<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Leaves of Absence</td>
<td>145</td>
</tr>
<tr>
<td>Extended Absence</td>
<td>146</td>
</tr>
<tr>
<td>Leave Requirements</td>
<td>147</td>
</tr>
<tr>
<td>Types of Leave</td>
<td>148</td>
</tr>
<tr>
<td>Medical Leave</td>
<td>150</td>
</tr>
<tr>
<td>Workers’ Compensation Leave</td>
<td>153</td>
</tr>
<tr>
<td>Family Leave</td>
<td>155</td>
</tr>
<tr>
<td>Parental Leave</td>
<td>157</td>
</tr>
<tr>
<td>Critical Caregiving Leave</td>
<td>161</td>
</tr>
<tr>
<td>Intermittent Leave</td>
<td>165</td>
</tr>
<tr>
<td>Military Leave</td>
<td>166</td>
</tr>
<tr>
<td>Military Exigency Leave</td>
<td>168</td>
</tr>
<tr>
<td>Servicemember Care Leave</td>
<td>171</td>
</tr>
<tr>
<td>Personal Leave</td>
<td>175</td>
</tr>
<tr>
<td>Job Search Leave</td>
<td>176</td>
</tr>
<tr>
<td>Administrative Leave</td>
<td>177</td>
</tr>
<tr>
<td>Safety &amp; Health</td>
<td>178</td>
</tr>
<tr>
<td>Violence-Free Workplace</td>
<td>179</td>
</tr>
<tr>
<td>Drugs &amp; Alcohol</td>
<td>181</td>
</tr>
<tr>
<td>Smoke-Free Workplace</td>
<td>182</td>
</tr>
<tr>
<td>Working with an Illness or Disability</td>
<td>183</td>
</tr>
<tr>
<td>Workers’ Compensation System</td>
<td>186</td>
</tr>
<tr>
<td>Fitness for Duty</td>
<td>187</td>
</tr>
<tr>
<td>Loss Prevention Responsibilities</td>
<td>188</td>
</tr>
<tr>
<td>Business Continuity Planning</td>
<td>190</td>
</tr>
<tr>
<td>Emergency Preparedness</td>
<td>191</td>
</tr>
<tr>
<td>Leaving Wells Fargo</td>
<td>192</td>
</tr>
<tr>
<td>Voluntary Termination</td>
<td>193</td>
</tr>
<tr>
<td>Involuntary Termination</td>
<td>194</td>
</tr>
<tr>
<td>Retirement</td>
<td>199</td>
</tr>
<tr>
<td>After Leaving</td>
<td>201</td>
</tr>
<tr>
<td>Information Security</td>
<td>202</td>
</tr>
<tr>
<td>Appropriate Use</td>
<td>203</td>
</tr>
<tr>
<td>Monitoring of Company Equipment</td>
<td>204</td>
</tr>
<tr>
<td>Reporting Security Incidents</td>
<td>205</td>
</tr>
<tr>
<td>Protecting Company &amp; Consumer Information</td>
<td>206</td>
</tr>
<tr>
<td>Protecting Company Hardware &amp; Software Assets</td>
<td>212</td>
</tr>
<tr>
<td>Protecting Electronic Communication Systems</td>
<td>213</td>
</tr>
<tr>
<td>Understanding Security Responsibilities</td>
<td>219</td>
</tr>
<tr>
<td>References and Contacts</td>
<td>220</td>
</tr>
<tr>
<td>Privacy &amp; Solicitation</td>
<td>221</td>
</tr>
<tr>
<td>US Privacy Overview</td>
<td>222</td>
</tr>
<tr>
<td>Privacy Preferences</td>
<td>224</td>
</tr>
<tr>
<td>Solicitation Choices</td>
<td>225</td>
</tr>
<tr>
<td>Resources</td>
<td>226</td>
</tr>
</tbody>
</table>

The primary version of the Wells Fargo Team Member Handbook exists online, on Teamworks, Wells Fargo’s intranet. The online Wells Fargo Team Member Handbook is updated as policies change and should be your first resource when looking for current information. Additionally, the online version includes links to other content within the handbook and on Teamworks.

This printed version is for the convenience of certain team members. Furthermore, it is not updated frequently and does not contain links to other content within the handbook or on Teamworks. Some policy change announcements may be distributed between printings of this printed version of the Wells Fargo Team Member Handbook.

ECG:2743102
Welcome

Here you will find essential information about Wells Fargo Human Resources (HR) policies and certain other corporate policies that will be valuable to you as you begin your career with us. Additional corporate and business policies can be found in the Policy Library and on department intranet sites. For team members, it is important — and it is your responsibility — to be informed about the policies that affect you.

The handbook applies to team members paid on a Wells Fargo U.S. payroll system, with the exception of the Code of Ethics and Business Conduct and the Information Security Policy Overview, which apply to all Wells Fargo team members. The handbook is not a contract of employment nor can it offer an answer for every situation. Employment at Wells Fargo is on an “at-will” basis.

Because this handbook is a key resource outlining team member policies, all team members paid on a Wells Fargo U.S. payroll system are required to sign an acknowledgment that they have been shown how to access it and understand its application to their employment with a Wells Fargo company.

The handbook contains information on the following topics:

- Resource & References. This section provides you with additional HR, communication, and other resources that might be helpful during your employment, including a Glossary that lists frequently used handbook-related terms and their definitions.
- Employment & Hiring. This section provides you with information about our employment practices.
- Team Member Professionalism. This section provides you with information on what you can do to help us maintain a professional and productive work environment.
- Communications. This section provides information on using company equipment to communicate with customers and your team and offers information about our social media policy.
- Career, Performance & Problem Solving. This section provides you with information about how you can develop the skills and knowledge you need to be successful in our company.
- Pay & Jobs. This section provides you with information about our compensation program.
- Time Away. This section provides you with information about how you can use time away to support your life events, such as illness, caring for a family member, vacation, volunteering, birth or adoption of a child, and loss of a family member.
- Safety & Health. This section provides you with information about our priority to maintain a work environment that promotes and protects the safety and health of our team members.
- Leaving Wells Fargo. This section provides you with information when your employment ends with the company.
- Information Security. This section provides you with information about your responsibility to protect our information, communication systems, and other assets.
- Privacy & Solicitation. This section provides you with information about the significant role you play in protecting our customers' information and privacy.
- The Wells Fargo Code of Ethics has been removed from the Team Member Handbook and can now be found on the Wells Fargo Ethics site.

Updates to the handbook

The handbook exists online, on Teamworks. Policies change from time to time, and the online handbook will be updated as needed (see Changes as of July 15, 2016). At the bottom of each section in the handbook is a published reference date. That date refers to the last date on which that particular policy was updated.

This handbook supersedes all previous communications, written or oral, regarding these policies. Wells Fargo & Company created these policies, and many Wells Fargo companies have adopted them. Throughout this handbook, when you see the terms “Wells Fargo” or “the company,” it means the Wells Fargo company that employs you directly.
Additional policies

At Wells Fargo, the business groups that form our organization’s structure have a great deal of the decision-making authority. This handbook, for the most part, covers the employment policies adopted by the family of Wells Fargo companies. In many cases, however, specific legal entities or your business group may have additional policies, standards, guidelines, procedures, or approval requirements. You can find out about these from your manager.

We’re a team

At Wells Fargo, we believe that every one of us is part of the larger Wells Fargo team. The contribution of each team member is both necessary and valued. And to reflect the depth of our commitment to this concept, we don’t call our people “employees” (a cost to be managed) — they are team members (an asset to invest in).

“Team member” implies that we depend on each other to achieve our vision. Teamwork is essential for cross-sell: our desire to satisfy all our customers’ financial needs and help them succeed financially. Saying that we are one team is not enough; we have to live it. You’ll find the term “team member” throughout this handbook — so please think of yourself as an important part of the team. The people who work for each Wells Fargo company are that company. You are. We are. So when you see the words “we,” “us,” and “our” throughout this handbook, they mean all of us who work for the Wells Fargo family of companies, including the subsidiary that employs you.
Resources & References

Our approach

Our team members are our greatest assets. Giving you the resources you need to be successful is one of our highest priorities. Beyond this handbook are many additional resources you can turn to for information, help, and guidance.
Your Manager

Your manager is the first person you should go to, whenever possible, when you have questions about:

- Wells Fargo policies, guidelines, and programs
- Workplace issues
- Performance feedback
- Job expectations
- Pay
- Career development

Your manager is one of your most valuable resources at Wells Fargo. You and your manager depend on each other to succeed professionally; he or she is accountable for the work you do and is committed to helping you do the best job you can. In turn, your working relationship contributes to the success of the other team members in your business unit and our overall company goals.
Teamworks

Wells Fargo’s intranet offers online access to a variety of team member resources, including:

- Policy and benefits material
- Tools for viewing and changing personal and payroll information
- Team Member Look-Up
- Internal websites maintained by departments throughout the company
- Tools to help you improve your skills and manage your career

Teamworks is an important resource for team members and is used as the primary resource for team member communication at Wells Fargo. You can also access many Teamworks tools and functions from home, at teamworks.wellsfargo.com.
Human Resources

Each business unit in our company is supported by teams of professionals who deliver human resources services, consulting, and support to team members and managers.

Specifically, the HR Advisor team is available to assist you with questions related to Wells Fargo’s HR programs, policies, or practices and to work with you in resolving any workplace-related issues or concerns.

Examples of issues or concerns that this team may assist you with include:

- Providing answers and advice for questions or concerns about workplace policies or situations.
- Addressing a sensitive workplace concern that your manager is unable to assist you with or that you are not comfortable speaking about with your manager.
- Facilitating the resolution of a conflict with your manager or a team member that you’ve made an attempt to resolve.
- Providing consultation to team members and managers about their respective responsibilities.
- Conducting a review of a disputed employment action.

Feel free to contact the HR Advisor team if you need advice or help in solving an issue that you have on the job.

- **Online**
  For nonurgent inquiries, including corrective action reviews, attendance and punctuality issues, behavioral issues, policy interpretation, or initiation of the Wells Fargo Dispute Resolution process, complete the HR Advisor eForm to request a consultation.

- **Phone**
  For inquiries that require an immediate response, including inappropriate behavior, workplace disruption, situations that may result in potential customer harm, or situations that may warrant sending a team member home for the day, call: 1-877-HRWELLS (1-877-479-3557), option 3
  Monday through Friday, 8:00 a.m. to 5:00 p.m. in your time zone

In the eForm, please provide your name, Employee ID, telephone number, and the name and Employee ID of the team member you need to discuss. In addition, please provide a brief summary of the issue you would like to discuss along with supporting information or draft corrective action documents, as applicable.

To assist in scheduling time to discuss, please list your availability and time zone.

Alternatively, you may contact HR Advisor by phone at 1-877-HRWELLS (1-877-479-3557), option 3. Note that as HR Advisor consultations vary significantly in length, there may be hold times to speak to an HR Advisor, so please plan accordingly.

**Benefits materials**

Access materials and plan descriptions in the Benefits section on **Teamworks**. It’s important for you to know where you can refer to this material if you have a question.

**HR Service Center**

If you have basic questions about benefits, payroll, or policies that aren’t covered in your handbook or benefits materials, you can call the HR Service Center at 1-877-HRWELLS (1-877-479-3557). For TDD access for persons with hearing impairments, please call 1-800-988-0161.

**Jobs**

Our online job posting site, **Jobs**, provides you with your most important, ongoing source of information about job opportunities at Wells Fargo. It’s available on **Teamworks** and at home at teamworks.wellsfargo.com.
Employee Assistance Consulting

Many situations and changes in life are complex and may seem overwhelming. With Employee Assistance Consulting (EAC), you have a proven and trustworthy resource to help you and your team through difficult times. EAC offers a comprehensive menu of free services, 24 hours a day, 7 days a week for team members and their household family members. These services include the following:

**Services for team members**

- Confidential individual consultations and referrals for team members to assist with personal or work-related problems, including:
  - Personal, relationship, and family difficulties
  - Depression, anxiety, or other emotional concerns
  - Work or performance concerns
  - Alcohol and drug use
  - Child and elder abuse
  - Health matters
  - Grief and loss
  - Financial or legal matters
  - Crisis support

- Support for workgroups following robberies, natural disasters, and other critical workplace events
- Individual support for situations involving possible threats and domestic violence in and outside of the workplace

**Confidentiality**

Contact with EAC for individual assistance concerning personal or work-related problems is strictly confidential and voluntary. Participation in any individual EAC services is not communicated to your manager or anyone else without your expressed permission. All EAC records are kept completely separate from official personnel files.

Exceptions to confidentiality are made only when you give EAC explicit permission to release your records to an identified person or when required by law, such as:

- Situations that are imminently life-threatening
- Abuse or neglect of a child or vulnerable adult
- If EAC receives a court order for EAC records, those records may have to be turned over to a judge

**Separate services for managers**

- Management consultations on a variety of team member behavioral health situations often involving risks to the workgroup or enterprise, including:
  - Concerning displays of emotion or behavior in the workplace
  - Conflict in the workplace
  - Reports of suicidal thoughts or self-harm
  - Suspected substance abuse
  - Erratic or unusual changes in behavior
  - Accidents, serious illnesses, or a death
  - Fitness-for-duty evaluations
  - Workplace gender transition

- Post-robbery support services
- Threat assessment and management services including domestic violence
- Critical incident response and recovery support services (e.g., bomb threats, accidents, or natural disasters.)
- Line-of-business support services including: facilitations, trainings, and product development on behavioral health topics

For confidential individual team member consultation or for management consultation, call Employee Assistance Consulting (EAC) at its direct number 24 hours a day, 7 days a week at 1-888-327-0027. You can also reach EAC when you call 1-877-HRWELLS (1-877-479-3557), option 4. Visit the Employee Assistance Consulting site on Teamworks for more information.
## Communication Resources

The table below provides the different communication resources that are available to you.

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Business communications</strong></td>
<td>In addition to company-wide communications and publications, your region or line of business might have additional internal communications resources. Check with your manager for information about the resources in your business group.</td>
</tr>
<tr>
<td><strong>Corporate communications</strong></td>
<td>From time to time, you’ll receive publications — on paper or electronically — from Corporate Communications. They provide you with news and information about our company’s vision, strategy, and organization and our achievements in local and national markets. Our goal is to act and feel like one team, so it’s important for you to read these and learn about what’s going on elsewhere in the company.</td>
</tr>
<tr>
<td><strong>Emergency information</strong></td>
<td>As part of business continuity planning, each business group has procedures that provide team members with steps to follow in the event of natural disasters or other building emergencies. Ask your manager for a copy of your emergency procedures. Be sure that you understand clearly what to do in an emergency situation. For more information, see Emergency Preparedness.</td>
</tr>
<tr>
<td><strong>Information resources</strong></td>
<td>A number of internal communication resources are available to you as a Wells Fargo team member. Keep in mind that internal communications are not to be released publicly unless they are classified as Public information. For specifics on how information is classified (Public, Internal Use, Confidential, or Restricted), see the Information Security section.</td>
</tr>
</tbody>
</table>
Additional Resources

The business of Wells Fargo

Since 1852, Wells Fargo & Company has played an extraordinary role in the financial history and development of America. Visit the resources below to see why today, the Wells Fargo family of companies is an industry leader in providing diversified financial services to satisfy the financial needs of consumers, small businesses, farmers and ranchers, middle-market and large corporations, real estate developers, and local governments.

- wells Fargo.com
- Wells Fargo Today Quarterly Fact Sheet (PDF, 1.5 MB)
- Wells Fargo Stories
- Vision & Values
- Culture of Caring
- One Wells Fargo
- Social Responsibility
- Diversity and Inclusion
- Company Business Divisions

Wells Fargo Corporate Library

The Wells Fargo Corporate Library contains more than 4,500 books, audiobooks, and DVDs available for checkout as well as expanded online magazine and business article browsing functions, book summaries, and much more. Some of the many topics include personal and professional development, technology and business, and finance. Team members who work in the United States can search the entire collection and order items free of charge through an online reservation system. The online book summaries and magazine and journal database are available to team members who work in the United States and in locations outside of the United States. Managed resources also have access. See Using the Corporate Library for information on loan periods, overdue and replacement items, and copyright guidelines. Library services include:

- Access to personal and professional development resources.
- Free access to online resources that include magazines, journals, and expertly written book summaries.
- The library accepts donations and recommendations for the collection.

How to reach us

You can request our services by visiting the Wells Fargo Corporate Library site.

Information Research Services

Information Research Services provides the information you need to better understand your clients, ultimately positioning you to deliver superior financing solutions. Information Research Services is staffed by experienced research consultants in New York, Charlotte, and San Francisco and is available to all team members. We seek to be your one-stop shop for valuable business research with one or more of the following:

- Company research
- Industry research
- Rating agency commentaries
- Comparable deal information and statistics
- Economic data and statistics
- SEC and legal filings research
- News
How to reach us

You can request our services by visiting the Information Research Services website.

Additional information

Other support departments are mentioned throughout this handbook; feel free to contact them with your questions. This handbook gives company-wide numbers and email addresses when available, and you can also find information on these and many other departments by looking for their listings in Sites A–Z on Teamworks.
Glossary

- A – E
- F – J
- K – O
- P – S
- T – Z
A – E

A

Accommodations Management

A resource for team members and managers who need assistance in responding to a medical condition or restriction that impairs a team member’s ability to perform one or more of the essential functions of his or her current job duties.

active working status

Days when a team member is actually on the job (including time on reduced work schedule) or is on regularly scheduled days off, holidays, jury duty, bereavement time off, or Paid Time Off (PTO).

administrative leave

Time away from work in certain situations where appropriate as determined by Wells Fargo (for example, to conduct an internal investigation).

Affirmative Action Plan (AAP)

An annual written action-oriented program designed: to affirmatively reach out to internal and external minorities, women, veterans, and individuals with disabilities; to align appropriate representation of these groups based on availability of qualified individuals inside and outside the organization; and to identify and eliminate any potentially unlawful barriers to employment in the sourcing, recruitment, hiring, promotion, termination, and compensation practices at Wells Fargo. Affirmative Action plans serve to support Equal Employment Opportunity laws and Wells Fargo Diversity Programs.

alternative schedule

A schedule in which the length and number of workdays are predetermined and constant but may be less than five days per week or longer than eight hours per day (for example, a 10-hour day for four days each week).

applicant

A person who expresses interest in employment for an open position by submitting a resume or completing an application through the Wells Fargo website or is otherwise considered by Wells Fargo, and:

• Wells Fargo considers (reviews a resume or employment application, does an impromptu interview, etc.) the individual for employment for the particular position
• The individual’s expression of interest indicates that he or she possesses the basic qualifications and eligibility requirements for the position
• The individual does not withdraw himself or herself from further consideration

AU

Accounting Unit; see business group.
B

_base pay_

See base salary.

_base salary_

Base salary is a team member’s regular rate of pay for time worked (without bonuses, incentives, commissions, overtime, or shift differentials). Base salary is expressed as an annual salary for exempt team members and as an hourly rate for nonexempt team members. A nonexempt team member’s base salary is approximated for many purposes and is based on the hourly rate and standard hours (regularly scheduled hours for a workweek).

_beneficiary_

A person, trust, charitable institution, or an individual’s estate that the individual designates to receive benefits upon the individual’s death.

_blog_

An online, real-time posting of content on a common internet or intranet web page. Blogs are interactive; they enable visitors to leave public comments or share and collaborate on documents. Blog entries are dated and time-stamped with content listed in reverse chronological order.

_breaks_

Paid rest periods of no more than 15 minutes, scheduled as appropriate (or legally required) by the manager.

_bulletin boards_

An area (on a wall or kiosk or through a computer) for posting official or work-area-specific information.

_business group_

A group of Wells Fargo businesses or support functions reporting directly or indirectly to members of the company’s operating committee; may contain multiple business units.

_business need to know_

Describes a need to know a fact or circumstance when a team member must have such knowledge to properly perform his or her job or to make appropriate business decisions within the scope of the job. It also exists for those senior managers who must determine whether further investigation or action is necessary to resolve a matter or whether reporting or other action outside of the company is advisable or required.

C

Candidate

A generic term used to describe the entire population of job seekers, applicants, and contacts.

_chain of reporting relationship_

A series of management positions in order of authority.
child (for purposes of FMLA)

A son or daughter who is the biological child, adopted or foster child, stepchild, or legal ward of a person standing in loco parentis, if the child is under age 18 (or of any age if incapable of self-care due to a mental or physical disability).

COBRA

Questions about how your termination of employment will affect your benefits, including information on COBRA health coverage that you and your covered dependents may elect. BenefitConnect is a centralized resource for information about COBRA continuation coverage and benefits available after you retire. Telephone inquiries for COBRA continuation coverage should be directed to the BenefitConnect | COBRA Service Center at 1-877-29-COBRA (1-877-292-6272), Monday through Friday, 8:00 a.m. to 6:00 p.m. Central Time (excluding holidays). International callers should use 1-858-314-5108. You can also access your COBRA information online at BenefitConnect | COBRA at www.cobra.ehr.com.

computer system

A system or network of one or more computers and associated software that provides an interactive system in support of business operations and its end users.

confidential information

Refers to sensitive company and consumer data that have a medium to high risk level. Access is limited to groups with a business need to know, as required to perform a particular business function or activity. Unauthorized disclosure or destruction of confidential information may have a negative impact on consumers, Wells Fargo, and its customers or team members or result in regulatory, reputational, or financial consequences.

confirmation letter

A document that acknowledges a verbal offer and acceptance by the applicant. Also see offer letter.

consumer

An individual about whom Wells Fargo has obtained information for any purpose, including marketing its services, evaluating an application for employment, or for other purposes. A consumer is not necessarily a customer or team member of Wells Fargo at the time his or her information is obtained. Not all consumers enter into a relationship with Wells Fargo.

corporate hire date

A team member’s first actual workday or a rehired team member’s previous hire date when the break in service qualifies to be considered continuous service. The corporate hire date is used as the service date applicable for benefits such as PTO, the Short-Term Disability Plan, the Salary Continuation Pay Plan, and service recognition. This date generally reflects prior service from acquisitions made by Wells Fargo.

If a team member has prior Wells Fargo service and is rehired, see the Reemployment section of the Team Member Handbook for the impact on the corporate hire date.

corrective action

A specific action, determined by management, to address a performance concern or policy violation by a team member.
**discipline**

A form of corrective action.

**displacement**

Termination of employment initiated by management as a result of economic or operational factors requiring workforce reduction.

**distribution**

The dissemination of information by print, voice, or electronic means.

**domestic partnership**

A team member and one other person of the same or opposite sex who share a single, dedicated relationship and who can provide a certificate of domestic partnership from a city, county, or state (or, if they live in an area where such a certificate is not available, who share a relationship that meets the criteria outlined for domestic partner benefits offered by Wells Fargo).

**double custody (also see dual control)**

Requirement that two or more persons be present to process one transaction. Double custody also exists when items or documents reside under the control of at least two persons, both of whom are required to gain access to the items or documents through the use of keys or combinations.

**dual control (also see double custody)**

When transactions are required to be processed by two or more persons within the same area.

**E**

**electronic device**

Equipment used to access data that requires an electric current to operate. Electronic devices are considered “inactive” when disassociated from their power source. This definition includes but is not limited to servers, hard drives, electronic media, remote-access tokens (“security fobs”), and cell phones.

**electronic media**

Digital or analog material on which data are stored that requires an electronic device to access its content. This definition includes both removable media (for example, digital tapes, VHS tapes, DVDs, CDs, diskettes, floppy disks) and nonremovable media (for example, internal hard drives, solid-state memory).

**Electronic Personnel File (EPF)**

The Electronic Personnel File is the system that provides team members and managers with online access to Official Personnel File documents.

**electronic smoking devices**

Products designed to deliver nicotine or other substances to a user in the form of a vapor that can be inhaled. These devices are sometimes designed to resemble a cigarette, cigar, cigarillo, or pipe.
**e-message**

Electronic communications sent between two or more parties, including email, text messages (SMS, MMS), and instant messages (IM).

**employee**

See team member.

**Employee Assistance Consulting (EAC)**

The Wells Fargo Employee Assistance Consulting (EAC) team consists of behavioral health professionals who provide confidential consultation to individual team members and their household family members on a wide variety of personal and work-related concerns. EAC consultants assist with locating local mental health and substance abuse treatment providers and community resources. The EAC team also provides direct support to team members and leaders affected by robberies, threats, domestic violence, disasters, or critical incidents. EAC delivers special consulting services to managers, HR professionals, and corporate partners covering a wide range of topics involving behavioral health risk to the workplace. For confidential individual team member consultation or for management consultation, call Employee Assistance Consulting (EAC) at its direct number 24 hours a day, 7 days a week at 1-888-327-0027. You can also reach EAC when you call 1-877-HRWELLS (1-877-479-3557), option 4. Visit the Employee Assistance Consulting site on Teamworks for more information.

**Employee ID number**

The six-digit number assigned to a team member by the Human Resources Information System (HRIS) when the team member is hired. Employee ID numbers never change and are never reissued to new team members. The number becomes inactive if the team member leaves Wells Fargo and is reassigned to the same team member if he or she returns.

**employment verification**

The formal response by the HR Service Center to inquiries regarding present or past team members, verifying dates of employment and job title.

**essential job functions**

Particular tasks or activities of the job that are fundamental and critical to meeting expectations set for a specific job.

**exempt team members**

An exempt team member is an individual whose position is exempt from the minimum wage and overtime provisions of the FLSA. Exempt team members do not receive overtime compensation.

Other state or local provisions may apply to certain positions. If you have any questions about the classification of your position, please contact your manager.
Fair Labor Standards Act (FLSA)

The Fair Labor Standards Act (FLSA) is federal legislation that provides for, among other things, a federal minimum wage, overtime compensation for nonexempt positions, and protections against unsafe working conditions and certain child labor practices.

Other state or local provisions may apply to certain positions. If you have any questions, please contact your manager.

Family and Medical Leave Act (FMLA)

A federal entitlement, for team members who meet eligibility requirements, to have job reinstatement rights when taking time away from work for one of the qualifying family and medical reasons.

family member

For situations unrelated to FMLA, Wells Fargo defines a family member as a team member’s:

- Spouse or domestic partner, regardless of gender
- Parents and grandparents (including great-, step-, in-law, domestic partner, foster, and in loco parentis relationships)
- Children and grandchildren (including great-, step-, in-law, domestic partner, and foster relationships)
- Brothers and sisters (including step-sibling, in-law, foster, and domestic partner relationships)

For FMLA, Wells Fargo defines the term “family member” as a spouse or domestic partner (regardless of gender), parents, and children, including biological, adopted, or foster children, a stepchild, a legal ward or a child of a person standing in loco parentis, having a child who is under 18 years of age or 18 years of age or older and incapable of self-care because of a mental or physical disability.

final notice

A form of corrective action; a one-time, written notification just short of termination of employment. If the same or similar situation occurs again at any time during employment at Wells Fargo, employment will be terminated immediately.

fitness for duty

A company-requested examination of a team member, performed by a health care professional outside of the company, with the purpose of obtaining a neutral, professional opinion solely to determine the team member’s ability to perform his or her job based on concerns about:

- The team member’s ability to safely perform his or her role and duties.
- The team member’s behavior being grossly inappropriate for the workplace.
- Workplace safety.

flexible team member

Team members who may work regularly on a flexible schedule but are not classified as regular or part-time. A flexible team member may work any number of hours on given projects, may fill in when needed regardless of the hours, is on call, or may work only certain times of the month or year.
FLSA


FMLA

See Family and Medical Leave Act.

focal review

Focal review is the time of year when managers assess team member performance, review salaries, and, if appropriate, determine short-term incentive awards and long-term incentives. Focal reviews at Wells Fargo are typically conducted annually in Q1 but there may be variations in countries outside the U.S.

formal warning

A form of corrective action that is a written notification of a performance, attendance, punctuality, or conduct issue, including specific requirements for improvement and a warning that termination of employment may result if the required improvement does not occur.

H

hacking

Unauthorized access to computer systems, either for personal enjoyment or for malicious or fraudulent purposes.

health care provider

A doctor of medicine or osteopathy who is authorized to practice medicine or surgery by the state in which the doctor practices. It also includes any other persons whose certification of the existence of a health condition is accepted for purposes of a claim under Wells Fargo’s current medical plans.

hiring manager

The individual who makes the final decision during selection process. Additionally, the hiring manager is the individual to whom a new or transferring team member will report.

HR Advisor team

Centralized teams of Employee Relations consultants who specialize in workplace policy interpretation and helping team members and managers resolve workplace conflicts.

HR Service Center

A centralized resource to answer team members’ questions about pay, benefits, leaves, employment verification, HR Online tools, and many other HR- and payroll-related topics. This group serves all Wells Fargo team members company-wide.

Human Resources Management System (HRMS)

A database of HR information accessed and maintained by Wells Fargo’s computer network. It is a position-driven system that is set up according to Wells Fargo’s organizational structure and that tracks all positions and their reporting structure throughout the organization.
I-9


incentive compensation

Incentive pay is pay contingent on organizational, group, or individual performance against predetermined goals, considered "pay at risk." Incentive pay includes discretionary and formulaic incentives for either short-term or long-term performance.

independent contractor

A nonemployee who holds an agreement with Wells Fargo to provide a specific product or service. These resources are typically engaged for a specialized need or service and Wells Fargo does not have the right to direct or control the work of the individual. Services are primarily performed off Wells Fargo's premises.

informal warning

A form of corrective action that includes verbal notification, written notification, or both of a performance, attendance, punctuality, or conduct issue, including specific requirements for improvement and a warning that termination of employment may result if the required improvement does not occur.

Information Security Consultant (ISC)

The individual in each group or line of business who is responsible for working with his or her business management to develop and maintain an information security program that complies with the Corporate Information Security Policy as a means of managing business information security risks.

information security incident

An adverse event in an IT system, network, or physical environment — or the threat of the occurrence of such an event (for example, a Wells Fargo laptop containing 1,000 confidential customer records, stolen from a team member's home). Incidents are divided into four classifications depending upon the criticality of the incident.

information sharing

Refers to a customer's ability to choose not to have his or her information shared internally within the Wells Fargo family of companies for some purposes. The two types of information sharing are:

- Internal sharing: The act of sharing any customer information internally with another Wells Fargo affiliate or legal entity. This includes sharing files of customer information for servicing, analytical, or marketing campaigns as well as one-off sharing, such as referrals.
- External sharing: The act of sharing any customer information externally with a Wells Fargo-approved third-party vendor for servicing, analytical, or marketing purposes.

in loco parentis

Commonly understood to refer to a relationship in which a person has put himself or herself in the situation of a parent by assuming and discharging the obligations of a parent to a child with whom he or she has no legal or biological connection.
**instant message (IM)**

A form of real-time communication based on typed text. The text is conveyed through applications connected over a network, such as the internet.

**insubordination**

Includes but is not limited to situations when:

- A team member fails or refuses to follow a manager's lawful instructions or perform assigned work.
- A team member refuses to stop an activity, behavior, or language that a manager has directed him or her to stop.
- A team member's language or verbal or physical conduct in the workplace is openly hostile or inappropriate.

**internal use information**

Refers to company and consumer data that has a low risk level. It is generally available to team members who have a basic need to know but should not be improperly disclosed outside the company. Unauthorized disclosure or destruction of internal use information would have minimal impact to consumers, Wells Fargo, and its customers or team members.

**involuntary termination**

Ending of a team member's employment at Wells Fargo's direction.

**IRCA**

The Immigration Reform and Control Act of 1986 as amended; forms the basis of Wells Fargo's verification of employment eligibility policies.

**J**

**job abandonment**

Includes:

- Being absent from work for three or more consecutive scheduled days, unless otherwise designated by your state, without notifying your manager. After three consecutive days, Wells Fargo requires a five-day waiting period before terminating the team member.
- Notifying your manager that you no longer have an intent to continue employment with Wells Fargo and subsequently failing to report to work for three or more consecutive scheduled days.
- Notifying your manager that although you do not intend to resign, you no longer plan to report with Wells Fargo and subsequently you fail to report to work for three or more consecutive scheduled business days.
- Not contacting your manager when you're available for work at the end of an approved leave of absence.
**job class codes**

A job class code is used to identify a team member's pay that is eligible for Wells Fargo and Company benefit plans. Compensation assigns one of three job class codes to each Wells Fargo job. Job class code 2 is assigned to most jobs except: job class code 1 is assigned to certain mortgage positions in Wells Fargo's Consumer Lending Group; job class code 5 is assigned to jobs with a pay structure designed to deliver 40% or more of target cash through incentives, paid primarily on a monthly or quarterly basis.

**job code**

A job code is a six-digit code that identifies a specific Wells Fargo job and associated job title. The first digit indicates the EEO job category (U.S. only), the second two digits represent the job family code, and the last three digits are sequential. Outside of the U.S., the first digit is an alpha character where "I" represents India and "N" represents all other countries. A job code is assigned to every job in Wells Fargo.

**job reinstatement**

The activity of returning a team member to the same or similar job when he or she returns from a leave of absence.

**job seeker**

A person who expresses interest in employment through the Wells Fargo website (whether or not this person has the basic qualifications, meets eligibility requirements, or is considered for employment).
K—O

K

kiosk

A small, free-standing structure with open sides used to post or distribute information or allow access to information, computer systems, products, or services.

L

leave of absence

Time away from work (with or without pay) as permitted by Wells Fargo for reasons including but not limited to a medically certified health condition, family care, personal needs, or military duty.

M

MAC

Mail address code; the internal Wells Fargo address for delivering interoffice mail and reports.

malware

Malicious software. A generic term that covers a range of software programs and types of programs designed to attack, degrade, or prevent the intended use of a device or network. Types of malware include viruses, worms, Trojans, malicious active content, denial of service attacks, and software that passively observes the use of a computer (Spyware).

managed resource

Workers obtained through a third-party supplier to fill short-term staffing needs, including coverage for team members on leave, temporary increases in workload volumes, projects, or for specialized skills. Wells Fargo has the right to direct the resource’s work activities. **Work is generally performed on Wells Fargo’s premises.**

manager

As used throughout this handbook, a term that includes supervisors and managers and other various levels of management with the authority to hire, assign, promote, evaluate, and reward or discipline other team members; grant salary increases; resolve disputes; terminate another team member’s employment; authorize expenditures; or effectively recommend any of these actions.

Manager's desk file

A file for each team member that contains documents that reflect that team member's employment history. The manager's file should contain the following types of documents:

- Performance planning (originals)
- Performance reviews (copies; originals are sent to the Official Personnel File)
- Documentation of performance accomplishments or concerns for the current performance management cycle
- Formal corrective action documentation (copies; originals are sent to the Official Personnel File)
- Informal warnings (originals; do not send these to the Official Personnel File unless you are forwarding the entire manager’s file at time of termination)
**meal period**

Unpaid time off, ranging from 30 to 60 minutes, scheduled by the manager as appropriate (or legally required) at or near the middle of the shift.

**minor**

Person under 18 years of age.

**mobile computing device**

A form of electronic device that includes both portable and handhelds (laptop, PDA, smartphone) with removable or fixed writable memory (memory card or stick, CD, external hard drive, USB flash drive) used to perform work functions and to store and transport information.

**Multimedia Messaging Service (MMS)**

A telecommunications standard for sending messages that include multimedia objects (images, audio, video, rich text). MMS, an extension of the SMS standard, allows longer message lengths and uses Wireless Application Protocol (WAP) to display content.

N

**new hire**

A team member who is hired from outside of Wells Fargo & Company and all related Wells Fargo companies.

**nonemployee resource**

Individuals who are not employees (non-team members) of Wells Fargo. These resources are either employees of a supplier (e.g., third-party supplier, employment agency) who provide a service to Wells Fargo, or individuals providing a service through a Wells Fargo supplier contract. Nonemployees may or may not have access to Wells Fargo systems and facilities.

**nonexempt team members**

A nonexempt team member is an individual whose position is subject to the minimum wage and overtime provisions of the Fair Labor Standards Act (FLSA). Nonexempt team members are paid overtime (generally at 1.5 times their regular rate of pay) for each hour over 40 hours actually worked in a particular workweek.

Other state or local provisions may apply to certain positions. If you have any questions about the classification of your position, please contact your manager.

**nonmanaged resource**

A nonemployee procured through a third-party supplier to provide services for a project or assignment where the supplier, not Wells Fargo, controls the work of the resource. The resource may or may not work at a Wells Fargo location.

O

**observed holiday**

Standard holidays observed at Wells Fargo.
offer letter

A document sent to extend terms of employment or to confirm an oral offer of employment that the applicant has yet to accept. Also see confirmation letter.

Official Personnel File

The official data that reflect a team member’s employment, which generally contains documents that the team member has signed. This includes such items as:

- Employment application
- Handbook acknowledgment
- Resumes
- Offer letter
- Tax-withholding forms
- Performance reviews
- Attendance records
- System and policy acknowledgments
- License documentation
- Formal counseling documents (including formal warnings and their follow-up improvement memos or final notices)
- Documents related to the termination of employment

operator-assisted calls

Business conference calls that are managed by a contracted Wells Fargo provider. The Operator introduces the speakers for the call, provides participants instructions, manages question and answer sessions as part of a call, and discloses additional details about the call, including recording details of the conference call. (See Conferencing Services, Operator-Assisted Conferencing)

overtime hours

Overtime is a premium rate of pay required by the Fair Labor Standards Act (FLSA), paid to nonexempt team members who work more than 40 hours in a particular workweek. This does not include hours for which pay is received but work is not performed, such as PTO, holidays, jury duty, or other paid time away, including disability and bereavement. The standard overtime rate is 1.5 times his or her regular hourly rate. Some states also have provisions for paying overtime based on daily work hours, e.g., in California overtime pay is required for hours worked over eight in a day and 40 in a week.
Paid Time Off (PTO)

Days that a team member may use for a number of reasons, including vacation time, personal or family illness, school activities or conferences, variable holidays, religious observances, personal business, or weather problems.

Parent (for purposes of FMLA)

The biological, adoptive, step-, or foster father or mother, or any other individual who stands in loco parentis to a team member when the team member is under 18 years of age.

Part-time team member

Team members scheduled to work between 17.5 and 29 hours per week (other than those classified as flexible team members).

Pay period

The two-week period ending at midnight on the Saturday before the regularly scheduled pay day.

Performance counseling and corrective action

Any management action designed to correct or address a team member whose job performance, attendance, or conduct does not meet company expectations, deviates from established practices and procedures, or adversely affects Wells Fargo’s operations.

Performance objectives

Measurable goals or business results that a team member is expected to achieve in a given time frame.

Performance review

The formal, written documentation of employee job performance and work-related behaviors that has been approved by the manager and reviewed with the team member.

Phishing

The act of convincing potential victims to share sensitive or personal information. Traditional phishing involves widespread distribution of fraudulent emails purporting to be from legitimate companies. These emails contain an urgent request for the email recipient to click a link that directs the recipient to a fraudulent website and requests sensitive information, such as an account number, PIN, or Social Security number. Once captured, this information can be used to commit fraudulent activity, including identity theft.
**policy**

A policy is a statement of management’s expectations that directs team members toward achieving business objectives. Policies establish the business’s operating principles that help management attain a proper balance between risk and reward. A corporate policy applies company-wide wherever the relevant activity is carried out. A business policy applies to one or more business groups or to one or more businesses within a group.

**portable digital storage media (PDSM)**

A form of electronic media that includes both removable writable memory (for example, memory card or stick, CD, external hard drive, USB flash drive) and mobile computing devices with removable or fixed or both writable memory (for example, PDA, MP3 player, laptop, smartphone) used to store information, transport information, or both.

**position**

A designated slot within the Human Resources Management System (HRMS) database that is assigned to only one team member at a time.

**position number**

A numerical indicator assigned to each slot in the HRMS database assigned to an individual team member.

**primary care giver**

The person certified with our leaves and claims administrator as the individual who has primary responsibility for the care of the child at the time of his or her birth or placement and throughout the identified leave period.

**promotion**

A promotion is a move to a position of significantly greater responsibility, scope, and impact on the organization where typically the target total cash compensation (TTCC) of the new job is 10% or greater than the previous job. TTCC is calculated as the base market reference point (MRP) plus target incentive, if applicable. A promotion can also be a move from one level to another in a job hierarchy (for example, Accountant 3 to Accountant 4).

**PTO**

See Paid Time Off.

**public information**

Refers to data either commonly available openly in the public domain or intended for unrestricted use beyond our organization. Disclosure of public information by itself would not result in harm to consumers, Wells Fargo, or its customers or team members.

**R**

**reasonable accommodation**

Any change to or in the work environment that the employer can adopt without undue hardship to permit a qualified team member or applicant with a disability to perform the essential functions of the job.

**reduced work schedule**

The work schedule for a team member who is on a leave of absence for a portion of each regularly scheduled workday or workweek.
reference

A past or present employer, manager, or client with whom an applicant has had a relationship that would allow the person to comment about the applicant’s work credentials.

regular team member

Team members scheduled to work 30 or more hours per week (other than those classified as flexible).

rehire

A new team member who has past employment experience with a Wells Fargo company.

rehire date

The return date of a team member who returns to work at Wells Fargo.

resignation

A voluntary termination of employment initiated by the team member.

restricted information

Refers to sensitive company and consumer data that have a high risk level. Access is limited to explicitly predesignated individuals with a stringent business need to know. Unauthorized disclosure or destruction of restricted information would cause severe harm to consumers, Wells Fargo, its customers, or team members; could result in severe regulatory, reputational, financial damage, or all of these; or provide significant advantage to a competitor.

retaliation

In response to a protected activity by the team member, subjecting that team member to any harmful conduct, whether or not it occurs at the workplace, that has a material adverse affect on a team member’s compensation, working conditions, or work environment.

