



Statement of Corporate Responsibility

The May Department Stores Company's long-standing commitment to responsible citizenship creates economic and social value for our associates, customers, shareowners, and neighbors. As one of the country's leading department store companies, May understands that with our leadership role comes an obligation to help set and maintain high ethical and corporate standards not only in the retail industry, but in every town and city we serve.

May is accountable for our standards as well as our performance. We believe that all business conduct must adhere to high standards of integrity and propriety. We also continually work to break down barriers of racism, sexism, and other forms of discrimination in every aspect of our business – as a seller of goods, as an employer, as a buyer of goods and services from other businesses, and as a resident of the communities in which we operate.

EQUAL OPPORTUNITY

We strive for a business environment that values all associates for their individuality and talents, and for an environment that enhances the development of all associates. Our policy is to provide equal opportunity for all associates without discrimination based on age, citizenship, color, disability, national origin, marital status, race, religion, sex, sexual orientation, veteran's status, or any other characteristic protected by federal, state, or local laws.

Our associates become eligible for promotions on the basis of their job performance. We review the performance of all of our associates annually, and many of our executives receive annual executive development reviews. We fill more than 92% of our executive jobs with associates promoted from within the company. Women account for more than three-quarters of our associates and for two-thirds of the senior merchandising executives and department store managers. Minorities account for 36% of our associates and 20% of our officials and managers.

We maintain high standards of performance in all of our recruiting efforts. We build diversity within our company by seeking an increasing number of qualified minority candidates. By enlarging the diversity of the candidate pool and recruiting a diverse group of associates, we further enhance our ability to attract high-caliber management trainees.

Our campus representatives, who typically work through traditional college placement offices, also work with minority organizations to encourage candidates to consider a career with May. To supplement our on-campus efforts, we participate nationwide with INROADS, a program that assists in preparing collegiate African-American, Asian, Hispanic, and Native American students for business careers. The program includes seminars on business skills such as resumé writing, interviewing, and business culture. In 2003, 48 INROADS students interned at our department store divisions across the country and at our corporate office. This May-INROADS partnership introduces summer interns to a career in the merchandising organization. In 2002, May became a charter member of INROADS' Retail Management Institute. Through this 10-week summer internship program, May introduces college students to the challenges and opportunities of a career in store management.

We have supported college scholarships for African-American high school students since 1988 through the National Merit Scholarship Program. Our support of educational opportunities for minorities also includes contributions to the United Negro College Fund and the Hispanic Scholarship Fund (HSF). Each year, we provide 25 HSF scholarships to students in Arizona, California, Colorado, and Texas.

Our commitment to and policy of nondiscrimination extend beyond our associates. We strive to ensure that our customers, vendors, and all others with whom we come into contact are treated fairly and with dignity.

DIVERSITY

Diversity is a business imperative that is critical to May's ongoing success. Our company must be positioned to both meet and anticipate the needs of an increasingly diverse customer base and workforce. Our Diversity Development Committee, which includes senior management executives, encourages and monitors our efforts through regular review and communications.

We encourage recognizing diversity in the communities we serve in the ways we present our company and our stores. We include minority images among our store mannequins and in our print and broadcast advertising. We also use minority-owned and minority-targeted media.

SUPPLIER DIVERSITY PROGRAM

We also recognize the importance of supporting businesses owned by minorities and women. To advance that effort, we seek out and encourage qualified minority- and woman-owned businesses to become May suppliers. We encourage our suppliers to seek out and use qualified minority- and woman-owned businesses. In addition, we maintain memberships in the National Minority Supplier Development Council and local minority supplier development councils.

We maintain a line of credit with a syndicate of minority-owned and woman-owned banks across the country. In addition, a minority-owned investment management firm manages a portion of the assets of The May Department Stores Foundation.

