

[Contact us](#)**STAPLES**

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Staples Soul Home

How We Operate

Community

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Our commitment to making a difference for our customers, associates and the planet.

What is Staples Soul?

Staples Soul recognizes the close connection between our success and our ability to make a positive impact on our customers, our associates and the planet. We believe Staples Soul helps to make us an employer and neighbor of choice, differentiates our brand, and allows us to grow profitably and responsibly.

Staples Soul — it's what moves us.



The Pillars of Staples Soul

Ethics

We strive to model integrity in all that we do and strictly adhere to our Code of Ethics and corporate governance practices. We seek to work with suppliers who share our values and expect them to follow our Supplier Code of Conduct.

Environment

We work to make it easy for our customers and associates to make a difference by offering more sustainable products and services, operating our business in an environmentally efficient way, and helping our customers and associates take action to protect the environment.

Community

We reach out to and support the communities in which our customers and associates live and work. We generate economic benefit through our stores and operations, and provide support for important community initiatives through Staples Foundation for Learning® and other company giving.

Diversity

We seek to develop a workforce that reflects the diversity of the communities and customers we serve all over the world by embracing diversity in all its forms—race, gender, thought, and experience. We promote a culture of inclusion within our workforce and source products and services from diverse minority and women-owned businesses.



An Introduction from Staples CEO Ron Sargent

Staples Soul is much more than just something we believe in. Since the concept of Soul was first introduced in support of our desire to be a leader in sustainability, community giving, diversity and business ethics, it has made our company, our culture and our business stronger.

Through Staples Soul, we have become a better employer and neighbor. We have also strengthened our global brand, identity and reputation as a business leader.

Over the past few years we have worked to integrate Soul into markets throughout the world where Staples operates. We've also taken the time to listen in order to better understand what our stakeholders expect from us in the area of corporate responsibility. We've learned that our stakeholders really care about a number of key issues:

- What we're doing to help address climate change;
- How we're ensuring that our products are environmentally sound and responsibly sourced;
- What actions we're taking to promote diversity and a positive work environment;
- How we're supporting our local communities; and
- What we're doing to ensure that our ethical standards are maintained as we grow in markets around the world.

On this website, you'll find updates on how we're doing. Our goal is to not only meet the expectations of customers, associates, shareholders and the communities we serve, it is to become a leader in this important area, and someday serve as a model for others to follow. To help us get there, we welcome any [suggestions](#) you have for how we can improve further.

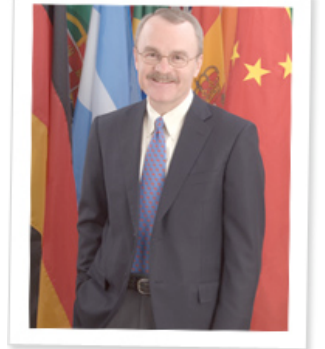
I'm proud of what we have achieved over the past few years, but there is still much work to be done. As we emerge from a difficult economy, we're ramping up not only our business efforts, but our Soul efforts as well. We're confident that Staples Soul will continue to help drive our company's success by:

- Offering customers more sustainable product choices and recycling options;
- Saving money by using energy and resources more efficiently throughout our business;
- Rolling out our updated ethics code and global ethics training so our associates have the tools they need to act responsibly;
- Continuing to invest in our local communities through corporate giving; and
- Strengthening our commitment to diversity by embracing the differences of our associates, customers and the communities we serve.

I want to thank our associates for their dedication, ongoing support and tremendous service. Every day they take Staples Soul to heart by taking great care of our customers, our planet, our communities and each other.




Ron Sargent
Chairman & CEO



Ron Sargent, CEO Staples Inc.

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that was easy:

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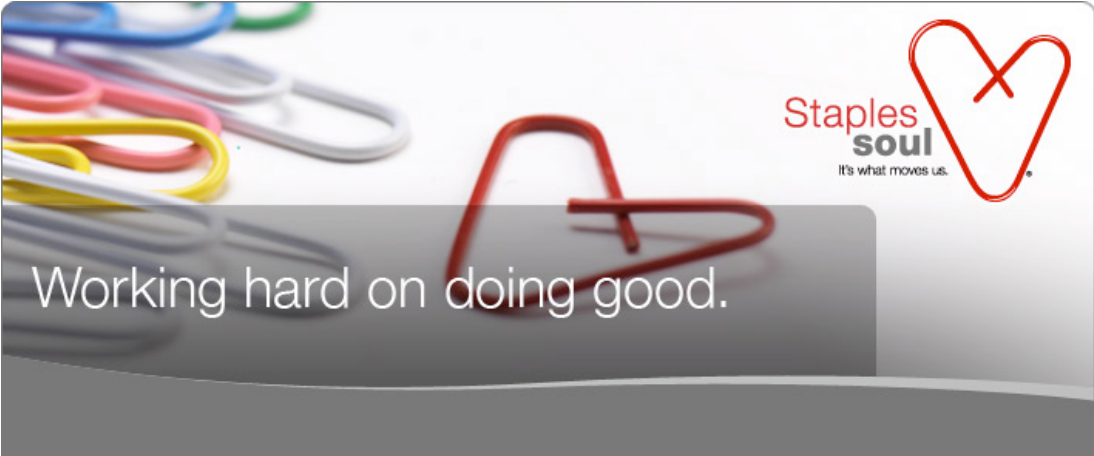
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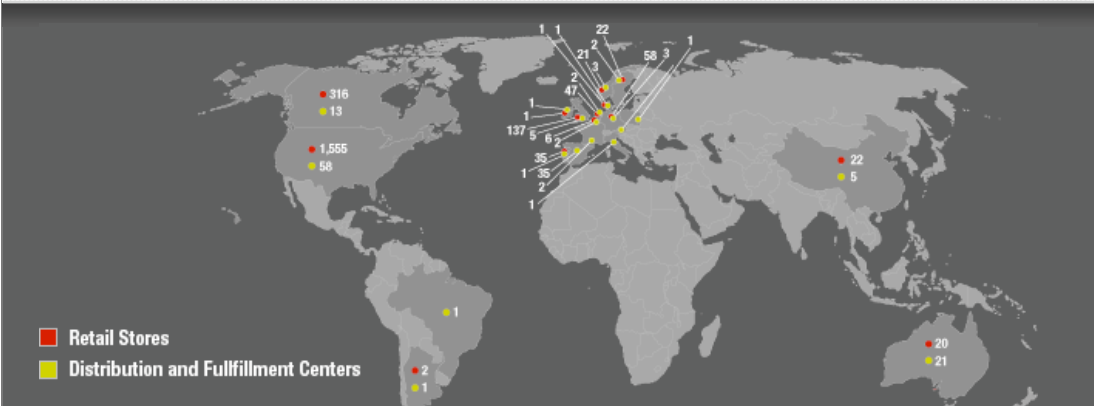


How We Operate

Staples is a global company focused on delivering strong financial results. But we're also committed to delivering social and environmental value by providing an inclusive workplace, operating with the highest levels of integrity, strengthening communities, and protecting the environment. To fulfill these promises every day, we strive to understand and respond to the needs and concerns of our associates, customers, suppliers, investors and communities.



