Signet Jewelers is the world’s largest retailer of diamond jewelry and the largest specialty jewelry retailer with #1 market share in the US, UK, and Canada. Signet operates approximately 3,200 stores primarily under the name brands of Kay Jewelers, Zales, Jared, H.Samuel, Ernest Jones, Peoples Jewellers, Piercing Pagoda and JamesAllen.com. The company’s annual sales of $6.14 billion derive from the retailing of jewelry, watches, and associated services.

Further information is available at signetjewelers.com
NYSE: SIG

ABOUT THIS REPORT

Signet’s 2019 Corporate Social Responsibility (CSR) Update presents performance information for our businesses in North America and the United Kingdom, excluding data from R2Net, which was acquired in 2017 and owns and operates JamesAllen.com (unless otherwise noted). This update contains progress toward our goals and highlights for the calendar year 2019, which is primarily our Fiscal 2020 (unless otherwise noted). Additional quantitative and qualitative material has been included from previous years to provide context on Signet’s CSR program. We remain committed to reporting in a manner that is informed by international frameworks such as the Global Reporting Initiative (GRI) Standards and the Retail Industry Leadership Association (RILA) Retail Sustainability Management Maturity Model.

Jewelry included in this report are examples of our responsibly sourced merchandise.
Invigorating Our Approach to Corporate Social Responsibility

Dear Fellow Stakeholders,

At Signet, we are proud of our over-two-decade commitment to corporate social responsibility (CSR) in support of our purpose of helping our customers Celebrate Life and Express Love. We believe our CSR strategy is a competitive advantage, informing important aspects of our business such as the diversity and inclusion of our workforce, the inherent trust in the integrity of our jewelry products, our impact on the planet, and our ethos of giving back to the communities where we live and work.

We know our impact on society stretches much further than the places we do business. Throughout the entire lifecycle of our jewelry products – to the joyful moment it reaches our customers’ hands – we are committed to taking the proper steps to lead through responsible actions, wherever we have an impact.

As shown in our 2019 CSR update, we are proud of the great progress made in the past year. From new programs for our most valued asset – our people – to continued advancements in responsible sourcing, environmental stewardship, and charitable giving, we have been focused on invigorating and modernizing our approach to CSR.

We continue to work closely with the CSR Committee on our Board of Directors, which plays a crucial role in overseeing the development of our CSR policies and social, ethical and environmental (SEE) governance framework to ensure a robust enterprise-wide approach for how we conduct business and meet the expectations of our stakeholders. We engage in ongoing efforts to manage Environmental, Social, and Governance (ESG) factors for our business and supply chain, and to understand and be responsive to their ESG policies and priorities.

At the same time, we recognize all our stakeholders are feeling the impacts of COVID-19. Signet team members, customers, investors, industry, civil society, local communities, and government. This pandemic crisis further highlights our connection to society. We believe we will emerge a stronger company in many ways, with a continued focus on our corporate purpose and authentic engagement.

We hope this update shows how our four key areas of focus – People, Responsible Sourcing, Environmental Stewardship, and Charitable Giving – deepen our connections with our team members, our environment, our customers, and our communities.

People
We are fiercely committed to our People First core value, from team members to customers and the communities we serve. As we’re a relationship-based business, our team members are at the heart of our People First core value. This year we’ve activated our Signet Team Member Relief Fund to help our colleagues experiencing financial hardship because of COVID-19. And we are working to safely bring back our temporarily furloughed team members as soon as we possibly can. We’re also proud of our continued...
progress in diversity and inclusion efforts. For the second-consecutive year, Signet was one of a limited number of retailers and the only specialty jewelry retailer named to the Bloomberg Gender-Equality Index for its efforts to advance women in the workplace.

**Responsible Sourcing**

We continue to be an industry leader in responsibly sourcing the metals and gems used to create our jewelry so that our customers can trust the integrity of our jewelry products. In 2019, through collaborative efforts with partners throughout our global supply chain, we created and launched the Signet Responsible Sourcing Protocol (SRSP) for Colored Gemstones, and expanded beyond gold and diamonds to include silver and platinum.

We also took intentional steps to increase supply chain integrity including involvement in the Tracr™ De Beers blockchain pilot, additional education and training efforts across the supply chain and support for Project ASSURE, a standard for diamond detection technology in association with Underwriters Laboratories (UL), which was published in March 2019.

**Environmental Stewardship**

In 2019, we continued our commitment to reducing our carbon footprint and increasing efficiency by lowering energy usage, reducing travel through video-conferencing, installing water-saving devices, and encouraging a paperless office. We reduced global energy use in 2019 by 12% compared to 2018, in part due to introducing LED lighting in stores and moving to a smaller, more energy-efficient corporate office in Dallas. We also advocated for conscientious environmental stewardship among our suppliers and throughout our supply chain.

**Charitable Giving**

In 2019, Signet launched the Signet Gives Back community program, which grants our team members in our Support Center paid volunteer hours to use in Signet partner community events. In 2019, more than 1,400 volunteer hours were logged as part of the program. This year we will continue our support of charitable organizations, with an added emphasis on COVID-19 relief. In addition to our longstanding partnership with St. Jude Children’s Research Hospital®, where we’ve raised nearly $77 million over 21 years, we’re proud to announce a new partnership with Heart to Heart International, a non-profit humanitarian organization committed to getting vital medical equipment and medicine to those who need it most. A portion of every purchase made at KAY.com, Zales.com, Jared.com, and JamesAllen.com will help us provide masks, gowns, gloves, and equipment to health care providers, as well as life-saving medicine to thousands of people.

As we navigate and evolve through COVID-19, we continue to build upon our Path to Brilliance transformation plan, repositioning our company for success in a rapidly changing retail landscape. Likewise, our CSR goals will continue to evolve and address the challenges we face both as a company and society.

Our commitment to society is central to our culture, reflected in our core values, and essential for us to remain both an industry leader and a competitive company. We hope our 2019 update captures our passion for helping our customers Celebrate Life and Express Love, and our promise to continuously improve and advance our corporate social responsibility commitments. On behalf of our company and the CSR Committee, thank you for your interest in our CSR program.

Virginia C. Drosos  
Chief Executive Office  
Eugenia Ulasewicz  
Board Member & Chair of the Board CSR Committee

*From 4/20/2020 - 5/3/2020, Signet Jewelers will donate 2% of the net profits from Kay.com, Zales.com, and Jared.com, up to a maximum donation of $100,000. From 4/21/2020 - 4/30/2020 Signet Jewelers will donate $50 for every order on JamesAllen.com.*

Signet is proud to be one of only a limited number of retailers and the only specialty jewelry retailer included on the 2020 Bloomberg Gender-Equality Index, for our commitment to advancing women’s equality.
### 2019 Highlights

#### PEOPLE
- **2** consecutive years selected for the Bloomberg Gender-Equality Index, and the only specialty jewelry retail
- **42%** of senior management positions held by women (Vice President and above)
- **over 75%** of Signet Field Leadership are women

#### RESPONSIBLE SOURCING
- **96.17%* of all Signet jewelry sourced from Responsible Jewellery Council (RJC) members**
- **4X** more suppliers are now RJC members
- **6 Years** consecutive years reporting verified conflict-free gold
- **#5** on list of companies around the world most praised by NGOs (SIGWATCH, 2018)

#### ENVIRONMENTAL STEWARDSHIP
- **over 24%** reduction in greenhouse gases globally versus FY18*
- **36.8%** absolute reduction in water use globally versus FY18
- **more than 11%** reduction in absolute energy use versus FY18
- **nearly 55%** of all waste recycled in our Support Centers

#### CHARITABLE GIVING
- **nearly $77 million** raised for St. Jude Children’s Research Hospital® since the start of our partnership over 21 years ago
- **$** Charitable giving mission focused on helping underserved women and children
- Added emphasis on COVID-19 relief:
  - Activated our Signet Team Member Relief Fund
  - Formed new partnership with Heart to Heart International to get medical equipment and medicine to those who need it most
- **more than $6.4 million** raised for charities and children’s hospitals by holiday campaigns in the US, Canada and the UK
**OVERVIEW**

### Signet At-A-Glance

**Fiscal Year 2020**

<table>
<thead>
<tr>
<th>GLOBALLY</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>STORES</strong></td>
<td>3,208</td>
</tr>
<tr>
<td><strong>TOTAL TEAM MEMBERS</strong></td>
<td>35,575</td>
</tr>
<tr>
<td><strong>BILLION IN REVENUE</strong></td>
<td>$6.14</td>
</tr>
</tbody>
</table>

Numbers represent all team members who worked for Signet during Fiscal 2020.

