ASSOCIATE HANDBOOK

DC SUPPLEMENT

VS&Co

VICTORIA'S SECRET & CO.

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How to Use this Supplement

The DC Supplement contains specific policies, procedures, and guidelines for our distribution center associates and should be used in conjunction with other Associate Handbook sections. Associates should review and become familiar with the information in the supplement as well as the core Associate Handbook which contains Policies relating to all associates.

Attendance Policy

Our attendance policy provides a structured and consistent approach to managing unplanned time away from work, while balancing the needs of the business.

An unscheduled and unapproved absence, tardy or leaving early will count as an occurrence, even if PTO is used. All occurrences are based on a scheduled work day. A scheduled work day is the number of hours and days you are scheduled to work, including any overtime. You are not required to give a reason for the absence or tardy.

Attendance is counted on a 12-month fiscal year review period and is included in annual performance reviews.

Report-In Pay

If you report to work on a scheduled workday and are sent home due to lack of work or unusual workplace circumstances, you will receive report-in pay. Core and seasonal full-time associates are paid for either actual hours worked or for four hours (report-in pay), whichever is greater. Core and seasonal part-time associates are paid for either actual hours worked or for two hours (report-in pay), whichever is greater.

Associates who volunteer to go home early will be paid for actual hours worked and are not eligible for report-in pay. Associates who are sent home for disciplinary action or other policy violation are not eligible for report-in pay.

Progressive Discipline

You are expected to meet performance standards and behave appropriately in the workplace. Corrective action may be taken to improve unacceptable behavior or performance if other methods like coaching and performance feedback have not been successful.

We use progressive discipline to help associates understand that an opportunity for performance improvement exists. If there is no improvement or if there are repeat occurrences, further corrective action may be appropriate. Progressive discipline may be leveraged across any performance category, including but not limited to Productivity and Accuracy, Attendance, Safety and Teamwork.

Dressing for Success

Our dress code guidelines are essential to providing a positive and safe work experience. Associates may be sent home and/or subject to disciplinary action up to and including termination for not following dress code guidelines.

Pants

- Pants and shorts must be hemmed or cuffed and at least halfway between the top of the knee and the top of the thigh.

Shirts

- Shirts must be worn at all times.
- No muscle, cut-out, crop, midriff, spaghetti straps or strapless tops are permitted.
- Oversized shirts must be tucked in and sleeves worn close to the arms.

Coats, Jackets & Hoodies

- Light jackets and hoodies are permitted as long as they are not an entanglement hazard.
- Coats are permitted only while working on the dock and as long as they are not an entanglement hazard.
- Hoods cannot be worn up.
- Drawstrings must be tied or tucked and may not dangle more than three inches.

Footwear

- Shoes must cover the entire foot.

Hair & Head Coverings

- Hair and hair accessories must be pulled away from the face and above the neckline.
- Anything on an associate's head that hangs below shoulder length needs to be clipped up, tucked in or removed.
- Baseball hats or knit caps are permitted.

Jewelry & accessories

- Sunglasses are not permitted.
- Jewelry that hangs below the collar bone must be tucked into the shirt.
- Watches and bracelets should be tight to the wrist..

Personal Belongings

All bags and personal belongings, except those kept in clear bags, must be stored in a designated location. Clear bags may be kept at an associate's work station. Associates may request a company provided clear bag to store personal belongings. Lunch containers must be kept in a locker or on designated shelves in a breakroom.

Headphones in the Workplace

When not in training, associates may use small portable electronics or a mobile device with headphones/earbuds in approved work areas. Consult your trainer or leader for clarity on these locations specific to each DC.

For your safety, and that of others, the use of headphones is prohibited:

- In areas where power equipment is being used
- On any power equipment, trash carts, or operating the scrubber
- In aisle ways
- On the receiving dock
- While performing equipment handling
- Any area where the use of headphones would cause a safety concern for one or more associates
- While walking to and from the restrooms, to and from the break area, to and from the cafeteria or in any other restricted areas.

Safety Matters

Distribution Center Associate Safety Program

The company is committed to providing a safe and healthy work environment. We comply with applicable health and safety laws in all locations in which we operate. As an associate, you are expected to know and follow all procedures outlined here and in any specific safety training provided for your work location. You must report any unsafe or unhealthy work conditions, practices or procedures immediately to your manager.

Failure to follow safety rules and procedures can cause or contribute to workplace incidents resulting in injury, property or equipment damage, or near-miss incidents.