About Staples



that was easy.®

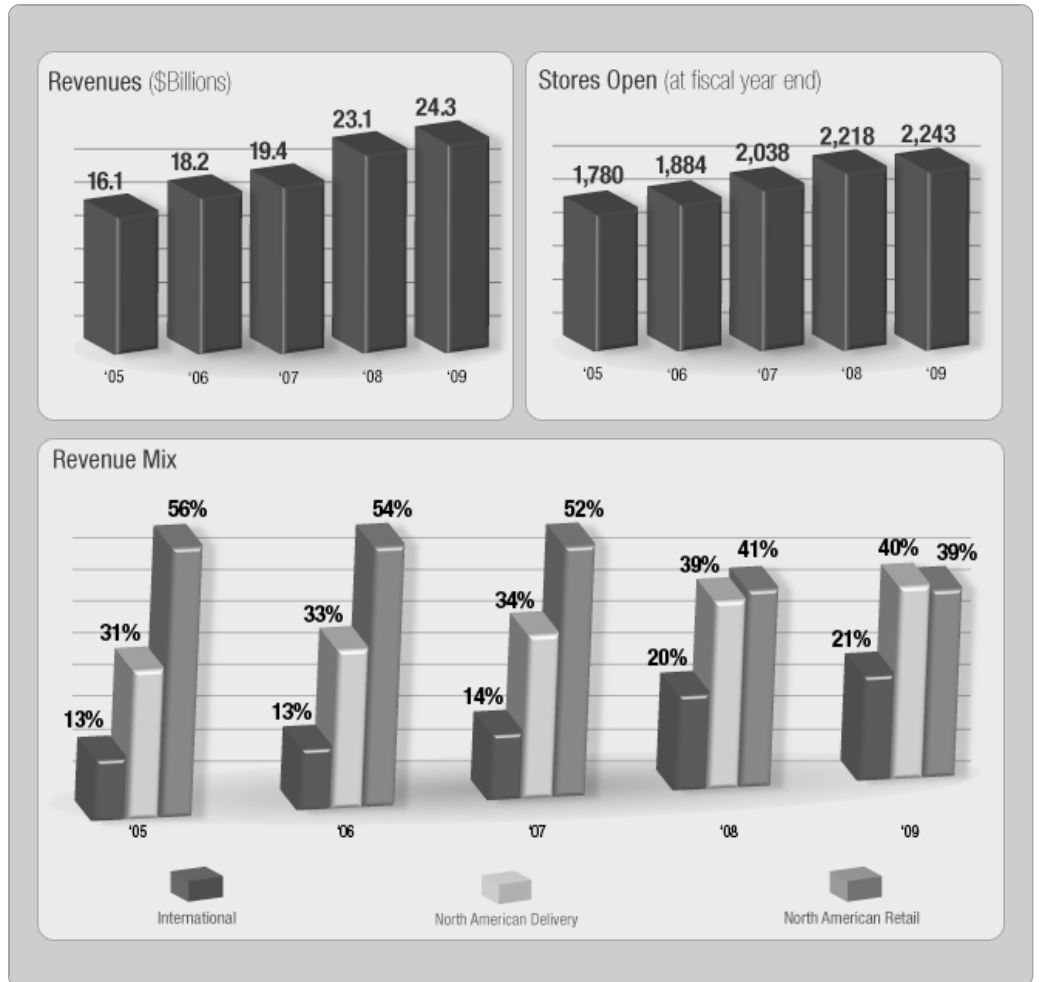
At Staples, we're committed to making it easy for customers around the world to buy a wide range of office products and services. We are the world's largest office products company and offer a broad selection of office supplies, electronics, technology and office furniture, as well as business services, such as computer repair, copying and printing, to help our customers run their offices efficiently.

Headquartered outside Boston, Massachusetts in the United States, Staples operates in 26 countries throughout North and South America, Europe, Asia and Australia. Our 91,000 associates serve consumers and businesses of all sizes through our three operating divisions: Staples North American Retail, Staples North American Delivery and Staples International. In 2009, we had sales of \$24 billion.

Staples invented the office superstore concept in 1986 and today ranks second in the world in ecommerce sales.

Learn more:

- Staples [Corporate Overview](#)
- Staples [2009 Annual Report](#)



Customer Satisfaction

At Staples, we strive to provide superior value to our customers through a combination of low prices, a broad selection of products including eco-conscious choices, high-quality and innovative Staples brand products, convenient store locations, easy-to-use Web sites, reliable and fast order delivery, and excellent customer service.



To make sure that we're doing a good job, we survey customers in both our retail and delivery business, monitor quality assurance efforts, drop in on stores unannounced through "mystery shops," and interview customers directly. Each month, we conduct more than 39,000 retail customer satisfaction surveys and monitor more than 5,500 business customer contacts.

We use this customer input to identify and correct issues, refine our product and service offerings, and set aggressive year-over-year customer service improvement targets.

It's paying off: we've seen considerable increases in retail customer satisfaction levels over the past three years. That was easy!

Recognition/Awards

We are proud of our corporate responsibility accomplishments in 2008 and 2009. We took many steps forward and continued to make a positive impact for our customers, associates and communities. We are pleased that our efforts were recognized by the following organizations:

- For the sixth consecutive year, Staples was selected as a component of the Dow Jones Sustainability Indexes (DJSI) for 2009/2010.
- Ranked second among 35 global retail sector companies and 34th out of 541 global companies evaluated in the 2009 Covalence Ethical Ranking.
- Corporate Responsibility Officer (CRO) 100 Best Corporate Citizens in 2010 (ranked #60). The CRO list ranks the corporate responsibility efforts of large cap companies from the Russell 1000 index.
- Selected as a Top 10 Ethics and Compliance Portal 2009 in recognition of outstanding efforts to foster a culture of integrity, trust and transparency.
- Ranked #23 overall and #2 among retailers in the *Newsweek* 2010 Green Rankings, which ranks the environmental efforts of the 500 largest publicly traded companies in the United States and the 100 largest companies globally.
- Received EPA Green Power Partnership program recognition, January 2010: ranked #5 among all retailers, #16 among Fortune 500 companies, and #28 nationwide.
- Ranked #16 on *Diversity MBA* magazines 50 Best Places for Diverse Managers to Work in 2010, up from #29 in 2009.
- Named a "Readers' Choice Best Diversity Company" in 2009 by *Diversity/Careers* magazine.
- Staples' law department was chosen by the Minority Corporate Counsel Association as a 2010 Employer of Choice.
- Since autumn 2008, Staples has been rated by GovernanceMetrics as having a perfect score of 10, achieved by only 1% of the companies rated.
- Corporate Express Australia, a Staples company, was named 2008 Sustainable Company of the Year by Ethical Investor.
- Ranked #17 out of 150 on Forbes' list of America's Most Reputable Companies (2010).
- Officenet Staples (Argentina) was named a finalist for the U.S. State Department's 2009 Award for Corporate Excellence, which recognizes businesses that demonstrate good corporate citizenship (2009).
- Recipient of the National Recycling Coalition's 11th annual Recycling Works Award for its broad-reaching efforts to promote recycling and waste reduction among its customers and throughout its operations (May 2009).



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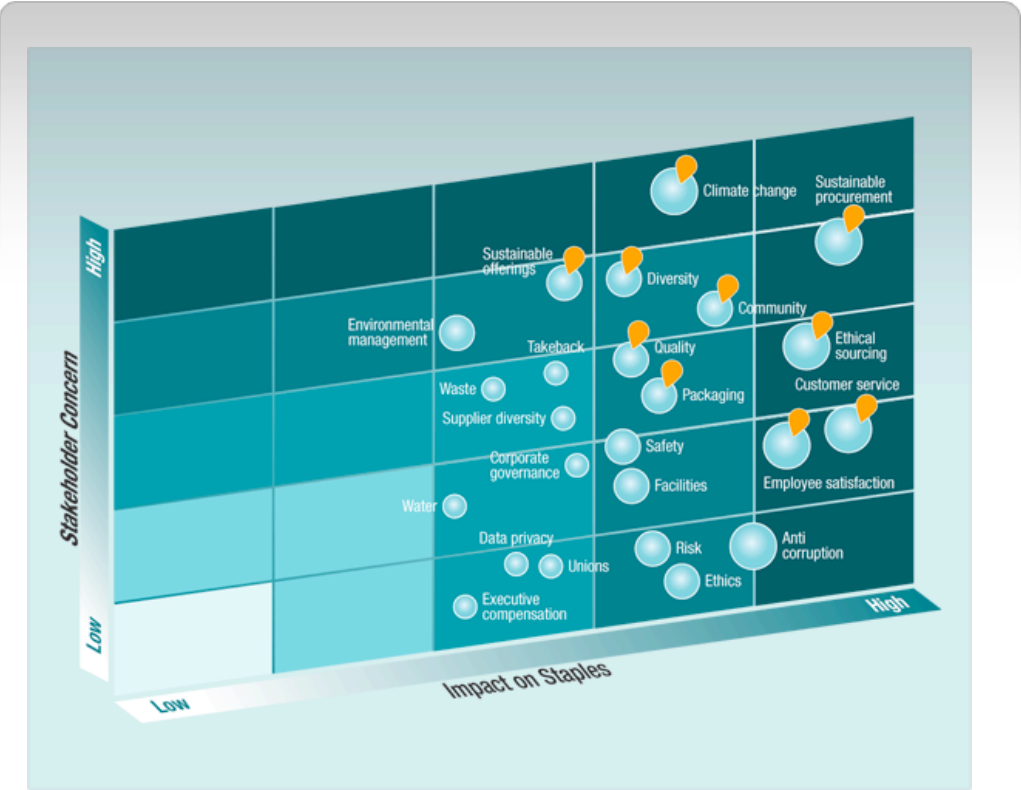
Materiality Analysis

Focusing on what matters most.

We engaged with a third party to help us complete a materiality analysis prior to the development of the 2008/2009 Soul Report to ensure that our communications on corporate responsibility — and our strategic approach — focus on the issues that are most relevant to Staples and its stakeholders.

The materiality assessment process consisted of reviewing relevant internal and external documents and other resources, identifying and determining key issues' financial, reputational and operational impacts on Staples and then ranking those issues of concern to Staples and our stakeholders in an iterative manner. The process added rigor to our understanding of these issues' importance to various stakeholders and helped ensure that we gave appropriate weight to stakeholder concerns.