### NORTH AMERICA SEGMENT

The North America segment operated 2,639 locations in the US and 118 locations in Canada.*

<table>
<thead>
<tr>
<th>STORES</th>
<th>Percentage of total Signet revenue</th>
</tr>
</thead>
<tbody>
<tr>
<td>KAY</td>
<td>39% (Kay Jewelers and Kay Jewelers Outlet)</td>
</tr>
<tr>
<td>JARED</td>
<td>18% (Jared The Galleria Of Jewelry and Jared Vault)</td>
</tr>
<tr>
<td>ZALES</td>
<td>21% (Zales Jewelers and Zales Outlet)</td>
</tr>
<tr>
<td>PIERCING PAGODA</td>
<td>5%</td>
</tr>
<tr>
<td>PEOPLES JEWELLERS</td>
<td>3% (Canada)</td>
</tr>
<tr>
<td>JamesAllen.com website</td>
<td>4% (Following 2017 acquisition of R2Net)</td>
</tr>
</tbody>
</table>

### INTERNATIONAL SEGMENT

International segment operated 451 stores in the United Kingdom, Republic of Ireland and Channel Islands.*

<table>
<thead>
<tr>
<th>STORES</th>
<th>Percentage of total Signet revenue</th>
</tr>
</thead>
<tbody>
<tr>
<td>ERNEST JONES</td>
<td>4%</td>
</tr>
<tr>
<td>H.SAMUEL</td>
<td>4%</td>
</tr>
</tbody>
</table>

### OTHER

Diamond sourcing (includes diamond polishing operations in Botswana)

(Percentage of total Signet revenue)

### WHERE WE OPERATE

*As of February 2, 2020

- **US** 2,639 STORES
- **Canada** 118 STORES
- **UK, Ireland & Channel Islands** 451 STORES
- **India** Diamond liaison office
- **Botswana** Diamond polishing plant
- **Israel** Technology center

*As of February 2, 2020
Corporate Social Responsibility at Signet

As a whole and within each of our four CSR key areas, Signet is dedicated to a process of continuous improvement. Through ongoing cross-functional collaboration, we employ a combination of surveys, stakeholder dialogue and science-based evidence to establish, execute and improve our initiatives and programs.
OVERVIEW

CSR GOVERNANCE AT SIGNET

The Board CSR Committee consists of four Signet Board Members. The Committee has oversight and sets the strategic direction for corporate social responsibility at Signet. Signet management updates the CSR Board Committee quarterly.

In its role in providing oversight of risk management, the Board annually agrees on the prioritized risks impacting the company and the Board’s associated responsibilities and reviews them every quarter.

Committed to mitigating environmental risks

We believe climate change risks related to our direct business performance are limited primarily to extreme weather events that could negatively affect the operation of our stores. Signet, however, recognizes that climate change is a risk to society and therefore continues to take steps to reduce Signet’s climatic impact. By monitoring and managing our carbon footprint, Signet aims to mitigate climate change risks that could disproportionately affect vulnerable groups within our supply chain, as well as potentially affect demand for our products in the long term.

CSR Governance Structure

Signet Board CSR Committee
Eugenia Ulasewicz (Chair)
Mark Graf
Zackery A. Hicks
Brian Tilzer

Chief Communications Officer

Vice President of Corporate Affairs

Team Members Globally

STAKEHOLDER ENGAGEMENT: MATERIALITY SURVEY EXPANDS TO INCLUDE MORE LEADERS

Previously Signet conducted an annual survey of cross-functional leaders to determine what’s most important to our CSR reputation. This year we expanded the survey scope to include input from over 70 Signet leaders around the world. The survey asked each participant to provide an opinion on the most material issues from three perspectives. The table below summarizes the percentage of participants who responded that the issue was “very or extremely important.”

The results from our 2019 survey confirm that the most important issues for Signet align with our current priorities and our four CSR key areas: People, Responsible Sourcing, Environmental Stewardship, and Charitable Giving. The 2019 survey results are a baseline against which future results will be compared.

<table>
<thead>
<tr>
<th>SURVEY RESULTS</th>
<th>HOW IMPORTANT IS THE TOPIC BELOW TO SIGNET’S CURRENT BUSINESS/FINANCIAL SUCCESS?</th>
<th>HOW IMPORTANT IS THE TOPIC BELOW IN TERMS OF SIGNET’S ENVIRONMENTAL IMPACTS &amp; SOCIAL RESPONSIBILITY?</th>
<th>HOW IMPORTANT IS THE TOPIC BELOW TO SIGNET’S STAKEHOLDERS?</th>
<th>MATERIALITY SURVEY SCOPE EXPANDS TO MORE LEADERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ethical labor practices</td>
<td>93%</td>
<td>95%</td>
<td>89%</td>
<td>92%</td>
</tr>
<tr>
<td>Ethical (environmental &amp; social) sourcing</td>
<td>89%</td>
<td>95%</td>
<td>86%</td>
<td>90%</td>
</tr>
<tr>
<td>Overall customer satisfaction</td>
<td>94%</td>
<td>75%</td>
<td>90%</td>
<td>87%</td>
</tr>
<tr>
<td>Diversity in the workforce</td>
<td>82%</td>
<td>78%</td>
<td>79%</td>
<td>80%</td>
</tr>
<tr>
<td>Employee engagement and recognition</td>
<td>96%</td>
<td>68%</td>
<td>72%</td>
<td>79%</td>
</tr>
<tr>
<td>Availability and cost of natural resources</td>
<td>75%</td>
<td>65%</td>
<td>54%</td>
<td>65%</td>
</tr>
<tr>
<td>Alternative material sourcing (replacing unavailable inputs)</td>
<td>72%</td>
<td>58%</td>
<td>58%</td>
<td>63%</td>
</tr>
</tbody>
</table>
OVERVIEW

We also engage with our stakeholders throughout the year during the normal course of business. This engagement keeps us current with the changing CSR landscape and enables us to develop long-term relationships to better understand our stakeholders’ evolving expectations.

OUR STAKEHOLDERS

in order of impact

TEAM MEMBERS

CUSTOMERS

INVESTORS/SHAREHOLDERS

INDUSTRY

CIVIL SOCIETY

COMMUNITY

GOVERNMENT

UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS

The United Nations 2030 Agenda for Sustainable Development encompasses a set of 17 goals to end poverty, protect the planet and ensure prosperity for all as part of a new sustainable development agenda. Signet supports the UN Sustainable Development Goals and recognizes that the private sector has an important role to play in achieving them. Throughout this Report we highlight those goals, which our projects and programs help to further, while the table below summarizes alignment between goals most material to Signet’s business and CSR initiatives.

