



**To: Signet Field Team Members**

**From: Bill Luth, EVP Global Store Operations**

**Date: March 18, 2020**

**Subject: Additional Cleaning Protocol**

We are continuing to be proactive to ensure the health and safety of our team members and customers. In addition to the cleaning protocol shared previously, we wanted to provide additional information about keeping our team members and their store environments safe.

**Store Preventions:**

- Continue to greet customers with a warm welcome and smile – but do not shake hands or give hugs
- Team members should take more frequent breaks for regular hand washing
- Adhere to our self-care and prevention protocol:
  - Stay home if you or a family member are sick, notifying your manager to use PTO, and getting well
  - Wash your hands with soap frequently throughout the day (for 20 seconds) and before meals
  - Use hand sanitizer regularly throughout the day, especially after assisting a customer
  - Avoid touching your eyes, nose, and mouth
  - Reduce close direct contact with others and maintain 6 feet from others when not assisting customers
- Remove all bottled water from the customer lounge area. Any refreshment equipment should be powered off and supplies removed from the area.
- Jared stores should also prohibit entry to the Kids Play Area by repositioning the play maze or placing chairs in front of the entrance.

**Cleaning Protocol:**

- Wear gloves when emptying the trash or cleaning.
- Clean high touch areas of your store or Design & Service Center every 30-60 minutes with disinfecting wipes; high touch areas include but are not limited to:

Showcase Surface and Locks	Drawer Fronts, Handles, Locks	Counter Pads	Mirrors
Calculators	Spinner Displays	Stools	Chairs – back, side, front, underneath
Light Switches	Keypads	All Door Handles	Vacuum/Mop Handle
ADA Push Plates	Swinging Doors/Gates	Water Fountains	Gift Wrap Station
Gemscopes	Work Benches	Hand Tools	Changing Tables
Safe Door	iPads	Shredder	Printers
Totems (if applicable)	VeriFone	Cash Drawer	POS Equipment (keyboard, mouse)
Tables	Microwaves	Refrigerators	Restroom (door, handles, dispensers, fixtures)

**Additional Cleaning Guidelines:**

- Read the instruction labels on the cleaning supplies and never combine cleaning agents. Additional precautions can be found in the [Hazard Communication Program Policy](#).
- When disinfecting iPads, 70% isopropyl alcohol wipes and Clorox disinfecting wipes are safe to use on durable, nonporous surfaces, such as the display, keyboard, or other exterior surfaces. Gently wipe the surface to prevent moisture in any of the openings. Do not use bleach to clean the tablet or submerge it in any cleaning agents.
- When disinfecting VeriFone devices, use an alcohol-based wipe or alcohol-based cleaner applied to a microfiber cloth. Refrain from vigorously shaking the terminal, and do not spray, coat, or pour any disinfectant or other liquid directly onto the device. Additionally, do not use solvents, detergents or abrasive cleaners, including bleach, thinner, trichloroethylene, or ketone-based solvents as they can cause deterioration.

**Securing Cleaning Supplies:**

- Cleaning supplies will be shipped to your location as soon as possible. If your location runs out of cleaning supplies before the next shipment from the Support Center arrives, we ask that these items are purchased locally, if possible, and expensed. Below is a list of common disinfectant products approved by the EPA to be effective against COVID-19 that can be sourced at local retail outlets. Additional approved cleaning agents are listed on the attached document.

Clorox 4 In One Disinfecting Spray  
Clorox Clean Up Cleaner + Bleach  
Clorox Disinfecting Bathroom Cleaner  
Clorox Multi-Surface Cleaner + Bleach  
Clorox Scentiva Bathroom Disinfectant Foamer  
Clorox Scentiva Bathroom Disinfecting Foam Cleaner  
Lysol Brand Bleach Multi-Purpose Cleaner  
Lysol Disinfectant Spray  
Lysol Disinfectant Max Cover Mist  
Purell Multi Surface Disinfectant  
Zep Antibacterial Disinfectant & Cleaner  
Zep Quick Clean Disinfectant  
Zep Spirit II  
Lysol Brand Clean & Fresh Multi-Surface Cleaner  
Simple Green d Pro 5  
Clorox Disinfecting Wipes  
Fabuloso Complete Disinfecting Wipes

Thank you for your ongoing support in helping us keep all our team members and customers healthy and safe.

Continue to check MyWork, Workplace, and [www.sigmetjewelers.com](http://www.sigmetjewelers.com) (the Team Member Resources tab) for the most current information and executive messages. Additionally, we have established a dedicated hotline for questions related to our approach regarding COVID-19. The number is 1-800-527-8014. If you have any questions, please visit the [Sigmet Team Member Resources](#) page or contact the ERSC hotline at 1-800-527- 8014.