



THE POWER OF ONE  
ASSOCIATE GUIDEBOOK  
MAKING LIFE EXTRAORDINARY AT NMG

NMG  
NEIMAN MARCUS  
BERGDORF GOODMAN



Every day, we aim to Make Life Extraordinary. We want this guidebook to do just that, the NMG|Way. Made up of the values and our Culture of Belonging that guide us here at NMG, the guidebook is more than a list of our policies. It's a reflection of who we are, and how our deeply rooted set of values comes to life through our NMG|WOW (Way of Working). When we work smarter, are present, integrate work and life, and both empower and are empowered, we're able to Transform the Power of One and turn our individual talents into a collective strength. Our model is not a "one size fits all" model – it is "one size fits one."

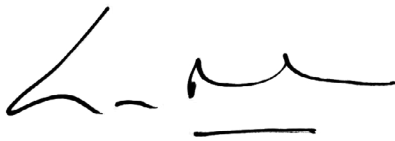


**Eric Severson**

Chief People, ESG, & Belonging Officer  
Neiman Marcus Group



We're all united by the power of love. In the same spirit that we care for our communities, customers, and brand partners, we care for our associates. Leading with Love is an essential element of our culture. By listening to you, our associates, we have implemented programs and enhanced policies outlined in this guidebook to cultivate a culture where everyone Belongs.



**Geoffroy van Raemdonck**

Chief Executive Officer  
Neiman Marcus Group



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# YOU & NMG



# MAKING LIFE EXTRAORDINARY

At Neiman Marcus Group (NMG), we are a relationship business. We Lead with Love in everything we do to Make Life Extraordinary for our associates, customers, brand partners, and communities. We are driven to exceed expectations and meet our customers' desire for luxury, delivered anywhere and any way they choose; whether in our stores, online, or sales-assisted remote experiences.

Our legacy of innovating and our culture of Belonging guide our roadmap for Revolutionizing Luxury Experiences. As one of the largest multi-brand luxury retailers in the U.S., with the world's most desirable brand partners, we are delivering exceptional products and intelligent services, enabled by our investments in data and technology. Through the expertise of our 10,000+ associates in our stores, distribution centers, and corporate and group operations functions, we deliver and scale a personalized luxury experience across our three facets of integrated retail: in-store, online, and remote selling. Our NMG|Way culture, powered by our people, combines our individual talents into a collective strength to Transform the Power of One.





# NMG | WAY

The NMG|Way is the architecture of our unique culture – diverse, flexible, and empowering to all.

By centering our work around a structure of adapting, learning, and supporting each other to fulfill our purpose of “Making Life Extraordinary” everyday, we ensure the long-term success of our associates. Our growth strategy, “Revolutionizing Luxury Experiences,” and our Corporate Goals define WHAT we will accomplish as an organization. Our NMG|Way culture is the critical enabling piece of HOW we will accomplish it.

It encompasses five key elements of our culture: **Values, Growth Mindset, our Way of Working (NMG|WOW), ESG, and Belonging.**

“

*I started my career at Neiman Marcus 16 years ago and I've never seen the company take such swift action on feedback from employees to deliver programs that add value to their lives both professionally and personally. Now more than ever it's a place we can all be proud to work.*

– LAUREN S.  
Product and Technology





# OUR VALUES





# OUR VALUES



## BE BOLD:

Build on our legacy by embracing change and innovation with minds wide open.

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## BE MEMORABLE:

Be gracious, exceptional, and inspiring for our customers and each other, striving to deliver unforgettable experiences.

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## BE TRUSTWORTHY:

Act with integrity always and in all ways by tackling problems, committing to solutions, and following through.

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## BE THE BEST:

Be committed to excellence in what you do every day, using a growth mindset to learn and adapt.

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## BE ALL HEART:

Be socially and environmentally responsible, contribute to our communities, and include others with hope, possibilities, and belonging.

# GROWTH MINDSET

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# GROWTH MINDSET

Winning cultures are open to adapting and embracing the uncomfortable. A growth mindset challenges your comfort zone, seeks out new growth opportunities, and focuses on getting better, always.

With a growth mindset, we find inspiration in others' success. We compete against ourselves, not each other.

Collectively we are here to make NMG successful, and we each do our part.

“

*The McKinsey Leadership Academy enhanced my growth and development as a person and a leader. Sharing what I've learned with my team and others has been a rewarding and inspiring experience.*

— ALBERT G.  
Facilities



NMG | WOW





# NMG | WOW (WAY OF WORKING)

NMG|WOW (Way of Working) is a key driver of what it is like to work here at NMG. Each one of us is valued for our individual talents and given the autonomy and flexibility to harness those talents in the best way to achieve results.

The key is flexibility: We empower you to work wherever, whenever, and however it makes sense for you to best achieve results.

Like our approach to integrated retail, that allows our customers to build relationships with our brands across three facets of retail—in store, online, and through remote selling--our integrated working philosophy is another key differentiator for our business.

NMG|WOW recognizes each one of us for our individual talents – and provides autonomy to harness those talents in the best way to achieve results. This not only promotes successful work/life harmony by fostering an open dialogue about everyone’s needs; it also raises the bar on performance by requiring us to understand and be accountable to deliver results.

NMG|WOW comprises four pillars, all designed to describe the characteristics of a working environment that empowers you to do your best work, full stop:

## I WORK SMARTER:

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I operate courageously, prioritizing the mindset that “time is money” by seeking out value-adding work and challenging anything that doesn’t make progress against our goals.

## I AM PRESENT:

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I actively contribute and collaborate with my team, independently and effectively, no matter my location.

## I INTEGRATE LIFE & WORK:

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I organize my work, accommodating both collaborative team action and my individual lifestyle, so I can excel at both.

## I EMPOWER ... AND AM EMPOWERED:

---

I maximize my ability to work smarter and integrate life & work, and in return I am accountable for delivering high quality results and upholding our NMG values.

# NMG | WOW (WAY OF WORKING)

## WHERE WE WORK

The NMG Hub Network includes Corporate Hubs in Dallas, New York City, and Bangalore, Neiman Marcus and Bergdorf Goodman Stores, Distribution Centers throughout the country, as well as individual remote working locations. This integrated work environment fosters a culture of innovation, creativity, and equity. Hubs are designed for whole-life experiences through the use of advanced technology and diverse workspaces that support a range of working styles and purposes.

