



COVID-19 UPDATE: HOW HOME DEPOT IS PREPARING AND RESPONDING

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As the situation around the 2019 Novel Coronavirus (COVID-19) continues to develop, our paramount concern has been for the health and safety of our customers and associates.

Several weeks ago, The Home Depot established a task force led by our Medical Health Management team to plan for the potential impacts of COVID-19. While this is not an exhaustive list, here are some of the precautions we're taking across our business.

Stores & Non-Store Facilities:

As part of our normal practice, our stores and other facilities are cleaned and sanitized daily. Following guidance from the Centers for Disease Control and Prevention (CDC), we're increasing the frequency of cleaning and general hygiene maintenance in stores and other locations. We're also stepping up our efforts to disinfect high-traffic and high-touch areas like self-checkout, door handles, and bathrooms, as well as posting signage about handwashing and other preventative actions.

Events:

We have temporarily postponed or cancelled several large external and internal gatherings that would have been held in our stores, office locations and off-site venues. For example, we have temporarily paused our in-store Workshops, which are often attended by well over 100 people at a time.

Our Associates:

We've relaxed our time-off policies, so associates don't exhaust sick, personal, or vacation time if they're directly or indirectly impacted by COVID-19. And as always, we're encouraging associates who are sick to stay home. We'll continue to follow the U.S. Department of State and CDC's guidance on international travel, and we're asking all associates to curtail non-essential domestic business travel.

Product:

We're seeing an increased demand for face masks, hand sanitizers and other cleaning supplies in our stores and online. Our merchandising and supply chain teams are working very hard to replenish these items as quickly as possible, and we've been restocking on a regular basis. To best serve as many customers as possible, we've implemented a purchase limit of 10 face masks per person.

Deliveries & In-Home Service:

If customers have an installation or other in-home service scheduled and want to postpone to a later date, we'll be happy to reschedule. We've advised all delivery and Home Services associates to follow everyday preventive actions including washing hands often, disinfecting frequently touched objects, and carrying hand sanitizer.

We're grateful to our 400,000 associates and thousands of suppliers who are working diligently to provide our customers with essential products and a great shopping experience. We are staying in close contact with the CDC as this situation evolves and will continue to make sure that our business practices and other measures for the safety of our customers and associates are consistent with the most up-to-date information.

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