
An Update from Kendra Scott on COVID-19

1 message

Kendra Scott <noreply@kendrascott.com>
Reply-To: noreply@kendrascott.com
To: deniseblaz@gmail.com

Thu, Mar 12, 2020 at 3:11 PM

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KENDRA SCOTT

To our Kendra Scott Family,

Our hearts go out to all who have been affected by the outbreak of coronavirus. Family comes first here at Kendra Scott, and as member of our Family, your health and safety is our top priority.

We understand this situation is challenging, not only for our Family, but for every community and business around the world. We recognize the importance of our increased commitment to proactive and preventive action so that our stores may remain open to you as a safe space to shop and celebrate Family, Fashion, & Philanthropy together. We are prepared to navigate these challenging circumstances and have an ongoing task force with representatives from critical business areas to guide our organization's swift actions to this evolving issue and are committed to the ongoing care of our Family.

Part of this is actively monitoring the rapidly evolving COVID-19 situation and continually taking immediate steps as advised by the [CDC](#), [WHO](#), and local US health officials to support keeping our stores safe and clean for you, our employees, and the community at large. Transparent communication with you is forever important to us, which is why I wanted to personally reach out and share the proactive health and safety measures we have put in place to serve you in the safest way possible.

Enhanced Safety Measures:

We've always taken pride in our clean and well-run stores and distribution center, and we know this is more important than ever. In an abundance of caution, on top of our daily cleaning procedures, our stores and distribution center have been trained with an even more robust daily disinfecting checklist, noting increased attention to heavily trafficked areas and frequently touched surfaces. We have increased cleaning supply orders utilizing CDC-recommended disinfectants and increased frequency of cleaning during open hours as well as additional after hours deep cleans. In addition, we have increased the accessibility of hand sanitizers for you and our employees to protect the safety of the community.

We continue to provide all Kendra Scott employees with health & safety habits as advised by the [CDC](#), including washing hands with soap and water for 20 seconds; avoiding touching of the face; and advising and all associates to stay home if feeling unwell.

And while our stores remain open for business, we are always here to serve you at kendrascott.com or by contacting service@kendrascott.com.

Thank you for being part of our Family,

Sincerely,

A handwritten signature in black ink that reads "Tom Nolan". The signature is written in a cursive, flowing style.

Tom Nolan, President Kendra Scott

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