Hollister Employee Handbook
Policies and Benefits for All Store Employees

Tyler Arner/ Cody Trimm
Table of Contents

General Information → 4
   Full-Time/Part-Time Definitions → 4
   Regular/Seasonal Definitions → 4
Employment → 5
Employee Rights and Obligations → 5
   Equal Employment Opportunity Policy → 5
   Open Door Policy → 5
   Anti-Discrimination and Harassment Policy → 6
Applicability → 7
Respect Policy → 7
Transfers and Promotions → 8
Resignations → 8
Your Paycheck → 9
   Record of Hours Worked → 9
   Overtime Definitions → 9
   Raises → 9
   Breaks and Meal Periods → 10
   Tardiness → 10
   Inclement Weather → 10
<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Absence</td>
<td>11</td>
</tr>
<tr>
<td>Loss Prevention and Safety</td>
<td>12</td>
</tr>
<tr>
<td>Company Property</td>
<td>12</td>
</tr>
<tr>
<td>Fitting Room Procedures</td>
<td>13</td>
</tr>
<tr>
<td>Safety</td>
<td>13</td>
</tr>
<tr>
<td>Hazardous Materials Policy</td>
<td>13</td>
</tr>
<tr>
<td>Injury and Illness at Work</td>
<td>14</td>
</tr>
<tr>
<td>Workers’ Comp.</td>
<td>14</td>
</tr>
<tr>
<td>Smoking</td>
<td>14</td>
</tr>
<tr>
<td>Drug-Free Workplace</td>
<td>14</td>
</tr>
<tr>
<td>Company Look Policy Guidelines</td>
<td>15</td>
</tr>
<tr>
<td>Hairstyles</td>
<td>15</td>
</tr>
<tr>
<td>Makeup</td>
<td>15</td>
</tr>
<tr>
<td>Facial Hair</td>
<td>15</td>
</tr>
<tr>
<td>Tattoos</td>
<td>16</td>
</tr>
<tr>
<td>Gum</td>
<td>16</td>
</tr>
<tr>
<td>Benefits for All Store Employees</td>
<td>17</td>
</tr>
<tr>
<td>Discounts</td>
<td>17</td>
</tr>
<tr>
<td>Triple “AAAs”</td>
<td>17</td>
</tr>
<tr>
<td>Holidays</td>
<td>18</td>
</tr>
<tr>
<td>Holiday Pay</td>
<td>18</td>
</tr>
</tbody>
</table>
General Information

**FULL-TIME/PART-TIME DEFINITIONS**

<table>
<thead>
<tr>
<th>DESCRIPTION</th>
<th>WHO IT APPLIES TO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full-Time</td>
<td>Employees in any position.</td>
</tr>
<tr>
<td>Part-Time</td>
<td>Applies to models, impact-team members, and ALL Overnight positions. Also including cashiers, cleaners, and greeters.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>DESCRIPTION</th>
<th>WHO IT APPLIES TO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regular</td>
<td></td>
</tr>
<tr>
<td>Seasonal</td>
<td></td>
</tr>
</tbody>
</table>

**REGULAR/SEASONAL DEFINITIONS**

<table>
<thead>
<tr>
<th>DESCRIPTION</th>
<th>WHO IT APPLIES TO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regular</td>
<td>Employees that have been hired to work on an ongoing basis for an indefinite period of time.</td>
</tr>
<tr>
<td>Seasonal</td>
<td>Employees that have been hired to work on a temporary basis or a specific time.</td>
</tr>
</tbody>
</table>
Employment

EMPLOYEE RIGHTS AND OBLIGATIONS

EQUAL EMPLOYMENT OPPORTUNITY POLICY

Hollister Co. is committed to the principal of equal employment opportunity. Under no circumstances will Hollister discriminate on the basis of race, skin color, religion, national origin, national origin, civil union status, gender identity or expression, political status, disability or handicap, sex or sexual orientation or any other category protected by the federal or state laws and regulation. The only decisions regarding hiring, promoting, transfer, demotion or termination will be based solely on qualifications and performance of the employee or prospective employees.

Appropriate disciplinary action may be taken against any employee willfully violating this policy.

OPEN DOOR POLICY

We encourage that if any employee feel as if they have been treated unfairly too address their concern with their supervisor, the head of the department, and or human resources.
ANTI-DISCRIMINATION AND HARASSMENT POLICY

Hollister Co. has a firm commitment to maintaining a workplace free from harassment, sexual or otherwise, or intimidation of any employee job applicant, male or female. Hollister does not condone or tolerate any form of harassment by any employee, vendor, models or any other person associated with Hollister on the basis of any personal characteristics, including: race, skin color, religion, sex, sexual orientation, national origin, civil union, gender identity, age, marital status, disability and or handicap, or any other terms protected by federal or state law.

