

MAURY KAY[®]

Employee Handbook

U.S. / Corporate

Welcome to Mary Kay!

You are now part of a company that makes the impossible become possible. We **believe it is possible** to love your job and we hope that your life will be enriched as we work together **to enrich lives around the world.**

Enclosed for your reference is more information about how we conduct business and the standards we set for ourselves. Please keep this book for future reference and remember to always use **The Golden Rule** as your guide.

discover what you
L**VE**TM

Acknowledgment

I acknowledge receipt of and/or electronic access to the Mary Kay Employee Handbook, which includes the Company's Harassment Prevention Policy and policy prohibiting unethical payments.

I agree that I am responsible for reading and understanding the policies contained in the handbook, including revisions that may be issued in electronic form. I further understand that the Company reserves the right to make changes to the policies in the handbook at any time. The Employee Handbook, including updates and revisions can be accessed online at Inside MK and a paper copy of the handbook is available through a Human Resources Business Partner.

I acknowledge that I am an employee at will and, as such, the Company or I may terminate my employment relationship at any time with or without reason and with or without advance notice. I acknowledge that no written policy of the Company is a contract or other guarantee that the Company will continue any practices described in the policy, nor does it alter the at-will employment relationship. I further acknowledge that no supervisor or employee of the Company has the authority to promise or agree to any terms or conditions of employment different from those stated in any written policies.

I also understand that if I have any questions about the policies in this handbook, I will contact a Human Resources Business Partner.

Print Name

Signature of Employee

Date

Introduction

This Employee Handbook contains the policies of Mary Kay Inc. to provide information and guidance to our employees. The policies or practices described in this handbook do not create any contractual obligations or other legal promise or guarantee of the Company to its employees.

The policies and practices apply to all persons employed by the Company, except as specifically provided. You may obtain the details of any policies from Human Resources. The Company reserves the unilateral right to modify, interpret or apply these policies as it deems advisable and these policies are not binding upon the Company in individual instances.

The policies and practices are subject to modification in light of a growing and changing work environment. Some policies may vary from the stated language according to state regulations and/or statutes. The Company intends to comply fully with all laws governing employment practices. If any of the policies or practices outlined in this handbook are or become unlawful for any reason, the applicable law will be followed.

The most up-to-date version of the Employee Handbook is available on [InsideMK](#). You are expected to review and comply with all policies.

The handbook is the property of the Company and should be returned upon termination of employment.

“Do unto others as you would have others do unto you.”

— The Golden Rule and one of our founding principles

To our new employees:

When Mother and I started this Company in 1963, we weren't exactly sure how it would all turn out. But we were very sure of one thing: Every decision we made or action we took would be based on the Golden Rule.

I believe as my mother did when she said: *“While many people believe there's no place in business for the Golden Rule, it has become the business foundation of our Company.”*

“Golden Rule management has led us to the success we know today and will guide us in meeting our future challenges. What does that mean to you? At Mary Kay, we care about our people – our employees, members of our independent sales force and our customers. We are in the ‘people business,’ and this concern leads us to a standard of excellence in everything we do. We strive for excellence in the people we employ, in the products we produce, in the skin care systems we teach, in the services we give our sales force and in the working environment we provide for you.”

“As you build your career with us and from time to time are faced with difficult decisions, I hope you will ask yourself, ‘How could I solve this with the Golden Rule?’ You'll find that every decision then becomes the right decision.”

Thank you for choosing Mary Kay Inc. I welcome you to our Company. Always remember that this is a Company that enriches lives. My wish is that it enriches yours as well.

Sincerely,

A handwritten signature in black ink, appearing to read "Richard", with a stylized flourish at the end.

Richard Rogers
Chairman

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The Start of a Dream Company

Mary Kay Ash started her direct-selling dream company in 1963 with \$5,000 and plenty of determination and perseverance. Mary Kay Ash's personal mission, to enrich women's lives, defines this Company and its unique place among businesses worldwide.

A unique combination of enthusiastic people, quality products, an innovative marketing concept and ambitious goals – all infused with Mary Kay Ash's mission - has turned Mary Kay into a world-renowned business success story.

Since 1963, the growth of the Company has been remarkable, rapidly evolving from a small regional cosmetics firm to a fully integrated, global manufacturer and distributor of personal care products. The Company began expanding in the 1970s, opening U.S. regional distribution centers across the U.S. and expanding into Australia and Canada. With continued growth and expansion, Mary Kay is now in more than 30 markets throughout the Americas, Asia/Pacific and Europe.

Today, Mary Kay and its international subsidiaries employ over 4,500 individuals who remain committed to furthering Mary Kay Ash's dream of providing an open-ended opportunity for women. Additionally, the independent sales force currently includes more than two million Independent Beauty Consultants, Independent Sales Directors, and Independent National Sales Directors (collectively referred to as Independent Beauty Consultants or the independent sales force).

You can find more information on how Mary Kay started her dream company and on her management practices in *The Mary Kay Way: Timeless Principles from America's Greatest Woman Entrepreneur* (published 2008), as well as from her autobiography, *Miracles Happen*.



Our Mission

This mission summarizes everything we do at Mary Kay and never changes. It underscores that we exist to do more than sell wonderful products, and highlights the others-focused perspective that is the heart and soul of our Company.

Our Vision

Our vision is for every woman to say, “I love my Mary Kay” because of the

- rewarding **opportunity**
- **irresistible**, top-selling* **products** and
- positive **community impact**

* Top-selling = top five beauty brand in our category

Our Values

We live by these values:

Go-Give Spirit

Mary Kay coined this term to describe the selfless pursuit of the greater good, a dynamic team spirit of helping others found throughout the halls of our offices around the globe. The rewards of lending a helping hand to others or being the recipient of an act of kindness leads to an atmosphere of trust, caring and relationship building.

The Golden Rule

“Do unto others as you would have them do unto you.” This tried-and-true principle has stood the test of time and is the cornerstone of our culture. We also believe in an atmosphere of teamwork, respect for others and fostering relationships built upon trust and honesty.

Make Me Feel Important

Mary Kay Ash once said, “It’s so simple, yet makes such a difference. Pretend that every single person you meet has a sign around his or her neck that says, ‘Make me feel important.’” At Mary Kay, this is a reality — from being recognized for a job well done to people taking an interest in your life.

Balanced Priorities

We recognize the importance of building a balanced life. In fact, Mary Kay often shared her priorities of “God first, family second, career third.” Following this tradition, encouraging employees to find the proper balance of priorities in their lives has remained a vital part of our culture around the globe. At Mary Kay, we understand that a successful career is just one part of a balanced life.

Corporate Citizenship

Wherever in the world the Company and its subsidiaries operate, we intend to be good corporate citizens. Efforts are made to integrate into the local community, to identify with appropriate local issues and to contribute to the economic and social development of the community involved.

We have a strong commitment to the concept that companies as well as individuals must contribute to the well-being of society. The Company believes it makes a contribution by providing quality products and services, by conducting its business with integrity and by taking an active interest in the quality of life enjoyed by its employees and members of the communities in which it exists.

More information about our mission, vision, values and business strategy is located on [InsideMK](#).

Creating Endless Opportunities for Women Around the World

One of the primary ways Mary Kay strives to “enrich women’s lives” is to deliver the most rewarding, unsurpassed business opportunity for women worldwide.

Mary Kay is in the business of direct sales. All independent sales force members purchase their products from the Company at wholesale. Then they sell the products directly to their customers at the retail level. As an entrepreneur, a Mary Kay independent sales force member is her own boss and sets her own schedule. Yet she has support from the Company to make her business a success. In addition to developing, manufacturing and marketing innovative skin care and color cosmetic products, Mary Kay also offers independent sales force members ongoing education, recognition and incentive programs. The independent sales force member also decides how quickly she wants to build her business, and her earnings potential is based on her personal ambitions. The marketing plan and sales organization allow for well-planned business growth: starting as an Independent Beauty Consultant, then becoming an Independent Sales Director, and finally, the pinnacle of success, Independent National Sales Director.

Support of the Independent Sales Force

Our products are sold by Mary Kay independent sales force members who are in business for themselves. They purchase products directly from Mary Kay and sell to customers at retail.

Whether by telephone, online or in person, while filling orders or manufacturing products, each of us has the responsibility to support and assist members of the independent sales force through Golden Rule Service. We make them feel important and show we care by demonstrating an attitude of service through listening, enthusiasm, respect and genuine kindness to create a memorable experience, and then some.

There are opportunities throughout the year for additional involvement with the independent sales force, such as Seminar, Career Conference and tours. Your supervisor can provide you with more information. All employees are encouraged to learn more about the independent sales force and Golden Rule Service. Please visit the Sales Force and Culture tabs on [InsideMK](#).

Manufacturing and Research & Development

Mary Kay develops, tests, manufactures and packages the majority of its own products at its state-of-the-art facilities. Of these products, most are manufactured at the Dallas site. Mary Kay also operates a manufacturing facility in China.

In the United States, Mary Kay is a Food and Drug Administration (FDA) registered drug-manufacturing operation. This allows the Company to manufacture and distribute certain products classified as over-the-counter drugs, such as sunscreens and acne treatment products.

Quality assurance is an ongoing process at Mary Kay. Incoming packaging components are inspected before use, product samples are continually checked for microbiological purity, and staff and computerized systems continuously monitor production lines. Mary Kay engineers, mechanics and machinists built many of the packaging lines and several pieces of processing machinery. Most packaging lines are capable of running many different products.

Research and Development at Mary Kay is staffed by a team of experts in a variety of fields including: dermatology, biochemistry, toxicology, analytical chemistry, process technology and package engineering. Mary Kay® products are scientifically formulated and packaged using the latest technology.

Industry Leadership

Members of the Mary Kay management team serve in a variety of industry associations promoting ethical business conduct as well as improved services to consumers. Management has served or is currently serving, in policymaking roles in such organizations in the United States and other countries.

In the United States and most markets, Mary Kay is an active member and a leader in The Direct Selling Association (DSA), the national trade association of leading firms that manufacture and distribute goods and services sold directly to consumers through an independent field sales force.

The cornerstone of DSA's commitment to ethical and business practices is its strong Code of Ethics. We are proud to say that Mary Kay executives helped create the Code, which serves consumers and direct sales representatives. It ensures that business practices by member companies are highly ethical and forthright.

Every member company pledges to abide by the Code's standards and procedures as a condition of admission and continuing membership to the DSA. In addition, the World Federation of Direct Selling Association (WFDSA) created World Codes of Conduct for Direct Selling globally. Every country's DSA pledges to require each member company to comply.

At Mary Kay, we are absolutely committed to conduct business with the utmost integrity. We encourage Mary Kay employees, independent sales force members and customers to become familiar with and be proud of Mary Kay's affiliation with the DSA. For further information about the Direct Selling Association and for a copy of the DSA code of ethics, please consult the DSA web site at www.dsa.org, contact your local DSA or a member of your management team.

Community Leadership

We recognize the important role that businesses such as ours should play in improving the social, economic and environmental quality of life in the communities in which we do business. We demonstrate this recognition by committing resources to endeavors directly related to this goal and we understand that our business activities must be consistent with the social good. Listed below are the areas that guide our relations with the community as a whole.

Corporate Social Responsibility

Mary Kay's mission is to enrich women's lives. Therefore, the Company supports programs that are dedicated to the quality of life of women around the world. Our financial and product donations are focused primarily on the entities fighting cancers affecting women and organizations that assist women threatened by domestic violence.

We believe that the long-range interests of employees and society are best served when the Company has a responsible role in making the world a better place in which to live and work. It is the policy of Mary Kay to encourage its employees to voluntarily contribute some of their personal time and talent to serving their community.

The Company recognizes that, as a good corporate citizen, it has the responsibility to take an active part in the legislative process. We will publicly support legislation or other government activities that we believe to be in the best interests of the public, our employees and the independent sales force. In addition, we support organizations and associations that, on occasion, attempt to influence legislation affecting the economy or the business community. We also will publicly oppose such action by government at all levels that we feel may have an adverse effect.

Pink Doing GreenSM

Knowing our actions today will affect the quality of life for future generations; Mary Kay continuously seeks opportunities to improve our environmental performance and is striving to find ways to be even more sustainable and green.

- **recycling products** – For years, Mary Kay has produced refillable compacts. With the launch of a new compact, Mary Kay Inc. began recycling previously used and unwanted Mary Kay® compacts. More than 300,000 have been recycled and as part of Mary Kay’s ongoing efforts to be more sustainable and green, the Company collects flip-top caps and color refill cases keeping plastic out of landfills.
- **recycling waste** – An extensive recycling program is in place at the Mary Kay global manufacturing facility in Dallas. The facility strives to make Mary Kay® products in an environmentally responsible way and is among leaders in the industry recently achieving zero-landfill status. The facility also sends a recycler an average of 30 tons of alcohol waste each year that can be used as a gasoline additive. Since 1989, Mary Kay has been among the first companies to have an extensive Recycling on a Corporate Level recycling program that now includes product line packaging, paper, plastic, corrugated cardboard, ink cartridges, old cell phones and aluminum.
- **using renewable materials** – Many Mary Kay Inc. distribution centers ship orders using packing materials made from renewable corn and potato starch (biopeanuts), which are 100 percent biodegradable.
- **product packaging** – The Mary Kay® Botanical Effects™ product line was developed with the environment in mind. The tubes are made from 50 percent post-consumer resin, lightweight caps are used and the cartons are made from 100 percent post-consumer recycled materials. Additionally, many Mary Kay product inserts are made with a minimum of 20 percent recycled content.
- **energy conservation and carbon footprint** – Mary Kay reduced energy consumption at the global corporate facilities enough to power more than 1,000 average homes for one year. In 2008, Mary Kay Inc. Global Transportation began a concerted effort to measure and reduce carbon emissions and has reduced the Company’s transportation carbon footprint by 33 percent since that time. The Mary Kay global manufacturing facility also launched a program promoting water conservation and in the past year has reduced its water consumption by 19 percent, which is enough to fill more than 660 backyard swimming pools.

Our Culture

Mary Kay was founded on a number of very strong, guiding principles. Three of those principles can be summarized with the following key words: motivation, education and recognition. To meet the ever-changing challenges of a growing, global organization, the Company is committed to providing opportunities for motivating, educating and recognizing our employees.

New Employee Orientation

Your first day of employment includes meeting with Company representatives to discuss group insurance options, profit sharing, the Employee Handbook and other relevant information.

You will also be invited to New Employee Orientation during your first few months at Mary Kay. This program lays the foundation for your success at Mary Kay. You will gain insight and understanding into Mary Kay’s culture, traditions, history and product flow. In this workshop, executives and peers will present the history of Mary Kay and important topics ranging from the sales and marketing plan to product development. You will hear from a Mary Kay Independent Sales

Director, as well as experience a skin care class to become more familiar with our products. Additionally, you will learn about our manufacturing facilities and the Corporate Warehouse.

Supervisor Policy and Procedures Training

This orientation (referred to as “Leading the Mary Kay Way” for new leaders focuses on the supervisory policies and procedures at Mary Kay. Detailed discussion revolves around what policies exist and how to apply them in your supervisory role. All new supervisors are expected to attend this training.

Teamwork

To enhance teamwork, you are encouraged to join Spirit Teams. These teams organize and facilitate Company activities such as the employee picnic, sporting events, MK Day and charity events. Employees of all levels and from all functional areas of the Company are encouraged to participate on a Spirit Team.

In addition to Spirit Teams, you are also encouraged to participate on ad-hoc teams formed to solve departmental and Company-wide business issues. Your voluntary participation on these teams can help you develop teamwork, leadership and problem-solving skills.

Employee Development

Training and development opportunities are provided to help you increase your skill level for your present job or to enhance your skills to prepare you for another position.

Employee Development falls into four categories:

- **core business skills training** – presentation skills, team building, business writing, time management, customer service, etc.
- **leadership training** – transition to management, coaching, resolving conflict, leading change, strategic thinking, etc.
- **technical/professional training** — Courses/conferences related to a specific industry or profession
- **computer training** – programming courses or software courses such as Word, Excel, etc.

All supervisors and above are expected to complete 40 hours of leadership development each year. Leaders and their supervisors should discuss the best way to invest those 40 hours. Development goals and subsequent accomplishments should be noted in the annual performance review. The Learning and Development department offers a variety of programs, resources and services to meet these needs.

WOW! Recognition Program

At Mary Kay, we value our employees, their commitment and hard work. The Global WOW Recognition Program is designed to recognize and reward employees for their contributions to the success of the business.

Length of Service Awards

The Mary Kay culture continues and thrives because of the dedication of our employees. To reward this commitment, the company recognizes employees on their first anniversary and in five-year increments thereafter with service awards and special recognition.

For additional information on recognition at Mary Kay visit [InsideMK/Culture/WOW! Awards](#).

Global Expectations for Employee Conduct

Overview

Commitment to ethics and integrity is the foundation on which Mary Kay was formed and is a primary reason that the Company has sustained success and growth for more than five decades. Each employee in every market in which Mary Kay operates is expected to practice the highest standards of ethical conduct.

The Mary Kay Global Guide for Employee Conduct (“Conduct Guide”) was created to help employees determine the right thing to do when faced with complex situations. The Conduct Guide is designed to provide consistent expectations for employees of Mary Kay Inc. and its subsidiaries around the globe when confronting issues that might have a significant impact on risk or to the business or on the reputation of the Company.

Note that there may be additional and more detailed policies in each market in which Mary Kay has operations. The guidance and policies contained in this Conduct Guide should be incorporated into any local practices or policies.

If you are ever in doubt regarding the right thing to do, feel free to contact your supervisor, department or division leadership, Human Resources representative, or the Legal Department. Because we care so much about ethics and integrity at Mary Kay we have established a system for employees to report suspected violations of any company policy or guidelines anonymously, for those employees who may be concerned about making a report directly. To make an anonymous report you can use the [Pink Ethics Platform](#). The Pink Ethics Platform is available 24 hours a day, 7 days a week. Reports may be made via the web or by phone in 14 different languages.

These guidelines are not intended to be all-inclusive, but reflective of the high standards for integrity we expect from every Mary Kay employee, wherever in the world they work. We depend on the professionalism and conscience of individual employees and their adherence to our Company philosophy and compliance with applicable laws, policies and procedures to maintain the high standards for ethics and integrity on which Mary Kay was founded.

General Code of Conduct Employee Provisions

All employees of any Mary Kay entity, no matter where they work in the world, are expected to conduct themselves in a manner which is depictive of the highest moral character and reflective of integrity in their dealings with public officials, customers, vendors, other employees and members of the independent sales force. Any employee who does not conduct themselves in this manner is in violation of their responsibilities to the Company.

If management becomes aware of possible wrongdoing, immediate action should be taken to investigate and resolve the issue and, if warranted, appropriate disciplinary action should be taken. Employees are required to fully cooperate in any investigation involving a violation of company policy, including a violation of these employee conduct guidelines.

Business Ethics and Integrity

Mary Kay takes seriously its responsibility to act as a good corporate citizen. We expect that every employee in all Mary Kay entities will act at all times in a manner that conforms to both the letter and spirit of all applicable laws and regulations.

Employees are expected to act respectfully in all interactions with government and with individuals considered to be a government official under applicable local law. If an issue arises involving such an agency, each employee should ensure that the Legal Department and/or Tax Department is notified as soon as practicable.

The Company expects the highest standard of individual conduct from all employees at all times, not only in matters of financial integrity, but in every aspect of business relationships. Business should be conducted on the basis of fair dealing and consideration for the rights and feelings of others.

Some of the expectations outlined in this document prohibit things that may be permissive in your location; however, doing business The Mary Kay Way dictates that the highest level of integrity and honesty shall be followed. Dishonesty and questionable actions can result in criticism of the Company or worse. The Mary Kay reputation is a priceless asset and it can only be preserved through honorable and honest dealings.

The Company cares how results are obtained and expects that all transactions will be recorded accurately in the Company's books and records.

Employees are required to openly, honestly and fully cooperate with the Company's internal and external auditors. Employees at all levels are also expected to comply with accounting rules and controls. Our system of management will not work without honest record keeping, budget proposals, economic evaluation of projects and the like.

Legal Compliance

The law should be followed in all its reasonable applications and the Legal department is available as a resource to you and should be consulted in cases of question or doubt. All laws globally stand on the same footing in this regard. As a global company, we may occasionally be confronted with conflicting laws, regulations and social standards in the various countries in which we conduct business. The Legal Department should be consulted when such conflicts arise, as well as in all situations where a potential legal issue impacting the Company and/or its subsidiaries is implicated.

Company Assets and Transactions

Procedures for handling the Company's property and funds as set forth by Corporate Finance requirements must be followed with precision. For example, all bank accounts and petty cash funds must be recorded in the Company's books of account and records and reconciled. In all instances, those having control in any manner over Company assets and transactions are expected to handle them with the strictest integrity. Each acquisition or disposition of an asset or any other transaction effected on behalf of the Company should be executed in accordance with management's general or specific authorization as well as accurately and fairly recorded in reasonable detail in the Company's books of account and records in accordance with prescribed procedures.

