



People + Planet Positive

Our FY2024 Report

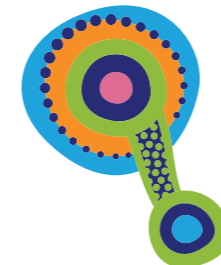




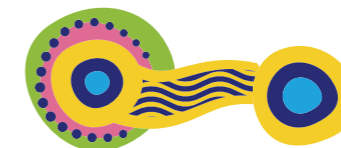
Acknowledgment of Country

We wish to acknowledge the Traditional Custodians of the Country throughout Australia and their continuing connection to lands, waters and communities. We pay our respect to Elders past and present.

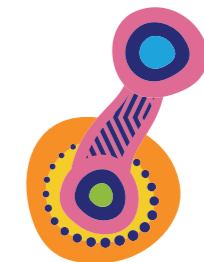
The artwork featured was commissioned by Officeworks in collaboration with Marcus Lee, a proud descendant of the Karajarri People in Western Australia. This artwork expresses our vision to ensure Aboriginal and Torres Strait Islander people feel welcome in our business as team members, customers, partners and visitors.



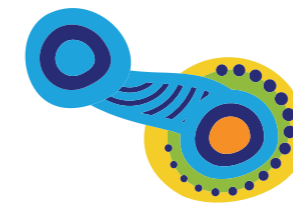
Employment



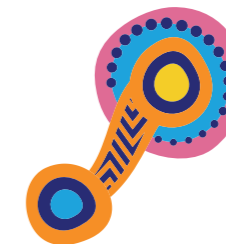
Planet Positive



Inclusion



Diversity



Community

Artwork by Marcus Lee



Officeworks

We Help Make Bigger Things Happen for Australians

For 30 years, we've been helping our team, customers, communities, suppliers and partners achieve bigger things. Our vision is to inspire Australians to work, learn, create and connect.

As the leading destination for technology, stationery, furniture, art supplies and educational resources, we also offer valuable services like Print and Create, tech support through Geeks2U and Officeworks for Business. Our focus remains on delivering the widest range, low prices and best experience while keeping people and the planet at the core of our mission.

As we celebrate 30 years of Officeworks, we reflect on our evolution to meet the changing needs of our customers, from the acceleration of digitisation to the expanding business-to-business landscape.

We are especially proud to honour the 40 dedicated team members who have each devoted 30 years of service to Officeworks. This achievement underscores their commitment, resilience and passion for their work, highlighting the deep-rooted values of loyalty and community that set an inspiring example for all.

	9,000+	team members
	Officeworks for Business	save 5% on hundreds of business essentials and more
	Geeks2U	on-site tech support
	170 stores	across Australia (as at 30 June 2024)
	Every channel	in store, online, National Customer Service Centre and click and collect
	40,000	products
	\$3.43b	annual sales

A message from Sarah Hunter

We have been making a positive difference to people and planet for 30 years.



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W

Officeworks celebrates 30 years of helping make bigger things happen

officeworks

As Australia's leading retailer of technology, stationery, furniture, art supplies and education resources, 2024 marked a significant milestone as we celebrated Officeworks' 30th anniversary. From our modest beginnings in Richmond to becoming a household name nationwide, leading Officeworks fills me with pride as I reflect on three decades of innovation, sustainability and support for our customers, team members, community and partners.

At Officeworks, families are at the heart of everything we do, relying on us for solutions that streamline their daily lives and business operations. We've adapted our offerings to meet evolving customer needs, embracing digitisation and expanding our business-to-business services, while prioritising decisions that positively impact both people and the planet.

Reflecting back, it's remarkable to think of our humble beginnings with the inaugural sale of a box of ballpoint pens at our Richmond store – a simple yet symbolic start to what has become an extraordinary journey. We began with 4,500 products available, today we proudly offer around 40,000 products in-store and online, catering to a diverse array of customer needs.

Officeworks continues to be a cornerstone in the lives of our customers and local communities across Australia, now operating more than 170 stores with the ability to shop online, delivering to more than 3000 postcodes nationwide.

Our commitment to supporting people and the planet remains steadfast as we work towards achieving our 2025 People Planet Positive commitments that spread across our team, our community, human rights, climate action, circular economy and sustainable purchases

This report highlights the Officeworks team and partners' dedicated hard work towards achieving these commitments. We recognise this work cannot be achieved alone and only made possible by the collaboration across the business and wider industry partnerships.

A noteworthy achievement to celebrate is as a business, alongside our generous customers we raised over \$830,000 for the 2024 Make a Difference Appeal. The Appeal, which supports 16 organisations nationwide, promotes inclusion and provides children across the country with opportunities to learn, create and connect for a sustainable future.

With the Australian Literacy and Numeracy Foundation and The Smith Family, we have supported more than 60,000 students who need it most since we launched our People and Planet Positive Plan in FY2020.

Another milestone includes the seven-year partnership with Greening Australia. Since 2017, in partnership with Greening Australia and many Officeworks partners, Officeworks has planted 1.5 million plants and restored 1,990 hectares of land across the country as part of our Restoring Australia Program. It is through this partnership that we can contribute to a more climate-resilient environment.

Kicking off FY25 plans strongly, Officeworks has put in place energy agreements to ensure that from 1 January 2025 we will have 100 per cent renewable electricity across our operations.

We extend our thanks to our loyal customers, dedicated team and our valued partners, together over three decades we have helped make bigger things happen.

Looking ahead, we remain committed to ongoing innovation, supporting people and the planet and evolving our products and services, to inspire our customers to work, learn, create and connect, and in turn, help make bigger things happen, together.

Sarah

Sarah Hunter, Managing Director, Officeworks

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Our People and Planet Positive 2025 Commitments

At Officeworks, we understand the significant role we play in the lives of our team members and the communities where we live and work. By embedding sustainability into our strategy, operations and decision-making processes, we aim to create a positive impact.

Our 2025 commitments represent our comprehensive strategy to make a lasting positive impact on people and the planet now and into the future.

These commitments were crafted after thorough stakeholder engagement, helping us understand the priorities and concerns of our team, customers, communities, partners, shareholders and other stakeholders.

Reflecting on our achievements, progress and challenges during FY2024, we remain steadfast in our commitment to advancing towards our 2025 goals and positively contributing to people and the planet.



Our People and Planet Positive 2025 Plan includes 18 commitments across six pillars. This report outlines our progress to date and the focus of the final year of our plan.

Our Team

- Create a safe, healthy work environment where our team can thrive
- Ensure our team reflects the communities in which we operate, with a strong sense of belonging
- Our team is capable for today and the future of work

Our Community

- Raise \$5 million for local causes
- Help 30,000 Australian students who need it most
- Provide a helping hand to 50,000 small businesses when they need us

Human Rights

- Enable positive change for 15,000 workers in our supply chain
- Work towards eradicating modern slavery
- Use data responsibly and ethically

Climate Action

- Use 100 per cent renewable electricity by 2025
- Reduce emissions in our supply chain
- Plant 2 million trees on behalf of our customers

Circular Economy

- Become a zero-waste business
- Repair, repurpose or recycle 17,000 tonnes of unwanted products
- Ensure all packaging is reusable or recyclable

Sustainable Purchases

- Zero deforestation in our supply chain
- Provide a wider range of People and Planet Positive Products
- Phase out problematic plastics

Supporting the United Nations Sustainable Development Goals









Our People and Planet Highlights







FY2024



People

- 
5.1
TRIFR
 We've had our safest year yet with our total recordable injury frequency rate reducing to 5.1.
- 
2,983
team members transferred within the business
 2,983 team members were seconded to another role, promoted or transferred to another opportunity within the business.
- 
\$5.3m+
contributed
 We've contributed more than \$5.3 million to our local communities.
- 
17,059
students helped
 We've helped 17,059 Australian students who need it most with more than 60,000 students supported since the launch of our People and Planet Positive Plan in FY2020.
- 
84%
feel part of a team
 84 per cent of our team members say they genuinely feel like part of a team at Officeworks.
- 
7,668
workers positively impacted
 In FY24, we've enabled positive change for 133 workers in our supply chain, and 7,668 since the launch of our People and Planet Positive Plan in FY2020.

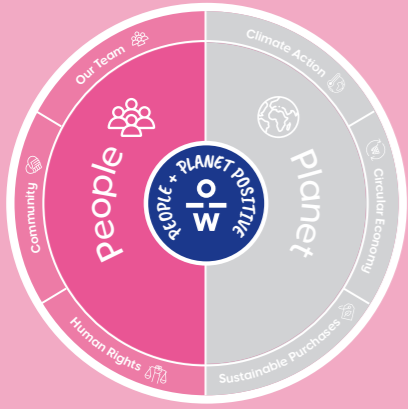
Planet

- 
49.1%
emissions reduction
 We have reduced emissions by 49.1% since 2018 and a 7.7% reduction in FY2024, reaching our FY2025 Scope 1 and Scope 2 target two years in advance.
- 
1.5m
plants planted
 We've planted 1.5 million trees across more than 1,990 hectares of land through our Restoring Australia Program since its inception in 2017 with over 55,000 trees planted on behalf of our customers in FY24
- 
11,880+
tonnes recycled or repurposed
 We've repaired, repurposed and recycled more than 11,880 tonnes through our Bring it Back Program, tech trade in Program and through our partnership with Circonomy.
- 
74.8%
recyclable packaging
 Our private label packaging components are 74.8% recyclable (as of 30th June 2024).
- 
83%
of our products are FSC certified or recycled
 83% of our paper and wood products are FSC certified or recycled.
- 
2,400+
products in our PPP range
 There are more than 2,400 products in our People and Planet Positive range of products - helping our customers and team make more sustainable purchases.





People



Our Team



We're committed to keeping our team and community safe, well and engaged.

Commitment 1:

Create a safe, healthy work environment where our team can thrive

What's the issue?

The safety, health and wellbeing of our team, customers, suppliers and partners remains our number one priority. Our goal is to make sure everyone who interacts with our business does so in a safe environment, free from any kind of harm or injury.

We recognise the safety and health of our team is not just about physical wellbeing. We are committed to supporting our team to achieve positive mental health and wellbeing outcomes that enable them to bring their best selves to work and live their best life.

What are we doing?

At Officeworks, we aim to build a shared belief that we 'StaySafe for something, not from something', emphasising that safety starts with our team and each of us can influence safety through our daily actions.

Over the past year, we have seen continued improvements in our safety performance, resulting in our safest year yet with our Total Recordable Injury Frequency Rate (TRIFR) reducing to 5.1. While one injury is one too many, this result is a testament to our team who continue to come to work with a Switch On mindset, prioritising the safety and wellbeing of teams and customers each day.

The improvement in our safety performance has been reinforced by the continuation of several behavioural safety and mental health and wellbeing programs including:

Switch On

The Switch On safety behaviour program assists our team to sustain a safety culture of awareness and accountability. More than 500 leaders and over 6,000 team members have received Switch On training to help embed a safety mindset across our business.

Your Best Life

Now in its fourth year, our health and wellbeing program, Your Best Life continues to equip our team members with the tools, resources and initiatives needed to improve their health and wellbeing.

In FY2024, Your Best Life focused on developing mental health literacy and capabilities within our team, including the launch of two e-learning modules:

- Mental Health Awareness module for all team members
- Supporting the Mental Health of You and Your Team for people leaders

To further our commitment, we introduced Mental Health Crisis Protocols during our RUOK? Day activities. These provided a framework and guidance to support team members at risk of suicide, self-harm or harm to others. All people leaders were required to review the protocols and complete an online knowledge check prior to delivering a team talk to over 8,000 team members.

In FY2024, our Mental Health Oversight Committee continued to play a pivotal role in supporting the development of strategic mental health and wellbeing processes. This included the implementation of Wellbeing Wednesday, a workplace health and wellbeing campaign, and the continued promotion of our Employee Assistance Program.

Programs

With a continued focus on mental health, the Spark Leadership Program was delivered to almost 400 store co-ordinators across 20 sessions in FY2024.

We have improved our hazard and incident reporting systems and developed a business-wide reporting system that includes all non-store functions, such as Customer Fulfilment Centres, Geeks2U and Support Offices. Additionally, we have enhanced our emergency response training to ensure preparedness across the board.

