



Policy & Procedure

Title	Loss Prevention 04 - Severe Weather
Purpose	This policy outlines the procedures for responding to severe weather and emergency events to ensure the safety of team members and guests. These situations require awareness, preparation, and coordination with leadership, local authorities, and external partners to support safe operations before, during, and after an event.
Who Does This Impact	Campus Head Coach Head Coach Assistant Coach Coach in Training Team Captains Teammates Field Leaders Corporate Partners
Definitions	Severe Weather: Weather-related or environmental events that may impact store operations or safety, including tornadoes, severe winter weather, hurricanes, floods, earthquakes, and external fires (e.g., wildfires)
General Expectations	• Prioritize the safety of team members and guests during all severe weather events • Follow all direction from local authorities, mall management, and Field Leaders • Do not remain in or report to work if conditions are unsafe • Maintain communication with Store Leadership and Field Leaders during all events • Follow all emergency preparedness plans and contact lists provided by Operations • Report all severe weather incidents in NetSuite when safe to do so • Ensure all required documentation is completed accurately
Roles & Responsibilities	• District Managers: ○ Partner with Store Leadership to assess conditions and determine next steps ○ Partner with Regional Directors for any necessary business interruption (e.g. late open, early close) ○ Inform Corporate via Store Hours Teams Chat - Store Leadership: ○ Maintain communication with Team Members, Field Leaders, and mall management ○ Ensure contact information is up to date ○ Partner with Field Leaders to determine store status and next steps



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	• Leadership (All Levels): ◦ Ensure team members are trained and aware of emergency procedures • Team members: ◦ Understand emergency expectations ◦ Follow direction from leadership ◦ Always prioritize safety
Store Closure & Evacuation	• Follow direction from local authorities and evacuate immediately if instructed • Mall Stores: ◦ Maintain communication with mall management regarding late opening or early closures. • Free Standing Stores: ◦ Partner with District Manager or Regional Director to determine late opening or early closures. • If immediate evacuation is required: ◦ Exit the store immediately ◦ Do not delay for store closing procedures • If time allows before closing: ◦ Follow store closing procedures as directed
Returning to the Store After an Incident	• Do not re-enter the store until local authorities or mall management confirm it is safe • If the store is in a mall, follow mall direction for re-entry • When entering the store: ◦ Use caution and assess for hazards (debris, water, animals, structural damage) ◦ If water or leaks are present: ▪ Protect merchandise and fixtures ▪ Move product away from affected areas • Treat standing or flowing water as contaminated ◦ Avoid direct contact, eliminate hazards (especially electrical) & restrict access ◦ Avoid electrical hazards • A member of leadership to: ◦ Assess damage to store and merchandise ◦ Submit an incident report in NetSuite • If damage is identified: ◦ Document all damage with photos and provide details in the NetSuite incident report ◦ Submit required requests for repairs through EcoTrak and inform emergency services at 1-888-397-0150 • Do not discard damaged merchandise until directed by Corporate



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Reopening the Store	• Do not reopen until the store is safe and approved by Field Leaders and/or local authorities • Complete all required assessments and documentation prior to reopening
Severe Weather Protocol	• Tornado / Severe Winter Weather / Inclement Weather: ○ Monitor local weather reports ○ Move to a designated shelter area (basement, safe room, lowest level) ○ If no basement, move to an interior room away from windows and doors ○ Use walls and barriers for protection ○ Protect head and neck from debris ○ Do not open windows or doors ○ Maintain communication with leadership and mall management • Hurricane / Tropical Storm / Flood: ○ Monitor local weather reports ○ Partner with Field Leaders to close the store in time for safe travel ○ Follow evacuation orders from local authorities ○ Maintain communication with leadership and mall management • Earthquake: ○ Do not run outside during shaking ○ Take cover under sturdy furniture or against an interior wall ○ Protect head and neck and avoid glass or heavy fixtures ○ After shaking stops: ▪ Check for injuries ▪ Assess store conditions ▪ Be prepared for aftershocks ▪ Follow direction from authorities ▪ Communicate store status • Fire (Wildfire or External Source): ○ If immediate danger is present: ▪ Evacuate immediately following direction from authorities ○ If time allows before evacuation: ▪ Direct guests to nearest exits ▪ Ensure store is cleared of all individuals ▪ Assign leadership to meet emergency responders ○ After evacuation: ▪ Confirm all team members are accounted for ▪ Follow all direction from authorities ▪ Submit incident report in NetSuite ○ In case of poor air quality: ▪ Follow direction from local authorities and leadership