

Harassment, Discrimination and Workplace Conduct

OVERVIEW

Purpose

This document outlines the policies and procedures regarding conduct in the workplace specifically, the prevention of discrimination, harassment and retaliation.

Audience

The primary audience for this P&P includes all Petco partners.

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EQUAL EMPLOYMENT OPPORTUNITY, PROHIBITED DISCRIMINATION & HARASSMENT

Petco is an equal opportunity employer and is committed to providing a work environment that is free of discrimination and harassment based on any protected characteristics. In accordance with applicable law, we maintain a strict policy that prohibits discrimination and harassment against partners, applicants for employment, individuals providing services in the workplace, and guests based on any legally-recognized protected characteristic, including but not limited, to their actual or perceived race (including traits historically associated with race, such as hair texture and protective hairstyles), religious creed, color, national origin, ancestry, physical or mental disability, medical condition, genetic information, marital status (including registered domestic partnership status), sex and gender (including pregnancy, childbirth, lactation and related medical conditions), gender identity and gender expression (including transgender individuals who are transitioning, have transitioned, or are perceived to be transitioning to the gender with which they identify), age (40 and over), sexual orientation, Civil Air Patrol status, military and veteran status, and any other consideration protected by federal, state or local law (sometimes referred to, collectively, as “protected characteristics”).

Our commitment to equal employment opportunity and our policy on prohibited harassment, discrimination and retaliation, further described below, applies to all persons involved in our operations and prohibits discrimination, harassment and retaliation by co-partners, supervisors, managers, temporary or seasonal workers, agents, clients, vendors, customers or any third party interacting with Petco and prohibits proscribed harassing conduct by any partner or third party of Petco, including nonsupervisory partners, supervisors and managers. If such harassment occurs on Petco’s premises or is directed toward a partner or a third party interacting with Petco, the procedures in this policy should be followed.

SEXUAL HARASSMENT DEFINED

Sexual harassment includes, but is not limited to, unwanted sexual advances, requests for sexual favors or visual, verbal or physical conduct of a sexual nature when:

- Submission to such conduct is made either implicitly or explicitly a term or condition of employment; or
- Submission to, or rejection of, such conduct is used as a basis for employment decisions affecting the individual; or
- Such conduct has the purpose or effect of unreasonably interfering with an employee’s work performance or creating an intimidating, hostile or offensive working environment, even if the individual making the report is not the intended target of such conduct.

Sexual harassment also includes various forms of offensive behavior based on sex. The following is a partial list:

- Unwanted sexual advances
- Offering employment benefits in exchange for sexual favors
- Making or threatening reprisals after a negative response to sexual advances
- Visual conduct: leering, making sexual gestures, displaying sexually suggestive objects or pictures, cartoons, posters, websites, emails or text messages

- Verbal conduct: making or using derogatory comments, epithets, slurs, sexually explicit jokes, or comments about a partner's body or dress
- Verbal sexual advances or propositions
- Verbal abuse of a sexual nature; graphic verbal commentary about an individual's body; sexually degrading words to describe an individual; suggestive or obscene letters, notes, or invitations
- Physical conduct; touching, assault impeding or blocking movements
- Hostile actions taken against an individual because of that individual's sex, sexual orientation, gender identity or gender expression, such as:
 - Interfering with, destroying or damaging a person's workstation, tools or equipment, or otherwise interfering with the individual's ability to perform the job;
 - Sabotaging an individual's work; and
 - Bullying, yelling, name-calling
- Retaliation for reporting harassment or threatening to report sexual harassment.

Sexual harassment also includes sexual assault, which means unwanted conduct of a sexual nature that is inflicted upon a person or compelled through the use of physical force, manipulation, threat, or intimidation.

Sexual harassment can occur regardless of the gender of the person committing it or the person who is exposed to it. Harassment on the basis of an individual's sexual orientation, gender identity or gender expression are all forms of prohibited harassment.

Individuals who observe conduct that may violate this policy are encouraged, but not required, to communicate to the offending person that the conduct is offensive and unwelcome. Partners and third parties interacting with Petco who observe any behavior directed at others that may violate this policy are encouraged to take reasonable action to defuse such behavior if possible, such as intervening directly, alerting a supervisor or Human Resources to assist, or making a report under this policy. Supervisors and managers who observe such conduct must report such conduct as set forth more fully in the Supervisory Responsibilities section below.

A partner may be liable for harassment based on sex even if the alleged harassing conduct was not motivated by sexual desire. An employee who engages in unlawful harassment may be personally liable for harassment even if the Company had no knowledge of such conduct.

OTHER TYPES OF HARASSMENT DEFINED

Harassment on the basis of any legally protected status is prohibited. Prohibited harassment may include behavior similar to the illustrations above pertaining to sexual harassment. It also includes, but is not limited to:

- Verbal conduct including threats, epithets, derogatory comments or slurs based on an individual's protected characteristics;

- Visual conduct including derogatory posters, photos, cartoons, drawings or gestures based on a protected characteristics; and
- Physical conduct, including assault, unwanted touching or blocking normal movement because of an individual's protected characteristics.

ZERO TOLERANCE

Discrimination, harassment and retaliation based on any protected characteristics are illegal. In addition to prohibiting the conduct described above, the Company has zero tolerance for all acts of discriminatory, harassing and retaliatory conduct based on any protected characteristics, including those that do not rise to the level of being unlawful. All such conduct should be immediately reported to allow the Company to investigate concerns and issue prompt, appropriate disciplinary action as set forth in this policy.

