ASSOCIATE HANDBOOK

CANADA BASED ASSOCIATES

VS&Co
VICTORIA'S SECRET & CO.

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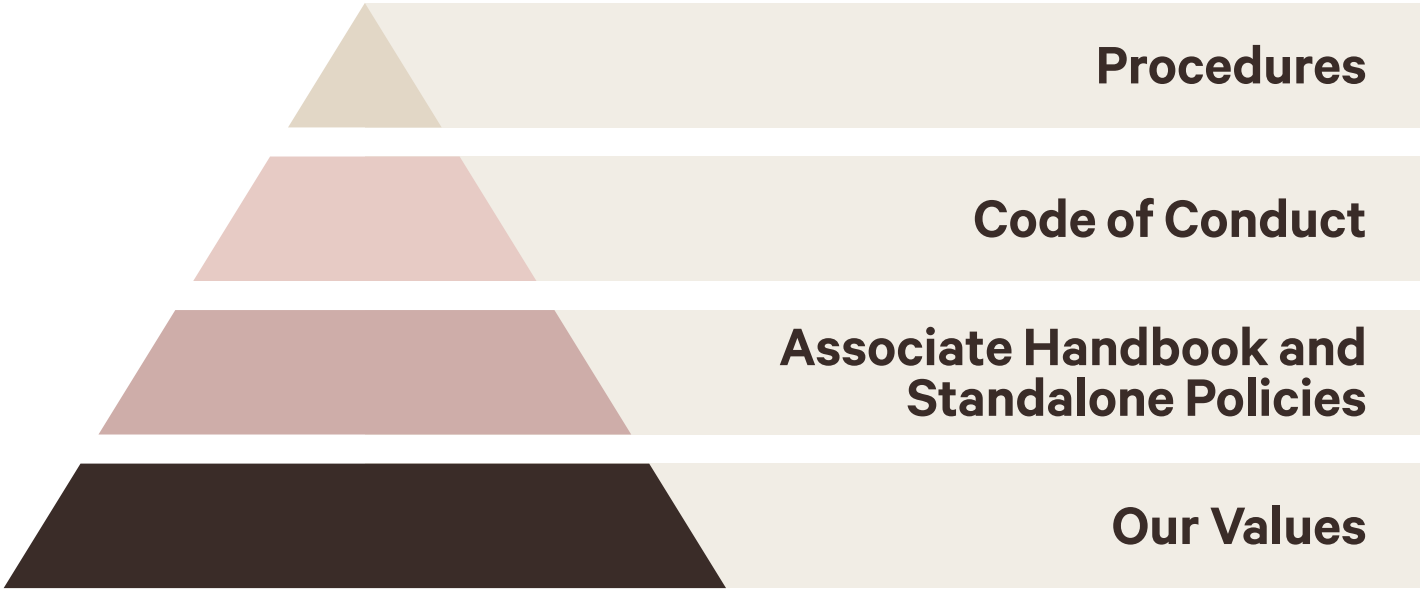
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This handbook is not a contract of employment, and the company has the right to change, add or eliminate handbook policies at any time. This version supersedes all previous versions. The information in this handbook applies to all associates.



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

Values can be found in the Code of Conduct

How to Use the Associate Handbook

The Associate Handbook contains specific policies, procedures, and guidelines for our associates. All associates are expected to review and familiarize themselves with the contents of the Associate Handbook and any applicable supplements. If you have questions about the information contained in these materials, please contact your manager, HR Partner, or AR Partner for assistance.

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 Commitment to Inclusion and Belonging

At VS&Co, belonging is foundational to how we operate, ensuring all associates feel welcome, included, respected, and empowered to contribute and succeed.

Belonging fuels high performance, it empowers us to meet the needs of our customers and ensures we continue to thrive in a competitive, global marketplace.

Our inclusion and belonging efforts are focused on:

Attracting the Best Talent

- We are building a high-performing global team by actively seeking a wide range of backgrounds, experiences, and perspectives to help us meet customer needs
- We hire the most qualified individuals from a broad talent pool.

Nurturing a Culture Where

- We ensure fairness and opportunity for all.
- We respect and value differences and ensure everyone feels supported to do their best and succeed.
- We drive innovation and results by incorporating diverse perspectives in decision-making.