The below diagram illustrates the results of the materiality analysis and the relative priority of various corporate responsibility issues. The most material issues fall into the upper right-hand portion of the matrix.



- **Climate change** — including its effect on energy prices, supplier operations, product transportation and facilities
 - **Sustainable procurement** — using recycled, non-toxic and renewable materials that are responsibly harvested or produced, and requiring that suppliers abide by our Sustainable Paper Procurement Policy
 - **Ethical sourcing** — ensuring to the greatest degree possible that our suppliers abide by the Staples Supplier Code of Conduct, which requires them to treat workers fairly and operate in a safe and environmentally sustainable manner
 - **Community engagement** — contributing to the communities where we operate and supporting educational and other community development and charitable efforts
 - **Customer service** — making it easy for customers to purchase the products and services they need at reasonable prices
 - **Employee satisfaction** — treating associates with dignity and respect, abiding by all employment laws, and supporting our associates' professional development
 - **Diversity** — striving to develop a workforce that reflects the diversity of the communities and customers we
- High-priority issues**

 - Climate change
 - Sustainable procurement and ethical sourcing
 - Community engagement
 - Customer service
 - Employee satisfaction
 - Diversity
 - Product quality
 - Sustainable offerings
 - Packaging

serve all over the world

- **Product quality** — ensuring that our products meet or exceed customers' performance expectations and support Staples' 100% customer-satisfaction guarantee
- **Eco-conscious products and services** — finding, sourcing and selling products that are easier on the environment and safe to use
- **Packaging** — minimizing the amount of materials needed to package and ship our products and selecting packaging materials that are better for the environment

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Stakeholder Engagement

Building relationships every day.

Nothing is more important to Staples Soul than the relationships we build as a company and as associates. We reach out to our stakeholders often, both with key information and messages about our values.



Customers

Our mission is to make it easy to buy office products. Third-party mystery shoppers, as well as tens of thousands of customer satisfaction surveys each month, tell us if we're getting it right. We also receive feedback from ratings services, such as BizRate, quality assurance monitoring programs and customer interviews.



Associates

We engage with and support associates in many ways beyond their daily interactions with coworkers and managers:

- Print, online and broadcast communications reinforce core Staples goals and values and encourage associates to contribute to Staples' ongoing success.
- Staples LearningXchange's live classes and online courses help associates develop needed jobs skills and expertise.
- Employee surveys reveal where Staples as an employer is serving its associates well and where the company can do better.

Communities

We seek to be a valued and trusted member of the communities in which our associates and customers live and work. When we open new stores, we often directly engage key community leaders and constituents to determine the community's needs, how Staples can help make a difference, and which local nonprofit organizations we should work with.

Staples works closely with all the nonprofit organizations we support, whether it is a long-term national partner such as Boys & Girls Clubs of America or a small grassroots group receiving a Staples Foundation for Learning® grant to fund a single program.

In addition, the Staples community relations team surveys customers annually to gauge their awareness and perceptions of our community involvement, educational causes, charitable partnerships and the Staples Foundation for Learning. This survey also reveals which vehicles are most successful at communicating our charitable involvement.

Non-Governmental Organizations (NGOs)

Staples engages with NGOs that are thought leaders in their respective areas of expertise to help us enhance our performance across our four Soul pillars (Ethics, Community, Environment and Diversity). For example, we are engaged with:

- [Rainforest Alliance](#) and the [World Resources Institute](#) help drive further improvements in our sourcing practices for forest-based products, such as paper, and the [U.S. Environmental Protection Agency](#) on a variety of voluntary partnership programs related to energy efficiency and renewable energy, climate and waste reduction.
- The [Fellows Program](#) of the [Ethics Resource Center](#) is a select group of corporate, government, nonprofit and educational leaders who promote and sponsor research, development and advocacy on issues of organizational ethics. Staples is also a member of the Leadership Council of the [Open Compliance and Ethics Group](#), the [Society for Corporate Compliance and Ethics](#) and the Business [Ethics Leadership Alliance](#), an organization of corporations that publicly affirm their commitment to certain ethical principles and compliance practices.
- Diversity organizations, including [Greater New England Minority Supplier Development Council](#), [Chicago Minority Diversity Supplier Development Council](#), [WEConnect Canada](#), [WBENC](#) and the Center for Women in Enterprise. Our Director of Diversity Initiatives serves on the board of directors or committees for each of these associations, allowing her to learn — and share — ideas on how to support minority- and women-owned businesses from various perspectives.

Investors

As environmental, social, and governance (ESG) issues make their way into mainstream investing, Staples is continuing its efforts to engage with both traditional investors and the socially responsible investment community. We respond to surveys that seek information about our corporate responsibility programs and performance, such as the [Carbon Disclosure Project](#) and the Dow Jones Sustainability Index questionnaire, and also meet with firms that include corporate responsibility information in their investment portfolio screening process.

As part of these efforts, in late 2009 and early 2010 we conducted in-person and phone meetings with a variety of large and small shareholders to understand which corporate governance issues are most important to them. We also met with proxy advisory groups and proxy solicitors to understand how our corporate governance practices compare to those of our peers and companies with best practices. This outreach program helped us to better understand which issues are important to our shareholders and how divergent opinions among our stockholders are on some topics.

Suppliers

Our [Supplier Code of Conduct](#) requires suppliers of Staples® brand products to adhere to all applicable environmental laws, as well as health, safety and labor standards. Factories in certain geographies are audited for compliance against those standards.

We engage with our Staples® brand suppliers both in the United States and internationally to make sure they understand the provisions of the Supplier Code of Conduct. For example, we have presented on corporate responsibility issues, including ethics and the Staples Supplier Code of Conduct, during Supplier Summits held in China.

We also work closely with our key suppliers to identify opportunities to increase the efficiency of our collective operations from both a financial and environmental standpoint. These efficiencies include reducing packaging, improving packing space utilization, reducing transport distance, and improving transport efficiency. We are seeking to collectively save several hundred million dollars over the next couple of years through these initiatives. As part of the rollout of our new [Sustainable Paper Procurement Policy](#), we will also work with suppliers to measure and improve performance in sourcing sustainable paper products.

In the United States, we meet with minority and women business owners during our annual Supplier Diversity Summit to learn how we can help them develop their businesses and discuss ways to work together to better serve our customers.



Associate Engagement

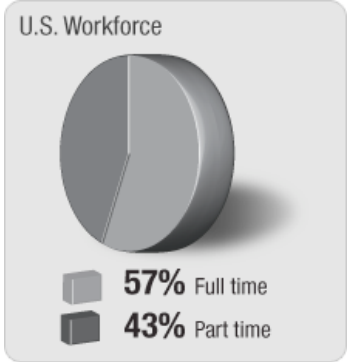
Creating a great place to work.

We rely on the talents, strengths and commitment of our associates everywhere to deliver on our company mission to make buying office products easy for customers.

Our associates develop solutions to customer needs, innovate new products and services, and help us grow as a company. We know they do these things best when they are clear on Staples' goals, understand how they can contribute, and see how working at Staples supports their professional and personal goals.

We believe Staples' culture and practices reflect these concerns and values. At the same time, we know there is always room for improvement. To help us gain a comprehensive understanding of how well our associates are engaged — and more importantly, what opportunities we have to drive further engagement — we will be launching a global Associate Engagement Survey in late 2010.

As a foundation for the global survey, we took an initial representative sampling of associates in November 2009, covering seven of our larger countries. We are using feedback from this initial survey to refine and inform the global process and questions. The outcomes of the 2010 survey will form the basis for action plans to enhance Staples' workplace practices and culture on a global level, as well as down to the manager level.



Results of 2009 Survey

The 2009 survey provided a representative view of associate engagement at Staples. We were very pleased to find that a large majority of associates are highly or moderately engaged. These results reflect Staples' strong company culture and support for associates, even in light of the changes to our operations resulting from our integration of Corporate Express and the fact that no merit increases or bonuses were awarded in 2009 due to tough economic conditions.

- A large majority of associates understand Staples' goals and priorities, have confidence in the company and our management team, believe that we serve our customers well, and understand how they contribute — both individually and through their department — to Staples' business success.
- Associates also conveyed a high level of understanding and awareness regarding Staples Soul initiatives and the company's corporate responsibility. A significant majority of associates agreed that Staples is socially and environmentally responsible.

One of the most prominent strengths for Staples, especially as compared to other global retailers, is our managers' interest in our associates' satisfaction and well-being. With 90,000 associates worldwide, our managers play a key role in our associate engagement. The survey also highlighted some opportunities for investment, which are being pursued as part of our larger global people strategy.

Training & Development

In the past year, tens

We encourage associates at all levels of the business to reach their full potential through internal training and development, as well as external educational opportunities. Through Staples LearningXchange, we offer hundreds of classes to our associates to expand their business skills and introduce them to new ideas. We are expanding our efforts to reach remote associates through virtual classroom training, and we are creating tools and processes to help associates focus on taking advantage of the most accessible opportunity for growth — on the job development.

