



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

The understanding that the actions we take can have a profound impact on our society at large, has never been more evident than in the past year. As we navigated through the second year of the COVID-19 pandemic, we recognized the value of our greatest asset, our people. That is why we continue to invest in their development with a wide range of programs to support both their professional and personal growth. We have strengthened our commitment to equity, inclusion, community, and sustainability and have partnered with organizations such as the Canadian Centre for Diversity and Inclusion (CCDI) and MAP to help us deliver on this vision.

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

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

As we forge ahead, we will continue to strengthen our work in the areas where our vision has yet to be fully realized, such as increasing diversity and inclusion in our workforce, improving employee well-being and training, addressing equity challenges in our community, and further quantifying the sustainability impact of our business.

In the next several pages you will read about the many activities, initiatives, and partnerships we have embraced throughout 2021 that build upon our company's values. We invite you to learn more about Staples's corporate social responsibility and hope you join us on our journey.

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David Boone, CEO



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

Values

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



We Own It

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



We Are Partners

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

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



We Are One Team

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



We Care

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



Staples Canada is The Working and Learning Company and the largest office supply chain in Canada. A privately-owned organization, we are committed to being a dynamic, inspiring partner to customers who visit our 300+ locations across the country, work with our business-to-business group at staplesprofessional.ca and visit our website at staples.ca. We have two brands that support business customers, Staples Preferred for small businesses and Staples Professional for medium to large-sized

customers, Staples Preferred for small businesses and Staples Professional for medium to large-sized enterprises, as well as five co-working facilities located within Toronto, Kelowna, Oakville, and Ottawa under the banner **Staples Studio**.

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

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

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

We've been helping our customers – businesses, entrepreneurs, educators, students and parents for over

30 YEARS

We inspire

people

to work

smarter, **learn** more

and grow

everyday.



We have close to **11,000** associates across Canada.

We have over **9300**

store locations

There are close to

1,000

unique jobs with endless possibilties at Staples.

90% of Canada

receives next-day deliveries

80% of Canadians are located within 15 minutes of a Staples store.

We're transforming Staples Canada to The Working and Learning Company – a company that's committed to being a dynamic, inspiring partner for all our customers.

Welcome to the new world of work. Welcome to the new Staples Canada. We look forward to working, learning and growing with you.







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Fulfilling Staples' commitment to our environmental vision and goals requires a foundation of collaboration, integrity, and transparency.



We aim to continuously support Eco-Responsibility at Staples by offering a broad selection of environmentally responsible products sourced from a dynamic network of like-minded vendors. Our products are certified by various organizations, including Forest Stewardship Council, Sustainability Forestry Initiative, Rainforest Alliance, EcoLogo, and Energy Star, among others.

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

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

At Staples, we are committed to helping customers responsibly recycle items we sell that they cannot easily recycle otherwise and to offering other services that help them run their business more sustainably.



Batteries & Cellphones recycling

180MT of Recycled

of Recycled Batteries in 2021



Electronic waste

13,299,732

kilograms of electronic waster has been recycled since 2020.



Writing Instruments

Over 2M

writing instruments have been successfully diverted from landfills.



Ink & Toner recycling

1,638,258

Units of inks and toners were collected and recycled in 2021

Recycled Batteries Target by 2025

2020-2025 Target

500MT

2020-2022

320MT

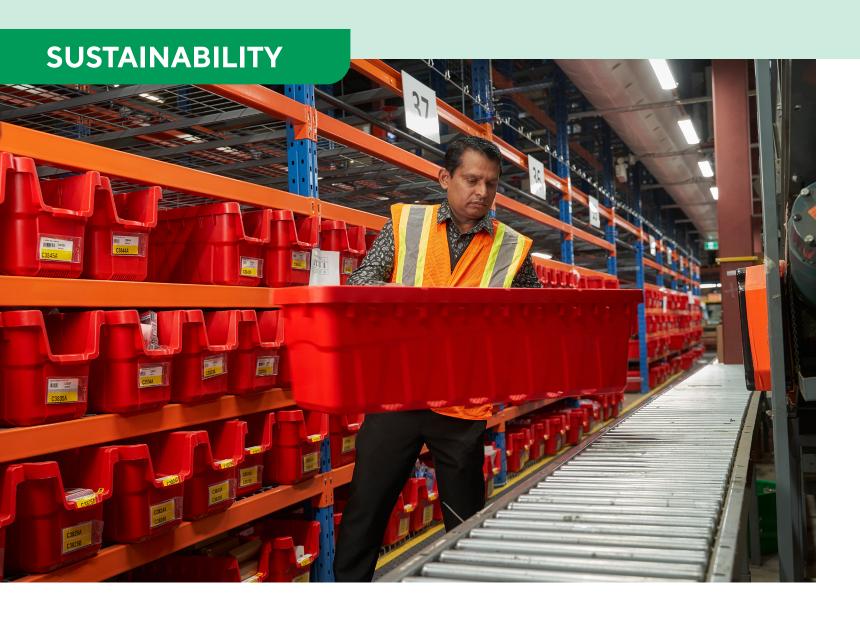
Recycled Ink & Toner Target by 2025

2020–2025 Target

2020-2022

8,500,000 U 3,319,129 U

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To properly manage our electronic waste, Staples Professional and Staples Canada are nationally registered with the Electronic Products Recycling Association (EPRA)











