

Michael's  
Made by you<sup>®</sup>



# Team Member Handbook

California Team Member 2023

Stores, Distribution Centers, ARTISTREE and Support Center



# Our Handbook

When you review the Handbook, you'll find information on how you can be a successful Team Member as well as a general guide to our culture, purpose, policies, and practices. This Handbook applies to everyone, at every level at Michaels, from the newest store Team Member to our Executive Committee.

Our Handbook also helps you know when—and how—to ask for help or voice a concern. There is a lot of important information included in this document, however, it cannot cover every possible situation. You are responsible for reviewing and understanding this information and knowing when it applies. If you have questions or need clarification, talk with your supervisor or contact Employee Relations at 888-226-3443 or [www.michaels.ethicspoint.com](http://www.michaels.ethicspoint.com)

## Our Company Purpose

### **We're Here for the Makers!**

At Michaels, we're here for our creative customers — the Makers — who make the world brighter and more meaningful. We strive to put our Makers at the center of everything we do because they make us matter; they make us Michaels. It's our goal to make each customer experience exceptional. Every. Single. Time.

For nearly 50 years, Michaels has been the destination where Makers get inspired, learn, shop, and create. We strive to cultivate an inclusive shopping environment for all Makers and work environment for all Team Members, providing a place of belonging and empowering everyone to bring their creative dreams to life. At Michaels, every Team Member is encouraged to hone their craft with opportunities for personal and professional growth. From our Stores and Distribution Centers to Artistree and our Support Center, our best-in-class team is passionate about leaving the world a better, more creative place by contributing to every “make”.

**\*\*NOTHING IN THIS BOOKLET IN ANY WAY CREATES AN EXPRESS OR IMPLIED CONTRACT OF EMPLOYMENT. EMPLOYMENT EXISTS ONLY ON AN AT-WILL BASIS. ANY VERBAL STATEMENTS, PROMISES, OR ASSURANCES THAT ARE INCONSISTENT WITH THE TERMS OF THIS HANDBOOK DO NOT CREATE A CONTRACT OF EMPLOYMENT.**

### **Question about a Company policy?**

Contact Team Member Services at 855-432-MIKE or [hrteam@michaels.com](mailto:hrteam@michaels.com)

# The Michaels Companies

## The Customer Experience

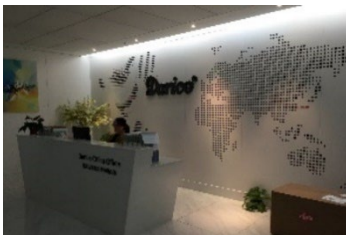


Michaels offers a wide selection of arts, crafts, framing, wall décor and seasonal merchandise. Our first store opened in 1973. With over 1,200 stores in the U.S. and Canada, and a meaningful online and social media presence, we are the leading destination for ideas, inspiration, information, and education. [Michaels.com](https://www.michaels.com) is our online retail destination, and we offer a variety of custom framing options at [MichaelsCustomFraming.com](https://www.michaelscustomframing.com).

## Our Support Centers



**Michaels Support Center** includes three locations in Irving, Texas situated in Royal Ridge, Ridge Point, and the Model Store. The support center functions include Merchandising, Sourcing, Marketing, eCommerce, Technology, Finance, Human Resources, Legal, Real Estate & Development, and Store Operations. These teams support our Team Members in the U.S., Canada, and Asia.



**Michaels International** manages product development and direct sourcing with our overseas partners from three primary locations in China: Ningbo, Shenzhen, and Hong Kong.



**Michaels Shenzhen Technology Services**, located in Shenzhen, China, develops advanced digital platform and omni-channel solutions to create value for our customers and stakeholders.

Concerned about harassment or retaliation and you aren't comfortable talking to your supervisor? Contact the Third-Party Anonymous Hotline at 888-226-3443 or [www.michaels.ethicspoint.com](https://www.michaels.ethicspoint.com)

## Our Distribution and Manufacturing Facilities



Michaels has eight distribution centers (DCs) located throughout the United States. Our DC locations are in, Berlin, NJ, Centralia, WA, Fort Worth, TX, Hazleton, PA, Jacksonville, FL, Lancaster, CA, New Lenox, IL and Tracy, CA. Our DCs supply merchandise across our supply chain to stores, wholesale, and customers with state-of-the-art efficiency.



**Artistree (ART)** is the world's largest custom framing manufacturer. These operations manufacture and supply custom frames, mats, art prints, pre-cut mats and framing supplies to Michaels with locations in both the U.S. and Canada. Our customers can utilize services within the majority of our Michaels store locations, or we can deliver high-quality custom framing, right to their doorstep.

### Question about a Company policy?

Contact Team Member Services at 855-432-MIKE or [hrteam@michaels.com](mailto:hrteam@michaels.com)

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**Question about a Company policy?**

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## Important Numbers

Team Member Services	1-855-432-6453 Option 2
Employee Relations	1-888-226-3443
Employee Assistance Program (EAP)	1-800-283-5645
Work Number/Employment Verifications	1-800-367-5690 - ID: 11668
Leave of Absence	1-888-288-1354

## Important Websites

<https://www.MIKbenefits.com>

This website contains information regarding both full-time and part-time Team Members' benefits in the U.S. and Canada.

<https://wd5.myworkday.com/michaels>

Through your desktop or the mobile device app, you can update your address, review your paycheck, apply for other positions at Michaels and more.

<https://www.vanguard.com/retirementplans>

This website contains information regarding available Vanguard 401(k) plans and strategies for saving for retirement. You can access your plans, review account balances, and more. Enter plan number 095441 to enroll in the Michaels 401(k) plan.

<https://michaels.perkspot.com>

Perkspot is a one-stop online shop with exclusive discounts that help you save money with many of your favorite national and local merchants! It's completely free and optimized for use on any device including desktops, tablets, and phones.

### Question about a Company policy?

Contact Team Member Services at 855-432-MIKE or [hrteam@michaels.com](mailto:hrteam@michaels.com)



# Our Core Values

At Michaels, our core values act as our guiding principles and allow us to fulfill our purpose of being here for all Makers.



## **We Put People First**

People are the true heart of our business. We believe that when we take care of our Team Members, positive results with customers will follow. We are passionate about engaging and connecting with Team Members, our Makers, and the communities we serve. We give back to our communities through our support of Project Sunshine and to our Team Members through Michaels CARES.



## **We Do the Right Thing**

We act with integrity and strive to do what's right. We empower our Team Members to lead with kindness and respect in every transaction and every interaction with each other, our Makers, and our vendors.



## **We're Obsessed with Our Makers**

Our Makers are at the forefront of every decision we make and every outcome we measure. We live our Purpose so that our Makers have a great experience every time.



## **We're Always Improving Our Craft**

We are committed to being the innovation experts in our industry and inspiring creative expression. We are always discovering what's new and now, and bringing it to market quickly, so that our Makers find new products and project ideas, every time they shop.



## **We Hold Ourselves Accountable**

Purpose, combined with passion, leads naturally to accountability. We encourage each other to do what we love, own what we do and measure our results to ensure we are delivering against our objectives and achieving our goals.



## **We Find Fun in the Everyday**

We give ourselves permission to have fun! By celebrating success as we go, and recognizing progress in everyone, we find all the big and small ways achievement and fun go hand in hand.



## **We're Better Together**

We are committed to creating an inclusive and diverse environment. We know different perspectives, ideas and backgrounds foster a creative spirit, and that collaboration and teamwork are essential to success.

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# Our Competencies – Six Behaviors for Success

Our competencies are how we make things happen and are always in alignment with our core values and service to our Makers.

## Drive Results

- Perseveres to achieve results despite setbacks.
- Pushes self and others to reach challenging goals.
- Follows through on commitments and holds others accountable to doing the same.
- Acts with a clear sense of ownership.
- Takes personal responsibility for outcomes and business impacts.
- Has a track record of achieving bold and aggressive goals successfully.

## Demonstrate Strategic Agility

- Continuously adjusts and adapts to new information, changing strategic direction or unexpected obstacles.
- Proactively identifies problems and provides potential solutions.
- Brings new and innovative ideas forward that create value for the organization and/or our Makers.

## Think Critically

- Analyzes data and develops insights to uncover and solve root cause problems/barriers.
- Evaluates pros and cons, risks, and benefits of different solutions.
- Uses sound judgement and makes quality decisions.
- Anticipates and focuses on the needs of customers – both externally and internally.

## Execute with Excellence

- Acts with a sense of urgency to execute against goals and objectives
- Leverages Team Members and resources to get the job done.
- Breaks down objectives into effective initiatives, milestones, and schedules.
- Provides clear direction and accountabilities to drive progress and deliver on expectations.
- Anticipates and creates contingency plans.
- Remove roadblocks as needed.

## Work Collaboratively

- Partners with others to achieve shared goals.
- Seeks to understand different perspectives and also brings their point of view to the table.
- Is approachable, inclusive, and respectful of others.
- Gains trust and support across the organization.
- Not overly consensus-driven or accommodating at the expense of making tough and timely decisions.

## Nurture Learning and Growth

- Takes responsibility for the development of self and others.
- Has a growth mindset and actively learns by trying new approaches.
- Finds opportunities to grow and be challenged.
- Leads through change and focuses on continuous improvement.
- Seeks out and acts on feedback.
- Gives visibility, recognition, and credit to others.

## Question about a Company policy?

Contact Team Member Services at 855-432-MIKE or [hrteam@michaels.com](mailto:hrteam@michaels.com)

## Inclusion and Diversity (I&D)

At Michaels, we courageously strive to inspire our customers, cultivate confident leaders, innovate through strategic partners, and serve our communities. Inclusion and Diversity is the journey of growth that we take together every day to deliver on our I&D vision – You Belong Here. We are all responsible to take an active role in promoting inclusion, diversity, and equity at Michaels and in our communities.

We believe in our Core Values of putting people first, doing the right thing and understanding that we're better together. The following are some ways in which we invite All Makers to the Craft Table, living and being champions of our core values through I&D every day.

- Team Members are encouraged to become involved in Michaels Resource Groups (MRGs) to enhance and further I&D strategies and business impact.
- I&D Team connects with internal business partners to enhance and implement I&D strategies and programs that continue to advance Michaels overall I&D goals.
- I&D Team and MRGs partner with business leaders to develop new products and assortment to serve Makers and the community.
- I&D Team and MRGs collaborate with Marketing, Stores, and Merchandising to develop community partnerships and provide donations from select product assortment.
- I&D Team provides education and awareness through our I&D quarterly newsletter, Crafted for All, our internal communications site Stay Connected, and Makers Weekly.

Visit our [Inclusion and Diversity home page](#) to learn more about ways of getting involved and how we're continuing to advance Inclusion and Diversity at Michaels.

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# Michaels Resource Groups (MRGs)

The mission of our Michaels Resource Groups (MRGs) is to create a sense of belonging among all our Team Members, raise awareness of and celebrate our diverse population, promote education about different cultures and communities, and eliminate biases and stereotypes.



## Asia Connect

Asia Connect is committed to creating and promoting awareness about Asian countries, people and cultures and dispelling prejudices.



