

Staples Canada

Corporate Social Responsibility

Reporting for 2022



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LAND ACKNOWLEDGEMENT

We acknowledge that Staples Canada offices reside on traditional, treaty, and unceded territories now known as Canada and often referred to as Turtle Island by many Indigenous peoples. We acknowledge that this land is still home to many First Nations, Inuit, and Métis peoples.

Regardless of where we come from, we are all interconnected through the land that we live on, water that we use and air that we breathe.

We are committed to a continuous learning journey in allyship. We seek to elevate Indigenous voices and lived experiences to cultivate reconciliation in across Turtle Island.



A MESSAGE FROM OUR CEO

As the Working and Learning Company, we inspire people to work smarter, learn more and grow every day. With a focus on community, inspiration, and services we are committed to fostering an environment where we can all thrive. We strongly believe that as an organization we have a responsibility to the communities we serve and that our business must conduct itself ethically and sustainably. Our ability to deliver on this mission is rooted in our strong sense of responsibility toward our customers, our associates, and the communities in which we live and work.

We recognize that the actions we take as an organization can have a profound impact on our society and know that our greatest asset is our people. That is why we continue to invest in their development with a wide range of programs to support both their professional and personal growth. We have strengthened our commitment to equity, inclusion, community, and sustainability and have partnered with organizations such as the Canadian Centre for Diversity and Inclusion (CCDI) and MAP to help us deliver on this vision.

As a leader in the sustainability space, we have a long history of being planet passionate and continue to help Canadians make sustainable choices through partnerships, education, products, and services, continuously offering new and innovative products to lead the charge in creating the path towards a greener future.

We are committed to sharing our learnings transparently and will continue our work in the areas where our vision has yet to be fully realized, such as increasing diversity and inclusion in our workforce, improving employee well-being and training, addressing equity challenges in our community, and further quantifying the sustainability impact of our business.

I am honoured to lead a company that is so deeply dedicated to these principles while recognizing that there is always room for improvement.

In the next several pages you will read about the many activities, initiatives, and partnerships we have embraced throughout 2022 that build upon our company's values. Looking back at our accomplishments for the last year, I am both inspired and optimistic for the future.

We invite you to learn more about Staples's corporate social responsibility for 2022 and hope you will join us on our journey.

A handwritten signature in black ink, appearing to read 'David Boone'.

David Boone, CEO



Values

At Staples our values guide our daily actions, it's what we believe we stand for...

We believe in big ideas and encourage out-of-the-box thinking and solutions.



We Own It

We are accountable, responsible and act with urgency. We bring our best every day, it's how we play to win.

We Are Partners

We offer more than just products and services. We have one common goal; to deliver solutions to our customers; allowing them to turn their goals into reality.

We Are One Team

We do great things because we embrace the power of working together.

We Care

We create a community through meaningful experiences and relationships with every person we encounter



Staples Canada is The Working and Learning Company and the leading provider of workplace and educational solutions in Canada. As a Canadian privately-owned organization, we are committed to being a dynamic, inspiring partner to customers who visit our 300+ locations across the country, work with our business-to-business group at staplesprofessional.ca and visit our website at staples.ca.

In June 2022, we welcomed Denis Office Supplies and Furniture and Supreme Office Supplies to the Staples family. This opportunity enables us to better serve Canadian businesses from coast to coast. In working together, we are strengthening and growing our product and services offering, while continuing to provide the exceptional customer service that our brands are known for.

With the addition of Denis and Supreme, we now have four brands that support business customers, Staples Preferred for small businesses and Staples Professional for medium to large-sized enterprises, Denis Office Supplies and Furniture, and Supreme as well as six co-working facilities located within Toronto, Kelowna, Oakville, Calgary and Ottawa under the banner Staples Studio.

In addition to offering the latest technology products, work-from-anywhere essentials, clean, safe, and well solutions, and business services through Solutionshop; Staples Canada is a proud national partner of MAP, a world-class research centre based at St. Michael's Hospital.

Staples and MAP have come together to create Even the Odds; an initiative to raise awareness of inequity in Canada and to build vibrant, healthy communities.