ELIMINATING OPERATIONAL WASTE

Staples is dedicated to minimizing waste in our operations. To that end, we will:

- ✓ Seek out ways to reduce waste generation in our store, office, distribution, and delivery operations.
- ✓ Increase the volume and types of materials diverted for reuse and recycling.
- ✓ Dispose of all waste materials, non-hazardous and hazardous, responsibly.

MAXIMIZING ENERGY EFFICIENCY AND THE USE OF RENEWABLE ENERGY

The goals of Staples' energy management programs are to advance energy reduction and the use of renewable and clean energy to reduce our carbon impact. To that end, we will:

- ✓ Pursue new and innovative means to reduce our energy use and increase the use of renewable energy in our energy portfolio (buildings and delivery operations).
- ✓ Increase the percentage of our buildings meeting green building or energy-efficient certification programs.
- Reduce the greenhouse gas impacts of our operations.

Greenhouse Gas Emission:

Over the past 5 years on average each of our facilities has saved over **87 MT** of greenhouse gas emissions. This is equivalent to:



96,160 Pounds of coal burned



29.6
Tons of waste landfilled



351,879Kilometres driven



119/319

Total Retrofitted Stores and Fulfillment Centres

-27.43%

Estimated consumption reduction

-5,332.66

Estimated consumption reduction per store/ month (Kwh/ Month)

1,855,536

Estimated consumption reduction for the project (Kwh/ Year)

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Bullfrogpower x Staples Canada

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





staples[]*





ISO 14001 Environmental Management System ISO 9001 Quality

Management System

Staples Professional has been ISO certified for over a decade

Staples Professional maintains both an Environmental Management System (EMS) and Quality Management System (QMS). These systems are ISO 9001 and ISO 14001 certified; these internationally recognized standards acknowledges 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. Participation is 100% voluntary. These certifications demonstrate our ongoing commitment to continuous improvement and responsible operational and environmental management.





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Diversity, Equity and Inclusion are core values of our culture and integral ingredients to our business success.

55%

of Executive Leadership
Roles at Staples
are held by women

40%

of Current
Management Roles
currently held by women

2027 Goal



Female Representation in Management Roles

At Staples we foster a workplace where you can bring your whole and authentic self to work, in a safe and supportive environment. Every day, we can and will be an ally.



Our goal is to create a space that is inclusive, regardless of race, gender, thought, or experience to meet valuable contacts and gain ideas.

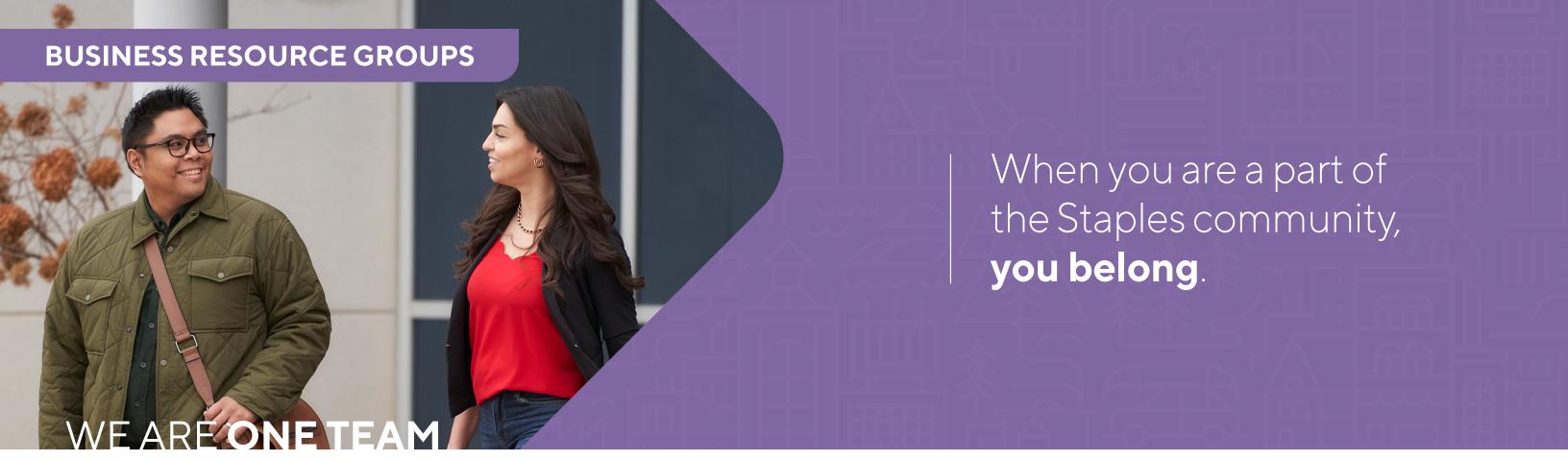


As part of this commitment, Staples is proud of its partnership with CCDI - Canadian Centre for Diversity and Inclusion in supporting our journey towards becoming a more inclusive Staples together.

