

## Current answers to your questions as of 4/10/20

### With the global outbreak of Coronavirus (COVID-19), is Staples experiencing any disruption to the products and services they offer me or my organization?

Yes, Staples is experiencing unprecedented demand in certain categories, such as hand sanitizer, hand soap, N95 masks, gloves, disinfectants, toilet paper, paper towels, and facial tissue. For these impacted categories, we are working diligently with our suppliers to return to a stable inventory position as soon as possible and will use this communication vehicle to update status. Most other categories are in stock and available to purchase. **\*\*Answer**

**Updated 4/10/20**

### What is Staples doing to manage the impact on customer orders?

Our merchandising, sourcing, supply chain and support teams across the company are taking proactive measures to maintain the highest levels of support for our customers, which includes:

- Leveraging our scale and relationships with key suppliers to maintain the best stocking positions for products based on availability
- increasing our safety stock levels on imported business essential products and preparedness items where supply remains unconstrained
- Making sure we have alternatives for products that could be impacted across the market
- Strategically shifting our sourcing of our new Product Brands to ensure the best possible supply
- Monitoring our suppliers daily to ensure we can proactively address/communicate disruption if/when appropriate

### How is Staples allocating supply of heavily constrained 'essential needs' products like hand sanitizer, hand soap, N95 masks, gloves and disinfectants?

Our primary objective is to serve our customers who are on the front lines combatting the spread of COVID-19 or who are the most at risk of being severely impacted by the virus. These groups would include customers like hospitals, first responders, and long-term care facilities ("Health Care").

Using this as our guiding principle, we are taking the following actions:

- Our sites will be continuously refreshed to reflect product status. Skus that we believe we could fulfill within a reasonable timeframe will show as "Backordered" with our best estimate of the date when we will be able to deliver; skus that we believe we cannot fulfill within a reasonable timeframe will show as only 'out of stock.' In some specific cases where demand has been extraordinary, we have removed these skus from our sites temporarily. Please note that this does not imply that Staples will no longer carry these skus going forward.
- For "essential needs" products: All customers will see the following message for high demand products, "Inventory for select items is reserved for first responders and healthcare providers." Starting 3/25, Health Care customers will be able to place new back orders for 'essential needs products.' All other customers will not be able to place back orders. See below for more detail.
- For Health Care customers:
  - We will fulfill current back orders from Health Care customers as soon as inventory is received
  - If a frontline Health Care/Official First Responder customer received a cancellation notice on a back order in error, we will follow a pre-defined internal process to assess adding the customer to the priority "Health Care" list and update our systems accordingly
  - All requests will be reviewed as they come in and could possibly be denied
  - If an account prioritization request is accepted, the Health Care customer will now be able to place a back order on 'essential needs' items
  - However, their prior back order will remain canceled and so the customer MUST submit a new order
  - Health Care customers will be able to place new back orders starting Wednesday, March 25<sup>th</sup>.
- For all other customers:
  - Back orders for all other customers have been canceled in order to prioritize vital supplies to Health Care and first responder organizations
  - We could not fulfill these orders in a reasonable timeframe while also prioritizing these frontline customers
  - Temporarily, customers that don't meet the prioritization criteria should not be able to place an order.
  - If an error occurs and a customer is able to place an order, the order will be cancelled by the system before it is fulfilled

### How will customers know if they will receive a back order they placed?

Customers will receive either an email with an order status update or a cancellation notice due to our inability to provide the products ordered in a reasonable time.

### How will customers know when constrained products are again available to order?

- Customers can verify their ability to back order high demand items by asking their account manager or following the below steps:
- **Step 1:** Log in to StaplesAdvantage.com account
- **Step 2:** Search for a high demand product (Ex. hand sanitizer, gloves, and or disinfectants)
- **Step 3:** Go to the "Healthcare Reserved" filter on the left side of the screen and select "Yes" to narrow product listing to those still available for back order
- **Step 4:** The product shown on the page is now only what is reserved for first responders and frontline healthcare providers
- **Step 5:** A yellow alert will also show on the constrained product detail page with "Inventory for select items is reserved for first responders and frontline healthcare providers"
  - When a first responder or frontline healthcare account selects "Add to Cart" they will be able to place a backorder for the product; backorder delivery dates will be shown in cart when placing an order
  - If a customer is not an approved first responder or frontline healthcare account, they will see the "Add to Cart" button but when they try to order, they will receive a pop-up message indicating the item is out of stock

### Is there a way to place a Special Order on Staples Advantage?

Yes, if you are looking for hard to find items, you can place a request for a quote using the Special Order feature. Items that are displayed as out of stock or on back order, are **NOT** available for Special Order.

### Can my organization return large order quantities if we over purchased items?

We will try to accommodate returns but ask that you are mindful of the quantities you are ordering.

- See [here](#) for specific details on Staples.com return policy.

## 4/10/20 COVID-19 FAQs

- See [here](#) for specific details on Staplesadvantage.com return policy.

### **What restrictions and guidance are currently in place related to Staples employees, contractors, or third parties that may be traveling to or from affected regions, and then returning to or visiting headquarters or operational locations?**

To ensure we service our customers, we will utilize audio/video and or in person meetings when appropriate to answer questions and continue to support customer needs. In addition, we have instituted a temporary travel ban for all non-essential domestic and international business travel.

