



# 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 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/Licensee Reps"). Vendor/Licensee Reps are expected to follow the guidelines outlined in this document.

**Tip:** Individuals on Macy's payroll, but whose paychecks are reimbursed by a vendor or leased department, are colleagues of Macy's and must follow all Macy's policies and procedures. These Vendor guidelines do not apply to them.

All vendor/licensee/NPBU guidelines to distribute to Vendor/Licensee Reps assigned to work in a Macy's location can be found on the vendor portal.

## 1. Safety and Security Guidelines

- All Vendor/Licensee Reps must comply with all health and safety standards, including completing a Wellness Check at the start of every shift (answering all questions truthfully) and checking with a People Leader regarding the location's Beauty Hygiene Standards and phase of operation.
- NPBU and Licensee colleagues must go through Macy's NPBU Safety Training.
- When reporting to or leaving a Macy's facility, Vendor/Licensee 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/Operations team or in the AST office).
- The Asset Protection/Operations team may inspect any handbags, backpacks or any other packages or purchases before a Vendor/Licensee Rep 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 must obtain prior approval from a Macy's location People Leader, who will then communicate approval to the stores' Asset Protection/Operations 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 must keep their personal belongings in a designated location approved by the People Leader. [Vendor/Licensee Reps and Freelancers](#) 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, where applicable. NPBU and Licensee colleagues may enter as part of their business function.
- [Vendor/Licensee Reps and Freelancers](#) are not permitted to access or use any Macy's systems and technology equipment inclusive of POS systems, handheld devices, tablets and computers. NPBU and Licensee Reps may only access or use Macy's systems and technology essential to their business function.

Effective: January 7, 2010

Revised: November 1, 2021

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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 Reps should not bring any merchandise, including "gratis" merchandise, into the store.
  - **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 Operations team of the location 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 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 as communicated by the Macy's People Leader.
- **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 are not permitted to initiate RTV's independent of direction provided by Macy's.
  - Macy's has specific policies and procedures for DIF to be executed by Macy's colleagues. Vendor/Licensee Reps 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 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 when specifically required as part of their normal business function.
  - Vendor/Licensee 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/Licensee Rep remove any product, live or no retail value, from a Macy's location, nor may Vendor/Licensee Reps provide any product, live or no retail, to a Macy's colleague or a Vendor/Licensee Rep for "gratis," contest prize, donation, or any other purpose.

## 3. Macy's Dress Code

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

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- Vendor/Licensee 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 Macy's Dress Code Policy on the vendor portal.
- Vendor/Licensee Reps who work exclusively in Millennial, Stylesetter and Young Men's departments may follow the guidelines associated with these areas, which may include wearing jeans that are not torn or frayed.

## 4. Customer Experience

- At Macy's, *We Care* is about engaging customers and making sure they are our number one priority. Greet 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.

## 5. Timekeeping

- Macy's timekeeping records and practices must always comply with all applicable laws. Under no circumstance may a Vendor/Licensee 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/Licensee Rep Interactions & Communication

- While we welcome and appreciate feedback from our Vendor/Licensee Reps, it is never appropriate for a Vendor/Licensee 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/Licensee Rep feels there is a business need for such a conversation or document, the Vendor/Licensee 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/Licensee 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/Licensee 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.
- Vendors/Licensee 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, and phone calls to both their home and personal cell phones.

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## 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/Licensee 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.
- **NOTE:** Macy's will not allow any Vendor/Licensee Rep 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. 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/Licensee 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.
- 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/Licensee 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.
- 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 Rep are expected to follow the guidelines provided in this policy. If a Vendor/Licensee 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/Licensee Rep no longer being permitted to work within a Macy's/Bloomingdale's location.