considered company property and may not be removed from our premises or released to anyone without authorization. All requests for access to or copies of associate files, including your own, must be made to HR Direct (see the Contacts section) or your HR partner.

## **Career Opportunities and Internal Job Postings**

The company provides associates with opportunity for career growth. We believe in our talent and make efforts to promote from within. Promotion decisions are based on many factors, including performance and the ability to assume additional responsibilities. No promotion is guaranteed. Requests for relocation or transfer are also never guaranteed and typically require interviewing for the new position.

All associates may view and apply for open positions on the company's career website. Most open positions in the home office, or at the district manager, flagship and critical store manager level will be posted internally. At the same time, positions are posted internally, they may be posted externally, based on the needs of the business. Associates must follow posting and application guidelines and meet eligibility requirements to be considered for open positions. This process includes submitting a personal candidate profile, job history and/or resume.

To be eligible for consideration for an open role, including

transfers, internal associates generally must have at least one year of service in their current position, have received a “meets expectations” or higher rating on their previous performance review and be in good standing. Associates on performance management plan or who are not meeting expectations will not be eligible to apply for an open position, including transfers.

Internal candidates should inform their manager before applying for an open position. Associates selected for an interview will need approval to interview.

## **Associate Referral Program**

Associate referrals help the company identify great candidates and build great teams. Our associate referral program provides you with the opportunity to recommend candidates for specific roles. If your referral is hired into a referral-eligible role and works through the specified waiting period, you will receive a referral bonus. For details about the program, please refer to the Associate Referral Program on HR Access: Benefits Information.

## **Job Performance**

The company believes in providing associates with consistent and constructive feedback to promote professional growth and development. Typically, you will participate in an annual performance evaluation and may also participate in periodic progress evaluations throughout the year. Job performance, business results and economic conditions are the primary factors in determining any increases in compensation. If your performance is not meeting expectations, you may be placed on a performance management plan and may be subject to disciplinary action up to and including termination of your employment.

## **Outside Employment**

The Company recognizes that associates may have outside employment (a second job or self-employment) during their off hours. Outside employment cannot interfere with your job expectations or performance and cannot create a conflict of interest, compromise confidential information or use company resources. Refer to the policies in the Code. If you have questions regarding a specific opportunity for outside employment, contact your HR partner.

## **Leaving the Company**

### **Giving Notice**

You are free to resign your position at any time; however, we encourage you to give two weeks’ notice as a matter of courtesy unless otherwise required in an agreement. Review this agreement upon your decision to resign. The company may choose to release you prior to your last day. In this case, you will be paid for all hours worked or to satisfy contractual obligations, where applicable.

### **Final Pay**

If you leave the company, your manager or HR partner can answer questions about final pay arrangements and the termination of benefits. To learn more about what happens to benefits, please refer to your benefits materials in HR Access, contact HR Direct (see the Contacts section) or your HR partner.

### **Returning Company Property**

Before leaving the company, you must return all company property, including any electronic equipment, company credit cards, your associate ID card, keys, discount card, files and documents, etc. If you have a payroll card, you should keep it in the event you are rehired by the company.

## **References and Job Verification**

Generally, the company does not provide employment references. Associates, including managers, may not provide job references on behalf of the Company. If you receive a request for a reference, please refer the request to your HR partner.

In response to an external inquiry for information about a current or former associate, the Company will verify employment dates, employment status (part- or full-time), job title and department and work location. See the Contacts section for employment verification contact information.

Contact HR Direct (see the Contacts section) if employment verification is needed for the following: adoption process, child support, court orders, home/apartment verification or lost pay statements.

# CONTACTS

DEPARTMENT	CONTACT INFORMATION	WHEN TO CONTACT
<b>Benefits Information</b>	hraccess.vscocorp.com > Benefits > Benefits Information	To find out information about your benefits.
<b>Campus-Asset Protection</b>	Non-emergency: 614.415.3600 Emergency: 614.415.3333	Home Office Campus Safety
<b>Emergency Operations Center</b>	1.800.765.7465 EmergencyOperationsCenter@victoria.com	To report all work-related incidents that impact associate/customer/guest safety, or other incidents that impact normal business operations.
<b>Employment Verification</b>	The Work Number® www.theworknumber.com 1.800.996.7566 1.800.367.5690 (outside verifiers)	Access instant employment and income verification when applying for a mortgage or loan, reference checking, leasing an apartment or other instances where proof of employment or income is needed.
<b>Ethics Hotline</b>	1.844.575.1079 vsco@ethicspoint.com	To report unethical behavior or suspected violations of our code of conduct
<b>Expense Reimbursement</b>	1.614.577.7716 VSTravelandExpense@victoria.com vscocorp.sharepoint.com/sites/VSCoTravel	To find information related to travel and expense reimbursement.
<b>HR Access</b>	hraccess.vscocorp.com	Reference, update and access all personal and benefits information. It's your responsibility to ensure that your personal information on file is accurate and up-to-date.
<b>HR Direct</b>	1.888.877.4730	The single resource for all your benefits & payroll information. HR Direct representatives will assist you Monday - Friday between 9 a.m. and 6:30 p.m. EST.
<b>Media Relations/External Communications</b>	commincations@victoria.com	If you receive a media inquiry.

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