



## Frequently Asked Questions

### **What is the Ethics Hotline?**

The Ethics Hotline is a resource for associates or third parties to report illegal or unethical behavior or suspected violations of our Code of Conduct or policies. It is operated and staffed by a third-party vendor, EthicsPoint, and is available 24 hours a day, seven days a week.

### **Why would I use the Ethics Hotline?**

We expect associates and third parties to report concerns about alleged misconduct or inappropriate business practices so that they can be reviewed. If you are aware of or become aware of something you think is wrong, please contact the Ethics Hotline.

### **Is my concern kept confidential?**

When you report a concern through the Ethics Hotline, information about your contact is kept confidential to the extent reasonably possible. That means it's shared on a need-to-know basis only to the extent necessary to adequately review and investigate your concern. When you make a report, you may choose to remain anonymous.

### **Why do we need the Ethics Hotline?**

Associates are our most important asset and we believe that maintaining open channels of communication helps promote a positive work environment and maximize productivity. In addition, as a publicly traded company, we are required to have a channel that allows associates or third parties to anonymously report concerns about financial improprieties. An effective reporting system enhances our other efforts to foster a culture of integrity and ethical decision-making.

## Raising a Concern

### **How do I raise ethics concerns?**

You can contact Global Ethics & Compliance to raise a concern through the following channels:

- Email us at [ethics@bbw.com](mailto:ethics@bbw.com).
- Ethics Hotline online at [www.lb.ethicspoint.com](http://www.lb.ethicspoint.com).

### **What type of situations should I raise to the Ethics Hotline?**

An ethics concern is one that involves alleged behaviors or business practices that are inconsistent with one or more sections of our Code of Conduct such as harassment, discrimination, theft or insider trading.

### **If I have a concern, shouldn't I just raise it to my manager or asset protection or human resources partner and let them deal with it?**

As part of our open communications commitment, we encourage you to speak directly with a manager or Human Resources partner about concerns you have. The Ethics Hotline provides an alternative, confidential resource for reporting suspected misconduct.

## Security & Confidentiality

### **It is my understanding that any concern I send from a company computer generates a server log that shows every website that my computer connects with, and won't this log identify me as a report originator?**

EthicsPoint does not generate or maintain any internal connection logs with IP addresses, so no information linking your computer to EthicsPoint is available. In fact, EthicsPoint is contractually committed not to

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pursue a reporter's identity. If you feel uncomfortable raising a concern on your work computer, you have the option of using a computer outside our work environment (such as one located at an internet café, at a friend's house, etc.).

## **Is the telephone toll-free hot line confidential and anonymous, too?**

Yes. You will be asked to provide the same information that you would provide in an online report and an interviewer will type your responses into the EthicsPoint web site. These reports have the same security and confidentiality measures applied to them during delivery.

## **Tips & Best Practices**

### **I am aware of some individuals involved with unethical conduct, but it does not affect me. Why should I bother raising it?**

Our company is committed to living by our values, doing what's right and acting with integrity everywhere we do business. Unethical conduct, at any level, ultimately hurts the company and all associates, including you. We expect associates and third parties who are aware of or become aware of misconduct or inappropriate business practices to report it so the company can take appropriate action.

### **I am not sure if what I have observed or heard is a violation of company policy, or involves unethical conduct, but it just does not look right to me. What should I do?**

You should respect both actual and suspected misconduct. We strictly prohibit retaliation for good faith reporting even if it turns out that no one behaved unethically. "Good faith" means making a report with honest intentions and providing all relevant information.

### **What if my boss or other managers are named in a reported concern? Will they be notified?**

Concerns reported to the Ethics Hotline are kept confidential to the extent possible. Each case is investigated by an independent and neutral subject matter expert. Bath & Body Works is committed to protecting the integrity of every investigation, including protecting reporters from harassment, intimidation and retaliation. If you believe you've been retaliated against for making a complaint, you should report it to Global Ethics & Compliance immediately.

### **What if I remember something important about the incident after I raise a concern? Or what if the company has further questions for me concerning my concern?**

When you raise a concern through the Ethics Hotline, you're assigned a unique user name and are asked to choose a password. You can use that information to access the original concern to add more detail, answer questions or obtain case status.