We are also implementing a global learning strategy to provide required and recommended training for associates and new and experienced managers. We plan to roll out a new Learning Management System in 2011 that will provide associates with greater clarity around their growth and development opportunities.

of thousands of associates received training and Staples invested more than US\$10 million company wide in training resources and support.

Highlights of Staples LearningXchange

- 24/7 access to learning: every day, on the job
- Sharing ideas and best practices
- Learning from business leaders who facilitate formal learning sessions
- Leveraging social media and new technology to create and share content
- Developing a learning organization that sustains continuous growth and development



For those associates who would like to take advantage of external educational opportunities we offer an annual scholarship program. In 2009, 1,631 associates received scholarships in amounts ranging from US\$750 to US\$2,000 to be applied to a course intended to improve current job performance, or to a degree program. Unlike many retailers, Staples offers this opportunity to part-time as well as full-time associates, requiring only that classes be taken at accredited universities, colleges or technical schools. In 2009 Staples invested a total of US\$2.4 million in our associate scholarship program. We also have relationships with University of Phoenix and Capella University, with Staples associates receiving 5% discounts on classes. To learn more about working at Staples, please visit our [careers page](#).

Health & Wellness

Staples is committed to offering comprehensive programs that help encourage good health, contributing to the happiness and quality of life of our associates. While some benefits are only available through the insurance provided to full-time associates, many are offered on-site to all associates, encouraging Peak Personal Performance and supporting our culture of health.

- Personal health assessments, lifestyle management programs, telephonic coaching and online wellness portal
- Cancer Second Opinion Program
- Employee Assistance Program to help with life's everyday needs
- Wellness champions and fairs
- Education sessions on topics, such as nutrition, physical activity, stress management and financial wellness
- Biometric health screenings at 25 of our largest locations
- On-site walking programs, physical activity and weight loss competitions
- Free or low-cost preventive care services

- Disease management programs
- 24-hour nurse line (allowing associates to speak with a registered nurse 24 hours a day, 7 days a week)
- Fitness and weight loss reimbursement programs
- Smoking-cessation programs

Read more about [Staples' approach to healthcare](#)



Staples Soul News

Staples Soul is making a positive difference.
Read all about it — then take action!

| Date | Article name |
|----------|---|
| 10/13/10 | Staples Announces New Sustainability Strategy for Products and Packaging |
| 10/06/10 | Third Annual Staples/Do Something 101 National School Supply Drive Raises More than \$807,000 for Underserved Youth. |
| 09/10/10 | Ashoka and Staples Announce First Four Winners of Annual Youth Social Entrepreneur Competition |
| 08/20/10 | Staples Foundation for Learning Awards \$640,000 in Grants to Support Youth Development Programs Nationwide |
| 08/11/10 | Staples Foundation for Learning Appoints Mike Miles President |
| 08/09/10 | Staples and DoSomething.org Star-Studded Backpack Party Redefines the "Hollywood Gift Bag" |
| 07/28/10 | Finalist Announced in Annual Staples/Ashoka Youth Social Entrepreneur Competition |
| 06/14/10 | Ashoka and Staples Launch Fourth Annual Youth Social Entrepreneur Competition |
| 05/19/10 | Twilight's Nikki Reed Joins Staples and DoSomething.org to Promote the 3rd Annual Staples/Do Something 101 National School Supply Drive |
| 05/06/10 | Initiative for a Competitive Inner City and Staples Foundation for Learning Announce 2010 Minority-Owned Company of the Year |
| 05/05/10 | Staples and Entrepreneur.com Launch Green Your Small Business Challenge |
| 04/22/10 | Staples Advantage Launches New Online Catalog of Eco-conscious Products for Business-to-Business Customers |
| 04/20/10 | Staples Announces Winning Team in its Search for the Next Green Office Product |
| 03/25/10 | Boys & Girls Clubs of America and Staples Foundation for Learning Announce Finalists of National Service Project |
| 03/24/10 | Staples Announces Finalists of Global Search for the Next Green Office Product |
| 02/09/10 | Staples Announces Inaugural Global EcoEasy Challenge |

- 01/20/10 [Staples, Inc. Accepting Donations in Stores to Support Haiti Earthquake Relief Efforts](#)
- 01/06/10 [Maryland's Largest Single Rooftop Solar Power Installation Unveiled at Staples Fulfillment Center in Hanover](#)
- 12/08/09 [Staples and Chicago Bear Matt Forte Present \\$25,000 Makeover Prize to Local Park](#)
- 10/26/09 [Staples Roslindale Store Receives Coveted U.S. Green Building Council's LEED Gold Certification](#)
- 10/06/09 [Staples, Conservation Groups, Wood Products Companies and Landowners Join to Protect Forests and Combat Climate Change](#)
- 10/01/09 [Staples Signs Sourcing Agreement with the Rainforest Alliance](#)
- 09/22/09 [Staples/Do Something 101 National School Supply Drive Raises More than \\$750,000 for Underserved Youth](#)
- 09/15/09 ['Staples Dream Park Challenge with the Bears' Returns to Give Chicagoland Residents a Chance to Win \\$25,000 for Their Local Park](#)
- 08/04/09 [Grammy\(R\) Winning Singer-Songwriter, Ciara, Helps Teens Give Back at 2nd Annual Staples/Do Something 101 Volunteer Event](#)
- 06/29/09 [Tepeolulco, Mexico, Youth Announced as Excellence Winner in Staples/Ashoka Youth Social Entrepreneur Global Competition](#)
- 06/22/09 [Young Leaders from Five Countries Announced as Finalists of Staples/Ashoka Youth Social Entrepreneur Competition](#)



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We have developed this Web site to share information about Staples' corporate responsibility efforts with our stakeholders, including customers, investors, associates, suppliers, community members and nonprofit organizations.

Our 2008/2009 Staples Soul Report is also available for download, as are our 2006 and 2007 reports. As in years past, we have also included a summary of Soul initiatives and progress in our [annual report](#).

This Web site contains corporate responsibility information for both the 2008 and 2009 fiscal years (beginning

February 3, 2008 and ending January 30, 2010). We did not publish a 2008 report due to integration activities related to the acquisition of Corporate Express (CE) in July of that year. The current report reflects, to the degree possible, consolidated information from Staples and former CE operations. For years prior to 2008, we have also restated greenhouse gas emissions data to take into account data from CE.

We are still in the process of aligning Staples' and CE's reporting and data collection processes. Therefore, much of the quantitative data presented reflects U.S. operations only and is labeled accordingly throughout the site. We intend to incorporate additional international data as we develop more comprehensive systems for tracking information in the coming years. Several feature sections highlight best practices within our international operations and demonstrate our aspirations for international reporting in 2011 and beyond.

We applied the [Global Reporting Initiative](#) Sustainability Reporting Guidelines (GRI G3) in the development of this report and are self-declaring an Application Level of C. As part of this process, we conducted a materiality analysis to determine the topics of highest relevance and value to our stakeholders, and have shaped the report content accordingly. Specific indicator references can be found in the GRI Content Index.

We believe that the information presented in this report is accurate and fairly represents our corporate responsibility programs and results. We did not, however, seek external assurance or verification for this report.

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Report Archive

A look back.

Read and download our previous corporate responsibility reports here.

- [2010 Staples Annual Report \(PDF version of this website\)](#)
- [2009 Staples Annual Report Soul Summary Section](#)
- [2008 Staples Annual Report Soul Summary Section](#)
- [2007 Staples Soul Annual Report](#)
- [2006 Staples Soul Annual Report](#)

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Downloadable Policies

Staples Soul policies.

Read and download our corporate responsibility policies here.

