

Staples Canada

Community Impact + Sustainability Report 2024

staples[]™





LAND ACKNOWLEDGEMENT

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

Regardless of where we come from, we are all interconnected through the land that we live on, water that we use and air that we breathe. We are committed to a continuous learning journey in allyship. We seek to elevate Indigenous voices and lived experiences to cultivate reconciliation across Turtle Island.

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A MESSAGE FROM OUR CEO RACHEL HUCKLE

As the Working and Learning Company, our commitment to supporting the communities where we live and work has never been more important. In today's rapidly changing world—marked by economic uncertainty, growing climate concerns, and a need for greater equity—Staples remains focused on being a force for good in our communities. Our mission to empower individuals, organizations, and businesses to thrive continues to be guided by our core pillars for community impact and sustainability: equity, education, and environmental responsibility.

Through these three foundational pillars, we are driving meaningful Community Impact and Sustainability initiatives across Canada. In 2024, we raised more than \$2.3 million for the MAP Centre for Urban Health Solutions through our Even the Odds campaign, helping to address systemic barriers to health equity. We also planted more than 250,000 trees through our partnership with Tree Canada and — with United Way Centraide Canada and the Kiwanis Club — raised close to \$1 million to equip kids in local communities across the country with the school supplies they need to succeed.

At the heart of this impact remains our dedicated team of associates, who embody this culture of giving each and every day. We continue to support them by investing in their personal and professional growth by building a culture where everyone feels they belong. Through expanded learning opportunities and our growing network of Business Resource Groups, we are reinforcing our commitment to diversity, equity, and inclusion—not just within our walls, but across the communities we serve.

We know many Canadians are looking for ways to make responsible choices when it comes to the environment. That's why we've continued to innovate—expanding recycling programs, offering more eco-conscious products, and enhancing our focus on energy efficiency and renewable energy solutions. These efforts have earned us recognition once again as one of Canada's Greenest Employers—a reflection of the collective dedication of our associates, partners, and customers.

While we're proud of what we've accomplished, we know our work is far from done. We're committed to doing more—supporting communities through helping close the education gap, advancing equity, reducing our environmental impact, and being there to provide our customers with reliable services, expertise and products they need to thrive.

In this report, you'll learn more about the projects and partnerships that defined 2024. I am proud to lead a company that sees every challenge as a chance to lead with compassion, courage, and conviction.

Together, in 2025, we'll continue moving forward as ONE TEAM—bringing people together, creating opportunities, and driving change where it's needed most.

Thank you for joining us on this journey.

Rachel Huckle, CEO



ABOUT STAPLES

As the Working and Learning Company, Staples Canada is dedicated to serving our customers as a dynamic, inspiring partner across our 300+ locations and online platform, staples.ca. With a strong emphasis on community, inspiration, and services, Staples Canada caters to business customers through two dedicated brands: Staples Preferred for small businesses and Staples Professional for medium to large-sized enterprises.

Staples Canada is committed to making a positive impact by promoting equity, preserving the environment, and supporting education. Through these efforts, we aim to create a better future for all.

Caring and teamwork are core company values that we live each and every day across our organization. We make meaningful connections within every community where we operate through associate engagement, charitable donations, and participation in initiatives that support equity, education, and the environment.

From donating school supplies so students are set up for success, to raising awareness of inequity in Canada – we strive to make our communities better for everyone by opening doors and removing barriers.

Our Purpose

Inspire people to work smarter, learn more and grow every day.



Our Values



We Own It

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



We are One Team

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



We Are Partners

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



We Care

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



ABOUT THIS REPORT

Staples Canada has been reporting yearly on a variety of environmental and social topics since 2021.

This Community Impact and Sustainability (CIS) Report provides a high-level overview of Staples Canada’s Equity, Education and Environment activities and initiatives. Our 2024 report includes CIS actions and outcomes during our 2024 fiscal year, (February 1, 2024, to January 31, 2025) unless otherwise stated.

This report has been prepared with reference to responsible retail business best practices. 100% of Staples Canada’s energy consumption, waste diversion and recycling data is tracked, monitored and verified by Enerfrog Business Services Inc.

DEI activities at a glance

- Five mental well-being webinars in collaboration with the Canadian Mental Health Association
- Eight BRG corporate communications campaigns
- Two vendor pop-up markets celebrating Black History Month and Pride Month
- One Drag Bingo event
- One “Even the Odds” and BRG partnership event
- A “#YouBelongHere” video campaign
- 16% increase in total BRG membership in 2024 versus 2023

2024 Community Impact + Sustainability Highlights



Awards + Recognition





EQUITY

Making the future fair for everyone.

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

EVEN THE ODDS

At Staples, we live out our Equity pillar in action through our Even the Odds partnership with MAP, Canada’s largest health equity research centre. Through innovative research and real-world program and policy solutions, MAP scientists tackle complex community health issues at the intersection of health and equity. Our Even the Odds program funds MAP research and innovative, evidence-based solutions across Canada to help make the future fair for everyone.

Equity is about fairness. Equitable communities work better for everyone.

In Canada, our household income, education, and experiences of discrimination strongly affect our odds of staying healthy.



Through these pillars, we have the opportunity to grow our commitment to making Canada a more equitable country for us all.



Improving Access to Care and Disease Prevention

Healthcare and healthy food are two of our most basic needs – yet in Canada, some have easy access and others are left behind. Through Even the Odds, we’re investing in innovative ways to create healthier communities across the country.



Creating a Healthy Start for Kids

Every child should have the opportunity to thrive, regardless of economic background. With Even the Odds, we are working to end childhood health inequities in Canada through science-based programs with lifelong impacts.



Ending Chronic Homelessness

A future without homelessness in Canada is possible. Through Even the Odds, we are helping people each and every day to get housed, stay housed, and regain their health and well-being.