ABUSIVE CONDUCT PREVENTION

It is expected that Petco partners perform their jobs as assigned and in a manner that meets all of management's expectations, during work times and at work-related events, and that they refrain from any malicious, patently offensive or abusive conduct, including but not limited to, conduct that a reasonable person would find offensive based on any of the protected characteristics described above. Examples of abusive conduct include repeated infliction of verbal abuse, such as the use of malicious, derogatory remarks, insults and epithets, verbal or physical conduct that a reasonable person would find threatening, intimidating or humiliating, or the intentional sabotage or undermining of a person's work performance.

PROTECTION AGAINST RETALIATION

Retaliation is prohibited against any person for using Petco's complaint procedure, reporting proscribed discrimination or harassment or filing, testifying, assisting or participating in any manner in any investigation, proceeding or hearing, including, but not limited to, one conducted by Petco or a government enforcement agency.

Prohibited retaliation includes, but is not limited to, termination, demotion, suspension, failure to hire or consider for hire, failure to give equal consideration in making employment decisions, failure to make employment decisions impartially, adversely affecting working conditions or otherwise denying any employment benefit.

Individuals who believe that they or any other individual has been subjected to retaliation should report this concern using the complaint procedure set forth below.

REPORTING A DISCRIMINATION, HARASSMENT, RETALIATION AND/OR ABUSIVE CONDUCT COMPLAINT

All employees are encouraged to document any incidents involving discrimination, harassment, and sexual assault as soon as possible. Any partner who believes that he or she has been harassed, discriminated against, or subjected to retaliation or abusive conduct by a co-partner, supervisor, manager, temporary or seasonal worker, agent, client vendor, customer, or any other third party interacting with Petco in violation of the foregoing policy, or who is aware of such behavior against others, should immediately provide a verbal or written report of such behavior to his/her supervisor, any other member of management, Human Resources, the Petco Hotline at (888) 736-9834, employeerelations@petco.com, or www.petcohotline.com. Employees are not required to make a complaint directly to their immediate supervisor.

Employees may also contact the United States Equal Employment Opportunity Commission (“EEOC”) or the appropriate state or local agency, which investigates complaints of prohibited harassment, discrimination and retaliation in employment. The EEOC area and territory offices and may be contacted by visiting www.eeoc.gov, emailing info@eeoc.gov or by telephone at 1-800-669-4000 (TTY 1-800-669-6820).

Partners should also refer to the following Harassment and Workplace Conduct Reporting Procedures as they apply to his/her state:

- [California](#)
- [Maine](#)
- [Massachusetts](#)
- [New York](#)
- [Oregon](#)
- [Rhode Island](#)
- [Vermont](#)

When a report is received, or Petco otherwise has reason to believe that this policy is being violated, Petco will conduct a fair, timely, thorough and objective investigation that comports with applicable laws, including those that require due process. Petco will reach reasonable conclusions based on the evidence collected. The investigation will be documented to the fullest extent required and tracked for reasonable progress. In addition to being subject to discipline for engaging in discrimination, harassment or retaliation themselves, supervisors and managers will be subject to discipline (up to and including termination) for failing to report suspected discrimination, harassment or retaliation or otherwise knowingly allowing such conduct to continue.

Petco expects all partners to fully cooperate with any investigation conducted by the Company regarding a complaint of proscribed harassment, discrimination or retaliation. Petco will maintain confidentiality surrounding the investigation to the extent possible and to the extent permitted under applicable federal, state, and local law.

Discipline

Upon completion of the investigation, Petco will communicate, as appropriate, its conclusion as soon as practicable. If Petco determines that this policy has been violated, prompt, remedial action will be taken based on the severity of the offense, history of similar or like behavior, other documented performance and/or conduct offenses and other relevant factors, up to and including termination of employment. Appropriate action will also be taken to deter any such conduct in the future.

Good Faith Reporting

The initiation of a good faith complaint of discrimination, harassment or retaliation will not be grounds for disciplinary or other retaliatory action, even if the allegations cannot be substantiated or the employee was mistaken about aspects of the complaint. Any individual who makes a complaint that is demonstrated to be intentionally false may be subject to discipline, up to and including termination.

Supervisory Responsibilities

Supervisors and managers who receive complaints of conduct that may violate this policy, must immediately report them to Human Resources (such as an HR Business Partner, HR Manager or NSC/SSC Employee Relations representative) who will investigate the matter.

Questions should be directed to your Human Resource Partner/Manager or employeerelations@petco.com.

RELATED FORMS AND DOCUMENTS

Policies

[Standards of Behavior](#)

[Workplace Bullying](#)

[Anti Retaliation and Whistleblower](#)

Forms

[NY: Complaint Form for Reporting Sexual Harassment](#)

[DE: Harassment Notice Info Sheet](#)

[NY: Sexual Harassment Fact Sheet](#)

[Harassment Reporting – California](#)

[Harassment Reporting – Maine](#)

[Harassment Reporting – Massachusetts](#)

[Harassment Reporting – New York](#)

[Harassment Reporting – Oregon](#)

[Harassment Reporting – Rhode Island](#)

[Harassment Reporting – Vermont](#)

