

**2022 CORPORATE SOCIAL RESPONSIBILITY REPORT**

# Building Better Brands Together

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





# Let's build better brands. *Together.*

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

Brand merchandise is the most experiential form of advertising. It can't be clicked away or lost in digital saturation. Recipients can touch, use, value, wear, and keep it, incorporating it into their everyday lives. By extension, an unsustainable brand merchandise experience is an unsustainable brand experience.

## **Together, we can build better brand experiences.**

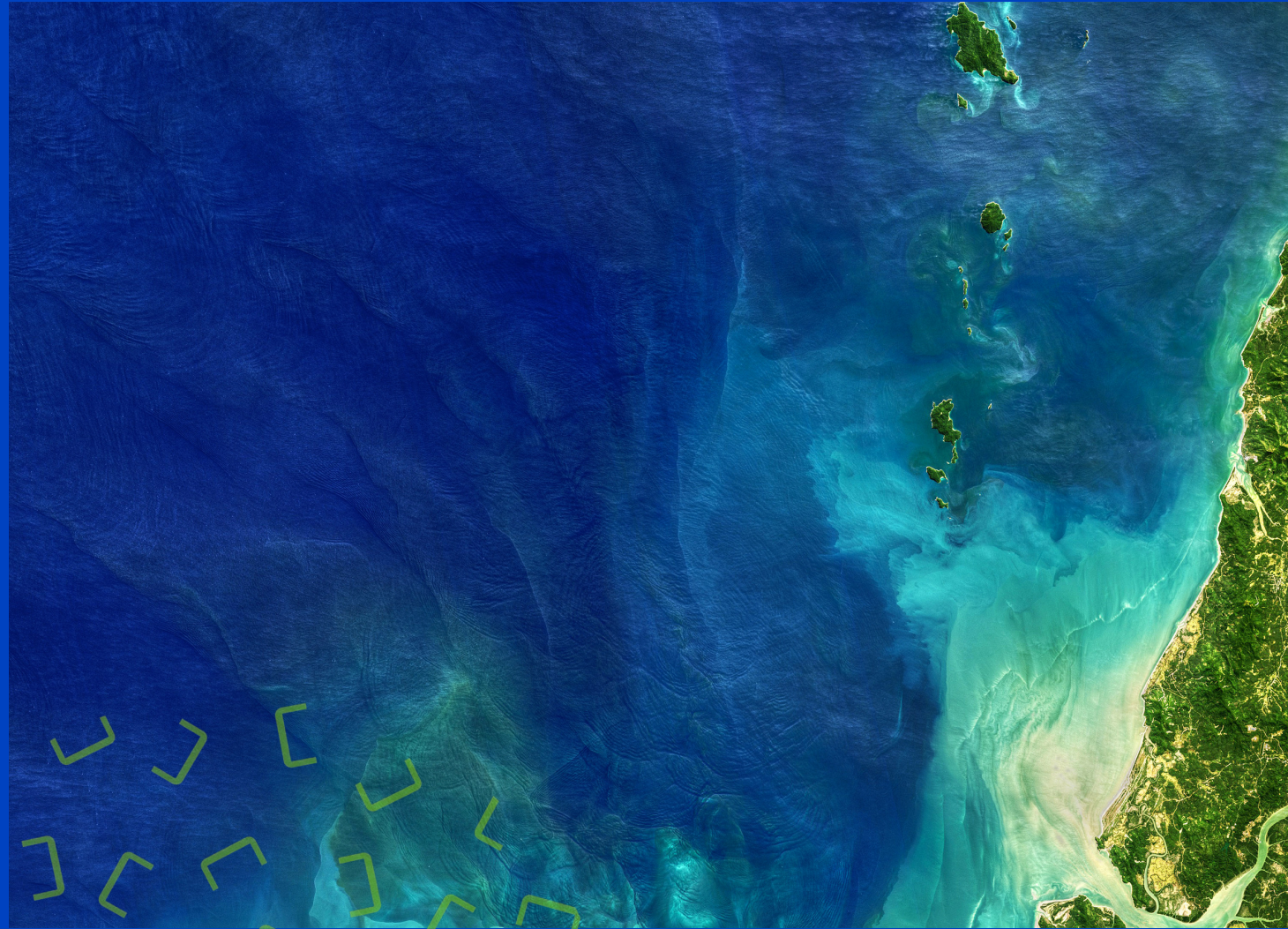
This report outlines how we put sustainability transparency at the heart of brand merchandising. It presents the industry's first and only sustainable procurement platform. It shows how we—*and our supplier partners*—have united through EcoVadis to build better, more sustainable brand experiences.

**Together with you.**



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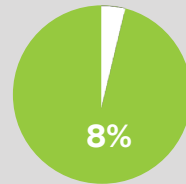
# Staples Promotional Products Highlights



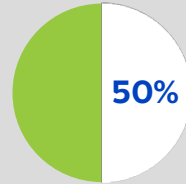
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## Percentage of Value Chain Assessed and Scored by EcoVadis

As of March 2023



Nearest  
Competitor



Staples  
Promotional  
Products

**6 Times** More Value Chain Transparency  
than Nearest Competitor

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**PROPS**

People Recognizing  
Other People's  
Success

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1,800 Volunteer  
Hours to Non-Profit  
Organizations

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**SUSTAINABLE  
DEVELOPMENT  
GOALS**

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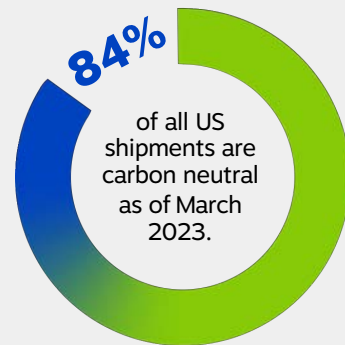


Industry's  
**1st & Only**  
Sustainable  
Procurement  
Program

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**Neurodivergent  
Employment  
Inclusion via  
Village Northwest  
Unlimited**

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**100%**

Renewable  
Energy Decoration  
and Fulfilment  
Operations

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# Staples Highlights

**12**

Business  
Resource  
Groups

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**Flex Hours.  
Work Life  
Balance.**

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**Subsidized  
Healthcare  
Plan Options**

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**\$6,000,000+**  
Cause for Caring Matching  
Donations.

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**\$ Matching  
401K & RRSP**

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**HSA+FSA**  
Programs

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SCIENCE  
BASED  
TARGETS

DRIVING AMBITIOUS CORPORATE CLIMATE ACTION

[page 21 >](#)

**Believe & Achieve!**

LIVING OUR VALUES AWARDS

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**Annual  
Wellness  
Reimbursement  
Program**

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**Social Justice**  
*Resource Center*

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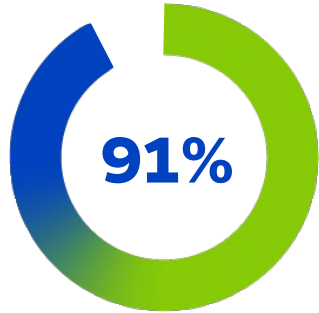


# Independently-verified green ad credentials drive purchase intent.

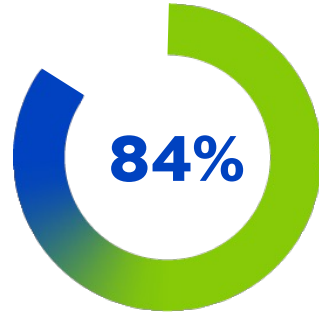
Modern audiences expect brands to have a positive impact on society and the environment. That expectation extends past products and services to supply chain, employment practices, and even advertising.

