

DESIGNER BRANDS

March 17, 2020

Team,

With the spread of COVID-19 and we find ourselves in a time of global uncertainty. As we all adjust to this reality, it is important to live by our values as individuals and as an organization. Our hearts go out to everyone personally impacted by COVID-19, and we will continue to operate with the best interests of our associates, families, customers, and communities at heart.

Consistent with our number one priority to protect our associates, customers and the communities we serve, we've made the decision to close our stores to the public in the U.S. and Canada, effective immediately. While difficult, we feel this is the best thing we can do for everyone, most especially for you – our associates.

We will close tomorrow, March 17, at end of the day and hope to open in two weeks, as advisable. We will continue to process digital orders from the stores as needed. Emergency pay will be enacted for all store associates who are not working, to cover their scheduled shifts for this nearly two-week period. In the meantime, we will continue to offer our customers the option to buy online and pick up at stores. We'll also use the closure to ensure all our stores are cleaned and sanitized. It will take a broad, sustained and collective effort to control this pandemic. We are conscious of doing our part and are taking this action in the interest of health and safety.

This is a difficult time for everyone, but most especially our store teams. We stand ready to support. We offer counselling services to U.S. associates through our employee assistance provider (EAP), Reliance Standard. Call 855-775-4357 or [visit their website](#) to talk to licensed counsellors. It's free, unlimited and available 24/7 for our associates and their family members. Canadian associates can speak with their leader for support options.

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In addition, our partners at [Two Ten Footwear Foundation](#) and [Two Ten Canada](#) can provide support, including emergency financial assistance, information, referral services and counseling. They're available at 800-346-3210, via socialservices@twoten.org or online via the link above.

We will continue to follow the guidance of the Centers for Disease Control and Prevention (CDC), the World Health Organization (WHO), Health Canada, as well as local and U.S. government officials, to quickly adapt and do what's right for our team members and customers.

We will continue to communicate with you as the situation evolves, and certainly with an eye on our store operations. Until then, let's remember that we are all in this together.



Roger Rawlins
CEO, Designer Brands