## Black Organized Leaders of Diversity (BOLD)

BOLD's mission is to provide education and awareness about the different cultures of our Team Members and to celebrate diversity throughout the year.



## ABILITY Resource Group

This group advances awareness and inclusion of people with disabilities at Michaels and works to support Team Members caring for loved ones with disabilities.



## Hispanic/Latinx Association of Creative Engaged Resources (HACER)

HACER promotes cultural pride and social understanding of the Hispanic/Latinx community through engagement and Team Member events.



## Michaels PRIDE LGBTQA+

Pride contributes to inclusion and diversity efforts at Michaels by increasing awareness and providing a safe and welcoming forum.



## SALUTE Veterans Resource Group

The mission of SALUTE is to serve as a strategic partner at Michaels to value and support our veteran community.



## This is Faith!

This Is Faith! recognizes each Team Member's faith story is important and a critical part of who they are.



## Women's Inclusion Network (WIN)

WIN provides a network of people who can share experiences, provide support and build lasting relationships.

### Question about a Company policy?

Contact Team Member Services at 855-432-MIKE or [hrteam@michaels.com](mailto:hrteam@michaels.com)

# Supporting Our Communities and Each Other

We are proud of our commitment to give back to the communities we serve. Our external charity partner is Project Sunshine, and our internal Team Member charity is Michaels CARES.

## Project Sunshine

Project Sunshine’s mission is to bring joy and play to pediatric patients. Michaels partners with Project Sunshine to bring creativity, fun, smiles, hope and relief to kids and their families in hospitals in the United States and Canada. Project Sunshine was founded in 1999 and has grown to serve over 150,000 patients. The team works to raise awareness for the emotional needs of children facing medical challenges and for their often-forgotten caregivers. Their programs help promote creative expression, socialization, and learning for young patients, while encouraging kids and teenagers to feel like themselves during emotionally and physically challenging times To learn more about Project Sunshine and Michaels involvement, visit [michaels.com/michaels-gives-back](https://michaels.com/michaels-gives-back)

## Michaels CARES

Michaels CARES is an independent 501(c)(3) non-profit organization that was established in 2009. Michaels CARES helps Team Members who face financial difficulties due to an unforeseen emergency or hardship including:

- Critical illness, injury and/or death of Team Member or eligible family members
- Foreclosure or eviction
- Homelessness
- Forced evacuations
- Damage to primary residence due to natural disaster or crime
- Transportation issues due to theft or vehicle accidents

Emergency grants are available for Team Member needs due to circumstances listed above. Michaels CARES is primarily funded by Team Members through payroll deductions or direct contributions and receives funds from Michaels corporate donations. If you would like to contribute to Michaels CARES, log in to Workday and select voluntary deductions. For more information contact [michaelscares@michaels.com](mailto:michaelscares@michaels.com), call 972-409-5858, visit [Michaels CARES](https://michaels.com/michaels-cares) or scan the QR code below.



## Other Donation Requests

On occasion Team Members may receive requests to assist charities with monetary and product donations or through volunteering time. To maximize our impact, we specifically earmark our corporate donations for Project Sunshine and Michaels CARES. If you receive a request, please direct them to [donationrequests@michaels.com](mailto:donationrequests@michaels.com).

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# Team Member Employment

## Equal Employment Opportunity

We are an Equal Employment Opportunity employer and practice equal opportunity in all employment decisions including but not limited to those concerning recruiting, hiring, promotions, transfers, compensation and termination, regardless of race; religious creed; physical disability; mental disability; medical condition; gender; gender identity; gender expression; military or veteran status; color; national origin; ancestry; age; sex; marital status; familial status; sexual orientation; genetic information; pregnancy, childbirth, or reproductive health decision-making or that of the Team Member's dependent(s) or related medical conditions, including, but not limited to, lactation; or any other legally protected class.

We hire talented people to be a part of our team and your success is our success. Our Company has various divisions that can provide unique opportunities as you grow your career. Please note that you are employed only by the specific business division that hired you and you cannot work for more than one division at a time. For example, if you work at one of our Michaels stores, you cannot simultaneously work at one of our distribution centers.

Your employment is considered at-will and there is not a contract regarding the length of time that you are employed with the Company. No manager or supervisor has any authority to enter into a verbal or written contract with you that alters your at-will status. In fact, you are free to end your employment at any time, with or without reason. Likewise, we have the right to end your employment at any time for any legal reason including just cause or performance related issues. You may not have full-time or part-time employment, consult, or have a similar relationship with any direct competitor of the Company (including but not limited to Hobby Lobby and Jo-Ann Stores) or engage in any activity or employment that creates a conflict of interest with the Company.

### **Employment Eligibility Verification**

Upon your employment you are required to complete USCIS Form I-9 within three (3) days of hire. You are also required to provide documentation that shows your identity and employment authorization. A List of Acceptable Documents was shared upon hire and sent to you in your Workday Inbox.

Michaels participates in the Department of Homeland Security's (DHS) E-Verify program which compares information you provide in your Form I-9 with records available to the Social Security Administration (SSA) and/or DHS to verify your identity and employment eligibility at time of hire. All new hires, including minors under the age of 18, must provide their Social Security Number for the E-Verify process and provide at least one form of picture identification from the approved list of allowable documents. If you fail to complete your Form I-9 within three (3) days of hire, you will be subject to termination.

### **Question about a Company policy?**

Contact Team Member Services at 855-432-MIKE or [hrteam@michaels.com](mailto:hrteam@michaels.com)

Some Team Members may be required to present current employment authorization documents. Team Members who are asked to provide reverification are required to do so prior to the date on which their documentation expires and in accordance with all applicable laws or their employment with Michaels may be terminated. Go to <https://www.uscis.gov/i-9> for more information.

## Employment Classifications

### Full-Time or Part-Time Team Members

- Full-time Team Members in Stores, DCs and Artistree typically work 30 hours or more per week.
- Part-time Team Members in Stores, DCs and Artistree may be scheduled to work less than 30 hours per week depending on business needs.

### Regular, Temporary or Seasonal Team Members

- **Regular** – Hired to work either full-time or part-time for a non-specified period of time.
- **Seasonal** – Hired for a defined time period “seasonal”, commonly in the back half of the year during the holiday season. This time period may vary by division. If you convert to a regular position, your time in a seasonal position will count toward your benefits waiting period if the regular position is full-time and benefits eligible.
- **Temporary** – Hired for short-term needs or projects by the Company, not a third party. If you convert to a regular position, your time in temporary position will count toward your benefits waiting period if the regular position is full-time and benefits eligible. If you are in a full-time temporary position, you will be eligible for benefits the first day of the month following 30 days of employment.

### Non-Exempt and Exempt Team Members

- **Non-Exempt or Hourly** – eligible to be paid overtime.
- **Exempt or Salaried** – not eligible for overtime pay, per applicable law.

## Your Development

As part of our commitment to nurture learning and growth within our diverse workforce, we offer opportunities for training, development, and education to promote individual success. We also set you up for success through our talent management processes and programs.

We believe that you should always be improving your craft by owning your development with the support of your supervisor. Our leaders advise and partner with their Team Members on available options to help build competencies and skills such as:

- Setting goals and expectations
- Creating an Individual Development Plan (IDP)
- Identifying key activities and experiences that will help grow areas of development
- Completing role specific training, optional development courses or programs, required I&D training and attending internal and/or external I&D events

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- Completing compliance and awareness-based training
- The majority of our training is available within Michaels University in [Workday learning](#).

We are dedicated to maximizing the potential of our greatest asset – YOU – and turning your job into a career at Michaels by finding growth opportunities across the Company. If you are interested in another opportunity within Michaels, first discuss it with your supervisor to ensure they are aware of your interests and you are ready to take the next step. [Click here](#) to see all jobs currently available.

## Your Performance

Providing consistent and ongoing performance feedback helps our Team Members understand where they are succeeding and where they have opportunities to learn and improve.

All Team Members are to receive a performance appraisal discussion with their supervisor at least once a year. As a best practice, we encourage supervisors to have a mid-year “check-in,” and a more formal discussion annually with each of their direct reports. As a Team Member, you are encouraged to complete a self-appraisal and give it to your supervisor prior to your annual discussion.

You should also expect ongoing, informal feedback and coaching throughout the year to recognize good performance and share input as you develop new capabilities and on any areas that are not meeting expectations. If you do not receive regular feedback, ask your supervisor to share what you are doing well and how you can continue to develop and improve.

If you have been with the Company for at least one year and have not yet received a performance appraisal discussion with your supervisor, please contact your HR representative or Employee Relations.

## Team Member Safety

Michaels regards the health and safety of our Team Members and customers as a fundamental responsibility. One of the guiding principles of our company is to ensure a safe, healthful workplace for all Team Members through proactive safety programs, policies, and procedures. It is your responsibility as a Team Member to:

- KNOW and ABIDE by safety programs, policies, and procedures at your work location.
- CORRECT immediately any hazardous conditions that could harm fellow Team Members, or Customers.
- ESCALATE immediately any hazardous conditions to management.

Failure to know and follow, the health and safety program requirements, policies, and or procedures may result in corrective action up to and including immediate termination of employment.

## Merit Increases

### Question about a Company policy?

Contact Team Member Services at 855-432-MIKE or [hrteam@michaels.com](mailto:hrteam@michaels.com)



Performance reviews and any subsequent pay increases will be performed annually and are given to recognize and reward improvements in skills, efficiency, and customer service. Your supervisor will use merit increase guidelines to determine the amount of a merit increase, if any. You must be employed several months prior to the merit date, which is determined annually, to participate in the merit process. A merit increase will not necessarily accompany a performance review.

## Opportunities for Advancement

The growth of the Company allows us to regularly look within the organization for qualified leaders. Please notify your supervisor if you wish to be considered for promotional opportunities and review and [apply](#) for any opportunities for which you feel you are qualified with the support of your supervisor. If there are no appropriate opportunities available to you, speak with your supervisor so that they are aware of your interests. Contact HR if you are interested in informationally learning about other departments and potential future opportunities.

## Transfers

With many locations and various divisions, the Company allows Team Members who are in good standing to transfer from one store or line of business to another, if a job is available. The Company may consider a transfer to another line of business if the circumstances warrant such a transfer.

You must first obtain approval from your supervisor. Your supervisor will contact the manager or supervisor at the store or department where you would like to transfer to ensure there is a job available for which you qualify. The receiving manager or supervisor will make the ultimate decision as to whether to accept your transfer request. No request is guaranteed. If a transfer is agreeable to both your current and proposed supervisor, they will arrange an acceptable start date. Normally, you will report to your new location within two weeks of your last day at your current location.

There is no guarantee that your compensation will stay the same if you transfer. Your compensation may be adjusted in accordance with applicable federal, state or local laws. Transfers are not guaranteed, and schedules and wages may change according to business needs and practices at different locations.

## Work Permits & Employment of Minors

The employment of minors depends on the applicable laws of California and of the locality and varying policies of the stores. You must comply with all of these laws. If a work permit or other documentation is required, you must provide one to a supervisor and any required state agency official or entity. Distribution Centers may have different minimum age requirements.