- [Staples Code of Ethics](#)
- [Staples Supplier Code of Conduct](#)
- [Staples Sustainable Paper Procurement Policy](#)
- [Staples Policy on Community Giving](#)

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GRI G3 Index

STANDARD DISCLOSURES PART I: Profile Disclosures

1. Strategy and Analysis

| Profile Disclosure | Description | Location | Full or partial |
|--------------------|---|---|-----------------|
| 1.1 | Statement from the most senior decision-maker of the organization | Soul Home Page | Full |
| 1.2 | Description of key impacts, risks, and opportunities | How We Operate/Materiality Analysis Soul Home Page | Full |

2. Organizational Profile

| Profile Disclosure | Description | Location | Full or partial |
|--------------------|---|--|-----------------|
| 2.1 | Name of the organization | How We Operate/About Staples | Full |
| 2.2 | Primary brands, products, and/or services | How We Operate/About Staples How We Operate/About Staples/Corporate Overview | Full |
| 2.3 | Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures | How We Operate/About Staples How We Operate/About Staples/Corporate Overview | Full |
| 2.4 | Location of organization's headquarters | How We Operate/About Staples | Full |
| 2.5 | Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report | How We Operate/About Staples/Corporate Overview | Full |
| 2.6 | Nature of ownership and legal form | How We Operate/About Staples Staples 2009 Annual Report, page 2 | Full |
| 2.7 | Markets served (including geographic breakdown, sectors served, and types of customers) | How We Operate/About Staples/Corporate Overview Staples 2009 Annual Report, pages 116-117 | Full |
| 2.8 | Scale of the reporting organization | How We Operate/About Staples | Full |
| 2.9 | Significant changes during the reporting period regarding size, structure, or ownership | Staples 2009 Annual Report, page 3 | Full |
| 2.10 | Awards received in the reporting period | How We Operate/About Staples/Recognition/Awards | Full |

3. Report Parameters

| Profile Disclosure | Description | Location | Full or partial |
|--------------------|-------------|----------|-----------------|
|--------------------|-------------|----------|-----------------|

| | | | |
|---|--|---|-----------------|
| 3.1 | Reporting period (e.g., fiscal/calendar year) for information provided | How We Operate/About this site | Full |
| 3.2 | Date of most recent previous report | How We Operate/About this site How We Operate/Report Archive | Full |
| 3.3 | Reporting cycle (annual, biennial, etc.) | Annual | Full |
| 3.4 | Contact point for questions regarding the report or its contents | Take Action Send an email to Staples Soul | Full |
| 3.5 | Process for defining report content | How We Operate/About this site How We Operate/Materiality Analysis | Full |
| 3.6 | Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers) | How We Operate/About this site | Full |
| 3.7 | State any specific limitations on the scope or boundary of the report | How We Operate/About this site | Full |
| 3.8 | Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations | How We Operate/About this site | Full |
| 3.9 | Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report | How We Operate/About this site | Full |
| 3.10 | Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods) | How We Operate/About this site | Full |
| 3.11 | Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report | How We Operate/About this site | Full |
| 3.12 | Table identifying the location of the Standard Disclosures in the report | How We Operate/GRI Index | Full |
| 3.13 | Policy and current practice with regard to seeking external assurance for the report | How We Operate/About this site | Full |
| 4. Governance, Commitments, and Engagement | | | |
| Profile Disclosure | Description | Location | Full or partial |
| 4.1 | Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight. | Ethics and Governance/Ensuring Sound Governance/About Staples Board of Directors Staples Corporate Governance Web page | Full |

| | | | |
|------|--|--|--|
| | | Staples 2009 Annual Report, pages 43-45 | |
| 4.2 | Indicate whether the Chair of the highest governance body is also an executive officer. | Staples 2009 Annual Report, pages 42-43 | Full |
| 4.3 | For organizations that have a unitary board structure, state the number of members of the highest governance body that are independent and/or non-executive members. | Ethics and Governance/Ensuring Sound Governance/About Staples Board of Directors | Full |
| 4.4 | Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body. | Ethics and Governance/Ensuring Sound Governance | Full |
| 4.5 | Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance). | Staples 2009 Annual Report, pages 45 and 47 | Partial; no specific references to environmental or social performance |
| 4.6 | Processes in place for the highest governance body to ensure conflicts of interest are avoided. | Director's Corporate Governance Guidelines | Full |
| 4.7 | Process for determining the qualifications and expertise of the members of the highest governance body for guiding the organization's strategy on economic, environmental, and social topics. | Director's Corporate Governance Guidelines | Full |
| 4.8 | Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation. | Ethics and Governance/A Culture of Integrity/Staples Code of Ethics Ethics and Governance/Ethical Sourcing/Supplier Code of Conduct How We Operate/Downloadable Policies | Full |
| 4.9 | Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles. | Ethics and Governance/Ensuring Sound Governance Staples Corporate Governance Web page | Full |
| 4.10 | Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance. | Director's Corporate Governance Guidelines | Full |
| 4.11 | Explanation of whether and how the precautionary approach or principle is addressed by the organization. | Ethics and Governance/A Culture of Integrity/Global Ethics Program | Full |
| 4.12 | Externally developed economic, environmental, and social charters, | None | Full |

| | | | |
|--|---|--|----------------------------------|
| | principles, or other initiatives to which the organization subscribes or endorses. | | |
| 4.13 | Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization: * Has positions in governance bodies; * Participates in projects or committees; * Provides substantive funding beyond routine membership dues; or * Views membership as strategic. | How We Operate/Stakeholder Engagement/Communities/Non-governmental Organizations (NGOs) | Full |
| 4.14 | List of stakeholder groups engaged by the organization. | How We Operate/Stakeholder Engagement | Full |
| 4.15 | Basis for identification and selection of stakeholders with whom to engage. | How We Operate/Stakeholder Engagement | Full |
| 4.16 | Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group. | How We Operate/Stakeholder Engagement How We Operate/About Staples/Customer Satisfaction How We Operate/Stakeholder Engagement/Associate Engagement Ethics and Governance/Ensuring Sound Governance | Full |
| 4.17 | Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting. | How We Operate/Stakeholder Engagement/Materiality Analysis | Full |
| STANDARD DISCLOSURES PART II: Disclosures on Management Approach (DMAs) | | | |
| G3 DMA | Description | Location | Full or partial |
| EC | Disclosure on Management Approach (Economic) | Staples 2009 Annual Report, pages 3-4 Performance/Performance Summary/Economic | Full |
| EN | Disclosure on Management Approach (Environmental) | Environment (Home Page) | Partial: goals under development |
| LA | Disclosure on Management Approach (Labor) | How We Operate/Associate Engagement | Partial: goals under development |
| HR | Disclosure on Management Approach (Human rights) | Ethics and Governance/Ethical Sourcing | Partial: goals under development |
| SO | Disclosure on Management Approach (Society) | Ethics and Governance/A Culture of Integrity Community/Staples in the Community | Partial: goals under development |
| PR | Disclosure on Management Approach (Product responsibility) | Environment/Sustainable Products | Partial: goals under |

development

STANDARD DISCLOSURES PART III: Performance Indicators

Economic

| Performance Indicator | Description | Location | Full or partial |
|-----------------------|---|---|-----------------|
| EC1 | Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments. | How We Operate/About Staples Community/Staples in the Community Performance/Performance Summary/Economic Staples 2009 Annual Report page 148 | Full |
| EC2 | Financial implications and other risks and opportunities for the organization's activities due to climate change. | Environment/Sustainable Operations | Full |
| EC3 | Coverage of the organization's defined benefit plan obligations. | Not reported | N/A |
| EC4 | Significant financial assistance received from government. | Not reported | N/A |
| EC5 | Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation. | Not reported | N/A |
| EC6 | Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation. | Not reported | N/A |
| EC7 | Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation. | Not reported | N/A |
| EC8 | Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement. | Not reported | N/A |
| EC9 | Understanding and describing significant indirect economic impacts, including the extent of impacts. | Community/Local Presence Diversity/Supplier Diversity | Full |

Environmental

| Performance Indicator | Description | Location | Full or partial |
|-----------------------|---|--|---|
| EN1 | Materials used by weight or volume. | Not reported | N/A |
| EN2 | Percentage of materials used that are recycled input materials. | Environment/Recycling and Environmental Services Performance/Performance Summary/Sustainable Products | Partial: Percentage recycled content reported for select products |
| EN3 | Direct energy consumption by primary | Environment/Sustainable | Full |

| | | | |
|------|---|---|--|
| | energy source. | Operations/Reducing Energy Intensity (Chart) Performance/Performance Summary/Sustainable Operations/Energy | |
| EN4 | Indirect energy consumption by primary source. | Environment/Sustainable Operations/Reducing Energy Intensity (Chart) Performance/Performance Summary/Sustainable Operations/Energy | Full |
| EN5 | Energy saved due to conservation and efficiency improvements. | Environment/Sustainable Operations/Facility Energy Conservation Environment/Sustainable Operations/Fleet Efficiency | Full |
| EN6 | Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives. | Environment/Sustainable Products | Partial: Reduction in energy requirements not quantified |
| EN7 | Initiatives to reduce indirect energy consumption and reductions achieved. | Environment/Sustainable Operations/Facility Energy Conservation | Full |
| EN8 | Total water withdrawal by source. | Performance/Performance Summary/Sustainable Operations/Water | Partial: Water sources not reported |
| EN9 | Water sources significantly affected by withdrawal of water. | Not reported | N/A |
| EN10 | Percentage and total volume of water recycled and reused. | Not reported | N/A |
| EN11 | Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas. | Not reported | N/A |
| EN12 | Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas. | Environment/Sustainable Products/Sustainable Paper-Based Products | Full |
| EN13 | Habitats protected or restored. | Not reported | N/A |
| EN14 | Strategies, current actions, and future plans for managing impacts on biodiversity. | Environment/Sustainable Products/Sustainable Paper-Based Products | Full |
| EN15 | Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk. | Not reported | N/A |
| EN16 | Total direct and indirect greenhouse gas emissions by weight. | Environment/Sustainable Operations/Greenhouse Gas (GHG) Emissions Reduction | Full |