S

safe time

Time away from work provided for by some city and state laws to allow team members to deal with issues related to domestic violence or stalking, depending on the law.

salary

See base salary.

salary continuation pay

A form of severance pay provided to eligible team members who experience a qualifying event as defined in the Wells Fargo & Company Salary Continuation Pay Plan (see Benefits Book).
**salary increase**

A salary increase, typically occurring during focal review, is used to ensure that team members are paid appropriately within the pay distribution range (PDR). Factors managers consider when determining a base salary increase include the team member’s performance, pay position in the PDR, and the salary review budget. If a team member’s pay is already appropriate within the PDR, he or she may not receive a base salary increase in a given year.

**serious health condition**

An illness, injury, impairment, or physical or mental condition that involves inpatient care in a hospital, hospice, or residential medical care facility or continuing treatment by a health care provider that includes a period of incapacity of more than three days. With respect to team members, the term "serious health condition" covers conditions or illnesses that affect the team member’s health to the extent that he or she must be absent from work on a recurring basis or for more than three days for treatment or recovery. With respect to family members, the term "serious health condition" is intended to cover conditions or illnesses that affect the health of the family member so that he or she is similarly unable to participate in school or in his or her regular daily activities.

**shift differential**

A shift differential is a premium, calculated as a percent of base salary, paid to team members for hours worked in Shift 2, defined as 4:00 p.m. to 8:00 a.m.

**Short Message Service (SMS)**

A communication service standardized in the global system for mobile communications, allowing the interchange of short text messages (maximum of 160 alphanumeric characters) between mobile telephone devices.

**similar job**

A job with like duties and responsibilities, pay, and location.

**social media**

Online sites and capabilities that enable users to contribute or share content, engage in discussion, rate or indicate approval of content, categorize content, or facilitate connections or communications among users.

**solicitation (team member)**

A request for time, money, or other resources or commitment from one individual or group to another individual or group of individuals, presented either verbally, electronically, in writing, or by telephone.

**solicitation preference (customer)**

How a customer prefers to be contacted for marketing purposes.

**spam**

The abuse of electronic messaging systems to send unsolicited bulk messages that are usually undesired by the recipients. While the most widely recognized form of spam is email spam, the term has been applied to similar abuses in other media channels (for example, instant messaging spam, text message spam, blog spamming).
**standard hours**

A set number of hours that a team member is expected to work each week, as maintained in the Human Resources Management System (HRMS). Standard hours are **not** the same as scheduled hours — for example, a team member may have standard hours of nine hours per week but, based on business needs, may be scheduled for three hours on Monday, Wednesday, and Friday one week and four-and-a-half hours on Tuesday and Thursday the next week.

**standard workweek**

A fixed and regularly recurring period of work within the week, usually beginning on Sunday at 12:01 a.m. and ending on Saturday at midnight.

**subsidiary**

A company that is owned, in whole or in part, by Wells Fargo & Company.
T

team member

A person who is an employee of Wells Fargo & Company or any of its subsidiaries.

Teamworks

Wells Fargo’s intranet site for team members.

terms and conditions of employment

Includes but is not limited to wages, benefits, hours of work, performance measures and evaluations, work assignments, discipline, work policies, and standards.

text message

Brief written messages transmitted through cellular networks between two or more mobile phones. Types of cellular text messages include Short Message Service (SMS) and Multimedia Message Service (MMS).

transfers

Team members transferring from one Wells Fargo company to another, with no break in service.

U

unapproved leave of absence

A leave that does not meet the stated procedures for taking a leave, including the timely submission of required

V

verbal offer

An unwritten offer of employment to an applicant for a specific open position, made by a hiring manager or HR.

voluntary termination

Ending of a team member’s employment due to resignation, job abandonment, death, or retirement.

W

wiki

Web pages that allow users to add content but also allow others to edit the content. Used collaboratively for content management, allowing documents to be written collectively using a web browser.
**work-related injury or illness**

An injury or illness to a team member arising out of, and in the course of, employment according to applicable state statutes.

**Workers’ Compensation**

A program that provides benefits to team members for illnesses or injuries arising out of employment. Workers’ Compensation is a legal obligation required of employers by state law. As such, the benefits granted will vary from state to state.

**work areas**

Work sites and areas immediately surrounding them, including areas where customers are present, but not elevators or team member rest areas, including lounges, restrooms, and lunchrooms.

**workday**

The period between the time on any particular day when a team member is scheduled to start his or her principal activities and the time on that day when those activities are scheduled to stop.

**workplace**

For purposes of these policies, refers to and includes any place in which a team member conducts business on behalf of Wells Fargo or its customers and any event that is sponsored by Wells Fargo.

**work time**

All time when a team member is required to be engaged in work tasks; does not include his or her own time, such as meal periods, scheduled breaks, and time before or after scheduled work time.

**workstation**

A computer, usually intended for use by one individual at a time (that is, a desktop, laptop).

**workweek**

See standard workweek.
Employment & Hiring

Our approach

Wells Fargo believes in and is committed to diversity. We recruit, hire, and promote team members based on their individual ability and experience and in accordance with Equal Employment Opportunity and Affirmative Action laws and regulations. Our policy is that we do not discriminate on the basis of race, color, gender, national origin, religion, age, sexual orientation, gender identity, genetic information, physical or mental disability, pregnancy, marital status, status as a protected veteran, or any other status protected by federal, state, or local law. We also strive to go beyond these basic guidelines to recruit and retain a high-caliber, inclusive workforce that reflects the growing diversity of our marketplace.
Employment at Will

This handbook is not a contract of employment. Your employment with a Wells Fargo company has no specified term or length; both you and Wells Fargo have the right to terminate your employment at any time, with or without advance notice and with or without cause.

This is called "employment at will." Only an officer of Wells Fargo at the level of executive vice president or higher, authorized by the senior Human Resource leader for your business group, may alter your at-will status or enter into an agreement for employment for a specified period of time. Any modification to your at-will employment status must be confirmed in writing by an officer of Wells Fargo at the level of executive vice president or higher and authorized by the senior Human Resource manager for your business group.
Affirmative Action, EEO, & Diversity

At Wells Fargo, we strive to provide advancement opportunities for everyone. Although there are differences between our Affirmative Action, Equal Employment Opportunity, and Diversity programs, each builds upon the other to make sure that all team members are treated with equality and respect and given the opportunity to make a contribution to our company’s success.

As a Wells Fargo team member, you’re expected to comply with the spirit and intent of these policies. To better understand the roles of Affirmative Action, Equal Employment Opportunity, and Diversity, it’s helpful to define them.

To help Wells Fargo build and maintain an inclusive environment, we encourage team members to update their personal information on Teamworks to reflect their own diversity including gender, race/ethnicity, disability, status as a protected veteran, sexual orientation, or gender identity.

| Affirmative Action, Equal Employment Opportunity, and Diversity programs |
|---|---|---|
| **Objective** | **Affirmative Action** | **Equal Employment Opportunity** | **Diversity** |
| Hire, retain, and promote minorities, women, protected veterans, and individuals with disabilities for the company’s workforce to reflect their representation within the relevant labor pool. | Ensure that all people are given equal opportunity, with respect to employment. | Create a diverse, high-quality workforce that mirrors the demographics of the communities served. |
| **Benefits** | Ensures compliance with federal regulations. | Encourages equal employment for job opportunities. | Promotes utilization of entire general labor pool for recruitment, retention, and promotion of the most qualified individuals. |
| Measures hiring, promotion, and other employment-related activities to assist in supporting our Equal Employment Opportunity and Diversity objectives. | Encourages consistent administration of personnel policies. | Provides a competitive advantage by enhancing ability to market products and services to an increasingly diverse customer base. |
| | | Creates positive impact on productivity, teamwork, team member involvement, and retention. | |

**Affirmative Action**

Companies that do business with the federal government must comply with Affirmative Action laws. Wells Fargo has federal contractor status to the extent that it has ongoing business contracts with the federal government. Affirmative
Action plans set goals and timetables for hiring and promoting women and minorities, establish a hiring benchmark for protected veterans, and set a utilization goal for individuals with disabilities. The goals for women and minorities are set based on the difference between:

- The availability of people with the necessary skills who fall into these groups within the general populations of the geographic areas where we do business and
- The actual representation of people in these groups within our company.

**Goals vs. quotas**

You may have heard the term "quotas" used with Affirmative Action, so it's important that you understand the difference between quotas and Wells Fargo's Affirmative Action goals.

- Quotas are court-imposed mandates designed to correct patterns of discrimination against a particular set of individuals (for example, women or specific minority groups) that have been documented by evidence. Wells Fargo’s Affirmative Action planning is not based on quotas.
- Affirmative Action goals are targets that Wells Fargo establishes and tries to reach through good-faith efforts of recruitment, placement, retention, and promotion.

At Wells Fargo, we consider our Affirmative Action plan a resource to help us identify and develop diverse talent and increase diverse and inclusive representation at all levels of the company.

**More information**

Check with your manager for more information on Affirmative Action. A corporate resource on this topic is Wells Fargo's Affirmative Action Program booklet, Developing and Maintaining a Diverse Workforce (PDF), available as form HRS38139 on Forms Online on Teamworks.

**Equal Employment Opportunity**

Equal Employment Opportunity refers to government regulations requiring that all people, regardless of race, color, gender, national origin, religion, age, sexual orientation, gender identity, genetic information, individuals with disabilities, pregnancy, marital status, status as a protected veteran, or any other status protected by federal, state, or local law,* have equal opportunities for hire, promotion, and with regard to all terms and conditions of employment.

Our equal employment opportunity policy specifies that Wells Fargo team members and job candidates will not be subject to discrimination, harassment, or retaliation for:

- Filing a complaint.
- Assisting or participating in an investigation.
- Inquiring about, discussing, or disclosing your own pay or the pay of another employee or applicant.**
- Opposing any unlawful act or discriminatory practice.
- Exercising any of their rights protected under federal or state laws and regulations.

For related information, see Working with an Illness or Disability, Dispute Resolution, and Employee Rights Notices.

*Laws in certain locations (for example, New York City) indicate additional protected classes, all of which are included in this policy by reference.

**A team member whose essential job functions require the regular access of team member compensation information is subject to corrective action for an inappropriate disclosure of such information.
Diversity

Diversity is all the ways in which we are different and similar. Business diversity encompasses the differences and similarities in our workforce structure and marketplace. Managing diversity well means creating the organizational and personal “know-how” to:

- Tap the full potential of the workforce.
- Operate successfully within our varied structures and geographies.
- Serve our marketplace with products and services that meet the needs of our diverse customer base.

For more information about diversity at Wells Fargo, visit the Enterprise Diversity and Inclusion site on Teamworks.
Employment of Friends & Relatives

We welcome friends and relatives of Wells Fargo team members to be considered for employment under our usual hiring policies. However, we need to avoid situations that create actual or perceived favoritism, conflicts of interest, or potential security or audit risks.

Work relationships with related people

For the reasons above, we place restrictions on business relationships between team members, nonemployees, and people to whom team members are “related” — including relationships that develop following hire. We consider the following people to be “related” to a team member:

- Family members (see definition in the Glossary).
- Other close relatives not specified in the basic definition of “family member.”
- Significant others.
- Roommates or members of the same household.
- Anyone else whose relationship to the team member could be perceived as causing a conflict of interest (see Personal Relationships at Work).

Team members are required to timely notify management of any relationship that could pose a conflict or violate the policy. Failure to inform Wells Fargo of the potential conflict or violation will be grounds for corrective action, which may include termination of employment.

We do not allow:

- “Related” people to hire or supervise another, either directly (the immediate supervisor) or indirectly (any manager who is above the supervisor in the chain of reporting relationships or who has significant influence over the team member, nonemployee, or individual on a STAR assignment, even if he or she is in a different business line).
- Two “related” people to control a double custody or dual-control arrangement when required for a business process (see “dual control” in the Glossary).
- A “related” person to review or audit the work of another or to conduct a transaction on behalf of the other, whether in the same or a different department.

Except in the following circumstances:

Sales relationships within Wells Fargo Advisors that are outside of the chain of reporting relationships and that do not violate the supervision, audit, or dual-control provisions are permitted, provided that they are disclosed to and approved in advance by the line of business senior HR leader.

Resolution of policy violations

Team members who marry or become related by marriage, domestic partnership, or other arrangement while employed by Wells Fargo may retain their positions, provided that they are not in violation of any provision of this policy. However, if team members become related such that continued employment is in violation of this policy, the conflict must be resolved. The affected team members may determine who will no longer continue in their position and will need to inform their management of their decision and take necessary measures to resolve the conflict within 90 days. If the team members do not make a decision, Wells Fargo will decide in its sole discretion who will remain in their current position.

If a conflict arises from a company-initiated reorganization, merger or acquisition, or other business decision, the team members are expected to work to resolution with the assistance of management and HR. If a resolution has not taken place within 90 days, the team members involved may determine who will no longer continue in their position. If the team members do not make a decision, Wells Fargo will decide as described above.

The team member not continuing in his or her position may be placed on an unpaid Job Search Leave for up to 90 days to allow additional time to find another position. If a new position is not found by the end of the Job Search Leave, the team member’s employment will be terminated.
Internal Job Opportunities

You, your manager, and Wells Fargo all have contributing roles to play in your career development. As a global financial services company, we offer a variety of businesses that can translate into career opportunities for you within Wells Fargo.

Your manager

Your first step should be to work with your manager so that he or she understands your career interests and can help you form a plan to learn new skills, explore different career paths, or assume new responsibilities within your current work environment. Ideas to help you explore new career opportunities at Wells Fargo include:

- Informal discussions with team members in different areas.
- Volunteering for task force assignments.

Working with your manager makes you both partners in your success, whether in your current role or as you move into different jobs within Wells Fargo. While you may keep your interest in another position confidential as you use the internal job process, if you become a finalist for a position, the hiring manager may be in contact with your manager to discuss your performance, skills, abilities, and other work-related issues.

Finding a job

Expressing interest in internal jobs is an important opportunity for your career development and advancement at Wells Fargo. You’re encouraged to explore new challenges and manage your own career progress. All jobs are expected to be posted internally. This is one way we can meet our goal of retaining and developing the best people.

Internal job opportunities are regularly published on Wells Fargo’s online Jobs Search page, available on Teamworks and at home at teamworks.wellsfargo.com. Both locations list current job opportunities and allow you to create and maintain an online profile and resume that you can use to express your interest in jobs.

Eligibility

All team members may express interest in any posted job that fits their qualifications and interests. To qualify for further consideration, you need to meet the posted qualifications of the job and meet the eligibility requirements below.

- **Time in job.** You need to have been in your current job and department or store for at least 12 months to post for a new job, unless your manager waives the requirement. If you would like to consult with someone on how to approach this conversation with your manager, contact your HR Advisor team.

  **Note:** The 12-month time period is generally not reset as a result of a company-initiated placement or move when the team member continues in the same job.

- **Formal warning or final notice.** If you have been placed on formal warning or final notice within the last 12 months, you will need to disclose the formal warning or final notice and provide an explanation for the situation when you express interest in a job.

If you are on a Job Search Leave that ends, you are eligible for any posted requisition for which you have applied and not yet been dispositioned. To remain in consideration, refer to Internal Recruiting on Teamworks for more information.

If team members or managers have questions related to posting eligibility, they should contact their HR Advisor team.
**Process**

To express interest in a posted job, access Jobs on Teamworks at work or at home at teamworks.wellsfargo.com and follow the online instructions to create a Job Seeker Profile and submit your expression of interest.

When interviewing for jobs within the company, you should make every effort to provide advance notice to your manager and schedule interviews at times when your absence would be least disruptive to your business group. Generally, the time you spend participating in internal job interviews is not considered to be work time. Nevertheless, because Wells Fargo supports career growth and development, you are not required to use Paid Time Off (PTO) for internal interviews. If you are a nonexempt team member, you should use the Miscellaneous Paid Absence code in Time Tracker to receive nonworking pay for scheduled time missed. If you wish to keep your job search efforts confidential, you should request PTO for interviews during your regularly scheduled work hours.

Once you become a final candidate for the position, it is recommended that you tell your manager because the hiring manager may be in contact with him or her for information.

If you're offered the job and accept it, tell your manager immediately so that your manager and the hiring manager can arrange your transfer date.

If you are offered a position that requires periodic or additional background screenings, you will be required to submit to and successfully complete applicable screening process.
External Recruitment

Although all hiring managers are encouraged to fill open jobs with internal team members, to broaden the pool of job seekers who may qualify for the position, it may be necessary to recruit externally as well. An external search can be performed after an internal search or at the same time as the internal search.

All recruiting activities must be conducted in compliance with Wells Fargo’s Recruiting and Hiring Policies.

Reemployment

Former team members may be considered for employment along with other external job seekers. There are a few conditions regarding your eligibility for rehire.

- If you leave Wells Fargo voluntarily and receive a distribution (including but not limited to partial or final distributions) from one of the company’s qualified retirement plans, three months must elapse from your termination date before you may be rehired by Wells Fargo.
- You may not be considered for placement in a nonemployee assignment at Wells Fargo until there has been a break in service from Wells Fargo for 12 months, unless your position was eliminated as part of a reduction in force. Refer to the Nonemployee & Alternative Staff page on Teamworks for more information.
- If you received a lump-sum severance payment from Wells Fargo and your rehire date is before the end of the period covered by the lump-sum severance payment (the “severance period”), you will be responsible for repaying the amount of severance previously paid for the period beginning on your rehire date and ending the last day of the severance period. Contact the HR Service Center for details.
- If you have expressed interest in a posted job while on an approved leave, you must be approved to return to work and able to start the new position within a reasonable amount of time.
- If you leave Wells Fargo with a repayment obligation, you will be ineligible for rehire until the repayment obligation is satisfied unless modified by local law. Repayment does not guarantee rehire eligibility if there are other reemployment factors affecting your eligibility.
- Former team members who are designated as “not eligible for rehire” will not be considered for reemployment or placement in a nonemployee assignment at Wells Fargo.
- Former team members who are eligible for rehire may be required to successfully complete a background check before rehire.
- Time served in a nonemployee assignment is not recognized as active team member service with Wells Fargo.

Impact on corporate hire date

For rehired team members, Wells Fargo provides a grace period commonly referred to as “continuous service” of no more than six months during which the team member’s previous corporate hire date will be recognized. That means that if you leave Wells Fargo and are rehired within six months of your Termination Date in our system of record, you’ll retain your previous corporate hire date (see “corporate hire date” in the Glossary). Otherwise, your corporate hire date will be your rehire date.

To see how being rehired might affect your benefits, check your benefits materials or contact the HR Service Center at 1-877-HRWELLS (1-877-479-3557). For TDD access for persons with hearing impairments, please call 1-800-988-0161.

Note: For companies merged with or acquired by Wells Fargo, transition policies regarding credit for prior service are communicated to affected team members during the transition.
Employment Eligibility

**Age requirement**

In order to be considered for employment, applicants must be at least 18 years of age.

**Work authorization**

We hire only United States citizens and foreign nationals who are lawfully authorized to work in the U.S. We participate in E-Verify, a service operated by the Department of Homeland Security in partnership with the Social Security Administration, to confirm work authorization. The law imposes severe penalties if we fail to comply, so we take this matter seriously and expect all team members to cooperate in meeting this requirement.

Wells Fargo is a global employer with presence in countries outside of the United States. You may however, only perform work in the country in which you are hired unless you are on an approved International Assignment.

**New team members**

In conjunction with the Immigration Reform and Control Act of 1986 (IRCA), the federal government has defined certain documents that establish an individual’s identity and eligibility to work in the U.S. All new team members must be able to provide the requisite documentation on the first day of their employment. Failure to produce valid documents that establish identity and eligibility to work in the U.S. may lead to termination of employment.

**Current team members**

If your employment eligibility documentation is going to expire, you’ll need to reestablish your eligibility on or before the expiration date. It is advisable to begin this process at least 120 days before your employment eligibility documentation expires. Failure to produce valid documents that establish your identity and eligibility to work in the U.S. may lead to termination of employment.

**Social Security number validation**

Wells Fargo complies with the Social Security Administration’s (SSA) validation process confirming that each of the Social Security numbers (SSNs) reported by new hires and team members matches the federal database as belonging to the individual with the specified name.

When the validation process indicates there is not a match for the name and SSN on the SSA’s database, employers and the person with the data discrepancy are required to address this discrepancy and send corrections to the SSA. Often the reason the SSA cannot match the combination of SSN and name is due to input or system error. Some examples include:

- A misspelled name
- A SSN with a transposed number
- Input errors by SSA’s staff
- A change in the worker’s name due to marriage or divorce
- Incomplete information on a Form W-4 or W-2
- Use of compound names that are not perfectly aligned in the government databases

Wells Fargo will notify a team member if a discrepancy occurs and provide the team member with instructions and expectations on resolving the discrepancy. The team member will receive an initial notification in writing from Payroll that will alert the team member to the issue, provide instructions on steps the team member must take, and other expectations. It is the team member’s responsibility to comply with these expectations to resolve the discrepancy.

Reasonable time will be allowed for a team member to work with the SSA to resolve the discrepancy. Failure to comply with the SSA requirements to resolve the discrepancy may lead to immediate termination of employment.
Background checks

Background checks are important to protect Wells Fargo’s team members and its assets and to comply with federal regulations that prohibit us from employing or associating with someone convicted of certain crimes involving dishonesty or breach of trust (see Breach of Trust or Dishonesty). Because of this, it is Wells Fargo's policy that new hires and rehires may not begin work as team members until the background screening process has been successfully completed.

We conduct a criminal background investigation on each person who is offered a job at Wells Fargo, including those who may be rehires, as well as individuals currently engaged in a nonemployee assignment with Wells Fargo. Where required by federal law or regulation, the background check process may also include a credit fitness check. We may also investigate the employment and education background of any team member. We reserve the right to deny or terminate employment based on the results of the check. To ensure compliance with regulatory requirements and to ensure appropriate oversight of certain fiduciary responsibilities, Wells Fargo requires team members who are in certain positions to be rescreened periodically. Managers of team members in these positions will be notified of the need to rescreen. Incumbents in these positions will be notified of this requirement and are expected to fully comply and cooperate with the process of rescreening. Failure to do so could result in corrective action, which may include termination of employment.

To be eligible for employment an applicant must also meet the Financial Institutions Reform, Recovery, and Enforcement Act (FIRREA) and Bonding standards. See Breach of Trust or Dishonesty.

For more information, contact your manager or the HR Advisor team.
Personal & Personnel Information

Every Wells Fargo team member who has access to personnel information by virtue of his or her position is required to respect its confidentiality. The policies outlined in this section help Wells Fargo protect the confidentiality of your information.

To help Wells Fargo build and maintain the most accurate records, we encourage each team member to update their personal information on Teamworks to reflect their information including gender, race, disability, status as a veteran, sexual orientation, or gender identity.
Personnel File

Information related to your employment at Wells Fargo is kept in the Human Resources Information System (HRIS). It may also be kept:

- In a confidential department file that’s kept by your manager (see “manager’s desk file”).
- In an Official Personnel File maintained in our Employee Records unit.
- If applicable, in a confidential medical or disability file that is maintained separately from all other personnel records.

Access to information

We follow the guidelines below for determining access to and releasing information from your personnel records. In some states, there are additional laws about this subject; when applicable, state law takes precedence over these guidelines.

Your own access

While you’re actively employed at Wells Fargo, you may review your Official Personnel File by accessing the Electronic Personnel File (EPF) system. While you’re on a leave of absence, you will not have access to the EPF system. If you need to access any of your documents within the EPF system, you may call your manager for assistance.

Internal access

Only team members with a business need to know are allowed access to your personnel information:

- Your immediate supervisor or manager has access to this information while you’re assigned to his or her business unit.
- A manager from outside your assigned business unit may request your personnel information if he or she provides Human Resources with a legitimate business reason for the request.
  **Note:** If you apply for an internal open position, the hiring manager may receive information from your current supervisor about your performance and salary before making a final decision.
- Authorized Human Resources staff, investigation staff, and legal counsel have access to your personnel information in performing their job duties.

External access

We provide employment verification through an established automated process (see Employment Verification). Unless required by law, we do not respond to prospective external employers’ requests for information about current or former team members’ performance and character. Wells Fargo may share with regulators, law enforcement, and other financial institutions information concerning fraud, dishonesty, theft, money laundering, check kiting, and other prohibited conduct. The company may also be required to furnish team member information to comply with federal registration or state licensing requirements (for example, the Secure and Fair Enforcement (S.A.F.E.) Mortgage Licensing Act of 2008) or to satisfy other legal requirements, including, but not limited to, requests for information from courts and administrative agencies.
Employment Verification

We use an automated service to provide employment verification to parties outside Wells Fargo and internal Wells Fargo lenders. We verify basic dates of employment and job titles but will not provide pay information as part of the verification process unless you have made arrangements in advance to authorize the release of this information.

You can find more details about the employment verification process on Teamworks. If you have difficulty accessing Teamworks, call the HR Service Center, 1-877-HRWELLS (1-877-479-3557), TDD/TTY 1-800-988-0161, for information on employment verification.
Employment References

As a Wells Fargo team member, you might be asked to provide an employment reference for another team member who is seeking employment beyond Wells Fargo. While we desire to support team members who are transitioning, we must ensure that we do not create risk for our company and our team members. Therefore, you are prohibited from providing employment references for current or former team members in any written, verbal, or electronic form. This restriction applies to requests received from personal social media accounts. All external inquiries for employment references and employment verification must be referred to the HR Service Center (see Employment Verification) and Electronic Communications and Social Media (add link). Team members are free to provide copies of their performance reviews to prospective employers who want information about job performance. Reference letters for education programs may be permitted upon your manager’s consultation with the HR Advisor team.

Team members are also prohibited from providing a job performance or employment reference for an individual completing a nonemployee assignment at Wells Fargo. For additional information, refer to the Global Nonemployee & Alternative Staff page on Teamworks.

Personal references

You might be asked by a current or former team member to serve as a personal reference or to provide a personal endorsement for matters unrelated to prospective employment and unrelated to your role as a Wells Fargo team member (that is, civic or political activities). You may serve as a personal reference in such situations, as long as you:

- Are not providing the information in your role as a Wells Fargo team member but rather on personal experience unrelated to your Wells Fargo employment.
- Do not:
  - Use Wells Fargo letterhead.
  - Use your Wells Fargo email account or other Wells Fargo communication medium.
  - Attach your Wells Fargo business card.
Changing Personal Information

It's important for Wells Fargo to have your up-to-date personal information on file in our personnel records. To make sure that you receive company communications promptly and to manage business operations, we need to have accurate personal contact information, which may include your current phone numbers. By providing this contact information, you are giving consent to its use for business purposes or safety related reasons, including consent to contact you at the numbers provided using automated technology.

It's also important because incorrect information can affect your or your family's eligibility for benefits. For example, there are strict Internal Revenue Service guidelines about when you can enroll a new dependent in benefits.

Please refer to the U.S.-Based Team Member Privacy section for more information.

Making changes

You're responsible for promptly reporting any changes in your personal information. You can use the Personal Information tool on Teamworks to update items such as your:

- Home address and telephone number or numbers
- Alternative name for use in Team Member Look-Up
- Wells Fargo work telephone, fax, and other numbers
- MAC/mail station
- Emergency contact information
- Demographic information

If you need to report changes not handled by the tool on Teamworks (for example, additions or changes to your dependents) or if you have difficulty accessing Teamworks, call the HR Service Center at 1-877-HRWELLS (1-877-479-3557), TDD/TTY 1-800-988-0161.
Breach of Trust or Dishonesty

Because Wells Fargo is federally insured — and because we have an obligation to the customers who trust us with their financial and personal information — we won't hire or continue to employ anyone who fails to meet certain specific criteria regarding trust and honesty.

FIRREA

The Financial Institutions Reform, Recovery, and Enforcement Act (FIRREA) amended section 19 of the Federal Deposit Insurance Act to prohibit a national bank and its affiliates from employing anyone who has been convicted of certain criminal acts of dishonesty, breach of trust, money laundering, or drug trafficking or manufacturing. This law also applies when an individual has participated in a court-authorized diversion program in connection with such an act, even if the charges are ultimately suspended or dismissed.

Bonding

In addition, Wells Fargo is required by federal regulation to maintain a fidelity bond that protects Wells Fargo (including all subsidiaries) from losses. In most cases, except where prohibited by law, this fidelity bond will not provide bond coverage for individuals who are known to have committed in fact an act of breach of trust or dishonesty:

- Against any Wells Fargo company at any time
  
  Or

- In connection with any other employment that occurred during the past 10 years and the person was at least age 21 at the time of the act.

Not employable

Any individual who doesn't meet the FIRREA criteria, isn't bondable, or otherwise doesn't meet our background screening requirements cannot be employed or continue to be employed at Wells Fargo. See Involuntary Termination.
Team Member Professionalism

Our approach

At Wells Fargo, we’re committed to providing an environment that promotes professionalism and encourages each team member’s professional development and achievement. We take this commitment seriously. Consistency, fairness, and respect are essential to good relations between team members, their managers, and Wells Fargo. This approach creates a professional and productive work environment for every team member, in the workplace (see “workplace” in the Glossary), and at work-related events such as company meetings and recognition programs. The standards and policies outlined here are the guiding principles that will help us all meet these responsibilities.
Workplace Conduct

Your actions must always reflect the highest possible standards of business conduct and ethics. You’re expected to use good judgment, integrity, and common sense in making work-related decisions and to be accountable for your actions. This includes avoiding obscene, threatening, harassing, discriminatory or abusive conduct that is likely to damage Wells Fargo’s business or reputation, or that could be disparaging to customers.

The way you handle interactions, in person, in writing, or electronically with your fellow team members is important to the success of your work environment. You’re expected to treat your fellow team members with courtesy, respect, and professionalism (see Electronic Communications and Social Media). You’re also expected to treat your supervisor and other managers with respect, which includes avoiding insubordinate behavior (see “insubordination” in the Glossary).

Unprofessional and inappropriate team member behavior includes but is not limited to:

- Outbursts
- Yelling
- Rudeness
- Bullying
- Distracting behavior during work time (such as being on your electronic or mobile device)
- Conduct that interferes with your or another team member’s ability to perform job duties or provide effective customer service (see Violence-Free Workplace)

It may also include conduct that is welcome between team members but is inappropriate in the workplace or at work-related events. Exhibiting unprofessional and inappropriate workplace behavior violates Wells Fargo’s policies.

Providing information

To uphold our standards of workplace conduct, sometimes it may be necessary for Wells Fargo to initiate an investigation or a fact-finding process. In these cases, it’s very important that we learn all the relevant information from those who are aware of the situation. If you’re asked to be part of such a process, you’re expected to cooperate fully and honestly and to not interfere with the integrity of the process. Additionally, in certain situations, you may be placed on Administrative Leave so that the company has time to thoroughly review the circumstances that are under investigation. If this happens, you will be given information about the terms and conditions of your leave at that time. If you have questions about the request to participate in a fact-finding process, contact HR Advisor.

Consequences

You’re expected to conduct yourself in a professional manner and to use good judgment in all aspects of your conduct as a Wells Fargo team member.

**Important:** Failure to observe all aspects of the policies outlined here, including failure to participate fully and honestly in any investigative or fact-finding process initiated by Wells Fargo, is grounds for corrective action, which may include termination of your employment.
Nonretaliation Policy

- No team member may be retaliated against for providing information in good faith about suspected unethical or illegal activities including fraud, securities law or regulatory violations or possible violations of any Wells Fargo policies, including the Code of Ethics and Business Conduct and the Information Security Policy.
- No team member may be retaliated against because that team member has in some manner opposed an employment practice that the team member, in good faith, believes violates federal or state laws, rules, or regulations.
- No team member may be retaliated against because he or she filed a charge, truthfully testified, provided assistance, or participated, in good faith, in an investigation, proceeding, or hearing related to or arising from an allegedly unlawful employment practice.
- No team member may be retaliated against for asserting rights established by a federal or state law.

For purposes of this policy, "retaliation" means subjecting a team member to any harmful conduct, whether or not it occurs at the workplace, including but not limited to any conduct that has a material adverse affect on a team member's compensation, working conditions, or work environment in response to one of the actions noted above.

If you believe that you or someone else has been retaliated against, you must report it as soon as possible to one of the following:

- Your supervisor or manager
- Your HR Advisor team
- Corporate Employee Relations at 1-888-284-9147

Wells Fargo will take measures to protect team members from retaliation.

**Important:** Engaging in retaliatory behavior in violation of this policy is grounds for corrective action, which may include termination of your employment.
Personal Relationships at Work

All team members are expected to exercise good judgment in their relationships with all fellow team members. If a personal relationship in your business group or area creates a conflict or the appearance of a conflict of interest or favoritism or is affecting your work or area, you need to let your manager or HR Advisor team know right away. The relationship may not involve you directly, but it may include a manager, fellow team member in your group. Managers should avoid any relationship or activity that may be perceived as affecting their ability to remain objective in managing team members or providing work direction to managed resources.

If a personal relationship is creating an actual or perceived conflict of interest, Wells Fargo will take whatever action we determine is appropriate to eliminate the conflict situation.

**Important:** You are expected to cooperate in any fact-finding process (see Providing Information). Violating this policy against actual or perceived conflict of interest is grounds for corrective action, which may include termination of your employment.

Examples of conflict of interest

Both personal and family relationships can create a possible conflict of interest. Examples of conflict-of-interest situations include but are not limited to:

- A romantic, sexual, or close social relationship between a manager and someone he or she manages, either directly (a team member who reports to that manager) or indirectly (any team member who is in the chain of reporting relationships below that manager or over whom the manager has significant influence, even if in a different business line).
- A work or reporting relationship between a team member and someone related to him or her (see specifics under Work Relationships with Related People).
Harassment

Wells Fargo prohibits sexual harassment and harassment of any of our team members, nonemployees, vendors, applicants for employment, or customers based on an individual’s race, color, gender, national origin, religion, age, sexual orientation, gender identity, gender expression, genetic information, physical or mental disability, pregnancy, marital status, status as a protected veteran, or any other status protected by federal, state, or local law. Prohibited conduct includes but is not limited to conduct on company property, in company vehicles, on company communication systems, during company-sponsored events, and in connection with company business. Any such harassment is against Wells Fargo policy, may violate the law, and will not be tolerated in our workplace, at work-related events, or while using electronic communication systems (see also Electronic Communications & Social Media).

Wells Fargo expects cooperation from all of our team members — including coworkers, managers, supervisors, workflow coordinators, workflow directors, and team leaders — to prevent harassment in the workplace.

It’s your responsibility as a team member to report harassing behavior, whether it’s directed at you or it’s something that you’ve seen or heard directed at someone else. You’re protected from retaliation for reporting or providing information in good faith about an incident of alleged harassment or exercising other rights protected by law.

Any manager or supervisor who learns of or observes harassing behavior, even if it’s in another business group, or any manager or supervisor who receives a complaint about this kind of behavior should immediately report the behavior or complaint to your HR Advisor team.

**Important:** Violating the policy against harassment, including failure to report, is grounds for corrective action, which may include termination of your employment.
Sexual Harassment

“Sexual harassment” is defined by law as unwanted sexual advances, requests for sexual favors, or visual, verbal, or physical conduct of a sexual nature when:

- Submission to this conduct is made either explicitly or implicitly a term or condition of an individual’s employment.
- Submission to or rejection of this conduct is used as the basis for employment decisions that affect the individual.
- The conduct has the purpose or effect of unreasonably interfering with an individual’s work performance or creating an intimidating, hostile, or offensive work environment.

Sexual harassment also may be in the form of nonsexual, offensive conduct that is directed at a team member because of his or her gender. Sexual harassment is not limited to conduct motivated by sexual attraction and may occur between members of the opposite sex or members of the same sex.

Wells Fargo’s policy is broader than the legal standards. Our policy may be violated even if the person did not intend to give offense or believed that his or her conduct was welcome. Examples of prohibited sexual harassment include but are not limited to:

- **Written harassment.** Sexually suggestive or obscene letters, faxes, e-messages, texts, notes, social network postings, or invitations.
- **Verbal harassment.** Sexual comments, advances, or propositions and derogatory comments, slurs, and jokes and comments about an individual’s body or appearance, including comments made on voicemail or another recording device.
- **Physical harassment.** Assault, stalking behaviors, sexually suggestive touching or body contact, and impeding or blocking movement.
- **Visual harassment.** Sexual gestures, leering, inappropriate display of sexually explicit objects, pictures, cartoons, or posters (in hard copy or electronically).
Other Forms of Harassment

In addition to sexual harassment, other forms of harassment may also occur when unwelcome conduct:

- Unreasonably interferes with an individual’s work performance.
- Creates an intimidating, hostile, or offensive work environment.

Wells Fargo prohibits harassment based on an individual’s race, color, gender, national origin, religion, age, sexual orientation, gender identity, gender expression, genetic information, physical or mental disability, pregnancy, marital status, status as a protected veteran, or any other status protected by federal, state, or local law.

Remember that Wells Fargo's policies are broader than federal, state, or local law. Prohibited harassment may take the form of written, verbal, physical, or visual harassment and may include but is not limited to epithets, slurs, derogatory comments, or jokes, intimidation, negative stereotyping, threats, or assault or written or graphic material that denigrates or shows hostility or aversion toward an individual or group because of the characteristics identified above. Wells Fargo's policy may be violated even if the person did not intend to give offense or believed that his or her conduct was welcome.
Reporting Harassment

If you believe that you have been harassed or if you are aware of the harassment of others, including sexual harassment, you must report it as soon as possible to one of the following:

- Your manager
- Another manager with whom you feel comfortable
- Corporate Employee Relations at 1-888-284-9147
- HR Advisor at 1-877-HRWELLS (1-877-479-3557)

For additional direction concerning reporting harassment involving a nonemployee, refer to the Global Nonemployee & Alternative Staff page on Teamworks.

Wells Fargo encourages individuals who believe that they are being harassed to firmly and promptly tell the person, if they are comfortable doing so, that the behavior is offensive and that it must stop immediately.

Once you report harassment by contacting one of the resources above, a representative of Wells Fargo will obtain all relevant information from you and in a timely manner will undertake or direct an effective, thorough, and objective investigation of the harassment allegations. All team members are required to cooperate fully in any fact-finding process initiated by the company (see Providing Information). Even if it would be your preference to "stay out of it," you can’t choose to withhold information if you are asked to provide it. You’re expected to cooperate fully and honestly and to not interfere with the integrity of the process.

You’ll be contacted when the investigation is completed. Wells Fargo will take the corrective action that it determines is appropriate based on its findings. However, Wells Fargo will only share information regarding the investigation, including any corrective action taken, with those who have a legitimate business need to know (see “business need to know” in the Glossary).

Nonretaliation

At Wells Fargo, we will not tolerate retaliation against any team member who in good faith reports or provides information about an incident of alleged harassment in the workplace. Additionally, Wells Fargo will not knowingly permit any retaliation against any team member who complains of prohibited harassment or who participates in an investigation, whether internal or external.

For more information, see the Nonretaliation Policy.

Further assistance

If you’re not satisfied with the way a concern has been resolved in the workplace, you’re encouraged to use Wells Fargo’s dispute resolution procedure.

Finally, in addition to Wells Fargo’s internal dispute resolution procedure, team members should also be aware that the federal Equal Employment Opportunity Commission (EEOC) and the appropriate state agency investigate and pursue complaints of unlawful harassment in employment. Team members who believe that they have been unlawfully harassed may file a complaint with either of these agencies. The EEOC and the state agency serve as neutral fact finders and attempt to help the parties voluntarily resolve disputes.
Faith in the Workplace

Wells Fargo embraces and promotes diversity and inclusion. This commitment includes respecting the religious and spiritual beliefs and traditions of all team members. Consistent with federal and state law, the company will make good-faith efforts to provide a reasonable modification to support a team member’s sincerely held religious belief. If you or your manager has questions on faith in the workplace or how to handle requests for religious accommodation, contact your HR Advisor team.
Risk Management Accountability

At Wells Fargo, it is our policy to conduct all business and work-related activities in a manner that prudently manages all risks of our business. These business risks include but are not limited to credit, market, operational, regulatory compliance, strategic, and reputation risks. It’s also Wells Fargo’s policy to conduct business in a manner that complies with all applicable laws and regulations.

Accountability for appropriate risk management and for full compliance with applicable laws and regulations is a critical element of Wells Fargo’s company-wide risk management programs. It’s important for each of us to understand that Wells Fargo’s continued mission and success depend on appropriate management of external and internal risks, including compliance with applicable laws and regulations.

As a Wells Fargo team member, you’re fully accountable for:

- Your own knowledge of Wells Fargo’s policies, standards, and procedures and for compliance with the laws, regulations, and policies that apply to your job. This means you must understand both corporate and business-specific policies relating to the job you perform.
- Each of your acts, or any failure to act, that results in any violation of law, regulation, policies, standards, or procedures.
- Any of your actions that are inconsistent with or violate the risk standards set by Wells Fargo.
- Completing annual risk and compliance training courses to ensure that you stay current with the critical issues of our business. Consult with your manager for your business group’s specific requirements.