When we prioritize inclusion and belonging internally, it manifests in everything we create for our customers. Whether it's the products we design, the services we offer, or the ways we communicate, our customers see themselves reflected in our business. This connection is crucial for improving the customer experience and building lasting relationships with those we serve.

Employment Agreements

All associates, including rehires and seasonal associates, must sign an employment agreement prior to the start of their first day and when there is a change in position such as promotion or demotion.

Your Role and Accountability

Standards 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. You must review and follow the company's Code and other company policies including the policies in this handbook. 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, including, but not limited to, time-keeping records, conversion records, leave of absence documentation, paid time off usage, expense reports, corporate credit card, electronic information systems, accident/injury reports, etc.
- 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's asset protection guidelines
- Violation of company's Health and Safety policies and procedures
- Disclosure or misuse of confidential information
- Unauthorized possession or concealment of weapons
- Violation of 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 provide an opportunity to correct your 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 corrective action up to and including termination of employment, even if the violation occurred off Company premises or off-the-clock. All associates will be held accountable for their actions, regardless of position or level within the Company. 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 you to 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 we can manage the needs of the business and support you when you can't 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, you must get approval from your manager. 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. Your manager will do their 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. If you must leave work early,

talk with your manager. In the absence of an emergency, leaving work during your shift/workday without your manager's permission or taking unauthorized breaks is not permitted and may result in termination for cause.

When You Can't Make It

If you have a day when you must be absent, call your manager following your department guidelines, because 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 responsibility or other leave reasons (e.g., parental, bereavement, jury duty), call your manager to determine your eligibility for leave time or contact HR Direct.
- Associates who miss three consecutively scheduled workdays/shifts without reporting the absence will be considered to have voluntarily abandoned their job and may result in termination for cause.

Repeated Unplanned Lateness or Absence

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

Rest and Meal Periods

We recognize that rest and meal periods are important for your health and well-being. As such, we set these period(s) based on shift length and applicable laws, and hourly associates are responsible for taking them *as scheduled*. Rest periods are usually 15 minutes (paid) and associates should remain punched 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 punched in or notify your manager that your meal period was interrupted.

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

For more information about rest and meal periods specific to your location, talk to your manager or refer to the company's operating procedures. If you or any other associate are denied meal periods allowed or required by law, immediately report the situation to your HR partner or the Ethics Hotline (see 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. Any statements, logos or language visibly displayed that are not company approved or provided are not permitted on the sales floor in our stores during business hours – this includes any pins, buttons, badges, lanyards, stickers, decals or labels. 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 kept at a minimum in areas with customer interactions.

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 substances. For example, you may not go to lunch, drink alcohol and then return to work.. 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

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 and 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.

Recording Devices

Customers are permitted to take videos or photos in our stores but if it is causing a safety concern, associates should contact the Emergency Operations Center (EOC) (see Contacts section).

Associates also are permitted to take videos or photos in our stores. However, associates may not take videos or photos, or make audio recordings, of our customers or customer interactions. Associates are required to protect business information and are not allowed to take videos or photos, or make audio recordings of confidential, proprietary, privileged or trade secret information. Some examples of business information are: trade secrets; foreign-trade zones; 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 their image, credit card numbers, banking information, contact information; vendor lists; etc.

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

Mobile Device and Phone Usage – Home Office Associates

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

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

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

There are times when everyone has to make a personal call while at work. Unless the call is an emergency, make it during your regularly scheduled rest and meal periods. Absent extenuating circumstances, mobile phones are typically not permitted on the sales floor, with the exception of leadership. Smart watches are permitted but using them for social media or communication (texting, phone calls, etc.) is not permitted while working.

Visiting Our Stores & 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 punched-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 in your own personal time and do not go into non-sales areas, you do not need to complete a bag check.

Discount Policy

While we consider the merchandise discount to be a benefit, it is also considered a discretionary privilege, and there are guidelines to use it. You may use the merchandise discount to purchase items for your own personal use, bona fide (real) gifts for others without being compensated with money, services or other items, or to make a personal donation to a charitable organization. Your spouse and your dependents (children through age 22 while still in school and dependent on you) are also eligible to use the discount.

You receive your discount at all company-owned stores worldwide and Victoria's Secret online (including Victoria's Secret/ Pink apps). The discount is not valid in third-party operated stores or kiosks. The discount is taken from the full ticket price of each item. It is not valid on promotional or permanently marked down (red-lined) merchandise. If the promotional price is better than your discount, you will receive the best deal on the item(s). Like any customer, you may return, or exchange merchandise purchased with your discount in accordance with the return policy.

