

COVID-19: THE RESPONSE IN OUR STORES

The Home Depot is an essential retailer to communities we serve. We've been committed to keeping stores open during the COVID-19 coronavirus crisis to serve our communities, as we do during natural disasters.



- 1** We limited the number of customers who could shop in our stores at one time.
- 2** We reduced store hours to allow for restocking and additional sanitizing.
- 3** Our temporarily adjusted 180-day return policy, increased from 90 days, reduced store visits.
- 4** We initiated free curbside order pickup at most stores and increased delivery options for homedepot.com orders.



- 5** Shields at registers, customer service desks, paint counters and other key customer service locations help protect associates and customers.
- 6** We limited in-home services and installations to essential maintenance and repairs.
- 7** Social distancing reminders are broadcast as in-store announcements, and signs are posted on floors and in aisles throughout the store.
- 8** Notices remind associates to wash hands, sanitize surfaces and use hand sanitizer frequently.



- 9** We provided associates with non-medical masks and gloves. In mid-June 2020, we began requiring all associates to wear masks or face coverings in all Home Depot locations where masks weren't already required.
- 10** Associates received thermometers for at-home temperature checks before work.
- 11** We rolled out a required health and safety course for all associates. It covers COVID-19 disease facts, prevention and workplace guidelines.