

 **Staples**. Promotional Products

# Building Better Brands Together

## **Corporate Social Responsibility Report 2025**

Our commitment to sustainability and growing our positive impact on associates, customers, and communities.



# Brand Love, Built Better, Together.<sup>TM</sup>

**Brands are presented in advertising, but they live and evolve in experiences.**

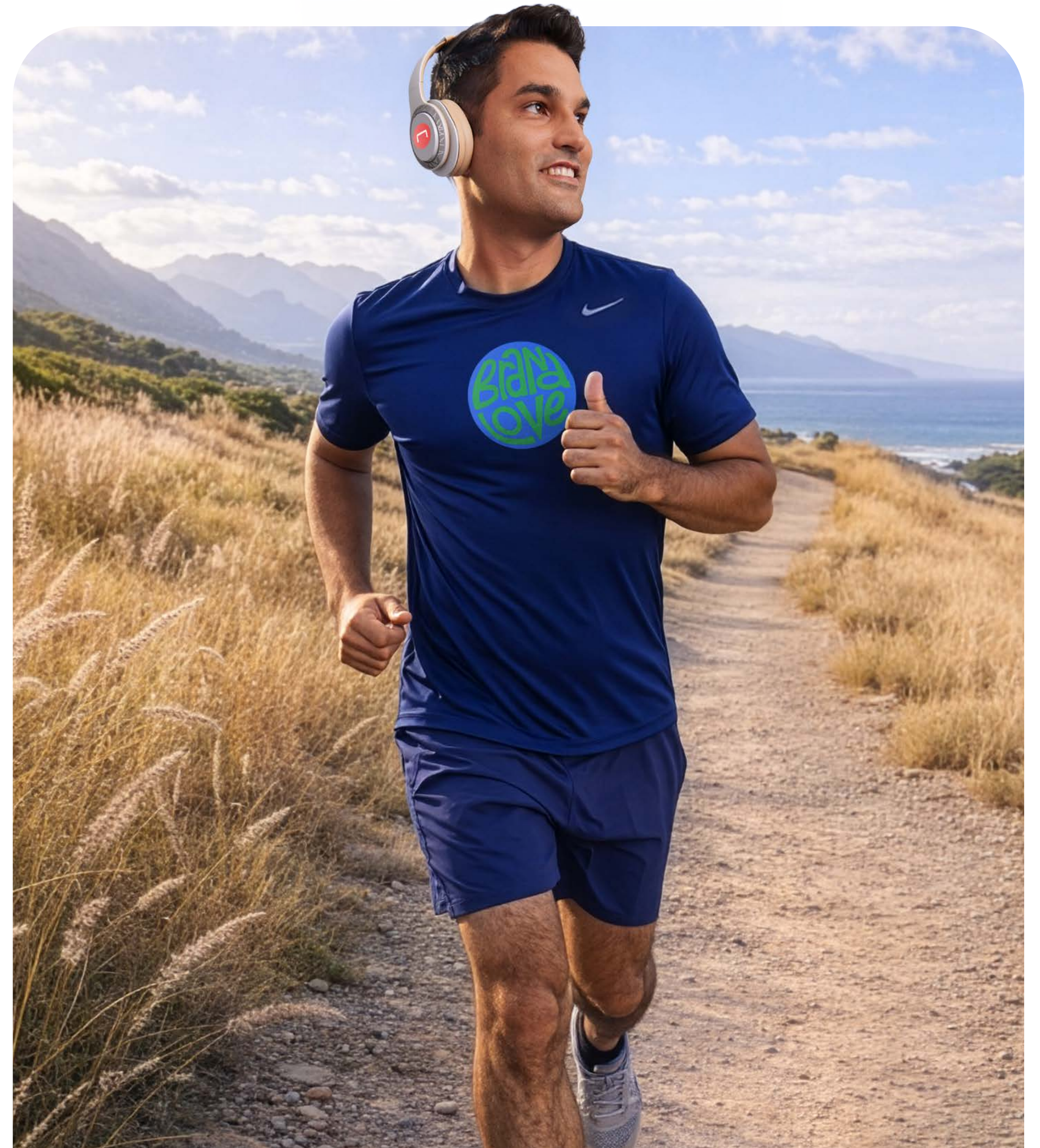
Many of the world's most iconic brands have trusted us for decades to help them build brand love through custom merchandise experiences that align with their brand values.

This report outlines how our Corporate Social Responsibility (CSR) strategy aligns with client values just as authentically.

It explains how our proprietary Green Light Responsible Sourcing platform creates sustainability improvement far beyond the direct impact of our own operations.

It showcases the passion of the best people in promo for supporting each other, the communities we live in, and the client missions we serve.

In total, it demonstrates how our holistic, full-value chain approach to CSR makes Staples Promo a more authentic brand and business fit for enterprises that share our core commitment to sustainability.



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# Purpose in Action.

**We believe progress is built one principled choice at a time. This year, those choices came together in ways you can see and measure.**

In the United States, our Green Light Responsible Sourcing program now represents **78% of total spend, extending a four-year run of continuous improvement** and represents an 81% growth over our baseline. This momentum comes from a joint commitment between our teams and partners made to prioritize ethics, quality, and environmental stewardship in our relationship.

We also advanced our climate work. EcoVadis recognized us as a **Leader in Carbon Strategy**. This reflects the maturity in our approach to emissions reduction. To strengthen trust in our reporting, we invested in limited third party assurance of our Operational Emissions Inventory. These milestones matter because they show that our sustainability commitments are real, measurable, and improving.

Around the world, our people continue to raise the bar. In the UK, our team at **Marke Creative** achieved EcoVadis Platinum for their operations, the highest possible award.

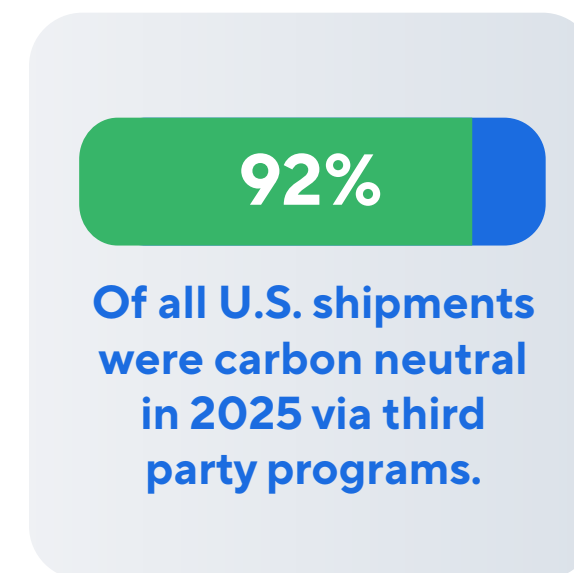
These achievements were earned through collaboration with customers and suppliers, care for our communities, and the belief that responsible practices build stronger brands and a better future for all.

We'll keep moving with purpose towards our vision of advancing our industry to a more sustainable future by strengthening responsible practices, lifting our communities, and partnering with organizations that share our standards. Thank you for building a better future for our planet and each other.

*Bill Gossman*

**SVP, Head of Staples Promo**

# Staples Promotional Products Highlights



# Marke Creative Highlights

Staples Promotional Products operates as Marke Creative in the United Kingdom.



# Staples Highlights



**9**  
Business  
Resource  
Groups



**\$ Matching  
401K &  
RRSP**



  
**\$9,000,000+**  
Cause for  
Caring Matching  
Donations



 **SCIENCE  
BASED  
TARGETS**  
DRIVING AMBITIOUS CORPORATE CLIMATE ACTION



Annual  
**Wellness  
Reimbursement**  
Program



**Believe & Achieve!**  
LIVING OUR VALUES AWARDS



**HSA + FSA**  
Programs



 **Junior  
Achievement™**



  
**Subsidized  
Healthcare  
Plan Options**

# Company Overview

We create custom merchandise experiences that grow brand love in hearts and markets worldwide.



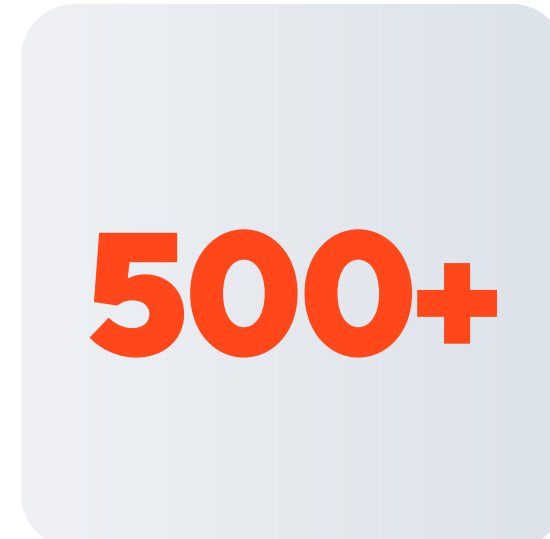
# We are the Brand Love, Built Better, Together™ company.

We help clients grow brand love in hearts and markets worldwide with elevated custom merchandise experiences.

The industry's most strategic experts, supply chain, and logistics network enable us to deliver more powerful, authentic, and sustainable brand impact.



**Years** in business.



**Custom** online branded merchandise stores.



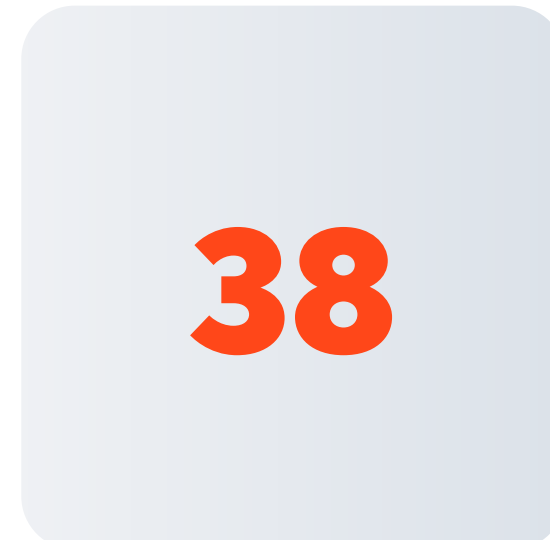
Client relationships **exceeding a decade.**



**Years ASI Central top 5** sales ranking based on organic growth.



**Global** programs.



**Fortune 100** contract clients.



North American facilities powered by **Green-e certified renewable electricity.**



**Global** locations.



Earned **Nike's highest rating** for embroidery and screen-printing quality.



**Global** online stores & fulfillment.



Global SaaS-based incentive & recognition solutions.

# We deepen brand connection worldwide through custom branded merchandise experiences.

Hundreds of Fortune-ranked enterprises trust us to elevate and protect their brands while lowering total merchandising costs and strengthening global compliance and sustainability visibility.

From creative development and responsible sourcing to secure ordering and global logistics, we help organizations build trust, engagement, and long-term brand value—efficiently and responsibly.

**Online eStores**

**Culture, Rewards & Recognition Programs**

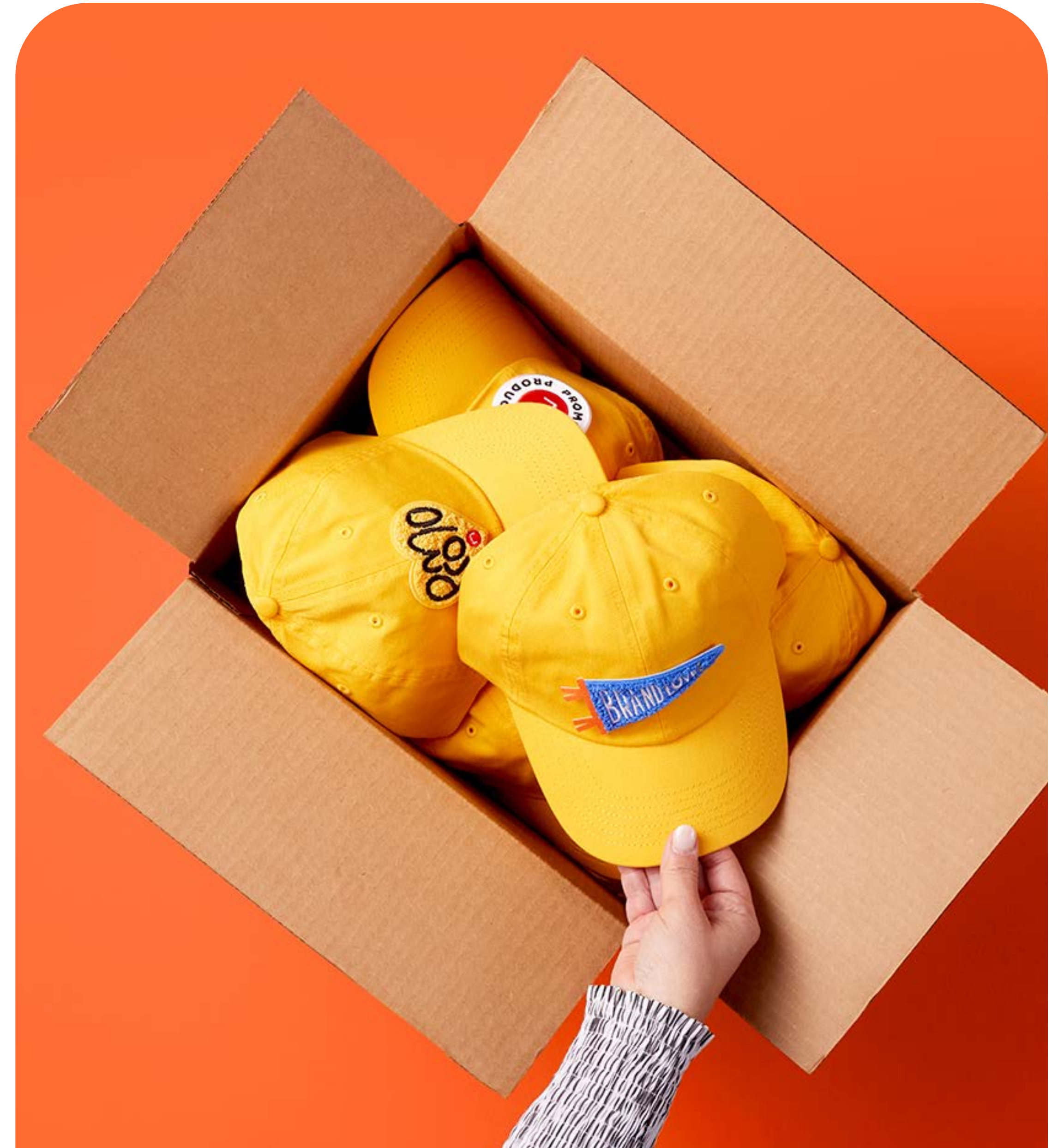
**Custom Merchandise Design**

**Licensing & Brand Activation**

**Custom Manufacturing**

**Kitting and Packaging**

**Pop-Up Shops and On-Demand Gifting**



# Our solutions are borderless.

The world's most loved brands count on us for multi-national merchandise experiences, online stores, tenure awards, and points programs.

We pair agile regional merchandise sourcing, fulfillment, and account services with centralized assortment planning, brand guardianship, and dashboard reporting.

Our global sourcing and compliance experts ensure every merchandise experience is ethically sourced and brand correct wherever you are.



# Sustainability

Our holistic strategy provides full value chain transparency and metrics.



# The most impactful journeys are holistic.

According to an article from McKinsey & Company over 90% of the adverse environmental impacts of brand merchandising occur in supply chain.

The most impactful sustainability improvement journeys therefore require strategies to improve both operations and supply chain. This report outlines our holistic, global approach.

## **We Demonstrate**

Year-over-year sustainability improvement metrics for our own operations.

Year-over-year sustainability improvement metrics for our supply chain partners.

### **Anne-Titia Bové and Steven Swartz**

*Starting at the source: Sustainability in Supply Chains: McKinsey*  
[Starting-at-the-source-Sustainability-in-supply-chains.pdf](#)





# Staples Promo CSR Team

Our CSR journey is guided by a multidisciplinary team with over 160 years of collective branded merchandising experience. Each member has expertise in different areas of the business. Multiple perspectives enrich our more holistic strategy for improving sustainability, engagement, and community support. The team continuously monitors progress and advises Senior Leadership on how our CSR strategies, tactics, and investments should evolve.