Our FY2023 psychosocial risk assessment and incident data review identified threatening situations as a critical risk. In response, we increased the number of wearable safety devices for our team as a deterrent and mitigation for managing this risk. As part of the review, our Threatening Situations eLearning module was enhanced and made mandatory for all team members.

Focus for FY2025

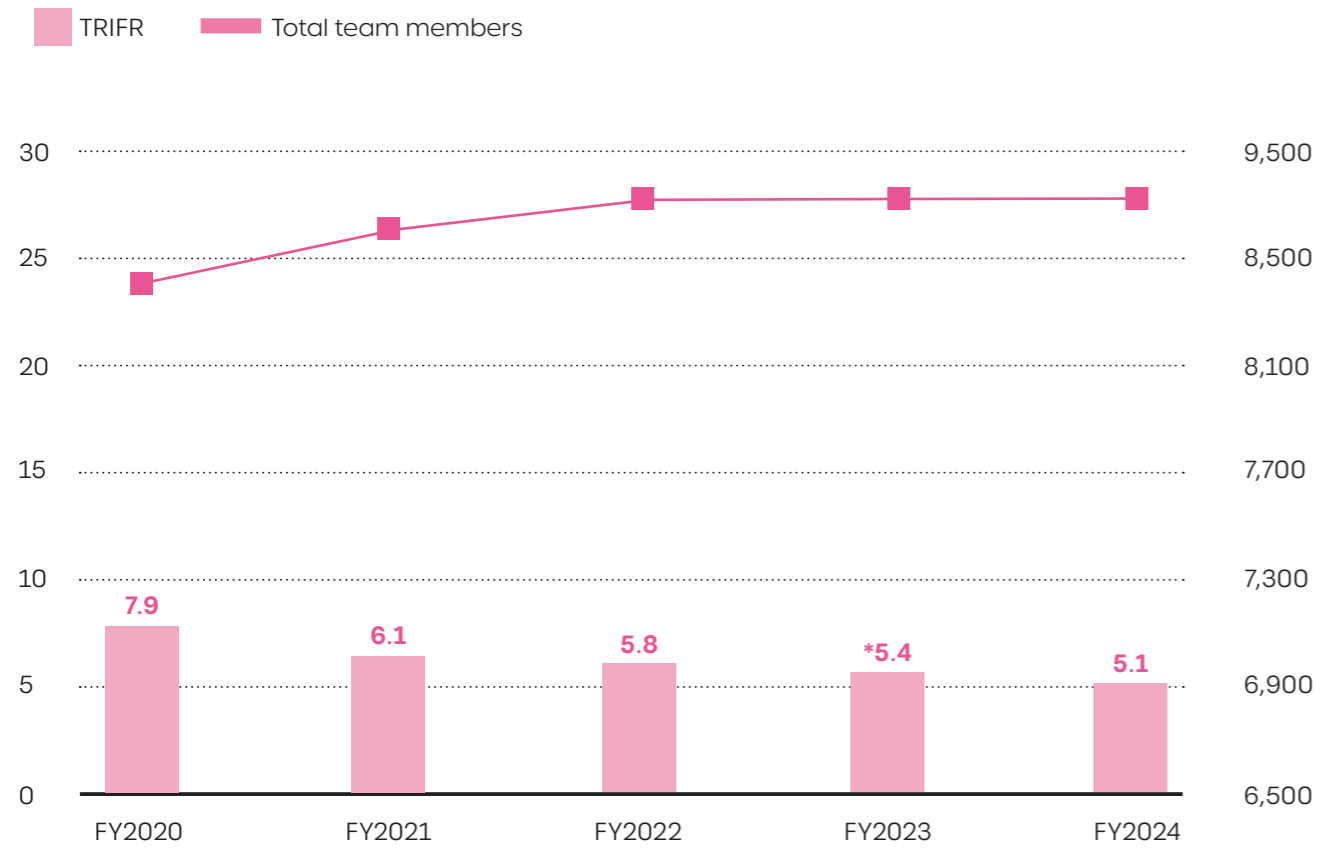
We will continue to foster an environment where safety is viewed beyond the risk of physical harm and continue to invest in building a psychologically safe workplace where our team members feel comfortable to speak up and be champions of safety – both physically and mentally. We will continue to further develop mental health literacy and awareness resources for our team, reduce the stigma around mental health and support our team to thrive. We will continue to rollout Switch On to more roles and locations in our network and embed lead indicators, encompassing safety, health and wellbeing.



TRIFR
5.1
for FY2024



Total recordable injury frequency rate (TRIFR)*



*Restated due to maturation of data



Commitment 2:

Ensure our team reflects the communities in which we operate, with a strong sense of belonging

What's the issue?

By fostering a culture that encourages and embraces diversity in all its forms, we can enhance our team members' sense of wellbeing and belonging, while better reflecting the communities in which we live and work.

We recognise the value that diversity brings and strive to celebrate people from all walks of life. Our goal is to create a culture of belonging that is reflected in the everyday behaviours of our team members at every location and level of the business.

What are we doing?

As a large-scale retailer, we understand the important role we play in ensuring our team reflects the communities in which we operate. We support our team members to be their authentic selves at work, regardless of their life experience, ability, age, ethnicity, religious beliefs and cultural background.

Our diversity and inclusion plan fosters an environment where team members are encouraged to continuously build their capability to have authentic and supportive discussions about equity, diversity and inclusion. Central to this, we aim to build team awareness and knowledge across three key areas - Indigenous Affairs, Identity and Accessibility.

Indigenous Affairs

To respect and acknowledge Australia's First People, Officeworks actively upholds its commitment to reconciliation through the Wesfarmers Elevate Reconciliation Action Plan (RAP). This includes sharing information with our team to further their understanding of Aboriginal and Torres Strait Islander history, customers and culture. Moreover, we provide career opportunities and guidance for Indigenous team members and foster strong partnerships with Indigenous businesses.

Throughout the financial year, we maintained our strong focus on Indigenous employment, with 3.1 per cent of our team members identifying as Aboriginal or Torres Strait Islander. Achieving this enables Officeworks to be a stronger and

more diverse workplace that is reflective of the Australian population and the communities in which we live and work.

We've achieved these results through dedicated resources that focus on attracting and retaining Indigenous candidates, maintaining our partnership with The Clontarf Foundation, and offering Indigenous team members the opportunity for personal and professional development through the Wesfarmers Indigenous Leadership Program.

In FY2024, we launched new cultural awareness online training to our 9,000 team members. The interactive learning module aims to build greater awareness and understanding across our team and provide valuable insight into the lives of Aboriginal and Torres Strait Islander people. By doing so, we strive to create a more inclusive, safe and welcoming workplace for Indigenous people and to deliver equitable experiences

Identity:

We continued to focus on maintaining gender balance in our leadership team, as defined by a 40/40/20 mix. Within our Officeworks leadership team, 44 per cent of roles were held by women, compared to 57.14 per cent in June 2023.

As of June 30, 2024, 41.77 per cent of store operations leadership roles were held by women and 0.37 per cent were held by team members who identified as non-binary. As of June 30, 2024, 43.45 per cent of corporate leadership roles (defined as roles which are 450 Hay Points and above) were held by women.

In FY2024, we recognised our diverse workforce by participating in events that embrace and celebrate diversity, including NAIDOC Week, Wear it Purple Day, International Women's Day and IDAHOBIT Day.

To enhance flexibility at Officeworks, we introduced a Flexible Public Holidays Policy. This policy allows eligible team members to work on public holidays and take another paid day off that better suits their needs. By offering this option, we can support our team to achieve better balance while working at Officeworks.

Accessibility:

We continued to work with national disability and accessibility partners to give people living with a disability greater access to careers at Officeworks. In FY2024, we employed 179 team members who identified as having a disability, an increase from 164 team members last year.

We also celebrated our five-year partnership with disability employment provider, WISE Employment, and we entered a new partnership with genU, which is focused on supporting school leavers to gain the right skills to access employment.

Additionally, we will continue to work towards achieving gender balance in leadership roles, championing LGBTQI+ inclusion within the workplace and beyond. This includes reviewing the Officeworks Growing Families Policy and store blueprints for opportunities to support diverse teams in stores.

We will also review our disability employment partnerships, finalise the Officeworks Disability Action Plan and build Officeworks' accessibility guidelines for all our communication channels. Additionally, we will explore neurodiversity in customer shopping preferences and strive to understand how it influences their shopping behaviour.

Focus for FY2025

We will deliver against all commitments outlined in Wesfarmers' Elevate Reconciliation Action Plan, including an ongoing focus on hiring, retaining and developing Indigenous team members within all our operations.



84%
per cent of our team members say they genuinely feel like part of a team at Officeworks

Commitment 3:

Our team members are capable for today and the future of work

What's the issue?

Our team members are central to the ongoing success of our business. As the world continues to evolve and adapt in response to new innovations and challenges, we need to ensure our team members have the tools, capabilities and resources they need to succeed in their professional lives now and into the future.

What are we doing?

We continue to conduct our annual engagement survey, Your Say, to measure overall team member engagement and gather feedback on topics including career development, growth and learning opportunities. As a result of this feedback, we have identified areas of ongoing importance to our team, including learning, development, career focused resources and leadership training.

Throughout FY2024, we continued to focus on empowering our team members to drive their own learning by accessing on-demand content through our LinkedIn Learning resource, which provides high-quality online learning content to team members. In FY2024, around 890 team members (55 per cent of eligible population) logged into the portal with an average of two hours of content viewed per team member. This included over 6,905 course views and 23,825 videos viewed.

Additionally, we have supported the self-led learning model through the launch of additional online resources via our internal learning platform. This includes our Career Pathways website, which provides all team members with access to see linear and non-linear progression opportunities to better understand how to drive their own learning towards an opportunity of their choice. While not complete for all roles business-wide, we focussed on a range of roles.

We created the SkillBuilder series during the year – a series that aims to provide learning opportunities on a range of skills aligned to our capability needs, which support the day-to-day challenges our team members may face.

Topics are diverse and have included the use of PowerPoint, the art of giving feedback, managing priorities and having an effective meeting. This series is available virtually, through face-to-face sessions and via a video recording for team members to watch at their own leisure. Since its launch, the SkillBuilder series has seen 481 attendees participate.

We continue to invest in our SPARK leadership Program, designed to enhance leaders' confidence in core management and leadership capabilities. In FY2024, we successfully continued to deliver the Program to our second cohort comprising of 661 stores and customer fulfilment centre co-ordinators who attended the training. Continuing with leadership focus at a local store level, we delivered a range of key leadership and management introductory skills to small groups (approx. 15 per group) of high potential store team members. Additionally, our senior leadership team was provided with a bespoke leadership and high performing teams Program, which is now being modelled into a program for our broader senior leader cohort in FY2025.

To further highlight our commitment to building a capable team with a strong sense of belonging, within FY2024, 2,983 team members were seconded to another role, promoted or transferred to another opportunity within the business.

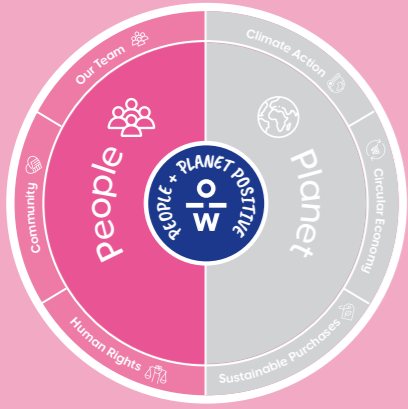
Focus for FY2025

We will continue to invest in several key areas to enable our team members to grow their career, skills and knowledge to enable them to adapt to new innovations, challenges and build their capabilities to succeed in their professional lives now and into the future.

Examples of this includes furthering our career pathways, continued self-serve resources to empower team members to drive their own learning, leadership development and customer service development programs to support our team in providing the best experience to our customers.



2,983
team members were seconded to another role, promoted or transferred to another opportunity within the business



Our Community



We're committed to being a part of where we live and work, with a focus on supporting local causes and educational outcomes.