| | | | |
|------|---|--|---|
| | | Performance/Performance Summary/Environment/Greenhouse Gas Emissions | |
| EN17 | Other relevant indirect greenhouse gas emissions by weight. | Not reported | N/A |
| EN18 | Initiatives to reduce greenhouse gas emissions and reductions achieved. | Environment/Sustainable Operations/Renewable Energy Performance/Performance Summary/Environment/Greenhouse Gas Emissions | Full |
| EN19 | Emissions of ozone-depleting substances by weight. | Not reported | N/A |
| EN20 | NOx, SOx, and other significant air emissions by type and weight. | Not reported | N/A |
| EN21 | Total water discharge by quality and destination. | Not reported | N/A |
| EN22 | Total weight of waste by type and disposal method. | Environment/Sustainable Operations/Waste Reduction and Internal Recycling Performance/Performance Summary/Waste and Recycling | Full |
| EN23 | Total number and volume of significant spills. | Not reported | N/A |
| EN24 | Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally. | Not reported | N/A |
| EN25 | Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff. | Not reported | N/A |
| EN26 | Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation. | Environment/Sustainable Products | Partial: Full extent of impact mitigation not quantified |
| EN27 | Percentage of products sold and their packaging materials that are reclaimed by category. | Environment/Recycling and Environmental Services Performance/Performance Summary/Environment/Recycling Services | Partial: Recycling rates specified for select products only |
| EN28 | Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations. | Not reported | N/A |

| EN29 | Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce. | Environment/Sustainable Operations/Fleet Efficiency | Partial: Fleet and logistics impacts reported only |
|--|---|--|--|
| EN30 | Total environmental protection expenditures and investments by type. | Not reported | N/A |
| Social: Labor Practices and Decent Work | | | |
| Performance Indicator | Description | Location | Full or partial |
| LA1 | Total workforce by employment type, employment contract, and region. | How We Operate/Associate Engagement Performance/Performance Summary/Economic | Partial: employment contract and region not reported |
| LA2 | Total number and rate of employee turnover by age group, gender, and region. | Performance/Performance Summary/Diversity | Partial: turnover not reported by age group, gender, or region |
| LA3 | Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations. | Employee benefits | Partial: benefits not reported by major operations |
| LA4 | Percentage of employees covered by collective bargaining agreements. | Not reported | N/A |
| LA5 | Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements. | Not reported | N/A |
| LA6 | Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs. | Not reported | N/A |
| LA7 | Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region. | Not reported | N/A |
| LA8 | Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases. | How We Operate/Associate Engagement/Health and Wellness | Full |
| LA9 | Health and safety topics covered in formal agreements with trade unions. | Not reported | N/A |
| LA10 | Average hours of training per year per employee by employee category. | How We Operate/Associate Engagement/Training and Development | Partial: Hours per employee per year not |


| | | | |
|-----------------------------|--|--|--|
| | | | reported |
| LA11 | Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings. | How We Operate/Associate Engagement/Training and Development | Partial: Specific information about managing career endings not reported |
| LA12 | Percentage of employees receiving regular performance and career development reviews. | Not reported | N/A |
| LA13 | Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity. | Ethics and Governance/Ensuring Sound Governance/About Staples Board of Directors Diversity/Diversity: A Business Imperative/2009 Diversity Snapshot | Partial: Full diversity information is only provided for U.S. workforce |
| LA14 | Ratio of basic salary of men to women by employee category. | Not reported | N/A |
| Social: Human Rights | | | |
| Performance Indicator | Description | Location | Full or partial |
| HR1 | Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening. | Not reported | N/A |
| HR2 | Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken. | Ethics and Governance/Ethical Sourcing | Partial: Percentage of suppliers audited not reported. |
| HR3 | Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained. | Ethics and Governance/A Culture of Integrity/Staples Code of Ethics Ethics and Governance/A Culture of Integrity/The Staples Global Anti-Corruption Program | Full |
| HR4 | Total number of incidents of discrimination and actions taken. | Not reported | N/A |
| HR5 | Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights. | Not reported | N/A |
| HR6 | Operations identified as having significant risk for incidents of child labor, and measures taken to contribute to the elimination of child labor. | Not reported | N/A |
| HR7 | Operations identified as having significant risk for incidents of forced or compulsory | Not reported | N/A |

| | labor, and measures to contribute to the elimination of forced or compulsory labor. | | |
|---------------------------------------|--|---|---|
| HR8 | Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations. | Not reported | N/A |
| HR9 | Total number of incidents of violations involving rights of indigenous people and actions taken. | Not reported | N/A |
| Social: Society | | | |
| Performance Indicator | Description | Location | Full or partial |
| SO1 | Nature, scope, and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operating, and exiting. | Community/Local Presence | Full |
| SO2 | Percentage and total number of business units analyzed for risks related to corruption. | Not reported | N/A |
| SO3 | Percentage of employees trained in organization's anti-corruption policies and procedures. | Ethics and Governance/A Culture of Integrity/The Staples Global Anti-Corruption Program | Partial: Specific percentage of employees trained not reported |
| SO4 | Actions taken in response to incidents of corruption. | Not reported | N/A |
| SO5 | Public policy positions and participation in public policy development and lobbying. | Not reported | N/A |
| SO6 | Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country. | Political Contributions Disclosure – FY2009 | Full |
| SO7 | Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes. | Not reported | N/A |
| SO8 | Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations. | Not reported | N/A |
| Social: Product Responsibility | | | |
| Performance Indicator | Description | Location | Full or partial |
| PR1 | Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such | Ethics and Governance/Ethical Sourcing/100% Satisfaction Guaranteed | Full |

| | | | |
|-----|--|--|--|
| | procedures. | | |
| PR2 | Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes. | Not reported | N/A |
| PR3 | Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements. | Environment/Sustainable Products Performance/Performance Summary/Environmental Performance/Performance Summary International | Partial: percentage of products subject to information requirements not reported |
| PR4 | Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes. | Not reported | N/A |
| PR5 | Practices related to customer satisfaction, including results of surveys measuring customer satisfaction. | How We Operate/About Staples/Customer Satisfaction | Full |
| PR6 | Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship. | Not reported | N/A |
| PR7 | Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes. | Not reported | N/A |
| PR8 | Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data. | Ethics and Governance/Culture of Integrity/Protecting Customer Information and Privacy | Partial: Number of breaches and/or complaints not reported |
| PR9 | Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services. | Not reported | N/A |

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- [Staples® Rewards](#)
- [Rebate Center](#)
- [Staples® Credit Center](#)
- [Corporate Customers](#)
- [Staples® Service Plans](#)
- [Email SignUp](#)

Policies

- [Delivery & Returns](#)
- [F.A.Q.'s](#)
- [Legal Terms & Conditions](#)
- [Privacy Statement](#)
- [Warranty & Recall Info](#)
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Corporate Information

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that was easy.®

Staples Soul Home

How We Operate

Community

Ethics & Governance

Environment

Diversity

Take Action

Performance Summary



Promoting education, youth and community development around the globe.

Building relationships every day.

Commitment to community means strengthening relationships within our local neighborhoods and beyond. We reach out through large scale initiatives as well as smaller, less formal programs that promote goodwill and build strong community ties.



Staples in the Community

| Staples Giving: The Big Picture | 2009 | 2008 | 2007 |
|---|------------|------------|------------|
| Total corporate giving (in USD) (including Staples, Inc.; Staples Foundation for Learning; global giving; in-kind giving) | 15,172,330 | 16,984,363 | 16,592,594 |
| Value of in-kind donations | 6,503,572 | 8,828,879 | 7,463,725 |
| Cash donations | 8,668,759 | 8,155,483 | 7,463,725 |
| Staples Foundation for Learning | | | |
| Total funding (in USD) | 3,200,000 | 3,152,000 | 3,200,000 |
| # of organizations supported* | 152 | 184 | 199 |

*The number of organizations receiving Staples Foundation for Learning grants has decreased over the past two years as the Foundation has moved from an open application to an invitation-only grant process.

Our commitment begins with doing business in a community, which, in turn, helps the local economy. We make available, at a good value, thousands of products and services that community educators, students, business owners and others use to thrive and succeed. We also employ local workers in good, dependable jobs, doing meaningful work.

Staples' community activities go beyond doing "business as usual." At the local, regional, national and international levels, we support educational, youth-focused programs and organizations through in-kind and cash donations, as well as through the work of Staples Foundation for Learning. We also encourage our associates

and customers to support nonprofit organizations through contributions of their resources, time and talents.