All new team members are required to sign the Team Member Acknowledgment to indicate that they will read and adhere to the requirements of the policy.

**Important:** Failure to fulfill your responsibilities under this accountability policy or refusal to complete the Team Member Acknowledgment is grounds for corrective action, which may include termination of your employment. Failure to meet these responsibilities may also adversely affect compensation opportunities.

You can find links to many Wells Fargo corporate and business policies from the Wells Fargo Policy Library site on Teamworks. If you have any compliance, policy, or procedural concerns or questions, take them to your manager or senior management for attention or resolution — or if necessary, you may contact EthicsLine. Managers are responsible for identifying, addressing, and escalating issues as necessary to ensure that decisions are made at the appropriate level and that they involve the appropriate members of the risk management community.
Attendance & Punctuality

As part of the Wells Fargo team, you are expected to be conscientious about attendance and punctuality at work. The success of your business unit depends on the contributions of each team member. When you’re not working, it places an extra burden on your team. Regular and dependable attendance is an essential function of your job at Wells Fargo.

You are considered absent when you do not report for work at all or report more than 60 minutes late or leave more than 60 minutes early. Absences fall into the following categories: scheduled and unscheduled and can be protected or unprotected depending on the circumstances. Unscheduled absences have the most impact on your work team. Unscheduled absences place a burden on your coworkers and may cause customer service and efficiency to suffer. For this reason, even if unscheduled absences are covered with Paid Time Off (PTO), they may still be grounds for corrective action, which may include termination of your employment.

You are expected to report to work in a punctual manner. You are also expected to provide appropriate notice when you will arrive late, depart early, or be absent for all or part of the day. You are considered tardy if you arrive late for work or return late from a break or meal period, or if you leave early without prior approval from your manager, for a period up to 60 minutes.

The Attendance & Punctuality Policy is applicable to all team members (exempt and nonexempt) paid on a U.S. payroll. Team members who fail to follow the policy may be subject to corrective action up to and including termination.

Policy application approaches

Team members will be covered by either an occurrence-based or performance-based approach as it relates to the Wells Fargo Attendance & Punctuality Policy. Check with your manager to determine the approach used by your business group.

- **Occurrence-based approach:** The occurrence-based approach is applicable for team members who work a structured, regular work schedule. Unscheduled absences and tardies are tracked separately using a six-month rolling period.

- **Performance-based approach:** The performance-based approach is applicable to team members who do not work a structured, regular work schedule, such as exempt roles. Attendance and tardiness are managed on a case-by-case basis as they relate to the team member’s overall performance and impact to the business unit. All circumstances related to the absences and tardies will be considered.

<table>
<thead>
<tr>
<th><strong>Scheduled absence</strong></th>
<th>A preapproved, planned absence from work by your manager is considered a scheduled absence. You are expected to schedule planned absences as far in advance as possible. Only requests that receive manager’s approval are scheduled absences.</th>
</tr>
</thead>
</table>
| **Unscheduled absence** | - An absence of your regularly scheduled work hours without prior approval from your manager is considered an unscheduled absence.  
- **Partial absence:** If you are away from work for more than 60 minutes but less than or equal to 50% of your assigned work shift, it will be considered a partial absence. Two partial absences count as one unscheduled absence. |
| **Protected absence** | - A protected absence is not subject to corrective action and is protected by a specific Wells Fargo policy or federal or state laws such as Family Medical Leave Act (FMLA) or Americans with Disabilities Act (ADA).  
  - This includes but is not limited to:  
    - Time away for approved Family or Medical Leave, including for work-related injury or illness  
    - Other paid time away, including bereavement, jury duty, or testifying in court  
    - Qualified military time away including training or active duty leave  
    - Other state or local protected time away |
| **Occurrence** | - An occurrence is defined as one to five consecutive scheduled workdays when you are not present at work as scheduled. If you are absent for more than five consecutive workdays, the next one to five consecutive workdays of absence are counted as a new occurrence.  
- Work time interrupts consecutive absences. When work time occurs, any subsequent absence constitutes a new occurrence. Scheduled PTO and company-observed holidays will not interrupt an occurrence. These days should not be calculated within the |
consecutive day count.

- You are expected to make contact with your manager or take action to apply for the appropriate eligible time away as soon as possible. Failure to do so may result in immediate corrective action up to and including termination. For more information, see the Leaves of Absence section.

### Tardiness

- A tardy can occur if you are not punctual and are late for your work shift or returning from your meal period or break, or if you leave early from your shift without prior approval for up to 60 minutes.
- **Multiple tardies:** Incidents of tardiness can happen multiple times in an individual day. When time away adds up to more than 60 minutes but less than or equal to 50% of your assigned work shift, it will be considered a partial absence.
- **Grace periods:** Depending on business needs, some business lines may allow for either a five- or 10-minute grace period when reporting to work and a five-minute grace period when returning from a meal period. Otherwise, you are expected to report to work at the beginning of your shift and return from a meal period on time (i.e., no grace period). Consult with your manager for your line of business practice.

### Rolling “look back” period

Occurrences, partial absences, and tardies are tracked separately and reviewed on a rolling six-month period. For example, if a team member is absent today, the “look back” period is the six-month period that immediately precedes today's date.

### Job abandonment

If you’re absent from work without notifying your manager for three or more consecutive scheduled business days,* you’ll be considered to have abandoned your job. The same is true if you notify your manager that you no longer have an intent to continue employment with Wells Fargo and subsequently fail to report to work for three or more consecutive scheduled business days, or if you don’t contact the company when you’re available for work at the end of an approved leave of absence. If you abandon your job, in most cases, you will not be eligible for rehire by Wells Fargo.

* After three consecutive days, Wells Fargo requires a five-day waiting period before terminating the team member. Contact HR Advisor for additional information.

### Unapproved leave of absence

If you’re absent from work for more than seven consecutive calendar days and you fail to provide required documentation in a timely manner in support of your leave of absence, you are considered to be out of compliance with Wells Fargo's leave policies. If you don’t comply with the certification requirements, your leave and any benefits associated with it — including job protection under the Family and Medical Leave Act (FMLA) — will be denied. These absences will be considered an unapproved leave and are subject to corrective action up to and including termination of employment. For more information, see the Family Leave section.

### Paid sick leave

Certain state and local governments across the country have enacted paid sick leave laws that require employers to provide paid sick leave. In general, most Wells Fargo team members working in these cities and states are eligible to take paid time away for the purposes covered by these laws. Paid sick leave absences must not be counted as unscheduled absences and are not subject to corrective action. For more information, see the Paid Sick Leave Laws (Paid Sick Time) section.

### Corrective action

#### Occurrence-based approach

The information below reflects corrective action for the occurrence-based approach. Employment at Wells Fargo is "at will"; however, corrective action is not progressive. Your manager, with consultation with HR Advisor, will decide the appropriate level of corrective action in each circumstance, which may include termination. All efforts will be made to administer these actions in a timely manner. However, you are accountable for the number of unscheduled or unprotected absences and tardy occurrences you have regardless of whether you have been counseled by your manager.
Unscheduled absences (unprotected)

<table>
<thead>
<tr>
<th>If within a rolling six-month period you have (counting backward from last occurrence):</th>
<th>It may result in:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Four occurrences of absences</td>
<td>Informal warning</td>
</tr>
<tr>
<td>Five occurrences of absences</td>
<td>Formal warning</td>
</tr>
<tr>
<td>Six occurrences of absences</td>
<td>Review for termination</td>
</tr>
</tbody>
</table>

Punctuality and tardiness

<table>
<thead>
<tr>
<th>If within a rolling six-month period you have (counting backward from last tardy):</th>
<th>It may result in:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Five tardies</td>
<td>Informal warning</td>
</tr>
<tr>
<td>Six tardies</td>
<td>Formal warning</td>
</tr>
<tr>
<td>Seven tardies</td>
<td>Review for termination</td>
</tr>
</tbody>
</table>

Performance-based approach

Your manager in consultation with HR Advisor will decide the appropriate level of corrective action, which may include termination. Examples of factors to be considered:

- The reason for the unscheduled absences or tardiness and whether or not the team member could control the circumstances.
- History of corrective action regarding attendance policies.
- Performance level of team member.
- Patterns of unscheduled absence or tardiness (for example, out on Mondays and Fridays frequently).
- Point of time in the year when the unscheduled absences occur.
- The frequency of unscheduled absences.

Patterns or trends of negative attendance

Applicable to the occurrence-based or performance-based approach, your manager will identify and address patterns and trends of negative attendance behaviors as a performance concern. Examples may include but are not limited to the following:

- Absences or tardiness on the day before or after your scheduled days off.
- Absences or tardiness on the day before or after a holiday or scheduled PTO.
- Absences or tardiness on a particular day of the week or month (for example, Fridays or Mondays).
- Absences at known department peak performance (critical business) days as defined by management.
- Excessive absences during new hire or critical onboarding or training classes.
- Several instances of partial unscheduled absences.
- Absences following the denial of a PTO request for the same date.
- Excessive use of grace period (if used by business line).
- Failure to follow department call-in guidelines.
- Absences as a result of a request for leave that were not approved or certified.
- Time away not approved by management.
- Failing to work voluntary overtime.
- Multiple corrective action documents for attendance or punctuality.

Reporting an absence or tardy

It is your responsibility to make sure that your manager and business unit are notified promptly about your absence or tardy before your scheduled work time (unless extenuating circumstances prevent you from contacting your manager). You must make every effort to personally contact your manager (or as otherwise directed by your business unit); if you don’t personally notify your manager as soon as possible, your absence or tardiness may be grounds for corrective action, which may include termination of your employment.

- Unscheduled absences: Occasionally you may be ill, injured, or unable to work because of an illness in your immediate family or other personal emergency.
- Tardies: Team members have assigned schedules, so when you are late in arriving for work or in returning from break or meal periods, or when you leave early, you place a burden on your coworkers and can cause customer service and efficiency to suffer.
Team member expectations

As a team member, your contributions are essential in meeting department and company objectives. You are expected to proactively discuss with your manager any questions or concerns you have with the Attendance & Punctuality Policy and expectations, including notification. You should also notify your manager of any issues you encounter that may prevent you from meeting and sustaining these expectations.
Travel

Team members are expected to consider the more economical options of audio, video, or web conferencing for internal meetings before booking travel. However, Wells Fargo occasionally requires certain team members to travel to meet with customers or for other business purposes. When business travel is necessary, team members are expected to follow the Wells Fargo Corporate Travel & Entertainment Policy (PDF) on Teamworks, which covers all Wells Fargo businesses and all team members. Team members are required to book business travel using the company-designated travel management company. The preferred vendors will be available through the online booking tool or by calling the company-designated travel management company.

Specific standards for air and ground transportation, hotel, meals, and entertainment can be found in the Wells Fargo Corporate Travel & Entertainment Policy. Wells Fargo relies on the good and prudent judgment of all team members when incurring travel and entertainment expenses. Specific business lines may have additional travel guidelines, and team members should always check with their managers to understand requirements of their business.

Misuse of the Wells Fargo Corporate Travel & Entertainment Policy or inappropriate expense reimbursement for expenses may result in corrective action up to and including termination.

To meet business needs, you may occasionally need to travel outside of your normal work hours and location. To be paid correctly, it is important to know what constitutes “hours worked” for the purpose of reporting time when you travel to and attend business-related events. Refer to the Recording Nonexempt Travel and Attendance page on Teamworks for more information.
International Travel & Visas

Based on the needs of the business, our team members are traveling outside of the country in which they are employed more frequently. However, remember that you may not perform work for Wells Fargo unless you are on an approved company-sponsored International Assignment with appropriate work authorization (refer to Wells Fargo’s International Assignment Policy).

When you travel for business purposes, you are limited in the types of activities you may engage in. This means that business travel is expected to be short in duration. A business visa is required for such travel, unless the countries you will be visiting on Wells Fargo business participate in a Visa Waiver Program. Regardless of whether a business visa is required, the business activities you are permitted to participate in are very narrow in scope and may vary by country.

Examples of business activities that are permitted:

- Attending meetings, such as business conferences or conventions where no productive work is being performed.
- Consulting with business associates.
- Attending training programs.
- Servicing existing contracts, arranging deals, or negotiating agreements (signing contracts may or may not be permitted based on the legal entity permissions).

Examples of business activities that are not permitted:

- Doing productive work such as project meetings or any form of telecommuting — full-time, part-time, or occasional.
- Receiving funding for work performed.
- Filling in for an absent team member or a vacant position.

When you are traveling abroad on Wells Fargo business, it is recommended that you have the following supporting documents for your trip available to present to an immigration officer, if necessary.

- A sponsor letter from Wells Fargo indicating the purpose and length of the trip.
- Event registration, a brochure of the event, or a printed copy of any materials (including printed material, electronic files, or web pages) that reference the event you’re attending, if you are attending a seminar or conference.
- Business cards showing your current work address.

Note: Nonexempt team members who attend offsite business meetings during or outside of normal business hours — including recognition events, business conferences, or training — that are expected as part of their job duties should report their time attending as well as their travel time in Time Tracker. Refer to the Recording Nonexempt Travel and Attendance page of Teamworks for more information.

If your travel does not meet the permitted requirements for international business travel or if you will be traveling frequently or for long periods of time, you may need to obtain a visa or other work authorization for the country or countries you are visiting. Be sure to work with your manager to carefully review the business purpose for all international travel.
Driving on Company Business

Occasionally it may be necessary for you to drive while you’re on Wells Fargo business, either in a rented car, a company-provided car, or in your own vehicle. If your job requires you to do this, you must have a valid driver’s license.

Insurance coverage

Most states’ laws require the vehicle owner’s insurance to be the primary coverage, not the company’s, so if you’re driving your own car, you must be sure that you carry personal auto insurance to comply with state insurance requirements. Consult your personal insurance agent to ensure that your coverage is adequate for your protection. For more information on timely reporting of accidents, see the Risk & Insurance Management site on Teamworks.

Traffic citations

Wells Fargo is not responsible for any traffic citations you receive while driving on business. You are expected to drive in a manner that is safe and not distracted and to follow all applicable traffic rules and regulations.

You’ll find more detailed information about using cars on business at the Travel site on Teamworks. For more information on your safety responsibilities, see Loss Prevention and Regulatory Responsibilities.
Distracted Driving

Distracted driving is any nondriving activity that a person engages in that has the potential to distract him or her from the primary task of driving and increase the risk of harm to you and others. It includes taking your eyes off the road, taking your hands off the wheel, and taking your mind off what you are doing.

While conducting business on behalf of Wells Fargo, you are expected to follow applicable state or federal laws or regulations regarding the use of mobile devices at all times. Mobile devices include but are not limited to smartphones, tablets, laptops, wearable technology, and navigation systems.

You are expected to refrain from using a mobile device while driving a Wells Fargo vehicle or traveling to or from company business or in any other manner conducting company business. This includes:

- Placing or accepting calls.
- Texting.
- Using mail functions.
- Searching the web or accessing personal social media sites.
- Putting addresses into a navigation system, etc.

Using a mobile device while driving is not required by the company. Safety must come before all other concerns. Regardless of the circumstances, including slow or stopped traffic, you should:

- When safe to do so, pull off to the side of the road and stop the vehicle before using a mobile device.
- Refrain from discussing complicated or emotional matters.
- Keep your eyes on the road.

This policy is applicable to team members who drive for company business, and it is applicable to team members who use a company-issued device as well as those team members who occasionally use their personal device to conduct company business.

See also Risk & Insurance Management FAQs on Cell Phone and BlackBerry Use While Driving.
Personal Appearance

We’re proud of our public image, and we strive to maintain our high standards of customer service. We feel that the appearance of our team members is one of the factors that make a positive contribution to Wells Fargo’s image.

Your customers form their opinion of our organization through their contacts with you, so you’re asked to use good judgment in dressing in a way that meets their expectations. This includes presenting a neat, well-groomed appearance and showing courtesy in your actions.

Certain business groups may have specific guidelines about appearance, depending on the amount of customer contact and type of work you do. If you have a question about what’s appropriate in your area, refer to your departmental guidelines or contact your manager.
Gambling

In accordance with the National Bank Act and our company policy, we don't allow Wells Fargo team members to engage in any form of gambling on Wells Fargo premises or on Wells Fargo systems and equipment.

Examples of gambling include but aren't limited to:

- Fundraising "lotteries" that require team members to purchase a ticket to participate.
- Any kind of game, contest, lottery, or raffle where proceeds from donations are used to fund or purchase a prize (like a sports pool, fantasy sports league, or a nonprofit organization raffle).
- Any kind of online gambling activity.

Exceptions to this policy are lotteries and raffles with suggested but not required donations that are approved as part of a Wells Fargo-sponsored charitable or community fundraising event.

**Important:** Violating the policy on gambling in the workplace is grounds for corrective action, which may include termination of your employment.
Solicitation & Distribution

To minimize work interruptions, we follow a strict Wells Fargo policy on soliciting and distributing literature during work times and on company property.

You should be aware that:

- Individuals not employed by Wells Fargo, including nonemployees, vendors, customers, or authorized visitors, may not solicit or distribute literature on company property, including parking lots.
- One team member may not solicit another team member or nonemployee while either one of them is on work time or if it interrupts others who should be working.
- Team members may not distribute literature in work areas (see "work areas" in the Glossary) at any time.

In addition, team members may not use company stationery, supplies, or equipment for solicitation or distribution, including:

- Photocopy machines
- Facsimile
- Computers, electronic mail, and instant messaging
- Wells Fargo's intranet, including blogs and wikis
- Interoffice mail
- Telephone
- Bulletin boards
- Voicemail

“Solicitation” is a request for time, money, or other resources or commitment from one individual or group to another individual or group of individuals that is presented either verbally, electronically, in writing, or by telephone. It includes activities like:

- Requests for signatures
- Requests to volunteer or commit time to attend or participate in an activity
- Contributions for charities
- Support of political activities
- Merchandise purchases
- Requests for donations
- Invitations to participate in virtual social media activities

Examples of solicitation include fundraising for schools or clubs; selling cosmetics, books, or jewelry; requesting participants or pledges for walk-a-thons; or selling tickets for a charity raffle.

“Distribution” is the dissemination of information by print, voice, or electronic means. It includes:

- Literature
- Advertising materials
- Pamphlets
- Handbills
- Leaflets
- Notices of any kind

Examples of distribution include posting notices that advertise a family-owned business or a local church bake sale, sending email about personal items for sale, or handing out pamphlets for a congressional candidate.
Approved events

The only exception to this policy is distribution for specific events, solicitations, or literature approved by Wells Fargo senior management (head of a business group). In the case of approved events, only the authorized event organizers may distribute information and solicitations for the event. Individual team members participating in the events are not permitted to solicit or distribute information to other team members on work time, in work areas, or by using Wells Fargo systems.

Examples of approved events or literature include:

- The Wells Fargo Community Support and United Way Campaign
- The Wells Fargo WE Care Fund for team members
- Wells Fargo Political Action Committee (PAC) for eligible team members
- Wells Fargo products, services, or team member benefits
- Other identified approved charitable or community-based events

Chain letters

Circulating chain letters to Wells Fargo team members using company letterhead or interoffice or electronic mail and communications systems is a violation of the solicitation and distribution policy.

**Important:** Violating the solicitation and distribution policy as defined above may result in corrective action, which may include termination of your employment.
Campaign and Personal Political Contributions

Wells Fargo encourages team members to engage in civic and political activities on their own time based on their individual desires and political preferences but not as representatives of Wells Fargo.

Team member activity
Team members may not engage in any political activity during work time or using Wells Fargo property to conduct such activity, and they cannot be reimbursed for any campaign contributions.

Compliance and reputational risk
Political contributions are heavily regulated. Because of potential compliance and reputation risk, lines of business may not use company funds to make any contributions or payments to government officials, candidates, or their campaign committees.

Team members are free to make personal political contributions on their own behalf as long as they comply with the Code of Ethics, the Government Relations Compliance Policy, the Business and Personal Activities with Public Officials and Government Entities Policy, and other applicable policies and business-line requirements. Some of the main elements of the Government Relations Compliance Policy are outlined below.

Wells Fargo PAC
Wells Fargo’s political action committees (PACs) are funded solely by voluntary contributions from our exempt team members. All Wells Fargo PACs report to the Federal Elections Commission and state agencies as required by federal and state law.

Wells Fargo does not use corporate funds to make any political contributions to candidate campaign committees, political parties, caucuses, independent expenditure committees, or other PACs. This prohibition extends to trade groups and other third-party organizations that may engage in these activities. Trade groups are not allowed to use Wells Fargo dues payments for electioneering or campaign- or election-related activity. Further, any corporate payments to trade groups beyond regular dues payments, such as special assessments for a related political committee, electioneering activity, or involvement in campaigns or elections, are prohibited. Any payments to groups organized under IRS Section 527 must be precleared by Government Relations using the Global Preclearance System.

Outside PACs
Outside PACs (those sponsored by organizations other than Wells Fargo) are not permitted to conduct solicitations for their PACs within Wells Fargo.

Ballot measures
Wells Fargo participates in state and local ballot measures, such as initiatives and referenda, constitutional amendments, and bond measures, that affect our various lines of business. We regularly post financial contributions over $25,000 on our Government Relations page on wells Fargo.com.

Laws about the use of corporate funds for initiatives and the reporting of those contributions vary from state to state. To avoid potential reporting violations and fines, businesses must get preclearance from Government Relations using the Global Preclearance System.

Inaugural-related events or activities
Corporate contributions for inaugural, transition, or white paper activities are not permitted under corporate policy.

Voter registration and Get Out the Vote
Wells Fargo Government Relations runs the enterprise’s voter education and registration events. Because outside organizations may be partisan in nature and because we are subject to very strict federal and state regulations about election participation and communications, we generally don’t participate with outside organizations nor allow them to operate on Wells Fargo property.
Company & Personal Property

Monitoring

See Equipment Monitoring in the Information Security section.

Secured property

If you have access to secured Wells Fargo property (for example, restricted Wells Fargo facilities, vaults, files) then you're responsible for the security of the item that provides your access (for example, keys, cardkeys, passwords, building access badges). See Protecting Company & Consumer Information in the Information Security section.

Important: Allowing someone to access restricted Wells Fargo property in violation of this policy, intentionally or unintentionally, is grounds for corrective action, which may include termination of your employment.

Protecting company hardware

Wells Fargo provides guidance to help team members protect company hardware assets (see Protecting Company Hardware & Software Assets in the Information Security section).

Personal property

We recognize that you may choose to bring personal items into the workplace. In most circumstances, Wells Fargo isn't liable for loss, damage, or theft of personal property on its premises. For your own protection, don't leave personal property at work and don't leave personal items unattended while you're at work.
Mobile & Electronic Devices

Personal electronic devices such as smartphones, tablets, laptops, or wearable technology may be indispensable communication tools in our lives, but when used excessively during work hours and in the workplace, they may potentially become a distraction that impacts productivity goals and the ability to serve customers. Your business may have specific restrictions on the use of mobile and electronic devices in the workplace that may include limiting use of personal devices to scheduled break and meal periods. Talk to your manager about the policy in your group. If electronic communication devices are allowed in your workplace, be sensitive to your coworkers when using them and make sure that they don't disrupt work or customer interactions. In public areas (customer areas, hallways, airports, and the like) or where meetings are taking place, reduce or silence the tone settings. Be aware of your surroundings and avoid discussing or displaying sensitive or confidential information in public areas. (See Workplace Conduct, Distracted Driving, Personally Owned Electronic Devices, and Mobile Computing Devices.)
Recording Devices

In the course of doing your work and in the evaluation of your performance or resolving workplace disputes, there will be frequent opportunities for private and confidential discussions with your supervisor and other Wells Fargo representatives.

Wells Fargo respects the privacy of these confidential discussions. We strictly prohibit any recording of these conversations by any electronic device with audio or video recording capabilities. This includes personal or business electronic devices such as smartphones, tablets, laptops, or wearable technology. Making a recording of such conversations is not consistent with the environment we want to encourage — one that values open and honest interchange among team members, supervisors, and managers.

**Important:** Recording private conversations in violation of this policy is grounds for corrective action, which may include termination of your employment.

Also see Cameras, Photos, and Videos in the Workplace and Recording Conference Calls and Business Meetings.
Cameras, Photos, & Videos in the Workplace

To protect company and consumer information and respect individuals’ privacy, there are restrictions on using cameras in Wells Fargo facilities and at internal Wells Fargo events — including still and video cameras or live video streaming using camera-equipped mobile or electronic devices such as smartphones, tablets, laptops, or wearable technology. (These standards do not apply to Wells Fargo-approved security cameras or video-teleconferencing equipment.)

The use of cameras in Wells Fargo facilities for the purpose of recognition, marketing, or other official company business, including Wells Fargo volunteer activities, is permitted provided that the following conditions are met:

- You obtain approval from your manager.
- Confidential company and consumer information is protected from disclosure (check the area to ensure that information is properly stored or covered, including images on computer screens).
- You respect team member and customer privacy by not including anyone in the picture or video without his or her prior knowledge and permission.

**Important:** Any nonbusiness use of any camera or camera-equipped device anywhere within a Wells Fargo facility is grounds for corrective action, which may include termination of your employment.
Communications

Our approach

Communications takes many forms, including verbal, written, digital, and photographic. What we communicate and how we do it can be conveyed in numerous ways with the advances of technology. We use communications to advance the Wells Fargo brand and share information about us with customers, stakeholders, team members, and communities in which we work. However, information that is misused or communicated inappropriately can cause harm, whether intentional or unintentional. Team members must act in ways that reflect the highest standards of business conduct and ethics that protect our company’s reputation and confidential information.
Electronic Communications & Social Media

Electronic communications such as social media, email, instant messaging, texting, mobile communications, and branded websites are important ways to communicate at Wells Fargo. Whether you are using internal Wells Fargo systems and devices or communicating on social media externally, the information you create or circulate should reflect the same standard of professionalism used in traditional forms of written communication, such as letters and memos.

Team member responsibilities

- Think
- Respect
- Protect
- Identify
- Participate

Think

Before you post anything online or send electronic messages and content, use good judgment and follow the Code of Ethics and Business Conduct to ensure that your actions always reflect the highest standards. Remember, what happens online, stays online — forever (see Risk Management Accountability).

Respect

Chances are that those you connect with online are aware you are a Wells Fargo team member, so you should maintain the same standard of professionalism you follow at work. Never send electronic messages through Wells Fargo’s communication systems or in Wells Fargo’s name that could be reasonably viewed as obscene, threatening, harassing, discriminatory, abusive, or that could be disparaging to customers, since that does not reflect our Vision & Values and is inconsistent with our policies and standards (see Team Member Professionalism; Harassment; Affirmative Action, EEO, & Diversity; and Violence-Free Workplace).

Protect

Our customers and communities place their trust in you. Even though many online tools promise “privacy,” never assume that what you share electronically is private. Maintain the confidentiality of Wells Fargo trade secrets and confidential information, including details on the development of systems, projects, processes, know-how, and technology. Do not post internal reports, procedures, or other business-related confidential communications (see our policies on Protecting Company & Consumer Information, Protecting Electronic Communication Systems, Personal & Personnel Information, Privacy & Solicitation, and Cameras, Photos, & Videos in the Workplace).

Be careful to not share any forward-looking statements or comments on our stock, on our earnings, or on a competitor’s business outlook (see Insider Trading). Remember you are acting as an individual and not as a company spokesperson. Respect all trademark, copyright, and other intellectual property rights of Wells Fargo and others (see Intellectual Property). Use care to not say anything disparaging about our customers and never mention customers by name or by any identifying characteristic. Also, use caution when clicking links, as they may direct you to malicious sites or content.

Identify

If you comment online about Wells Fargo-related matters or issues related to a competitor, then you must identify yourself as a Wells Fargo team member. Make it clear that you are speaking for yourself. Always use your personal email address when you create a personal site or post content to an external site that is not related to Wells Fargo.

Participate

We have official Wells Fargo pages on many sites. You have an opportunity to participate on these pages by sharing our commitments to the communities we serve, as well as sharing photos or stories from community events and sponsorships. Do not answer customer questions, don’t give financial advice, and don’t sell. If you see a customer issue in social media, send it to socialwebteam@wellsfargo.com, and it will be handled.
Work-related communications

Internal

Use company-authorized internal sites such as Teamworks, Team Moments, social collaboration environments, wikis, and blogs as well as e-messages to collaborate and to share business-appropriate content. To avoid disruption to Wells Fargo’s internal communication systems and to oversee team members’ focus on their job duties, you should not use internal sites and e-messages to send or forward mass e-messages or e-messages containing oversized attachments or audio/video segments to individuals without a business need to know and that are unrelated to your business activities. If you receive an unsolicited mass e-message, avoid further distribution of the message. Do not forward or reply to all recipients as this can further disrupt Wells Fargo’s communication systems. In addition, make sure that the information you share is secured appropriately and that access is restricted to team members who have a need to know the information. For example, don’t share a sensitive or confidential document or update in a forum that is open to a broad range of team members. The content shared through company-provided internal systems is solely for internal use by Wells Fargo and is not to be provided in any format to anyone outside of Wells Fargo. While you may use external sites, such as LinkedIn, you should not use them to support internal collaboration.

Respect trademark, copyright, and other intellectual property of Wells Fargo and others. If using third-party content such as articles, photos, videos, and graphics, you must have prior written permission from that third party. Providing a link to the content is permissible and does not violate copyright law. (See Copyright FAQs and Intellectual Property.)

Visiting and participating in Wells Fargo-sponsored intranet sites is purely voluntary. Accessing these sites outside of work is voluntary and not a condition of your employment. You will not be paid for your time on such sites. Your posting of content on these sites does not necessarily mean that Wells Fargo agrees with the content, ensures its accuracy, or otherwise approves of it. Wells Fargo reserves the right to edit or remove content at any time.

Personal profile pictures

Many of our electronic communications systems allow you to add a personal photo to help you identify yourself to other team members. Such systems include instant messaging (Lync), email, My Profile on Teamworks, Team Moments, and SharePoint sites, among others. Adding your photo is voluntary and is not a requirement of any internal work system. When adding a personal profile photo, you should use only a business-appropriate photo of only yourself, with no other subjects, where your image is clearly represented and consistent with Wells Fargo’s personal appearance policy.

It is important that you follow established policies and guidelines to understand how to avoid inappropriate internal postings, respect copyrights, and report concerns. Visit the Profile Picture Upload Tool and Teamworks Policies page for more details.

External

Internet websites and social media may have business utility for certain Wells Fargo team members for purposes of research, marketing, and other uses. However, only approved Wells Fargo spokespersons may contribute to public forums in the name of the company and its customers. Any team member who wishes to speak on the company’s behalf in the media (or identifies him- or herself as a Wells Fargo team member in the media such that he or she may be perceived as speaking on the company’s behalf), on any issue, needs prior approval from the corporate communications manager in his or her region or line of business. (See Media Contact.) Before you create or circulate any content or applications that may imply endorsement from or association with Wells Fargo, you must register with Enterprise Digital Properties Governance and comply with the Corporate Online and Mobile Policy for Websites, Social Media, and E-Messaging and related policies and standards on the Enterprise Digital Properties Governance website.

Business communications and personal devices and accounts

Personal electronic communication accounts should never be used for business communication. Unless you have been approved to use your personal electronic devices under a Wells Fargo Bring Your Own Device (BYOD) program, your personal smartphones and tablets should not be used for conducting Wells Fargo business. This includes texting, emailing, and direct or instant messaging with customers, vendors, or other business-related contacts through your personally owned device. (See Personally Owned Electronic Devices.)
Additional information

Wells Fargo systems may be monitored at any time, so all content accessed by a Wells Fargo computer or system is not considered private (see Monitoring of Company Equipment). Keep in mind that your business line may have additional restrictions on electronic communications because of regulatory requirements. You can always ask your manager, the Enterprise Social Media team, or your HR Advisor team for more information. This guidance is not intended to prevent you from discussing terms and conditions of employment at Wells Fargo (see Employment & Hiring).

You can learn more about your social media responsibilities by reviewing Social Media Guidance for Team Members (PDF) and the Electronic Communications and Social Media Policy Frequently Asked Questions (PDF).

Reporting concerns

If you are aware of any conduct by a Wells Fargo team member — or someone representing Wells Fargo in any electronic format — that violates Wells Fargo policy, please advise your manager or your HR Advisor team. If you come across any posts that could be reasonably viewed as obscene, threatening, harassing, discriminatory, or abusive involving Wells Fargo and our competitors, forward them to our spokespersons at corpcsf@wellsfargo.com (see Media Contact).

Important: You are expected to use good judgment in making sure that your behavior supports our company standards, policies, and conduct outlined here and throughout the Team Member Handbook. Failure to do so can be grounds for corrective action, which may include termination of your employment.
Recording conference calls and business meetings

Never record conference calls or business meetings in which (1) clients, vendors, regulators, and other third parties participate or (2) confidential or restricted information is shared. There are, however, instances where it may be appropriate to record an internal meeting or conference call that does not involve confidential or restricted information. For example, it would be appropriate to record an internal call for a training session or a large “all-hands” team call where the detail shared is informational, and not confidential or restricted. In such instances, the teleconference vendor will have a recorded introduction to the call that announces that the call will be recorded. When you lead a recorded call, be sure to remind participants that the call is being recorded. When you participate in a call and are made aware that it is being recorded, your continued participation in the call is your consent to the recording of the entire conference call. (See Conferencing Services.) This policy does not apply to any regulated user when, for compliance purposes, call recording is mandatory.

Recording conference calls or business meetings by use of tape recorder or any electronic device with audio or video recording capabilities is prohibited. This includes recordings using personal or business electronic devices such as smartphones, tablets, laptops, or wearable technology.
Effective Communication and Access to Products and Services for Individuals with Disabilities

How we communicate externally with customers or potential customers is just as important as how we communicate with each other internally. Our customers, potential customers, or their companions may have a disability that requires us to take additional steps to ensure full and equal access to Wells Fargo’s products and services. Wells Fargo is committed to doing business with individuals with disabilities and, consistent with the requirements of Title III of the Americans with Disabilities Act (ADA), has set forth standards for effective communication with those individuals. Wells Fargo’s Americans with Disabilities Act Title III Policy is a company-wide policy that explains our obligation to provide customers with disabilities full and equal access to our products and services. This includes standards for telecommunications, auxiliary aids and services, integrated settings, service animals, modification of policies and procedures, accessible facilities, accessible public-facing online and mobile properties, and mobility devices.

Your responsibilities

This information provides valuable guidance for all team members, but it’s particularly important to read and understand the entire policy if you are in a line of business that offers consumer banking services (for example, deposits, secured and unsecured lines of credit and loans, credit cards, insurance, and retail brokerage) and if your job duties customarily involve significant communication on behalf of Wells Fargo with U.S. customers, potential customers, or their companions. The policy includes standards for administering the policy and useful definitions and examples. Team members are responsible for understanding their line-of-business procedures, including fulfillment of auxiliary aids and service requests. In addition, team members must respond to complaints in accordance with their business complaint management procedures and the Complaints Management Policy. The enterprise ADA coordinator is available for consultation, as necessary.

Resources

If you have questions related to Wells Fargo’s Americans with Disabilities Act Title III Policy, visit the ADA Title III page on the Regulatory Compliance Risk Management site on Teamworks. The website contains procedures and frequently asked questions for communicating effectively with individuals who have disabilities. You can also email wellsfargoadacoordinator@wellsfargo.com. Policy-related training may be accessed on the Learning Center.
Media Contact

To ensure that Wells Fargo media responses are accurate, thoughtful, and consistent with our company-wide messages and communications strategy, we have a process in place for responding to reporters and other representatives of the news media.

Most often media representatives contact Corporate Communications, but sometimes a reporter may find your name and call you directly to request interviews, statements, or other information on behalf of Wells Fargo. If that happens, it’s important that you first contact Corporate Communications to help us manage these interview or information requests. You can reach Corporate Communications by email at corporcsf@wellsfargo.com.

Corporate Communications will work with the reporter to try to fulfill the request. In most instances, Corporate Communications will be the designated spokesperson to the media. If your assistance is needed once you refer a reporter, a Corporate Communications team member will contact you.

Any team member who wishes to speak on the company’s behalf in the media (or identifies him- or herself as a Wells Fargo team member in the media such that he or she may be perceived as speaking on the company’s behalf), on any issue, needs prior approval from the corporate communications manager in his or her region or line of business. That communications manager will escalate the request, as appropriate, to Corporate Communications. To find the appropriate contact for your region or line of business, please view the Media Contacts pages on wells Fargo.com.
Language

English is the business language for Wells Fargo's U.S. operations. At the same time, we recognize that we serve a highly diverse customer base, and in some cases, it's both necessary and desirable to conduct business in languages other than English. In fact, some of our team members have been hired specifically because of their multilingual business skills. So, while business communications in the United States should be in English, it is recognized that the specific business needs of a unit or position may periodically dictate otherwise.

By establishing this language policy, we don't intend to prevent team members from using other languages in appropriate business or social communications. In fact, Wells Fargo encourages an environment that supports our diverse workforce as well as our multicultural customer base. We respect our team members' desire to communicate in languages other than English.

However, this policy allows managers to limit non-English communications if they interfere with clear business communications or with efficient work performance.
Business Cards & Email Signatures

Business cards for all Wells Fargo team members, regardless of the line-of-business variations, are ordered through Enterprise Procurement. For brand consistency and compliance, this system regulates the design and layout of the business cards appropriate for your business line. Business cards should only be ordered from approved sources.

Email signatures are simply an electronic version of a business card. To maintain our professional image, comply with company policy, and protect the company from legal risk, the following standards apply to business cards, email signatures, out-of-office alerts, and other messaging systems.

**May include:**
- Your name
- Your title (functional and officer, if applicable)
- Your department
- Your business and MAC (see Glossary) addresses
- Your telephone number (you may also include your cellular telephone and fax numbers, if applicable)
- Your email address, if applicable

**May not include:**
- Sayings, quotes, slogans, mission statements, philosophies, quips, etc. (neither personalized nor business-related)
- Company or business taglines
- Wells Fargo or non-Wells Fargo graphics that do not meet brand or marketing standards (note that graphics should not be used at all in email signatures)
- Statements that are of a political or religious nature
- Links to non-Wells Fargo internet sites (for example, personal blogs, handles, personal social media profiles) or personal email addresses.

Certain Wells Fargo business groups are required to use approved email disclaimer language appropriate to their business. Check with your manager and line-of-business compliance department to confirm whether you are required to use email disclaimer language on your electronic communications. Certain Wells Fargo customer-facing business groups may use URLs or hyperlinks to websites. Please consult with your manager and line-of-business compliance department for direction should you feel this applies to you.

When using the electronic out-of-office alert, provide alternate contact information consistent with the above standards. When using other email-viewing devices such as a Blackberry, you may be required to use a shortened version of your email signature. Given the various technologies available, there is not presently a company-wide standard to support formatting for these devices. Check with your manager and line-of-business compliance department to confirm what you should use for these types of devices.

Visit the Enterprise Digital Properties Governance website on Teamworks for more information on policies, standards, and guidelines related to outbound email (and other types of e-messaging) sent to customers or prospects. In addition, Internal Brand Standards (PDF) provides the design standard for Wells Fargo team members to use when using an email signature. Visit the Brand Management & Strategy section of Enterprise Marketing’s site on Teamworks to find the Internal Brand Standards document on the Express Our Brand page under For Internal Communicators, and the email signature standards outlined in it. You can also find the Email Autosignature template under the Templates & Graphic Icons section on this same site. Also, see the policy on Use of Legal, Medical, and Other Professional Designations.
Use of Legal, Medical, and Other Professional Designations

Wells Fargo recognizes that many team members have earned specialized, professional designations. Often, these designations are not connected to or required for the team member’s duties with the company. Even if they arguably are useful in the team member’s job, these designations can pose risk for the company in certain instances. Accordingly, the following parameters for legal, medical, and other professional designations must be followed:

**J.D., Esq., or other lawyer designations**

When lawyer designations are used, there is a significant risk that internal and external parties may believe that the team member is holding himself or herself out as representing the company in a legal capacity. This has many problematic implications. Additionally, there is a risk that internal parties may believe that communications with the person using the designation will be privileged and protected from disclosure when such is not the case.

Consequently, Wells Fargo policy prohibits the use of any lawyer designation by any team member who is not a member of the Law Department or the Tax Department. There are no exceptions to this policy.

**Medical professional designations**

Some team members may utilize special training of a medical nature in the performance of their duties for Wells Fargo. In those instances, it is permissible to utilize designations such as M.D. or R.N. so long as the team member is in good standing with applicable regulatory bodies and using the designation within the scope of his or her employment with Wells Fargo.

In instances where the medical designation is not required for his or her job but arguably closely connected to the business, the team member may use the designation but must include any disclaimers that may be required by policy by his or her line of business practice.

**Other professional designations**

Team members may also hold other professional certifications and, before using them, should ensure that there is a business purpose for using the designation and should also abide by applicable rules for their line of business. Team members using such designations are responsible for removing the designation if their certification is no longer active or maintained as required by state or federal rules.
Career, Performance, & Problem Solving

Our approach

Wells Fargo is committed to helping you develop the skills and knowledge you need to be successful in your job. And we believe that open, honest, and direct communication is essential to both your success and the success of Wells Fargo and our team members.

We encourage you to take full advantage of the opportunities open to you for developing yourself and your career. Each day, you interact with a variety of people who have different perspectives, backgrounds, and experiences as well as different skills, abilities, and knowledge. This diversity creates an environment rich in learning opportunities.

