

## Creating a Comfortable and Safe Shopping Experience in Our Stores

Our number one priority continues to be the health and well-being of our customers, our employees and the communities we serve.

As we navigate this unprecedented time together, we wanted to update you on the steps we are taking as we begin to safely reopen our stores around the world.

They incorporate the guidance of world health organizations, local governments and industry trade associations, and include:

**Health Checks** — Our store associates are required to conduct health checks before every shift and must stay home if they are feeling unwell.

**Employee Training** — All store associates will take mandatory training courses dedicated to COVID-19 safety protocols.

**Social Distancing** — Our associates and guests must maintain at least six feet of distance between themselves and others.

**Cleaning and Disinfectants** — High-touch surfaces will be disinfected after every use, and we will continue to conduct additional cleanings and provide hand sanitizer in all of our stores.

**Fitting Room Safety Measures** — Our fitting rooms will initially be closed, and when they do reopen, will be limited to the use of every other fitting room to adhere to social distancing requirements. All clothing that is tried on and not purchased will be held in a designated area for 48 hours.

**Face Coverings** — Our associates will be required to wear face coverings, and we strongly encourage that all guests wear face coverings to protect themselves and others when visiting any of our locations. Face coverings are required where local laws mandate.

**Inbound Packaging** — All inbound packages and mail will be disinfected upon receipt, and returns will be disinfected and held for a 48 hours.

In select stores, we are offering contactless shopping options, including virtual shopping services and curbside pickup. To find out more, contact your local store.

By prioritizing safety, we are hopeful that together we can all make a difference.

Thank you for your loyalty, patience and love of our brand.

With warmth and gratitude,

Your Ralph Lauren Team