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Hi Signet Team,

Unequivocally, your health and safety and that of our Customers has been and will continue to be our top priority. Using a hyper-local approach, we've been continually assessing the impact of the global pandemic and making deliberate decisions in real-time, multiple times a day. Based on our current review and evaluation, we are **announcing the temporary closure of the remainder of our North American stores, effective March 23**. This includes the company's Kay Jewelers, Zales, Jared, James Allen, Peoples and Piercing Pagoda banners. Following these temporary closures, we will reopen our stores using the same hyper-local decision-making approach as pandemic conditions change. North American Support Center team members will continue to largely work from home consistent with previous communications.

From the beginning of this crisis, we've been guided by our People First Core Value, making intentional and timely decisions to protect our team members. Consistent with this, we are activating and adding funding to our Signet Team Member Relief Fund, as we anticipate our colleagues across the company may need additional help, given the unknowns around the duration of this global pandemic. Our Signet Leadership Team has already made voluntary donations. In addition, we are actively working with our partners in the retail industry to communicate with government leaders, emphasizing the importance of the retail industry and the need for immediate programs and policies to address the substantial impact on our sector.

At all levels, Team Signet, we will come together to help each other through this crisis. We are keenly aware that our 30,000 team members and their families depend on Signet for their livelihood, and as such, we are taking bold and necessary actions to protect the sustainability of our company by reducing costs



and preserving cash in line with business and economic realities. As communication is central to our success, we will frequently share information for managing through this crisis.

I know that this global pandemic brings uncertainty, but one thing is certain – I'm confident that our Signet team can emerge as a stronger team and company.

We've become agile and resilient over the past two years, and the capabilities we've built during our Path to Brilliance transformation are paving our way, now and in the future. We are on the path to be the company that inspires the expression of all love, in an era where, especially now, people rely on us to celebrate life's most precious moments.

Thank you, Team Signet, for all of your dedication, collaboration, creative problem-solving, and leadership. Heroes are emerging in our company every day. Our care for each other and our Customers during this time is inspiring and is at the heart of our company's Core Values and Mission. I am so proud of you and how we are coming together during this uncertain time.

A handwritten signature in black ink, appearing to read "L. Smith".