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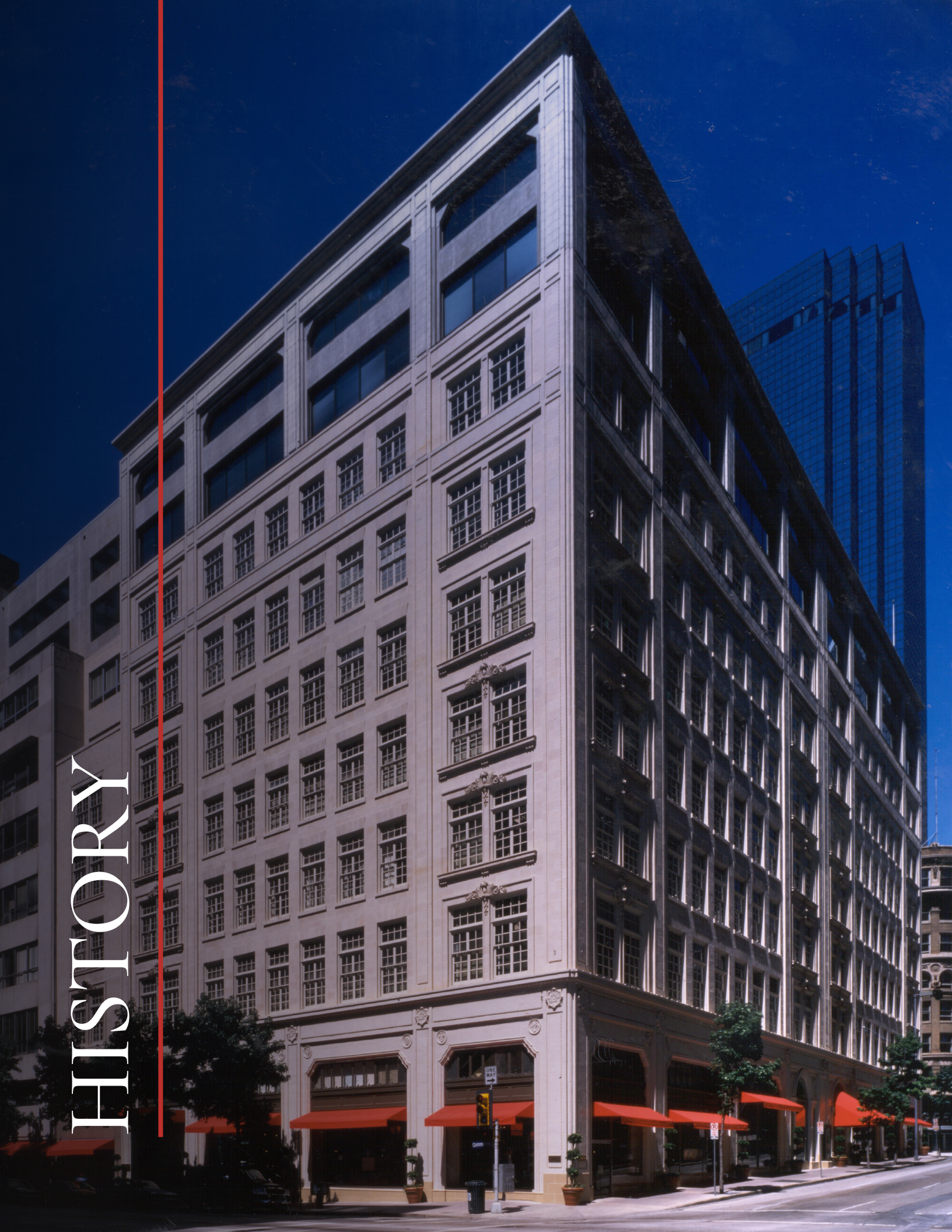
*I work smarter with focused time to complete time intensive work, which allows me to be more present in the day to day. I am able to collaborate with the management team and the stylist team on best practices that make work more enjoyable and successful.*

– ELIZABETH W.  
Retail





# HISTORY





# HISTORY

Innovation has been at the forefront of Neiman Marcus since opening in Dallas, Texas in 1907. Carrie Marcus Neiman, her brother Herbert Marcus, Sr., and her husband A.L. Neiman founded the Neiman Marcus retail establishment designed to fashionably clothe the entire community of Dallas, pledging fashion, quality, superior values, and unparalleled service which are still upheld today. Together, this enterprising Jewish family made an indelible mark on Southern and national culture.

Throughout NMG's history, our founders have pushed the traditional definition of a retail company, evident in its expansions, partnerships, and investments in companies like FARFETCH in 2022, nationally recognized advertising and sales promotion events such as the Christmas Book and historical Fantasy Gifts, pursued luxury merchandise across the world and technological advancements. All the while, maintaining a close relationship with customers, vendors, and associates alike. At the end of 2022, Geoffroy van Raemdonck, Chief Executive Officer, NMG, brought back the prestigious Neiman Marcus Award for Distinguished Service in the Field of Fashion, building upon the Award that Carrie and Stanley Marcus created, which has honored more than 100 fashion luminaries over 85 years.

Today, we continue to Lead with Love for our customers, associates, and brand partners while Making Life Extraordinary and Revolutionizing Luxury Experiences and honoring the legacy of our woman founded brand as a women majority led organization.



**Outer-Garment Shop**

**Neiman-Marcus Co.**  
Elm and Murphy Streets, Dallas

**"The Outer-Garment Shop"**

**Cordially Invite You to Attend the Formal Opening of the New and Exclusive Shopping Place for Fashionable Women, Devoted to the Selling of Ready-to-Wear Apparel**

**Opening Day, Tuesday, September Tenth, from 10 A. M. to 10 P. M. A Fashion Show Pre-empted—Artistic Souvenirs**

Tuesday, September Tenth, marks the advent of a new shopping place in Dallas—the store of Quality, a specialty store—the only store in the City whose stocks are strictly confined to ladies' outer-garments and millinery and providing wider variety and more exclusive styles in these lines than any other store in the South. All are cordially invited to attend the Opening, to view the initial presentation of the most advanced and authoritative styles in Ready-to-Wear Apparel for Fall and Winter, to accept one of the handsome Souvenirs which will be distributed in honor of the occasion.

**Our Store**

In extending you an invitation to be present at the opening of the new store on Tuesday, September Tenth, we present herewith some of our claims to your valuable patronage.

Our decision to conduct a store in Dallas was not reached on impulse. We visited the Field thoroughly and saw that there was a real necessity for such a shopping place as ours.

Our preparation has not been hasty. We have spent months in planning the interior, which is wide-open space in the North.

**We Will Improve Ready-to-Wear Merchandising**

A store can be bettered by specialized attention. Knowledge applied to one thing insures best results.

We began our intended innovation at the very foundation; that is to say, with the builders of Women's Garments.

We have secured exclusive lines which have never been shown in Texas before, garments that stand in a class alone as to character and fit.

**Buying Facilities**

Backed by the best sort of buying connections in every market, stocked by a corps of skilled buyers, managed by an experienced and expert sales department, and equipped with value-getting experience, such an store in the country where quality and style are equal to ours can sell at other lower prices.