**Larry Sanson**  
Director, Facility Operations



**Tom Goddard**  
Director, Procurement & Supply Chains



**Jason Hisey**  
Manager, Supply Chain & Sustainability Strategy



**Melisa Courtney**  
Strategic Project Manager



**Heather Wunderlich**  
Manager, Global Compliance



**Candi Vink**  
Executive Assistant



**Cathy Ward**  
Director, Strategic Project Management



**Starr Plowman**  
Project Manager



**Bill Gossman**  
SVP Head of SPP



**Amitesh Patro**  
Business Development Executive, Canada



**Sam Krause**  
Content Strategy



**Donna Murphy**  
Sourcing & Compliance Director - Marke Creative Merchandise



**Maura Swanson**  
Sr. Marketing Manager



**Sarah Schlosser**  
Manager, Brand Creative



**Colin Adams**  
Lead Creative

# Our Staples Advantage

Staples is committed to giving every business an advantage, including ours.

Staples Promo is the only line of business within Staples that separately controls and reports its sustainability performance. This enables us to provide specialized sustainability transparency across the branded merchandise value chain. Additionally, we support Staples-wide priorities, including Science Based Targets initiative (SBTi) approved greenhouse gas (GHG) reduction goals.

We also benefit from Staples enterprise leadership and shared services. Participation in the Staples Sustainability Advisory Council strengthens alignment and investment across sustainability strategy. Shared services—from benefits administration to business resource groups—support our ability to attract top talent while reducing our administrative costs.

In all, this support allows Staples Promo to focus more fully on advancing client brand missions and sustainability leadership, while reducing administrative complexity. It makes us a stronger, more transparent partner for brands with core sustainability commitments.

[VIEW STAPLES CSR REPORT](#)

## Staples Senior Leadership

Staples Promo and the Sustainability Advisory Council each have direct ties to Staples Senior Leadership—through Promo leadership’s reporting line and the C.L.O.’s leadership of the Advisory Council—providing a direct connection to the Staples Board. This structure ensures strong alignment and governance of sustainability strategy.

## Staples Sustainability Advisory Council

The advisory council provides input and advice to the Staples senior leadership team and sustainability department regarding our sustainability strategy and goals and supports business alignment.

**Executive Leadership**  
Chief Legal Officer

**Sales**  
VP/GM Public Sector

**Marketing**  
Director, Customer Development  
Staples Advantage

**Supply Chain**  
Director, Trans 3rd Party Operations

**Merchandising**  
Sr. Director, Product Development,  
Quality Regulatory Compliance

**Finance**  
Sr. Director Financial Planning & Analysis

**Staples Promo**  
Manager, Supply Chain & Sustainability Strategy

## Staples Sustainability Team

The sustainability department provides strategic direction and subject matter expertise, establishes goals and KPIs, measures and reports on progress, and supports the business and our customers.

**Legal**  
Director, Sustainability

**Legal**  
Manager, Sustainability

# We build better brands with sustainability **transparency.**

## **PURPOSE**

We build better brands while caring for people and planet.

## **MISSION**

Deliver best-in-class brand experiences with full value chain transparency via enhanced supply chain oversight and aggregated supplier sustainability ratings.

## **VISION**

Advance the industry toward a more sustainable future through focus on internal operations and sustainable procurement practices.

# Our Strategy

1

Collaborate with Staples to achieve our SBTi approved goal of reducing operational emissions 35% by 2028; annually measure GHG emissions; and implement reduction opportunities.

2

Use EcoVadis Carbon Action Module to assess carbon strategy maturity for supply chain partners; provide coaching and incentives to improve; and encourage each to adopt science-based targets.

3

Measure supply chain and internal operations annually with EcoVadis Assessment Ratings while driving continuous improvement across the value chain.

4

Educate internal buyers, as well as suppliers, on sustainability initiatives and best practices.

# United Nations Sustainable Development Goals are our shared blueprint for more responsible advertising.

The United Nations has objectively defined 17 Sustainable Development Goals (SDGs). These goals provide a “shared blueprint” to tackle climate change and preserve our oceans and forests.

Shared SDG alignment is an opportunity to build better brands together. It makes branded merchandising with Staples Promo a deeper investment in your own sustainability goals and brand promises.



# Our SDG-Aligned Commitments

## GOAL 13

### Climate Action

SBTi has approved Staples goal of carbon emissions reduction.

All facilities in North America are powered by 100% renewable electricity.

92% of all shipments were carbon neutral in 2025 via third party programs.

## GOAL 12

### Responsible Consumption and Production

Green Light Responsible Sourcing measures suppliers.

Focus on continuous improvement with waste diversion from landfills and incineration.

Outline standards for sustainable products.

## GOAL 6

### Clean Water and Sanitation

Use of water-soluble inks certified to be free of harmful pollutants.

Biannual wastewater testing.

In 2025, our decoration and fulfillment facility in Orange City, IA used 909,000 gallons of water.

# We're leading the industry towards more objective and transparent sustainability improvement.

## Ecovadis Silver Rating

Our operations are annually assessed and scored for sustainability by EcoVadis. Sustainability transparency stops here for most brand merchandisers. But this is just the starting point for Staples Promo. Our transparency commitment covers the entire value chain!

## Dashboard Visibility

We leverage an EcoVadis supplier dashboard to consolidate each partner's scores across all pillars, highlighting strengths and gaps. We and our supplier partners know exactly where to focus. The result: more focused planning and stronger improvement.

## Annual Global Reporting

We annually publish an aggregate supply chain EcoVadis score and the share of procurement dollars assessed by region. Staples Promo is the only distributor offering this level of global value chain visibility, providing a clear view of the sustainability progress embedded in our sourcing decisions.

## Supplier Ratings

In 2022, we became the only brand merchandiser requiring suppliers to undergo the same 4-pillar, 21-criteria assessment annually. This creates a consistent, objective, and comparable sustainability baseline across all supplier partners.

## Consistent Global Standards

In 2022, we launched our Global Green Light Responsible Sourcing Standard, aligning domestic and global partners under a single EcoVadis-based framework. It sets clear expectations for transparency and continuous progress across the entire ecosystem.

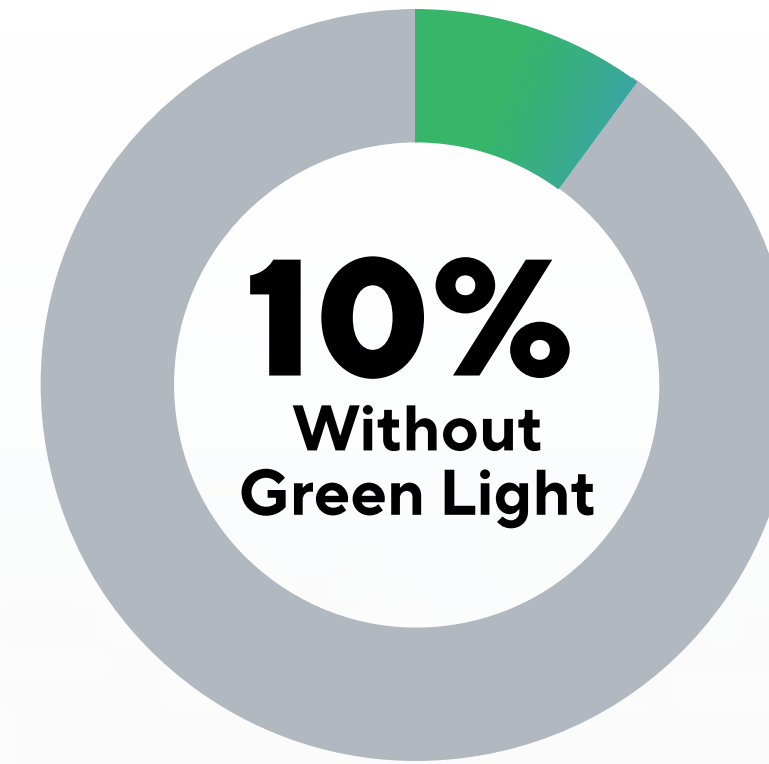
# Green Light Responsible Sourcing

Green Light is our proprietary sustainable procurement platform. It provides sustainability performance transparency for supply chain, which comprises over 90% of the branded merchandise value chain.



**GREEN LIGHT**  
Responsible Sourcing™  
*powered by ecovadis*

# Green Light exclusively provides full value chain transparency.



## 10% value chain sustainability transparency is not good enough.

It's easy to find distributors publicizing EcoVadis medals for their own operations. But they don't extend the same objective EcoVadis transparency to their overall supply chain performance. They provide far less than 10% value chain transparency.

Over 90% of adverse environmental impacts originate in supply chain.\*



## Green Light gives you 100% value chain sustainability transparency.

Green Light requires participating suppliers to annually undergo EcoVadis assessment, too.

2026 marks our fourth year of publicly reporting objective sustainability performance metrics for the 90% of value chain no other brand merchandiser has ever disclosed.

Anne-Titia Bové and Steven Swartz

*Starting at the source: Sustainability in Supply Chains: McKinsey*

<https://www.mckinsey.com/capabilities/sustainability/our-insights/starting-at-the-source-sustainability-in-supply-chains#/>

# Green Light provides objective and quantitative supply chain sustainability performance data.

## EcoVadis Credibility

EcoVadis independently assesses and reports 21 different individual supplier sustainability scores, assuring more data objectivity, consistency, and integrity.

## Dashboard Visibility and Actionability

Objective dashboard views of aggregate and individual supplier sustainability performance across 21 criteria align our improvement targets where the most impact is achievable with each supplier, (or group of suppliers with the same sustainability challenge).



## More Quantitative Sustainability Performance Metrics

EcoVadis assessment scores provide a precise, quantitative comparison of supplier sustainability performance and improvement, year over year.

## Supply Chain Integration

Green Light powers our sustainable procurement ethos, making Staples Promo a more strategic and authentic brand fit for sustainability-focused enterprises.

# Green Light Criteria

Green Light supplier assessments are independently conducted by EcoVadis, the world's most trusted sustainability ratings agency.

Each comprehensive assessment covers 21 criteria across four themes. EcoVadis blends the scores for each theme into a composite score which considers each respective supplier's size, industry, and country of operations.

## Environment

Energy consumption and GHGs

Water

Biodiversity

Local & accidental pollution

Materials, chemicals, and waste

Product use

Product end-of-life

Customer health and safety

Environmental services and advocacy

## Sustainable Procurement

Supplier environmental practices

Supplier social practices

## Ethics

Corruption

Anticompetitive practices

Responsible information management

## Labour and Human Rights

Employee health and safety

Working conditions

Social dialogue

Career management and training

Child labour, forced labour, and human trafficking

Diversity, discrimination, and harassment

External stakeholder human rights

# Green Light Scoring Scale

Each supplier’s annual composite score indicates how much they’ve progressed in their sustainability improvement journey.

We monitor each supplier’s respective theme and composite scores in a dashboard that enables more effective planning and partnerships to improve supplier performance.

We also aggregate the scores of all assessed suppliers so we can report our annual supply chain sustainability performance with the same objective scale.

## EcoVadis Scoring Scale Guide

### Insufficient

No engagements or tangible actions regarding sustainability. Evidence in certain cases of misconduct (e.g., pollution, corruption).

### Partial

No structured sustainability approach. Few engagements or tangible actions on selected issues. Partial reporting on Key Performance Indicators. Partial certification or occasional labeled product.

### Good

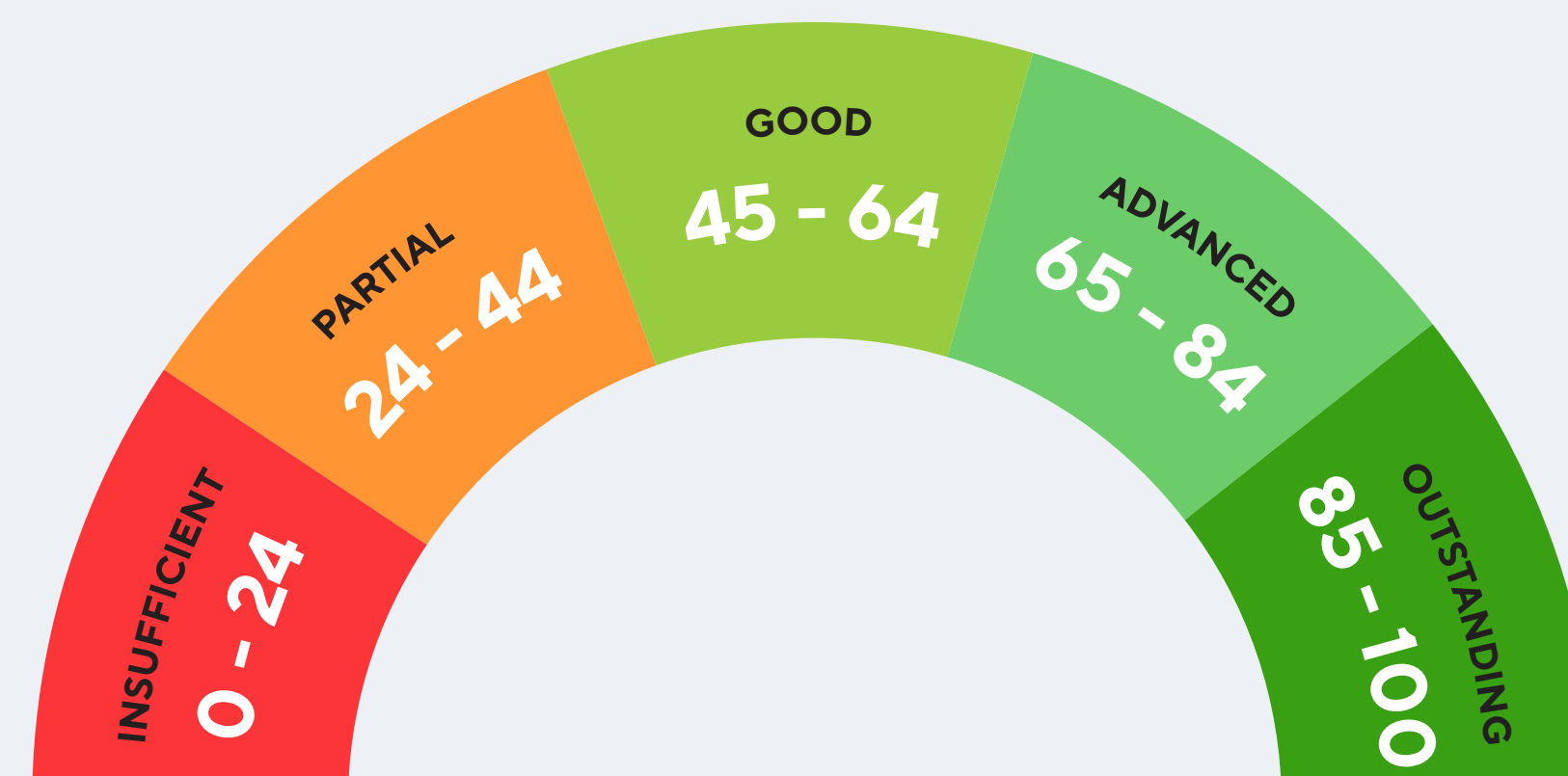
Structured and proactive sustainability approach. Engagements/policies and tangible actions on major issues. Basic reporting on actions or Key Performance Indicators.

### Advanced

Structured and proactive sustainability approach. Engagements/policies and tangible actions on major issues with detailed implementation information. Significant sustainability reporting on actions and Key Performance Indicators.

### Outstanding

Structured and proactive sustainability approach. Engagements/policies and tangible actions on all issues with detailed implementation information. Comprehensive sustainability reporting on actions and Key Performance Indicators. Innovative practices and external recognition.



# Green Light Regional Performance Summary

Staples Promo utilizes separate supply chains to optimize service and assortment for three regions: U.S., Canada, and Global (excluding North America).

This chart summarizes overall 2025 sustainability performance scores for each regional supply chain. We also highlight the higher performance of those suppliers with multiple years of Green Light participation.

The subsequent pages provide deeper detail for each region.

