



September 24, 2009

Dear Valued Customers;

On Wednesday, September 23, Staples Advantage Canada announced it will be closing its Customer Care Contact Centres in Edmonton, Alberta and Dartmouth, Nova Scotia. Alberta customer calls will be managed by our existing, state-of-the-art facility in Vancouver, British Columbia. Atlantic Canada calls will be managed by our existing facility in Boucherville, Québec. Each centre remains local within their region. We still have a strong presence in all three regions as an employer in all Canadian provinces with our fulfillment centres, Staples' Contact Centres and retail store locations.

Inbound customer calls from Southern Alberta and Atlantic Canada will transition effective November 2 and inbound calls from Northern Alberta will transition effective November 30.

Although a challenging decision, we feel it will allow us to best serve the needs of the market more efficiently while having no impact to our service levels.

At Staples Advantage, we are committed to our associates and devoted to ensuring their fair treatment. Although we have closed down these contact centres, we are offering those associates affected other career opportunities within the Staples organization as well as relocation funds to assist them in their transition.

In preparation for the transitions happening in November, we piloted our call transfer process on September 23rd. During this test period some customers may have experienced some difficulty. Please accept our sincerest apology for any inconvenience that may have been caused.

We are committed to providing you, our valued customer, a superior experience in all aspects of your business with us. There will be no changes to your sales and delivery teams as a result of this decision. Please rest assured you will continue to receive the same or better, industry leading level of service and knowledge you've come to expect from Staples Advantage.

Please do not hesitate to contact your Account Representative should you have any questions.

We thank you for your understanding and look forward to continuing our partnership with you.

Sincerely,

A handwritten signature in black ink, appearing to read "M. Zahra".

Michael Zahra
President

A handwritten signature in black ink, appearing to read "A. Wilson".

Andrea Wilson
Director, Customer Experience & Sustainability