



STAPLES®

U.S. and Global
Performance Summary
2010-2012



Performance Summary

Tracking our performance is one of our most important functions. It gives our company and our stakeholders the information and tools needed to make critical decisions today and tomorrow.

View our economic and corporate responsibility performance for the past few years below.

Economic — Global	2012	2011	2010
Total sales (billions USD) ¹	24.4	24.7	24.1
Sales by Business Segment (Billions USD)			
North American Stores & Online	11.83	11.74	11.54
North American Commercial	8.12	7.97	7.84
International Operations	4.44	4.95	4.76
Sales by Geography (Billions USD)			
United States	16.78	16.64	16.46
Canada	3.15	3.07	2.92
Other International	4.44	4.95	4.76
Gross profit (billions USD)	6.49	6.69	6.54
Net income (millions USD)	(210.71)	984.66	881.95
Income tax payments (millions USD)	426.3	477.2	467.6
Number of countries in which Staples operates	26	26	26
Total retail stores	2,215	2,295	2,281
United States	1,547	1,583	1,575
Canada	339	334	325
Europe	283	331	332
Other international	46	47	49
Worldwide associates	85,000	88,000	89,000
Full time (% of total)	59	59	59
Ethics & Governance — United States			
Number of Staples® brand product suppliers audited	230	237	233
Number and % of audited Staples® brand product suppliers that were required to take corrective action	14(6%)	19 (8%)	33 (14.2%)
Number and % of audited Staples® brand product suppliers with which Staples discontinued business relationships	0	0 (0%)	2 (0.9%)

Environment — United States	2012	2011	2010
Sustainable Products²			
Estimated sales of products containing recycled content material	1,260	1,320	n/a
Estimated sales of products meeting third-party environmental standards/certifications	1367	1,599	n/a
Estimated sales of FSC-certified products	397	426	n/a
Estimated sales of ENERGY STAR [®] qualified products	384	608	n/a
Recycling Services			
Ink and toner cartridges (millions of units) ²	72	67	63
Electronics recycled for customers (millions of pounds)	12.7	13.9	10.5
Sustainable Operations			
Energy			
Total energy use (GJ)	3,436,110	3,559,100	3,866,000
Electricity use (mWh)	646,478	655,585	682,800
Electrical intensity across all locations (kWh per ft ²)	11.56	11.46	11.69
Number and percentage of active facilities certified to ENERGY STAR [®]	513(29%)	286 (16%)	125 (7%)
Facility natural gas and propane use (MMBTU)	712,800	796,910	940,430
Diesel fuel for Staples fleet (MMBTU)	336,040	331,080	410,800
Greenhouse gas emissions³			
Scope 1 (MtCO ₂ e)	71,000	75,860	85,510
Scope 2 (MtCO ₂ e)	320,700	326,310	342,130
Total reductions from RECs and green power purchase offsets (MtCO ₂ e)	506,150	333,990	138,980
Total Scope 1 and 2 emissions (MtCO ₂ e, before reductions from offsets)	391,700	402,170	430,640
Net GHG emissions (MtCO ₂ e, after reductions from offsets)	71,000	75,860	291,660
GHG emissions intensity before reductions from offsets (kg CO ₂ e per ft ²)	7.00	7.03	7.38
GHG emissions intensity after reductions from offsets (kg CO ₂ e per ft ²)	1.27	1.33	5.00
Facilities			
Total facility area (ft ²)	55,931,773	57,193,275	58,388,239
Retail area (ft ²)	35,125,191	35,760,510	35,637,889
Nonretail area (ft ²)	20,806,581	21,432,765	20,806,581
Waste and Recycling			
Waste to landfill or incinerator (short tons)	29,070	29,920	34,300
Percentage of waste to landfill	91.5%	90%	91%
Waste diverted to recycling (short tons) ⁴	41,005	44,690	37,110
Rate of waste diversion to recycling (%)	59%	60%	51%
Waste generated per ft ² of facility area (pounds/ft ²)	1.25	1.30	1.31
Water			
Water use (millions of gallons)	224.77	240.26	223.65
Water use intensity (gallons/ft ²)	4.0	4.2	3.9

Community — Global⁶	2012	2011	2010
Total corporate giving, including Staples, Inc., Staples Foundation for Learning, global giving and in-kind giving (USD)	14,699,079	22,330,225	25,279,656
Value of in-kind donations (USD) ³	8,384,840	14,788,314	20,120,235
Cash donations (USD)	6,314,239	7,541,911	5,159,421
Diversity	2012	2011	2010
% women in the U.S. workforce	44	44	44
% minorities in the U.S. workforce	32	32	32
Gender diversity in the United States and Canada (% women)	45	46	46
Average global annual employee turnover rate ⁴	40	36	33
Salaried associate turnover rate globally (%)	13	14	12
Hourly associate turnover rate globally (%)	46	42	43

¹Sales for 2012 were \$24.38 billion, and include \$461.2 million of revenue related to the additional week in 2012.