At Wells Fargo, we promote the free flow of questions, answers, and ideas. We want you to have accurate and timely information about your company and your job. We also believe that successful communication flows two ways. If you have a question, problem, complaint, or suggestion, tell your manager or HR Advisor team.
Our People

People as a Competitive Advantage

People as a Competitive Advantage refers to both a corporate strategy and a way of doing business. We know that it’s not elements like products and pricing that create success in an organization — it’s the people. Each of you bring different skills and talents to your job that, when performed at an outstanding level, will differentiate us from our competitors. **You** truly are Wells Fargo’s competitive advantage.

Our belief in this strategy puts strong emphasis on valuing our team members’ contributions and providing a work environment where all can excel. Managers have a major impact on the quality of the work environment, so we’ve given them strong accountability for effective people management — in fact, it’s included in their performance evaluations.
Career Development

Development is a business imperative for our company and is rooted in the belief that everyone can benefit from ongoing learning and focused development. We empower you to explore, grow and achieve through a full range of development opportunities. Our approach to development:

- **Reinforces our values and supports the needs of the business** by embedding our Vision & Values in all of our development activities and ensuring that development opportunities reflect and support the company’s business strategies and goals.
- **Focuses on your strengths** with training and tools to help you identify your talents, turn them into strengths, and grow from good to great.
- **Includes everyone** by recognizing that all team members — whether you are an individual contributor or a manager — are called to be leaders and can benefit from development.
- **Defines expectations** by clearly stating the knowledge, skills, and behaviors for success and helping you identify ways to acquire or develop them.
- **Targets your needs** by defining the common learning needed at various stages of development while recognizing and prioritizing the unique needs of team members.
- **Shares accountability** by encouraging team members to be actively involved in their own development and holding managers accountable for developing team members.
- **Offers a range of activities** that include programs and courses, relationships and feedback, and experiences. Your development will be most effective when you choose and blend a variety of development opportunities.

Orientation and getting started

As a new team member, your first weeks and months on the job are important in establishing successful, productive working relationships. The Getting Started at Wells Fargo site on Teamworks will give you the information you’ll need to participate in benefits and programs, and understand available resources. You’ll spend time getting to know your team, and your manager will discuss your job and how you can be successful. As part of your orientation, you may be invited to attend a group orientation session as well. Each line of business may establish its own time frames during which new team members should demonstrate job proficiency.

Development

Your career at Wells Fargo can be as varied and dynamic as you want it to be. The company offers a range of career development options and believes in fostering an environment in which you can explore your talents and reach your full potential.

At Wells Fargo, development can mean many things. You may focus on enhancing your current skills, growing skills toward a future role, or even taking steps to build new skills and change directions entirely. Regardless of your career goals, your development can take on many forms. Once you’ve identified where you want to go, Wells Fargo has several ways to help you get there.

The more deliberate you are about your development, the more likely you are to find opportunities that align with your skills and passions. Development options include:

- **Experiences**: Hands-on learning in real situations, either in or outside of your current role.
- **Relationships and feedback**: Learning from others through coaching or mentoring relationships, networks, feedback, or observing and working with role models.
- **Formal and informal learning**: Formal education and training through in-person or online courses and informal learning opportunities such as webinars, books, or videos.

Your line of business also provides functional and product training that is specific to your job or business within Wells Fargo. Talk with your manager to learn about training that is required or recommended for your job. When you are ready to plan your development, we have the resources to help you build a development plan focused on your strengths and career goals.
Leadership

At Wells Fargo, we believe that everyone’s a leader. Regardless of your position in the company, you demonstrate leadership in the way you lead yourself, lead the team, and lead the business. We provide a variety of development opportunities to help you realize your leadership potential.

Jobs

One way to develop your career is to explore other jobs at Wells Fargo. The online Jobs site on Teamworks (see Internal Job Opportunities and Employment and Hiring) allows you the opportunity to access current job postings so that you can change jobs, transfer, or advance according to your qualifications and goals.

To learn more

To learn more about how to plan your development, build your skills, or manage your career at Wells Fargo, visit the Career & Development site on Teamworks, where you can find resources and activities to enhance your performance and align with the direction you want to take your career.
Tuition Reimbursement

Wells Fargo encourages team members to seek career development opportunities through the company’s Tuition Reimbursement Benefit, which is available to regular and part-time team members. Flexible team members are not eligible to participate in the program.

More information

For more information about tuition reimbursement, review the Tuition Reimbursement Benefit on Teamworks.

Other classes

Check with your manager if you’re interested in a job-related class, certification program, seminar, or workshop, because these programs are not covered under the Tuition Reimbursement Benefit.

If you’re interested in education that doesn’t meet the eligibility criteria for tuition reimbursement (for example, a class from a nonaccredited institution or a class being taken to achieve a licensure or certification), your manager has the discretion to decide whether the tuition expense will be your responsibility or paid by the business group.
Performance Management

Performance management is a key aspect of our overall culture here at Wells Fargo — and it provides each of our team members with the opportunity for personal responsibility, accountability, reward, and recognition. Performance management can help us outperform the competition, develop a stronger management culture, and help team members reach their potential.

Managers, at the beginning of the process, should work with you to provide written performance goals and objectives no later than April 30 each year. Written goals communicate to team members what is expected, why it is important, and how they can be successful. Newly hired or recently transitioned team members should have written goals no later than 90 days from their hire date. Throughout the year, managers provide ongoing performance feedback and coaching on progress toward goals and, at the end of the year, complete the annual performance review.

Performance reviews

A written performance review summarizing the year’s feedback, progress, and performance rating should be completed by your manager once a year. The main purpose of the performance review is to provide you a summary of your performance for the year. It’s also a time for you and your manager to discuss how you can continue to contribute as well as ways to improve performance.

Your performance review is also considered in base salary decisions (see Merit Reviews) and other decisions about future job opportunities.

Your comments

You should have a chance to read the documentation of your performance review before it is included in your Official Personnel File. You are also free to write your own comments, explanations, or disagreements to be included in your Official Personnel File.

Performance rating scale

The following rating scale is most commonly used for performance reviews:

<table>
<thead>
<tr>
<th>Rating</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>Significantly above all key objectives</td>
</tr>
<tr>
<td>4</td>
<td>Consistently above all key objectives</td>
</tr>
<tr>
<td>3</td>
<td>Met all and may have exceeded some key objectives</td>
</tr>
<tr>
<td>2</td>
<td>Met some but not all key objectives</td>
</tr>
<tr>
<td>1</td>
<td>Significantly below all key objectives</td>
</tr>
</tbody>
</table>

Timing of performance reviews

A written performance review should be completed annually by your manager. Ongoing performance discussions during the year are encouraged between you and your manager to review your performance goals and objectives.

If you haven’t had a formal performance review within the last 12 months, let your manager’s manager or the HR Advisor team know.

Completed performance reviews

Completed performance reviews are maintained in the team member’s Official Personnel File. For information on retrieving historical performance reviews, see the Official Personnel File section of Teamworks.
Problem Solving

Performance counseling and corrective action

It’s important to the success of our company that every one of us be a contributing member of the team. Our customers depend on a consistent level of excellence in their interactions with Wells Fargo, no matter what person they’re dealing with. So, to make sure that this universal standard is met throughout Wells Fargo, each of us is expected to meet standards of performance, conduct, attendance, and punctuality and to follow company policies and procedures.

In most cases, if you have a performance issue, your manager will work with you to provide the appropriate performance counseling and corrective action so that you have the opportunity to improve. Performance counseling may be provided through verbal discussion or in writing. For example, an optional written Performance Improvement Plan may be issued to level set expectations or in conjunction with certain levels of corrective action. However, the policy is not progressive. This means that your manager reserves the right to use any part of the process that he or she feels is appropriate for the situation — and, if necessary, to terminate employment without implementing performance counseling and corrective action. This is consistent with our “employment at will” policy.

The level of performance counseling and corrective action depends on considerations such as:

- Nature and severity of the issue
- Timing and frequency of previous issues
- The team member’s overall performance

Additionally, during a corrective action process, there may be times when Wells Fargo determines that it is appropriate for you to be out of the workplace, and you may be placed on an administrative leave. If this happens, you will be given information about the terms and conditions of your leave at that time. Because facts and circumstances can vary widely and are sometimes unique to a particular situation, the action that’s taken in one situation shouldn’t be construed as setting a precedent for any other situations.
Corrective Action

Informal warning

In most cases, if your performance, conduct, attendance, or punctuality doesn’t meet specified requirements, your manager will meet with you to discuss the issue. An informal warning that documents a need for improvement can be verbal only or by written memo to you, with a copy kept in the manager’s desk file.

The informal warning generally contains:

- The specific areas of performance, conduct, attendance, or punctuality that don’t meet the requirements or expectations of your assigned job duties.
- A plan and time frame for improving your performance that you and your manager develop.
- A warning that if the issue continues, it can lead to a formal warning or termination of employment.

Formal warning

If your performance, conduct, attendance, or punctuality doesn't appear to improve or keeps declining after an informal warning — or if something happens to cause the escalation of the performance counseling and corrective action process — then your manager may document the situation in a formal warning.

The formal warning generally contains:

- An explanation of the issue.
- A definition of the expected level of performance or the improved conduct or attendance needed.
- An improvement time frame.
- A warning that if the issue continues, it can lead to termination of employment.

The formal warning will become a part of your Official Personnel File and will remain in the file for the duration of your employment, regardless of improved performance or change in your position, business line, location, or manager.

Final notice

Some situations that involve a serious one-time policy violation may require corrective action just short of termination. In a situation like this, you will receive a final notice (see the Glossary) advising you that if a similar situation, or any other serious policy violation, occurs again at any time during your Wells Fargo employment, your employment may be terminated immediately.

The final notice:

- Is typically a written memo.
- Will become a part of your Official Personnel File and will remain in place for the duration of your employment, regardless of any change in your position, business line, location, or manager.

If you receive any type of warning or final notice and if you are unclear about what it means for you, you should contact your manager or HR Advisor team as soon as possible.

Termination

If you don’t achieve the improvement in performance, conduct, attendance, or punctuality that was outlined in the informal warning or formal warning, your employment may be terminated. Employment can also be terminated if the situation documented in a final notice reoccurs or if the problem involves a breach of policy, including a violation of the Code of Ethics and Business Conduct or Information Security Policy, or if your performance or conduct is such that continued employment is no longer in the best interest of Wells Fargo. For examples of this kind of conduct and more information about situations appropriate for immediate termination, see Involuntary Termination.
Dispute Resolution

At Wells Fargo, we feel that it’s essential to provide team members with a prompt, thorough review of any work-related problem. So we’ve developed a process through which each team member has an opportunity to use internal problem-solving resources.

Although we can’t guarantee that every team member will always be satisfied with the outcome, we can make sure that all team members have dispute resolution methods available when they’re needed. In addition, we prohibit retaliation against any team member for using the dispute resolution process (see the Nonretaliation Policy page in the Team Member Professionalism section).

Overview of the dispute resolution process

If you have a work-related dispute, you should first try to resolve it directly with your manager — he or she is usually closest to the situation and in the best position to review it.

If you need alternatives or to escalate your dispute further, you can follow the process described on the Dispute Resolution Resources page. It’s strongly recommended that you use these resources in the order they’re shown — it’s logical that those closest to your situation will be able to understand it best, so you’ll want to go to those resources first. It’s important to begin the process promptly when the issue arises (normally within 30 days), because delay can affect Wells Fargo’s ability to respond to your concerns. This process is not intended to prevent you from discussing terms and conditions of employment at Wells Fargo.
Dispute Resolution Resources

Your manager

In most cases, you should discuss any work-related issue with your immediate manager, because he or she is in the best position to help with a prompt resolution. For assistance with preparing for a meeting with your manager or additional support regarding the dispute resolution process, contact HR Advisor.

Your manager’s manager

After speaking with your manager, if you feel that you haven't been able to communicate effectively with him or her — or if you want someone else to review the situation — you can meet with your manager’s manager (or another manager above your manager in the chain of reporting relationships) to discuss the issue. Again, for assistance with preparing for a meeting with your manager or additional support about the dispute resolution process, contact HR Advisor.

HR Advisor team

After you've spoken with your manager’s manager, if you feel that you haven't been able to communicate effectively with him or her — or if you want someone else to review the situation — you can contact HR Advisor. A member of this team will work to obtain related information to review the matter, help resolve work-related issues, and make recommendations to you or your group's management if appropriate. HR Advisor may refer the dispute for review to an Employee Relations Consultant. You may initiate contact with HR Advisor by completing the HR Advisor eForm.

Additional review

If you disagree with the outcome of the review and you want your dispute reviewed further, you can request an escalation. Contact the HR Advisor team and your request will be referred to an Employee Relations manager or leader for evaluation. If it is determined further review is warranted, the manager will arrange for an escalated review. The determination of the escalated review will be considered final and no further reviews will be conducted. If it is determined further review is not warranted, the matter will be considered closed.

Mediation

After you've completed the dispute resolution process described above and if there are still unresolved issues — for example, an allegation that the termination or terms of your employment involved discrimination, harassment, or retaliation based on race, color, gender, national origin, religion, age, sexual orientation, gender identity, genetic information, physical or mental disability, pregnancy, marital status, or status as a protected veteran — you or Wells Fargo can request mediation. Mediation will be scheduled only if both parties agree that it's appropriate. The mediation program doesn't alter or modify Wells Fargo's “employment at will” policy.

Mediation involves an external, objective, professional mediator who will provide a neutral forum where you and the company can try to resolve the issues. The mediation process emphasizes open discussion and seeks to resolve the issue through compromise. It’s not a formal process like arbitration or litigation, where a decision-maker decides which party will prevail.

If you request mediation and Wells Fargo agrees that it’s appropriate, we will make the arrangements. If your request for mediation is denied, then the dispute resolution process ends at that point.

Cost

There's a cost for mediation, which will be shared between you and Wells Fargo. Your share is 10% (up to a maximum of $200), and Wells Fargo's is 90% plus any expenses that exceed your $200 maximum.

Timing

If you decide to ask for mediation, we must receive your request for mediation within 30 days after you have escalated your concerns and received a resolution to your dispute.
How to request mediation

For more information about mediation or to initiate a request, contact Corporate Employee Relations at 1-888-284-9147.

Arbitration

Team members hired on or after December 11, 2015

When employment disputes cannot be resolved internally through Wells Fargo’s dispute resolution process described above, arbitration offers a more efficient, flexible, and private alternative to court to allow team member claims to be heard. Arbitration is a formal hearing where both you and Wells Fargo present your respective sides before an external, independent arbitrator or arbitrators. The arbitrator makes the final decision, which is binding for both you and Wells Fargo. Registered team members are already required to arbitrate many claims through the Financial Industry Regulatory Authority.

All team members hired on or after December 11, 2015 are required to sign an Arbitration Agreement in which the team member and Wells Fargo mutually agree to final and binding arbitration of employment disputes (with very limited exceptions outlined in the agreement). The agreement to resolve disputes through arbitration doesn’t alter or modify Wells Fargo’s “employment at will” policy. There’s a cost for arbitration, which is outlined in the Arbitration Agreement. Please review the Arbitration Agreement for additional details about the arbitration process.

Employee Assistance Consulting (EAC)

If you require emotional support in preparation for a conversation with your manager or following the dispute resolution process, contact Employee Assistance Consulting (EAC) at its direct number 24 hours a day, 7 days a week at 1-888-327-0027. You can also contact EAC when you call 1-877-HRWELLS (1-877-479-3557), option 4. Visit the Employee Assistance Consulting site on Teamworks for more information.
Termination Decision

Termination decision review

If your employment is terminated involuntarily (see Involuntary Termination) or for job abandonment and you want to have that decision reviewed, contact your HR Advisor team at 1-877-HRWELLS (1-877-479-3557), option 3, as soon as possible following the termination (normally within 30 days). HR Advisor may refer the review to an Employee Relations Consultant. If you disagree with the outcome of the review and you want your termination dispute reviewed further, you can contact Corporate Employee Relations at 1-888-284-9147 to determine if further review is warranted based on the circumstances. You are encouraged to provide written information to help this process. If it is determined further review is warranted, a member of the Corporate Employee Relations team will ensure a thorough review is conducted by the appropriate resource. If it is determined further review is not warranted, the matter will be considered closed.
Third-Party Representation

It is the intent of all Wells Fargo policies to provide a productive and respectful work environment. We respect your right to communicate directly, on an individual basis, with your manager, your manager’s manager, or your HR Advisor team about any of the terms or conditions of your employment. Within our work environment, we believe that those who are also Wells Fargo team members can be more responsive to your needs and concerns than anyone outside of the company, such as an attorney, labor organization, association, or group.

For that reason, we conduct team member communications and problem-solving, as well as performance counseling, corrective action, and internal investigations, without participation by an individual or a “representative” who is not a Wells Fargo team member. You’re expected to cooperate fully and honestly and maintain the integrity of the process.

If you encounter any problems on the job, bring your concerns to your manager or your HR Advisor team. They’re willing to discuss any work-related problem, issue, or concern with you on a direct, person-to-person basis.
Pay & Jobs

Our approach

To attract and retain great team members, Wells Fargo offers a total compensation package competitive with those offered by our key competitors in the businesses and markets where we operate. Just as importantly, this package balances Wells Fargo’s need to remain profitable with our desire to help our team members succeed financially. Cash compensation, whether delivered as base salary, draw, or incentive compensation, is an important part of the compensation package.

Specifically, we want our Wells Fargo compensation program to:

- Attract and retain the best people in the industry.
- Link pay to individual performance and our company’s overall strategic initiatives and performance.
- Be openly communicated, to enhance team members’ understanding.
- Balance business-unit flexibility with company-wide consistency.
- Provide opportunities to recognize individual and business group and company performance.
- Promote individual accountability and appropriate risk management.
- Balance the needs of team members, the organization, and the shareholders.
Total Compensation

For most team members, the total compensation package at Wells Fargo is much more than base salary. It may also include bonuses, commissions, and other forms of incentive compensation including long-term awards in cash or equity. Benefits, such as company contributions toward health care, disability plans, and retirement plans, and work-life policies/programs, such as paid time off, add to a team member's overall compensation package.
Employment & Pay Definitions

There are three employment classifications at Wells Fargo:

- Regular
- Part-time
- Flexible

Employment classification definitions

<table>
<thead>
<tr>
<th>Classification</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regular</td>
<td>Team members scheduled with standard hours of 30 or more hours per week (see “standard hours” in the Glossary) are classified as &quot;regular&quot; (unless they’re in the flexible classification).</td>
</tr>
<tr>
<td>Part-time</td>
<td>Team members scheduled with standard hours of between 17.5 and 29 hours per week are classified as “part-time” (unless they’re in the flexible classification). Standard hours and the number of hours actually worked may vary somewhat for part-time nonexempt team members, depending on business needs.</td>
</tr>
</tbody>
</table>
| Flexible       | The “flexible” classification covers several different scenarios. It may refer to team members who:  
- Work any number of hours on given projects 
- Fill in when needed 
- Are on call 
- Work only certain times of the month or year 
- Work regularly on a flexible schedule but are not classified as part-time or regular |

Note: Team members in the flexible classification aren’t eligible for most Wells Fargo benefit programs.

Compensation definitions

We use market pricing analysis to determine total cash compensation targets for individual jobs — this allows us to establish competitive rates of pay by comparing our jobs with external market data for similar jobs in the markets where we operate. Our market pricing program also reflects differences in pay levels due to geographic locations, allowing us to pay competitively based on the cost of wages in a given location. Listed below are some of the compensation-related terms you’ll hear in relation to our compensation structure.

Area differential

Area differential is a geographic indicator of the salary range where a team member is assigned. Wells Fargo recognizes area differentials, based on different average pay levels for specific geographic areas.

Job class code

A job class code is used to identify a team member’s pay that is eligible for Wells Fargo and Company (WFC) benefit plans. Compensation assigns one of three job class codes to each WFC job. Job class code 2 is assigned to most jobs except: job class code 1 or 5 is assigned when the pay structure for a job delivers a high percentage of the team member’s total pay through an incentive plan. See “job class codes” in the Glossary for specific definitions of each job class code.
Job family

A job family is a group of jobs that share similar functions, such as retail, operations, or marketing.

Job titles

Every Wells Fargo team member has an official job title in PeopleSoft (the payroll system used by Wells Fargo) linking a unique job code and the responsibilities of the job or the job family. Your official job title may or may not be the same as the job title you use to describe your job in the course of business. You may be able to use a “descriptive job title” on your business cards and for daily use. Discuss an appropriate title with your manager because some businesses have a list of preapproved descriptive job titles.

Market Reference Point (MRP)

The MRP is the central point of a base salary pay distribution range corresponding to Wells Fargo’s determination of competitive pay in relationship to the external market.

Maximum

The maximum is the upper end of a base salary pay distribution range.

Pay distribution range (PDR)

The pay distribution range or PDR refers to a range of competitive pay associated with a particular job, as determined by Wells Fargo. These values are expressed in annual salary dollars and assume a 40-hour workweek.

Salary

If you are an exempt team member, salary is the compensation expressed as a base salary rate and is paid biweekly on Wells Fargo’s scheduled pay dates. If you are a nonexempt team member, the amount is expressed as an hourly pay rate or base pay and is paid on Wells Fargo’s biweekly pay dates for the actual hours you worked during the payroll period. For purposes of this section, the term “salary” includes base salary for exempt team members and base pay for nonexempt team members.

Threshold

The threshold is the lower end of a base salary pay distribution range.

Total cash compensation (TCC)

Total Cash Compensation, sometimes referred to as Total Cash Comp or TCC, is the sum of all cash payments made to an individual (base salary + bonus and incentives) during a calendar year or other defined period.

Total compensation

Total compensation includes a team member’s base salary and may also include bonuses, commissions, and other forms of incentive compensation including long-term awards in cash or equity.

Benefits and work-life policies/programs are also an important part of team member total compensation. Benefits include the opportunity to participate in health and well-being, retirement, life insurance, and disability programs. Work-life policies and programs include paid time away, Paid Parental Leave, Paid Critical Caregiving Leave, Backup Adult Care Program, and a variety of others.
Exemption Classifications

The terms "exempt" and "nonexempt" refer to legal classifications established under the Fair Labor Standards Act (FLSA). If you're not sure whether your position is classified as exempt or nonexempt, check with your manager.
Exempt

Team members in exempt positions are paid a base salary and are not eligible for overtime pay.

Typically, when we discuss comparative salary figures, we talk about an annual amount for a team member who has standard hours (see “standard hours” in Glossary) of 40 hours per week. If you're in an exempt position with standard hours of less than 40 hours per week, your salary is prorated based on this formula:

\[
\text{Annual base salary rate of a 40-hour-per-week person} \times \frac{\text{Your weekly standard hours}}{40 \text{ hours per week}} = \text{Your annual base salary rate}
\]

If you need to do the reverse calculation, calculate your annual base salary rate as if you worked 40 hours.

\[
\text{Actual annual base salary rate} \times \frac{40 \text{ hours per week}}{\text{Your weekly standard hours}} = \text{Annual base salary rate of a 40-hour-per-week person}
\]

If you are an exempt team member, your salary compensates you for all hours actually worked, whether it is more or less than your standard hours.
Nonexempt

Team members in nonexempt positions are paid by the hour for actual hours worked, so they are not technically paid a base salary. However, an approximation of a nonexempt base salary is used for many purposes, such as comparing one job to another, determining salary increases, and establishing the value and cost of certain benefits. A nonexempt job's annual salary pay is calculated as follows:

\[
\text{Your hourly rate} \times \text{Your weekly standard hours} \times 52 \text{ weeks} = \text{Your estimated annual base salary}
\]

If you are a nonexempt team member, your actual annual base pay will depend on actual hours worked, including any overtime pay in the calendar year.

If you need to do the reverse calculation, figure an hourly pay rate based on an annual salary figure. That formula is:

\[
\text{Annual base salary rate of a 40-hour-per-week person} / 2,080 \text{ hours per year}
\]
Shift Differential

Shift differential applies to most nonexempt positions. A few nonexempt positions are not eligible for shift differential pay. If you are unsure whether your position is eligible for shift differential pay, please ask your manager. Shift differential may also apply to some exempt positions, as designated by the business unit, that work in production environments such as operations, technology, and call centers, including areas that operate 24 hours a day, 7 days a week.

Determining shift differential pay

<table>
<thead>
<tr>
<th>Shift</th>
<th>Shift time periods</th>
<th>Differential for eligible hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>8:00 a.m. – 4:00 p.m.</td>
<td>None</td>
</tr>
<tr>
<td>2</td>
<td>4:00 p.m. – 8:00 a.m.</td>
<td>15% for nonexempt team members</td>
</tr>
<tr>
<td></td>
<td></td>
<td>10% for exempt team members</td>
</tr>
</tbody>
</table>

Differential amount

Eligible nonexempt team members

Shift differential is calculated as a percentage of your hourly rate. The differential is only paid for hours worked in shift 2 and applies to each workday in a workweek. Nonexempt team members must work a minimum of four hours in shift 2 to receive the differential for that scheduled work period. The shift differential is paid only for hours worked during shift 2 (as defined above) and is not paid for PTO, holidays, or other absences, including a leave of absence.

Eligible exempt team members

Shift differential is calculated as a percentage of your base salary. The table above defines the shift times and related differential. Exempt team members in jobs designated as potentially eligible for shift differential must have 50% or more of their regularly scheduled hours of work during shift 2. Team members on a leave of absence will not receive shift differential pay.

Refer to the Shift Differential page on Teamworks for more information.
Work Hours

Your manager determines and may change your scheduled work hours based on the business needs of the specific area and business, taking into account each position’s classification as regular, part-time, or flexible. If you’re in a nonexempt position (see Overtime), you’re responsible for submitting timely and accurate records in Time Tracker of the hours you work. This includes any time spent on electronic devices for business purposes. The standard workweek (see the Glossary) is a fixed and regularly recurring period of work within the week beginning on Sunday at 12:01 a.m. and ending on Saturday at midnight. Depending on business group needs, team members in the regular employment classification may work alternative schedules (other than the usual five-day week). Check with your manager to find out if these options are available in your area.

To meet business needs, nonexempt team members may occasionally need to work or engage in business-related activities outside of their normal work hours and location. To be paid correctly, it is important to know what constitutes “hours worked” for the purpose of reporting time when you travel to and attend business-related events. Refer to the Recording Nonexempt Travel and Attendance page on Teamworks for more information.

Meal periods and rest breaks

Meal periods are considered unpaid time. If for any reason, on occasion, your manager requires you to work or stay at your workstation during your meal period, it’s considered paid time and should be recorded as work time.

Several states also have specific regulations requiring that nonexempt team members take paid rest breaks. Refer to Meal and Break Periods in the Time Away section for more information. Check with your manager and follow the appropriate practice for your state or business.
Overtime Pay

All team members may be required to work hours in addition to their standard hours as directed by their manager. In cases where a nonexempt team member works more than 40 hours in a workweek or more than eight hours in a particular workday, in some locations the team member will receive overtime pay.1

Overtime pay is a premium rate of pay required by the Fair Labor Standards Act (FLSA) and some state laws.

The calculation of overtime does not include hours for which pay is received but work is not performed, such as PTO, holidays, or other paid time away from work, including jury duty, disability, and bereavement.

The standard overtime rate is 1.5 times a team member's regular hourly rate.

Nonexempt

If you're in a nonexempt position, you are entitled to pay for all hours actually worked, even those exceeding your regular schedule or those not authorized before working them. Therefore, you must report all hours worked in Time Tracker. If you think you're going to need to work overtime, you need to get your manager’s authorization before you work additional hours. Overtime affects your business group’s plan and budget, so it’s important that your manager approves it in advance. Working unauthorized overtime hours can be grounds for corrective action, which may include termination of your employment. The table below describes various overtime pay options.

<table>
<thead>
<tr>
<th>Weekly</th>
<th>You’ll receive overtime pay of 1.5 times your hourly rate, also called “time-and-a-half,” if you work more than 40 hours in a standard workweek. Paid Time Off and holidays are not counted as “work” hours for overtime purposes. You must report all the hours you work in Time Tracker, and you need to get your manager’s approval before you work any overtime.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Daily</td>
<td>Some states also have provisions for paying nonexempt overtime pay based on daily work hours — for example, if you work more than 12 hours in one day. Check with your manager or the HR Service Center to see if this applies in your state. Overtime requirements for your state are also posted in your workplace.</td>
</tr>
<tr>
<td>Nonovertime hours over standard schedule</td>
<td>If your usual schedule is less than 40 hours a week and you're asked to work some extra hours — but not enough to qualify for weekly or daily overtime pay as described above — then you’ll receive pay for the extra hours at your usual hourly rate.</td>
</tr>
</tbody>
</table>

When you’re paid

You should receive pay for overtime on the same payday you’re paid for regular time worked during that workweek.

Exempt

If you’re an exempt team member, you don’t receive extra pay for time worked beyond your typical workweek. Your base salary pays you for all hours worked in any workweek. As an exempt team member, you will receive your full salary without deduction for any week in which you perform work, except for those deductions authorized by law or by you. Wells Fargo prohibits unauthorized deductions from your pay. If you feel that an amount has been improperly deducted from your pay, you need to report it immediately (see Pay Voucher and Reporting Procedures).

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1 Some states also have provisions for paying overtime; for example, in California overtime pay is required for hours worked over eight in a day or 40 in a week.
Holiday Pay

To meet the needs of our customers and business, you may occasionally need to work on one of Wells Fargo's observed holidays. See also Observed Holidays.

**Nonexempt**

If you're a nonexempt team member classified as regular or part-time and are required to work on an observed holiday, you will receive regular holiday pay for the time worked on the observed holiday. Holiday pay is defined as your regular pay rate plus a holiday premium, which is half-time, for a total of one-and-a-half times your regular pay rate. For example, a team member who regularly receives $10 per hour would earn $15 per hour for any hours he or she worked on the observed holiday. Team members classified as flexible are not eligible for holiday premium pay.

Nonexempt team members who are scheduled and report to work or who are called in to the work site to work on an observed holiday are guaranteed at least four hours of holiday premium pay.

*When you’re paid*

You should receive pay for working on an observed holiday on the same payday you’re paid for regular time worked during that workweek.

**Exempt**

Exempt team members do not receive additional pay for working on an observed holiday, but you may take the holiday at another time during the current year as a floating holiday, with the approval of your manager. See Observed Holidays in the Time Away section.
Annual Salary Review or Increase

A merit or annual salary increase is typically part of focal review and used to ensure that team members are paid appropriately. Factors considered when determining an annual salary increase include your performance, your salary level within the base salary pay distribution range (PDR), and the organization’s salary review budget. If your salary is already appropriate within the PDR, you may not receive a salary increase in a given year.

Review timing

Your performance and salary are generally reviewed during the annual focal review period, which takes place every year typically in the first calendar quarter. You may also receive a review at other times at your manager's discretion (see Timing of Performance Reviews) or because of one of the circumstances described below.

Annual focal review

This is the common review period and process providing an overall review of performance and compensation for most team members. If you transfer or are hired into a business group with a focal review period, your manager will explain how it affects you — in most cases, your next review will occur from four to 15 months after your previous one.

Transfer or promotion

If you transfer or are promoted to a new job, you may receive a performance review from your current manager if it’s been six months or more since your last review (if it’s been less than six months, your manager won’t conduct a formal review but will simply send the hiring manager some performance notes to use at your next review).

The hiring manager will take into consideration the amount of time since your last salary increase, the market rate of pay for the new job, and your applicable skills and experience (see Promotions and Job Changes) when considering any compensation decision for your new role.

Leave of absence

If you are on an approved leave of absence, excluding a Salary Continuation Leave, during the focal review period, generally any applicable salary increases will be processed on the focal review effective date, but any increase to your salary won’t become effective until you return to work and your review date has passed. If you are on a Salary Continuation Leave or working in a Short-Term Assignment Resource (STAR) position, you are not eligible for a salary increase.

Eligibility for performance and salary review

All regular and part-time team members may be eligible for reviews of performance and salary under the guidelines in this handbook unless a stated exception applies.

Team members classified as flexible who work as a flexible team member for a year or longer are eligible for an annual performance review, and, if appropriate, their hourly rate of pay may be increased in accordance with salary guidelines for the business group.
Promotions

One opportunity you have as a Wells Fargo team member is the ability to explore different jobs and advance your career while staying with Wells Fargo. Career development can take the form of a lateral move to gain new experience and skills or a promotion where you take on greater responsibilities.

A promotion is a move to a position of significantly greater responsibility, scope, and impact on the organization where typically the Target Total Cash Compensation (TTCC) of the new job is 10% or greater than the previous job. TTCC is calculated as the base Market Reference Point (MRP) plus target bonus, if applicable. A promotion can also be a move from one level to another in a job progression (for example, Accountant 3 to Accountant 4).

You may receive a salary increase at the time you’re promoted if your job change meets the definition of a promotion. Promotional increases are meant to place your salary at a position in the base salary pay distribution range (PDR) that is reflective of the knowledge and experience that you bring to the new job. In determining the salary increase amount, the hiring manager will also consider your performance, skill, current salary, the amount of time since your last salary increase, the length of time it will take for you to become fully proficient in the new job, the TTCC of the job, and any change in your scheduled work hours.

Amount of increase

When determining an appropriate salary adjustment, your manager will consider things like:

- Your skill level in the new position.
- How your salary relates to those of people in similar positions with similar skills and experience.
- How your salary relates to the job’s MRP and the competitive market pay for the job.
- How long it’s been since your last merit increase.
- The timing of your next salary review.
Incentive Plans & Awards

One way we can link pay to specific company business or individual results is through the use of incentives as additional methods to reward performance.

Incentive plans

Some team members participate in incentive pay programs designed to support specific business objectives. These incentive plans provide compensation opportunities in addition to the base salary available to eligible team members in designated jobs for achievement of specific goals. Incentive compensation opportunities may be decreased or eliminated when individual, business group, or company goals are not met.

If you’re currently eligible to be paid under an incentive plan, your manager will let you know about the plan. If you have any questions about eligibility or how an incentive plan works, ask your manager.

Awards and recognition

Team members occasionally receive cash or noncash awards or recognition from Wells Fargo — for instance, a special award for the team member with the highest sales total in a given promotion. Awards and recognition can be a good way to develop teamwork and draw focus toward a specific goal; they can also be a special thank-you for things like work on a specific project or exceptional customer service.

For tax purposes, the fair market value of a cash or noncash award (not the cost to the company) may be taxable income subject to payroll tax withholding. Managers are responsible to ensure proper reporting of awards to Payroll.

Time away from work cannot be used as an award or form of recognition under any circumstances. Refer to the Time Away section of the Team Member Handbook for more information about the appropriate uses of time away.
Job Changes

At some point in your Wells Fargo career, you may voluntarily change jobs. Situations like this might include:

- Making a lateral move to a new job where you’ll use different skills but have a similar level of responsibility.
- Accepting a job with lesser responsibilities.
- Moving to or from a job classified as flexible.
- Moving to or from a job with a different job class code where pay eligible for benefits may be different. (see "job class codes" in the Glossary).

During the interview process for the job, you and the hiring manager will discuss the situation so that a salary can be determined for the work you’ll do and the skills and knowledge you bring to the new position. Depending on the circumstances, this could result in a salary that’s lower, higher, or the same as your current salary.

Less responsibility

If you voluntarily apply for a job with significantly less responsibility, your salary will be reviewed and you may be offered a reduced salary. You have the choice to accept or decline the job offer. The fact that the salary offered for the new job is less than your current salary doesn’t make you eligible for benefits under the Wells Fargo & Company Salary Continuation Pay Plan.

Incentive jobs

If you voluntarily apply for or move out of a job with a different job class code (see "job class codes" in the Glossary), your salary may be adjusted up or down or replaced with a draw designated for that position based on your qualifications and job’s base salary pay distribution range and bonus or incentive eligibility, if any. Choosing to move into or out of one of these jobs doesn’t make you eligible for benefits under the Wells Fargo & Company Salary Continuation Pay Plan.

However, moving to or from different job class code may affect your benefits or the pay level used to calculate some of your benefits. If you have questions, refer to your Benefits Book or contact the HR Service Center at 1-877-HRWELLS (1-877-479-3557), TDD/TTY 1-800-988-0161.

Flexible classification

You may also become eligible for benefits if you move from a flexible position into a regular or part-time position. If you move from a position classified as flexible to a regular or part-time position, your pay may be adjusted to a salary that you and the hiring manager previously agreed on, based upon your qualifications, the job’s base salary pay distribution range, and bonus or incentive eligibility, if any.
Getting Paid

As a Wells Fargo team member, you're paid every two weeks, generally on Fridays (unless a holiday causes a change in pay date). This means that most months have two paydays, but sometimes (generally two months each year), there is a third payday in the same month.

If you're a nonexempt team member, you must fill out and submit timely, accurate online timesheets through the appropriate time-keeping system to receive proper pay including overtime.
Payment Methods

How you're paid

Although it is not required, you're strongly encouraged to have your check automatically deposited. This ensures accurate and timely posting of your pay and no worry if you are unable to deposit a paycheck while you're on vacation. You are not required to use Wells Fargo for direct deposit, but if you do, as a team member, you're offered a free Wells Fargo checking account by establishing direct deposit of your pay to any Wells Fargo checking or savings account. You'll need to open the account at the Wells Fargo store of your choice or through the Wells Fargo Customer Connection, following its standard account opening process, and request payroll direct deposit.

You can view your pay voucher, showing gross and net pay and deductions, online on Teamworks, from work or home, two days before each payday (or, if you don't have online access at work or home, you can request a paper voucher). If you do not establish direct deposit, you'll be paid by check. Generally, paychecks are sent each pay period to your work address. If you don't have a permanent work address, your paycheck will be mailed to your home.

Choosing your account or payment method

You set up your direct deposit by completing paperwork when you're first hired. If you later want to change your payment method or account number, you can use the online Direct Deposit tool on Teamworks. If you have questions about using the online tool, you may contact the HR Service Center at 1-877-HRWELLS (1-877-479-3557), TDD/TTY 1-800-988-0161.

Note: Funds deposited to a closed account cannot be reissued until returned to Payroll, which can take one to five business days. To avoid payment delays when you change checking account numbers, it's best to leave your old account open until you receive a payment notification showing your new checking account number. A Wells Fargo PayCard account can be opened by filling out the PayCard Sign-Up form available on Teamworks. A card will then be mailed to you. Wells Fargo PayCard Customer Service can be reached at 1-866-307-4737.

Your Wells Fargo account

You must handle your account responsibly and avoid overdrafts. If checks must be returned for insufficient funds or if your account is overdrawn, you'll be required to pay the usual fees. Continued mishandling may result in the closing of your account.

If you choose not to establish payroll direct deposit and you have a Wells Fargo checking account, that account may be subject to Wells Fargo's standard checking account service charges.

You can also choose to use a Wells Fargo PayCard account. Each payday, your funds would be credited to your account electronically, allowing easy access to your pay without the delays of mail distribution.

Required deductions

Each pay period the following required deductions are typically taken:

- Federal income tax withholding
- Federal Insurance Contributions Tax (FICA) for Social Security and Medicare
- State income tax withholding (where applicable)
- Any other taxes or deductions required by law, such as:
  - State Disability Insurance
  - Local tax
**Income tax withholding**

You complete your initial tax withholding information by using an electronic form during new hire sign-up. If we don’t receive a tax withholding form, we’re required to withhold taxes at the status of “single” with no deductions. You must submit a new withholding form if you:

- Begin working, living, or both in a different state
- Change your name or marital status
- Want to change your withholding

**Changing your withholding**

If you want to change federal or state withholding information, you can use the online W-4 tool on Teamworks.

If you have difficulty using the online tool, you may contact the HR Service Center at 1-877-HRWELLS (1-877-479-3557), TDD/TTY 1-800-988-0161, for help with the appropriate forms. If you use a paper form to make changes, be aware that some states require a separate state form. In states where the federal form W-4 satisfies the state’s requirements, Payroll will change both withholdings unless you clearly write “state only” or “federal only” on the form.

**Voluntary deductions**

You may also authorize voluntary deductions for Wells Fargo benefits for which you’re eligible. Refer to your benefits materials for more information, including eligibility, enrollment, and change instructions.

Authorized voluntary deductions may be taken out of your pay each pay period for items such as company-sponsored medical, dental, or vision plan, 401(k) Plan, etc.
Pay Discrepancies

Overpayments and pay discrepancies

We work hard to ensure the accuracy of all compensation payments. However, you are expected to check your pay voucher (online or paper), direct deposit receipts, or both for accuracy, and you are required to report immediately to your manager any overpayment or any pay discrepancy — including but not limited to wages, base salary, benefits under Wells Fargo’s Short-Term Disability Plan, incentive pay, bonuses, Paid Time Off, expense reimbursements, or benefits pursuant to the Salary Continuation Plan.

Your manager will work with you to make appropriate arrangements to remedy the error in a timely manner. Failure to report discrepancies or to make appropriate repayment arrangements is a violation of the Code of Ethics and may result in corrective action, which may include termination of employment, and you will not be eligible for rehire until the amount is repaid in full.
Pay Voucher

You can view your pay voucher online on Teamworks at work or home. Your voucher gives you information about your current benefits and tax withholding choices. You’re encouraged to review your voucher each payday to confirm:

- Reported cash compensation is correct.
- The correct deductions are being made for benefit plans you’re enrolled in and other deductions you authorized.
- Your personal information is correctly reported (see Changing Personal Information).