A global study of consumer behavior by [Dentsu](#) finds that 77% of those surveyed prefer to purchase from brands that advertise sustainably and 88% more highly trust brands that have green credentials independently verified.

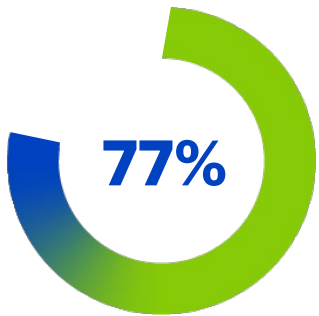
Our annual Corporate Social Responsibility Report outlines how we ensure the green credentials of brand merchandise advertising are independently and objectively verified.



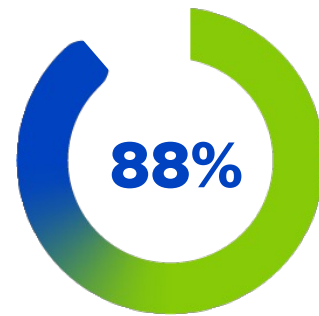
of surveyed global consumers want brands to demonstrate they are making **positive choices about the planet and environment** more explicitly in everything they do.



of surveyed global consumers said they would be more likely to buy from a company which practices **sustainable media advertising**.



of surveyed global consumers say in five years' time, they only want to be spending money with brands who practice **green and sustainable advertising**.



of surveyed global consumers agree that they will have more trust in brands which have their **green credentials verified independently**.

\*Based on surveys and research by Dentsu.





**“Being socially responsible also means caring for our associates, our business partners, and the communities in which we operate.”**

**Building Better Brands Together.** It's more than a phrase, it defines our purpose. Our sustainability journey began many years ago with a focus on industry leading sustainable and responsible practices within our own operations. However, we knew that we needed to do more... for our associates, our clients, and our environment. We needed to create transparency beyond our own operations by creating a Sustainable Procurement Platform that would allow us to measure and report on sustainable practices across our entire value chain. We launched this vision and have continued to partner with suppliers to join in this transparency effort.

Encouraging suppliers to adopt annual third party assessments of their operations, and then centralizing these independent ratings in our dashboard, provides a comprehensive and transparent view of our total business impact. This holistic approach will advance our industry in meaningful ways that we cannot do individually, but we can all do together.

**Caring for People and Planet.** Our corporate social responsibility commitments do not stop with environmental stewardship and caring for planet. Being socially responsible also means caring for our associates, our business partners, and the communities in which we operate. In the pages that follow, you will read more about our steadfast efforts of service and support. We are proud of our story, what we have achieved, and what is to come. We will continue to build upon our foundation and look forward to leading our industry as we build better brands, together.

A handwritten signature in black ink, appearing to read 'Daron Hines'.

**Daron Hines**





# Business Overview

**We help build better brands and cultures with strategic merchandise experiences.**



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

Our brand experts are passionate about creating custom merchandise experiences that help people love your brand as much as you do. We combine sustainable brand merchandise procurement with powerful technologies and an EcoVadis-medaled, promo-dedicated decoration and distribution facility to ensure your merchandise keeps your brand's promises from production through delivery.

The world's most successful companies overwhelmingly choose us to help grow and protect their brands. In fact, our market share rises in direct proportion to enterprise value.

Our brand merchandise clients include:

- 38% of the Fortune 100
- 19% of the Fortune 500
- 13% of the Fortune 1000



**Years** In business



Custom **online brand merchandise stores**



Client relationships **exceeding a decade**



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



**Multi-national** programs



**Fortune 500** clients



More **value chain sustainability** transparency than nearest competitor



**Distribution hubs** in US, Canada & Europe



**Nike Certified** embroidery and screenprinting quality



**North American** and global online stores & fulfillment



**In-house** and contract decoration services



Multinational **Incentive & Recognition** programs



# Find brand love with StaplesPromo.com.

## Find

Discover new and exciting products perfect for your brand, audience and message.

## Brand

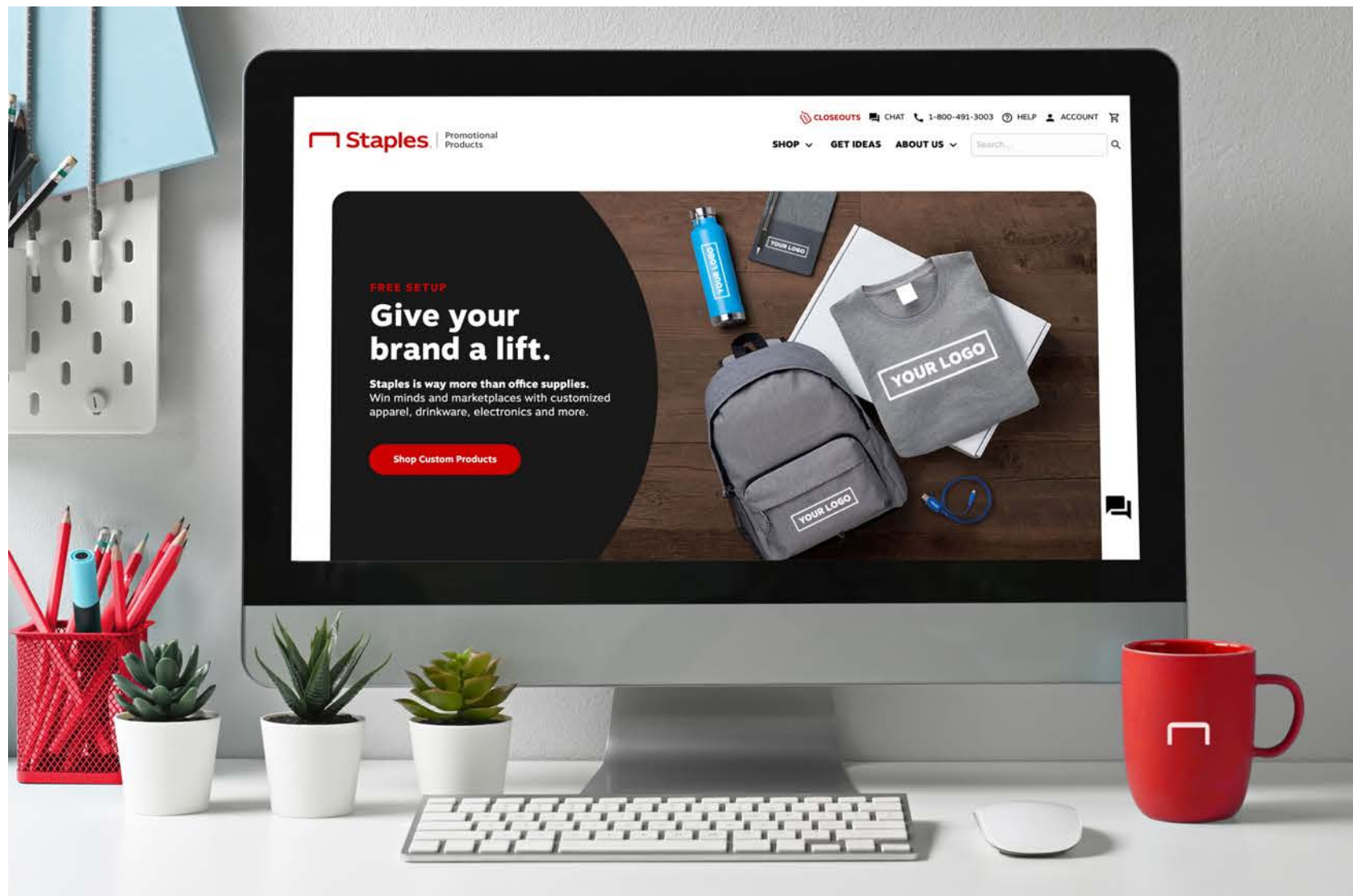
Upload your logo, perfect the design and preview the brand experience.

