

2027 Enhanced PTO Policy

When does the new PTO Program Start? The new PTO Program starts January 1, 2027. Current 2026 rules remain in effect through December 31, 2026.

What is changing to eligible full-time employees? Pandora will transition to a single PTO advancement that combines Vacation, Personal, Celebration, and Birthday. PTO Advancements will continue to be based on tenure and will be provided annually on January 1.

What is the new tenure advancement?

Years of Service	Hours	Equivalent Days
0-2.99	160	20
3-4.99	200	25
5-6.99	224	28
7 plus	240	30

What happens when I hit my tenure anniversary? Annual hours cap will be advanced on 1/1 of every year for the year you have your anniversary. Example: if you were hired in August 2024, you will receive your 3-year allocation in January of 2027.

What happens if I terminate employment? Employees will forfeit their unused PTO advancement, unless legally required by jurisdiction. If required, employees will receive a prorated amount upon termination.

How is PTO handled for new hires? The advancement is prorated upon hire.

Is Pandora's Sick Policy changing? Yes, employees will receive an annual advancement of 80 hours of sick, and balances will be refreshed annually up to the 80-hour cap. Employees will still be required to submit a medical note for three or more missed shifts.

What happens to sick hours above 80? For full-time employees, any hours above 80 will not carry into the new year. Part-Time employees will also have a cap of 80 hours for sick, continuing to accrue up to the 80-hour cap.



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How is PTO handled for employees who have a status change throughout the year?

PT → FT Employees will receive the advancement based on proration of quarter along with seniority date. **Example** – If you were hired as a part-time employee on August 1, 2023, but have a status change to full-time on June 15, 2027, you will receive 150 hours of advancement for the remainder of the year.

FT → PT – Employees will forfeit their unused PTO advancement, unless legally required by jurisdiction. If required, employees will receive a prorated amount upon status change.

Years of Service	1/1 to 3/31	4/1 to 6/30	7/1 to 9/30	10/1 to 12/31
0-2.99	160	120	80	40
3-4.99	200	150	100	50
5-6.99	224	168	112	56
7 plus	240	180	120	60

What happens to Volunteer time? Volunteer time will not be included in the PTO bank. Instead, employees are able to request Volunteer time directly in Plan.Dora like Jury Duty or Bereavement. More information to come.

What is the different between PTO and Sick Time? Sick Time is to be used for guidelines within the Sick Policy. PTO is to be used for guidelines within the PTO policy.

How do I request time off? Employees will continue to request time off through Plan.Dora. More to come.

What happens to Blackout dates in Q4 and 2027? Employees are still subject to Blackout dates and current dates remain the same.

Retail → To view current blackout dates, please check Connect.

Corporate and AMDC → Please check with your direct manager.

How much time am I able to take off at one single time? Employees are able to submit time in hourly increments. Check with your manager for additional time away from work including days and weeks.



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What happens if I want to request PTO for January 2027 and beyond? We ask that you hold off on submitting any future PTO dates as we gear up Plan.Dora for this new program change.

What happens if I have already submitted a PTO request for January 2027 and beyond? We will be cancelling all time away from work requests after January 1, 2027. We will communicate at a later date when time off can be requested in Plan.Dora once the system has been updated accordingly to the new allocation of PTO. We ask that if any TAFW request was cancelled, to please resubmit directly in Plan.Dora when notified the new plan is set up.

What happens after January 2, 2027? January 1 is a company holiday for ALL NAM. All PTO requests for January 2nd and beyond will revert to the new PTO policy.

Where can I get help? Start with the Crafted Care site. If you need additional support, contact your manager. Personal eligibility, payout, or benefits questions should be submitted directly through Benefits ZenDesk.



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What happens to the current hours I've accrued? Eligible employees will receive payment for unused PTO hours at year-end. The treatment of unused PTO varies based on applicable country, state, provincial, and local laws. Where required by law, eligible unused PTO will be paid out in accordance with those requirements.

To help you understand what applies in your location, we have created a location-specific chart outlining how unused PTO will be treated. Please note that eligibility is determined by your work location, not your home address.

Location	Unused PTO Payout Transition
California and Colorado	Personal, Celebration, Birthday, Vacation
IL, MA, ME, MT, NE, ND, RI	Vacation Only
All other U.S States	Up to 40 hours of Vacation

