

FREQUENTLY ASKED QUESTIONS

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COMPANY INFORMATION

Q

Is Gap Inc. a sustainable and responsible company?

A

After decades of work, our efforts to improve sustainability and responsibility are still evolving and expanding. We continue to challenge ourselves to ensure that the people who make our products work in safe, fair conditions, and to reduce the environmental impacts of our business. Throughout our journey, the connections between us have meant that when we work to positively change people's lives, they change us too.

We seek to align our social and environmental efforts with our business goals and continue to develop metrics to assess our progress. Our four areas of focus center on where Gap Inc.'s operations have the greatest potential impact.

WORKING CONDITIONS

Our program seeks to ensure that the people who work at the independent garment factories that make our clothes are treated with fairness, dignity and respect.

ENVIRONMENT

We view environmental issues as fundamental human rights issues. We are focusing on doing our part to address climate change by reducing our greenhouse gas emissions and protecting the water resources that are vital to people and communities, as well as the manufacturing of our clothes.

EMPLOYEES

Helping the people of Gap Inc. thrive—both personally and professionally—is core to our success as a company. In addition, our [Code of Business Conduct](#) sets forth the Company's expectation that our employees act with integrity in all that they do.

COMMUNITY INVESTMENT

Our vision is simple: to create opportunities for people to own their future and fulfill their personal promise. We call it **Be what's possible**. We aim to change the course of lives for underserved youth in the developed world and women in the developing world by leveraging company assets and the skills, talent, and knowledge of our 140,000 employees to create a deeper impact. [Learn more.](#)

Q What are the focus areas of Gap Foundation?

A We believe that businesses and communities need to work together to thrive, so we focus our community programs on areas that line up with our business expertise. We think we can make the biggest difference by advancing women, teens, and young adults, and supporting volunteers. [Learn more.](#)

ELIGIBILITY REQUIREMENTS

Q Who is eligible to participate in the matching programs?

A All full- and part-time Gap Inc. employees who have worked for the company for one year are eligible to participate in employee programs. See [My Profile](#) to find out eligibility information.

Q How much funding does Gap Inc. give me to use for matching programs?

A **Part-time employees:** US \$1,000/year
Full-time employees: US \$2,500/year
Director to VP employees: US \$5,000/year
SVP and above: US \$10,000/year

Q What types of donations are eligible for matching?

A We match employees' personal donations. The minimum annual donation must be US \$25 to each organization or cause. If reporting a Past Donation, the request for the match must be received within 120 days from date of gift to be eligible for match.

Q What types of U.S. organizations are eligible to receive a match?

A

- Nonprofit organizations that have received a determination letter from the IRS confirming tax-exempt status under section 501(c) (3) of the Internal Revenue Code
- Public schools listed on the National Center for Education Statistics (NCES) database
- Private, technical, vocational and post-secondary educational institutes (public & private with no discriminatory or exclusionary practices)

Q What types of non-US organizations are eligible to receive a match?

A

- Nonprofit or non-governmental organization that has been determined to be tax-exempt under the local country laws and has a local non-profit registration number
- Organizations listed on globalgiving.org or universalgiving.org

Q What organizations are not eligible to receive a match?

- A
- Political causes or organizations that engage in political activities.
 - Religious organizations, except those with a social service program that operates separately from the religious entity. The social service program affiliated with the religious organization must have a separate determination letter from the IRS confirming its own tax-exempt status under section 501(c)(3) of the Internal Revenue Code.
 - Organizations that discriminate based on race, ethnicity, gender, religion, sexual orientation, age or have exclusionary practices are also not eligible to receive a match.
 - We cannot match donations to individuals or payments for school tuition.
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Q Can I donate money to an organization located outside the United States?

A Due to IRS regulations, Gap Inc. can only match donations to organizations with 501(c)(3) tax-exempt public nonprofit status in the US, a Canadian nonprofit organization with registration number, or an international equivalent.

If you want to give to an organization outside the US & Canada that is not included on this website's list, send an email to gap_foundation@gap.com and we'll let you know when the next nomination period is scheduled to take place. At that point, you can nominate your organization to request to have it vetted (and then determined as eligible or ineligible.).

