

# Staples Canada

## Community Impact + Sustainability Report 2023

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## LAND ACKNOWLEDGEMENT

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

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

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## A MESSAGE FROM OUR CEO RACHEL HUCKLE

At Staples Canada, we strive to empower individuals to work smarter, learn more, and grow every day. Our commitment to Community Impact and Sustainability lies at the core of our mission at Staples, driving us to act responsibly within the communities we serve and ensuring our operations are conducted ethically and sustainably.

Our dedication to our communities is anchored around our three pivotal pillars of: Equity, Education, and Environment. With these pillars as our guide, we work to help foster a country where everyone has the opportunity to thrive. We believe in the power of community, and this mission is rooted in our strong sense of responsibility toward our customers, our associates, and the communities in which we live and work.

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

As pioneers in sustainability, our commitment to the planet is unwavering. We are passionate about helping individuals make sustainable choices, driven by our partnerships, educational efforts, and the products and services we offer.

Our innovation in providing new and eco-friendly products paves the way towards a more sustainable future.

While we have much to celebrate, we are clear on the areas where we could make even more significant strides—including continuing to drive diversity and inclusion within our workforce, continuing to tackle equity issues in our communities, and relentlessly pushing to meet and extend our business’s sustainability goals.

In the following pages, you will learn more about the initiatives, activities and partnerships we engaged in throughout 2023 to support our company’s values and commitment to our communities. I am privileged to lead an organization that is deeply committed to these values, and through our ONETEAM culture, a company that never stops looking for ways to improve.

Reflecting on our achievements over the past year, I am filled with inspiration and optimism for what lies ahead. I invite you to explore Staples’s corporate social responsibility accomplishments in 2023 and hope you will join us on this ongoing 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 2023 report includes CIS actions and outcomes during our 2023 fiscal year, (February 1, 2023, to January 31, 2024) 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.

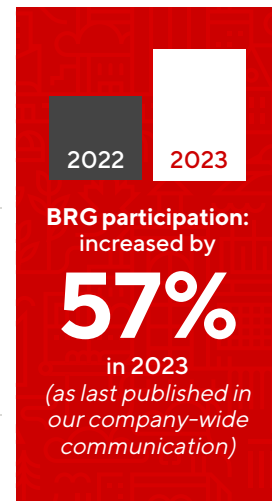
Our latest 2023 DEI statistics highlight the strides we’ve made on our journey toward creating a more diverse and inclusive workplace and community:



Women make up **50%** of the executive leadership team

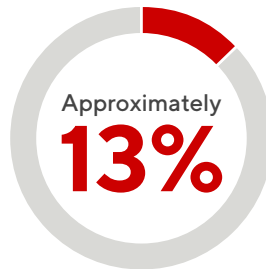


Women make up **43%** of the Director + group



BRG participation: increased by **57%** in 2023 (as last published in our company-wide communication)

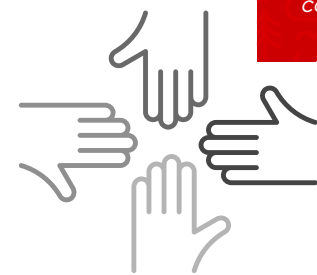
People with disability:



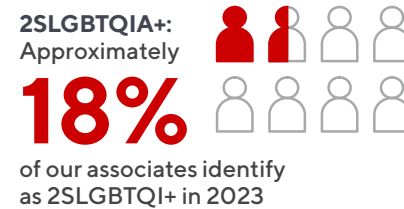
Approximately **13%** of our associates identify as someone with a visible or invisible disability in 2023