## Love

Give people engaging merchandise experiences that help them love your brand as much as you do.

 [StaplesPromo.com](https://www.staplespromo.com)

 [StaplesPromo.ca](https://www.staplespromo.ca)





# Culture & Engagement

We help clients increase engagement, reward performance and optimize cultural alignment. As a full-service merchandiser, our support goes beyond Incentive & Recognition programs. We offer additional products, technologies and remote or onsite experiences to engage and motivate stakeholders.

Each solution is custom designed around client-specific strategies, branding and messaging to:

- Recognize employment tenure, achievements and values alignment
- Increase safety behaviors
- Improve channel partner success
- Incentivize sales

### Incentive & Recognition Rewards Platform

Our multinational platform enables clients to issue points. Recipients can save and redeem them for the rewards they most value so gifting waste is reduced. They can shop from client-branded or lifestyle merchandise, event tickets, travel, gift cards or charitable giving. Assortments are unique to each country, so expenses and carbon from international shipment are significantly reduced.



A highly engaged workforce increases profitability by **21%**.

*Work Institute*



Cash bonuses [gifting] **do not highly correlate** to motivation or job satisfaction.

*Incentive Research Foundation*



**3 out of 4 members** of top-performing loyalty programs changed their behavior to generate more value for businesses. **64%** are more likely to purchase more frequently.

*Gartner Report*



**92% of workers** surveyed said company culture has an impact on their intent to stay with their current employer. **58%** of those who left due to environment cited Organization Culture.

*Work Institute*



# Our Values



## Deliver for Customers

We strive to deeply understand and create real solutions for customers. We continually innovate, execute and make it easy to choose us.



## Keep it Simple

We focus on what is most important. We eliminate complexity and are not distracted by things that do not matter.



## Get it Done

We give it our all and push ourselves to be our best. We continuously learn and stretch to achieve our goals and believe in accountability.



## Win Together

We play as an inclusive and diverse team. We collaborate to break down internal barriers to deliver results. We always play to win.





An aerial, top-down view of a dense forest of evergreen trees, likely spruce or fir, showing a rich green canopy with some lighter patches where the trees are more sparse or where sunlight hits differently.

# Sustainability

**We grow and protect brands with industry-leading sustainability transparency.**



# The most impactful sustainability journeys are holistic.

To improve sustainability, it is imperative to influence not only operations, but also supply chain. That's because supply chain is where over 90% of all adverse environmental impacts occur.

This report outlines our holistic approach.

We demonstrate:

- How we are improving our own operations
- How our exclusive sustainable procurement platform equips us to progressively improve supply chain sustainability
- How EcoVadis partnership enables us to transparently measure and report annual improvements to both internal operations and supply chain





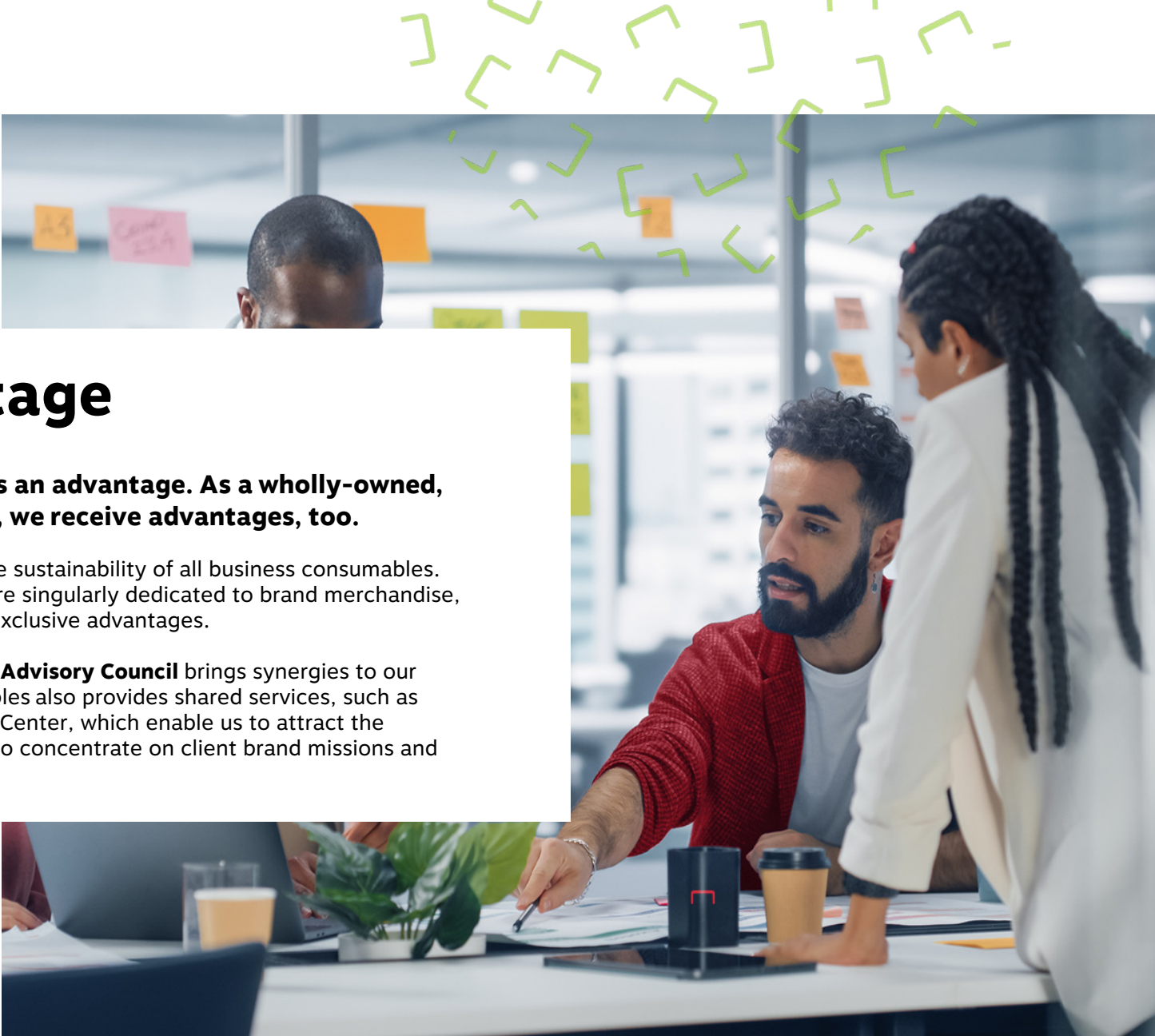


# Our Staples Advantage

**Staples is committed to giving every business an advantage. As a wholly-owned, separately-operated business unit of Staples, we receive advantages, too.**

Staples is keenly focused on progressively improving the sustainability of all business consumables. Even though our people, technologies and operations are singularly dedicated to brand merchandise, their leadership and shared resources give us industry-exclusive advantages.

For example, membership in the **Staples Sustainability Advisory Council** brings synergies to our respective sustainability planning and investments. Staples also provides shared services, such as benefits administration and the Social Justice Resource Center, which enable us to attract the industry's best talent. In total, their support enables us to concentrate on client brand missions and sustainability leadership.