**Our Styles**

All the pages of all the fashion journals, American and Foreign, can suggest no more than the open book of realism now here, composed of Suits, Dresses and Wraps of every favored style.

For the most important occasion of Formal Dress. For the Informal afternoon call.

For Shopping or Business wear.

The selection will meet every taste, every occasion and every price.

**Our Qualities and Values**

As well as the Store of fashions we will be known as the Store of Quality and Superior Values.

We shall be hypercritical in our selections. Only the finest productions of the best garment makers are good enough for us. Every article of apparel shown will bear evidence, in its touches of exclusiveness, in its chic and grace and in its finish, to the clearest designing and the most skillful and thorough workmanship.

**Opening Souvenirs**

As a memento of the occasion we will present a handsome Souvenir to visitors on opening day. These Souvenirs will be worthy of the offerings of the new store.





ESG



# ESG

Our Journey To Revolutionize Impact is a critical part of our company's growth and transformation.

Our Journey To Revolutionize Impact is a critical part of our company's growth and transformation. Neiman Marcus Group's Environmental, Social, and Governance (ESG) strategy seeks to Revolutionize Luxury Experiences by:



## ADVANCING SUSTAINABLE PRODUCTS AND SERVICES

1. Measuring and monitoring corporate and supplier environmental performance to reduce Scope 1, 2, and 3 emissions
2. Increasing revenue from sustainable and ethical products
3. Extending the useful life of luxury items through services that support a circular economy including alterations, repair and restoration, resale with Fashionphile, and donation through our partnership with Give Back Box
4. Protecting human rights by developing and implementing a Responsible Sourcing program



## CULTIVATING A CULTURE OF BELONGING

1. Increasing racial diversity in leadership roles
2. Advancing workplace equity in line with prominent external standards
3. Providing Belonging training for all NMG associates
4. Championing inclusive marketplaces by increasing spend with diverse suppliers



## LEADING WITH LOVE IN OUR COMMUNITIES

1. Partnering with customers to fundraise for charity through The Heart of Neiman Marcus Foundation
2. Increasing associates' giving and volunteerism in NMG's All Heart Program to support causes close to associates' hearts
3. Supporting communities impacted by extreme weather events through national disaster preparedness and relief programs

NMG has the potential to impact crucial social and environmental issues by creating connections and experiences between two very influential groups—the world's most desired brands and American luxury customers. We take this position seriously and understand that our actions can and will make a difference at scale.

By building an ESG strategy firmly tied to our values, we've been able to achieve much in a short amount of time. We invite you to get involved in our sustainability, Belonging, and philanthropy efforts, as well!



# SUSTAINABILITY

Every day, associates have opportunities to help advance environmental sustainability within luxury fashion by helping NMG take action across key issues like:

## CLIMATE CHANGE

Climate change is the most urgent issue of our time, and we're taking purposeful action across our direct operations and our value chain to fight it. Our continued investments in energy efficiency, refrigerant management, electrification, and renewable energy enable us to reduce our Scope 1 and 2 emissions while growing our business. However, Scope 3 emissions from Purchased Goods & Services account for the majority of NMG's total greenhouse gas footprint, so we're also empowering our brand partners and business vendors to measure their emissions, set science-based targets, implement abatement plans, and disclose their progress to CDP, too.

\*Want to get involved? Ask key brand partners and business vendors you work with about their company climate commitments and invite them to join NMG's training courses with [Supplier Leadership on Climate Transition](#) if they need help getting started!



## SUSTAINABLE & ETHICAL PRODUCTS

As the preeminent luxury customer platform, we delight in connecting customers with our sustainable brand partners and the products they produce. We recognize that sustainability is a complex and dynamic topic, so we've built product edits that feature multiple categories within sustainable and ethical fashion and allow us to add more over time. This flexible merchandising structure honors the diverse and innovative sustainability approaches among Neiman Marcus and Bergdorf Goodman brand partners and enable our discerning customers to shop the sustainability attributes they care about most. Wherever possible, we rely heavily on independently recognized materials, processes, and certifications to facilitate brand conversations, flag products, prevent greenwashing, and maintain credibility in this space.

**\*Want to get involved?** Check out Neiman Marcus and Bergdorf Goodman's [Fashioned For Change](#) and [Conscious Curation Edits](#) to shop in line with your values and help others do the same! If you're interested in learning more about sustainable product development, you can also take advantage of NMG's Textile Exchange membership to join their community learning and networking platform, The Hub, using your NMG email address. [Watch this video](#) to learn how to access the platform and contact Textile Exchange's Membership Team at [Membership@TextileExchange.org](mailto:Membership@TextileExchange.org) with any questions.

# SUSTAINABILITY

## CIRCULARITY

Circular services are key to the luxury of a relationship. Since NMG's founding, the personal relationships we develop with our customers and their closets have included services like alterations, helping to extend the lives of customers' most-loved luxury items. In recent years, we've expanded those services and solidified our status as a first mover and consistent investor in circular economy initiatives—piloting partnerships with The RealReal (2015) and Rent The Runway (2017), and becoming the first luxury retailer to make an equity investment in resale with FASHIONPHILE (2019), one of the world's

top resellers of pre-owned luxury handbags and accessories. In 2022, NMG became a member of the Ellen MacArthur Foundation – the global thought leader on the circular economy – to help us continue driving progress.

**\*Want to get involved?** Use any of [Neiman Marcus' alterations, repair, resale, or donation services](#) to extend the useful life of your most loved luxury items or take advantage of NMG's Ellen MacArthur Foundation membership by [joining EMF's membership platform](#) and [enrolling in online learning courses](#) that will help you upskill in the circular economy.





# BELONGING

Belonging refers to the workforce diversity, workplace equity, and marketplace inclusion strategies that NMG pursues to ensure we remain a place where everyone feels welcome, where diversity of thought is valued, and showing up as your full and authentic self is encouraged and celebrated. NMG's Belonging efforts are central to our company's status as a woman founded, women majority organization whose workforce outpaces the U.S. population in racial diversity and is led by one of Corporate America's few openly gay CEOs.

Belonging is an essential component of our NMG|Way culture. It's a belief in and a practice of Leading with Love as we create an environment where everyone can thrive.

Belonging is a fundamental human need, a word that translates across any language or culture, and a feeling that every human is wired to want. This feeling can be fostered by a culture that together we can purposefully create. When you are seen, heard, and valued for who you really are and what you bring - your own unique and authentic self - you thrive, and so do the people around you.

Your engagement and a sense of Belonging are crucial to our success. Associate engagement refers to the emotional connection that you have with us, while a sense of belonging is the feeling of being included, valued, and supported at work.