Gifts and Entertainment

Giving business gifts is permissible where customary; however, the value of such gifts should be minimal (no more than the equivalent of US\$25) and should be in support of a specific business purpose.

Providing gifts or anything of value (i.e., meals, entertainment) to government officials in order to gain improper influence is strictly prohibited and is a violation of the Mary Kay Anti-Corruption Compliance Policy, and may be a violation of anti-bribery/anti-corruption laws. If there are any doubts regarding whether a gift, service or interaction would be improper, please consult the [Pink Done Right Team](#) via email at pinkdoneright@mkcorp.com. For further details, please refer to the Anti-Corruption Section below.

Receiving business gifts, while discouraged, is also permissible where customary. A business gift is generally defined as something that could not be interpreted as affecting an otherwise objective business decision and should be of minimal value (no more than the equivalent of US\$100). Accepting a prize of minimal value (no more than the equivalent of US\$100) when won in a vendor-sponsored event or raffle is acceptable; however, accepting more expensive prizes is not permitted.

Accepting a gift(s) or token of appreciation from an independent sales force member is discouraged, but is permissible if the item is of minimal value (no more than the equivalent of US\$50).

Employees may not accept business gifts or prizes, if the cumulative value of those gifts is deemed excessive (no more than the equivalent of US\$200) over a rolling twelve-month period.

Employees should not solicit gifts or entertainment from outside vendors.

Customary business entertainment with outside parties while conducting Company business is proper, so long as the value or cost of the entertainment could not be interpreted as affecting an otherwise objective business decision. Examples of customary business entertainment include lunches, dinners and receptions accompanied by the outside parties. While employees may, in some circumstances, accept invitations to attend sporting or cultural events with outside parties, they should first seek approval from the vice president of the employee's department or their Country Leader. Accepting invitations to certain premier events may be deemed improper.

Country management should consult with your Regional President for additional information about the type and value of business gifts that may be deemed inappropriate under this policy.

Cooperation with Audits and Investigations

Employees are required to fully cooperate with any investigation, audit or inquiry relating to a company policy, practice or legal matter. All requests for information must be answered truthfully, promptly, thoroughly and courteously.

Release or Misuse of Corporate Information

The release of certain types of information concerning the Company can have an effect upon the Company as a whole, which may not be apparent to the individual to whom requests for information are initially directed. Internal materials not readily available to competitors through other channels should not normally be released. Finances, Company earnings, employee listings, information regarding our independent sales force or the Company's position on controversial issues, are further examples of the kinds of information which should not be released without first ascertaining its overall impact on the Company and obtaining appropriate clearance from the vice president of the employee's department, Country Leader and, in some instances and as appropriate, from the Media Relations, Finance, Legal, Human Resources, Government Relations or Research and Development departments.

Employees should never use for their own financial gain or disclose for the use of others, inside information gained through their employment, whether or not such action may be detrimental to the Company. To act on such information, even if not directly harmful to the Company, violates the high standards of ethical behavior required of employees. These actions can severely damage the reputation of the Company and its other employees. An example would be the purchase of stock from a stockholder in a small corporation by an employee who knows that Mary Kay is about to award a significant supply contract to the corporation.

Anti-Corruption

Bribes, kickbacks and other improper payments of any kind, regardless of local custom or practice, are strictly prohibited. Likewise, any payments that are prohibited for Company employees may not be made through an affiliate or a third party on behalf of the Company.

It is the policy of the Company that each of our employees, officers, directors, vendors and other third parties that do business with us (including those of our subsidiaries) strictly comply with the Mary Kay Global Anti-Corruption Compliance Policy and the anti-bribery or anti-corruption laws in the countries where we do business, including the United States Foreign Corrupt Practices Act of 1977 (FCPA), UK Anti-Bribery Act, laws implementing the OECD Anti-Bribery Convention and similar laws in countries in which we conduct business. These laws generally prohibit providing bribes to governmental or political officials or others for the purpose of obtaining or retaining business or gaining any other type of improper advantage. Severe criminal penalties can be imposed on U.S. companies and their subsidiaries, as well as the individual employees who violate the anti-bribery/anti-corruption laws and similar laws.

Anti-bribery/anti-corruption laws and similar laws define bribes broadly to include not just cash payments, but also anything of value. This includes items such as personal travel, gifts, lavish meals and entertainment and anything else that is provided to governmental or political officials or others that is intended for their personal benefit in an attempt to obtain or retain business or gain any other kind of improper advantage for the Company.

Great care should be exercised when using consultants or third party agents to make sure they understand that they may not provide items of value to government officials for the purposes stated above. Even if this is customary in the local country, it could be a violation of the Mary Kay Global Anti-Corruption Compliance Policy.

Violations of the Mary Kay Global Anti-Corruption Compliance Policy will be subject to disciplinary action, up to and including termination in accordance with the provisions of the Employee handbook. All employees must cooperate fully and openly with any investigation by the Company into alleged or suspected corrupt activity or breach of this Policy. Failure to cooperate or to provide truthful information may also lead to disciplinary action, up to and including termination.

If you become aware of any actual or suspected breach of this Policy, or are unsure about whether you are being asked to make an improper payment or take part in actions that may be considered a violation of the Mary Kay Global Anti-Corruption Compliance Policy, you **MUST** report this to the Pink Done Right Team. This can be done online through the [Pink Ethics Platform](#) or via email at pinkdoneright@mkcorp.com. The Pink Ethics Platform is available 24 hours a day, 7 days a week. Reports may be made via the web or by phone in 14 different languages. All employees of the Company are expected to be familiar with and comply with the Mary Kay Global Anti-Corruption Compliance Policy. The full written policy in 14 different languages can be found on [InsideMK within Work Resources/Legal/Anti-Corruption Compliance](#).

Communication and Information Systems

Purpose

To facilitate the flow of information and communication throughout the Company and to facilitate access to information both inside and from outside of the Company, the Company maintains various communication and information systems. These systems include, but are not limited to: email systems, voice mail and telephone systems, computers and computer networks, fax machines, internet access and an intranet system. The Company also provides mobile devices, laptop computers and other devices as necessary. All of these systems and forms of communication provided by the Company are intended to be used for business purposes and to assist you in conducting Company business. The Company may also allow the use of personal devices to access company systems and information and this policy applies to the use of personal devices when used for Company business.

All employees using/accessing the Company communication and information systems are expected to review and comply with the complete Communication and Information Systems policies and related User Guidelines as found at the Information Security Intranet site or obtained from your supervisor or Human Resources representative. This Policy is a summary of the key points users are expected to know and comply with in connection with their use of Company systems and technology. Users are responsible for adhering to all Company policies when using their PC, laptop, mobile phone or other computer and/or communication devices, whether using company-issued or personal equipment for business purposes.

General Employee Responsibilities

Standards of Use

The Company's communication and information systems are to be used for business purposes. As with all Company resources, you must not use the communications or information systems in a manner that intentionally results in wasting resources and/or placing unnecessary burdens on the systems. Furthermore, these systems may not be used in any way that may be disruptive to Company operations or in violation of any law or Company policy.

The following are examples of prohibited uses of Company systems and equipment. This list is not intended to be all-inclusive and is designed to provide a basic understanding for users. Employees should refer to the complete communication and information systems policies and related User Guidelines for additional information, as necessary.

- use of communication and information systems in a manner that violates other employee policies in this Handbook, including but not limited to the Privacy Policy, Intellectual Property, Confidential information, Social Media, Code of Business Conduct, harassment prevention and/or safety
- creating, sending, viewing or saving messages or materials which might constitute intimidating, harassing, hostile or offensive material on the basis of gender, race, religion, national origin, age, disability or any other status protected by law
- unauthorized viewing, transferring, uploading, downloading, posting or printing of material that is confidential or proprietary to the Company or that includes such material

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- uploading, downloading or otherwise transmitting, disseminating or printing of any copyrighted materials in violation of copyright laws
 - violations of the rights of any person or company protected by copyright, trade secret, patent or other intellectual property, export control or similar laws or regulations, including, but not limited to, the installation or distribution of “pirated” or other software products that are not appropriately licensed for use by the Company
 - use of systems in a manner that interferes with business activities and/or causes undue strain on systems
 - introduction of malicious programs into the network or server, (e.g., viruses, worms, Trojan horses, e-mail bombs, etc.).
 - effecting security breaches or disruptions of network communication; security breaches include, but are not limited to, accessing data of which the employee is not an intended recipient, logging into a server or account that the employee is not expressly authorized to access or intercepting data not intended for the employee’s host, unless these duties are within the scope of regular duties
 - interfering with or denying service to any user other than the employee’s host (for example, denial of service attack)
 - using unauthorized forms of remotely accessing corporate systems
 - unauthorized use or forging of email header information
 - it is a violation of this policy to access email or e-files of others without a legitimate business purpose and authorization from an appropriate officer of the Company
 - unauthorized use of software or services that require consistent polling of the Internet to provide, for example, news updates or that places unnecessary burdens on the systems such as streaming video, audio or video cam sites
 - attempting to discover data or obtain information about communication and information systems not related to the performance of employee’s job function
 - any other activity deemed by the Company, in its sole discretion, to be an inappropriate use of the Company’s communication and information systems

Personal Privacy Rights or Interests – Monitoring and Access by the Company

Employees should be aware that your right to privacy in connection with the use of Mary Kay systems is limited. You should not expect personal privacy rights or interests in any use, activity or matter created, received, sent or stored on the Company’s communication and information systems, except as allowed by law. Messages composed, sent or received through telephone or voicemail systems, email systems, the data stored on your account and the contents of any employee’s computer may be considered property of the Company, to the extent allowed by law.

While these communication and information systems may use passwords or codes for security, the reliability of such passwords or codes for maintaining confidentiality cannot be guaranteed. You must assume that any and all messages may be read or heard by someone other than the intended or designated recipient. In addition, the Company may override any individual password and/or code or require you to disclose any passwords and/or codes to facilitate access by the Company to email, voice mail and other systems, as permitted or required by law.

[U.S. employees refer to the Privacy section of your local employee policies and procedures for additional information.]

Security and Authentication

Effective security is a team effort involving the participation and support of every employee and affiliate of the Company who deals with the information and/or information systems. Each employee is expected to maintain the integrity and security of information and information systems

and should take all necessary steps to prevent unauthorized access to these systems, including safeguarding the physical equipment and any associated user names, passwords, password tokens and/or PIN numbers.

- individual user passwords should not be shared or revealed to others, including supervisors or managers
- passwords should be selected in manner designed to protect against unauthorized use of the systems by others and must be changed immediately by the user if the user has reason to believe the password is no longer secure
- user-IDs should only be used by the employee associated with the unique user-ID account. Users should not allow anyone else to use their user-ID and should not perform work using another user's account or ID
- circumventing user authentication or security of any host, network or account is strictly prohibited

Use of Computer and Mobile Devices

- mobile devices provided by the Company or personal mobile devices used in the performance of work for the Company must not be used in a manner that would pose a likely safety risk to employees or others and use of such devices must be in compliance with all applicable laws and ordinances
- Company provided computers and mobile devices are assets of the Company. Any installed software on these assets should be approved by the IST department and comply with software restrictions and applicable law
- all systems connecting to the Company systems (including systems connected to the Company network remotely) must have approved and updated virus protection installed and running
- all computer equipment used to connect to the Company's network must meet minimum security standards set by IST Information Security. In this situation the Company reserves the right to audit the system's configuration and to access any information on the system
- users must not connect to other networks while they are connected to the Company's network; this includes dial-up access to the Internet as well as to public wireless networks
- users must report any lost or stolen equipment issued by the Company or containing Company data to their supervisor immediately
- modems connected to user computers or mobile devices should not be used to make connections outside of the Company without approval from the IST department; this includes inbound and outbound connections

Electronic Messaging and Internet Usage

Company provided access to electronic mail (email), instant messaging, text messaging and internet access are for business purposes and must be utilized in compliance with all applicable Company policies.

- users should not send unsolicited non-business related email messages, including "junk mail", chain letters or advertising material unless the content is protected by local law, using Company systems
- users should not send unauthorized Company-wide or unusually large or mass-mailed email messages or attachments
- email with attachments received from unknown senders are to be deleted without opening the message; such attachments may contain virus, email bombs or Trojan horse code
- if virus infection is suspected (such as an application running on your device that is not familiar, or you received a phishing email), immediately call the Helpdesk

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- users who are authorized to use remote access methods must not allow others to use these methods under any circumstances; the authorized user is responsible for preventing any other user from using their credentials to access the Company network
 - users should only access the Internet through approved Company methods while working at a Company facility; accessing the Internet through dial-up access or public wireless networks while at a Company facility is prohibited and wireless networks intended to provide Internet access to visitors should not be used by employees and other users who have the ability to use the standard Company internet connection
 - any software downloaded from the Internet must be for a legitimate business purpose and approved by the IST department; users with Company provided Internet access may not use such access to download entertainment software or games or to play games over the Internet

Reporting Misuse of Communication and Information Systems

If you learn of any misuse of the communication and information systems or violations of this policy, notify your supervisor or your Human Resources Business Partner immediately. A violation of this policy or any other Company policy and/or any inappropriate use of the Company's communication and information systems may result in revocation of access privileges and/or disciplinary action, up to and including termination of employment.

Confidential Information

Company Confidential Information can generally be defined as any information that you create, discover or obtain access to in connection with or as a result of your employment with Mary Kay that is not intended by the Company to be shared with others outside of the Company or is not already publicly available information. Some Company Confidential Information requires a heightened level of protection and should not be shared, even with others within the Company, unless there is specific permission or pre-approved procedures allowing the sharing of such information. Categories of information that require a heightened level of confidentiality and security includes Personally Identifiable Information, Sensitive Confidential Information and Confidential Proprietary Information. Definitions for these categories of data can be found below.

Personally Identifiable Information – Personally Identifiable Information includes combinations of personal information entrusted to Mary Kay by the independent sales force, their customers, consumers, employees, contractors and other individuals including: name, address, private telephone or cell phone numbers; company or government issued identification numbers (such as social security or passport numbers); payment or commission information; financial, credit or banking information; health or medical information; performance ratings or other personal information about individuals that is not publicly available or which has been made available to Mary Kay only for specific business purposes.

Sensitive Confidential Information – Sensitive Confidential Information includes certain types of Personally Identifiable Information such as government issued identification numbers, social security numbers, passport numbers, credit card, banking and financial information; health or medical information. In addition, Sensitive Confidential Information also includes information regarding religion, race and ethnicity, sex life, political opinions or affiliations, trade union status and criminal records. The sharing or transfer of Sensitive Confidential Information is regulated by certain laws and should only be shared with others (whether internal or external to the Company) when approved by an officer of the Company with the appropriate authority level.

Confidential Proprietary Information – Confidential Proprietary Information includes: business and marketing research, plans, ideas or strategies; product formulas; packaging designs; manufacturing and distribution processes; new product or ingredient ideas or concepts; product testing, research, analysis, sourcing, processing or packaging information; any processes, procedures, illustrations, writings, concepts or ideas that may be subject to intellectual property protections; Company financial data (including profits, performance or related information or financial reports or analysis); Company systems or technologies or the security measures relating to systems and technology; lists of names and/or contact information for independent beauty consultants, employees, vendors, contractors, shareholders, board members and/or officers.

Access to Company Confidential Information Should be Restricted

Access to Company Confidential Information should be limited to those employees and contractors who require such access as part of their job duties. Discussion or disclosure of Company Confidential Information should not occur unless necessary and for the benefit of the Company. External parties may be given access to Company Confidential Information only when a demonstrable need-to-know exists and when such a disclosure has been expressly authorized by an officer of the Company. A written agreement (such as a Confidentiality Agreement and/or Data Privacy Agreement) must be executed before Confidential Company Information is disclosed to a third party.

Access to Personally Identifiable Information, Sensitive Confidential Information or Confidential Proprietary Information should never be disclosed or shared, either internally or externally, unless such disclosure is: (1) required or permitted based upon approved Company processes or procedures in furtherance of specific Company business objectives and (2) required or permitted by law. An agreement must be executed before forwarding or sharing Personally Identifiable Information, Sensitive Confidential Information or Confidential Proprietary Information with a third party. The third party must agree to keep the information safe based upon the same security standards applicable to the Company and be capable of meeting the applicable security standards.

Employees with access to Personally Identifiable Information, Sensitive Confidential Information or Confidential Proprietary Information should take reasonably necessary measures to secure such information from unauthorized access or disclosure. Please refer to the Information Security Guidelines for additional information and requirements.

All documents and other materials (including information stored on computers or computer storage media) relating, directly or indirectly, to any Company Confidential Information that is used, prepared or learned by you during your employment by the Company, are and shall remain the sole and exclusive property of the Company and must be returned (together with any copies that have been made) upon the termination of your employment. In addition, if your employment terminates with the Company, you may not subsequently disclose, directly or indirectly, any such Company Confidential Information acquired during your employment with the Company.

If you have questions regarding the confidential nature of any information or records, you should discuss the matter with Human Resources.

All employees, as a condition of employment, either signed a Non-Disclosure Agreement or, where applicable, it is included as part of your employment agreement. If you disclose trade secrets or confidential business information, you will be subject to disciplinary action, up to and including termination of your employment, even if you do not actually benefit from the disclosed information. In addition, depending upon your access to Personally Identifiable Information, Sensitive Confidential Information or Proprietary Confidential Information you may be asked to sign additional documents and complete periodic training regarding your obligations to protect and secure this information.

In line with this policy, a member of management must approve any use of cameras or recording devices at any facility except during a Company-guided tour, unless permitted by local law.

It is the responsibility of each employee to report any violation of this policy and/or breach of security of Personally Identifiable Information, Sensitive Confidential Information or Proprietary Confidential Information to the Information Security Team, Data Privacy Compliance Team or Chief Legal Officer immediately. They should also inform their supervisor or subsidiary or department management as appropriate.

Privacy

Mary Kay respects the privacy of our employees, Independent Beauty Consultants and their customers, and other individuals who have entrusted their personal information to the Company and its subsidiaries. Employees who have access to the personal information of others in connection with their responsibilities for the Company are required to treat that information with the highest level of confidentiality and security, and shall not disclose such personal information to others without express permission to do so.

Personal information includes combinations of information entrusted to Mary Kay including: name, address, private telephone or mobile phone numbers, company or government issued identification numbers, financial information, health or medical information, performance ratings or other information that is not publicly available, or which has been made available to Mary Kay only for business related purposes whether publicly available or not. Each employee is responsible for reading and complying with the provisions of all Company privacy policies, Information and Security policies, and departmental policies and procedures relating to the collection, storage, use, access and disclosure of information. Violations of these policies may lead to disciplinary action including termination of employment.

Conflicts of Interest

A conflict of interest is defined as a conflict between the private interests and the official responsibilities of a person in a position of trust. Specifically, a conflict occurs under this policy when the personal interests of a Mary Kay employee are at odds with the employee's responsibilities to the Company. Conflicts can arise in many forms and in some instances are difficult to discern. The Company's Conflict of Interest Policy is designed to assist employees in recognizing and avoiding situations where internal or external relationships, interests or activities might interfere with an employee's objective business judgment or lead to an impression of potential undue favoritism, impropriety or abuse of position.

The policy is also designed to protect both the Company and the employee from situations where it might appear that an employee is making decisions in their work with the Company not based upon the best interests of the Company, but rather to improperly benefit the employee, the employee's family members or other friends or associates. It is the responsibility of each employee to look out for potential conflicts of interest and to disclose them to the Company so that the conflict or potential conflict can be evaluated and resolved.

The following list is intended to help each employee identify the sorts of activities and relationships that might create a conflict of interest. This list is not exhaustive, but is intended to provide general guidelines for activities, interests or relationships that might be considered a conflict of interest under this policy.

