



To: Support Center Team Members in Akron and Dallas  
From: Mary Liz Finn, Chief People Officer  
Date: March 16, 2020  
Subject: COVID-19 Update – Work from Home

Signet Team Members,

The health and safety of all of you, your families, and our customers continues to be our top priority. In a note I sent on Friday, I highlighted a number of actions we were taking to ensure your health and safety and these actions are focused on a few critical areas.

We have been evaluating and planning over the weekend and in light of announcements made by government officials today, **we are trying to limit the gathering of large groups of people and will introduce a broadscale “Work from Home” program for Akron and Dallas Support Center employees who can work remotely - effective Tuesday, March 17<sup>th</sup> – returning to offices on Monday, March 30<sup>th</sup> (unless circumstances change).** Please use Monday to gather all your equipment, chargers, and necessary files so you can work remotely for the next 2 weeks.

**Communications:**

- Updates can be found on Workplace or [www.signetjewelers.com](http://www.signetjewelers.com) (the Team Member Resources tab)
- Hotline # 1-800-527-8014 (Thanks to the HR team for getting this up and running over the weekend!)

**Self-care and prevention: continue to follow the tips we provided and check the CDC website for additional information [www.cdc](http://www.cdc)**

**Operation of Support Centers - We are currently planning to have office support team members work from home for the next 2 weeks if your job allows remote work:**

- Effective Tuesday – March 17<sup>th</sup> all Support Center team members who have laptops should work from home. If you are already set up to work from home – you may begin working from home starting today – Monday, March 16<sup>th</sup>. If you are not yet ready, use Monday to come into the office, organize your work, gather your equipment, and head home to get started.
- If you do not have a laptop, please partner with your manager to see if we can get one issued for you. Our IT team is working to find alternative solutions in the event a laptop is not available.
- We understand there will be team members who will not have the ability to work from home such as in our production, secured, and customer care areas. We are proactively working with the leaders in these areas and will take every precaution to ensure that team members health and safety is protected.
- If your work is required in the Support Center (for instance the Distribution Center or Diamond Room), please bring your own food to work. The cafes and cafeteria will not be available for food service or for eating in the common areas.

*Leaders should review contingency plans and update contact information to ensure they can quickly contact their teams and that team members understand how to keep mission critical business functions up and running from remote locations or from home. Instructions for leaders will come soon with best practices to lead virtually and keep the teams focused on critical milestones.*



**Stores:** As of now, most of our stores will remain open and servicing our customers on a daily basis. For those of you that support the field and have significant store contact, please ensure that you are fully prepared to support their continuing needs.

**Self-quarantine – no changes since 3/12:** team members **MUST** self-quarantine and notify [hotline 1-800-527-8014](#) immediately if: suspected or confirmed COVID-19; exposure to another suspect or confirmed with COVID-19; returning from Level 2/3 country in last 21 days; returning from a cruise in last 21 days.

*Ensuring proper reporting of a diagnosis, exposure, or travel will help us respond appropriately to prevent the spread of COVID-19 and to safeguard the health and safety of all our team members.*

*If you are under a quarantine, you may work from home, take paid time off (PTO), or Short-term disability – depending on your circumstance.*

**Travel – no changes since Friday 3/12:** restrictions on all international travel; only essential US travel; and must be approved by SLT leader in advance (other than Store Ops).

**Meetings and vendor visits:** with this announcement, we will not allow any visitors into the building beginning Tuesday, March 17 – please use videoconferencing to conduct meetings.

We will continue to update you on any other changes as we navigate the impact of COVID-19 together. Thank you for your support in helping us keep you and all our team members healthy and safe and a big thank you to the amazing effort taken over the last several days to ensure proper coverage is in place to provide support from our Customer Care team and the POS helpdesk.

Thank you,  
Mary Liz