



To: All Ohio Support Center and Field Team Members
From: Lynn Ahlers, Vice President of Total Rewards
Date: March 19, 2020
Subject: COVID-19 Temperature Testing

During this everchanging environment, we want to assure you that we continue to closely monitor the coronavirus (COVID-19) situation and follow the recommendations of the Centers for Disease Control (CDC) and state/local governments.

On March 18, 2020, Ohio Governor Mike DeWine recommended that all businesses in Ohio take the temperature of their employees before the start of each workday. We take Governor DeWine's recommendation seriously, so we are encouraging team members to:

- Take your temperature before leaving your house to come to work.
- Stay home if your temperature is over 100 degrees F.
- Contact your manager and follow normal call-off procedures.

In the meantime, we are aggressively sourcing non-invasive thermometers to be used at all Ohio Signet Support Center buildings, store and Design & Service Centers. Please anticipate that once they are received, your temperature may be taken each day before you begin working if you are not working remotely.

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).

For current information or if you have questions, remember to check Workplace and www.signetjewelers.com (under the Team Member Resources tab) or call our dedicated COVID-19 hotline at 1-800-527-8014.