



## Open Door Policy

### 1. GENERAL INTRODUCTION

Chewy, Inc. and its subsidiaries (the “Company”) are committed to conducting our business with honesty and integrity and in compliance with our Code of Conduct and Ethics (the “Code”), policies and procedures, and applicable laws. This “Open Door” Policy (the “Policy”) is incorporated by and forms part of the Code.

### 2. PROCEDURES FOR REPORTING VIOLATIONS

#### **Who to Contact; Information Requirements**

Under our Open Door Policy, you are encouraged to raise questions or concerns with your manager whenever you are comfortable doing so, as this often is the fastest way to resolve any issues. If you are uncomfortable speaking with your manager, you may also speak with the Legal Department, the Human Resources Department or any member of the leadership team. If you prefer to report a concern anonymously, Chewy OpenBark provides a hotline and web portal, which are operated by an independent third-party provider and are available 24 hours a day, 7 days a week, 365 days a year. Chewy OpenBark can be accessed online at <https://chewy.ethicspoint.com> or via telephone at +1 (833) 381-BARK ((883) 381-2275).

Complaints regarding a possible violation of law, regulation or policy in relation to accounting or auditing matters must be immediately reported, and will be investigated in accordance with the terms of our Whistleblower Policy.

#### **Confidentiality**

If you wish to make a report anonymously, you may do so orally or in writing via Chewy OpenBark, although we may be unable to obtain follow-up details from you that may be necessary to investigate the matter. Whether you identify yourself or remain anonymous, your contact will be treated confidentially and shared with a limited number of people who have a need to know or are responsible for dealing with reports and investigations. However, where maintaining confidentiality hinders the investigation or where disclosure is required under law, the Company cannot guarantee such confidentiality.

### **Prohibition on Retaliation**

The Company is committed to maintaining an open environment where integrity and compliance issues can be raised in good faith without negative consequences to the reporting person. The Company will not retaliate against any individual and will not permit retaliation by any Company employee against any individual, who reports concerns in good faith or who participates in an investigation of any such reports. We encourage you to report any actual or suspected retaliation as set forth under "Procedures for Reporting Violations".

### **Investigations**

Reported violations will be promptly and thoroughly investigated by the Chief Legal Officer or his/her designee. To assist in the response to our investigation of a complaint, the complaint should be factual rather than speculative and contain as much specific information as possible to allow for proper assessment of the nature, extent and urgency of the matter that is the subject of the complaint. Without limiting the foregoing, the complaint should, to the extent possible, contain the following information (i) the alleged event, matter or issue that is the subject of the complaint; (ii) the name of each person involved; (iii) if the complaint involves a specific event or events, the approximate date and location of each event; and (iv) any additional information, documentation or other evidence available to support the complaint.