

Social Accountability Report

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I. General Background and Social Accountability Policy

Dillard's considers its vendors to be its partners. We build our sourcing guidelines based on a partnership strategy motivated by a common commitment to maintain the integrity of our standards, whether they are production, legal or ethical. While Dillard's recognizes that there are different legal and cultural environments in which vendors operate throughout the world, the Dillard's Social Accountability Policy (the "Policy") sets forth the minimum requirements that all private label vendors from whom Dillard's imports merchandise must meet in order to do business with Dillard's.

The Policy is published on Dillard's website and can be accessed at [Social Accountability Policy](#). Also, Dillard's provides its Policy and other appropriate guidance on its expectations in writing to its employees, suppliers, vendors and factory managers.

The Policy is based on the International Labor Organization Declaration on Fundamental Principles and Rights at Work (adopted 1998). The Policy provides the foundation for Dillard's ongoing evaluation of vendor's practices and our continuing relationship with such vendors. The standards set forth in the Policy are intended to convey the minimum standard for doing business with Dillard's. Dillard's will apply more stringent standards in selecting and partnering with its vendors/suppliers in appropriate circumstances.

In addition to publication and communication of the Policy to its direct import supplier base, Dillard's conducts factory assessments ("Assessments") to ensure social compliance. The following information and statistics describe Dillard's FY2019 direct import supplier base for private label merchandise; the inspections conducted thereon, the findings of those Assessments and the follow up conducted on the factories. The statistics provided relate to suppliers of private label merchandise imported by Dillard's in FY2019.

Dillard's intends to update this report periodically; we may add or modify elements to the report. For example, in FY2013 we added 14 Fire and Building Safety questions to Dillard's sourcing evaluation form to better ensure worker safety and manage factory risk factors. We will work with shareholder and stakeholder groups to make the report more meaningful and relevant to our changing environment. Dillard's Compliance Department is responsible for ensuring that the Policy is communicated to Dillard's vendors, that appropriate employees are trained, and that the required audits are conducted for compliance. Dillard's Vice President of Operations and the Legal Department monitor compliance and continually address issues as they arise.

II. Dillard's Direct Import Supplier Base

III. Dillard's Method of Assessing its Supplier Base



IV. Number of Direct Import Suppliers Assessed



V. General Findings of Assessments



VI. General Descriptions of Issues Found and Follow Up With Factories



VII. Internal Training



VIII. Dillard's Goals for FY 2020



IX. Conclusion



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