The power of Belonging comes when we actively value different experiences, embrace an inclusive growth mindset, and create moments celebrating the rich diversity of all associates at NMG and in our communities.

$$D + E + I = B$$

DIVERSITY

EQUITY

INCLUSION

BELONGING

## DIVERSITY:

Existence of individual and social differences that contribute to an organization's identity.

## EQUITY:

Grounded in the principles of fairness, equity makes diversity and inclusion central to establishing policies and practices, creating opportunities, and ensuring everyone has the tools and support they need to achieve success—both individually and collectively.

## INCLUSION:

Intentionally fostering an environment in which everyone is valued and respected for their diversity, is empowered to engage and contribute, and is provided with equal access to resources and opportunities.



# PHILANTHROPY

Our philanthropic efforts through the Heart of Neiman Marcus Foundation connect you and our customers to the positive impact we strive to make in our communities. Our All Heart Platform allows you to support the non-profits closest to your heart through volunteering, matching gift programs, payroll giving, and more.



“

*Through the All Heart program, NMG matches my charitable contributions to the National Hispanic Institute—a non-profit I've been involved in since I was fourteen. I added the link to the All Heart platform in my email signature to spread the word.*

– ANGELA M.  
People Services

## WHAT'S IMPORTANT TO YOU IS IMPORTANT TO US!

- **Matching Gift Program** can double your impact to eligible nonprofits that matter to you. By using our All Heart Platform the Foundation will match eligible non-profit donations one-to-one up to \$2,000 per fiscal year – **doubling your impact!**
- We created the **Neiman Marcus Group Hardship Assistance Fund** to help our associates and our store communities who are facing hardship after a natural disaster or an unforeseen personal hardship, such as military deployment, serious illness or injury, domestic abuse, or death of an immediate family member.

Applications are open to all NMG Associates facing hardship year round. If you'd like to apply for a grant, please visit [here](#).

- **Volunteerism** is a meaningful way for you to get involved and provide a positive impact in the community. Our All Heart platform empowers you to support causes you care about by offering paid volunteer time off and payroll giving options, as well as a \$25 cause card for every new associate to donate to the cause of their choice. Talk with your leader to learn more!
- **Grantmaking** supports NMG's efforts to partner with nonprofits to Empower Our Next Generation, Cultivate a Culture of Belonging, and Invest in a Sustainable Future.



# ENGAGEMENT



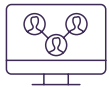
# ENGAGEMENT

We are at our strongest when we are most engaged. It’s the key to working together and transforming the Power of One.

Throughout your journey at NMG, you will find a variety of programs, initiatives, and opportunities that can enrich your associate experience.



**1. Your voice** is essential to Making Life Extraordinary. Through open and frequent communication with your leaders in addition to the various surveys you will be invited to participate in.



**3. Virtual and in-person events,** such as town halls and team-building activities provide opportunities for you to connect and engage with others across NMG.



**4. Additionally, we offer various learning and development opportunities** to support your career, learn new skills, and explore what excites you. To learn more visit our [Growth & Development](#) section.

## 2. Associate Community Networks (ACNs)

Join one of our nine Associate Community Networks designed to help associates with similar interests and backgrounds foster community, celebrate self-expression, pursue leadership opportunities outside of their role/pyramid, and communicate with leadership about common needs and concerns. All associates are welcome to participate in all communities!



**AAPI**  
NMG Associate Community Network



**LGBTQ+**  
NMG Associate Community Network



**BLACK & AFRICAN AMERICAN**  
NMG Associate Community Network



**ABILITIES**  
NMG Associate Community Network



**CAREGIVERS**  
NMG Associate Community Network



**WOMEN'S**  
NMG Associate Community Network



**HEALTH & WELLNESS**  
NMG Associate Community Network



**YOUNG PROFESSIONALS**  
NMG Associate Community Network



**HISPANIC & LATINX**  
NMG Associate Community Network



# YOUR VOICE



NMG's people strategy, the Power of One, is centered around the core concept that our individual talents form a collective strength. This strategy, and the culture we have built from it, begins and ends with the voice of you - our associates.

Throughout your journey at NMG, frequent and transparent conversations with your leaders are an essential way to share feedback with one another. You will also have the opportunity to have your voice heard using our AllVoices platform, and provide feedback about your associate experience through surveys.

Surveys enhance our Associate Value Proposition, create a culture of continuous improvement, and allow us to integrate associate feedback into decision making. When you take the time to provide candid, thoughtful comments it enables our leaders to improve your experience at NMG.

During your first year as an associate, you'll receive a 360-degree view of what we do and how we do it at Neiman Marcus Group. Whether you are starting your journey here at NMG, or have an extensive tenure, we encourage you to lead with curiosity, feel empowered to take risks, and engage virtually, in-person and by sharing your voice!










# ASSOCIATE COMMUNITY NETWORKS



Created to foster connection, enhance development, and strengthen community, Associate Community Networks (ACNs) are open to all and support our Culture of Belonging. They are organized around shared backgrounds and interests to celebrate and honor what's important to you.

We currently have nine (9) ACNs that span different communities, identities, and interests. ACNs offer a forum for sharing experiences, asking questions, and learning from each other. Even if you don't identify with an ACN, you can participate. ACNs are an excellent opportunity for advocates and supporters to Lead with Love and support our Culture of Belonging.

## Our Associate Community Networks:

-  Asian American Pacific Islander ACN
-  Abilities ACN
-  Black and African American ACN
-  Caregiver ACN
-  Health and Wellness ACN
-  Hispanic and Latinx ACN
-  LGBTQ+ ACN
-  Women's ACN
-  Young Professionals ACN

We encourage you to learn more about our ACNs by visiting the [ACN SharePoint site](#), attending virtual and in-person events, or reaching out to [ibelong@neimanmarcus.com](mailto:ibelong@neimanmarcus.com).



# VIRTUAL & IN-PERSON EVENTS

Virtual events provide opportunities to connect and learn and are another way to get engaged, especially in the age of remote work. These events can include team-building activities, social events, educational and informative presentations, and professional development opportunities.

## NMG INSIDER:

Our Corporate Communications team sends a weekly newsletter to all NMG associates with company issued email addresses featuring upcoming events, recent NMG in the news, associate spotlights, and more. The newsletter connects our teams by showcasing our wins, sharing insights to various teams and associates, and providing regular opportunities to hear from NMG leaders on internal and external business matters affecting NMG.

## NMG PRESENTS:

Corporate Communications hosts a virtual event series called “NMG Presents”. This series has two types of events: “Just For Fun”, which feature both associates and guest presenters sharing unique lessons mixed with great conversation, and the “In the Know”, that features associates and leaders from across the organization and external partnerships sharing updates about a specific topic or initiative.

