



March 9, 2020

Dear Valued Customer:

Office Depot, Inc. is committed to maintaining a safe and healthy workplace for our associates and meeting commitments to our customers. As such, we are closely monitoring the ongoing COVID-19 coronavirus outbreak, per the [CDC](#) (Centers for Disease Control and Prevention).

As of today, COVID-19 has not had a significant impact on Office Depot's operations or the ability to service our customers. While we do carry imported products, current CDC and WHO guidance states that it's safe to receive packages from China. In an abundance of caution and concern for the health and safety of our associates and customers, we're taking precautions to help lower the risk of the disease spreading and ensure that we review and implement our business continuity plans. These precautions include:

#### **Associates**

- We have advised our associates to follow the public health authorities' guidance regarding hygiene and have reinforced existing Office Depot policy that encourages associates who exhibit flu-like symptoms to stay at home and consult with a medical professional.
- We have limited business travel, and we have encouraged associates to follow the public health authorities' guidance regarding personal travel.
- As an alternative, we have encouraged associates to leverage technology to hold business meetings whenever possible.

#### **Distribution Centers**

- Each of our distribution centers has a plan to ensure continuity of service in the event of a localized outbreak.
- Customer orders can be rerouted to other facilities if the need arises.

#### **Product Availability**

- Due to global shortages, we have very low availability or are out of stock on certain products. We are working daily with our vendors to add more stock but are subject to their ability to procure and allocate these items. We encourage you to continue to check our site for updates on product availability.

We appreciate the trust that you place in Office Depot. We will continue to update our plans and will keep you informed of any relevant business impacts. In the meantime, if you have questions, please contact our Customer Care team.

Regards,

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

Stephen Mohan  
EVP, Business Solutions Division