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- You may not in the course of your duties improperly benefit yourself or your family or knowingly permit a situation to exist that appears to improperly benefit yourself or your family. Examples of prohibited activities include:
 - accepting a bribe or personal gift from outside vendors in exchange for agreeing to have Mary Kay purchase goods or services from that vendor
 - asking an outside vendor to employ or assist in finding employment for you or your family members with the understanding that you will try to influence the Company's purchase of goods or services from that vendor
 - providing professional services to a vendor, supplier, competitor or member of the Mary Kay independent sales force
 - receiving compensation or other material gain from individuals outside the Company for materials produced or services rendered while performing your job
 - You may not engage in outside business activities that interfere with your ability to perform your duties or that are adverse to or in competition with the Company or which might reflect adversely on the Company. Examples of prohibited activities include:
 - accepting employment with a competitor of Mary Kay, including direct selling organizations and cosmetic/skin care companies
 - joining the independent sales force of a direct selling company without complying with Section 5 of this policy
 - acting as a paid or unpaid Board of Directors Member, Officer or Consultant of any supplier, vendor or competitor
 - Accepting any gift, entertainment or other personal favors from any party that does or seeks to do business with the Company, unless otherwise permitted under the Company's policy on Business Gifts and Entertainment.
 - Violating any part of the Employment of Relatives policy.
 - Becoming a member of another direct selling company may create a conflict of interest. There are certain direct selling companies Mary Kay Inc. will not permit its employees to join. Local Human Resources maintains a complete list of the prohibited companies. The Company maintains the right to amend the list of approved direct sales organizations at any time. Employees are permitted to join the sales force of another direct selling company only if all of the following conditions are met:
 - they have notified their supervisor of their intent to join the sales force of another direct selling company and have received clearance that the direct selling company is not prohibited in light of their job responsibilities
 - they have signed all agreements requested by the Company to ensure the confidentiality of Company information
 - they agree not to recruit or assist in the recruiting of the employees or independent sales force of Mary Kay Inc. and its affiliated companies
 - they agree not sell or distribute or assist in the sale or distribution of products that compete with those regularly offered by the Company
 - they will not let their involvement with the direct selling company interfere with their work at Mary Kay Inc.
 - they agree not to discuss their affiliation with Mary Kay Inc. while recruiting or promoting the products of the other direct selling company

There are other relationships which, although not expressly prohibited, may either create a conflict of interest or the appearance of such a conflict. You should report the existence of any such relationships to your supervisor as soon as they become known to you. Examples of such relationships include:

- any family member who is a sales force member or employee of another direct selling organization
- any family member who is employed by the Company's external audit firm
- any immediate family member providing professional services to the Company, a vendor, supplier, competitor or member of the Mary Kay independent sales force
- ownership by an employee or relative of all or part of a supplier, vendor, customer or competitor of the Company
- any family member or close friend holding an employment position where you are in a position to give them information or assistance that might provide them an unfair advantage

If you have any questions about whether a particular relationship or situation may fall within this policy, please contact your supervisor or Human Resources Business Partner for more information.

Employment of Relatives of Employees

Mary Kay permits the employment of relatives of employees of the Company except in limited circumstances as outlined below.

To avoid unfair and unnecessary criticisms of preferential treatment and favoritism, the Company will not employ relatives of employees in the following situations.

- While relatives may work within the same functional or Vice President's group, no two family members may report directly to the same person. Additionally, family members may not report within the same manager or director's functional area. Contact Human Resources for further clarification of functional area.
- Employment of any family member of a vice president or above is not permitted, except in the case of temporary student internships which may be permitted with approval from Human Resources and the Executive Team.
- Employees who work in Accounts Payable, Human Resources, Internal Audit, Legal Resources, Payroll, Protective Services, Travel Accounting and Treasury Cash Management may not have immediate relatives working for the Company. The Company reserves the right to expand the list of departments and/or job classifications in which relatives of employees may not work. An immediate relative includes your spouse, child, parent, brother or sister, including in-law, half- and step-relationships. The Company retains the discretion to interpret and expand the definition of relative at any time to include any family relationship when the Company views that relationship as a conflict of interest.

In addition, employees may not supervise any family member, either directly or indirectly, including contractors and/or temporaries. For example, you cannot be your family member's supervisor, manager or director and your family member cannot be your supervisor, manager or director. Supervision of family members not specifically covered by this policy is also not recommended. A promotion that involves an employee supervising a family member can take place only if the family member is willing to transfer to another work area. A position must be available in that work area and the family member must be both qualified and the best candidate for that position.

If you plan to marry another employee, you should speak with your Human Resources Business Partner to discuss the effects the marriage will have on your positions and benefits. In most cases, if you both report to the same manager, one of you must either move into another position in the Company before the marriage takes place or resign at the time of the marriage. Additionally, when

other conflicts of interest are inherent in the jobs held by a married couple, the Company has the discretion to request that one of the employees either transfer to another department or resign.

If you have a family member who applies for employment, accepts a position and reports to work and it is in violation of the Employment of Relatives Policy, the Company expects you to be honest and come forward to reveal this relationship. You should notify your supervisor or a member of Human Resources as soon as you are aware of the situation. The family member may then be terminated if found to be in violation of the policy. If you fail to reveal this relationship as required, you and your family member will be terminated for failure to follow Company policy.

Employment of Relatives of the Independent Sales Force

Mary Kay does not allow employment of immediate relatives of independent sales force members. Similarly, an employee cannot also be a member of the independent sales force while employed at Mary Kay.

When you have immediate relatives in the independent sales force, you and the Company can become victims of unfair and unnecessary criticisms of preferential treatment and favoritism. This becomes an even greater problem if the immediate relative realizes any measure of success and achievement. Consequently, a relative cannot be an Independent Beauty Consultant, Independent Sales Director or Independent National Sales Director. Conversely, the Company cannot employ a relative of an Independent Beauty Consultant, Independent Sales Director or Independent National Sales Director.

Generally, an immediate relative is defined as your spouse, child, parent, brother, sister, grandparent or grandchild; spouse's parent, brother, sister, grandparent or grandchild and includes in-law and half- and step-relationships. However, the Company has the discretion to interpret and expand the definition of relative to include any family relationship when the Company views that relationship as a conflict of interest. Officers of the Company are held to a higher standard and should not have any family member in the independent sales force.

If you have an immediate relative who is an independent sales force member, see the Representation Process below. If there is a conflict of interest, the family should decide whether the independent sales force member should terminate his or her contract or if you will terminate your employment. If the family is unable to make this decision, the decision will be left to the Company's discretion.

Representation Process

If, for some reason, a situation occurs where you have any family member in the Mary Kay staff, you must immediately disclose this situation to your supervisor, Human Resources and/or Internal Audit and you may be required to sign a confidentiality agreement. If your relationship is with an independent sales force member, you must immediately disclose this situation to your supervisor, Human Resources and/or Internal Audit and, at a minimum; you will be required to sign a confidentiality agreement. In either case, if a conflict of interest exists, the corporate functions of Human Resources, Sales and Internal Audit will review the situation with group/regional management. The parties will work together to find the best solution. In some cases, you will be required to sign a confidentiality agreement. In other cases, one party may be asked to leave the staff or the independent sales force. Even if no conflict is seen when the situation is first disclosed, the Company reserves the right to reevaluate the situation at a later date.

Non-Discrimination

The Company is an equal opportunity employer that maintains a policy of nondiscrimination with respect to all employees and applicants for employment. All Human Resources actions, such as recruitment, hiring, training, promotion, transfer, compensation and benefits, discipline, separation/termination, educational, recreational and social programs are administered without regard to gender, race, national origin, age or other legally protected status or conduct. Employment decisions, subject to the legitimate business requirements of the Company, should be based on an individual's qualifications, merit and performance.

Harassment Prevention

The Company believes employees should treat each other with respect and dignity at all times. Harassment by an employee, outside contractor or vendor is prohibited and will not be permitted or condoned. Harassment may include, but is not limited to:

- conduct which might not be intended to be offensive but that might be perceived as offensive or unwelcome
- slurs, insults or jokes toward gender, race, national origin, age or other legally protected status or conduct
- objects, pictures, images or written material including email and internet sites that may be perceived as obscene, insulting or degrading
- deliberate intimidation or aggressive behavior
- conduct that has the purpose of creating an intimidating, hostile or offensive working environment

These types of behaviors and actions are inappropriate in the workplace and may violate applicable laws. Even if conduct was not intended to be offensive and does not specifically violate a law, employees should be aware that certain conduct holds the potential for creating a disruption of the work environment.

The Company encourages and appreciates employees who come forward with any potential concerns. The Company will promptly investigate all reports of harassment or other violations of this policy to determine whether improper conduct has occurred. All employees are expected to cooperate fully in any investigation. The confidentiality of all reports will be maintained to the fullest extent possible while allowing the Company to conduct a full and fair investigation. The Company will take reasonable steps during the investigation to protect the privacy of and minimize suspicion toward all parties concerned.

If you have concerns about yourself or others who may have been subjected to harassment, bring it to the attention of Human Resources, a supervisor or manager a member of the Legal Resources team. You may also report possible harassment confidentially through the [Pink Ethics Platform](#).

Employees should feel comfortable bringing suspected misconduct to the attention of the Company. An employee who reports an alleged violation of this policy in good faith or who cooperates in an investigation will not be subjected to any retaliatory action because of the report. In addition, the Company will not tolerate any form of retaliation against such an employee. The Company will investigate any report of retaliation and appropriate corrective action will be taken.

[U.S. employees refer to the Harassment Prevention section of your local employee policies and procedures for additional information.]

Intellectual Property (IP)

The Company reasonably utilizes the full spectrum of intellectual property laws (trademark, patent, copyright and trade secrets, collectively “IP” law) to protect Mary Kay’s valued brands and innovations and maintain a competitive advantage in the marketplace, thereby preserving and strengthening the Mary Kay brand and opportunity. All Mary Kay employees must use their best efforts to understand and protect Company IP rights in accordance with the IP Policy and all other relevant Company policies and applicable law. This section contains a summary of the complete [IP Policy](#) which is located on the Legal Resources page on [InsideMK](#). Employees are required to review and be familiar with the complete IP Policy and should refer to sections of the IP Policy relating to your job duties for more detailed information, as necessary.

Creation and Ownership of Company IP Rights

The Company owns all IP created or developed by employees. The IP specifically includes ideas, trademarks, inventions, know-how, works of authorship, information, data, methods, procedures, processes, materials and the like and all associated IP rights. Company IP rights that embody our brands and innovations are valuable Company assets and it is expected that all Employees will treat them as such.

Employee Duties and Responsibilities Related to IP Rights

You may only use Company IP rights for authorized Company purposes that are justified by your job or project role and assigned tasks. You should never allow disclosure or use of Company IP rights to or by any unauthorized person. If you learn of any suspected unauthorized or infringing use of Company IP assets, you must immediately notify your supervisor and the Chief IP Counsel. You are also required to respect and take reasonable precautions to avoid the unlawful use of others’ IP rights.

Upon termination of employment for any reason, you must promptly turn over everything related to the Company’s IP rights, including all IP rights in your possession or control, plus all records, files, data, information and materials related to it. You must deliver the IP and related materials to your supervisor or Human Resources Business Partner.

Trademarks, Patents and Copyrights

In order to ensure that the Company does not violate the IP rights of others, all new proposed names, trademarks, logos and slogans, as well as all new and novel products, ideas, formulas, technologies, ingredients and packaging components must be submitted to the IP Legal team for searching, clearance and filing consideration prior to use in the marketplace. In order to ensure that the Company does not violate the copyrights of others, employees shall not copy or make unlawful use of the copyrighted materials of others. Inclusion of third party copyrighted works in any Company materials requires prior authorization from the copyright owner or its agent, unless approved by legal on principles of fair use.

Violation of IP Policy

It is the responsibility of each employee to ensure adherence to the Company’s IP Policy. Employees who violate this policy are subject to discipline, up to and including termination, as well as legal proceedings, if applicable.

Social Media

Social media – including blogs, chat, Wikipedia and social networks like Facebook, Twitter, WeChat LinkedIn and similar – are powerful tools for sharing conversation and expressing opinions. We recognize the role that social media plays in our society and its importance to Mary Kay employees, so we'd like to share with you some guidelines to help navigate these communication tools safely and comply with our Company policies.

General Guidelines

If you participate in social media (either internally on such sites as [InsideMK](#) or externally on the Internet) in such a way that identifies you as a Mary Kay employee or if you discuss the Company on these sites, you must follow our Code of Business Conduct, Communication and Information Systems Policy, Harassment Prevention Policy, Employee Conduct Guidelines and all other applicable policies, as well as the terms of this Social Media Policy.

The following guidelines aren't meant to discourage you from using social media. Instead, they're intended to help you use social media safely, in a way that protects you, the Company and others. Nothing in this section is intended to limit activity protected under the current National Labor Relations Act.

- **Keep confidential information confidential.** Internet-based conversation about Mary Kay Inc., its products, processes, ideas, employees and members of the independent sales force should be focused only on publicly known information. As an employee, you're expected to protect the privacy of the Company, its employees and the independent sales force. You may not disclose personal information about employees or non-employees and/or any non-public information to which you have access due to your employment. Examples include, but aren't limited to: independent sales force information, scientific data, financial information, product information and/or sales, marketing and research strategies.
- **Comply with all applicable laws.** This includes laws concerning copyright, trademark, privacy, libel and defamation, disclosure of material information and data privacy, among others.
- **Be cautious when you talk online about others.** Remember: you are responsible for your words. You can be held liable for comments that are defamatory, obscene, proprietary or libelous.
- **Remember that the Internet is permanent.** Information you publish online lives forever, even if you delete it later.
- **Respect others' intellectual property.** You are prohibited from using the Company's logos, photos, trademarks, copyrights or any other intellectual property without the authorization of Mary Kay Inc. Similarly, you should avoid using the intellectual property of others without appropriate permission.
- **Be accurate, truthful and considerate.** The Golden Rule applies to social media, too. Be as professional and courteous online as you would on the phone or in person. Consider the impact your comments can have on our brand, on other Mary Kay employees, the independent sales force and their potential customers. Remember that anyone can find and read your postings, so be thoughtful about what you share and how you share it. If you're in doubt about something you're about to post, just ask yourself, "Would I say this to another employee or independent sales force member if we were having a face-to-face conversation?" If your answer is "No," then you probably want to reconsider posting your comment.

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- **Never speak on behalf of the Company.** Only employees who have been given permission by officers of the Company are allowed to speak on behalf of Mary Kay Inc. As you use social media, make it clear that your thoughts and opinions are your own. At no time should you use your Mary Kay email address in Social Media unless your posts are directly related to your job and approved by the Company.
 - **Respect privacy.** You may not post on social media photos or videos of Mary Kay employees, Independent Sales Force Members, contractors or vendors without permission from those individuals. Similarly, you may not post photos of people engaged in Company business or at Company events or Company facilities without permission from Mary Kay Inc.

External-Facing Social Media Sites

Keep in mind that you are personally responsible for your posts on external blogs and other social media sites. If you discuss Mary Kay and/or any of our products or services on external social media sites, you must follow these guidelines:

- **Disclose that you are a Mary Kay employee.** Your disclosure should be clearly stated and obvious to the average reader, so that your association with Mary Kay is clear. For example:
 - I'm so proud of how my employer, Mary Kay, is enriching the lives of women around the world.
 - I love our new Mary Kay® Lash Love® mascara.
- Understand that when you post that you're a Mary Kay employee; readers could be confused and associate your words and views with those of the Company. So when you identify yourself as a Mary Kay employee, always use a disclaimer like "The words I've posted are my own and aren't intended to represent Mary Kay as a Company."
- Use the first person in your writing.
- Do not use your Mary Kay email address in connection with your personal social media activities unless they are directly related to your job and approved by the Company.
- **Be sure that all claims and statements you make are truthful, accurate and based on your own experience.** For example, when you describe a Mary Kay® product, use publicly available, pre-approved product descriptions already supplied by the Company. Avoid making unsubstantiated or exaggerated claims.
- **If for any reason you are contacted by the media about any of your personal content** that relates to your association with Mary Kay, **please do not respond.** Instead, notify your supervisor and the Mary Kay Corporate Communications department immediately.

Internal-Facing Social Media Sites

Mary Kay supports the exchange of ideas that social media makes possible. Your comments are important and add to our collective knowledge and sense of community. Terms of Use and/or User Guidelines are published online within all of our internal social media sites like [InsideMK](#). Please follow those guidelines when using the Company's internal social media platforms.

The following information also should help guide you when utilizing internal social media sites:

- With the exception of sites for which you have the option of remaining anonymous, **your name and identity appear next to your posts on the Company's internal social media sites.** Generally, your entries will display your name and/or UserID and will be subject to monitoring for compliance with Company standards.
- Your contributions to internal social media should **serve a business purpose and provide value** to the Mary Kay community.

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- Social media, whether internal or external, isn't the proper way to report to the Company potential violations of regulations or laws, compliance matters or employee relations issues. If you have a concern you'd like to report for investigation, please follow the process outlined in the Code of Business Conduct or other applicable Company policies. Complaints posted on social media sites generally won't be considered notice of an official complaint.
 - **Never discuss confidential or sensitive information using non-secured internal social media sites.** Use restricted or password-protected internal sites for online dialogue and collaboration between smaller groups that may discuss sensitive or confidential information. Always consider whether social media is an appropriate place to share information before you post.
 - **Never discuss confidential or sensitive Company information on third-party social media sites,** even if these sites are limited to Mary Kay employees. Information discussed on these sites is stored on third-party servers not controlled by Mary Kay and could constitute a violation of the Company's Confidential Information policy. Before employees begin using third-party social media sites to conduct Company business or collaborate with coworkers, the use of such social media sites must be approved by the Chief Information Officer.

Employer Monitoring

Don't expect your participation in social media will remain private. Your postings may be reviewed by anyone, including the Company. The Company may monitor comments or discussions about Mary Kay, its employees, the independent sales force, the direct selling industry, products, competitors or any other matter on the Internet that relates to the Company's business. We also reserve the right to address any conduct, whether inside or outside of working hours, that violates Company policy or has the potential to cause harm to the Company's reputation or disrupt business.

Mary Kay Inc. reserves the right to use content management tools to monitor, review or block content on the Company network that violates the Social Media Policy or other Company policies.

Any participation on social media sites should be in compliance with the Communication and information Systems policy and must not interfere with normal business functions or daily work.

Interaction with the Independent Sales Force

To prevent the inadvertent, premature or incomplete disclosure of Company information - and to avoid the appearance of favoritism - **employees may not "friend" or accept "friend" requests from members of the independent sales force** on Facebook or other similar social media sites unless the employee is specifically authorized to do so by a member of the Mary Kay Executive Team or unless the relationship exists separately from the Independent Sales Force Member's Mary Kay business.

If you do receive a friend request from an Independent Sales Force Member, please decline the request and politely explain that you are required to decline due to a Company policy.

Discipline for Violations

The Company investigates and responds to all reports of violations of the Social Media Policy and other related policies. You are accountable for the information you share on social media sites, so we urge you to ask your supervisor, the Legal department or your Human Resources Business Partner if you have any questions relating to the Social Media Policy. Employees who violate the policy are subject to disciplinary action, up to and including termination. Nothing in the Social Media Policy has been designed to limit your rights under the law.

Employment

The Company's employment objective is to select employees who meet high standards of performance, have capacity for growth and will become a vital part of our organization. Our fundamental strength and future growth depend directly on the contribution made by each person within the organization. The Company's goal is to:

- place you, insofar as possible, in a position that best suits your aptitudes and skills
- offer you the opportunity to enhance your skills and professional development
- afford you fair and equitable treatment at all times

The first 90 days of your employment is an evaluation period for you and for the Company. If there is a break in your initial 90-day evaluation period or if issues arise during this time period, you may be required to complete an additional evaluation period. Steps under the Performance Improvement Process may not necessarily be followed if performance issues arise during your evaluation period.

Employment at Will

Although the Company always anticipates and expects a long and mutually satisfying relationship with every employee, all employees of the Company are employed at will and, as such, are free to resign with or without reason and with or without advance notice. Similarly, the Company may terminate the employment relationship of any employee at any time with or without reason and with or without advance notice.

Any written employment policies, notices or bulletins are provided to employees only so that they may be informed of the Company's current policies. No written policy is a contract or other legal promise or guarantee that the Company will continue any practices described in the written policy.

No one other than an officer of the Company is authorized to:

- promise or agree to any substantive terms or conditions of employment different from those stated in any written policies.
- promise, agree to or enter into any contract of employment with or make a contractual commitment or guarantee of permanent or continuing employment to any employee.
- promise or agree on behalf of the Company to any limitation of an employee's right to resign or of the Company's right to terminate employment at any time with or without reason and with or without advance notice.

Employee Status

FULL TIME Employee – An employee who normally works a 36, 37.5 or 40-hour workweek.

PART TIME Employee – An employee who normally works less than a full time schedule, but works more than 20 hours per week.

MK TEMPORARY (MK TMP) – An employee who is on the Company payroll and works a specified period of time, usually less than six months per calendar year.

Employee Records

Human Resources maintains a record of education, experience and performance of each employee. It is your responsibility to maintain updated personal information in the PeopleSoft HR system. You should also promptly inform your supervisor or Human Resources of any change in your name, home address or telephone number. You may review your employee file as maintained by the Company during Human Resources' regular office hours.

Changes in Family Status

Your benefits may be affected if you have a change in family status such as:

- marriage, divorce, legal separation or death of a spouse
- gaining or losing a dependent
- you, your spouse or your dependent terminates or commences employment or experiences a significant change in cost of coverage
- change in employee status
- loss of coverage due to a move
- dependent satisfies or ceases to satisfy dependent eligibility

Contact the Benefits department at 972-687-4200 or benefits.department@mkcorp.com or see the current enrollment guide for additional information. Failure to notify the Benefits department within 31 days of the family status change will affect eligibility for medical, dental and/or vision insurance benefits.