Commitment 4:

Raise \$5 million for local causes

What's the issue?

We are committed to supporting the local communities where we live and work and are passionate about building meaningful connections that help others overcome challenging circumstances and thrive.

To best support the diverse needs of our local communities, we continue to empower our team members across Australia to support causes and organisations in ways that are most meaningful to their local community.

What are we doing?

Our annual Officeworks Make a Difference Appeal allows customers to donate in-store or online, contributing financially to local and regional causes. In FY2024, the Appeal supported charities that enable children to learn, create and connect for a sustainable future. It included 16 charities and organisations that have a strong focus on education and sustainability.

These organisations include: Stationery Aid, which supports local communities and the environment by repurposing second-hand and unused education resources and stationery; Caring Kids, which brings joy to the lives of young carers; and Waalitj Foundation, which provides education, employment and business opportunities to Aboriginal and Torres Strait Islander Australians.

One of the beneficiaries of this year's program was Backpacks 4 VIC Kids, a not-for-profit organisation that assists displaced children by providing the essentials needed most urgently to help restore dignity, self-worth and show them someone cares.

Founder of Backpacks 4 Kids, Sally Beard, said, "Being chosen as a charity partner for the Officeworks Make a Difference Appeal is an incredible milestone for Backpacks 4 Vic Kids. This partnership opens many possibilities for us to expand our impact and reach even more children in need across Victoria. It is not just about the immediate support and resources this collaboration provides; it's also about the long-term potential to create lasting change and awareness for our cause. With Officeworks'

support, we can continue our mission, spreading hope, comfort and joy to even more vulnerable children and families in our community."

The fundraising efforts of our customers and teams help ensure these organisations can continue their important work and help make a positive difference to the lives of children. Together with our customers, in FY2024 we raised more than \$830,000 and supported 16 organisations across the country as part of our Officeworks Make a Difference Appeal.

Our longest running fundraiser, The RSL Poppy and ANZAC Appeal, saw team members and customers pay their respects to veterans and their families through the sale of ANZAC pins and poppies. Together with our customers, Officeworks donated \$61,000 to the ANZAC Appeal to help the RSL with its life-changing work in supporting more than 1.5 million Australians who served or sacrificed in wars, conflicts and peacekeeping operations.

Focus for FY2025

We will continue to raise funds through our annual Officeworks Make a Difference Appeal, responding to the unique challenges our local communities are facing.

Our focus will be directed on diversifying our fundraising streams and exploring further opportunities for team members to actively participate across the business.



Commitment 5:

Help 30,000 Australian students who need it most

What's the issue?

Across Australia, there remains a significant gap in education standards between students who are living in disadvantaged circumstances and those who are not.

This disparity is especially prevalent in remote Indigenous communities, where literacy and numeracy levels are substantially lower than non-Indigenous communities.

What are we doing?

As a leading provider of educational resources for early learning centres and primary and secondary schools, we fundamentally believe every child should have equal access to a quality education and we are committed to promoting strong educational outcomes for all Australian students, no matter their circumstances.



Together with decade-long partners, The Australian Literacy and Numeracy Foundation (ALNF) and The Smith Family, we continue to identify opportunities and causes that support students who need it most. This includes helping raise language, literacy and numeracy standards in Indigenous communities across Australia through our partnership with the ALNF and by providing scholarships and contributing to educational costs, such as books, excursions and uniforms through our work with The Smith Family.

During the financial year, thanks to the generosity of our team and customers, we helped 5,500 Australian students with sponsorships and educational resources. We raised \$1.97 million through our Literacy is Freedom Appeal with the ALNF and our Back-to-School Appeal with The Smith Family.

In addition to our annual appeals, we focused on donating educational materials to Australian students who need it most. This included providing 137 retired laptops to students of The Smith Family - to provide them with access to the vital digital resources and technology required for learning and educational development.

To continue our strong focus on supporting education, we helped more than 1,200 students across 19 Clontarf Academies throughout Australia, through in-kind donations of education and stationery items.

As part of our People and Planet Positive Commitment, we set a target of helping 30,000 students who need it most by 2025 and we have surpassed this goal having helped more than 60,000 students across Australia.

Focus for FY2025

We will continue to work with the ALNF, The Smith Family, our team members and customers to provide support to students where it is needed most. We will further progress initiatives that aim to deliver year-round support to our partners and explore ways to bridge the digital divide for Indigenous and disadvantaged students across the country.

Case Study:

Enhancing literacy outcomes with ALNF

Since 2016, ALNF has proudly worked with the deeply passionate and inspiring educators at Gillen Primary School in the Northern Territory.

Over this period, ALNF's team of Early Learning and Literacy trainers have worked closely with educators and teaching support staff to design and deliver innovative literacy and intervention practices together for children's development, and to introduce the use of ALNF's world-first Early Language & Literacy Development Index (ELLDI) as a tool to support decision-making.

This life-changing support has been made possible thanks to the generosity of Officeworks' team members, communities and customers.

In 2023, in partnership with ALNF, this work continued, with:

- 192 children at Gillen Primary School and on-site preschool supported were through the Early Language and Literacy Program, including 155 Indigenous children.
- 23 educators and teaching staff were supported and empowered with best-practise knowledge and strategies to teach children fundamental early language and literacy skills.

The long-term results and impact on students' education outcomes from this vital ongoing work at the school was also recently recognised by the Federal Minister for Education at the National Press Club.

"It's hard to find a part of the country where there is more disadvantage, or a bigger education gap, than Central Australia. Attendance rates are close to the lowest in the country. So are NAPLAN results and Year 12 completion rates. At Gillen Public School something is happening..."

Eight years ago, the reading skills of third graders was way below the rest of the Northern Territory. Now it's above. What are they doing? Apart from phonics and a consistent, whole school approach? Small group tutoring. Children who need extra help come out of their regular class every day and get the extra help they need in a small group. And it's not just literacy that's improved. So has behaviour and attendance. School starts to make more sense."

- The Hon. Jason Clare, MP, 2023



Commitment 6:

Provide a helping hand to 50,000 small businesses when they need us

What's the issue?

Small businesses are the backbone of our communities and rely on our support to start, run and grow their operations. We work hard to support our small business customers, particularly with the rising cost-of-living pressures and are committed to providing a helping hand to small businesses when they need it most.

What are we doing?

With dedicated support from our local community engagement team, providing support to our small business customers remains a top priority and a key long-term commitment. Throughout the year, we provided in-kind support to 4,826 small businesses, helping provide relief as cost-of-living pressures increase.

Our store teams are encouraged and measured on the connections they create in their local communities. By engaging with small businesses, local schools, community groups and not-for-profit organisations, we can leverage our scale to support as many small businesses as possible. This has been a successful approach and our teams have built more meaningful and long-term connections within their local communities.

Another way we build meaningful connections with the local communities where we live and work is through our Store Meaningful Contributions Program. This initiative empowers our team to foster relationships within our local communities and give back in ways that are impactful and relevant. Our efforts include in-kind donations of products and services to local organisations.

Case Study

This year, one of the businesses supported by Officeworks was local Queensland business, Durban Bagii. Yidinji woman and Durban Bagii creator Carly Wallace's language is from the area of Yungaburra in Far North Queensland. Durban Bagii translates to 'carrying bags' in Dulguburra.

Durban Bagii offers handmade woven creations using traditional and contemporary fibres to create earrings, baskets, dilly bags and more.

"As an independent owner and operator of a small Aboriginal weaving business, the \$1,000 donation from Officeworks towards my business, Durban Bagii, means the world to me. I'm so grateful for the support and the belief in my work from Officeworks, and this donation has encouraged me to keep working hard to elevate my small business to the next level."

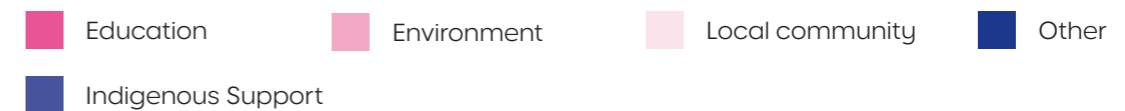
Carly Wallace
Creator of Durban Bagii



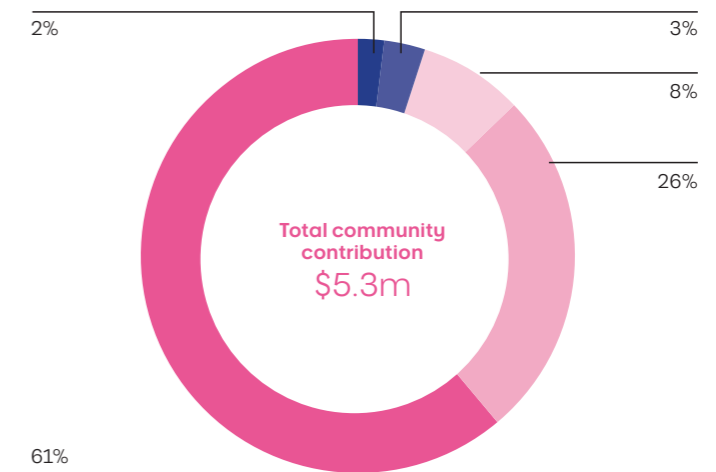
Focus for FY2025

Our team remains dedicated to our goal of assisting 50,000 small businesses by 2025. We will continue to adapt our strategies to better understand our local small business communities, identify gaps and provide support through products, services and upskilling opportunities. Our aim is to help these businesses start, run, grow and thrive in the years ahead.

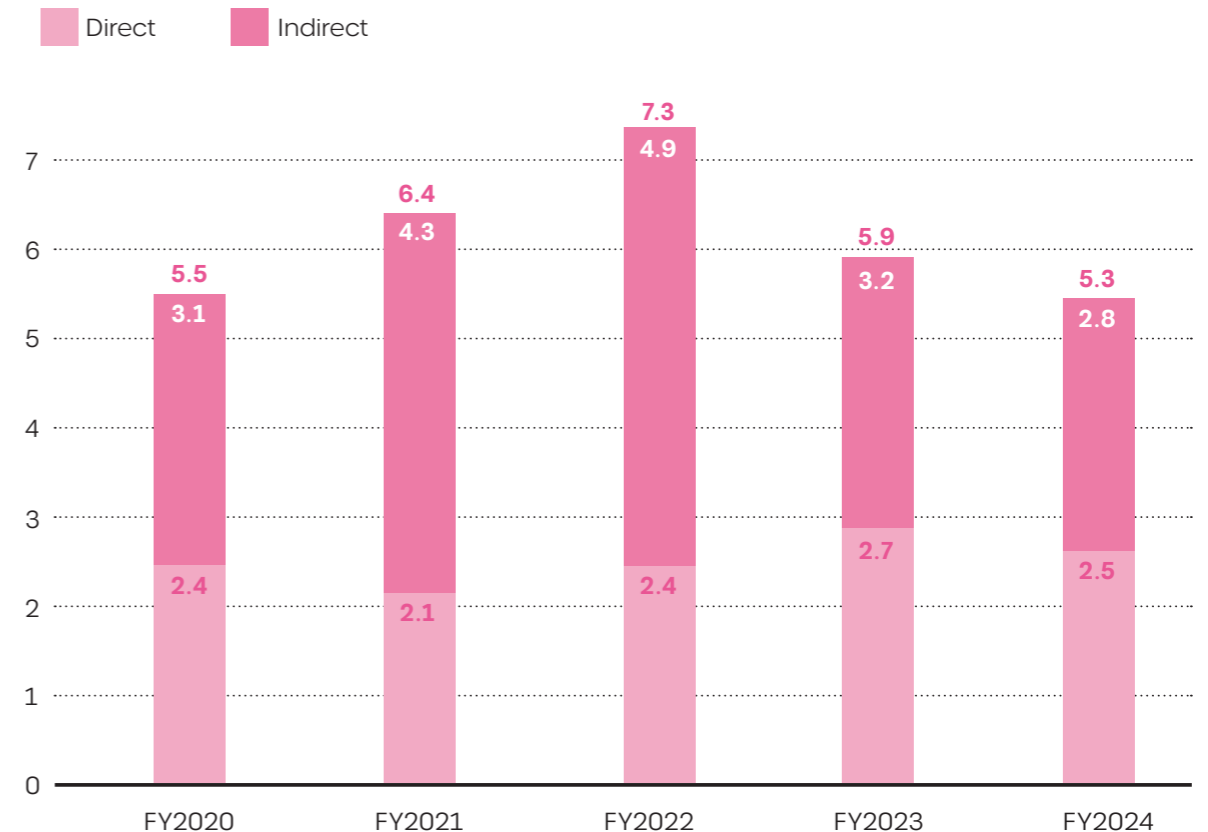
Since FY2020, we have supported 19,000 small businesses. While we don't forecast meeting our goal of 50,000 by the end of the calendar year 2025, we aim to achieve 24,000 small businesses, around 50 per cent of our target by 2025.