An investigation will be conducted for all safety-related incidents (this includes property damage and near-misses). A description of the incident and a refresher training concerning any root causes that contributed to the safety incident (when applicable) will be documented and retained.

General Safety Rules

- Reckless behavior is prohibited.
- No running in the DCs.
- Only authorized associates may work with electricity and electrical systems.
- Only associates trained and certified by the company may operate powered industrial vehicles (PIV).
- Follow all lock-out/tag-out procedures when servicing machinery and motorized equipment.
- Fall protection equipment must be worn at all times, where required, including but not limited to, operating stock pickers or cranes; and working in designated areas of the DCs.
- Exception: Facilities technicians do not have to wear fall protection when driving the lift in the "down" position to the service area or facilities shop.
- Follow physician's work restrictions and transitional work assignments set up to accommodate any restrictions.
- Engage trailer locks before entering a trailer.
- Use company-provided cross-overs and gates. Walking, standing, riding or climbing on or over moving conveyors is prohibited. Exception: Facilities services associates are authorized access to repair conveyor while using lockout procedures.

Safety Communications

Associates are encouraged to communicate to their supervisor about workplace hazards without fear of retaliation. The DC safety communication system includes: Posters, Banners and electronic displays in common areas, safety topics presented during departmental start up meetings, onboarding training, safety team meetings and more.

Work Related Injury Reporting and Hazard Correction

All associate work-related incidents, injuries and illnesses must be reported immediately to your supervisor and Asset Protection.

When an associate has been placed in the care of medical professionals, contact HR Direct. Prompt notification is critical to ensuring that an injured or ill associate will receive any necessary medical attention in an appropriate and timely manner.

Associates who sustain a work-related injury may be eligible for Workers' Compensation. See "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.

Associates must report any safety hazards, property damage (or near miss incidents) to a supervisor as soon as possible so corrections/repairs can be made to prevent escalation of hazards. Safety inspections occur monthly to look for any physical hazards.

Work Injury Questions
All associates who have a question regarding a work-related injury should call HR Direct at 1.888.877.4730 and ask to speak with their Workers' Compensation Case Manager.

Restricted Duty Available After Work Related Injury
If an associate has a work-related injury, restricted duty may be available if a physician has assigned temporary work restrictions that can be accommodated.

Medical Treatment
Associates who sustain a work-related injury are encouraged to seek treatment at the onsite DC 5 health center. For associates without access to the clinic, call the Coventry nurse by dialing 1-833-356-2471 to report the injury. You will also be provided with a list of medical providers in the area.

Prescriptions
If treatment of the work injury requires prescription medication, initial prescriptions can be filled by contacting myMatrixx (24 hours a day, 7 days a week) at 1.844.276.2515 (location code 15405, group number NZEA). The injured associate will be asked for their name, social security number, date of injury and Employer name. For information on how to obtain subsequent prescriptions, associates should contact their claims adjuster.

Preventing Cuts
Sharp objects are found in many work areas. If not handled properly, these items can create lacerations. If a sharp object causes a laceration the items should be placed in the designated sharps container, to be properly disposed of. Always wash hands after handling a sharp object that causes an injury. Report all sharp edges on machinery and conveyors to your supervisor.

Safety Cutters
Only use approved safety cutters. Safety cutters with auto-retracting blades and/or guards are provided for associate protection. Always cut away from yourself and other associates and make sure your hands and body are out of the path of the blade. Replace dull blades. Place used blades into yellow sharp's container.

Tagging Guns
If using a tagging gun and you are punctured by a needle, clean the needle and the puncture. Use provided disinfectant to disinfect the needle.

Safety Lifting/Ergonomics
Follow the proper lifting techniques below to prevent back injury:

- Face the object and place feet diagonally in front of the object to get as close to the object as possible.
- Position the feet 6 – 12 inches apart with one foot slightly in front of the other.
- Bend knees, not the back.
- Keep back straight and stomach muscles tight.
- Use legs and lower body to make the lift.
- Let legs push the body up slowly and smoothly. Lifting movements should be smooth and gradual.
- Pivot your feet and turn entire body if the direction of travel must be changed while lifting or carrying the load. Do not twist at the waist.
- When setting down a heavy object, lower the object by bending at the knees and allow legs and lower body to do the work.