²Complete data for 2010 is not available, and therefore will not be reported. For 2011, product sales are in millions of USD. Sales are based on United States sales of products to Retail, Staples Advantage[®] and Staples Business Delivery[®] customers for products that are currently identified in Staples' product systems as having one or more of the environmental attributes specified. Recycled content sales include sales of all products containing pre- or post-consumer recycled content. Sales information does not include Quill, Staples Promotional Products[®], Business Interiors by Staples(sm), wholesaler-fulfilled items and certain other lines of business.

³We have adjusted our greenhouse gas accounting for 2010 to 2012 to more accurately apply offsets from renewable energy purchases to only Scope 2 emissions (from electricity purchases) rather than combined Scope 1 and 2 emissions. We have also made some adjustments to emissions factors. As a result, we are re-reporting emissions for earlier years to reflect these minor adjustments.

⁴The recycling tonnage shown here includes metals, mixed paper, cardboard, plastics, glass and compost. If we were to include lightbulb and pallet recycling, our recycling rate would be approximately 70 percent; however to enable year-over-year comparison, we did not include these materials as they were not captured in earlier years.

⁵The difference of in-kind donations made in FY2010 and FY2011 vs. FY2012 relates to Corporate Express product donations made after the acquisition.

Environment - Global ¹					
Fiscal Year 2012 ^{1,2}	Global	North America	Asia Pacific	South America	Europe
Sustainable Products					
Sales of eco-conscious products (millions of USD) ³	\$2,465.5	\$2,025.7	\$177.7	n/a	\$262.2
Recycling Services					
Ink and toner cartridges (thousands of units)	76,533.3	74,988.4	87.8	n/a	1,457.1
Electronics recycled for customers (thousands of pounds)	19,396.0	19,299.4	2.5	n/a	94.1
Sustainable Operations					
Energy & Greenhouse Gas Emissions					
Total energy use (GJ)	4,923,250	4,180,430	92,140	3,020	647,660
Electricity Use (MWh) ⁴	885,068	783,718	12,950	690	87,710
Scope 1 greenhouse gas emissions (MtCO ₂ -e)	108,800	85,820	3,310	40	19,630
Scope 2 greenhouse gas emissions (MtCO ₂ -e)	389,465	348,600	10,665	60	30,140
Scope 2 emissions offset by renewable energy purchases (MtCO ₂ -e)	-	506,150	610	-	-
Total Scope 1 and 2 emissions (MtCO ₂ -e)	176,955	113,720	13,365	100	49,770
Waste and Recycling					
Waste disposed (short tons)	44,190	33,550	1,940	160	8,540
Waste sent to landfill (short tons)	34,020	31,080	1,940	160	840
Waste diverted for recycling (short tons) ⁵	65,810	48,270	4,740	90	12,710
Water					
Water use (thousands of gallons)	281,700	256,550	7,390	640	17,120

¹"N/A" indicates this metric is not currently applicable to the business channel(s) in this country, or that data is not currently available to report for this metric in this country.

²Historic emissions for select countries have changed slightly as we have updated our emissions factors to reflect most recently available emissions factors. Because we are using 2010 as our baseline for our global carbon goal, we applied the factors retroactively to ensure we are not misrepresenting any increases or decreases in emissions due to changes in factors, rather than actual activity data. Finally, we have adjusted our accounting to more accurately apply our renewable energy purchase offsets to our Scope 2 emissions (as opposed to total Scope 1 and 2 emissions); thus we are re-reporting our net emissions to reflect this adjustment.

³Our eco-conscious product criteria vary by market, but are typically characterized by 30% or more recycled content materials and/or meeting specific third-party environmental standards. In Europe, reported sales numbers generally cover Advantage and Online business channels, but not retail.

⁴In 2011 and 2012, select European countries started purchasing renewable, certified zero-carbon electricity directly from their utility providers. This is accounted for as zero-carbon electricity, rather than an offset.

⁵Recycling volumes include glass, cardboard, metals, organics, plastics and paper.