We have also communicated CDC and WHO best practice guidelines for the prevention of spreading disease, including:

- Avoid close contact with people who are sick
- Avoid touching eyes, nose, and mouth with unwashed hands
- Wash your hands often with soap and water for at least 20 seconds
- If soap and water are unavailable, use an alcohol-based hand sanitizer

As this is a rapidly evolving situation, we are continuing to monitor closely and will update our policies as necessary to ensure adequate protective and preventative measures remain in place.

### **What preventative measures is Staples taking to mitigate the risk of COVID-19 transmission and protect the health and wellness of customers?**

We continue to take the guidance from the CDC and WHO and are doing regular education with our associates on best practices on healthy workplace habits. We are also encouraging associates with remote capabilities to work from home and have restricted non-essential business travel. Quarantine protocols have also been set in place and are in line with CDC and Canada Health identified warning locations and situations. Furthermore, associates have been directed to not come to work if they are exhibiting symptoms of COVID-19.

### **What preventative measures are delivery drivers taking?**

Our drivers are taking extra precautionary measures as they are in contact with many customers, including health provider locations. The drivers are no longer capturing signatures from customers with our devices and have been provided with additional sanitizing products at their locations as available and as deemed necessary by the location. We are also complying with any and all customer requests to change normal delivery routines, such as leaving packages outside hospitals instead of desktop deliveries. As with all of our employees in the abundance of caution, we are asking our drivers not to come to work if they are exhibiting symptoms of COVID-19.

### **What preventive measures is Staples Supply Chain taking?**

Our Supply Chain is taking extra precautionary measures and increasing the amount of cleaning in each Fulfillment Center. Main entrances, breakrooms and bathrooms are being cleaned multiple times throughout the day. All breakrooms have been stocked with cleaning supplies and tools for use by associates during their workday to operate safely. All commonly used warehouse tools/equipment are cleaned and disinfected at least daily as well.

### **Will Staples associates complete company documents on COVID-19 policies and procedures that customers require of all vendors?**

Due to the volume of requests for information on Staples COVID-19 policies and procedures, we have created this FAQ document and ask that customers utilize the information provided within it in lieu of requiring Staples associates to complete separate forms. Should you require information not reflected in the FAQ document, please work directly with your Staples representative for additional needs.

### **Where are the products Staples sells being sourced from?**

As one of the largest distributors in the United States, Staples has strategic suppliers and manufacturers that may have items or components that are manufactured in the US and or globally to include China.

### **Is it safe to receive a package from any area where COVID-19 has been reported?**

Per the [World Health Organization \(WHO\)](#): *“Yes. The likelihood of an infected person contaminating commercial goods is low and the risk of catching the virus that causes COVID-19 from a package that has been moved, travelled, and exposed to different conditions and temperature is also low.”*

### **Should I wear a facemask?**

In light of new data about [how COVID-19 spreads](#), along with evidence of widespread COVID-19 illness in communities across the country, CDC recommends that people wear a [cloth face covering](#) to cover their nose and mouth in a community setting where other social distancing measures are difficult to maintain. This is to help protect people who may have the virus and do not know it from transmitting it to others. **\*\*Answer Updated on 4/10/20**

### **Does Staples' Disaster Recovery / Business Continuity Plan include Pandemic Planning and Preparedness?**

At Staples, the safety of our associates, customers, and businesses is a top priority.

Therefore, Staples has developed a Pandemic Plan in accordance with the World Health Organization's (WHO) guidance. In the event of a Pandemic, our phased approach corresponds with the WHO's guidelines, and will allow Staples to respond proactively when possible and reactively when necessary as the situation warrants.

In general, Staples' focus of pandemic preparedness is to:

#### 4/10/20 COVID-19 FAQs

- Limit the impact of an outbreak on our associates and their families
- Limit the impact of an outbreak on our delivery business by maintaining essential operations and services to whatever extent possible.

In the event of a Pandemic outbreak, Staples' *Business Continuity Plan* for key functional areas (Supply Chain, Customer Service, etc) serves as our procedural documents with regards to technology and systems. Our company's *Crisis Communication Plan* serves as the procedural document for communication strategies during a pandemic. Warehouses comply with *Emergency Response Plans* that are specific to each location.

In order to limit the negative impact of a pandemic on our business, Staples' *Crisis Management Team* (a cross-functional group with key team leads across the family of companies in Staples, led by the Business Continuity Manager) is responsible for making rapid decisions within the framework of our Staples Business Continuity Plans, and Staples Crisis Communication Plan.

In the case of a pandemic outbreak, Staples' Leadership Team considers and acts on Staples issues related to:

- Communications (i.e. to associates, customers, vendors, and suppliers)
- Technology Considerations
- Essential Function and Essential Associate assignments
- Policy and Procedure execution

This team draws upon the *Staples Business Continuity Plan* and the *Staples Crisis Communication Plan* for each operating company and/or site, including an analysis of the associate, business, and social consequences resulting from a pandemic. Contacts with local authorities on pandemic issues are coordinated through the Staples Physical Security (law enforcement), HR (health) or business continuity team (emergency management agencies).

The team's responsibilities, at a minimum, include the following:

- Monitor an evolving pandemic, as it is a dynamic situation
- Keep up to date with recommendations from local / national health experts, which are likely to change in different phases of the pandemic.
- Ensure clear communication between associates, health practitioners, our EAP, and local authorities involved with disease control.
  - Reduce the chances that employees become infected, both at home and at work, by considering suitable protective measures

Staples is committed to staying current with the latest Pandemic data issued by the WHO and by national public health (US' CDC, Centers for Disease Control and Prevention, and Canada's PHAC, Public Health Agency of Canada), and our plans will be adjusted and intensified should the WHO's Pandemic Alert be elevated or changed.