

## **ASKED QUESTIONS (FAQ's) UPDATE**

### **Team Member Guide – New Questions as of 4/3/2020**

#### **Furlough Notification Explained:**

1. *When will team members receive their personalized furlough letter?*  
Once you have been placed on furlough in Workday, you will receive a “Notification” with personalized information informing of your official furlough. Until that time, you will see the Workday announcement of Signet’s intent to place you on furlough either April 5<sup>th</sup> (Field) or April 6<sup>th</sup> (Support Centers). Log into Workday, view your announcement on main page.
2. *How will team members get their furlough “Notification Letter”?*  
Team Members will receive an e-mail in their personal e-mail address informing them of the notice. Please note that if team members do not have a valid e-mail address in Workday, they will not receive this notice. However, the notice will still be available in Workday under Notifications.
3. *Where are “Notifications” located in Workday?*  
Workday Notifications appear as a bell-shaped icon on the Workday home page, which is the first screen after successfully logging into Workday. When using a desktop, it will appear in the upper right corner of the screen next to the team members’ Inbox. If using the mobile app, it will appear on the bottom of the screen.
4. *Can team members print the notification for their records?*  
Yes, notifications can be printed. Once team members click on the notification, a print icon will be visible.

#### **PTO Explained:**

5. *Are team members still eligible for unemployment when they get a STIP payment or Manager Bonus in May?*  
Generally, yes, the bonus payments will be made on 4/3 and on 5/1 (including those eligible team members on furlough). The payments are made for a period prior to the furlough start date (i.e. fiscal year 2020 which ended on February 1st). STIP payments are not considered part of weekly income. Please consult your State specific unemployment office for additional information.
6. *What type of PTO can a team member request while on furlough?*  
Team members may request up to two weeks “Vacation” time when requesting PTO. Please be sure not to request “Intermittent Time Off” or your request for PTO will be denied, causing a delay in payment until accurately entered as “Vacation.” By law, team

members in the states of California and Illinois are required to receive payout for unused PTO hours.

7. Will PTO be limited for non-furloughed team members?

PTO will not be limited for non-furloughed team members as long as business needs are met. The needs of the business during this critical time are extremely important, and therefore Managers will have the discretion to approve or deny PTO requests if necessary due to business needs.

8. How do team members validate PTO if laid off later?

In most cases, if a team member is terminated or resigns, PTO is not paid out, except in states that require payment.

9. If I am not selected to return to my job after the furlough period, will I be paid out my remaining PTO?

In most cases, if a team member is terminated or resigns, PTO is not paid out, except in states that require payment.

10. Anyone who has recently started as a non-exempt associate is awaiting their PTO eligibility. Will they still be eligible to use their PTO while on furlough?

Only team members with at least 90 days of service will be eligible to request PTO, unless mandated by law. If the team member's 90<sup>th</sup> day is after 4/18, he/she will be required to wait until they are no longer on furlough to request time off.

11. Can a team member request one week of time off in April and request the second week of time off at a later date (i.e. in May for example)? Or is the opportunity to use up to two weeks of available PTO only through 4/18?

Team members can take up to two weeks of PTO and **must request** by 4/18/20.

### Healthcare Benefits Explained:

12. Can team members amend healthcare / dental / vision payments – i.e. reduce to zero for the time being to avoid having arrears building or cancel health insurance completely during the furlough period?

The only way health coverage can be cancelled or modified during the plan year is through a Life Event. Information is posted on Team Member Resources tab (under March 18th Benefits Enrollment Guide).

13. Is health care coverage available for family members for the duration of the furlough period?

Our intent is to provide coverage for medical, dental, and vision currently elected during the furlough period.

14. What is the timing for collecting healthcare, and other benefit payments that go into arrears?

For most team members, the repayment period will mirror the furlough period. In extreme hardship cases, we will work on a repayment schedule.

15. Can HSA's be used to pay the team member portion of benefits once they return?

No, while this is not possible under the regulations that govern HSA's, they offer great flexibility on what healthcare related expenses are eligible. HSA balances carry over from year to year, so they are always available for use in the future.

16. Are recently hired team members, awaiting their 30-day or 90-day medical benefit eligibility, still eligible to enroll?

Yes, benefits elected will go into effect based on the plan's eligibility guidelines except for life insurance and disability insurance, which will take effect upon return from furlough. All benefit-eligible team members must elect benefit coverage within their first 30-days of employment, regardless of effective date of coverage.

**LOA / STD / LTD Benefits Explained:**

17. Some Zales team members had short term disability that was grandfathered into the Signet program upon acquisition, can this benefit be used during the furlough period?

This was a "sick bank", and not part of the current Short-term Disability (STD). This benefit can only be used to supplement Short-term Disability (STD) pay to provide 100% pay.

