



Current answers to your questions as of 3/24/20

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

Yes, HiTouch Business Services is experiencing unprecedented demand in certain categories, such as hand sanitizer, 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.

What is HiTouch Business Services 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 HiTouch Business Services allocating supply of heavily constrained 'essential needs' products like hand sanitizer, 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 HiTouch Business Services 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 25th.
- 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

****Answer updated on 3/24/20**

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?

These products will show in stock on the website when they become available.

Is there a way to place a Special Order on HiTouch Business Services ?

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.

What restrictions and guidance are currently in place related to HiTouch Business Services 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

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- 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 HiTouch Business Services 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.

Will Staple' 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 HiTouch Business Services 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 HiTouch Business Services associates to complete separate forms. Should you require information not reflected in the FAQ document, please work directly with your HiTouch Business Services representative for additional needs.

Where are the products HiTouch Business Services sells being sourced from?

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

How does HiTouch Business Services handle items that are imported from China?

We are closely monitoring the situation and are following the official public health guidance from the CDC that items shipped from China. Per the [CDC's website](#):
"Currently there is no evidence to support transmission of COVID-19 associated with imported goods and there have not been any cases of COVID-19 in the United States associated with imported goods."

Does HiTouch Business Services' Disaster Recovery / Business Continuity Plan include Pandemic Planning and Preparedness?

At HiTouch Business Services, the safety of our associates, customers, and businesses is a top priority.

Therefore, HiTouch Business Services 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 HiTouch Business Services to respond proactively when possible and reactively when necessary as the situation warrants.

In general, HiTouch Business Services' focus of pandemic preparedness is to:

- 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, HiTouch Business Services' *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, HiTouch Business Services' *Crisis Management Team* (a cross-functional group with key team leads across the family of companies in HiTouch Business Services, led by the Business Continuity Manager) is responsible for making rapid decisions within the framework of our HiTouch Business Services Business Continuity Plans, and HiTouch Business Services Crisis Communication Plan.

In the case of a pandemic outbreak, HiTouch Business Services' Leadership Team considers and acts on HiTouch Business Services 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 *HiTouch Business Services Business Continuity Plan* and the *HiTouch Business Services 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 HiTouch Business Services 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

HiTouch Business Services 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.