**All Green Light suppliers including those with first time assessments.**



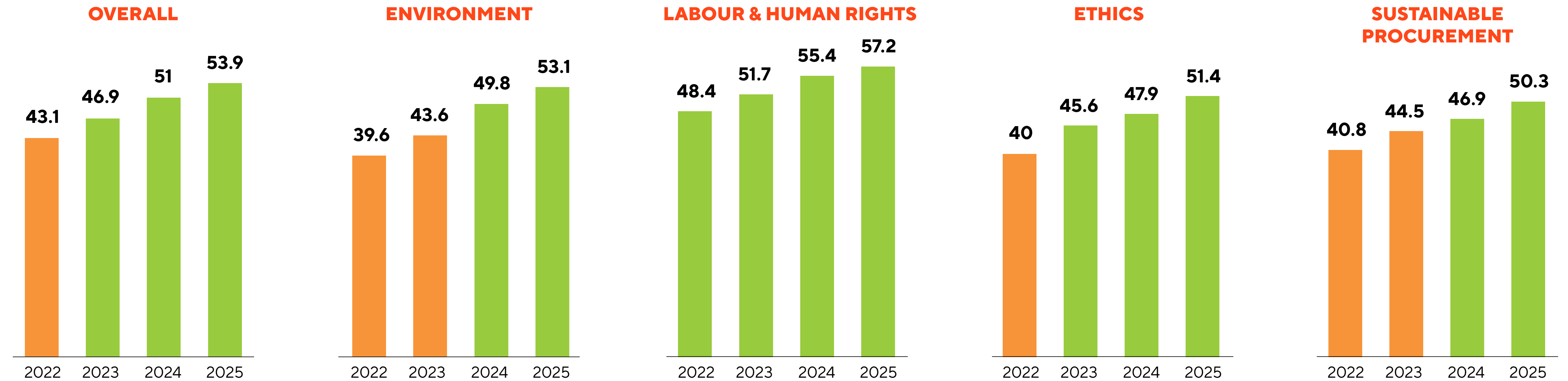
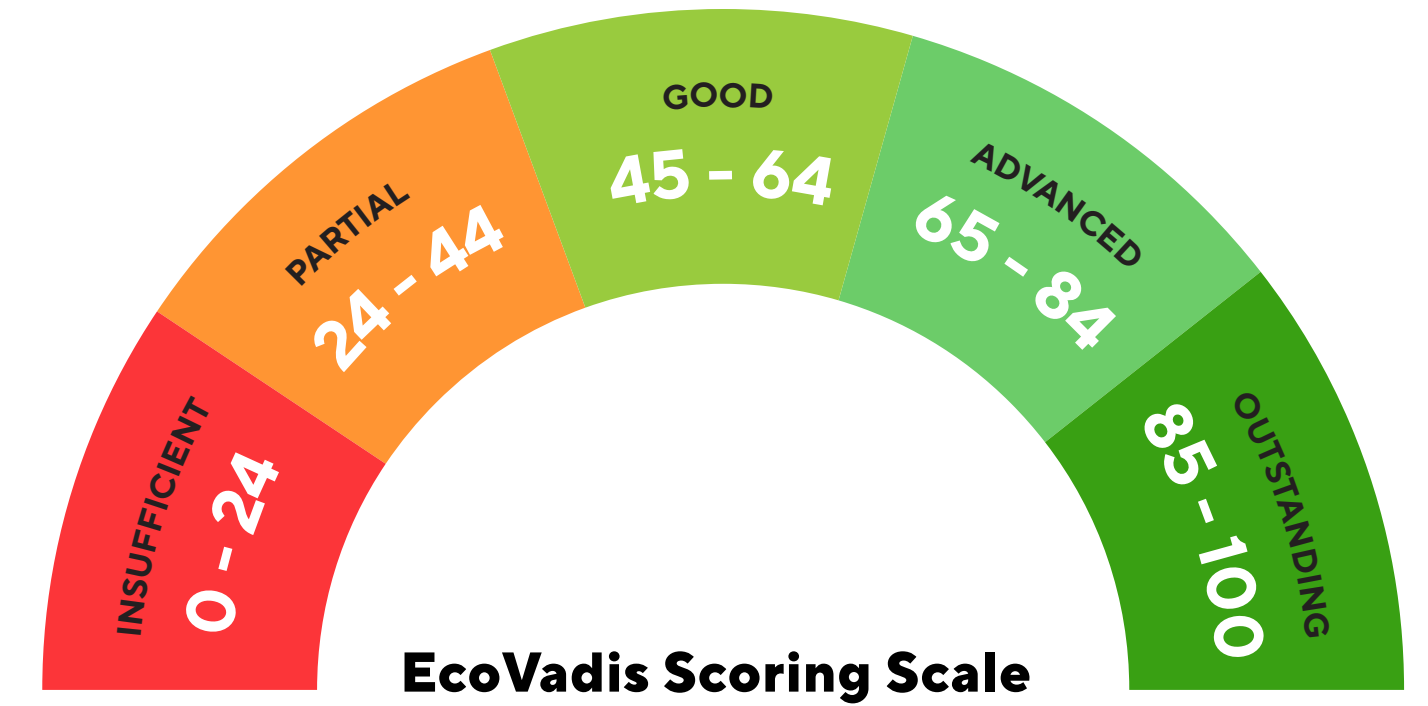
**ADVANCED**  
**Green Light suppliers with multiple assessments**



# U.S. Suppliers

Last year, we earned an EcoVadis composite score of 53.9—a 25.1% improvement over 2022's baseline composite score!

We will continue to invest more in suppliers that drive objective sustainability improvement through our exclusive Green Light program. In turn, this will enable our supplier partners to invest more in sustainability improvement than would otherwise be possible.



# U.S. Green Light Spend

In 2025, 78% of our U.S. procurement spend was through suppliers that submit annual EcoVadis assessments as part of Green Light Responsible Sourcing—a 7% year over year improvement!

## Every Green Light procurement dollar:

- Progressively increases the sustainability transparency of client merchandise investment.
- Increases the ability of Green Light suppliers to invest in improved sustainability performance as independently assessed by EcoVadis.

### 2022 Baseline

43% of our spend was with Green Light suppliers.

### 2023 Performance

Spend with Green Light suppliers grew to 65%—a 51% improvement and 5 percentage points over the 60% goal published in our inaugural report.

### 2024 Performance

Spend with Green Light suppliers grew to 73%—a 12% improvement and 3 percentage points over the 70% goal published in last year’s report.

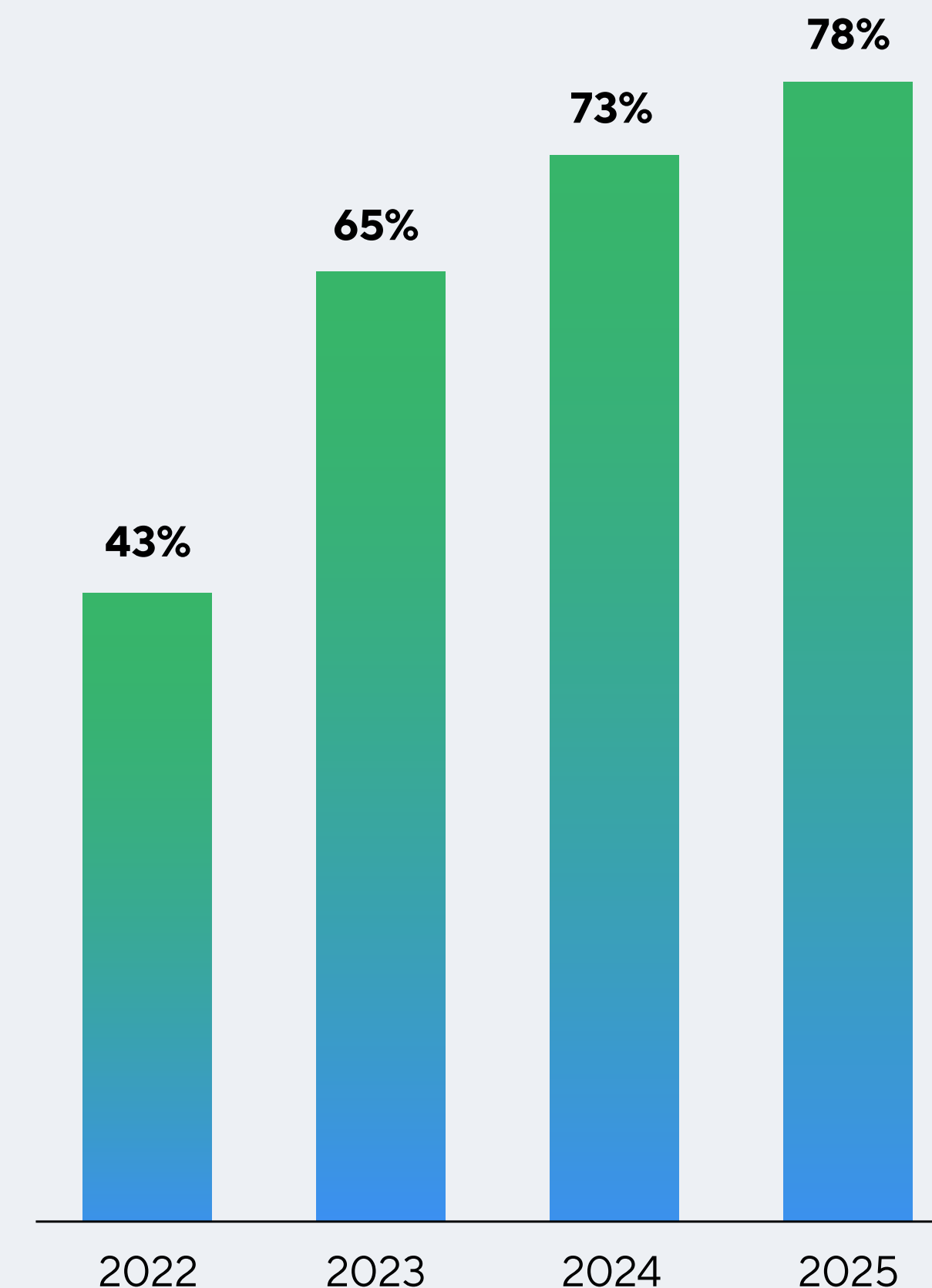
### 2025 Performance

Procurement spend with Green Light suppliers grew to 78%—matching our goal and producing a 7% improvement!

### 2026 Goal

Conduct at least **80% of our 2026 procurement spend** with Green Light suppliers.

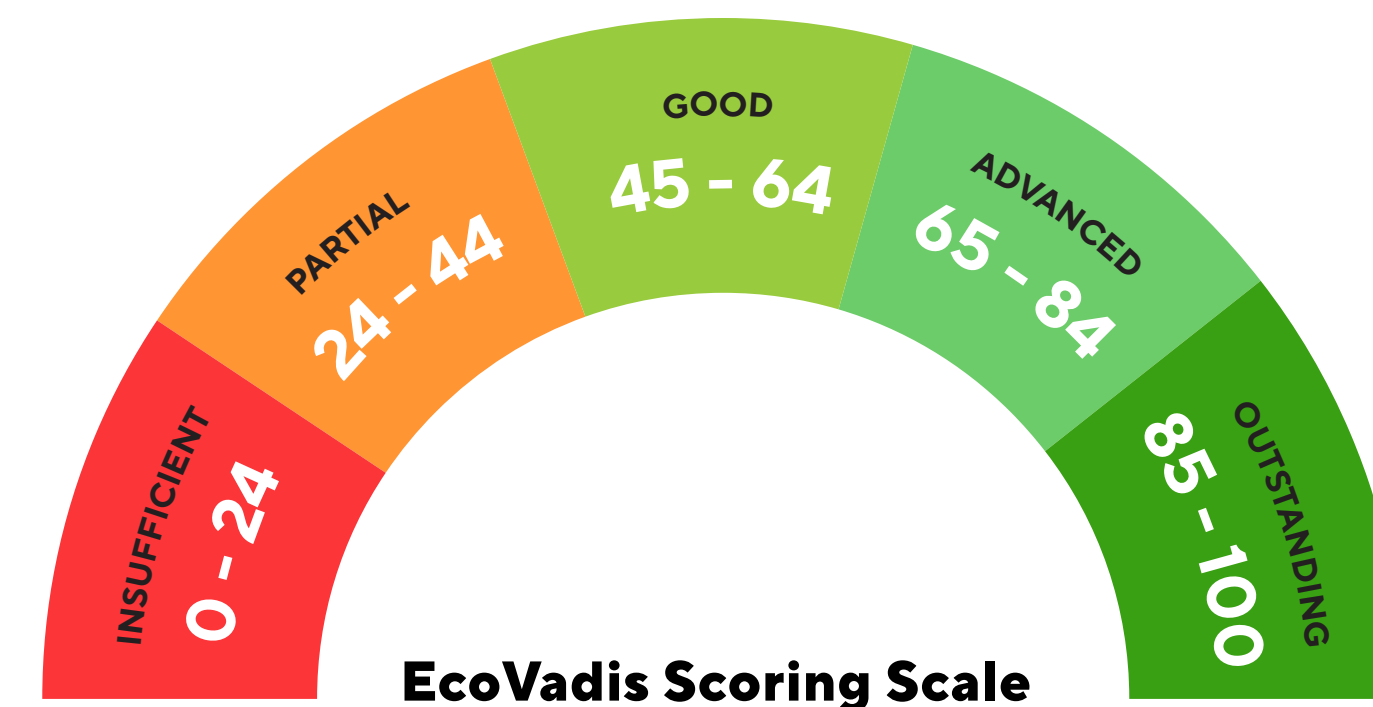
## PERCENTAGE OF SPEND WITH GREEN LIGHT SUPPLIERS



# Canadian Suppliers

In 2025, we improved aggregate weighted performance across all four Green Light pillars to 58.5—representing a 16.3% increase from the 2023 baseline. This progress reflects targeted collaboration with our Green Light supplier partners.