IMPROVING ACCESS TO CARE AND DISEASE PREVENTION

Program Highlight: Our Healthbox

Our Even the Odds Healthbox initiative provides life-changing impact to communities in the Maritimes, including two First Nations communities, through a series of “smart” vending machines. These machines dispense free health supplies and essentials such as warm socks and hygiene products to people experiencing major barriers to healthcare.

Since its launch in 2021, Our Even the Odds Healthbox initiative has distributed thousands of free wellness supplies including more than 500 HIV self-testing kits and more than 450 Naloxone kits. The vast majority of Healthbox users are young people experiencing homelessness.



Program Highlight: Healthy Food Prescription

With more money to spend at the grocery store, would people with low incomes and chronic disease have a fairer shot at staying well and avoiding complications?

Healthy Food Prescription is a landmark research trial to test a promising approach to food insecurity and chronic disease inequities: grocery store vouchers prescribed by physicians to low-income patients with diabetes. Thanks to Even the Odds, MAP is now providing monthly food vouchers to hundreds of diabetes patients with low incomes in Ontario.

Over time, MAP will track how well the vouchers work to reduce patients’ healthcare use as well as overall risk of diabetes complications — creating the evidence that policy makers need to justify major investment in provincial and national food prescription programs.



CREATING HEALTHY STARTS FOR KIDS

Program Highlight: APPLE Schools

Even the Odds proudly funds APPLE Schools: an award-winning health promotion project for elementary students in underserved communities.



Kids who grow up in disadvantaged neighbourhoods have a much higher risk of diabetes and heart disease in adulthood. APPLE Schools has been proven to help considerably reduce this risk by helping students move more, eat better and feel happier — learning healthy habits that last a lifetime.

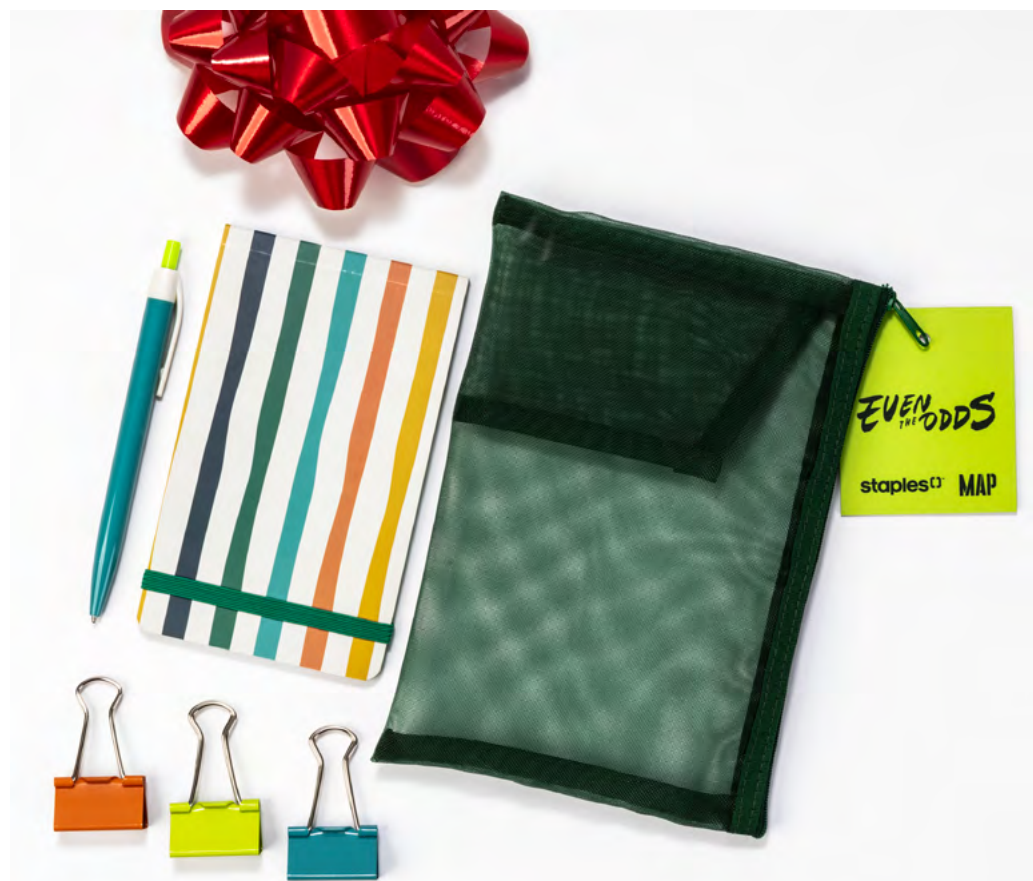
Thanks to Even the Odds fundraising, MAP has been able to launch this evidence-based program at five elementary schools in Ontario, and is piloting a tailored version of APPLE Schools at 10 more schools in Alberta, reaching 4,500 students per year.

ENDING CHRONIC HOMELESSNESS

Program Highlight: The Navigator Program

Even the Odds proudly funds MAP’s Navigator program: an outreach program that helps unhoused patients recover after a hospitalization by connecting them with healthcare and social services in the community. The ultimate goal is to help people exit homelessness for good. Thanks to Even the Odds fundraising, we have been able to bring this innovative program to St. Paul’s Hospital in Vancouver, B.C. with plans to expand further to Montreal, Que. Since launch, the St. Paul’s program has supported hundreds of unhoused patients recovering from illness.