<table>
<thead>
<tr>
<th>UNSDG</th>
<th>DESCRIPTION</th>
<th>SIGNET ALIGNMENT</th>
<th>FOR MORE INFORMATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>☑️</td>
<td>No poverty</td>
<td>Through responsible sourcing, we offer employment opportunities to create sustainable livelihoods in many of the less developed countries where Signet’s suppliers’ employees live and work.</td>
<td>Responsible Sourcing &gt; Groundbreaking Progress on Conflict-Free Gold</td>
</tr>
<tr>
<td>☑️</td>
<td>Good health &amp; well-being</td>
<td>Providing facilities and programs to improve team members’ physical and mental well-being. Working with suppliers to enforce safety initiatives through audits and training, particularly to protect workers exposed to occupational risks.</td>
<td>People &gt; Wellness and Responsible Sourcing &gt; Signet Responsible Sourcing Protocol</td>
</tr>
<tr>
<td>☑️</td>
<td>Quality education</td>
<td>Providing educational opportunities to move children from mines into classrooms through the Diamond Development Initiative (DDI).</td>
<td>Responsible Sourcing &gt; Compliance with SRSP for Diamonds &gt; Support for the Diamond Development Initiative</td>
</tr>
<tr>
<td>☑️</td>
<td>Gender equality</td>
<td>Maintaining an inclusive culture within our company and supply chain where everyone has equal access to opportunities to thrive and achieve their potential.</td>
<td>People &gt; Diversity</td>
</tr>
<tr>
<td>☑️</td>
<td>Decent work and economic growth</td>
<td>Holding our suppliers to high standards in providing safe and fulfilling work, as well as creating jobs and economic opportunity in communities where we operate.</td>
<td>Responsible Sourcing &gt; Signet is leading the way in sourcing conflict-free artisanal gold from the Democratic Republic of Congo</td>
</tr>
<tr>
<td>☑️</td>
<td>Responsible consumption &amp; production</td>
<td>Leading and advocating for industry harmonization and standards for responsible sourcing of gemstones.</td>
<td>Responsible Sourcing &gt; Industry collaboration</td>
</tr>
<tr>
<td>☑️</td>
<td>Climate action</td>
<td>Managing our energy and emissions, in particular, those from our support centers and retail spaces.</td>
<td>Environmental Stewardship &gt; Energy, water, waste, transport greenhouse gases</td>
</tr>
</tbody>
</table>
Team members are Signet’s No. 1 asset. When they win, Signet wins. As work on our Path to Brilliance transformation plan progresses, we are underscoring the importance of every job, the accountability of every team member, and behaviors that enable us to be a more agile and efficient organization. Our culture celebrates diversity and inclusion, while at the same time uniting around a common mission to Celebrate Life and Express Love®. Signet’s People First core value promotes embracing differences, celebrating uniqueness and showing respect to deliver authentic and joyful customer experiences. We nurture talent by providing professional, personal and social development opportunities that allow our employees to shine, and we are proud of our long-standing track record of promoting from within.

### PROGRESS AGAINST GOALS

<table>
<thead>
<tr>
<th>Goals*</th>
<th>Progress Report</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ensure key Signet CSR themes, achievements and messages are integrated into new training and development programs for the Support Centers and Field team members</td>
<td>• Fully underway and ongoing</td>
</tr>
<tr>
<td>Conduct a team member engagement survey globally, to gather insights about our workplace environment and company culture</td>
<td>• Baseline survey completed • Pulse follow-up surveys completed June 2019 and February 2020.</td>
</tr>
<tr>
<td>Use the survey findings to help shape our engagement activities to support our People First core value</td>
<td>• Activities under way and ongoing for current fiscal year</td>
</tr>
</tbody>
</table>

*Goals set in the 2017 CSR Report*
Our People Goals

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>GOAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Team Member Engagement and Wellness</td>
<td>• Deliver and inspire excellence in people, processes and programs that attract, retain and engage team members</td>
</tr>
<tr>
<td></td>
<td>• Drive meaningful improvement on engagement scores: conduct pulse surveys between company-wide engagement surveys</td>
</tr>
<tr>
<td></td>
<td>• Encourage and support service and volunteering in the communities where we work and live</td>
</tr>
<tr>
<td></td>
<td>• Create a culture of health and wellness that improves outcomes, facilitates a cost-conscious entrepreneurial mindset and focuses on enhanced benefit offerings for team members</td>
</tr>
<tr>
<td>Diversity and Inclusion</td>
<td>• Nurture an inclusive environment where all team members are valued</td>
</tr>
<tr>
<td></td>
<td>• Improve key measures of a robust, diverse pipeline of talent that fuels innovation and growth</td>
</tr>
<tr>
<td>Talent Development</td>
<td>• Unleash the potential of each team member to be their very best</td>
</tr>
<tr>
<td></td>
<td>• Invest in “Leadership at every level” with targeted training and development for all team members</td>
</tr>
</tbody>
</table>

Team Members At-A-Glance

**Total Female Team Members**

- 74%**
- COMPANY-WIDE

**Total Male Team Members**

- 24%**
- COMPANY-WIDE

* Numbers represent all team members who worked for Signet during Fiscal 2020
** ~2% are undeclared
Diversity & Inclusion

Diversity supports our mission of helping all customers Celebrate Life and Express Love®. We believe that diverse teams make better decisions. Accordingly, we strive to create an inclusive and respectful environment that empowers all genders, ethnicities, nationalities and beliefs to thrive and be promoted based on merit and talent. This commitment has been underscored by our selection for the 2019 and 2020 Bloomberg Gender Equality Index (GEI), based on Signet’s diversity profile and policies. We are one of only a few retailers, and the only jewelry retailer, included in the 2020 Bloomberg GEI.

Signet’s Diversity Leadership Team (DLT), comprised of team members from the Field and Support Centers, is the driving force in identifying opportunities for more inclusive practices that foster engagement and performance. The DLT develops cross-functional collaboration and proposes strategic, inclusive and value-added corporate initiatives to support our core value of Own It. Each proposal to increase organizational inclusion is evaluated using defined qualitative and quantitative measures of success. In addition, the DLT provides team members with opportunities for professional leadership development and continuous improvement.

Diversity initiatives

Team members took the lead in organizing and participating in events to promote diversity by creating four new Business Resource Groups (BRGs) in our Akron and Dallas Support Centers: Young Professionals, Women, LGBTQ+ and Multicultural support. Among the BRG-sponsored events during the year were celebrations in Akron and Dallas of National Coming Out Day, which engaged team members to support our core value to Lead Bravely. BRG members also participated in Pride parades in the Cleveland and Dallas areas.

Our LinkedIn Learning platform now provides team members with access to specific diversity-focused soft skills courses. Topics include Unconscious Bias, Confronting Bias and Managing a Diverse Team.

Women in leadership

42% Senior management positions (vice president and above)

45% Board of Directors

70% Store leadership (assistant manager and above)

“’” We are in a joyful business, and we want every team member to feel the joy of delivering our mission: Celebrate Life and Express Love®.
—CEO Gina Drosos

In December 2018, Signet named Reggie Johnson, Sr. Vice President, Human Resources (Field) and Chief Diversity Officer.
Engagement

Signet can only achieve our mission if our team members are engaged, invested and committed to living our core values on a daily basis. To encourage team members to engage in person and online, we held the #CoreValues Challenge in 2019. Team members were invited to share their passion for Signet’s five core values by posting video submissions on our Workplace by Facebook platform. Hundreds of team members from across the US and Canada participated in the challenge.

Rewards and recognition

Every year, Signet’s Best Incentive Trip recognizes the extraordinary efforts of team members who go beyond our core values in delivering exceptional client service.

Shine with Signet Rewards and Recognition intranet enables team members to send peer-to-peer recognition and celebratory e-cards and anniversary milestone award certificates on a daily basis. In 2019, team members sent over 1,750 recognition badges, 5,500 e-cards and awarded more than 2,500 milestone anniversary certificates.

SigExchange

In 2019, Signet launched a TED Talk styled event called SigExchange. The aim is to bring together internal thought leaders to share concepts and passions, as well as to facilitate interactive dialogue and activities. The inaugural event’s theme, Signet’s Culture of Leading, was supported by sharing ideas around four behaviors: diversity and inclusion, development, entrepreneurial mindset and leadership ability. Signet CEO Gina Drosos opened the event with a video message in which she explained that “Culture is the fabric of an organization. A Culture of Leading helps others to get engaged with our mission.” SigExchange events are held live and videotaped so that all Signet team members can benefit from these unique learning opportunities.

"""

Embodying our “People First” Core Value means we appreciate the contributions of all Team Members, value diversity and inclusion, and find joy in delivering our mission.

—Mary Liz Finn, Chief People Officer

"""

CORE VALUES

People First

Appreciation • Inclusion • Joy

Our people come first. We support and appreciate each other, embrace differences, celebrate uniqueness, encourage development, and reward performance. We have fun together and feel the joy of delivering our mission every day.

Lead Bravely

Team • Innovative • Agile

We transform our future with courage and vision by working as a team. We are curious, challenge the status quo, and innovate. We are agile and fearless, committed to win by focusing on priorities that make a difference.

Own It

Accountable • Integrity • Continuous Improvement

We deliver on commitments because we are personally accountable. We learn from mistakes, and strive for continuous improvement. We are trustworthy, always operating with the highest integrity.

CUSTOMERS!

Exceed Expectations • Earn Trust • Build Relationships

We provide truly memorable experiences, striving to always exceed expectations. We delight in gaining customer trust, developing lasting relationships, and providing the best products, service, quality and value.