**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.

**Jake Swenson**  
Director, Sustainability

**Eamon Devlin**  
Manager, Sustainability

**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.

**Cristina Gonzalez**  
Chief Legal Officer

**Brad Young**  
VP, Global Sourcing Manufacturing & Operations

**Allison Girolimetti**  
VP / GMM

**Andrew Freedman**  
VP, Customer Success

**Daniel Goehry**  
Director, Transportation Dedicated Operations

**Carly Kearnan**  
Director, Transformation

**Stacy L Gilmore**  
Director, Customer Development Staples Advantage

**Jason Hisey**  
Senior Solutions Manager, Supply Chain

**Staples Promotional Products**  
**Corporate Social Responsibility Team**



**Cathy Ward**  
Director, Strategic Project Management



**Jason Hisey**  
Senior Solutions Manager, Supply Chain



**Melisa Courtney**  
Manager, Brand Marketing



**Sam Krause**  
Content & Engagement Strategy



**Maura Swanson**  
Sr. Marketing Manager



**Sarah Schlosser**  
Manager, Brand Creative



**Larry Sanson**  
Director, Facility Operations



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



**Heather Wunderlich**  
Manager, Global Compliance



**Ruiping Ramboldt**  
Manager, Global Projects & Solutions



**Amitesh Patro**  
Business Development Executive, Canada



**Starr Plowman**  
Project Manager



## Purpose

We build better brands while caring for people and planet.

## Mission

Deliver sustainable solutions with suppliers that sell sustainable products and employ sustainable business practices.

## Vision

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



# Our Strategy

1.

Actively participate in **Staples commitment to Science Based Targets** initiative (SBTi)

2.

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

3.

Use EcoVadis **Carbon Action Module** to understand our carbon Impact

4.

**Measure supply chain and internal operations annually**; driving continuous improvement



## 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 UNSDG alignment is an opportunity to build better brands together. It makes brand merchandising with Staples Promotional Products a deeper investment in your own sustainability goals and brand promises.

## SUSTAINABLE DEVELOPMENT GOALS



# Our UNSDG-Aligned Commitments

13 CLIMATE ACTION



Staples has committed to **Science Based Targets initiative (SBTi)**

Our 500,000 sq. ft promo-dedicated facility, located in Orange City, IA, is **100% powered by green energy**

We proudly ship using **UPS® carbon neutral**

12 RESPONSIBLE CONSUMPTION AND PRODUCTION



Sustainable procurement **platform**

Promo-dedicated **facility waste diversion** (2023 Zero-Waste Certification Goal)

Implement **sustainable product standards** and identification

6 CLEAN WATER AND SANITATION



**Monitor water use** at promo-dedicated facility

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

**Biannual** wastewater testing.



13 CLIMATE ACTION



ACT NOW  
TO STOP GLOBAL  
WARMING.

\* Global emissions  
of carbon dioxide (CO<sub>2</sub>)  
have increased by  
almost 50% since 1990.

*\*United States Environmental Protection Agency (EPA)*



We proudly  
ship using UPS  
carbon neutral



## Climate Action

**We are implementing more processes to reduce our greenhouse gas (GHG) footprint.**

In 2021, Staples signed a commitment to the Science Based Targets initiative (SBTi) to reduce GHG emissions by 35% by 2028. This is inclusive of Staples Promotional Products.

Our promo-dedicated facility is 100% powered by green energy.

As of March 2023, 84% of US shipments are carbon neutral through partnership with UPS®.

We are using the EcoVadis Carbon Action Module to measure the carbon in our supply chain.



12 RESPONSIBLE  
CONSUMPTION  
AND PRODUCTION



RECYCLE PAPER,  
PLASTIC, GLASS  
AND ALUMINIUM.

\* By 2050, the equivalent  
of almost three planets  
could be required to  
sustain current lifestyles.

*\*United Nations*



## Responsible Consumption & Production

**Our sustainable procurement  
and waste diversion  
initiatives drive more  
responsible and transparent  
materials consumption.**

In 2022, we diverted 98.8% of waste generated at our promo-dedicated facility from the landfill. Our goal is to achieve third-party Zero Waste certification in 2023.

In 2023, rigorous standards will be established to identify the eco-features of the products we sell and clearly mark them for customers.





## AVOID WASTING WATER.

\* Water scarcity affects more than 40% of the world's population.

*\*World Health Organization (WHO)*



## Clean Water & Sanitation

**Access to clean water is a basic right that should be afforded to all.**

Apparel decoration, specifically screen printing, is water-intensive. Our responsibility is to be good stewards of the water used in our decoration facility.

We follow industry best practices limiting water use in decoration.

We use water-soluble Rutland™ Inks which are tested by third parties and certified not to contain PVC, CFC, APEO and other harmful substances.

We test wastewater for pollutants biannually to ensure EPA compliance.


In the News

### Staples Partners With EcoVadis, Claims An Industry First

DECEMBER 16, 2022  
ECOVDIS



Staples Promotional Products (PPAI 108945, D15) is raising the bar for sustainability transparency in the promotional products industry.



**EcoVadis**  
61,422 followers  
2mo •


+ Follow

...


We're thrilled to see **Staples Promotional Products** (SPP) expand their role in the EcoVadis network with their sustainable procurement program and engage their value chain to accelerate sustainable procurement goals!

By launching this sustainable supply chain initiative, SPP is directing their ambition to bolster their long term growth and accelerate towards improved sustainability impact.

Read more in the release: <https://ecovad.is/3h4ml0T>




### Staples Promotional Products Partners with EcoVadis



### Staples Promotional Products Launches the Promotional Product Industry's First Sustainable Procurement Platform Powered by Ecovadis

December 6, 2022



HOME SERVICES NEWS EDUCATION ABOUT US

Search

### Staples Promotional Products Launches the Promotional Product Industry's First Sustainable Procurement Platform Powered by Ecovadis

SUSTAINABILITY

December 07, 2022

### Staples Promotional Products Launches Sustainable Procurement Platform

The Top 40 distributor is using EcoVadis to assess and rank the sustainability of its value chain and internal operations.



We launched the promo industry's **first and only sustainable procurement platform to lead the entire industry forward.**

**Research from McKinsey indicates less than 10% of total adverse environmental impacts come from a distributor's own operations. More than 90% come from supply chain.**

Accordingly, driving progressive sustainability improvement for promotional products requires exerting influence far past our own operations. Real, measurable progressive sustainability improvement requires partnerships with suppliers. It requires objective annual baseline supplier data prepared by a reputable independent third party. That's exactly what we've delivered.

**Last year, we launched the promo industry's first and only sustainable procurement platform by integrating annual EcoVadis assessments and ratings into our supply chain.**

As of this report's publication, we are the only brand merchandise distributor collecting and leveraging objective data to progressively improve sustainability not only for our own operations, *but also for supply chain.*

**As of March 2023, nearly half of our procurement is rated, and the percentage rises every day.**



# We're leading industry-wide change three ways.

1.

## Growing supplier participation

We are the only distributor influencing supply chain partners to adopt annual EcoVadis assessments. Our program thereby increases the number of industry suppliers collecting the requisite data for progressive improvement. **Of those suppliers undergoing EcoVadis assessments for our program, 96% were assessed for the very first time!**

2.

## Leveraging supplier data to improve scores

Our dashboard uniquely enables us to leverage objective data to partner with and incentivize supply chain partners to target and plan year over year improvements to their ratings.

3.