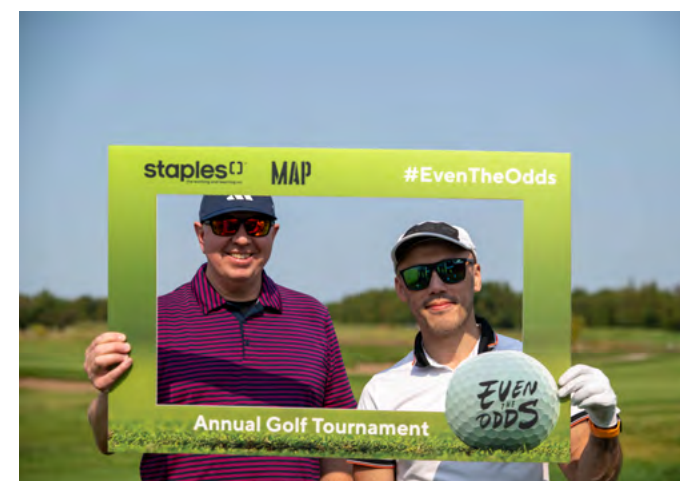




HELPING TO EVEN THE ODDS, ONE DONATION AT A TIME

Our Even the Odds partnership was created to help raise awareness of social, health, and economic inequities throughout Canada, and to the vital funding needed to drive meaningful and lasting change.

Thanks to the support of Staples Canada's customers, associates, and vendor-partners, as well as an annual corporate match donation, we are proud to have raised more than **\$2.3 million in 2024** to help fund both research and real solutions in communities throughout Canada. Funds raised go to MAP to support programs that directly impact communities across the country.





Driving Associate and Community Engagement in 2024

In 2024, the Even the Odds team introduced a series of creative initiatives to boost awareness and engage our associates and the community in support of MAP and Even the Odds programs.

Highlights included:

New associate-focused informational sessions designed to educate and inspire action.

Hosted by Staples, a community-focused Spotlight session from our University Ave. store on World Homelessness Day (Oct. 10) featuring MAP scientists that sparked meaningful dialogue.

The first-ever Staples Vendor Food and Beverage Bonanza (Nov. 27), where associates and community members sampled products from top brands while learning how to get involved.

These initiatives generated strong engagement and enthusiasm, laying the groundwork for future events and deeper support for Even the Odds.





AT STAPLES, YOU BELONG HERE

At Staples, we believe and live by the statement ‘You Belong Here.’ At Staples Canada, we know our focus on diversity, equity, and inclusion (DEI) is not just the right thing to do, but it is also a key driver to our success. We are working towards an equitable future by creating a culture where everyone is comfortable being their authentic selves.

Diversity, Equity, and Inclusion Initiatives in 2024:

Our Business Resource Groups (BRGs)

We are proud to have four Business Resource Groups (BRGs) at Staples Canada. These groups are by our associates, for our associates. At a grassroots level, they provide leadership, informal mentorship, networking and education, and help support the drive of the strategic priorities of DEI in the business. They create a more inclusive, cohesive culture and connect associates with their colleagues, customers, and the community—driving a sense of belonging.

In 2024, we significantly strengthened our BRG infrastructure. We implemented support roles within each BRG, adding a layer of structure and support beyond the executive sponsor and co-chairs. This enhanced structure has facilitated a more effective and efficient approach to planning and executing BRG initiatives.

The 2024 BRG Showcase Series, culminating in six virtual and in-person events, proved highly successful. The series generated significant interest and engagement, resulting in a 16 per cent increase in total BRG membership.

WHY JOIN A BUSINESS RESOURCE GROUP (BRG)?

Here are 4 great reasons you should join us today.



1 UNLOCK OPPORTUNITIES



Access networking events, mentorship programs, and professional development workshops tailored to your growth and success.

2 AMPLIFY YOUR VOICE



Be part of a supportive community where your ideas matter. Drive positive change, advocate for diversity, equity, and inclusion, and make a real impact on our workplace culture.

3 CULTIVATE DIVERSITY



Celebrate and embrace diversity, expand your perspectives, and foster understanding through engaging dialogues, educational initiatives, and inclusive activities.

4 BELONG AND THRIVE



Join a vibrant community where you belong. Build meaningful professional connections and find inspiration as we cultivate a culture of inclusion at Staples.



OPEN TO ALL ASSOCIATES

Our BRGs are inclusive and safe spaces that are open to all Staples Associates. Whether you identify as part of a BRG or an ally, you can participate with your colleagues and make a positive difference at Staples. Scan the QR code to join a BRG.



#YOUBELONGHERE



PRIDE at staples

Pride @ Staples

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

WOMEN WHO LEAD

Women who Lead

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

Mental Wellness WARRIORS

Mental Wellness Warriors

The Mental Wellness Warriors group is focused on eliminating the stigma associated with mental well-being in the workplace. Through awareness and education, this group is focused on creating a culture and building a network to lessen the stigma around mental health.

MOSAIC

Mosaic

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





Inclusive Leadership Circles

Our Inclusive Leadership Circles (offered virtually coast-to-coast in English and French) equip people leaders with practical skills to foster inclusion and equity. Through scenario-based workshops and discussions, leaders gain tools to embed DEI principles into their daily work and address associate questions directly.

Self-Identification

Count Yourself In

To foster a sense of belonging for all, understanding our diverse associate base and individual makeup is crucial for building targeted programs at Staples. Our voluntary and confidential self-identification program, launched in Spring 2023, remains a cornerstone of our DEI strategy. This program empowers associates to self-identify within our HR system, providing crucial data for creating targeted initiatives and policies that truly reflect the diversity of our workforce.

The data collected and the demographic analysis—from the data—are vital for effectively addressing specific group needs and informing policies that genuinely support everyone, breaking down stereotypes. This process also promotes awareness of unique experiences and challenges, aiding in the establishment of an inclusive and equitable environment that respects everyone’s rights and needs.

Additionally, it helps identify resources and support tailored to associates’ identities, such as Business Resource Groups or specialized programs.

Overall, self-identification is a powerful tool for promoting understanding, acceptance, and equality. It allows individuals to be seen and valued for who they truly are and allows us to work towards creating a more inclusive and equitable environment. We remain committed to this program and are actively exploring ways to enhance its effectiveness in 2025 and beyond.

DEI E-Learning Programs

Understanding the need for a sense of belonging in our associates is an integral step in creating a culture of acceptance, inclusion and understanding. To support our associates in learning more about how they can participate in a more inclusive and equitable culture at Staples, we designed three e-learning courses.

