

# 9.1

## Leave of Absence (LOA)

Effective: February 1, 2026

Version: 9

### Overview

This information is to help Team Members and their leader navigate the Leave of Absence process. A Leave of Absence (LOA) is time allowed away from work requiring approval from the Company or Leave of Absence Administrator. A Team Member uses a Leave of Absence when the time off from work is longer than five (5) consecutive workdays, not including vacation time.

During an approved LOA, the Team Member continues to be employed by the Company and the time can be either paid or unpaid. Some leaves, such as Family Medical Leave Act, are required by law.

### Manager Responsibilities

As a manager, you may be directly involved in the Leave of Absence process. Team Members have a variety of resources, and you should be aware of what is available.

Once you become aware that a team member may need a Leave of Absence, you should direct them to open a Leave of Absence claim with Michaels' Leave of Absence Administrator.

### Team Member Responsibilities

Team Members are responsible for completing the LOA process and submitting all required items before and during their time away. Team Members should stay in regular contact with our Leave of Absence administrator during the LOA process. For all types of leaves, a Team Member will be assigned to a Claim Examiner. Any changes to a Team Member's leave circumstances and all questions should be directed to their Claim Examiner.

### Resources

Leave of Absence Administrator – Vendor partner that manages the leave process.

- U.S. – Matrix Absence Management: (888) 288-1354
- Canada – CBML: (844) 636-9622

Team Member Services: (855) 432-MIKE (6453), option 2. Team Member Services: (855) 432-MIKE (6453), option 2. Team Member Services cannot answer any claim specific questions. Team Members should reach out to the appropriate Leave of Absence Administrator with any questions or concerns about their claim, the claim process, changes in their leave, etc.

# 9.1

## Leave of Absence (LOA)

### Topics

Types of Leaves .....	2
Leave of Absence Process .....	2
Pending Leaves .....	3
During Leave .....	3
LOA Extensions .....	4
Return to Work.....	5

### Types of Leaves

The following types of leaves are available to our Team Members. More details about each type of leave, including eligibility, can be found in the Leave of Absence Guide.

#### U.S. Leaves:

- Family and Medical Leave Act (FMLA)
- Michaels Medical Leave of Absence
- Parental Leave
- Personal Leave
- Uniformed Service Leave (USERRA)
- Workers' Compensation Leave
- California Family Rights Act (CFRA)
- Pregnancy Discrimination Leave (PDL) – California
- Other leaves required by applicable laws

#### Canada Leaves:

- Pregnancy/Maternity and Parental Leave (may vary by province)
- Workers Compensation Leave
- Other leaves required by provincial law

### Leave of Absence Process

1. Team Member notifies their Manager about impending leave at least 30 days in advance, if possible.
2. Manager directs Team Member to reach out to our Leave of Absence Administrator.
3. Team Member contacts and works directly with the LOA Administrator to file their request.
  - a. The LOA Administrator sends packet of information and forms to the Team Member.

## 9.1

# Leave of Absence (LOA)

- b. Team Member completes and submits all necessary forms to the LOA Administrator in the required timeframe.
- c. The LOA Administrator determines eligibility for the leave and notifies the Team Member and Manager, if needed.
- d. LOA Administrator will provide a decision on the claim based on the information that has been received.

\*NOTE - Work with your Manager and Risk Management on all Workers' Compensation issues

## Pending Leaves

Ideally, when a Team Member goes on leave, it should already be approved by CBML or Matrix; however, there are times when the final determination of approved or denied is still pending information. In these cases, the Team Member is responsible to ensure CBML or Matrix has the information needed. Once the determination is made, the following will occur:

- Approved – The Manager will be notified the leave was approved and the expected Return to Work Date.
- Denied – The Manager will be notified the leave was denied. The manager should reach out to the Team Member regarding a Return to Work Date.

## During Leave

### Time off Usage

Team Members who earn Time Off (Vacation, Sick or Personal) may use this time during an approved leave to continue receiving pay. Team members may not use time-off in excess of 100% of their pay, either alone or in combination with Short Team Disability pay. Unless applicable law (such as state or local law) provides otherwise, you must use all paid time off benefits before going on an unpaid leave.

- Stores Team Members will request their time off in WorkSmart. After a leave begins, use of time off should be coordinated with your manager.
- Support Center, Distribution Center, and Artistree Team Members will request their time off in Workday. After a leave begins, use of time off should be coordinated with your manager or HR Partner.

