

ASSOCIATE HANDBOOK

STORE SUPPLEMENT

VS&Co
VICTORIA'S SECRET & CO.

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How to Use this Supplement

The Store Supplement contains specific policies, procedures, and guidelines for our store 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

We value the contributions and commitment that you make each day that you report to work. We rely on you to be here on time and ready to work in accordance with your schedule, and therefore, it is important to maintain regular and punctual attendance. Irregular attendance and habitual lateness puts an unfair burden on your co-workers and limits our ability to provide exceptional service to our customers. Reporting to work on time means that you are ready to start work, not just arriving at your scheduled start time.

In order to reduce the disruption that unexpected absences and tardiness cause for other associates and for our customers, we use the following guidelines to fairly and consistently address attendance issues.

Excused Absence

An excused absence will not be considered a “point” (as defined below). All time off that has been approved by SLT will be considered an excused absence (for example: preplanned PTO). Examples of excused absences that will not be counted as a point include FMLA, bereavement or emergency leave, jury duty, military leave, approved leave of absence through HR Direct or any other absence that is protected by federal, state and/or local laws (such as eligible associates requesting to use paid sick time where eligible).

Call Off Procedure

Regardless of the reasons for absence, you must personally notify a member of SLT by calling the store and Store Managers must notify their District Manager of their own absence or tardiness. Notification does not by itself excuse the absence or tardiness, but simply notifies the store that a schedule change might be necessary. Messaging through scheduling tools, texting, emailing, instant messaging and other electronic communications (including through social media) are not acceptable forms of notification. Also, asking another associate, friend or relative to give notification is not considered acceptable, except under emergency conditions. Notification should be made as soon as you are able to do so. Associates may attempt to find coverage for a shift from another associate but are not required to. If the associate is unable to find coverage, SLT is responsible to do so.

Documentation

We respect your privacy so please do not provide medical documentation (including doctor’s notes) to your store. If you need to provide medical documentation, please only send to HR Direct. We ask for associates to provide a doctor’s note to HR direct if you are absent three (3) or more consecutively scheduled work days/shifts due to your own injury or illness. We may ask for doctor’s notes in other situations. If you know in advance an absence is going to last more than three consecutively scheduled work days/shifts, please contact HR Direct (see the Contacts section) to determine if you are eligible for leave time.

Notwithstanding the above, (i) if you are located in British Columbia, Nova Scotia, or Saskatchewan, you must get a doctor’s note only if you are absent more than 5 consecutively scheduled work days/shifts due to injury or illness; (ii) if you are located in Quebec or Ontario, you must get a doctor’s note only if you are absent 4 or more consecutively scheduled work days/shifts due to injury or illness; and (iii) if you are located in Manitoba, you must only get a doctor’s note if you have been absent more than seven days during the previous 12 months.

Unexcused Absence

An unexcused absence is considered anything that is not approved in advance by management or that does not qualify as an excused absence as defined above. You are required to use PTO time, if available, for an unexcused absence; however, it will still be counted as an accumulated point under the Company’s Attendance Policy.

Points

Any unexcused absence other than those that fall under the Excused Absences section will count as a “point.” Points reset 12 months after the first point was given unless you are on a Final NRI (which lasts for 6 months after the date it was issued).

Points will be accumulated for any unexcused absence as follows:

- Returning late from a break or meal period = 1/2 point
- Arrive late or leave early for a non-business reason = 1 point
- Unexcused Absence = 2 points
- No Call/No Show = 4 points

Points	Performance Management
1-2	Verbal
3	First NRI
6	Second NRI
9	Final NRI
12	Termination

Any or all of the performance management steps may be bypassed when an associate accumulates attendance points too rapidly to administer the appropriate warnings or when the circumstances warrant. Store Managers must take partnership with District Managers in these situations.

Scheduling

For specific scheduling information, including required hours by role, please review the SOP, Labor Management section.