- **Diversity, Equity and Inclusion:** This course teaches how Diversity Strengthens Our Team, What is DEI? And sharing teaching of an Inclusive and Equitable Culture, and an Inclusive and Equitable Communication.
- **Ending Racism:** This course addresses how Racism is A Global Problem, Preventing Interpersonal Racism, and Confronting Systemic Racism.
- **Gender Inequality:** This course addresses The Global Presence of Gender Inequality and the Promotion of Gender Equality in the workplace.





Partnership with Canadian Centre for Diversity and Inclusion

Staples Canada is an employer partner of the Canadian Centre for Diversity and Inclusion (CCDI). Through this partnership, we provide access and learning to all of our associates.

Mental Health in Motion

Since 2015, Staples Canada has been a proud sponsor of Mental Health in Motion in partnership with York Region Mental Health Association. Through this sponsorship, Staples supports The Canadian Mental Health Association York and South Simcoe in their work to address the challenges young people face due to barriers such as mental illness, addiction, and suicide.



REGISTER TODAY:
cmhainmotion.ca

Staples Employee Share Fund

Exemplifying our value of “We Care,” fostering togetherness and supporting our Staples Community is important to our associates from stores all the way to head office. The Staples Employee Share Fund is founded and solely funded by associates and offers financial support to employees who find themselves in need of assistance due to unforeseen events beyond their control.

The Staples Employee Share Fund gives all full-time and part-time associates the opportunity to contribute to or receive support from the Staples Community. For associates who have recently experienced severe financial hardship, the Staples Employee Share Fund is an option for additional financial support during a difficult time.





EDUCATION

Learning is a beautiful thing.

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

ELIMINATING BARRIERS TO EDUCATION

2024 Staples School Supply Drive

Our Annual Staples School Supply Drive is a joint effort between our associates, customers, and local organizations looking to make the biggest impact possible in the communities we live in and serve.

In 2024, we continued our longstanding partnership with United Way/Centraide in the West, East, and Quebec, and with Kiwanis in Ontario, to help these organizations meet the unique and diverse needs of children and schools across the country.

We are excited to share that in 2024, we met the overwhelming need this year for school supplies in our communities by raising more than \$900,000 in support of charitable partners. With every donation during our 2024 School Supply Drive, we came closer to our goal of eliminating barriers to education across Canada.





PROVIDING ASSOCIATES WITH OPPORTUNITIES TO WORK, LEARN, AND GROW:

As the Working and Learning Company our purpose is to help people work smarter, learn more and grow every day. Through our talented teams across the country, we work together to ensure we deliver the best products, solutions and services to our customers each and every day.

Up, Close and Personal with the Senior Corporate Leadership Team (SCLT): Welcoming our corporate new hires

In 2024, the onboarding journey for our corporate new hires culminated in a session with the SCLT, who welcome new hires every quarter with a fun, informal and interactive in-person or virtual session.

Associates get the opportunity to meet our executive team, connect with their peers, ask questions, and share their stories and experiences at Staples while learning more about the leaders and their work.

Learn @ Staples

Lead Forward

Under the Learn@Staples umbrella, we offer live sessions, self-directed learning and leadership development programs, aligned with our learning focus areas: Radical Candor (feedback), DiSC (working together), Do What Matters Most (time management) and The Coaching Habit (Coaching). Associates are also provided development opportunities covering other topics such as decision-making, strategic thinking, developing high-performance teams and more.

Also, our leadership development program includes three progressive tracks, which are a blend of different, immersive learning experiences on key leadership topics: Lead Next (for aspiring leaders), Lead First (for new leaders), and Lead Forward (for existing leaders to enhance their skills). In our award-winning Lead Forward program, participants apply their learnings in an ‘Action Learning’ project to make recommendations to senior leadership on real business opportunities and issues to drive organizational results.

Additionally, all full- and part-time associates have access to our online, 24-7 learning resource library, ‘Mind Tools,’ to develop their professional skills further. In 2024, we also partnered with the Institute of Management Studies (IMS), offering a series of webinars on diverse topics.

Associate Scholarship Awards

As the Working and Learning Company, we are committed to fostering growth and development opportunities for all our associates. The Annual Scholarship Program underscores Staples’ ongoing efforts to invest in the education of our associates and their families.

In 2024, we were proud to grant 23 academic scholarships, each valued at \$1,000, to 23 Staples associates who were either full-time students themselves or had a child enrolled as a full-time student for the Fall 2024 semester. In addition to these awards, we also recognized the top overall applicant with an additional \$1,000 scholarship.



Community Partnerships at Staples

At Staples, we are committed to fostering inclusive employment opportunities through our Community Partnerships program. This initiative connects Staples with non-profit organizations that support job seekers from diverse backgrounds facing employment barriers. In 2024, we successfully hired 29 talented individuals through this initiative, primarily in our retail division. In 2025, we aim to expand these partnerships across all Staples business units nationally.

To support this growth, our committee has developed a structured process to educate our teams on the program’s benefits, streamline implementation, and strengthen our partnerships across Canada. By considering candidates from these programs, Staples continues to enhance workforce diversity while leveraging available training incentives—ensuring that more individuals can contribute meaningfully to the Canadian workforce.

Grow With Staples

At Staples, we strive to provide our associates with rewarding career opportunities that contribute to their professional growth and success. Under the Grow with Staples program, our associates have the unique opportunity to learn about different roles across Staples that may be in line with their strengths and interests and explore opportunities to realize their career aspirations. From sales and operations to analytics, the opportunities are endless.

Associate Engagement

Continuous Listening & Engagement Strategy

Over the last five years, our Associate Engagement Survey (AES) results have been stable – with a participation rate of 86 per cent or higher and overall average engagement score of 74 per cent, a matter of great pride for us.

But change doesn’t happen overnight, and we recognize the importance of creating enduring and meaningful impact through our actions, based on feedback from the survey. As a result, we decided to focus on taking more time to implement our 2023 AES Action Plans and continue listening to our associates through a new

approach – Continuous Listening & Engagement Strategy.