**\*\*NOTE: Team Members will NOT accrue paid time off hours while they are on a Leave of Absence.**

### Benefits

It is the Team Members responsibility to pay their share of the monthly premiums associated with their benefits to maintain their coverage. Michaels does not deduct Team Members benefit premiums while on leave. Instead, Michaels has partners that manage collection of benefit premiums on our behalf:

## 9.1

# Leave of Absence (LOA)

US Full-Time Team Members: HealthEquity/WageWorks, Inc. ('WageWorks') will send the Team Member a monthly direct invoice for premiums due. Team Members will make their payments directly to WageWorks. If payment is not made timely, the Team Member's and their enrolled eligible family member's group health insurance coverage may be cancelled. The Team Member will be provided written notification at least 15 days before the cancellation date. If you have any questions, please contact WageWorks at 1-877-722-2667.

Team Members have a 30-day grace period to pay their premiums to maintain their coverage. WageWorks will pursue, as needed, legal remedies to recover any health premiums paid by the company on the Team Members behalf during any unpaid periods of leave.

Team Members may make changes to their benefit elections only when they experience a Qualifying Life Event (QLE) that allows them to make changes, or during the next Open Enrollment Period, or as required by law.

Also, if the Team Member has a 401(k) loan, they must continue to make the loan payments. Team Members must reach out directly to Voya at Voya at 833-39M-401K (833-396-4015) to coordinate the payments.

Canada Full-Time Team Members: CBML will send the Team Member an invoice letter as well as a reminder notice for premiums due. Premiums are billed monthly. Team Members can have their payments automatically drafted by Plooto or send a check to CBML. Premiums must be paid to avoid cancellation of coverage. If a Team Member misses a payment, they will not have coverage for the period their premiums would cover. Contact CBML directly at (866) 538-2265.

Canada Part-Time Team Members in Saskatchewan ONLY: CBML will send the Team Member an invoice letter as well as a reminder notice for premiums due. Premiums are billed after the month ends. Team Members can have their payments automatically drafted by Plooto or send a check to CBML. Premiums must be paid to avoid cancellation of coverage. If a Team Member misses a payment, they will not have coverage for the period their premiums would cover. Contact CBML directly at (866) 538-2265.

### Communicating with the Team Member

Reaching out to a Team Member on leave to see how they are doing is acceptable. Remember not to discuss work and sometimes the Team Member may reach out to their manager with questions about their paycheck, returning to work or just checking in. Managers can answer their questions or direct them to Team Member Services at (855) 432-6453 (MIKE), option 2.

## 9.1

# Leave of Absence (LOA)

## LOA Extensions

The Team Member should work directly with the LOA Administrator regarding their Return to Work Date and any extensions that may be needed. In some cases, the Team Member may reach out to their manager with this information. In this case, the manager represents the company and should contact either CBML/Matrix or their HR Partner to notify them.

## Return to Work

Any Team Member who has been out on a Medical LOA is required to submit Return to Work documents to the LOA Administrator for review and approval prior to returning to work. Note, this can take up to five (5) days. Return to work dates can only be updated based on documentation received from the Team Member's Medical Provider.

Team Members who have been released with restrictions cannot work until the restrictions have been reviewed and approved by their Manager. Matrix or CBML will reach out to the Manager and HR Partner if restrictions/accommodations are being requested. Contact is made prior to the Return to Work date whenever possible based on when the request is made to the Leave of Absence Administrator.

After the Team Member submits the Return to Work forms, the LOA Administrator verifies that the forms are complete and notifies the Manager when a Team Member's leave is ending. Once the Team Member's Return to Work Date is confirmed, the Team Member's Workday Status is updated to restore system access. Please allow 24-48 hours for all updates to be made.

**Note:** Failure to return to work is a voluntary separation for personal reasons. If a leave is denied and you would like to explore other leave options, contact the Leave of Absence Administrator or your HR Partner. It is a Team Member's responsibility to keep in contact with their Manager about any changes in circumstances that would prohibit their Return to Work on the defined date.

For general Leave of Absence questions, contact Team Member Services at (855) 432-MIKE (6453), option 2.

For questions about a Team Member's access upon Return from LOA, contact IT Help Desk at (855) 432-MIKE (6453), option 1. It can take up to 48 hours for a Team Member's access to be restored after the return to work date is confirmed. Only if it has been longer than 48 hours, Team Member should reach out to IT.

For questions or concerns about a claim, the claim process, changes in leave, etc., Team Members should reach out to the appropriate Leave of Absence Administrator

- U.S. – Matrix Absence Management: (888) 288-1354.
- Canada – CBML: (844) 636-9622