Grace Period

The purpose of a grace period is to allow for rare exceptions. For example: traffic, construction, public transportation issues. Associates are permitted 5 minutes before they will be given a point for being late. However, SLT may address and/or document consistent tardiness based on business impact.

First 30 days of Employment

The chart above does not apply during the first 30 calendar days of your employment. During this time, three or more points will result in termination of employment. It is important to the needs of the business that we consistently enforce this policy.

Job Abandonment

Should you fail to personally notify management of an absence for three or more consecutively scheduled shifts, it will be considered job abandonment and you will be considered to have voluntarily resigned your employment.

Engaging with Our Customers

It is your responsibility to follow the below guidelines when connecting with our customers and responding to store situations. The EOC is a great resource and can help with next steps in any situation. If there is an emergency of any kind in your store, please call 911.

SITUATION	DO	DON'T
Customer Service	Do provide an exceptional customer experience to every customer who walks through the door. Do be attentive. Do ensure all customers have been greeted. Do call mall security or the police and the Emergency Operations Center (EOC) (see the Contacts section) if your safety or the safety of other associates or customers is at risk.	Don't follow a customer around the store unless he/she has asked for assistance. Don't call for other associates to provide service using code words or terms.
Suspected Shoplifting	Do greet and engage all customers throughout their experience and always be professional and courteous. Do provide the same level of engagement and support to all customers. Do treat all customers the same, with dignity and respect. Do hand off to another associate when a customer request would take you out of your coverage zone. CSL should stay in constant motion, making a figure eight throughout the store (including at the cash wrap and in the back room) to provide great service to customers. Do get an SLT member who will take over if you are concerned or observe a situation escalating. Do call the EOC (see the Contacts section) if you are instructed by mall security or another retailer to act in a way that would violate this policy.	Don't accuse a customer of shoplifting. Don't make assumptions about customers based on race, color, religion, gender, gender identity, national origin, citizenship, age, disability, sexual orientation, marital status, ancestry or any personal or physical characteristic. Don't leave the store to follow or chase after a customer, or to identify a suspected shoplifter. Don't attempt to apprehend or detain a suspected shoplifter, close a gate, or physically prevent a customer from leaving the store. Don't attempt to physically recover merchandise or grab product or a bag from a customer. Don't ask to look in a customer's purse, bag or clothing. Don't use code words or race, color, sexual orientation, national origin, disability, or similar attributes to describe a customer. Don't instruct mall security to make an apprehension, detain a customer or conduct a store walk through regarding any suspected shoplifting. Don't contact mall security, the police or another store or retailer about a suspicious individual or suspected shoplifter in your store. Don't notify the police, provide information or sign a complaint without partnering with your Asset Protection partner for guidance first.

Entering and Leaving the Store

Associates must enter and exit the store through the front entrance or other designated area only.

Store Entrances and Exits

The back door of the store must be kept locked at all times. Only an authorized associate may unlock the door and must remain at the door as long as it remains unlocked, including during the delivery process. Where available, use the viewing port prior to opening the back door.

Store Alarms

Select stores are equipped with an alarm system to serve as a deterrent as well as provide quick detection in the event of a break-in. The alarm system must be armed by the SLT at the end of each business day. The only exception is if a security guard is in the store for overnight work. SLT members are not to share their security codes with anyone.

Opening on Time

Stores must open at the regularly scheduled time each day. If the store does not open on time, notify the DM and contact the Emergency Operations Center (EOC).

Leaders in the Store

There must be a leader in the store at all times. SLT is responsible to coordinate breaks appropriately to comply.

Before and After Business Hours

Only scheduled associates are permitted in the store before or after business hours unless authorized by the district manager.

Food and Drinks on the Sales Floor

Drinks or food should not be on the sales floor before, during or after business hours. Food and drinks for special events (e.g. Black Friday potluck) or floorsets should be stored and consumed in non-sales areas only.