General Lifting Precautions

- Reduce the horizontal distance an object must be moved by trying to push/pull the object to the desired location.
- Ensure the floor in the work area is clear.
- If the object to be lifted is heavy or large, get help from another associate, and/or break down the object to make the lift easier.
- Use a dolly, cart, pallet jack or powered industrial vehicle to move heavier items.
- Minimize lifting, carrying and stacking items overhead.
- Back belt use has not been proven to be beneficial in reducing back injuries. Back belts are not recommended or provided by the company.
- When lifting in trailers use the small (2 step) step ladders to reach upper levels. Do not climb on the boxes on the lower levels in the trailers. Make sure small step ladder does not become a trip hazard.

Conveyor Safety
Do not place hands or any other body parts in the conveyor (under/in the conveyor belt or between the rollers) for any reason. Use emergency pull cords and/or emergency stop buttons (e-stops) if there are any issues with or entanglements in the conveyor.

Clearing Jams and Ladder Use While Clearing Jams
Only trained DC leaders can clear conveyor jams. When clearing a jam, keep all parts of your body clear of the conveyor and jam. Poles may be used to clear the jam. Be aware, the jam may move the pole when the jam is cleared. If a ladder is used to clear a jam you must be trained on ladder safety and be aware that when the jam is cleared this could cause quick unexpected movement while on the ladder.

Extendable Conveyors
Stay clear of moving parts and report any issues of emergency stops or other controls not working properly. You will receive additional training If your position requires to you to use extendable conveyers. Do not use them before receiving training, please partner with your supervisor.

Noise Levels
In a few areas of the Distribution Centers the noise levels are over the OSHA PEL levels and hearing protection is required. Hearing protection is provided by the company. Associates in these areas must be trained on hearing protection program requirements. Audiometric hearing tests are required for associates that work in these areas annually.

Powered Industrial Vehicles (PIV) Safety

- Powered industrial vehicles (PIV's) are used to move the boxed/palletized merchandise. Always provide adequate clearance away from any PIV's and look and listen for PIV's while walking.
- PIV drivers must be fully trained and certified on PIV operations/rules. During PIV training, hands on practice and class room training is required. Associates that have not been PIV trained on specific PIV equipment must not operate equipment.
- At the beginning of each shift, the PIV operator must complete an inspection of all functions and controls and document on the PIV inspection checklist before operating.
  - The inspection must include checking tires, brakes, hydraulics, steering, battery charge meter, and ensuring the battery is securely anchored.
  - Any issues must be immediately reported to Facilities Services.
    - ***NOTE:*** It is permissible to drive the PIV to the facilities work area provided it can be driven safely.
- All drivers must display their PIV license while operating a PIV.
- Only Facilities Services may charge or change batteries.

Before entering a trailer, operators must:

- Engage trailer locks or use wheel chocks.
- Ensure the dock locking system light is green.
- Set the dock plate and drive over dock plates slowly and carefully.
- Check the trailer floor for damage or weak areas, if possible.
- Disengage the top of convertible style dock lifts.
- Only pallet jacks, dock lifts and sit-down lifts are allowed in trailers.

Driving safety:

- Pedestrians have the right of way. Stop or yield for all pedestrians.
- At intersections and the end of rack aisles, drivers must come to a complete stop and use horns and mirrors.
- Travel at a safe speed and do not disengage any safety features that are set to limit the speed of the PIV.
- Make turns slowly and carefully.
- Look in the direction of travel.
- Allow 10-12 feet of stopping distance when approaching a fixed object.
- Always travel in a direction with the best visibility when carrying a load. This may include driving with the forks trailing.
- Look around the mast or load frequently when driving a sit-down lift with forks in forks first position and moving in a forward direction.
- The passing of any moving PIV traveling in the same direction is not permitted.
- Avoid wet and slippery floor surfaces.
- Avoid running over objects on the floor.

Ramps:

- On all grades (ramps), including dock plates, tilt the load back and raise only as far as necessary to clear the road surface.
- When driving a forklift, the load and forks of the PIV should be facing uphill on ramps.
- When driving the pallet jack (PJ), the forks and load should be facing downhill on ramps.

- When parking a PIV, ensure fire equipment, stairway access and exits are not blocked.
- Associates required to use corrective lenses (eyewear or contacts) for operation of motor vehicles, as identified on the driver's license, must also wear corrective lenses when operating PIV.
- To avoid overhead obstacles, do not raise or lower the forks (mast) while advancing or backing up the PIV.
- Lower forks to the floor, set controls in neutral or shut the power off (key switch) when leaving the PIV unattended or if more than 25 feet away from the truck.
- Don't allow anyone to ride on or walk across the forks or stand under the forks while elevated.
- Food and drinks, including water, mobile or electronic devices and headphones are prohibited while operating PIV.
  - Two-way radios used for communication and radio frequency scan guns are allowed.
- Operation of PIVs in restricted areas is prohibited.
- Use proper stance in the operator's compartment in accordance with manufacturer's recommendation.

