



VENDOR/LICENSEE/NPBU GUIDELINES

(Macy's Stores Only)

Macy's vendor partnerships support our business by assigning representatives to work in our Stores to share product knowledge and elevate merchandise execution standards. These Vendor/Licensee Representatives and Freelancers are not employed by Macy's. They are employed or contracted by vendors or licensees, they are paid by vendors/licensees or third party vendors, and they report directly to vendors/licensees ("Vendor/Licensee Reps") or third party vendors. Vendor/Licensee Reps and Freelancers are expected to follow the guidelines outlined in this document.

The Vendor Portal contains all vendor/licensee/NPBU guidelines to distribute to Vendor/Licensee Reps and Freelancers assigned to work in a Macy's location. Note: Individuals on Macy's payroll are Macy's colleagues and must follow all Macy's policies and procedures. These Vendor guidelines do not apply to Macy's Colleagues.

1. Safety and Security Guidelines

- All Vendor/Licensee Reps and Freelancers must comply with all health and safety standards currently in place and check with a People Leader regarding the location's Beauty Hygiene Standards.
- NPBU and Licensee Reps and Freelancers must go through Macy's NPBU Safety Training.
- When reporting to or leaving a Macy's facility, Vendor/Licensee Reps and Freelancers must use the designated colleague/vendor entrance and sign in on the Vendor Log (may be provided by the People Leader, Asset Protection team or in the Executive office).
- The Asset Protection team may inspect any handbags, backpacks or any other packages or purchases before a Vendor/Licensee Rep or Freelancer leaves the facility.
- A receipt or proof of purchase must be provided to Asset Protection to verify any purchases.
- If visiting a store prior to opening, a Vendor/Licensee Rep or Freelancer must obtain prior approval from a Macy's location People Leader. In stores with Asset Protection, the People Leader will communicate approval to the Asset Protection team. Unapproved and/or unescorted Vendor/Licensee Reps may not enter any Macy's stores before opening.
- To maintain an uncluttered shopping environment and a neat workspace, Vendor/Licensee Reps and Freelancers must keep their personal belongings in a designated location approved by Macy's Store Manager.
- Licensees, Vendor Representatives and freelancers, third-party representatives (applies to all Beauty), may not enter any stock room or other secure area (e.g., behind a case line) unless accompanied by a Macy's colleague.
- Vendor Shop Managers, Brand Managers and Vendor Retail Development team representatives, may enter stockrooms unaccompanied by a Macy's colleague with partnership of the Store Manager.
- All case line/stockroom locking policies and jewelry operating guidelines must be followed, where applicable Vendor/Licensee Reps and Freelancers. NPBUs and Licensee Reps may enter as part of their business function (this excludes all Beauty).
- Third party representatives working in Jewelry areas must follow all guidelines that are outlined in the Fine Jewelry Operating Procedures to include key control, caseline standards, and selling standards.
- Vendor/Licensee Reps and Freelancers are not permitted to access or use any Macy's systems and technology equipment, including POS systems, handheld devices, tablets, and computers. NPBUs and Vendor/Licensee Reps and Freelancers may only access or use Macy's systems and technology essential to their business function.

Effective: January 7, 2010

Revised: November 8, 2023

The Company maintains the sole and exclusive right to change, modify or discontinue this Policy at any time with or without notice.
This Policy may not apply to Colleagues who are subject to the provisions of a collective bargaining agreement.



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2. Merchandise Guidelines

- **For All Vendors/Licensee Reps**

- Macy's has a specific process for receiving merchandise deliveries. All vendor merchandise deliveries must be processed through the receiving dock in the store. Vendor/Licensee Rep or Freelancer should not bring any merchandise, including "gratis" merchandise, into the store. Beauty Vendor Representatives may follow Macy's Gratis Procedures in order to hand carry "gratis" into stores for training purposes.
- Vendor/Licensee 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 solvents, etc.), that could be considered hazardous waste upon disposal should not be placed in the regular trash; it should be disposed in the Waste Collection Area. If you need to dispose of hazardous waste, or if you have a question whether something might be a hazardous waste, contact the location's Operations team for proper disposal.
- Vendor/Licensee Reps and Freelancers may not use live retail merchandise for visual props/displays without first getting approval from the Macy's Executive Management to ensure proper merchandise processing has been completed and merchandise protection standards are met. They must comply with all Macy's merchandise protection standards as communicated by Macy's Executive Management.

