



VENDOR/LICENSEE/NPBU GUIDELINES

(MACY'S STORES ONLY)

Overview

Macy's Vendors assign representatives to work in our Stores to share product knowledge and elevate merchandise execution standards. These Representatives are not employed by Macy's. They are employed or contracted by vendors or licensees, they are paid by vendors/licensees, and they report directly to vendors/licensees ("Vendor Reps"). Vendor Reps include NPBU's, vendor employees, beauty freelancers, and licensee employees. All Vendors/Licensees must ensure their Vendor Reps review and follow these Vendor/Licensee/NPBU Guidelines (the "Guidelines") when they are performing services in Macy's locations.

1. Safety and Security Guidelines

- All Vendor Reps must comply with all health and safety standards and check with a Macy's People Leader regarding the location's Beauty Hygiene Standards and phase of operation.
- All Vendor Reps must go through Macy's NPBU Safety Training.
- When reporting to or leaving a Macy's facility, Vendor Reps assigned to perform work in the facility must use the designated colleague/vendor entrance and sign in on the Vendor Log (may be provided by the People Leader, Asset Protection (AP) team or in the MBA office). *Exceptions: NPBU's with a RAC ID do not need to sign in on the Vendor Log.*
- The AP team may inspect any handbags, backpacks or any other packages or purchases before a Vendor Rep leaves the facility.
- A receipt or proof of purchase must be provided to AP to verify any purchases.
- If a Vendor Rep needs to enter a store before opening, they must get prior approval from a Macy's location People Leader, who will then communicate approval to the stores' AP team. Unapproved and/or unescorted Vendor Reps may not enter any Macy's stores before opening.
- Vendor Reps must keep their personal belongings in a designated location approved by the People Leader.
- Vendor Reps may not enter any stock room or other secure area, such as behind a case line, unless accompanied by a Macy's colleague. All case line/stockroom locking policies and jewelry operating guidelines must be followed. Vendor Reps only may enter as part of their business function.
- Macy's strictly prohibits Vendor Reps from bringing any weapons into Macy's locations. This includes any object with the generally recognized purpose of inflicting harm or any object that could be used to endanger the health and safety of a person.
- Vendor Reps may not access or use any Macy's systems and technology equipment, including POS systems, handheld devices, tablets and computers. NPBU and Licensee Reps only may access or use Macy's systems and technology essential to their business function. In no instance may a Vendor Rep ring any transaction for themselves, authorized buyers, or any family member (including extended family) or friend.

2. Merchandise Guidelines

For All Vendor Reps

- All vendor merchandise deliveries must be processed through the receiving dock in the store. Vendor Reps should not bring any merchandise, including "gratis" merchandise, into the store.
- Vendor Rep and Freelancer merchandise holds are not permitted.
- Any product, whether sold or used in retail operations (including but not limited to cosmetics, including products and testers, anything with a cord or battery, hand soap and sanitizers, cleaning

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solvents, etc.), that could be considered hazardous waste upon disposal should not be placed in the regular trash. It should be disposed of in the Waste Collection Area. If you need to dispose of hazardous waste, or if you have a question whether something might be hazardous waste, contact the Operations team of the location for proper disposal.

- Vendor Reps may not use live retail merchandise for visual props/displays without first getting approval from the Macy's People Leader to ensure proper merchandise processing has been completed and merchandise protection standards are met. They must comply with all Macy's merchandise protection standards.

For Beauty Vendors Reps only:

- In addition to the process mentioned above for receiving merchandise deliveries (including "gratis") or the removal of merchandise from a store, live stock may only be converted to a "tester" by an authorized Macy's colleague using the Macy's Destroy in Field "DIF" procedure. "Testers" may not be used as "gratis," contest prizes, donations or any other purpose outside of "tester" use.
- Beauty RTV's are initiated by the buying office only. Beauty Vendor Reps are not permitted to initiate RTV's independent of direction provided by Macy's.
- Vendor Reps may not execute or direct DIF transactions. *Exception:* Certain NPBU and Licensee colleagues may execute DIF when specifically required as part of their normal business function.
- Vendor Reps should not dispose of empty or nearly empty products in selling floor waste bins. All items to be disposed of should be given to a Macy's colleague for proper waste disposal. *Exception:* Vendor Reps may dispose of empty or near empty product when specifically required as part of their normal business function.
- Vendor Reps should check in with People Leaders regarding the store's Beauty Hygiene Standards and current phase of operation.
- At no point should any Vendor Rep remove any product, live or no retail value, from a Macy's location, nor may Vendor Reps provide any product, live or no retail, to a Macy's colleague or a Vendor Rep for "gratis," contest prize, donation, or any other purpose.

3. Macy's Dress Code

- Vendor Reps should always wear name badges while performing work in Macy's store locations. If a Vendor Rep does not have a vendor-issued name badge, they should contact a location People Leader or a member of the MBA team to obtain a "vendor" representative badge for the day. Visitor badges should be returned at the end of the workday.
- Vendor Reps may join us in creating a seamless experience for our customers by wearing professional styles that are neat and put together as outlined in the [Style Guidelines: Macy's Store Colleague Look Book](#) on the vendor portal.

