



Staples CEO Update: Employee Safety, Free Shipping & No Order Minimums & Managing High Demand Items

Dear Valued Staples Customer,

I want to reach out with an update on what we're doing to support you as our global community navigates the personal and business implications of COVID-19. Serving your needs in a safe manner is of the utmost importance to us. Here are three things we are doing to ensure you, your family, and your business have the essentials you need.

- We've taken proactive steps to ensure our associates and their families are protected, including providing up-to-date guidance from the Centers for Disease Control and Prevention (CDC) on prevention, ceasing all non-essential business travel both domestically and internationally, and putting new policies in place to ensure sick team members remain home. For our delivery drivers especially, we've established new measures to keep drivers and customers safe. These measures include arming drivers with sanitizing products, easing desktop drops when requested, and no longer requiring customers to sign for deliveries. Additionally, we have augmented our in-store cleaning procedures, increased frequency of cleanings, and canceled in-store community events. Finally, we are stressing the importance of social distancing with all customers and associates within all of our retail locations.
- Until further notice, we will provide free delivery on all orders and no minimum order size requirement. This will give you and your colleagues the ability to get the products you need, when and where you need them. It goes without saying that larger bundled orders help us deliver value and reliable service and are also better for the environment. So please continue to consolidate orders where possible, as we strive to meet the needs of the maximum number of customers.
- We're doing everything possible to help you act on the preventative measures advised by the CDC. We've seen unprecedented demand for many products, especially hand sanitizer, N95 masks, gloves, and disinfectants. To get you the products you need in a reasonable timeframe, we are urgently partnering with our suppliers to replenish our inventory and to provide you with alternatives. In the immediate term and for the greater good of our communities, we've prioritized our customers who are on the front lines combatting the spread of COVID-19, including hospitals, first responders and long-term care facilities. We recognize the needs of all our customers are important and will refresh our sites and products as soon as possible so that these products will be made available to all.

Relying on the expertise of the CDC and local health officials across the country, we are committed to sharing information as soon as we have it to protect the health and wellbeing of our customers and associates. At the heart of our core values is you, and the Staples team members who serve you, and we are here to support your needs in every way possible.

Sandy Douglas
Chief Executive Officer, Staples, Inc.