



To: All Signet Team Members
From: Mary Liz Finn, Chief People Officer
Date: March 13, 2020
Subject: COVID-19 Update

Signet Team Members,

The health and safety of all of you, your families, and our customers is our top priority. We have a number of teams working hard to move with agility and speed to ensure plans are in place to deal with the changing landscape. Teamwork, collaboration, and resilience are hallmarks of our Signet team. I know I can count on you to use sound judgment and empathy as we navigate the impact of the coronavirus (COVID-19) together.

As we continue our daily monitoring and assessment of the COVID-19 impact, we are adjusting our policies and procedures to ensure your health and safety. Because the situation is evolving quickly, **beginning Monday**, please check Workplace and www.signetjewelers.com (the Team Member Resources tab) for the most current information.

We have established a dedicated hotline for questions related to our approach regarding COVID-19. The number is 1-800-527-8014.

Remember the most important thing we can all do is self-care and prevention.

We want to reinforce the importance of:

- ✓ Staying home if you are sick, notifying your manager, and getting well
- ✓ Washing your hands with soap frequently throughout the day (for 20 seconds) and before meals
- ✓ Using hand sanitizer regularly throughout the day
- ✓ Cleaning your work area, computer, and phone with disinfectant wipes
- ✓ Avoiding touching your eyes, nose, and mouth
- ✓ Discontinuing handshaking or hugging
- ✓ Reducing close direct contact with others and maintaining a distance of 6 feet from others
- ✓ Updating emergency contact information in Workday

Field team members – Preventions and Cleaning Protocols

We are taking precautions to ensure the health and safety of our team members and customers:

- Continue to greet customers with a warm welcome – but do not shake hands or give hugs.
- Team members should take more frequent breaks for regular hand washing
- Please adhere to our Self-care and prevention protocols- see above
- Disinfecting wipes have been distributed to all stores. Please use these wipes frequently (every 30-60 minutes) to wipe down areas that are frequently used and/or touched, including but not limited to showcases, tablets and POS.
- Ensure proper sanitizing between guests. More disinfecting wipes will be disseminated to stores in the near future, and store managers will be authorized to purchase additional wipes as needed.
- Wipe off all jewelry touched by a customer or team member with a disinfecting wipe.
- Follow safety and cleaning protocols from Store Operations and your DM's



If you are informed that a customer has visited the store with a confirmed case of COVID-19, please contact your DM and the designated hotline immediately (1-800-527- 8014).

Support Center team members – prepare and test your ability to work from home

In the event that COVID-19 becomes more severe, we want to be prepared:

- If you have a laptop, please begin taking it home each evening along with chargers
- Test your internet connection and VPN connectivity from home

We are developing plans for Support Center team members who have the ability to work from home (or the need) and will provide all necessary details and instructions. 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 working in these environments feel safe, and that their well-being is at the forefront of every decision we make.

Yesterday afternoon, Ohio Governor Mike DeWine announced that K-12 students in Ohio will receive a three-week Spring Break beginning on Monday – March 16th, and other states or localities may announce closings as this situation evolves. For families that are affected by school closings (now and in the future) and need additional flexibility to work at home, please work with your manager to make appropriate arrangements.

Leaders should review contingency plans and update contact information to ensure they can quickly contact their teams and team members understand how to keep mission critical business functions up and running from remote locations (including home) if needed.

New policy updates: self-quarantine and restricted US travel – effective immediately

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.

- Team members MUST self-quarantine for at least 14 days and notify your manager and the hotline (1-800-527- 8014) or the Employee Relations Solution Center (ERSC) at ersc@signetjewelers.com if:
 1. If you have been informed by a health care professional that you are suspected of or confirmed to have COVID-19

You should take Paid Time Off – PTO; and if necessary Short-Term Disability – STD and Leave of Absence – LOA if eligible if:

2. You have been in close contact with an individual that has been informed by a health care professional that is suspected of or confirmed to have COVID-19
3. You are returning from a personal trip anywhere considered a Level 2 or Level 3 country designated by the CDC within the last 21 days. Given how quickly changes are being made, team members should check the CDC website for updates if traveling outside the United States <https://wwwnc.cdc.gov/travel/notices>
4. You are returning from any cruise within the last 21 days.

If you are under a quarantine, you can work with your manager to work from home or take paid time off (PTO).



- We will limit all domestic travel, except for Store Operations, unless approved by a member of the SLT. Please use all available technology (Zoom, Teams, etc.) to reduce the risk of exposure to the virus and to continue to be even more cost conscious.
- We are not currently addressing personal air travel. However, we expect that you will make appropriate personal travel decisions being particularly mindful of advisories and impact to yourselves, your families, and other team members. If you choose to travel to one of the CDC designated Level 2 or 3 countries, or you travel on a cruise, you will be subject to the self-quarantine protocol referenced above and must notify your manager and the hotline.

You must follow the self-quarantine and travel restrictions, noted above for all team members.

Meetings and vendor visits

As a precautionary measure and until further notice, we are limiting attendance at meetings to no more than 25 people. Town halls will be conducted virtually (details to come later).

In-person meetings with vendors, job candidates, and other visitors are discouraged. Please use video conferencing. If an in-person meeting is essential, each guest will be required to disclose the following before receiving a badge:

1. If they have been informed by a health care professional that they are suspected of or confirmed to have COVID-19
2. If they have been in close contact with an individual who has been informed by a health care professional that they are suspected of or confirmed to have COVID-19
3. If they are returning from a personal trip anywhere considered a Level 2 or Level 3 country designated by the CDC within the last 21 days. Given how quickly changes are being made, team members should check the CDC website for updates if traveling outside the United States <https://wwwnc.cdc.gov/travel/notices>
4. If they are returning from a cruise within the last 21 days.

If the answer is yes to any of the above questions, the vendor representative will not be granted access to our buildings or facilities.

We will continue to update you on any other changes as we navigate this dynamic environment. Thank you for your support in helping us keep you and all our team members healthy and safe.

Mary Liz Finn
Chief People Officer