Women make up **44%** of all associates in 2023

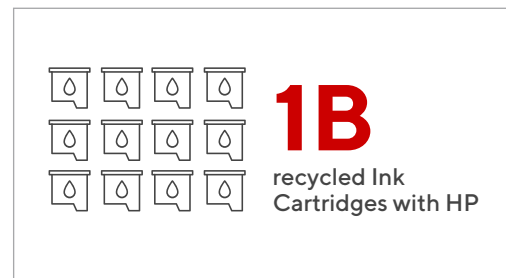
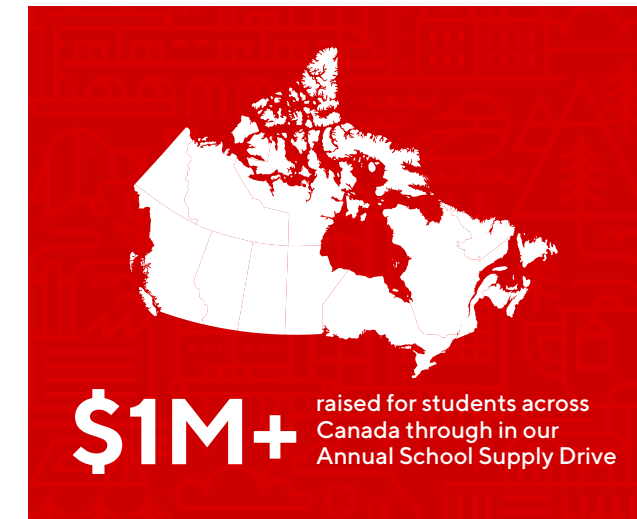


BIPOC: Approximately **31%** of our associates identify as BIPOC in 2023



2SLGBTQI+: Approximately **18%** of our associates identify as 2SLGBTQI+ in 2023

## 2023 Community Impact + Sustainability Highlights



## Awards + Recognition



Staples Canada is proud to be recognized as one of Canada’s Top 150 Best Employers for Diversity 2023 by Forbes and Statista.



Recipient of a Retail Council of Canada Excellence in Retailing Talent Development Award for the “Lead Forward Program.”



Leader in sustainability award for battery recycling and battery waste diversion.



# 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.

### EVENTHEODDS

At Staples, we live out our Equity pillar in action through our partnership with MAP, a world-class research centre based at St. Michael's Hospital, a site of Unity Health Toronto.

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 research and innovative solutions 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.



Our Even The Odds initiatives and programs function under our three key pillars:



**01**

**Improving Access to Care and Disease Prevention**



**02**

**Creating Healthy Starts For Kids**



**03**

**Ending Chronic Homelessness**

Through these pillars, we have the opportunity to grow our commitment to making Canada a more equitable country for us all. Let's work together to help Even the Odds.



## IMPROVING ACCESS TO CARE AND DISEASE PREVENTION

### Our Even The Odds Healthbox Initiative

Under our ETO pillar of **Improving Access to Care and Disease Prevention**, we're excited to share that Even the Odds is proudly bringing MAP's Healthbox program to even more communities across the East Coast.



Our Even the Odds Healthbox initiative provides life-changing impact to communities across Canada through a series of "Smart" vending machines that dispense free and low-barrier access to self-testing kits for HIV and COVID-19, plus essential harm reduction supplies, sexual health supplies, and other supplies that we often take for granted, like socks, blankets, and hygiene supplies.

## CREATING HEALTHY STARTS FOR KIDS

In Canada, one in five children live in poverty. Children in low-income households are at high risk of poor nutrition and childhood obesity. Kids who start life with these issues are much more likely to face serious chronic diseases in adulthood, including heart disease and diabetes.



## APPLE Schools

Our APPLE Schools initiative is a tailored version of an award-winning health promotion project.

APPLE Schools is a project dedicated to promoting healthy living for everyone in schools by working with vulnerable school communities to make kids healthier for life. This initiative impacts the lives of more than 30,000 students annually in 97 schools across the country by improving their lifelong eating, physical activity, and mental health habits. In 2022, Even the Odds brought a tailored version of APPLE Schools to kids in underserved school communities across Alberta. We are happy to share that in 2023, Even the Odds expanded the APPLE School Program to schools in Ontario.

## ENDING CHRONIC HOMELESSNESS

### The Navigator Program

Homelessness affects thousands of people in Canada and takes a devastating toll on the health of those who are affected. It can be extremely difficult to prioritize health, get healthy and stay well for individuals who are living on the streets or in a shelter. Hospitalization is common and frequent among people who are homeless.

The Navigator Program is an outreach program that helps patients who are homeless stay well after a hospitalization, by connecting them with health care and social services in the community. When a homeless patient arrives in hospital, the Navigator Program pairs them with an outreach worker— a "Navigator"—who helps make sure they have the support they need while in hospital, and they have a safe place to stay after their hospitalization. The navigator stays in touch to help the patient track follow-up appointments and fill prescriptions and helps to co-ordinate any required follow-up health care and social services. The goal is to connect homeless patients with the services they need and to prevent further hospitalizations.