Straight Talk

Honest • Respectful • Collaborative

We listen, seek the truth together, and tell it like it is, even when it’s difficult. We are honest and respectful. We communicate openly and clearly, strive to simplify, and drive collaboration.
Learning & Development

Why talent development is top-of-mind

Responses from 2019 Employee Survey:

90% of executives say leadership and development is a necessary benefit to the company.

94% of team members would stay at a company longer if it invested in their career development.

68% of team members prefer to learn at work.

11,000+ team members completed a professional training course and have been certified as experts in diamontology and/or gemology. This type of investment in our employees helps them better serve our customers and ultimately makes them more successful in their jobs.

Investing in team members’ development positions them to thrive in our highly competitive industry and innovate in the face of disruption.

Our training programs are key to instilling our core value of Own It, promoting accountability, integrity and continuous improvement. We approach talent development from the perspective of shared accountability among all team members. Learning opportunities are seen as an everyday part of how we get things done, and digital learning technology is embraced.

With the adoption of Zoom Conference and Microsoft Teams Technology at our Support Centers, we are bringing leaders from around the world together for both large and small collaboration opportunities.

We offer Signet team members a host of training programs to develop specialized knowledge, transferable skills and leadership potential. Signet leverages in-house training content to deliver customized online, in-person, one-on-one coaching and multi-day offsite professional development opportunities.

In 2019 Field leadership and team members received training on a wide variety of important customer-focused topics including:

• Net Promoter Score/ Voice of Customer training
• Credit retraining
• Repair training
• Operational excellence training
• Customer First, OmniChannel & Culture of Agility and Efficiency training in support of our Strategic Pillars
• Core Values Training

In 2019, Signet was recognized by the Association for Talent Development (ATD), a national organization promoting employee learning, for its efforts in Employee Learning Week that featured an awareness campaign highlighting the important connection between learning and achieving organizational results.

For our Field team members, we provide access to the thousands of courses available through LinkedIn Learning. We launched specialized Career Schools and will be continuing with the focused education and peer-to-peer learning opportunities for Field leadership at our annual District Managers Meeting.

In our Akron and Dallas Support Centers, we will also be continuing or launching several important programs in the coming year including:

• Pathways Mentoring Program
• Emerging Leaders Program
• Leading Beyond Program
• Key Talent Program
• Merchandise Trainee Program (Dallas only)
Wellness

Our enterprise-wide wellness strategies are designed to support the physical, mental, social, environmental and financial well-being of our team members at work and at home. We develop strategic health and financial wellness initiatives that are driven by “People, Purpose and Passion”—positively inspiring long-term sustainable health among team members and improving health cost management. We educate, engage and empower team members to improve and maintain their overall health and financial well-being through programs aimed at prevention, health management and optimal engagement.

On the Move Challenge

Signet’s On the Move Challenge is a 12-week, companywide program that encourages US team members to set and achieve fitness goals. Several accountability and reward mechanisms are built into the program to help team members stick to their goals. Examples include:

- Collecting ‘You Were Caught On The Move’ cards from other team members when seen exercising, with the cards redeemable for rewards
- Providing an online platform for support and tips, team members followed this challenge with a Life on the Move online program. Life on the Move offers in-app grocery lists and optional grocery delivery. The tool is currently used by 1,259 team members.

PlateJoy

To make healthy eating easier, Signet offers US team members free membership to PlateJoy, an easy-to-use, interactive online meal planning tool. Healthy recipes, including all nutritional information, are selected based on the team member’s dietary and nutrition preferences. PlateJoy offers healthy recipes, including all nutritional information, are selected based on the team member’s dietary and nutrition preferences. PlateJoy offers healthy recipes, including all nutritional information, are selected based on the team member’s dietary and nutrition preferences. PlateJoy offers healthy recipes, including all nutritional information, are selected based on the team member’s dietary and nutrition preferences. PlateJoy offers healthy recipes, including all nutritional information, are selected based on the team member’s dietary and nutrition preferences. 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Wellness at work

We provide fitness facilities and organize wellness events throughout the year at both our Akron and Dallas Support Centers to engage team members on proactively managing their health. Preventive programs, such as flu vaccinations and mammograms, are offered at both sites, along with Lunch and Learns on disease prevention and management. In Akron, team members have 24/7 access to the SigFit Fitness Center, and we offer team-building competitive activities, such as softball, basketball, sand volleyball, bowling and cornhole. Health and wellness programs were front and center as part of moving into our new Dallas Support Center. Team members have access to two campus fitness facilities and can participate in monthly orientation meetings and other group fitness programs.

LifeSpeak

LifeSpeak is an online health and wellness platform that includes videos, podcasts, action plans and “Ask the Experts” live monthly sessions. Team members and their family members in the US and Canada can receive advice on topics ranging from physical and mental well-being to parenting and caregiving education.

Last year 3,567 team members participated in the online wellness training videos.
Financial wellness

Our holistic view of wellness extends to personal finance. Signet financial wellness programs are designed to help provide team members and their families with sound financial management decision-making and alleviate stress related to financial decisions. Team members have access to a credit union, retirement investment plans and legal consultations. Every month, we provide team members with one-on-one sessions with financial advisors at all office locations. And, in partnership with our 401(k) vendor and other financial institutions, we offer a series of Lunch and Learns and webinars on financial wellness on topics such as When can I retire? Asset Allocation; and Taking Financial Control in your 20s, 30s and 40s.

UK wellness programs

During the past year, our programs in the UK and Ireland have emphasized mental health and financial resources. UK and Ireland team members have access to a new employee wellness portal that is aligned with Signet’s Employee Assistance Program. All UK managers have access to e-learning content related to mental health awareness. To promote financial wellbeing, UK team members now have access to a loan consolidation service and a selection of savings products.
RESPONSIBLE SOURCING

(Below) Sabyasachi Ray, Executive Director at the Gem and Jewellery Export Promotion Council (left) and David Bouffard, Signet Vice President of Corporate Affairs (right)
Responsible Sourcing

Our Path to Brilliance Transformation Plan puts our Customers First. A supply chain that is responsible, transparent and sustainable is a strategic imperative, as we can only fulfill our mission to help customers Celebrate Life and Express Love® if they trust us to provide fine jewelry that has been sourced and produced with integrity. That is why we have developed a rigorous and collaborative approach that holds our suppliers to a higher ethical standard and prioritizes respect for human rights. Further, as the world’s largest retailer of diamond jewelry, we continue to use our influence and position to work for harmonized industry standards. Signet is dedicated to the continuous improvement in the integrity of the global jewelry supply chain.

PROGRESS AGAINST GOALS

<table>
<thead>
<tr>
<th>Goals*</th>
<th>Progress Report</th>
</tr>
</thead>
<tbody>
<tr>
<td>Achieve Responsible Jewellery Council (RJC) membership for a total of 250 Signet Suppliers in 2019</td>
<td>Over 246 Signet suppliers are RJC members, representing 96.17% of all Signet jewelry purchases by value</td>
</tr>
<tr>
<td>Create the Signet Responsible Sourcing Protocol (SRSP) for Colored Gemstones in 2019</td>
<td>The SRSP appendix for Colored Gemstones produced and published in March 2019</td>
</tr>
</tbody>
</table>
| Initiate Phase II of the SRSP for Diamonds (D-SRSP) aimed at significantly increasing the integrity of the melee supply chain over time | Steps taken in 2019 to increase supply chain integrity include:  
• Involvement in the Tracr™ De Beers blockchain pilot (see page 25)  
• Education and training efforts across the supply chain  
• Support for Project ASSURE which was published in March 2019 (see page 25) |

WE HAVE THREE LONG-TERM RESPONSIBLE SOURCING GOALS:

• Continue efforts to bring responsibly sourced conflict-free minerals from conflict-afflicted areas, such as artisanal and small-scale mines, into the Signet supply chain
• Integrate Responsible Sourcing into customer facing messages, such as communicating our commitment to the Responsible Jewellery Council as our primary external assurance mechanism
• Ensure that a continuously increasing number of Signet suppliers maintain compliance with the Signet Responsible Sourcing Protocol

*Goals set in the 2017 CSR Report
Our Responsible Sourcing Journey

2001–2005
- WDC founded
- KPCS Formed
- Clean Diamond Act Passed (US)
- Became a Founding and Certified RJC Member
- Supported the founding of the Diamond Development Initiative

2006–2010
- First RJC Annual General Meeting convened
- Diamond Empowerment Fund created
- RJC published first Code of Practices