SEXUAL HARASSMENT POLICY

We prohibit sexual harassment in any form. Our policy is to respect the personal dignity of all associates. Unwelcome sexual behavior, either physical or verbal in nature, clearly interferes with and hinders performance and may be considered sexual harassment. Unwelcome sexual behavior violates our policy, and we do not tolerate it. No male or female associate should be subjected to inappropriate or unwelcome sexual overtures or conduct, either verbal or physical. We will treat inappropriate or unwelcome sexual conduct as we treat any other form of associate misconduct. It is our policy to investigate promptly each sexual harassment claim and to remedy any violation of company policy. We forbid retaliation against anyone who has made a complaint or who assists us in any investigation.

AMERICANS WITH DISABILITIES ACT POLICY

We are committed to providing full and equal access and extraordinary service to our customers with disabilities. It is the responsibility of all associates to provide consistent, courteous service to all of our customers. We also seek to provide a reasonable accommodation for the known limitations of an otherwise qualified associate with a disability if we can do so without undue hardship.

TRAINING

Executives generally attend an annual training seminar on our equal employment opportunity policy, diversity policy, sexual harassment policy, and Americans With Disabilities Act policy. Each year, we distribute companywide a booklet that describes these policies and outlines what an associate should do if he or she has a complaint. Additionally, all division central, store, and distribution center executives and all loss prevention associates receive in-depth training in diversity awareness.

VENDOR RESPONSIBILITY PROGRAM

May requires all of its vendors to meet certain standards in the conduct of their businesses. They must comply with applicable labor laws, including laws relating to child labor, and safety and health laws. They cannot use prison, convict, forced, or indentured labor. We will not accept any products whose country of origin is Burma/Myanmar. Each vendor must certify its compliance with May's policies every time one of our purchase orders is accepted.

We typically inspect the production facilities of our private-label vendors before placing an initial order and generally at least once a year after that. We conduct additional inspections of any facility that manufactures our private-label merchandise and that is accused or suspected of failing to meet applicable safety, labor, and wage laws. We take appropriate action regarding any specific allegation of human rights abuse in a factory manufacturing goods destined for a May store – whether it is manufactured for a branded label or our private labels. We also examine our practices on an ongoing basis and continually fine-tune them because May is committed to conducting business in a responsible manner and with full regard to human rights.

CHARITABLE GIVING

The May Department Stores Company's philanthropic activities reflect our commitment to the communities in which we operate. We support a wide range of organizations that meet basic human needs for food, shelter, and health, that offer educational opportunities, that enhance cultural life, and that strengthen our communities and make them more desirable places to live and to work. In fiscal 2003, May and our Foundation contributed \$16.1 million to more than 2,000 nonprofit organizations.

Caring for our communities starts with concern for the health and welfare of community residents. May contributed \$4 million to local United Way chapters and another \$4.3 million to hundreds of other health and welfare organizations, ranging from emergency service providers like the American Red Cross, food pantries and domestic violence centers, to disease-fighting organizations like the Susan G. Komen Breast Cancer Foundation, children's hospitals, and other medical assistance organizations, to enrichment organizations like the Jewish Family Services, youth clubs, and older adult service providers. May continued its commitment to organizations that assist those living with HIV/AIDS.

May places a high priority on supporting the cultural life of the cities where we operate. In 2003, May donated \$2.6 million to organizations such as the Whitney Museum in New York City, Institute of Contemporary Arts in Boston, Pittsburgh Ballet

Theatre, St. Louis Zoo, Houston Grand Opera, Indianapolis Symphony Orchestra, Philadelphia Orchestra, and the Oregon Symphony Association.

At the same time, May believes in supporting and enriching education in a variety of settings. In addition to making significant contributions to colleges and universities across the United States, we support many educational outreach activities. More than 300 educational institutions – from Boston University to Los Angeles County Education Foundation to the United Negro College Fund – received \$4 million from May in 2003.

