



To: All Signet Team Members
From: Global Incident Response Team
Date: March 9, 2019
Subject: COVID-19 Update

Dear Signet team members,

When matters arise that require increased coordination across our company, such as events in the past like Swine flu or SARS, or our current response to the Coronavirus (COVID-19), Signet activates its Global Incident Response Team. The team has been in place for a number of years.

This team ensures regular and relevant updates are gathered and distributed to team members and external partners as appropriate. It integrates a cohesive company-wide approach following recommendations from government and retail experts.

We want you to be assured that Signet's Global Incident Response Team has been, and continues to closely monitor COVID-19 developments, and we will continue to share regular updates with our team members around the world.

As the number of cases of COVID-19 rises in countries across the globe, we wanted to reach out again with an update on this topic, and provide you with some additional resources to help answer questions and guide decisions for you and your loved ones.

Update Summary

- The policies and protocols that we communicated February 25 ([Akron](#) / [Dallas](#)), remain in place, and we want to remind you that the most important thing you can do to reduce your exposure risk is to **wash your hands often and thoroughly and keep wiping surfaces clean**. This is especially true for shared gathering spaces like cafés and rest rooms, along with facilities housing larger numbers of team members.
- We have one update to our travel policy. Until further notice, **all Signet international business travel is cancelled**, and all team members who were travelling outside of their home countries have returned home. Any future international business trips must be approved by Chief Supply Chain Officer Steve Lovejoy, and Chief People Officer Mary Liz Finn.
- The Centers for Disease Control (CDC) has not recommended cancelling or postponing travel within the U.S. We will continue to monitor domestic travel conditions, and encourage everyone to use good judgment -- moving to videoconferencing as an alternative, for example. This supports our efforts to minimize health risk and support cost management priorities across the company. Of course, we will communicate any future changes that impact travel as decisions are made.



- Personally, it's important for each of us to **follow the established protocols on what to do if we expect we've been exposed** to the virus or are sick (also outlined in the attachment), and to encourage fellow team members to take time off if they are not well. As always, use common sense and use a PTO day, stay home and get well.

For support with developments on any of these issues, we encourage you to contact your HR Business Partner (HRBP) for guidance.

Face Masks and Personal International Travel

Our partners in HR have been fielding questions and concerns from team members across the globe, and have identified two specific topics -- the effectiveness of face masks, and non-business/personal international travel for team members -- that we wanted to highlight for all our team members.

The Center for Disease Control (CDC) and the U.S. Surgeon General have communicated that standard medical face masks are **not effective** in preventing COVID-19 or other flu viruses. A face mask may prevent a sick person from infecting you, but it is unlikely to prevent you from catching the virus.

- The best solution is to stay away from sick people, wash your hands frequently (20 seconds or more), or use an alcohol-based hand sanitizer that contains 60%–95% alcohol. It is especially important to clean your hands after going to the bathroom; before eating; and after coughing, sneezing or blowing your nose. Avoid touching your face with dirty hands, and use a tissue when you sneeze.

With respect to non-business international travel by team members, we have no control over personal travel plans. Please review the Department of State's travel advisory and country information page on [Travel.state.gov](https://travel.state.gov) and the Travelers' Health page on [CDC.gov](https://www.cdc.gov) for *all* countries and regions where you plan to travel. Upon the team member's return to the country, depending on what regions he/she traveled through, the team member may be subject to additional screening from the Department of Homeland Security which may result in quarantine. If the team member returns to work and there are continued concerns, the next step is to contact the HRBP to conduct an interview with the team member to gather more information about his/her travel.

Two "to-dos"

As we continue to ensure we are fully prepared to communicate any future updates to every team member, there are two tasks that everyone should complete:

1. Ensure your emergency contact information is current/updated in our Workday system, including mobile phone numbers.



2. Work with your team members and manager to ensure you all have team contact information if you need it.

Continue to Learn: Resources for You

Depending on where you work for Signet across the globe, we have different additional resources available to you. We wanted to highlight a number of those resources to use in learning more and in making decisions for you and your family.

- Our *LifeSpeak* total well-being platform (<https://workhealthlife.com/us> Corporate ID: yourlife) has information about the COVID-19 and seasonal flu. This site is available to all team members in North America. This site is a confidential way for team members to access well-being information, at no cost. On the LifeSpeak site, you can access:
 - “What You Need to Know Now About the Coronavirus (COVID-19): A Q&A written by LifeSpeak partner Dr. Zachary Levine.
 - OnPoint 60 second videos that provide answers to questions like “How does the flu spread?” and “How can I tell if what I have is the flu or a cold?”
- “Prevention Starts with You” infographic for Signet employees:



Prevention Starts with You!



Stay Home if You are Sick Wash Your Hands Frequently with Soap + Water Don't Touch Eyes Nose + Mouth with Dirty Hands Use a Tissue Or an Elbow When You Sneeze Keep Surfaces Clean at Work + at Home

For up-to-date information about COVID-19 and the seasonal flu, visit www.cdc.gov

References:

International

- [World Health Organization Public Advice](#)
- [World Health Organization FAQs](#)

- [World Health Organization “Myth busters”](#)

United States

- [Centers for Disease Control](#)



Canada

- [Public Health Agency of Canada](#)
- Public Health [FAQ](#)

Team members also should check with their local and state health departments.

Finally, it's easy to understand how the potential threat of the Coronavirus could prompt feelings of anxiety. Our Employee Assistance Program (EAP) exists for the exact purpose of helping team members through these kinds of feelings and experiences. We encourage you to reach out to your provider if, and as, you need them.

- EAP: U.S. <https://workhealthlife.com/us>

Our leadership team is meeting regularly to review new insights from expert sources across the globe, including daily updates from the CDC. We will continue to update you as we learn more, and will prioritize actions that best support and protect our team members.

If you have questions about any of the content in this update, feel free reach out to the email addresses provided below. In the meantime, thank you for your continued focus on our business as we navigate this important issue.

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