Staples Canada also supports local and regional charitable initiatives based on our three pillars; equity, environment, and education, to help communities work, learn and grow together.

KEY AREAS OF FOCUS



EQUITY

Vibrant communities are equitable communities. We help build and grow communities that embrace fairness and raise awareness of inequity so that everyone has the opportunity to thrive.



EDUCATION

Schools are the cornerstone of our communities and the portal to learning and growth. We support organizations that enhance the educational experience for both students and educators by ensuring they have the tools and supplies they need to succeed



ENVIRONMENT

We believe we have a shared responsibility to sustain the planet for future generations. We provide customers with recycling solutions and options for sustainable product choices



Our Goals for a Greener Future

CONTINUOUSLY IMPROVE WASTE DIVERSION AND INCREASE RECYCLING

Staples Canada aims to continuously reduce its environmental impact by improving waste diversion and recycling and maximizing energy efficiency. In 2020, Staples, with its partners set goals to help Canadians reduce their environmental impact by 2025. Staples is currently on track to achieve all targets by 2025.



Recycling and waste diversion by leveraging the scale of our national network of facilities, our fleet, and partnership with Staples Canada



Target: 13.5M Metric Tonnes in electronic recycling by 2025



Target: 8M units in recycling writing tools by 2025



Target 8.5M units in ink & toner by 2025



Target: 750,000KG in battery + cell phone recycling by 2025

SUSTAINABLE TRANSPORTATION + FLEET EFFICIENCY

In 2022, Staples Canada took a significant step forward in our planet passionate journey with the purchase of Electric Vehicles (EVs) as part of our existing fleet.

Our current investment in our transportation management system (TMS) enables us to optimize our delivery paths, significantly reducing the number of kilometers driven annually and further reducing our carbon footprint.

Further reductions in our carbon footprint will be visible in the near future with the rollout of additional EVs.

MAXIMIZE ENERGY EFFICIENCY

- Bullfrog Power will be powering all Solution Shop and Hub facilities, Studio locations, and Staples Professional HQ E-commerce platform in Canada, supporting the transition from fossil fuels to renewable energy.
- Reduce Natural Gas by 10% for 2025 from our current baseline
- All buildings to be LED interior and exterior by 2025
- Reduce NG and electricity by 10% for 2025 from our current baseline through constant commissioning.

CUSTOMER RECYCLING SOLUTIONS

batteries



Since 2004, Staples has continued to partner with Call2Recycle to collect and recycle used batteries from customers as a part of our regular delivery and in-store operations. To date, this partnership has diverted over 1 million kilograms of used household batteries from landfill.

cardboard boxes



Staples Professional works to reduce the impact from packaging by ensuring each and every order is packaged to size. Through our partnership with Cascades, cardboard boxes are collected and returned to our facilities for reuse and recycling.

Fifty Green



The Fifty Green program at Staples Professional encourages our customers to help reduce the impact on the environment by reducing the number of deliveries to your location through combining orders that in turn improves our operational efficiencies. A small fee is placed on orders under \$50, with a portion of the fee going to Tree Canada to support their community activities. For more information, contact your Staples Professional sales representative.

ink & toner



Staples is one of the world's largest ink recyclers, and together with our partners and collection program, we recycle millions of ink and toner cartridges each year. The cartridges we collect are either reused or recycled, with end-of-life cartridges used to make other products, including items like office trays, pen and paper holders.

electronics



Staples Professional + Staples Canada continue to work alongside our national electronics recycling partner eCycle Solutions to take back end-of-life electronics from customers. To date, we have collected 20.5 million kilograms of e-waste for recycling through this electronics recycling program.

in-store services



We offer a number of recycling services to our customers that are available exclusively in store. Staples Canada is partnered with TerraCycle and customers are encouraged to drop off used writing instruments at local stores, such as pens, pencils, markers, and highlighters, which are sent to Terracycle for recycling. In addition, Staples Canada has partnered with Iron Mountain to provide our customers with secure shredding services. Our shredding services are committed to protecting the environment as much as it is to protecting your privacy.