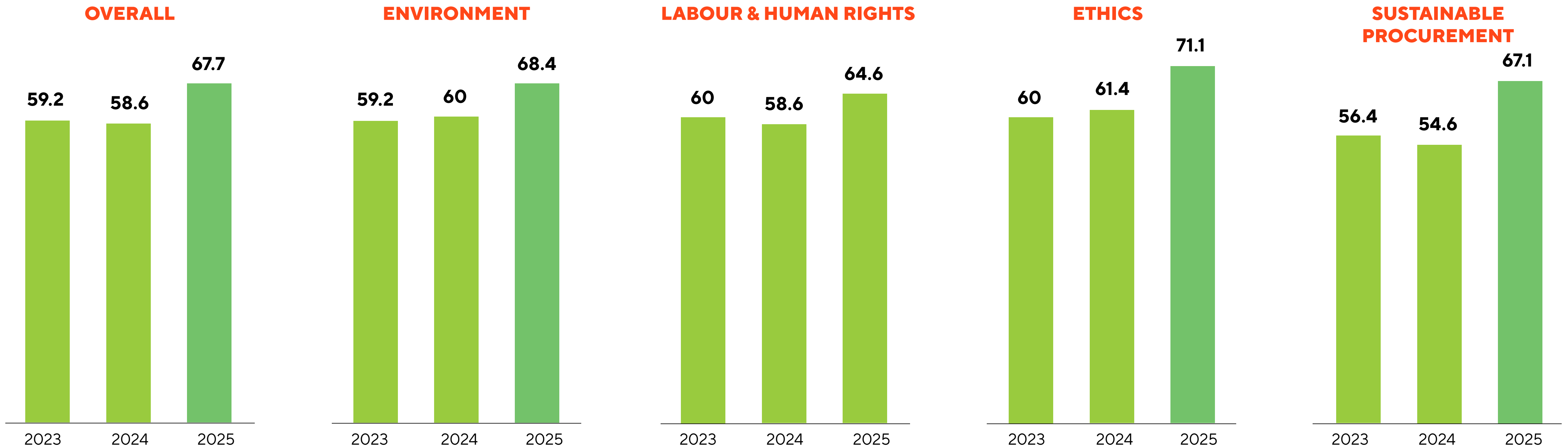
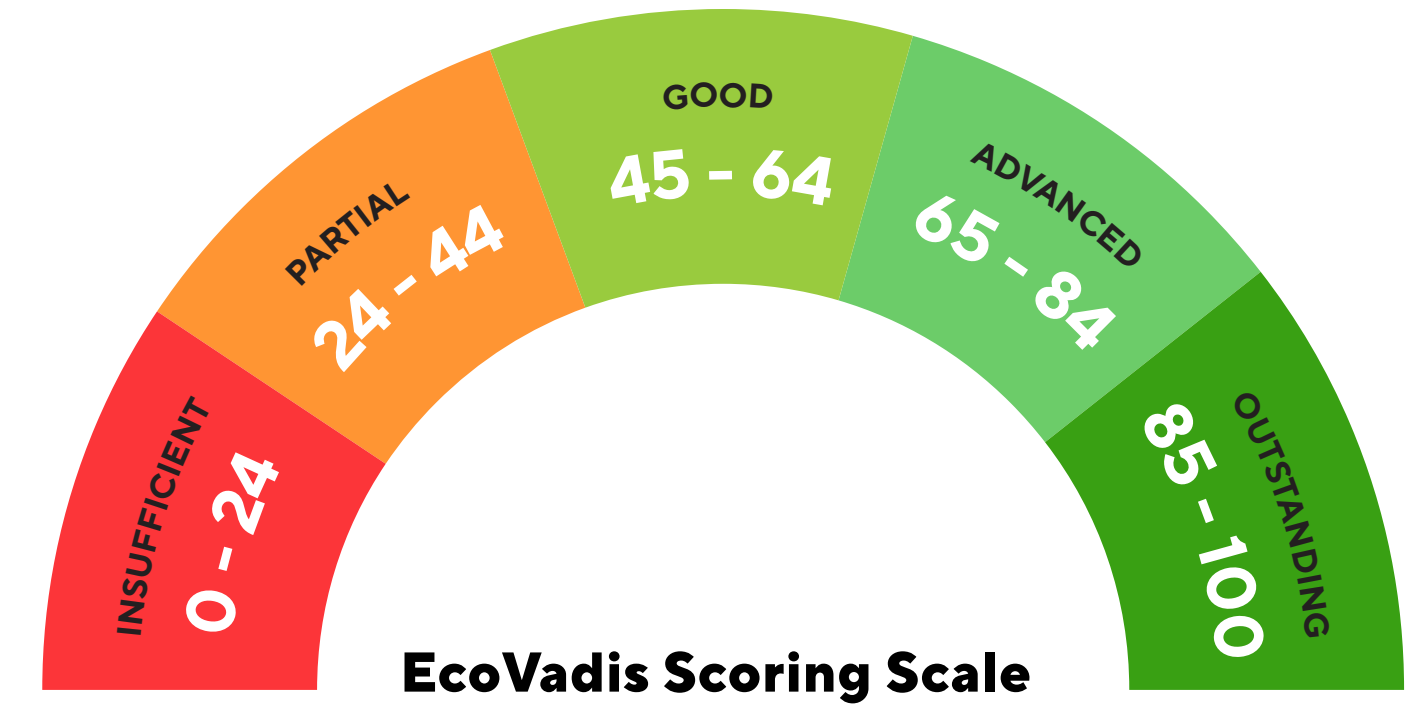
EcoVadis coverage remains an area of focus. Our Canadian operations achieved 52% EcoVadis-assessed procurement spend in 2025—three percentage points below our 55% target and down slightly from 53% the prior year. Our 2026 goal is to reach 60% EcoVadis-assessed procurement spend.



# Global Suppliers

In 2025, we worked with Green Light global supplier partners to improve aggregate weighted performance across all four pillars to 67.7—a 14.4% improvement over the 2023 baseline.

In 2025, 82% of our Global procurement spend was with Green Light suppliers, which exceeded our 75% goal.



# Green Light helps small business suppliers drive big sustainability gains.

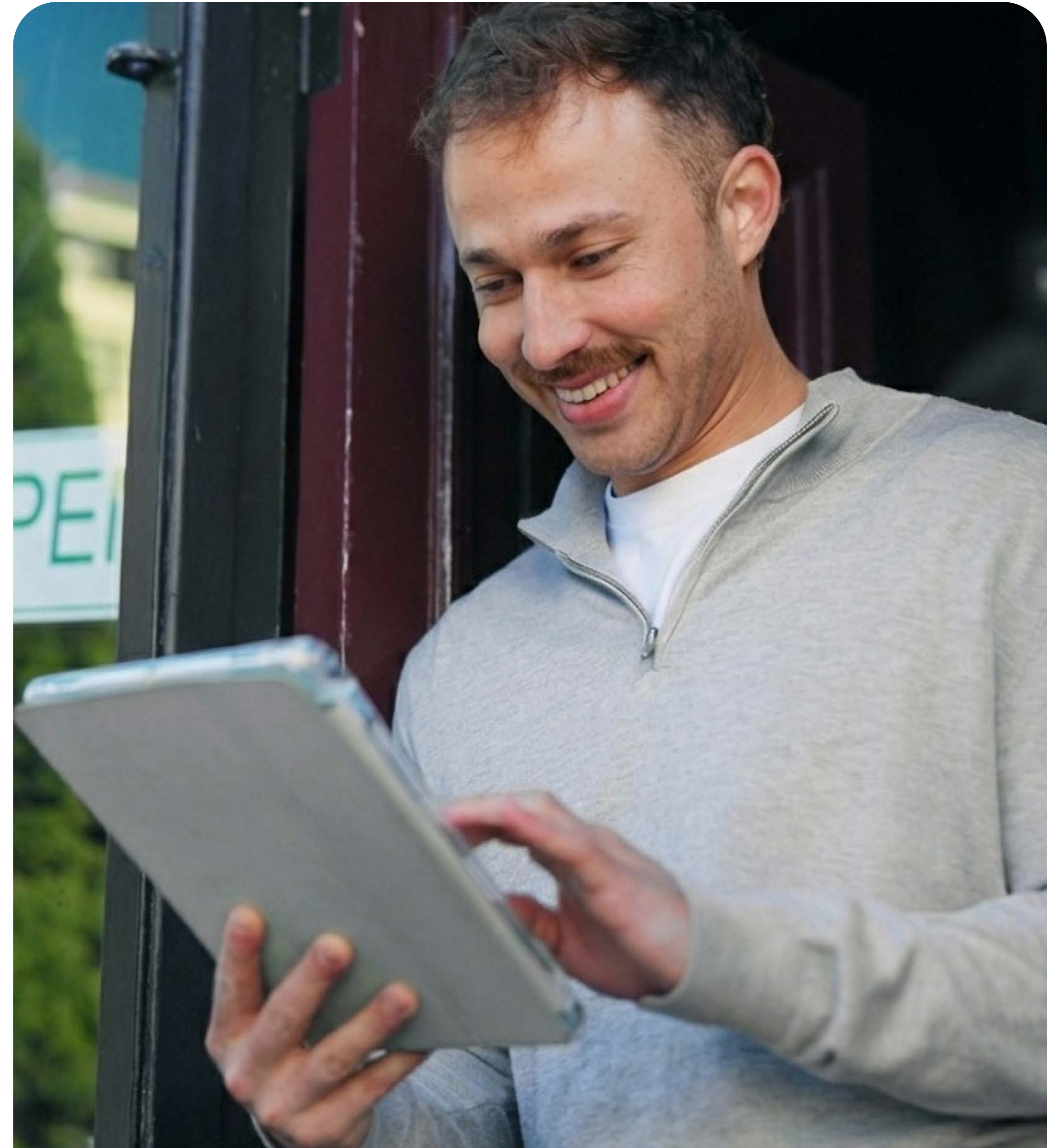
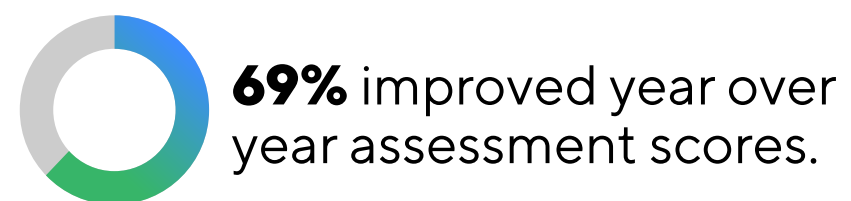
The branded merchandise industry is served by many suppliers that are small businesses. Over a third of our Green Light supplier base (by number) is comprised of such enterprises.

Green Light has been particularly effective progressing sustainability with these suppliers. By distinguishing themselves as more sustainable businesses using objective EcoVadis metrics, small suppliers open new growth opportunities not only with Staples Promo, but with other brand merchandisers as well.

## Small Businesses

Small businesses improved year over year assessment scores an average of 10.8 points in 2025

## Green Light Supplier Partners

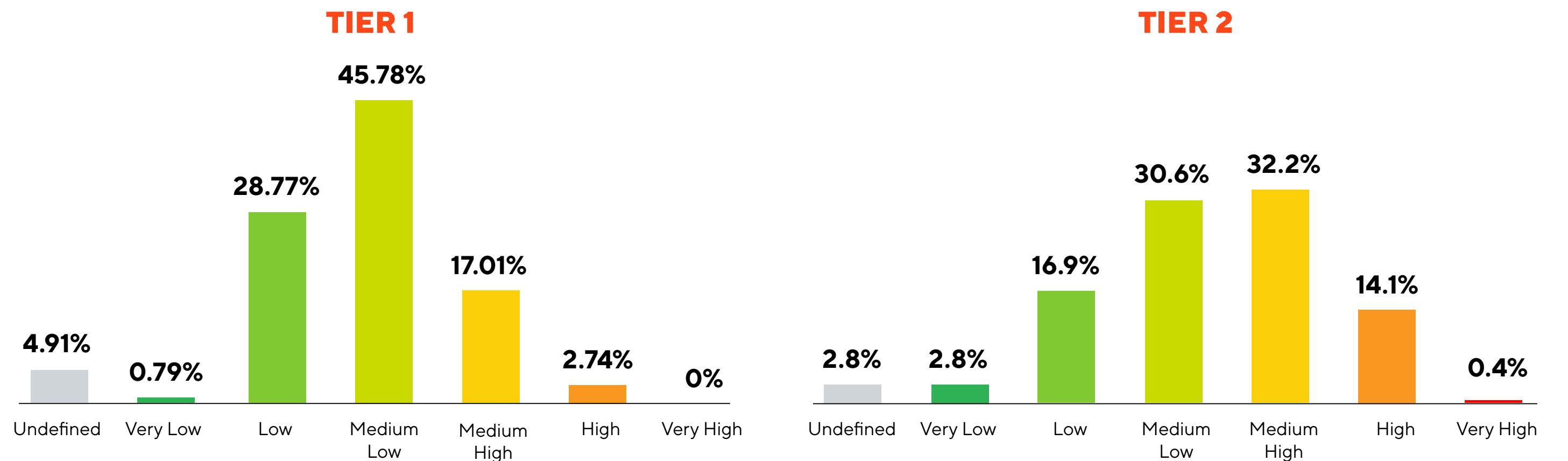
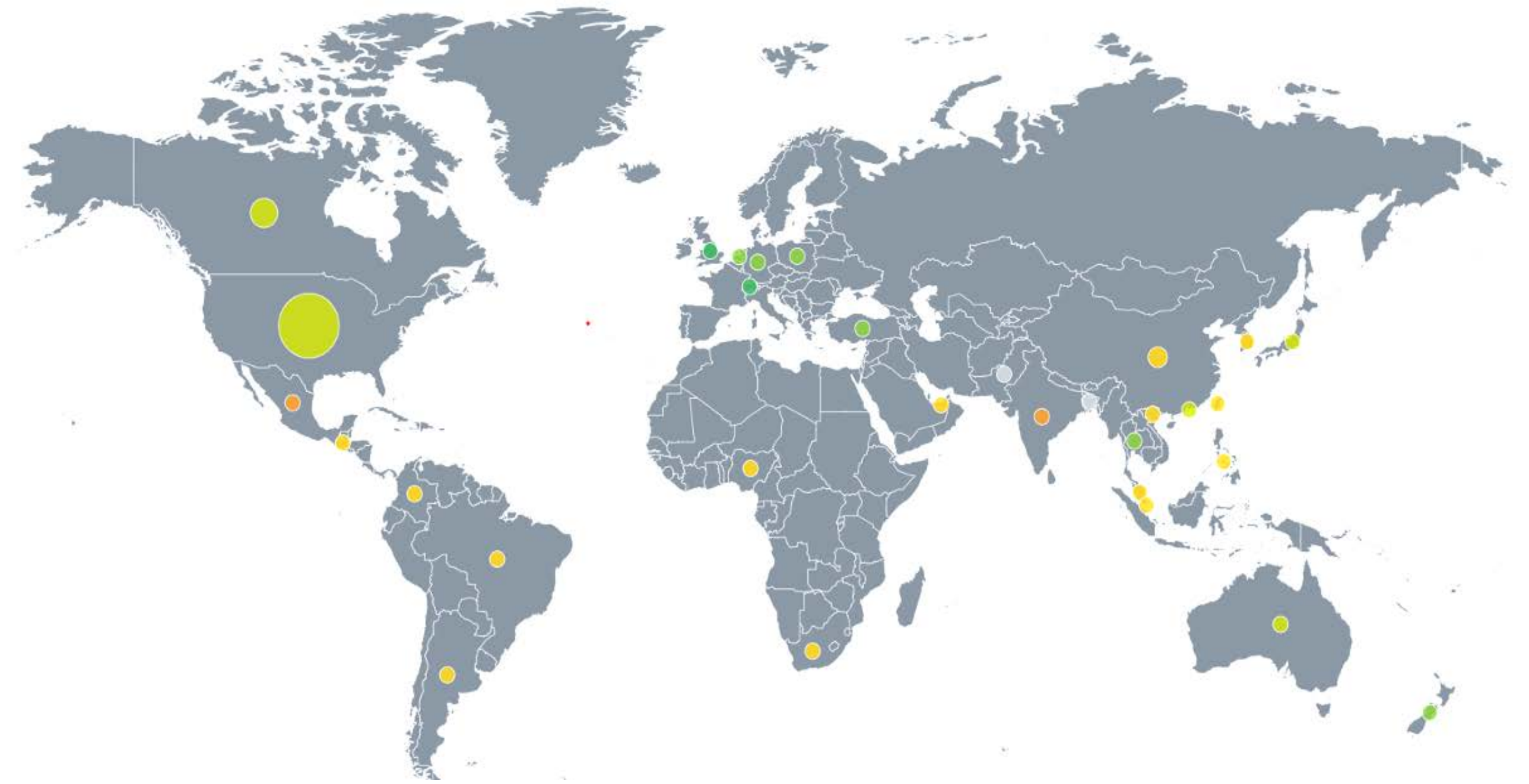


# We improve risk reduction strategies with supply chain mapping

In 2024, Staples Promo launched an expanded effort to map our supply chain across the U.S., Canada, and global regions. Using EcoVadis' IQ tool, we identified key risk areas across our Tier 1 suppliers.

In 2025, we further intensified this work—advancing our Tier 1 risk-mitigation plans and beginning Tier 2 mapping.

In 2026, we will partner with EcoVadis and our suppliers to deploy vitals questionnaires, giving us deeper visibility to help reduce Tier 2 risk. The map at right reflects our progress across both tiers.



# Carbon Strategy

Taking action to mitigate  
climate change.



