


# Associate Handbook

## US Associates

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# Introduction

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Bath & Body Works®

# Letter from the CHRO

Team,

Each of us plays an important role in building a winning team and a culture that makes us proud to be Bath & Body Works associates. Together, we succeed when we live our values and follow our Code of Conduct—guiding us toward behaviors that reflect who we are and how we show up.

Our Associate Handbook provides clear guidance on our policies, expectations, and standards for how we work. Please take time to review the handbook and any applicable supplements for your role. Use it as a resource to help you deliver on our values in every interaction, every day:

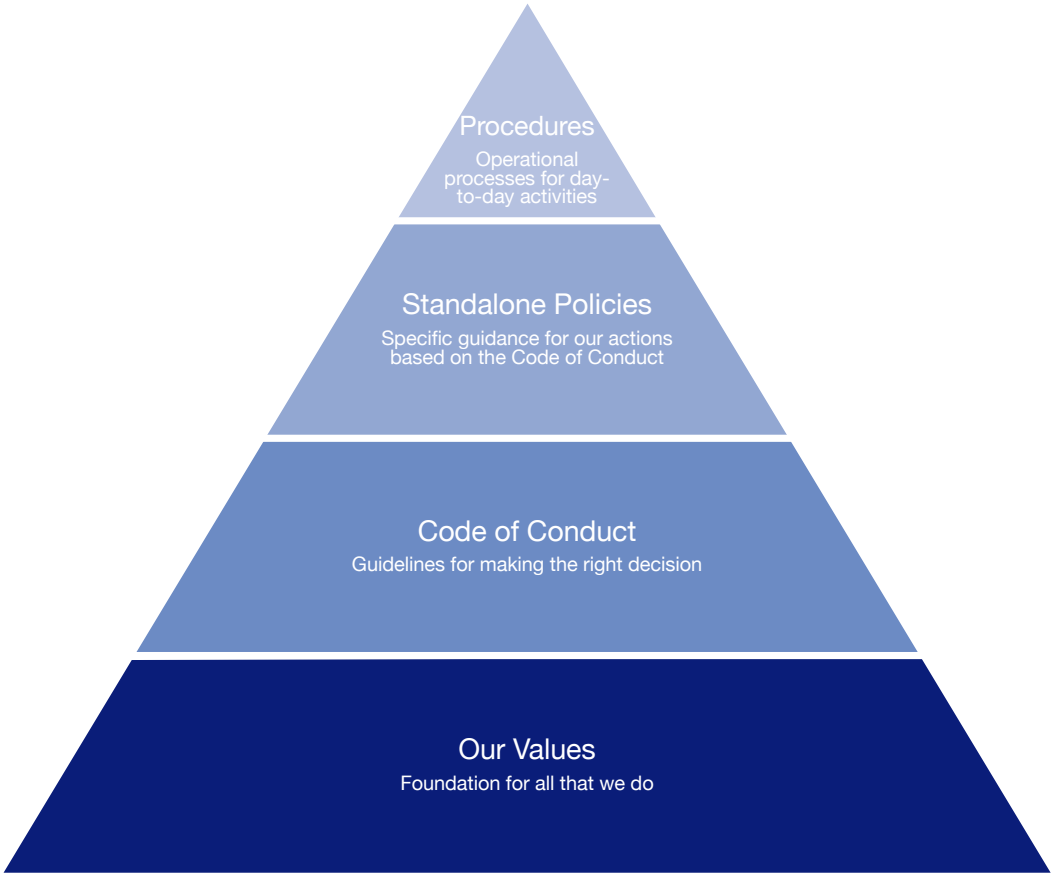
- **Be Consumer Obsessed**
- **Be Generous**
- **Be Courageous**
- **Be United**
- **Be Accountable**

Thank you for doing your part to create an environment where we can all succeed together as **ONE TEAM.**



Sam Charleston,
Chief Human Resources Officer
Bath & Body Works

This handbook is not a contract of employment, and Bath and Body Works (also referred to as 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 in the United States.