Internal Theft

All associates are responsible for protecting company assets and reporting internal theft. Sometimes internal theft can be obvious, such as an associate stealing merchandise or money. Other times, it may be as subtle as an associate involved in discount or coupon abuse. You must report all suspicions of internal theft to your manager, District Manager, Regional Asset Protection Manager, or the Shrink hotline (866.747.4650).

Coupons

We have great brands and merchandise, but you must comply with company rules governing in-store promotions, rewards and sweepstakes programs, the use of coupons and the receipt of any merchandise-issued gratis. Giving yourself, another associate or a customer unauthorized discounts is a violation of company policy. If you are ever in doubt, ask your manager before proceeding.

Associate Gratis

Eligible associates may receive complimentary or deeply discounted merchandise, or “gratis”, to support their ability to sell our products. For a list of eligible positions, talk to your manager or refer to the store operating procedures.

Gratis must be redeemed during specified gratis periods. Eligible associates may receive gratis at all times (including while on PTO (vacation), leaves of absence, etc.) during the specified period. Eligible new hires receive gratis after onboarding has been completed.

Associates are only eligible for one gratis item per launch, unless otherwise directed. Only products listed can be purchased—no substitutes. Gratis items can be exchanged for size only, within the same class/style/color, etc. Purchases and exchanges of gratis must be made at the associate's home store. Gratis cannot be returned or exchanged for profit and associates are prohibited from selling gratis product.

Handling Cash

Do not leave the cash drawer open, leave funds outside the register or remove funds from the register for non-business use. Removal of funds from the register must be approved by a manager and must be accompanied by register-produced documentation. Do not begin closing registers or counting money while customers are still in the store or before gates/doors are closed and locked.

Canadian Currency

All Canada currency presented for payment must be accepted. If a bill is suspected due to obvious tampering do not accuse the customer of passing a counterfeit bill. Accept the bill and place it in the register, under the inside cash drawer until an SLT member can be notified. The SLT member should notify the EOC (see Contacts section) of the potential counterfeit bill after preparing and including the bill in the nightly deposit. For safety reasons, you must not stop or assist mall security in the apprehension of a customer with suspect currency. Do not contact mall security or any form of law enforcement should a bill be determined suspect.

Returned Merchandise

Worn, used, damaged or untagged merchandise can be accepted for return, but must never be returned to the sales floor as outlined in our returned merchandise policies. If you are ever in doubt, ask a manager before proceeding.

Testers

Testers are available for customers to try our products. Do not give away or discount testers for associates, customers or charitable organizations. Unless specifically directed by the home office, do not keep testers in non-sales areas for associate use.

Company Mobile Devices (MPOS, iPads, Tablets)

All company owned devices are for business use only and must remain in the store or approved company offsite unit at all times. Only authorized applications (as determined by home office) are allowed. When not in a charging station, devices should remain in an associate's possession. Do not allow customers to use the units. Lost or stolen units must be reported immediately to STS and the EOC; see the Contacts section.

Associate Safety

The company is committed to providing associates and customers with a healthy and safe environment to work and shop. In addition, 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 onboarding and trainings.

These procedures are intended to keep you, customers, and other associates safe and secure, and to prevent fraud and theft. Report any unsafe or unhealthy work conditions, practices or procedures immediately to your store manager.

Mall and Parking Area

Take responsibility for your personal safety in the mall and parking area. While each situation is different, below are some best practices to consider:

- Be alert and fully aware of your environment.
- Walk with confidence.
- Park in a safe place. Consider surroundings, lighting and obstructions.
- Don't take shortcuts through alleys, service bays or other areas that are seldom traveled by the public.
- Consider walking with other associates to cars or when using public transportation.

When walking to your car:

- Always have your keys out and in your hand.
- Look under and around your car as you approach.
- Do not stop for or speak to strangers.
- If you notice someone near your car, turn around and go back in the mall. Notify mall security or the police immediately.
- Once in your car, immediately lock your doors.
- Don't hesitate to call mall security and ask for an escort if you have concerns.

