



together
@claire's

Safety @ Work

Guidance for Corporate &
Support Functions
North America
Post Covid-19

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Message From Our CEO

Dear Team,

The safety, health and well-being of the Claire's team is of the greatest importance to me and to our organization. The world has changed with the arrival of the Coronavirus, and it is our job to change with it. This means our processes need to adapt to ensure we continue to carry out our mission and serve our customers safely. The purpose of this document is to provide our employees with the safety protocols and expectations required to keep each other and our Claire's community safe.

Information is based upon guidance as provided by the Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO). We are monitoring their guidance regularly and will make updates to this document as guidance evolves.

Thank you for doing your part to keep everyone safe.

Sincerely,



Ryan Vero



Safety @Work



Bring and wear your personal protective equipment (PPE)

Claire's supports the WHO / CDC recommendation for wearing face masks. Until further notice a mask must be worn while working or when traveling to work or going home, if using public transportation. Claire's will provide masks for associates who don't have their own; however, we encourage you to wear your own cloth washable reusable mask.

Temperature checks - COVID-19 has evolved to have a range of symptoms from being asymptomatic to the most common, fever and cough which are not always present. Temperature checking will not identify individuals who have the illness and are either asymptomatic or haven't developed symptoms yet. There are additional risks of queuing people at the door and for the person conducting the temperature checks. Therefore, we are employing an approach with the same impact but rely on employees to conduct a daily self-screening exercise using an Employee Self-Screening Questionnaire. We feel this is a more comprehensive and safer approach for all. A link to the questionnaire is provided to all associates below.

<http://officestatus.claire's.com/wp-content/uploads/2020/06/Self-Screening-Questionnaire-and-Decision-Tree-.pdf>

Do not come to work if you are sick, have COVID-like symptoms, have been around someone with COVID or have reason to believe you may have the virus. Tell your supervisor and stay home.

Social Distancing – Strict social distancing protocols will be enforced.

Associates should stay at least 6 feet (2 meters) apart when moving through the office particularly in common areas. Associates should call, email, private message or video conference as much as possible rather than meet face to face. Associates should stay at their work station as much as possible and not congregate in groups in the office or casually walk over to talk to others.

Increased cleaning and disinfection in work areas, common areas and higher frequency in high-touch areas.

Adjusting work shifts to reduce the number of people in a particular area at one time. Continue to utilize work from home options when available.

Don't host large gatherings or meetings - use video-conferencing and minimize large gatherings. If it needs to be in person, follow face covering and six feet (2 meters) distancing guidelines. No large group meetings or gatherings.

Minimize carpool and public transport - avoid public transit or carpooling except with those you live with or if you have no other means of transportation. If necessary, it's recommended you practice social distancing, wash/sanitize your hands, and wear face coverings.

Business travel - there will be no business travel within country and international travel for corporate employees.

Fitness Center - the fitness center will remain closed.

Safety @Work – Stores



Personal protective equipment (PPE)

Claire's supports the CDC recommendation for wearing face masks. Until further notice a mask must be worn while in public and the company is providing face shields to store associates.

Complete self-health screening

All employees must conduct a daily self-screening exercise using the Employee Self-Screening Questionnaire. Do not come to work if you are sick, have COVID-like symptoms, have been around someone with COVID or have reason to believe you may have the virus. Tell your supervisor and stay home.

Our stores are practicing **social distancing** and following state and local government capacity requirements.

The company has **suspended Parties and In-Store Activities**

COVID-19 signage for customer and associate safety protocols

Instituting appointments and customer pre-screening for ear piercing customers where require

Increased cleaning and disinfection in common and all frequently touched areas.

Don't host large gatherings or meetings - use video-conferencing and minimize large gatherings. If it needs to be in person, follow face covering and six feet (2 meters) distancing guidelines. No large group meetings or gatherings.

Minimize car sharing and public transport - avoid public transit or car sharing except with those you live with or if you have no other means of transportation. If necessary, it's recommended you practice social distancing, wash/sanitize your hands, and wear face coverings.

Clean your PPE daily - reusable face coverings should be washed daily.

Preparing The Building (Hoffman Estates)

The Building - (interior and outdoor areas) have been cleaned and sanitized. Facilities will ensure on-going maintenance of a clean site.