## Discipline Policy

**Concerned about harassment or retaliation and you aren't comfortable talking to your supervisor?** Contact the Third-Party Anonymous Hotline at 888-226-3443 or [www.michaels.ethicspoint.com](http://www.michaels.ethicspoint.com)

The Company seeks to resolve performance and conduct problems in the most positive and constructive manner possible. When situations arise that warrant disciplinary action, the following guidelines will assist in treating all Team Members fairly and consistently.

Discipline may be administered in a manner that is not progressive in nature. Your conduct as a Team Member will determine the appropriate level of discipline. Depending on the situation and facts involved, immediate termination may be warranted, as an immediate first and final step in the process.

Discipline may take one or more of the following forms depending on the nature and severity of the circumstances:

- **Verbal Counseling:** The first step in resolving performance and conduct problems typically is a discussion with a supervisor. Your supervisor will discuss the situation with you, letting you know what the problem is and what needs to be done. You will have an opportunity to talk about the problem and ask questions as well.
- **Written Warning:** If the situation does not improve, your supervisor may hold a second discussion with you to plan a formal course of action to correct the problem. You may also receive a written warning to let you know that the problem has not been corrected and that further similar problems will result in more serious discipline. You will be asked to sign a copy of this written record of the discussion for your personnel file.
- **Final Written Warning:** Should the problem continue, you may be given a final warning. Immediate improvement of performance will be necessary for you to remain a Team Member.
- **Termination:** Although we hope you will make every effort to improve, continued failure, lack of desire to improve the situation, or involvement in a particularly serious offense will result in termination.

## How We Communicate

We share Company information with you in a variety of ways. Depending on your position, we may have townhalls, post information on bulletin boards at your location, The MIK, MIK Hub or ask your supervisor to share the information with you.

We ask supervisors to avoid communicating with hourly-paid Team Members when they are off duty unless it's a true business emergency. If you are contacted while off the clock for work purposes, promptly report your work time and submit any telecommunications charges based on the [Business Travel and Expense Policy](#).

If you are an exempt Team Member, you will likely receive messages outside of your scheduled workday, particularly since we need to be available to support our stores, DCs and Artistree Team Members. Exempt Team Members are expected to regularly monitor email, phone, or text messages throughout the week. If you must use your personal cell phone for purposes related to

### Question about a Company policy?

Contact Team Member Services at 855-432-MIKE or [hrteam@michaels.com](mailto:hrteam@michaels.com)

your work at Michaels, submit any telecommunications charges as specified in the Business and Travel Expense Policy.

To make it easy for you to receive important messages and updates including benefits information, we ask that you provide us with your personal email address. If you don't have a company email address, this is where we will send that information.

## External Communications Policy

Our brand is important to us, and we take great care in how we respond to media requests. We ask that you always treat members of the media with respect.

Our Team Members may not speak publicly on behalf of the Company unless specifically approved by an authorized member of management. For example, if you are invited to speak at an event or conference, in relation to your role at Michaels, you should first seek approval from the Communications/Public Relations team.

If anyone from a media outlet approaches you, to speak on behalf of the Company, contact your supervisor or refer them to our Public Relations Contact at 972-409-7500 or [PRContact@michaels.com](mailto:PRContact@michaels.com). For more information on handling media inquiries, refer to the [External Communication Policy](#).

## Solicitation and Distribution

Follow these guidelines regarding the solicitation and the distribution of materials:

- Our bulletin boards are used to communicate Company information and announcements and may not be used for any other purpose. You are responsible for regularly reading the information posted.
- You may not distribute or post non-Company materials or actively solicit other Team Members during working time. Supervisors cannot approve the posting or distribution of these materials.
- Company systems should not be used to sell products or services that are not Company-related; you may use Company systems to support Company charity initiatives.
- External charities or organizations are not permitted to set up tables or solicit inside or outside of a Michaels location, whether the location is a store, distribution center, manufacturing facility or the support center.

## Personal Cell Phones (Stores/DCs/Artistree)

Your primary focus is to perform your job and support fellow Team Members. Where permitted, personal cell phones, including the camera and recording functions, must be turned off or be on "silent" mode during work hours. They may only be used during approved breaks or meal periods. In addition, you must take great care to not use cameras or recording devices in a manner such that

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artwork, confidential information, or procedures are recorded or distributed to any third party or social media platform.

## Texting and Calling Policy (Stores/DCs/Artistree)

Some Team Members may be issued cell phones and/or other wireless devices. If you are issued a cell phone or other wireless device, you should use it for professional business purposes only. You should use good judgement when texting others outside of normal business hours. If you have been issued a Company cell phone or other wireless device, then you should not store any company information (i.e. Team Member's phone numbers, email addresses or home addresses) on your personal phone. All calls from management to hourly store, DC, or Artistree Team Members should be made from company provided phones. Any violation of these policies could result in disciplinary action, up to and including your termination.

## Social Media Policy

We respect your right to engage in dialogue on social media during your own time. However, in accordance with applicable law, we reserve the right to talk to you and take corrective action as appropriate about anything that we believe is inappropriate content or behavior outlined in our policies and Core Values.

**We do not tolerate threatening, retaliatory, harassing, or discriminatory comments based on race, ethnicity, gender, sexual orientation, religion, color, national origin, disability, or any protected characteristic.**

Corrective action can also be taken for breaches of Internal Use Only, Confidential or Confidential Personal Information, or for posting intentionally misleading or false statements.

We encourage you to take part in online communities and share information about arts and crafts, our products and events in our stores. We'd love for you to repost and share things you see from our official Michaels social media channels with your friends and family! Please follow the below guidelines if you choose to post or share anything related to Michaels:

- Disclose that you work for the Company by using the hashtag **#IWorkatMichaels** before posting, blogging, or commenting in a forum if your commentary relates to the Company or a position taken by the Company.
- Be as accurate as possible in your online posts about the Company and do not make malicious or false statements.
- Maintain the confidentiality of information that is not otherwise available to persons outside the Company.

Official Company sites are approved and managed at the Support Center. Individual stores, departments and divisions are not authorized to create individual social media sites in the name of the Company.

### Question about a Company policy?

Contact Team Member Services at 855-432-MIKE or [hrteam@michaels.com](mailto:hrteam@michaels.com)

## Tobacco-Free Workplace

Smoking or vaping of any kind and the use of tobacco-related products (chewing tobacco, electronic cigarettes, etc.) is not allowed in our workplace. Some locations are smoke-free and others have designated smoking areas. If you smoke, you must use your location's designated smoking area.

Smoking breaks are part of your regular break, not in addition to it. Scheduled breaks cannot be split up into multiple breaks for the purposes of smoking.

## Alcohol/Substance Abuse

The use of illegal drugs or misuse of alcohol or prescription drugs can result in termination. The following actions are examples of conduct that violates this alcohol/substance abuse policy and may result in disciplinary action up to and including immediate termination:

- The use, possession, sale, or distribution of illegal drugs or the unauthorized use, possession, sale, or distribution of alcohol or prescription drugs while on Company business or on Company premises, including in Company vehicles and any private vehicles parked on Company property.
- Taking illegal or unauthorized drugs or drinking alcohol on Company premises.
- Taking illegal or unauthorized drugs or drinking alcohol while driving a Company vehicle or while driving any vehicle on Company business.
- Drinking alcohol during your shift or working hours.
- Reporting to work under the influence of alcohol, drugs, or intoxicants.

## Workplace Relationships

We have a work environment that is free from relationships that can negatively impact morale, productivity, or that may result in or give the appearance of harassment, discrimination, retaliation, or favoritism. Examples of relationships include romantic, familial or any other relationship consisting of a close bond that might suggest conflict in the employment relationship.

It is your responsibility to recognize when this may apply to your situation and to notify your supervisor so that the situation can be addressed. Depending on the situation, you may need to disclose the relationship in accordance with the requirements of our [Code of Business Conduct and Ethics Policy](#). Click [here](#) to submit a disclosure form. Possible solutions could include a work transfer, reassignment, or termination of employment.

Failure to report a relationship that could have the appearance of favoritism or impropriety can lead to corrective action up to and including termination of employment.

**Concerned about harassment or retaliation and you aren't comfortable talking to your supervisor?** Contact the Third-Party Anonymous Hotline at 888-226-3443 or [www.michaels.ethicspoint.com](http://www.michaels.ethicspoint.com)

To avoid the appearance of unfairness or favoritism, you are expected to follow these guidelines:

- Supervisors must maintain an arm's-length distance in workplace relationships with any Team Member who reports directly to them, or for whom they have responsibility or authority.
- You may not have a close personal, social or romantic relationship with another Team Member, contractor, vendor, or supplier that affects your ability to do your job.
- We may prohibit the hire, transfer, or promotion of any relative or individual who would be impacted by a personal relationship especially if it involves a supervisory relationship.

## Employment of Relatives and Reporting Relationships

Relatives or members of the same household may not be employed in positions where one reports to the other, directly or indirectly. Exceptions may only be approved by the Chief Human Resources Officer. For the purposes of this policy, relatives/household members include spouse, sibling, parent, child, grandparent, grandchild, niece, nephew, in-law, domestic partner, and person in a co-habitation relationship, as well as their family members.

- A Team Member and/or supervisor cannot work in a location where the leader is a relative or member of the same household. For example, the nephew of a Store Manager cannot work under that Store Manager in their location, however they can work for another Store Manager elsewhere.
- A Team Member and/or supervisor cannot work in a location in which the regional leader is a relative or member of the same household. For example, the niece of a District Manager cannot work in any store that reports to that District Manager.

If two Team Members get married while working for Michaels and the marriage results in one spouse reporting to the other or within the other's team:

- One of the Team Members may be transferred to another work center or location, depending on the Team Member's skills and job availability. The couple can decide which Team Member will be transferred. If they are unable to decide, Michaels will decide.
- If a transfer is not possible, one of the Team Members must resign within 90 days of the date of the marriage.

## Anti-Discrimination and Harassment Policy

**Michaels does not tolerate any form of discrimination or harassment.**

We value an inclusive and positive working environment and strive to ensure that all Team Members have the best and most engaging experience possible. Your workplace should be free of any form of discrimination or harassment of anyone including but not limited to Team Members, customers, applicants for employment, contract employees, vendors, unpaid interns and volunteers based on

### Question about a Company policy?

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their actual or perceived protected class including race (including traits historically associated with race, including), religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, genetic information, marital status, sex, gender, gender identity, gender expression, pregnancy, reproductive health decision-making or that of their dependent, age, sexual orientation, or military and veteran status). Michaels requires Team Members to use the name, pronouns, and titles (i.e. Mr., Mrs., Miss) with which a person requests to be identified.

We do not tolerate discrimination or sexual, psychological, or other harassment of our Team Members by **anyone**. We will take all reasonable steps to prevent discrimination, harassment, and retaliation in the workplace.

### **Genetic Information Nondiscrimination Act (GINA)**

The Genetic Information Nondiscrimination Act of 2008 (GINA) prohibits us from requesting or requiring genetic information from you or your family members or discriminating against you on the basis of genetic information. 'Genetic information,' as defined by GINA, includes an individual's family medical history, the results of an individual's or family member's genetic tests, the fact that an individual or an individual's family member sought or received genetic services, and genetic information of a fetus carried by an individual or an individual's family member or an embryo lawfully held by an individual or family member receiving assistive reproductive services.