Staples Foundation for Learning

Providing hope. Inspiring growth.

Staples Foundation for Learning

Staples Foundation for Learning was established in 2002 through corporate funds. Its mission is to support nonprofit organizations that provide educational and job skills programs for all people, with a special emphasis on disadvantaged youth. The Foundation's board of directors meets three times a year to evaluate each of the Foundation's nonprofit partners and analyze the use of grant funds awarded, the impact of programs supported and the accomplishments of each partnership.



The Foundation provides substantial assistance to five partnership organizations —[Boys & Girls Clubs of America](#), [Ashoka](#), [Earth Force](#), [Initiative for a Competitive Inner City \(ICIC\)](#), and [Taking IT Global](#) — and smaller grants to hundreds of organizations. Originally, the Foundation supported only U.S.-based groups. But just as Staples has evolved into a global corporation, the Foundation has also expanded its scope to include international efforts such as Ashoka's [Youth Venture](#) program, TakingITGlobal's [Tread Lightly](#) curriculum, and the [Global Campaign for Education's](#) 1GOAL campaign.

Please visit the [Staples Foundation for Learning](#) website to learn more about the Foundation and the initiatives it supports.

Helping at the Global Level

In 2009, Staples Foundation for Learning and its global partner Ashoka hosted the third annual [Staples Youth Social Entrepreneur Competition](#). This competition recognizes young social entrepreneurs around the world for innovation in service to their communities and supports their efforts with cash and product prizes. The 2009 winning team founded Pachamama, a venture that develops and teaches environmentally friendly-agriculture practices to low-income families in Tepeolulco, Mexico. Following the awards ceremony at the Massachusetts Institute of Technology, the finalist teams visited Staples' corporate headquarters and met with executives from various business units to discuss their ventures and gather ideas for enhancing their success.



Extending our partnership with Ashoka, in 2009 we also held the first Ashoka European Youth Venture gathering in the Netherlands, home to Staples' international headquarters. This event brought together 30 remarkable young social entrepreneurs from five European countries who are driving positive change in their communities. The gathering provided an opportunity for youth to meet, share best practices and attend workshops to develop their business skills. Some of the young entrepreneurs who attended the gathering:

David Hill and Veerle Vrindts, founders of Walk the Talk, a climate-awareness organization. Walk the Talk will develop courses for university students to discuss the lifestyle changes they can make to minimize climate change, as well as workshops on advocacy and lobbying.

The founders of Youth 4 All, an organization of young Turkish immigrants seeking to improve the image of Turkish youth in Germany. The group brings together youth, teachers and parents in a positive space for interaction, knowledge sharing and story telling.

Steffi de Jong, founder of APAID (Adapted Physical Activity International Development), an organization devoted to improving the lives of the 650 million people living with physical and intellectual disabilities. APAID aims to introduce adapted physical activity techniques to these individuals while also working with local companies and aid workers to promote the integration of disabled people into society.



Local Presence

Committed to making change.

Whenever we open a new store, Staples becomes an active member of the community in several roles: as an employer (we typically hire 20 full- and part-time associates for each new store), as a consumer of local products and services and as a supporter of and participant in community development efforts.



Before we open a store in a new major market location, we often meet with local neighborhood, nonprofit, business and government leaders — as well as local consumers we hope to attract — to learn more about the community's needs and how we can help. Based on their suggestions, Staples establishes relationships with local nonprofit and charitable organizations. To celebrate our store opening, we make a donation to one of those groups.

In the event, however, that the company must close a store, it communicates the expected close date to local customers and the surrounding community as early as possible.



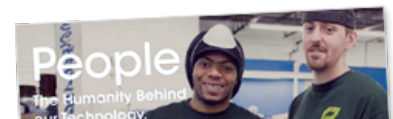
Staples Dream Park Challenge with D-Wade

The Dream Park Challenge was a public education and charity program Staples organized as part of its entry into the Miami and Ft. Lauderdale, Florida, communities in 2008. Staples helped educate customers about the funding challenges local parks must overcome to create and maintain clean, safe and fun environments for children. Customers were then asked to vote for one of 18 neighborhood parks to receive a Staples donation of \$25,000 for improvements. More than 250,000 customers voted, selecting Mitchell/Moore Park of Pompano Beach to receive the improvement award. In addition, Staples donated \$10,000 to Cutler Ridge Park in Cutler Bay, which came in second in the voting, \$5,000 to third place Driftwood Estates Park in Davie, and \$1,000 to each of the other 15 participating parks.

Staples' outreach and support reflects the importance of community relationships to the company. Engagement is a basic part of life at every Staples store; in addition to the ongoing support we provide local organizations, we encourage associates to participate in community service projects, attend community events and interact regularly with business, civic and educational leaders.

Helping local businesses grow

Staples also helps communities grow by awarding contracts to small, women- and minority-owned businesses. A perfect example



is Staples' relationship with Roxbury Technology, a supplier of remanufactured toner. Because of its contract with Staples, this small business located in Boston's inner city grew from 25 to 60 people in 2009. This more-than-doubling of the company's workforce was especially significant at a time when many companies were downsizing.



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Community Engagement

People helping people.

Staples gives to community nonprofit organizations on a continual basis. We focus our philanthropy on educational and youth-oriented projects because they align with both our corporate values and philosophy and our customers' charitable interests.



Giving Back, Close To Home

Because Staples was founded in Brighton, Massachusetts, near Boston, we support local and regional projects on or near our "home turf" as a way of giving back to our original community. These projects include:



[Read Boston's Early Words](#) literacy campaign encourages parents to talk with their very young children to help them develop strong language and communication skills. Talking to children enables them to express themselves, listen, learn, read, and socialize better. As the sole supporter of this program, Staples has been instrumental in all stages of its development and implementation. To increase public awareness of Early Words, in 2009 we produced a Public Service Announcement with Boston Mayor Thomas Menino, conducted a series of workshops to teach low-income parents how to foster communication skills with their children, and distributed information about the impact of the program through local and national media outlets.



[Mass Mentoring Partnership](#) is a statewide umbrella organization of more than 165 mentoring programs across Massachusetts. The organization runs an annual public awareness and mentor recruiting campaign and provides individual programs with training, technical assistance, networking, advocacy, recruitment support, and other resources. To encourage more people to become mentors, in 2009 Staples used mass media, social media, and special events to highlight the positive impact that mentoring relationships have on adults and young people. These efforts resulted in more than 130 new mentors becoming involved—a 45

percent increase over 2008.



[Cradles to Crayons](#) is a Boston-based nonprofit that gives basic items, including school supplies, to poor and homeless families. Staples has made both monetary and product donations to this group for more than three years; in addition, hundreds of Staples associates have volunteered their time with the organization. In 2009, Staples' global Supply Chain team took time out of its annual conference to help Cradles to Crayons fill 20,000 backpacks. Associates from Australia, Europe, South America, and the United States worked in teams to stuff the

backpacks with more than \$220,000 worth of school supplies, including calculators, rulers, and notebooks. Cradles to Crayons will distribute the backpacks to thousands of disadvantaged youth throughout Massachusetts to ensure they return to school prepared to learn and succeed.

Staples Associates Make A Difference

Staples encourages associates to volunteer with nonprofit organizations in their communities and helps connect them with specific groups and opportunities throughout the year. In Europe, Staples has begun organizing an annual Community Day, during which associates participate in a variety of volunteer activities at local organizations. Inaugural events were held in Germany and the Netherlands in September 2009.



We also encourage associates to help us direct giving to charities they personally support. Associates can nominate eligible organizations to receive monetary donations and request in-kind donations from stores on behalf of educational groups. In 2009, Staples and Staples Foundation for Learning donated nearly \$1.5 million to organizations that associates are involved with.

Connecting customers and communities

We know that small actions add up to large cumulative effects. Staples also knows that our customers are generous people who care about their communities. That's why we invite customers to join campaigns where individual contributions add up to make a big difference, one dollar and one box of pencils at a time.



In 2009, for example, we sent an email to more than two million customers asking them to support Staples Foundation for Learning's key nonprofit partners ([Boys & Girls Clubs of America](#), [Ashoka](#), [Earth Force](#), [Initiative for a Competitive Inner City \(ICIC\)](#), and [Hispanic Heritage Foundation](#)). All customers had to do to support a foundation partner was shop at Staples online and choose which group would receive "their" contributions. Staples donated five percent of each customer's order amount to the designated partner, and also gave customers \$20 off a purchase of \$100 or more. This initiative helped raise more than \$140,000 for the organizations.

Supporting disaster relief efforts

In the wake of natural disasters, Staples provides support to worldwide disaster relief organizations.