There are additional things you should know about proper use of the merchandise discount:

- You can purchase gift cards with your discount; however, you cannot make a purchase online (including Victoria's Secret/Pink apps) using a discounted gift card or receive your merchandise discount in store when redeeming a discounted gift card.
- Unless otherwise stated, you are not eligible for Friends and Family discounts.
- Generally, you cannot combine your discount with special offers or coupons either in store or online (including Victoria's Secret/ Pink apps). This restriction does not apply to Victoria's Secret Cardmember Rewards. Check the terms and conditions for each offer to confirm eligibility.
- Merchandise purchased with your discount or at a special associate-only sale or given to you by the company (gratis), cannot be re-sold anywhere else, including flea markets, auction websites or rummage sales.
- You and your dependents must identify yourselves as eligible to receive the merchandise discount. You will be asked to provide your associate ID number. Your associate ID number can be found on the back of your associate badge (if applicable) or on your pay slip within HR Access.
- 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."
- Associates cannot ring transactions for themselves, friends or family.
- Store Associates: When shopping and making purchases, you should be on your own time, not punched in. 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.

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.

Merchandise Discount

In stores, online through victoriassecret.com and the Victoria's Secret/Pink apps

Eligibility

- All home office associates in the U.S., and Canada
- Core and seasonal stores associates in the U.S., and Canada
- All DC and call center associates (full-time, part-time and
- seasonal)
- Interns on the company payroll
- Contractors are not eligible for the merchandise discount program.

Discount Amount

All associates are eligible for a 40% discount at hire.

Vacation

For information about vacation eligibility, entitlement, and other details, please refer to the Canada Benefits Book or see "View Paid Time Off" in HR Access and/or call HR Direct (see Contacts section).

Religious Holidays

We believe inclusion makes us stronger, and we respect associates' religious and spiritual beliefs. If you want to observe a religious holiday, request the date in advance from your manager. You may be eligible to apply for an accrued vacation here. See "Benefits Information" in HR Access for more information about vacation eligibility for such absences.

Leaves of Absence

For information about leaves of absence eligibility, entitlement, and other details, please contact your HR partner as well as see "Benefits Information" in HR Access or call HR Direct (see Contacts section).

Accommodations

The company adheres to all applicable provincial regulations regarding accommodating associates, applicants (instructions to request reasonable accommodation are on the company's career website) and customers. Note that if your accommodation is for time off, you may be eligible to apply accrued vacation to this time away from work. See "Benefits Information" in HR Access for more information about vacation eligibility for such absences.

Associate Accommodations

If you believe you need accommodation to perform your job, please discuss it with your manager and contact your HR partner. We will seek to understand your needs through discussions with you, which in most cases will include review of information from your medical provider. Additionally, the company's return to work program, includes a process to build modified work plans as needed and we expect that you will partner with your Manager and HR partner on these matters.

Medical, Pregnancy, and Lactation

If you need a medical, pregnancy, or lactation accommodation 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. Store associates may use Mothers' Rooms in the mall, an office if available, a non-ADA compliant fitting room that has an electric outlet 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 tent. Contact your HR partner for details.

Religious

If you need a religious accommodation, let your manager know and contact HR Direct. They will seek to understand your needs through discussions with you which may include review of information you provide.

Customer Accommodations

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.

As an example, 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, you may need to speak in a clear, normal tone of voice paced so the customer can read your lips. Direct the conversation to the customer even if an interpreter is present. If requested, provide a pen and paper available to write communication.

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.

Service animals accompanying customers are allowed in 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 an SLT member who will address it with the customer.

Additional information about our customer service standards and integrated accessibility standards in accordance with all provincial accessibility requirements can be found at the cash wrap, and in the onboarding materials and operating procedures.

Your Pay

For pay purposes, associates are typically 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 or any other rights protected by applicable law.

Exempt Associates

If you are classified as exempt from overtime pay pursuant to the applicable employment standards legislation, you are not eligible for overtime pay. Exempt associates will receive their full weekly pay 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 workday starts at midnight and ends at 11:59 p.m. 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 work location. This includes meal periods. If you forget to do so, notify your manager immediately. Do not punch in or out for another associate. Store SLT may not edit their own time. Hourly associates may not begin working before punching in and may not continue working after punching 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 for cause.

