

DESIGNER BRANDS



March 19, 2020

Team,

As we deal with the global pandemic of COVID-19 (coronavirus), unity is our greatest strength.

Late last night we learned of our first confirmed case of an associate who has been diagnosed with COVID-19. This associate is from the DSW store at the American Dream mall in East Rutherford, N.J., and is currently hospitalized and receiving medical care. We are in touch with this associate and will continue to stay close. Our thoughts are with our associates, their loved ones and any others who may be impacted by the situation.

Protecting the health and safety of our associates, customers and communities, is our number one priority. As more cases are likely to occur across our communities, we'll continue to take precautions and actions to keep our stores, warehouses and other facilities clean. We are conducting deep cleaning and sanitization services across our entire store fleet, distribution center and fulfillment center. We have increased the frequency and duration of our cleanings, with additional sanitation efforts on high touch surfaces and objects.

We've already taken several precautions and adapted policies. We are constantly monitoring this rapidly changing situation.

- **Retail Store Closings:** Consistent with our number one priority of safety for all, we closed all our stores to the public in the U.S. and Canada, effective March 17. We will evaluate the situation and keep you updated on the status of our stores and facilities.
- **Emergency Pay:** We understand these closings impact our associates, and we are ready to support them. Emergency pay for up to two weeks following store closures will be provided to ease the burdens of affected store associates.
- **Staying Informed:** We are following the guidance of the Centers for Disease Control (CDC), World Health Organization (WHO), Health Canada, and local and U.S. government officials to inform our decisions. We are committed to ensuring our actions continue to meet your needs.

Watching our own wellness is critical to controlling further spread of the virus. All associates who do not feel well or exhibit virus-related symptoms are encouraged to remain at home.

We are living in a time that requires extra care and concern. Let's continue to live our values, take care of each other and do what is necessary in order to stay healthy.

Tom Jessep

Chief Administrative Officer, Designer Brands