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## Dear Cast Members,

I am writing this with a heavy heart as I walk through this great time of uncertainty alongside all of you. Never in the decades that Sephora has existed have we faced a calamity such as this. I assure you that my team and I are working tirelessly to resolve the issues that have undoubtedly upset your lives since all of our stores closed [March 17](#). Sephora's mission is to encourage others to live fearlessly, but that does not mean we should live recklessly. In light of the uncertainty and danger surrounding COVID-19, closing our doors was the best decision for all parties involved. Since then, we have tirelessly worked to provide a three-tiered contingency plan for our cast members while you are unable to work on the floor.

### **Full-time workers will receive a monthly stipend of \$1,000**

Your work and commitment mean a lot to us. Sephora is a community bonded over a mutual love for makeup and an acceptance for all. As a part of our community, we intend to aid you as much as possible during this incredibly difficult time.

### **Sephora is hiring 2,000 new customer service employees**

Due to the large influx of online purchases and returns. We are in need of more online support than ever before. We will choose applicants based on their

financial needs and qualifications. [Applications](#) open today and close next week April 7.

## **Sephora will cover medical costs**

In the event that a cast member is hospitalized due to COVID-19, Sephora will cover any and all medical costs. No family should have to be saddled with astronomical medical bills in a time where most people aren't even receiving an income. At Sephora, we intend to have all of our cast members feel cared for and safe during this pandemic.

Thank you all for so patiently waiting for this message to reach you. If you have any questions at all, please email my office at [lapuente@sephora.com](mailto:lapuente@sephora.com).

Sincerely yours,

**Christopher de Lapuente**

CEO & Global President



We're here to help. Please let me know if there is anything else I can do to make this

time easier on you and your families.



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**Our mailing address is:**  
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*The following information is not intended to be factual but is part of a class assignment on writing e-newsletters at the S.I. Newhouse School of Public Communications, Syracuse University. All information is intended to be sourced appropriately*

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