



March 27, 2020

Dear Valued Customer,

As we all continue to navigate our “new normal” together, Office Depot is committed to maintaining a safe and healthy workplace for our employees and ensuring our local communities, businesses and schools have what they need to be productive and successful.

We recognize that you continue to rely on us, perhaps more than ever, to ensure that you are productive during these challenging times. We take that responsibility seriously. Thanks to the incredible commitment of our dedicated employees, our stores, online and delivery operations remain open as we provide essential products and services that help our customers manage their businesses, and work from home and learn from home. We also provide paper products, cleaning and janitorial supplies, printing and shipping services and other items in high demand during this unprecedented and challenging time.

Our amazing store associates are working tirelessly to provide supplies, furniture and technology to enable thousands of people to work from home. We’re printing posters and signs for local small businesses to help them communicate to their customers. We’ve also printed and delivered teaching materials to help local school districts get their learn from home processes up and running efficiently.

Please know that the well-being of our customers and employees is always a priority, and we continue to take precautions to help provide a safe, healthy environment, including:

- Instructing our store associates to follow CDC guidelines for preventing the spread of the virus at all times and asking them to stay home if they have any health or childcare concerns.
- Providing [curbside](#) pickup at most locations for customers that prefer to have their online or mobile orders brought out to their cars instead of picking up inside the store. Contact your local store for curbside pickup eligibility.
- Limiting store occupancy to a maximum of 25 people or less and enabling a six-foot distance requirement for all associates and customers, in support of the “social distancing” recommendations of the CDC.
- Reducing operating hours at all store locations. Visit www.officedepot.com/storelocator for current hours in your area.

We are working closely with state and local governments as this situation evolves to continue to provide a variety of convenient options to serve your needs through our approximately [1,300 Office Depot or OfficeMax stores](#) or via officedepot.com.

All of us at Office Depot appreciate your patience and understanding during these unprecedented times, and we thank you for putting your trust in us.