## Encouraging other brand merchandisers to join us

By becoming the only distributor to provide supply chain sustainability transparency to clients, we are setting the bar higher for competitors. We invite them to join us in accelerating brand merchandise sustainability improvement by adopting our foundational sustainable procurement model.

**We're proud to pull the industry forward with these foundational investments!**



Accurately measuring and reporting value chain impacts requires a credible third-party partner and platform.

That’s why we chose to partner with EcoVadis.

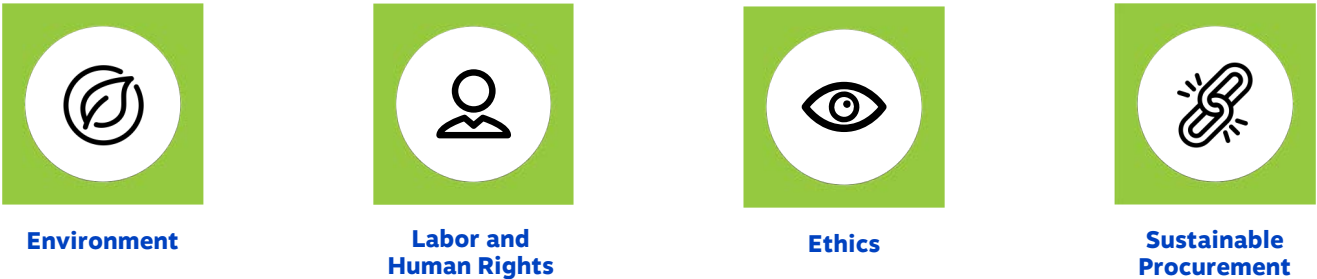
They’re the most widely-used third party for objectively assessing the environmental, social and ethical performance of enterprises around the world. Their independent assessments and ratings populate a dashboard to centralize baseline scores and record improvement. This dashboard uniquely equips us with powerful data to inform the procurement decisions and planning necessary to progressively improve sustainability.

The EcoVadis sustainability ratings network

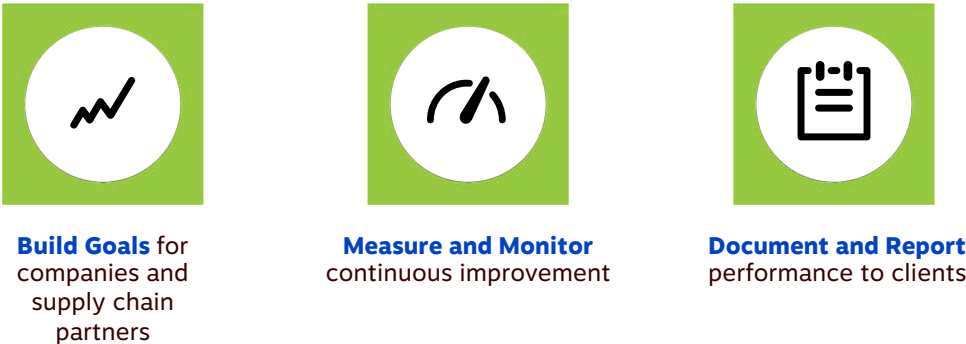
is the largest and most trusted agency for sustainability measurement with:



They will objectively measure our operations and supply chain—including the operations of our largest suppliers—using 21 sustainability criteria across four pillars:



Tens of thousands of companies partner with EcoVadis to collaborate on sustainability with a common platform, universal scorecard, benchmarks and performance improvement tools. The initial investment will produce an objective scorecard and baseline scores which can be used to:



# EcoVadis Criteria

Assessments cover 21 sustainability criteria across four themes.

## Environment

- Energy Consumption & GHGs
- Water
- Biodiversity
- Local & Accidental Pollution
- Materials, Chemicals & Waste
- Product Use
- Product End-of-Life
- Customer Health and Safety
- Environmental Services and Advocacy

## Labor & Human Rights

- Employee Health and Safety
- Working Conditions
- Social Dialogue
- Career Management and Training
- Child Labor, Forced Labor and Human Trafficking
- Diversity, Discrimination and Harassment
- External Stakeholder Human Rights

## Ethics

- Corruption
- Anticompetitive Practices
- Responsible Information Management

## Sustainable Procurement

- Supplier Environmental Practices
- Supplier Social Practices





# Supply Chain & Sustainable Procurement

We're committed to improving sustainability beyond the influence of our own operations.



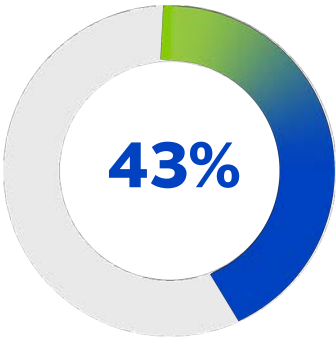
# Sustainable Procurement Overview

In 2022, we launched the industry’s first sustainable procurement platform by engaging EcoVadis for independent assessment and rating of supply chain partners. This makes us the only brand merchandiser collecting the independently-verified data necessary to drive and transparently report continuous improvement through *supply chain*.

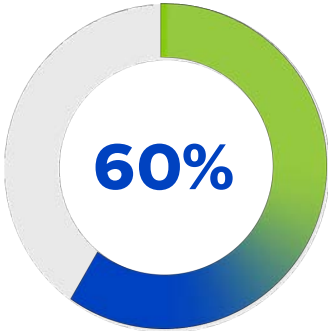
We onboarded our first wave of US suppliers in 2022. In 2023, we will continue to focus on onboarding suppliers, expanding assessments within the US and into Canadian and global supplier bases.

## Sustainable Procurement Spend

In 2022, 43% of our spend in the US was with EcoVadis-assessed suppliers. In 2023, our goal is to increase this ratio to 60%.



**2022**  
Spend with  
EcoVadis  
assessed  
suppliers



**2023**  
Goal spend with  
EcoVadis-  
assessed  
suppliers



# Sustainable Procurement Baseline

	Year 1 2022	Year 2 2023
Overall	43.6	
Environment	40.4	
Labor and Human Rights	48.8	
Ethics	40.4	
Sustainable Procurement	41.2	

2022 EcoVadis assessment scores are our sustainable procurement baseline, against which we measure progressive year-over-year improvement. We will work closely with each of our supplier partners to encourage investments and actions that methodically and measurably improve scores in each of the four pillars.

### Supply Chain Scoring Scale Guide

0-24	Insufficient	No engagements or tangible actions regarding sustainability. Evidence in certain cases of misconduct (e.g., pollution, corruption).
25-44	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.
45-64	Good	Structured and proactive sustainability approach. Engagements/policies and tangible actions on major issues. Basic reporting on actions or Key Performance Indicators.
65-84	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.
85-100	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.

**Our sustainable procurement platform is already improving industry sustainability transparency.** Of the first group of suppliers joining our program, 96% *had never been assessed before*. Their environmental, social and ethical performance was not objectively or uniformly quantified. Now, their annual ratings are consolidated on our dashboard to inform procurement and planning that progressively improve sustainability. 27% of first-wave suppliers received EcoVadis medals for their scores.