Protecting Your Privacy

To protect your personal privacy, social security numbers are not used for internal company transactions. Instead, each employee is issued an employee identification number to be used when completing any inter-company forms such as employee product orders.

Employment References

All verifications of employment regarding employment history and references must be referred to Human Resources. For salary/income verifications (such as when securing a lease or loan), Mary Kay partners with The Work Number, a secure, online system available to verifiers 24/7. Information will only be released with your permission. To obtain an income verification, provide your lender with the following website and employer code:

www.theworknumber.com

Mary Kay employer code: 27193

Resignation

If you plan to resign from the Company, you are requested to give as much notice to your supervisor as possible.

All Company property, such as keys, access card(s), identification badge, uniforms, equipment, electronic and mobile devices, confidential and proprietary Company information and Employee Handbook must be returned on or before your last day of employment.

An exit interview will be scheduled for you to talk with a member of Human Resources. Your comments concerning the Company and your job are of interest and concern to Human Resources and to management.

Re-Employment

You may be considered for re-employment; however, previous employment does not guarantee re-employment. Employees must satisfy a six-month waiting period before being considered for re-employment. The date of rehire is the new hire date, which is used to determine eligibility for benefits and seniority.

Attendance and Punctuality

Reporting to Work

Your job is important and it is important that you are at work and are on time each day. The Company realizes there are times you may be ill or have challenges that prevent you from reporting to work; however, absences, late arrivals or leaving early prevent you from fulfilling your job responsibilities to the Company.

If, for some reason, you cannot report to work at your scheduled time, you should personally notify your supervisor or department head within one hour of your normal starting time (or as defined by your department). If you are unable to personally call, have someone call for you. Failure to notify your supervisor or department head may result in an Absence as well as disciplinary action. Not reporting to work without calling in may be considered job abandonment, which can result in immediate termination. Similarly, if you are unable to stay at work until the scheduled end of your day or otherwise need to be away during scheduled work time, you must notify your supervisor as soon as possible.

It is important to note that although your attendance may be within the Attendance Policy as outlined later in this section, a pattern of missing work affects your dependability and may result in disciplinary actions and/or impact your performance review.

Flexible Schedules

In an effort to promote a balance between work and home, flexible work schedules are available where business needs allow flexibility with hours and days worked. Participation in a flexible work schedule is based on business needs and is dependent upon meeting performance expectations. A flexible work schedule remains subject to re-evaluation based on these factors. Once approved and flex hours set, these are the hours upon which attendance will be evaluated.

Talk with your supervisor to determine if flexible schedules are available in your department.

Attendance Policy

Your scheduled work hours are based on supporting business needs; however, the Company recognizes that there are circumstances that occasionally prevent you from working your scheduled hours. To balance both business and employee needs, the Attendance Policy is designed to allow the Company to plan around known absences. As such, employees are expected to notify their supervisor or leadership team as soon as it is known that work will be missed, and Attendance Absences are incurred based on whether the missed work time was planned or unplanned. Generally, planned and approved missed time will not incur an Attendance Absence.

Pre-approved/planned time off generally means planned and discussed/approved prior to the day of missed work; however, operational needs of your department may require additional notice. Please see your supervisor for clarification.

Absences due to an illness involving consecutive workdays, up to the equivalent of one work week, may count as one Absence, depending on the circumstances. Employees may be required to bring a doctor's note to Human Resources to have consecutive days considered one Absence. Please note, approved Leaves of Absence such as short- and long-term disability, Worker's Compensation and Family Medical Leave or other a pre-approved Leave will not be considered an Absence for Attendance purposes.

Attendance for Employees in Exempt Jobs

While there is some flexibility with regard to the hours and days of an exempt work schedule, employees in exempt roles are subject to discipline where there is a pattern of tardiness, absences or other attendance issues.

Attendance for Employees in Non-exempt Jobs

Non-exempt schedules are based on specific start and stop times and whether the operational needs of your department define your job is as time-critical, non-time-critical or flexible. Discuss with your supervisor for clarification.

Time-Critical Jobs — Time-critical jobs include production line jobs, jobs where support must be provided at the start of the shift and 24-hour operations where one shift relieves another shift. For these groups, a late arrival is defined as not being at the workstation at the start of the shift. For example, being ready to work at 7:01 a.m. instead of the scheduled 7:00 a.m. start time is considered a late arrival.

Non-Time-Critical Jobs — Jobs where work can be made up by staying late are considered non-time-critical jobs. These jobs usually allow a seven-minute grace period at the start of the shift before incurring an Attendance Absence. If you are not ready to begin work at your scheduled start time, your time card will reflect your actual start time and you may either make up the late arrival time or must apply Personal Time before going unpaid. You may also apply Vacation pay or may go unpaid for this time if no Personal Time is available. It is important to note that while being a few minutes late may not incur an Absence, a pattern of tardiness or otherwise not following the scheduled work hours is subject to disciplinary action.

Jobs with Flexible Schedules — These are jobs that can be accomplished by a non-standard schedule. Once a flex schedule has been approved or assigned, it must be adhered to as any other work schedule unless otherwise determined by your supervisor.

Definition of an Attendance Absence

Generally, for a employees in non-exempt jobs, a full Absence is incurred for unplanned/unapproved absences that involve

- missing a full work day,
- missing work on a pre-determined blocked day or on a mandatory or scheduled additional production day, or
- arriving/leaving more than two hours early.

Generally, a half Absence is incurred for unplanned/unapproved absences that involve arriving/leaving up to two hours late/early.

Effect of Absences

Absences affect your work and thus, your performance review, and may subject you to disciplinary action, up to and including termination.

The Company recognizes that there may be circumstances that occasionally prevent employees from reporting to work. Although all Absences will be documented, formal disciplinary action will not start until an employee has accumulated four Absences in a rolling six-month period. Two half Absences equal one full Absence. Should you incur a full or half Absence, your supervisor will look at the previous six months of active employment and total all half and full Absences received. If the combination of half and full Absences totals at least four during that period, you will receive a Performance Improvement document. An employee must stay within attendance guidelines (i.e., less than four total Absences in a rolling six-month period) for the next 12 months to avoid further disciplinary action. Once a Performance Improvement document (i.e., Formal Reminder, Written Warning or Final Written Warning) for Attendance has been issued, it remains in effect for 12 months and an additional full Absence will advance the employee to the next disciplinary level, unless Absences have rolled off, leaving the employee with fewer than 4 total Absences in a rolling six month period.

Note: Absences are cumulative within a rolling six-month period of *active employment*. This means that a Leave of Absence extends the six-month period equal to the time on a Leave of Absence.

Conduct Guidelines

Every organization must have certain guidelines to ensure the safety, wellbeing and productivity of employees — and our Company is no exception. The guidelines listed are not to be considered as all-inclusive, but are examples of unacceptable employee conduct. Nothing in this section is intended to limit activity protected under the current National Labor Relations Act.

The Company expects its employees to perform the duties assigned to them promptly and satisfactorily, to conduct themselves at all times in a proper business-like manner and to refrain from taking any action which would be contrary to the best interests of the Company. It is the Company's intention to take a constructive and fair approach to disciplinary matters and performance problems. To achieve fairness, the disciplinary action taken must fit the infraction. Therefore, the Company reserves the right to handle each disciplinary action as it deems appropriate to achieve fairness. In most cases, such as poor job performance, poor attendance and minor infractions of Company rules, your supervisor will counsel you to help you become a more productive and valuable member of the organization. However, in certain circumstances, the Company may find it necessary to impose immediate disciplinary action, up to and including termination of employment, without notice or counseling.

Group I Guidelines (Major Infractions)

These infractions can result in immediate termination without implementing the Performance Improvement Process (as defined in this section of the handbook).

1. Committing deliberate, careless and/or extensive damage to Company property or products.
2. Violating or disregarding the Alcohol and Drug-Free Workplace policy.
3. Violating or disregarding safety rules or any common safety practices.
4. Engaging in aggressive, abusive or bullying behavior.
5. Being the aggressor or willing participant in a fight, using or threatening to use a weapon or assaulting another person.
6. Falsifying Company records and reports, including employment application(s) and time records (either your own or for another employee). Falsifying time records includes failing to enter your actual hours worked or "logging time" for another employee.
7. Refusing to perform a task or to comply with a supervisor's request. (If you feel that you have a good reason for not following directions, you should undertake the work as assigned unless it is a policy violation, illegal, unsafe or unethical and later discuss with higher management.)
8. Engaging in or attempting to engage in, the theft of employee, Company, independent sales force member or visitor property.
9. Conviction of a felony or other offense that has an adverse effect on the Company's business interests or which could compromise the work environment.
10. Possessing firearms or other weapons on Company premises except for the firearms issued to Protective Services officers.
11. Job abandonment, i.e., failing to report to work or leaving work during scheduled work hours without notifying your supervisor.
12. Violation of the Global Anti-Corruption Compliance Policy.
13. Violation of the Harassment Prevention Policy.
14. Disruption of work that affects the work performance or morale of other employees, independent sales force members or visitors.
15. Purchasing products for resale or violating the terms of the Product Discount Program as outlined in the Benefits section of this handbook.

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16. Violating the Company Employment of Relatives Policy as outlined in the Employment and Pay section of this handbook.
 17. Sleeping on the job during work hours.
 18. Improperly disclosing proprietary, confidential or personal information concerning the Company, employees, the independent sales force or their customers to another entity or to an employee who does not have a legitimate business need for the information and other violations of the Company Privacy or Intellectual Property Policies.
 19. Certain violations of the Communication and information Systems Policy, including the Social Media Policy.
 20. Violations of the Code of Business Conduct as defined in this handbook.
 21. Other infractions of similar magnitude as determined by the Company.

Group II Guidelines (Minor Infractions)

Minor infractions are usually correctable through training and counseling. An employee who violates one of the Group II Guidelines is subject to the Performance Improvement Process (as defined in this section of the handbook), which can result in termination of employment.

1. Having excessive late arrivals, a pattern of missing work or otherwise not following the Attendance Policy or as defined in the Employment and Pay section of this handbook.
2. Substandard quality, negligence or inefficiency in the performance of duties.
3. Abuse of tools or equipment or waste of materials.
4. Misuse of communication and information systems as outlined in this section of this handbook.
5. Quitting work before the specified time.
6. Failing to follow departmental rules or regulations.
7. Wasting time by being away from the job or out of the assigned work area without your supervisor's approval.
8. Failing to follow the Dress and Grooming policy and generally accepted standards of personal hygiene.
9. Creating or contributing to unsanitary conditions.
10. Eating or drinking in unauthorized areas.
11. Violating the Company's Tobacco-Free Workplace Policy.
12. Using profane or obscene language.
13. Carrying on unauthorized activities during working hours.
14. Gambling on Company property or using Company resources to gamble.
15. Violating the Company Solicitation Policy as outlined in this handbook.
16. Loaning your Mary Kay facilities access card to anyone without prior approval. (When a serious security breach has occurred, this violation may be deemed a Group I infraction.)
17. Any unsafe driving practices, including exceeding the 10 mph speed limit in Company parking areas and violating or disregarding facility parking rules or guidelines.
18. Other infractions of similar magnitude as determined by the Company.

Dress Code

Mary Kay is a high-profile company. As such, the public image conveyed by the appearance of our facilities and our employees is vitally important to our success. The Company's goal is to be a highly respected world-class organization. Regardless of where you work, you may be visited by independent sales force members or other visitors and you must, therefore, present a positive and professional image of our Company.

Each Mary Kay facility has a specific dress code that may vary from other facilities due to the nature of the work performed. You are expected to know and follow the dress code for any location at which you may work or visit. Additionally, you are representing the Company and should be clean, neat and well groomed.

In Mary Kay facility office environments, employees should follow professional attire standards. Employees working in operational areas such as labs or processing/packaging areas in manufacturing, warehouses in branches, etc., will follow appropriate dress codes for their areas that take into account safety and the nature of the work. If you work in the manufacturing plant or laboratories, government regulations may require you to wear adequate head covering. Shoes worn in processing/packaging, warehouse, printing, postal and laboratory areas, including walkways or aisles, must protect the entire foot, including toes and heels and have a non-slip sole. Shoes should be comfortable and easy to walk in. You also may be required to wear safety shoes or glasses in certain areas. You are expected to comply with this safety requirement.

Any employee attending independent sales force events such as Leadership, Career Conference, Seminar or any meeting at which members of the independent sales force will be present must follow those events' dress guidelines.

Discuss with your supervisor any specific questions regarding guidelines on dress code for your department and/or any work location.

For men, professional attire includes:

- dress shirt and tie
- dress slacks
- dress shoes
- suit jacket/blazer optional

does not include:

- golf shirts
- casual pants (denim, cargo, drawstring, etc.)
- shorts
- sandals or athletic shoes

For women, professional attire includes:

- suit (skirt or pant) with coordinated jacket
- skirt with dressy sweater set, cardigan or blouse (including sleeveless)
- pants with a dressy sweater set or cardigan
- a professional dress, (including sleeveless)
- dress shoes (open or closed toe), including dressy sandals and boots

does not include:

- pants with blouse or sweater without a jacket or cardigan
- pants with a casual sweater set
- sundresses
- spaghetti straps
- casual pants, including denim
- crop/capri pants above the ankle (ankle-length is permitted)
- leggings or footless tights unless under a dress or skirt
- dress or skirt so short as to make others around you uncomfortable
- low cut tops
- shorts or skorts
- flip flops or other casual sandals
- casual boots
- athletic shoes

Drug- and Alcohol-Free Workplace

Mary Kay recognizes its responsibility to maintain a safe work environment for its employees. Part of this responsibility includes protecting employees from the hazards associated with substance abuse including alcohol and drugs in the workplace. It is the Company's intent and obligation to provide a healthful, safe and secure work environment. Employees who think they may be developing alcohol or drug dependencies are encouraged to seek help before their dependency affects their job performance, personal relationships, health, safety or the health of others.

The manufacture, distribution, selling (or attempting to sell), dispensation, possession, use, concealment, transportation, promotion, purchase (or attempting to purchase) or being under the influence of any substance during working hours, on Company property or otherwise while performing work for the Company or its affiliates is prohibited. The term "substance(s)" includes all controlled substances and other drugs and adulterants, alcoholic beverages, inhalants and substances made unlawful under applicable laws, with the exception of prescription drugs taken as medically directed. Where State and Federal law differ, in regards to unlawful substances, the Company will typically follow Federal law. Employees who use prescription drugs or over-the-counter medications must inform their supervisor in advance of such use if the use may impair the employee's ability to perform essential job functions or pose a direct threat to the employee or others.

Testing

Testing for detection of the abuse of substances will be conducted prior to employment, upon reasonable suspicion, after an accident and randomly (in certain cases).

- **Pre-employment** — Substance abuse testing (excluding alcohol) will be conducted before a final offer of employment has been made to a job applicant. Employment may be denied to any individual whose test is positive for any substance or adulterant. Substance abuse testing is a condition of employment; an applicant's refusal to submit voluntarily to substance abuse testing will preclude employment.
- **Reasonable Suspicion** — Upon reasonable suspicion, as determined by the Company, that an employee has violated this policy, the employee will be required to submit to substance abuse testing. Failure to submit to substance abuse testing may affect continued employment.
- **Post-accident** — Substance abuse testing is ordinarily required after an accident that could require medical attention or which results in property damage that occurs while the employee is in the workplace or while performing services for the Company. Substance abuse testing is generally also required for a near-miss or a work-related illness. Failure to submit to substance abuse testing may affect continued employment.
- **Random** — The Company reserves the right to conduct random drug testing to ensure a safe work environment and as required by law such as under the regulation of the Department of Transportation relating to drivers and state required testing for commissioned protective services officers.

The Company will not use the results of a test that reveals or confirms a disability to withdraw an offer of employment or terminate an employee, unless the disability limits the individual in the performance of the essential functions of his or her job or would pose a direct threat to the health or safety of the employee or others and no reasonable accommodation can be made. Also, the Company will maintain the confidentiality of information acquired as a result of any medical

examination or inquiry as required by the ADA or other applicable laws. This policy, in any event, should not be construed or administered in any way to violate the ADA or other applicable laws.

Any violation of the Alcohol and Drug-Free Workplace Policy or refusal to participate in required testing is considered a Group I Major Infraction, which will result in disciplinary action up to and including immediate termination.

Employee Assistance Program

Employees who need help with alcohol and/or drug use may confidentially contact Mary Kay Cares, our Employee Assistance Program. The Company's health care plan may cover some costs for treatment and rehabilitation – depending upon the type of coverage you have chosen.

Additionally, the Mary Kay Cares program is available on a confidential basis, at no cost, to all employees. Employees can contact Mary Kay Cares by calling (800) 327-6365. The program is strictly confidential. The Benefits department can answer questions confidentially about available programs and potential coverage. All employees are strongly encouraged to take action regarding alcohol or drug abuse problems before job performance is affected. A leave of absence to seek counseling or rehabilitation may be granted in accordance with applicable policies.

Equal Employment Opportunity

The following is in addition to the Non-Discrimination policy outlined in the Global Conduct section of this handbook.

The Company is an equal opportunity employer that maintains a policy of nondiscrimination with respect to all employees and applicants for employment. All Human Resources actions, such as recruitment, hiring, training, promotion, transfer, compensation and benefits, discipline, separation/termination, educational, recreational and social programs are administered without regard to gender, race, color sexual orientation, religion, national origin, age genetic information, physical or mental disability of otherwise qualified individuals, membership in or application for membership in the uniformed services, off-duty conduct protected by law, workers' compensation claims or other legally protected status or conduct (the "Protected Categories"). Employment decisions, subject to the legitimate business requirements of the Company, are based solely on the individual's qualifications, merit and performance.

An employee who reports an alleged violation of this policy or who cooperates in an investigation will not be subjected to any retaliatory action because of the report. In addition, the Company will not tolerate any form of retaliation against such an employee.

Harassment Prevention Policy

The Company believes employees should treat each other with respect and dignity at all times. Harassment by an employee, outside contractor or vendor on the basis of any Protected Category is prohibited and will not be permitted or condoned. Harassment may include, but is not limited to:

- conduct which might not be intended to be offensive but that might be perceived as offensive or unwelcome
- racial, sexual, religious, ethnic, age-related, gender-related or disability-related slurs, insults or jokes
- objects, pictures, images or written material including email and internet sites that may be perceived as obscene, insulting or degrading
- deliberate intimidation or aggressive behavior conduct that has the purpose of creating an intimidating, hostile or offensive working environment

These types of behaviors and actions are inappropriate in the workplace and may violate applicable laws. Even if conduct was not intended to be offensive and does not specifically violate a law, employees should be aware that certain conduct holds the potential for creating a disruption of the work environment.

Sexual Harassment

Sexual harassment includes unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature by any employee when submission to such conduct is made explicitly or implicitly, a term or condition of an individual's employment or if submission to or rejection of, such conduct by an individual is used as the basis for employment decisions affecting such individual.

Sexual harassment might also include gender-based conduct that is severe or pervasive and unreasonably interferes with an individual's work performance, creates an intimidating, hostile or offensive working environment or otherwise adversely affects an individual's employment opportunities.

Comments or conduct that might be perceived as sexually offensive are to be strictly avoided. Examples of conduct that might constitute sexual harassment include, but are not limited to, repeated offensive or unwelcome sexual flirtations, advances or propositions; unwanted hugs, touches or kisses; suggestive or lewd remarks or jokes; continual or repeated verbal abuse of a sexual nature or graphic verbal comments about an individual's body; sexually descriptive and degrading words; or the display in the workplace of sexually suggestive objects, pictures or images.

Submission to unwanted conduct is not required for an employee to continue his or her employment with the Company and an employee may reject such conduct without fear of reprisal.

Other Forms of Harassment

Similar to the Company's no tolerance policy with regard to sexual or gender based harassment, offensive comments or actions relating to any Protected Category are also prohibited. Submission to such conduct is not required for an employee to continue his or her employment with the Company and an employee may reject such conduct without fear of reprisal.

Retaliation

The Company encourages and appreciates employees who come forward with any potential concerns. Employees should feel comfortable bringing suspected misconduct to the attention of the Company. An employee who reports an alleged violation of this policy in good faith or who cooperates in an investigation will not be subjected to any retaliatory action because of the report. In addition, the Company will not tolerate any form of retaliation against such an employee. The Company will investigate any claim of retaliation and appropriate disciplinary action will be taken, up to and including immediate termination of employment.

Reporting Procedure

Any violation of the EEO Policy (including the Harassment Prevention and ADA policies) must be reported immediately. Any employee who feels that he, she, a co-worker or applicant is the victim of a violation of this policy must contact a supervisor or a Human Resources Business Partner, manager, director or vice president. If a violation involves the immediate supervisor, contact a Human Resources Business Partner, manager, director or vice president. All supervisory employees must immediately communicate any reports of alleged violations of this policy or

incidents of potential violations of this policy to Human Resources. If you do not believe the person notified has taken appropriate action, you should notify the head of Human Resources and/or Legal.