2011
- Named to the OECD Conflict Minerals Working Group
- Focused on including requirements for protecting human rights per the UN Guiding Principles on Business & Human Rights
- Formed the Signet Global Jewelry Supply Chain Integrity Committee

2012
- Published SRSPs for tungsten, tantalum, tin and gold (3TG)
- Joined the Electronic Industry Citizenship Coalition (EICC), the first jeweler to do so, to help develop the Conflict-Free Sourcing Initiative (CFSI) program

2013
- Filed our first conflict-free report with the SEC
- Formed a subcommittee to focus on the risk of Undisclosed Lab-Grown Diamonds (ULGD)

2014
- Launched a global event series hosted on the ULGD risk

2015
- Published SRSP for Diamonds (D-SRSP), requesting all diamond suppliers “work toward compliance”
- Required all Signet suppliers to become Certified RJC Members over time
- Supported the Partnership Africa Canada Initiative

2016
- Made D-SRSP compulsory for all Signet diamond suppliers
- Published SRSPs for Silver and Platinum Group Metals and requested all silver and platinum group metals suppliers to “work toward compliance”
- Published inaugural Signet CSR report

2017
- Consolidated SRSPs and updated Supplier Code of Conduct
- Made SRSPs for Silver and Platinum Group Metals compulsory for all Signet suppliers
- Announced blockchain pilot for diamond traceability with De Beers
- Along with De Beers and the Diamond Producers Association Signet launched Project ASSURE, a Standard for diamond detection technology developed in association with Underwriters Laboratories (UL)

2018
- Published SRSP for Colored Gemstones requesting Signet natural colored gemstone suppliers to “work toward compliance”
- Integrated R2Net D-Market participants in the SRSP for diamonds

2019
- Will make SRSP for Colored Gemstones compulsory for all Signet suppliers
- Will add SRSP for lab-grown diamonds for all Signet lab-grown diamond suppliers

2020
RESPONSIBLE SOURCING

Signet Responsible Sourcing Protocol

Our commitment to ensuring the responsible practices of our suppliers and the integrity of our supply chains is embodied in our industry-leading, open-source Signet Responsible Sourcing Protocol (SRSP). This protocol has been developed through a collaborative, multi-stakeholder process that incorporates input from Signet’s suppliers, producers, major jewelry trade associations, civil society, auditors, customers, governments and banks.

Since 2013, the SRSP has been expanded from gold, tin, tungsten and tantalum (3Ts) to cover the supply chains for diamonds, silver and platinum group metals as well as a special section on human rights, developed in line with the Responsible Jewellery Council’s (RJC) Code of Practices references to human rights, produced through extensive consultation with outside stakeholders. Our gold, silver and platinum group metals SRSP requirements are aligned with the London Bullion Market Association (LBMA) Responsible Sourcing Standards. In 2019, Signet published the SRSP Appendix for Colored Gemstones, providing assurance that Signet fine jewelry containing rubies, sapphires and emeralds are verified as responsibly sourced. Also in 2019, the SRSP for diamonds was incorporated into Signet’s James Allen business, and a responsible sourcing protocol was introduced for R2Net D-Market participants, which is consistent with the SRSP Appendix for Diamonds. In 2020, Signet is adding responsible sourcing requirements for laboratory-grown diamonds (LGDs) to the SRSP as a requirement for all suppliers of LGDs.

**SIGWATCH**

**Courtsey of SIGWATCH, an unaffiliated NGO tracking company based in the United Kingdom**

In 2018, Signet’s industry-leading responsible sourcing program, including its SRSP, placed us among the top five companies in the world most praised by NGOs. SIGWATCH is a private research organization and consultancy that tracks NGO campaigns around the world. Signet’s ranking improved from below #40 in 2017 to #5 in 2019 of the world’s top companies, primarily as a result of our responsible sourcing policies and practices.

<table>
<thead>
<tr>
<th>TOP 10 FOR NGO PRAISE IN 2019</th>
<th>2017 RANKING</th>
<th>REASONS FOR NGO PRAISE IN 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Unilever</td>
<td>1</td>
<td>Palm oil, animal welfare, fragrance disclosure, sustainability</td>
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<tr>
<td>2 Allianz</td>
<td>Below 40</td>
<td>Climate commitments (coal)</td>
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<tr>
<td>3 AXA</td>
<td>34</td>
<td>Climate commitments (coal)</td>
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<tr>
<td>4 Swiss Re</td>
<td>Below 40</td>
<td>Climate commitments (coal)</td>
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<tr>
<td>5 Signet Jewelers</td>
<td>Below 40</td>
<td>Responsible gem &amp; mining sourcing</td>
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<tr>
<td>6 McDonald’s</td>
<td>14</td>
<td>Animal welfare, plastics, climate &amp; forest commitments</td>
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<tr>
<td>7 Aldi</td>
<td>9</td>
<td>Animal welfare, plastics, forest commitments, “healthy checkouts”</td>
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<tr>
<td>8 Ildi</td>
<td>12</td>
<td>Tobacco, ‘ghost gear’ (discarded plastic fishing nets), fair trade, plastics, caged eggs</td>
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<tr>
<td>9 Nestlé</td>
<td>4</td>
<td>Palm oil, ‘ghost gear’, animal welfare, GMOs, cocoa sourcing</td>
</tr>
<tr>
<td>10 H&amp;M</td>
<td>2</td>
<td>Supply chain transparency &amp; standards, stance on mohair and viscose</td>
</tr>
</tbody>
</table>

SRSP Coverage

- Tungsten
- Tantalum
- Tin
- Gold
- Diamonds
- Platinum Group Metals
- Silver
- Rubies, Sapphires and Emeralds
- Lab-Grown Diamonds
Industry Leadership

**Responsible Jewellery Council**
Signet is a Founding and three-time Certified Member of the RJC, the jewelry industry’s premier standards and certification organization.

![Image of David Bouffard and Iris Van der Veken](image)

David Bouffard, Signet Vice President of Corporate Affairs and RJC Chair, with Iris Van der Veken, Executive Director of the RJC

The RJC Code of Practices (CoP) is the foundation of the organization’s work and addresses human rights, labor rights, environmental impact, mining practices, product disclosure and other topics in the jewelry supply chain. In 2019, the RJC CoP was revised to incorporate international guidance on supply chain due diligence and extended to include silver and colored gemstones.

Signet requires all suppliers to join the RJC over time and be certified by RJC’s accredited third-party auditors as compliant with the RJC’s Code of Practices, including compliance with the SRSP as a “Provenance Claim”. This certification by RJC is harmonized with Signet’s audit policy, so RJC-certified suppliers are exempt from Signet’s SRSP audit, factory and social audits. This policy has significantly increased RJC membership in Signet’s supply chain, whereby 96.17% of Signet’s purchases in 2019 were from RJC members. RJC membership therefore constitutes a major contribution to Signet’s supply chain risk assessment, due diligence process and independent third-party verification and audit.

From 2019, Signet’s primary third-party audit assurance for responsible practices and sourcing was through the RJC certification scheme with relevant minerals as “Provenance Claims.” For non-RJC members, Signet required identified suppliers to undertake an independent audit of their 2019 Compliance Report, based on Signet’s risk assessment of that supplier and/or the supplier’s SRSP compliance report.