# Internal Operations

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



# EcoVadis-medaled, Nike-certified operations ensure merchandise lives up to your brand.

**Most brand merchandisers subcontract  
100% of their merchandise decoration.**

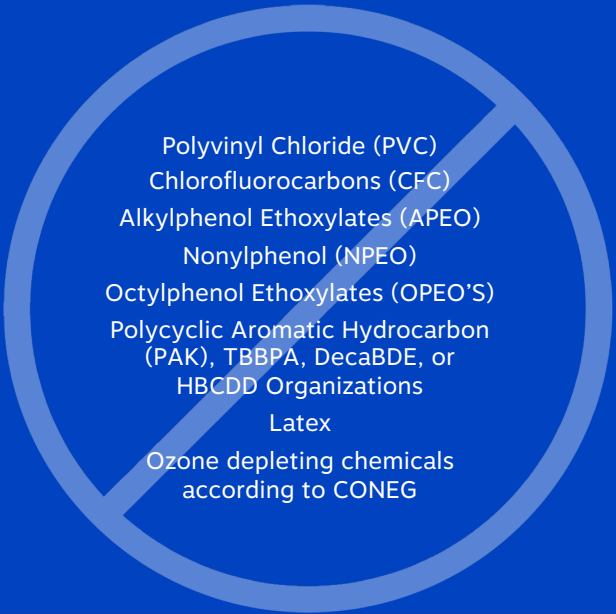
Not us. We are one of the largest apparel  
decorators in North America.

To lead by example, we transformed  
our promo-dedicated facility into a model of  
premium-quality, sustainable decoration.

25% of our annual decoration volume and most  
client brand store fulfillment is conducted from  
our 500,000 sq. ft, promo-dedicated facility in  
Orange City, IA. Our embroidery and screen  
printing quality is so meticulous, **we are one of  
a handful of decorators Nike has authorized to  
reproduce its iconic "swoosh" trademark!**

## Our Promo-Dedicated Facility:

- Was awarded the Silver Medal from EcoVadis
- Ranks in the top 25% of all companies in all industries  
assessed for sustainability
- Is 100% powered by green energy
- Diverts 98.8% of all generated waste from landfills
- Uses water-soluble Rutland™ Inks which are tested by  
third parties and certified not to contain the following  
harmful substances:



**Certified to reproduce  
the iconic Nike swoosh**



**Certified  
Operations**

## Carbon Neutral Shipping

of all US shipments as of March 2023

## Neurodivergent Employment Inclusion

via Village Northwest Unlimited



**Recycles nearly 1 million  
pounds of corrugate, plastics  
and paper annually**

# Internal Operations Baseline

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

## Score Breakdown

	Year 1 2022	Year 2 2023
Overall	56	
Environment	60	
Labor and Human Rights	50	
Ethics	60	
Sustainable Procurement	60	





# Carbon Management

One can only improve that which is measured. That's why our EcoVadis engagement also includes their Carbon Action Module, which assesses the carbon generated by our operations and supply chain.



**Result**  
Company with core elements of a greenhouse gas (GHG) management system and intermediate decarbonization commitment, actions and reporting capabilities.

**Opportunity**  
Implement actions in line with your GHG management system's objectives and enhance your reporting practices.








We are continually evaluating investments to further reduce our operational carbon footprint. The most recent such investment is our adoption of carbon neutral shipping to mitigate a primary source of Scope 3 emissions. **Over 84% of US packages shipped are carbon neutral as of March 2023!**

In 2022, our promo-dedicated facility recycled **98.8%\*** of all waste materials with the remainder incinerated for energy.

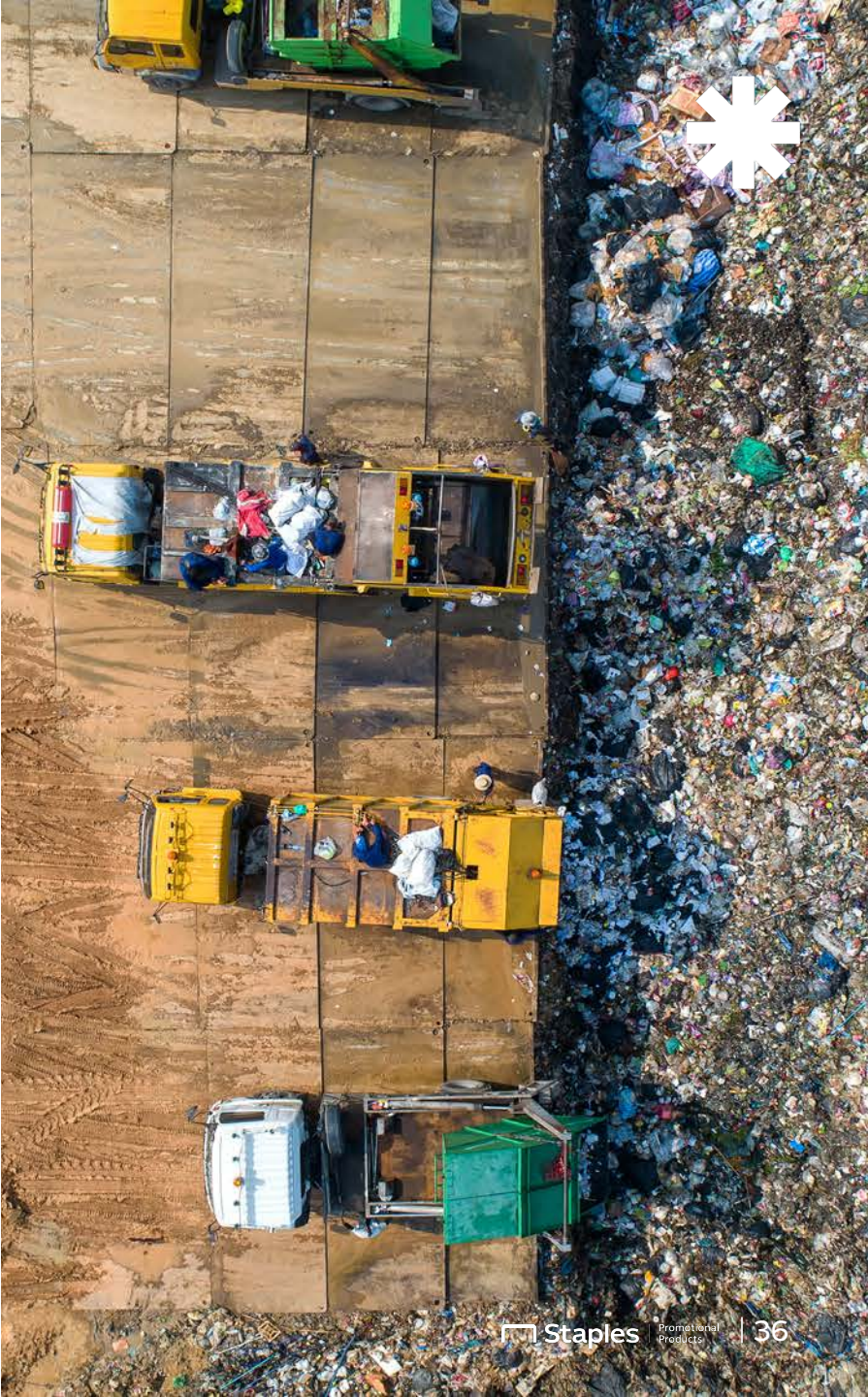
	2021 (tons)	2022 (tons)
Paper & Corrugate	360	437
Plastic	18	39
Incinerated Non-Recyclables	4	6

\*We will obtain formal zero-waste-to landfill certification in 2023. Our waste diversion levels currently exceed most third-party certification standards.

**\*Our Recycling Saved:**

-  **2,000,000**  
Kilowatt Hours of Electricity
-  **5,000**  
Barrels of Oil
-  **7,000**  
Trees
-  **3,000,000**  
Gallons of Water
-  **2,500**  
Cubic Yards of Landfill Space
-  **26,000**  
Pounds of Air Pollutants
-  **77,000**  
Gallons of Gas

\*Based on research by the [EPA](#) and [Stanford University](#).