Opening and Closing

Opening or closing a store is a time when there may be a greater risk of crime. Take all necessary precautions to ensure your safety. If you feel your personal safety is at risk while opening or closing the store, immediately notify mall security or local police.

When opening the store, quickly and confidently open the gate and enter as quickly as possible securing the door or gate behind you. Keep the gate secure until the time of opening (unless specifically prohibited by fire code).

Before closing the store, check under table skirts, in the fitting rooms and restrooms or any other place where a non-associate may be able to hide. Once the store has been checked and all non-associates have exited, close and secure the front door or gate (unless specifically prohibited by local fire code). Do not close or secure the front door or gate with customers in the store.

Keys

Only authorized associates may have store keys; they may not be given to any unauthorized associates. Lost or misplaced keys must be reported immediately according to operating procedures.

Store Lock Down

There may be times a real or perceived life endangering event may occur; these events are unpredictable and evolve quickly. You are empowered to safely and quickly close your gates or doors and remove yourself from the event. There may be times a safety event may cause you to quickly exit your store. If this happens, direct associates and customers away from the threat and exit the store. When safe to do so contact mall security and the police.

Deposit Safety

An armed robbery or theft of a deposit is rare but can happen. Being alert and following common-sense best practices can help prevent this from occurring. However, if you are confronted by an armed individual or threatened with harm, calmly

hand over the deposit. Your personal safety is more important than the deposit.

Follow operating procedures for deposits. Non-Deposit Pickup Stores: While following these procedures, do not openly carry a deposit bag. Before leaving the store, conceal the deposit bag in a non-branded bag.

If it is unsafe to make the deposit, seek assistance from mall security or local law enforcement then make the deposit as soon as it is safe to do so. Deposits cannot be taken home. If you are unable to make the deposit, contact your district manager to make arrangements. Notify your district manager and the Emergency Operation Center (EOC) (see the Contacts section) of any potentially threatening deposit situations.

Phone Scams

You are held accountable to use good judgment with respect to phone scams. Fraudulent callers use techniques such as referring to actual names and/or numbers of people who work for the company or may claim to be from a government or law enforcement agency. However, company leaders, home office associates, asset protection, government or law enforcement officials will never call asking for cash, gift cards or personal information. Any such request should be a warning to you that the caller is fraudulent.

If you suspect a call may be fraudulent, take the following actions:

- Ask for the caller's name and call back number.
- Do not allow the caller to rush you or keep you on the phone.
- Hang up the phone immediately if the caller becomes aggressive or disrespectful.
- Never remove cash from a register, the safe or the store at the request of any caller.
- Never ring up gift cards or provide gift card information at the request of any caller.
- Do not give anyone calling the store personal information about you or anyone else.
- SLT should never leave associates alone in the store for any reason.
- Call the Emergency Operations Center (EOC) to report the call.

Garbage, Disposal and Storage

Trash Removal

Trash removal procedures are contained in operating procedures and will be reviewed with you by your manager.

For safety reasons, remove trash in the daylight when floor coverage permits. Be cautious of any broken glass or sharp edges in the garbage. Break down packing boxes so they lie flat. Any associate 18 years of age or older can remove the trash, but it must be inspected by an SLT member at the back door, as it is being removed. Associates under the age of 18 may not fill, operate or unload any trash compactor.

When operating a trash compactor, do not:

- reach or lean into the machine at any time;
- place any part of the body or climb into the trash compactor for any reason (even if turned off);
- insert a pole, broom or other object into the machine to attempt to clear a jam or push down trash; or
- attempt to clean any jams for any reason.
- Report any required repairs to SLT so a qualified repair can be made.

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 products (perfumes, fragrance mists), must be handled in accordance with regulations and operating procedures. You must be properly trained and adhere to these requirements to assure proper handling of these materials. If you have questions about shipping or proper disposal, talk to your manager.

Any regulated products (Perfumes, fragrance mists) non-resalable returns, Mark Out Of Stock (MOOS), damages, spent testers CANNOT be thrown away.