Harassment involves behavior that is personally offensive weather mental or physical that fails to respect the rights of others, lowers self-esteem and interferes with work effectiveness. Harassment may take different forms but whatever form it may take, harassment is insulting and demeaning to the recipient and will not be tolerated in this workplace.

1. **Hostile work environment** - Behavior of a sexual nature that is unwelcome and unreasonably interferes with job performance or creates and intimidating, hostile or offensive work environment.

   **Example:**
   Touching, Holding, Grabbing, Kissing, Leering, Inappropriate comments pertaining to another’s sex or body appearance, sexual jokes, obscene language or gestures, derogatory statements or offensive photographs or E-mails.

2. **Quid Pro Quo** - Employment, advancement, or benefits that is dependent on an employee’s willingness to perform sexual advances or behavior, including sexual demands and favors, unwanted touching, etc.

   **Example:**
   A supervisor threatens an employee with dismissal, blocking promotions or transfers, giving a bad evaluation and/or cutting hours unless he or she performs a sexual act.
APPLICABILITY

Hollister officials, managers, supervisors, employees, volunteers and outside contractors must comply with this policy and take appropriate measures to insure that such conduct does not occur in the workplace. Venders and all other outside parties, engaged in professional business with Hollister are also expected to abide by the policy as well.

RESPECT POLICY

You have your own unique set of ideas, thought process and values. You come from your own background, upbringing, Ancestry and have your own manner of dress and speech, sense of honor, appearance, race or color, politics, religious beliefs, sexual orientations possible handicap or military background- all of these things make you unique and who you are.

We here at Hollister Co. expect you to treat every person you come into contact with (other employees, customers, applicants, Etc.) dignity and respect. Our employees are expected to respect the opinion, thoughts, and feelings of everyone. Employees of Hollister Co. are expected to always use a professional attitude, sensitivity, compassion and diplomacy during any issue.

Everyone deserves to be treated with respect- regardless of their unique qualities; each of us cannot know exactly how everyone will feel about every topic, every statement or gesture/action we might make. We must communicate with one another. If someone offends you, you should make that person aware and hope that it won’t happen again. If you have offended someone, apologize to that person and do not repeat that offense.

If for any reason you do not feel comfortable communicating directly to the person who has offended you, or if you have done so but they keep up with the offensive actions, then it is your obligation to talk with your manager or anyone in management or human resources about the conduct you found offensive. From this time on, we will take this to serious concern and investigate your concerns. You and everyone involved in the investigation will be treated with respect.
TRANSFERS AND PROMOTIONS

Transfers will be available upon request. Employee must provide managers with up to 2 weeks’ notice and must contact the transferring Hollister to provide them with a notice of your arrival. Though transferring does not guarantee shifts, as the amount of employees at each individual store varies. Promotions will be given to those employees that have finished college and received at least a Bachelor’s degree in any study, as long as the wanted position is available.

RESIGNATIONS

At Hollister we understand that varying circumstances cause employees to voluntarily resign from employment. If this time does come, you are asked to:

1. Provide a two weeks’ notice to facilitate a smooth transition out of the companies system.

2. The resignations should be confirmed in writing, we provide employees with an Employee Resignation form for this exact purpose, or just a type of written notice that must include the reason for departing and the effective date.

3. If the employee provides less than a two weeks’ notice we may deem the employee ineligible for rehiring.
Your Paycheck

You will receive a paycheck 2 times a month (bi-weekly). Your manager will tell you what your rate of pay will be, as during holidays and other special occasions, your amount of pay per hour may change. Each pay period will begin on Sunday and end on Saturday. Your paycheck will consist of all the information to show you the taxes taken from your check for that year and for the current pay time period. The check will show you your amount of hours worked as well as how much you were paid for working that amount of time.

RECORD OF HOURS WORKED

All employees must punch in and out for all hours worked. This serves as the official record of hours worked and will be the basis on calculating your bi-weekly pay. All hours worked must be accounted for. Any falsification in hours worked is a violation of Company policy and will result in immediate termination. You are encouraged to keep your printouts given at the time of punching in, or punching out, in case there are any questions concerning your amount of hours worked.

OVERTIME DEFINITIONS

Employees who are eligible to receive overtime pay for working over 40 hours per week, are employees listed as Models, or Impact. Employees such as MITs (Managers-In-Training), and Assistant Managers, are only able to receive overtime pay at one half their regular rate for each hour worked over 40 hours. Store Managers are unable to receive overtime pay, as they are paid on a salaried basis.