# Lower-Impact Packaging

We reduced corrugate consumption 25% and eliminated 90% of all plastic outer shipping containers with our Smart-size™ packaging program.

Smart-size™ combines logic from our ERP system with Packsize® International's packaging automation machinery to cut and assemble precisely customized cartons when our standard cartons are not efficient for the order's weight and cube. This reduces materials consumption throughout the fulfillment process, resulting in a more sustainable experience for those receiving brand merchandise shipments.

 **Smart-size™ packaging equals less waste and better brand presentation.**



Packsize® corrugate is made from recycled post-consumer waste.



More precise carton sizing reduced corrugate use 25% and allowed us to eliminate over 90% of plastics used as outer shipping containers.



Smaller, fuller packages also:

- Reduce void fill material use
- Weigh less and are transported with more density, making logistics more fuel efficient



# Carbon Neutral Shipping



UPS® offsets carbon emissions from shipping by funding projects that remove an equal amount of carbon from the atmosphere. Some of the projects include reforestation, landfill gas destruction, wastewater treatment and methane destruction.



Over 84% of US shipments are carbon neutral through partnership with UPS®. The program also includes shipments from supplier partners using our UPS® freight code.



UPS® carbon neutral shipping is independently verified by Société Générale de Surveillance (SGS), an inspection, testing, and verification company. The carbon offset process is certified by The CarbonNeutral Company.





# Employee Wellbeing

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











# The Best Benefits in Promo for the Best People 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 brand 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.

Group Medical & Dental	Paid Holidays & Time Off	Adoption Assistance	 Matching 401K & RRSP
Vision	 HSA+FSA Programs	Summer Fridays	 <b>PROPS</b> People Recognizing Other People's Success
Paid Bereavement Leave		Free access to:  	Flex Time & Remote Work
 Believe & Achieve! <small>LIVING OUR VALUES AWARDS</small>		 	Short-Term & Long-Term Disability
Personal Discount Merchandise Purchases	Discounted Options for Legal, Auto, Home, Life, Identity & Pet Insurance	Maternity & Paternity Time Off	Annual <b>Wellness Reimbursement</b> Program



# Physical, Mental & Fiscal Wellbeing

Our benefits are designed to enhance physical, mental and fiscal wellness for our diverse employee base and their families. **No-cost access is provided to all health plan participants for the following services and companion mobile applications.**



**Ovia Health**  
A family planning service that provides coaching for anything from fertility to sleep optimization



**Hinge Health**  
Digital physical therapy employees can take from home



**Sanvello**  
Stress and anxiety management



**Bright Horizons Family Solutions**  
Childcare or elderly care sourcing and college coaching for parents and children



**Homewood Health**  
Canadian leader in mental health and addiction services



**UBS Financial Coaching**  
Offers utility for all life stages from household budgeting to college and/or retirement planning

**HSA+FSA**  
Programs

Annual  
**Wellness Reimbursement**  
Program

**\$ Matching 401K & RRSP**

**PROPS**  
People Recognizing Other People's Success

# Celebrating People, Culture & Brand

**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.

## PROPS

### The PROPS program

'People Recognizing Other People's Success' employs the same technology and awards assortment we use for clients.

### Believe & Achieve!

LIVING OUR VALUES AWARDS

### The Believe & Achieve! program

recognizes employees across all Staples lines of business.





## Cause for Caring

We founded Cause for Caring to support fellow associates facing extraordinary obstacles or tragedies. Funded by employee donations and matching contributions, the program enables us to send financial assistance immediately without having to separately fundraise for each misfortune.

Over 200 Staples Promotional Products associates contribute to the fund weekly. Twenty of our associates received grants in 2022.



**\$6,298,364**  
and counting...

We're proud that our culture of caring for one another has resulted in over \$6 million in grants that have changed the lives of more than 5,130 employees since 2013.

**“ I am so appreciative for the support that I received from Cause for Caring. ”**

# Volunteering

Whether building better brands or better communities, we achieve more together. In 2022, our US and Canadian associates volunteered, fundraised, pedaled, donated, and even took pies to the face to support nonprofits.

**American Diabetes Association Tour de Cure:** We raised funds via pledges for hours of pedaling. Our associates comprised 36% of Staples participants and contributed almost 900 hours pedaling, helping raise nearly \$30,000. VP Customer Experience, Bill Gossman and Area VP Business Development, Julie Suttles promised to take pies in the face if associates exceeded goals...which, of course, they did!

**Local foodbanks:** Associates contributed over 600 hours to local foodbanks, donating food and sorting, bundling and packaging hundreds of meal kits that were delivered to families over the holiday season.

**Additional nonprofits** we assisted in 2022 include the Ronald McDonald House, Boys & Girls Club, and Salvation Army Adopt-A-Family.





# Inclusion & Diversity

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





# At Staples, inclusion is a verb.

It is what we do to ensure that all employees feel valued and supported to contribute their fullest potential. We connect on the things we have in common and celebrate our differences by working with respect and fairness towards each other.

When we operate inclusively, diversity naturally follows. That is why we work hard to increase underrepresented groups in our dynamic workforce and seek employees with unique input and individual perspectives. The result is a better workplace and innovative thinking that helps us exceed our customers' expectations and achieve our business goals—through the power of our associates, our greatest assets.





# Supplier Diversity Program

Our US and Canadian procurement teams constantly seek relationships with new suppliers in all diversity classifications. 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 diversity 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 **70 US and Canadian Minority and Women Owned Business Enterprise (MWBE) suppliers**. We strive to optimize diversity purchases of merchandise, decoration and kitting services from this network.



A white icon on a blue background showing three stylized human figures of different heights inside a circle.

Minority Owned

A white icon on a blue background showing a stylized female figure inside a circle.

Women Owned

A white icon on a blue background showing a storefront with a striped awning.

Small Business

A white icon on a blue background showing a medal with a star inside a circle.

Veteran Owned

A white icon on a blue background showing a rainbow arch.

LGBTQ+ Owned

A white icon on a blue background showing two interlocking circles.