Through this revised approach to associate engagement and AES Action Planning, we intend to ensure follow-through on actions identified and continue creating space for two-way candid feedback, coaching and recognition.

As a part of this strategy, leaders:

- leverage their last AES results to strengthen their team or department action plans for 2024 and 2025.
- share periodic updates with their teams on progress made on their AES Action Plans.
- improve two-way communication through listening sessions – Lean In Circles (focus group discussions with indirect reports) and 1:1 Engagement Conversations (with top performing indirect reports).

With the next Associate Engagement Survey coming up in 2025, we will also be able to measure the impact of this strategy and continue driving associate engagement through focused interventions.

Working and Learning Accolades

Global Top 100 Inspiring Workplaces

Following our recognition as one of the Top 100 Inspiring Workplaces across North America, in 2024, we officially made the list of **Global Top 100 Inspiring Workplaces –a worldwide gold standard.**

This achievement is particularly significant because it reflects our standing on an international scale. Our score was compared with all other regional scores from independent judges across North America, Europe, the UK & Ireland, the Middle East & Africa, LATAM, Asia, and Australasia to create The Global Top 100 list. To be recognized among such esteemed companies worldwide is an incredible honour and a true testament to our outstanding workplace culture.

This global recognition is a direct result of the incredible work, dedication, and passion that each associate brings to our organization every day. It showcases our unwavering commitment to creating a workplace where people feel valued, empowered, and inspired to perform at their best.



ENVIRONMENT

*This report has been prepared with reference to responsible retail business best practices. 100% of Staples Canada's energy consumption, waste diversion and recycling data is tracked, monitored and verified by Enerfrog Business Services Inc.

Solutions that will never go to waste.

At Staples, we believe we have a shared responsibility to sustain the planet for future generations.

Our Environment Pillar is rooted in the philosophy that we can create solutions for our customers that never go to waste. As part of our commitment to the Environment, we create planet-passionate solutions with the goal of making it easy for Canadians to make an impact — focusing on eco-conscious products, Recycling Solutions, Energy Efficiency, and Renewable Energy.

OUR SUSTAINABILITY JOURNEY

Progress Along our Sustainability Journey

Beginning in 2022, our sustainability team prioritized the creation and analysis of both an integrated external Community Impact and Sustainability report (Staples Canada and Staples Professional) and an internal sustainability progress report.

By monitoring and sharing our progress on both a quarterly and annual basis, we will be able to better understand where to focus our efforts and identify further opportunities for success.

This year, we are excited to share our cumulative progress towards our 2025 Sustainability goals. This annual roundup highlights the amount of waste that our sites have diverted from landfills in 2024.

At Staples, we have been
#PlanetPassionate

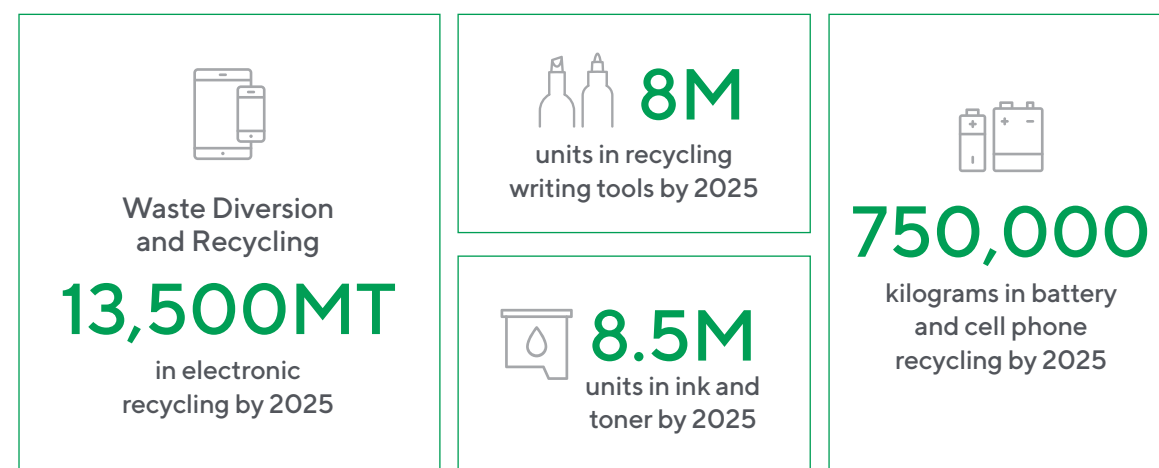
for over 20 years and continue to advance
on our journey, each and every day.