TAX IDS

Q How do I find the Tax ID of my organization?

- A The easiest way is to ask the organization—they should be used to providing this information to donors and sponsors.
- Organizations based in the US list their tax ID numbers on [Guidestar](#) (the tax ID number is also referred to as an EIN).
 - Public schools are listed on the [NCES database](#)—the District Code + School Code acts as the school's Tax ID number.
 - Canadian organizations can be found on the [Canadian Revenue Agency's website](#).
 - British organizations are listed on the [Charity Commission's website](#).

GENERAL MATCHING PROGRAM INFORMATION

Q How do I get my donation matched?

A There are a few ways. The easiest is to go to your quick links in the upper right corner. You can also go to the [Give](#) section.

Q Will I get a donation confirmation?

A If you use the website to make a new donation, you will receive a confirmation via email within one week of sending your online donation.

Q Is there a minimum amount for donations?

A The minimum for a single donation is US \$25. The minimum Money For Time match is 15 hours volunteered with one organization.

Q Why can't I get a financial donation of less than US \$25 matched by Gap Inc.?

A If Gap Inc. processed and/or matched donations of less than US \$25, our administrative fees would go up. And we'd rather spend money on donations to nonprofits, not on administrative fees.

Q Are recurring payroll deductions available?

A We don't offer payroll deductions for donations, but most employees can take advantage of getting donations of \$25 or more matched by Gap Foundation. To start the process, sign into your profile at bewhatspossible.com and click on "Match My Donations" in the quick links.

Q Will I get an acknowledgment from the nonprofit after making my donation?

A The nonprofit will already have your information and you should contact them directly if you do or do not want to be acknowledged in their materials. Per US IRS regulation, organizations should automatically provide an acknowledgment for contributions of US \$250 or more to any single cause or organization.

Q When Gap Inc. matches my donation of money or time does that mean my recipient organization may list Gap Foundation or Gap Inc. as a donor?

A Gap Inc. employees are not permitted to attribute their personal donation, or our company match of that donation, to either Gap Foundation or Gap Inc. without written consent of Gap Foundation. This means that the nonprofit organization you are supporting should list you, not Gap Foundation or Gap Inc., as the entity that made the donation. Organizations that attribute gifts to Gap Foundation or Gap Inc. without written consent from Gap Foundation may become ineligible to receive further matching funds. If you have questions regarding this policy, please contact Gap Foundation at gap_foundation@gap.com.

Q Does the matching program run on a fiscal or calendar year?

A Our matching program operates on a calendar year. The program ends each year on December 31 and begins again on January 1. Each employee's annual limit is reset, as well as Field Team Grant allocations. Field Team Grants do not count against an individual's annual allocation.

Q How and when does my donation get sent to my community organization?

A All donations made through this site are matched and distributed on a quarterly schedule (see schedule below). That helps keep administrative costs low and consolidates multiple donations into a single check.

Past Donation: After donating through bewhatspossible.com or entering your information into the site, we will ask the nonprofit to which you donated to verify the donation. We'll match it based on our quarterly schedule.

New Donations are charged to your credit card in real time. These donations are held in a non-interest bearing account and sent to the nonprofit with the appropriate matching funds on a quarterly schedule.

We strive to ensure your donations and matching funds are received and deposited by recipient organizations in a timely manner. In the uncommon situation that the recipient organization closes or does not deposit donation or matching funds, we will attempt to refund to you any funds you contributed via new or past donations. If we are unable to refund your donation to you (for example, if you are no longer an employee of the company), we will donate the balance of funds, including any match portion, to a community organization determined by Gap Foundation.

Q What happens if my donation isn't confirmed by the organization?

A If the nonprofit organization doesn't confirm your reported activity within 120 days, the gift will be rejected.

Q How often are gifts matched and paid out?

A Donations are matched and distributed quarterly:

- 1st quarter (January - March):** payments mailed in May
- 2nd quarter (April - June):** payments mailed in August
- 3rd quarter (July - September):** payments mailed in November
- 4th quarter (October - December):** payments mailed in February

VOLUNTEER GRANT PROGRAM INFORMATION

Q What grant programs are available to Gap Inc. employees?