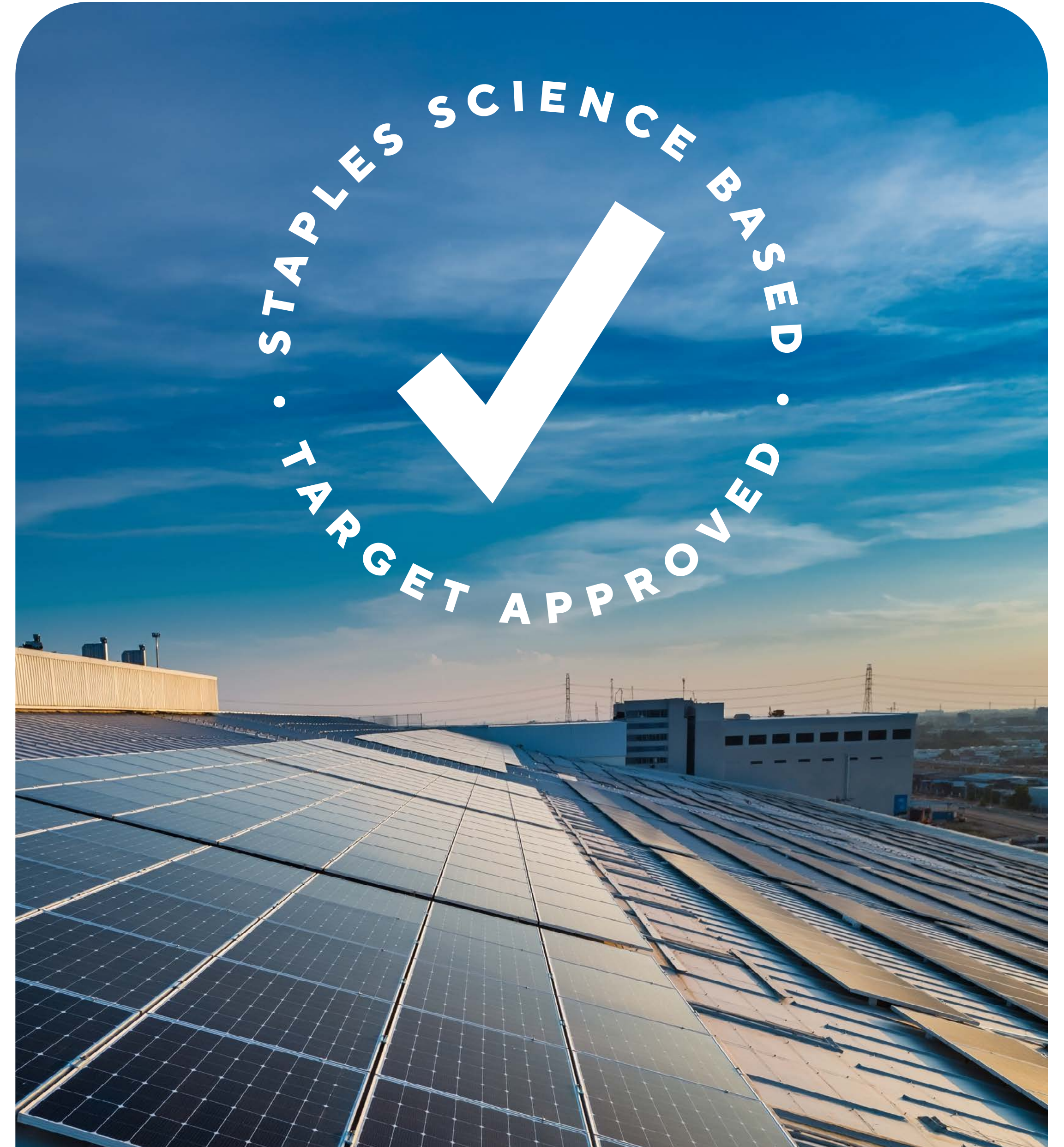


# SCIENCE BASED TARGETS

DRIVING AMBITIOUS CORPORATE CLIMATE ACTION



Staples Reports to CDP on  
behalf of requesting clients.



# Emissions Overview

**Carbon emissions (GHG Emissions) includes seven gases. All of these are combined and reported as CO<sub>2</sub>-e.**

- Sulfur Hexafluoride SF<sub>4</sub>
- Nitrous Oxide N<sub>2</sub>
- Hydrofluorocarbons HFCs
- Carbon Dioxide CO<sub>2</sub>
- Methane CH<sub>4</sub>
- Perfluorocarbons PFCs
- Nitrogen Trifluoride NF<sub>3</sub>

Reducing carbon / GHG emissions is a key objective for combatting climate change. That's why Staples participates in the SBTi. Our carbon reduction performance rolls up to the approved SBTi goal.

Staples Promo prepares an annual emissions inventory classifies emissions by scope in accordance with the GHG Protocol.

According to the GHG Protocol, emissions fall into three categories:

## Scope 1

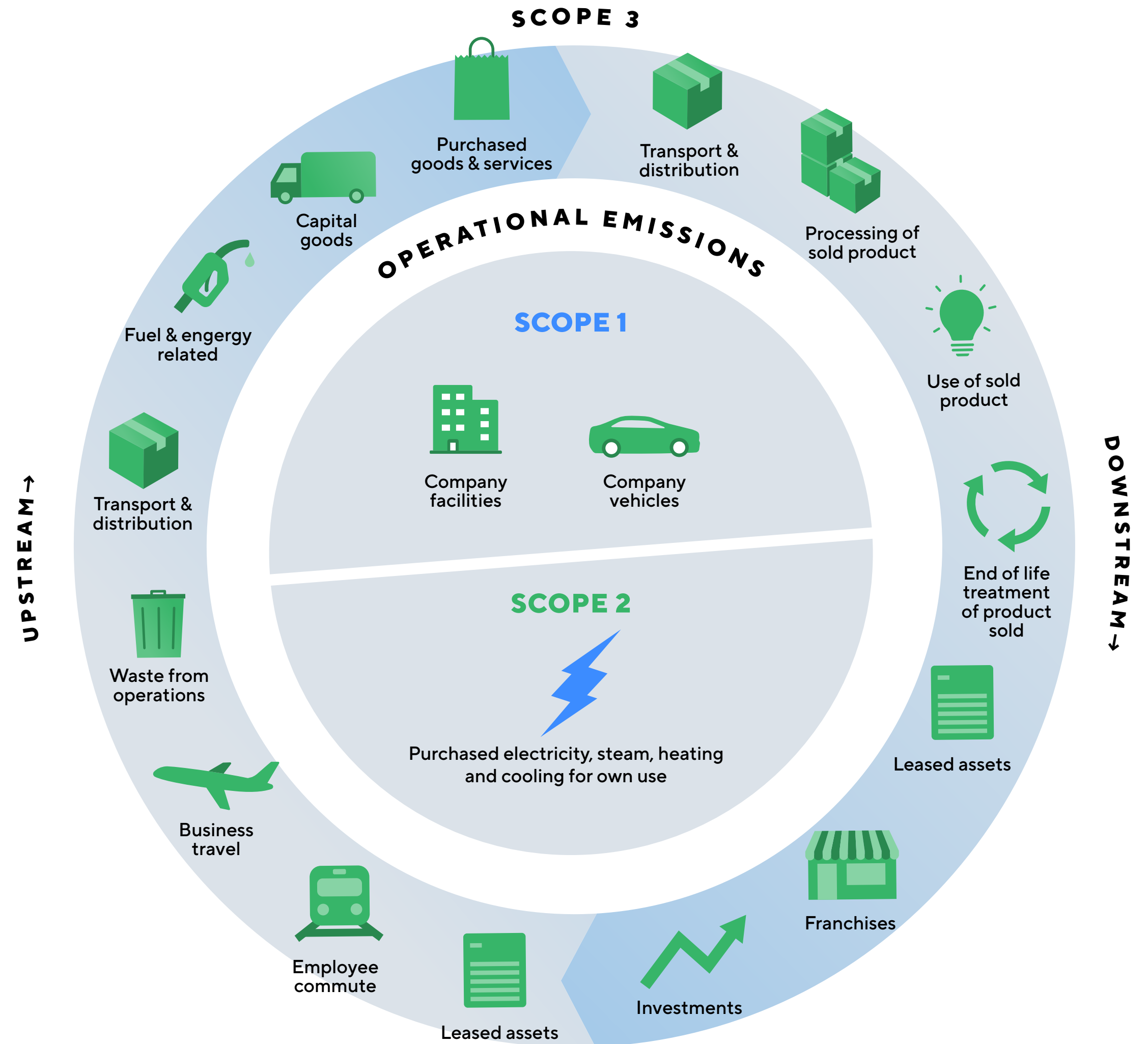
Direct emissions from sources that are owned or managed by an enterprise, such as a company-owned delivery fleet, or boilers for heating.

## Scope 2

Indirect emissions from the generation of purchased power, including electricity consumed in our operations.

## Scope 3

Indirect emissions occur both upstream and downstream within the value chain, such as the goods we purchase, capital equipment, and freight.



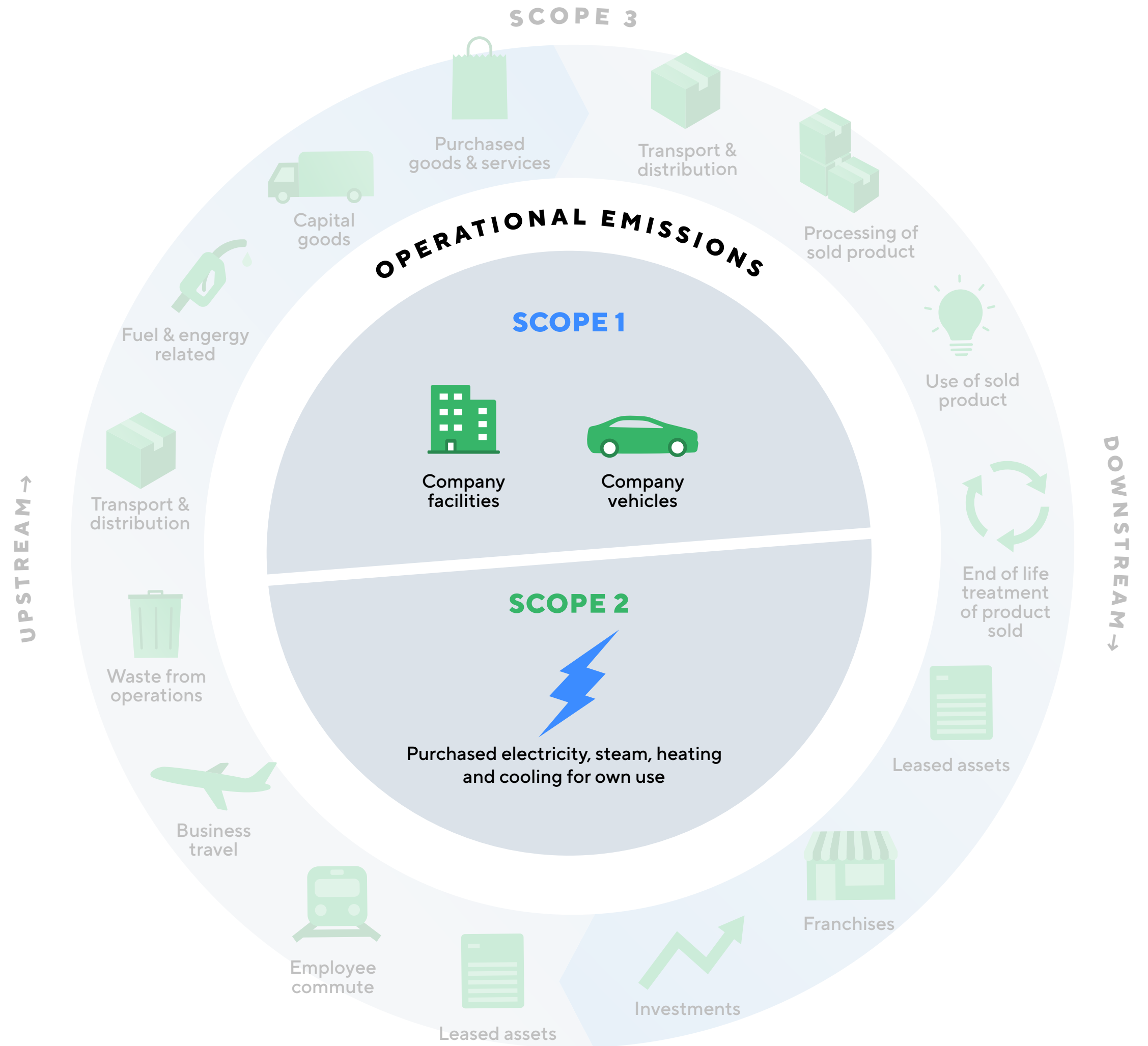
# Scopes 1 and 2

**Scope 1 and 2 emissions are less than 0.5% of our total emissions.**

Most of this energy is expended in our primary decoration and distribution centre, located in Orange City, Iowa.\* This facility is 100% powered by renewable electricity.

In 2025, the entirety of our business was powered by renewable electricity through the purchase of \*Green-E Certified renewable energy certificates.

In 2025, Staples, Inc.'s operational carbon inventory covering FY24 emissions passed third-party limited assurance. We will be pursuing limited assurance this year for FY25 inventory.



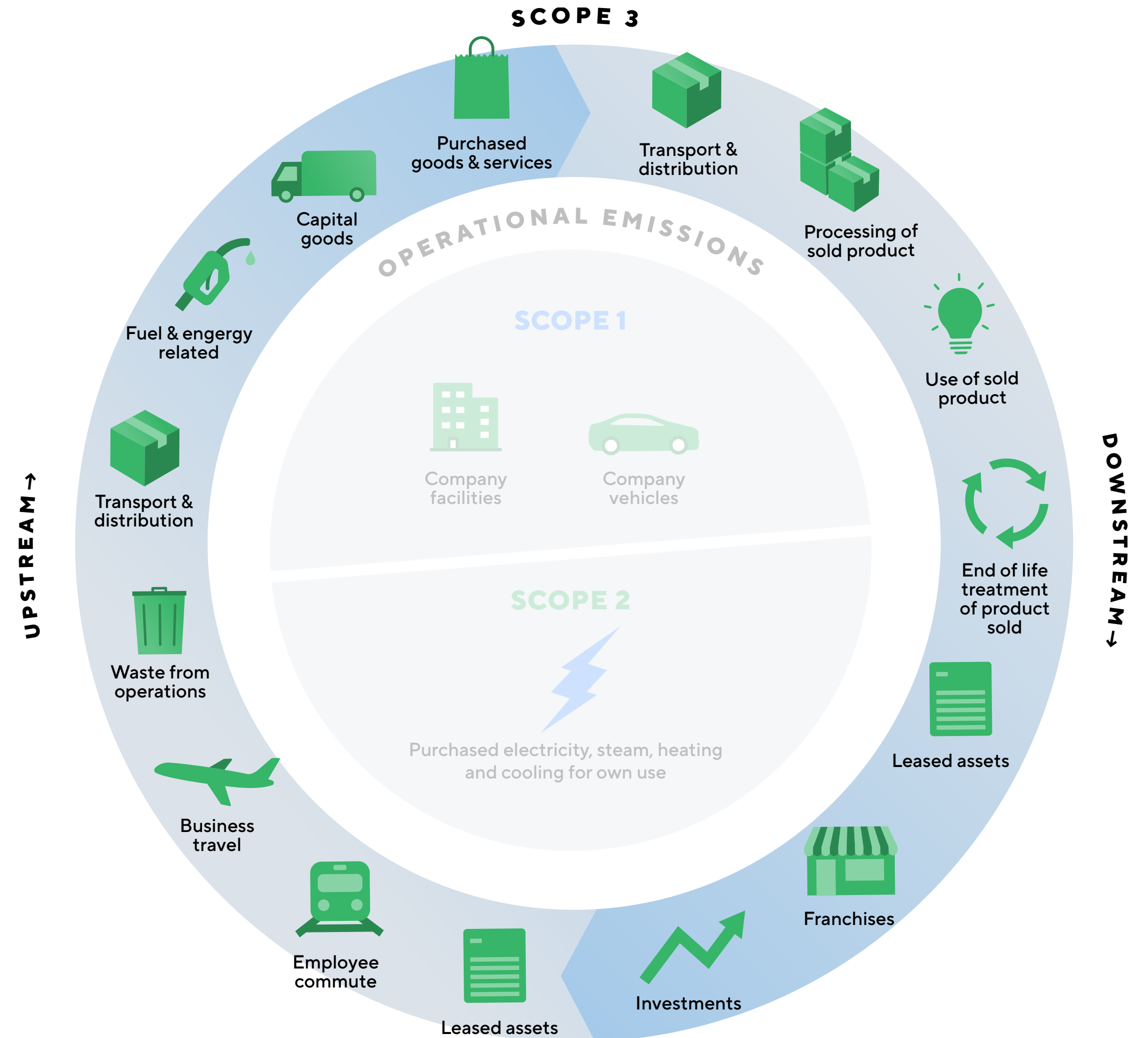
\*Staples conducts an annual carbon inventory in which it finalizes its carbon emissions for the past fiscal year. The inventory's methodology follows that of the Greenhouse Gas Protocol. The annual inventories serve as the basis for Staples Inc.'s approved science-based targets, including claims regarding carbon reductions. Staples Inc. does not purchase voluntary carbon offsets at this time.

# Scope 3

## Where our impact occurs.

For most industries and businesses, nearly all emissions are Scope 3. This is particularly true for our business. Over 99.5% of our emissions are Scope 3.