Our 2025 Goals for a Greener Future

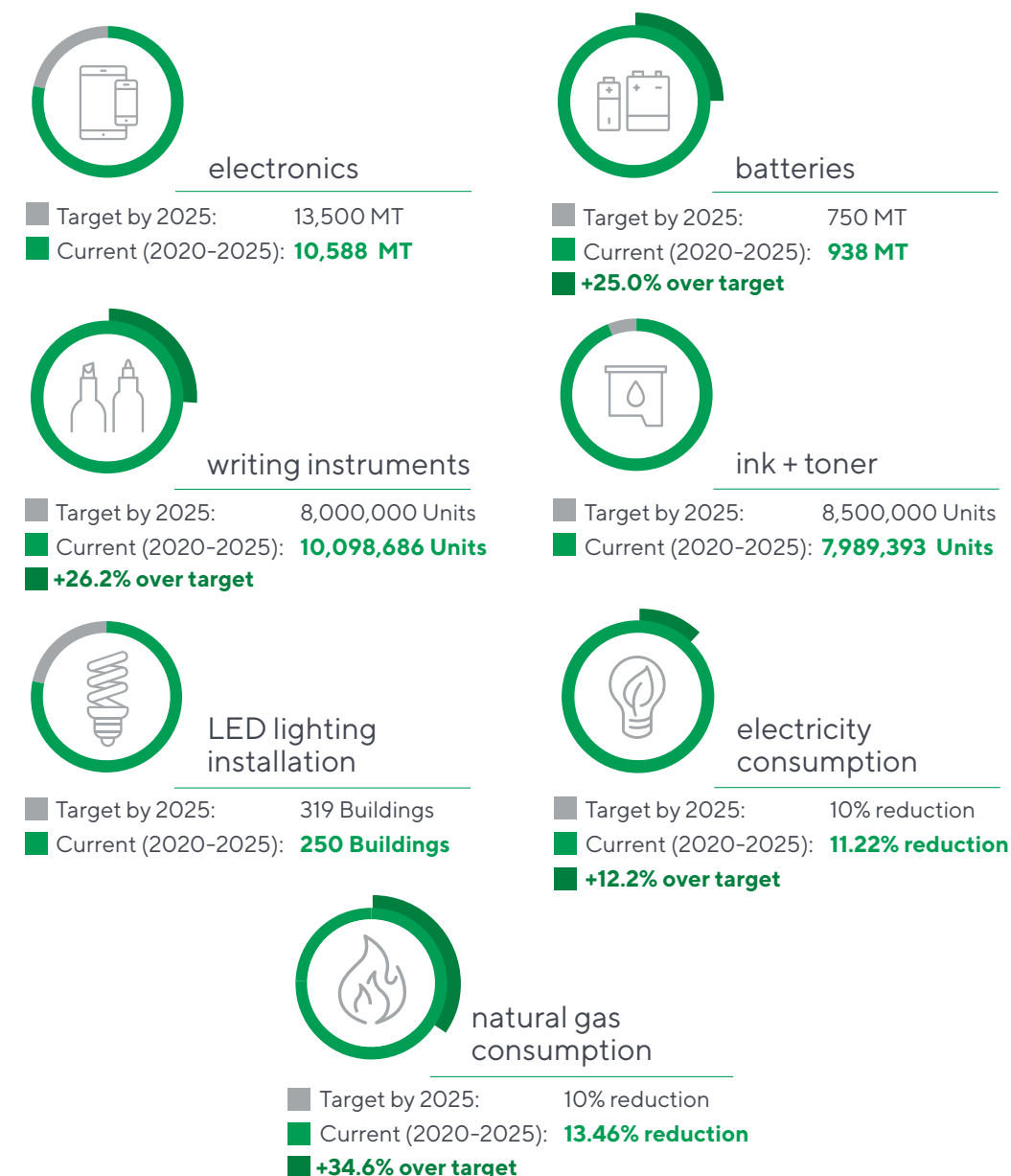
Our goal is to reduce our environmental impact through the following key pillars:



Continuously improve waste diversion and increase recycling



2024 – Cumulative Progress toward our 2025 goals





PARTNERING FOR A GREENER FUTURE

Planet Passionate Partnerships

At Staples, we know that our work to build a greener tomorrow cannot be done alone. We are proud to work with industry-leading innovative and #planetpassionate partners that inspire us to work even harder toward a greener future.

Key Planet Passionate Partners of 2024

Tree Canada

In 2024, we marked the 17th year of Staples’ partnership with Tree Canada. Over the course of our partnership, we have planted more than 244,282 trees, supported numerous community greening projects, recovered areas hit by disasters, and helped grow a better place to live for Canadians across the country. In 2024 alone, Staples contributed \$100,000 to Tree Canada, supporting three major programs:

- 1. National Greening Program:** 6,000 trees will be planted by 2025 in areas most in need that are eligible for matching under the 2 billion Tree Program, contributing to clean air, clean water, and carbon sequestration.
- 2. Community Tree Grants:** Funded tree-planting projects at schools across Canada (Durham, ON; Wolseley, SK; and Coleman, AB,) resulting in 391 new trees that promote environmental education, reduce air pollution, and connect students to nature.
- 3. National Tree Day Event:** Hosted in Richmond Hill on September 19, 2024, where our very own Staples employees planted 450 trees, enhancing urban biodiversity and fostering community engagement.

These tree-planting efforts have been significant enough to offset the carbon emissions generated by our gas-powered delivery fleet. Additionally, Staples continues to invest in electrifying its fleet and exploring innovative ways to optimize and reduce carbon emissions, reinforcing our commitment to a decarbonized and sustainable future.

HP

In December 2023, our associates gathered at our head office to celebrate one of our most prominent and long-standing sustainability partners, HP. In 2023 alone, Staples Canada and Staples Professional recycled more than 580,000 genuine HP ink and toner cartridges. Over the years, Staples has been a key contributor in helping HP to achieve a truly significant milestone — recycling more than 1 billion ink and toner cartridges.

In 2024, associates visited the La Vergne plant to gain a deeper understanding of how circular plastics are made to go back into HP cartridges.

Through this program, our team continues to contribute to the circular economy and is on track to achieve our goal of recycling 8.5 million units of ink and toner by 2025.

TerraCycle

In 2024, our writing instrument recycling program continued – in partnership with TerraCycle — and made more of an impact on Canadian communities than ever before. So much in fact, that Teen Program participants through Earth Rangers, an external organization, organized school-wide writing instrument recycling programs that leveraged Staples’ recycling program.

Staples Canada remains the only Canadian retailer that recycles writing instruments. Through this innovative program, Staples has been able to divert more than 10 million writing instruments from landfills since 2020. We exceeded our goal of 8 million writing instruments recycled well before 2025.

Bullfrog Power

Since 2013, Staples has been choosing green electricity with Bullfrog Power and has displaced more than 31,181 tonnes of CO₂e.

All items printed at Staples Canada, now including Print Connect, are printed in production centres bullfrogpowered with 100 per cent renewable energy.

Bullfrog Power's generators put 100 per cent clean, pollution-free electricity onto the grid to match the amount of conventional power used.

Across Canada, Bullfrog's green electricity comes from a blend of wind, solar, and low-impact hydro power sourced from new Canadian renewable energy facilities.