Working on a Holiday

If you work on a company-recognized holiday, you may be entitled to additional pay or an additional day off. Contact your manager or HR partner for specific holiday pay practices or see "Benefits Information" in HR Access.

Travel Time for Hourly Associates

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 expenses, including travel-related expenses such as mileage, in accordance with the expense reimbursement policy. Refer to the Travel and Expense Policy for additional information (see Contacts section).

Overtime

Eligible associates are paid for all time worked, including overtime, even if that overtime is not authorized. Overtime is paid in accordance with applicable provincial laws. Repeatedly working unauthorized overtime will result in discipline, up to and including termination for cause. An "eligible associate" is one who is entitled to overtime pursuant to applicable employment standards legislation.

Payslips

Obtaining a Copy

You may get a copy of your payslip by logging into HR Access or by contacting HR Direct (see 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 will promptly make any correction that is necessary. If you believe there is an error with your pay or if you have a question, contact HR Direct (see Contacts section) immediately. If you are inadvertently overpaid, you will be required to reimburse the company.

Safety Matters

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 health and safety policies and procedures outlined here and discussed in detail in the company's operating procedures and health and safety program. These policies are intended to keep you, customers, and other associates safe and secure. Report any unsafe or unhealthy work conditions, practices or procedures immediately to your store manager.

Health and Safety Program

We have a robust health and safety program that meets all provincial and federal legislative requirements. New associates are fully trained in the Health & Safety onboarding program. We are committed to providing ongoing training and information and taking every reasonable precaution to protect the health and safety of all our associates and customers. We have a strong responsibility system where everyone is equally responsible for playing an important role in preventing workplace injuries and illnesses. Our policies and procedures are in place to be used as part of our operating model. Refer to the Resource Library in Store Connect or the Health & Safety board to review our materials.

Return to Work Program

We are committed to supporting associates in their safe and timely return to work following a work-related injury, illness, or approved leave, in accordance with applicable provincial and federal legislative requirements. Where appropriate, the Company will work with the associate and any relevant health-care providers to develop a return-to-work plan that may include modified duties, light work assignments, workplace accommodations, and/or a gradual return-to-work schedule.

Our Return-to-Work Program outlines the Company's commitment to providing suitable, meaningful, and safe work that supports recovery while maintaining workplace health and safety standards. Return-to-work kits and related documentation are used to facilitate and manage this process.

Information regarding the Return-to-Work Program is reviewed during new associate onboarding and as part of annual health and safety education. A copy of the program is available on the Health & Safety Board and may also be obtained from a manager or Human Resources representative.

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, pepper spray, 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 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, visit Sheltersafe.ca for a list of resources by province. For any support needed while at work, contact the EOC (see contacts section) to complete a safety plan, or refer to your Health & Safety board, where you will find the Domestic Abuse poster.

Inappropriate Communication or Behavior by Non-Associates

If you receive obscene or threatening phone calls, emails or other communication, notify your manager and the EOC (see Contacts section). Document the incident on a workplace violence report and submit it to Health & Safety (form available on the Health & Safety page of the portal). You are required to keep a log of all the phone calls if they persist. Asset Protection and HR partners will work on a plan to help resolve the issue.

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 Contacts Section) immediately. Asset Protection and HR partners will work with you and other associates as necessary to develop a safety plan. Document the incident on a workplace violence report and submit it to HR partner.

Securing Personal and Company Property

Keep your personal possessions locked in a locker, desk drawer or other designated area. Do not leave your personal possessions unsecured. 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 permit or assist anyone to gain unauthorized access to our premises. Associates must accompany authorized visitors at all times.

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 or other appropriate resource listed in the Contacts section and report the request to the EOC (see Contacts section). See additional store specific information in the store guidance section below.

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 the company's operating procedures to report store closure or damage due to severe weather and contact the EOC (see 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.

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.

Workers' Compensation/Associate Injuries

All associate work-related injuries and illnesses must be reported immediately to your supervisor. The injured associate must complete an associate accident report. An SLT member must complete a modified work offer by using a return-to-work kit. The accident report and modified work offer must be sent to OSI and HR partner no later than 24 hours from when the injury/illness was first reported to a manager. If required, OSI will file a worker's compensation claim accordingly with the appropriate provincial board. Any serious associate accidents or injuries must be reported to HR partner immediately after the associate received medical attention and the scene of accident has been secured. Refer to the Health & Safety program procedure section.