Scope 3 emissions are comprised of 15 different categories of emissions, occurring both upstream and downstream in the value chain. These are the most laborious to calculate and typically the most difficult to influence.



# Emissions Report

We annually calculate and report emissions by scope in accordance with the GHG Protocol. This calculation and reporting occurs on a fiscal vs. calendar year schedule.

Data included is for Fiscal Years 2022, 2023, and 2024. We will update to include 2025 emissions when they become available.

Starting with our 2024 emissions, Scope 1 and 2 emissions will go through limited assurance by an independent third-party organization.

## Scope 1

**2022 Emissions**  
**1046 mtCO<sub>2</sub>-e**

3.3% of Staples, Inc. total  
Scope 1 emissions

**2023 Emissions**  
**524.67 mtCO<sub>2</sub>-e**

1.7% of Staples, Inc. total  
Scope 1 emissions

**2024 Emissions**  
**798.77 mtCO<sub>2</sub>-e**

2.6% of Staples, Inc. total  
Scope 1 emissions

## Scope 2 (market based)

**2022 Emissions**  
**697 mtCO<sub>2</sub>-e**

2.1% of Staples, Inc. total  
Scope 2 emissions

**2023 Emissions**  
**0 mtCO<sub>2</sub>-e**

0% of Staples, Inc. total  
Scope 2 emissions

**2024 Emissions**  
**0 mtCO<sub>2</sub>-e**

0% of Staples, Inc. total  
Scope 2 emissions

## Scope 3

**2022 Emissions**  
**445,695 mtCO<sub>2</sub>-e**

7.2% of Staples, Inc.  
total Scope 3 emissions

**2023 Emissions**  
**128,773 mtCO<sub>2</sub>-e**

3.3% of Staples, Inc.  
total Scope 3 emissions

**2024 Emissions**  
**210,429 mtCO<sub>2</sub>-e**

5.8% of Staples, Inc.  
total Scope 3 emissions

# Carbon Emissions Strategy for Supply Chain

## Supplier Scorecard Adoption Grew 162%

Reducing carbon throughout the supply chain is critical. EcoVadis' Carbon Action Module anchors our approach. It provides a unified view of supplier emissions data and maturity levels to inform comprehensive reduction strategies.

### Early results show considerable gains.

Our last CSR report noted that 24% of our suppliers (by spend) had completed a Carbon Scorecard.

In CY2025, participation surged to 63%, reflecting strong engagement with our structured approach.

This growing adoption deepens visibility, strengthens alignment with Green Light spend thresholds, and identifies suppliers without carbon management systems. We will continue supporting suppliers as they measure GHG emissions and develop reduction strategies that advance shared progress.

## EcoVadis Carbon Action Module Guide

### Insufficient

Partners with no GHG management system

### Beginner

Partners with basic elements of GHG management or reporting

### Intermediate

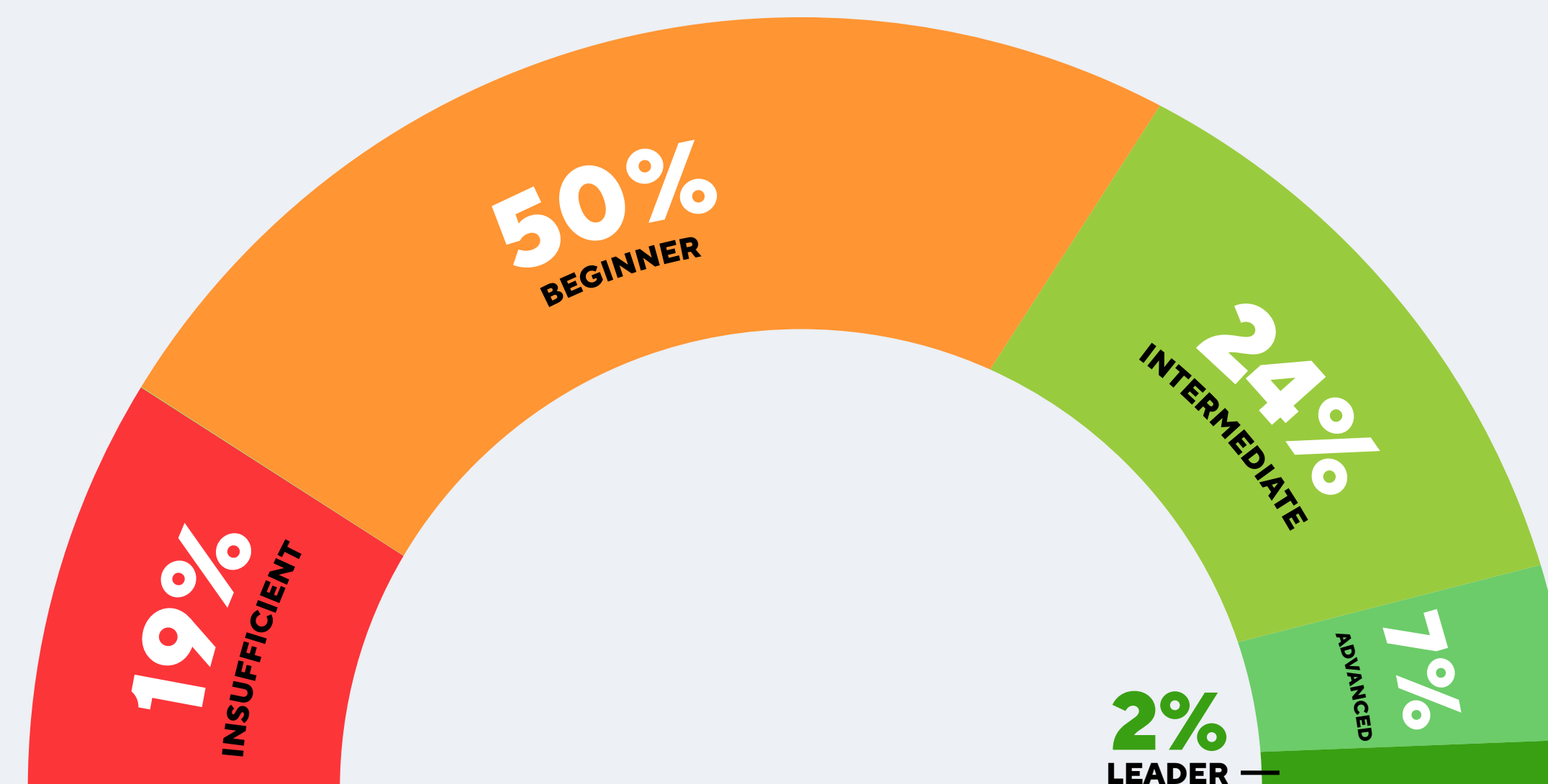
Partners with core elements of a GHG management system and intermediate decarbonization commitment, actions and reporting capabilities

### Advanced

Partners with comprehensive elements of a GHG management system and advanced decarbonization commitment, actions and reporting capabilities

### Leader

Partners with a strong GHG management system and best-in-class decarbonization commitments, actions and reporting capabilities



# Carbon Emissions Strategy for Our Operations

## EcoVadis now ranks Staples Promo as Leader!

We're proud to report that our carbon mitigation efforts progressed from Intermediate to Leader on EcoVadis' Carbon Action Module scale!

We continue to invest in initiatives that reduce emissions, including our shift to carbon-neutral shipping to address a major source of Scope 3 impact. Over 92% of U.S. packages shipped in 2025 were carbon neutral.

### Result

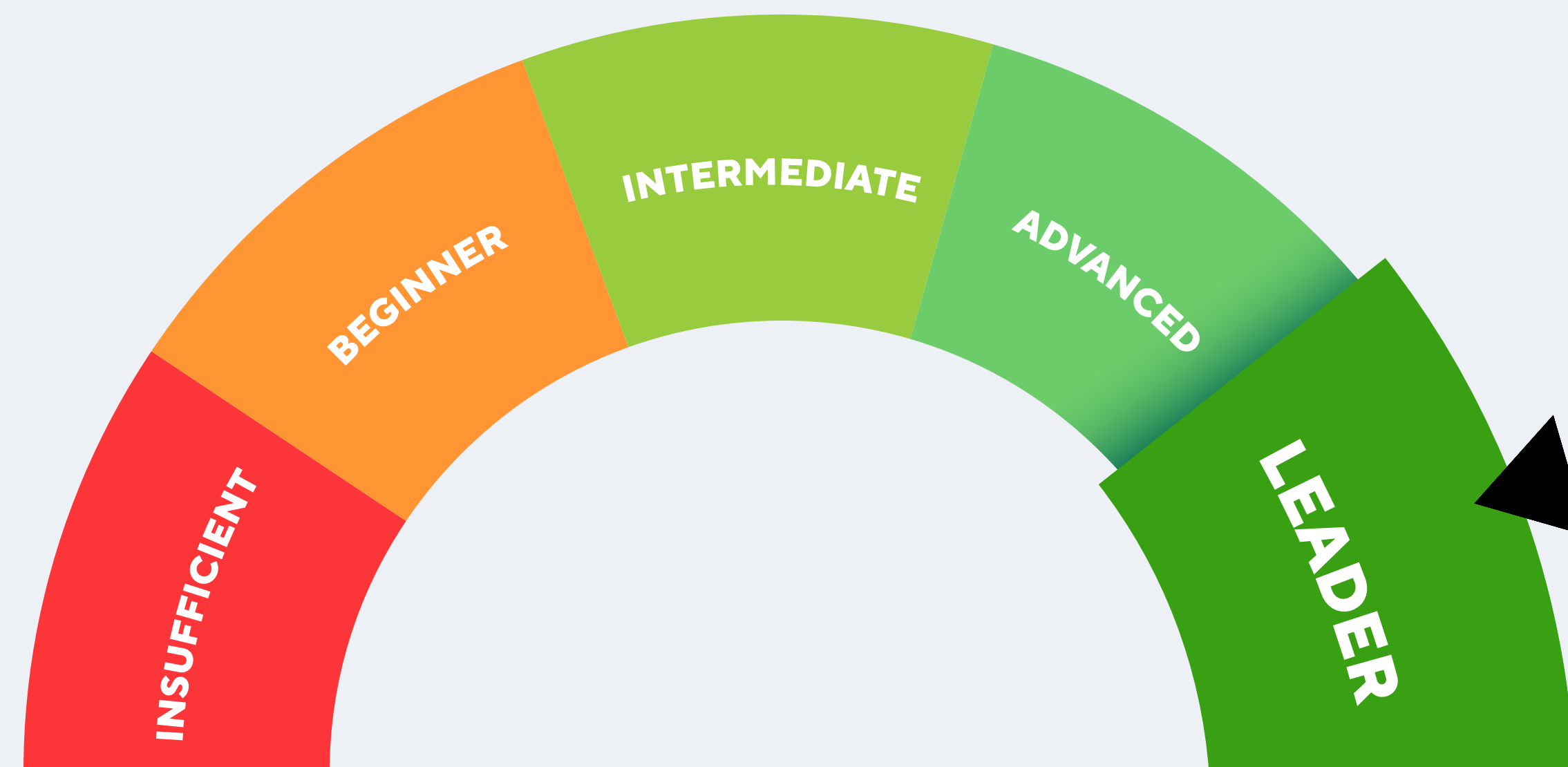
Company with core elements of a GHG management system and intermediate decarbonization commitment, actions, and reporting capabilities.

### Opportunity

Engage and collaborate with trading partners on innovative decarbonization strategies and actions.

### 2025 was a breakthrough year for carbon leadership!

We advanced two ranking spots in CY2025 due to stronger governance, broader emissions data, and targeted reduction actions.



# Internal Operations

Premium-quality, sustainable decoration and distribution ensure merchandise experiences live up to your brand.

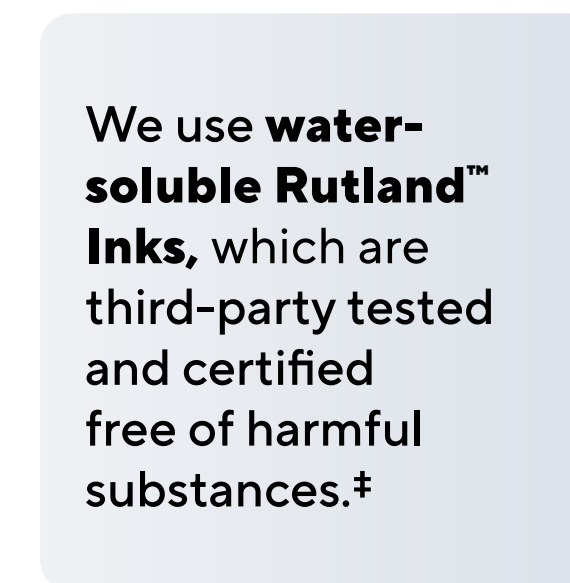
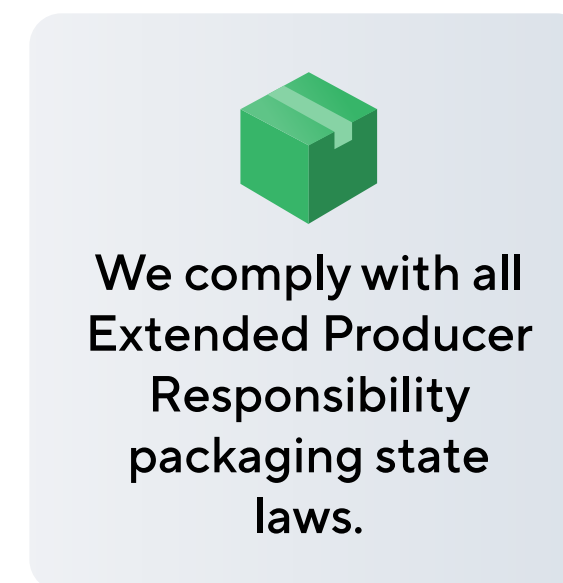
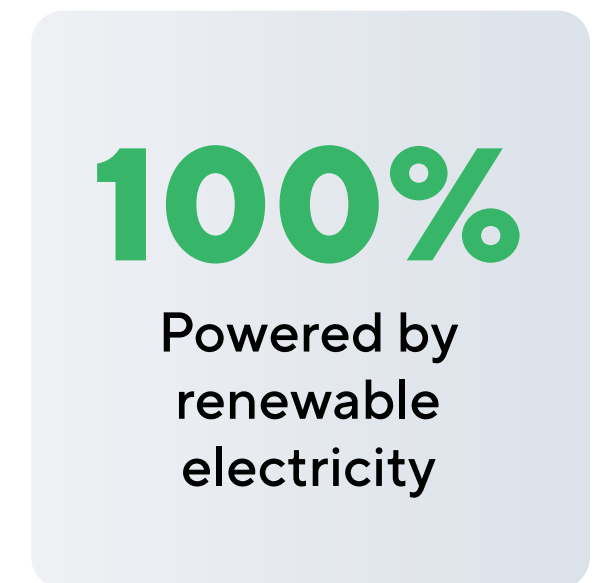


# Our EcoVadis-medaled, Nike-certified operations honour your **brand values.**

Most brand merchandisers subcontract 100% of product decoration. Not us. We're one of the largest apparel decorators in North America.

To lead by example, our promo-dedicated operations are optimized for sustainable, premium-quality decoration and order fulfillment. 25% of our annual volume and most in-stock eStore products are decorated and warehoused in this 500,000 square foot facility in Orange City, IA.

Our embroidery and screenprint quality is so meticulous, we earned Nike's highest quality rating. In fact, Staples Promo is one of the very few decorators Nike has authorized to reproduce its iconic "swoosh" trademark on apparel!



\* Complies with all extended producer responsibility packaging laws by state

‡ Nonylphenol (NPEO); Octylphenol Ethoxylates (OPEO'S); Polycyclic Aromatic Hydrocarbon (PAK), TBBPA, DecaBDE, or HBCDD Organizations; Latex; Ozone depleting chemicals according to CONEG

# Our operations earned a Silver Medal from EcoVadis.

Our EcoVadis rating is a weighted combination of scores across four pillars of sustainability. Scores from our last assessment improved across all 4 pillars by an average of 5%

	2022	2023	2024	2025
<b>Overall</b>	56	66	71	<b>72</b>
<b>Environment</b>	60	70	76	<b>82</b>
<b>Labour &amp; Human Rights</b>	50	60	56	<b>58</b>
<b>Ethics</b>	60	70	68	<b>74</b>
<b>Sustainable Procurement</b>	60	70	80	<b>81</b>

EcoVadis rounded scores prior to 2025. To accurately show year-over-year progress, our 2024 pillar scores are displayed using their underlying precise (unrounded) values.