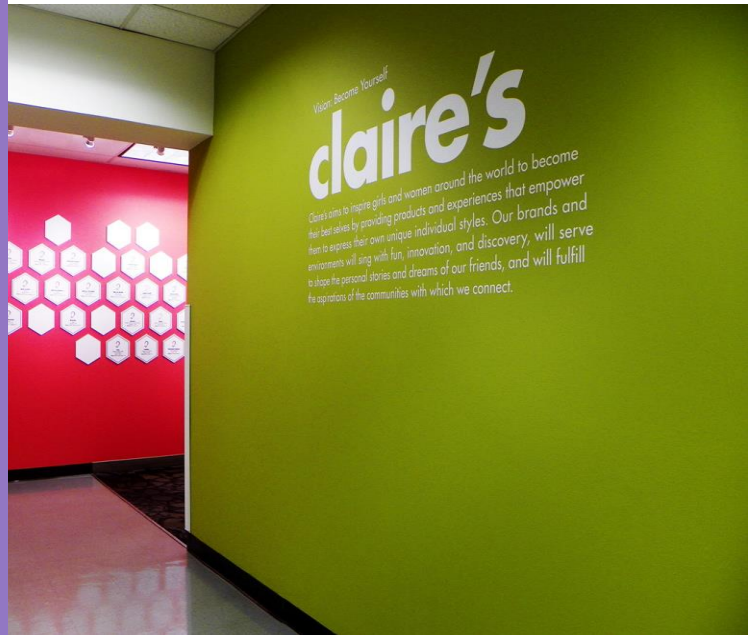
Entry Points – Masks, gloves and hand sanitizer will be available at each entrance way. It is important that you do not congregate in these areas so we can ensure social distancing can be maintained.

Standard safety precautions - are posted at entrance ways. Examples: “Face Masks Required” signage, use hand sanitizer, social distancing postings.

Reminder Signage – engaging and informative social distancing posters / support materials will be available in areas where people congregate to verify and maintain 6 foot / 2 meter markings for social distancing at entrances, time clocks, or gathering places.

Workstations - Employees should stay at their workstation and not wander outside their areas or go over to casually talk to others.

Restrooms – Signage will be posted indicating maximum capacity. Individuals should wait outside the restroom to not exceed maximum capacity. Cleaning schedules will be increased to maintain cleanliness. Signage is posted on how to wash hands in restrooms.



Preparing The Building (Hoffman Estates)

Meetings – Meetings of greater than 10 persons should utilize a virtual format or conference call. Meetings of less than 10 persons should:

- Limit and space chairs appropriately with distance of 6 feet / 2 meters
- Place signage on table to ensure proper social distancing in each seat – sign says yes or no to sit
- Sitting or standing positions should not exceed the minimum distance require
- Communicate similar messages and arrange several meetings, when possible, to help reduce the number of people in office at any given point in time

Conference Rooms – Signage will be posted indicating maximum capacity and will be set up appropriately with proper social distancing with distance of 6 feet / 2 meters. Chairs will be removed within each conference room in accordance with proper social distancing. Please do not add or move chairs.

Visitors – Visitors are no longer allowed into our facilities until further notice. Meetings should take place virtually going forward, to ensure the protection of both employees and visitors. Business-critical, in-person visits do occur, such as to allow equipment or facilities to remain operational, they should be in accord with the company's protocols including using the Self-Screening Questionnaire.

The Lunch Box - Initially there will be no food service and associates should bring their own food / drink when working in the office. There will be no access to The Lunch Box

Pembroke Pines Office

Elevators - All employees should avoid using the building elevators and use the stairs; there is a new combination lock on the back stairwell to be used by Claire's employees only. Combination is 134. Notices will be placed on the elevators stating that the 3rd and 4th floors are for Claire's employees only. Employees should avoid using the elevators when possible and use the stairs.

Workstations - It is the responsibility of each employee to maintain a clean work space. We have implemented a clean desk policy, all paper items must be removed from desks and other flat surfaces, and this will facilitate the cleaning. Use the colored paper forms to request the cleaning crew to clean your work space each night. The colored forms are located on the work space in front of Len's office.

Disinfection - Hand sanitizers and wipes are available around the office. There are proper cleaning fluids in all kitchens, eating areas and restrooms, please wipe down the area after every use.