Environmentally Sustainable Products

As a planet passionate organization, Staples Canada continues to raise the bar on providing sustainable solutions which helps Canadians make more environmentally conscious choices, including an assortment of over 2,500 eco-friendly products sourced from a dynamic network of like-minded vendors. Our products are certified by various organizations, including Forest Stewardship Council, Sustainability Forestry Initiative, Rainforest Alliance, EcoLogo, and Energy Star, among others.

In 2022, Staples Professional introduced the Coastwide Professional cleaning line to their customers, supporting the transformation of facilities with ultra concentrated single use pods exclusively available at Staples. These products not only out perform mass market brands but are also green seal certified, meaning they contain no single use plastics and come in fully recyclable packaging.

Our OWN brand products are created with the health of people and the planet in mind, including recyclable paper towels, reusable cups, reusable food and beverage containers, and high-quality ink + toner made from manufactured parts.

Our eco-friendly products are classified internally into two categories: Eco-Level 1 – products with 40%+ recycled content, and Eco-Level 2—those with less than 40% recycled content. We offer over 2500 products in-store and many more online through [staples.ca](https://www.staples.ca) and [Staples Professional \(eway.ca\)](https://www.eway.ca) within these two categories.



OWN BRAND SPOTLIGHT



FSC Certified Paper

Availability of Staples Branded Paper products that are FSC (Forest Stewardship Council) certified. This paper is made of fibre from well-managed forests, located in Windsor and Quebec. Staples FSC Certified Copy Paper is a great option when looking for efficiency and value, while still upholding sustainability initiatives.



Perk Compostables

We've eliminated all single use plastic Perk products to compostable. These products are a sugarcane-based sustainable alternative to traditional paper and single use plastic products.



Coastwide

Coastwide cleaning products are UL ECOLOGO Certified and are verified for reduced environmental impact. Packaging has been designed with waste reduction in mind.

SUPPLIER CODE OF CONDUCT:

At Staples, we strive to work with suppliers who treat their workers with dignity and respect, adhere to applicable laws and regulations, and make their products in an environmentally sustainable manner. Accordingly, we require each supplier providing us with Staples® brand products to comply with our Supplier Code of Conduct (the "Code"). We strongly recommend that our other branded suppliers and subcontractors comply with our Code or similar standards. Our Code covers such areas as Health and Safety, Wages and Benefits, Ethical Standards, Environmental Impact and Labour Laws. For a full overview of our Supplier Code of Conduct, visit [here](#).



TREE CANADA

Staples Professional is an Ultimate Sponsor of Tree Canada, working together for over a decade and planting more than 250,000 trees since our partnership began. This year during National Tree Day, associates planted trees in communities across the country in 11 different locations. In October, several in-store Spotlight sessions were held in Ontario and Quebec aimed at educating children about the importance of trees and how to plant a seedling.

Through funds raised in 2022, Staples made a \$70,000 donation to Tree Canada through our Fifty Green Program.



SUSTAINABLE PARTNERSHIPS & IMPACT





10TH YEAR ANNIVERSARY OF TERRACYCLE PARTNERSHIP

As a part of our ongoing commitment to sustainability, Staples Canada associates gathered together on October 18th, 2022, to celebrate Waste Reduction Week, as well as 10 years of partnership with our writing instrument recycling partner, TerraCycle.

Since 2012, the program has collected almost 6 million of old writing instruments. That's the weight of 142 grand pianos or 32 mid-size cars.

During this collaborative workshop, associates created an eye-catching piece of upcycled art using our very own used writing utensils collected from Staples stores. This art piece is now hanging in our Richmond Hill office.

STAPLES CANADA AND BULLFROG POWER

Since 2013, Staples Canada has partnered with Bullfrog Power to support clean, renewable electricity. Staples Canada is the top partner for Bullfrog, making us one of the leading supporters of renewable energy through Bullfrog Power in Canada by choosing clean, renewable electricity for all Staples Studio (co-working) locations, our Staples Professional head office, our Staples Professional e-commerce platform and all Solution Shop locations including our production centres – making Staples the number one green printer in Canada.