## BG GOODTALK

BG Goodtalk is a biannual town hall format to hear from all Bergdorf Goodman executives on business strategies.

## NM AWARDS:

For 85 years, the Neiman Marcus Award for Distinguished Service in the Field of Fashion has honored luminaries including Christian Dior, Coco Chanel, Oscar de la Renta, Ralph Lauren, and many more. In 2023, we reimagined the Neiman Marcus Awards to celebrate brand partners who share an interest in NMG's innovative approach to retail and our purpose-driven commitment to creating impact. NMG first announced the return of the Neiman Marcus Distinguished Service Award along with our 2023 honoree: Brunello Cucinelli. We then announced an expansion of the Awards program with two new accolades: the Neiman Marcus Award for Creative Impact, going to Jonathan Anderson of LOEWE, and the Neiman Marcus Award for Innovation, going to Amina Muaddi. We are committed to leveraging our platform to Revolutionize Luxury Experiences for our brand partners and customers and create impact for the future of the fashion industry.

## IN-PERSON EVENTS:

As a digital-first company, we're creating spaces at our NMG Hubs to feature leading edge design and modern technology for meetings and events, that will Make Life Extraordinary for all associates, both in-person and remote.

# VIRTUAL & IN-PERSON EVENTS

## FANTASY GIFTS:

In 1959, Neiman Marcus' iconic Fantasy Gifts were born when Stanley Marcus and his brother Edward brainstormed an extraordinary, one-of-a-kind gift in response to press inquiries about unusual Christmas presents. The first Fantasy gift was a Black Angus steer, delivered on hoof or in steaks, complete with a silver-plated serving cart. The response was tremendous and since then, Neiman Marcus has continued to offer customers a fantastical selection of gifts and experiences designed to embody the magic and delight of the holiday season. Fantasy Gifts throughout the years have included "His and Hers" hot air balloons, Chinese Junk boats, a pair of camels, submarines, mummy cases, a Dale Chihuly pool sculpture installation, a Barbie Maserati, a 30.86-carat heart-shaped diamond, and more. Associates are invited to the unveiling event each year.

With so much copious spending going on, Neiman Marcus makes a point to give back. Each year the company selects a charity to donate a portion of the proceeds from the sale of the fantasy gifts.

The Heart of Neiman Marcus Foundation, which brings enriching art experiences to youth in communities nationwide, will benefit from this year's sales.

## NMG BEST:

The NMG Best awards have been around for 34 years. Winners of these awards consistently exceed their benchmarks, live our values, foster a culture of Belonging, and ignite the extraordinary in everything they do. Pyramids celebrate their winners separately which leads to the award ceremony celebrated company wide. As we continue to transform the Power of One, our success is a reflection of you, our associates.

There are NMG Best Awards for each of our values. For example, our 2022 Be Bold Award went to the team behind NMG|WOW, one of the key components of our culture, and the CEO "Love" Award recognized our Total Rewards and People Services team members for Leading with Love in the rollout of our new Parent and Family Leave policies.





# GROWTH & DEVELOPMENT

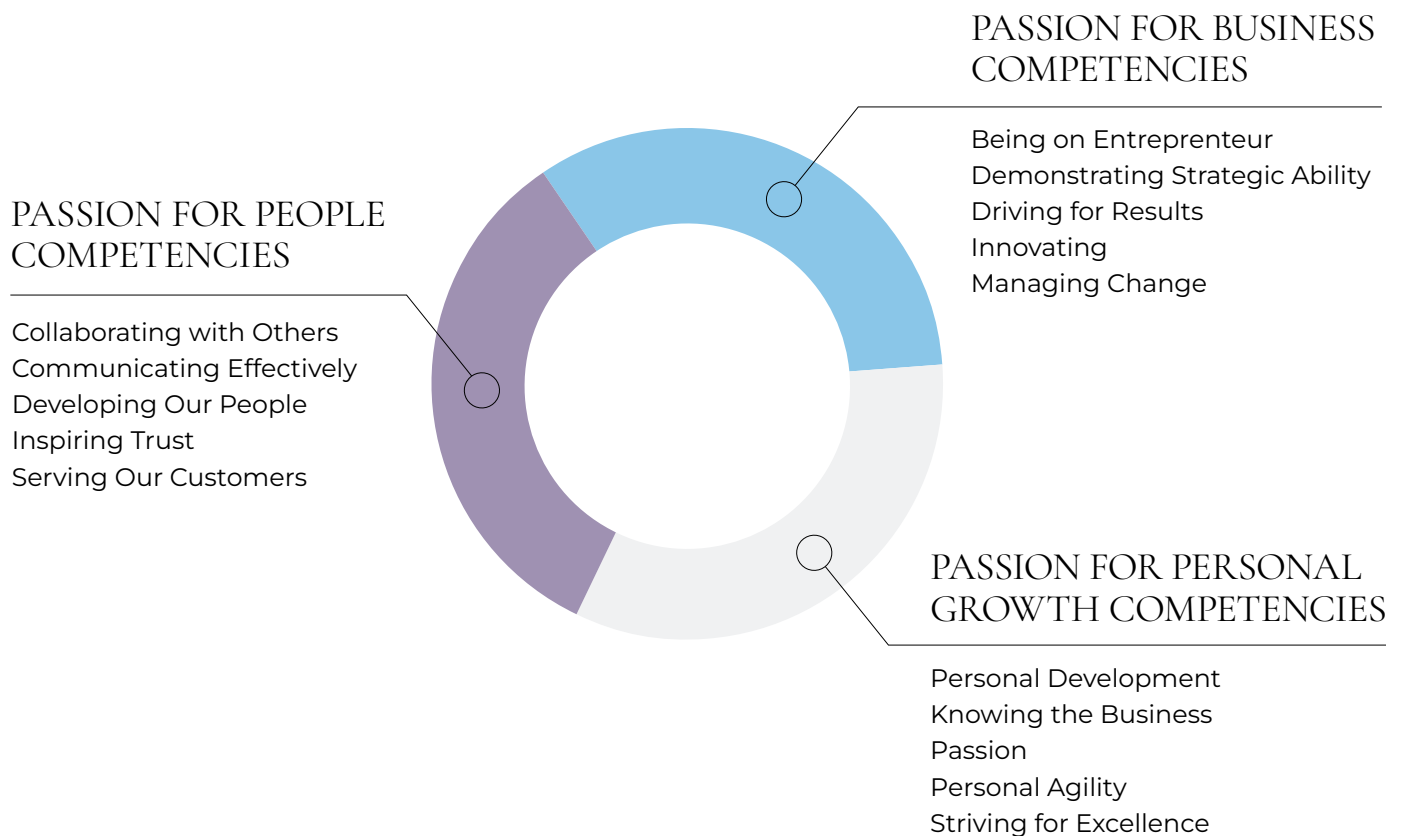


# GROWTH & DEVELOPMENT

We are committed to your success at NMG and provide Learning and Development opportunities for your engagement and growth.

