

Fiscal Year 2011 <sup>1</sup>	GLOBAL	United States	Canada <sup>2</sup>	Australia & New Zealand	Austria	Belgium & Luxembourg <sup>3</sup>	Denmark	France	Germany	Greece	Italy	Netherlands	Norway	Poland	Portugal	Spain	Sweden	UK & Ireland <sup>4</sup>
<b>Sustainable Products</b>																		
Sales of eco-conscious products (millions of USD) <sup>5</sup>	\$ 2,491	\$ 1,907	n/a	\$ 166	\$ 5	\$ 9	n/a	\$ 20	\$ 101	\$ -	\$ 25	\$ 49	\$ 68	\$ 2	n/a	\$ 6	\$ 70	\$ 64
<b>Recycling Services</b>																		
Ink and toner cartridges (thousands of units)	71,565	67,361	2,500.0	33.8	10.1	n/a	n/a	-	620.3	-	n/a	669.7	n/a	-	352.0	5.4	12.1	n/a
Electronics recycled for customers (thousands of pounds)	21,532	13,899.8	7,146.6	35.5	11.6	n/a	n/a	-	32.9	-	n/a	-	n/a	-	320.0	4.5	81.7	n/a
<b>Sustainable Operations</b>																		
<b>Energy &amp; Greenhouse Gas Emissions</b>																		
Total energy use (GJ)	5,003,600	3,559,100	755,530	48,910	13,750	40,420	n/a	51,310	115,580	2,530	n/a	135,950	n/a	2,320	57,130	5,510	21,600	193,990
Electricity Use (MWh)	881,120	655,585	133,260	11,410	600	3,470	n/a	3,840	11,410	360	n/a	13,260	n/a	160	9,990	1,230	2,420	34,120
Scope 1 greenhouse gas emissions (MtCO <sub>2</sub> -e)	112,500	75,700	15,990	590	650	1,580	n/a	2,360	4,540	90	n/a	4,830	n/a	130	1,570	80	340	4,070
Scope 2 greenhouse gas emissions (MtCO <sub>2</sub> -e)	403,800	326,300	33,330	9,640	180	860	n/a	320	5,040	260	n/a	5,440	n/a	100	3,830	400	190	17,900
Total Scope 1 and 2 emissions (MtCO <sub>2</sub> -e)	516,300	402,000	49,320	10,230	830	2,440	n/a	2,680	9,580	350	n/a	10,280	n/a	230	5,400	480	530	21,960
<b>Waste and Recycling</b>																		
Waste disposed (short tons)	38,910	29,920	4,230	2,050	30	60	n/a	800	320	-	n/a	760	n/a	20	n/a	20	310	410
Waste diverted for recycling (short tons) <sup>6</sup>	64,060	44,690	7,500	5,110	450	220	n/a	730	1,280	10	n/a	940	n/a	30	580	170	550	1,800
<b>Water</b>																		
Water use (thousands of gallons)	283,930	240,260	25,840	n/a	420	540	n/a	3,720	2,450	320	n/a	4,500	n/a	110	4,430	590	760	n/a

<sup>1</sup> "0" indicates that this is not a relevant environmental metric for this region. "N/A" indicates data is not currently available to report for this impact in this region.

<sup>2</sup> Canada waste and water use data reflects Business Depot (Retail) data; it does not include Delivery data.

<sup>3</sup> The 2011 ink and toner cartridge recycling number for Netherlands includes data for retail operations in Netherland and Belgium. These are currently tracked together.

<sup>4</sup> Where available, UK data includes Ireland and Northern Ireland data.

<sup>5</sup> Our 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.

<sup>6</sup> Recycling volumes include glass, cardboard, metals, organics, plastics and paper.