## Our Values

### Foundation for HOW we do things

- Be Consumer Obsessed
- Be Generous
- Be Courageous
- Be United
- Be Accountable

## 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 and Standalone Policies

### Specific guidance for our actions based on the Code of Conduct

- Applies company-wide
- Visible to associates
- Expands detail from the Code
- Periodic changes
- Examples include Associate Handbook, Global Travel & Expense Policy and Benefits Summary Plans

## 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 standard operating procedures and manager guides

# Speak Up: Ask Questions and Raise Concerns

As stated in the Code of Conduct (the Code), we expect you to talk openly with us about work-related ideas, questions, problems and concerns so they can be resolved. We encourage all associates to help us maintain an equally respectful, inclusive culture by reporting harassment through one of the several reporting channels established by the company. If you have concerns about a work-related situation, or if you see something you think is wrong, talk to your manager, Human Resources partner, Global Ethics & Compliance or contact the Ethics Hotline at bbw.ethicspoint.com. You will not be subject to retaliation, disciplinary action or any career disadvantage for raising a concern.

# Our Commitment to a Culture of Belonging

Scent plays a powerful role in our physical and emotional wellbeing. It unlocks an array of feelings and nostalgia, reconnecting us to what makes us feel alive. As the global leader in fragrance, we help the world live more fully through the power of fragrance... and it starts with our associates. Together we can create a culture that enables our associates to live our purpose, beliefs and values in ways that inspire, influence, align with and resonate with each other and with our customers.

We believe a culture where everyone feels a sense of belonging, has a chance to be heard and is treated with respect makes us a smarter, stronger brand. This belief is built on our values, which are:

Be Generous
Champion kindness, optimism, and joyful possibilities for every associate, customer, and community that we serve.

Be Courageous
Lead with the Heart of Gingham and go beyond the expected to create inspired innovation and experiences.

Be Accountable
Play your part to deliver success with integrity for all our stakeholders.

Be United
Our Diversity, Equity and Inclusion efforts make us stronger. When we learn together and care together, we rise together.

We are guided by our values and the principle of creating a welcoming work environment in which all individuals are treated fairly and respectfully, have equal access to opportunities and resources and can contribute fully to the company's success. We are committed to providing associate development that brings awareness to and educates associates on how to create a culture of belonging.

# Our Pledge

With strong values and high-performing associates at the heart of all we do, Bath & Body Works has grown to become one of the best specialty retailers in the world.

Our associates drive our success, and we believe that our close, collaborative relationships with our associates—without a union or other third-party involvement—help us deliver a positive work experience.

Our associates have shared how they've grown their careers and benefited from job opportunities because of our welcoming culture, growing business and ability to work freely and directly with leaders and teammates.

Our pledge is to maintain this collaborative relationship. We will continue to listen to you and protect your right to interact directly with our company. We will also continue to provide you with:

- Equal opportunity and treatment.
- Career advancement opportunities.
- Equitable and competitive wages.
- Excellent benefits for you and your family.
- Honest, transparent communication.
- Opportunities to share your voice and be heard.
- An open-door policy so you can share feedback and address issues with anyone at any level.
- A rewarding, safe and welcoming work environment where everyone belongs.

We value and appreciate you, and we are committed to continuously building positive relationships and a work experience that you can be proud of.

# Employment Status

## Employment At-Will

Subject to all applicable laws, your employment is "at-will." That means you may end your employment at any time with or without notice or a reason. It also means the company may end your employment, at any time, with or without notice or a reason. In addition, we may need to alter your employment status, hours or schedule based upon business needs. No one in the company, except the Chief Executive Officer or the Chief Human Resources Officer, may enter into any agreement contrary to the employment at-will relationship. Any such agreement will be in writing.

## Employment Eligibility Verification and Employment Forms

The company complies with all applicable immigration laws and regulations. As a result, you must complete a Form I-9 and provide all required identity documentation for employment eligibility as prescribed by law on your first day of employment. If you do not complete a Form I-9 and/or cannot provide valid documentation to verify your right to work in the United States within three business days of employment, we will be required to terminate your employment immediately.