### **Workplace Harassment or Bullying**

Workplace harassment includes verbal, written or visual conduct such as derogatory words or signs, offensive jokes or gestures, ridicule or mockery, insults or put-downs, offensive objects or pictures, use of terms of endearment, and interference with work performance. It also includes physical conduct, including assault, unwanted touching or restricting an individual's movement.

While harassment may be based on an ongoing pattern of abuse, in some instances a single incident can be sufficiently serious to constitute harassment. Reasonable action taken by the Company or supervisor relating to the management and direction of Team Members or the workplace is not workplace harassment.

Bullying may include verbal or physical abuse, work interference, or other conduct that is threatening, intimidating, or humiliating. It may also include cyberbullying i.e., bullying via social media or via other electronic forms such as cell phones or computers.

### **Psychological Harassment**

Psychological harassment is any upsetting behavior in the form of repeated and hostile or unwanted conduct, verbal or written comments, actions or gestures that affect your self-esteem or interferes with your ability to do your job. Reasonable action taken by the Company or supervisor relating to the management and direction of Team Members or the workplace is not workplace harassment.

### **Sexual Harassment**

Sexual harassment includes unwelcome sexual advances, requests for sexual favors or visual, verbal, or physical conduct of a sexual nature that:

**Concerned about harassment or retaliation and you aren't comfortable talking to your supervisor?** Contact the Third-Party Anonymous Hotline at 888-226-3443 or [www.michaels.ethicspoint.com](http://www.michaels.ethicspoint.com)

- You feel you must submit to or “go along with” to maintain your employment or have access to other employment opportunities.
- Your employment is rewarded or penalized based on your acceptance or rejection of the conduct.
- The conduct interferes with your work performance or creates an intimidating, hostile or offensive work environment.

Sexual harassment also includes various forms of offensive behavior based on sex and includes gender-based harassment of a person of the same sex as the harasser. This includes visual conduct, leering; making sexual gestures; or the display of sexually suggestive objects, pictures, jokes, cartoons, posters, websites, emails, or text messages.

## Open Door Policy

Essential to our values of Respect and Caring, and Integrity and Fairness is a commitment to open and honest communication. If you have a workplace issue or dispute, your first and fastest step is to use the Open Door Policy to talk to your supervisor, HR or the confidential Employee Relations hotline at 888-226-3443 or [www.michaels.ethicspoint.com](http://www.michaels.ethicspoint.com).

These Team Members are required to listen and help address your concerns. An open and honest exchange by those closest to the situation provides the best insight and opportunity for solving it. The Open Door also guarantees you can discuss any issue without fear of retaliation.

## Non-Retaliation Policy

**Retaliation is prohibited at Michaels.** No Team Member will be discharged, demoted, suspended, threatened, harassed, intimidated, coerced, or retaliated against in any manner as a result of their making a good faith complaint or assisting in the handling or investigation of a good faith complaint. If a supervisor retaliates against any Team Member for making a good faith complaint about a violation of this policy, his/her own employment will be subject to termination. The Company prohibits Team Members from being retaliated against or being subject to an adverse employment action even if their complaints are proven unfounded by an investigation, unless the Team Member knowingly made a false allegation, provided false or misleading information in the course of an investigation, or otherwise acted in bad faith. Team members have an obligation to cooperate and participate in good faith in any internal investigation of retaliation.

## Investigations

We commit to conducting a fair, timely, complete, and thorough investigation of any complaint. A reasonable conclusion will be reached based on the facts and evidence collected. Confidentiality will be kept to the extent possible, but we cannot guarantee that the investigation will be completely confidential. Because we investigate all complaints, we will also investigate any complaints or information that may have been reported maliciously.

### Question about a Company policy?

Contact Team Member Services at 855-432-MIKE or [hrteam@michaels.com](mailto:hrteam@michaels.com)



If needed, we may conduct investigations pertaining to security, auditing, theft, or other workplace misconduct. You are expected to fully cooperate and assist in these investigations. If misconduct is found at the end of the investigation, the Company will take appropriate measures (i.e. discipline, training etc.) based on the offense up to and including immediate termination of employment. We will take appropriate action to prevent similar conduct in the future. Failure to cooperate in an investigation may lead to corrective action, up to and including termination of employment.

## Workplace Violence

Actual or threatened violence is not tolerated against Team Members, customers, vendors, suppliers, or anyone else who is on Company property or who is conducting Company business. Your safety is most important to us; don't put yourself in danger by trying to resolve a disturbance.

To maintain a safe workplace, you may not possess or use any weapon, including firearms, in any Company building even if you have a license to carry a firearm. If you ever see someone with a weapon, contact your supervisor immediately. Supervisors are to contact Loss Prevention immediately to determine if any actions are needed. You should **never** confront an individual with a weapon without guidance from your supervisor or Loss Prevention.

As it relates to violence or potential violence, we expect you to:

- Immediately report to your supervisor, Loss Prevention or Human Resources if there is a verbal, visual or physical threat of violence.
- Report any suspicious individuals or activities (see Open Door Policy in this Handbook).
- Cooperate in good faith during any investigation and provide all relevant details to the investigator.

## Taking Action and Reporting Concerns

Managers and supervisors who receive complaints of discrimination, harassment or retaliation must report the complaint to Human Resources immediately. If you report harassment to a manager or supervisor and receive an inappropriate response, such as being told to "just ignore it," contact Human Resources, or our Confidential Employee Relations Hotline. Managers who fail to report or respond to complaints of discrimination, harassment, or retaliation will be subject to discipline up to and including termination.

We encourage and empower everyone to speak up if they feel a Team Member is being treated with disrespect or feels uncomfortable about a certain behavior. Help us build and sustain a culture of respect, in which we all take a stand against harassment. Standing up for others is one of the most effective ways to do the right thing and build a culture of trust and respect. Bystanders who take action often play an important role in disrupting harassment and improving the work environment.

**Concerned about harassment or retaliation and you aren't comfortable talking to your supervisor?** Contact the Third-Party Anonymous Hotline at 888-226-3443 or [www.michaels.ethicspoint.com](http://www.michaels.ethicspoint.com)

If you believe that you or another Team Member are being harassed, discriminated, or retaliated against by anyone, tell the person to “stop” and that the conduct is unwelcome. If you are not comfortable talking to the person directly or if the unwelcome behavior persists, immediately provide a written or verbal report to your supervisor, another manager, Human Resources, or the confidential Employee Relations hotline.

You are not required to report a complaint directly to your supervisor. For more information, refer to the Company’s Open-Door Policy Poster in your location’s breakroom.

### **Reporting a Complaint**

Our Open-Door Policy provides you with several options to report any discrimination, harassment, or retaliation concerns. We encourage you to:

- Talk to your supervisor, your supervisor’s manager or your HR Partner
- Contact HR Team Member Services at 855-432-MIKE (6453) or [hrteam@michaels.com](mailto:hrteam@michaels.com)
- Contact our Confidential Employee Relations Hotline at 888-226-3443 or [www.michaels.ethicspoint.com](http://www.michaels.ethicspoint.com)
- In addition, you also have the right to file a complaint with the Equal Employment Opportunity Commission (EEOC), which is the federal agency that investigates discrimination and harassment in the workplace, including sexual harassment. To find your nearest EEOC office or to file a complaint, go to [www.eeoc.gov](http://www.eeoc.gov).
- You can also file a complaint with the California Civil Rights Department (CRD). To find your nearest CRD office or to file a complaint, go to <https://calcivilrights.ca.gov/employment/>.

## **Personal Conduct and Compatibility**

Personal conduct should reflect our Core Value of Doing the Right Thing through respect towards customers, fellow Team Members, vendors, and management. The following behaviors are some examples of unacceptable personal conduct that violate our Core Values and the commitment to compatibility with your co-workers and customers. These are just some examples of behaviors that will lead to severe disciplinary action, up to and including termination:

- Willfully damaging or misusing company property or property of others
- Bringing weapons to work
- Failure to cooperate or interfering with any investigation
- Disregarding or failing to follow a supervisor’s instructions
- Threatening others, even if joking
- Displaying overt signs of anger or using excessive profanity
- Harassing or discriminating against anyone
- Retaliating against someone reporting claims of harassment, discrimination, or engaging in other legally protected activity
- Stealing from Michaels – i.e., money, merchandise, data

### **Question about a Company policy?**

Contact Team Member Services at 855-432-MIKE or [hrteam@michaels.com](mailto:hrteam@michaels.com)

- Integrity concerns – being dishonest on company documents and or in discussions
- Ignoring safety policies or acting in a way that could lead to injury or property damage
- Releasing or sharing confidential and/or proprietary Company information or instructing someone to do so on your behalf
- Treating customers, fellow Team Members, and vendors disrespectfully
- Intentionally creating a conflict of interest or failure to report a conflict of interest
- Allowing non-company employees to perform work for the Company without proper disclosure

## Falsification of Documents

Any Team Member who falsifies records or documents, or provides false information is subject to termination. This includes, but is not limited to, company financial and legal documents, falsification of employment applications, I-9 forms and immigration paperwork, medical documents, hours worked, Workday leave requests and trainings, acknowledgments, company or government documents, sick leave, medical insurance or any other company record, paperwork, or document.

- Store Team Members may not falsify processes or protocols related to Store Own Sales, BOPIS, Voice of the Customer, Ship from Store, Rewards/Loyalty Programs and Signups; Employee Discounts, or any other store process or protocol.
- DC Team Members may not falsify any documents related to their locations and departments processes or protocols.

## Dress Code and Personal Appearance

Your clothing and grooming must be suitable for your position and follow the dress code for your location. Your clothing and shoes must be clean, appropriate and well-fitting. If you report to work improperly dressed or groomed, your supervisor may ask you to return home to change clothes or may take other actions. If you are required to leave work due to inappropriate clothing, you will not be paid for any lost time.

- The dress code for **Stores Team Members** can be found [here](#). Ask your manager or supervisor if you have questions about your dress code or personal appearance.
- The dress code for **Distribution Center Team Members** is as follows:
  - Jeans and shorts can be worn if they are neat and clean and shorts not shorter than two inches above top of knee
  - Fully enclosed shoes are always required (no open toe or open heel)
  - Jewelry, hoodie draw strings and long hair must be tucked in or tied back for safety
  - Check with your supervisor for any questions about your dress code or personal appearance
- The dress code for **Support Center Team Members** can be found [here](#).

**Concerned about harassment or retaliation and you aren't comfortable talking to your supervisor?** Contact the Third-Party Anonymous Hotline at 888-226-3443 or [www.michaels.ethicspoint.com](http://www.michaels.ethicspoint.com)

As a reminder, apparel adorned with writing may not contain profanity, discriminatory messages, or offensive slogans or emblems.

If you have questions regarding this policy or if you need an accommodation for religious or medical reasons, please ask your manager, supervisor, or Human Resources.

## Attendance (Stores)

Reliability is a job expectation that is managed on an individual basis, fairly, consistently, and in accordance with applicable laws. Team Members are required to be reliable to serve customers and support one another. Michaels has established an attendance policy to manage Team Member reliability and attendance.

