



CALERES  
cares  
feet first

## Managing Occupational Health and Safety

At Caleres, we are all responsible for making health and safety a daily priority, whether at our stores, distribution centers, offices, or factories. Our Occupational Health and Safety Management System encompasses policies, procedures, and plans specific to these varied work environments. Newly hired retail, distribution center and factory Associates are required to undergo health and safety training as part of their onboarding process and receive a variety of relevant training and information throughout the year through internal communications channels. Our approaches are designed to proactively manage risks, educate Associates, reduce incidents, and comply with health and safety regulations. All with the shared goal of safeguarding each and every Associate, customer or other stakeholder who visits or works in our facilities.

Our guidelines cover many common elements like physical safety and security, workplace violence, emergency procedures, incident reporting protocols, first aid, and other general health and safety topics. However, since our Associates work in very different settings, our programs are tailored to their circumstances. If at any time an Associate believes that their own health and safety is at risk, or that of their colleagues or our other stakeholders, they are obligated to report this to their supervisor and, if applicable, cease the activity in question until it can be addressed.

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For information on our progress managing occupational health and safety, including annual safety data, see the reporting section of [Caleres.com](https://www.caleres.com).

## DISTRIBUTION CENTERS (DCs) AND FACTORIES

In our distribution centers and owned factories, our Injury and Illness Prevention Program and Loss Prevention & Safety (LPS) Program serve as overarching frameworks for protecting both the health and safety of our Associates and our company assets. All distribution center and factory Associates and third-party contractors working in these facilities are covered by the programs. All of our distribution centers and owned factories have an LPS Committee who represents a cross-section of functions, departments, and work shifts to ensure a robust and diverse array of perspectives and talents. Each Committee holds monthly meetings and is charged with communicating and evaluating LPS issues raised by Associates in the workplace. At the start of each monthly meeting, each Committee member completes and submits an extensive Workplace Safety Inspection evaluation for their represented work area. The facility operations manager and the Committee then review the results together and collaborate on plans for improvement and corrective action. Some of the topics specific to distribution centers and factories covered under the LPS Program include:

- *Electrical Safety*
- *Chemical Safety*
- *Forklift Operation*
- *Machine Operation*
- *Portable Tool Use*
- *Personal Protective Equipment*

## RETAIL STORES

In a typical year, more than 90 million people visit our stores. We strive to make these experiences welcoming, inspiring and safe for our customers and Associates alike. The openness inherent to the retail environment presents a unique set of health and safety considerations. Our retail Associates are trained in and covered by our Occupational Health & Safety Program, which provides for both their safety and that of our customers. All Associates are given step-by-step direction in how to deal with situations that may arise in a retail environment including, but not limited to, customer injuries, civil disorder in or around the store, natural disasters, and robberies. There is a clear delineation of responsibility for maintaining a safe work environment in our stores:

The **District Sales Manager or Territory Manager** has responsibility for all stores under their supervision. They monitor and enforce our safety standards, ensure that all Associates understand our safety programs, perform safety audits, handle incident processing and monitor the status of and, potentially, the return to work of Associates who have been involved in a safety incident.

The **Store Management Team** is responsible for the safety of all Associates under their supervision and all customers shopping in the store. They conduct safety training and orientation for all Associates, monitor the store for unsafe conditions, monitor Associate work habits for safety, and notify applicable parties in the event of an incident, including the District Sales Manager or Territory Manager.

The **Store Associates** are responsible for following safety guidelines, reporting unsafe conditions and all incidents to the Store Management Team, and completing safety training.

## INCIDENT REPORTING (DCs and Factories)

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### ASSOCIATE

Ensure incident scene is safe, report to and assist manager in assessment.

### SUPERVISORS/ MANAGERS

Tend to Associate first; remove them from task, complete reports and notifications, arrange for applicable services.

### ENVIRONMENTAL, HEALTH AND SAFETY MANAGER

Investigate incident, provide corrective action(s), follow up with Associate.