[LEARN MORE ABOUT OUR ECOVADIS RATING](#)

# Waste Diversion

Below are metrics reported by waste stream from our decoration and distribution facility.

Mixed Plastic Recycling **55,270 lbs**

Corrugate Recycling **716,160 lbs**

Paper Recycling **28,700 lbs**

Waste to Energy **220,040 lbs**

Beneficial Reuse\* **21,369 lbs**

\*We partner with a trusted third-party supplier to distribute usable goods to charities efficiently.



# Carbon Offset Shipping

**In 2025, the carbon from 92% of our U.S. shipments was offset via participation in the UPS Carbon Neutral Shipping Program and the FedEx Carbon Offset Program.** This included shipments from supplier partners that used our freight accounts.

Carbon emissions were offset through UPS projects that removed an equal amount of carbon from the atmosphere. Some of the projects included reforestation, landfill gas destruction, wastewater treatment, and methane destruction. Their program is independently verified by Société Générale de Surveillance (SGS).

The FedEx® Carbon Offset Program has achieved CarbonNeutral® Shipping certification in accordance with The CarbonNeutral Protocol.



**M!** **Marke  
Creative  
Merchandise**  
A Staples Inc. Company

We operate under the name Marke Creative in the U.K. Our approach to sustainability is customized to our European operations and clients.



# Marke Creative's operations earned a **Platinum Medal** from EcoVadis.

Our EcoVadis rating is a weighted combination of scores across four pillars of sustainability.

	2023	2024	2025
<b>Overall</b>	61	64	<b>88</b>
<b>Environment</b>	60	60	<b>92</b>
<b>Labour &amp; Human Rights</b>	70	70	<b>88</b>
<b>Ethics</b>	70	60	<b>85</b>
<b>Sustainable Procurement</b>	50	60	<b>81</b>



[LEARN MORE ABOUT OUR ECOVADIS RATING](#)

# Our sustainability approach is optimized for the European market.



Our UK-based operations are certified to the ISO14001 standard for environmental management systems.



In 2023, we integrated the Ten Principles of the UN Global Compact into our business, covering Human Rights, Labour, Environment, and Anti-Corruption.

 | Member

We have been an AB Member of SEDEX since 2011. This partnership advances our supply chain practices, promotes sustainability, and ensures ethical operations across our organization.



We've signed onto the British Promotional Merchandise Association's Step Forward Pledge. This aligns us to 13 commitments under the sections of Products, People, and Planet. An annual assessment (additional to EcoVadis) corroborates adherence to the commitments while highlighting tactics to progressively improve the sustainability of our operations and practices.

# SEDEX Supply Chain Risk Mapping improves value chain integrity and performance.

We've been an AB Member of SEDEX since 2011. Our supply chain practices meet the ETI Base Code, upon which SMETA audits are based.

SEDEX analytics are perpetually monitored to mitigate risks and enable data-driven decisions. Using Radar Risk Assessment tools, we identify and mitigate key social, environmental, and governance risks to protect our reputation and comply with applicable sustainability legislation.

SEDEX's platform ensures transparency in our supply chain, allowing us to participate in supplier audits. It also integrates our production sites with client systems, giving them unhindered visibility into product origins.

Additionally, SEDEX's multilingual E-Learning modules are leveraged to enhance internal and external training.

In total, this partnership advances our supply chain practices, promotes sustainability, and ensures ethical operations across our organization.



# SEDEX ESAQ Environmental Risk and Impact of our Supply Chain

In 2025, Marke Creative adopted the SEDEX Environment Self-Assessment Questionnaire (ESAQ), a new tool designed to enhance environmental data collection across global supply chains. ESAQ expands SEDEX's existing SAQ framework with deeper, more structured environmental metrics.

## We use ESAQ to:

- Monitor environmental risk across our supply chain through a standardized environmental self-assessment.
- Identify and mitigate hidden environmental issues using robust analytics, supplier evaluations, and continuous monitoring.
- Drive measurable sustainability improvements with data-led insights, clear KPIs, and tailored action plans that support long-term goals.
- Strengthen regulatory compliance by proactively tracking requirements, engaging suppliers, and applying structured frameworks that keep us ahead of evolving environmental standards.



# Employee Wellbeing

We take a holistic approach to employee wellness by providing stress management, associate recognition, employee assistance, and more.



# Staples Promo proudly celebrates repeated recognition as **PPAI's Greatest Large Company to Work For.**



- “A supportive team where data and individuality thrive together.”**
- “Proud to work alongside people united by purpose.”**
- “A culture that feels like family from day one.”**
- “Do meaningful work with iconic brands and empowering leaders.”**
- “Brand Love and Business is Human are not just fun gimmicks... it is truly who we are!”**
- “I've worked for several large corporations and Staples Promo is the best in the care they show for their associates.”**

# We support the **Best People in Promo** with the best benefits in promo.

Our associates are creative catalysts, trusted by the world’s most recognized brands to enhance marketing strategies. Not just anyone can do it. For those who can, our compensation and benefits are designed to ensure they find a home with Staples Promo—and stay for a long time!

## Total Rewards

Independent market studies and twice-yearly engagement surveys empower our Human Resources team with the perspective to compete for and win top talent. They combine wages, benefits, and work life balance in a total rewards package that makes us a destination employer for the branded merchandise industry.

All full-time associates and their immediate families have access to subsidized insurance and benefits. They can choose from several insurance options depending on what’s best for their families.

<p><b>Group Medical, Dental, &amp; Vision</b></p>	<p><b>Paid Holidays &amp; Time Off</b></p>	<p><b>Adoption &amp; Surrogacy Assistance</b></p>	<p><b>Insurance Discounts</b> Legal, Auto, Home, Life, Indentity &amp; Pet</p>	
<p> <b>Staples</b> <i>perks at work</i></p>	<p><b>Travel Discounts</b></p>	<p><b>HSA + FSA</b> Programs</p>		<p><b>Hybrid/ Remote Work/ Flex Time</b></p>
<p><b>Paid Bereavement Leave</b></p>	<p><b>\$ Matching 401K &amp; RRSP</b></p>	<p><b>% Staples Discounts</b></p>	<p><b>Short-Term &amp; Long-Term Disability</b></p>	<p><b>Bonding Leave</b> (includes adoption)</p>
<p>Annual <b>Wellness Reimbursement</b> Program</p>	<p>Discounts on:</p> <p> </p>		<p>Premium designated <b>EV parking spots</b></p>	<p><b>Summer Fridays</b></p>

# Physical, Mental, and Fiscal Wellbeing

Our benefits are designed to enhance physical, mental, and fiscal wellness for our diverse employee base and their families.



Canadian leader in mental health and addiction services.\*



Digital physical therapy employees can take from home.



A virtual nutrition-based program for prediabetes and diabetes that helps lower blood sugar and reduce medication use.

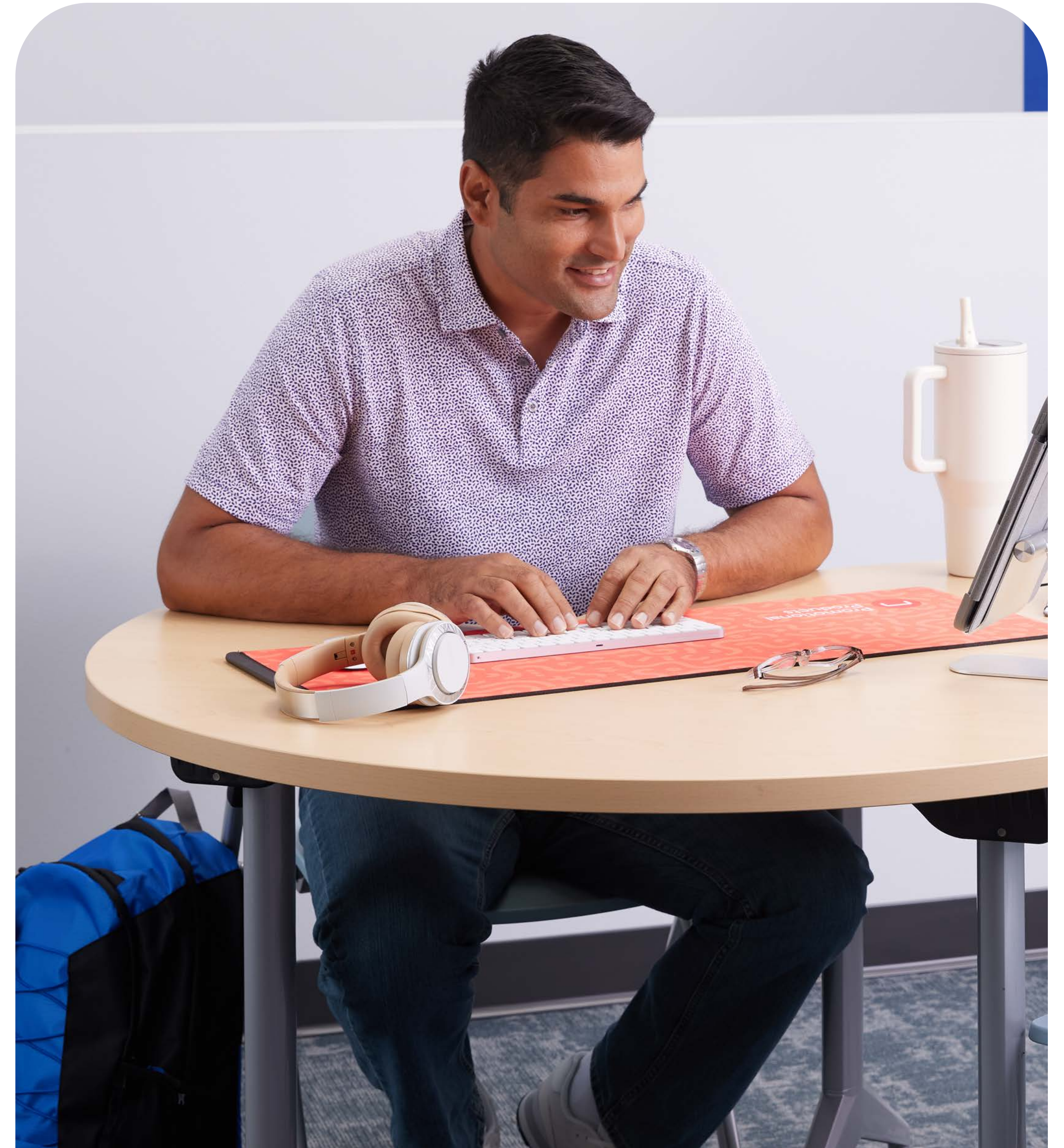


Cariloop is an inclusive caregiving benefit with digital tools, a care provider network, and 1:1 coaching for every stage of caregiving.



Staples Life Services (EAP), powered by ComPsych Guidance Resources, offers free, confidential counseling and referral support for life's work and personal challenges.

*\*Available for Canadian associates only*



# We enhance employee engagement and values alignment with two associate recognition programs.

Our talented associates thrive on creating experiences that help clients celebrate their people, culture, and brand. We do the same for them. Associates who exemplify our values are eligible for recognition and rewards from two unique programs: The **PROPS** program and the **Believe & Achieve!** program. Both allow employees to receive recognition from management and to share recognition with one another. Both also utilize the very same software and global awards assortment we use to create client recognition programs.

## **PROPS**

“People Recognizing Other People’s Success” is a manager to associate and peer to peer recognition program just for Staples Promo.

## **Believe & Achieve!** LIVING OUR VALUES AWARDS

The Believe & Achieve! program recognizes employees across all Staples lines of business.



# When life gets hard, we stand together.

Staples supports associates facing extraordinary hardship through three dedicated programs that are funded by employee donations and company matching:

## **Cause for Caring**

Supports Staples, Inc., including Staples Promo associates residing in the U.S.

## **Staples Share Fund**

Supports Retail associates residing in the U.S.

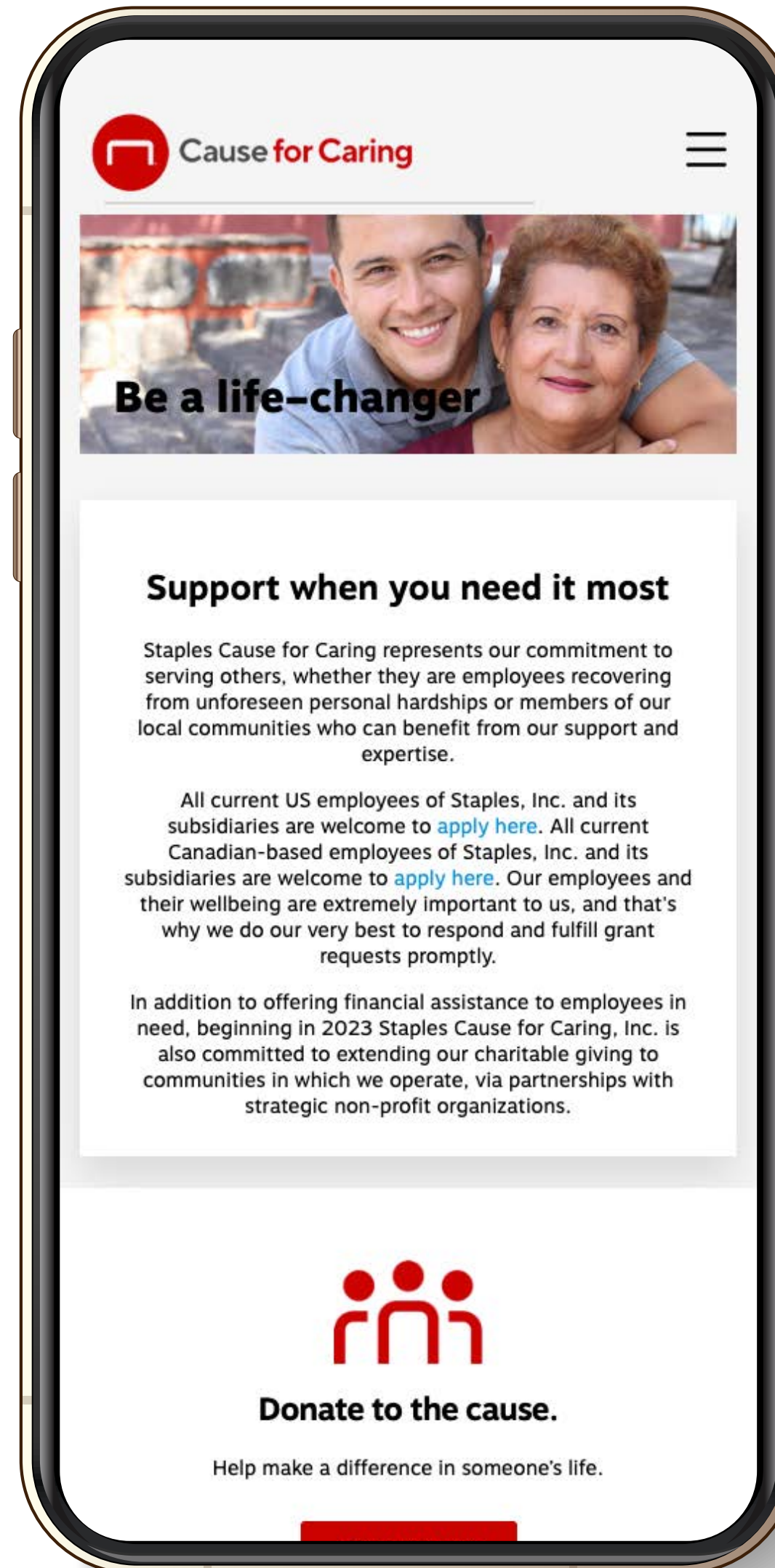
## **Share Fund Canada**

Supports Staples, Inc., including Staples Promo, and Retail associates residing in Canada.

These programs reflect Staples' commitment to supporting associates when they need it most—strengthening resilience, community, and shared responsibility across the organization.

**Over 17% of Staples Promo associates contribute weekly,** directly supporting colleagues through challenging life events.