FY2023 Community Investment Register Wesfarmers

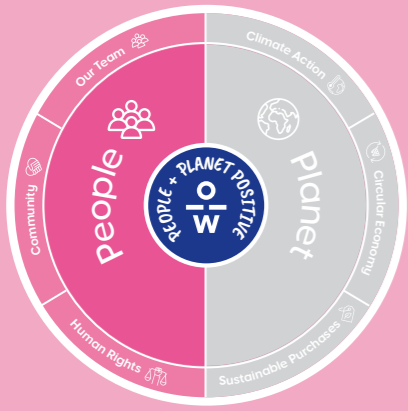


Community contributions (\$ million)*



*Direct contributions are donations made directly from Officeworks in the form of cash or physical product donations. Indirect contributions are donations made by third parties, including customer donations or team member donations through our national appeals and initiatives.





Human Rights



We're committed to upholding and respecting human rights within our own operations and throughout our supply chain.

Commitment 7:

Enable positive change for 15,000 workers in our supply chain

What's the issue?

We are committed to upholding and respecting human rights within our own operations and across our supply chain. We strive to foster a culture of integrity and accountability, ensuring all team members, including workers in our global supply chain, can raise a concern and have their voices heard.

As a leading retailer of technology, office and educational supplies, we source thousands of our products from around the world. Many of these are manufactured in countries where laws designed to protect workers' rights are not effective or adequately enforced.

What are we doing?

Our Ethical Sourcing Program continues to evolve in line with industry developments and is guided by the UN Guiding Principles on Business and Human Rights, emphasising businesses' responsibility to uphold and respect human rights within all their operations.

At Officeworks, we believe all workers throughout our supply chain deserve a safe and supportive work environment. We recognise prioritising an employee's welfare is beneficial for the individual, as well as the people and the businesses they work for.

To complement our Ethical Sourcing Audit Program, which has been in place for a decade, we continued to implement our Worker Survey Program to improve worker wellbeing and engagement. This enables us to better understand working conditions and employee concerns in our global supply chain. The Worker Survey Program allows us to continuously engage with workers to identify concerns that might not have been captured during audits and to work with factory management to take appropriate actions to embed positive change for workers.

Following our successful implementation in eight factories during FY2023, we continued to expand our program in FY2024, engaging with 3,047 workers across 21 factories. This marks the fourth consecutive year of the program's operation.



Feedback received through our FY2024 surveys confirmed positive impact across three sites with a total of 133 workers. Three additional sites with a total of 293 workers are having follow-up surveys and we are awaiting the results to see if there are improvements to address and implement.

Fifteen factories with 2,621 workers completed their first survey, which scored above 90 per cent, leaving no clear areas for improvement or additional actions to be taken with factory management. We will continue to work with these factories to pilot different initiatives for the workers who, based on these surveys, are already satisfied with their workplaces, including digital training for workers on life skills outside of their workplace.

After four years of working collaboratively with our suppliers, we have gathered valuable program insights into the outcomes of this work, enabling us to continue to refine our program, take meaningful action and continue to progress towards this commitment.

Focus for FY2025

We will continue to expand our Worker Survey Program, including to India, and support our partners in understanding the benefits of taking meaningful action on direct worker feedback

Commitment 8:

Work towards eradicating modern slavery

What's the issue?

In today's highly globalised world, where supply chains are long and complex, modern slavery is a serious issue that all businesses need to collaborate and work together to eradicate.

As a leading retailer with a wide range of products that come from around the world, Officeworks is committed to upholding and respecting human rights for everyone in our supply chain.

What are we doing?

Since 2016, we released an annual Modern Slavery Statement in conjunction with other divisions. This statement summarises the steps taken by Officeworks and Wesfarmers more broadly, to identify and mitigate the risk of modern slavery in our operations and supply chain. We seek to collaborate with our suppliers and non-government organisations to remediate issues, scale impact and promote a coordinated approach to tackling these complex challenges.

We are committed to upholding and respecting human rights within our supply chain. As a result, all suppliers of Officeworks must adhere to our Ethical Sourcing and Modern Slavery Policy, which outlines the minimum standards required to work with our business. To support this, Officeworks requires all factories producing private-brand products, as well as local suppliers that are unable to provide sufficient evidence of a robust Ethical Sourcing Program to:

- disclose the manufacturing site of their products
- complete the Sedex Self-Assessment Questionnaire
- complete an independent audit when requested.

As part of our broader Ethical Sourcing Program, in FY24, 26,849 products were mapped to the manufacturing site and 496 audits were reviewed.

Our commitment to human rights encompasses all goods and services purchased by Officeworks, including goods for resale and not for resale. All service providers are assessed for ethical sourcing and modern slavery risks, tailored to the specific service and management of sourcing risks. Service providers that are identified as medium to high risk are required to complete a services risk assessment questionnaire and address any relevant findings. We understand higher risks of modern slavery within our supply chain are with suppliers we don't have a direct relationship with. Throughout FY2024, we refreshed our service provider questionnaire to focus on subcontracting. We also extended our Audit Program to two factories that we don't directly purchase from, as they manufacture some of our packaging (the factories that manufacture our products hold the direct relationship).

Our Ethical Sourcing Program continues to mature. We remain focused on working with suppliers to develop long-term relationships and embed requirements set by our Ethical Sourcing and Modern Slavery Policy.

Focus for FY2025

We will continue to review and enhance our Ethical Sourcing Program to address emerging risks and further increase visibility throughout our supply chain. Our goal is to embed our Ethical Sourcing Program in areas that may not currently be covered. We will continue to collaborate with our suppliers and other organisations to support the eradication of modern slavery and take meaningful actions to enable positive change for workers in our supply chain.



Our Supply Chain

Our Audit Program is underpinned by the Ethical Sourcing and Modern Slavery Policy, which is designed to protect and uphold workers' rights across goods and services.

Total scope of ethical sourcing program:

26,849 of products mapped to the site of manufacturing

7,340 total number of own-brand products

237 total number of own-brand manufacturing sites

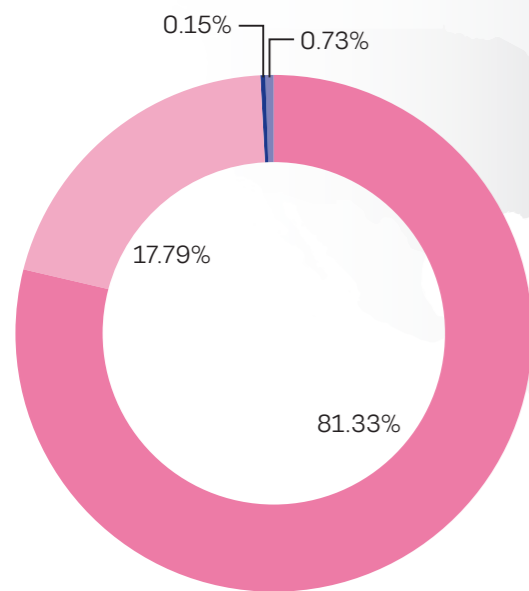
1,159 total number of Tier One manufacturing sites in ethical sourcing program, including goods not for resale

Own-brand product categories

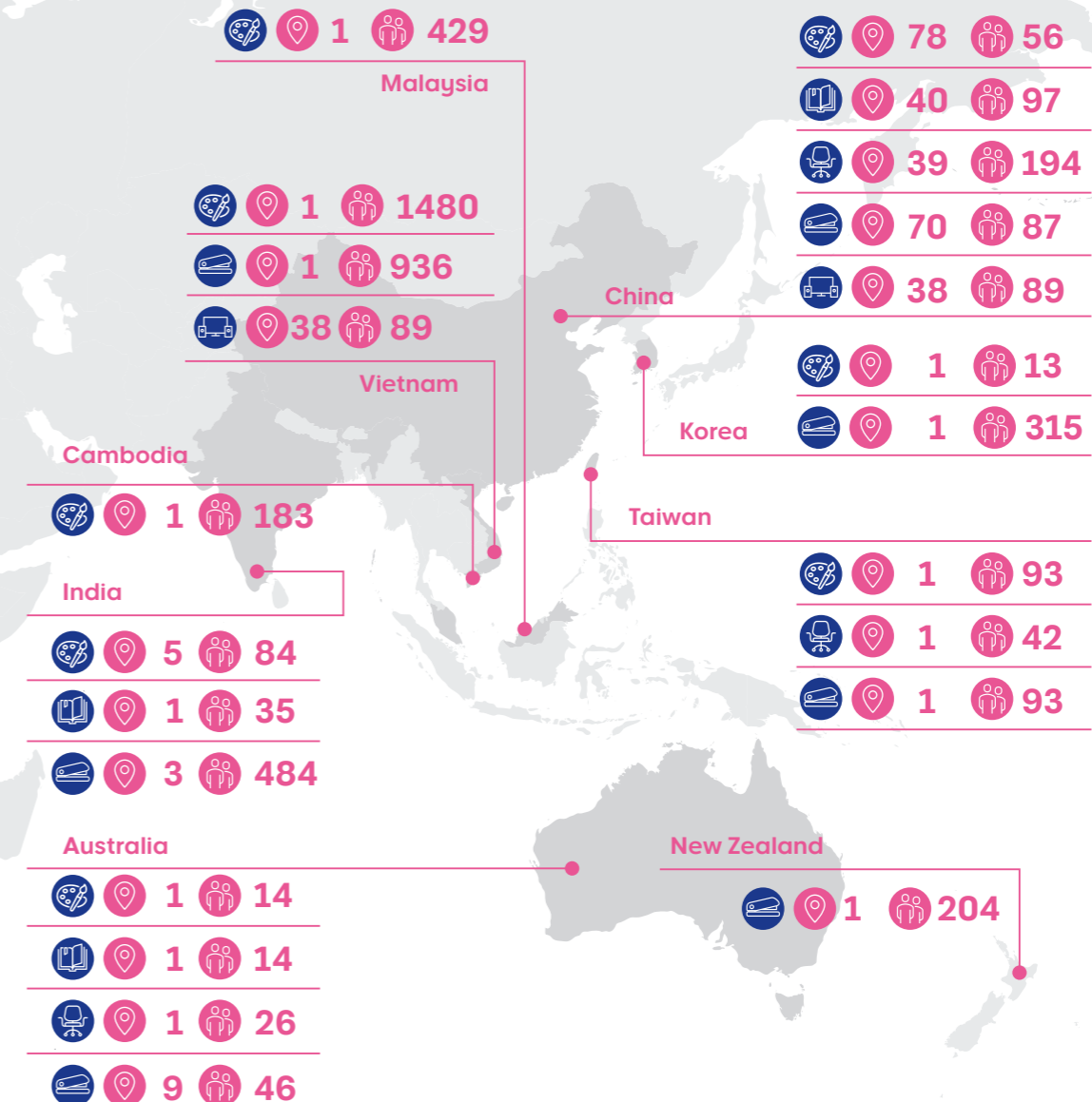
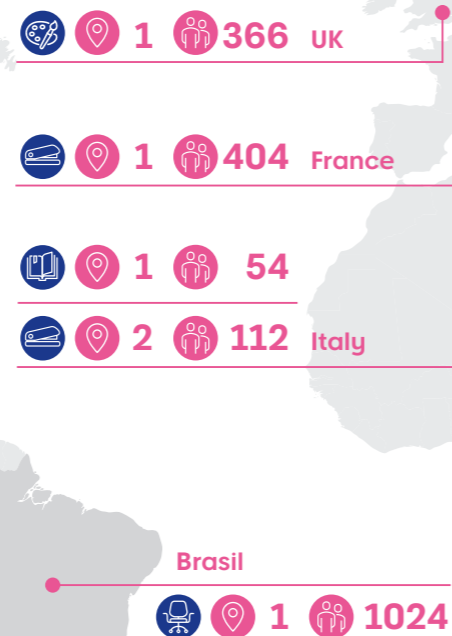
- Furniture
- Office Supplies
- Technology
- Art
- Education

Audit Program

Our aim through the Audit Program is to work with suppliers to remediate non-conformances so factories can achieve a 'green' rating, which provides a two-year factory approval before requiring another audit. This baseline enables us to consider initiatives beyond audits, such as worker voice surveys.



