



To Our Staples Business Advantage Customers:

As adapting to COVID-19 becomes our new normal, Staples Business Advantage Canada continues to take numerous precautions to keep our associates and customers safe. As many businesses are re-opening across the country, we want to provide you with a further update on the precautions we are taking to keep our associates and our customers safe.

In line with Health Canada's guidance, we are now requiring our associates including those in our Fulfillment Centres, Delivery Operations and Furniture Operations to wear face coverings when at work in open, common areas and when in close proximity (less than 2m) of others. We have also introduced a daily assessment screening requirement for associates working in our buildings. These screenings will identify any associates who show signs of risk so we can ensure they do not enter our buildings.

Our delivery drivers continue to take precautionary measures at all points in the delivery process, continuing to have gloves and hand sanitizer available in their trucks, complete contactless delivery without requiring signatures for deliveries and observe physically distancing throughout the delivery process. This means, in cases where contactless deliveries are not possible, our drivers will be wearing masks and taking appropriate sanitizing precautions.

We appreciate you trusting us to deliver to your business and home offices in a safe manner. We recognize that you will have implemented precautions in your buildings as well, and our team will endeavor to support your precautions.

It is our priority to support our associates, customers and the business community, particularly in these uncertain times. Staples Business Advantage Canada remains committed to informing and serving our customers, by providing several shopping options (including online at eway.ca) and solutions for the products and services you need. You will continue to find new information posted at StaplesBusinessAdvantage.ca as it becomes available.

Sincerely,

Michelle Micuda

President, Staples Business Advantage Canada

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We're happy to hear from you. Send us your feedback at SACanadaCustomerRelations@Staples.com

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