Through the organization’s commitments and improvements towards waste management, Staples Professional has received certification through the ICI on Recycle + program with Recyc-Quebec. Staples Professional is committed to reducing the environmental impact of operations and has received a Performance + rating.



RECOGNIZED AS A LEADER IN SUSTAINABILITY

In 2022, Call2Recycle recognized Staples Canada as a Leader in Sustainability for diverting 233,924 kilograms of batteries through the Call2Recycle battery collection and recycling program.



ISO 14001 Environmental Management System



ISO 9001 Quality Management System

STAPLES PROFESSIONAL HAS BEEN ISO CERTIFIED FOR OVER A DECADE

Staples Professional maintains both an Environmental Management System (EMS) and Quality Management System (QMS). These systems are ISO 9001 and ISO 14001 certified; these internationally recognized standards acknowledge the depth and thoroughness of our operations. The systems are built upon standardized processes, procedures, and internal and external audits. ISO certification provides 3rd party verification of our processes and an unbiased perspective on our operations. These certifications demonstrate our ongoing commitment to continuous improvement and responsible operational and environmental management.



ASSOCIATE ENGAGEMENT



A highly engaged workforce is an important part of our culture. To ensure a continuous feedback loop, we administer an annual engagement survey to our over 11,000 associates to gain their feedback on a variety of topics including leadership, diversity and inclusion, and personal development. We incorporate this feedback into action plans that support our cultural journey and ensure our associates' voices are heard.

NOTABLE 2022 HIGHLIGHTS

87%

believe that people from all backgrounds have equal opportunities to succeed at Staples

89%

of associates feel they are treated fairly, regardless of race, gender, disability, religion, age or sexual orientation

87%

believe their direct manager creates an environment in which diverse perspectives are respected and valued

91%

believe Staples provides a safe working environment for associates

74%

overall engagement

89%

participation rate

87%

feel their direct manager genuinely cares about their wellbeing

92%

believe management treats them with dignity and respect.

DIVERSITY, EQUITY, AND INCLUSION



At Staples belonging is where we begin. We strive to create a sense of belonging for all of our associates, and all customers in the Staples ecosystem. Everyone who steps foot inside a staples store, office, or accesses our websites should feel they belong.

To create that sense of belonging, we have made the following progress:

LAUNCH OF INCLUSIVE BENEFITS

Understanding the importance of mental health and wellness for our associates, we increased our mental health benefits and introduced gender affirmation benefits.

LEARNING AND DEVELOPMENT

Unconscious Bias Training

In 2022, we expanded our Unconscious Bias Training across the various business units and have now embedded this training within our new hire training. This training assists our associates in recognizing their own biases and when they appear and provides tools to help counteract biases.

Inclusive Language & Active Allyship

In 2022, we hosted a dialogue series that focused on inclusive language and allyship. These one-hour sessions were conducted internally and provided a dialogical approach to learning and committing to actions to leverage inclusive language in our day to day, and to support active ally-ship.

REPRESENTATION

As part of our ongoing commitment to gender equality, we are proud that our senior executive team is comprised of 50% women. Additionally, our Director+ level team has seen an increase of 3%, year over year, to 43% representation.

We know that diverse representation matters.

Annually, in our Associate Engagement Survey, we invite our associates to self-identify. Based on those who chose to identify, the following data represents our organization:

- 44% identify with racialized groups
- 18% identify with the 2SLGBTQ community

BUSINESS RESOURCE GROUPS

We are proud to have four business resource groups at Staples Canada. These groups are by our associates, for our associates. They provide leadership, informal mentorship, networking, education, and help support the drive of the strategic priorities of DEI in the business.



Women Who Lead:

Focused on enabling women in the workplace and promoting gender diversity, this Business Resource Group provides our associates a platform to network and engage in open dialogue. This group provides opportunities for our associates to participate in events and initiatives that educate, inform and help promote an inclusive culture at Staples.



Pride @ Staples:

Pride @ Staples provides support, education and networking to our 2SLGBTQ+ community and allies. The group's mission is to create an inclusive environment that recognizes and celebrates the 2SLGBTQ+ community, where all associates belong and have a safe space to be their authentic selves.

