



Transgender Policy

At Macy's, we recognize and appreciate that our customers and team members are a diverse group of people. We have included gender identity and gender expression in our non-discrimination policy because it is important that transgender and gender non-conforming team members have access to a workplace free from harassment and any other adverse treatment. It's also important that team members are able to understand and accommodate their customers and co-workers.

1. Guiding Principles

Because each person and relationship is unique, each situation in which gender or sex is an issue will be different. Therefore, the guidelines for addressing such issues must be considered general guidelines only and may need to be adapted for each situation. The following are general principles that represent the framework for appropriate decisions:

- We do not permit discrimination or harassment on the basis of an individual's gender identity or gender expression in recruiting, hiring, firing or the terms and conditions of employment.
- We treat people with respect at all times, without regard to their gender identity or gender expression.
- We strive to protect the privacy and dignity of all customers, team members and applicants.
- No team member should be made to feel intimidated, threatened or harassed because of individual attributes, or for defending those principles on behalf of others, that are irrelevant to performing job responsibilities.
- Macy's Backstage team members must provide outstanding service to all customers, no matter their gender or gender identity.

2. Specific Situations

Team members may find themselves in a variety of atypical situations that call for professional discretion. Sometimes a person's appearance may raise confusion or cause discomfort for others. For example, team members may encounter a woman who exhibits what a team member or others may consider to be typical male external characteristics and/or behaviors. Similarly, team members may encounter a man who exhibits what a team member or others may consider to be typical female external characteristics.

Team members may also encounter people who cross-dress or who are undergoing a medically supervised change of sex.

- **Restrooms & Fitting Rooms.** Privacy in restrooms and fitting rooms is of foremost concern in all situations, regardless of an individual's gender identity or gender expression. Sex-segregated facilities (such as restrooms and fitting rooms that are designed for use by women and men separately) exist in most locations. In some locations there may be unisex facilities that are intended for use by either sex, such as single occupancy restrooms or family restrooms.



Generally, sex-segregated facilities are for use by adults and teens of the identified gender (and by small children of either gender who are accompanied by an adult). Transgender persons identify with a physical sex that is different than their physically manifested sex at birth. Therefore, **transgender persons may use the restroom or fitting room that is consistent with their gender identity/presentation, that makes them feel least vulnerable, and that they believe will result in the least interest and notice from others.**

If a team member or a customer expresses extreme discomfort with the possibility of meeting a transgender person in a restroom, the team member or customer expressing discomfort should be directed to a unisex restroom (if available). Similarly, if a team member or a customer expresses discomfort with the possibility of meeting a transgender person in a fitting room, the team member or customer expressing discomfort should be given information regarding the location of other fitting rooms in the store and/or should be advised that he or she can purchase the item, try it on at home and return it if needed.

If a team member is asked the location of a restroom and is unsure of the person's gender, the team member will either (i) provide information regarding the location of a unisex restroom (if available and nearby), or (ii) provide information regarding the location of a nearby restroom for men and a nearby restroom for women. The team member should not assume the question relates to a restroom for a specific gender unless the request is phrased that way.

- **Photo Identification.** If a customer presents photo identification that resembles the customer but does not represent the gender the customer presents, and if the team member believes the customer may be a transgender person, the team member will accept the document at face value, as long as the address is current and the name is correct for the account. The team member will not discuss the customer's transgender status with anyone.
- **Names & Pronouns.** It is important team members use the appropriate pronoun (him/her, she/he) and title (Mr./Ms, Sir/Ma'am) when addressing a transgender person. The pronoun and title must relate to the person's gender identity/expression. Further, a transgender person may elect to use a preferred name that is consistent with his/her gender identity. Associates must be respectful and adhere to this choice at all times.
- **Potential Conflicts.** Team members may be asked to resolve a situation where one or more persons are in conflict relating to their own judgment about, or discomfort with, another person in a sex-segregated or common area of the store. Most situations where sex or gender is an issue can be handled professionally by:
 - Treating all parties respectfully;
 - Resisting the impulse to judge the person by his/her appearance;
 - Understanding that sex and gender are not the rigid categories that we may assume them to be;
 - Providing outstanding service to all persons involved;
 - Explaining that the transgender person is not a threat, that the person may be following medical protocols at the direction of a doctor, and/or that the person is using the restroom that is consistent with the way the person views himself/herself;



- Assuring the persons involved that their concerns have been heard; and
- Asking whether the concern was raised based on what was believed to be inappropriate behavior. If there is a concern regarding inappropriate behavior and the team member needs assistance in facilitating this conversation, and/or if there is a potential or actual confrontation, the team member will request partnership with a member of the management team.