Lunch Room - There is only one chair per table; additional tables have been set up in the Yoga Room also available for lunch. No more than one person per table.

Visitors - The number of visitors to Claire's, should be limited, suggest coordinating the purchasing of lunch to be delivered by one vendor each day.

Employee Responsibilities

Hand Washing - The CDC / WHO informs that thorough hygiene practices and frequent handwashing with soap is vital to help combat the spread of the virus. Employees should wash their hands for at least 20 seconds (or use sanitizer when soap and water is not available) every 60 minutes or in the following situations:

- Upon arrival to work/re-entry to the office
- Before and after punching in/out
- Before and after using other shared equipment (e.g., printer, copier, hand tools, refrigerator, door handles, cabinet door handles, etc.)
- After completing personal activities such as using the restroom, sneezing, blowing the nose, cleaning, eating, or drinking

Hygiene Rules - fabric face coverings

- Do not leave these on counters or desks. If you remove your face covering you should place it in a plastic bag to help stop the spread on surfaces
- After removing your face covering, use hand sanitizer and then wash your hands. This will prevent any spread on doors after handling the face covering
- If your face covering becomes damp you should replace this as soon as possible as this makes it ineffective

Maintain Social Distancing - Employees should make every effort to maintain social distancing guidelines while at work. For example:

- Only one employee should enter common areas at a time. If another employee is using the space, you should wait a safe distance from the door or ask them to alert you electronically when they are finished
- Schedule conversations using Webex or conference calls rather than having in-person meetings
- When scheduled at the same time as other employees, work with your manager to stagger your arrival/departure times to provide for proper social distancing in common areas
- Stay in your office/personal workspace when possible

Office Cleaning - Employees should do their part to keep shared surfaces clean. For example:

- Wipe down shared equipment before and after use
- Wipe down surfaces upon arrival and re-entry into the office

Personal Health - Employees should leave the office immediately or stay home if they are not feeling well or are exhibiting any symptoms of COVID-19. Employees should contact their healthcare provider with any questions or concerns.

Health & Well-Being

The health and well-being of all employees is a key consideration for Claire's. If you have personal issues or concerns, don't hesitate to reach out to others for assistance.

Talking with others may help you to manage through issues that may arise. Don't assume someone already knows about a situation. Also, remember to protect private information that may be shared by others.

Any employee feeling anxious about the COVID-19 situation can contact the Employee Assistance Program through information available from their HR partner. Resources from professional authorities should be considered for purposes of dealing with stress and anxiety the COVID-19 crisis can cause for managers and employees; example:

<https://youtu.be/BTx1vELv7zU>



Health & Well-Being



What do I do if I experience symptoms of Covid-19 or am sick when I am scheduled to work? - If you begin experiencing COVID-19 symptoms at work, you should immediately notify your manager. If you begin experiencing COVID-19 symptoms while not at work, have been exposed to someone that is exhibiting symptoms, or have tested positive, you should immediately contact your manager to be taken off the schedule and then contact: HR by telephone at (847) 765-7705 or email benefits@claires.com

Things you can do to support yourself are below. **Call your healthcare provider** if stress gets in the way of your daily activities for several days in a row

Take breaks from watching, reading, or listening to news stories, including social media. Hearing about the pandemic repeatedly can cause undue stress, so consider taking a break from it.

Take care of your body. Take deep breaths, stretch, or meditate. Try to eat healthy, well-balanced meals, exercise regularly, get plenty of sleep, and avoid alcohol and drugs

Make time to unwind. Try to do some other activities you enjoy.

Connect with others. Talk with people you trust about your concerns and how you are feeling

Additional resources cultivated especially for you:

http://officestatus.claire's.com/wp-content/uploads/2020/06/Together-at-Claire's-week-7-5.29.20_Final.pdf

One Team Together

RESOURCES:

Employee Assistance Programs (EAP)

For the U.S - <http://www.liveandworkwell.com> - Access Code: claires

You can also contact Optum EAP at (866) 248-4094 24 hours a day / 7 days a week.

For Canada - LifeWorks EAP at (844) 880-9137 24 hours a day / 7 days a week.

HR QUESTIONS:

For HR-related questions, you can also send an email to:
<mailto:human.resources@claires.com>

CDC GUIDANCE FOR BUSINESS

<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html>