In 2022, we held ten awareness events and increased our BRG participation by 60%.



STAAND (Staples Together Against All Notions of Discrimination):

STAAND engages our BIPOC associates, and allies, in education and action. The mission is to promote equality for all while celebrating cultural diversity, and having authentic discussions to inform decision-making, and encouraging an environment of inclusion and opportunity



Mental Wellness Warriors:

The mental wellness warriors group is focused on stopping the stigma associated with mental health in the workplace. Through awareness and education, this group is focused on creating a culture and building a network to lessen the stigma around mental health.

ASSOCIATE SUPPORT

Staples Canada Annual Academic Scholarship Program

Each year \$22,000 in scholarships are awarded through the Staples Canada Annual Academic Scholarship Program to associates or children of our associates attending post-secondary education.

Share Fund

Staples Associate Share Fund, founded and solely funded by associates, offers relief for associates in need of assistance due to significant qualifying events such as natural disasters, catastrophic personal events, or other circumstances beyond their control.



COMMUNITY OUTREACH & CHARITABLE PARTNERSHIPS



EVEN THE ODDS

In 2021, Staples Canada and MAP, a world-class research centre based at St. Michael's Hospital in Toronto, came together to create Even the Odds: an initiative to raise awareness of inequity in Canada and to help fund MAPS innovative solutions to complex community issues.

Even the Odds funds research and solutions to help make the future fair for everyone. Our partnership is based on the shared belief that everyone should have the opportunity to thrive.

In our second year of fundraising in support of MAP through our Even the Odds campaign, we have raised over \$2.1 million.

Funding from Even the Odds supported the following research projects in 2022:

1. **APPLE Schools** – Founded by MAP scientist Katerina Maximova, APPLE Schools is a health promotion program for kids, delivered in schools in disadvantaged neighbourhoods. The goal is to set kids up for a lifetime of healthy eating, physical activity and mental health. Thanks to Even the Odds, the program is expanding to 10 new elementary schools in Fall 2022.

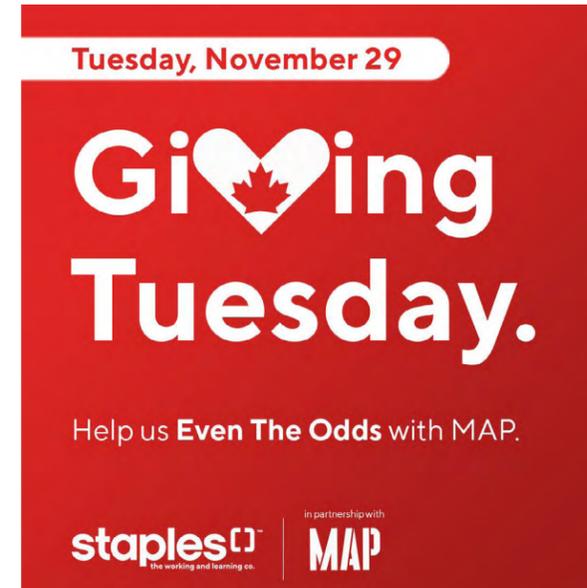
2. **Clinique Mauve** – Clinique Mauve delivers integrated medical care and psycho-social services to racialized and migrant communities who identify as LGBTQI+. The innovative clinic includes social workers, therapists, and peer navigators that engage in trauma-informed, anti-oppressive, and intersectional approaches tailored to meet the health needs of this specific population. Led by Edward Lee at the Université de Montréal, the project will evaluate the program and explore the best ways to tailor the clinic's services to serve Two-Spirit and trans Indigenous people, especially youth.
3. **Transitioning Youth Out of Homelessness** – Led by MAP scientist Naomi Thulien, Transitioning Youth is a leadership, coaching, and rent subsidy program for young people who are working to leave street life for good. The first phase of this study confirmed that the barriers some young people are facing are enormous – and the youth who are most successful in escaping homelessness are the ones with strong senses of identity, purpose, and control over their lives. This program is designed to help more youth to build those skills and make sustained, positive life changes.
4. **Building a More Equitable Primary Care System** – Tara Kiran is a MAP scientist, family doctor, and a top primary care researcher. With funding from Even the Odds, she's now taking on her biggest challenge yet: working with patients from across the country to create the blueprint for a more effective and more equitable primary care system in Canada. The results will be used by governments to improve health care in Canada, and by professional organizations and the public to advocate for change.