Michaels Stores Attendance Policy uses a points-based system to track Team Member unapproved absences and no call no shows (“occurrences”). The Stores Attendance policy can be found on MIK Hub [here](#).

**The following are examples of approved absences that will NOT result in accumulating points:**

- Approved paid or unpaid vacation, personal, and sick days
- Any absence protected by applicable local, state, or federal law;
- Approved absences for a qualifying medical condition or disability
- Jury Duty
- Hospitalization or Death in the Family
- Military Leave
- Family and Medical Leave Act (FMLA) Leaves
- Severe Weather as Determined by the Company
- Exigent/Unexpected Circumstances

**If there are attendance concerns, supervisors must partner with their HR Business Partner before reducing points or terminating a Team Member.**

Points are assigned for each occurrence per the chart below. No more than 8 points are permitted per Team Member over a 52-week rolling period. Any Team Member who accumulates 9 points or more within that rolling period may be terminated, absent extenuating circumstances.

Occurrence Type	Time Code	Points
Unapproved Absence	ABSENT – OTHER	1 point
No Call No Show	ABSENT – NO CALL NO SHOW	4 points

### Type of Occurrences

#### Question about a Company policy?

Contact Team Member Services at 855-432-MIKE or [hrteam@michaels.com](mailto:hrteam@michaels.com)

**Unapproved Absence:** An Unapproved Absence occurs when a Team Member is not available to work their scheduled shift and has not notified Leadership beforehand. Approved Absences (as defined above) **are not** considered Unapproved Absences under this Policy.

Team Members are required to request time off or complete LOA (leave of absence) paperwork if they are unable to work.

**No Call No Show:** A No Call No Show occurs when a Team Member does not report for their scheduled shift and does not notify their supervisor, barring extenuating circumstances. Michaels understands that there may be circumstances when a Team Member is unable to contact their supervisor prior to the beginning of their shift. Those circumstances will be evaluated on a case-by-case basis.

**Disciplinary Action:** Supervisors must engage in the interactive process with the Team Member to gather the facts and circumstances of the situation prior to disciplining a Team Members under the Attendance Policy.

Team Members will accrue points for unapproved absences. Disciplinary action will occur according to the chart below.

Disciplinary Action	Absent Thresholds
Documented Verbal Warning	4 points
Written Corrective	7 points
Final Written Corrective	8 points
Termination	9+ points

Three (3) consecutive No Call No Shows (12 points) may result in immediate termination. Again, prior to engaging in termination discussions, the Supervisor must consult with their HR Partner.

### Administration

The purpose of this Attendance Policy is to set out the attendance expectations of Michaels, and the consequences that Team Members should expect in the event of a violation of this Attendance Policy. With HR approval, Michaels reserves the right to deviate from this Attendance Policy where warranted, including repeating steps in the disciplinary process, or skipping steps in the disciplinary process, depending on the circumstances.

## Attendance (Distribution Centers)

Please ask your supervisor for Attendance Guidelines for your location.

## Attendance (Support Center)

The Support Center Attendance Policy requires all Team Members to follow the Working from Home policy currently in effect. The policy can be found [here](#).

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*Michaels reserves the right to revoke, add to, or otherwise modify any of its Attendance Policies at any time at its sole discretion.*

## Accurate Time Recording and Time Keeping

In keeping with our commitment to integrity and fairness, the Company is committed to paying Team Members for all time worked. You must be sure that you are “on the clock” any time you are performing any work for the Company. It is your responsibility to ensure that you clock in and out accurately. You are never permitted to work “off the clock” for any reason. If you are ever asked to work “off the clock” or if your time report or pay stub is inconsistent with the actual hours you worked, immediately report the issue to your manager, supervisor, HR, or Employee Relations.

You are responsible for accurately recording your time worked. Review your time records for accuracy and edit as needed to reflect the correct time.

- Clock in at the beginning of a shift and out at the end of your shift. Clock out and back in for any applicable meal periods.
- Clock in no earlier than five (5) minutes before the start of your shift and no later than five (5) minutes after the end of your shift unless approved by Management.
- You are not required to clock out for paid scheduled rest breaks.
- You are required to complete all forms required by federal, California law, and Michaels indicating any and all edits to your schedule and any time worked.
- Immediately document any missed punches and have a supervisor approve. Repeatedly failing to punch in or out for your scheduled shifts or meal periods may result in corrective action up to and including termination.
- All time worked must be accounted for, even if it is outside your scheduled shift, including overtime. Do not work off the clock under any circumstances.
- Never ask another Team Member to clock in or out for you or record your time. Never clock in or out for another Team Member or record their time. Violation of this policy may result in corrective action up to and including termination.
- Supervisors should never edit their own hours. Work with your manager on the best way to handle this issue.
- Michaels strictly prohibits falsifying time records. Report any actual or suspected time clock fraud or abuse to your manager, supervisor, HR, or Employee Relations immediately.

If any of the following situations occur, reach out to your supervisor, HR, or Employee Relations immediately. The sooner you do, the sooner any errors can be resolved.

- You did not receive your pay on a scheduled payday
- Your pay or hours are not accurate on your paycheck
- You were asked to work off the clock
- You were asked to incorrectly document your time
- You missed paid breaks or clocking in or out

### **Question about a Company policy?**

Contact Team Member Services at 855-432-MIKE or [hrteam@michaels.com](mailto:hrteam@michaels.com)

- You have any other concern regarding your pay

## Meal Periods and Rest Break Policy

All Team Members are provided meal and rest breaks throughout the workday. For hourly Team Members, meal and rest breaks are scheduled during your workday based on the number of hours of your work schedule. Supervisors are responsible for managing all breaks. You are responsible for accurately recording all meal periods and all time worked in the Company’s time-keeping system. Smoking breaks are included in the regular breaks, not in addition to them.

We monitor compliance with the Meal Period and Rest Break Policy. Failure to comply with this policy or failure to accurately report hours worked may result in corrective action up to and including termination of employment.

All Team Members are entitled to a meal or rest break premium if they are not provided with a timely and uninterrupted meal period or rest break. If a Team Member misses a meal period, Work Smart will automatically update the timesheet. The supervisor who knows or should reasonably know that a meal period or rest break was not provided in compliance with our policy must process the PLM or “Pay in Lieu of Meal.”

Supervisors may sometimes pay the additional 1 hour of pay (PLM) in an abundance of caution when, for example, it is not clear if a Team Member was given the opportunity to take a proper break. Therefore, providing this pay is not an admission that a violation occurred.

If you feel that you are owed PLM as a result of this Policy but have not received it, report the situation immediately to your supervisor.

Hours Worked	Meal and Rest Break Requirements
3:30 - 4:59 hours	(1) 15 Minute Break-Paid
5:00 - 5:59 hours	(1) 15 Minute Break–Paid <b>AND</b> (1) 30 Minute Meal Break-Unpaid
6:00 - 9:59 hours	(2) 15 Minute Breaks–Paid <b>AND</b> (1) 30 Minute Meal Break-Unpaid
10:00 - 13:59 hours	(3) 15 Minute Breaks–Paid <b>AND</b> (2) 30 Minute Meal Breaks–Unpaid
14:00 + hours	(4) 15 Minute Breaks–Paid <b>AND</b> (2) 30 Minute Meal Breaks–Unpaid

### Your Responsibilities

- Breaks are scheduled to maintain service levels, complete work and comply with the law.
- You must take all breaks as scheduled, and on shifts of sufficient length, ensure you take your first meal break no later than the end of your fifth hour of work, and your second meal break no later than the end of your tenth hour of work.
- Clock out and in for your unpaid meal breaks.
- Do not clock out for your paid rest breaks.
- You may not combine or skip breaks.

Concerned about harassment or retaliation and you aren’t comfortable talking to your supervisor? Contact the Third-Party Anonymous Hotline at 888-226-3443 or [www.michaels.ethicspoint.com](http://www.michaels.ethicspoint.com)

- You should not engage in any work while on a meal or rest break and you are free to leave the work premises.
- You should turn off your work radio/walkie talkie and/or remove your earpiece during meals and rest breaks and should not listen or respond to work communications during meals or rest breaks.
- If you do not see a meal and/or rest break on the schedule, follow up with your supervisor.

### **Our Responsibilities**

- We will ensure that you are able to take all breaks without interruption.
- Your breaks will be posted on the schedule so you know when you should take your breaks. Your breaks will be scheduled evenly throughout your shift to the extent practicable.
- We will not ask you to perform work while on a break except in a rare business emergency.
- If we must delay the start of a break or interrupt your break for a rare business emergency, you will receive a full, uninterrupted break as soon as feasible and pay in lieu “PLM,” in accordance with our policy, [Meal and Rest Break Policy](#) available on MIK Hub.

Partner with your supervisor if the current day’s business begins to jeopardize your ability to take either your meal period or rest breaks at the scheduled times. You may determine that your meal period(s) or rest break(s) need to be rescheduled in order to occur in a timely manner in accordance with all applicable laws.

Failure to comply with this policy or failure to accurately report hours worked may result in corrective action up to and including end of employment.

## **Scheduling Guidelines**

Your success starts with your attendance. We are here for our Makers and whether you are an hourly or salaried Team Member, you have a designated work schedule and are expected to adhere to it. Inappropriate, unapproved attendance violations are subject to disciplinary action up to and including termination.

### **Guidelines to Keep in Mind**

- We comply with laws requiring specific scheduling guidelines. For instance, there are restrictions on the hours that a Minor employee can work in our stores. For Minor restrictions or any other guidelines, speak to your supervisor or refer to [HR Manual 4.1 U.S. State Policies](#), available on MIK Hub or SharePoint for guidance on the policies for your location.
- Meal and Rest Breaks are provided as per applicable state or local law. Review the current [Meal and Rest Break Policy](#) or speak with your supervisor for your location.
- Michaels does not schedule on-call shifts.
- Regularly review your pay slip for time worked and pay in Workday. Work with your supervisor if you have any concerns or call Team Member Services at 855-432-MIKE (6453).
- All overtime must be paid for the week in which it was worked; overtime must be approved in advance. Unauthorized overtime will be paid but Team Member could be subject to discipline.

### **Question about a Company policy?**

Contact Team Member Services at 855-432-MIKE or [hrteam@michaels.com](mailto:hrteam@michaels.com)



- Any pattern of excessive absences or tardiness will be reviewed, and your supervisor will discuss the situation with you by engaging in an interactive process, as appropriate. Absences protected under federal, state, or local laws and the Family Medical Leave Act (FMLA) or accommodations are not considered excessive and will not result in disciplinary actions against the Team Member.

### Scheduling Time Off

- Time off availability is based on the needs and demands of our business. There are certain times of the year when there are restrictions on the use of vacation and personal day(s).
- Your available vacation, sick and personal time are visible in Workday and on your Pay Slip.
- **Michaels Stores:** Submit time off requests to your supervisor for approval at least three weeks in advance, if possible. Check scheduling guidelines for your location.
- **Distribution Centers:** Submit time off requests to your supervisor for approval at least two weeks in advance, if possible. Check scheduling guidelines for your location.

## Personal Property/Workplace Inspections

If you bring personal property to work, you assume total responsibility for it. The Company may not be responsible if your property is damaged, lost, or stolen.