Investigation of Reports

The Company promptly and thoroughly investigates all reports of harassment or other violations of this policy to determine whether improper conduct has occurred. All employees are expected to cooperate fully in any investigation. The confidentiality of all reports will be maintained to the fullest extent possible while allowing the Company to conduct a full and fair investigation. The Company will take reasonable steps during the investigation to protect the privacy of and minimize suspicion toward all parties concerned.

The Company recognizes that false accusations of harassment or other unlawful behavior can be damaging to an accused employee or vendor and disruptive to the operations of the Company. Thus, knowingly-made false accusations may constitute misconduct for which disciplinary action may be imposed, up to and including immediate termination of employment.

Violation of EEO Policy

It is the responsibility of each employee to ensure adherence to the Company's policy of equal employment opportunity for all individuals. Any employee found to have violated any aspect of the EEO Policy will be subject to appropriate disciplinary action, up to and including, immediate termination of employment.

Reasonable Accommodations Based on a Disability or Religious Belief

The Company complies with the Americans with Disabilities Act (ADA) and applicable state and local laws in ensuring equal opportunity and employment for qualified persons with disabilities. Similarly, the Company complies with Title VII and applicable state and local laws in ensuring equal opportunity and employment irrespective of one's religious beliefs. All employment practices, terms and conditions of employment and privileges of employment are conducted or provided on a non-discriminatory basis.

An employee needing a reasonable accommodation due to a disability or religious belief should contact his or her Human Resources Business Partner. On receipt of an accommodation request, the Company will engage in an interactive process with the employee to review possible reasonable accommodation options.

Reasonable accommodations that do not result in an undue hardship on Company business will be considered for employees if they have a disability or bona fide religious belief that affects their ability to perform their job responsibilities. All employment decisions are based on the merits of the situation in accordance with applicable job criteria.

An employee who has questions regarding this policy or believes he or she has been discriminated against based on a disability or his or her religion must follow the Reporting Procedure above. All such inquiries will be treated as confidentially as possible without impeding the investigation process

Hand Carry Policy

When an item that is property of Mary Kay Inc. is transported from one country to another, it is called a “commercial transaction.” This includes, but is not limited to: **training materials, product samples, Independent Sales Force or employee prizes, business gifts, office supplies, technical equipment, IT software, business tools, etc.** It does not include anything purchased with personal funds for personal use or personal gifts.

Transporting Items to Another Country

Any commercial transaction from one country to another must go through the export process with the appropriate commercial invoice and customs documents created.

- **Preferred & Most Often Used Method** – Ship all items using the Import/Export system. This alleviates all risk to you as an individual and ensures proper documentation is provided to clear customs.
- **Exception-Basis Only & With Restrictions** - In an emergency situation and as an exception, you may need to hand carry an item. In this situation, you must immediately contact the Compliance and International Finance Teams.

Hand Carry Policy

Hand carrying puts the Company and the individual(s) involved at risk; thus, Mary Kay employees and contractors may not hand carry an item into another country that will not be brought back, without declaring it to the local Customs officials upon entry into the country.

Strict Customs requirements apply to items entering any country, whether they are shipped or hand carried, thus be sure you understand their laws and regulations. Items for the traveler’s personal use or for personal gifts do not fall under these hand carry rules, however you need to be aware of any additional rules the country you are going to might have. There are several challenges to hand carries. If items are not shipped and must be hand carried, even when required processes are followed, there are additional considerations:

- Mary Kay uses various trained teams to deal with customs authorities in our normal shipping processes and with any disputes or questions that arise during the normal process. During a hand carry, Customs authorities may have a variety of questions including valuation of goods, etc., which may be difficult for someone hand carrying the goods to properly answer.
- Hand carrying puts the individual employee or contractor at risk and he/she would be taking on the responsibility of properly importing the goods and properly answering all official questions.
- Be prepared to carry with you the required documentation and foreign currency and be prepared to answer questions from the local government officials about the hand carry.
- In addition to the customs considerations, there are also potential tax and cash remittance issues that can arise if the goods are not properly imported.
- Some countries are very particular about the documentation and importation process and accuracy is critical.

If you need to ship or feel you have an emergency that requires the hand carry of an item internationally, you must contact both of the following departments who will evaluate the situation and provide guidance regarding the process.

- **Mary Kay Import/Export Compliance Team** has the authority to approve the hand carry if it determines there is a sufficient need and there are no suitable alternatives.
972-687-5755 or Import-ExportMailbox@mkcorp.com

-
- **Mary Kay International Finance** will determine if the shipment is company billable or non-billable 972-687-4092

Asking another Mary Kay Employee or Contractor to conduct an unauthorized hand carry is against Company policy and may be referred to Human Resources.

Job Opportunity Program

As a reflection of the Company's desire to grow and develop employees, job openings are generally first made available as internal department promotions or reassignments for qualified candidates. Jobs not filled within the department or division are then generally opened to all employees through the Job Opportunity Program (JOP) before considering external candidates.

The Job Opportunity Program is designed to offer promotion opportunities, skill enhancing opportunities and lateral or downward career adjustment opportunities. This means that you may apply for any opportunities that match your long-term career objectives.

Definition of a Job Opportunity

Job Opportunities for non-exempt positions above entry level and all exempt positions below director level are generally posted through the JOP. Job Opportunities are posted daily and remain posted for seven calendar days. Some examples of openings that do not represent Job Opportunities and, therefore, are not posted include:

- earned in-place promotions (for example, an entry level mechanic who completes the required competencies to be promoted to an intermediate level mechanic)
- internal departmental reassignments and promotions
- redeployment of employees (when work in their department decreases or changes or when a job is eliminated) to another area of the Company where the employee can make a greater contribution
- job upgrades resulting from reevaluation of the position
- a job that was recently posted

Applying for a Job Opportunity

In most cases, if you meet the eligibility requirements of the position and have completed six months of employment or six months in your current position, you may apply for a posted position.

If you have been in your present job at least 90 days, but less than six months, you may apply for Job Opportunities if approved by your immediate supervisor. Manufacturing employees on the night or weekend shifts may not laterally transfer or apply for similar positions on the day shift for a period of six months from their start date. This does not apply to opportunities outside of Manufacturing Operations or to any promotional opportunities.

Employees with a written warning or a Performance Improvement Plan are generally ineligible to apply for a Job Opportunity for one year from the date the written warning was signed. MK temporary employees on Mary Kay's payroll and employees submitting an application after the Job Opportunity posting period has ended are considered with external candidates.

Applying for a Job Opportunity gives the hiring manager permission to view your performance records and/or to contact your current supervisor regarding your performance.

Promotions

Promotions may provide you with a better opportunity to use your skills, ability and experience. A promotion may also provide an opportunity for training so that you can gain new skills and experience. In addition to your supervisor, Human Resources is available to discuss career development and assist you in exploring other job opportunities within the Company.

If you are interested in advancement or career growth, it is your responsibility to work with management to prepare yourself to be a candidate for advancement. To prepare for promotions, you are encouraged to use Company-sponsored training and/or mentoring programs, the Tuition Assistance program and cross-training opportunities.

Open Door Policy

The Company believes that each employee is a unique, involved individual making an important contribution to the achievement of Company goals. It is only through teamwork that the Company has had success and grown. And, it is only through working together in the future that the Company will continue to meet its goals.

Differences of opinions or misunderstandings arise in the normal operation of any company. In most instances, your supervisor can give a prompt answer to your questions and assist you in resolving issues. However, your supervisor can only help you if you make your issue known. You may always contact your Human Resources Business Partner to discuss a problem or concern.

If you believe that a policy has not been administered correctly with regard to your employment, you should use the following Open Door procedures.

First, it is your responsibility to discuss the issue with your supervisor. Your supervisor has a responsibility to resolve issues as they arise, before a small problem becomes a large problem. If the issue involves your supervisor, begin with the next level of management.

Second, if you feel there is an unresolved issue that needs further clarification, request a meeting with the next level of management within your department. He or she will meet with you to discuss the matter and investigate the situation in an impartial manner.

Third, if the issue is not resolved, you may request that Human Resources arrange a conference with your vice president. All of the facts in the case will be explored and your vice president will work with you to provide a prompt resolution.

Fourth, in those instances where you continue to believe that Company policies have not been applied correctly, you may request that Human Resources schedule a meeting with the executive over your area and Human Resources leadership to review your concerns. This step is not intended as a mechanism for questioning the content or advisability of policies, but to ensure the fair administration of Company policies.

Please note that the confidentiality of these discussions will be maintained to the fullest extent possible while allowing the Company to work toward finding a resolution to the issue.

Pay

Pay Days

Weekly Payroll

Employees in non-exempt roles and exempt MK TEMPORARY employees are paid weekly. The pay period begins on Monday and ends on Sunday in most cases. Pay is issued on Friday for the previous pay week.

Semi-monthly Payroll

Employees in exempt roles are paid twice per month. The pay period begins on the first and 16th of each month. Pay is issued on the 15th and last day of the month for the just completed pay period. When those dates fall on a Saturday, Sunday or a holiday, pay is issued on the preceding workday.

Direct Deposit, Pay Card or Manual Check

Whether you are paid on a weekly or semi-monthly basis, your paycheck can be deposited directly to your bank or to multiple banks, deposited to a Visa pay card or a paper check mailed to your home. For more information, contact the Payroll department.

Payroll Deductions and Advances

You must authorize all payroll deductions — except those required by law or court order.

The Company does not allow payroll advances.

Pay Rates

Regular Rate

For employees in non-exempt roles, this is the hourly rate you are paid during the standard workweek and includes other remuneration such as shift premium. For employees in exempt roles, this is the amount paid each semi-monthly pay period. The regular rate for Temporary exempt positions is an hourly rate paid for actual hours worked.

Overtime Rate

Employees in non-exempt roles receive a pay rate of one-and-one-half times the regular rate for hours worked in excess of the standard 36, 37.5 or 40-hour workweek. Your supervisor must approve all overtime in advance. Hours of paid time away from work such as vacation, holiday, Personal Time, bereavement leave, jury duty and medical appointments are excluded. Employees in exempt roles do not receive overtime pay.

Double Time Rate

Employees in non-exempt roles receive a pay rate of two times the regular rate for hours worked on the seventh consecutive day of work within the workweek. The workweek begins on Monday and ends on Sunday in most cases. To be paid double time, you must work seven consecutive days and you must work at least half of your standard workday on the first six days to be eligible for double time on the seventh day.

In computing hours worked, only hours actually worked are included. Hours of paid time away from work such as vacation, holiday, Personal Time, bereavement leave, jury duty and medical appointments are excluded. Your supervisor must approve the hours to be paid at the double time rate. Travel time does not apply to double time. (See Travel Reimbursement/Pay Policy in this section for more information.)

Shift Premium

Employees in non-exempt roles who are assigned by their supervisor to work a shift where half or more of your hours fall within a premium-eligible shift, you will be paid the shift premium rate for the shift in which the majority of your hours fall. While the actual shift start and end times will vary, the definition of hours eligible for shift premium pay is as follows:

3:30 p.m. – 12:00 a.m.	Second shift
12:00 a.m. – 8:00 a.m.	Third shift
5:45 p.m. – 6:15 a.m.	Manufacturing Operations Weekend Overnight or 12hr shift

Employees temporarily moved at the Company's request to a lower premium shift will receive his or her regular shift premium. Shift premiums are included in the calculation of Personal Time, holiday pay, vacation, overtime, double time pay, bereavement leave, jury duty, medical appointment pay and for hours when the Company closes operations, such as for a power outage or inclement weather conditions.

Shift Premium for Paid Time Off

You receive your regular pay rate for holiday, vacation, Personal Time, bereavement leave, jury duty and medical appointments according to your eligibility for these paid time off benefits. These are not considered "hours worked" in the computation of overtime.

Recording Hours Worked

Employees in non-exempt roles must be paid for all time worked and both they and their supervisors are responsible for ensuring that all time worked is recorded. At Mary Kay, this is done through electronic time keeping systems.

If you are in a non-exempt role, you are personally responsible for accurately recording your own work time. You must record the time you begin and end work, including your lunch break. Should you fail to record all of your time or if the electronic system or manual clock has malfunctioned, it is your responsibility to report on that day to your supervisor the time your work began and/or ended.

- Employees must begin work once they have clocked in.
- In some groups, an employee may clock in no more than five minutes before the beginning of their shift without prior supervisor approval.
- Your regular schedule must include a lunch break for a minimum of 30 minutes and this break should be taken each day. The Company imposes a requirement that a break of at least 30 minutes be taken because we feel it is important to your wellbeing.
- Lunch and break periods may be required to be taken at scheduled times.
- All hours worked must be documented. Any leader who allows off-the-clock work is in violation of Company policy.

You and your supervisor must approve your time card, confirming the accuracy of your recorded time, before it is submitted to Payroll. You are also responsible for notifying your supervisor if your paycheck does not reflect the actual hours you worked during the pay period. Inaccurately recording your work time can result in disciplinary action, up to and including, immediate termination of employment.

Working Outside Scheduled Hours

If it is necessary for you to access your work, email and/or calendar from outside the workplace, you may be issued a Company-provided cell phone or other secured remote network access. Employees in non-exempt roles must record all time worked, including work performed away from the office, are never expected to work “off the clock” and should report any leader who so much as hints that they should do so.

Expectations regarding your availability will be communicated to you by your direct supervisor. Employees in non-exempt roles will be paid for actual time worked.

If an employee in a non-exempt job is called back to one’s work location at some time other than scheduled hours, he/she will receive four hours of regular pay or one-and-one-half times regular pay for the hours actually worked, whichever is greater. If an employee in a non-exempt job is called back to work on the seventh consecutive day (as defined under Double Time) he or she will receive double time pay for hours actually worked or four hours of regular pay, whichever is greater. Only the actual hours worked will be included in the calculation of hours worked for overtime and/or double time.

Facility Closing / Delayed Start

For information on Dallas facility closings or delayed start times, call the Information Hotline at 1-888-622-1112. The hotline is updated by 6 a.m. The Company also notifies radio station KRLD (1080 AM www.krld.com) and television channel ABC - WFAA (www.wfaa.com) with this information. At each outlying branch, you will be contacted by your Branch management team regarding closing or delayed start time.

You may also receive text message alerts to your company or your personal cell phone. Visit <http://teammk/HR/Teams/ProtectiveServices/Pages/Omnilert.aspx> for instructions on how to subscribe to the alerts.

Closure for a Full Day or Full Shift

You will be paid for the hours you were scheduled to work if the Company closes a full day or full shift for inclement weather or emergency situations. Employees with pre-planned day(s) off on a day(s) we close are paid the planned paid time off. Additionally, Inclement Weather or Emergency Situation Pay is not considered “hours worked” for the computation of overtime.

If you report to work, you may stay and work with management approval, as long as delaying your departure does not pose a threat to your safety. If your job requires that you work on a day the Company closes, you will be paid for the hours you were scheduled to work and for actual hours worked at the pay rate due. Specifically, you will be paid regular pay or overtime, as applicable, for hours worked, plus Inclement Weather or Emergency Situation pay at your regular pay rate for the full day or shift.

Absences on inclement weather or emergency situation days may not count against attendance performance.

When a mandatory additional production day is canceled, employees who were scheduled to work that day but did not work because the Company was officially closed would not receive pay for the day. The intent of our Inclement Weather or Emergency Situation policy is to help ensure that employees have the opportunity to earn their normal weekly base pay despite adverse weather or an emergency situation that causes the Company to close a facility or to shorten the work day.

Delayed Start Time

If the Company has a delayed start time, you must work the hours the Company is open to be paid for the hours you were scheduled to work.

Arriving later than the delayed start time does not count against your attendance. If you report to work within one hour of the delayed start time, you will be paid for the delayed opening hours and can use Personal Time or vacation from the delayed start time up to the time you reported to work. If you arrive more than one hour after the delayed start time, you will not be paid for the delayed opening hours and you can use Personal Time or vacation to cover the entire late time and avoid a loss in pay.

Closes Early

If you report to work, and the Company closes early due to inclement weather or an emergency situation, you will be paid for the hours you were scheduled to work if you stay until the designated early shutdown time.

We understand that you may need to leave earlier than the official close time due to varying road conditions in different cities and to pick up children when schools and child care facilities also close early. Employees who need to leave earlier than the official shut down time, although it was an unplanned early departure, will not receive an Attendance Absence and may use Personal Time or vacation to be paid from the time they leave until their regular shift ending time.

If You Do Not Report To Work

If you do not report to work on a late start or early closing due to inclement weather or emergency situation, you can use Personal Time or vacation for the hours you were scheduled to work.

When the Company Does Not Close or Delay Starting Time

If the weather is severe, but not severe enough to close the Company or delay starting time and you are unable to report to work due to hazardous conditions (as evidenced by school and/or business closings in your area of residence), you may use your Personal Time or vacation to cover the missed work time and avoid a loss in pay, and so long as you call in to report that you will not arrive, will not incur an Attendance Absence.

These guidelines cover most situations and issues regarding inclement weather and emergency situation attendance and pay practices. If there is a dispute over whether the conditions on a particular workday were sufficiently hazardous to qualify for Inclement Weather or Emergency Situation pay, Human Resources will resolve the issue.

Travel Pay and Travel Reimbursement

See the full [Travel and Entertainment Policy](#) on InsideMK for additional information.

Business Travel for Employees in Non-Exempt Roles

Travel time counts toward overtime but does not count toward double time. When the hours of travel and work time on a business trip are combined with your regular work time at the home site exceeds the normal workweek, the additional time will be paid as overtime. However, if this time does not equal or exceed the normal workweek, you will be paid for the normal workweek. In all cases, management reserves the right to change regular work hours and to specify when travel will occur.

For air travel outside your normal workweek, you are paid from 90 minutes prior to the scheduled departure time for domestic flights and two hours prior to the scheduled departure time for international flights until you reach the final destination, assuming you go directly to the final destination. This applies

to both your outbound and return travel. Personal business conducted before you arrive at the work-related destination is unpaid.

If, at the Company's request, you use some other means of commercial or private travel other than air travel, you will be paid for the associated travel time. If you choose to use some other means of travel than that offered by the Company for a particular trip, the travel time paid is the travel time used or that which would have been used by the most reasonable means, whichever is less.

You are paid for actual hours worked or spent in training. You are not compensated for mealtime or other off-duty time. If the Company approves, you may take Personal Time or vacation at the end of the business portion of the trip and still be paid for the return travel time.

Use of a Personal Vehicle for Business

The Company will reimburse you for mileage, parking and toll fees if you use your personal vehicle for business purposes. Examples of times you might use your vehicle for business purposes include driving from one Company facility to another for meetings or attending off-site Company-sponsored training seminars. [For purposes of reimbursement, mileage is paid at the current IRS published rate and is for mileage that is in excess of the commute to your normal work location.](#)

Performance Development

The Performance Development Process (PDP) is intended as a means of measuring individual performance, developing performance goals and fostering professional development and career growth and consists of a formal annual review and a mid-year progress check-in. At the annual performance review, you are reviewed for the entire previous 12 months and are eligible for a merit increase based on performance.

The PDP has two sections: Competencies and Results. Competencies are the behaviors linked to success at Mary Kay (how you are expected to do your job), and Results are the objectives you are expected to accomplish that year.

Non-Exempt

The PDP cycle for employees in non-exempt roles is April 1 through March 31, with an annual performance development discussion held between April and June, and a mid-year discussion held between October and December. You may be eligible to receive a merit increase based on the previous year's performance. This increase is effective the pay week in which July 1 falls. Your first annual merit increase may be prorated.

Exempt

The PDP cycle for employees in exempt roles is January 1 through December 31, with an annual performance development discussion held in January and a mid-year discussion held in June/July.

You may be eligible to receive a merit increase based on the previous calendar year's performance. This increase will be effective March 1. Employees hired or promoted to exempt positions on or before October 1 are eligible to receive a prorated merit increase.

Performance Improvement Process

Performance issues can arise in any job. The Company wants you to be successful in your Mary Kay career and, except in the cases of infractions falling under Group I Guidelines or as otherwise determined by the Company, you are given an opportunity to correct performance problems before they become serious enough to result in termination.

In most cases, Performance Improvement Process actions occur in progressive order. However, in some circumstances, such as when significant time passes between issues, an action may be repeated. Similarly, in some cases the severity of the issue may necessitate skipping a Performance Improvement Process action.

An employee with a written warning is not eligible to participate in the Job Opportunity Program for a period of one year from the date of the most current written warning. Time off for a Leave of Absence will not count toward the one-year period, except as required by law.

The process may include some or all of the following actions, depending on the severity of the performance or disciplinary issue.

