

Work From Home Support Policy – FY20

I. Policy Brief & Scope

This Policy is designed to outline expectations for what an associate will be provided for their “home office” in terms of technology, office supplies, office furniture, stipends and travel while a majority of our corporate associates are working remotely due to COVID-19.

Please note that this Policy will only be in affect only while there are significant capacity restrictions on the AEO offices due to COVID-19 and can be modified, altered, continued, or discontinued at any time with or without notice and at the full and complete discretion of American Eagle Outfitters, Inc., its subsidiaries and affiliates (collectively, the “Company”). Nothing in this document is intended to/or should be interpreted as modifying or waiving any policies, procedures, or practices of the Company.

II. Who Must Read & Understand this Policy:

This Policy applies to all Associates working from home due to COVID-19.

III. Standards

AEO provides associates the necessary tools and equipment that are required to perform their job duties. Expectations for what AEO will provide/expense for an associate while working from home as a result of COVID-19 are outlined below:

- **Technology** - AEO can provide each associate with following Company-owned technology for use when working from home or working in the office:
 - Laptop (includes docking station and charger)
 - Keyboard
 - Mouse
 - Monitor
 - If an Associate would like to get their monitor, docking station, keyboard, etc. from their desk in the office, they must notify Jun Kai if in New York and Dan Shea if in Pittsburgh – **Associates will not be reimbursed for the purchase of any of the items listed above**
 - Schedule time with IT and/or Operations for pickup either at the office or, if you cannot come to the office, it can be sent to your home.
 - If technology must be sent to your home, please submit your request to SupportCenter@ae.com and CC Jun Kai, Dan Shea, and your HRBP
 - Please provide your current address in that request
 - All requests will be reviewed and need leader approval
- **Office Supplies** – Associates should contact their team’s ESA or whoever they would normally contact when working in the office if they need general office supplies (ex. paper, pens, highlighters, etc.)
 - Should an associate need specific office supplies in order to effectively complete responsibilities associated with their role (ex. printer ink), they should discuss this need with their manager and submit an exception request (see below)

- **Office Furniture** – AEO **will not** be providing any reimbursement for office furniture (ex. desk, chair) nor is an associate permitted to take AEO office furniture from any of our buildings, except as required as a reasonable accommodation because of the associate’s disability
- **Stipends** – AEO **will not** be providing stipends to associates for expenses such as internet or utilities, unless such reimbursement is required by state or local law
 - Should an associate have any extenuating circumstances, they should discuss those with their manager, department VP and/or HR Business partner for further consideration.
- **Travel** - AEO **will** continue to reimburse for transportation for NYDO associates who are required to come into the office through the end of the year. Associates must obtain approval prior and each department is responsible for monitoring this expense to ensure Associates are only going in for business critical meetings

For FY20 there is a strategic focus on preserving cash; therefore, all associates should be making decisions that align with this strategic focus. However, there may be rare exceptions where an associate requires additional support beyond what AEO normally provides in order to fulfill their job duties. In such situations, the associate can submit an exception request to their direct manager for approval. In that request, the associate should provide the following:

- Reason/need for the requested item or stipend to complete a requirement of their job
- Estimated cost of the item or stipend

If the associates’ direct manager approves the request, it must then be **submitted to the associate’s department VP and HR Business Partner for review and approval before purchasing any item.**

All requests for additional items/equipment/stipends will be incurred against the Associate’s team cost center/budget. When submitting the expense in Concur the associate must attach the email confirmation from the department VP and HR Business Partner confirming their approval.

Associates assume responsibility for the maintenance and care of any items supplied and/or purchased by AEO as well as adhering to all established acceptable technology use policies. Additionally, it is your responsibility to return all items to the office once they begin working in office full time, and/or upon separation from the company.

AEO’s Technology team will provide best effort support for any technology that is purchased by the associate and/or that is not supplied directly from AEO’s Technology team. If you need support with using any technology (AEO supplied or personal), please contact submit a ticket to the [Support Center Portal](#).

Examples of Exception Requests

This list is intended to provide context to the types of acceptable exceptions. This is not an exhaustive list and each request should be evaluated by managers, in accordance with the process outlined above.

Requested Item	Acceptable	Not Acceptable
Headphones	Expensing the purchase of a headset or other item as a reasonable accommodation based on the associate’s a disability after engaging in an interactive process with HR and Legal.	Expensing Air Pods because an associate is frequently on conference calls/WebEx meetings.
Toner/Printer Ink	Expensing toner because an associate is required to regularly print items as part of their position, or if an associate’s position requires them to print a large number of items for a specific project/business outcome.	Expensing toner if an associate occasionally prints a document for their own reference instead of viewing it electronically.

Requested Item	Acceptable	Not Acceptable
Meals	N/A	Expensing a meal because an associate is working late and/or long hours.
Desk, Chair, or other Furniture	Expensing the purchase of furniture or other item as a reasonable accommodation based on the associate's a disability after engaging in an interactive process with HR and Legal.	Expensing a desk chair because their home office chair is uncomfortable.
Airfare (required business travel)	Booking a coach ticket when traveling for business.	Booking a business class or first class ticket in violation of the T&E policy because the associate feels more comfortable in an upgraded class than in coach.
Commuting into the office	Reserving a car service or takes Uber/taxi service to commute into the NYDO .	Reserving a car service or takes an Uber/taxi service to commute into the Pittsburgh office.

The measures and decisions detailed in the above document/communication are temporary and being put in place on an emergency basis only. They can be modified, altered, continued, or discontinued at any time with or without notice and at the full and complete discretion of American Eagle Outfitters, Inc., its subsidiaries and affiliates (collectively, the "Company"). Nothing in this document is intended to/or should be interpreted as modifying or waiving any policies, procedures, or practices of the Company

IV. Responsibilities

This Policy will be reviewed as required by the COVID-19 pandemic by Human Resources and approved by the Vice President of Talent Management.

V. Accountability & Consequences for Failure to Comply

Anyone who violates this Policy is subject to appropriate discipline, up to and including, termination.

VI. Policy History

Date Issued:

Last Reviewed:	Last Revised:	Owner:	Changes:
November 2020	November 2020	Human Resources	New Policy