The Company reserves the right to question Team Members and all other persons entering and leaving our premises and to inspect any packages, purses, handbags, briefcases, lunch boxes, duffle bags, and any other possessions or articles carried to and from Company property. In this joint effort to protect our Team Members, facilities, and customers, your cooperation is expected and required. Failure to cooperate may lead to disciplinary action up to and including termination.

## Lockers and Bag Checks

For the convenience of Team Members wishing to store personal items, there may be lockers available for Team Member use. If available, lockers will be specifically assigned to Team Members. The Company provides locks, but Michaels is not responsible for any personal property lost on the premises.

As a condition to using the Company's lockers, you must agree that you have no expectation of privacy with respect to your use of any locker on Company premises. As a further condition to using the Company's lockers, you must also acknowledge and agree that the Company may open and/or inspect the lockers at any time and for any reason, even if the locker is locked. Since the Company retains the right to inspect its lockers at any time, you are advised not to use the lockers to store any items that you would not want the Company to inspect or discover.

Michaels reserves the right to perform bag checks on any personal items leaving a store, distribution or manufacturing center, Model Store, or the support center. This includes, but is not limited to, a purse, wallet, backpack, briefcase, or any other items in your possession. Bag checks should always be performed while the Team Member is on-the-clock.

**Concerned about harassment or retaliation and you aren't comfortable talking to your supervisor?** Contact the Third-Party Anonymous Hotline at 888-226-3443 or [www.michaels.ethicspoint.com](http://www.michaels.ethicspoint.com)

# Company Property

## Personal Car Usage

If you are using your own personal vehicle while on Company business, you must have a valid driver's license for the type of vehicle being operated and the minimum vehicle insurance coverage that meets applicable State requirements. Refer to the [Business Travel and Expense Policy](#) available on MIK Hub or SharePoint for further details.

## Building Protocols

Ensuring Team Member and Customer safety is important at Michaels and your cooperation is important. Be aware of your building's protocol by adhering to the following:

- If applicable, always use your badge to access buildings
- Always wear your badge in a visible location while on Company property
- If applicable, ensure temperature checks/health screens are completed immediately
- If you are a Support Center Team Member visiting a store, outside of the hours open to the public, you must show your badge to gain entry

## Company Property

Company-related or Company-owned information or property should not be removed from your work location without approval from your supervisor, except in the normal course of business.

## Intellectual Property

During and after your employment with the Company, any idea, concept, creative design, process improvement or creation or any other intellectual property that during the term of your employment you create, or participate in the creation of, related to the business of the Company, is the property of the Company. This includes new product ideas, project ideas and process improvements.

You automatically assign any rights you have in intellectual property to the Company, including any moral rights or rights to be designated as the author of the work. You further understand documentation may be needed to finalize Company ownership of this intellectual property, and you will be required to sign any required documents. You must treat this intellectual property as you treat confidential information, and you may not use this intellectual property without the express written consent of authorized Company management.

Pursuant to California Labor Code section 2872, the Company hereby notifies you that this Agreement does not apply to an invention that satisfies all of the following conditions: (a) an invention that Employee developed entirely on their own time without using the Company's equipment, supplies, facilities, or trade secret information and (b) an invention that does not either: (i) relate at the time of conception or reduction to practice of the invention to the Company's business, or actual or demonstrably anticipated research or development of the Company; or (ii) result from any work performed by Employee for the Company.

## Question about a Company policy?

Contact Team Member Services at 855-432-MIKE or [hrteam@michaels.com](mailto:hrteam@michaels.com)

## Accommodations

The Company is committed to the equal employment of and, when appropriate, the reasonable accommodation of qualified individuals with disabilities or individuals with sincerely held religious beliefs. You may request accommodations for disabilities or religious purposes from your supervisor or directly from the Employee Relations department at 1-888-226-3443. Each request for an accommodation will be addressed individually, on a case-by-case basis.

The Company may request reasonable documentation regarding the disability or religious belief and need for the accommodation.

## Medical Accommodations

Qualified individuals with disabilities needing or requesting an accommodation are expected to cooperate in a dialogue with the Company to determine the nature of the disability, the need for an accommodation and accommodation options.

Accommodations will be determined on a case-by-case basis and may include, but are not limited to, by way of example, reallocation of non-essential job functions; reasonable leave of absence; reasonable modification of work schedule; obtaining or modifying equipment or devices; reassignment to another vacant position for which the requesting Team Member is qualified; or in the case of a disabled Team Member with an identified guardian, involving the guardian in resolving performance-related issues. Essential job functions will not be eliminated as an accommodation nor can the Company lower production standards as an accommodation.

After consulting with the requesting Team Member, if more than one reasonable and effective accommodation exists, the Company may choose between the accommodations. No Team Member will be retaliated against for requesting an accommodation due to disability.

## Religious Accommodations

Team members requesting an accommodation for religious purposes are expected to cooperate in a dialogue with the Company to determine the nature and scope of the request, the underlying need for accommodation and accommodation options. Accommodations will be determined on a case-by-case basis. If more than one reasonable and effective accommodation exists, the Company may choose between the accommodations. No Team Member will be retaliated against for requesting an accommodation because of religious beliefs.

## Lactation Accommodations

**Concerned about harassment or retaliation and you aren't comfortable talking to your supervisor?** Contact the Third-Party Anonymous Hotline at 888-226-3443 or [www.michaels.ethicspoint.com](http://www.michaels.ethicspoint.com)

We support our Team Members who are mothers providing breast milk to their children. We respond to all requests for lactation accommodation and will make reasonable accommodations to provide breaks as necessary and a suitable area where a mother can express breast milk in private. If you are a mother who needs to express breast milk while on shift, please talk with your supervisor or call your HR Representative.

Refrigerators are available at all Company locations for storage of expressed milk. In addition, Team Members should contact their supervisor or HR Partner during their pregnancy or before their return to work to identify the need for a lactation area.

You may file a complaint with the California Labor Commissioner for any violation of the right to request lactation accommodation.

## Benefits

Company benefits are available to support Team Members and their families. Some benefits are available to everyone, and other benefits are available to Team Members based on their position and location. Check out [MIKBenefits.com](https://mikbenefits.com) for more details on all Benefit Plans.

Benefit information in this Handbook may be modified, amended or terminated as described in accordance with the plan terms and applicable law. If there is any inconsistency between the plan documents and the Handbook, then the plan documents will govern.

### Benefits available to all Team Members

- 401(k) Retirement Plan
- Employee Assistance Program (EAP)
- Leaves of Absence (LOA)
- Adoption Assistance
- Tuition Assistance
- PerkSpot
- Employee discounts in Stores: 30% regular and sale merchandise; 65% Custom Framing

### Benefits available to Full-Time Team Members

- Medical, Prescription Drugs, Dental and Vision Plans
- Teladoc Telemedicine and Behavioral Health Services
- Health Savings Account (HSA) if enrolled in the Choice HSA Plan
- Flexible Spending Accounts (FSA)
- Basic Life and Accidental Death and Dismemberment (AD&D) Coverage
- Optional Accidental Death and Dismemberment (AD&D) Coverage
- Optional Life Insurance Coverage
- Short-Term Disability (STD)
- Long-Term Disability (LTD)

### Question about a Company policy?

Contact Team Member Services at 855-432-MIKE or [hrteam@michaels.com](mailto:hrteam@michaels.com)

- Critical Illness Coverage
- Accident Coverage

Full-time Team Member Enrollment or changes to health and welfare benefit choices can only be made (a) within 30 days of becoming eligible, (b) during Open Enrollment or (c) if there is a qualifying life event, such as a marriage, birth of a child, gain of other coverage or loss of coverage. If you have a qualifying life event, changes must be made within 30 days of the event, per IRS rules; otherwise, changes must wait until the next Open Enrollment period.

Full-time Team Members may elect for their 401(k) contributions to commence immediately after date of employment. The 401(k) matching employer contribution will commence after 90 days of employment. Full-time Team Members can make changes in Workday to benefits by clicking on change benefits. Refer to Workday Learning Benefits – Manage My Benefits resource aid for instructions.

### **Part-Time Team Members**

Part-time Team Members may enroll at any time in a wide choice of voluntary benefits including health, life, auto and home insurance by going to <https://mercerindigo.com/client/michaels/home>. Once Part-time Team Members earn 500 hours of service, they may also enroll in our 401(k) Plan. For more information, go to MIKBenefits.com.

## **Vacation**

Regular, Full-time Team Members earn paid vacation time based on their job and tenure with the Company. Hours are prorated in the first year of employment and if a Team Member's status changes from Part-time to Full-time.

You can use up to your full annual vacation allotment immediately at renewal time. Yes, you can use vacation that you have not earned just yet. That is okay! By the end of the year, the amount you earned will catch up with the amount you have used. Vacation time can be utilized in minimum one (1) hour increments for part-time Team Members, or four (4) increments for full time Team Members.

Vacation requests should be submitted in advance to your direct supervisor in Workday. Some requests may be denied based on business needs.

In California, vacation is paid out when you leave the Company. For more details on this plan refer to the [HR Manual 8.1 Vacation/Personal Policy – U.S.](#) available on MIK Hub or SharePoint.

Vacation time will be reinstated for Team Members who have been gone from the Company for 30 days or less unless the Team Member received a payment for the unused vacation time at the time of their separation from the Company.

**Concerned about harassment or retaliation and you aren't comfortable talking to your supervisor?** Contact the Third-Party Anonymous Hotline at 888-226-3443 or [www.michaels.ethicspoint.com](http://www.michaels.ethicspoint.com)

Job	Annual Vacation Renewal	Years of Service		
		0-4 years	5-14 years	15+ years
<b>Store Management</b> (Store Mgr. & Asst. Store Mgr.)	November 1	Less than 1 year: 80 hours After 1 year: 120 hours	160 hours	200 hours
<b>Field Stores Full Time Hourly</b>	November 1	Less than 2 years: 40 hours After 2 years: 80 hours	120 hours	160 hours
<b>DC &amp; Artistree Hourly</b>	February 1	Less than 2 years -40 hours After 2 years -80hours	120 hours	160 hours
<b>Support Center &amp; Management</b>	February 1	After 1 year: 120 hours	160 hours	200 hours
<b>Director and Above</b>	February 1	120 hours	160 hours	200 hours

## Holidays

Please remember that due to business needs, you may be asked to work on a holiday. If you are a non-exempt hourly Team Member scheduled to work on a holiday, you will be paid eight hours of holiday pay plus time and a half for hours physically worked on that day (or a higher rate if required by law). Non-exempt hourly Team Members have the right to request a holiday off and are encouraged to discuss holiday time off requests well in advance of the holiday with their immediate supervisor or manager. Any requested holidays off that are granted will be unpaid. Individual locations may have additional holidays when holiday pay is required. See your manager for location specific holiday schedules.

## Floating Holiday

One floating holiday (8 hours) is available for exempt and hourly regular, full-time Team Members to accommodate individual religious needs or customs not covered withing the Company's current paid Holidays. The Floating Holiday is awarded on January 1<sup>st</sup> each year and expires on December 31<sup>st</sup> of the same year. The Floating Holiday is not prorated upon hire or job change and is not paid out if you leave the Company status unless required by law.. The Floating Holiday must be used in one eight (8) hour increment.