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**About the RJC**

- **Member companies**: 1,200+
- **96.17%** Of Signet purchases from RJC members
- **246** Signet suppliers are RJC members

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As RJC Chair in 2019, Signet Vice President of Corporate Affairs David Bouffard has set an ambitious agenda for the organization. “I have a number of priorities in mind, including revitalizing internal governance processes, completing the Code of Practices review establishing 100% conformance with OECD DDG for diamonds, implementing the strategic plan approved by the board, especially developing improved membership services, growing a stronger membership and ensuring the smooth expansion of RJC’s scope to include silver and colored gemstones,” he explained. Also in 2019, David’s numerous career contributions to the jewelry industry were recognized by The American Gem Society (AGS), which awarded him the distinctive AGS Triple Zero® Award. The AGS is the country’s preeminent jewelry trade organization dedicated to consumer protection.
Organisation for Economic Co-operation and Development
- Founding member of multi-stakeholder group which developed the Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict-Affected and High-Risk Areas
- Member of expert working group developing the OECD handbook on risks associated with production and trade of natural resources, covering guidance for all minerals

Public-Private Alliance for Responsible Minerals Trade
- Joined in 2019 as the first jewelry retailer among leading companies such as Apple, Boeing, Dell, Ford, Google, Hewlett-Packard, Intel, LG Electronics, Microsoft, Sony and Verizon

World Diamond Council
- Member of the Board of Directors and Chair of the Communications Committee
- Continue to urge reforms to the KP through the WDC and support a new WDC System of Warranties.
- The KPCS must ensure that all human rights issues related to diamond production are covered: it must therefore expand its definition of “conflict diamond”

CIBJO, the World Jewellery Confederation
- Serve in key leadership positions, including president of CIBJO retail commission
- Support CIBJO Responsible Sourcing Guidance
- Presentation of SRSPs at the annual conference

In addition, Signet is an active participant in the following industry, trade and charitable organizations:

- London Bullion Market Association (LBMA)
- Diamond Empowerment Fund
- Diamond Development Initiative
- Gem and Jewellery Export Promotion Council (GJEPC) India
- Jewelers of America
- Jewelers Vigilance Committee
- United States Jewelry Council
- Dubai Multi Commodities Centre (DMCC)
- Retail Industry Leaders Association (RILA)
Groundbreaking Progress On Conflict-Free Gold

The sourcing of conflict-free gold from the Democratic Republic of the Congo (DRC) has been an ongoing challenge for Signet and others for many years. In recent years, Signet has joined with the Responsible Artisanal Gold Solutions Forum (RAGSF), a group of international companies, governments, industry organizations, civil society and local partners that support a responsible supply chain of gold sourced from artisanal gold mines in the region. Those efforts realized a significant milestone in 2019 when, for the first time, Signet sold gold earrings that were sourced through a pilot project supported by partners including USAID, US State Dept., OECD, LBMA, RJC, Apple, Google, Asahi Refining (SLC) and Richline. The pilot represented a number of firsts for the artisanal gold sector:

- First supply chain designed to responsibly source artisanal gold from the DRC by US-listed companies since the enactment of the Dodd-Frank Act in 2010, demonstrating the ability to comply with reporting requirements while sourcing from the DRC and African Great Lakes region
- First traced artisanal gold sourced from the DRC to be refined by a LBMA “Good Delivery” certified refinery, demonstrating the effectiveness of due diligence systems and that responsible, international companies can engage in the region
- First responsible, artisanal gold conforming to international due diligence standards (OECD, LBMA) to be exported from DRC, demonstrating that companies can support economic development in the conflict-affected region while avoiding illicit trade
- First mine site in Nyamurhale and first exporter to pilot the DRC’s “ITOA” traceability system, demonstrating commitment by multiple stakeholders to responsible artisanal gold

These achievements cap Signet’s ongoing leadership in the sourcing of conflict-free gold from conflict-afflicted areas. Signet has been one of only four companies to report and audit a conflict-free gold update to the SEC over the past five years. Today, over 99% of gold sourced by Signet is verified conflict-free.

Learn More

about artisanal gold mining in the DRC by watching Journey of Gold, a virtual reality film that explores Nyamurhale, where miners and cooperative leaders are working to produce legal, safe and conflict-free gold that is compliant with international standards and practices.
Blockchain technology holds the promise of increased transparency across the supply chains of many sectors, and the jewelry industry is no exception. To explore this potential, in 2019, Signet became the first retailer to join De Beers’ innovative new blockchain program, Tracr.™ The program aims to establish a unique and completely secure way to trace diamonds as they move from the mine to retail. By working together, we can assure a diamond’s provenance, natural creation and traceability along the supply chain to provide the consumer with a new baseline of trust in both the diamond itself and the industry at large.

Blockchain technology is essentially a digital record that keeps track of every transaction and exchange for a specific diamond. Because the record is visible to numerous individuals and must be confirmed by several managers with access to the blockchain, a change cannot be made to the record without notifying everyone else involved. This shared responsibility dramatically reduces the risk of fraud in the supply chain and increases the credibility of claims regarding the sources of materials.

Signet is also working on another initiative with De Beers, as well as the Diamond Producers Association, to ensure the integrity of the natural diamond supply chain. With the aim of reassuring customers that a diamond sold as natural is truly of natural origin, Project ASSURE has developed a Standard for diamond detection technology in association with Underwriters Laboratories (UL). Devices are submitted to UL for testing under the ASSURE Standard. The published results allow the trade to make informed choices about diamond detection equipment.
Conflict Minerals

Signet has a well-established history of leadership in the ongoing effort to ensure responsible sourcing of conflict-free precious metals and gemstones. Conflict-free means that these resources are used in a manner that is respectful of human rights. We continue to be one of only four listed corporations and the only jewelry company that has submitted an independently audited annual Conflict Mineral Report (CMR) for the past six years to the US Securities and Exchange Commission (SEC) under the provisions of the Dodd-Frank Act.

Signet continues to support key legislation and processes that strengthen transparency and integrity in the trade of conflict-free minerals. As an example, Signet works through the World Diamond Council to support the Kimberley Process Certification Scheme (KPCS). This joint government, industry and civil society initiative has been highly successful in stemming the flow of conflict diamonds used by rebel movements to finance wars against legitimate governments.

Compliance with SRSP for Diamonds (D-SRSP)

The complexity of our supply chain mandates the implementation of very detailed policies and constructive engagement with all suppliers to ensure transparent sourcing. The SRSP Appendix for Diamonds applies to all diamonds supplied to Signet, including loose, rough, and polished diamonds, as well as diamonds set into finished jewelry. The SRSP is designed so that suppliers can report diamond sources relevant to their position in the supply chain:

The majority of diamonds that Signet sources come in the form of finished jewelry. To account for the diversity in supplier business models and diamond types, the D-SRSP asks suppliers to identify all diamonds supplied to Signet by any of four diamond categories:

- **Category 1**: Single stone tracking
- **Category 2**: Parcel tracking
- **Category 3**: Mixed sources
- **Category 4**: Other identified and verified sources

Any Signet supplier who is not compliant with the D-SRSP is required to work with our Responsible Sourcing team to achieve compliance or risk losing their status as a Signet supplier.

*Section 2B: Due Diligence Measure Performed is audited.*
Education support in artisanal diamond communities
Artisanal mining for diamonds is an important source of livelihood for people living in some of the poorest regions of the world. Yet, when entire families seek work at remote mines, children do not get access to education. This is why Signet has renewed its commitment to the second phase of the Diamond Development Initiative’s (DDI) Sending Schools to Kids™ program. DDI’s High School Support Program is designed to be a Phase II of the mobile schooling program in artisanal diamond mining communities. At the end of the two-year remedial program, 100% of the students passed their national exams and qualified themselves for entry into high school. With Signet’s support, DDI will continue to accompany the students through their academic journeys.

Taking a stance on human rights in Myanmar
In 2017, Signet voluntarily reinstated a ban on rubies originating from Myanmar (formerly Burma), due to reports of human rights violations in the country. During 2018, we went a step further after media reports of human rights violations concerning the Rohingya people in Myanmar, as well as the report from a fact-finding mission of the United Nations Human Rights Council. Signet gemstone suppliers were contacted and asked to provide more details and due diligence on their supply chains to determine if, in addition to rubies, there were any other gemstones that might originate from Myanmar. Once Signet was provided with the information, we worked with suppliers to ensure that no materials originating from Myanmar were present in their inventory or supplied to Signet.

Signet recognizes the potential economic development benefits of gemstone mining. Accordingly, we may be prepared to sell Myanmar-sourced rubies once they are produced within the framework of our OECD Due Diligence Guidelines-based sourcing policies. The return to sourcing would occur once it is determined that there is adequate substantiation that Myanmar-sourced rubies align with Signet’s responsible sourcing policy. To make this determination, the Signet Global Jewelry Supply Chain Committee will evaluate public statements from the following government and non-governmental organizations:
- United Nations High Commission on Human Rights
- United States Department of State
- Foreign and Commonwealth Office of the United Kingdom
- Human Rights Watch
- Amnesty International
- Global Witness

Lungudi, Kankala, Democratic Republic of the Congo: September 2019: Students receive school supplies as part of the DDI program funded by Signet.