If you live in an E-Verify state and your Form I-9 information doesn't match government records, we will provide you information about how to contest the mismatch. The company doesn't interpret initial mismatches as evidence that associates aren't authorized to work in the United States, nor will we take any adverse action while associates contest a mismatch. Failure to contest mismatches or your inability to resolve mismatches will result in withdrawal of the offer of employment.

Most of our employment forms are completed electronically. Completing all company-required employment forms in a timely manner is a condition of employment.

# Your Role and Accountability

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# 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, timekeeping records, conversion records, leave of absence documentation, paid time off usage, expense reports, corporate credit card, electronic information systems, accident/injury reports, etc.
- Violating the company's Using Social Media Policy.
- Working off-the-clock; failure to report all time worked.
- Associate merchandise discount/coupon abuse.
- Creating an intimidating or offensive work environment.
- Unsatisfactory customer service or violating guidelines for engaging with customers.
- Violation of company safety and Asset Protection guidelines.
- Disclosure or misuse of confidential information.
- Unauthorized possession or concealment of weapons.
- Violating the company's Drug- and Alcohol-free Workplace policy.
- Failure to report a work-related accident or injury.
- Dishonest behavior and conflicts of interest.
- 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

Sometimes associates make mistakes, may not always adhere to our policies or don't meet performance expectations. Depending on the nature of the violation, the company may provide you an opportunity to correct 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 improve performance, or a first offense of severe misconduct may result in adverse action up to and including termination of employment. While the company generally applies progressive discipline, it may, in its sole discretion, select the action based on the misconduct up to and including termination.

# 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 that together we can manage the needs of the business and support you when you are unable to 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. Except for mandatory overtime in the distribution centers, picking up additional shifts after the schedule is posted is always voluntary. 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.

## When You Can't Make It

If you have a day when you must be absent, talk to your manager (texting, emailing, instant messaging and other electronic communications are not acceptable forms of notification for store and distribution center associates). 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 or other leave reasons (e.g., parental, bereavement, jury duty, school activities), call Associate Connect (see Contacts section) to determine your eligibility for leave time.
- Associates who miss three consecutively scheduled workdays/shifts without reporting the absence will be considered to have voluntarily abandoned their job.

## Repeated Unplanned Lateness or Absence

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

# Rest and Meal Periods

Rest and meal periods are important for associates' health and well-being. They are based on shift length and applicable laws, and hourly associates are responsible for taking them as scheduled. Rest periods are usually 15 or 20 minutes (paid) and associates should remain clocked 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 clocked in or notify your manager that your meal period was interrupted. If your meal period is 20 minutes or less, do not clock out.

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 an 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 your department's operating procedures. If you or any other associate are denied rest or 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 your 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, handbook supplement 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. The display of content, imagery, graphics or other paraphernalia that does not comply with the company's policies addressing civility, harassment and discrimination is not permitted. Nothing in our dress requirements is intended to prevent associates from wearing clothing, head coverings or having a hair or facial hair style consistent with their culture, ethnicity, religion, racial heritage, gender identity or gender expression.

# Appropriate Conversations

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.

Confidential information about the company and its products must not be shared. Conversations discussing confidential information, including any information about new or not yet released products, may not occur on public platforms, including social media and Reddit.

# Drug- and Alcohol-Free Workplace

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 substance. 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. You may not report to work after consuming alcohol or illegal drugs. For example, you may not go to lunch, drink alcohol and then return to work. The company has adopted a Global Associate Alcohol Policy that addresses consumption of alcohol at company-sponsored events or while on company business.

# 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. However, 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: unannounced product launches and promotions; marketing and images; trade secrets; foreign-trade zones; intellectual property; sales figures, including comparable stores sales; information about our ideas and know-how; processes and procedures; private information about customers or associates such as their image; credit card numbers; banking information; contact information; vendor lists; etc. Associates are also not allowed to take videos or photos, or make audio recordings, of our customers or customer interactions.

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 "Appropriate Responses to Store Situations" poster posted in stores.

# Call Recording and Electronic Device Monitoring

To protect our associates, our customers, and our company, we reserve the right to monitor, intercept, and record devices and telephone communications including incoming and outgoing calls. Such recordings may take the form of a voice-activated or other recording device. Email transmissions and internet usage may also be monitored and recorded through monitoring software or session replay recordings. This occurs for a variety of reasons including training, quality control, research, security, troubleshooting, and data analytics of all associates. Your use of this equipment and software constitutes your understanding and agreement to this policy.

