



To: Signet Field Team Members
From: Kecia Caffie, SVP & GM – Piercing Pagoda
Date: March 13, 2020
Subject: COVID-19 Update

Hi Pagoda Team,

As we all watch the news, we're learning more about the Coronavirus (COVID-19), and as such, we wanted to personally reach out to you to check in and share how our company is monitoring and responding. In times like this, we want to make sure you understand how much we appreciate you, your teams and your leadership.

As a People First company, the health and safety of all of you, your families, and our customers is our main 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. Please know that myself, Al, and your Regional Directors remain in close contact and are keeping your needs top of mind. We know that we can count on you to use sound judgment and empathy as we navigate the impact of the coronavirus (COVID-19) together.

Your Safety

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, our best advice is to stay in contact with your district manager. **Beginning Monday**, March 16, please check MyWork, Workplace, and www.signetjewelers.com (the Team Member Resources tab) for the most current information and executive messages.

Additionally, 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 or a family member are sick, notifying your manager to use PTO, 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, especially after assisting a customer
- Cleaning your showcases, POS, PIN pad and other high touch areas of the store hourly
- Avoiding touching your eyes, nose, and mouth
- Discontinuing handshaking or hugging when interacting with customers
- Reducing close direct contact with others and maintaining a distance of 6 feet from others when not assisting customers
- Updating emergency contact information in Workday

Store Preventions and Cleaning Protocols

We are taking precautions to ensure the health and safety of our team members and customers. While we always want to serve our CUSTOMERS! with excellence, I want you to be mindful of safety first. Continue to put your best foot forward and know that we support you in this moment to do what's best for you, your fellow team members, your store and your customers. I understand you will have many questions as we continue to work through these circumstances. Some of the most frequently asked questions so far have been about cleaning the store, helping



customers with warranties, returns and services. Answers to these questions in addition to updates and reminders are listed below. Additional information will be provided in future communications. Any other questions should be escalated to your district manager or regional director.

- Continue to greet customers with a warm welcome and smile – 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. Use these wipes to:
 - Wipe down areas that are frequently used and/or touched, including but not limited to show cases, POS, PIN pad and tablets
 - Properly sanitize between assisting customers by wiping off all jewelry touched during the presentation as well as the surrounding areas
- While we understand that supplies may run low, know that you may purchase additional supplies and expense them as needed. Additional disinfecting wipes will be distributed again in the future. As a company we are committed to keeping you and our customers safe.
- We will continue to offer our piercing service and as always, we will follow the strict guidelines of our Piercing Promise to use sterile tools and have a safe store environment, ensuring the health and safety of our customers and team members with every piercing every day.
 - While we desire to continue to offer this service, we respect a team members decision to suspend performing piercings. If that is the case, please partner with your district manager prior to your next scheduled shift.
- If a customer contacts your store regarding an ESA replacement or a return, reassure them that we are here to take care of them. The ESA will not expire, and we'll assist them in any way we can. Let the customer know they can visit the store whenever they feel comfortable and there is no need to rush in.
- If multiple team members are unable to report to work, we want to support those team members while still being able to cover the store. Work with your district manager on how to cover your store in times where coverage is light.

If you are informed that a customer has visited the store with a confirmed case of COVID-19, please contact your district manager and the designated hotline immediately (1-800-527- 8014). The situation will be assessed and additional information will be provided.

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

- We have an established protocol through our Emergency Closing Policy which can be found on Atlas>Human Resources>HR Policies. In the event your store needs to close please follow this procedure.
- If you suspect an issue, you need to report it for the safety of all our team members. If your store must close, district managers should report the closing using the Field Emergency Action Status Form.

Managers should review contingency plans and update contact information to ensure they can quickly contact their team members. It is important to maintain open lines of communication during these times.

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. We're here for you, and we'll get through this together – just as we always do.