FIVE-STEP RISK-BASED DUE DILIGENCE

1. Establish strong company management systems
2. Identify and assess risks in the supply chain
3. Design and implement a strategy to respond to identified risks
4. Support independent third-party audit of the refiner’s due diligence
5. Report annually on supply chain due diligence

Signet has incorporated the OECD Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict-Affected and High-Risk Areas into its supplier policy and management.
ENVIRONMENTAL STEWARDSHIP
Environmental Stewardship

Environmental stewardship not only aligns with our values, but also makes our business more efficient, benefiting both the environment and our bottom line. Our operations are largely centered around retail sales to consumers. Hence, Signet’s most significant environmental footprint relates to energy consumption and the resulting emissions of our retail stores and support centers. Combined, these businesses cover a footprint of over 4.6 million square feet of operational selling space in malls, off-malls and outlets. In addition, we operate several support centers that cover more than 1.25 million square feet.

While our water consumption is not significant, given the nature of our business, we do track water use across our operations and encourage water conservation. We have set ambitious reduction goals to achieve in three key areas — energy use, greenhouse gas emissions and water use over a five-year period.
Data is collected and reviewed on an annual basis based on Signet’s fiscal year, approximately February 1 – January 31. We engage a third-party consultant to assist with the data gathering process. Where complete data is not available, conservative estimates based on geography, store size and like-for-like comparisons have been used.

Water
Water intensity in FY19 is down 34% compared to FY18.

Waste
Currently, we capture waste data for our Support Centers. At many retail locations, in particular those in a shopping mall environment, waste data is aggregated for all tenants. As a result, we are not currently able to track recycling performance across our stores. We encourage team members at our retail stores to recycle as much waste as possible.

In FY19, 55% of waste generated in our support centers was recycled.

Learn More about Signet and climate change.
Energy & Emissions

Signet’s operational energy use and carbon footprint covers more than 3,200 retail stores across all 50 US states and in six countries, as well as our corporate offices and Support Centers. We purchase electricity from the grid, and our use is largely influenced by the number of lighting and climate control systems needed to provide our customers with a superior shopping experience. We balance these needs with opportunities to decrease energy use where possible.

Efficiency & ambience

Seeing our jewelry sparkle under the right light helps customers appreciate the beauty of a gemstone. When that light is also an energy-efficient option, then it’s a win-win for Signet and our customers.

Our store planning and design teams have been modernizing the lighting used in Signet’s stores in a way that improves store ambience, while also reducing overall energy use. LED lighting offers a solution with multiple benefits — a crisper, brighter view through bulbs that last longer and use less energy than halogen bulbs.

The project, which currently spans more than 2,700 stores in North America, is utilizing a data-driven road map to work toward 100% LED lighting over the next several years. Projects are prioritized and accelerated by factors such as the need for replacement of existing bulbs and stores receiving cosmetic updates, renovations or full remodels. The result is an agile and efficient process that results in more ambience and less energy use. Our progress in rolling out LED lighting in our North American stores is summarized below:

<table>
<thead>
<tr>
<th>BY GEOGRAPHY</th>
<th>PERCENTAGE OF STORES WITH COMPLETE RETROFITS (LED IN CEILING AND SHOWCASES)</th>
<th>PERCENTAGE OF STORES WITH PARTIAL RETROFIT (LED IN CEILING ONLY)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total US</td>
<td>41%</td>
<td>8%</td>
</tr>
<tr>
<td>By Banner</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jared</td>
<td>19%</td>
<td>30%</td>
</tr>
<tr>
<td>KAY</td>
<td>43%</td>
<td>5%</td>
</tr>
<tr>
<td>(Includes Regionals)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Zales</td>
<td>32%</td>
<td>12%</td>
</tr>
<tr>
<td>Pagoda</td>
<td>57%</td>
<td>n/a</td>
</tr>
<tr>
<td>Canada</td>
<td>18%</td>
<td>n/a</td>
</tr>
<tr>
<td>James Allen</td>
<td>100%</td>
<td>n/a</td>
</tr>
</tbody>
</table>

As part of our commitment to increased transparency on carbon management, we aim to participate in the CDP climate change program over time.
Keep Signet cool
Deploying data analytics and leveraging systems is also supporting an initiative to optimize HVAC units at our Support Centers and stores. When there is a problem, it is essential to understand all of the operating variables of the unit—age, energy efficiency and repair and replacement costs. By arming our businesses with data analytics tools, we are helping them to make smarter decisions that will consider HVAC use from both a cost and environmental perspective.

Hazardous waste
Rhodium plating provides jewelry with a surface that guards against scratches and increases shine, luster and durability. The plating process, however, results in hazardous chemical waste. To manage this common environmental risk, Signet contracts with a certified third-party, Clean Harbors, for regular safe disposal. In FY18, we also updated our Rhodium Bath Process Material Exchange policy and created a log to ensure the process is conducted in a timely manner. Our operations rarely generate other types of hazardous waste, but when they do, we follow all legal requirements and compliance procedures to dispose of it safely.

Water
Though the jewelry retail business is not water-intensive relative to other industries, we are mindful of the need to conserve this limited resource. Wherever possible, we use water-saving fixtures, such as aerated faucets and low-flush toilets. Since our water withdrawal relates only to basic daily team member needs, rather than an industrial process, we do not conduct risk assessments related to water withdrawal or scarcity in the areas in which we operate. Signet has not received any notifications of non-compliance related to water use or discharge.

Water Reduction in Botswana
Our factory in Botswana was able to achieve nearly 2/3 reduction in water usage in 2018. This is especially important in the semi-arid country where water shortages are common. Here are some of the measures taken this past year to achieve these savings:

- Conventional sink taps changed to self-closing push taps
- Toilet flushing mechanisms changed out from handle type to dual-flush button system
- Adjusted the flush water level on all toilets so less water used to fill tank
- As an extra water-saving precaution, the water into the building is turned off each night

In FY18, Signet benefitted from the energy expertise of Xinyi Wang, an Environmental Defense Fund (EDF) Climate Corps Fellow. EDF Climate Corps is a prestigious summer fellowship program that embeds trained, custom-matched students inside organizations to accelerate environmental stewardship and strategy. Xinyi spent 10 weeks at the Akron Support Center examining opportunities for better energy efficiency in lighting, heating, air and ventilating systems.
Implementing Green Standards

The opening of Signet’s new Dallas Support Center in 2018 underscored our commitment to environmental stewardship with a wide range of green building features. Over the last five years, we have been developing new standards to increase the efficiency of our spaces and environmental awareness among our team members. This graphic illustrates how those efforts are creating meaningful efficiencies at both our Dallas and Akron Support Centers.

Charging ahead

New electric vehicle (EV) charging stations at our Dallas Support Center encourage employees to manage their personal transport emissions. Team member Angela Speed was convinced to switch to an EV, knowing she had an option to charge it at work:

“Since my lease was ending on my vehicle close to the time we moved to the new building, and I knew there were electric charging stations available, it made the decision to buy electric an easy choice.”

The charging stations are an added convenience and show the company’s commitment to reducing the impacts of climate change, promoting environmental awareness and rewarding employees who join the effort.

- Lighting occupancy sensors turn off lights when employees vacate a space, reducing energy and emissions by as much as 15% in private offices and 22% to 65% in conference rooms.
- Demountable walls — VOC-free and made of recyclable materials — allow for spaces to be reconfigured with minimal material waste.
- Carpet tile contains up to 71% recycled content and is fully recyclable. A new carpet tile standard reduces excess scrap to around 1% and diverts approximately 2,000 pounds of waste material from landfill.
- Vinyl tile flooring is fully recyclable into new product at end of life, certified for low VOC emissions, and meets LEED v4 qualifications.
- Individual recycling bins are placed at every desk and throughout buildings — raising team member awareness.

Angela Speed, Senior Web Graphic Designer in the Dallas Support Center
CHARITABLE GIVING

St. Jude patient Lea at age 10 and her father
As a business, we are only as strong as the communities in which we operate. Engaging in our local Support Center communities and with national charities not only aligns with our values and who we are as a company, but also makes strategic business sense. Our giving programs provide team members and customers with an opportunity to create deeper connections and build community spirit. In turn, this helps us support each other as team members, and reinforces our CUSTOMERS! core value.

We give team members and customers the flexibility to engage in causes they are passionate about by volunteering their time or contributing donations via an integrated approach. We concentrate our support toward organizations that focus on the well-being of underserved women and children. All charitable programs are governed by our Corporate Giving Committee, chaired by our CEO Gina Drosos.