Off-Site Storage

It is sometimes necessary to maintain off-site storage space for props, product or cartons. To ensure safe access to off-site storage, please adhere to the following:

- Two associates (one being an authorized team member) must be present when visiting off-site locations.
- Limit the number of keys to the off-site storage unit and keep in possession of authorized associates.
- Lock the off-site storage unit when associates are not present.
- Non-associates are not permitted in the off-site storage area or unit.

All safe lifting and secure storage requirements must be followed while in the off-site areas. For additional information on off-site storage, see operating procedures.

Medical and First Aid

Associates are not expected to provide first aid or other medical treatment to other associates or customers. If an associate or customer appears to be seriously ill or injured, dial 911 or your local emergency medical number immediately. Immediately report any incidents or injuries to your manager even if they do not require medical assistance. Report customer injuries to the EOC (see the Contacts section) after the proper medical treatment has been provided.

Contact with Bodily Fluids

Exposure to any bodily fluids may represent a serious risk of infection. Avoid direct contact with bodily fluids. Leave the treatment of an injured or ill associate or customer to trained and adequately protected associates or medical personnel and contact store maintenance for support with cleaning. Contact store maintenance to arrange a contractor to clean up if the toilet overflows.

In the event you cannot avoid exposure to blood or other bodily fluids, use latex gloves or another barrier to avoid direct contact with the materials. Latex gloves are the most effective barrier device (included in all first aid kits). If you are exposed to the bodily fluids of another person — with or without the use of a barrier device — immediately wash the affected area with soap and water and notify a manager and the EOC (see the Contacts section).

Any object that has punctured skin or come in contact with blood or other bodily fluids must be immediately removed and discarded appropriately. If it is a sharp object such as a blade, sensor pin or tagging gun needle, dispose of it in the regular store trash after first wrapping it in paper and taping it shut to prevent the possibility of harm to others

Reporting Store Hazards and Work-Related Injuries

Report any hazards you may find in the store to your SLT. This would include plumbing leaks, HVAC issues/leaks, roof leaks, broken shelves, broken tiles/flooring etc.

Report any work-related injuries to your SLT as soon as possible so you can receive medical treatment if needed and to determine if preventative activities are required to make sure other associates do not have a similar injury. The SLT will assist you in reporting injuries to the EOC and HR Direct.

Preventing Cuts

Box cutters, glass, tagging guns, sensors and pins are some of the sharp objects found in many of our work areas. If not handled properly, these items can create a safety hazard. Follow all applicable safety instructions when handling sharp equipment.

Cutters

- Only use approved safety cutters to open boxes.
- Never cut toward yourself or other associates and ensure all body parts are out of the path of the blade.
- Replace dull or broken blades.
- Never extend the blade past the protective sheath.
- Store box cutters properly per brand operating procedures.

Glass

- Always use caution when handling glass.
- Never tuck shelves or tabletops under your arm when carrying them.
- Carry one piece of glass at a time, with both hands positioned slightly away from your body.
- If a piece of glass falls, do not try to catch it — get out of the way.
- Use a broom and dust pan to clean up broken glass — never use your hands.

Security Sensor, Garment Pins

- Always hold pins by the top, plastic end — not the sharp, pointed end.
- Use a scoop to retrieve pins from a bin.
- Pick up all pins from the floor and store on the processing cart/in the processing area.

Natural and Other Disasters

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. Prevent fires in the workplace by taking these precautions:

- Maintain a three-foot clearance around electrical panels.
- Maintain a safe clearance between lighting and combustible materials.
- Practice good housekeeping — do not let paper, cardboard or combustible materials accumulate.
- Don't overload outlets.
- Remove any electrical equipment with cut, frayed or damaged plugs or cords.
- Follow your store safety procedures for safe use of fragrance equipment and always check to make sure all candles and open flames are extinguished before closing the store.
- Do not use space heaters.
- Never throw water on an electrical fire.
- Do not use defective electrical equipment.