Thanks to the green energy commitments of bullfrogpowered homes and businesses, including Staples, Bullfrog Power provides critical financing to support the development of new green energy projects across Canada.

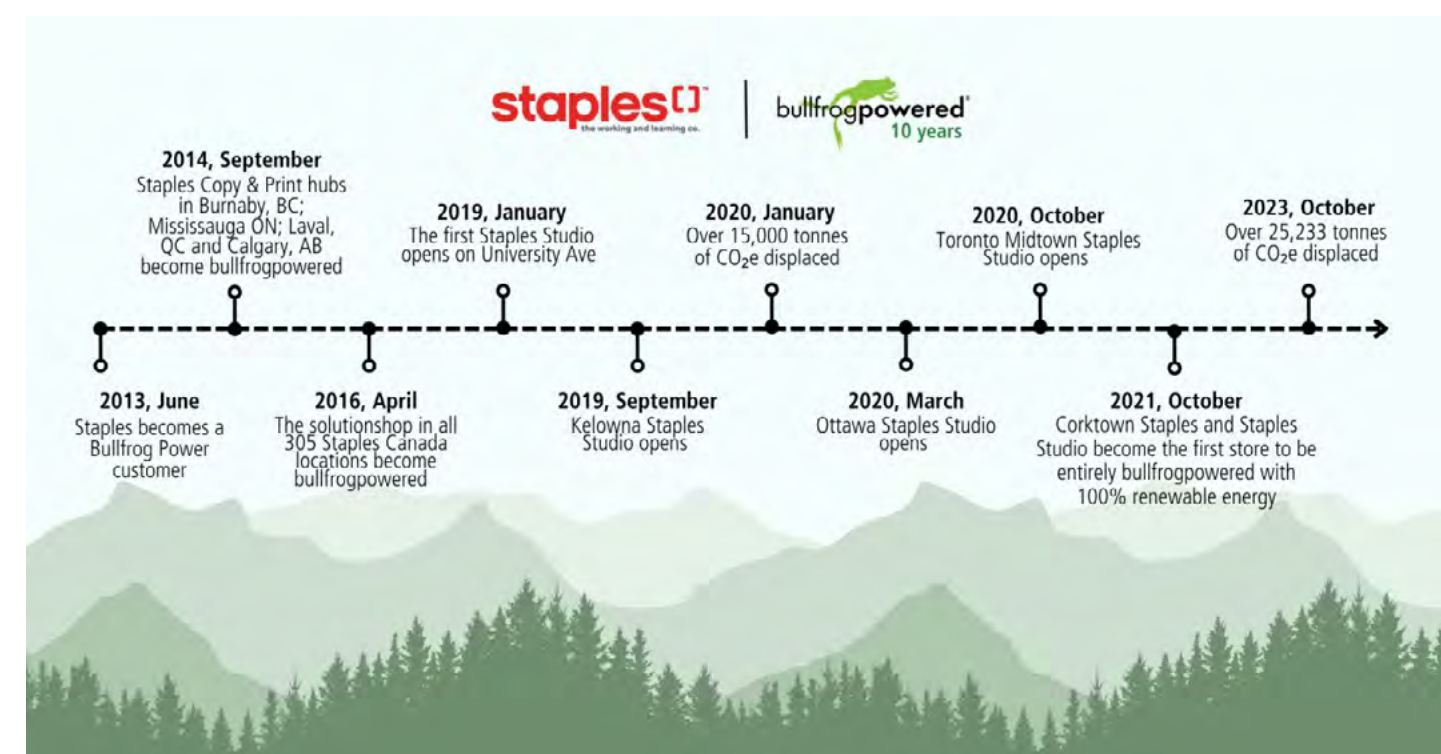
Through Bullfrog Power's community-based green energy projects grant, Staples has contributed to more than 100 community projects, including:

- 32 Indigenous-related community projects (multi-community impact spanning 3 territories and 5 provinces).
- renewable energy projects, education projects, and organizational support.



Your order was printed in a Staples Print™ facility
that is bullfrogpowered® with 100% renewable electricity.

Votre commande a été imprimée dans un centre d'impression Bureau en Gros^{MD}
bullfrogpowered^{MD} avec de l'électricité entièrement renouvelable.



BRINGING OUR ASSOCIATES ALONG ON OUR SUSTAINABILITY JOURNEY

Investing in a Greener Future - Our EV Trucks

Staples' continued investment in electric delivery vehicles (EVs) provides real-time analytics and allows us to measure, monitor and share the results of our emissions reductions and our environment impact like never before. The software in the EVs also identifies the most efficient delivery route options for our drivers, resulting in further emission reductions. In 2023 alone, the deployment of our EV fleet generated a 3,674.2 kilograms reduction in CO2 equivalents. To date, Staples' electric fleet has driven 257,754 km, saving 70,084 kg of CO2. This is the equivalent of planting 1,159 trees for 10 years or charging 4.6 billion smartphones.

This investment marks a significant milestone on our sustainability journey and is helping us to reach our sustainability goals—to deliver on our commitment to sustainably support our **Staples.ca** and Staples Professional customers.



National Tree Day

Anytime we get together as ONE TEAM to make an impact through planet-passionate sustainability activities we're putting our commitment to Environment in action.

2024 marked the 16th year of our partnership with Tree Canada / Arbres Canada, and we are proud to work with this industry-leading, innovative partner who inspires us to work toward a greener future. Over the course of our partnership with Tree Canada, we have planted close to 250,000 trees in underserved communities, supported numerous community greening projects, recovered areas hit by disasters, and helped grow a better place to live for Canadians across the country.

In September 2024, Staples associates across the country came together to volunteer their time and participate in Tree Canada events nationwide, including planting trees at Oak Ridges Corridor Conservation Reserve in Richmond Hill.

It was incredible to see our associates working together to help make a sustainable impact in the communities in which we operate.