RAISES

Hollister Co. allows for up to 2 raises each year and the raises are generally for up to 5 cents. As Hollister Co., is an international company we have lots of employees across the year, and we are unable to provide each employee with yearly raises. The employees chosen for the raise each year are watched over the year and graded by managers over different categories, and by the amount of positive notes written about the employees’ work ethics, to find who the best fit for the raises are.
BREAKS AND MEAL PERIODS

Breaks and meal periods will be given to employees who work a 4 hour or more shift, if the employee is working a 4 hour shift they will be given a 15 minute break to do whatever they please without having to clock out, however, due to changing needs of the business, the time when breaks and meal periods are taken will vary, though, employees who arrive after the given 15 minute break will be written up, and after 3 write ups for this the employee will be removed from employment for the company. Employees working up to an 8 hour shift will be given either a 30 minute break or 1 hour break depending on if the working manager permits (also based on the needs of the company), but must clock out when taking this break. Being late from a 30 minute to an hour break, may also result in a write up.

TARDINESS

Here at Hollister we expect every employee to be on time, if unexpected or special reasons arise that cause you to be late, you must inform a Manager at least an hour before your scheduled shift. Tardiness without reason and a call notice will not be accepted, and will result in a write up. After three write ups for unreasoned/noticed tardiness the employee will be removed from employment for the company.

INCLEMENT WEATHER

It is the goal of Hollister Co. to remain open for business as scheduled, however, if conditions of the weather leads to the prevention of the opening of the company, employees that are scheduled for working on the specific days will be notified by a member of store management. Part-time employees will not be paid for hours missed when the store is closed due to inclement weather. Full-time employees will still be paid and projected to fulfill 40 hours.
ABSENCE

Here at Hollister, it is key that all employees are committed to working their scheduled shifts. Recurrent absences create hardship on co-workers and your store. If it becomes necessary for you to be absent because of a previously scheduled event, notification of at least 14 days in advance is asked of you, so the schedule for the week can be made without changes to your co-workers schedules. If unexpected or special reasons arise that cause you to be absent the day of a scheduled shift, you must inform a Manager at least 2 hours before the scheduled shift. If you are unable to work your shift, it is your responsibility to find another employee of your same status (Model/Impact) to work in your place, as well as notifying your manager of who will be working in your place. If you are unable to find someone to work for you, you must contact the working manager to ask if there is anyone else for you to call. Absences of more than 5 days due to injury or illness must be documented with a written explanation from your doctor. Absence without reason and a call notice will not be accepted, and will result in a write up. After three write ups for unreasoned/noticed absence the employee will be removed from employment for the company.
Loss Prevention and Safety

Loss prevention is the protection of company products from loss or harm, otherwise theft, or destruction of products. Loss prevention is very important in our company and the following procedures have been designed to prevent company property from loss. If you witness an employee stealing you should notify your Loss Prevention regional team immediately. (866-LOSS-PREV)

1. Employees should not misuse the discount privilege. The store discount may only be used for yourself, your spouse, your dependents, and gift purchases.

2. Employees are not allowed to use gift cards to pay for products.

3. A thorough check of each employee’s purse, packages, and other belongings will be made at the front door, by management each time an employee leaves the premises. Coats are to be taken off prior to being checked.

4. All trash must be removed from the store in the presence of some sort of management. In addition to this clear trash bags must be used.

5. Employees, including managers, may not ring up their own transactions.

6. No employee can try on clothes while they are clocked-in, or should be clocked-in to work.

7. No employee should follow a person that they think may have taken products.

8. Employees should never accuse customers of stealing.

Violation of these procedures, may lead to termination of the employee.

Company Property

Any employee caught stealing, or damaging company property will be terminated. If you witness or have knowledge of any criminal act, you must immediately report it to your manager, district manager, or your regional loss prevention manager.
**Fitting Room Procedures**

1. Greet the customer.

2. Take the items from the customer and count them. Customers are only allowed 5 items in the fitting room at a time.

3. (Certain items such as flip flops, and jewelry are not allowed in the fitting room)

4. Place their items in a clean fitting room, clear of price tags, size stickers, and other clothing.

5. Count the number of items the customer exits with.

6. Check inside the room and clear out any merchandise, price tags, size stickers, and other trash.

**Safety**

Here at Hollister Co. your safety is very important to us. We encourage all employees to take time to do their job in a safe manner. If you come across or see any potentially dangerous situation that could cause injury, notify your manager immediately. Acts like horseplay can endanger the health of yourself and others and may lead to discipline, up to termination. Hollister wants all staff and employees to communicate about safety and danger.