- Green-rated sites
- Yellow-rated sites
- Orange-rated sites
- Critical compliance sites



Number of sites

Number of workers per site average

Note: This data is reflective of Officeworks' own-brand product supply chain.

Commitment 9:

We will use data responsibly and ethically

What's the issue?

Business decisions are increasingly driven by data, and as a leading retailer, we recognise the importance of utilising data responsibly and ethically.

Protecting an individual's privacy and using data ethically are fundamental to building trust and fostering long-term relationships with our customers, team members and partners.

As part of our commitment to using data responsibly and ethically, we are focused on continually enhancing our data governance frameworks, developing and implementing improvement roadmaps and investing further in data governance and safeguards to protect personal information.

What are we doing?

Our commitment to data governance, aligned with customer expectations, continues to strengthen as we assess and improve our data governance practices. We adapt to the evolving regulatory landscape, cyber threats and embrace emerging technological advancements, such as the capabilities offered by generative AI.

At the core of our data governance strategy is a focus on customer privacy, knowing and respecting that customers trust us with their personal information. We continue to strengthen and manage our data governance practices in line with customer expectations and are committed to safeguarding their privacy rights. This includes adhering to privacy regulations, such as the Australian Privacy Principles, and continue to refine, improving our policies and practices, and align with evolving customer expectations, legislative requirements and changes in technology.

As part of this focus, Officeworks has established a Data and Privacy Governance Council. The council's mission is to ensure our data assets are effectively managed, secured, compliant and used responsibly and ethically. We achieve this by ensuring we have the appropriate systems and resources in place, and by establishing and enforcing policies, procedures and

standards that govern the collection, storage, use and destruction of data across our business. Additionally, we have created a generative AI working group to provide guidance on the ethical use of generative AI within Officeworks to the benefit of our customers.

Our enhanced data governance framework reflects our commitment to ensuring customer privacy, ethical data practices and enhancing the overall customer shopping experience. By upholding high standards of data governance, we can ensure our customers' personal information remains secure, their trust is maintained and their interactions with our brand are enriched.

We remain committed to continuous improvement, transparency and fostering a culture of ethical data stewardship across the business and will continue to adapt and respond to the evolving nature of data management.

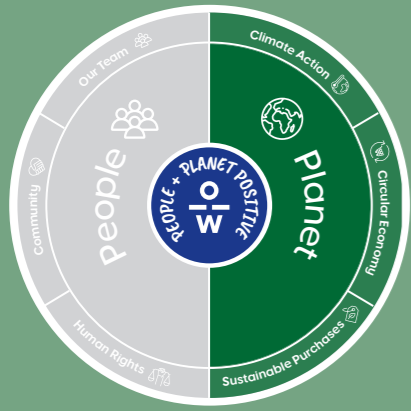
Focus for FY2025

We are committed to using data responsibly and ethically, and we will continue to refine and improve our data governance and privacy practices to stay effective and relevant in a rapidly evolving digital landscape. Oversight on the use of generative AI will ensure it is being used in an ethical and responsible manner.

We recognise the importance of maintaining appropriate data security controls and we will continue to ensure the safety and integrity of data by employing robust security measures and 24/7 security monitoring by a dedicated security operations centre.







Climate Action



We're committed to taking meaningful climate action in our direct operations, throughout our supply chain and by helping our customers do the same.

Commitment 10:

Use 100 per cent renewable electricity by 2025

What's the issue?

The effects of climate change are evident around the world, with warmer temperatures changing weather patterns and disrupting the balance of nature. To avoid the worst impacts of climate change, science indicates we need to limit global warming to below 2 degrees Celsius and preferably below 1.5 degrees Celsius. Globally, this means we need to achieve net-zero emissions by 2050, which requires the collective efforts of individuals, businesses, governments and communities.

What are we doing?

Officeworks is taking positive climate action, advocating for change and driving collaboration across the retail industry as part of the transition to using 100 per cent renewable energy. Kicking off FY25 plans strongly, Officeworks has put in place energy agreements to ensure that from 1 January 2025 to have 100 per cent renewable electricity across our operations.

Our approach is to use less energy by investing in energy efficiency initiatives, such as our LED upgrades which have been completed in South Australia and Western Australia during the year and through the installation of building energy management system (BEMS).

We generate clean energy through the installation of on-site solar power systems, with the balance of our electricity needs progressively being met through renewable energy agreements. In FY2024, we completed 15 solar PV installations across our network taking our total to 41 sites across our business.

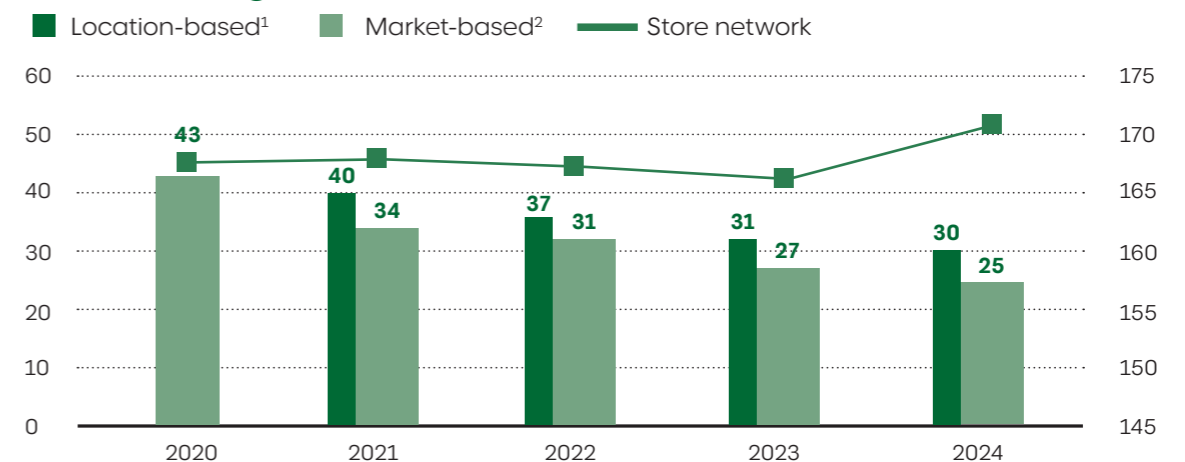
This year, we finalised renewable electricity agreements for Victoria, Tasmania, the Northern Territory, Western Australia and South Australia.

Focus for FY2025

Officeworks will continue the roll out of solar PV. We will also investigate large battery opportunities.

In FY2024, we reduced emissions by 7.7 per cent. We reached our FY2025 target 2 years in advance. We are doubling down on our efforts by doing more.

Greenhouse gas emissions*



¹ Scope 1 and 2 data includes emissions for businesses where we have operational control under the National Greenhouse and Energy Reporting Act 2007.

² Emissions based on GHG Protocol Scope 2 market-based reporting standard.

* Figures in thousand tonnes CO₂-e: '000



Commitment 11:

Reduce emissions in our supply chain

What's the issue?

Scope 3 emissions encompass activities throughout the supply chain, such as the emissions associated with raw materials used and the way goods are manufactured and transported. For retailers, these emissions often far exceed those caused from direct operations.

Focus for FY2025

We will update the reported methodologies and emission factors to get a more accurate view of our Scope 3 emissions and deliver a Scope 3 target.

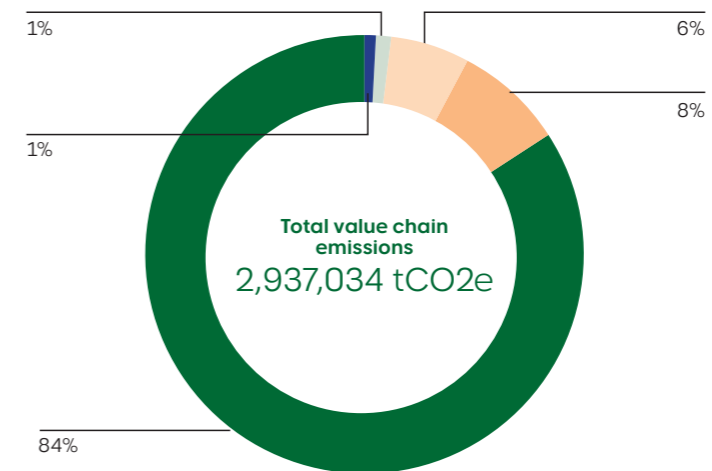
Additionally, we will trial using electric vehicles for deliveries in Melbourne and Sydney.

What are we doing?

We're focused on calculating our emissions using the most accurate methodologies available. This is the first step in developing a Scope 3 emissions reduction target.

FY2024 Scope 3 emissions – Tonnes of carbon dioxide equivalent (tCO₂-e)

Total value chain emissions 2,937,034



- Purchased goods and services
- End of life treatment
- Use of sold product
- Downstream transport
- Other (fuel and energy related activities, upstream transport, capital goods, team member commuting, business travel, fuel, waste generation in operations).



Commitment 12:

Plant 2 million plants on behalf of our customers

What's the issue?

Forests play a critical role in biodiversity, providing vital ecosystems to 80 per cent of the Earth's land animals. The ability to stop biodiversity loss is heavily dependent on the ability to stop forest loss. Plants play an important role in capturing and storing greenhouse gases, providing crucial habitat for native species, helping maintain freshwater reserves and limiting soil erosion.

What are we doing?

We recognise regenerating Australian landscapes is an important area that our team, partners and customers can make a meaningful difference.

By purchasing paper products, our customers contribute towards the planting of trees through our Restoring Australia Program. Since its launch in 2017 alongside Greening Australia, we have planted more than 1.5 million plants and restored 1,990 hectares of habitat and landscape across the country.

In 2024, we are planting in diverse and remote landscapes across South Australia, Victoria and Tasmania with a focus on restoring new habitat for native species and reconnecting fragmented landscape to create habitat stepping stones and corridors – helping contribute to a more a more climate-resilient environment in the long term.

South Australia plantings

In South Australia, planting aims to restore the critically endangered Sheoak Grassy Woodlands ecological community and build on the momentum of previous 2023 plantings to expand and increase landscape connectivity. Overtime, this restoration is intended to provide habitat for iconic species, such as the Southern Hairy-nosed Wombat, as well as a diverse range of woodland birds.

The Eyre Peninsula includes over 100 conservation parks and is home to 1,900 native plant species, 40 of which are endemic to the region. Strategic habitat restoration to reconnect this precious landscape is critical to help the 500+ native animal species in the region,

especially given more than one-third of these have a conservation rating.

Victoria plantings

Planting in the Otway Ranges will restore riparian vegetation, stabilising soils to reduce erosion through drainage areas and improve water quality flowing to the coast. The river systems in this area are a high priority due to the many ecological values they provide, alongside the vital supply of water to communities. As the restoration matures, it is expected to support the Powerful and Sooty Owls, which are found in this region.

Travelling east, planting in the Victorian Volcanic Plains region will help restore the critically endangered Grass Woodlands habitat, which is found exclusively on the soils of south-western Victoria. Overtime, these plantings will support native animals, such as the Conrangamite Water Skink, the Plains Wanderer and the Golden Sun Moth.