Load considerations:

- Stabilize and safely arrange the load prior to moving it.
- Exercise caution when handling off-center loads, including:
- Fully engaging loads to the mast, backrest, or "fork-face".
- Adjusting side shift, if applicable.
- Only handle loads within the rated PIV weight capacity found on the identification plate.
- PIVs equipped with attachments must be operated as partially loaded PIVs.
  - PIV operators must understand how an attachment alters the capacity and stability of the PIV.

Fall Protection for PIV's and Elevated Edges With Movable Gates

While on the specific PIV's (stock pickers, cranes, turrets) fall protection is required and you will receive required training. Only fall protection harnesses, lanyards and carabiners provided by the company are allowed. Fall protection must be inspected before use, worn correctly and stored properly. Any damaged equipment must not be used. If there are any areas in the DC's where there is an elevated open sided floor where associate may need to accept product/boxes fall protection may be required – depending on the situation. Your supervisor will contact you if fall protection is required in some of these areas.

Housekeeping

Housekeeping is a key factor in workplace safety. Poor Housekeeping can result in slips, trips and falls as well as fire hazards and dangers from falling objects. Keep all pedestrian walkways free from storage.

Any aisles leading to exits must be kept clear at least at 28-inch width. All Exits must always be kept clear. Do not block emergency equipment like fire extinguishers or alarms.

Stack boxes, containers, and any other items in a secure way to minimize risk of falling objects. Store items in shelving securely to minimize risk of items falling from overhead. Do not exceed the rated capacity of shelving/racking. Ensure all mats are secure and will not cause a tripping hazard. Do not stack multiple mats or place anything under a mat. Always close file drawers and cabinets after use. Clean up any spills immediately. Report any rough or sharp edges of racks or equipment that could cause injury. Maintain at least 18 inches of clearance between the top of stacked or stored merchandise and ceiling sprinkler heads. Clean up trash and debris to minimize trip hazards and to assure fuel for potential fires are minimized.

Trash/Corrugate Compactors

Do not place any part of your body into the trash/corrugate compactor for any reason. Do not walk/climb into the trash compactor to get an accidently discarded item for any reason. Do not attempt to clear jams or attempt to make repairs to the trash compactor, for any reason. Do not insert a pole, broom, or other object into the machine to attempt to clear a jam or push the trash. Contact your supervisor if there are any trash compactor issues.

First Aid and Bloodborne Pathogens

In case of an emergency or injury, only specially-trained associates, usually in Asset Protection, are expected to provide first aid or other medical treatment in the event of an emergency. Associates are not expected to administer First Aid to other associates. If you come into contact with blood (or other body fluids) accidently or as part of being a good Samaritan, notify your supervisor immediately. Avoiding exposure to blood and other body fluids minimizes exposure to blood borne pathogens. Use latex gloves and wash hands well afterward. Contact your supervisor to report this type of situation.

The bodily fluids of all persons should be considered to contain potentially harmful and infectious agents. Because exposure to bodily fluids represents a risk of infection, avoid direct contact with bodily fluids. Leave the treatment of an injured or ill associate to trained and adequately protected Asset Protection or medical personnel.

Chemical Safety and Hazard Communication

Sometimes it becomes necessary to use chemical products at work. Associates have the right to know about any chemicals they are working with. Examples of these products include but are not limited to floor and surface cleaning solutions, paints, and ink and toner cartridges. All cleaners/disinfectants must be in containers that are labeled with the names of the contents. Always read about a product before using it. You should know:

- How to safely handle a product.
- How contact with a chemical might impact safety and what personal protective equipment (PPE) is recommended.
- Proper first aid procedures.
- Who to contact for more information.

Important information can be found in a number of places, such as:

- Product labels — information placed on the container.
- Product packages — information placed on the outer package.
- Safety data sheets (SDS) — information sheets are available for your immediate review. Contact your supervisor or 3E Company at 1.800.451.8346 if you would like to see an SDS for a product. The SDSs contain information on hazards, any potential health hazards, first aid procedures, any required personal protective equipment and more.
- Product manufacturer — most consumer products have an 800number on the package that you can call for product safety information.

Report any issues with cleaners or chemicals and any skin/eye exposure from the cleaners/disinfectants/chemicals.