# Mobile Device Usage – Home Office Associates

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

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 device connected to the company network. These associates are not eligible for a 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 and DC 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 a reimbursement for your personal device. If you ever feel you are required to use your personal mobile device for work, contact your HR partner to request reimbursement.

Personal devices, email accounts, etc., should not be used to send or receive business 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. Associates are permitted to have their mobile phones on them on the sales floor or in DC work areas (e.g., in a pocket), or to wear a smart watch, but use of a mobile phone or smart watch is permitted only for emergency purposes, including safety or personal emergencies. Using mobile phones or smart watches for non-emergency communication or any other purpose is prohibited on the sales floor or DC work area.

# Visiting Our Stores and Other Company Facilities

When conducting store visits or visiting other company facilities, associates must identify themselves when they arrive and present their associate 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 clocked-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 on your own personal time and do not go into non-sales areas, you do not need to complete a bag check.

# Benefits, Time Away and Accommodations

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# Benefits, Time Away and Accommodations

The company offers competitive benefits including a merchandise discount, paid time off (PTO) and other types of leave and medical benefits. Benefits eligibility depends on your location, job classification and other factors. See “Benefits Information” (HR Access>Benefits) or call Associate Connect (see Contacts section) if you have benefits questions.

# Associate Merchandise Discount

The company offers a generous discount which may be used for merchandise or gift cards in company-owned stores worldwide. The discount may be used by you, your spouse and eligible dependents (children under the age of 26). Purchases may be for personal use, bona fide (real) gifts or to make a personal donation to a charitable organization. It may not be used by extended family members or friends, and you may not make a purchase and then be reimbursed or receive services in trade. The discount is not valid in third party operated stores or kiosks.

You, your spouse and your dependents must identify yourselves as a discount holder before making a purchase, even if not using the discount on the purchase. Provide the associate ID number at the point of sale to validate eligibility and discount amount. Your associate ID number can be found on the back of your associate badge (if applicable) or by clicking the “Associate Discount/ Associate ID” button on the home page of HR Access. No ID card is required to verify discount eligibility.

All associates receive a 40% discount. Discounts may be reduced or not given for third-party products. You will receive the better of your discount or a promotional price, the discount is not valid on promotional or permanently marked down (red-lined) merchandise. Unless otherwise specified, coupons or friends and family discounts may not be used in addition to your discount.

- You may not purchase promotional or marked down (red-lined merchandise) using a gift card purchased with your associate merchandise discount.
- You may not use your discount in stores when redeeming a company gift card.
- Merchandise purchased with your discount, at an associate-only sale or given to you by the company (gratis), cannot be re-sold anywhere else, including websites or rummage sales.
- You may return or exchange in accordance with company policies.
- You cannot ring transactions for yourself, family or friends. Check with a manager before ringing a transaction if you have questions.

When using the associate merchandise discount, you must pay for any purchase with your own credit or debit card, another person’s credit or debit card provided you are an authorized user, or cash. You may not pay for the purchase using a corporate card or another person’s credit or debit card (for which you are not an authorized user) or another person’s cash, even if the person is a friend or family member.

You should be on your own time, not clocked in, while shopping and making purchases. 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 may only hold merchandise until the end of your shift. If merchandise is not purchased, it must be returned to the sales floor.

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.” You are required to report all known instances of associate merchandise discount abuse to Asset Protection or the Ethics Hotline (see Contacts section). Violation of the associate merchandise discount could lead to disciplinary action up to, and including, termination.

# My Bath and Body Works Rewards

The “My Bath and Body Works Rewards” program was created to recognize and reward customers (and you!) for their loyalty to our products and brand. You must comply with the policy and all rules regarding the program. You must only use your Rewards account for your purchases. You should never use your rewards account for a purchase that is not your own and/or attempt to redeem points/ rewards for purchases that are not your own. Do not give your Rewards account to others to use. Like the associate merchandise discount, your “My Bath & Body Works Rewards” account is considered a discretionary privilege for associates.

