



To: All Akron and Dallas Support Center Team Members
From: Miguel Torres, SVP North America Support Center Human Resources
Date: March 23, 2020
Subject: Business Critical Personnel in Akron and Dallas Support Centers

As you may know, orders have been issued by the State of Ohio and Dallas County requiring non-essential businesses to cease operations except for minimum basic operations beginning at 11:59 p.m. on March 23, 2020 through 11:50 p.m. on April 6, 2020. As a result, we will be closing both the Akron and Dallas Support Centers, except for minimum basic operations during this time period.

Certain team members will be required to continue to report to work at the Support Centers if needed to perform certain minimum basic operations. Our leadership team has identified those individuals who must continue to report to work at the Support Centers during this time. Your Vice President will be contacting you if you are required to continue to report to work. All other team members should not report to work until further notice.

Team members who have the ability to work from home, and/or have been working from home should continue to do so.

Those who are required to continue to report to work must follow existing self-care and prevention protocols, including taking your temperature before leaving your home and staying at home if your temperature is above 100 degrees Fahrenheit. Cleanings of high-touch common areas will be administered during the day and frequent hand washing opportunities and hand sanitizing products will be made available. In addition, team members are encouraged to maintain a six foot distance from other individuals while at work.

If you have any questions about whether you are required to continue to report to work, or general questions, please contact the COVID-19 hotline at 1-800-527- 8014 or email ersc@signetjewelers.com.