



Dear Valued Customer:

Office Depot is committed to maintaining a safe and healthy workplace for our employees and helping our customers to do the same. As such, we are closely monitoring the ongoing COVID-19 coronavirus outbreak according to the guidelines and recommendations of the [CDC](#) (Centers for Disease Control and Prevention). We want to share with you the actions we are taking to help protect our employees and our customers.

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

We know you are working hard to keep your employees safe as well. Due to increased demand for some cleaning and personal care products, we may be out of stock on select items. I want to assure you that we are working closely with our vendors to add more stock whenever possible. We encourage you to check our website often for updates on product availability.

Our distribution centers have 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. We will continue to assess our delivery methods based on the guidance of public health authorities and your delivery preferences (e.g. desktop delivery vs. dock delivery).

We are also focused on enabling your business to remain productive whether you have employees working in an office or working remotely from home on a full-time or temporary basis.

- Your corporate program can be leveraged by your employees either online or in-store.
- Your employees can purchase needed supplies and print services at one of approximately 1,300 Office Depot or OfficeMax stores. [Click here to locate a store near you.](#)
- Any order can be shipped directly to a home address.

We appreciate the trust that you place in Office Depot. We will continue to closely monitor the situation and take actions necessary to help keep our employees and customers safe while providing the products and services you need to run your business. For more information, please contact your local sales representative.

Regards,

A handwritten signature in black ink, appearing to read "Gerry", with a long, sweeping underline that extends to the right.

Gerry Smith  
CEO, Office Depot, Inc.