# Associates For Associates (A4A) Emergency Fund

A4A Fund is an opportunity for associates to provide support to fellow associates through supplemental assistance in times of extreme financial hardships. All associate donations made to the fund are matched dollar for dollar by the Bath & Body Works Foundation and are tax deductible. For more information, go to Gingham Gateway>Human Resources>Associates for Associates or search for “Associates for Associates Fact Sheet” on Zipline.

# PTO and Leaves of Absence

For information about PTO and leaves of absence, including those under the Family and Medical Leave Act, military and personal leaves, see “Benefits Information” (HR Access>Benefits) or call Associate Connect (see the Contacts section).

# Religious Holidays

We respect associates’ religious and spiritual beliefs. If you want to observe a religious holiday, request the date in advance from your manager. Your time away may be counted as PTO. See “Benefits Information” (HR Access>Benefits) for more information about PTO eligibility.

# Accommodations

The company adheres to all applicable federal, state and local laws and regulations regarding accommodating associates. If you need to request a reasonable accommodation, go to Gingham Gateway and search for "Accommodation Request."

## Disability – Associates

If you believe you need an accommodation to perform your job, you can start a request in ServiceNow, discuss it with your manager or contact Associate Connect (see Contacts section). We will seek to understand your needs through discussions with you and may request documentation from your healthcare provider to understand your restriction(s) and recommended accommodation(s). The Company will make the ultimate determination regarding what accommodations, if any, are reasonable.

If you take a medical leave of absence that exceeds 12 months, your employment with the company typically will end. See "Benefits Information" (HR Access>Benefits) for more information.

## Disability – Customers

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.

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, 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. You may need to have a pen and paper available to write communication if requested.

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.

Allow service animals accompanying a customer 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.

## Pregnancy and Lactation

If you need an accommodation due to your pregnancy, childbirth, or related medical condition, use the following pathway to submit an accommodation request—Gingham Gateway>Search Bar> Search Accommodation>Select Accommodation Request. We 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). However, every associate's need for time including length and frequency is different. Work with your manager to discuss your personal needs. Home office locations have Mothers' Rooms. Store associates may use Mothers' Rooms in the mall, an office, a portable lactation privacy tent which your manager can order, or any other available onsite location except a bathroom. 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.

If you are pregnant, anticipating parental leave, or returning from leave, view Labor Law Postings (HRAccess>Labor Law Postings) and your Employment Forms (HRAccess>Employment Forms) for additional information.

## Religious

If you need a religious accommodation, let your manager and/ or your HR partner know. The company will work with you to determine next steps that are right for you and the business. If your accommodation is for time off, it may be counted as PTO. See "Benefits Information" (HR Access>Benefits) for more information about PTO eligibility.

# Your Pay

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Associate positions are classified as either exempt or non-exempt under state laws and the Fair Labor Standards Act (FLSA). Within those classifications, associates receive rates of compensation based on their job responsibilities. Nothing in this handbook or other company policies are intended to prohibit discussion of pay rates or other rights protected by applicable law.

# Exempt Associates

Typically, if you are paid on a salary basis, you are exempt. In most cases, exempt associates receive their full weekly salary for any week in which work is performed, without regard to the number of hours worked. Exempt associates have job responsibilities that meet specific criteria and do not receive overtime pay.

# Non-Exempt Associates

Non-exempt associates are paid hourly for all time worked, including overtime, even if that overtime is not authorized. Overtime is paid in accordance with applicable local, state and federal laws. You should seek authorization from your supervisor prior to working overtime to avoid disciplinary action up to and including termination.

# 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 typically paid bi-weekly on Fridays.

# Tracking Your Hours

All non-exempt associates (and some exempt associates depending on role and location) must accurately record all the time worked regardless of work location. This includes meal periods. If you forget to do so, notify your manager immediately. Do not clock in or out for another associate. Store SLT (excluding CA, CO and WA) may not edit their own time. Non-exempt associates may not begin working before clocking in and may not continue working after clocking 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.

# 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” (HR Access>Benefits).

# Travel Time for Non-Exempt Associates

Non-exempt associates are paid for travel time for business reasons that is in excess of their normal daily commute to and from their regular work location.