Shipping and Disposal

Some of our products require special consideration for shipping or disposal. These “regulated products,” such as aerosols, fragrance products and alcohol-containing gels, must be handled in accordance with specific regulations.

We comply with disposal and shipping regulations. You must be properly trained and adhere to these requirements.

Electrical Safety

When using electrical equipment, the cord and plug must be undamaged with no missing grounding prongs or damaged electrical cords. Any electrical equipment that provides a jolt or electrical exposure must be reported immediately and stop using immediately. Do not use extension cords as permanent wiring. Electrical panels must have 3 feet of clearance in front of the electrical panels to assure proper access in case of emergency.

Only qualified and authorized contracted electricians or qualified facilities services associates are permitted to perform electrical work on company property or equipment.

- Always leave electrical jobs to qualified workers.
- Follow all electrical safety rules — never touch exposed wires.
- Heed electrical hazard warnings such as equipment labels, tags, signs and barricades.
- Never let metal tools or ladders come in contact with electrical lines or energized sources.

Steamer Safety

While using steamers keep the other hand out of the way of the steam path and make sure the electrical cord and plug is not damaged.

Natural and Other Disasters

Reporting a Fire and Fire Evacuation

Be aware of fire evacuation routes and the locations of fire extinguishers and fire alarms in your work area. In the event of a fire, use a company telephone to notify the Emergency Operations Center (1.800.765.7465). If a phone is not immediately available, go to the nearest emergency pull station and activate it to initiate an emergency response. In some cases, activating a pull station may not result in the immediate activation of the audible horns and visible strobes; however, in all cases, the activation of a pull station sends an emergency notification to Asset Protection, who will investigate the alarm. As with medical emergencies, it is important to call from a company phone or from the Blue Light Emergency Call boxes located throughout the DC to ensure established safety procedures are implemented and outside safety personnel are directed quickly and accurately. If you must call an emergency number from a mobile phone, contact HR or Asset Protection immediately afterward to provide all pertinent details of the fire. Even if the fire is extinguished or does not warrant response from the fire department, contact HR or Campus Asset Protection to report the incident.

Emergency Lights and Exit signs and Fire extinguishers

All emergency lighting and exits signs are inspected to assure they work properly. It is important to inform a DC Leader if you notice damage to any emergency lighting or exit sign.

Fire Extinguishers

Fire extinguishers are provided in all facilities and may be used to fight small, early–stage fires. Associates are never required to use a fire extinguisher. Fire extinguishers are inspected periodically to assure they will work properly in case of an emergency. Fire extinguishers must be kept clear and not blocked. They are to be used only when there is no heavy smoke, no danger to the associate using the extinguisher and only when there is a clear escape path from the fire to the emergency exit. Never try to fight a fire that cannot be easily extinguished with one fire extinguisher. Leave the fighting of serious fires to the fire department.

When it is appropriate to use a fire extinguisher, use the PASS technique:

- Pull the safety pin and stand a safe distance (at least 8 feet) from the fire.
- Aim at the base of the fire.
- Squeeze the handle.
- Sweep at the base of the fire.

Preventing Fires in the Workplace

We comply with applicable fire codes and laws. Additionally, we are committed to educating associates about fire prevention through communication and training.

The leading cause of fire in the workplace is electrical equipment. Fires can start due to sparks or heat from:

- Damaged electrical cords and wiring.
- Defective electric tools.
- Overloaded outlets or circuits.
- Loose electrical connections.
- Lighting or electrical machinery that comes in contact with flammable liquids.

Prevent fires in the workplace by implementing these precautions:

- Maintain a three-foot clearance around electrical panels.
- Practice good housekeeping — do not let paper, cardboard or combustible materials accumulate.
- Do not overload outlets.
- Remove from service any electrical equipment with cut, frayed or damaged plugs or cords.
- Properly extinguish all sources of fire, such as matches used to light candles, before discarding.
- The use of space heaters is not permitted.
- Never throw water on an electrical fire.

Severe Weather

In the case of inclement weather, particularly in the winter, call the weather line (1-800-945-1001) to learn about weather conditions that affect business operations.

In the event of severe weather conditions occur, such as storms, tornadoes, etc. while associates are at work, the Asset Protection teams will notify supervisors and associates are expected follow the appropriate safety procedure.

Tornadoes/Severe Weather
In the event of a tornado or extremely severe weather, Asset Protection will make an announcement that will be made over the public address. Once a severe weather announcement is made, proceed to the designated severe weather shelter area, or other enclosed area away from windows to the outside. Severe weather relocation areas have been established in the DCs.

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.

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