- **Informal Counseling** — Your supervisor discusses your performance issue and expected action with you.
- **Formal Reminder** — This is a formally documented discussion between you and your supervisor about substandard performance, behavioral issues or violation of Company policy. This step is used when an informal counseling session has not produced satisfactory results or the severity of the issue warrants not using informal counseling.
- **Written Warning** — This formally documented discussion typically occurs after a previous documented discussion has failed to correct or adequately improve your work performance or behavior. This documented discussion may be the first action taken if the severity of the issue warrants not using informal counseling and/or a formal reminder. If your performance or behavior does not improve, you may be terminated.
- **Final Written Warning, Suspension or Decision-making Leave** — If you do not improve your performance after receiving a written warning, you may receive a final written warning, be suspended or asked to take a decision-making leave. A decision-making leave gives you time to consider continued employment. A final written warning, suspension or decision-making leave is an extremely serious step. If your performance or behavior does not improve, you may be terminated.
- **Performance Improvement Plan** — Alternatively, when performance deficiencies have been identified that are preventing you from meeting your job expectations, a Performance Improvement Plan (a PIP) may be created. This plan will outline the expected level of performance, the actions needed to achieve that level of performance and a time frame in which to do so. The PIP may replace the steps in the Performance Improvement Process.

Privacy

In addition to privacy rights outlined in Mary Kay Global Conduct Expectations, to ensure a high level of customer service, the Company regularly monitors telephone conversations of those employees whose job duties involve contact with the independent sales force and their customers. Employees should understand that the Company monitors telephone conversations and should have no expectation of personal privacy in such telephone conversations on Company telephones.

The Company reserves the right to access and review an employee's email, voice mail and the data contained on other systems and forms of communication, including but not limited to documents, files and Internet usage, at any time for any reason whatsoever without notice to the employee. You should be aware that even when messages or data are deleted or erased, it is still possible to recreate the messages or data. The Company also reserves the right to monitor the usage, activity and content of these communication and information tools without notice to the employee. By using the Company's communication and information systems, you are knowingly and voluntarily consenting to your usage of these systems being monitored, accessed and/or reviewed by the Company and acknowledge and agree to the Company's right to conduct such monitoring.

Search Policy

The Company respects the privacy rights of all employees. However, in the course of investigating major infractions, such as theft of Company property or products or possession of illicit drugs, it may become necessary to search your personal effects such as vehicles on Company premises, lunch boxes, briefcases, purses or pockets. The Company also reserves the right to enter, search and monitor voice mail, electronic mail, internet use or other computer files of any employee, without advance notice, for business purposes such as investigating theft, disclosure of confidential business information, personal abuse of the system or monitoring work flow or productivity. Searches are only conducted when there is reasonable cause to believe that you have violated the Company's trust in you.

The Company also reserves the right to periodically open and inspect Company lockers and, from time to time, to search personal effects of all employees in a work area. Except where expressly authorized by management, the use of private locks on lockers and other Company equipment is prohibited.

Whenever such searches are conducted, every effort is made to protect employees from undue embarrassment and inconvenience. In situations where an employee strongly prefers not to participate, the employee may choose to voluntarily resign for personal reasons. Employees who refuse to cooperate during these searches and who do not voluntarily resign will be subject to termination.

Your decision to work at Mary Kay constitutes your consent to the searches contemplated by this policy.

Solicitation and Distribution

The Company believes every employee has a right to work without being solicited by outside organizations or co-workers. To ensure efficient operations and to protect you from unwarranted and frequent solicitations, no outside organizations or non-employees are permitted to solicit, campaign for funds, sell tickets or other articles or post or distribute literature on Company-owned or -leased property, without advance approval from Human Resources.

Solicitations or distribution of pamphlets, catalogs or other printed material by employees — both verbal and written — are allowed only during non-working hours, such as lunch or scheduled rest breaks and in non-working areas of the offices, plant, warehouses or grounds.

Human Resources occasionally approves solicitation by outside organizations. An approved program must benefit all employees, their families and their communities.

Bulletin Boards and InsideMK

There are bulletin boards in each of our facilities and we also utilize InsideMK and MK TVs to communicate information of general interest. Make it a habit to reference these media to read any new material posted.

All postings by employees on our bulletin boards or intranet or in a Company-owned or -leased facility must be approved by Human Resources (or a department head if the posting is made within a department). No person outside of the Company is allowed access to or use of Company bulletin boards.

Telephone Calls

Long-Distance, Toll and Collect Calls

Each of us can help reduce the Company's telephone expense by only making long-distance calls required to do our job and by keeping these calls to a minimum duration. Similarly, collect calls should not be accepted. Using the Company's telephone system for personal long-distance or toll call charges is not allowed.

Warehouse, Processing/Packaging and Laboratory

Since it is difficult for employees in these areas to receive or place calls while working, calls are transferred to your supervisor. Unless a call is an emergency, a number or message is taken for you. You may return the call while you are at lunch or on break. If it is necessary for you to place a call other than during your normal break periods, you should clear the call with your supervisor.

Unauthorized use of cell phones is prohibited in warehouse, processing/packaging and laboratory bench areas, including hallways and walkways.

Tobacco-Free Workplace

The Company recognizes its responsibility to take reasonable measures to protect employees from unnecessary health hazards and to provide a healthy work environment. To achieve this goal, all Mary Kay locations are tobacco-free. The use of all tobacco and tobacco-related products, including, but not limited to, cigarettes, cigars, pipes, e-sigs, vape and smokeless tobacco is strictly prohibited at all times:

- in all interior spaces owned, rented or leased by Mary Kay Inc.
- and on all outside property grounds owned, rented or leased by Mary Kay Inc., including parking areas and in private vehicles on such property

Tobacco use is also prohibited in all vehicles owned or leased by Mary Kay Inc. at all times.

The Company requires all Mary Kay Employees, contractors, customers, vendors and visitors to comply with this policy. Your non-compliance with this policy is treated the same as non-compliance with any Company policy and is subject to disciplinary action.

Visitors

Lobbies and reception areas are open to the public. Visitors must register with the building receptionist. If a non-employee wishes to see you, whether for business or personal reasons, you must meet your visitor in the lobby and accompany them to your work area or meeting. Former employees are visitors.

To prevent accidental injury, children under the age of 16 are not allowed in production or warehouse areas unless on guided tours. In all areas children must be accompanied by a parent or responsible employee and must not be left unsupervised.

Weapons in the Workplace

Company policy prohibits the possession of firearms or other weapons on Company property except for the firearms issued to Protective Services officers. This policy is enforced in order to maintain a safe working environment for all employees and visitors. If you are aware of anyone violating this policy, please inform your supervisor or manager, Human Resources or Protective Services immediately.

We are all responsible for maintaining a safe working environment at Mary Kay.

Benefit Summary for Each Employee Status

Each Company benefit is summarized alphabetically following this list. Please refer to the current enrollment guide or Summary Plan Description for additional details and the most updated information.

	FULL TIME	PART TIME	MK TEMP
Benefits effective the day you report to work:			
Bereavement Leave	✓	✓	
Business Travel Accident Insurance	✓		
Child / Elder Care Resource & Referral	✓	✓	
CORE Fitness Center	✓	✓	✓
CORE Health Center	✓	✓	
Credit Union	✓	✓	✓
Employee Assistance Program (<i>Mary Kay Cares</i>)	✓	✓	
Flexible Spending Accounts	✓	✓	
Group and Social Activities	✓	✓	✓
Holiday Bonus	✓	✓	
Holidays	✓	✓	
Income Replacement Insurance (STD/LTD)	✓	✓	
Jury Duty	✓	✓	
Leaves of Absence: Medical, Military & Parental	✓	✓	
Life Insurance / Accidental Death and Dismemberment	✓		
Medical, Dental and Vision Coverage	✓	✓	
Personal Time	✓	✓	
Product Discount	✓	✓	✓
Retirement Plan - Profit Sharing and 401(k) Plan	✓	✓	✓
Thanksgiving Turkey Certificate	✓	✓	✓
Tuition Assistance Program	✓	✓	
Uniforms	✓		
Vacation	✓	✓	
Workers' Compensation Insurance	✓	✓	✓
Benefits effective after three months of continuous employment:			
Leaves of Absence (Personal)	✓	✓	
Medical Appointments	✓	✓	
Benefits effective after one year of continuous employment:			
Adoption Assistance	✓		

Benefit Changes During the Year

It is important to choose your benefits carefully because changes aren't generally allowed during the year. Federal regulations on pretax contributions allow you to change your enrollment decisions during the year only when you have a change in status or other limited exception, as defined by law.

To request a change, you must submit supporting documentation along with a new enrollment form to the Benefits Department within **31 days of the event**. Any change in coverage must be consistent with – and a result of – the change in status. The change in status also must affect eligibility for coverage. Changes in status, i.e. qualifying events include:

- you marry, divorce, legally separate, have your marriage annulled or your spouse dies
- you gain or lose a dependent due to birth, adoption, placement for adoption, a Qualified Medical Child Support Order or death
- you, your spouse or your dependent terminates or commences employment
- you have a change in work schedule, including switching to/from PART TIME to FULL TIME, a strike or commencement of or return from unpaid leave of absence
- you move to a new address or work location that causes you to lose coverage under your current plan
- your dependent satisfies or ceases to satisfy dependent eligibility due to attainment of limiting age, marriage or other circumstances
- your dependent's Medicaid or state-provided children's coverage is terminated
- if you or your dependent becomes eligible for premium assistance under Medicaid or a state-provided child health plan, including under any waiver or demonstration project conducted under or in relation to such a plan

In addition, you may be eligible to make a change if you experience a significant change in cost of coverage, you or your dependent becomes eligible (or ineligible) for Medicare or Medicaid, you or your dependent loses certain governmental health coverage or your spouse's employer participates in a "Cafeteria" or "Section 125" plan with a different coverage year than yours.

See the current enrollment guide or contact the Benefits department at 972-687-4200 or benefits.department@mkcorp.com or for additional information.

Adoption Assistance

FULL TIME employees with at least one year of service are eligible for the Adoption Assistance program.

If you plan to legally adopt a child, other than a stepchild or blood relative, you can receive up to \$2,000 reimbursement from Mary Kay to help pay eligible adoption expenses. The program will reimburse up to \$1,000 of eligible expenses for the legal adoption of a stepchild or blood relative. See Parental Leave for additional benefits.

Bereavement Leave

Death in the Family

Bereavement Leave is available on the first day of employment. Employees who experience a death in your immediate family (spouse, child, parent, brother, sister, grandparent or grandchild; current spouse's parent, brother, sister, grandparent or grandchild; and son- or daughter-in-law; including half and step-family relationships) may request paid time off of up to three work days to attend the funeral, to handle family matters and/or to grieve. Bereavement Leave is not considered "hours worked" in the computation of overtime.

Attending the Funeral of a Co-worker

When a fellow employee dies, all employees in the deceased person's immediate department may attend the funeral with his/her supervisor's approval. You will receive full pay for the time spent attending the funeral if the total time spent away from work is half a work day or less.

With supervisor approval, employees in other departments may also attend the funeral, using Personal Time or vacation to cover the time away from work. If you do not have Personal Time or vacation to use, you may take the time unpaid.

Business Travel Accident Insurance

The Business Travel Accident Insurance Plan covers FULL TIME employees while traveling on Company business. Accidental death benefits under this plan are five times your base annual salary. The benefit can range from a minimum of \$100,000 to a maximum of \$500,000. The plan also provides dismemberment and/or disability benefits and medical expenses.



The Manufacturing and Mary Kay Building CORE Fitness Centers are part of the Company's ongoing commitment to help employees take responsibility for their personal health, fitness and well-being. The facilities offer a variety of health, fitness and educational programs. All employees are eligible to join CORE free of cost. Access the Wellness tab on [InsideMK](#) for enrollment forms.

The CORE Fitness Centers are employee-only facilities and are available 24 hours a day, 7 days a week and use is at your own risk. In case of an emergency, duress alarm buttons are located on the walls and when activated, a Protective Services officer will respond.

Appropriate exercise clothes are acceptable; however, please do not walk through the building lobby in your exercise clothes during business hours of 8:30 a.m. to 5:00 p.m.



To further our commitment to providing convenient and effective health care options, Mary Kay provides two health centers in the Dallas-area. Mary Kay offers this benefit at no cost to you. These health centers are operated by In-House Physicians and staffed by a nurse practitioner. The services available at the CORE Health Centers are general illness diagnosis and treatment, information on chronic health conditions, as well as preventative testing.

Using the CORE Health Center should not take the place of having a Primary Care Provider.

Credit Union

The Las Colinas Federal Credit Union (LCFCU) has been part of the Mary Kay family for more than 25 years. LCFCU membership is a benefit to you and your immediate family members and offers a full array of financial services at member-friendly rates and fewer fees. Popular services include low-interest rate loans, free checking and online banking, electronic bill payment, direct deposit, payroll deduction for savings or loan payments, money market accounts, IRAs and Holiday Club accounts. For a complete listing of services and products visit them online at lascolinasfcu.com.

The LCFCU branch at Mary Kay facilities offers Mary Kay employees (both members and non-members of the credit union) free check cashing up to \$200 and notary services.

Employee Assistance Program

Mary Kay Cares

Mary Kay realizes that occasionally people experience situations in life for which help is needed. With this in mind, Mary Kay offers FULL TIME and PART TIME employees an employee assistance program called *Mary Kay Cares*.

Mary Kay Cares is run by an independent confidential counseling service, staffed by highly professional and skilled counselors and social workers who are trained to provide help and can recommend community resources to assist you and your immediate family. Services provided include:

- personal and family counseling
- child care and elder care referrals
- legal services
- financial services
- identity theft fraud resolution

In the event of an employee's death, the employee's eligible dependents may receive assistance through Mary Kay Cares for up to six months. See the current enrollment guide or contact the Benefits department at 972-687-4200 or benefits.department@mkcorp.com or for details regarding each program or service. Contact Mary Kay Cares directly for services at (800) 327-6365.

Flexible Spending Accounts

Each year, FULL TIME and PART TIME employees can set aside tax-free money in a Health Care or Dependent Care Flexible Spending Account for eligible medical and dependent care expenses. Flexible Spending Accounts offer a real financial advantage in that the money is deducted from pre-tax income via payroll deduction, so you don't pay taxes on the money contributed, which can help reduce your annual Federal income tax.

Flexible spending accounts have a maximum contribution limit that is set by Federal law and is subject to change and under IRS rules, you will lose any money left unused in your account after the end of the plan year and you must also re-enroll each year to participate. See your Benefits Enrollment Guide for details.

Health Savings Accounts

FULL TIME and PART TIME employees can set aside tax-free money in a Health Savings Account through a payroll deduction for eligible medical expenses. This benefit requires enrollment in the high-deductible medical plan and may include a partial funding amount deposited on your behalf by the Company. See your Benefits Enrollment Guide for details.

Group and Social Activities

Throughout the year, you have the opportunity to participate in various social and recreational activities. Activities may include sporting events such as bowling, softball, basketball and golf and Company events such as employee picnic and holiday parties.

Holiday Bonus

Each December, FULL TIME and PART TIME employees receive a Holiday Bonus in recognition of contributions throughout the year. Employees with less than one year of service as of November 16 of the current year will receive a Holiday Bonus of \$100. Employees with more than one year of service on November 16 of the current year will receive \$500.

Bonuses are paid in early December. To receive a bonus, you must be employed the day the bonuses are paid.

Holidays

Each year Mary Kay typically observes national holidays such as:

- New Year's Day
- Independence Day
- Thanksgiving
- Memorial Day
- Labor Day
- Christmas

Please refer to the current published holiday schedule for the exact holidays and dates observed for the various workweeks.

Floating Holiday

FULL TIME and PART TIME employees receive two floating holidays per calendar year. The purpose of the floating holidays are to allow you to schedule time off with pay for religious/cultural holidays or for other reasons at your discretion and to better balance work and family life.

Floating holidays are taken in work-day increments, just as regular holidays and are paid at your regular pay rate (including shift premium) and are not considered “hours worked” in the computation of overtime. Floating Holidays not taken in the same calendar year as granted are forfeited.

New employees hired on or before June 30 will receive two floating holidays to use by December 31 of the year hired. New employees hired on or after July 1 will receive one floating holiday to use by December 31 of the year hired. For each calendar year following, you will receive the number of floating holidays published in the holiday schedule for that year.

Holiday Pay

Holiday pay is paid at your regular pay rate (including shift premium, if applicable) and is excluded in the computation of overtime.

FULL TIME employees receive holiday pay for Company holidays that fall on the employee's regularly scheduled work day and are paid the hours you are schedule to work that day. Employees with a schedule that varies week to week to meet business needs, i.e., volume at month-end, will be paid the hours he/she would typically be scheduled for that day. Please note that employees who work a flex-schedule may elect or may be asked to not flex or to otherwise adjust their hours during holiday weeks to best meet operational and employee scheduling needs.

Holiday Pay in the Kronos time card will automatically populate based on the entered schedule. If this is different from the actual schedule, please adjust the holiday pay in the time card as needed to reflect the hours that should be paid.

If you should be asked to work on a Company-observed holiday, the hours actually worked will count toward the calculation of overtime. You will be paid your regular pay rate (including shift premium, if applicable) for both the holiday and the hours worked. If the total hours worked (not including holiday pay), take you over your standard workweek hours you will receive overtime pay for the time worked that is over your standard workweek.

Absences Before or After Holidays

An unexcused absence on the workday before or after a holiday disqualifies you from receiving holiday pay and you may also incur an Absence. An example of an unexcused absence is failing to promptly notify your supervisor on an unplanned missed workday. Additionally, in certain operational areas where only a limited number of employees may be off at the same time, failure to receive advance approval from your supervisor for a missed work day before or after a holiday is considered an unexcused absence and disqualifies you from receiving holiday pay. In these operational areas, you are encouraged to request time off well in advance of the holiday to avoid forfeiture of holiday pay.

Jury Duty

Employees are encouraged, as part of their civic responsibility, to serve on jury duty when summoned or to respond when subpoenaed to appear as a witness. A summons for jury duty is usually received well in advance of the date you are required to report. You should notify your supervisor immediately if you are called for jury duty or receive a subpoena to appear in court as a witness. If jury duty or testimony ends before your work shift or schedule has ended, you are expected to report to work after being excused from court. You are required to present your supervisor with proof of jury service or the subpoena.

Second and third shift employees are given time off from their regular shift equal to the amount of time spent performing court duties. You are paid only for hours normally scheduled to work for the time spent serving on a jury or appearing in court as a witness. Jury Duty pay is not considered "hours worked" in the computation of overtime.

Day Shift Employees:

Day shift employees who are required to report to jury duty are paid regular hours based on their shift.

Night Shift Employees:

Night shift employees may leave at 12 midnight the previous night to be rested to report to jury duty the following day. These employees are paid regular hours for the remainder of their shift.

Night shift employees will not be required to report to work the night following their jury duty. These employees are paid regular hours for this time.

Leaves of Absence

Mary Kay's Leave of Absence Policy is intended to incorporate the benefits and requirements of all applicable state and federal laws, including the Family and Medical Leave Act of 1993, as amended, (FMLA) and is broader in many respects. The following provides a summary of our Leave of Absence Policy and an overview of how your benefits may be affected. Contact the Benefits department at 972-687-4200 or benefits.department@mkcorp.com for more information. Types of leave covered under this policy include:

- FMLA
- Short-Term Disability (STD)
- Long-Term Disability (LTD)
- Parental Leave
- Approved Workers' Compensation
- Personal Leave

The maximum time period for any combination of these leaves of absence and any light duty assignment is 12 cumulative months within a rolling 15-month period. (The 12-month period does not include leave taken under FMLA.) If the leave period extends beyond this time, employment will terminate. The Company, however, may provide additional leave as a reasonable accommodation for a qualified disability to the extent required by law.

In addition to the leave types above, Mary Kay also offers Military Leave.

Misrepresenting the reason for requesting a leave of absence may result in termination. Except for employees on authorized active military duty, if an employee accepts employment elsewhere while

on leave, he or she will be considered to have terminated his or her employment without notice on the first day of the new employment.

Pay during a leave of absence (excluding supplementing Worker's Compensation and Military Leave) is applied in the cascading order (Cascading Leave Pay Policy) listed below. Once each pay type is exhausted, the next pay type will be applied. The asterisked (*) pay types will be used to supplement STD or LTD. If all pay types listed below are exhausted, an employee may request unpaid Personal Leave.

- STD / LTD (if applicable)
- *California or New Jersey State Disability Pay (if applicable)
- *Parental Leave Pay
- *Personal Time
- *Vacation
- *Floating Holiday (taken in full day increments)

If you should need a leave of absence from work, contact Unum in one of the following ways:

- Unum Toll Free Number: 866-779-1054 (Mon – Fri; 7:00 am to 7:00 pm CST)
- Website: www.unum.com/claims
- Disability Policy #: 469789

You must also inform your supervisor as soon as the need for a leave of absence is known.