4. Customer Experience

- At Macy's, the customer is our priority. We want to ensure we greet and acknowledge all customers with a warm welcome and always put the customer first.
- We ask all individuals working on the selling floor to act in a professional and respectful manner.
- To maintain a professional appearance, chewing gum and consuming food and drink (except water in a spill-proof container; kept out of sight of customers) is prohibited on the selling floor and in the stock room.

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5. Timekeeping

Macy's timekeeping records and practices must always comply with all applicable laws. Under no circumstance may a Vendor Rep request a Macy's colleague to work off the clock. This includes contacting Macy's colleagues at home via phone, personal cell phone, personal social media or personal email address. All vendor business with Macy's colleagues must be conducted while they are clocked in at work.

6. Vendor Rep Interactions & Communication

- While we welcome and appreciate feedback from our Vendor Reps, it is never appropriate for a Vendor Rep to counsel or discipline a Macy's colleague or create a document that disciplines or sets forth a rule that may result in disciplinary action for a Macy's colleague. If a Vendor Rep feels there is a business need for such a conversation or document, the Vendor Rep must speak to a Macy's People Leader, who will partner with the Colleague Advisory team to discuss the issue.
- Vendors cannot extend offers of employment for a Macy's position, and they cannot determine pay or offer salary increases to Macy's colleagues.
- To avoid confusion in stores, all direction related to Macy's promotions, marketing, HR considerations, Operations and any other policies, should strictly be communicated by Macy's People Leaders. We appreciate the support provided by our Vendors; however, all communication to our stores and field teams must come directly from Macy's.
- Vendor Reps are not permitted to provide Macy's information to the media and must immediately refer all requests to the location's People Leader and/or Corporate Communications.
- Should any local, state or federal government agent request information, Vendor Reps must immediately refer all such requests to a Macy's People Leader at the location.
- For Beauty education, colleagues should comply with Beauty Education Vendor Directive. Contact the Beauty Education Team with any questions.
- Vendor Reps are not permitted to contact colleagues on their personal communications devices and/or outside of work hours. This includes all social media, emails to personal email addresses, text messages and phone calls to both their home and personal cell phones.

7. Beauty Vendors

- In the Beauty family of business (FOB), there is a strict limit to the number of units of a single SKU that can be sold to one customer. This procedure applies to all transactions in all departments and vendors in the Beauty FOB.
- Within a 90-day period, Vendor Reps should not sell more than six (6) units of any single SKU number of products in the Beauty FOB (except for Chanel, where a maximum of three (3) units of any SKU number may be sold) to a single customer without getting express approval from the Store Manager. This includes Search and Send transactions.
 - You may not split a customer's transaction into more than one order to enable the customer to purchase items in excess of the above limits.
- Any customer who requests to purchase more than six units of the same SKU number (or three units of the same SKU number of Chanel products) must be referred to MyStylist@Macy's team. Corporate Clients must go through MyStylist@Macy's.
- **Important Note:** Macy's will not allow any Vendor Rep who processes, or directs, a sale in violation of the above limits to be assigned to perform services in any Macy's location.

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- If a Beauty vendor partner wants any Macy's colleague to wear a special item (e.g., a special shirt or special color clothing) for a promotional event, the vendor must submit a request directly to the Beauty Business Office.

8. Former Macy's Colleague Hired by a Vendor/Licensed Company

On occasion, a former Macy's, Inc. colleague is hired by a vendor or a leased department, and then is assigned to work in a Macy's location as a Vendor Rep. Generally, the former Macy's colleague may work in a Macy's location if they were coded as "rehire eligible" at the time of termination from employment with Macy's.

- If the colleague is marked "not rehire eligible," a Macy's HR Business Partner (HRBP) will review the reasons prior to permitting the Vendor Rep to work in a Macy's location. In some cases, the HRBP may want to speak directly with the former Macy's colleague. If so, Macy's will contact the Vendor or other third-party employer.
- If it is determined that the former Macy's colleague should not be permitted to perform work in a Macy's location, an HRBP will communicate with the Vendor or licensed company based on the former Macy's colleague's previous employment with Macy's, that the former colleague cannot be assigned to work in a Macy's location; and the decision is effective immediately.

9. Conduct

- Treat fellow Vendor Reps and Macy's colleagues, customers and other business partners respectfully and professionally.
- Always be polite and professional on the phone. Never disconnect a customer call in an unprofessional manner.
- Do not engage in any conduct (verbal or physical) that is discourteous, discriminatory, harassing, threatening, intimidating, assaulting or obscene.
- Do not record any telephone calls, meetings, or other conversations in the workplace, or take photographs or videos, without prior authorization by a People Leader.
- Pictures or videos taken with a People Leader's permission must only be used, distributed or posted for approved purposes.
- Do not take, distribute, or post pictures, videos, or audio recordings that would result in sexual orientation /discrimination policy violation, be intimidating or harassing, or reveal proprietary business processes or trade secrets.
- Do not report to a Macy's location under the influence of alcohol or illegal drugs and do not possess, consume, sell, manufacture, transport, dispense or distribute alcohol, illegal drugs or drug paraphernalia on Macy's property.
- All Vendor Rep are expected to follow the guidelines provided in this policy. If a Vendor Rep violates any of these policies, the location HR Business Partner will partner with the Vendor partner to discuss the issue. Actions may be taken up to and including the Vendor Rep no longer being permitted to work in a Macy's, Inc. location.