Examples:

- You attend a meeting at a building or store that is not your regular work location. If it is typically a 30-minute round trip commute to travel from your residence to your regular work location, you will be paid for any additional travel time. If your total trip is 45 minutes, you are paid 15 minutes of travel time.
- Time traveled within the workday for business reasons (ex. business errand, travel to offsite storage) is paid.

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.
- 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).

# Payslips

## Obtaining a Copy

You may get a copy of your payslip by logging into HR Access or by contacting Associate Connect (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 your manager or Associate Connect (see Contacts section) immediately. If you are inadvertently overpaid, you must report the overpayment to Associate Connect upon becoming aware of it. You will be required to reimburse the company.

# Safety Matters

Associate Handbook US Associates

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# 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 handbook supplements. Depending on your role and where you work, specific safety training is required at onboarding and periodically afterward. Additional safety guidelines can be found in the handbook supplements.

# 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 law enforcement officials are permitted to carry weapons and firearms in the workplace. Weapons include, but are not limited to firearms, ammunition, 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

Although it is unlikely you will ever encounter an active shooter situation, being prepared could save your life. Always remember RUN, if that is not possible, then HIDE, and as a last resort, FIGHT. For more information and training, go to:

- Home Office and DC's: Gingham Gateway>Learning Hub. Search for Asset Protection: Safety at Work.
- Stores: Zipline>Library>.02 Stay Safe>Asset Protection > Additional Tools>Life Safety Video.

# 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, contact the National Domestic Violence Hotline (www.ndvh.org) 800-799-SAFE (7233). For any support needed while at work, contact the EOC (see Contacts section) to complete a safety plan.

# 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 time and date of all inappropriate communication to show the severity of the situation. You are not required to remain on the phone with a harassing caller. Asset Protection will work with you on a plan to address them.

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 will work with you and other associates as necessary to develop a safety plan.

# 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.

Home office and DCs: If you would like to have a guest visit, meet them at the lobby desk. Your visitor must wait in the lobby until picked up and escorted to their destination. All visitors must be signed in, issued a visitor's badge and be accompanied by an associate at all times. A visitor's badge must be worn at all times. Tours of company facilities and distribution centers are not permitted without prior consent.

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).

# 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 your 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.

## Home Office and DC Associates

In the case of inclement weather, particularly in the winter, call the weather line to learn about weather conditions that affect business operations. The weather line is 866-525-2947.

In the event severe weather conditions occur, like storms, tornadoes, etc., while associates are at work, the Asset Protection team will notify supervisors. Associates are expected follow the appropriate safety procedures.

# 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.

# Parking And Vehicle Safety

## Vehicle Assistance

While at the home offices, DCs or shipping buildings, if your car is having mechanical problems or you require other assistance, notify Asset Protection.

## Traffic and Parking

The posted speed limit on all campuses is 25 MPH. Comply with speed limitations and other traffic signs while on company property.

Be conscious of pedestrians and courteous to those crossing the parking lots and roadways. When parking, be mindful of reserved parking spots and only use them with the appropriate authorization. Handicap parking spaces are only for associates and visitors authorized to use them. Violators may be ticketed and will be required to move their vehicles. Be courteous to others by using only one parking space and not parking on curbs or in designated No Parking Zones. Should you require special parking arrangements, or extended/overnight parking, contact your HR partner or Asset Protection for assistance. Report any accidents or safety incidents to Asset Protection.

# Workers' Compensation/ Associate Injuries

All associate work-related injuries and illnesses must be reported immediately to your supervisor and to the EOC (see Contacts section), including injuries/incidents involving an assault. Associates who sustain a work-related injury may be eligible for Workers' Compensation. Contact Associate Connect (see Contacts section) with any questions.

# Your Career

Associate Handbook US Associates

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# Read All Communications

You're 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 employment forms in HR Access, email, Gingham Gazette, Zipline, communication boards or on company SharePoint 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. 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 your HR partner.

The company strictly prohibits sharing passwords for any of our systems. Sharing passwords can cause risk to you and the company and could lead to disciplinary action up to and including termination. This includes asking someone else to complete system transactions (such as reviewing paystubs) on your behalf.