**Hazardous Materials Policy**

The OSHA demands all employees must be familiar with the hazards at a workplace, here at Hollister Co. we have two types of hazardous materials: Flammable liquids (fragrances, body mist, and cleaning supplies) and compressed gas (deodorant spray, cleaning supplies). We hold an information group when new employees are hired to inform them on these materials.
INJURY AND ILLNESS AT WORK

If something occurs to where you or a customer are involved in a accident or having a personal accident within the store, you must immediately notify your store manager for first aid or immediate medical attention if needed. You will be required to fill out an accident report form with the store manager, and mail ASAP to the Risk Management Department. *NOTE* the form also contains a Witness statement form.

WORKERS’ COMP.

State law requires that employees who are injured while doing their job get workers’ compensation coverage. The state law also determines what benefits to give on account of a work-related injury. Injured employees must show up on their next scheduled shift, unless appointed otherwise from a doctor, and you must have a note.

SMOKING

Smoking is not permitted anywhere on company property, including the use of chewing tobacco. Smoking is only permitted in designated mall areas or outside the store.

DRUG-FREE WORKPLACE

Hollister Co. is committed to achieving and maintaining a drug and alcohol free workplace. The use of alcohol or illegal drugs during scheduled work times (including meal and breaks periods) by a company employee may not be tolerated and may lead to termination. Illegal drugs include illegal narcotics, inhalants, and illegally obtained prescription drugs. Hollister Co. will not tolerate any employee coming to work or being on property under the influence of any drug, or the use of drugs while working.

Hollister Co. reserves the right to require an employee to be tested of alcohol or drugs, or to resign when there is reasonable suspicion of drug or alcohol use at work. If tests for drugs or alcohol are refused bu an employee they are subject to termination.
COMPANY LOOK POLICY GUIDELINES

Here at Hollister Co. our employees represent the brand in both style and grooming. We realize everyone has their own personal style and grooming habits and are subject to their own tastes and preferences. We want to respect our employee’s individualism but still maintain a consistent level of dress and grooming that represents our brand well.

Though we do not require that our employees buy or wear clothing, accessories or other items from our stores, but they should wear clothes similar to the brand.

HAIRSTYLES

Hairstyles for men and woman should appear neat, clean, natural and classic.

- Styling products are tolerated and can be used if used properly.
- Sideburns need to be trimmed so that they do not extend past the middle of the ear.
- Color and or highlights must appear as if they were natural.
- Extreme hairstyles, such as Mohawks, corn-rows and mullets are not allowed.

MAKEUP

Makeup, if worn at all must be within these guidelines, only to enhance natural features.

- Foundation, base or blush can only be worn if it is applied so that it appears natural.
- Eye shadow may be worn if it is lightly applied and must be a natural color.
- Lip gloss is also allowed also in a natural color- lip stick may not be worn.

FACIAL HAIR

Men must maintain a clean shaved face.
**Tattoos**

Tattoos are acceptable, as long as they are not distracting to customers.
- Facial & neck tattoos are not permitted.
- Tattoos cannot be offensive or obscene.

**Gum**

Absolutely no gum chewing while at work.
Benefits for All Store Employees

DISCOUNTS

On the first day of employment, employees will receive a discount on the price of store products. This discount applies to the original price, and doesn’t apply to promotional or redline prices.

- **Full-Time** employees receive a 20% discount off of regular priced products.
- **Part-Time** employees receive a 10% discount off of regular priced products.

Employees are encouraged to use their discount to purchase products for personal use, or as gifts. Under no circumstances is your discount to be used by your friends or relatives (with the exception of your dependents.) Misuse and abuse of your discounts will lead to termination.

Every time you make a discount purchase, some member of store management must approve the sale, with the sale being accounted for on your employee purchase log. A sales receipt must also accompany any returns by employees. Employees, who borrow company clothes from others or receive them as gifts, must also receive the receipt for the clothes. Employees who wear clothes to work that are not in their purchase log, and do not have the receipt as proof, may be disciplined, up to termination.

TRIPLE “AAAs”

We want to hire employees who identify with and promote the brand. We encourage employees to wear and enjoy current styles, so the Home-Office offers “AAA” purchases several times a year. New hires and rehires are eligible to purchase AAAs on their hire date. The Home-Office will set the discount rates, applicable products, and dates where the discounts are effective.
HOLIDAYS

The following days are considered holidays for the purpose of Holiday Pay policies.

<table>
<thead>
<tr>
<th>New Year’s Day</th>
<th>Memorial Day</th>
<th>July 4th</th>
</tr>
</thead>
<tbody>
<tr>
<td>Labor Day</td>
<td>Thanksgiving Day</td>
<td>Christmas Day</td>
</tr>
</tbody>
</table>

HOLIDAY PAY

Employees are eligible for holiday pay upon being hired. Part-Time employees will be paid time and a half for all hours worked on the listed holidays. Full-Time employees will receive 8 hours of holiday pay, plus regular pay for all hours worked on the listed holidays.