18. For team members with long-term medical conditions, what are the rules for filing for disability rather than unemployment?

If a team member has a medical condition, is pregnant, or suffered an injury that was under treatment/care of a physician at the time of the furlough notification, s/he is eligible to apply for consideration of a disability claim. Signet's insurance carrier, The Hartford reviews and administers the claims submitted under the Signet program. Team members who receive Short Term Disability are not eligible for unemployment. If team members remain on furlough at the time their STD payments end, they can then apply for unemployment.

19. If a team member has a disability issue while on furlough, how will that impact the team member's unemployment insurance benefits?

Team members remain eligible for unemployment. Team members may not file a short-term disability claim while receiving unemployment.

20. If a person gets COVID-19 while on a furlough, would the team member be eligible for disability payments?

Since the condition started after the furlough date, and the team member is not actively at work, s/he is not eligible under the Signet short-term disability program. However, s/he would remain eligible for unemployment.

21. If I am currently on a LOA and am furloughed, can I cancel my LOA and apply for unemployment instead?

We would need to understand the type of LOA and the team member's specific circumstances (i.e. is s/he receiving short-term disability pay). Questions can be emailed to [HRExpress@jewels.com](mailto:HRExpress@jewels.com)

22. Can team members reduce 401(k) to zero?

Yes, team members may stop deductions and should reference the Benefits Infographic for instructions.

**Communications Explained:**

23. What is the corporate email and Voicemail "Out of office" message for those who are furloughed?

All team members are asked to create the following out of office message. "I am currently out of the office on a temporary furlough and am not working at this time. While my email remains activated, I will not be reviewing or responding to any emails during my furlough period. Please reach out to xxxxx (enter email or phone contact) in my absence. Once I return, I will respond to your email. Thank you, team member name"

24. Can we communicate to our teams who was impacted by the furlough?

Leaders should communicate with the team members who are not on furlough – so that teams know who to contact, rather than communicate who is on furlough.

25. Will the team members who are not furloughed receive information on who is furloughed to understand contacts on projects, processes, etc.?

Functional leaders will coordinate the transition of workload.

26. If a remaining team member is in a bind, are they allowed to reach out to a furloughed person to ask a question or get guidance on an issue?

Furloughed team members should not actively work during their furlough period. If there is an urgent need to contact a furloughed team member about a work matter, please reach out to a Human Resources or Legal leader for assistance.

27. When will letters be in Workday for furloughed team members?

Letters will be uploaded by Monday, April 6<sup>th</sup>. Please see first page for additional details.

**Unemployment Explained:**

28. Does unemployment need to be filed each week you are on furlough?

Generally, yes, however, team members should consult their local unemployment office for filing guidelines and requirements.

29. Will furloughed team members have a mass layoff number to use?

2000180

30. What Signet company should be used when applying for unemployment?

The name of the company on your paycheck should be used when filing for unemployment (i.e. Zale Delaware Ins., Sterling Jewelers Inc) if possible. However, not including this information will not delay your claim.

31. Can green card holders seek unemployment benefit?

Yes, green card holders may seek unemployment benefits. The eligibility and benefits determination are based on state law and each individual's circumstances.

**Miscellaneous Topics Explained:**

32. How does tuition reimbursement work for those who just finished their Master's degree with a commitment to stay employed for a year? Is this still valid?

Yes, if they voluntarily leave, they are subject to the terms of the program. If they are receiving reimbursement for graduate level programs and are furloughed, they are still considered to be employed by Signet and this employment period counts towards their year requirement. If they are terminated by Signet, the year requirement is waived, and they are not required to repay.

33. Who is eligible for the Signet Relief Fund and what are the requirements?

Details on the Signet Relief Fund will be shared in the near future.

34. Will those who are furloughed, still have access to LinkedIn Learning, as well as training and videos posted within the Signet Learning Portal?

LinkedIn Learning will remain accessible through the LinkedIn learning website.

35. Do team members need to work directly with agencies/companies garnishing payments, and make other arrangements while they are furloughed?

Yes

36. Will expense reports still be processed for team members on a furlough?

Yes, if the expense report is approved and submitted timely to Accounts Payable.

37. Will team members have VPN, email or system access with ability to change passwords if they expire during the furlough period?

Team members will not have VPN access. However, they will retain access to email and other Office365 applications such as Microsoft Teams and OneDrive. Additionally, furloughed team members will have access to the Learning Portal. If passwords expire during the furlough period, team members should be able to create a new password when logging into email. We will provide a communication with any revisions to this process.

Please note: This FAQ is for general reference purposes and provides an overview of Signet benefits. If a conflict occurs between this material and the official plan documents that define these programs, the plan document will govern. Nothing in this overview is intended to be a promise or guarantee of continued employment. Signet reserves the right to change or end any of the plans described at any time.