**Our goal is to grow participation to 26% in 2026,** expanding the reach and impact of this shared commitment.



# \$9,000,000+ and counting...

Our associate assistance funds have distributed over \$9 million in grants, transforming the lives of more than 5,800 employees since 2013.

**“It's tough finding out you're sick and that it will be a life changer.”**

"It's tough finding out you're sick and that it will be a life changer. One is not prepared for these things. I've gone through partial removal, chemo, and am now about to start radiation. I've been in and out of work as I am not feeling well but still need to continue working. It's been tough as I have payments such as my mortgage, utilities to pay, and my kids to take care of. When I applied, I didn't think much about it, so when I received a grant i was overwhelmed with emotion. I want to thank you all."

**- Staples Employee**



Staples, Inc. also partners with Junior Achievement USA (JA) to support career readiness initiatives in the United States and Canada.

Last year, Staples Promo invited students into our Iowa offices to showcase how their classroom learning connects to real-world careers in sales, marketing, and merchandising.

Attendees learned how branded merchandise improves sales, marketing and communication outcomes. They also created merchandising displays, made their own bags, and even learned what goes into marketing value propositions.

**“ Thank you all for your time and dedication – you’re helping shape our future workforce!”**

**– JA Associate**

**“ Really enjoyed the tour and learning all that goes on at Staples Promo.”**

**– JA Student**

**“ Seeing “possible” future colleagues engage passionately within each segment of what the Staples Promo team offered was priceless!”**

**– Staples Promo Associate**



# Volunteerism

Whether building better brands or better communities, we achieve more together.



# We put people first.

Staples Promo associates support the communities where we work and live—volunteering more than 6,000 hours over the last four years to strengthen nonprofits and local initiatives.

## Health, Family & Basic Needs

- Providing comfort, nourishment, and rest to families with hospitalized children.
- Creating care packages and messages for individuals battling illness.
- Donating newborn and essential supplies to diaper banks and family-support organizations.
- Assembling and donating furniture to families in need.

## Food Security & Hygiene

- Donating food and volunteer labour to local food banks.
- Supporting National Food Bank Day through donations and hands-on service nationwide.
- Providing clean clothing and hygiene items to disadvantaged students.
- Assembling hygiene kits for disaster relief and emergency response.

## Education, Mentorship & Workforce Readiness

- Mentoring students to show education's impact on long-term career growth.
- Providing workplace apparel to aspiring professionals for interviews and early careers.
- Organizing school-supply drives so students start the year prepared.

## Veterans & Military Support

- Donating time, supplies, and services to veteran organizations and facilities.
- Honouring Veterans Day through donations, hospital volunteering, and meal preparation.
- Shipping care packages to deployed service members, including those in Okinawa, Japan.
- Donating life enriching supplies to veteran facilities in Missouri and Iowa.

## Community, Environment & Crisis Response

- Leading citywide and highway trash clean-ups.
- Coordinating emergency supply drives after the St. Louis tornado.
- Donating face masks to support Navajo Fire and frontline responders.
- Supporting local animal rescue organizations.

## Global Engagement

- Hosting our first global volunteer events across the U.S., Canada, and U.K



# Inclusion and Engagement

We harness the power of diverse perspectives to build better brand experiences and business results.



# We integrate inclusion and engagement into everything we do.

Whether attracting and retaining top talent, strengthening customer and supplier relationships, or driving innovation, our diverse workforce elevates performance. By supporting diverse talent, we create an environment where everyone can succeed—together.

**Business Resource Groups (BRGs)** are central to this commitment. Open to all associates, BRGs foster engagement, inclusion, and shared perspective across all Staples lines of business. Members mentor one

another, support recruiting, share insights through company-wide forums, and help shape merchandise assortments for broader appeal. Each BRG is supported by an executive sponsor, ensuring direct access to senior leadership.

While Staples Promo associates represent just 18% of the Staples, Inc. workforce, they chair or co-chair half of all BRGs, extending their impact across the enterprise.

## OUR BRGs





# At Staples, inclusion is a **verb**.

It is what we do to ensure that all employees feel valued and supported to contribute to their fullest potential.

We gain better perspective to help serve our customers and employees' needs.

That is why we work hard to maintain a dynamic workforce that reflects the customers we serve—and we seek employees with unique input and perspectives

# Our branded merchandise operations support neurodivergent inclusion.

Neurodivergent adults face significant obstacles to independence and employment due to intellectual disabilities, autism, or brain injuries.

Village Northwest Unlimited (VNU)—a 501(c)(3) nonprofit located in Sheldon, IA.—provides a full range of support for neurodivergent citizens to help them acquire life skills and lead fulfilling, community-integrated lives with purpose and dignity. Their mission is to provide purpose, privacy, and dignity for all people.



We engage VNU to bring neurodivergent talent into our operations, so their mission is supported by your brand merchandising. On any given day, 10 to 15 neurodivergent teammates support client brands by:

- Assembling kitting projects
- Applying labels, stickers, and hang tags
- Gathering and sorting distribution waste from bins at end of warehouse aisles and consolidating into large containers for recycling

VNU makes it possible for us to employ a wider spectrum of neurodivergent talent by providing:

- **Transportation** to and from work (widening the radius of our neurodivergent talent base)
- **Coaches** to help less independent neurodivergent staff (expanding the number of candidates we can work with)
- VNU can quickly supply **variable labour** when needed (expanding the situational utilization of these teammates)

# Our Supplier Diversity Program creates more choices for our customers.



Our U.S. and Canadian procurement teams constantly seek relationships with new suppliers to meet the needs of values-based customers.

We take special care to consider small and medium-sized businesses local to the communities in which we operate.

We leverage this network to create seamless Tier-1 and Tier-2 diversity purchasing solutions that help clients further align spending with values.

We can track and report spend with these suppliers to our clients on an overall basis, and for their specific programs.

## Tier 1 Solutions

For Tier 1 solutions, our diversity alliance partners are part of the service contract and provide overall program management, warehousing, picking, packing, kitting, printing, distribution, customer service, and invoicing.

## Tier 2 Solutions

Tier 2 solutions leverage our growing network of over 103 U.S. and Canadian Minority and Women Owned Business Enterprise (MWBE) suppliers. We strive to optimize purchases of merchandise and maximize decoration and kitting services with this network.



Small Business



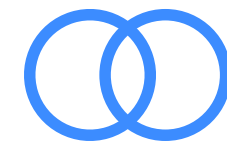
Women Owned



Minority Owned



LGBTQ+ Owned



Disability Owned



Veteran Owned



# Supply Chain Partnerships

Proud partners, corporate members and recognized councils:

WBENC



## DIVERSE VENDOR MIX



**52%**  
Women  
Owned

**43%**  
Minority  
Owned

**4%**  
LGBTQ+  
Owned

**1%**  
Veteran  
Owned

# Code of Ethics and Conduct

Our culture is built on transparent standards and expectations.



# Employee Code of Conduct

Our work culture is built on transparent expectations. We are honest, fair and trustworthy.

Our Employee Code of Conduct precisely outlines the standards that govern how we work together with clients and supplier partners.

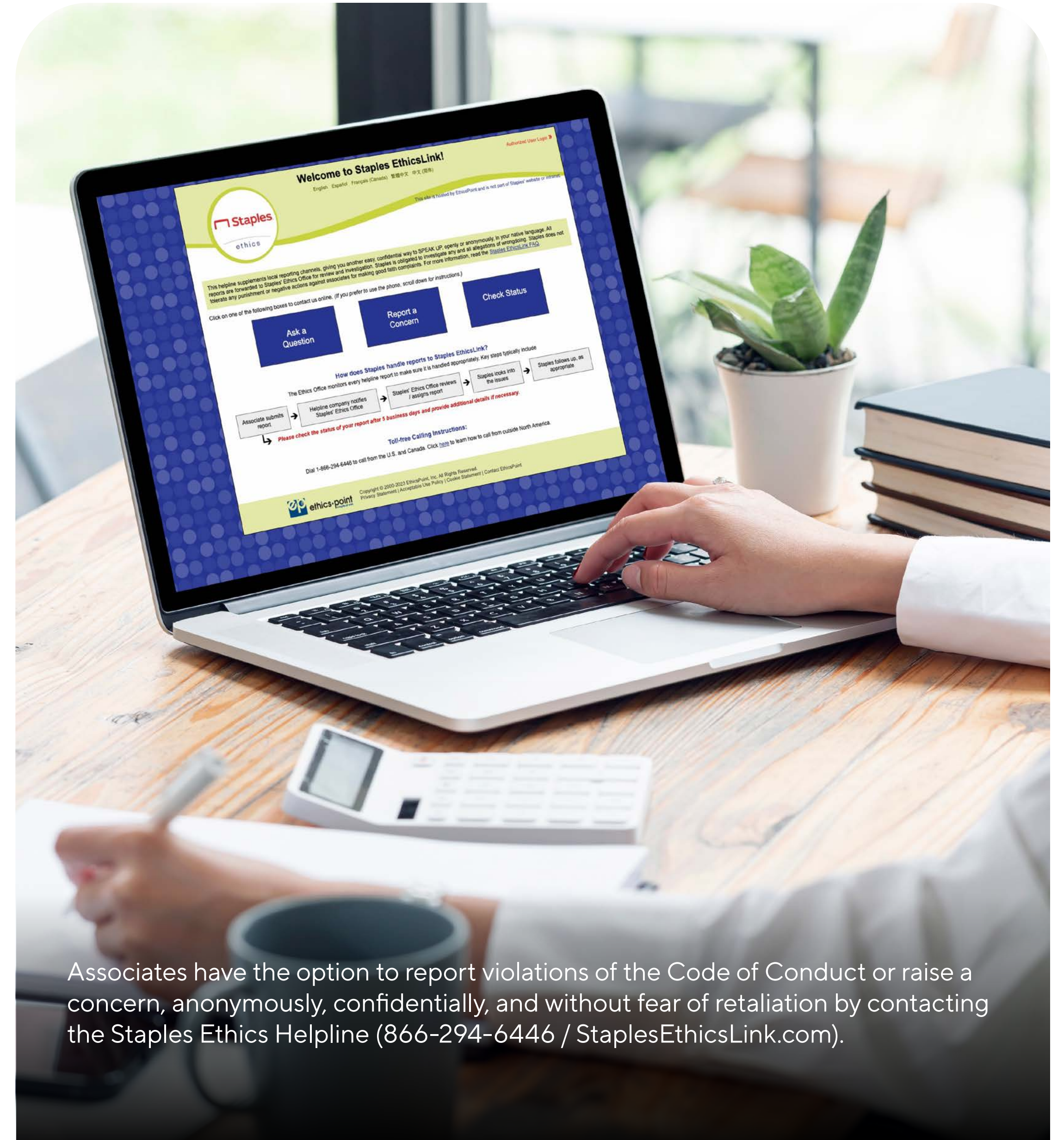
Explicit instructions explain how behaviours that contradict ethics, codes, or values can be formally or anonymously reported.

## Requires

- Compliance with laws, rules and regulations
- Compliance with record keeping, reporting, and financial integrity requirements
- Avoiding conflicts of interest in fact or appearance
- Gifts disclosure
- Health and safety requirements
- Anti-retaliation policies

## Prohibits

- Illegal drug use
- Violence
- Bribery and payments to government personnel
- Discrimination and harassment
- Price fixing



Associates have the option to report violations of the Code of Conduct or raise a concern, anonymously, confidentially, and without fear of retaliation by contacting the Staples Ethics Helpline (866-294-6446 / StaplesEthicsLink.com).

# Supplier Code of Conduct

Our suppliers are mutual partners in building better, more sustainable brands. All of them are required to sign and follow our Supplier Code of Conduct.

It requires that they manage their operations and treat their employees in a way that honours our respective brands.

We also expect them to mandate that their suppliers adhere to the same code of conduct.

## Requires

- Healthy and safe labour environment
- Freedom of association and collective bargaining
- Wages that adhere to all applicable laws
- All legally mandated benefits
- No more than 60 hours of work or the maximum number of hours allowed by law, whichever is lower
- Compensation for all hours worked and at rate of compensation that adheres to all applicable overtime laws
- The rights of Staples personnel and/or our contracted parties to monitor and audit compliance

## Prohibits

- Illegal drug use
- Violence
- Bribery and payments to government personnel
- Discrimination and harassment
- Price fixing



# Data Privacy and Security

We safeguard information with integrity.



# Staples, Inc. implements responsible use of data and technology.

**Our commitment to ethics extends to our responsible use of data and technology. Staples, Inc. implements significant safeguards to secure and protect customer data and the privacy of customer transactions.**

Our Global Information Security policy is modelled after the National Institute of Standards and Technology (NIST), Cyber Security Framework (CSF), the Payment Card Industry Data Security Standard (PCI DSS), and best practices from active participation in security collaboration organizations such as the Retail & Hospitality Information Sharing and Analysis Centre (RH-ISAC). These collective frameworks provide a model for establishing, implementing, operating, monitoring, reviewing, maintaining, and improving our enterprise's information security management ecosystem.

Policies are strengthened by the Governance, Risk and Compliance Team working with appropriate business representatives to establish and update new policies and policies to existing policies annually, or more often as necessary, to adapt to an ever-changing threat environment.

These policies outline the various roles and responsibilities for those who have access to, use and handle information technology personnel. We are committed to maintaining a secure environment that is measured through continuous evaluations to securely handle our customer data to ensure the privacy of our customers and the availability of our ecosystem.

Our policies are continuously updated to comply with applicable laws and regulations. The publicly available Privacy Notice is maintained and updated at least annually. This Notice outlines the information we collect from our customers, how we use this information, which activities require personally identifiable information (PII), and how customers can request that their data be removed, how their data is used to provide our applications, or what the services we provide.



**Staples, Inc. has an extensive approach to security, led by our Chief Information Security Officer, including the below areas focused with the protection of our external customer data:**

- Endpoint Security
- Security Operations Center
- Firewall and Network Security
- Security and Awareness Training
- Identity Management (internal and external)
- Third-Party Risk Evaluations
- Periodic Risk Assessments
- Security and IT Risk Management
- Privacy By Design Program
- Responsible Artificial Intelligence (AI) Practices
- Physical Security Programs

# Responsible Use of Data and Technology

## **PHYSICAL & ENVIRONMENTAL SECURITY**

Our data centres are equipped with redundant HVAC, fire suppression systems, flood detection systems and environmental sensors, plus multiple UPS, backup generators, power feeds, and network connections. This strong takes physical security considerations into account.

Security includes remotely monitored building management systems, 24/7 monitoring and guards, scheduled maintenance, and maintenance contracts.

## **SECURITY EVENT MONITORING**

System and security events are logged and aggregated in a centralized Security Information and Event Management (SIEM). The SIEM platform is monitored by Staples Security Operations Centre (SOC) plus a third-party partner providing 24/7 coverage.

## **ROLES, ACCESS & EDUCATION**

Managing the security of roles and access to data is crucial for safeguarding sensitive information. Sensitive role access is reviewed through regularly scheduled formal reviews to verify active role authorization. Remote access requires Multi-Factor Authentication (MFA).

Annual Security and Privacy Awareness training is mandatory and supplemented with exams, quizzes, simulations, signage, videos, and cultural programs highlighting data privacy and security best practices across the organization.

## **CREDIT CARD SECURITY**

Staples, Inc. complies with the latest version of the Payment Card Industry's Data Security Standard (PCI DSS). Our applications and networks are scanned, monitored and assessed annually by a third-party Qualified Security Assessor (QSA) as part of Merchant Level 1 requirements.

## **BUSINESS CONTINUITY**

All Staples, Inc. fulfillment centres maintain an emergency response plan, and our corporate offices have business continuity plans to ensure continued operations should a disaster strike. These plans integrate business risk management, operational risk management, and business continuity, and are formally reviewed and updated annually.

### **Key Components Include:**

- Development and testing of well-structured and coherent plans enabling all locations to recover quickly and effectively from an unforeseen disaster or emergency
- Cohesive emergency response and crisis management plans
- Internal communication plans to notify teams, enact the plans, assemble personnel, assess damages, and declare a disaster
- Plans to recover and restore our technical infrastructure
- Crisis communication plans to notify customers, associates and all key stakeholders of a disaster and planned response

# Securing a Better Future Together

Thank you for taking time to learn how we are putting sustainability at the heart of branded merchandise.

[LEARN MORE](#)