COMMUNITY OUTREACH & CHARITABLE PARTNERSHIPS



First Inaugural Even the Odds Vendor Golf Tournament

In September 2022, Staples Canada welcomed over 55 vendors to our first inaugural Even the Odds Golf Tournament, raising over \$750,000.



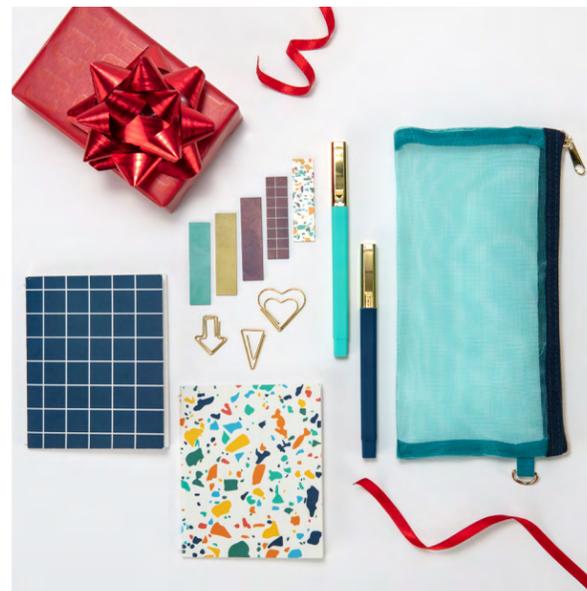
Giving Tuesday

On Giving Tuesday (November 29, 2022), our customers donated to Even the Odds—in-store and online. Proceeds supported the four research initiatives to improve access to healthcare, nutrition, education and housing.

Staples Professional raised funds and supplies in support of Ukrainian Refugees Families.

Gift of Giving

In 2022, Staples Canada created a Pep Rally “Inspiration Pack,” that was sold in-store – giving our customers the opportunity to purchase a gift that gives back ahead of the holiday season. All proceeds from the Inspiration Pack sales supported Even the Odds and our partnership with MAP.



COMMUNITY OUTREACH & CHARITABLE PARTNERSHIPS



STAPLES SCHOOL SUPPLY DRIVE

Staples launched its 17th School Supply Drive on August 7th, 2022. The back-to-school program raised over \$1.2 million across Canada for students in need.



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SCHOOL SUPPLY DRIVE

Supply students in your community with the school supplies they need to succeed.

Aug 7 - Sept 11, 2022



PINK SHIRT DAY

Staples partnered with Kids Help Phone in honour of Pink Shirt Day to donate 100% of proceeds from every Pink Shirt sold to schools and businesses by our B2B Print Team towards enabling youth in every community across Canada to access the support they need, in the way they need it most.

Thanks to the efforts of our associates and customers—schools and businesses, Staples raised over \$72K for Kids Help Phone in 2022.



WE LOVE TEACHERS

Staples Canada launched “We Love Teachers” – a program connected to our teacher membership with the intent to give back to educators who touch all our lives.

The program launched Spring 2022 and ran a second flight in the fall. We had an incredible response to the contest with so many heartfelt nominations from coast to coast. As a result, Staples Canada recognized 16 amazing teachers, nominated by their community for making a difference and inspiring their students.

The winners from the program received a \$1,000 gift card to help them with their classroom needs, a \$250 VISA gift card for their self-care and a custom package from us.



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The background of the image is a dark gray color with a repeating pattern of light gray line-art icons. These icons represent various office supplies and business-related concepts, such as buildings, trees, a bird, a pencil, a calculator, and a hand holding a pen. The Staples logo is centered in the middle of the page.