If you have questions, check with your manager or call the HR Service Center.
Reporting Procedures

If you have any concerns about your base salary, rate of pay, or compensation structure, please talk with your manager. If your manager is unable to help you resolve your concern, you should report your question or concern as soon as possible by contacting your HR Advisor team. If you're not satisfied with the way your question or concern has been resolved, you're encouraged to use Wells Fargo's dispute resolution process.

If you believe that either you or others have been denied compensation for any hours worked (including overtime), have not been provided with meal and rest breaks in accordance with state law, or have not been paid earned commissions or if you have a question or concern about improper deductions from pay, please contact your HR Advisor team.

**Note:** At Wells Fargo, we will not tolerate retaliation against any team member who in good faith reports or provides information about a wage and hour complaint (see Nonretaliation Policy). *Engaging in retaliatory behavior in violation of this policy is grounds for corrective action, which may include termination of your employment.*
Time Away

Our approach

Wells Fargo understands that team members have busy lives and diverse needs and believes that you are at your best when you have had the opportunity to relax and rejuvenate yourself. Our time away policy provides a variety of competitive options to accommodate diverse needs and life events including time off for vacation, illness, caring for a family member, volunteering, the birth or adoption of a child, the loss of a family member, and more. We encourage you to use the time away available to you.

Team members are expected to use one of Wells Fargo’s Time Away programs to account for any time away from work during their scheduled work hours unless otherwise provided by state or local law.

Time off under Wells Fargo’s Time Away programs is not transferable from one team member to another.

Wells Fargo time away options include:

- Paid Time Off (PTO)
- Observed Holidays
- Other Paid Time Away
- Leaves of Absence
Team Member Responsibilities

Effective use of your time away is a personal responsibility. Familiarize yourself with the eligibility requirements and the expectations and approvals for using and recording time away. You are accountable for planning appropriately for both the expected and the unexpected to ensure that you have time away available for the entire calendar year. Managers and team members must balance business needs with team member requests for time away.

- **Exempt team members** are required to use time away in either full-day or half-day increments unless otherwise provided by state or local law.
- **Nonexempt team members** use time away in accordance with their business line policies.

Abuse of time away policies may be considered a violation of the Code of Ethics and subject to corrective action up to and including termination.
Paid Time Off

Wells Fargo provides eligible team members with Paid Time Off (PTO) each calendar year to use for time away from work.

You may use PTO for any number of reasons, including:

- Vacation
- Your illness (or time away during the waiting period for the Short-Term Disability Plan)
- A family member’s illness
- School activities or conferences
- Variable holidays
- Religious observances
- Personal business
- Weather problems

There may be other types of state or local time away for which you can use your eligible PTO. Consult with your manager if you have questions.

Time Tracker

Time Tracker is the tracking system used by all team members across Wells Fargo to record time off. The system tracks balances for PTO, holidays, and community service time and allows you to record other types of time away from work such as bereavement or jury duty. Nonexempt team members also use Time Tracker to record work time.
PTO Eligibility

You're eligible for PTO if you’re in a regular or part-time position with a base salary or hourly rate.

If you are classified as flexible or otherwise not eligible for PTO, you may arrange unpaid time away with your manager.

Calculation for PTO allowance

Your annual PTO is based on three things:

- Your years of continuous service with Wells Fargo
- Your standard hours
- Your active working status

If you have questions about any of these, contact your manager.

Your annual PTO allowance is determined solely by the criteria above; allowances are fixed and may not be adjusted. Managers cannot provide additional PTO. In addition, managers cannot allow team members to “borrow” anticipated PTO from a future year of work under any circumstances.

Years of service

You can calculate your years of service by subtracting the year of your corporate hire date from the current year. For example, if your corporate hire date is any time in 1996, then in 2011, you have 15 years of service for purposes of calculating your maximum PTO allowance.

If you have questions about your hire date, contact your manager.

Annual PTO allowance for active, regular team members

References to days assume an eight-hour day. This chart is based on a 40-hour week. If your standard hours are less than 40 hours a week, see standard work week.

<table>
<thead>
<tr>
<th>Years of service*</th>
<th>Days</th>
<th>Hours**</th>
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</thead>
<tbody>
<tr>
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<td>144</td>
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<tr>
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<td>28 days</td>
<td>224</td>
</tr>
<tr>
<td>25 or more</td>
<td>33 days</td>
<td>264</td>
</tr>
</tbody>
</table>

*Your years of service allowance is effective January 1 of your anniversary year — for example, if you will reach three years of service on May 15, 2016, you are eligible for 23 days of PTO for the calendar year 2016.

**California team members’ (excluding those in Emeryville, Oakland, San Diego, and San Francisco) total hours (DOC) will be adjusted in the amount of any paid sick leave allotment you receive. Refer to the Paid Sick Leave Laws (Paid Sick Time) page for more information.

Legacy Wachovia grandfathered PTO allowance

If you were a Wachovia team member in a position of vice president or above as of December 31, 2008, you are grandfathered a PTO allowance of 26 days until you reach a years-of-service category that provides you a greater benefit.
PTO Accrual

You accrue one-twelfth of your annual PTO allowance for each month in which you have an active work status for at least one full and completed shift of your standard hours or reduced work schedule in that month. Your manager may approve your use of unaccrued PTO according to your line of business practices. You may not “borrow” anticipated PTO from a future year of work under any circumstances.

In your first year

As a new Wells Fargo team member, you are eligible for PTO on the first of the month following one full calendar month of service. If you work for Wells Fargo less than 12 months during the year, your PTO is prorated for the partial year of work.

For example, if you start on April 6, you are eligible for benefits on June 1. This means that you are benefits-eligible for seven months if you remain at Wells Fargo through the end of the year, so you’ll be credited with seven-twelfths of your annual PTO allowance.

In your last year

If you retire, leave Wells Fargo, or leave as a result of a displacement, you’ll be eligible for PTO based upon the number of months you work before you leave or begin Salary Continuation Leave (see PTO at Termination).

Break in service

If there is a break of six months or less in your Wells Fargo employment, it is considered continuous service for determining your PTO benefits. If you have had a short break in service like this, ask your manager to verify your employment dates in Staff Management to make sure that you are receiving the correct PTO allowance. With continuous service, you will begin to accrue PTO on the first day worked in the month you are rehired. If there is a break of more than six months in your Wells Fargo employment, your rehire date becomes your corporate hire date, and you will begin to accrue PTO as a new hire does (see In Your First Year).

PTO and leaves of absence

Team members do not accrue PTO during a leave of absence. You will begin accruing PTO when you return to work and have completed at least one full and completed shift of your standard hours or reduced work schedule in that month. Team members who use unaccrued PTO before their leave of absence and do not have an opportunity to accrue enough PTO in the remainder of the year may find themselves in an overpayment situation.

Based on the requirements of Wells Fargo's Short-Term Disability (STD) Plan, you are required to use accrued unused PTO for any scheduled workdays missed during the waiting period for the STD Plan. If you do not have accrued PTO to use during the waiting period, refer to the PTO during the STD waiting period section of the Medical Leave in the Leaves of Absence section for additional information.
Eligibility Changes

Change to an eligible position

If you move from a job classified as flexible to one that is part-time or regular and the position is eligible for PTO, then you become eligible for PTO. Your corporate hire date (not the date of your job classification) is used to determine your years of service for calculating your PTO allowance. You generally begin accruing PTO in the calendar month in which your job classification is effective. (If you haven’t yet completed one full calendar month of Wells Fargo employment, your PTO accrual will begin the calendar month after you complete this requirement.)

Change to an ineligible position

If you change to a position that is not eligible for PTO, then your PTO eligibility for that year is prorated based on the number of months you were in the eligible position. Your manager will verify your PTO at the time of the position change; if you have not taken all the PTO for which you are eligible, your original manager will submit a payment of accrued but unused PTO similar to what is described under PTO at Termination.

Changing schedules

If your regularly scheduled hours change during the year, your PTO is recalculated to reflect the amount of time you have spent in each schedule.

For example, if your annual PTO is 224 hours but you change from a 40-hour-per-week schedule to a 32-hour-per-week schedule (or 80% of 40 hours) on July 1, then your PTO accrued during the first half of the year is six-twelfths times 224 hours, which equals 112 hours, and for the second half of the year is six-twelfths times 80% of 224 hours, which equals 89.6 hours. So your total PTO for the year would appear in Time Tracker as 201.6 hours.

If your regularly scheduled hours change occurs after the first of the month, your PTO accruals for that month will be recalculated.

Using the above example, if your annual PTO is 224 hours but you change from a 40-hour-per-week schedule to a 32-hour-per-week schedule (or 80% of 40 hours) on July 15, then your PTO accrued during the first half of the month is calculated on a 40-hour-per-week schedule, which equals 9.33 hours, and the second half is calculated on a 32-hour-per-week schedule (or 80% of 40 hours), which equals 7.46 hours. So the total for the month would be 16.79 hours versus 18.66.

Intracompany transfers

If you transfer to another Wells Fargo position, you transfer into your new position with your current calendar year PTO accrual (less any PTO taken), plus up to five days of accrued PTO carryover (if any exists). Accrued and unused PTO exceeding the amount you are eligible to transfer will be paid out to you shortly after the transfer by the business group that you are leaving. Your new manager is responsible for ensuring that Time Tracker is adjusted as necessary to reflect your correct accrued unused PTO balance after your transfer and payout.
Using PTO

While a reasonable amount of Paid Time Off (PTO) should be taken annually by each team member, the timing and duration of successive days of PTO are subject to manager approval. Your PTO allowance should be used for any absence from work including unexpected circumstances and illnesses. While you may request to take the entire PTO allowance in Time Tracker for any purpose, managers will continue to approve your time away request based on business needs and line-of-business practices.

Team members carrying accrued PTO balances may not choose to take an absence without pay instead of PTO for purposes of saving accrued PTO time. This applies to time away related to the Short-Term Disability waiting periods. For more information, refer to the PTO during the STD waiting period.

Exempt team members are required to use PTO in either full-day or half-day increments. Nonexempt team members are encouraged to use PTO in hourly or daily increments based on their scheduled hours; however, Time Tracker will allow nonexempt team members to record PTO in five-minute increments. You must account for all time in your scheduled shift.

Scheduling

You are expected to schedule your PTO in advance, with your manager’s approval. The only exception to this requirement is an illness or other emergency that you cannot predict in advance (see Unscheduled Absences below). Your manager will approve requests for PTO based on considerations like workflow, operational requirements, business needs, and length of service.

It is intended for you to use your PTO during the year it is accrued, and you and your manager have the responsibility to see that you do this without exceeding the carryover provision, except in those states where state law affects the carryover provision. While your preferences will be accommodated when practical, there may be times when, due to business considerations, you need to take your PTO on days other than your preferred ones.

Team members are expected to manage their PTO allowance throughout the year. If a team member exhausts PTO and continues to request unpaid time away, it will be considered an unscheduled absence and may be subject to corrective action (see Attendance & Punctuality).

Unscheduled absences

Although time away from work is important, it’s equally important that you are at work when scheduled. Regular and dependable attendance is an essential function of your job at Wells Fargo, and for this reason unscheduled absences may be subject to corrective action (see Attendance & Punctuality).

If you do have to miss work unexpectedly, contact your manager as soon as possible — no later than your normal starting time that day — and make every effort to reach your manager personally.

Using unaccrued PTO

Use of PTO in advance of accruing it may result in an overpayment. Team members are expected to report and repay any overpayments because of overuse of PTO annually. Failure to report and repay overpayments is a violation of the Wells Fargo Code of Ethics and subject to corrective action up to and including termination. Team members who leave the company with an overpayment of PTO are personally liable for the amount of the overpayment and will be considered ineligible for rehire until the overpayment is resolved.

After a leave of absence

To support effective business operations, team members should not schedule PTO immediately after a leave of absence, effectively extending their leave, without their manager’s approval.
Carryover & Accrual Cap

PTO carryover

Your PTO should be used during the year that it is accrued. However, you may carry over up to five days of PTO based on your standard hours. PTO carryover must be used by the end of the business day on March 15 of the following year. For all team members who are not subject to the PTO accrual cap, if for some reason you have more than five days or 40 hours of accrued, unused PTO remaining at the end of the year, you will lose it. For example, if your standard hours are 40 hours per week, then you would be permitted to carry over up to 40 hours of PTO to the following year. If, however, your standard hours are 20 hours per week, then you would be permitted to carry over up to 20 hours into the following year.

**Note:** If your work location as recorded in the official HR system of record is in California, Montana, or Tennessee, the PTO accrual cap applies, and you will not lose any accrued PTO.

PTO accrual cap for team members in California, Montana, and Tennessee

Team members in California, Montana, and Tennessee may accrue PTO up to one-and-a-half times their annual eligible PTO allowance. Team members in these states are not eligible to accrue additional PTO once they reach the cap. However, as these team members use PTO and reduce their PTO balance below the cap, they are eligible to again accrue PTO up to the accrual cap in the following month as long as their PTO balance remains below the accrual cap.
PTO at Termination

When you terminate employment, your manager will verify your PTO and, if appropriate, approve an adjustment to your final pay to reflect the PTO you’ve accrued versus what you’ve already taken.

At the beginning of each calendar year, Time Tracker displays a PTO allowance that assumes you will work 12 months and accrue PTO hours each month. At termination you will only be paid for accrued unused PTO hours, which may be less than the PTO hours reflected in Time Tracker.

For example, if you terminate employment in September, after you’ve used 24 of your 184 PTO hours, then your prorated PTO amount is nine-twelfths of 184 hours, or 137.9 hours. From that total, your manager will subtract the hours you have already taken, so you will be paid for a total of 113.9 hours.

If you’ve used more PTO hours than you have accrued at the time of your termination, you will be asked to reimburse Wells Fargo for the excess amount. For example, in the situation described above, if you had already taken more than nine-twelfths of your PTO amount (in other words, more than 137.9 hours), you’ll be asked to reimburse Wells Fargo for the excess balance.

If you request to take PTO after you have given notice that you are leaving Wells Fargo, your manager will follow the policy in your region or line of business to approve and schedule this time. For example, some business groups do not approve the final workday to be taken as PTO.
Other Paid Time Away

We recognize there are occasions when you may need time away from work in addition to your Paid Time Off (PTO) and the company's observed holidays. Wells Fargo also offers paid time away from work for specific reasons, such as:

- Bereavement
- Community service time
- General elections
- Jury duty
- Paid sick or safe time
- Testifying in court
- Location closings
- Military Reserve duty

Team members classified as "flexible" or otherwise not eligible for Paid Time Off (PTO) may arrange unpaid time away for these purposes from work with their manager unless otherwise directed by law.

There may be other types of time away for which you may be eligible based on state and local laws. Consult with HR Advisor if you have questions.

Other paid time away eligibility

You are eligible for time away related to bereavement, jury duty, or civic responsibilities on your hire date and if you are in an active working status in a regular or part-time* position with a base salary or hourly rate. You are not eligible for these kinds of paid time away from work during a leave of absence. You can only record these hours for time away that you would otherwise be scheduled to work.

*Part-time team members are not eligible for Community Service Time.
Bereavement

We understand that the death of a family member is difficult to deal with and that you may need time away from work for your own grief or to attend to matters related to your loss.

Team members classified as regular or part-time who are currently scheduled to work are eligible to request time away with pay for bereavement.*

Wells Fargo recognizes that family structures can be unique and diverse in nature. Managers are encouraged to support team members during this time in their lives. If you have a loss that falls outside of the family member designation, like an ex-spouse or former in-law, you may be able to use PTO for needed time away, with manager approval.

If you are on an approved family leave and the family member you are caring for passes away, you will need to contact our claims and leave administrator to end your leave of absence and reach out to your manager to adjust your time away to bereavement time off.

Your manager may approve a maximum of one regularly scheduled workweek for bereavement time off. Bereavement time must be taken within 90 days of the loss. State or local laws may offer additional unpaid time away; consult with HR Advisor for guidance in these cases.

*The request may include time away for a loss of a team member’s unborn child. Team members may also be eligible to qualify for an FMLA-eligible leave in cases of a serious medical condition. Refer to Medical Leave.
Community Service Time

Community service time is one of the ways Wells Fargo supports your volunteer involvement in the community.

Community service time is time away with pay, separate from PTO. If you are a regular team member and regularly scheduled to work 30 hours or more per week, you may be eligible for up to 16 hours of community service time to participate in eligible community service activities during the time when you would otherwise be scheduled to work. For example if you are scheduled to work from 9:00 a.m. to 5:00 p.m. and you would like to volunteer for a local organization between 1:00 p.m. and 5:00 p.m., you may use community service time.

Team members with less than six months of employment are eligible for a prorated amount and may take up to eight hours, with manager approval. If community service time is not used, it cannot be carried over to the following year and it is not payable upon termination of employment. Team members track community service time in Time Tracker.

Exempt team members are required to use community service time in either full-day or half-day increments. Nonexempt team members may record community service time in full-day, half-day, or hourly increments. Except for the restrictions referenced below, you determine how you use your community service time, as long as you are using your skills and abilities to benefit an organization or community.

In order to qualify for community service time, a team member should be volunteering for a community or nonprofit organization that is designated as 501 (c)(3) or 501 (c)(6) by the Internal Revenue Service (IRS), for a school, or for a city, county, state, or federal board, council, or election department.

Examples of eligible activities include but are not limited to:

- Volunteering at a local school (chaperoning, working at a book fair, reading, whether your child attends the school or not).
- Helping set up tables and chairs or checking in participants at a charity race.
- Serving on advisory boards, councils, or boards of directors of nonprofit organizations.
- Donating blood.
- Serving as an election official for a general election.

Examples of activities not eligible for community service time include but are not limited to:

- Partisan political activities such as campaigning on behalf of a candidate or political party.
- Religious activities not involving community service.
- Running in a charity road race or playing golf in a charity tournament.
- Parental activities such as parent-teacher conferences or attending school concerts or sporting events.
- Court-mandated community service.

With your manager’s approval, you may use PTO for time away to volunteer for any ineligible activities.

To avoid significant business interruptions, your manager must approve the request for time away in advance. Contact your HR Advisor team for additional clarity on eligible and ineligible activities.

Unused community service time hours cannot be transferred to another team member, carried over into the next year, or paid out as a lump sum during a leave or at termination.
Voting

Voting in general elections

In most cases, you should be able to vote outside of your scheduled working hours or as part of your municipality’s early voting efforts. But if you cannot, Wells Fargo provides up to two paid hours away from work to vote in any statewide general election. Where state law requires additional time away for voting or covers other types of elections, the state law will be followed.

Be sure to arrange your time away with your manager before Election Day, which will allow for the creation of a schedule to adequately balance your civic responsibility with the needs of the business and Wells Fargo’s customers. You should track time away from work for general elections in Time Tracker.
Jury Duty

You are excused from work with pay while serving on jury duty. If your work schedule is different from the hours required for jury duty, you will not be required to report to work while serving on jury duty. However, you will be expected to report to work as normal on days when your presence is not required in court.

In addition to your Wells Fargo pay, any court reimbursements for your services are yours to keep. Time away for jury duty must be recorded in Time Tracker. Wells Fargo recognizes applicable state laws regarding jury duty.

You must provide your manager with advance notice of jury duty. You are expected to keep your manager informed of your jury duty status and may be required to provide documentation to support your absence.
Paid sick or safe time

Certain cities, counties, and states have enacted paid sick leave laws requiring employers in those locations to provide paid sick or safe time (PST) to eligible team members. In general, Wells Fargo team members working in these cities and states are eligible to use current paid time away allowances for the purposes covered by these laws, so additional paid time away is not required.

Eligibility

Both PTO-eligible and non-PTO-eligible (flexible and fully commissioned) team members working in these cities, counties, and states may be eligible to use paid time away for the purposes covered by these laws once they meet the specified eligibility requirements. If you occasionally work in any of these locations, you may also be eligible for paid time away while you are working in those cities, counties, or states. Be sure to review the eligibility requirements for that particular location on the Compliance Poster page of Teamworks.

Using PST

Eligible team members may take time away from work for any of the purposes covered by the applicable law. Absences recorded as PST are protected by these laws and do not count as occurrences under Wells Fargo’s Attendance Policy.

Depending on your location and eligibility for PTO, PST is either a separate balance adjusted from your annual PTO allowance or is included in your PTO balance. When time away is used for the identified purposes, you should record your absence in Time Tracker as paid sick time.

A team member must notify his or her manager on or before the first day of an absence resulting from illness or as soon as reasonably possible. In cases of prolonged illness, team members are expected to keep their managers informed regularly of their anticipated date of return to work. Refer to the Leaves of Absence section if you have a need for an extended absence.

Managers are responsible for the proper recording of this time away by team members. Abuse of paid sick time in any form may violate Wells Fargo’s Code of Ethics and be subject to corrective action.

Changes in status or schedule

A change to your employment status (regular to flexible or vice versa) or standard work hours may change the way you accrue, access, and track your PST. Be sure to review how these changes may affect you with your manager before making any changes.

Team members are not paid for unused paid sick time upon termination or transfer out of locations with PST provisions.

Carryover

Some cities, counties, and states allow you to carry over accrued paid sick time from year to year. This does not alter Wells Fargo’s PTO carryover provisions; however, eligible team members will have access to PST to cover qualified absences.

After a leave of absence

To support effective business operations, team members should not schedule PST immediately after a leave of absence, effectively extending their leave, without their manager’s approval.

Refer to the Paid Sick Leave Laws (Paid Sick Time) page on Teamworks for more information.
Testifying in Court

If you’re required to testify in court on behalf of Wells Fargo or if you’re subpoenaed for Wells Fargo business, this is considered work time and should be recorded in Time Tracker.

Any court testimony that is personal in nature requires use of PTO, if available. If you are able to provide legal documentation that you are required to testify in court, your absence cannot be counted as an unscheduled absence.

Where state law allows you to take time away from work to appear in court as a crime victim, the state law will be followed. In these cases, your absence cannot be counted as an unscheduled absence.
Location Closings

Sometimes adverse conditions may prevent your work location from operating during its normal business hours. In these situations refer to the Pay Standards and PTO Procedures for Location Closings (PDF) for guidance.
Military Reserve Duty

Military Reserve duty typically requires you participate in duty assignments, including monthly drills and training throughout the year.

Eligibility

Regular, part-time, and flexible team members are eligible to take time away from work for Military Reserve duty.

Your responsibilities

Regular Military Reserve activities, including annual training, are not treated as a Military Leave. However, similar to other periods of absence, taking time away from work for Military Reserve duty requires you to notify your manager in a timely manner to the extent you can, which will allow your manager to make staffing arrangements while you are away.

In some cases, you may require additional time away from work for reserve duties or because you receive an active duty assignment. For these obligations, you must request a Military Leave. Contact the our claims and leave administrator through the HR Service Center at 1-877-HRWELLS (1-877-479-3557), TDD/TTY 1-800-988-0161.

Income sources during Military Reserve duty

If you're a regular or part-time team member, you will continue to receive your regular Wells Fargo pay, through the duration of your annual training period.

Your monthly reserve duty is unpaid time. If your reserve duty occurs on your regularly scheduled workdays, you may either take unpaid time away from work or use your available PTO.

Job reinstatement rights

You have job reinstatement rights during your time away from work for Military Reserve duty, including your annual active duty training period.

Returning to work

Before your return to work, contact your manager to confirm the actual date you will be coming to work so that he or she can make any arrangements necessary to be ready for your return.
Meal and Break Periods

If you’re a nonexempt team member, you must take the required meal and rest periods to which you’re entitled during the workday. If you have questions about your schedule, check with your manager. If you have questions about how meal and rest breaks are administered, please contact your HR Advisor team.

Please refer to Meal Periods and Rest Breaks in the Pay and Jobs section for more information about pay during meal or break periods.

Some states do offer more explicit guidance about this time away. Please refer to Meal & Rest Periods on Teamworks for more information.

Other breaks supported by regulations

Certain regulations provide breaks for nursing mothers (also known as “lactation breaks”). Please refer to the Supporting Nursing Mothers page on Teamworks for more information.

Modified breaks as a workplace accommodation

If you require a break to accommodate a health, disability, or other medical condition, it may be necessary to adjust or modify your traditional or regular break schedule.

Generally, there are three types of modifications you may request as an accommodation:

- Schedule modifications or alternate break schedule — an adjustment to the usual break schedule, such as three 10-minute breaks, making the lunch break shorter, arriving early, or departing later to make up the time.
- Requests for additional breaks — an additional break where the time is made up through a schedule modification. This would include additional “as-needed” (unscheduled) breaks if the time is made up by the team member.
- Requests for additional unpaid break time — an additional break where the time will not be made up through a schedule modification.

Requests for schedule modifications may be made to your manager, who will work with you to consider the appropriate accommodation.

If you are FMLA eligible and have a need for additional unpaid break time, please contact Accommodations Management with your request. Otherwise, please contact Accommodations Management with the request.
Observed Holidays

Wells Fargo provides up to 64 hours, based on your standard hours to be used for the eight paid holidays (PDF) Wells Fargo observes.

Federal Reserve and New York Stock Exchange holidays observed by Wells Fargo

- New Year’s Day
- Martin Luther King Jr. Day
- Memorial Day
- Independence Day
- Labor Day
- Veterans Day*
- Thanksgiving Day
- Christmas Day

*Team members in lines of business that more closely align with the New York Stock Exchange (for example, Wells Fargo Advisors and the staff functions supporting this group) do not observe Veterans Day but may use the holiday hours in Time Tracker as a floating holiday on a different day, with manager approval. If you have a question about which holiday schedule your business line observes, talk to your manager.

The Federal Reserve and New York Stock Exchange might be closed on other holidays that Wells Fargo does not observe. Team members who wish to take those days away from work or who work in business groups observing those holidays (see Variable Holidays) must use their PTO or an available floating holiday to take those days off.

Generally, when a holiday falls on Sunday, Wells Fargo will observe the holiday on the following Monday. However, business groups who maintain 24/7 operating schedules may observe the holiday on the calendar date (Sunday) for their entire business group. Senior business leaders for these groups will decide and communicate the holiday schedule in advance to ensure that all team members are aware of the schedule and how to record their time appropriately.

Observed holidays eligibility

As a team member in an active working status and not on a leave of absence, you are eligible to record up to 64 hours of holiday time to be used for Wells Fargo’s observed holidays if you are in a regular or part-time position with a base salary or hourly rate.

Team members classified as “flexible” or otherwise not eligible are not paid for holidays.

Holiday balances

Eligible team members have access to a holiday balance in Time Tracker at the beginning of each calendar year. You will record holiday time in Time Tracker in full-day increments (based on an eight-hour day, prorated based on standard hours for team members whose regular schedules are less than 40 hours a week) for observed holidays and floating holidays.

For example, if you are scheduled 20 standard hours, then your holiday hours are prorated at 4 hours for each holiday (20 hours divided by 5 days equals 4 hours per holiday).

Unused holiday balances cannot be carried over into the next year and are not paid out as a part of a lump-sum payout during a leave or at termination.
Floating Holidays

Wells Fargo recognizes that team members have many different work schedules. Therefore, if an observed holiday falls on a day when your work location is not normally open, you may use available holiday hours in Time Tracker on a different day, with your manager's approval. This is called a floating holiday. If your work location is typically open on a day when the holiday is being observed, you should record the holiday hours on the observed holiday unless it is your normally scheduled day off. If it is your regularly scheduled day off, you will be eligible for a floating holiday later in the calendar year. Refer to the Observed Holidays page on Teamworks for more guidance.

You can take a floating holiday at any other time within the current calendar year with the prior approval of your manager. Like other unused holiday hours, a floating holiday must be used in the current calendar year and is not paid out when you end your employment.

There are a few scenarios in which you may have holiday hours to use as a floating holiday under the policy:

- If an observed holiday falls on a day when your work location is normally closed, you may use available holiday hours as a floating holiday.
- If you are in a business group that does not observe Veterans Day as a paid holiday and you are regularly scheduled to work that day, you may use the hours attributed to Veterans Day as a floating holiday.
- If you are an exempt team member and you work on an observed holiday, you may use those holiday hours as a floating holiday in half- or full-day increments, with your manager's approval.

Unused floating holidays cannot be carried over into the next year and are not paid out as a part of a lump-sum payout during a leave or at termination.
Variable Holidays

Some Wells Fargo businesses may elect to close on other holidays in addition to the observed holiday schedule. A variable holiday is considered “prescheduled” PTO and counts as part of your PTO taken for the year for the number of hours you were scheduled to work that day.

If you have a floating holiday available, you may use it on a variable holiday if approved by your manager. (If you are on a leave of absence when the variable holiday occurs in your business group, it does not count as a PTO day.)
Impacts to Observed Holidays

Observed holidays and overnight shifts

A holiday is defined as the 24-hour period beginning at 12:00:01 a.m. and ending at midnight on one of the observed holidays. Nonexempt team members who work on an observed holiday or whose shift begins on the observed holiday and continues beyond this period may be eligible for a holiday premium for their hours worked.

Observed holidays for team members who work more or less than eight-hour days

Holiday hours are based on your standard hours and are prorated based on the team members regular schedules. Keep in mind:

- You are allocated up to 64 hours of holiday time based on your standard hours to be used for the eight holidays Wells Fargo observes.
- If you use more than eight hours to cover your regular schedule on the observed holidays, you will need to use PTO at some point in the year to cover holiday hours.
Observed Holidays During Leave

If you are on a leave of absence during an observed holiday, you won’t receive holiday pay. However, if you are working a partial or reduced work schedule while on an approved leave, you will receive holiday pay based on the hours you are working. You are not eligible for any additional PTO upon your return from leave to compensate for any holidays that occurred during your leave.

Time Tracker automatically adjusts holiday balances for team members who are on a leave of absence.
Working on Observed Holidays

If you’re a nonexempt team member classified as regular or part-time and are required to work on an observed holiday, you will receive regular holiday pay for the time worked on the observed holiday. Holiday pay is defined as your regular pay rate plus a holiday premium, which is half-time, for a total of one-and-a-half times your regular pay rate. For example, a team member who regularly receives $10 per hour would earn $15 per hour for any hours he or she worked on the observed holiday. Hours actually worked on an observed holiday are considered hours worked for the purpose of determining overtime eligibility for that specific workweek and will be paid at the overtime rate where required.

If you are an exempt team member and are required to work on an observed holiday, you may take the holiday at another time during the current calendar year as a floating holiday, with the approval of your manager.

For more information, please review Scenarios for Working on an Observed Holiday (PDF).
Leaves of Absence

As a part of our commitment to team members, Wells Fargo provides a program of leaves of absence for team members who are facing a life event requiring extended time away from work.

If you need to be away from work for more than seven consecutive calendar days, you have several options for taking an approved leave of absence, subject to the Extended Absence Policy.

This section provides details on:

- Extended absence policy
- Types of leave
- Team member responsibilities
- Approval requirements
- Job protection
- Available income sources

It is your responsibility to fulfill your obligations and meet the terms and conditions of your approved leave.
Extended Absence

Extended absence policy

Regular and dependable attendance is an essential function of your job at Wells Fargo. We recognize that team members may face periods of time when they are unable to work and need a leave of absence.

You are eligible to take an approved leave of absence if you meet the terms and conditions of the applicable leave policy, and in most cases, your leave will not be approved for more than 24 continuous months.

Generally, leaves of absence separated by a return to work period of 30 days or less are added together for purposes of determining the 24 months. Similarly, multiple periods of leave adding up to 24 months of absence or that do not reach 24 months but demonstrate an inability to work on a sustained basis may result in termination of employment.

Accommodations for team members on Medical Leave. If you are on Medical Leave and feel that you can return to work with restrictions or workplace accommodations, contact Wells Fargo Accommodations Management at 1-877-HRWELLS (1-877-479-3557). An Accommodations Management consultant will have interactive discussions with you to explore accommodations that might enable you to return to work. You should contact Accommodations Management at least 90 days before the expiration of your 24-month extended absence period.
Leave Requirements

Team member responsibilities

Taking an approved leave of absence requires a partnership between you, your manager, and our claims and leave administrator or Leave Management. Your timely cooperation in this process is essential. This section outlines your responsibilities under this partnership.

General notice requirements. After discussing your request for a leave with your manager, you must contact Wells Fargo’s claims and leave administrator at 1-877-HRWELLS (1-877-479-3557). For TDD access for persons with hearing impairments, please call 1-800-988-0161, to initiate the leave process no sooner than 14 days before the leave start date.

- If your need for leave is foreseeable, you must notify your manager at least 30 calendar days before the leave is scheduled to begin.
- If a 30-day notice isn’t possible, you must notify your manager as soon as you learn of the need for leave.
- Be sure to fulfill the document requirements for your leave no later than 14 days before your leave is scheduled to begin or no later than seven days after your first absence.
- Failure to comply with notice requirements may result in corrective action, which may include termination of your employment.

Documentation requirements. If you are absent from work for more than seven consecutive calendar days and you fail to provide the required documentation supporting your need for a leave of absence, you are considered out of compliance with Wells Fargo’s leave policies. Your leave will be designated as unapproved and transitioned to an unpaid Administrative Leave, and you will be subject to corrective action, which may include the termination of your employment.

Working while on leave. Your leave of absence is meant to support you when you need time away to care for yourself or others, and Wells Fargo wants you to be able to focus your attention on caring for those needs; therefore, you should not be doing or expected to do Wells Fargo work while you are on a leave of absence.

Team members who are on an approved leave of absence may not engage in any form of self-employment or perform work for any other employer during that leave, except when the leave is for military or public service or when Wells Fargo has approved the employment under the Outside Business & Employment Activities policy and the team member’s reason for leave does not preclude the outside employment.

If you are able to return to work full time, part time, or on an alternative or reduced work schedule, contact your manager to make the appropriate arrangements.
Types of Leave

Below is an overview of the types of leave available at Wells Fargo. Review the applicable leave sections for more details about eligibility, your responsibilities, available income sources, job reinstatement rights, and returning to work. Until you receive formal notification that your leave has been approved, you must properly report your absence to your manager every day as outlined by your line-of-business standards.

<table>
<thead>
<tr>
<th>Leave type</th>
<th>Use this leave</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical Leave</td>
<td>For your own medical condition including leaves covered by FMLA or other similar state laws.</td>
</tr>
<tr>
<td>Workers’ Compensation Leave</td>
<td>For your own work-related injury or illness.</td>
</tr>
<tr>
<td>Family Leave</td>
<td>To care for a family member who has a serious health condition or to care for or bond with a newborn, adopted, or foster child including leaves covered by FMLA or other similar state laws.</td>
</tr>
<tr>
<td>Parental Leave</td>
<td>For team members who are becoming parents or expanding their families, paid time away from work to bond with their new child and adjust to their new family situation.</td>
</tr>
<tr>
<td>Critical Caregiving Leave</td>
<td>For those who have a family member with a serious health condition, time to provide critical care and support for those family members.</td>
</tr>
<tr>
<td>Intermittent Leave</td>
<td>Approved leave taken in separate periods of time because of a single illness or injury as permitted under FMLA.</td>
</tr>
<tr>
<td>Military Leave</td>
<td>For your own enlistment or call to military active duty or active duty training.</td>
</tr>
<tr>
<td>Military Exigency Leave</td>
<td>To attend to matters when a qualifying family member is called to active duty military service.</td>
</tr>
<tr>
<td>Servicemember Care Leave</td>
<td>To care for a covered servicemember who has incurred a serious illness or injury while on active duty.</td>
</tr>
<tr>
<td>Volunteer Leave</td>
<td>To work on a project of significant impact at a nonprofit organization or school.*</td>
</tr>
<tr>
<td>Personal Leave</td>
<td>For personal reasons.</td>
</tr>
<tr>
<td>Job Search Leave</td>
<td>For various reasons when time is needed to search for another internal position.</td>
</tr>
<tr>
<td>Administrative Leave</td>
<td>For company-initiated time away from work.</td>
</tr>
</tbody>
</table>

*A Volunteer Leave may be taken for a minimum of three days.

Income sources during leave

Most leaves of absence at Wells Fargo are unpaid. However, if you meet eligibility requirements, you may use certain sources of income during an approved leave. These include accrued, unused PTO, short-term disability benefits, long-term disability benefits, military supplemental pay, wage replacement benefits, and state- and federal-sponsored disability plans where applicable. Income from these sources will be coordinated so that you will not receive more than 100% of your pre-leave pay. Please note that where a separate Paid Sick Time (PST) balance is allotted, only the PTO balance, not the PST balance, is eligible for the payment request.
Job reinstatement rights

Some leaves are accompanied by certain job reinstatement protection, such as job reinstatement rights provided under the Family & Medical Leave Act (FMLA), Uniformed Services Employment and Reemployment Rights Act (USERRA), Americans with Disabilities Act (ADA), and other similar laws. Each leave section in this handbook describes the job reinstatement period for that type of leave.
Medical Leave

If you have a medical condition (including a pregnancy-related condition) preventing you from working all or some of your regular work time and lasting more than seven consecutive calendar days, you may take a leave of absence for the length of time that you are medically certified by your health care provider as being unable to work, up to a maximum of 24 months (see Extended Absence Policy).

- Eligibility
- Your responsibilities
- Medical certification
- Income sources during leave
- PTO during the STD waiting period
- Job reinstatement rights
- Returning to work

Eligibility

Regular and part-time team members who are in an active working status or on another approved leave of absence are eligible for Medical Leave. Flexible team members are eligible if they qualify for leave under FMLA (see Family & Medical Leave Act or applicable state law).

If you are eligible for time away under FMLA, you may request FMLA after three consecutive days of absence for your own serious health condition. Refer to the Family & Medical Leave Act page on Teamworks for more detailed information on applying for FMLA protection.

If you have questions about your eligibility, call our claims and leave administrator through the HR Service Center at 1-877-HRWELLS (1-877-479-3557). For TDD access for persons with hearing impairments, please call 1-800-988-0161.

For you to be eligible for Medical Leave, your health care provider (see "health care provider" in the Glossary) must certify that you have a health condition that, because of your disabling signs and symptoms, prevents you from performing some or all of your regular job duties and for which you continue to receive appropriate care and treatment for your health condition.

Your responsibilities

Taking time away from work for medical leave requires you to take certain actions in a timely manner. Taking this action allows your manager to make staffing arrangements while you are gone and assists Wells Fargo in reviewing your need for leave, which includes determining your eligibility for an approved Medical Leave. See General Notice Requirements. Until you receive formal notification that your leave has been approved, you must properly report your absence to your manager every day as outlined by your line-of-business standards.

Medical certification

You must provide timely and appropriate medical documentation that certifies that you are medically unable to work. You may satisfy this requirement in two ways:

If you:

- Apply for benefits under Wells Fargo’s Short-Term Disability (STD) Plan,
- Provide timely medical information to the STD claims administrator, and
- Are approved for benefits.

The medical documentation provided to the STD claims administrator satisfies Wells Fargo’s medical certification requirement.

OR
If you:

- Are not eligible for STD benefits,
- Don’t apply for STD benefits, or
- If your claim for STD benefits is denied.

You’ll need to provide medical certification containing sufficient information to make a medical determination regarding your eligibility for medical leave directly to Wells Fargo’s claims and leave administrator.

**You will have 15 days to provide a properly completed and signed medical certification form to our claims and leave administrator. You will receive written notice of your need to submit medical certification to support your request for approved leave. If you can’t comply within the 15-day period, contact our claims and leave administrator.

Recertifications may be requested during your Medical Leave every 30 days based on your absence. If a certification indicates that the minimum duration of the serious health condition is more than 30 days, Wells Fargo will generally wait until that minimum duration expires before requesting recertification. However, in all cases, including cases in which the condition is of an indefinite duration, Wells Fargo may request a recertification for absences every six months. All recertifications are at your expense.

If you don’t comply with the medical certification requirement, your Medical Leave and any benefits associated with it will be denied or withdrawn. In some circumstances, your time away may be designated as an unapproved absence and you will be subject to corrective action, which may include termination of your employment.

**Income sources during leave**

Medical Leave is unpaid, however, you may be eligible for income from one or more of the following sources, after any applicable waiting period is satisfied and if you meet certain requirements:

- Wells Fargo Short-Term Disability (STD) Plan.
- Wells Fargo Long-Term Disability (LTD) Plan.
- State Disability Insurance, if available in your state.
- Lump-sum PTO payout. You can request a lump-sum payout of some or all of your accrued, unused PTO if there is a loss of income. This feature is available once per leave; contact your manager to request a payout. Please note that where a separate Paid Sick Time (PST) balance is allotted, only the PTO balance, not the PST balance, is eligible for the payment request. Managers cannot require you to take a lump-sum payout of your accrued PTO balance during your leave of absence even if there is a loss of income.

Income from the sources listed above will be coordinated so that you do not receive more than 100% of your before-leave pay. Refer to your Benefits Book for information on the STD and LTD Plans.

**PTO during the STD waiting period**

Based on the terms of Wells Fargo's STD Plan, you must use accrued unused PTO for any scheduled workdays missed during the STD waiting period. Please note that where a separate Paid Sick Time (PST) balance is allotted, team members may use PST during the waiting period. If you do not have any accrued unused PTO available, then some or all of your STD waiting period will be unpaid unless your business unit allows team members to use unaccrued PTO from their current year PTO allowance. Under no circumstances can it be required that team members “borrow” unaccrued or anticipated PTO from the future. In addition, managers cannot allow team members to “borrow” anticipated PTO from a future year of work under any circumstances.

