

# **CUSTOMERS' BILL OF RIGHTS**

## **Gap prohibits profiling in our stores.**

"Profiling" is defined generally as the practice of judging and addressing people based on their race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, ancestry, appearance, or any personal or physical characteristics.

### **Profiling is an unacceptable practice and will not be tolerated.**

Gap is committed to ensuring that all shoppers, guests, and employees are treated with respect and dignity and are free from unreasonable searches, profiling, and discrimination of any kind in our store.

Gap strictly prohibits unreasonable searches and/or the profiling of customers by any employee. The participation by employees in such activities or the failure to report such instances of which they have knowledge is a violation of company policy. Employees who violate the company's prohibition on profiling will be subject to disciplinary action, up to and including termination of employment.

Gap supports the use of internal programs to test compliance with our strict prohibition against profiling practices.

Gap retains security guards and/or loss prevention professional to help provide shoppers and employees with a safe and secure shopping environment. Security guards in New York State are trained and licensed pursuant to New York State's General Business Law, including pre-employment training, on-the-job training, and regular in-service training required by state law.

Gap requires its employees to respect the basic civil and legal rights of any person suspected of shoplifting or other crime committed on store property.

Gap requires all loss prevention employees to identify themselves as members of Gap loss prevention department when initiating any customer contact and to willingly provide his/her name to any customer upon request. The use of excessive force or using threatening, vulgar language when apprehending or detaining suspects or in the course of performing any duties as a loss prevention representative is prohibited.

A person may be detained only in a reasonable manner and for not more than a reasonable time to permit investigation or questioning, provided an authorized employee has reasonable grounds to believe that the person so detained was guilty of criminal possession of an anti-security item or was committing or attempting to commit shoplifting on the premises (New York State General Business Law, Section 218).

Nothing contained herein is intended to limit any other obligations the Store may have or rights that the shopper may have under any Court decrees or under state and federal Constitutions or the laws of the State in which the Store is located.