## Personal Hours

### Michaels Stores

Regular, full-time Team Members receive one personal day (8 hours) annually on November 1 of each year and it is not pro-rated upon hire or promotion. All unused personal hours roll over from

### Question about a Company policy?

Contact Team Member Services at 855-432-MIKE or [hrteam@michaels.com](mailto:hrteam@michaels.com)

year to year until you reach a maximum 'cap' of 2 personal days (16 hours). When you reach the cap, you stop receiving additional personal days until after you use personal time.

- Regular, full-time hourly Team Members – you may use your personal time in one-hour increments.
- Pay out – Personal hours are paid out if you leave the Company or change to part-time status.

### **Support Center, Artistree and Distribution Centers**

- Regular, full-time Team Members up to and including managers, earn 3 personal days (24 hours) on February 1 of each year. All unused personal hours roll over from year to year until you reach a maximum 'cap' of 6 personal days (48 hours). When you reach the cap, you stop receiving additional personal days until you use Personal time.
- Regular, full-time hourly Team Members – you may use your personal time in one-hour increments.

## **Sick Leave**

All California Team Members receive sick leave to be used for:

- Their own physical or mental illness, or injury
- To attend health care appointments for the Team Member
- Victims of violence, assault, stalking or a crime that caused physical injury or that causes mental injury and a threat of physical injury.

Sick leave can be used in one (1) hour increments for hourly Team Members and (4) hour increments for salaried Team Members. Sick leave is not to be used for incidental tardiness unless required by law.

Unused sick leave is not paid out if you leave the Company or your status changes to part-time unless otherwise required by applicable law. Some local laws may have additional provisions, and you should check with your supervisor or HR Partner if you have questions

Refer to the [HR Manual 8.4 Sick Leave Policy](#) on MIK Hub or SharePoint for details on our Sick Leave policies by division including any special requirements by city and county.

## **Voting Time Off**

We encourage and support federal and state guidelines that protect your right to vote. In most cases, you will have time outside of your normal work schedule to vote but if additional time is needed, please provide prior notice to your supervisor. For more details, refer to [HR Manual 8.5 Voting Time Off](#) found on MIK Hub or SharePoint.

## **Leaves of Absence (LOA)**

**Concerned about harassment or retaliation and you aren't comfortable talking to your supervisor?** Contact the Third-Party Anonymous Hotline at 888-226-3443 or [www.michaels.ethicspoint.com](http://www.michaels.ethicspoint.com)

There may come a time when you need to request a leave of absence (LOA) from your job. Some LOAs are related to personal injury or illness and are paid, while others may be related to personal needs and are unpaid. We offer the following types of leave to eligible Team Members:

#### Job Protected:

- Family Medical Leave Act (FMLA) and Family and Medical Leave under State or local laws
- California Family Rights Act (CRFA)
- Military and National Guard Leave (USERRA)
- Other leaves required by applicable law

#### Not Job Protected:

- Team Member Medical Leave (Non-FMLA)
- Personal Leave (full-time)
- Other leaves required by applicable law

If you think you may need an LOA, contact your supervisor or Matrix at 888-288-1354 and review a copy of your [FMLA Rights and Responsibilities Letter](#). While on leave, you will be responsible for directly paying your insurance premiums. For more details and contact information, refer to the [HR Manual 9.1 Leaves of Absence](#) available on MIK Hub or SharePoint.

## Workers' Compensation

In the event you have on-the-job injury or illness, you may be eligible to receive workers' compensation benefits for medical treatment and reimbursement of lost wages.

### Your Responsibility

- It is your responsibility to report your injury or illness immediately to your supervisor, if possible, regardless of how insignificant the injury may appear. Your supervisor will partner with the Michaels Workers Compensation Department to report a claim. Timely reporting is critical as non-timely reporting could jeopardize your rights to benefits.
- While on leave, you are responsible for directly paying your insurance premiums.
- For more details and contact information, refer to the [HR Manual 9.1 Leaves of Absence](#) available on MIK Hub or SharePoint.

### Michaels Responsibility

- We will not retaliate against any Team Member for reporting a claim or exercising their Workers' Compensation rights in good faith.
- We provide a Transitional Duty program paid at full wages. Internal and external Temporary Modified Duty assignments may be available for your reported injury/illness during your recovery period based upon your medical restrictions. Temporary Modified Duty status is reevaluated after each physician visit. Refusal or failure to participate in the Temporary Modified Duty assignment could jeopardize your rights to Workers' Compensation benefits.

### Question about a Company policy?

Contact Team Member Services at 855-432-MIKE or [hrteam@michaels.com](mailto:hrteam@michaels.com)



## Bereavement

Effective January 1, 2023, Full-time Team Members may take three (3) paid days off for the death of a family member. Additionally, Team Members may also take off up to an additional two (2) days of unpaid leave for the death of a qualifying family member. If more time off is needed, discuss available options with your supervisor including the use of Vacation, Sick Pay or Personal Days. A “family member” for the purpose of this policy, qualifying family member includes a spouse, child, parent, sibling, grandparent, grandchild, domestic partner, or parent-in-law.

Also effective January 1, 2023, Part-time Team Members may take off five (5) unpaid days for the death of a family member as defined above.

## Jury and Witness Duty

### Regular, Full-Time Team Members

Are paid for up to ten (10) workdays missed each year for jury duty. Any jury duty lasting longer than ten (10) workdays per year will be unpaid. Team members can use their available Vacation or Personal Days, unless otherwise required by law. Any court-provided compensation is yours. If summoned for Jury Duty on a scheduled day off, you will not be paid for that day. We will comply with the applicable laws for full-time Team Members required to serve witness duty.

### Regular, Part-Time Team Members

Part-time Team Members are not paid for jury or witness duty, except where required by law.

## Inclement Weather Emergencies and Closings

At times, inclement weather may prevent you from getting to work on time or force you to leave early. Your safety is important and if you are unable to safely commute to your work location due to weather conditions, contact your supervisor regarding your absence or late arrival.

If you are at work and the decision is made to close due to bad weather or other circumstances, we will make an announcement. Each situation is unique, and decisions will be made on a case-by-case basis.

Refer to [HR Manual 6.12 Pay for Inclement Weather and Emergency Closings](#), available on MIK Hub or SharePoint, for details regarding your location and pay guidelines.

## Team Member Discount

To encourage the Maker in you, the Team Member Discount can be used in any of our Company stores. This discount may be used with custom framing orders and sale items.

**Concerned about harassment or retaliation and you aren't comfortable talking to your supervisor?** Contact the Third-Party Anonymous Hotline at 888-226-3443 or [www.michaels.ethicspoint.com](http://www.michaels.ethicspoint.com)

- 30% off at Michaels stores
- 65% off all custom framing orders
- Free Events for Kids and Families at Michaels

There are times that your discount may not be combined with other promotional offers, if you are using a coupon, check for any exclusions. The Discount is available to active Team Members and their immediate family members living in their household. Please note, **friends or extended family members are not eligible for your Michaels Team Member Discount**. Misuse or abuse of your discount privileges (or any company Rewards or Loyalty Program) is subject to disciplinary action up to and including termination.

## Pay Checks and Pay Cycle

The workweek begins on Sunday at 12:01 AM and ends at 12:00 Midnight the following Saturday. Payday is bi-weekly, every other Friday. We do not offer pay advances. Your pay stub and wage statement can be accessed on-line through Workday.

### Direct Deposit and Pay Program

Instead of receiving a paper check, you can enroll in Direct Deposit, or our pay card program offered in Workday. If you select the pay card, your supervisor will provide enrollment instructions. If you opt to receive your pay through direct deposit or the pay card program, your pay is automatically available in your account on pay day. There is no need to pick up your paycheck and no waiting in line to cash your check at the bank. Where allowed by state or local law, we may mandate a method of pay.

### Deductions from your Paycheck

We are required to make certain deductions from each paycheck including federal, state, and local income taxes, and your contributions to Social Security and if elected, we will also deduct for 401(k) contributions. Deductions are itemized on your paystub. Deduction amounts are based on your earnings and exemptions claimed on your IRS Form W-4. In accordance with IRS guidelines, if you elect exempt on your W-4, the exemption status is only good for one calendar year. You must complete a new W-4 every year or the required default will occur in the month of February.

Unless you specifically authorize a deduction in writing, no additional deductions will be taken except government deductions or those ordered by law. Improper deductions from your paycheck that violate the FLSA or the California Labor Code are prohibited. The Company makes good faith efforts to comply with the laws. If you feel that an improper deduction has been taken from your pay contact your supervisor, HR, or Team Member Services at 1-855-432-MIKE (6453). If an improper deduction is made, we will reimburse you per applicable laws.

You can update your W-4 through Workday in the Pay application at any time during the year. The changes will be reflected in the next payment to you. Each year, we prepare a Form W-2 for you listing your earnings and deductions accrued for the tax year. Any other mandatory deductions from

### Question about a Company policy?

Contact Team Member Services at 855-432-MIKE or [hrteam@michaels.com](mailto:hrteam@michaels.com)

your paycheck, such as court-ordered benefits or garnishments, are itemized on your pay stub. You can view your paystub and Form W-2 in the Pay application in Workday.

### **Garnishments**

We comply with all court orders and other required legal directions relating to garnishment of your wages and enrollment in benefits plans. To begin court-ordered garnishments, send a copy of your court order to the following address: Wage Garnishments 1851 N. Resler Drive El Paso, Texas 79912 Attention: Disbursement Unit.

Any questions or concerns related to your garnishment of wages should be directed to the ADP Solution Center at 1-866-324-5191. If you don't comply with court orders or other legal directions concerning garnishments, it may result in appropriate corrective action up to and including termination of employment.

## **Your Information and Security**

In today's modern world, information is an asset that must be protected by everyone. Every Team Member makes decisions every day using information that is important to the Company, our customers, business partners and coworkers.

We all have an important responsibility to protect the privacy and confidential information of our customers and fellow Team Members. That's why it's important that you ask for other Team Members' consent before you take photographs or video/audio recordings of them. If you don't have that consent, do not take photos or other recordings.

You must always exercise common sense and good judgment to protect information from internal and external threats. Failure to adhere to this policy or to safeguard private and confidential information may result in discipline up to and including termination. For further guidance, you can always refer to the [Information Security Policy and Guiding Principles](#) located on MIK Hub or SharePoint.

## **Passwords**

Most of our systems are password protected. Upon hire, you will receive a password from the Company and will be asked to change the password when first accessing the system. The system will prompt you to change your password every 90 days. Sensitive files should be password protected.

### **Password Policy:**

- To ensure security, we suggest not using your Michaels password across multiple sites.
- Never share your password with anyone. We assume any work completed under your username was performed by you and we will hold you accountable for that work. Sharing your passwords will result in discipline up to and including termination.

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- Supervisors may not ask Team Members for their passwords, require a Team Member to use a specific password, or change passwords for Team Members. Report through the Open-Door Policy if your supervisor is requesting your password or for other concerns.
- Always create a strong password that cannot be easily guessed. Do not base it on your Company ID, a dictionary word, your first or last name or any well-known fact about you. You should also create your password so that it varies significantly from those that you used previously. You need to vary more than just a number, letter, or other small change.