**Job reinstatement rights**

- **FMLA.** If your leave qualifies under FMLA (see Family & Medical Leave Act) or a similar state law, the job reinstatement period (generally, up to 12 total workweeks in a 12-month period) for FMLA, the state law, or both applies to your approved Medical Leave. If your state has a law similar to FMLA, your job reinstatement period under the state law generally runs concurrently with the FMLA job reinstatement period unless the state law specifically outlines separate job reinstatement rights. Our claims and leave administrator will make this determination when your leave is processed.
• **State laws.** Some states' laws provide separate job reinstatement rights and benefits for medical conditions, including pregnancy-related conditions. In some states, these run concurrently with FMLA (see Family & Medical Leave Act), and in others, they are in addition to FMLA. In all other states, pregnancy-related medical conditions are covered by FMLA.

• **Americans with Disabilities Act.** If you are not eligible for FMLA or separate job reinstatement rights under applicable state law, your business line will evaluate how long it can provide you with reinstatement protection. The length of any reinstatement period will vary, and the determination takes several factors into account, such as how long you will be out and your department’s business needs. See Medical Work Accommodations.

**Returning to work**

When you’re ready to return to work, follow the instructions provided by our claims and leave administrator, including providing a doctor’s note confirming you are released to return to work. No medical information is required on the doctor’s note, unless the doctor is releasing you with restrictions.

If you are released to return to work with restrictions requiring job accommodations or transitional work, notify your manager **before** your return so that your manager can review and determine whether your department can accommodate you without a business hardship.

If a solution does not seem feasible or you require additional assistance to accommodate your restrictions please contact Accommodations Management at 1-877-HRWELLS (1-877-479-3557). For TDD access for persons with hearing impairments, please call 1-800-988-0161.

If you are ready to return to work without medical restrictions and your position is no longer available, you may be eligible for a job search leave of absence. Please contact Accommodations Management at 1-877-HRWELLS (1-877-479-3557) for additional information. For TDD access for persons with hearing impairments, please call 1-800-988-0161.
Workers’ Compensation Leave

If you have a work-related injury or illness preventing you from performing your job and your claim is accepted for Workers’ Compensation, you’ll be placed on a leave of absence during the time you’re unable to perform your job, subject to the overall Extended Absence Policy. Specific details, including eligibility and the amount of Workers’ Compensation temporary income that may be available, are subject to state law requirements and may vary from state to state.

- Eligibility
- Your responsibilities
- Income sources during leave
- Job reinstatement rights
- Returning to work

Eligibility

Regular, part-time, and flexible team members who are in an active working status or on another approved leave of absence are eligible for Workers’ Compensation from their date of hire.

Note: Wells Fargo provides the Texas Injury Benefit Plan, rather than Workers’ Compensation, for Texas team members who have a work-related injury or illness. For Texas team members, references in this section to “Workers’ Compensation” shall mean the “Wells Fargo Texas Injury Benefit Plan.”

If your claim is not approved for Workers’ Compensation, you may still qualify for an approved leave of absence if you satisfy the eligibility requirements for Medical Leave.

Your responsibilities

You must notify your manager immediately if you sustain a work-related illness or injury, whether or not it results in your missing time from work.

To initiate a claim for Workers’ Compensation, you or your manager must report your injury or illness to Risk & Insurance Management at 1-877-HRWELLS (1-877-479-3557), TDD/TTY 1-800-988-0161, or report it online.

Until you receive formal notification that your leave has been approved, you must properly report your absence to your manager every day as outlined by your line-of-business standards.

If your claim for Workers’ Compensation is approved, you must provide ongoing medical documentation to Wells Fargo Risk & Insurance Management about your work ability.

Income sources during leave

You may be eligible for income continuation from one or more of the following sources while on Workers’ Compensation Leave, after any applicable waiting period and if you meet certain requirements:

- Workers’ Compensation.
- Texas Injury Benefit Plan (TXIBP).
- Wells Fargo’s Short-Term Disability (STD) Plan.
- Wells Fargo’s Long-Term Disability (LTD) Plan.
- Lump-sum PTO payout. You can request a lump-sum payout of some or all of your accrued, unused PTO if there is a loss of income. This feature is available once per leave; contact your manager to request a payout. Please note that where a separate Paid Sick Time (PST) balance is allotted, only the PTO balance, not the PST balance, is eligible for the payment request. Managers cannot require you to take a lump-sum payout of your accrued PTO balance during your leave of absence even if there is a loss of income.

Income from the Workers’ Compensation and disability plan sources listed above will be coordinated so that you do not receive more than 100% of your before-leave pay. Refer to your Benefits Book for information on the STD and LTD Plans.
Job reinstatement rights

If you qualify for FMLA, your FMLA job reinstatement period will apply to your Workers’ Compensation leave, where permitted. Certain states provide additional job reinstatement protection for Workers’ Compensation leaves. If you need to be on leave beyond the FMLA job reinstatement period, your situation will be evaluated based on applicable state law, your department’s business needs, and the length of the anticipated extension.

If you have questions, contact Risk & Insurance Management at 1-877-HRWELLS (1-877-479-3557), TDD/TTY 1-800-988-0161, or at workerscompensation@wellsfargo.com.

Returning to work

When you are released to return to work, your medical release should be provided to Wells Fargo Risk & Insurance Management. If you are released with restrictions, Wells Fargo Risk & Insurance Management will notify your supervisor and assist in determining whether your business line is able to accommodate your restrictions without undue business hardship.

For more information, access Risk & Insurance Management or call 1-877-HRWELLS (1-877-479-3557), TDD/TTY 1-800-988-0161. You may also contact this team at workerscompensation@wellsfargo.com.
Family Leave

You may use Family Leave to take time away from work for a variety of reasons, which may include the following:

- To provide care for a family member with a certified serious health condition
- To care for or bond with a newborn, adopted, or foster child
- Absences from work that are required before the actual placement into foster care or adoption of a child

A Family Leave must be completed within 12 months of the birth, adoption, or placement.

**Note:** If you are requesting intermittent Family Leave for bonding, your manager must agree based on his or her staffing and business needs. Some business lines may require Family Leave to be taken in increments of no less than two weeks.

Generally, to be eligible for Family Leave, your need for leave must be **more than seven consecutive calendar days** or one scheduled workweek; however, you may be eligible for Family Leave if you need to be away for a shorter period of time on an intermittent or reduced work schedule basis.

If you need to care for a family member who is a military servicemember, see Servicemember Care Leave.

The duration of a Family Leave is determined by the job reinstatement period available under FMLA or a similar state law, provided that you continue to meet the eligibility requirements.

- Eligibility
- Your responsibilities
- Income sources during leave
- Job reinstatement rights
- Returning to work

**Eligibility**

To be eligible for Family Leave, you must:

- Be a regular, part-time, or flexible team member in an active working status or on another approved leave of absence.
- Meet the eligibility requirement under the FMLA (see Family & Medical Leave Act) or a similar state law.
- Have been employed by Wells Fargo for at least 12 months within the last seven years and must have actually worked at least 1,250 hours in the 12-month period immediately preceding the first day of your leave.

**Note:** Some states may have different laws with different eligibility criteria for Family Leave. Contact our claims and leave administrator at 1-877-HRWELLS (1-877-479-3557) for additional information. Persons with hearing impairments who need TDD services should call 1-800-988-0161.

**Your responsibilities**

You'll need to provide a medical certification from your family member's health care provider documenting the family member’s serious health condition and that you are required to be available for care giving. Taking this action allows your manager to make staffing arrangements while you are absent. You will have 15 days from the date you are sent a letter from Wells Fargo's claims and leave administrator to provide a completed and signed medical certification form (see Family Member Form [PDF]). The letter you receive from our claims and leave administrator will provide you with the deadline by which you must provide this certification to be approved for leave. If you don't timely comply with the medical certification requirement, your Family Leave and any benefits associated with it will be denied or withdrawn, your leave will be designated as unapproved, and you will be subject to corrective action, which may include termination of your employment.

To care for or bond with a newborn, adopted, or foster child, you may need to provide a birth certificate or documentation that confirms the birth, adoption, or placement. Other documentation may be required based on the reason for your leave.
Until you receive formal notification that your leave has been approved, you must properly report your absence to your manager every day as outlined by your line-of-business standards.

**Income sources during leave**

Family Leave is unpaid. However, you may be eligible for income from one or more of the following sources while on leave:

- **Lump-sum PTO payout.** You can request a lump-sum payout of some or all of your accrued, unused PTO if there is a loss of income. This feature is available once per leave; contact your manager to request a payout. Please note that where a separate Paid Sick Time (PST) balance is allotted, only the PTO balance, not the PST balance, is eligible for the payment request. Managers cannot require you to take a lump-sum payout of your accrued PTO balance during your leave of absence even if there is a loss of income.

- **State-specific sources.** In addition, some states may provide workers on Family Leave with state-administered income benefits similar to State Disability Insurance.

  To find out if your state does, contact our claims and leave administrator through the HR Service Center at 1-877-HRWELLS (1-877-479-3557). For TDD access for persons with hearing impairments, please call 1-800-988-0161.

**Job reinstatement rights**

- **FMLA reinstatement rights.** The FMLA job reinstatement period, up to 12 total workweeks in a 12-month period (see job reinstatement rights under FMLA), applies to your approved Family Leave.

- **State-specific reinstatement rights.** Some state laws provide different job reinstatement periods. To find out whether your state does, contact our claims and leave administrator through the HR Service Center at 1-877-HRWELLS (1-877-479-3557). For TDD access for persons with hearing impairments, please call 1-800-988-0161.

**Returning to work**

Before you return to work, contact your manager to confirm the actual date you will be returning to work so that he or she can make any arrangements necessary to be ready for your return.
Parental Leave

The Parental Leave Policy gives eligible Wells Fargo team members who are becoming parents or expanding their families paid time away from work to bond with their new child and adjust to their new family situation.

You may use Parental Leave to take paid time away from work for the birth or the adoption of a child under 18 years old. Wells Fargo’s Parental Leave Policy provides 100% of covered pay (refer to the Income Sources During Leave section for more details) to eligible regular or part-time team members (refer to the Eligibility section for specific eligibility details) as follows:

The parent electing to designate himself or herself as the primary caregiver must complete and submit the Certificate of Care form to our leaves and claims administrator. Only one parent may certify as the primary caregiver.

Start of the leave:

• For the parent who certifies as the primary caregiver, the leave begins at the birth of the child or placement of an adoptive child in the home provided the birth of the child occurs on or after June 1, 2016.

• For the parent who is not the primary caregiver, the leave must begin within six months of the birth of the child or placement of an adoptive child in the home. The birth of the child must occur on or after June 1, 2016.

Length of leave:

Parental Leave may be taken as follows:

• Up to 16 weeks for the parent who certifies as the primary caregiver.

• Up to four weeks for the parent who is not the primary caregiver.

You may be eligible for additional time away as an unpaid leave of absence under FMLA or state protection. Refer to the Other Wells Fargo Leaves section of the policy for more information.

Other provisions:

The fact that a multiple birth or adoption occurs (for example, the birth or adoption of twins) does not increase the length of Parental Leave granted for that event.

If you choose to return to work before exhausting your approved Parental Leave, you will forfeit any remaining balance of the approved Parental Leave.

Note: Parental Leave cannot be taken intermittently pursuant to this policy. If you need intermittent time away for bonding, refer to the Family Leave section of the Wells Fargo Team Member Handbook.

Eligibility

Eligibility for this leave includes Wells Fargo team members who are birth parents, a spouse or partner (as defined in Chapter 1 of the Wells Fargo Benefits Book (PDF, 3.58MB)) of a birth parent or team members who are adoptive parents regardless of gender.

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2 Primary caregiver is defined as the person certifies with our leaves and claims administrator as the individual who has primary responsibility for the care of the child at the time of their birth or placement and throughout the leave period.

3 If an adoptive parent is required to travel or attend court proceedings before the placement of the child in the home, he or she may request to take an FMLA-protected unpaid Family Leave under Wells Fargo’s policy. Once the child is placed in the home, the team member will contact our leaves and claims administrator to request to transition to a Parental Leave.
Eligible team members must be:

- U.S. based
- Regular or part-time
- In an active working status or on an approved Medical or Family Leave on the start date of the requested Parental Leave
- Continuously employed by Wells Fargo for 12 consecutive months before the start date of the leave based on their most recent hire date in PeopleSoft

Industries in any of the following categories are not eligible for Parental Leave under this policy:

- Non-U.S.-based team members
- Flexible team members
- Team members who have been employed by Wells Fargo in an eligible position for fewer than 12 consecutive months before the start date of the requested leave based on their most recent hire date in PeopleSoft
- Temporary workers, managed resources, or contractors

Team members in any of the following circumstances are not eligible for a Parental Leave under this policy:

- Surrogate mothers who do not maintain parental rights
- Biological parents (mother or father) with no parental rights or where the child is no longer in the parent’s custody (e.g., child is placed for adoption)
- Sperm donors
- Miscarriage or death of a child
- Being named as a guardian
- Entering into a foster parent arrangement
- Adopting a spouse’s or partner’s child
- Those who are receiving long-term disability benefits
- Team members who are on one of the following leaves:
  - Administrative (paid or unpaid)
  - Job Search
  - Long-Term
  - Military with no pay
  - Personal
  - Salary Continuation

Time away taken before June 1, 2016, or before the birth or placement of a child cannot be retroactively defined as Parental Leave.

Other Wells Fargo leaves

Team members are not required to take a Parental Leave.

If you are eligible, you may use another available unpaid leave of absence, in accordance with Wells Fargo policy or federal or state law.

This policy does not interfere with a team member’s ability to exercise his or her rights under any federal, state, or local leave law. If a team member is eligible for another type of leave following the Parental Leave, he or she may request such additional leave using the processes established by Wells Fargo. Team members must contact Wells Fargo’s leaves and claims administrator or Wells Fargo’s Leave Administration at 1-877-HRWELLS (1-877-479-3557); the voice response unit will guide team members to the correct contact for their leave request type.

Your responsibilities

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4 Flexible team members may qualify for time away under FMLA (see Family & Medical Leave Act) or applicable state law if they meet the eligibility requirements.
5 Time spent as a temporary worker, managed resource, or contractor will not be used to meet the 12-months-in-job requirement for the purposes of this policy. Team members may be eligible for FMLA-related leaves.
6 Under Wells Fargo’s Benefit Plan, surrogate mothers are generally eligible for certified medical leave and short-term disability benefits.
7 Team members may be eligible for bereavement time away. Refer to the Wells Fargo Team Member Handbook for details.
Taking time away from work for an approved Parental Leave requires you to complete certain actions in a timely manner. See General Notice Requirements. Until you receive formal notification that your leave has been approved, you must properly report your absence to your manager every day as outlined by your line-of-business standards.

To care for or bond with a newborn or adopted child, you may need to provide a declaration of birth or applicable legal documentation that confirms the birth or placement of the adoptive child. Other documentation may be required based on the reason for and length of your requested leave.

Team members who certify as the primary caregiver must also submit a Certificate of Care form to our leaves and claims administrator.

While on Parental Leave, you remain subject to the terms of the Wells Fargo Team Member Handbook, Code of Ethics, and other employment-related policies.

### Income sources during leave

All eligible team members who qualify for a Wells Fargo Parental Leave receive 100% of covered pay for the identified period of leave.

Covered pay is based on the job classification (job class code) in the Wells Fargo HR Information System (HRIS) in effect on the day before the team member’s leave.

- **Job Class 2 (most positions).** Covered pay is defined as annual base salary. It does not include overtime pay, shift differentials, language differentials, incentives bonuses, commissions, or perquisites such as parking or auto allowances or commuter subsidies.
- **Job Class 1 (Mortgage Consultants) and Job Class 5 (Variable Incentive Compensation).** Covered pay is based on benefits base, which is calculated quarterly based on salary and incentives paid in the last 12 months, divided by the months with earnings greater than $0. The benefits base is capped at the annual IRS compensation limit of $265,000.\(^8\)

Any disability benefits received (or eligible to be received, even the team member fails to apply) from either a state (or state agency) or the Wells Fargo’s Short-Term Disability Plan will run concurrently with Parental Leave and will be coordinated.

Income from all sources will be coordinated so team members do not receive more than 100% of their covered pay. Refer to the Benefits Book for information on the Short-Term Disability (STD) and Long-Term Disability (LTD) Plans.

### Use of PTO during a Parental Leave

There is no requirement to use any accrued Paid Time Off (PTO) or Paid Sick Time (PST) before taking or during a Parental Leave. If a team member’s Parental Leave and Medical Leave with short-term disability benefits begin simultaneously upon the birth of the child, the team member is not required to use any PTO to satisfy the Short-Term Disability waiting period as described in that Plan.

### Job reinstatement rights

If you are a team member on an approved Parental Leave, you have full job reinstatement protection, which means Wells Fargo will reinstate you to the same position in the same location you held before your leave unless:

- Wells Fargo receives written confirmation from you notifying the company that you do not intend to return to the same position.
- You would have been terminated if you had not taken Parental Leave as a result of a violation of Wells Fargo’s policies.

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\(^8\) This cap is subject to change based on IRS rule.
• You are noticed for displacement as described in the Wells Fargo Salary Continuation Plan.
• You fail to return to work at the end of the Parental Leave.

The concurrent use of Parental Leave and any eligible FMLA (see Family & Medical Leave Act) or similar state leave will decrease, in whole or in part, the amount of FMLA or state leave available to an eligible team member. If the Parental Leave extends beyond the FMLA-protection, then the Parental Leave includes additional company-provided job protection to the end of the designated leave period. For example, if the Parental Leave is 16 weeks and there are 12 weeks of FMLA available, the additional amount of company-provided job protection is two weeks.

• **FMLA.** If your leave qualifies under FMLA (see Family & Medical Leave Act) or a similar state law, the job reinstatement period (generally, up to 12 total work weeks in a 12-month period) for FMLA, the state law, or both applies to your approved Parental Leave. If your state has a law similar to FMLA, your job reinstatement period under the state law generally runs concurrently with the FMLA job reinstatement period unless the state law specifically outlines separate job reinstatement rights. Wells Fargo’s claims and leave administrator will make this determination when your leave is processed.

• **State laws.** Some states' laws provide separate job reinstatement rights and benefits for medical conditions, including pregnancy-related conditions. In some states, these run concurrently with FMLA (see Family & Medical Leave Act), and in others, they are in addition to FMLA. In all other states, pregnancy-related medical conditions are covered by FMLA. FMLA or state job-reinstatement protection runs concurrently if the eligible team member meets the eligibility requirements of the FMLA or similar state protection.

Back to top

**Benefits during leave**

Team members on a Parental Leave will continue to participate in all benefit plans for which they remain eligible subject to the following exceptions:

• Wells Fargo Business Travel Accident Insurance
• Wells Fargo Workers’ Compensation Insurance coverage
• Commuter Benefit Program

All premiums, deductions, and contributions for a team member’s benefit plans that continue while on Parental Leave will continue to be deducted from the team member’s pay unless the team member is enrolled in leave billing.

Back to top

**Returning to work**

Before you return to work, contact your manager to confirm the actual date you will be returning to work so that he or she can make any arrangements necessary to be ready for your return.

If you choose to return to work full-time, part-time, or on an alternative or reduced work schedule before the end of the identified leave period, you must contact your manager to discuss and make the appropriate arrangements. Team members who choose to return to work before exhausting his or her approved Parental Leave will forfeit any remaining balance of the Parental Leave period.

Back to top

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5 It is the team member’s responsibility to make sure his or her Commuter Benefit election is canceled and restarted by the specified deadlines. Refer to the Commuter Benefit Program page on Teamworks for complete details.
Critical Caregiving Leave

Wells Fargo’s Critical Caregiving Leave gives eligible Wells Fargo team members who have a family member with a serious health condition time to provide critical care and support for those family members while balancing their professional obligations.

Wells Fargo’s Critical Caregiving Leave provides eligible regular or part-time team members with a maximum of one regularly scheduled workweek of 100% of covered pay (refer to the Income Sources During Leave section for more details) to care for a qualified family member with a serious health condition. A qualified family member is a parent, spouse, domestic partner, or child who is under 18 years of age (or 18 years of age or older and incapable of self-care because of a mental or physical disability) with a certified serious health condition.

The Critical Caregiving Leave runs concurrently with available Family & Medical Leave Act (FMLA) or similar state-required leave, in cases where a team member is eligible. Critical Caregiving Leave cannot be taken intermittently. If you need intermittent time away to care for a qualified family member, refer to the Family Leave section of the Wells Fargo Team Member Handbook.

A Critical Caregiving Leave can only be taken one time per calendar year.

- Eligibility
- Your responsibilities
- Income sources during leave
- Use of PTO during a Critical Caregiving Leave
- Job reinstatement rights
- Returning to work

Eligibility

Eligibility extends to team members who have a need to care for a family member with a serious health condition that has been certified by a health care provider (HCP).

The determination of eligibility is based on the facts at the time of the leave. The level of care required for a seriously ill family member is based on a medical provider’s certification of the illness or condition and the requirement that the team member is needed to assist the family member with activities of daily living or instrumental activities of daily living or while the family member is in hospice care. These include, but are not limited to, grooming and hygiene support or meal preparation.

To be eligible a team member must be:
- U.S. based
- Regular or part-time
- In an active working status on the start date of the leave
- Employed by Wells Fargo for 12 consecutive months before the start date of the leave based on his or her most recent hire date in PeopleSoft.

Anyone in any of the following categories is not eligible for leave under this policy:
- Non-U.S. based team members
- Flexible team members
- Temporary workers, managed resources, or contractors
- Team members who have been employed by Wells Fargo in an eligible position for less than one continuous year (12 months) at the time of the requested leave

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10 Flexible team members may qualify for time away under FMLA (see Family & Medical Leave Act) or applicable state law if they meet the eligibility requirements.

11 Time spent as a temporary worker, managed resource, or contractor will not be used to meet the 12-months-in-job requirement for the purposes of this policy. Team members may be eligible for FMLA-related leaves.
• Team members who have taken a Critical Caregiving Leave in the current calendar year

The following exclusions from coverage apply to this policy:
• Time away taken before June 1, 2016
• Any time away to care for a family member when a health condition of that family member is not medically certified as a serious health condition by a health care provider (HCP)
• Critical Caregiving Leave will not be approved for the purpose of caring for any individual who does not meet the definition of a family member under FMLA and as described in this policy; it will not be available to provide care for a parent-in-law
• Team members who are receiving long-term disability benefits
• Team members who are on one of the following leaves:
  o Administrative (paid or unpaid)
  o Job Search
  o Long-Term
  o Military with no pay
  o Salary Continuation

Other Wells Fargo leaves

Team members are not required to take a Critical Caregiving Leave.

If you are eligible, you may use an available unpaid leave of absence in accordance with Wells Fargo policy or federal or state law.

This policy does not interfere with a team member’s ability to exercise his or her rights under any federal, state, or local leave law. If a team member is eligible for another type of leave following the Critical Caregiving Leave, he or she may request such additional leave using the processes established by Wells Fargo. Team members must contact Wells Fargo’s leaves and claims administrator or Wells Fargo’s Leave Administration at 1-877-HRWELLS (1-877-479-3557); the voice response unit will guide team members to the correct contact for their leave request type.

Your responsibilities

Obtaining approval for a Critical Caregiving Leave requires you to complete certain actions in a timely manner. See General Notice Requirements. Until you receive formal notification that your leave has been approved, you must properly report your absence to your manager every day as outlined by your line-of-business standards.

To request leave to provide care for a qualified family member, you will need to provide a certification from the health care provider (HCP) that indicates the level of care needed. Other documentation may be required based on the reason for your leave.

While on Critical Caregiving Leave, team members remain subject to the terms of the Wells Fargo Team Member Handbook, Code of Ethics, and other employment-related policies.

Income sources during leave

All eligible team members who qualify for a Wells Fargo Critical Caregiving Leave receive 100% of covered pay for a maximum of one regularly scheduled workweek.

Covered pay is based on the job classification (job class code) in the Wells Fargo HR Information System (HRIS) in effect on the day before the team member’s leave.

• Job Class 2 (most positions). Covered pay is defined as annual base salary. It does not include overtime pay, shift differentials, language differentials, incentives bonuses, commissions, or perquisites such as parking or auto allowances or commuter subsidies.
• Job Class 1 (Mortgage Consultants) and Job Class 5 (Variable Incentive Compensation). Covered pay is based on benefits base, which is calculated quarterly based on salary and incentives paid in the last 12 months, divided by the months with earnings greater than $0. The benefits base is capped at $265,000.
• Covered pay is based on benefits base, which is calculated quarterly based on salary and incentives paid in the last 12 months, divided by the months with earnings greater than $0. The benefits base is capped at the annual IRS Compensation limit of $265,000.\textsuperscript{12}

Critical Caregiving Leave will run concurrently with any benefits received (or eligible to be received) from either the state or a state agency.

Income from all sources will be coordinated so team members do not receive more than 100% of their covered pay during the term of the leave.

Use of PTO during a Critical Caregiving Leave

There is no requirement to use any accrued Paid Time Off (PTO) or Paid Sick Time (PST) before taking or during an approved Critical Caregiving Leave. However, if a team member has not obtained prior approval before the time away begins, he or she may use PTO until such approval is granted.

Job reinstatement rights

Team members on an approved Critical Caregiving Leave have full job reinstatement protection unless the team member provides written confirmation notifying the company that he or she does not intend to return to the same position.

Wells Fargo will reinstate the team member to the same position in the same location as was held before the start to the leave, using Wells Fargo's established standards and processes.

The concurrent use of Critical Caregiving Leave and eligible FMLA or any similar state leave will decrease, in whole or in part, the amount of FMLA or state leave available to an eligible team member.

• If a team member’s leave qualifies under FMLA (see Family & Medical Leave Act) or a similar state law, the job reinstatement period (generally, up to 12 total workweeks in a 12-month period) for FMLA, the state law, or both, applies to your approved Critical Caregiving Leave. If your state has a law similar to FMLA, your job reinstatement period under the state law generally runs concurrently with the FMLA job reinstatement period unless the state law specifically outlines separate job reinstatement rights.

• Our claims and leave administrator will make the determination for the job reinstatement period and concurrent use of FMLA or state leave when the leave request is processed. Team members will be notified according to our standard communication methods.

Benefits during leave

Team members on a Critical Caregiving Leave will continue to participate in all benefit plans for which they remain eligible subject to the following exceptions:

• Wells Fargo Business Travel Accident Insurance
• Wells Fargo Workers’ Compensation Insurance coverage

All premiums, deductions, and contributions for a team member’s benefit plans that continue while on Critical Caregiving Leave will continue to be deducted from the team member’s pay unless he or she is enrolled in leave billing.
Other Wells Fargo paid time away

Requesting PTO after a Critical Caregiving Leave

In accordance with the Wells Fargo Time Away Policy, team members must return to work for at least one full-shift (or workday) before requesting PTO unless the time away was previously scheduled and approved or where used concurrently with FMLA or other state protection. If a team member requests accrued unused PTO after his or her return to work date, he or she must obtain manager approval before taking the requested PTO.

Holidays

If a team member is on a Critical Caregiving Leave of absence during an observed holiday the team member should not record holiday hours in Time Tracker. Team members are not eligible to receive any holiday pay while on leave.

Team members are not eligible for any additional PTO or floating holidays upon their return from leave instead of any observed holiday that occurred during their leave.

Other paid time away

Team members who are on an approved Critical Caregiving Leave are not eligible for any other paid time away including Bereavement, Community Service time, Jury Duty, Location Closing, or Military Reserve Duty. Other types of time away for which the team member is eligible may be taken immediately following a Critical Caregiving Leave, except as described above.

A team member seeking to transition from Critical Caregiving Leave to another available leave should contact our leaves and claims administrator to discuss their needs.

Returning to work

Before you return to work, contact your manager to confirm the actual date you will be returning to work so that he or she can make any arrangements necessary to be ready for your return.

If you choose to return to work full-time, part-time, or on an alternative or reduced work schedule before the end of the identified leave period, you must contact your manager to discuss and make the appropriate arrangements. Team members who choose to return to work before exhausting their approved Critical Caregiving Leave will forfeit any remaining balance of the Critical Caregiving Leave period.

Back to top
Intermittent Leave

Approved leaves taken in separate periods of time because of a single illness, injury, or bonding with a newborn child or a newly placed child through adoption or foster care, are considered Intermittent Leaves.

For approved FMLA leaves taken on an intermittent basis, you must use accrued, unused PTO (calculated on the monthly accrual) to cover this time away. Your manager may approve using unaccrued PTO within your line-of-business practices; however, managers cannot require team members to “borrow” unaccrued or anticipated PTO from the future calendar year under any circumstances. If no accrued, unused PTO is available or the line of business does not allow for use of unaccrued PTO, then the time must be taken as unpaid in accordance with your line-of-business guidelines, unless otherwise directed by law.

If you are requesting Intermittent Leave for purposes of bonding with a newborn child or a newly placed child through adoption or foster care, your manager must agree based on his or her staffing and business needs.
Military Leave

You are eligible for Military Leave, with job reinstatement rights under the Uniformed Services Employment and Reemployment Rights Act (USERRA) (PDF), if you enlist or are inducted into the "uniformed services," you are a federal emergency worker who is dispatched to assist in designated natural disasters, or you participate in certain ROTC programs.

Time away from work for annual reserve training associated with Military Reserve duty time away from work is generally not covered by USERRA unless additional time away for reserve training is necessary. See Military Reserve Duty.

- Eligibility
- Your responsibilities
- Supporting documentation
- Income sources during leave
- Job reinstatement rights
- Returning to work

Eligibility

Regular, part-time, and flexible team members who are in an active working status or on another approved leave of absence are eligible for Military Leave if they enlist or are inducted into the "uniformed services," or if they are federal emergency workers dispatched to assist in designated natural disasters, or if they participate in certain ROTC programs.

If you have questions about your eligibility or whether your potential duty qualifies, call the Leave Compliance Consulting Center through the HR Service Center at 1-877-HRWELLS (1-877-479-3557). For TDD access for persons with hearing impairments, please call 1-800-988-0161.

Your responsibilities

Taking time away from work for Military Leave requires you to take certain actions in a timely manner. Taking this action allows your manager to make staffing arrangements while you are absent and assists Wells Fargo in reviewing your eligibility for an approved Military Leave. See General Notice Requirements.

As soon as you receive active military orders, contact our claims and leave administrator through the HR Service Center immediately at 1-877-HRWELLS (1-877-479-3557). For TDD access for persons with hearing impairments, please call 1-800-988-0161.

If, due to the nature of your orders, you are unable to initiate your own Military Leave, you will need to coordinate with your manager to do so on your behalf.

Supporting documentation

Wells Fargo requires that you provide your military orders or other documentation supporting your need for Military Leave.

If the required documentation is not provided, your Military Leave and any benefits associated with it may be denied or withdrawn, your leave will be designated as unapproved, and you will be placed on an unpaid Administrative Leave. In addition, you may be subject to corrective action, which may include the termination of your employment.

Income sources during leave

Military Leave is unpaid, unless you meet the requirements for supplemental pay described in this section.

Wells Fargo provides regular pay (or benefits base for team members in job class codes 1 and 5) for the initial 30-day period of an approved Military Leave, followed by 23 months of supplemental pay during your approved Military Leave, provided that you submit a copy of your active duty orders in a timely manner to our claims and leave administrator. In addition, you must also submit ongoing copies of your military Labor and Earnings Statements (LES) as directed to our claims and leave administrator. The LES must identify you and contain the period of time that the military pay covers or the pay period. Submit one for each pay period covering the 23 months for which supplemental pay will be paid.
You must return to work from Military Leave for a period of 12 months to qualify for an additional 30 days of regular pay for subsequent periods of Military Leave.

In addition, eligible team members on Military Leave may request a one-time lump-sum payment of their annual PTO allowance (accrued and unaccrued) as reflected in Time Tracker at the beginning of their Military Leave less what has been used year-to-date. This one-time lump-sum request can only be made in the first PTO calendar year (January - December) of the Military Leave. You may request this payment before year-end by contacting your manager. Otherwise, your manager will pay the remaining balance in a lump sum following the end of the calendar year in which you go on Military Leave. Please note that where a separate Paid Sick Time (PST) balance is allotted, only the PTO balance, not the PST balance, is eligible for the payment request.

If you do request a lump-sum payout of your PTO and subsequently return from Military Leave in the same year, you are not eligible to accrue any more PTO for that year. You are not eligible to accrue PTO while you are not actively at work.

**Job reinstatement rights**

Under USERRA, a Military Leave may last up to five years. However, there are exceptions to this job reinstatement period, including but not limited to initial enlistment lasting more than five years, periods of National Guard and Reserve duty during times of national emergency or war, and involuntary extensions and recalls during a time of national emergency.

Some state laws also provide job reinstatement rights and benefits for time away from work to perform military duty.

If you have questions about federal and state job reinstatement rights, contact our claims and leave administrator through the HR Service Center at 1-877-HRWELLS (1-877-479-3557). For TDD access for persons with hearing impairments, please call 1-800-988-0161.

**Returning to work**

Under USERRA, team members returning to work from military service must report or apply for reinstatement with Wells Fargo within a specific time period, depending on the length of military service and any additional time that may be necessary for recuperation if you incur a “uniformed services”-related injury or illness. The notice requirements are outlined in the package of information provided by our claims and leave administrator following approval of your request for Military Leave. Before you return to work, contact our claims and leave administrator to confirm the actual date you will be returning to work so that Wells Fargo can make any arrangements necessary to be ready for your return.

When you're ready to return to work, you are required to present a Notice of Separation Form (DD214) or equivalent documentation to our claims and leave administrator confirming that you are discharged from active duty.

If you need an accommodation related to a medical condition, please contact the Accommodation Management consultant for assistance through the HR Service Center at 1-877-HRWELLS (1-877-479-3557). For TDD access for persons with hearing impairments, please call 1-800-988-0161.
Military Exigency Leave

If your spouse or domestic partner (regardless of gender), son, daughter, or parent is a member of the Armed Forces, including the National Guard or Reserves ("military member") and is on covered active duty or called to covered active duty status, you may request a Military Exigency Leave for one or more of the qualifying exigencies.

"Son" and "daughter" are defined as your biological, adopted, or foster child, stepchild, legal ward, or child for whom you stand in loco parentis and are of any age.

- What does covered active duty mean?
- Eligibility
- Your responsibilities
- Income sources during leave
- Job reinstatement rights
- Returning to work

What does covered active duty mean?

For purposes of Military Exigency Leave, covered active duty for members of a regular component of the Armed Forces means duty during deployment of the member with the Armed Forces to a foreign country. For members of the Reserve components of the Armed Forces, including members of the National Guard, covered active duty means duty during deployment of the member with the Armed Forces to a foreign country under a call or order to active duty in a contingency operation.

If you have a question about whether your military member’s duty is covered active duty for purposes of this leave, call the Leave Compliance Consulting Center through the HR Service Center at 1-877-HRWELLS (1-877-479-3557). For TDD access for persons with hearing impairments, please call 1-800-988-0161.

Qualifying exigencies may include:

- **Short-notice deployment.**
  To address any issues arising from the fact that your military member is notified of an impending call or order to covered active duty seven or less calendar days before the date of deployment.

- **Military events and related activities.**
  - To attend any official ceremony, program, or event sponsored by the military that is related to the covered active duty or call to covered active duty status of your military member.
  - To attend family support or assistance programs and informational briefings sponsored or promoted by the military, military service organizations, or the American Red Cross that are related to covered active duty or call to covered active duty status of your military member.

- **Child care and school activities.**
  - To arrange for alternative child care for your military member’s “child” when the covered active duty or call to covered active duty status of your military member necessitates a change in the existing child care arrangement.

  **Note:** “Child” is defined as biological, adopted, or foster child, a stepchild, or a legal ward of a covered military member, or a child for whom your military member stands in loco parentis, who is either under age 18 or age 18 or older and incapable of self-care because of a mental or physical disability at the time that FMLA leave is to commence.

  - To provide child care for your military member's child on an urgent, immediate-need basis (but not on a routine, regular, or everyday basis) when the need to provide such care arises from the covered active duty or call to covered active duty status of your military member.
  - To enroll or transfer to a new school or day care facility your military member’s child, when enrollment or transfer is necessitated by the active duty or call to active duty status of your military member.
  - To attend meetings with staff at a school or day care facility, such as meetings with school officials regarding disciplinary measures, parent-teacher conferences, or meetings with school counselors for your military member’s child when such meetings are necessary due to circumstances arising from the covered active duty or call to covered active duty status of your military member.
- **Parental care leave.**
  - To arrange for alternative care or to provide care on an urgent, immediate basis for your military member’s parent when the parent is incapable of self-care and the covered active duty or call to covered active duty status of the military member necessitates a change in the existing care arrangement for the parent.
  - To admit or transfer your military member’s parent to a care facility as well as attend meetings with the staff of the care facility (not including routine or regular meetings) when necessitated by the covered active duty or call to covered active duty status of the military member.

- **Financial and legal arrangements.**
  - To make or update financial or legal arrangements to address your military member’s absence while on covered active duty or call to covered active duty status, such as preparing and executing financial and health care powers of attorney, transferring bank account signature authority, enrolling in the Defense Enrollment Eligibility Reporting System (DEERS), obtaining military identification cards, or preparing or updating a will or living trust.
  - To act as your military member’s representative before a federal, state, or local agency for obtaining, arranging, or appealing military service benefits while the military member is on covered active duty or call to covered active duty status and for a period of 90 days following the termination of the military member’s covered active duty status.

- **Counseling.**
  - To attend counseling provided by someone other than a health care provider for yourself, your military member, or the military member’s child, provided that the need for counseling arises from the covered active duty or call to covered active duty status of your military member.

- **Rest and recuperation.**
  - To spend up to 15 days with your military member who is on short-term, temporary, rest and recuperation leave during the period of deployment beginning on the date the military member begins leave.

- **Post-deployment activities.**
  - To attend arrival ceremonies, reintegration briefings and events, and any other official ceremony or program sponsored by the military for a period of 90 days following the termination of your military member’s covered active duty status.
  - To address issues arising from the death of your military member while on covered active duty status, such as meeting and recovering the body and making funeral arrangements.

### Eligibility

Regular, part-time, and flexible team members who are in an active working status or on another approved leave of absence are eligible for Military Exigency Leave if they meet the eligibility requirements under FMLA (see Family & Medical Leave Act).

If you have questions about your eligibility, call our claims and leave administrator through the HR Service Center at 1-877-HRWELLS (1-877-479-3557). For TDD access for persons with hearing impairments, please call 1-800-988-0161.

### Your responsibilities

Taking time away from work for Military Exigency Leave requires you to take certain actions in a timely manner so that your manager can make staffing arrangements while you are absent and so that Wells Fargo can review your need for leave, which includes determining whether you satisfy the eligibility criteria for Military Exigency Leave. See General Notice Requirements.

- You’ll need to provide your military member’s Active Duty Orders, orders for Rest and Recuperation Leave, or other documentation issued by the military indicating that the military member is on covered active duty, the dates of the leave, and certification of your qualifying exigency as appropriate.
- If the required documentation is not provided, your Military Exigency Leave and any benefits associated with it may be denied or withdrawn, your leave will be considered unapproved, and you will be placed on an unpaid Administrative Leave. In addition, you may be subject to corrective action, which may include the termination of your employment.

Until you receive formal notification that your leave has been approved, you must properly report your absence to your manager every day as outlined by your line-of-business standards.
Income sources during leave

- Military Exigency Leave is unpaid. You can request a lump-sum payout of some or all of your accrued, unused PTO. This feature is available once per leave; contact your manager to request a payout. Please note that where a separate Paid Sick Time (PST) balance is allotted, only the PTO balance, not the PST balance, is eligible for the payment request. Managers cannot require you to take a lump-sum payout of your accrued PTO balance during your leave of absence even if there is a loss of income.

Job reinstatement rights

The FMLA job reinstatement period is 12 total workweeks in a 12-month period (see job reinstatement rights under FMLA). The 12 weeks may be taken continuously, intermittently, a reduced schedule or any combination of these. Your time on Military Exigency Leave applies to the FMLA job reinstatement period for all FMLA protected leaves.

Returning to work

Before you return to work, contact your manager to confirm the actual date you will be returning to work so that he or she can make any arrangements necessary to be ready for your return.
Servicemember Care Leave

You may request a Servicemember Care Leave if you need to care for a covered servicemember with a serious injury or illness incurred in the line of duty while on covered active duty, including preexisting conditions that were aggravated when in the line of duty. For current military members, this applies to a servicemember who is one of the following:

- Rendered medically unfit to perform his or her military duties.
- Placed on the temporary disability retired list.

For veterans, this applies to a servicemember discharged from covered active duty whose injury or illness is one of the following:

- A continuation of a serious injury or illness incurred or aggravated in the line of duty that rendered the servicemember unable to perform the duties of his or her office, grade, rank, or rating.
- A physical or mental condition for which the veteran received a U.S. Department of Veterans Affairs Service-Related Disability Rating of 50% or greater, and the need for leave is related to that condition.
- A physical or mental condition that substantially impairs (or would impair without treatment) the veteran’s ability to work because of a disability or disabilities related to military service.
- An injury, including a psychological injury, on the basis of which the veteran is enrolled in the Department of Veterans Affairs Program of Comprehensive Assistance for Family Caregivers.