In 2021, we held our first associate Pride panel. In this panel, we had representation from the 2SLGBTQ+ community, where our associates shared their personal stories and journeys in coming out and being out and proud at Staples. The session encouraged ally-ship, and highlighted our ongoing support for our associates who identify and allies alike.



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A key driver to the success of our **diversity, equity and inclusion** strategy is our **Business Resource Groups (BRG)**. At the grassroots level, our BRGs bring associates together and provide a forum to support development, both personally and professionally. They create a more inclusive and cohesive culture by connecting associates with their colleagues, customers, and the community – driving a sense of belonging. Our BRGs are open to all of our associates across Canada, and we welcome individuals who identify as well as allies alike. Our Business Resource Groups are a tremendous asset for engaging associates and encouraging the development of strong networks and professional skills. BRGs provide a mechanism for our community to engage with our associates more deeply, and, in turn, retain our community of diverse and talented employees.

We currently have the following established Business Resource Groups:

STAAND (Staples Together Against All Notions of Discrimination):

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

Mental Wellness Warriors:

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

Women Who Lead:

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

Pride @ Staples:

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

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A highly engaged workforce is an important part of our culture.

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

72%

engagement *8 percent
higher than the
industry average

76%

recommend Staples as a great place to work 88%

participation rate in Associate Engagement Survey 91%

believe management treats people with dignity and respect Each year \$22,000 in scholarships are awarded through the Staples Canada Annual Academic Scholarship Program to associates or children of our associates attending post-secondary education.

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





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ASSOCIATE ENGAGEMENT

Since 2008 Staples Professional has donated **over** \$1,000,000 to Tree Canada and has planted **more than 250,000** trees.







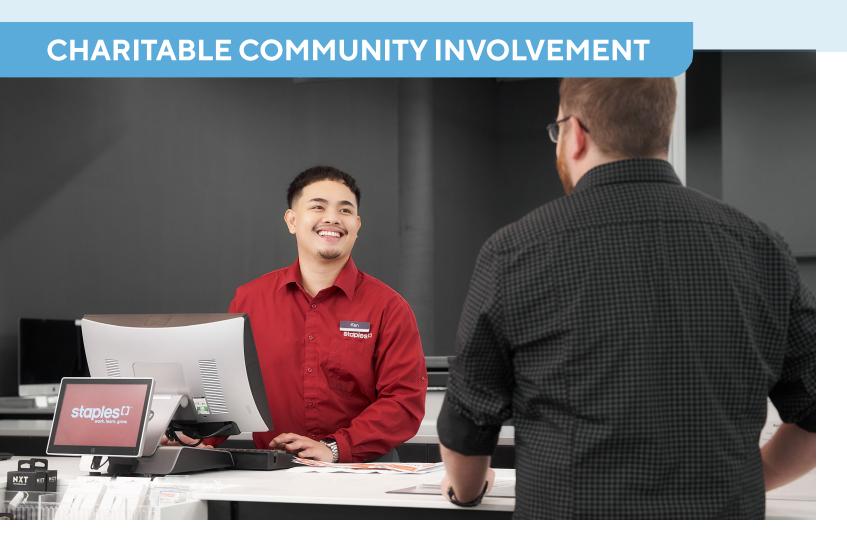






Staples Professional is a recipient of the **Eterne Award** from Tree Canada, thanks to the long-term partnership between our organizations. The award recognizes companies who support Tree Canada and exemplify the very best in environmental stewardship.

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We reach out to communities where our customers and associates live and work.



The Pandemic has exposed a magnitude of health and economic inequities in our communities and as a result, sparked a wide and shared awareness of the many visible and invisible challenges many in our communities across Canada face.

Did you know?



people are homeless each year. 20% are youth between the ages of 16 and 24.



people go without basic needs like food so that they can afford to fill their prescriptions.



kids live in households that can't afford, or struggle to afford, healthy food.



kids in Canada live in poverty.

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

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



In our first year of fundraising in support of MAP through our *Even the Odds* campaign, we have raised over \$1.2 million. This is thanks to the support of our dedicated stores, customers, vendor-partners and a corporate match of \$500,000.

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