Thank you to our Restoring Australia partners, particularly our longstanding Platinum partners Brother, 3M and Spirax, for contributing to the Restoring Australia Program, and helping make initiatives like our tree planting days possible

Focus for FY2025

We will continue our work with Greening Australia to deliver on our commitment to plant 2 million trees by 2025. We're committed to working closely with our major partners in this initiative and acknowledge their support in being a Platinum, Gold, Silver or Bronze supporter, while encouraging more suppliers to get involved.

Additionally, we will continue to encourage customers to shop more sustainably and support them to purchase paper products that go towards helping to restore Australian landscapes.



1.5m
plants planted and
1,990ha
of land restored

Restoring Australia Planting Sites



Plants planted



Hectares restored



Number of planting sites

Wheatbelt, WA

🌱 462,348 📏 379 🌿 3

A legacy of extensive clearing in the Western Australia Wheatbelt region has resulted in widespread land degradation. Planting across the Wheatbelt sites is revegetating areas to combat erosion and salinity. These plantings are also designed to improve habitat for several endangered species, including three types of black cockatoo.

Endangered or threatened species supported:

- Baudin's Cockatoo (endangered)
- Forest Red-Tailed Black Cockatoo (vulnerable)

Tasmania Island Ark, TAS

🌱 253,349 📏 499.8 🌿 28

Tasmania is the last refuge in Australia for many small mammals, such as the Eastern Barred Bandicoot, Eastern Quoll and Eastern Bettong. They were once common across south-eastern Australia, but their populations and habitat are now in decline. Plantings here are designed to create corridors of habitat between two priority locations to help protect, buffer and reconnect habitat 'islands' within the agricultural landscape of the Tasmanian Midlands.

Endangered or threatened species supported:

- Eastern Barred Bandicoot (vulnerable)
- Eastern Quoll (endangered on mainland Australia)
- Spotted Tail Quoll (vulnerable)
- Eastern Bettong (near threatened)

Eyre Peninsula, SA

🌱 113,700 📏 103 🌿 2

Plantings at this site north of Port Lincoln on the Eyre Peninsula are restoring woodland habitat to support a host of threatened and declining species. The project is part of a wider landscape-scale effort to protect and restore areas of Drooping Sheoak Grassy Woodland, an ecological community that in 2022 was listed as Critically Endangered under the *Environment Protection and Biodiversity (EPBC) Act*.

Endangered or threatened species supported:

- Malleefowl (vulnerable)

Kangaroo Island, SA

🌱 40,000 📏 50 🌿 1

The North Cape Revegetation Project on Kangaroo Island, about 100km southwest of Adelaide CBD, aims to increase the abundance of feeding habitat for the endangered Glossy Black-Cockatoo, which relies on mature Drooping Sheoak cones for food.

Endangered or threatened species supported:

- Glossy Black-Cockatoo (endangered)

Habitat 141, VIC

🌱 11,324 📏 5.4 🌿 1

Habitat 141 is a long-term, collective response to habitat fragmentation and climate change along the 141st longitude. This biodiversity hotspot stretches from the coast of South Australia, along the Victorian border and up to the rugged rangelands of New South Wales. It serves as a significant opportunity to invest in some of our key landscapes and to provide strong environmental benefits for generations to come. Plantings in this area established Brown Stringybarks and Desert Stringybarks to help buffer and improve existing remnant vegetation.

Endangered or threatened species supported:

- South-eastern Red-tailed Black Cockatoo (endangered)

Reef Aid, QLD

🌱 16,600 📏 12 🌿 3

Lake Mary and Lake Serpentine regions are coastal wetlands in one of the Great Barrier Reef catchments. This project is restoring wetlands to reduce pollutants ending up in the Reef, improving water quality and increasing the Reef's resilience to climate change. The plantings also aim to provide habitat for species, such as Barramundi, the White-throated Snapping Turtle and the Plumed Whistling Duck.

Endangered or threatened species supported:

- White-Throated Snapping Turtle (critically endangered)
- Australian Painted Snipe (endangered)

Otways, VIC

🌱 76,734 📏 73.6 🌿 15

The Central Otways on the Otway Plain are home to a diverse range of vegetation, large areas of which have been cleared and modified, leaving depleted forests and vulnerable riparian scrub. This project is strategically replanting areas to build habitat linkages with nearby patches of remnant bushland.

Victorian Volcanic Plains and Stony Rises, VIC

🌱 152,829 📏 225.2 🌿 46

The Victorian Volcanic Plains stretch from Melbourne to the South Australian border, covering an area of 22,000 square kilometres. Plantings in this area are helping to restore these natural temperate grasslands and Stony Rise Woodlands, which are home to eight nationally threatened animal species and also of high cultural significance for local Aboriginal and Torres Strait Islander people..

Endangered or threatened species supported:

- Corangamite Water Skink (endangered)
- Growling Grass Frog (vulnerable)

Strzelecki Ranges, VIC

🌱 183,010 📏 36.5 🌿 9

Gippsland's Strzelecki Ranges, known as the Land of the Lyrebird, is a landscape that grows some of the tallest trees in the world. This project is strategically recreating habitat corridors along gullies while also stabilizing gullies to help reduce sediment runoff into nearby creeks and rivers.

Native species supported:

- Greater Glider (endangered)
- Genetically significant Strzelecki Koala

Monaro, NSW

🌱 41,941 📏 141.2 🌿 96

The Monaro region is an iconic farming district on the New South Wales southern tablelands. Over the past decade, the region has suffered a devastating loss of trees due to dieback of the dominant species, *Eucalyptus viminalis* or Ribbon Gum, which is a primary forage species for the koala. These restoration plantings are designed to support many species in the Monaro, as well as providing feed trees to support nearby koala populations to return to these sites in the future.

Endangered or threatened species supported:

- Koala (endangered)

Southern Highlands, NSW

🌱 55,294 📏 125 🌿 6

The Southern Highlands, south of Sydney, is home to the critically-endangered Regent Honeyeater and Swift Parrot. This project aims to help reverse the decline of these threatened species by re-establishing the Regent Honeyeater and Swift Parrot's migratory habitat across degraded land within the Wollondilly catchment.

Endangered or threatened species supported:

- Regent Honeyeater (critically endangered)
- Swift Parrot (critically endangered)

Cumberland Plain, NSW

🌱 4,200 📏 10 🌿 1

Native grasslands and woodlands once covered great swathes of Australia, including Sydney's Cumberland Plain, but over time European agricultural practices and urban development have contributed to significant removal of these diverse and beautiful habitats. This project is helping to progressively restore the Cumberland Plain's unique grassy woodlands.

Riverina, NSW

🌱 100,202 📏 334 🌿 10

The Riverina is one of the food bowls of Australia, producing fruit, wheat, beef, lamb, wool, vegetables, cotton, nuts and aquaculture products. The extensive development for agriculture has, however, impacted on the extent and condition of native vegetation and wildlife. Plantings at this site are strategically targeted to create habitat for the Superb Parrot.

Endangered or threatened species supported:

- Superb Parrot (vulnerable)

Restoring Australia Partners

Officeworks is proud to partner with many suppliers to bring our Restoring Australia Program to life.

We extend our thanks to the 53 suppliers listed below that have partnered with us to date.



Platinum Tier Partners



Silver Tier Partners



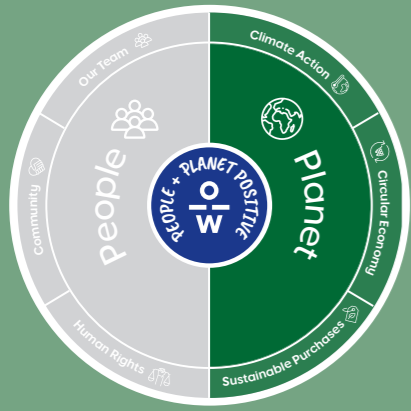
Bronze Tier Partners

BIC AUST P/L
 BLUE STAR PRINT
 BOSTIK (AUST) P/L
 BRILLIANT LIGHTING AUST P/L
 BROWN TROUT PUBLISHERS PTY LTD
 CALIDAD DISTRIBUTORS PTY LTD
 CHARTERS PAPER PTY LTD
 CHARTI PTY LTD
 CHECKPOINT METO AUST P/L
 COURTLANDS PARK

D-LINK AUSTRALIA PTY. LIMITED
 EDUCATIONAL COLOURS P/L
 GIFT PACKAGING & ACCESSORIES PL
 HINKLER PTY LTD
 IG DESIGN GROUP
 ITALPLAST
 JASCO P/L
 JASNOR (AUSTRALIA) PTY LTD
 JOHN WILEY & SONS AUST LTD
 JOHNCO PRODUCTIONS PTY LTD

JPM INTERNATIONAL P/L
 LARSON-JUHL AUSTRALIA PTY LTD
 MERCATOR LIGHTING
 MITSUBISHI PENCIL AUST P/L
 PENDEL (AUST) P/L
 PILOT PEN AUSTRALIA PTY LTD
 POLYAIR AUSTRALIA PTY LTD
 ROSSDALE PTY LTD
 SHAMROCK AUSTRALIA PTY LTD
 SHURTAPE AUSTRALASIA

STAEDTLER PACIFIC P/L
 STYLUS TAPES INTERNATIONAL
 UCC AUSTRALIA PTY LTD
 UNIVERSAL GIFT TRADERS
 VENUS HARTUNG PTY LTD
 VERBATIM AUST P/L
 VISY BOXES AND MORE
 VITAL OFFICE (AUST) PTY LTD
 WH ANNETT P/L
 X-PRESS GRAPH-X PTY LTD



Circular Economy



We're committed to contributing to a more circular economy by designing out waste, keeping materials in use for longer and regenerating natural eco-systems.



Commitment 13:

Become a zero-waste business

What's the issue?

Across the world, businesses generate substantial amounts of waste, much of which ends up in landfill, releasing greenhouse gas emissions that contribute to climate change.

Due to inadequate waste procedures, valuable materials that could have been recycled, reused or repurposed and remanufactured are often lost, creating unnecessary costs and increasing the reliance on virgin materials.

What are we doing?

We are focused on integrating circular economy principles throughout our business operations, transforming our collective approach to waste management.

Our disciplined waste management processes are underpinned by our focus on the priorities within the waste hierarchy; avoid, reduce, reuse, repair and recycle, with landfill as the last option.

Despite the growth of our business, our cultural mindset towards how we dispose of waste has seen a significant reduction of waste sent to landfill from 2,500 tonnes in FY2017 to 674

tonnes in FY2024, with diversion rates at an average of 87.3 per cent and over 85 stores achieving over 90 per cent diversion rates.

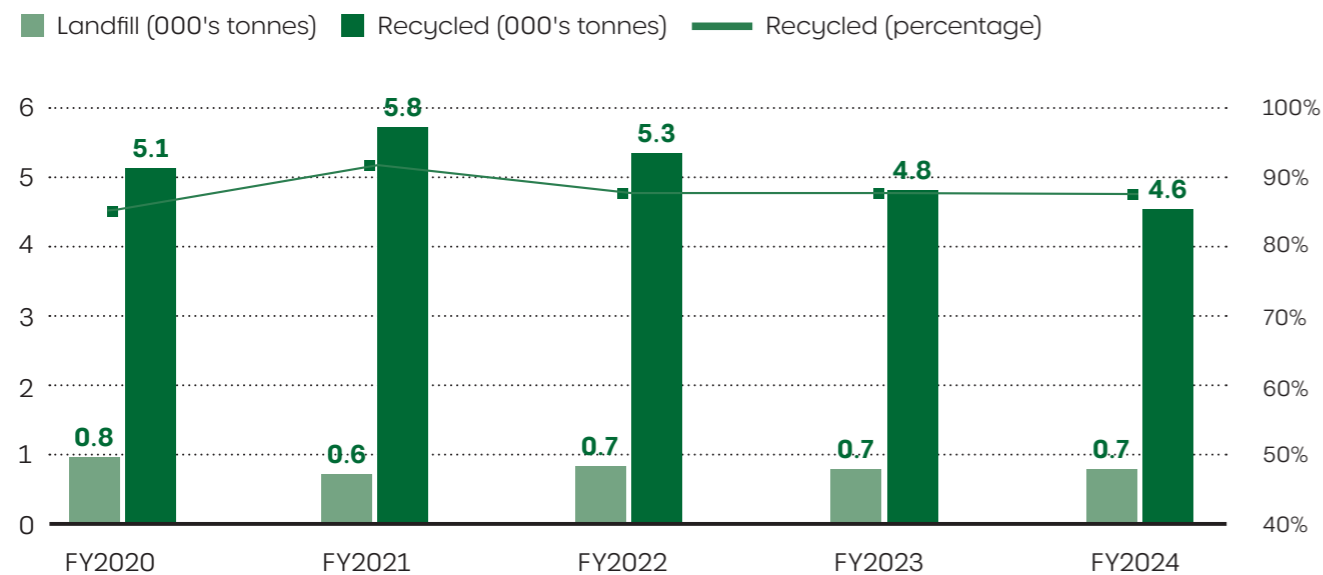
We achieved a three per cent reduction in total waste generation mix at 5,317 tonnes comparative to a total waste generation mix of 5,482 tonnes in FY2023.