In this section:

- Who is a covered servicemember?
- Eligibility
- Your responsibilities
- Income sources during leave
- Job reinstatement rights
- Returning to work

Who is a covered servicemember?

A covered servicemember is a:

- Spouse or domestic partner (regardless of gender)
- Son or daughter
- Parent or next of kin

Who is also one of the following:

- A current member of the Armed Forces, including a member of the National Guard or Reserves, and who is undergoing medical treatment, recuperation, or therapy; is otherwise in outpatient status; or is otherwise on the temporary disabled retired list for a serious injury or illness incurred or aggravated in the line of active duty.
- A veteran of the Armed Forces, including a member of the National Guard or Reserves, discharged or released under conditions other than dishonorable discharge within five years (or greater than five years for veterans discharged before March 8, 2013) of the first date the Servicemember Care Leave is requested and who is undergoing medical treatment, recuperation, or therapy for a serious injury or illness incurred or aggravated in the line of active duty.

Important definitions for the leave:

- "Son" and "daughter" are defined as your biological, adopted, or foster child, stepchild, legal ward, or child for whom you stand in loco parentis and are of any age.
- "Next of kin" is defined as the servicemember’s nearest blood relative, other than the servicemember’s spouse, domestic partner, son, daughter or parent, in the following order of priority: blood relatives who have been granted legal custody of the servicemember by court decree or statutory provisions, brothers and sisters, grandparents, aunts and uncles, and first cousins, unless the covered servicemember has specifically designated in writing another blood relative as his or her nearest blood relative for purposes of this leave.
Eligibility

Regular, part-time and flexible team members who are in an active working status or on another approved leave of absence are eligible for Servicemember Care Leave if they meet the eligibility requirements under FMLA (see Family & Medical Leave Act).

If you have questions about your eligibility, call the HR Service Center our claims and leave administrator at 1-877-HRWELLS (1-877-479-3557). For TDD access for persons with hearing impairments, please call 1-800-988-0161.

Your responsibilities

Taking time away from work for Servicemember Care Leave requires you to take certain actions in a timely manner. Taking this action allows your manager to make staffing arrangements while you are absent and assists Wells Fargo in reviewing your eligibility for an approved Servicemember Care Leave. See General Notice Requirements.

You’ll need to provide certification of the covered servicemember’s serious injury or illness from an authorized health care provider of the covered servicemember.

If the required documentation is not provided, your Servicemember Care Leave and any benefits associated with it may be denied or withdrawn, your leave will be classified as unapproved leave, and you will be placed on an unpaid Administrative Leave. In addition, you may be subject to corrective action, which may include the termination of your employment.

Until you receive formal notification that your leave has been approved, you must properly report your absence to your manager every day as outlined by your line-of-business standards.

Income sources during leave

Servicemember Care Leave is unpaid. You can request a lump-sum payout of some or all of your accrued, unused PTO. This feature is available once per leave; contact your manager to request a payout. Please note that where a separate Paid Sick Time (PST) balance is allotted, only the PTO balance, not the PST balance, is eligible for the payment request. Managers cannot require you to take a lump-sum payout of your accrued PTO balance during your leave of absence even if there is a loss of income.

Job reinstatement rights

The FMLA job reinstatement period for Servicemember Care Leave is up to 26 total weeks in a single, 12-month period. If you do not use all 26 weeks in the 12-month period, the remaining part of the 26 weeks is forfeited. This 26-week job reinstatement period is "per servicemember, per injury" and is counted with any other FMLA-qualifying reason within the single, 12-month period, provided that you cannot take more than the allotted 12 weeks of protected leave for any other FMLA qualifying reason during this period (see Job Reinstatement Under FMLA).

Returning to work

Before you return to work, contact your manager to confirm the actual date you will be returning to work so that he or she can make any arrangements necessary to be ready for your return.
Wells Fargo Volunteer Leave

We value our team members' commitment to devoting time and talents to their communities. Eligible team members can receive full pay and benefits while volunteering through one of Wells Fargo's Volunteer Leave Programs.

- Eligibility
- Your responsibilities
- Benefits and income sources during leave
- Job reinstatement rights
- Returning to work
- Other

Eligibility

To be eligible for a Wells Fargo Volunteer Leave, you must:

- Be classified as a regular team member with at least 30 standard hours per week.
- Have completed five years of service as a regular team member as of the application period.
- Have at least level 3 performance rating and currently be under no corrective action.
- Meet any other eligibility requirements outlined in the specific Volunteer Leave program.

Your responsibilities

Interested team members must complete and submit an online application during the prescribed application period before the volunteer activity. Once selected, you are responsible for coordinating your leave with your manager based on the needs of the business. While on Volunteer Leave, you remain subject to the terms of the Team Member Handbook, Code of Ethics, and other employment-related policies.

Benefits and income sources during leave

During the Volunteer Leave, you continue to preserve your employment status with Wells Fargo, receive income replacement equivalent to your base salary, accrue PTO, and participate in all benefit plans for which you remain eligible subject to the following exceptions:

- Wells Fargo Business Travel Accident Insurance
- Wells Fargo Workers’ Compensation Insurance coverage
- Commuter Benefit Program

Job reinstatement rights

Team members on any of the approved Volunteer Leave programs have full job reinstatement protection. Wells Fargo reinstates you to the same position in the same location you held before the leave unless:

- Documented business necessity or hardship requires the position to be filled. Team members would be made aware under these circumstances and provided an opportunity to return to work.
- Written confirmation is received from you notifying the company that you do not intend to return to the same position.
Team Member Philanthropy will partner with your manager to facilitate this return to work. The policy aligns with Wells Fargo’s commitment to People as a Competitive Advantage (PACA). The impact of displacement is described in the Wells Fargo Salary Continuation Pay Plan.

Returning to work

Before you return to work, you are required to contact Team Member Philanthropy to confirm the actual dates of your return. Team Member Philanthropy will partner with your manager to coordinate all return-to-work arrangements, including the restoration of system access. You and the nonprofit agency where you completed your volunteer service will each be required to submit reporting to Team Member Philanthropy as outlined in the Volunteer Leave program. You should record all of the time you worked at or on behalf of your nonprofit in the My Volunteer Time tool once you return to work.

Other

Timing and length of leave

The length of a Volunteer Leave is outlined in each of the approved Volunteer Leave programs. The specific length of time that a team member can be out on Volunteer Leave is determined by the selection committee based on the team member’s application and impact to the team member’s business line. The leave must begin within the prescribed period as outlined in the Volunteer Leave program, and specific dates are coordinated with your manager to alleviate the impact to the business. The leave must be taken as one continuous block of time and cannot be broken down into intermittent time away from work or be otherwise staggered unless outlined as a part of the Volunteer Leave program. Your manager is responsible for notifying you of the agreed-on timing of the leave at least one month before the leave is scheduled to begin.

Use of PTO and Time Tracker

You are not required to use PTO during the Volunteer Leave. If you wish to extend your Volunteer Leave by using PTO, you must obtain management approval before scheduling the PTO. You may not enter time worked while on Volunteer Leave into Time Tracker as hours worked, since it is not time worked for Wells Fargo. However, you should record all of the time you work at or on behalf of your nonprofit in the My Volunteer Time tool when you return to work at Wells Fargo. Any PTO approved for the leave must be entered into Time Tracker as PTO by either you or your manager.

Information security

To protect Wells Fargo’s information, you should not be conducting Wells Fargo work while participating in a Wells Fargo Volunteer Leave. Systems access for nonexempt team members will be suspended for the duration of the Volunteer Leave. Your manager is responsible for taking timely steps to ensure that you are reinstated to your access to Wells Fargo and line-of-business systems upon return from leave.

Travel considerations

If your leave involves travel outside the United States, Team Member Philanthropy will check the U.S. Department of State website for travel warnings and travel alerts before your leave begins. If the area you are traveling to appears on either list, Team Member Philanthropy may postpone or cancel the Volunteer Leave.

More information

If you have additional questions, contact Team Member Philanthropy by email at volunteerinfo@wellsfargo.com or visit the Wells Fargo Volunteers website for more information.
Personal Leave

If you have a need to be away from work for personal reasons, for more than seven consecutive calendar days, you may be eligible for Personal Leave. A Personal Leave must be approved by your manager and may be no longer than six months.

In deciding whether to approve your request, your manager will take into consideration the impact it will have on your business group’s ability to continue to meet its business needs. If approved, you can combine periods of Personal Leave in a 12-month rolling period not to exceed a total of six months.

- Eligibility
- Your responsibilities
- Income sources during leave
- Job reinstatement rights
- Returning to work

Eligibility

Regular and part-time team members who are in an active working status or on another approved leave of absence, excluding Salary Continuation Leave, are eligible for a Personal Leave, subject to their manager’s approval.

Your responsibilities

Speak with your manager to request this type of leave. Once your manager has approved the leave, he or she is required to contact Leave Management to initiate the leave process. If you don’t receive correspondence from Leave Management within 10 days of the start of your leave, contact your manager.

Income sources during leave

Personal Leave is unpaid. You can request a lump-sum payout of some or all of your accrued, unused PTO. This feature is available once per leave; contact your manager to request a payout. Please note that where a separate Paid Sick Time (PST) balance is allotted, only the PTO balance, not the PST balance, is eligible for the payment request. Managers cannot require you to take a lump-sum payout of your accrued PTO balance during your leave of absence even if there is a loss of income.

Job reinstatement rights

A Personal Leave has no job reinstatement protection. This means that your position may not be held open during this leave, but at the end of your Personal Leave, you may be eligible for consideration for any open position for which you’re qualified.

Returning to work

Before your return to work, contact your manager to confirm the actual date you will be returning to work so that he or she can make any arrangements necessary to be ready for your return.
Job Search Leave

You may be placed on a Job Search Leave for 90 days if:

- You have been released to return to work from another leave, with or without restrictions, and your previous position is no longer available.
- You are relocating and you want to search for a Wells Fargo position in the new location.
- Your previous position ends and you need time to search for another position in the company.

In this section:

- Eligibility
- Your responsibilities
- Income sources during leave
- Job reinstatement rights

Eligibility

Regular and part-time team members who are in an active working status or on another approved leave of absence, excluding Salary Continuation Leave, are eligible for Job Search Leave, subject to the approval of their manager or another company representative.

You can only be placed on one Job Search Leave per calendar year, and you cannot transfer from a Job Search Leave to a Personal Leave.

Your responsibilities

If you obtain a position within Wells Fargo or accept a position outside Wells Fargo during the Job Search Leave, contact your previous manager or the Accommodations Management consultant who initiated your leave to inform him or her of your new role.

Income sources during leave

Job Search Leave is unpaid. You can request a lump-sum payout of some or all of your accrued, unused PTO. This feature is available once per leave; contact your manager to request a payout. Please note that where a separate Paid Sick Time (PST) balance is allotted, only the PTO balance, not the PST balance, is eligible for the payment request. Managers cannot require you to take a lump-sum payout of your accrued PTO balance during your leave of absence even if there is a loss of income.

Job reinstatement rights

A Job Search Leave has no job reinstatement protection. If the Job Search Leave expires and you have not been placed in a new position, your employment with Wells Fargo will be terminated. There are only two ways to end a Job Search Leave before the end date: secure a new position with Wells Fargo or voluntarily resign.
Administrative Leave

Under certain situations, you may be on a company-initiated administrative leave to provide time away from work. If this happens, you will be given information about the terms and conditions of your leave at that time.

If the Administrative Leave is unpaid, you can request a lump-sum payout of some or all of your accrued, unused PTO. This feature is available once per leave; contact your manager to request a payout. Please note that where a separate Paid Sick Time (PST) balance is allotted, only the PTO balance, not the PST balance, is eligible for the payment request. Managers cannot require you to take a lump-sum payout of your accrued PTO balance during your Administrative Leave even if there is a loss of income.
Safety & Health

Our approach

At Wells Fargo, we believe that one of our most important priorities is to keep you, your colleagues, our customers, and our visitors safe. We are committed to maintaining a workplace environment that promotes and protects the safety and health of everyone who comes through our doors. Keeping our workplace safe — and being ready for any emergencies that might happen — requires the commitment of every team member.
Violence-Free Workplace

One of our overriding concerns at Wells Fargo is that team members and customers are provided with a safe, businesslike work environment. Weapons of any kind are strictly prohibited in the workplace. Under no circumstances will we tolerate physical violence or threatening behavior in the workplace, on company premises, at work-related functions, when you're traveling on business, or working from home or another location. Threatening behavior directed at the workplace from your home is also not tolerated. Wells Fargo reserves the right to determine if particular actions are considered physical violence or threatening behavior, and you are expected to cooperate in any fact-finding process (see Providing Information).

Important: Violating the policy against violence or weapons in the workplace is grounds for corrective action, which may include termination of your employment.

Examples of threatening behavior

Violent behavior or examples of behavior that would be considered violent, threatening, or intimidating to others include but are not limited to:

- Threats or insinuations of "getting even"
- Assault
- Physical aggression, whether it’s demonstrated or threatened
- Fighting or other hostile action
- Profane or abusive language
- Aggressive horseplay or gestures
- Dangerous pranks or practical jokes
- Intimidation
- Any form of harassment (see Harassment)

Firearms and weapons

Possessing firearms and weapons on company premises or at company-sponsored events is dangerous to team members and is strictly prohibited. Wells Fargo team members are not permitted to carry, either openly or in a concealed manner, any weapon or firearm while acting in any capacity for Wells Fargo. This policy applies even in states where the law may allow (subject to a private property owner's restrictions) persons to openly carry firearms or to carry concealed firearms. There are Wells Fargo team members specifically authorized by the Wells Fargo Chief Security Officer who are exempt from this rule. Those team members must meet the requirements of the Corporate Security Firearms and Safety Policy and maintain weapons as part of their employment; for example, someone in specific security or cash vault guard positions.

Wells Fargo recognizes applicable state laws that may allow the storage of firearms in locked vehicles in employer parking lots. For purposes of this policy, a "weapon" means any item designed primarily for the purpose of inflicting bodily injury, which may include items that are legal to own. Again, you are not permitted to have these items at work or while you’re conducting business on behalf of Wells Fargo.

Where to call

Immediately report violent or threatening behavior — and any situation that causes anxiety or fear — to:

- Security Response Center at 1-877-494-WELLS (1-877-494-9355), option 1. Note: This phone number might work only in limited international locations (for example, England, Mexico, Canada). International callers who do not have 977 service available to them should call 001-480-437-7599.
  - The 24-hour Security Response Center number is one of the preventive measures that we've taken at Wells Fargo to support the violence-free workplace policy for our team members.
- Employee Assistance Consulting (EAC). For confidential individual team member consultation or for management consultation, call the direct number 24 hours a day, 7 days a week at 1-888-327-0027. You can also reach EAC when you call 1-877-HRWELLS (1-877-479-3557), option 4. Visit the Employee Assistance Consulting site on Teamworks for more information.
- Your manager or your HR Advisor team.
Personal situations

Sometimes team members may experience personal situations that could adversely affect the workplace. Team members need to tell their manager and Corporate Security immediately if they are in — or know of — any of the following situations:

- Incidents of domestic abuse, violence, or threats against a team member, where there’s a possibility that the other party will seek out the team member at work.
- A team member has obtained a restraining order, naming his or her workplace as a restricted area.
- A team member is receiving threatening or harassing telephone calls, emails, voicemails, or other messages at work.
- A team member is the target of unwanted pursuit by someone who has been seen at or near the workplace.

Resources

If team members are experiencing domestic violence or family problems and need outside assistance, they can get confidential, professional help through Wells Fargo’s Employee Assistance Consulting (EAC) program at its direct number 24 hours a day, 7 days a week at 1-888-327-0027. EAC can also be reached by calling 1-877-HRWELLS (1-877-479-3557), option 4. Visit the Employee Assistance Consulting site on Teamworks for more information.

Find additional resources and assistance by calling the National Domestic Violence Hotline at 1-800-799-SAFE. (This is not a Wells Fargo-sponsored service.)

While Wells Fargo isn’t responsible for the safety of our team members away from the workplace, we encourage them to contact their local community services, or Employee Assistance Consulting, for safety tips on how to avoid and prevent becoming a victim of violence.
Drugs & Alcohol

Wells Fargo is dedicated to maintaining a drug-free workplace. All team members are required to perform their job duties unimpaired by illegal drugs, alcohol, or the improper use of legal substances. You are prohibited from working or reporting to work when impaired by alcohol or drugs.

**Important:** Any team member who is unfit to work because of alcohol or drug use may be sent home. In addition, he or she is subject to corrective action, which may include termination of employment.

**Drug-free workplace**

We have absolutely no tolerance for illegal drugs — or the solicitation, distribution, or misuse of legal drugs — at Wells Fargo. As a federal contractor, Wells Fargo must comply with federal law. While a substance may be legal in a particular state, if it is an illegal substance under federal law, it may not be brought into any Wells Fargo workplace.

**Important:** The sale, purchase, manufacture, distribution, possession, or use of any mind-altering or nonprescribed controlled substance, or the nonprescribed use of a controlled substance, on company premises or while conducting company business is prohibited and is cause for immediate termination of your employment. In addition, illegal substances found on company premises may be turned over to outside legal authorities for further investigation.

**Alcohol**

Although the use of alcohol may be legal, you are prohibited from performing your job duties if you are impaired by the use of alcohol.

You’re responsible for complying with our policies on professional behavior, harassment, and violence-free workplace, even if you’re consuming alcohol at a company-sponsored event or conducting business with customers or other non-team members where alcohol use is sanctioned. You’re also responsible for using a safe means of transportation if you’ve consumed alcohol in any of these circumstances.

**Alcohol on company premises**

Drinking alcohol on Wells Fargo premises is allowed only at select Wells Fargo-sponsored events where alcohol is served.

Serving alcohol at this kind of event must be approved by the head of the business group sponsoring the event. If you are planning an event where alcohol will be served, please review the alcohol guidelines found in the the Special Events section of the Risk & Insurance Management site.

**Treatment**

Our policies on substance use in the workplace are strict. We recognize that alcohol and drug abuse can have negative consequences to family, work, and social life; however, substance abuse can be successfully treated. If you believe that substance use or abuse is a problem for you — or for one of your household family members — you’re encouraged to get confidential professional help by contacting:

- Employee Assistance Consulting (EAC) at its direct number 24 hours a day, 7 days a week at 1-888-327-0027. You can also reach EAC when you call 1-877-HRWELLS (1-877-479-3557), option 4. Visit the Employee Assistance Consulting site on Teamworks for more information.
- Your particular health plan (refer to your health plan material).
Smoke-Free Workplace

We provide a smoke-free workplace for our team members and customers. This means that you're not permitted to use tobacco products, including smokeless tobacco or electronic smoking devices, in any Wells Fargo facility or Wells Fargo vehicle, at any time, 24 hours a day, 7 days a week.

“Wells Fargo facility” includes all Wells Fargo-owned, -leased, and -controlled space, including:

- Private offices
- Lunch and dining rooms
- Hallways
- Elevators
- Stairwells
- Conference rooms
- Vestibules
- Loading docks
- Lobbies
- Common areas
- Restrooms
- Parking areas

Smoking is allowed only in designated outdoor areas. If there is a smoking area at your location, it will be an outdoor area designated by site management and Corporate Properties. Ask your manager for details on your location.

For confidential, individual team member consultation on help to quit smoking, team members can call Employee Assistance Consulting (EAC) at its direct number 24 hours a day, 7 days a week at 1-888-327-0027. You can also reach EAC when you call 1-877-HRWELLS (1-877-479-3557), option 4. Visit the Employee Assistance Consulting site on Teamworks for more information.
Working with an Illness or Disability

We're committed to maintaining a healthy and productive work environment at all Wells Fargo locations. This includes complying with regulatory safety standards and taking precautions to protect the safety and well-being of team members.

We also recognize the valuable contributions that can be made by team members with disabilities and those who are subject to a life-threatening or terminal illness. So we're committed to providing any of these team members an opportunity to work, if they're medically able to work and can safely meet performance standards. At the same time, we are committed to protecting privacy by keeping personal medical information confidential.
Medical Work Accommodations

Wells Fargo is committed to the health, safety, well-being, and success of its team members with medical conditions and disabilities. Our commitment is consistent with PACA and complies with the Americans with Disabilities Act and related governmental regulations pertaining to medical leaves of absence and disabilities.

Wells Fargo is dedicated to providing team members with medical conditions and disabilities (including pregnancy) the opportunity to be successful in their Wells Fargo careers. Consistent with this commitment, Wells Fargo collaborates with team members in exploring reasonable work accommodations that will enable them to successfully perform their jobs within the position expectations and to enjoy equal benefits and privileges of employment, all without imposing an undue business hardship.

The goal of medical work accommodations is to enable you to perform your job within the expectations of the position. For that reason, regular job duties of your role cannot be eliminated as a form of accommodation. For example, if meeting sales or productivity goals is one of the primary expectations of your position, accommodations should help you meet those goals, not eliminate or lower them. Once a job modification or accommodation is offered and made, your manager will work with you to make sure that it is enabling you to perform your job within standards. You are expected to meet the performance standards of your regular job duties, with or without accommodations.

Participation in the request process is voluntary; it’s up to you to decide whether to work with your manager and Accommodations Management and provide the appropriate medical information necessary to evaluate your request. However, if you choose not to participate in the process, you may not be offered your requested accommodation. Like any team member, if you don’t meet performance standards, you are subject to the corrective action guidelines of your group, which may include termination of your employment.

Eligibility

Team members who have a medical condition or disability, including pregnancy, that is affecting their ability to perform their regular job duties or to enjoy other benefits and opportunities of employment are eligible for work accommodations. This excludes illnesses such as a cold, flu, sore throat, cough, upset stomach, or similar minor illness, unless it is a symptom of a chronic medical condition or disability such as cancer.

Responsibilities

If you need to request a medically related work accommodation, you should advise your manager either verbally or in writing. If you prefer to discuss your request with someone other than your manager or have questions about the accommodations process, you can contact Accommodations Management.

Managers, including hiring managers, who receive requests for work accommodations from team members or internal job seekers should assess whether they can implement the request without causing undue business hardship.

Managers can implement routine accommodation requests on their own, for example:

- Schedule changes including a modification to the break schedule
- Dress code exceptions, such as athletic shoes
- Ergonomic equipment, such as office chairs and keyboards
- Light modifications
- Telecommuting (in alignment with our guidelines)

Managers must contact Accommodations Management if they are unsure if they can accommodate a request or if needing assistance in determining undue business hardship. Managers must contact Accommodations Management before denying any request for an accommodation.

Accommodations Management works with both you and your manager to facilitate an interactive process to explore job modifications and accommodations, either on a temporary or long-term basis.
Process

Work accommodation requests may be made through various channels either verbally or in writing, including in-person, phone, or online.

- You should submit a request as soon as the need for an accommodation becomes apparent to you. Requests can be made through any of the following ways:
  - Directly to your supervisor or manager.
  - Contacting HR Advisor through the HR Advisor eForm or by phone.
  - Contacting the Accommodations Management team online or by phone.

- Upon receipt of the request, the manager or Accommodations Management will work with you and the appropriate partners, as needed, to identify a workable solution to help you perform the regular duties of your job within the position expectations.

  If medical information is needed from a health care professional, Accommodations Management, with your consent, will work with your health care provider to understand functional limitations and explore ways to accommodate these restrictions.

  All medical information will be maintained confidentially. The manager will be advised only about your limitations as they relate to accommodations or modifications in the workplace that may help you perform your job.

- Once the Accommodations Management consultant (AMC) has gathered the pertinent information to evaluate the accommodation request, the AMC will make accommodation recommendations and a course of action will be determined. Valid requests will be processed in a reasonable period of time. The modification or accommodation selected may not necessarily be your preferred choice, but it should be effective in helping you perform your regular job duties within the expectations of the position.

Internal job seekers may request an accommodation online, by phone, and through TTY.

- Internal job seekers with a disability needing assistance to apply for a job within Wells Fargo can request assistance by using the contact information on the Jobs Sign-On page.
- The Accommodations team will work with job seekers needing accessibility or accommodation assistance because of a medical restriction or limitation in the job posting and interview process to enable them to participate fully in the job application process.

How to contact Accommodations Management

You can reach Accommodations Management at 1-877-HRWELLS (1-877-479-3557), option 2. For TDD access for persons with hearing impairments, please call 1-800-988-0161 during normal business hours.

Implementing the selected accommodation

Once an accommodation has been selected, the team member is provided with written confirmation of the offered accommodation. The manager is ultimately responsible for implementing the chosen accommodation.

After an accommodation is implemented or put into place, you and your manager should continue to evaluate the effectiveness of the implemented accommodation.

If modifications to the implemented accommodation are needed, you or your manager may contact the Accommodations Management to reevaluate the situation.

Unable to fulfill a request

When your request cannot be fulfilled, the Accommodations Management team will explore alternative options available to you, which may include a medical leave of absence, job reassignment, or job search leave.
Workers' Compensation

Workers’ Compensation* is a statutory benefit that is available to all Wells Fargo team members who have a work-related illness or injury. Coverage starts on your first day of employment. If you sustain a work-related injury or illness, Workers’ Compensation pays your medical bills and provides compensation to help replace your lost income until you can return to work. When you are hurt, no matter how slightly, notify your manager immediately and report your injury to Risk & Insurance Management by calling 1-877-HRWELLS (1-877-479-3557), or for TDD access for persons with hearing impairments, 1-800-988-0161, or by sending a message to workerscompensation@wellsfargo.com. To report injuries online or for additional information regarding Wells Fargo’s Workers’ Compensation program, go to the Workers’ Compensation website (see also Workers’ Compensation Leave).

*Wells Fargo does not participate in the Texas Workers’ Compensation system. For Texas team members, Wells Fargo provides the Texas Injury Benefit Plan, rather than Workers’ Compensation, to assist Texas team members who have a work-related injury or illness.
Fitness for Duty

To protect the well-being and safety of all our team members and customers, Wells Fargo may request a Fitness-for-Duty evaluation when:

- There is reasonable cause for serious concern about a team member’s ability to perform his or her job and duties safely.
- A team member’s behavior is grossly inappropriate for the workplace.
- There’s reasonable concern for workplace safety.

For confidential individual team member consultation or for management consultation, call Employee Assistance Consulting (EAC) at its direct number 24 hours a day, 7 days a week at 1-888-327-0027. You can also reach EAC when you call 1-877-HRWELLS (1-877-479-3557), option 4. Visit the Employee Assistance Consulting site on Teamworks for more information.
Loss Prevention Responsibilities

The Loss Prevention team within Wells Fargo Risk & Insurance Management is responsible for responding to safety and health issues at Wells Fargo, either directly or through local management. With guidance from Risk & Insurance Management, managers are responsible for implementing safety-related loss prevention procedures that are appropriate to their operations and loss exposure.

You, in turn, are expected to understand what’s required and comply with established policies and procedures. Your personal commitment to safety and health can make a big difference to your fellow team members, our customers, and visitors to our locations.

OSHA

Risk & Insurance Management, in partnership with Corporate Properties and business groups, facilitates compliance with the Occupational Safety and Health Act (OSHA) and other safety-related regulatory standards.

Loss prevention programs

The Injury & Illness Prevention Program (IIPP) is Wells Fargo's general safety program. Other safety-related programs vary throughout Wells Fargo, based on applicable state or federal regulations and each different location’s potential exposure to loss.

Implementation

Risk & Insurance Management is responsible for responding to safety and health issues and providing the tools to assist business groups in the development and implementation of loss prevention programs that are appropriate to their operations and exposure.

Identifying hazards and reporting safety issues

Everyone should follow safe work practices. Managers are responsible for ensuring that workplace hazards are identified, evaluated, and corrected.

If you discover any health or safety issue, you should report it immediately without fear of reprisal or retaliation. First, tell your manager; you may also report it to Loss Prevention by calling Risk & Insurance Management at 1-877-WFC-RISK (1-877-932-7475), option 4, or emailing lossprev@wellsfargo.com.

Any work-related accident, injury, or illness should be reported by calling 1-877-HRWELLS (1-877-479-3557) or completing the Team Member On-the-Job Injury Report Form.

Nonemployees should report work-related injuries directly to their employer. Wells Fargo managers should report nonemployee injury to Risk and Insurance Management by calling 1-877-HRWELLS (1-877-479-3557) to ensure that the injury is documented according to OSHA tracking requirements.

Hazard communications

While Wells Fargo operations do not typically require the use of hazardous materials or chemicals, some Wells Fargo operations may require the use of products that contain one or more hazardous materials (as defined by the Occupational Safety and Health Act (OSHA)). Team members who use hazardous materials or chemicals must receive training and information, including safe handling and emergency precautions, related to the potential hazards of these materials. All team members should complete general Safety Data Sheet (SDS) training. For training resources and information, visit the Risk & Insurance Management site.

Team member safety and health training

You may participate in safety and health training through vehicles such as the New Team Member Safety Orientation Checklist (PDF) and online training programs on the Risk & Insurance Management site.
Communication of safe work practices and conditions

You may receive safety and health information by various means, including:

- Risk & Insurance Management site
- *Teamworks* articles
- Videos
- Newsletters
- Periodic safety meetings
- Other publications and compliance notifications
- Telephone or in-person interaction with Loss Prevention team members

Your manager will let you know about any important site-specific safety and health information as necessary.

**Important:** Because our safety is such an important concern, any violation of the safety and health policies outlined in this handbook — for example, creating a situation that is hazardous to health or safety — is grounds for corrective action, which may include termination of your employment.

**More information**

Talk with your manager if you’d like further information about other Wells Fargo safety and health programs, visit the Safety & Health section of the Risk & Insurance Management website, contact Loss Prevention by calling Risk & Insurance Management at 1-877-WFC-RISK (1-877-932-7475), option 4, or email lossprev@wellsfargo.com.
Business Continuity Planning

Wells Fargo’s Enterprise Business Continuity Planning (BCP) office has established a program to ensure that business continuity planning takes place as appropriate for each unit within the company. The Business Continuity Planning (BCP) Policy has been developed to protect shareholder value by ensuring that business continuity-related risk is effectively identified, assessed, monitored, managed, and reported throughout Wells Fargo while supporting a philosophy of decentralized decision-making and management. Adherence to this policy enhances and supports operational risk management throughout Wells Fargo’s lines of business.

The Enterprise Business Continuity Planning program depends on team members knowing what to do in the case of a business disruption. Know what your business group’s recovery strategies are and how you’ll contact your management. Visit the Enterprise Business Continuity Planning website.
Emergency Preparedness

All Wells Fargo locations are required to have procedures in case of a fire or other emergency that requires evacuation or sheltering. These procedures are described in a pamphlet titled “Wells Fargo Emergency and Security Procedures”, available from Forms Online or the supply warehouse as form number HRS1099, or from the Enterprise Business Continuity Planning website under Emergency Preparedness and Incident Management on Teamworks.

Team member responsibilities

As a team member, you have important emergency preparedness responsibilities. Do not wait for someone else to tell you what you need to know. You are expected to:

- Understand what to do in an emergency within your building, including:
  - The pathway to at least two alternative exits from every room or area at the workplace.
  - The sounds and signaling method of the fire or evacuation alarms.
  - Whom to contact in an emergency and how to contact that person.
  - The number of desks or cubicles between your workstation and two of the nearest exits so that you can escape in the dark if necessary.
  - Where the fire or evacuation alarms are and how to use them.
  - Where to gather outside the building to ensure that everyone is safe.
- Follow all Wells Fargo emergency procedures.
- Do not hesitate by looking around to see what others are doing when an alarm sounds or there are signs of danger.
- Participate in site emergency plans, evacuation drills, or other emergency-procedure exercises when requested.
- Communicate to your manager any need you have for assistance in completing emergency procedures (for example, use of a wheelchair).
- Take Emergency Response and Incident Management training through the Learning Center (search for "Emergency Response").

If you have additional questions about your responsibilities, ask your manager.

Enterprise Incident Management Team

The objectives of the Enterprise Incident Management Team are to improve Wells Fargo’s ability to respond to an incident by providing:

- An enterprise focus to ensure that team members respond safely during an emergency at work and for the enterprise to prudently respond to crises of any origin and scope.
- Situational awareness: Imperative to the speed and efficacy of response and informed prudent decisions during critical incidents, situational awareness is obtained through monitoring and expert review of available information and strong information-sharing partnerships and relationships within communities and public agencies.
- Consistency of message internally and externally.
- Consistency in team member safety and well-being issues.
- Effective prioritization of resources in response.

More information

Ask your manager if you have questions about emergency procedures and the Enterprise Business Continuity Planning program. You can also find information on the Enterprise Incident Management Team (EIMT) site on Teamworks about:

- Emergency and security procedures
- Training resources
- Team member preparedness
- Manager emergency responsibilities
- Site emergency plans
- Emergency supplies
- Security procedures and links to the Corporate Security site on Teamworks
Leaving Wells Fargo

Our approach

Whether the decision to terminate employment is yours or Wells Fargo’s, it’s our intent that every team member who leaves the company feels that he or she has been treated with dignity, respect, and courtesy. These decisions are never made lightly and they are never easy. This section will provide you information and support during this process.
Voluntary Termination

If you decide to leave your job at Wells Fargo, we ask that you notify your manager at least two weeks in advance, preferably in writing. You’ll need to confirm your last working day, and we’ll ask you to provide your reason for leaving.

Job abandonment

Wells Fargo considers the following situations as job abandonment, which is a voluntary termination of your employment:

- If you’re absent from work without notifying your manager for three or more consecutive scheduled business days unless otherwise designated by your state. After three consecutive days, Wells Fargo requires a five-day waiting period before terminating the team member.
- If you notify your manager that you no longer intend to continue employment with Wells Fargo and subsequently fail to report for three or more consecutive scheduled business days.
- If you notify your manager that although you do not intend to resign, you no longer plan to report to work with Wells Fargo and subsequently you fail to report to work for three or more consecutive scheduled business days.
- If you don’t contact your manager when you’re available for work at the end of an approved leave of absence.

Note: If you abandon your job, in most cases, you will not be eligible for rehire by Wells Fargo.

Review of the decision to terminate

Each termination for job abandonment is reviewed by the manager and HR Advisor team or an Employee Relations Consultant before the termination occurs.
Involuntary Termination

If Wells Fargo initiates the termination of your employment, it's considered an "involuntary" termination. Reasons for this might include, for example, policy violations, performance problems, or displacement.

**Review of the decision to terminate**

Each involuntary termination is reviewed by the manager and HR representative before the termination occurs. Some involuntary terminations require contact with the HR Advisor team or an Employee Relations Consultant.

**Review of termination**

If your employment is terminated involuntarily, Wells Fargo provides you the opportunity to have the decision reviewed. Please refer to the dispute resolution process.
Performance Problems

To run our businesses smoothly and meet the ongoing needs of our customers, we need the contributions of every single team member. So as a member of the Wells Fargo team, you’re expected to meet Wells Fargo’s standards of performance, attendance, punctuality, and conduct and to follow company policies and procedures, including Wells Fargo’s Code of Ethics and Business Conduct.

Generally, if you have a performance issue, your manager will decide the appropriate performance counseling and corrective action to let you know that you need to improve. This process can also include the termination of your employment if you fail to meet the required standards or if your continued employment is considered to be no longer in the best interest of Wells Fargo.
Immediate Termination

Employment may be terminated immediately if you engage in illegal conduct on Wells Fargo premises or if your performance or conduct is such that continued employment would no longer be in the best interest of Wells Fargo. Examples of conduct that may result in immediate termination of employment include but aren’t limited to:

- Certain violations of the Wells Fargo Code of Ethics and Business Conduct.
- Certain violations of the Wells Fargo Risk Management Accountability Policy.
- Certain violations of the Wells Fargo Information Security Policy.
- Violation of the standards for appropriate workplace behavior described in the Team Member Professionalism section of the handbook.
- Certain actions with personal bank accounts or accounts in which you have an interest — for example:
  - Approving any transactions for yourself.
  - Check kiting (floating funds between two or more different accounts to cover withdrawals).
  - Conducting a transaction that violates the Bank Secrecy Act.
  - Making false ATM deposits to receive immediate cash (including depositing empty envelopes).
  - Reversing or waiving fees or charges for personal gain or for family, roommates, or other people with whom you have a personal relationship.
- Except as authorized by the Human Resources Director or the Chief Security Officer, possession of firearms and dangerous or lethal weapons, including tasers, stun guns, etc.:
  - On company premises. Note: Wells Fargo recognizes applicable state laws regarding guns in employer parking lots.
  - On company business.
  - In company vehicles, including car rentals while on company business.
- Failure to participate fully and honestly in an investigation or fact-finding process initiated by Wells Fargo.
- Failure to timely comply with the Social Security Number validation process.
- Falsification of records — for example:
  - Entering false identification (ID) information, including falsifying the number, the issuance or expiration date, or both into a Wells Fargo record or system.
  - Entering false sales or referrals on a sales tracking system.
  - Entering fictitious customer information into a Wells Fargo record or system.
  - Falsifying control logs (including but not limited to Record of Cash Movement Logs, Night Depository Register, ATM Balancing).
  - Force-balancing teller cash.
  - Intentionally misstating time worked in any timekeeping and attendance system or in a timekeeping document.
  - Making false statements or omissions in information provided at time of hire.
  - Notarizing a document without the document signer being present.
  - Pinning, enrolling, or activating online banking on behalf of a customer.
- Fighting on company premises or performing physical intimidation, violence, or threats of violence.
- Insubordination (for example, refusal to perform your job duties — see "insubordination" in the Glossary).
- Manipulating or misrepresenting sales ("gaming") in an attempt to meet sales goals or receive compensation.
- Misuse of a company-issued credit or travel card.
- Misuse or inappropriate use of company property or equipment.
- Other acts involving dishonesty or breach of trust.
- Theft, attempted theft, or damage to Wells Fargo’s or a team member’s property.

Terminations for theft, falsification, and violation of policies result in a "not eligible for rehire" status.

See Employment at Will in the Employment & Hiring section of this handbook.
Employment Ineligibility

Team members will not be permitted to continue their employment at Wells Fargo if they:

- Are not eligible for coverage under the terms of Wells Fargo’s fidelity bond (see Breach of Trust or Dishonesty).
- Do not meet the requirements of the Federal Institutions Reform, Recovery, and Enforcement Act (FIRREA) (see Breach of Trust or Dishonesty).
- Do not comply with the federal registration or state licensing requirements (for example, the Secure and Fair Enforcement (S.A.F.E) Mortgage Licensing Act of 2008) or fail to satisfy other legal requirements (see Personnel File).
- Cannot provide documents establishing their eligibility to work in the United (see Verifying Employment Eligibility).
- Are otherwise determined to be ineligible for employment at Wells Fargo (see Employment Eligibility).
Displacement

Like any business, Wells Fargo is constantly evaluating customer service, efficiency, and profitability and makes appropriate changes in our organizational structure. In some cases, this may result in team member displacement, an involuntary termination initiated by management as a result of economic or operational factors requiring workforce reduction.

Wells Fargo leaders balance the needs of the business with key aspects of our company’s values. Our policies and processes are based on the values of treating and supporting team members as a competitive advantage and on our high ethical standards. To support these values during a displacement, a defined, consistent process must be followed by managers, in partnership with Human Resources.

Displacements are not voluntary; therefore, team members may not volunteer for displacement. The displacement process is also not to be used as a substitute for performance management of a team member.

If you are notified of displacement, the company will provide you with information about the programs or services available to assist you during the transition period. The Benefits Book (PDF; 3.13MB) provides information on the Wells Fargo & Company Salary Continuation Pay Plan, which governs eligibility for team members who are displaced and is designed to provide compensation to assist eligible team members in these situations while they are seeking new employment.

Notice period

Wells Fargo provides a 60-day notice period to all displaced team members, unless otherwise required by federal, state, or local laws. This means that team members will be notified 60 days in advance of the actual displacement. Team members may or may not be required to work during their notice period. Based on the business need, the line of business determines whether the notice period is all working, all nonworking, or a split between working and nonworking. Regardless of working or nonworking, the team member’s employment status is still considered to be active during the entire notice period and all policies, including Wells Fargo’s Code of Ethics and Business Conduct, apply.

Retain philosophy

At Wells Fargo, we have a strong commitment to retaining qualified team members whenever possible — this “retain” philosophy is intended to focus on team members who have been displaced and give them an opportunity to find new positions within the company. Throughout the company, business groups or regions may devise their own specific policies and practices to support the retain philosophy.

To support this philosophy, Wells Fargo created the Short-Term Assignment Resource (STAR) Program designed to provide short-term assignments for eligible team members who have been notified of displacement. Team members cannot be displaced and be brought back in the same position in a short-term assignment (STAR Program (PDF)) or as a managed or nonmanaged resource.
Retirement

Planning ahead is the key to making the most of your retirement. Refer to the Planning for Retirement (PDF) to understand the benefits that Wells Fargo makes available to you when you retire. If you’re nearing retirement, there are important decisions you need to make. While this guide identifies certain key decisions you’ll need to make about managing your retirement benefits, it is a broad overview of retirement planning considerations. As you plan for retirement, you’ll need to base your retirement decisions on your individual situation, and you should consult a tax advisor, financial advisor, or lawyer for specific advice about your particular circumstances.

If you’re thinking of retiring:

- Review the Initiating Retirement checklist 90 to 180 days before you retire, as there are specific steps you will need to take to initiate your benefits.

Or

- If you have questions about what benefits might be available to you, please contact the Wells Fargo Retirement Service Center at 1-877-HRWELLS (1-877-479-3557), option 1. For COBRA questions, call BenefitConnect | COBRA at 1-877-29-COBRA (1-877-292-6272).