Our Leadership Model defines the competencies and behaviors that enable both business and personal growth. It communicates what is important for individuals at all levels of the organization across all workspaces.

The model is organized around three key leadership elements: Passion for Business, Passion for People, and Passion for Personal Growth. Building on our NMG Way culture, these competencies and behaviors are woven into all your experiences through performance, development, and career growth.





# GROWTH & DEVELOPMENT

## THE LEARNING HUB:

[NMG's Learning Hub](#), available to all associates, delivers top-notch digital training programs and facilitates social learning to create a culture of continuous improvement utilizing a growth mindset. The Learning Hub gives you a wide range of courses developed by our internal teams and partnerships with industry leading vendors.

These learning experiences are designed to build on your strengths and are personalized and tailored around your interests, role, skills, and ways of working. They are available on desktop, mobile, and tablet for learning anywhere and any way you choose!

## INTERNAL MOBILITY:

There are a multitude of career paths and opportunities available to you throughout your journey at NMG. From studios to distribution centers to stores, the possibilities are endless. To help you forge your path forward we have Internal Talent Mobility framework that supports your professional, skill, and career development.

Please check out the [Internal Mobility Site](#) to learn more and discover all the supporting resources that you might need to prepare for future career opportunities within NMG.

“

*In my tenure at NMG, I have had many growth opportunities to support my career development. Through leadership support, mentorship, and stretch assignments, NMG has given me countless opportunities to help me grow as an individual that aligns with my career aspirations. Our growth mindset and continuous learning culture are some of the aspects I value deeply at NMG.*

– LACEY R.  
People Services

## DEVELOPMENT PROGRAMS:

Your development is a top priority for us, and we're pleased to have created specific programs for a wide range of needs. These programs inspire innovation, promote knowledge-sharing, and foster forward-thinking leadership with a shared vision.

Our partnership with LinkedIn Learning gives you access to over 16,000 development courses anywhere, anytime. These courses can help you grow both professionally and personally across a variety of topics.

Please visit our [People Development Site](#) to discover the programs available, like Fashion Your Future and the McKinsey Connected Leaders Academy.

**Fashion Your Future:** Launched in FY22, this is a six-month guided learning engagement program for managers and above, that challenges associates to adopt a growth mindset, self-reflect, and identify goals for both personal and professional development.

**McKinsey Connected Leaders Academy:** As part of our commitment to the growth and efficiency of our associates, we launched a partnership with McKinsey to offer the Connected Leaders Academy as a career development program for our diverse top talent.



# POLICIES & PROCEDURES





# POLICIES & PROCEDURES

By holding ourselves to the highest standards, guided by our values, we're able to maintain our impeccable reputation inside and outside of our organization. Our policies and procedures are how we inspire our associates, communities, and partners to be our greatest ambassadors, and allows us to maintain a positive work environment, protect our business and our customers (both internal and external), to ensure we uphold our culture of Belonging. Every associate is expected to be knowledgeable about and follow our policies and procedures.

We have a convenient one-stop location where all policies live for your ease of access. It is imperative you visit our Policy Center, today and regularly, to stay current with our practices and expectations.



# TOTAL REWARDS

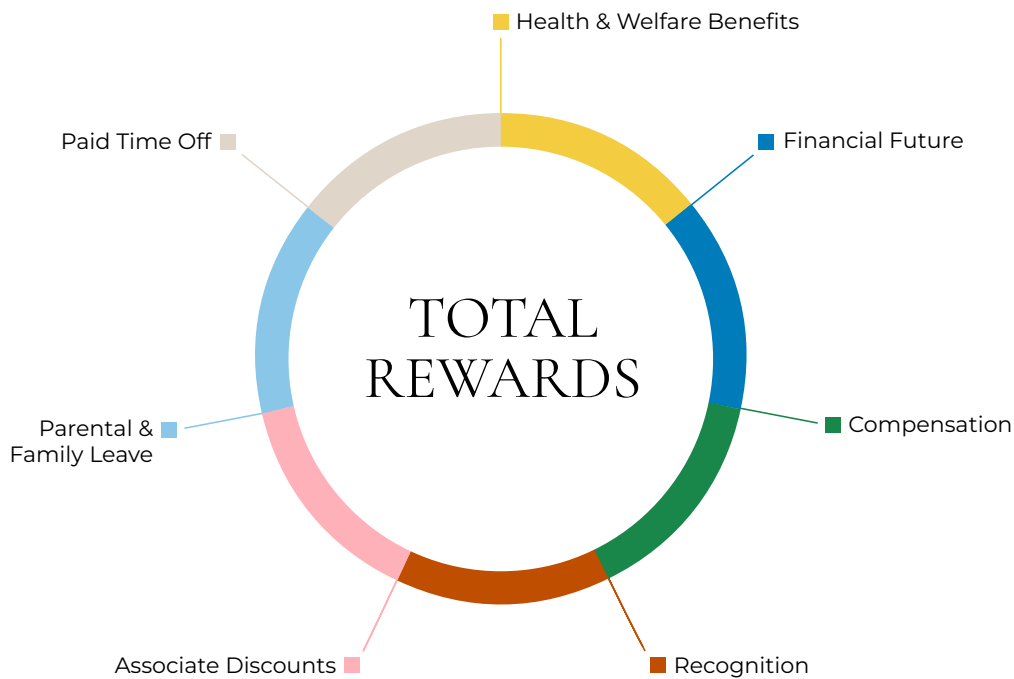




# TOTAL REWARDS

We believe that every associate brings unique talents and has unique needs. Our Total Rewards are not “one size fits all” but “one size fits one – YOU!”

In the last few years, we have strengthened rewards for our associates in ways that directly contribute to your quality of life – and that advance workplace equity in line with prominent external standards. Our compensation programs, benefits offerings, and recognition programs are all designed to be customized to fit the many roles our associates play and the lives they lead, and we are constantly evolving our offerings to meet your changing needs.



## COMPENSATION:

True to our culture of Belonging we pay all associates fairly and equitably for their contributions. We embrace an Agile Pay Model that focuses on compensating associates for the value they create for the organization and make pay decisions based on consistent, fair, and job-relevant criteria, including job responsibilities, location, experience, tenure, and productivity.

Depending on your role, you may also be eligible for commissions or other types of incentive pay for specific results achieved. We monitor and enhance our pay practices through our annual compensation planning process, including benchmarking salaries internally and externally. We encourage you to speak openly with your leader to understand your compensation package.