Staples-sponsored Community Tree Grant Program

This year, Durham Alternative Secondary School (DASS) in Oshawa received a Staples-sponsored Community Tree Grant, supporting a tree-planting initiative in partnership with Tree Canada. On September 23, members of Staples' Senior Corporate Leadership Team, our Sustainability team and MOSAIC Business Resource Group gathered at DASS to commemorate the official completion of their outdoor space with a presentation from Staples of a commissioned art installation created by renowned local Indigenous artist Patrick Hunter.

The event is a testament to the power of collaboration, uniting our two long-standing partners in an initiative that brings together education, environmental action, and cultural appreciation – giving back to the environment while fostering understanding and respect for Indigenous heritage.





BRINGING OUR CUSTOMERS ALONG ON OUR SUSTAINABILITY JOURNEY

As leaders in sustainability and eco-responsibility, we are committed to reducing our environmental impact every day. Our efforts would not be possible without the support of our customers who have helped us in working towards reducing our environmental footprint.

Plant Passionate Products

Staples is committed to advancing Eco-Responsibility through a comprehensive range of environmentally friendly products sourced from a diverse network of like-minded vendors.

Our dedication is reflected in our wide selection of certified products endorsed by leading organizations such as the Forest Stewardship Council, Sustainability Forestry Initiative, Rainforest Alliance, EcoLogo, and Energy Star. Our own-brand merchandise prioritizes the well-being of both people and the planet, featuring items like recycled paper towels, reusable cups, food and beverage containers, and premium ink and toner crafted from remanufactured components.

Our eco-conscious products are internally categorized into two tiers: Eco-Level 1, containing 40 per cent or more recycled material, and Eco-Level 2, comprising products with less than 40 per cent recycled content. With more than 2,500 products available in-store and a broader selection online through staples.ca and Staples Professional, we are dedicated to facilitating environmentally responsible choices for our customers.

Recycling Programs

Electronics

Partner: eCycle



Staples Canada and its national electronics recycling partner eCycle Solutions take back end-of-life electronics at all retail locations. Recyclable items accepted include cell phones, computers, computer parts, small appliances and more. Staples Canada is an authorized e-waste provider site through the Electronic Products Recycling Association (EPRA) nationally.

Ink/Toner Cartridges

Partner(s): HP, eCycle



Every year more than 300 million ink cartridges are improperly discarded and end up in North American landfills. Staples Canada works with several ink and toner recycling partners to divert as many ink and toner cartridges from landfills as possible each year. Since 2020, we have recycled 7,594,358 ink and toner cartridges and are well on our way to recycling 8 million units by 2025. In 2024, 496,531 ink and 196,004 toner cartridges have been recycled.

Batteries

Partner: Call2Recycle



Staples Canada partners with Call2Recycle to collect used batteries (rechargeable and alkaline) from all store locations and its home office(s) for recycling. The partnership began in 2004, and to date, over 7 million kilograms of used household batteries have been collected and safely recycled through the program. In 2024, our Staples retail stores were able to collect 214, 926 batteries for recycling. We've also extended our partnership with them, operating in B2B through Staples Professional.

Sustainability Accolades

Canada's Greenest Employers



In 2024, we were selected as a 2025 winner for Canada's Greenest Employers by Canada's Top 100 Employers awards forum. This award acknowledges Staples as a national leader in sustainability, driving meaningful change across its organization with a clear commitment to environmental responsibility. From energy efficiency and waste reduction to decarbonization, our sustainability strategy touches many aspects of the business. Through initiatives such as in-store recycling programs, renewable energy partnerships, and carbon reduction efforts, Staples is not only reducing its environmental footprint but also helping its customers and communities make a positive impact.

Leader in Sustainability Partner: Call2Recycle



In March 2025, we celebrated our more than 20-year partnership with Call2Recycle / Appel à Recycler Canada to collect and recycle batteries through Staples Canada stores. Associates gathered to recognize this innovative and long-standing partnership at Staples Richmond Hill head office with the help of Call2Recycle's Recycle Your Batteries, Canada! official ambassador, Canadian soccer legend, Christine Sinclair.

During the event, Staples Canada received the 2024 Leaders in Sustainability Award, which recognizes the outstanding environmental initiatives of Call2Recycle partners who have gone above and beyond to promote responsible battery recycling in Canada.

Through Staples' partnership with Call2Recycle, we continue to educate more and more people and drive awareness of the need for every Canadian to contribute to the circular economy.

Writing Instruments Partner: TerraCycle



In 2012, Staples Canada launched a writing instrument recycling program in partnership with TerraCycle. Customers are encouraged to drop off used writing instruments at local stores, such as pens, pencils, markers, and highlighters, which are sent to TerraCycle for recycling. To date, Staples Canada has successfully diverted over 10 million writing instruments from landfills across Canada.

Coffee Capsules Partner: Nespresso



* Select Stores

Staples Canada continued its partnership with Nespresso for the Nespresso Recycling Program in select Staples stores across Canada. This recycling program offers an easy way for customers to recycle their used coffee capsules – simply drop them into our Nespresso-branded recycling bins in-store. Currently, 49 of our retail stores are participating. Visit www.nespresso.com/ca/en/irecycle to find a participating store near you.

Paper Shredding Partner: Iron Mountain



Staples Canada continues to partner with Iron Mountain to provide its customers with secure shredding services. Staples shredding services is committed to protecting the environment as much as it is protecting the privacy of its customers. All shredded materials are recycled to minimize waste, pollution, and impact on our natural resources.



Staples Professional has been ISO-certified for over a decade.

Staples Professional maintains both an Environmental Management System (EMS) and Quality Management System (QMS). These systems are ISO 9001 and ISO 14001 certified; these internationally recognized standards acknowledge the depth and thoroughness of our operations.

The systems are built upon standardized processes, procedures, and internal and external audits. ISO certification provides third party verification of our processes and an unbiased perspective on our operations. These certifications demonstrate our ongoing commitment to continuous improvement and responsible operational and environmental management.



ISO 14001 Environmental
Management System



ISO 9001 Quality
Management System