## Company and Customer Information

You are responsible for Company and customer information and complying with the access, handling, disposal, and retention requirements specified by the Company. Information – whether it’s verbal, electronic or on paper – is classified as one of the following:

### Public Information

Information officially released to the public through press releases, public marketing materials, employment advertising, annual financial reports, our external websites, and other publicly accessible channels.

### Internal Use Only Information

Information shared within the Company but not outside the Company. This covers most of the information visible to Team Members as they do their job. Examples include organizational charts, policies, procedures, phone directories and training materials. Senior management must approve any release of Internal Use Only Information to external parties.

### Confidential Information

Information sensitive to the business operations such as financials, pricing, or staffing information; security measures; expansion or marketing plans; or information subject to Non-Disclosure Agreements.

### Confidential Personal Information (CPI)

Information that is confidential and personal for Team Members and their dependents, contractors, and customers, such as:

- Credit card or account numbers
- Medical, insurance and all other health records
- A person’s name, home address, phone number, email address, etc.
- Performance Records, not limited to Performance Improvement Plans (PIPs) or Performance Discussion Records (PDRs)
- Compensation data (i.e., salary, deductions, benefits, etc.)
- Identification numbers - Driver’s license, Passport, Social Security
- Financial account numbers

### Question about a Company policy?

Contact Team Member Services at 855-432-MIKE or [hrteam@michaels.com](mailto:hrteam@michaels.com)

You may only use CPI as directed by the Company. For example, if a customer provides you with CPI to enter a sweepstakes or drawing, the paper with the customer's name, address and phone number (CPI) must be put in a locked shred bin immediately after the drawing.

### **Customer Artwork**

You should not reproduce, photograph, post, or display a customer's artwork without first obtaining prior written consent from the customer. If a customer provides consent for an image to be taken, only a Store device/tablet may be used to take a photograph. You may never take photographs using your personal device. For any product which you might deem as offensive, please review this Standard Operating Policy 813 on MIKHub located [here](#).

## **Access and Use of Systems**

The systems you access are for business use, and you have no right to privacy related to documents, correspondence, or other information you have sent or saved on Company computers or systems. If your employment with the Company ends, you will not be entitled to access personal files stored on a Company-provided device. Do not use Company systems or equipment to:

- Access inappropriate websites
- Manipulate or abuse our information systems by bypassing or disabling security access controls or making unauthorized changes by yourself or vendors

## **Email and Cloud Storage**

If you have access to a Company email account, the Company owns all information contained in electronic mail messages sent to or from your e-mail account. Do not include private information in emails. We will filter, scan and review messages as necessary. We may restrict or remove attachments to incoming or outgoing messages if we have a concern.

If you receive offensive, malicious, or suspicious messages from an internal source through the Company electronic mail system, promptly report them to [spamsubmit@michaels.com](mailto:spamsubmit@michaels.com).

E-mail Guidelines:

- Do not click on links or open attachments from unknown parties or open suspicious messages, as they could contain a virus or other malware
- Do not auto-forward Company e-mails to external addresses
- Log out or lock your workstation when you leave your workstation unattended
- Never send sexually explicit content, forward junk mail or communicate in any way that is disrespectful, harassing, or discriminatory

## **Workstations and Laptops**

**Concerned about harassment or retaliation and you aren't comfortable talking to your supervisor?** Contact the Third-Party Anonymous Hotline at 888-226-3443 or [www.michaels.ethicspoint.com](http://www.michaels.ethicspoint.com)

You will be provided with computer equipment needed to do your job. New Equipment and Software must be approved by your supervisor and the Company. Do not connect non-approved hardware or install software to our information systems. Desktop Services must evaluate equipment and software to confirm it is free from malicious components and compatible with our systems and software before installation. This overall policy applies to jump drives and portable devices. Only authorized persons may perform maintenance on our systems or equipment.

Notify your supervisor and contact the IT Helpdesk at 1-855-432-MIKE (6453) immediately if your hardware equipment has been lost, stolen or is faulty.

### **Software**

You may be allowed to purchase, install, and use Company-licensed software at home for Company business. When you leave the Company, you must remove the software from your computer and return all system related documentation before you leave. You may not duplicate software owned or used by the Company except for backup or archival purposes as approved by the Company. Illegal reproduction of software can be subject to civil and criminal penalties under the U.S. Copyright Act and other state and federal laws.

### **Mobile Hardware**

- You must connect Company mobile hardware such as a laptop to the network at least once a month for the current patches and updates.
- Any mobile hardware must be configured with a commercially available personal firewall and virus protection approved by Desktop Services.
- You should either lock laptops with either a locking cable or in a locked drawer when you leave the laptop unattended.

## **Remote and Wireless Access**

If you are authorized to access our information systems with a personal device, such as a cell phone, it must be configured with basic security measures such as current anti-virus, personal firewall software and security patches. You may only access our systems remotely through approved solutions. It is your responsibility to control access to your devices to prevent others from accessing our systems. The Company reserves the right to terminate use of Portable Devices to access the Company's business and information systems.

Users of Portable Devices consent to the Company's ability to delete information from a Portable Device. The Company will make reasonable efforts, where technically feasible, to delete only Company Information, provided that the Company cannot guarantee that personal information, such as photographs, videos, or music will not also be deleted.

You are responsible for backing up all personal information so such information can be recovered in the event it is deleted. Situations where deletion may occur include, but are not limited to:

- In response to a report that a Portable Device has been lost or stolen.
- Upon termination of the individual's employment/engagement with the Company.

### **Question about a Company policy?**

Contact Team Member Services at 855-432-MIKE or [hrteam@michaels.com](mailto:hrteam@michaels.com)

- In response to a report that a Portable Device has been sold, traded, or otherwise transferred to another user.
- When the Company has reason to believe that Michaels information is at risk of misappropriation or other misuse.

## Data Security Incidents

We must respond quickly and appropriately to any computer security incident or information security breach. If you are aware of a security incident, inappropriate release of Confidential Information or possible attack against our information systems, you must report the issue to 855-432-MIKE (6453) immediately. Possible incidents that you could encounter include:

- Loss or theft of customer data
- Loss or theft of Company information
- Hacking of the Company websites

When in doubt, it is best to report the concern so we can investigate and take the correct action. Working together, we can keep our systems and information safe. If you have received a suspected phishing attempt through email, you should report that email using the “Report Phishing” button in your email toolbar.

You automatically assign any rights you have in intellectual property to the Company, including any moral rights or rights to be designated as the author of the work. You further understand documentation may be needed to finalize Company’s ownership of this intellectual property, and you will be required to sign any required documents. You must treat this intellectual property as you treat confidential information, and you may not use this intellectual property without the express written consent of authorized Company management.

## Expenses

Any travel or business-related expenses will be paid by the Company if they are reasonable, appropriately documented, properly authorized within the guidelines of the Business Travel and Expense Policy, and as required by law. Refer to the [Business Travel and Expense Policy](#) available on MIK Hub or SharePoint for further details.

## When Employment Ends

### Important to Know

- Last Day: Your last day of employment is the last business day that you are in our employ. Except for approved leaves of absence, your last day cannot be recorded as a Holiday, Vacation, Sick or Personal Time.
- Current Physical and Email Address: You are responsible for ensuring that we have your current address at all times in order for you to receive your W-2 form (U.S.) and any other important documents.

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- Vacation, Sick and Personal Days: Time granted for Vacation or Personal Time will be paid out.
- Health and Welfare Benefits: Your benefits coverage ends at midnight on your last day of employment. This includes coverage that you have selected or that we provide.
- Continuation of Insurance Coverage: You may have the opportunity to temporarily extend group health coverage when your employment ends. If you have been enrolled, you will receive a notice in accordance with legal requirements.
- Company Property: When you leave the Company, you must return all Company-related, proprietary information and property in your possession.
- Human Resource File: You can request a copy of your Human Resource File by calling Team Member Services at 855-432-MIKE (6453), option 2.
- Employment Verification: We do not provide any written or verbal references for Team Members who have left the Company. We do provide income and employment verification through The Work Number at either [www.theworknumber.com](http://www.theworknumber.com) or (800) 367-5690. If you request this information, you will be required to provide your Social Security Number and our Code: 11668.

If you have any questions regarding your end of employment, contact Team Member Services at 855-432-MIKE (6453) option 2 for Human Resources.

## Re-Employment

If you previously worked for Michaels as a regular part-time or full-time Team Member and were rehired as a regular Team Member within 30 days of your separation date, your tenure will be reinstated.

If you were a full-time Team Member rehired within 30 days and were previously enrolled, your benefits will be reinstated.

Refer to the [HR Manual 8.1 Vacation/Personal Policy – U.S.](#) for more information on the status of your paid time off upon reinstatement or rehire. If you are rehired after more than 30 days, your previous service is not used to calculate benefits eligibility unless otherwise required by law.

### Question about a Company policy?

Contact Team Member Services at 855-432-MIKE or [hrteam@michaels.com](mailto:hrteam@michaels.com)



**The acknowledgement below is what you will be signing in Workday:**

## **Acknowledgement and Understanding**

I understand that the information in this handbook represents guidelines only and that the Company reserves the right to modify this handbook or amend or terminate any policies, procedures, or Team Member benefit program whether or not described in this handbook at any time, or to require and/or increase contributions toward these benefit programs.

I understand that this handbook is not a contract of employment, express or implied, between the Company and myself, and that I should not view it as such or as a guarantee of employment for any specific duration. Nothing in this handbook alters the “at-will” nature of my employment with the Company, and I understand and agree that my employment may be terminated at any time, with or without cause, and with or without notice. The Mutual Agreement to Resolve Issues and Arbitrate Claims, which is a separate, stand-alone document, cannot be changed unless you and the Company sign another written document specifically referencing a change to the Mutual Agreement to Resolve Issues and Arbitrate Claims.

By signing below, I acknowledge that I have received and read the handbook. By signing below, I acknowledge that I agree to abide by all of the policies, procedures, and guidelines set forth in the handbook. I agree that my failure to abide by any of these is grounds for discipline, up to and including, termination of my employment with the Company and as set forth in other written materials and guidance provided by the Company.

I have also carefully read, and I understand the Company’s non-discrimination and harassment policies that are contained in this handbook. I understand that there is a process that allows me to report any violations of these policies and that I am encouraged to do so. I agree that I will follow the proscribed reporting process(s) to report any violations of the harassment policy, and that I should likewise report any violations of the non-discrimination policy.

**\*\*NOTHING IN THIS BOOKLET IN ANY WAY CREATES AN EXPRESS OR IMPLIED CONTRACT OF EMPLOYMENT. EMPLOYMENT EXISTS ONLY ON AN AT-WILL BASIS. ANY VERBAL STATEMENTS, PROMISES, OR ASSURANCES THAT ARE INCONSISTENT WITH THE TERMS OF THIS HANDBOOK DO NOT CREATE A CONTRACT OF EMPLOYMENT**

**Concerned about harassment or retaliation and you aren’t comfortable talking to your supervisor?** Contact the Third-Party Anonymous Hotline at 888-226-3443 or [www.michaels.ethicspoint.com](http://www.michaels.ethicspoint.com)