## 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 over \$2.1 million in 2023 to help fund both research and real solutions in communities throughout Canada, 100 % of all donations go to MAP to support programs that directly impact communities across the country.



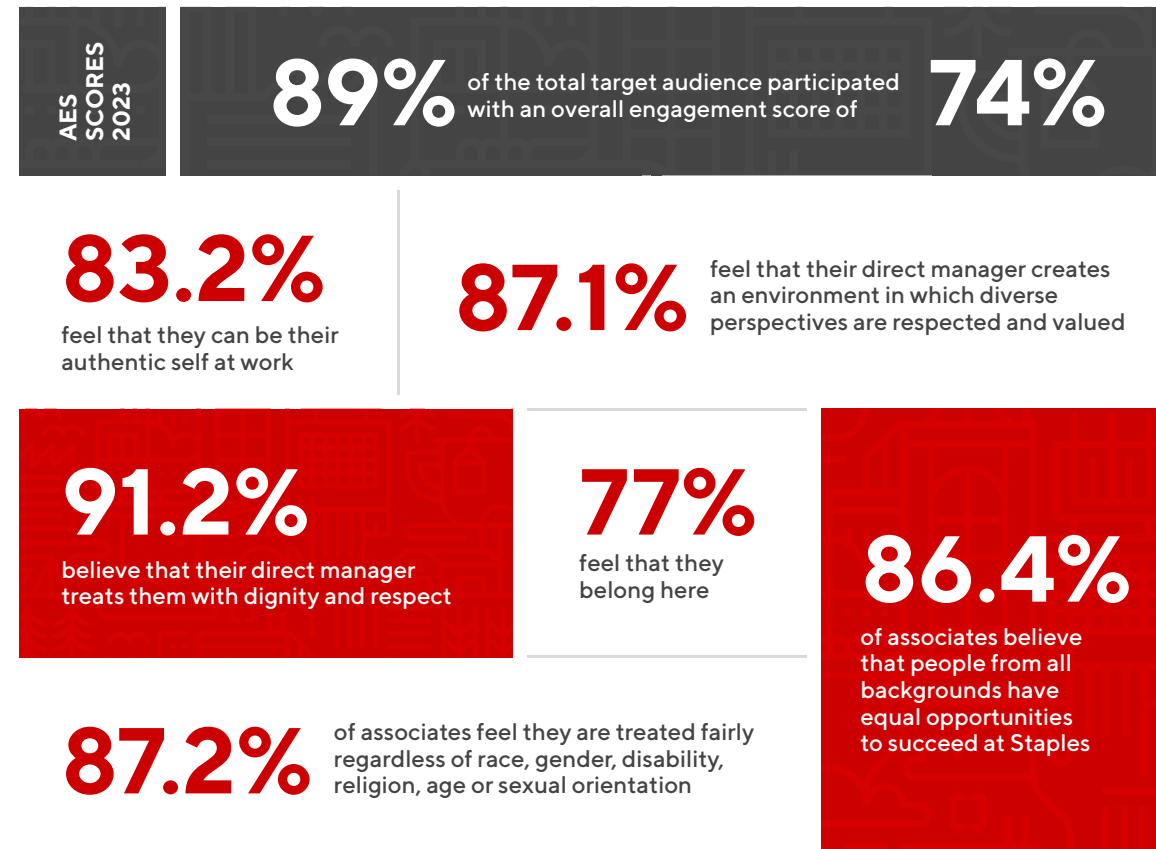




## AT STAPLES, YOU BELONG HERE

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.

### 2023 Associate Engagement Survey Stats



At Staples we are proud to have an overall engagement score of 74, above the retail benchmark score of 66 and Canadian client average of 71.

## Diversity, Equity, and Inclusion Initiatives in 2023:

### 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, 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 2023, we experienced a significant increase in BRG engagement, with a 30 per cent increase in the new member registrations.**





# 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

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



### Mosaic (formerly STAAND)

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.





## DEI Quarterly Office Hours

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Providing a safe space for our associates to ask their DEI questions and hear responses allows us to further embed DEI into all we do. Our associates are given the opportunity to submit questions anonymously, in a safe space, where they can further learn and engage.

## Self-Identification

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### 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. In the spring of 2023, we launched our self-identification program. This voluntary and confidential program allows our associates to self-identify within our human resources platform.

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.