We will continue our support of charitable organizations, with an added emphasis on COVID-19 relief. In addition to our longstanding partnership with St. Jude Children’s Research Hospital®, we’re proud to announce a new partnership with Heart to Heart International, a non-profit humanitarian organization committed to getting vital medical equipment and medicine to those who need it most. A portion of every purchase* made at KAY.com, Zales.com, Jared.com and JamesAllen.com will help us provide masks, gowns, gloves and equipment to health care providers, as well as life-saving medicine to thousands of people.

* From 4/20/2020 - 5/3/2020, Signet Jewelers will donate 2% of the net profits from Kay.com, Zales.com, and Jared.com, up to a maximum donation of $100,000. From 4/21/2020 - 4/30/2020 Signet Jewelers will donate $50 for every order on JamesAllen.com.

**SIGNET HAS SET TWO LONG-TERM CHARITABLE GIVING GOALS:**

- Increase and formalize team member engagement programs through empowered volunteerism activities, both in Field Operations and Support Centers.
- Increase donations over time to 1% of pre-tax earnings to local and national charitable giving partners.
## National Charitable Partnerships

We maintain national charitable partnerships in each of the countries in which we have retail stores and support them through annual team member and consumer giving campaigns across our banners throughout the year.

### United States

**What they do:**
Battle childhood cancer and other life-threatening diseases. Treatments invented at St. Jude have helped push the overall childhood cancer survival rate from 20% to more than 80% since it opened. And they won’t stop until no child dies from cancer.

**Whom they serve:**
7,800 patients annually

**What Signet does:**
- 21-year partnership
- Annual plush campaign at Kay and Jared
- Year-long give-at-the-register at all US banners
- Team member payroll deductions
- Corporate donations

**FY20 Impact:**
$5.6 million raised

**Cumulative impact:**
$76.6 million+ since 1999

### United Kingdom

**What they do:**
When cancer strikes young lives CLIC Sargent helps families limit the damage it causes beyond their health

**Whom they serve:**
Children and young people under 25 with cancer and their families

**What Signet does:**
- Plush toysales at H.Samuel, Ernest Jones, both online and in stores
- 90 Day Challenge from May – July each year

**FY20 Impact:**
Over £200,000 went towards funding Jean’s House, CLIC Sargent’s new Home in Southampton. Young cancer patients and their families can stay at Jean’s House whilst receiving treatment at Southampton General Hospital

**Cumulative Impact:**
Over £967,596 raised

### Canada

**What they do:**
Raise funds on behalf of Canada’s Children’s Hospital Foundations for the highest priority needs of each hospital, including research

**Whom they serve:**
More than 1,800,000 patient visits annually

**What Signet does:**
- Donates all proceeds from give-at-the-register and plush campaigns at Peoples Jewellers and Mappins Jewellers stores
- Team member donations
- Corporate donations

**FY20 Impact:**
$C420,721

**Cumulative Impact:**
Over $C1,170,000

### Ireland

**What they do:**
Barretstown provides residential camps and programmes for children and their families affected by cancer and serious illness. They offer a range of adventurous, fun and challenging activities which are supported behind the scenes by 24-hour on site medical and nursing care. The range of camps are offered to all family members living with a serious illness to include Family Camps and Brothers and Sisters Camp. Summer camps are tailor made to different age groups including Summer Children’s Camp (7-15) and Summer Teen Camp (13-17). Bereavement Camp takes place over weekends in Spring and Autumn.

**Whom they serve:**
Children and families living with a serious illness

**What Signet does:**
Snowy the Bear in-store sales and staff fundraising activities

**Cumulative Impact:**
A total of £57,808 raised since 2014, as of March 2020
Our Partners and Friends

In addition to our primary partnerships, Signet engages with a number of other charitable partners. Our Corporate Giving Committee manages these partnerships. Many of our executives also serve as board members on a number of them. The following alphabetical list highlights some of the many organizations with which we work, collaborate and support.

Akron, Ohio
- ACCESS, Inc.
- Akron Children's Hospital
- Akron Zoo
- American Cancer Society
- Big Brothers Big Sisters of Stark, Summit and Medina Counties
- Boys and Girls Club of the Western Reserve
- City of Akron Lock 3 Winterfest
- Leadership Akron
- Summit County Court Appointed Special Advocates for Children Guardian Ad Litem (CASA/GAL)
- United Way of Summit County

Canada
- Canada's Children's Hospital Foundations

Dallas, Texas
- The Family Place

International
- Diamond Development Initiative
- Diamond Empowerment Fund
- Jewelers for Children
- Responsible Artisanal Gold Solutions Forum
- Women’s Jewelry Association

Ireland
- Barretstown

United Kingdom
- CLIC Sargent

United States
- St. Jude Children's Research Hospital®

Signet Gives Back Program

In May 2019, Signet launched the Signet Gives Back community program, which allows team members within the Support Centers to receive eight paid volunteer hours annually. These hours can be used for team members to volunteer in Signet partner community events such as Day of Action, Read to Me Day and more. In 2019, more than 1,400 volunteer hours were logged by team members as part of the Signet Gives Back Program.

St. Jude patient Jordyn and her mother.
**Akron Children’s Hospital**

Akron Support Center team members host games and provide prizes to approximately 80 patients and their families who attend the annual carnival. In addition, Signet supports the annual Adopt-a-Family program, which assists patients and families in the Palliative Care Unit at Akron Children’s Hospital. In 2019, Signet team members provided gifts for 118 children and their families.

**ACCESS Homeless Shelter**

Signet team members volunteered at Akron-based homeless shelter ACCESS for women and children. Volunteers painted client rooms, cleaned jewelry for ACCESS’ annual jewelry sale and provided administrative assistance. For the 12th consecutive year, Signet sponsored the shelter’s annual breakfast and pledged to match any gift up to a maximum donation of $40,000. Signet has supported the shelter for more than 20 years.

**Disaster Relief**

The SDRF provides short-term temporary relief to team members facing hardship from natural disasters. Assistance from the fund provides for food, clothing, shelter, medical supplies, household supplies and/or financial assistance, depending on the circumstances.

**Relay For Life**

Our Akron Support Center holds this annual on-site event for the American Cancer Society. Over $111,000 was raised in 2019 for the Signet Jewelers and the American Cancer Society Childhood Research Fund. The donation funded a research grant for Dr. Victoria W. Willard at St. Jude Children’s Research Hospital. This research focuses on developmental defects caused by brain tumors and identifying social skills that are problematic for child survivors with brain tumors. The race kicked off with an opening lap dedicated to Signet team members who are cancer survivors.

**iC.A.R.E. Mentoring**

This program serves K-12 students across Akron Public Schools and Barberton City Schools through positive, purposeful mentoring relationships with community volunteers. For the past two years, Signet has played a pivotal role in iC.A.R.E. In 2019, 85 team members participated as mentors to local school children through the iC.A.R.E. Mentoring program.

**United Way of Summit County Ohio**

Signet charitable giving initiatives have been recognized with the Community Changer Award by the United Way of Summit County, Ohio for outstanding participation in annual drives, volunteerism and awareness. Among the ways we support United Way: Since 1997, more than $3.2 million in annual team member giving campaigns, participation in the “Stuff the Bus” campaign to fill student backpacks, and team members who volunteer their time for the annual “Day of Action” and “Read to Me” days at local elementary schools.

**The Family Place**

The Dallas Support Center continued its partnership with The Family Place with donations totaling $40,000 in 2019. Signet provided support for the shelter’s emergency transportation program and the Transitional Housing/Supportive Living program. In 2018, 578 people received emergency transportation. Signet team members hosted a spring carnival for the children and clients, providing games, prizes and food for all attendees. Team members donated holiday gifts to 41 families through the annual Adopt-a-Family program. Signet also sponsored The Family Place’s Texas Trailblazer Awards Luncheon, which honors those who create positive change and contribute to the quality of life in the community.

**Remembrance Day**

Our Canadian team members annually observe Remembrance Day in honor of Canadian veterans by purchasing poppy pins from the Royal Canadian Legion to wear in stores.
For more CSR information, please visit our website https://www.signetjewelers.com/corporate-responsibility, where you will find our policies and further details of our local, national and global partnerships.

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