In FY2024, our efforts were focused on collaborating with team members in our stores through an education, engagement and recognition initiative. This aimed at raising awareness and knowledge of correct waste and recycling processes.

As part of this program, we delivered a mandatory waste handling training module for all new store team members. Additionally, we launched our People and Planet Positive recognition pins, made from recycled bottle caps in collaboration with Lids4Kids Australia to recognise team members who have demonstrated an outstanding commitment towards creating a sustainable future.

We continued our partnership with Circonomy, Australia's first recovery, repair and resale service.

Waste and recycling (tonnes)



Source: Envizi

The partnership has allowed us to have a more sophisticated approach to handling imperfect products and eliminate some of the costly and inefficient processes that come with managing unsellable or damaged products.

Focus for FY2025

We will continue working closely with our team members through our engagement, education and recognition program to improve waste diversion.

We are continuously exploring ways to divert waste from landfill and reduce waste at the source by collaborating closely with our waste providers to stay abreast of the latest waste-to-energy technologies in Australia and focusing on recovering resources efficiently.



Commitment 14:

Repair, repurpose or recycle 17,000 tonnes of unwanted products

What's the issue?

The way products are designed, made, used and disposed of globally contributes to environmental issues, such as climate change and biodiversity loss.

Officeworks can help reduce these impacts through transitioning to a more circular economy through implementing considerate design values, using regenerative materials and keeping products in use for longer through repair, reuse and recycling initiatives

What are we doing?

We know our customers are looking for ways to responsibly dispose of their unwanted goods, including technology.

As a large retailer of technology and stationery products, our Bring it Back Program aims to create an easy and accessible way for customers to recycle their laptops, printers, ink and toner cartridges, pens and markers and other technology accessories. In FY2024, we expanded the Bring it Back Program to include school stationery supplies, such as crayons, calculators, erasers and pencil cases in a trial at one store in Queensland with Stationery Aid.

Stationery Aid repairs and repurposes old or unwanted stationery items that would otherwise go to landfill and provides them to disadvantaged school students.

Through the trial collection of stationery items, we collected and repurposed 32 kilograms of stationery items for disadvantaged students and are set to roll the program out further.

As part of our commitment to making it easy for customers to dispose of their unwanted goods, in April 2024 we trialled our first People and Planet Positive Recycling Pop Up Day in Coburg, Victoria. In partnership with Close the Loop, we collected and recycled household batteries and other difficult to recycle items, including computers, video equipment, cameras, printers, hard drives and game consoles from the local community. Through this one-day event, we collected over 750 kilograms of technology waste and 14 kilograms of batteries.

Additionally, 235 tonnes of damaged furniture items were repaired and resold in FY2024 in partnership with Circonomy, Australia's first recovery, repair and resale service which Officeworks invested in in 2021.

To make it easier for customers to dispose of their technology, our Tech Trade In Program in partnership with Moorup extends the life of valuable technology devices, such as mobile phones, laptops and tablets. In FY2024, 4,753 products were traded in as part of this program, keeping more products in use for longer.

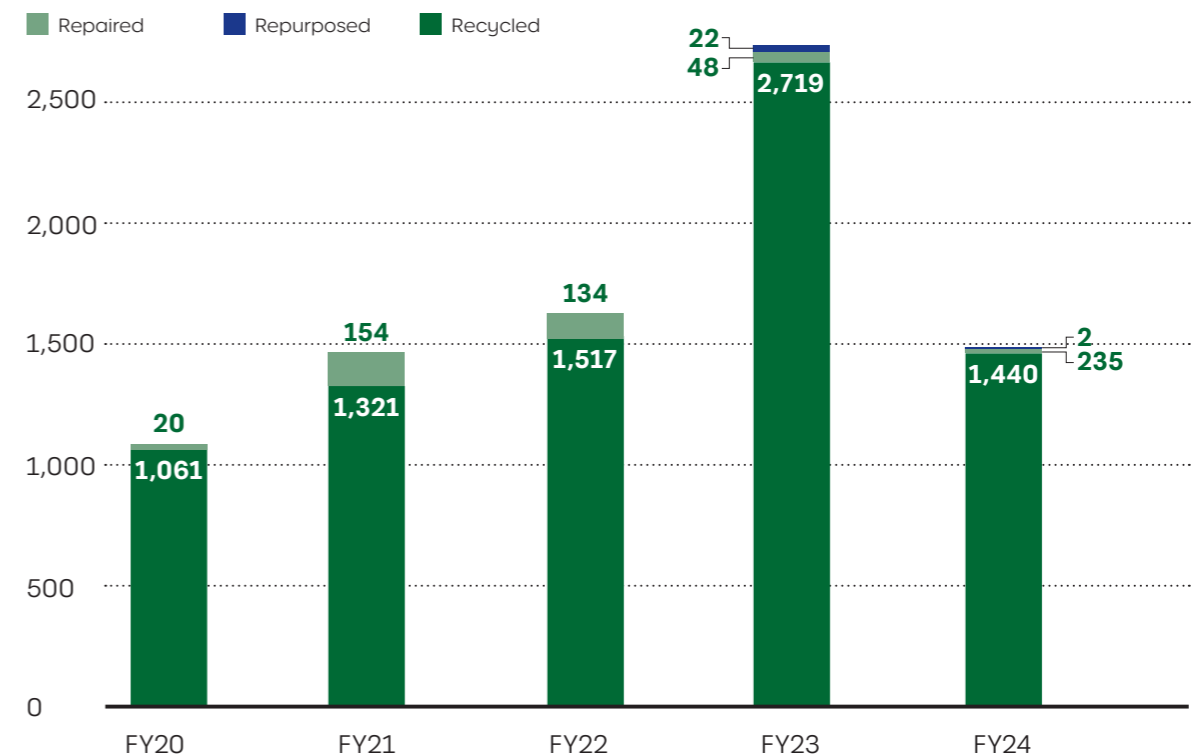
Additionally, we will continue to work closely with Circonomy to broaden its circular economy program to repair, reuse and repurpose a greater volume of items.

To date, Officeworks has repaired, repurposed or recycled 11,880 tonnes of unwanted products. While we don't forecast meeting our target of 17,000 tonnes by the end of calendar year 2025, we aim to achieve 15,000 tonnes, around 85-90 per cent of our target by 2025.

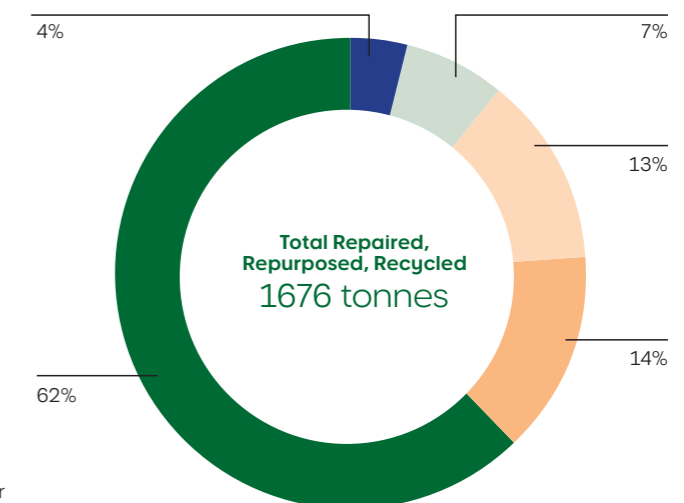
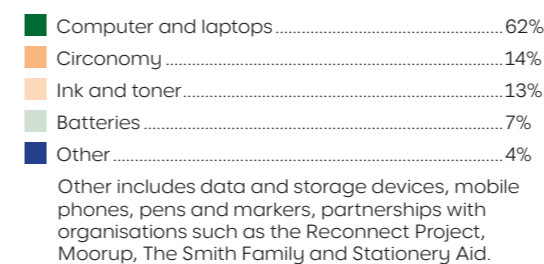
Focus for FY2025

We will expand our Bring It Back Program to include school stationery supplies across more of our store network, encouraging more Australians to recycle and repurpose eligible products and will expand our circular economy offering to our B2B customers.

FY2024 Repairing, Repurposing, Recycling (tonnes)



FY2024 Repaired, Repurposed and Recycled



Source: Recycled, Repaired and Repurposed central tracker



Commitment 15:

All packaging to be reusable or recyclable

What's the issue?

Packaging plays a crucial role in protecting and transporting products, but without sustainable design and proper disposal it often ends up in landfill.

There are three types of packaging: primary packaging, which is what products are sold in; secondary packaging, which is used for deliveries; and tertiary packaging, which supports the distribution of goods from manufacturers to warehouses.

The combined volume of materials and resources used across all packaging types is substantial.

What are we doing?

We have been working towards more sustainable packaging solutions for our products for several years and this commitment continues to be a strong focus across our business.

Our Sustainable Packaging Policy outlines the expectations and guidelines for our suppliers to reduce environmental impacts caused by product packaging, including requiring them to deliver goods to Officeworks in reusable pallets.

In FY2024, of our private label packaging components that have been assessed, 74.8 per cent are recyclable in our customer's kerbside bins with 24.5 per cent representing conditions for recyclability. An example of this is soft plastics, which cannot currently be recycled in kerbside bins or when paper is too small to be recycled by itself, however, if you placed it in a used envelope, it would be sorted correctly and carried through to the correct recycling stream. The remaining 0.7 per cent of private label products are not currently recyclable.

While packaging is an important part of protecting a product, we are focused on avoiding the use of packaging altogether, where possible. To date, 5.0 per cent of our private label products are optimised to either have packaging only for a small paper barcode or, like our private-brand rulers, have no packaging at all.

We are a proud member of the Australian Packaging Covenant Organisation (APCO), a not-for-profit organisation leading the development of a circular economy for packaging in Australia. APCO's vision is to create a packaging value chain that collaborates to keep packaging materials out of landfill, to retain the maximum value of the materials, energy and labour within the local economy. As part of this membership, we can assess the packaging recyclability of every new product and look to make improvements in packaging across current ranges. For more information on our packaging process, please refer to our 2024 APCO Annual Report and Action Plan.

Focus for FY2025

We will continue to assess and collaborate with suppliers on solutions for our packaging to be easily recyclable and eliminate unnecessary materials.



Sustainable Purchases



We're committed to making it easy and affordable for our customers to shop sustainably without compromising on quality.



Commitment 16:

Zero deforestation in our supply chain

What's the issue?

Forests play a key role in helping to slow the pace of climate change by absorbing and storing greenhouse gases, purifying water and providing habitat to 80 per cent of the Earth's land animals.

Deforestation sacrifices the long-term benefits of standing trees for the short-term gains of fuel and raw materials for manufacturing and construction. The primary drivers of this loss are logging, the expansion of agriculture and wildfires, making deforestation a critical global issue with serious environmental, social and economic implications.

What are we doing?

As a large retailer of paper and wood-based products, we are committed to the sustainable sourcing of wood-fibre and take a zero-tolerance approach to illegally logged timber entering our supply chain. Our approach is underpinned by our Sustainable Wood-Fibre Policy, credible third-party certification and supply chain transparency requirements.