A As a Gap Inc. employee, there are perks to donating your time and money to the community.

Money for Time: For every 15 hours that employees volunteer within one year with an eligible nonprofit, Gap Foundation will donate \$150 to the organization.

Field Team Grants: For every 25 hours that a store team of three or more employees volunteers with an eligible nonprofit that supports youth development or women's advancement, the team can request a \$250 grant for the partner organization.

Board Service: We contribute funding to eligible nonprofits where our employee leaders serve as board members. Sr. Directors and above from our corporate locations, as well as Regional Directors and above from our field, are the only employees eligible to participate in this program.

Take Five: Exempt employees can take up to five "on the clock" hours every month to volunteer. Employees only need their managers' approval to report the volunteer time.

Q How do I know if my team's volunteering is eligible for a match program?

A Field Team Grants should support women's advancement (that help underserved women fulfill their potential by promoting self-reliance and independence) or youth development (that help underserved youth become better prepared for adulthood).

Q How do I know the status of my grant? (Pending, approved, paid)

A Log onto bewhatspossible.com and navigate to “My Profile.” Scroll down to click on “See Your History” and your grants will appear. Note that grants move from “pending” status to “approved” to “paid.”

Q When will my grant get paid?

A We batch our grants quarterly to cut down on administrative costs. Grants are paid out on the same schedule as donation matches in May, August, November & February.

Q Why didn't my Field Team Grant get approved?

A There are a few possible reasons. Organizations have 120 days after an employee reports a grant to confirm the volunteer hours before it's rejected. It's also possible that the organization does not comply with the tax requirements or impact area requirements. Email help@bewhatspossible.com to ask about your specific grant.

Q My contact at my Community Partner changed. How do I update their records?

A Ask your contact to go to cybergrants.com/gap/fieldteamgrant and click on the “Need Support?” link at the bottom of the page. They can submit their new contact information and ask the Support Center to update their record.

Q Are seasonal employees eligible for Field Team Grants?

A Their hours can contribute to the 25 hour threshold, but seasonal employees cannot apply for a Field Team Grant. A member of the team who's been employed by Gap Inc. for at least one year should submit the grant application.

Q I made an error when reporting my hours (i.e. wrong date, forgot to put “skills based,” etc.). How can I fix this?

A Email your request (include your employee ID, community partner, and when you volunteered) to help@bewhatspossible.com; they can update the record for you.

Q Can I report hours for other people?

A You can report others' hours if it's just for the purpose of tracking hours in general or as part of a Field Team Grant. However, if your colleagues want to use the Money for Time program, they need to log into their own accounts, and report their activities themselves.

EMPLOYEE INFORMATION

Q What if I'm a new employee?

A Information on new employees is added to this database on a weekly basis. If you're new and not yet in our database, call the customer service line: 888-GAP-GIVE (Monday-Friday, 8:00 am to 5:00 pm Eastern Standard Time). You can also email customer service at help@bewhatspossible.com. You can use the resources on this website to volunteer right away and, after you've worked for the company for one year, your time and donations will be eligible for matching.

Q Why can't I see my employee ID on this website?

A We want to ensure that your private information stays private.

Q Are there website guides available to show me how to use the site?

A Yes, please navigate to the bottom of the screen and select "Website Guides" in the language of your choice to find links to the various website guides we have available.

Q How can I get volunteer tees ordered for my store?

A Get a volunteer tee for everyone on your team by going to the Volunteer section. Keep in mind that sometimes volunteer tees are out of stock due to high demand. Check back to order more if needed at the beginning of each fiscal year.

SPONSORSHIPS

Q How do I request a grant or sponsorship?

A As you can imagine, we receive many requests from worthwhile organizations. Unfortunately, we can't support them all. We've chosen to focus our grant making on two key areas that are important to us. We support youth in developed countries with an emphasis on job readiness and employment, and advancement for women in developing countries through education and life- and workplace-skills training. We do not accept unsolicited grant requests.

PRODUCT DONATIONS

Q How do I donate stuff or product to a nonprofit?

A We donate excess product and make other forms of in-kind donations via [Good360](#) (formerly known as Gifts in Kind International).