# TOTAL REWARDS

## BENEFITS:

We offer you a wide array of benefits designed to let you find what fits you and your family.

The below is simply a summary of NMG's benefits. If there is any conflict between the official plan documents and this Guidebook, the official plan documents will always control.

To find detailed information about NMG's benefits, including eligibility requirements, enrollment details, and contact information, please visit our benefits website at [nmgbenefits.com](http://nmgbenefits.com).



## HERE ARE SOME HIGHLIGHTS OF WHAT MAY BE AVAILABLE TO YOU:

- Retirement Savings Plan (401k) with auto enrollment, our generous company match, a full line-up of investment options, and access to financial planning experts
- Adoption Benefit of \$10,000 per adoption to help pay for adoption-related expenses
- Tuition Reimbursement to help pay for a college degree or job-related courses
- NMG Scholarship program that awards five (5) scholarships each year to NMG associates and dependents
- Pay advances through PayActiv to access a portion of your earned wages prior to pay day
- A wide choice of Medical, Dental, and Vision plans to fit your needs
- Company paid biometric screenings for you and your spouse or domestic partner
- Flexible Spending Accounts to help you manage your Health Care and Dependent Care expenses using tax-free dollars.
- Health Savings Accounts to set aside money tax-free for health care expenses
- Healthy Lifestyle Services with unlimited telephonic health coaching
- NMG Lifestyle Solutions (EAP – Employee Assistance Program) that provides mental health services, financial counseling, legal counseling, and work life solutions
- Commuter Benefits to pay for your commuting or parking expenses using tax-free dollars
- Life Insurance paid by NMG with the option for additional voluntary coverage for you and your family
- NMG Credit Union - Dedicated to NMG associates' banking and financial needs



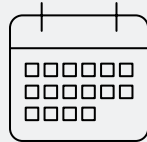
# TOTAL REWARDS

## PAID TIME OFF:

To support you in integrating life and work, we provide eligible associates time off for holidays, and personal needs. Talk with your leader about how to request and use time off and visit our Policy Center to review details for each offering below.

### HOLIDAYS:

We provide company-wide paid time off for New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.



### VACATION AND FLEXIBLE TIME OFF:

We encourage all associates to use their vacation or flexible time off to renew and refresh our energy. In order to do this we encourage all associates to take the vacation time available to them.



### PERSONAL/DISCRETIONARY DAYS:

While we observe the above national holidays, we recognize that there are many other holidays that are special for you. In addition to the six holidays we observe, eligible associates are offered two personal/discretionary days off with pay per calendar year. Once you reach 25 years of service you have two additional paid personal/discretionary days each year.



### SICK DAYS:

We recognize that you may need to miss work for personal illness or injury, family illness or injury, medical appointments, and similar issues. To address these circumstances (and all other circumstances covered by applicable law), we provide up to seven Paid Sick Days each fiscal year. Please visit our Policy Center for specifics and eligibility requirements.



# TOTAL REWARDS

## LEAVES OF ABSENCE:

Your well-being is a priority and an integral part of our NMG|Way culture. We recognize that you may occasionally have medical or personal needs that require you to be away from work for a period of time. In such circumstances, you may be granted a leave of absence. Whether your life takes a happy turn or an unexpected twist, you can have peace of mind knowing that NMG will be there for you, Leading with Love, every step of the way.

If you need to apply for a leave of absence, please contact your designated People Services representative. To improve your claims experience, NMG contracts with a third-party leave administrator.

Following are highlights of the leaves available. NMG operates in many places, some of which have state or local laws that provide leave that goes beyond the leave summarized below. In all situations, NMG will ensure compliance with applicable law. For specifics and eligibility details regarding these leave benefits and more, please visit our Policy Center.



**PAID PARENTAL LEAVE:** We recognize that welcoming a new child into your family is one of life's most special events, and taking time to bond with your child is so important. We offer eligible associates up to 16 weeks of paid leave to care for and bond with their new children, either through birth, adoption or surrogacy.

**PAID FAMILY LEAVE:** We understand how important family is, and having the time to care for them is an essential need. That is why we offer up to two weeks per year of paid Family Leave to support care for parents, spouses, domestic partners, or children.

**BEREAVEMENT LEAVE:** Should you ever experience the loss of a loved one, we want to support you to take the time you need to grieve and be with your loved ones with peace of mind knowing that you will have up to three paid days off to be used when you need them most.

**JURY DUTY/WITNESS DUTY:** If you are called to serve on a jury, you can stay present knowing you will be paid for the days missed.

**PERSONAL LEAVE:** There are times in life where you may need time off outside of the leaves offered above. If that happens and dependent on business needs, you may be allowed a personal leave of absence.

**MILITARY LEAVE:** If you serve in the uniformed services, you may be eligible for military leaves of absence.

**FMLA:** We offer protection under the Federal and Medical Leave Act and similar state laws (FMLA). FMLA job protection is generally available to qualified associates for up to 12 weeks in a rolling 12-months period.

**SHORT-TERM DISABILITY:** If your medical needs prevent you from coming to work you can rest assured that we have you covered. We offer up to 26 weeks of Short Term Disability to provide income replacement during qualifying medical leaves.



# TOTAL REWARDS

## RECOGNITION:

Recognition is vital to our culture of Belonging and Leading with Love. Our recognition programs are a crucial part of our Total Rewards philosophy at NMG. At NMG, we celebrate people who Revolutionize the experience – be it for our customers, our brand partners, our associates, or our communities.

## NMG BEST:

**NMG ★ BEST**  
THE BEST OF THE BEST

A tradition that started in 1989, NMG Best is our enterprise's most prestigious associate honor that has evolved and continues to change over the years. Winners of these awards consistently exceed their benchmarks, live our NMG values, foster a culture of Belonging, and ignite the extraordinary. As a business that Leads with Love, each year, NMG Best symbolizes how we continue to Make Life Extraordinary for our customers, brand partners, and each other.

Each year, you can nominate a colleague or team for an NMG Best Award, some specific to the division you support and some awards that are company-wide. While award prizes for winning this esteemed honor vary from year to year, NMG Best continues to demonstrate that recognition is a critical part of our culture.

Please visit the [NMG Best SharePoint site](#) and see your People Services Business Partner for more information on how you can get involved.

## BE EXTRAORDINARY (BX):



As a part of our culture of Belonging, we're dedicated to transforming the Power of One. The first step is combining our individual talents into a collective strength—and the second is celebrating them.