Quebec Only: Any pregnant associate may be eligible for the CNESST maternity without danger worker's compensation program. Managers must submit the CNESST documentation received by a pregnant associate to their HR partner the same day the associate provided it. The documentation will be sent to OSI for review and next steps.

Mall and Parking Areas

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.

Medical and First Aid

Two associates in each location must be first aid and CPR trained to comply with provincial first aid regulations. If an associate or customer appears to be seriously ill or injured, dial 911 immediately. For serious injuries, secure the scene of accident after the associate has left by medical transportation. Do not disturb the scene of an accident. The EOC must be notified when an ambulance is called for an associate related injury or illness. Immediately report any incidents or injuries to your manager even if they do not require medical assistance. All associates' injuries/illnesses must be reported to HR partner. Refer to the health and safety program, procedure section, accident reporting and investigation. To report customer injuries, refer to the company's operating procedures.

Your Career

Read All Communications

You are at your best when you have all the information you need to do your job. We want you to know about important information, 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 responsible for reviewing information provided to you.

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 Contacts section) or your HR partner.

Career Opportunities and Internal Job Postings

The company provides associates with opportunities for career growth. We believe in our talent and make efforts to promote from within. Promotional 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 and at district manager 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 a performance management plan or who are not meeting expectations will not be eligible to apply for an open position, including transfers, without HR approval.
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 an eligible referral role and works through the specified waiting period, you may receive a referral bonus. For details about the program, please refer to the "Associate Referral Program" under "Benefits Information" in HR Access.

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 and are not guaranteed. 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 for cause.

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 of Conduct. If you have questions regarding a specific opportunity for outside employment, contact your HR partner or Ethics & Compliance.

Leaving the Company

Giving Notice

You are free to resign your position at any time; however, we encourage you to give two weeks of written notice as a matter of courtesy or such period of notice as required pursuant to contract or applicable employment standards legislation. The company may waive all or a portion of the resignation notice provided and will provide the minimum entitlements as required by applicable employment standards legislation.

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 when you leave the company, contact HR Direct (see 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, files and documents, etc.

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, refer the request to HR Direct. 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 Contacts section for employment verification contact information.

Associates who require verification/confirmation of employment letters need to contact HR Direct (see Contacts section). For more information, please refer to “Benefits Information” in HR Access.

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

Transporting Company Merchandise and Property

Only U-Haul trucks may be used to transport merchandise and/or company property between stores or to offsite/pod locations, associates may not use personal or company vehicles. U-Haul trucks may only be driven by SLT trained in the driving safe work practice.

Hiring Friends and Family

At home office direction only, stores may hire friends and family periodically to support high-volume days. Friends and family must be at least 16 years old and may only be scheduled to support additional workload on high volume days. They cannot be scheduled in place of core or seasonal associates. Store managers may not hire family members for work within their store.

Contacts

DEPARTMENT	CONTACT INFORMATION	WHEN TO CONTACT
Benefits Information	1-877-210-3060 VSHRDCanada@victoria.com	Find information about all of your benefits.
Campus-Asset Protection	Non-emergency: 614-415-3600 Emergency: 614-415-3333	Home Office Campus Safety
Emergency Operations Center	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.
Employment Verification (Equifax)	Employee Support: 1-866-736-7162	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.
Ethics Hotline	Phone: 1-844-575-1079 Web: vsco.ethicspoint.com Email: EthicsVS@victoria.com	To report conduct that appears to violate the law, our Code of Conduct, or other VS&Co policies and procedures.
Associate Relations	1-877-210-3060 VSSAR@victoria.com	To report any suspected associate interactions or behaviors that violate our code of conduct.
Expense Reimbursement	1-877-415-7468 VSTravelandExpense@victoria.com vscocorp.sharepoint.com/sites/VSCoTravel	To find information related to travel and expense reimbursement.
HR Access	https://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.
HR Direct	1-877-210-3060 VSHRDCanada@victoria.com	A resource for all HR and pay-related questions. HR Direct representatives will assist you Monday – Friday between 9:00 a.m. and 5:00 p.m. EST.
Media Relations/External Communications	communications@victoria.com	If you receive a media inquiry.

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