Fire Extinguishers

Fire extinguishers are provided in all stores and may be used to fight small, early-stage fires. Only use them 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. Associates are never required to use a fire extinguisher.

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

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

Reporting a Fire and Fire Evacuation

Be aware of fire relocation meeting areas (away from the fire) and the locations of fire extinguishers and fire alarms in your store or work area. In the event of a fire, go to the fire relocation meeting area and then immediately notify mall security

and dial 911 or call the local emergency number for the fire department. If there is a fire in a store or the mall fire alarm sounds, notify all customers and associates in the store and follow the posted evacuation procedure to exit the building and meet at the fire relocation meeting area.

Store specific fire relocation meeting areas must be established and posted and communication in the stores in advance of a fire.

Civil Unrest and Acts of Terrorism

In the event of civil unrest or acts of terrorism, follow the instructions provided by local authorities. If an evacuation is required, follow the posted evacuation procedure. Report the incident to the EOC (see the Contacts section).

Chemical Safety

Sometimes it becomes necessary to use chemical products at work. Examples of these products include, but are not limited to, floor and surface cleaning solutions, paints and ink and toner cartridges. Always read about a product before using it.

You Should Know:

- How to safely handle a product.
- How contact with a chemical might impact associate safety.
- Contents of the product.
- Proper first aid procedures.
- Who to contact for more information.

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

- Product labels and packaging.
- Safety Data Sheets (SDS) — If you would like to see one for a product, contact your manager or the 3E Company, an independent provider of chemical, regulatory and compliance information. See the Contacts section for contact information.
- Product Manufacturer — Most consumer products have a number on the package that you can call for product safety information.

Consult the product label and operating procedures for the specific processes and directions regarding disposal of chemical items.

Electrical Safety

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

General Electrical Safety Rules

- Always leave electrical jobs to qualified workers.
- Follow all electrical safety rules — never touch exposed wires.
- Follow 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.

Electrical Safety Rules for Equipment and Appliances

- Always inspect each piece of equipment for loose or damaged parts or insulation before use.
- Report damaged equipment to your supervisor. It must be removed from service and repaired or discarded and replaced.
- Always turn off equipment before unplugging. Disconnect the equipment from the outlet by pulling the plug, not the cord.
- Use three-prong grounding extension cords with all equipment that had a three-prong plug when purchased from the manufacturer. Never use equipment with a missing or broken ground plug.
- Match plugs with outlets: don't use adapters that could interrupt the grounding connection.
- Don't fasten cords with staples, nails or other means that could damage cord insulation.
- Never plug, unplug or use equipment with wet hands or while standing on a wet floor.
- Extension cords should not be used as a means of permanent wiring or placed in walkways or high-traffic areas.
- Do not overload outlets — electrical fires can result.
- Do not use strings of holiday lights anywhere in the backroom.
- Do not use extension cords for microwaves and refrigerators.
- Do not use space heaters.

Housekeeping

To prevent potential hazards, observe the following housekeeping guidelines:

- Keep aisles, doorways and all exits clear — especially emergency exits. Never block an emergency exit.
- Do not block emergency equipment such as fire extinguishers or alarms.
- Make sure that cartons, merchandise, storage containers and office supplies are stacked securely and safely to minimize the risk of falling objects.
- Eliminate slip, trip and fall hazards by picking up all debris, paper and cardboard from the floor. Straighten out rugs so they lay flat on the floor. Close file drawers and cabinets.
- Clean up any spilled liquid and thoroughly dry spill areas with a paper towel. Place caution signs to barricade freshly mopped floors.
- Maintain at least 18 inches of clearance between the top of stored merchandise and ceiling sprinkler heads.
- Never exceed the rated capacity of mezzanines, racks or shelves.
- When emptying the trash, take care to avoid any pins, blades or other sharp objects.
- Report any sharp edges on fixtures or hardware to a manager.

Steamer Safety

Steam is very hot and can cause burns. When using a steamer, make sure the path of the steam does not make contact with the opposite hand/arm or other associates, even through the fabric.