- **For Beauty Vendors/Licensee 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. Beauty Vendor Reps/Freelancers are not permitted to initiate RTV's without prior authorization by Macy's.
- Macy's has specific policies and procedures for DIF to be executed by Macy's colleagues. Vendor/Licensee Reps and Freelancers may not execute or direct DIF transactions, except that certain NPBU and Licensee colleagues may execute DIF when specifically required as part of their normal business function
- Vendor/Licensee Reps and Freelancers should not dispose of empty or nearly empty product in selling floor waste bins. All items to be disposed of should be given to a Macy's colleague for proper waste disposal. Exception: Certain NPBU and Licensee colleagues may dispose of empty or near empty product, per waste disposal guidelines, when specifically required as part of their normal business function.
- Vendor/Licensee Reps and Freelancers should check in with Macy's Executive Management regarding the store's Beauty Hygiene Standards.

At no point should any Vendor/Licensee Rep and/or Freelancer remove any product, live or no retail value, from a Macy's location, nor may Vendor/Licensee Reps and/or Freelancers provide any product, live or no retail, to a Macy's colleague or a Vendor/Licensee Rep and/or Freelancer for "gratis," contest prize, donation, or any other purpose.

3. Macy's Dress Code

- Vendor/Licensee Reps and Freelancers must always wear vendor-issued name badges while performing work in Macy's store locations. If a Vendor/Licensee Rep and/or Freelancer does not have a vendor-issued name badge they should contact a member of Macy's location executive management or a member of the AST team to obtain a grey "vendor representative" badge for the day. Visitor badges should be returned at the end of the workday.



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- Vendor/Licensee Reps and Freelancers should join us in creating a seamless experience for our customers by abiding by Macy's dress code and by wearing Own Your Style looks that are neat and put together as outlined in Macy's Dress Code Policy on the vendor portal.

4. Customer Experience

- At Macy's, Vendor/Licensee Reps and Freelancers assigned to work in our locations should connect with customers and make sure they are your number one priority. Greet all customers with a warm welcome and always put the customer first.
- We ask all Vendor/Licensee Reps and Freelancers working on the selling floor to act in a professional and respectful manner and refrain from talking on cell phones.
- 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, in stock rooms and in back-of-house areas with the exception of break rooms that may be used by Macy's colleagues, NPBU's, freelancers and Vendor/Licensee Reps.

5. Timekeeping

- Macy's timekeeping records and practices must always comply with all applicable laws. Under no circumstance may a Vendor/Licensee Rep and/or Freelancer direct or 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 Macy's colleagues are clocked in at work.

6. Vendor/Licensee Rep Interactions & Communication

- While we welcome and appreciate feedback from our Vendor/Licensee Reps and Freelancers, it is never appropriate for a Vendor/Licensee Rep or Freelancer 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/Licensee Rep or Freelancer feels there is a business need for such a conversation or document, the Vendor/Licensee Rep or Freelancer must speak to the Macy's colleague's People Leader...
- Vendors and their Reps and/or Freelancers 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 and Licensees; however, all communication to our stores and field teams must come directly from Macy's.
- Vendor/Licensee Reps and Freelancers 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/Licensee Reps and Freelancers must immediately refer all such requests to a Macy's People Leader at the location.
- For Beauty education, Vendor/Licensee Reps and Freelancers should comply with Beauty Education Vendor Directive. Contact the Beauty Education Team with any questions.
- Vendors/Licensee Reps and Freelancers 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, and phone calls to both their home and personal cell phones.



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7. Beauty Vendors

- In the Beauty Complex, 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/Licensee Reps and Freelancers should not sell more than six (6) units of any single SKU number of products in the Beauty Complex (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 (6) units of the same SKU number (or three units of the same SKU number of Chanel products) must be referred to a Personal Stylist. Requests for over twenty-four (24) units of the same sku number are required to go through our central Corporate Sales team.
- **NOTE:** Macy's will not allow any Vendor/Licensee Rep or Freelancer who processes, or directs, a sale in violation of the above limits to be assigned to perform services in any Macy's location.
- 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/Licensee Rep or Freelancer. 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 coded "not rehire eligible," a Macy's HR Business Partner (HRBP) will review the reasons before determining whether to permit the Vendor/Licensee Rep or Freelancer 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.
- If it is determined that the former Macy's colleague will not be permitted to perform work in a Macy's location, an HRBP will notify the Vendor/Licensee and/or Third Party Employer that the former Macy's colleague cannot be assigned to work in a Macy's location. These decisions are effective immediately.

9. Conduct

- Treat fellow Vendor/Licensee Reps, Freelancers, 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.
- Avoid 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 video without prior authorization by a People Leader.
 - Pictures or video 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.

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- All Vendor/Licensee Reps and Freelancers are expected to follow the guidelines provided in this policy. If a Vendor/Licensee Rep and/or Freelancer violates any of these policies, the location HR Business Partner will partner with the Vendor partner and/or Third Party employer to discuss the issue. Actions may be taken up to and including the Vendor/Licensee Rep or Freelancer no longer being permitted to work in a Macy's/Bloomingdale's location.