## DEI Mentoring Program

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Using feedback from Staples’ annual Associate Engagement Survey, inclusive index and focus groups, we designed and launched our **DEI Mentoring program** for our Black associates. The program provides a safe and confidential space to discuss their career aspirations and receive guidance, support, and advice from experienced leaders within the organization.

We see the potential for this program to have a positive impact, not only on the career development of Black associates at Staples but also on the overall success of our organization. By cultivating a diverse and inclusive workplace, we aimed to ensure that every associate had the opportunity to achieve their full potential.

## DEI E-Learning Programs

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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.
- **Racism:** This course addresses how Racism is A Global Problem, Preventing Interpersonal Racism, Becoming an Anti-Racist Ally, 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, and in 2023, we were proud to be featured in CCDI's tenth-anniversary special edition to showcase how belonging begins at Staples.

[Click here to read the feature.](#)

### 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.



### Forbes Top Diversity Employer Award Win

Staples was named one of Canada's Best Employers for Diversity for 2023. This prestigious award is presented by Forbes and Statista, the world-leading statistics portal and industry ranking provider.

Canada's Best Employers for Diversity are identified in an independent survey from a vast sample of approximately 12,000 professionals from all industry sectors (Government Services excluded) employing more than 500 people in their Canadian operations. The evaluation was based on three criteria:

- **Direct recommendations:** Employees were asked to give their opinions on a series of statements regarding age, gender, ethnicity, disability, LGBTQIA+, and general diversity in their current workplace. The recommendations of women, elders, and ethnic minorities were weighted higher than the non-minority groups.
- **Indirect Recommendations:** Participants were also given a chance to evaluate other employers in their respective industries that stand out either positively or negatively about diversity. Only the recommendations of minority groups were considered.
- **Diversity Among Top Executives/Board and Diversity Engagement Indicators** were also part of the evaluation.

### 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

### 2023 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 2023, 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 2023, we met the overwhelming need this year for school supplies in our communities by raising \$1,020,809 in support of charitable partners. With every donation during our 2023 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.

### Learn @ Staples

#### Lead Forward

*LeadForward* is a leadership development program for Staples leaders who want to elevate their leadership and is the recipient of the “2023 Talent Development Excellence in Retailing Award” from the Retail Council of Canada.

The *LeadForward* program contains a blend of different learning experiences on a variety of key leadership topics. Leaders enrolled in *LeadForward* participate in immersive learning experiences related to Staples leadership frameworks including *Radical Candor* (feedback), *DiSC* (working together), *Do What Matters Most* (time management), as well as coaching, leading high-performance teams, decision-making and more. The program culminates with an Action Learning Project, in which learners apply their learnings to develop recommendations for solving a business problem facing Staples, which is presented to senior leadership.

#### RECOGNIZED AS A LEADER in Talent Development

In 2023, at the Excellence in Retailing Awards Gala, the Retail Council of Canada awarded our Learning and Development team with the **Talent Development Award** for our Lead Forward program. This prestigious recognition within the retail industry highlights our culture of developing talent as part of our culture at Staples.

#### Associate Scholarship Awards

As the Working and Learning Company, we have a strong dedication to fostering growth and development opportunities for our associates across our organization.

In 2023, we were proud to grant 23 academic scholarships, each valued at \$1,000, to 23 Staples associates who are either full-time students themselves or have a child enrolled as a full-time student for the Fall 2023 semester. In addition to these awards, we also recognized the top overall applicant with an additional \$1,000 scholarship.

The Annual Scholarship Program underscores Staples’ ongoing efforts to invest in the education of our associates and their families.

#### Grow With Staples

At Staples, we are committed to providing 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. From sales, operations, or analytics the opportunities are endless.





### Associate Engagement Survey

Each year, Staples conducts an enterprise-wide survey to ensure that all associates have an opportunity to anonymously share their feedback.