After notifying the Wells Fargo Retirement and COBRA Service Center of your retirement date, you will receive the following materials in the mail:

- Retiree Medical Kit (Wells Fargo & Company Retiree Plan)
- Wells Fargo & Company Cash Balance Plan information (if you are a participant)

**401(k) Plan participants**

You may request a distribution from your 401(k) Plan account at any time after you have terminated employment with Wells Fargo (and its affiliates) or you become disabled, as defined by the 401(k) Plan.

Before requesting a distribution of your 401(k) Plan account:

- Review Getting Ready to Retire on the Retirement Income & Planning site on Teamworks
- Read the Special Tax Notice Regarding Plan Payments available on the 401(k) Plan site
- Read the 401(k) Plan Summary Plan Description booklet available on the 401(k) Plan site

Consult your personal financial and tax advisors before making decisions about how to maximize your 401(k) Plan benefits in retirement.

To request a distribution, sign on to the 401(k) Plan site or call 1-877-HRWELLS (1-877-479-3557), option 1, to speak with a plan specialist. Your distribution will be processed as soon as administratively feasible after the request has been completed in good order, generally within three business days.

**Cash Balance Plan participants**

You may initiate payment from the Cash Balance Plan between 90 and 30 days from the date your employment ends, you retire, or when you become disabled, as defined by the Cash Balance Plan. You will need to choose when and how you would like to receive payment, such as a lump sum or an annuity.

Before initiating a payment from the Cash Balance Plan:

- Read the Cash Balance Plan Summary Plan Description
- Sign on to the BenefitConnect website to see what options are available to you.
- Review Getting Ready to Retire on the Retirement Income & Planning site on Teamworks.

If you are preparing to retire, you need to start the process to begin receiving payment of your Cash Balance Plan benefit no more than 90 days and no less than 30 days before your benefit start date to ensure that the payout begins as planned. You can also call the Wells Fargo Retirement Service Center at 1-877 HRWELLS (1-877-479-3557), option 1, if you have questions or need assistance.
If you choose to apply for reemployment at Wells Fargo & Company or its affiliates after you have retired and taken a distribution (including but not limited to partial or final distributions) from a Wells Fargo retirement plan, 90 days must elapse before your rehire date. In addition, you cannot have Wells Fargo retiree health benefits and be an active team member. Therefore, if you have Wells Fargo retiree health coverage and are rehired by Wells Fargo & Company (or an affiliate of Wells Fargo & Company) after you have retired, your retiree health coverage will end.
After Leaving

Address changes

Once you leave Wells Fargo, you’re responsible for notifying us promptly of any address changes. We’ll need this information to make sure that you receive your year-end tax statements and benefits and retirement information. To request an address change while still employed at Wells Fargo, call 1-877-HRWELLS (1-877-479-3557), option 2, or TDD/TYY 1-800-988-0161. After leaving Wells Fargo, you can reach the Wells Fargo Retirement Service Center at 1-877-HRWELLS (1-877-479-3557), option 1. Representatives are available Monday through Friday, from 7:00 a.m. to 7:00 p.m. Central Time. The Wells Fargo Retirement Service Center accepts relay service calls.

Unemployment benefits

Your state unemployment office, not Wells Fargo, determines eligibility for unemployment benefits, based on your reason for leaving work. If you have questions about these benefits, contact your nearest state unemployment office.

Benefits

If you have questions about how your termination of employment will affect your benefits, including information on COBRA health coverage that you and your covered dependents may elect, refer to the Benefits Book in the Health & Well-Being section on the Benefits site on Teamworks (also available on BenefitConnect | COBRA at cobra.ehr.com) or contact BenefitConnect | COBRA at 1-877-29-COBRA (1-877-292-6272), Monday through Friday, 8:00 a.m. to 6:00 p.m. Central Time (excluding holidays). International callers should use 1-858-314-5108.
Information Security

Our approach

Wells Fargo is in the business of trust. Our customers trust us to protect the privacy and security of their information. That’s why every team member is responsible for understanding and following procedures that reduce risk to our company and consumers. You are our first line of defense in managing those risks by protecting Wells Fargo’s information, communication systems, and other assets. You are responsible for understanding information security and the operational risks associated with your role and managing those risks appropriately.

The material contained in this section highlights information that is important to you and requires full compliance. Details of the entire Information Security (IS) Policy and its associated control standards can be found in Policyworks, Wells Fargo’s online system of record for Information Security Policy.

Important: All new team members are required to sign the Team Member Acknowledgment to indicate that they will read, acknowledge, and abide by the provisions of our Information Security Policy, summarized in this Team Member Handbook Information Security Policy Overview. Refusal to complete the Team Member Acknowledgment is grounds for corrective action, which may include termination of your employment. In addition, team members are required to complete Information Security compliance training.

Information Security Policy overview

The requirements documented in this section describe the essential principles that help secure information. These principles are:

- Act in ways that protect company and consumer information
- Use Wells Fargo’s assets for business purposes
- Use Wells Fargo’s communication systems in an appropriate and safe manner

Team members are expected to comply with these principles at all times.

This overview should not be considered comprehensive, because not every situation can be addressed here. Wells Fargo expects team members to use sound judgment and to act in ways that protect Wells Fargo’s information, assets, and communication systems. Your business unit may have more stringent policies and procedures than stated within this section. If you have questions, you should work with your manager and assigned Information Security Consultant (ISC) to ensure that your actions comply with the Information Security Policy.

Failure to act in ways that protect Wells Fargo’s information, assets, and communication systems or failure to cooperate with inquiries or investigations may result in corrective action, including termination of your employment.

Every team member is required to immediately report anything that may violate the Information Security Policy or place the company’s information, assets, and communication systems at risk. Methods for reporting such situations are outlined within this section. No retaliation may be taken against a team member because he or she, in good faith, reports a possible breach of information security or risk to Wells Fargo’s information, assets, or communication systems.
Appropriate Use

The use of Wells Fargo’s electronic communication systems is a privilege based on business needs. These systems give team members the ability to communicate with customers, business partners, and other team members in a safe and reliable manner while minimizing risk and maintaining compliance with regulatory and legal standards.

To mitigate risk, team members are required to follow established requirements and business procedures on the use of electronic communication systems, including using electronic communication, systems features, and content appropriately.

The following are examples of prohibited activities:

- Hacking, including attempting to gain unauthorized access to computing resources, including attempts to disrupt service.
- Posting or storing proprietary content in unapproved or personal websites, blogs, chat rooms, mobile applications, or other social media websites.
- Online gambling and any illegal internet activity. In addition to being prohibited under Human Resources guidelines, these types of sites may be associated with information-stealing tools and information theft.
- Downloading or forwarding chain letters and viruses.
- Viewing, storing, downloading, or forwarding pornographic images or other perceived obscene, racist, or harassing materials. In addition to being prohibited under Human Resources guidelines, they may contain viruses or malware.

Under no circumstances are team members allowed to use Wells Fargo communication systems in a way that could violate the company’s policies.
Monitoring of Company Equipment

Wells Fargo will monitor and may control access to and use of its equipment and electronic communication systems, including but not limited to original and backup copies of email, instant messaging, text messaging, voicemail, and internet use. You should not expect privacy in connection with your use of any company resources, equipment, or property. Even if information is encrypted and you have created or have access to passwords to protect against unauthorized access, you should not consider activities or correspondence using that password to be private. In addition, phone calls made or received on any business telephone may be monitored or recorded. Monitoring may be conducted remotely or locally using software, hardware, or other means. Information obtained through monitoring may be shared with management, Human Resources, and corporate security. It will be treated confidentially and retained for a reasonable period to accomplish the purposes as determined by Wells Fargo, and it is subject to any rights team members may have under applicable law.

If you have questions or concerns about the appropriate use of electronic communication systems, contact your manager or Information Security Consultant (ISC).
Reporting Security Incidents

Any team member who believes that an information security incident has occurred must report it immediately. This helps to contain the incident and assists with managing its impact. Under certain circumstances, Wells Fargo is required to notify customers and others if information related to them is compromised.

- Notify your management if you detect any unauthorized use or attempted misuse of your personal authenticators, terminal sessions, or equipment. If a mobile computing device is lost, stolen, or confiscated or company, customer, consumer, or personnel information is modified, destroyed, lost, stolen, or confiscated, it is your responsibility to immediately notify your manager and the Security Response Center (SRC) at 1-877-494-WELLS (1-877-494-9355), option 3, or 001-480-437-7599 for international callers who do not have 877 service. You can also send an email to compromiseddata@wellsfargo.com. To report a security incident anonymously, contact the EthicsLine at 1-800-382-7250 or online through the Web Reporting System.

All reports will be treated as confidential to the extent possible. No retaliation will be taken against any team member because he or she, in good faith, reports a possible security incident.
Protecting Company & Consumer Information

Company and consumer information is an asset of the company and requires every team member's protection to preserve consumer trust and business integrity. All types of company and consumer information are important assets that require appropriate protection.

Protecting information applies not only to our company and supplier or third-party service provider, but also to anyone who may have a relationship with Wells Fargo, including individuals, businesses, and team members. You have a responsibility to protect company and consumer information.

Information owners must limit the availability of information on the intranet (Teamworks) based on the classification of the information and the business need for access.

As part of your job, you must take appropriate measures to safeguard company and consumer information from inappropriate use, access, alteration, disclosure, or destruction.

**Business need to know**

Your access to company resources and information is considered a privilege. An appropriate level of information access is granted to team members according to their business role and need.

Team members may receive proprietary information relating to Wells Fargo in the course of their work and are obligated to protect such information from disclosure. Team members must disclose information only to authorized parties who have a business need to know. Company and consumer information may be disclosed only within Wells Fargo or to nonaffiliated parties in accordance with applicable law, confidentiality agreements, and privacy policies. It is your responsibility to ensure that the request for information meets these requirements.

To report unauthorized attempts to obtain information without a valid business need to know, notify the Security Response Center (SRC) at 1-877-494-WELLS (1-877-494-9355), option 3, or 001-480-437-7599 for international callers who do not have 877 services. You can also send an email to compromiseddata@wellsfargo.com.
Information Classification

You should classify information based on the potential impact to the company if the information is not properly protected. Our information categories and information types are documented within the Information Classification Matrix, which provides a common foundation for consistent classification of information. The matrix contains a representative set of examples for each of the four classifications: Public, Internal use, Confidential, and Restricted. When in doubt, refer to the Information Classification Matrix for guidance in determining how to classify and protect information. Otherwise, contact your manager or Information Security Consultant (ISC) for assistance.

For the information you use, be aware of how it is used and its appropriate level of protection. You are responsible for applying the appropriate controls if they are not applied automatically.

Public

Information classified as "Public" refers to:

- Information either commonly and openly available in the public domain or intended for unrestricted use beyond our organization.
- Information that has no restrictions or requirement for protection (for example, public white pages, business cards, press releases, anonymous surveys).
- Information that, by itself, would not result in harm to consumers, Wells Fargo, its customers, or team members.

Internal Use

Nonpublic information classified as "Internal Use" refers to:

- Sensitive company and consumer information that has a low risk level. It can generally be shared between team members with a basic need to know.
- Information that must be protected from unauthorized parties (for example, contact information, employee learning transcript, organization charts, policies, and standards).
- Information that would have minimal impact on consumers, Wells Fargo, its customers, or team members if disclosed or destroyed without authorization.

Confidential

Nonpublic information classified as "Confidential" refers to:

- Sensitive company and consumer information that has a medium to high risk level. Access is limited to groups with a specific need to know, as required to perform a particular business function or activity. Information should be considered confidential if the classification is otherwise unknown or cannot be determined.
- Information must be protected when at rest (stored) or if transmitted externally (for example, Social Security numbers, financial account numbers, check images, personnel files, security plans).
- Information that may have a negative impact on consumers, Wells Fargo, its customers, or team members or result in regulatory, reputational, and financial consequences if disclosed or destroyed without authorization.

Restricted

Nonpublic information classified as "Restricted" refers to:

- Sensitive company and consumer information that has a high risk level. Access is limited to explicitly predesignated individuals who have a stringent business need to know.
- Information that must be protected at all times (for example, passwords, PINs, credit card validation numbers (CCV), secure one-time authentication (SOTA), code of the day (COD)).
- Information that may cause severe harm to consumers, Wells Fargo, its customers, or team members if disclosed or destroyed without authorization. This could result in severe regulatory, reputational, and financial damage or provide significant advantage to a competitor.
Information Handling

Information must be handled appropriately (stored, viewed, and transmitted) and protected from misuse, according to its classification of Internal Use, Confidential, or Restricted. Sharing of company and consumer information must comply with the Wells Fargo principles requiring a valid business need to know.

Classifying and labeling information

When you are classifying information, consider the intended distribution and use of documents, or electronic media, particularly when third parties are involved. Keep in mind that the classification of a file or document can change over its lifetime.

- If you are not certain of the content of electronic media, you must classify it as confidential.
- Labels may optionally contain statements to add further clarification, such as "Do not reproduce."

For specific instructions on what and how to label beyond the guidance provided above, please refer to specific procedures for your business.

Storage

Information must be stored in a way to prevent unauthorized access. Store your paper and removable electronic media that contains confidential or restricted information in a locked enclosure when it is not under the control of an authorized person.

- Manage and store hard copy documents and records according to the Information Risk Management (IRM), Records Management and Records Retention Schedule, including any specific procedures within your business.
- Do not leave confidential or restricted information where unauthorized parties can access it. Encryption is required for all confidential and restricted information stored on your workstation, mobile computing devices, and portable digital storage media.
- Appropriate encryption products are available for external drives, thumb drives, CD-ROMs, and other electronic media. Contact your manager or ISC for more information.

Distribution

It is important that you respect all information classifications, copyrights, and other intellectual property protections. You need to ensure that proper precautions are taken before discussing or distributing any proprietary information through manual or electronic methods.

- When in public areas, ensure that others cannot overhear your phone conversations.
- While leading video conferences, turn off messaging pop-ups (for example, email, IM) and close any applications that not required for the meeting to avoid disclosing company and consumer information.
- Immediately retrieve confidential or restricted documents from printers, copiers, and fax machines. Do not print confidential or restricted information on a personal or public printer. Do not print restricted information on a Wells Fargo-owned or -leased printer located in an area that is accessible to the public.
- Validate that the fax is being sent to the proper number — program the fax for frequently dialed numbers. Inform the recipient when you fax confidential information to ensure immediate pickup. Do not send confidential information to public fax machines, and never fax restricted information.
- Encrypt confidential information before sending externally — restricted information must always be encrypted. Contact your manager or ISC for details on how to encrypt.
- Place all confidential information in tamper-evident packaging before distributing by any mail system. Ensure that mailed or shipped information cannot be obtained without the packaging being opened, which would be obvious to the recipient.
Transportation

Confidential and restricted information must be transported in ways to prevent its loss or misuse. Transmit this class of information electronically whenever possible, and encrypt it before transporting it beyond the perimeter of the Wells Fargo environment. Additional controls apply to physical shipments of hard copy documents and unencrypted media that contain confidential or restricted information.

- Do not send unencrypted electronic media outside the company or through interoffice (MAC) mail. The only exceptions are items mailed directly to the impacted consumer, such as statements or check images. If you are uncertain about encryption requirements, consult your manager or ISC.
- Use tamper-evident packaging to ensure that unauthorized opening would be obvious. Validate that both the sender and recipient addresses are accurate.
- Be aware of exactly what information is being shipped and log items as necessary for your business.
- When shipping externally, use Wells Fargo preferred service providers. Log outbound confidential items to identify and recreate the content if lost or stolen. Use an automated tracking service if available — otherwise, track the shipment manually by notifying the recipient to expect the shipment, have the recipient acknowledge its receipt, or both.
- Place outgoing items in a controlled-access area or under visual control until pickup — do not leave them in a public area. If you are not familiar with the party picking up the shipment, verify their identity or credentials.

If an expected shipment containing Confidential or Restricted Information does not arrive when expected, follow up with the sender to inquire about the delay and determine if the shipment is missing. If you are still concerned, immediately report the security incident.

Retention

Make sure that you understand the retention requirements that apply to your business in accordance with Information Risk Management (IRM), General Records Management and Records Retention Schedule — what needs to be retained, by whom, and for what length of time.

- Do not keep electronic records and physical documents longer than what is required by the Records Retention Schedule.
- Refrain from storing nonessential information in personal folders. Periodically review your retained computer documents and personal email folders to eliminate outdated, duplicate, and nonessential records.

Disposal

Follow the Records Retention Schedule and destroy proprietary information so that it cannot be recovered, once its retention requirements are met. Refer to Destruction or Shred Services on the Information Risk Management (IRM) website for more information.

- Dispose of documents or papers that are no longer needed and contain internal use, confidential, or restricted information in an authorized, locked, secure document disposal receptacle (for example, shredding bin, departmental shredder) or approved desk-side cross-cut shredder.
- Understand the difference between authorized, secure shredding bins and recycling containers — know where these different containers are located. Proprietary documents must not be placed in recycling containers, because the handling of that material is not secure.
- Dispose of internal use, confidential, and restricted information by methods designed for your work area (for example, secure disposal container or shredder).
- Know your site rules for disposing of electronic media (for example, take it to central collection point).

If you are not familiar with your area’s document and media disposal procedures or cannot locate the secure shredding bin, contact your manager for assistance.
Work Area Security

Protect information by ensuring proper control of access into any business-related work area and ensuring vigilant housekeeping practices, such as shredding or other secure document disposal.

Passwords, PINs, and IDs

Safeguard all types of personal authenticators to prevent unauthorized use by others.

- Authorization or access to certain systems and information within Wells Fargo or external third-party service provider systems is granted based upon confirmation of your credentials (for example, user ID, password, shared secrets). Protect your authentication credentials just as you would protect other types of restricted information. Choose a complex password of at least eight characters with a minimum of three character types (uppercase letter, lowercase letter, number, or special character).
- Do not disclose, display, or share passwords or PINs with anyone, including your manager.
- Do not request a team member, job seeker, or applicant's username or password to computer account or profiles, including but not limited to social networking sites:
  - Do not require a user to sign on to his or her personal computer accounts to allow you access to view his or her personal information except if the account was established or is used for Wells Fargo business purposes. Refer to the Enterprise Digital Properties Governance website, Standards & Guidelines for more information.
  - Do not require acceptance of social network site "friend" requests to allow you access to view someone's personal information.
- You may initiate a password change at any time; you will be reminded and required to change it at least every 60 days.
- Change your password or PIN immediately if you suspect that it has been guessed or otherwise compromised.
- You may be provided with additional security devices (for example, security tokens, smart cards) to validate your identity. Any such device must be protected and returned upon termination of employment.

Access badges

Access badges are often used to allow and control entry into designated Wells Fargo facilities.

- When badges are required for access, it is recommended that you wear your badge so that it is visible to others. Follow site rules to obtain temporary badges for guests and visitors. Immediately report the loss of any access badge so that it can be quickly deactivated.
- Offer to escort anyone not recognized as having valid access into a Wells Fargo work area back to the entrance or guard station. Verify the identity of maintenance personnel and other parties claiming a need for access into wiring closets, holding areas, systems, or equipment.

At no time should you or anyone else be allowed to enter into a secured area without each person’s badge being activated by the reader. Each team member must use his or her own badge when entering or exiting a secured area.

Physical environment

Always keep your laptop, other mobile computing devices, and portable digital storage media safe and secure.

- Never leave your computer unattended without first shutting it down or locking your screen (press CTRL+ALT+DELETE then ENTER).
- When on-site, physically secure your laptop when it is not in your possession by using a cable-lock or anchor-lock or a facility-restricted access control such as a guard or badge access or other management-approved control.
- At the end of the day, unless you need to take your laptop or other mobile devices home, it is recommended that you store them in a locked drawer or file cabinet after hours.
- When traveling, take extra precaution to protect your equipment and its information. Power down the laptop completely by selecting Shut Down after pressing CTRL+ALT+DELETE or from the Start menu before you transport the laptop. Never check laptops as luggage — always keep your laptop with you. Lock your mobile devices and media in the hotel room safe. If not available, use a cable-lock to secure your laptop in a nonvisible location.
• When driving, place your laptop in the trunk or other nonvisible secured cargo area before leaving for your destination. If your destination appears unsafe (for example, a parking lot with no lights), take your laptop and mobile devices with you. Never leave your laptop in an unlocked car or in a car overnight.
• When off-site at meetings, take your laptop with you on breaks or have an authorized person watch it — after you shut it down to enable encryption. When working from home, do not let family members or anyone else use your work computer or any other mobile computing devices or portable digital storage media.
• Power down mobile computing devices when traveling internationally before passing through any immigration, customs, or other border checkpoint.

Clean desk and displays

Ensure that company, customer, and team member information is not left in the open where it can be accessed or viewed by unauthorized parties. Take precautions to prevent others from obtaining nonpublic proprietary information without your knowledge.

• Position your computer monitor so that others cannot easily read it.
• Erase whiteboards that show non-public information when it’s no longer needed and before leaving the area.
• Do not post confidential or restricted information on office or cubicle walls or in common areas.
• Immediately place internal use, confidential, or restricted information into a locked secure disposal container or shred it once it is no longer required.
Protecting Company Hardware & Software Assets

Wells Fargo computing hardware and software ("assets") are company property and provided for use to facilitate company business. Only company-managed assets may be used to perform your work.

Assets issued to team members are an extension of the office and must be used and secured in accordance with Wells Fargo policies, standards, and security requirements. Team members are responsible for protecting assets from loss, theft, and damage while they are in the team member’s possession.

Under no circumstances are team members allowed to use Wells Fargo assets in a way that could violate Wells Fargo policies, standards, and security requirements. Wells Fargo reserves the right to monitor any company assets to ensure compliance with these policies and to maintain legal and regulatory standards.

Computer systems

All software installed or developed on Wells Fargo computer systems and any information collected, downloaded, or created is the exclusive property of Wells Fargo. Information may not be copied or transmitted outside the company without a predefined business need, and then only in an authorized manner. Upon termination of employment, no team member shall remove, copy, or destroy such software or information from company systems.

Mobile computing devices

Wells Fargo may issue mobile computing devices for team members to conduct Wells Fargo business. Team members are responsible for ensuring that mobile computing devices are protected from loss, theft, and damage. Under no circumstances are unauthorized parties allowed to use Wells Fargo equipment. Security software (for example, disk encryption, personal firewall, and antivirus) installed on mobile computing devices must not be disabled or removed under any circumstances.

Mobile computing devices are to be protected when not in use and must be transported in a secure manner (see Protecting Company Information for detailed requirements). When using a laptop or tablet, take extra precaution to ensure that unauthorized persons are unable to view your work.

All Wells Fargo portable digital storage media (PDSM) are assumed to contain at least confidential information. Any PDSM used for storing Wells Fargo proprietary information must belong to Wells Fargo and be protected in ways similar to mobile computing devices. Under no circumstances should a Wells Fargo-owned PDSM be connected or inserted into a non-Wells Fargo computer system.

You must immediately report a lost, stolen, or confiscated mobile computing device as a security incident. Notify your manager and the Security Response Center (SRC) at 1-877-494-WELLS (1-877-494-9355), option 3, or 001-480-437-7599 for international callers who do not have 877 services. You can also send an email to compromiseddata@wellsfargo.com. For more information about standards for business-related, public-facing mobile website or application and text message service to customers or prospects, see the Enterprise Digital Properties Governance website.

Personally owned electronic devices

Personally owned electronic devices (for example, laptop, tablet, smartphone, PDA, MP3 player, iPod, and PDSM) must not be used to conduct Wells Fargo business, except as outlined below, and must not be used to store or transmit company information or be connected or attached in any way to Wells Fargo-managed equipment or computer systems. Additionally, team members must not use Wells Fargo computer systems as a power source for personally owned electronic devices.

- Personally owned mobile computing devices that are part of, and used in strict accordance with, a Wells Fargo-approved enterprise Bring Your Own Device (BYOD) program may be used to conduct Wells Fargo business.
  - Do not perform personal (non-Wells Fargo business) activity within the Wells Fargo secure container when loaded on a personal mobile computing device (for example, iPhone, iPad).
- Personally owned printers connected to Wells Fargo-managed equipment or computing systems through a USB cable may be used by remote workers to print public and internal-use information. Refer to information security control WFC-208: Required Use of Wells Fargo Equipment for further details.
- Team members using approved remote access solutions may use non-Wells Fargo wireless network equipment to connect to the Wells Fargo network.
- With management discretion, team members who need to use a cellular phone for necessary and reasonable business purpose conversations can use their personal mobile phone.
Protecting Electronic Communication Systems

Wells Fargo’s electronic communication systems exist to facilitate business and aid team members in communicating with customers, business partners, and other team members in the conduct of that business. The company relies on individual team members and their managers to make sure that uses of these communication systems are functional for business purposes.

Team members are expected to represent Wells Fargo in a professional manner when using communication systems to conduct business. Team members should remember that much of the information they are transmitting and receiving electronically is sensitive company and consumer information. Accordingly, team members are required to take appropriate steps to protect against unauthorized disclosure of such information and to limit sending information to only those with a business need to know. This includes not disclosing internal matters to the general public or press without the express written consent of Corporate Communications.

If you have questions or concerns about the appropriate use of electronic communication systems, please contact your manager or Information Security Consultant (ISC).
E-Messages

Electronic messages ("e-messages") sent through Wells Fargo's communication systems must comply with company policies.

Team members must never send an e-message through any Wells Fargo communication system that could be reasonably viewed as obscene, threatening, harassing, discriminatory, abusive, or that are disparaging to customers.

E-messages must not include attachments or file extensions that may cause information security vulnerabilities or introduce malware. Refer to the Enterprise Digital Properties Governance website for additional standards for outbound e-messaging to customers and prospects. Visit the Enterprise Messaging website for more information regarding internal e-messaging communications.

Do not use e-messaging systems that are not controlled by Wells Fargo (for example, Hotmail, Gmail, personal email, cell phone for texting) to conduct Wells Fargo business or to send, receive, or store Wells Fargo proprietary information. You must not create accounts on external systems to conduct Wells Fargo business.

Email

Restrict circulation of email messages that discuss confidential matters to team members who have a business need to know. When sending confidential or restricted information to external parties by email, ensure that the content can be properly secured by an approved encryption solution. Do not include confidential, restricted, internal use, sensitive, or any personally identifiable information (PII) about a customer (e.g. a person) in the subject line of an email sent externally (e.g., contact information, financial transaction detail).

Review your email carefully and delete suspicious messages, especially if you've received them from an external person, company, third-party service provider, or business that is unsolicited. Do not open the email, attachment, or links, which could introduce malware.

Wells Fargo monitors and filters all email messages based on specific content, including unencrypted sensitive information (for example, Social Security numbers, financial account numbers).

Messages that contain obscene content will not be delivered. Such messages sent by a Wells Fargo team member may lead to corrective action, which may include termination of your employment. Team members who receive obscene emails not blocked by these filters should forward such email to abuse@wellsfargo.com and then delete the message from their inbox.

Team members must understand Wells Fargo's policies and procedures according to Enterprise Messaging for handling fraudulent email messages, also known as phishing. If you think a message may be fraudulently claiming to originate from Wells Fargo, immediately forward such email to reportphish@wellsfargo.com. Delete all copies of the suspected phish email from both your inbox and sent mail folder.

Instant messages

Only Wells Fargo-approved solutions may be used for instant messages and online chat ("IM") services. Under no circumstances should any team member attempt to conduct Wells Fargo business by using an unauthorized IM service or software.

Text messages

Text messaging (SMS and MMS) is not considered appropriate technology for secure communication. Do not send nonpublic proprietary information by text messaging.
Internet Use

Team members are allowed to use internet sites for research or other legitimate business purposes. When using corporate PCs remotely for internet research or other legitimate business purposes, connect to the Wells Fargo Virtual Private Network (VPN) or other approved tools, first, in order for enterprise protection controls to be effective. However, you are always expected to represent Wells Fargo professionally when using the internet. Be aware that internet resources not under the control of Wells Fargo are subject to compromise, may be exposed to public view, and may not be secure. Wells Fargo may filter or block access to certain types of websites that it deems inappropriate for business purposes (although failure to block access to websites does not mean that the site is deemed appropriate). Wells Fargo will monitor internet web surfing (browsing) for inappropriate use and introduction of malware.

Software download

Team members are not authorized to download or install software obtained from the internet. Software necessary to conduct Wells Fargo business must be approved by your manager and obtained through Wells Fargo’s Desktop Support or your technical support group to initiate the process. Approved Freeware, Shareware, and open source software used for legitimate purposes can be downloaded from the FOSSWARE Enterprise Repository.

Streaming and multimedia

Any internet services that may have a notable performance impact to the Wells Fargo internet connection must be limited to business need and only permitted with prior approval from your manager. The use of audio or video streaming or media download services (iTunes, MP3 sites, etc.) for personal use is explicitly prohibited.

Websites and social media

Access to external public internet websites or social media (for example, blogs, wikis, and social networks) using Wells Fargo-owned equipment and during normal business hours should be reserved for business purposes. While limited use of such resources for personal purposes is allowed, personal use is considered a privilege and is up to the discretion of your manager.

Internet websites and social media (for example, Facebook, YouTube, LinkedIn, Twitter, etc.) may have business utility for certain Wells Fargo team member roles for purposes of research, marketing, and other business driven uses. However, contributing to public forums in the name of the company, its customers, or its employees is restricted to approved Wells Fargo professionals. Under no circumstances should Wells Fargo proprietary information be uploaded to or posted on a public social media or non-Wells Fargo internet website.

Creation of Wells Fargo-branded websites and social media is subject to specific branding, content, and design requirements. You must obtain management approval and follow appropriate policies and standards from Enterprise Marketing, Enterprise Digital Properties Governance, and the Law Department.

Before you create any content on any externally facing social media or other website that may imply endorsement from Wells Fargo, you must contact your manager or ISC for assistance.
Personal Communications

If you are granted access to Wells Fargo’s e-messaging systems, you are expected to use these systems to facilitate your work. You are also allowed to use these communication systems for non-work-related activity during non-work time so long as it does not interfere with team members’ work responsibilities, violate Wells Fargo policies, or impact the functioning of Wells Fargo’s e-messaging systems. Refer to the Electronic Communication and Social Media policy for information about the professional standards that must be followed.
Wireless Transmissions

Team members must be aware that wireless communication systems are prone to interception by fraudsters. Do not use a wireless communication system to discuss confidential or restricted information without first ensuring that the communication is adequately protected. Contact your manager or Information Security Consultant (ISC) about approved solutions for securing wireless communications.
Working Off-Site

Team members are responsible for ensuring that they use only Wells Fargo-approved remote access. Do not transmit proprietary information over a non-Wells Fargo network without first engaging the Wells Fargo remote access service (for example, MyED). You are expected to adhere to all of Wells Fargo's policies when working remotely.
Understanding Security Responsibilities

Applicability

The expectations as outlined in this section apply to all team members, regardless of position or status.

Roles and responsibilities

Team members

Every team member in every job and position plays an important role in protecting the information entrusted to Wells Fargo by customers, team members, and our third-party providers. As a Wells Fargo team member, you are expected to:

- Read and comply with the Information Security Policy Overview. (This section outlines those requirements that are most common to all team members.
- Acknowledge that you understand and are willing to follow the Information Security Policy upon hire and annually thereafter by completing the required training, Protecting Wells Fargo Information.
- Seek all necessary approvals and risk acceptance as required in the Information Security Policy.
- Support and encourage other team members in complying with the Information Security Policy.
- Report anything that may be considered a violation of the Information Security Policy.

Managers and senior leaders

In addition to the team member responsibilities above, managers and senior leaders are also expected to:

- Understand the information security threats to your business and manage the associated risks properly.
- Support team members in complying with the Information Security Policy to appropriately protect Wells Fargo information, assets, and communication systems.
- Ensure that team members reporting to you complete the annual required training in the time frame communicated by your line of business.
- Lead by example and foster a culture in which validating compliance and reporting security incidents are encouraged and accepted.
- Seek guidance from your Information Security Consultant (ISC)) when you are unsure of how to comply with the Information Security Policy.

Information Security Consultant (ISC)

The Information Security Consultant (ISC) for each group or line of business is responsible for implementing and maintaining an information security program as a means of managing business information security risks. Among the responsibilities assigned to each ISC, the following reflect how the ISC supports managers and team members within their line of business:

- Assist in evaluating threats and risks to the business and provide guidance on approved methods for managing those risks.
- Create and distribute information security awareness activities for the business — for example, presentations on information security topics, business unit newsletters, websites, etc.
- Report, manage, and resolve information security incidents as necessary.

Exceptions

Compliance with Information Security Policy is mandatory. In rare instances, to optimize our ability to exercise balance between security and business, there may be occasions when exceptions or variances to policy are necessary. Information security policy exceptions must be documented in an approved policy exception in the Information Security Policy Exception Management (ISPEM) tool as identified by Enterprise Information Security. Information about the information security policy exception process can be found at the ISPEM Support page.
References & Contacts

The following references and contact information are provided in support of Wells Fargo’s Information Security Policy. This additional information is intended to assist team members in locating detailed guidance on related policies, processes, technologies, and support groups. The supporting materials listed below are organized alphabetically for ease of reference.

- Electronic Shipping Options (eSO)
- Email Misuse: Spam and phish:
  - abuse@wellsfargo.com
  - reportphish@wellsfargo.com
- Enterprise Digital Properties Governance (websites, social media, mobile, and e-messaging)
- Enterprise Information Lifecycle Management (EILM): Retention and Destruction
  - Records Retention Schedule Manager and Search Tool
  - Shred Request Tool
- Enterprise Information Security (EIS): Products and Services
- Enterprise Information Security: Education and Awareness
- Enterprise Social Media
- Information Classification Matrix and FAQs
- Information Security Officer (ISO) Consultant (list by line of business)
- Information Security Consultant (ISC) Guidelines: Detailed Roles and Responsibilities
- Information Security Policy Exception Management Mailbox
- Outgoing Confidential Information Log (OCIL)
- Policyworks: Information Security
  - Policy Requirements, Control Standards, and Technical Security Baselines
    - Mailbox Support
- Cyber Threat Management (CMT)
- Security Response Center (SRC): Incident Reporting
  - 1-877-494-WELLS (1-877-494-9355), option 3
  - 001-480-437-7599 for international callers who do not have 877 service
  - Send an email to compromiseddata@wellsfargo.com
Privacy & Solicitation

At Wells Fargo, we value our customers’ and team members’ privacy. During the course of conducting business, we gather personal and confidential information about our customers and team members that must be protected at all times. As team members, you play a significant role in securing this information. Wells Fargo has established a Global Data Protection and Privacy Policy that establishes principles about how Wells Fargo collects and handles personal data globally. This global policy is an umbrella policy that establishes minimum requirements. The U.S. Privacy and Solicitation Policy requiresteam members to adhere to the rules and controls set forth in the policy to ensure compliance with laws and regulations applicable in the U.S. about marketing and solicitation, information sharing, and privacy policy disclosures. Also there are international regional and country policies that provide more details about how Wells Fargo handles personal data in those regions. This policy is not intended to prevent you from discussing terms and conditions of employment at Wells Fargo (see Employment & Hiring).
U.S. Privacy Overview

The term "privacy" relates to our information sharing and solicitation practices that pertain to consumer and business customers and prospective customers.

We use this confidential customer information to:

- Service our customers’ accounts.
- Develop new products and services.
- Improve internal cross-selling.
- Comply with legal obligations and manage our business.

Privacy’s role within Wells Fargo

Within Wells Fargo, Information Risk Management (IRM) develops and administers enterprise policies, practices, and requirements for all business groups to ensure that privacy requirements are appropriately followed. IRM also reviews privacy-related policies, practices, and procedures established by the lines of business and manages Wells Fargo’s Privacy and Solicitation Policy.

Privacy and Solicitation Policy is a company-wide policy applicable to our U.S. businesses based on federal and state laws and explains how Wells Fargo uses and protects the information that our customers or prospects provide to us. The policy also establishes company-wide guidelines to ensure that information sharing and solicitation preferences for both customers and noncustomers are consistently honored as required across all lines of business.

Your responsibilities

It is important that team members with any type of customer contact or access to customer information read and understand Wells Fargo’s Privacy and Solicitation Policy. As part of required training, team members are expected to acknowledge that they will read and adhere to the provisions of this policy.

The responsibility for adhering to Wells Fargo’s Privacy and Solicitation Policy resides with each business group. Businesses are required to demonstrate that they have processes in place to manage information sharing and solicitation practices in their organizations in accordance with federal, state, and provincial laws and regulations.

Privacy notice

Financial institutions are required to provide a notice of privacy policies and information-sharing practices to every individual customer at the time an account is opened and, in many cases, annually thereafter.

The Wells Fargo U.S. Consumer Privacy Notice (and various custom versions), maintained by IRM, helps consumers understand their privacy rights and solicitation choices. The notice:

- Describes how Wells Fargo collects, shares, and protects customer information.
- Outlines customer choices on how their personal information may be shared by and within Wells Fargo.
- Explains how customers may record preferences for how they wish to be contacted for marketing purposes.

The notice also highlights key elements of our commitment to protect our customers’ privacy:

- We do not share customer information for joint marketing purposes with other financial companies.
- We do not share customer information with nonaffiliates who may wish to market their products to our customers.
- Within the Wells Fargo companies, we carefully protect customer information from unauthorized access and use, with security measures that comply with federal law, including computer safeguards and secured files and buildings.
U.S.-Based Team Member Privacy

In the course of your working relationship with Wells Fargo (including all applicable Wells Fargo legal entities), we may collect certain personal data about you, your dependents, and your employment-related activities. The data may include information about you and your dependents (such as your home address and personal contact information, Social Security number), work information (such as your business contact information, your title, position, function, supervisor), compensation and benefits information, performance information (such as performance appraisals and promotions), background information (such as credit history, professional qualifications, education), and information about your use of Wells Fargo equipment and systems.

We use this information, and in some cases disclose it to third parties, to carry out the work relationship with you and to manage our business operations. Some uses include providing compensation and benefits, complying with legal requirements, maintaining our systems and a corporate directory, responding in the event of emergencies, and monitoring and assuring compliance with the Wells Fargo Code of Ethics and Business Conduct, other policies and procedures, and applicable laws and regulations. We take care in handling your personal data and handle it in accordance with the Wells Fargo Information Security Policy standards and procedures. We also retain your personal data as required under applicable records retention schedules in accordance with the Records Management Policy.

Please also refer to any separate privacy notice that may be provided to you under HIPAA in connection with health-related accounts or benefits.
Privacy Preferences

The term “privacy preferences” encompasses both information-sharing choices and solicitation choices. Wells Fargo offers its customers different choices regarding their privacy preferences.

Information sharing

Information sharing refers to a customer’s ability to choose not to have his or her information shared internally within the Wells Fargo family of companies for some purposes. Obviously, some customer information must be shared for account servicing purposes. Customers cannot opt out of that type of information sharing.

Solicitation

Solicitation preference refers to how a customer prefers to be contacted for marketing purposes. Solicitation may occur when you contact an individual customer to offer a product or service or as part of a large direct marketing campaign. Direct marketing is an important tool for cross-selling additional products to new and existing customers. Direct marketing and cross-selling include direct mail, telemarketing, email, internet or ATM messages, and sweepstakes or contests.
Solicitation Choices

We recognize that some individuals prefer not to receive direct marketing solicitations from Wells Fargo. Part of a great customer experience includes honoring our customers’ contact preferences.

Wells Fargo offers the following solicitation choices:

- Do Not Call
- Do Not Mail
- Do Not Email

Solicitation preferences apply to both individuals and businesses (customers and prospects) and are stored centrally on Hogan CIS. Solicitation preferences must be honored across the Wells Fargo enterprise. To make sure that customer solicitation preferences are honored, team members must follow Wells Fargo’s Privacy and Solicitation Policy.

How solicitation preferences affect Wells Fargo

It’s critical for team members to use care when recording a customer’s solicitation preference because it can permanently restrict the ability of all business lines across Wells Fargo to market to our customers. Team members should record only the contact preferences that the customer specifically requests. For example, some customers may not want to receive telemarketing calls (Do Not Call) but do still want to receive emails or direct mail about Wells Fargo products and services.

Recording solicitation preferences that were not specifically requested by the customer could have negative implications, such as:

- Impeding customer service.
- Preventing bankers from contacting their own customers for marketing purposes.
- Inhibiting cross-sell and revenue opportunities.
- Violating Wells Fargo policy by taking action without specific direction from a customer.

Always check before you contact

If you contact individuals or business customers for marketing purposes, you are responsible for honoring customer solicitation preferences before including that customer in any outbound marketing program.

How to make sure that a customer’s solicitation preferences are honored

Customer solicitation preferences must be verified individually or in a list submitted through the Enterprise Privacy Scrub Service (EPSS). EPSS removes (or “scrubs”) the records of individuals who have designated solicitation preferences from marketing campaign lists. EPSS is the only Privacy-approved scrub service for all business groups.
Resources

If you have questions related to privacy, the Global Data Protection and Privacy Policy, or the Privacy and Solicitation Policy, go to the Information Risk Management website or email privacypolicies@wellsfargo.com. You may also access privacy training on the Learning Center or through your business group's training system.

For more information on specific state or federal privacy laws, go to the Telemarketing Laws site on Teamworks or contact your business group's compliance or legal representative.