Disability Owned



# Supply Chain Partnerships

Proud Partners, Corporate Members & Recognized Councils

## United States



## Canada

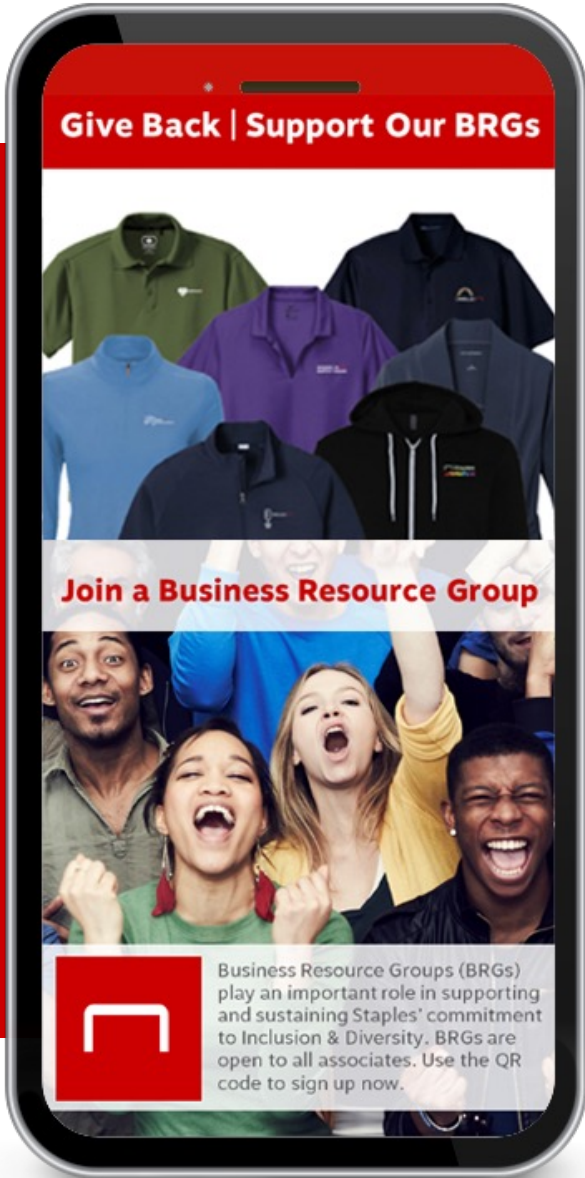




# **Social Justice** *Resource Center*

Our Social Justice Resource Center is an internal library where associates network and share their diverse inspirations, experiences, and perspectives. Associate-produced content is hosted along with links, policies and best practices for enhancing our culture of Inclusion and Diversity and maintaining a welcoming and inclusive environment.

The library also centralizes access to our Business Resource Groups (BRG) so they can be more easily organized, found and joined. We support BRGs with a collection of give-back apparel. Proceeds from the collection support BRGs in bringing new content and experiences to associates.



# Business Resource Groups drive innovation and business results.

Our Business Resource Groups (BRGs) harness the power of diverse perspectives across all lines of business to enrich our culture and build better brand experiences. Members network with one another, assist with talent recruitment, and discuss their experiences and perspectives with fellow associates. Each BRG has an executive sponsor, so they always have access to the highest levels of executive management.

**Over half** the BRGs are chaired or co-chaired by Staples Promo associates.





# 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 labor when needed (expanding the situational utilization of these teammates)



# Ethics

**Our work culture is built on transparent standards and expectations.**



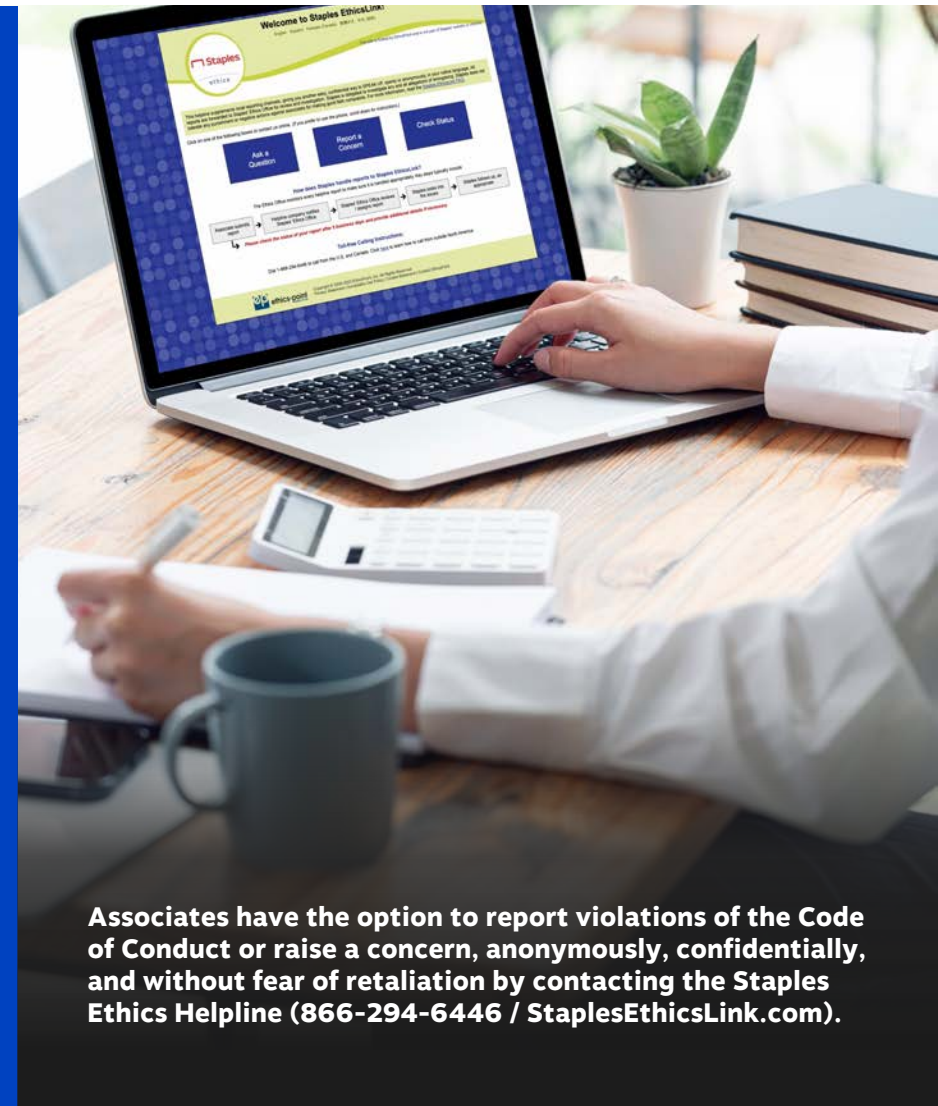


# Employee Code of Conduct

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 behaviors that contradict ethics, codes or values, can be formally or anonymously reported.

## Staples Employee Code of Conduct

- Compliance with laws, rules and regulations
- Compliance with recordkeeping, reporting and financial integrity requirements
- Avoiding conflicts of interest in fact or appearance
- Gifts disclosure
- Discrimination and harassment are prohibited
- Violence is prohibited
- Illegal drugs are prohibited
- Health and safety requirements
- Bribery and payments to government personnel are prohibited
- Price fixing is prohibited
- Anti-retaliation policies
- StaplesEthicsLink.com (Independently hosted)



**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 honors our respective brands. We also expect them to require adherence to the same code of their own suppliers.

## ✗ Our Supplier Code of Conduct prohibits:

- Forced labor
- Child labor
- Harassment and abuse
- Discrimination

## ✓ Our Supplier Code of Conduct requires:

- Healthy and safe labor 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





An aerial photograph of a beach. The left side shows golden sand with a few dark rocks. The right side shows turquoise ocean waves with white foam crashing onto the shore. A semi-transparent dark teal triangle is overlaid on the right side of the image.

# Securing A Better Future Together

*"Coming together is a beginning.  
Keeping together is progress.  
Working together is success."*

*- Edward Everett Hale*





# *Authentic* **sustainability journeys never end.**

Like truly great brands, sustainability is something most effectively built together. Building frameworks into our businesses that objectively measure and progressively improve sustainability is an imperative shared across all industries.

By next year's report, we hope more brand merchandise distributors will have adopted sustainable procurement with EcoVadis assessment of supply chain partner performance.

Throughout 2023, we will continue to expand our sustainable procurement leadership while also continuing to improve our own operations and culture.

Specifically, next year's report will objectively demonstrate that we have:

- Expanded our industry-exclusive sustainable procurement network
- Methodically driven further improvements to our own operations
- Introduced additional commitments to strengthen the communities in which we operate
- Provided our employees more agency in donating working hours to the causes they care about most





*Thank you*  
for taking time to learn  
how we are putting  
sustainability at the heart  
of brand merchandising.

For more information, please contact us at  
[spp\\_csr@staples.com](mailto:spp_csr@staples.com)