Notwithstanding any statement in this policy to the contrary, eligibility for benefits under any insurance policy or benefit plan is subject to and limited by the terms and conditions of such policy or plan.

If you are on a leave of absence, you should notify your supervisor about any updates or anticipated change to your date of return.

Family Medical Leave Act (FMLA) and Other Leave of Absence Job Protection

Employees who have completed 12 cumulative months of employment with the Company and who have at least 1,250 hours of service in the 12-month period immediately preceding the start of their requested leave may take a total of 12 work weeks of job protected leave during a rolling 12-month period for any combination of the following reasons:

- your own serious health condition which renders you unable to perform the functions of your position
- in order to care for a child, spouse or parent who has a serious health condition
- the birth and care of your newborn child or the placement of a child with you for adoption or foster care within 12 months of the child's birth or placement
- qualifying Military exigency when the employee's spouse, son, daughter or parent is deployed to a another country as a member of the regular or reserve armed forces or called for such deployment
- to care for a service member currently in the military or a veteran within last 5 years with a duty-related serious injury or illness if the employee is the spouse, son, daughter, parent, or next of kin of the service member

Medical certification is required for FMLA Leaves of absence. FMLA Leave shall run concurrently with other leaves of absence and Company-provided time off. FMLA Leave is strictly job protection and does not provide for pay during a leave of absence. Depending upon the reason for the leave, STD, LTD, or Workers' Compensation pay may apply. Any unpaid time will be paid based on the Cascading Leave Pay Policy.

In addition to job protection under the FMLA, Mary Kay offers additional job protection allowing an employee to return to their same job so long as the following maximum period of job protection is not reached:

- One or more years of service at the commencement of the leave: 6 cumulative months of any combination of Leaves within a rolling 12 month period.
- Less than one year of service at the commencement of the leave: 12 cumulative weeks of any combination of Leaves within the first 12 months of employment.

This means that your job will remain open for you so long as your leave or combination of leaves does not exceed the maximum stated above. Please note that as stated earlier in this section, the maximum duration of any combination of leaves of absence and any light duty assignment is longer than the job protection period. This means that while we may need to fill your job at the end of the job protection period, you will remain employed through the maximum duration of leave.

The Company, however, may extend these periods of job protection as a reasonable accommodation for a qualified disability to the extent required by law.

Please contact Unum or a member of the Benefits department for more information regarding pay and how your benefits may be affected during an FMLA Leave of Absence.

Short Term Disability Leave and Long Term Disability Leave

Employees with a non-work-related continuous serious health condition — including pregnancy — may be eligible to take STD Leave or LTD Leave depending upon the nature and length of the condition. In order to qualify for such leave, an employee must be approved to receive paid leave under the Company's Short Term Disability Plan or Long Term Disability Plan, as determined by our disability provider. Contact Unum if you believe that you may have a condition for which STD Leave or LTD Leave may be appropriate. Also, see Income Replacement in this section of the Handbook for additional information.

FMLA Leave shall run concurrently with STD Leave and LTD Leave.

Parental Leave

Parental Leave for Maternity, Paternity and Adoption is generally protected under FMLA. However, as an additional benefit, an employee who is ineligible or may have exhausted all or part of his or her FMLA Leave entitlement prior to the birth or adoption of a child may be granted up to 12 additional weeks of continuous job protected leave following the birth or placement of a child.

Employees with less than 2 years of service upon commencement of Parental Leave as outlined below will receive one week of regular pay, including shift premium, if applicable, for the birth of a child or the adoption of a child other than a step child or blood relative. Employees with two or more years of service upon commencement of Parental Leave as outlined below will receive four weeks of regular pay, including shift premium, if applicable for the birth or adoption of a child other than a step child or blood relative. Parental Leave Pay is included in the Cascading Pay Policy explained previously in this section and will be applied to any unpaid time and to supplement, where applicable, short term disability pay.

Maternity Leave begins on the date your doctor indicates that you should no longer report to work for medical reasons or on the date of birth, whichever is earlier. Paternity and Adoption Leave begins on the birth or adoption date of the child.

Parental Leave must be taken within twelve months of the birth or adoption of the child and applies per event, not per child. Parental Leave shall run concurrently with any FMLA Leave entitlement.

Please contact Unum or a member of the Benefits department for more information regarding pay and how your benefits may be affected during a Maternity, Paternity or Adoption Leave of Absence.

Workers' Compensation Leave

The Company provides a workers' compensation program to pay for medical expenses and compensation for lost wages for employees who experience a job-related injury or illness. This no-fault insurance plan is paid for by the Company and administered by each state. FMLA Leave shall run concurrently with Workers' Compensation Leave.

An employee with a qualified job-related injury generally receives the following benefits:

- paid medical care, as it relates to the specific injury
- pay for time lost during the day of the injury or for the first day absent if proper medical documentation is provided
- payment of a percentage of the normal weekly income up to a state-mandated maximum paid directly to the employee by the workers' compensation insurance carrier beginning on the eighth calendar day following the first day of lost time
- Note: The Cascading Leave Pay Policy will apply to days not afforded Worker's Compensation benefits and most state workers' compensation laws do not provide for payment of holiday pay over and above the workers' compensation percentage of weekly pay.
- employees who are released to work after an injury on the job will be compensated for time lost due to medical visits necessitated by an occupational illness or injury.
- Note: FULL TIME employees will receive compensation for up to two hours per day for up to six months from the first medical visit. PART TIME employees will receive compensation for up to one hour per day for up to six months from the first medical visit. A physician's statement must be provided to be eligible for this benefit. Any additional hours missed must be covered by Personal Time or vacation, if available, in order for you to be paid. This time away from work does not count as an Absence. If Personal Time or vacation time is not available, hours missed will not be paid, but will not be counted as unexcused Absences. After you have been released to normal duty, you may receive a limited number of additional medical-related missed work periods without receiving an Absence. You must provide proof that the treatments or appointments are necessary, are treated to the specific injury or illness and cannot be scheduled during non-work hours.

Please contact Unum or a member of the Benefits department for more information regarding how your benefits may be affected.

Personal Leave

If you need time away from work that is not covered under FMLA, STD, LTD, Parental Leave or Workers' Compensation Leave and you have exhausted your vacation and Personal Time you may request a Personal Leave of Absence.

FULL TIME and PART TIME employees who have completed three months of continuous employment are eligible to request a Personal Leave. Your supervisor and the vice president of your group must approve Personal Leave. A Personal Leave may exceed three months only with special approval of your vice president and Human Resources.

Personal Leave is unpaid and usually granted only for the length of time a department may release you without replacing you. Additionally, Holiday Pay is not paid during a Personal Leave of Absence. Please contact Unum or a member of the Benefits team for more information regarding pay and how your benefits may be affected during a Personal Leave of Absence.

Military Leave

Reserves or National Guard

All employees are eligible for Military Leave upon employment. Military Leave allows employees in the Reserves or National Guard to attend training or active duty requirements without using your vacation time. You will be paid the difference between your regular pay and any military pay you received.

To qualify for Military Leave, a written request must be forwarded to your department head before your leave begins. A copy of your military pay statement must be presented to Human Resources upon your return.

Active Duty

If you are called for active duty in the United States military, you will be granted a leave of absence for the duration of your service obligation to the extent required by law. You should give advance notice, either written or oral, to your supervisor that you will be absent due to military service, unless such notice is impossible. You will retain your original date of employment for all benefit programs when you return to work upon your release from military service. Contact the Benefits department at 972-687-4200 or benefits.department@mkcorp.com to discuss the impact of Military Leave on your pay and benefits.

In order to return to work, you must provide documentation of an honorable or general discharge and notify Human Resources in writing of your intention to return to work and reactivate your active employee status. This notification must be made immediately upon your discharge; however, your return to work date will be as defined by Federal USERRA regulations.

Effect on Benefits During a Leave of Absence

Please note that your medical, dental, vision, life, AD&D and LTD insurance coverage will only continue during an approved leave of absence if you make payment arrangements. If you will not be receiving compensation through Mary Kay, you must continue to pay the employee contribution amount for your insurance coverage. **Failure to make payments for benefit coverage within 30 days of prior payment will result in termination of the coverage.** Contact Unum or the Benefits team for more specific information.

Vacation and Personal Time will continue to accrue at normal rates if the leave of absence is less than six months. Accrual rates stop, however, if the leave exceeds six months. Accrual begins again upon return to work. Mary Kay's Income Replacement (STD and LTD) and workers' compensation pay programs include **holiday pay** at the percentage of income replacement for which you are eligible. Employees on an unpaid FMLA Leave will be eligible to receive holiday pay. A leave of absence ordinarily, does not affect the service time used to calculate profit sharing vesting; however, the amount of the **profit sharing contribution** is based on actual earnings during the calendar year.

Return to Work Program

The Company provides employees who are recuperating from a work related injury/illness or personal injury/illness with a light duty assignment whenever possible. When assignments are limited, preference for placement is given to those with work-related ailments. To be eligible for the program, you, as the recuperating employee, must provide a release from your physician authorizing your return to work under specific restrictions. This release must be presented to Human Resources before you can return to work. If you are returning to work under light duty restrictions, you must provide medical certification stating the need for light duty or specifying work restrictions every 30 days.

Permanent Restrictions

If you are given permanent restrictions by your medical provider and, because of these, can no longer perform the essential functions of your position, with or without reasonable accommodations, you will be notified by Human Resources to seek another position within the Company for which you are qualified. If you fail to secure another position within three months of this notification, your employment with the Company will terminate. However, if such permanent restrictions are issued within three months of the first date that you were unable to perform your regular job functions; the Company may allow additional time to locate another position within the Company for which you are qualified.

Light Duty Assignment

Light duty assignments are accommodated up to your regular/base work hours and are based on the availability of suitable work and the specific skills, capabilities and work restrictions of each return to work program candidate. Reasonable effort is made to identify suitable light duty assignments in the same group, at the same location and during the same shift that you worked before the injury or illness. However, the Company reserves the right to schedule light duty assignments in other groups or at other locations within reasonable commuting distance. The Company also reserves the right to assign you to a different shift.

When an assignment is available, if you fail to return to work after being released to work under a light duty restriction or if you refuse to perform the available work, you will be counseled regarding your responsibilities relative to the Return to Work program, including a discussion of possible disciplinary action. Each day of missed work due to your failure or refusal to perform assigned light duty work will be counted as an Absence.

Employees on light duty assignment will be returned to the same or equivalent position, provided that the employee returns to his or her regular work position upon the expiration of the need for light duty, as certified by the employee's health care provider or six months from the commencement of the leave, whichever is earlier. The maximum duration for any combination of leaves of absence (as defined in the Leaves of Absence subsection of this Handbook) and light duty assignment is 12 cumulative months within a rolling 15-month period.

Returning from a Leave of Absence

An employee who is returning from an approved leave of absence will be returned to the same or equivalent position provided the employee is able to return to their regular schedule within the maximum duration of job protection, as previously defined.

If you return from leave and either your position or an equivalent position is not available, you must find another position for which you are qualified through the Company's Job Opportunity Program. Human Resources can assist you in this process; however, another position must be found before the expiration of three months from the date of the release to work or before the expiration of the maximum allowable leave period as previously defined, whichever is later or employment will end.

If you have one or more years of service at the commencement of the leave and your position or an equivalent position is not available upon your return from leave, you must find another position for which you are qualified through the Job Opportunity Program before the expiration of the maximum allowable leave period or before the expiration of three months from the date of the release to work, whichever is later or employment will terminate.

Employees who receive permanent medical restrictions are given three months to find a job for which they are qualified within Mary Kay Inc. In the rare cases where this determination is made less than three months after the injury date, the three-month period to find another job within Mary Kay, Inc. will be extended out to the LTD eligibility determination date (i.e. six months after injury).

Income Replacement Insurance

Short Term Disability (STD) Medical Pay

FULL TIME and PART TIME employees may be eligible for STD Medical Leave pay if unable to work for at least seven consecutive calendar days because of your own non-work-related continuous serious health condition — including pregnancy. If approved for STD, beginning on the 8th consecutive calendar day of missed work, you will receive a percentage of your base pay based on your years of service with the Company. Missed work days falling within the 7-day elimination period will be paid according to the Cascading Leave Pay outlined at the beginning of the Leave of Absence section. PART TIME employees will be paid based on 20 hours per week.

Medical certification and approval is required for the payment of benefits under this policy. And will be paid as follows:

	80% pay	60% pay
Less than 2 years	---	6 months
2 nd anniversary – 4 th year	1 month	5 months
5 th anniversary +	2 months	4 months

STD pay benefits are coordinated with Social Security and state disability payments. In doing so, the Company considers the tax treatment of Social Security and state disability payments so that your total net income when adding Mary Kay STD benefits to any of those sources will not exceed your regular net earnings.

Long-term Disability (LTD) Medical Pay

FULL TIME employees may be eligible for LTD medical pay benefits if the disability, as that term is defined by the LTD plan, continues beyond a six-month elimination period. Benefits under this plan continue until you are no longer disabled or reach age 65, if your disability started before age 62.

If approved, you will receive a benefit of 60 percent of base pay up to a monthly maximum.

LTD pay benefits are coordinated with workers' compensation, Social Security payments and state disability payments. In doing so, the Company considers the tax treatment of workers' compensation, Social Security payments and state disability payments so that your total net income when adding Mary Kay LTD benefits to any of those sources will not exceed your regular net earnings.

Life Insurance

FULL TIME employees are provided the following term life insurance benefits payable to your eligible dependents and/or beneficiaries:

- basic life insurance benefits of three times your annual base salary, rounded to the next higher \$1,000, if not already a multiple of \$1,000; maximum benefit of \$1,000,000
- in addition to your basic life benefits, employees may purchase an accidental death & dismemberment benefit that equals the basic life insurance benefit

Refer to your current enrollment guide for additional information.

Medical Appointments

The Company believes in the importance of maintaining good health. After completing three months of continuous employment, FULL TIME employees in non-exempt roles are allowed up to two hours per month without loss of pay for medical, dental or vision appointments. PART TIME employees in non-exempt roles are allowed up to one hour per month. The appointment can be for you, your spouse, your dependent children, your parents or your spouse's parents. Unused medical time cannot be carried forward to the next month.

You must work a portion of the workday and the appointment must fall within your regular work schedule in order to be eligible for medical appointment pay. For night shift employees, medical appointment time may only be applied to the first two hours of the shift.

You may be required to present a receipt or statement from the doctor upon returning to work. You should notify your supervisor in advance of appointments to avoid an Attendance Absence.

Medical, Dental & Vision Coverage

FULL TIME and PART TIME employees are eligible for medical, dental and vision coverage. Mary Kay shares in the cost of coverage for you and your eligible dependents. Your coverage begins on the date of hire, provided enrollment forms are received within 31 days of your hire date. Please refer to the current enrollment guide or Summary Plan Description for additional details and the most updated Benefits information.

Family Members also Working for Mary Kay

If you and your spouse both work for the Company and are eligible to participate in these benefit plans, you may enroll as the employee or a spouse, but not both. Only one of you may cover your eligible dependent children. Similarly, if you and your child both work for the Company, your child is not eligible to be covered both as an employee and a dependent.

For more information on available healthcare coverage, see the current enrollment guide or contact the Benefits department at 972-687-4200 or benefits.department@mkcorp.com.

Definition of a Dependent

A dependent is generally defined as:

- your legally-recognized spouse
- natural child/children or legally adopted child/children and child/children for whom you or your spouse are legally required to provide health insurance coverage up to the age indicated in your enrollment guide

Refer to your enrollment guide for additional information regarding eligibility details and age limitations for dependents. The Company reserves the right to request documentation for any dependents you have covered in our plans at any time.

Continuation of Medical, Dental & Vision Benefits

Resignation/Termination

If you leave the Company, your medical coverage ends on your last day of employment. You, your spouse or other eligible dependents may choose to continue your health benefits in certain situations. However, you or your dependents must pay for these benefits. For more information on COBRA coverage, see the current enrollment guide or contact the Benefits department at 972-687-4200 or benefits.department@mkcorp.com. Note: You must elect COBRA coverage within 60 days from the date you receive the notification or 60 days from the date your coverage ends, whichever is later.

Employee's Death

The Company will continue to pay for elected group medical, dental and/or vision coverage for your eligible dependents for six months if COBRA is elected.

Personal Time

Personal Time is a benefit for FULL TIME and PART TIME employees to ensure continued pay when they must be away from work for illness or personal reasons.

Personal Time is paid at your regular pay rate (including shift premium, if applicable). For purposes of overtime and double time calculations, Personal Time hours are not counted as time worked. Employees in non-exempt roles have the option to have up to 80 hours paid out each November. Employees in exempt roles do not receive payout of personal time hours.

Accruing Personal Time Hours

Personal Time is accrued monthly based on years of service. Personal Time hours are accrued on the last day of the calendar month. If your hire date is before the 16th of the month, you will receive your first accrual at the end of your first month. If your hire date is the 16th or after, you will receive your first accrual at the end of the following month.

NON-EXEMPT MONTHLY ACCRUAL RATE			EXEMPT MONTHLY ACCRUAL RATE
work week	37.5 hour	36 or 40 hour	
Hire through 2 nd year	4.375 hours	4.667 hours	
3 rd anniversary +	6.25 hours	6.667 hours	
			6.667 hours

PART TIME employees earn at one-half of the rates above.

Maximum Personal Time Balance

The maximum personal time balance in any given month is as follows.

MAXIMUM PERSONAL TIME BALANCE		
	37.5 hour work week	36 or 40 hour work week
Hire through 4 th year	112.5 hours	120 hours
4 th anniversary – 9 th year	135 hours	144 hours
9 th anniversary – 19 th year	150 hours	160 hours
19 th anniversary +	172.5 hours	184 hours

PART TIME employees' maximum balance is one-half of the rates above.

If the maximum balance is reached, you will not accrue additional personal time until personal time is taken. Hours not accrued are not reinstated.

Using Personal Time

Requests to use Personal Time should be made to your supervisor as soon as the need is known to avoid conflict with departmental workload. Based on operational needs of your department, you may be required to submit requests two weeks or more before the desired time off.

You must exhaust Personal Time before taking unpaid time off, except in the case of Company-directed time off, military service or Workers' Compensation Leave, which may be taken unpaid.

Your Personal Time is available to use the day that it is deposited into your Personal Time bank.

Personal Time may not be used to create a consistent flex-schedule.

Mandatory Additional Work Days

The Company makes every effort to avoid scheduling you to work outside of your regular workweek; however, operational needs sometimes make it necessary. Because attendance on a mandatory additional work days is critical to operations, you will receive an Absence if the worktime day is missed. If you have pre-approved time off immediately before or after an additional work day, you will not be required to work and will not receive an Absence. This policy also allows for management's discretion regarding the application of the Absence when adequate notice of mandatory work days is not given. The director- or vice president-level for your department will make this determination.

Blocked Days

Due to operational needs, some departments may institute days on which the use of scheduled time off is not permitted. (For example, month- and quarter-end for branches and Customer Operations due to the volume of calls and orders on these days.)

If you must be away from work on a blocked day due to unexpected circumstances, you must use any available Personal Time to offset the unpaid hours and the missed day(s) will be considered an Absence for attendance purposes.

Promotion to Exempt Status

Upon promotion to a job that is classified as exempt, you may elect to receive a one-time payout (paid the month of your promotion) of up to 80 hours of your current Personal Time accrual balance.

Paying Personal Time at Resignation/Termination

Employees in non-exempt roles receive payment for unused earned Personal Time hours in your final paycheck. Employees in exempt roles do not receive this payment for unused earned Personal Time at resignation or termination.

Personal Time hours are earned on the last calendar day of the month; therefore, you must work on the last calendar day of the month to receive accrual for the month.

Personal Time cannot be used after your last day worked to extend benefits beyond the end of employment.

Product Discount

The Company wants you to know and enjoy Mary Kay® products. During New Employee Orientation, you are introduced to Mary Kay® products and will receive a gift of various products. As an employee of Mary Kay, you have the opportunity to purchase Mary Kay® products and supplies (Section 1) at a discount and business supply and sales aid items (Section 2) at cost.

In deference to the efforts of the independent sales force, it is important that these products be kept within your immediate family except when an item is given as a gift. **Resale of the products — to anyone, at any price — is cause for immediate termination.** This includes product purchased through this program, Employee Product Sale events and product giveaways. In addition, it is a violation of this program to purchase products for another employee or to ask another employee to purchase products on your behalf once the maximum benefit is reached.

The Product Discount program provides a discount as outlined below on all items on the Consultant order form in Section 1. Section 2 items (demo items and product samplers) are already discounted, thus are not further discounted from the listed price. The calendar year maximum indicated below applies to combined Section 1 (based on suggested retail) and Section 2 (at listed cost) purchases.