To protect associate safety and privacy, do not distribute or post associate contact information in store backrooms or other common areas in our facilities.

# 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. Promotion 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 (or those with access, via Gingham Gateway "quick links">Job Search button). Most open positions in the home office and at district manager, flagship and critical store manager levels will be posted internally. Non-exempt distribution center positions will be posted on communication boards or TVs (in all DCs). 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, associates generally must have at least one year of service in their current position (for DC non-exempt associates, generally 90 days in 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 may 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.

# Associate Referral Program

Associate referrals help the company identify great candidates and build great teams. For eligible associates, if your referral is hired into a referral-eligible role, and works through a specified waiting period, you may receive a referral bonus.

- A referral is valid for one year and only one associate may receive a referral bonus.
- The referred candidate and referring associate must be an active associate at the time of payout (HO/Stores 90 days from referred associate start date; DC/Café 30 days).
- Former associates, contractors or freelancers are considered a new referral if they have been separated from the company for at least one year.
- Candidates should be referred via steps in program guideline below or referring associate needs to be listed on candidate application, prior to hire, to receive payout.
- The following are not eligible to receive a referral payout but are still encouraged to refer candidates:
  - All Human Resources associates
  - Senior Vice Presidents and above
  - Hiring managers recruiting for the referred or similar position in their department, either directly or indirectly
  - Non-Bath & Body Works associates (e.g., contractors, freelancers, temporary employees)

For program details and steps to submit a referral, search "Associate Referral Program" on Zipline or Gingham Gateway>Human Resources>Referral Program Guidelines.

# 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 of employment.

# 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. If you have questions regarding a specific opportunity for outside employment, contact your HR partner.

# Leaving the Company

## Giving Notice

You are free to resign your position at any time; however, we encourage you to give two weeks' notice as a matter of courtesy, unless otherwise required in an agreement. The company may choose to release you prior to your last day. In this case, you will be paid for all hours worked or to satisfy contractual obligations, where applicable.

## 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 Associate Connect (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. If you have a payroll card, you should keep it in the event you are rehired by the company.

# 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 your HR partner.

Please note that our organization has selected The Work Number (TWN) service from Equifax to help provide automated income and employment verifications. See the Contacts section for information on obtaining an employment verification through TWN.

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, department and work location.

# Contacts

Associate Handbook US Associates

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# Contacts

| Department | Contact Information | When to Contact or Reference |
|---|---|---|
| Associate Connect | 866-473-4728 | To contact the single resource for your benefits & payroll information. Associate Connect representatives will assist you Monday - Friday between 9 am and 7 pm ET. |
| Benefits Information | HRAccess.bbwcorp.com>Benefits<br>mybbwbenefits.com | To find information about your benefits. |
| Code of Conduct (the Code) | bbwinc.com/people/culture/code-of-conduct | To find information that defines behaviors that are acceptable and those that are not. |
| Emergency Operations Center | 866-206-9944<br>Emergency@bbw.com | To report work-related incidents and injury accidents that impact associate/customer/guest safety, or other incidents that impact normal business operations. Any visits, inspections, or requests for information from regulators must be reported to the EOC for proper routing. |
| Employment Verification | The Work Number®<br>theworknumber.com<br>800-996-7566<br>800-367-5690 (outside verifiers) | To 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 | bbw.ethicspoint.com<br>1-888-884-7218 | To report unethical behavior or suspected violations of our Code of conduct. |
| Expense Reimbursement | TravelandExpense@bbw.com<br>1-877-415-7168<br>Travel and Expense Policy<br>Home office and DC associates: Gingham Gateway Home Office>Policies>Travel & Expense Policy<br>Store associates: Zipline | To find information related to travel and expense reimbursement, including the Travel and Expense policy. |
| HR Access | HRAccess.bbwcorp.com | To reference, update and access all personal and benefits information. |
| Labor Law Postings | HRAccess.bbwcorp.com><br>Labor Law Postings | To access all required federal, state and local labor law postings. |
| Media Relations/External Communications | communications@bbw.com | If you receive a media inquiry. |


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