We also recognize the value of enhancing the civic life and economic health of our communities. We contributed \$1.2 million to help fund redevelopment and revitalization projects, promote employment and equality, and support civic institutions and festivals. In 2003, examples included contributions to the Junior League of New York, Boston Ten Point Coalition, First Night Pittsburgh, Houston Area Urban League, Forest Park Forever in St. Louis, and the NAACP.

May associates give generously as well. Their gifts in 2003 totaled more than \$5.8 million – \$5 million to local United Way chapters and approximately \$800,000 in gifts that were matched through the May Matching Gift Program.

Collectively, May, our Foundation and our associates contributed \$21.9 million in 2003 to help others in our communities.

SCHOLARSHIPS

Part of May's ongoing educational support includes four-year college scholarships worth up to \$10,000 each to associates and their children. Through a program administered by the National Merit Scholarship Corporation, we award 54 new scholarships each year to graduating high school seniors. In 2003, May awarded scholarship recipients more than \$330,000 in stipends.

In addition, in October 2003, May Department Stores International, May's international buying subsidiary, became the founding sponsor of the Scholarship Program for Chinese Women Factory Workers in China's Pearl River Delta. As the first program of its kind, the Scholarship Program will provide 30 to 40 women workers in China's Guangdong province with scholarships for vocational schools or university programs of their choice and for which they qualify.

OASIS

May continues to be a national sponsor of OASIS, an organization that offers educational, cultural, and wellness programs to its over-age-50 members. Most programs are held at centers located in our department stores.

Each of our department store divisions provides permanent meeting areas for OASIS in selected stores. At year-end 2003, more than 355,000 older adults in 25 cities were OASIS members.

In partnership with OASIS, we also sponsor the Intergenerational Tutoring Program, which now involves nearly 10,000 students in almost 100 school districts. More than 5,000 OASIS members participate in this unique program that teams specially trained OASIS volunteers with elementary students for one-on-one tutoring with a focus on reading and language development.

Our support for OASIS and its Intergenerational Tutoring Program totaled nearly \$1.4 million in 2003.

SUMMARY EEO-1 INFORMATION

The chart below summarizes the information described on our EEO-1 forms filed with the Equal Employment Opportunity Commission for the years 1998 and 2003. Contact Corporate Communications, The May Department Stores Company, 611 Olive Street, St. Louis, Missouri 63101-1799 for full copies of the EEO-1 forms.

PERCENTAGE OF FEMALE AND MINORITY ASSOCIATES BY JOB CATEGORY

	Female		African-American		Hispanic		Other Minority		Total Minority		Total Employees	
	2003	1998	2003	1998	2003	1998	2003	1998	2003	1998	2003	1998
Officials and Managers	66.1%	66.1%	11.1%	7.9%	6.0%	4.9%	2.7%	2.8%	19.8%	15.7%	13,000	10,987
Professionals	57.9	61.2	7.5	6.8	5.3	2.8	4.9	3.3	17.7	12.9	971	1,783
Technicians	48.3	50.0	11.2	11.8	2.7	3.0	4.5	3.7	18.3	18.5	786	756
Salesworkers	85.3	82.8	20.5	19.6	10.8	9.6	5.1	4.3	36.4	33.5	85,538	89,334
Office and Clerical	88.0	83.9	24.8	27.5	11.6	9.4	4.3	4.1	40.7	41.1	7,103	7,880
Craftworkers	76.8	47.8	9.4	9.6	17.5	11.5	10.3	4.6	37.2	25.6	2,654	890
Operatives	64.9	66.3	62.8	33.1	3.6	5.0	1.4	1.8	67.8	39.9	1,317	1,711
Laborers	40.1	52.3	27.9	27.4	25.5	25.6	3.1	2.4	56.5	55.4	7,021	5,757
Service Workers	52.5	52.2	24.4	37.4	17.0	9.3	2.2	3.1	43.6	49.8	3,422	4,162
Total	79.0%	77.9%	20.3%	19.9%	11.4%	9.7%	4.7%	4.0%	36.3%	33.6%	121,812	123,260