**86%**

feel that their direct manager genuinely cares about their well-being

**74%**

overall engagement

**89%**

participation rate

**91%**

believe management treats them with dignity and respect

**90%**

feel that Staples provides a safe working environment for associates

**87%**

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

**87%**

trust their direct manager

**86%**

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

**86%**

believe that their direct manager treats everyone fairly

**87%**

feel that their direct manager creates an environment where diverse perspectives are respected and valued



## 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 2023.

### Our 2025 Goals for a Greener Future

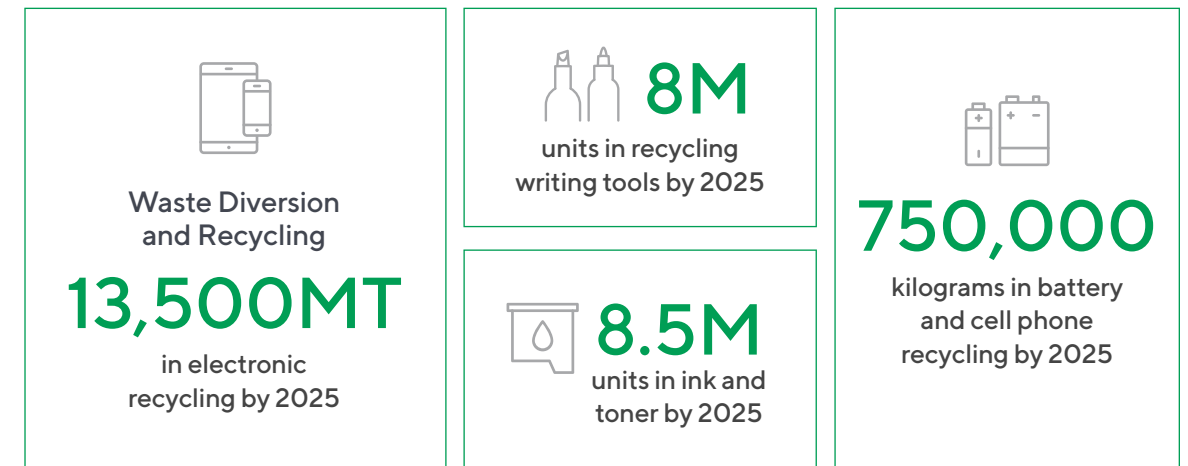
**At Staples,** we have been  
**#PlanetPassionate**

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

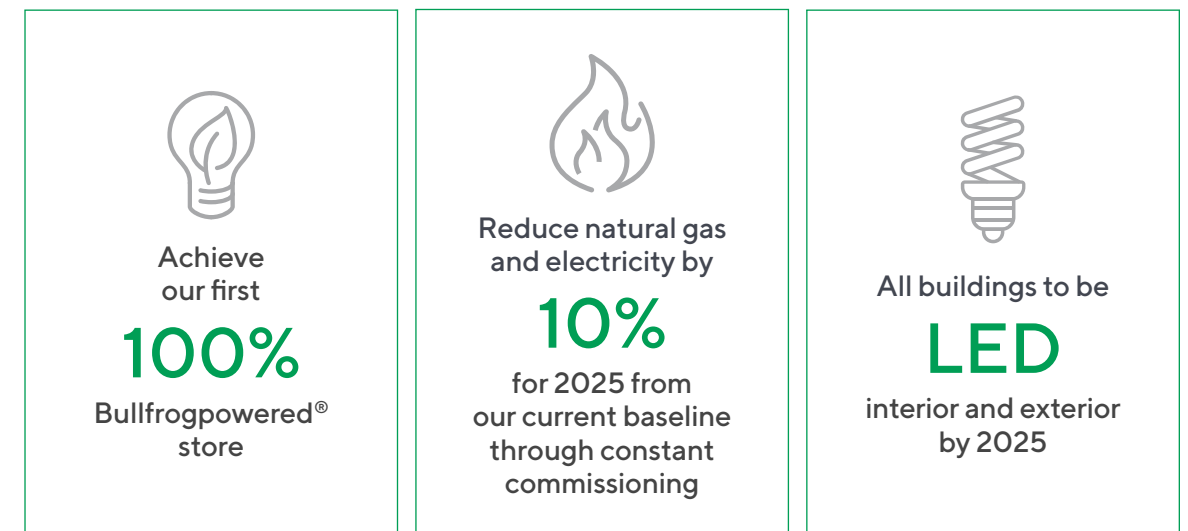


Our goal is to reduce our environmental impact through the following key pillars:

### Continuously improve waste diversion and increase recycling



### Maximize Energy Efficiency





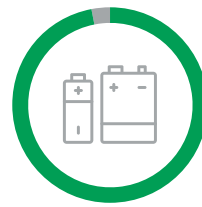


2023 – Cumulative Progress toward our 2025 goals



electronics

Target by 2025: 13,500 MT  
Current (2020-2025): **7,950 MT**



batteries

Target by 2025: 750 MT  
Current (2020-2025): **728 MT**



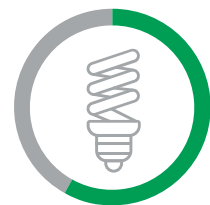
writing instruments

Target by 2025: 8,000,000 Units  
Current (2020-2025): **7,893,334 Units**



ink + toner

Target by 2025: 8,500,000 Units  
Current (2020-2025): **6,993,555 Units**



LED lighting installation

Target by 2025: 319 Buildings  
Current (2020-2025): **186 Buildings**



electricity consumption

Target by 2025: 10% reduction  
Current (2020-2025): **9.78% reduction**



natural gas consumption

Target by 2025: 10% reduction  
Current (2020-2025): **5.6% reduction**

## 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 2023

#### Tree Canada

In 2023, we marked the 15th year of Staples' partnership with Tree Canada. Over the course of our partnership, we have planted more than 237,997 trees, supported numerous community greening projects, recovered areas hit by disasters, and helped grow a better place to live for Canadians across the country.





### 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 over 1 billion ink and toner 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 2023, our writing instrument recycling program – in partnership with TerraCycle – 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 7 million writing instruments from landfills since 2020. We expect to achieve our goal of 8 million writing instruments recycled well before 2025.



Eleni collected more than 1,000 writing utensils and went to Staples to recycle them effectively.



Blake collected more than 3,000 writing utensils and recycled them at the closest Staples location.

### Bullfrog Power

In 2023, the Staples sustainability and print team(s) achieved one of our greatest accomplishments to date: all orders printed in Staples Print locations across Canada are now bullfrogpowered® with 100 percent renewable electricity. All Staples’ print packaging will highlight this accomplishment moving forward, as 100 per cent of our print packaging materials will include the Bullfrog Power logo and messaging. This eco-identification on our packaging not only educates our customers about our sustainability efforts, but also encourages them to feel good about printing with Staples.

2023 also marked the 10th anniversary of the partnership between Staples and Bullfrog Power. To celebrate a decade of collaboration, our team created a timeline to look back at 10 key moments – from the opening of the first bullfrogpowered® Staples Studio, to displacing over 25,000 tonnes of CO2 emissions. We are immensely proud of the impact we have made on the Canadian energy grid and look forward to many years of continued partnership.



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® bullfrogpowered™ avec de l'électricité entièrement renouvelable.





## BRINGING OUR ASSOCIATES ALONG ON OUR SUSTAINABILITY JOURNEY

### Investing in a Greener Future - Our EV Trucks

In recognition of World Zero Emissions Day 2023, Staples associates came together at our Richmond Hill head office to announce our continued investment in electric delivery vehicles (EVs) for our Ontario and British Columbia fleets. These EV trucks provide real-time analytics and allow us to measure, monitor and share the results of our emissions reductions and our environmental 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.

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](https://www.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.

On National Tree Day 2023, Staples associates gathered in cities across Canada to once again plant trees and celebrate sustainability. It was incredible to see our associates working together to help make a sustainable impact in the communities in which we operate. As a result of these efforts, our team planted 6,354 trees in 2023.





## 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 over 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, Clover Imaging (End as of January 1, 2024), eCycle (As of January 1, 2024)



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 over 6.5 million ink and toner cartridges and are well on our way to recycling 8 million units by 2025.

### 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.



### RECOGNIZED AS A LEADER IN SUSTAINABILITY

In 2023, Call2Recycle recognized Staples Canada as a Leader in Sustainability for diverting 237,650 kilograms of batteries through the Call2Recycle battery collection and recycling program.



### 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 7 million writing instruments from landfills across Canada.

### Coffee Capsules Partner: Nespresso



\* Select Stores

In 2023, Staples Canada and Nespresso came together to launch 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. Visit [www.nespresso.com/ca/en/irecycle](http://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.



ISO 14001 Environmental Management System



ISO 9001 Quality Management System

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

The systems are built upon standardized processes, procedures, and internal and external audits. ISO certification provides 3rd party verification of our processes and an unbiased perspective on our operations. These certifications demonstrate our ongoing commitment to continuous improvement and responsible operational and environmental management.

**staples** ™