	Employee Cost	Calendar Year Maximum
FULL TIME	15%	\$3,000
PART TIME	15%	\$2,000
MK TEMPORARY	50%	\$2,000

Once the maximum order amount has been reached, FULL TIME and PART TIME employees may continue to purchase product at the MK TEMPORARY discount level and pay by personal check or money order; however, the total maximum purchase amount in a calendar year may not exceed \$4,000.

Mary Kay Inc. Retirement Plan

The Mary Kay Inc. Retirement Plan aides in planning for retirement.

- **Profit Sharing** – Includes Company contribution to the Profit Sharing Plan equal to 5 percent of your annual pay, including bonuses, shift premium pay and overtime pay. Mary Kay may also make an additional discretionary profit sharing contribution of up to 10 percent of your annual pay (dependent upon annual Company profits), including bonuses, shift premium pay and overtime pay. You may be eligible for these contributions if you have completed 6 months of service and are employed on December 31 of the plan year.
- **401(k)** – A 401(k) plan providing the opportunity for employees to save money and reduce taxes by contributing a percentage of their pay each pay period on a tax-deferred basis. You are immediately eligible to contribute to this plan and generally can contribute from 1 to 30 percent of your pay, including shift premium pay and overtime pay up to the annual Federal limits.

When you contribute at least 1 percent of your eligible compensation to the 401(k) plan during the calendar year, you may be eligible for an additional \$100 contribution from Mary Kay to your account at year-end. Highly compensated employees (as defined by the IRS) are not eligible for this contribution.

Refer to your current enrollment guide or Summary Plan Description or contact the Benefits department for additional information.

Account Ownership

You always own 100 percent of your 401(k) contributions and any earnings on these contributions. You also own 100 percent of the \$100 Mary Kay contribution to your 401(k) account.

Ownership in your Profit Sharing account is earned gradually over a five-year period of plan participation. This process is called vesting. You will vest in Company contributions to your Profit Sharing account as follows:

Completed Years of Service					
	1	2	3	4	5
vested	20%	40%	60%	80%	100%

At the end of five years of plan participation, you own 100 percent of all Company contributions. Your account will also become 100 percent vested upon your attainment of age 65 or upon your disability (as defined in the Plan) or death.

Plan Loans

The Plan allows you to take a loan from your 401(k) account balance. The minimum loan amount is \$1,000 and the maximum is 50 percent of your 401(k) account balance or \$50,000, whichever is less. You will pay yourself interest at the applicable prime interest rate plus 1 percent as published at the time of the loan for the term of the loan.

Refer to your current enrollment guide or Summary Plan Description for additional information regarding 401(k) loans.

Other Retirement Benefits

FULL TIME employees who have worked for the Company in a FULL TIME capacity for a minimum of 10 years (cumulative), are at least age 55 and whose sum of their age and years of service equals at least 70, are eligible for retirement benefits.

As a retired Mary Kay employee, the Company currently provides:

- life insurance coverage of \$10,000
- product discount benefit (this benefit will be provided each year at the discount level and maximum for the then current FULL TIME employees)
- an invitation to attend the Circle of Honor luncheon

FULL TIME employees who are eligible as outlined above and were hired prior to 2009 are eligible to receive a Company contribution toward the cost of continued medical coverage for you and your eligible dependents so that medical care is available during retirement years. (Retiree and Mary Kay share in the cost of coverage.)

Contact the Benefits department at 972-687-4200 or benefits.department@mkcorp.com regarding eligibility and details about each of these benefits.

Thanksgiving Turkey Certificate

Each November, all employees receive a gift certificate that can be used toward the purchase of a turkey. To receive the gift certificate, you must be employed the day the certificates are distributed.

Tuition Assistance Program

Mary Kay offers a Tuition Assistance Program to FULL-TIME and PART-TIME Mary Kay employees who want to further their education through an accredited college or university. The program covers up to \$2,625 per year for PART-TIME employees seeking to obtain their Associate/Bachelors/Masters/Doctorate from an accredited college or university. The program covers \$3,885 per year for approved undergraduate (Associate/Bachelors) courses or \$5,250 per year for approved graduate and doctoral (Masters/Doctorate) courses for all FULL-TIME employees. For additional information visit the Learn tab on InsideMK.

Uniforms

Some employees in the warehouses, assembly departments, print shop, laboratories, manufacturing facilities or other specified areas are furnished uniforms or smocks by the Company. These uniforms should be worn during normal working hours. When wearing uniforms, you are representing the Company. You should be clean, neat and well groomed. You may also be required to wear safety glasses, safety shoes and/or safety gloves in certain areas. You are expected to comply with these safety requirements. If you work in the manufacturing plant or laboratories, you are required to wear adequate head coverings to comply with government regulations.

Vacation

Accruing Vacation

Vacation hours are accrued on the last day of the calendar month. If your hire date is before the 16th of the month, you will receive your first vacation accrual at the end of your first month. If your hire date is the 16th or after, you will receive your first accrual at the end of the following month.

The amount you earn each month is based on your length of service with Mary Kay and the number of hours you work in a normal workweek. The chart below indicates the hours earned for full time employees. part time employees earn at one-half of these rates.

MONTHLY ACCRUAL RATE				
work week	36 hour	37.5 hour	40 hour	# Weeks
hire through 4 th year	6.000	6.250	6.667	2
4 th anniversary – 9 th year	9.000	9.375	10.000	3
9 th anniversary +	12.000	12.500	13.334	4

**employees hired by July 1, 2001 receive 5 weeks of vacation beginning in their 20th year of service*

Vacation accrual increases at the beginning of the 5th and 10th year, not on the 5th, 10th and 20th anniversary. Vacation time is available to use the day that it is earned. Vacation pay is paid at your regular pay rate (including shift premium, if applicable). For purposes of overtime and double time calculations, vacation hours are not counted as time worked.

Maximum Vacation Balance

Everyone needs time away from work and we encourage our employees to use their vacation time. For this reason, the Company does not pay out vacation time not taken. However, we also recognize that everyone has different needs and may need more planned time off in one year versus another and

allows you to maintain a vacation balance of up to one and a half years' vacation earnings, or more specifically, 18 times your current monthly vacation accrual rate. If the maximum balance is reached, you will not earn additional vacation until vacation time is taken. Hours not earned are not reinstated.

MAXIMUM VACATION BALANCE				
	36 hour work week	37.5 hour work week	40 hour work week	# Weeks
0 – 4 th year	108	112.5	120	3
4 th anniversary – 9 th year	162	168.75	180	4.5
9 th anniversary +	216	225	240	6

**maximum vacation balance for employees hired by July 1, 2001 is 7.5 weeks*

Scheduling/Taking Vacation

Requests to use vacation should be made to your supervisor as soon as the need is known to avoid conflict with departmental workload. Based on operational needs of your department, you may be required to submit requests two weeks or more before the desired time off.

Vacation is paid at the regular rate (including shift premium, if applicable). For purposes of overtime calculations, vacation hours are not counted as “hours worked” for the purpose of overtime.

Vacation may not be used to create a consistent flex-schedule.

Mandatory Additional Work Days

While the Company makes every effort to avoid imposing mandatory workdays outside of your regular workweek, operational needs sometimes make it necessary. Because attendance on a mandatory additional work day is critical to operations, you will receive an Absence if the mandatory additional work day is missed. Additionally, if you have pre-approved time off immediately before or after the mandatory additional work day, you will not be required to work the mandatory additional work day and, will not receive an Absence.

This policy also allows for management's discretion regarding the application of the Absence when adequate notice of mandatory additional work is not given. A director- or vice president-level for your department will make this determination.

Blocked Days

Due to operational needs, some departments may institute days on which the use of scheduled time off is not permitted. (For example, month- and quarter-end for branches and Customer Operations due to volume of orders and calls on these days.) If you must be away from work on a blocked day due to unexpected circumstances, the missed hours or day(s) will be considered an Absence for attendance purposes.

Paying Vacation at Resignation/Termination

If your employment ends, you are paid for unused and accrued vacation.

Vacation hours are accrued on the last calendar day of the month; therefore, you must work on the last calendar day of the month to receive vacation accrual for the month.

Vacation time cannot be used after your last day worked to extend benefits beyond the end of employment.

Caring About Your Health and Safety

Mary Kay cares about your health and safety and stresses that all employees have responsibilities in making this a safe working environment. All Mary Kay employees are responsible for working safely, obeying all safety rules and policies, promptly reporting all work related injuries, accidents or near misses to the appropriate supervisor, maintaining good housekeeping and supporting the Safety Program. When you disregard safety rules and/or policies and procedures, you are subject to disciplinary action. Failure to promptly report injuries, accidents, near misses or violation of safety rules may result in disciplinary action.

Each Mary Kay facility has safety rules and procedures that may vary from other facilities due to the nature of the work performed. You are expected to know and to follow the safety rules and procedures for any location at which you may work or visit.

If you work in Processing Operations, Packaging Operations or Quality Assurance, you must notify your supervisor of any physical condition or health problem that may adversely affect the manufacturing or packaging of Company products. This includes open lesions, signs of infections, colds, coughs or fever. We want to ensure the safety and quality of our cosmetics and to comply with Food and Drug Administration regulations. Your supervisor will determine if a hazard exists and will adjust your work schedule as necessary.

Occupational Safety and Health Administration

The Occupational Safety and Health Administration (OSHA) administers the Occupational Safety and Health Administration Act of 1970 which provides job safety and health protection for workers through the promotion of safe and healthful working conditions. This Act covers all phases of health and safety, including workplace safety conditions, number of exit doors, air quality, noise, sanitary conditions, medical and first aid facilities, fire protection and record keeping of reportable injuries.

Since 1995 the Manufacturing / Research and Development facility has maintained the Star Work Site Award for their participation in OSHA's Voluntary Protection Program. The Voluntary Protection Program recognizes outstanding achievement by employers who have successfully incorporated health and safety programs into their total management system. This award demonstrates the Company's commitment to providing a safe workplace for all employees.

In compliance with OSHA regulations, the Company has implemented a hazardous materials communication program. This program provides training for employees who work with or are in the area of, hazardous chemicals such as cleaning solvents and flammable liquids. Your supervisor will ensure that you receive the required training if you work with or are in close proximity to, such chemicals.

In addition, employees who work in areas with high noise levels must have their hearing tested annually to comply with OSHA's hearing conservation regulations.

Supervisors in each department are expected to give prompt attention to reports of unsafe conditions and take all necessary steps to correct unsafe conditions quickly. In addition, you are expected to comply with all occupational safety and health standards, rules and regulations that

apply to your job. An employee who reports an alleged violation of this policy or OSHA regulations in good faith or who cooperates in an investigation will not be subjected to any retaliatory action because of the report.

Employee Responsibilities

Many times, work related injuries, accidents or near misses are caused by carelessness or unsafe conditions. You can prevent injury to yourself and others by being alert to situations that might lead to an incident.

Everyone is responsible for:

- considering safety in every decision
- obeying established safety rules and policies
- maintaining good housekeeping
- participating in safety-related activities
- reporting unsafe conditions to a supervisor or Safety Committee representative
- reporting work related injuries, accidents or near misses immediately to your supervisor to ensure proper attention

Safety Program

The foundation of any successful safety program is employee involvement. The Company encourages you to take an active role in promoting safety at work and at home. Find out who your Safety Committee representative is. By working with your representative, you can ensure a safer working environment for yourself and others. Additionally, you may be asked to serve as a member of a Safety Committee, if you have one at your facility. You are encouraged to accept this responsibility as a service to your fellow employees and to the Company.

If you observe an unsafe act or a hazardous condition at work, take appropriate corrective action immediately. Examples of such action include coaching a co-worker about the unsafe behavior, reporting an unsafe condition to your supervisor or by submitting a hazard report form to the appropriate individual for prompt action. The Company encourages and appreciates employees who come forward with any potential concerns. Employees should feel comfortable bringing suspected safety concerns to the attention of the Company. An employee who reports a safety concern or who cooperates in an investigation will not be subjected to any retaliatory action. The Company will not tolerate any form of retaliation against such an employee and will investigate any claim of retaliation and appropriate disciplinary action will be taken, up to and including immediate termination of employment.

Remember, safety is everyone's responsibility!

General Safety Rules

- If you feel ill or receive an injury, no matter how slight, report at once to your supervisor. Do not treat your own or another worker's injuries, unless you have been trained to do so. In the event of a medical emergency, contact Protective Services (x5555).
- Do not attempt to lift or push objects that are heavier than you normally handle. Ask for help when you need it. Learn to lift the RIGHT WAY to avoid straining:
 - properly assess the size and weight of the object to determine if one should attempt to lift it
 - bring object close to body
 - lift up one corner, place hands at opposite corners of top surface
 - keep back straight and lift using legs
- Keep your area clean. Put all waste in proper containers.
- Slippery floors cause falls. Keep the floor clean and dry.
- Learn the location of all fire exits, alarm boxes and external assembly locations for your department. Find out from your supervisor your responsibilities in the event of an alarm.
- Alcohol, illegal or non-prescribed drugs and intoxicated persons are not permitted on Company property at any time.
- Report any prescription or over-the-counter medications that may cause drowsiness or otherwise impair your ability to operate equipment to your supervisor or a team leader.
- Horseplay, throwing things, scuffling and running are not allowed.
- Never distract the attention of another employee. You might cause him or her to be injured.
- Cell phones, PDAs or other electronic/mobile devices must not be used in a manner that would likely pose a safety risk.
- Obey all safety rules and warning signs. Follow instructions. If you do not know the proper way to safely perform a task, ask for help.
- The speed limit in all parking areas is 10 mph. Be alert for pedestrians going to and from buildings and vehicles backing out of parking spaces.
- For your own safety and the safety of your fellow employees (as well as safety of our products), practice good habits of personal hygiene. After using our restroom facilities, all employees are required to wash their hands before returning to work.

Contact a member of the Safety Committee or the Employee Health and Safety Program Manager for your location if you have safety questions or concerns. Committee members want to eliminate all unsafe practices and conditions.

Additional Safety Rules:

Manufacturing and Distribution

- Employees are required to be familiar with and respond appropriately to all alarms and emergency notifications.
- Report the following to your supervisor immediately:
 - all injuries and illnesses
 - suspected or identified hazards
 - unsafe conditions and/or
 - accidents or near-misses
- Be careful around moving machinery, especially if you have long hair. In some cases, a hair net and safety goggles may be required. Do not wear loose clothes or dangling objects that might get caught in moving parts.
- Stack material trucks, skids, racks, crates, boxes, ladders and other equipment so that aisles, exits, fire-fighting equipment, machinery, alarm boxes, electric lighting or power panels and valves are left unobstructed. FIRE DOORS, EMERGENCY EXIT ROUTES AND FIRE EXTINGUISHERS MUST BE KEPT CLEAR.
- Shoes worn in processing/packaging, warehouse, printing, postal and laboratory areas, including walkways or aisles, must protect the entire foot, including toes and heels and have a non-slip sole. Heels cannot be greater than one and one-half inches in height or less than one-half inch in diameter. Shoes should be comfortable and easy to walk in. You may also be required to wear safety shoes or glasses in certain areas. You are expected to comply with this safety requirement and to not allow visitors, guests, vendors or contractors enter the above areas if not wearing the proper footwear and/or eye wear.
- Never work without wearing all appropriate or designated personal safety equipment, such as hearing and eye protection, protective clothing and safety shoes.
- Shortcuts through restricted work areas are not allowed. Always use the prescribed passageways. Use walkways designated by tape or signs; do not cut through work areas.
- Look both ways and/or use mirrors mounted on the wall or ceiling when entering production areas.
 - Yield to forklifts unless otherwise directed by the forklift driver.
 - Yield to employees operating pallet jacks and electric pallet trucks.
- Unauthorized use of cell phones, PDAs or other electronic/mobile devices is prohibited in warehouse, production, processing and laboratory areas, hallways and walkways.
- Read the posted safety bulletins. They help you do your part in accident prevention. Take time to learn the safe way.
- Employees working in the manufacturing facility should speak to their supervisor or refer to the Safety web page for additional and specific safety policies.

Protective Services

Our protective services officers are here to help protect all Mary Kay employees, their property and, of course, Mary Kay's property. They also regularly assist Mary Kay employees in many ways such as jump-starting your car, inflating a flat tire or escorting you to your car if you feel unsafe. Perhaps more importantly, they are trained to handle medical emergencies.

Our protective services officers are charged with the great responsibility of serving, protecting and safeguarding. Please remember that our protective services officers are trying to do their job and do it well. Failing to cooperate with or to comply with requests from our protective services officers is unacceptable behavior and will be subject to disciplinary action. Of course our expectation of our protective services officers also includes treating all employees with courtesy and respect.

If you require the assistance of a Protective Services Officer, call extension 5555. In the event of a medical emergency, call extension 5555 and call 911. Fire, police and paramedic responses to our facilities are coordinated through Protective Services.

Identification Badge, Access Card and Keys

You will be issued an ID badge and/or access card(s) by Protective Services soon after joining the Company. Access badges must be worn at all times and serve the same purpose as a key and should be properly safeguarded. In the event your card or key is missing, lost or stolen, it should be immediately reported to Protective Services. If you leave the Company, your card(s) and key(s) must be returned to Human Resources upon your departure.

Property Removal

Protecting our assets (physical, human and brand) is critical to the continued success of our great company. In an effort to prevent unauthorized removal of property from the building, Protective Services will monitor, through the use of a property pass, the flow of property out of the premises. Individuals who plan to remove boxes containing material, desktop computers, product samples or other office equipment from the building will be required to provide to Protective Services a Property Pass signed by their department leadership. The form is located on the [Protective Services TeamMK](#) website or can be picked up from the security reception desk at your location. Failure to do so may result in the confiscation of the items until approval is received.

There are some exclusions to the policy; more specific information can be found on the [Protective Services TeamMK](#) website.

Parking

Parking areas are maintained for your use at Company facilities. Protective Services patrols the parking lots. However, the Company is not responsible for theft from or damage to vehicles on these lots. Before leaving your vehicle, remember to lock your doors and take or hide your belongings.

Unless an area at a facility is clearly marked as a parking space, it is considered a no parking zone. Vehicles parked in unauthorized areas may be towed away at the owner's expense and subject to disciplinary action. Unless authorized, do not park in spaces marked:

- | | | |
|---------------------|---|-------------------|
| ▪ reserved | ▪ visitors | ▪ recognition |
| ▪ disabled | ▪ car pool | ▪ fire zone |
| ▪ executive parking | ▪ executive guest | ▪ human resources |
| ▪ no parking | ▪ parking reserved for a shift other than the shift you are working | |

The speed limit in all parking areas is 10 miles per hour.

Company parking facilities are provided for your convenience. Loitering or gathering in the parking area before or after working time is prohibited.

Entering and Leaving Our Facilities

For your safety, convenience and for security reasons, all facilities are equipped with an electronic access control system. This system limits access to perimeter doors and sensitive areas to authorized individuals.

To accommodate visitors, our lobbies are open during normal business hours and the use of a card is not required. After hours or at any time that you feel uncomfortable leaving your work facility, you may contact Protective Services at extension 5555 or the security officer for your location to be escorted to your vehicle.

Firearms are prohibited in all Mary Kay facilities and Mary Kay sponsored events except those carried by licensed Protective Services personnel.

Emergency Evacuation

The Company has emergency evacuation procedures for its facilities. These facilities have fire systems, such as smoke detectors and alarms, automatic sprinklers, fire suppression systems and fire extinguishers. Due to the quick response time of the local fire department and the fire suppression system at all Mary Kay facilities, only properly trained employees should use fire extinguishers or other fire-fighting equipment to extinguish a small fire or potential fire (smoking, but not blazing). Improper use of equipment may cause a fire to spread more rapidly and become more difficult to control.

A fire or a toxic chemical spill is considered serious enough to warrant immediate evacuation of a Company facility. You can obtain the emergency evacuation procedures for your building, as well as instructions on reporting a fire, from your supervisor. Periodically, unannounced emergency evacuation drills are conducted to test the emergency evacuation plan for each facility and to familiarize you with your department's evacuation procedures. Talk to your supervisor or Safety Committee representative to make sure you know what to do in case an emergency evacuation becomes necessary.

In Case of an Accident

If you are injured while working or become ill as a result of your work, you must report the incident to your supervisor immediately. Every injury or work-related illness, no matter how slight, must be reported. If your supervisor or manager is not readily available, the incident should be reported to Human Resources.

Expenses incurred due to work-related illnesses and injuries, such as doctor bills, medicines and therapy, may be covered by the Company's Workers' Compensation insurance policy. Income benefits may also be available and vary from one state to another.

Work related injuries, accidents or near misses are thoroughly reviewed to determine the cause of the incident and to identify ways to prevent it from happening again. If your injury is the result of improper conduct on your part — for instance, fighting with another employee — you may not be covered under the Workers' Compensation insurance policy and you may be subject to disciplinary action.

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