To support the industry in transitioning to more sustainable forestry practises and as part of our Sustainable Wood-Fibre Sourcing Policy, by December 2025 all products containing paper and wood in our product ranges must demonstrate they are free from deforestation. This can be achieved through Forest Stewardship Council (FSC) certification, using 100 per cent recycled sources or from fast growing fibres, providing evidence of legally and sustainable harvesting, or offering additional evidence to demonstrate there is no deforestation where the material is sourced. Currently 83 per cent of our total products and 99 per cent of our private label products containing paper or wood demonstrate this.



In FY2024, we introduced a new process for data collection to align with our deforestation commitment, including the addition of palm oil information collection. There are around 200 products ranged at Officeworks identified as potentially containing palm oil. Work has begun with suppliers to confirm whether these products do contain palm oil, and if so, to ensure they are Roundtable on Sustainable Palm Oil (RSPO) certified and free from deforestation.

While we are focused on ensuring there is zero deforestation in our supply chain, through our Restoring Australia Program, we are committed to regenerating and restoring natural landscapes across Australia. Since the program's inception in 2017, we have planted a total of 1.5 million trees across 1,990 hectares of land on behalf of our customers.

Our deforestation scope has evolved beyond products to include the review of packaging of private label products. This includes the boxes or card products that are packaged for consumers and the cartons that products are transported in.

Focus for FY2025

We will continue to work with our suppliers to transition the remaining 17 per cent wood-based products to Forest Stewardship Council certified or 100 per cent recycled sources. Our focus for packaging in FY2025 is about collecting forestry information for all existing products to help underpin a strategy for removing risk of deforestation across packaging in the years to come.

Commitment 17:

Provide a wider range of People and Planet Positive products

What's the issue?

Collectively, we purchase and consume significant volumes of products that take valuable, often finite, resources to produce. Our People and Planet Positive range empowers customers to align their shopping choices with their unique values across several distinct categories.

What are we doing?

To support our customers to shop with their sustainability values in mind, we are committed to providing a wider range of People and Planet Positive products that are easy to find in-store and online, while ensuring they are affordable and of a comparable quality.

Products within the range hold sustainable attributes, including recycled content, wooden materials, certified cotton, items designed or made by Aboriginal and/or Torres Strait Islander people or businesses, as well as items that are refillable, recyclable or that can be reused. Products can only qualify for the range if they meet one of the 10 criteria below and can provide the supported evidence required to substantiate the claims.

Products within our People and Planet Positive range are easily identifiable on our website via the People and Planet Positive icon or on product packaging for private label products.

Prior to FY2024, our focus for the range had been on developing products across stationery and education using principles informed by the criteria.

In the last year, we began applying our learnings into product development across our technology accessories and furniture ranges. In FY2024, Officeworks had over 130 private label tech accessories, part of the range, mostly utilising recycled plastics.

Additionally, we have introduced a range of chairs, the Otto Kronborg Ergonomic Chair and Otto Mistral Chair, where fabric is made from 100 per cent recycled polyester with chair bases and arms made using 60 per cent recycled plastic.

In FY2023, we rebuilt the foundations of the range and introduced three new criteria to the product range: Indigenous products, Recyclable & Certified Cotton. We're proud to say we now have 35 products which qualify for our Indigenous products criteria, 5 products meet our Recyclable criteria and 93 products which meet our Certified Cotton criteria.

Focus for FY2025

We will continue to expand our criteria within the product range that considers circular principles beyond reuse, refill and recycle, to include new criteria such as repair. This will encourage our suppliers to embed circularity into their design principles and manufacturing processes, extending the life of products, keeping materials in circulation for longer and reducing waste to landfill.



The Forest Stewardship Council® (FSC)® provides an internationally recognised global certification scheme, ensuring forests are managed responsibly. By choosing products with the FSC logo, customers can be sure the materials have been sourced sustainably.

³ These products are FSC certified, use 100 per cent recycled sources or from fast growing fibres, providing evidence of legally and sustainable harvesting, or offering additional evidence to demonstrate there is no deforestation where the material is sourced.



The products found in our People and Planet Positive product range fit into one or more of the following categories:

- 

Products are created using recycled materials, such as paper or plastic sources, ensuring resources can be better used to stay in the economy for longer. Products include exercise books, document wallets, laptop bags, pencil cases and pens.
- 

Products created or designed by Aboriginal and Torres Strait Islander people or businesses. Products include fashion stationery items designed by local artists through to cleaning products created by Indigenous-owned businesses, such as Cultural Choice.
- 

Products that are primarily created from bamboo, rattan or other fast-growing renewable resources. Products include desk accessories and a growing range of technology accessories.
- 

Products primarily created from wooden materials, a renewable material that is sustainably sourced. This includes children's educational toys and games.
- 

Products that are designed by local partners with a focus on giving back to the community. This includes our range of Cultural Choice Indigenous office supplies where proceeds contribute to youth mental health programs.
- 

Products free from plastic using plant-based materials or organic materials only (applies to product only; packaging may contain plastic, but this is to be avoided). Our disposable catering supplies include a wide range of plates and cups made from plants.
- 

Products that can be used more than once, removing the need to purchase multiple times and helping to reduce landfill. Customers can find refillable pens and their refills.
- 

Products that are free from any animal ingredients in categories that typically rely on animal products or animal by-products.
- 

Products containing cotton sourced in more sustainable and responsible ways.
- 

Products, which at end of life traditionally end up in landfill, have instead been designed to be recyclable.

Commitment 18:

Phase out problematic plastics

What's the issue?

Plastic is often seen as a useful material in product manufacturing as it is low cost and long lasting. However, some types of plastics present significant problems to the environment as they are unable to be recycled and may never break down, contributing to environmental issues on land and in waterways.

Additionally, we a new strap for our cartons that is made from paper-based, recyclable materials. These two changes will enable the removal of over 13 million pieces of plastic packaging from landfill each year.

This year, we commenced a process to redesign how and what information is collected about materials in our private label products and packaging. This aims to help identify the different problematic plastics we have in our supply chain and collaborate with our suppliers to remove it. Our ultimate goal is to reduce the amount of plastic we pass on to our customers or send for recycling from our stores.

Across FY2024, we actively aimed to reduce the number of unnecessary plastic materials in our packaging and as a result, we removed more than 173,000 pieces of plastic from our primary product packaging. Over the last four years, the annual equivalent of 43 million pieces of plastic were removed from product packaging or through the removal of single-use plastic products.

What are we doing?

We define problematic plastics as:

- Plastics that are difficult to recycle or cause significant environmental issues, such as PVC.
- Single-use plastic, such as items designed or intended to be discarded after a single use. An example of this is plastic cutlery.
- Plastic that is deemed unnecessary, most apparent in secondary packaging materials.

Throughout FY2024, we focused our efforts on our highest volume products that contained problematic plastics.

One example of this is the wrap for our copy paper packaging, which has traditionally been made from non-recyclable plastic packaging designed to protect the paper from humidity. This year, we collaborated with our supplier to develop a wrap that was paper based, and recyclable yet could still protect the paper from humid conditions. After testing the final packaging for recyclability, we introduced new fully recyclable packaging for this product.

Focus for FY2025

In FY2025, our focus will be on data capture and cleansing of the problematic materials in our private label products and packaging. We will also work on ways to remove them without impacting the quality of the product or the protection for the product.

We will continue to phase out single-use plastics in line legislation as outlined by the State and Federal Governments.



Our Partners



The Australian Literacy and Numeracy Foundation
alnf.org

The Australian Literacy and Numeracy Foundation (ALNF) is a national partner of Officeworks and shares a mutual belief that literacy is key to accessing education and employment. The ALNF aims to raise language, literacy and numeracy standards in some of Australia's more marginalised communities. Through our partnership, Officeworks has been able to provide funding for vital programs to support the ALNF's important work within the community, along with learning resources for Indigenous students across Australia.



APCO
packagingcovenant.org.au

The Australian Packaging Covenant Organisation (APCO) works in partnership with industry and government to build a system where packaging is a valuable resource with the circular economy. APCO is leading the delivery of Australia's 2025 National Packaging Targets to reduce the harmful impact of packaging on the Australian environment and to develop a sustainable pathway for packaging in Australia.



ANZRP
anzrp.com.au

ANZRP partners with local government, retail channels and waste management organisations to facilitate the collection and recycling of electronic waste including computers, printers, and accessories. Since 2018, ANZRP has been operating Officeworks' 'Bring It Back' computer and accessories recycling program with collection locations in 140 stores across Australia.



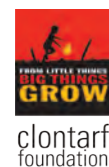
Converge International
convergeinternational.com.au

Converge International is our Employee Assistance Program provider that goes beyond the traditional counselling services to assist in transforming the wellbeing of our team through their eight streams of services across key areas of life that are known to cause concern.



Close The Loop
closethe-loop.com.au

Close The Loop provides best-in-class sustainability solutions to help companies enhance corporate social responsibility programs. It continues to design and manage highly efficient ink and toner take-back, recovery and reuse programs.



The Clontarf Foundation
clontarf.org.au

Officeworks supports the work of the Clontarf Foundation, which exists to improve the education, discipline, self-esteem, life skills and employment prospects of young Aboriginal men and equip them to participate more meaningfully in society. The first Academy for 25 boys opened in 2000. The Foundation has since grown to cater for approximately 4,700 boys in 84 schools across Australia.



Envirostream
envirostream.com.au

Envirostream Australia is the first onshore company to offer mixed battery recycling in Australia. Launched in 2017, Envirostream has developed safe and innovative management solutions for one of the Australian waste industry's biggest challenges – battery disposal.



Forest Stewardship Council®
au.fsc.org

The Forest Stewardship Council® (FSC)® is a global not-for-profit organisation that sets the standards for what a responsibly managed forest is, both environmentally and socially. The trusted FSC label can be found all around the world and means that the paper or timber in a product has come from responsibly managed forests. Officeworks currently has 79 per cent of total products and 97 per cent of private label products made from FSC certified or 100 per cent recycled sources.



Greening Australia
greeningaustralia.org.au

Officeworks partners with environmental not-for-profit organisation, Greening Australia, on our Restoring Australia initiative, which showcases our commitment to planting two trees for every one used, based on the weight of paper-based products purchased by our customers. The program helps customers make a positive difference to the environment every day.



Moorup
moorup.com.au

Moorup is an Australian technology company whose mission is to extend the lives of electronic devices, helping bring connectivity to unconnected consumers. Since its formation in 2018, it has focused on offering recommerce solutions to help make the mobile industry sustainable. Its telecommunication experts utilise their networks to buyback, renew, recycle, donate and sell devices through various corporate, retail and wholesale channels, locally and globally.



MobileMuster
mobilemuster.com.au

We are a proud partner of MobileMuster, a free recycling service that aims to keep old mobile phones, batteries and accessories out of landfill and recycle them to the highest environmental standards.



Sedex
sedexglobal.com

Sedex is home to one of the world's largest collaborative platforms for sharing responsible sourcing data in supply chains, with more than 50,000 members in over 150 countries. Over 1,111 manufacturing sites from 355 Officeworks' suppliers are Sedex members.



The Smith Family
thesmithfamily.com.au

We are proud partners of The Smith Family and share a strong mutual belief in the importance of education. We support The Smith Family through our Back-to-School Appeal – our national in-store and online fundraising appeal to give children who need it most the tools and resources to succeed in their education and break the cycle of disadvantage.



Supply Nation
supplynation.org.au

Supply Nation's vision is for a prosperous, vibrant and sustainable Indigenous business sector. Working with Aboriginal and Torres Strait Islander businesses along with procurement teams from government and corporate Australia, it is helping to shape today's emerging and rapidly evolving Indigenous business sector. Officeworks has been a member of Supply Nation since 2009.



Wise Employment
wiseemployment.com.au

Since 1992, WISE Employment is one of Australia's leading not-for-profit employment services providers, they've helped hundreds of thousands of job seekers to find work with inclusive employers who recognise and value diversity.

Visit: WISE Employment | Disability Employment Services | Workforce Australia | NDIS

The content in this report has been externally assured as part of the Wesfarmers Group Sustainability Assurance process. Visit **Wesfarmers Annual Report 2024** for further information on the process.



Together, we're helping
make bigger things happen
for people and the planet.

www.officeworks.com.au

officeworks
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