The 'Be Extraordinary' (BX) Recognition platform is where we bring culture to life wherever, whenever, and however we work. Visit BX and read below about what you can do there:

- Explore and discover the site – Setup your profile and bio.
- Celebrate each other – Write a message of recognition with a fun e-card to say thank you to someone who made your onboarding experience extraordinary.
- Wellbeing Center – Visit the wellbeing center to check out educational courses, support, and tools to help you live a healthier and happier life.
- Earn and redeem points – To recognize your contribution to Making Life Extraordinary, you may receive points towards products and experiences in the Reward Marketplace.
- Discover the Reward Marketplace and celebrate your company pride – Access NM and BG branded merchandise or choose from a variety of options to spend your BX points including dining, donations to charity, travel, shopping, and more.
- Celebrate milestones – based on your year of tenure, you will receive an e-card celebrating your work anniversary from the BX platform and Geoffroy. Associates with milestone work anniversaries will receive a special message from leadership and expanded award options.

To learn more please visit our [BX SharePoint Site!](#)

# TOTAL REWARDS

## NMG DISCOUNT MARKETPLACE

As an NMG associate you have access to special discounts on thousands of products and services with over \$5,000 in savings on average - at no cost to you! Visit the NMG Discount Marketplace to find savings on everything from airfare to concerts and even pet insurance!

## ASSOCIATE DISCOUNT

One of our most coveted benefits is the NMG Associate Discount. We know you not only love to work with the best product offerings—you also want to wear them. Associates enjoy a 30% discount on products in stores and online every day, plus periodic additional discounts up to 50% and exclusive sales on select items. Exclusions may apply. Your NMG Associate Discount is available to you on your first day and can also be used on dining experiences in our Neiman Marcus Restaurants. In order to have access to discounts on the best brands in the world, there are some rules that come with this privilege. Please visit the Policy Center to familiarize yourself before making your first purchase.





STAY CONNECTED



# STAY CONNECTED

## NMG TECHNOLOGY AND LUXURY RETAIL

In today's digital age, technology plays a critical role in enhancing associate and customer experience in the luxury retail sector. With our integrated retail strategy, we meet customers where they are, by building relationships in-store, online or through remote selling. At NMG, we use the following technology to connect NMG associates and to empower a luxury experience for our customers:

- **Digital Transformation:** We utilize digital technologies to enhance business operations, improve interactions with customers, and deliver value. This is done by integrating emerging technologies, rethinking business models, and driving organizational changes to adapt to the digital era.
- **Personalized customer experiences:** We use data analytics, customer communication tools (such as the NM App), and customer relationship management (CRM) tools to create personalized experiences for customers.
- **Seamless website and mobile integration:** The NMG websites and mobile applications offer customers a convenient way to shop, browse products, and receive personalized recommendations.
- **Social media and influencer marketing:** We use social media to connect with customers, showcase our products and services, and partner with influencers to expand our reach and enhance our brand image.
- **Enhanced communication:** At NMG, multiple platforms are used to connect associates and customers for a direct line of communication.
- **Contactless payment:** NMG provides a seamless and safe shopping experience by offering contactless payment at our stores. NMG aims to leverage technology so associates can effectively create a more personalized, efficient, and immersive luxury customer experience, which can lead to increased associate and customer satisfaction and loyalty.





# STAY CONNECTED

## NMG TECHNOLOGY ECOSYSTEM

At NMG, we have a robust technology ecosystem that includes a range of software and hardware solutions designed to help us operate efficiently and effectively. Our ecosystem includes the following components:

- **Extraordinary Talent:** We are proud to have talented teams at NMG that possess exceptional skills, diverse expertise, and a common goal to achieve technological advancements. Our teams leverage their collective abilities to collaborate and complement each other's strengths, to efficiently solve complex technical challenges, implement innovative solutions, and ensure smooth operations of the organization's digital infrastructure.
- **Cloud AWS and On-Premises Infrastructures:** We use AWS cloud to host most of our applications and store our data. This allows us to scale our operations easily and ensures that our data is secure and accessible. On-premises infrastructure is used to host legacy systems.
- **Software Applications:** We use a range of software applications to manage our business processes. This includes applications that are internally built and purchased for customer relationship management, project management, accounting, communication, and more. These applications are integrated with each other to ensure that we have a complete and accurate view of our business operations.
- **Analytics Tools:** We use analytics tools to track our key performance indicators (KPIs) and gain insights into our operations. This allows us to identify areas for improvement and make data-driven decisions.
- **Mobile Devices and BYOD:** Our associates use mobile devices and BYOD to stay connected and access our applications and data while on the go. This allows us to work efficiently and respond quickly to customer and team needs.
- **Security Systems:** We have a range of security systems in place to protect our data and infrastructure from cyber threats. This includes firewalls, intrusion detection systems, data privacy policies, and more.
- **Internet of Things (IoT) Devices:** We use IoT devices to monitor our operations and collect data in real-time. This includes sensors on our equipment, cameras in our facilities, and more. This data is used to optimize our operations and improve our products and services.

Overall, our technology ecosystem is designed to support our business operations and help us stay ahead of the competition. We are constantly evaluating and improving our systems to ensure we have the best tools and technology to achieve our goals.

# STAY CONNECTED

## NMG APPLICATIONS

Below is a list of the most commonly used applications in the NMG technology ecosystem.

| Application                 | Description   |
|-----------------------------|---|
| BergdorfGoodman.com         | Retail website  |
| BG Mobile App               | Mobile Application for BGO  |
| Horchow.com                 | Display Inventory   |
| Horizon VMWare              | Management and customer service application for WFH VDI desktops      |
| InCircle.com                | Loyalty website   |
| Microsoft Office 365        | Program that includes Teams, Outlook, SharePoint                      |
| NeimanMarcus.com            | Retail website  |
| NM Connect                  | Selling tool for sales associates                                     |
| Learning Hub                | Platform of digital training programs and facilitates social learning |
| ADP                         | HRIS system   |
| Oracle                      | Multi-model database management system                                |
| OKTA                        | App that controls Single Sign-On (SSO) SAAS                           |
| ServiceNow                  | Website to access IT Service Management                               |
| Stanley Mobile App          | Customer facing mobile app  |
| UKG – Ultimate Kronos Group | Time keeping website  |
| Zscaler                     | VPN   |



# CONTACTS



# CONTACTS

When you have questions, we're here to answer them. These are resources you'll be referencing again and again through the years.

ORG CHARTS

[LEARN MORE](#)

ALL VOICES

[LEARN MORE](#)

SERVICE NOW

[LEARN MORE](#)

PEOPLE SERVICES BUSINESS  
PARTNERS (PSBPS)

[LEARN MORE](#)

OKTA

[LEARN MORE](#)

MYNMG QUICK LINKS

[LEARN MORE](#)

NMG BENEFITS CENTER

[LEARN MORE](#)

MATRIX ABSENCE  
MANAGEMENT

[LEARN MORE](#)



BE EXTRAORDINARY