Lifting, Stocking and Ladder Safety

Lifting Procedures

Use the following guidelines when lifting to help prevent back injuries:

- Face the object and place your feet diagonally in front of the object to get as close as possible.
- Position your feet six to 12 inches apart with one foot slightly in front of the other.
- Bend your knees, not your back.
- Keep your back straight and stomach muscles tight.
- Use your legs and lower body to execute the lift.
- Let your legs push your body up slowly and smoothly.
- Do not twist at the waist. If you must change direction while lifting or carrying, pivot your feet and turn your entire body.
- When setting down a heavy object, lower the object by bending at the knees and allowing your legs and lower body to do the work.

General Lifting Precautions

- Ensure the floor in the work area is clear.
- Reduce the distance an object must be moved by pushing or pulling the object to the desired location.
- If the object to be lifted is heavy or large (large fixtures), ask a second associate for help, break down the object to make it smaller, or use a cart or hand truck/dolly.
- Maintain a clear view of your direction of travel while carrying an object.
- Do not lift or carry an object that is large enough to block one's view.
- Get a good grip and use handles, if available.
- Don't lift, carry or stack slippery objects; use a hand truck/dolly.
- Don't lift, carry or stack objects above your head.
- Do not use backbelts. Backbelts have not been shown to reduce injuries and in some cases increase risk of injury. VS stores do not provide backbelts to associates.

Stocking Shelves

- Do not twist when lifting and stacking materials.
- Do not store rolling unsecured items in overhead shelving.
- Securely stack items on shelving so they do not fall or hang over the edges.
- Place heavier items on lower or middle shelves.
- Place items on shelves so they lay flat and do not lean against each other.
- Do not over stock shelves. Know the limits. Place materials on shelves in an easy-to-handle amount.
- Maintain all cross braces on the sides of back room shelving to ensure stability. Do not remove any parts.
- Do not climb on shelves.
- Balance loads on rolling shelves and use the braking system properly.

Loft Safety

Lofts are the open overhead area in the backroom above the bathrooms or offices. Follow the procedures below for loft safety:

- This space should be used to store infrequently used, light-weight items.
- Lofts are not designed to hold shelves or other heavy items.
- Lofts are also not designed for people. Do not sit, stand, climb, or walk on lofts.
- The maximum load that can be placed on lofts is 75 pounds per square foot.
- Only store items within the first three feet from the loft edge.
 - All items must be accessible by an associate standing on a ladder.

Ladder Safety

Only approved ladders may be used in stores. Follow the procedures below for ladder safety:

- Inspect ladder prior to use.
- Make sure rungs are clean and unbroken and safety feet are on. Do not use a damaged ladder.
- Check that the ladder is in good condition and is not bent or damaged.
- Ladders are only for use by associates 18 years of age and older; do not allow customers or minors to climb on ladders.
- Ensure the feet of the ladder are in contact with the floor and not resting on boxes, cardboard, paper or other material.
- Never try to increase the height of a ladder by placing it on top of another object.
- Fully extend and lock the legs of the ladder.
- Never collapse the ladder legs and lean a ladder against a wall or display and climb it.
- Never exceed the rated weight capacity of the ladder. Check the safety sticker or other information on the ladder.
- Never climb or stand on the top two steps of a step ladder.
- Use the “three-point rule” when using a ladder — two feet and one hand or two hands and one foot in contact with the ladder at all times.
- Face the ladder and stand in the center of the step or rung.
- Do not lean backward or to the sides of the ladder.
- Only one person on the ladder at a time.
- Do not climb a ladder with hands full. Ask a second associate to hand items to the associate on the ladder.
- Never “walk” or roll a ladder while an associate is on the ladder, descend the ladder and then place it in the desired location.
- Store and secure the ladder in a safe place to make sure it does not fall on associates.
- Return all ladders used on the sales floor to the backroom.
- Do not store items that cannot be reached safely by an associate on a ladder.
- Never use or try to repair a damaged ladder — discard it immediately.