- In 2008, Staples gave \$190,000 to the International Red Cross to help victims of the China earthquakes, while Staples associates in China provided in-kind support to various local relief organizations assisting victims.
- In response to the Haiti earthquake in January 2010, Staples, Inc. donated \$100,000 to the International Red Cross's Haiti Relief and Development Fund. We also enabled customers to get involved and accepted \$1 donations at all U.S. and Canada stores. In just one month, Staples customers donated \$337,007.70 to the Red Cross to aid victims of the earthquake.



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How We Give

Gift cards, donations and more.

In addition to Staples Foundation for Learning® grants, Staples provides charitable donations to 501(c)3 nonprofit organizations engaged in educational and youth—focused projects and events. If your organization fits within our focus area, please visit your local Staples store and speak with the general manager about how they can support your community organization. All requests are evaluated by your local Staples store and decisions are made at the discretion of store management.

We Care Gift Cards

Staples stores are able to support nonprofit organizations making a positive difference in the local community through We Care gift cards. These gift cards enable nonprofit organizations to obtain supplies from Staples needed to make a community event or program a success. In 2008 and 2009, our U.S. stores donated a total of more than \$730,000 in the form of We Care gift cards to nearly 9,500 nonprofit organizations across the country.



In-Kind Product Donations

Staples stores are able to donate eligible product to help your organization's administrative needs. Your local store manager can answer any questions about product availability and eligibility.



Cause Marketing

Staples supports youth and education programs through a variety of cause marketing programs that enable our customers to show their support and make a difference.



We donate proceeds from sales of the Staples Easy Button™, up to \$1 million each year, to [Boys & Girls Clubs of America](#) in the United States. In Europe, proceeds support [Taking IT Global's Tread Lightly program](#).



In partnership with DoSomething.org, Staples hosts the [Do Something 101](#) school supply drive. This annual campaign invites customers to donate basic school supplies to low-income youth who would otherwise return to school without them. In 2009, Staples' efforts raised more than \$632,000 to help community organizations purchase much-needed school supplies—a 450 percent increase over the first Staples-hosted effort in 2008.

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Performance
Summary

[Learn more](#)



It's easy to
take action.

[Learn more](#)

STAPLES

that was easy.

Ways to Save

Staples® Rewards

Rebate Center

Staples® Credit Center

Policies

Delivery & Returns

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Legal Terms & Conditions

Corporate Information

About Staples

Corporate Responsibility

Investor Information

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| Corporate Customers | Privacy Statement | Media Information |
| Staples® Service Plans | Warranty & Recall Info | Community Relations |
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that was easy.®

Staples Soul Home
How We Operate
Community
Ethics & Governance
Environment
Diversity
Take Action
Performance Summary

Honesty, fairness and integrity.
It's how we do business.



Ethics and Governance

We believe that doing right is just as important as doing well. At Staples, we hold ourselves to the highest standards of honesty, fairness and integrity, and continually implement strategies to ensure ethical conduct — from the boardroom to the supply chain to the store.

Our strong ethical foundation, demonstrated in the daily actions of our associates around the world, builds the value of our brand, strengthens our relationships with our stakeholders, and ensures our continued success.



Ensuring Sound Governance

Many ways to reach out.

We instituted a corporate governance outreach program in 2009 to help us understand and respond to shareholder concerns in a timely fashion. Through this initiative, senior management meets regularly with a variety of shareholders, proxy advisory groups and proxy solicitors to discuss the governance issues that are most important to them. Management then briefs the board of directors and takes action as appropriate. To learn more about these discussions, please visit the [Stakeholder Engagement](#) section of this site.



We also continually monitor our business, our competition, legislative and regulatory changes, and current developments in governance practices at other companies. When changes are in the best interest of Staples and our shareholders, we do not hesitate to update our practices.

For example, in 2009, we made it a policy that shareholders representing 25% of outstanding shares may call a meeting at any time. Amid a generally positive response to the new policy, some shareholders proposed reducing the threshold to 10% of outstanding shares. This change was considered at our annual shareholder's meeting in June 2010 and subsequently rejected, confirming that the majority of our shareholders agree that 25% is the appropriate threshold.

To learn more about our current corporate governance principles and review our Corporate Governance Guidelines, committee charters, Corporate Political Contributions Policy Statement and other significant policies,

please visit Staples' [Corporate Governance](#) Web page.

About Staples board of directors

Composition:

Twelve members, including Chairman and CEO Ronald Sargent; three women (including one added in 2008), two Asian Americans and one African American.

Terms:

Elected annually for a term of office to expire at the next annual shareholders meeting (subject to the election and qualification of their successors).

Committees:

Audit, Nominating and Corporate Governance, Compensation, Finance and Executive.

Independence:

Other than the chairman, all board members are independent, including all members of the Audit, Compensation, Finance, and Nominating and Corporate Governance Committees. The only compensation they receive is for service on the board and its committees; no independent consulting fees or other payments are allowed.

Leadership structure:

Every year, the board evaluates its leadership structure and, based on a recommendation from the Nominating and Corporate Governance Committee, determines whether there should be an independent chairperson of the board or an independent lead director. There is currently a combined CEO-Chairman and an independent lead director. There were no major changes to the board structure in 2008 or 2009.



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A Culture of Integrity

Strong ethics at work.

At Staples, our strength as a company is directly related to our reputation. From the very beginning, our associates have played an important role in creating our strong culture of integrity. And through ongoing commitment and hard work, we are now building a global company that is well-known for delivering outstanding results while operating ethically.

Sustaining our culture requires work and focus. That's why we created the Global Ethics Office in 2004 and continue to invest in resources designed to help us proactively identify and manage our top ethics and compliance risks. We do this because it is the right thing to do, and because it is essential for Staples' continued long-term success.

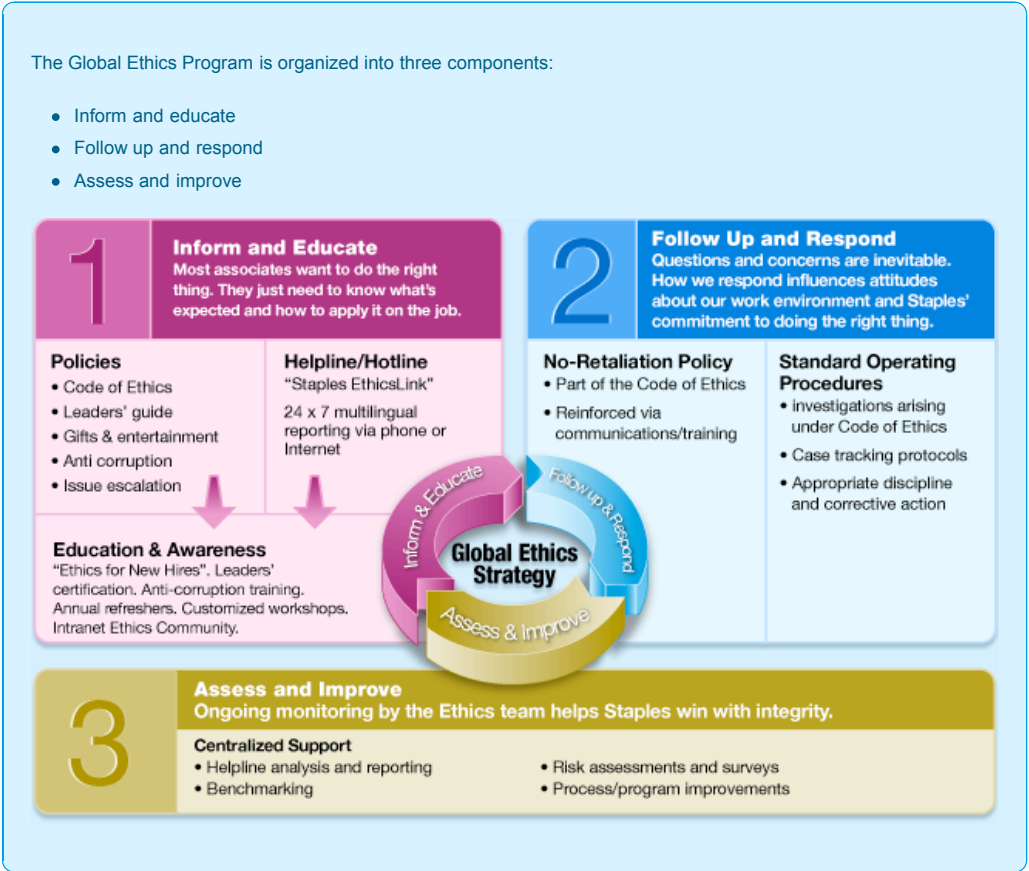
A unified approach to ethics

Promoting a strong culture and minimizing ethics and compliance risks are



top priorities for Staples. Through the Global Ethics Program, we empower and hold accountable every individual in the company by setting clear standards, educating associates about the right way to do business, and making sure that the company responds appropriately when ethical questions or concerns arise.

**common culture
of integrity.**



Everyone working at or for Staples must follow our standards for ethical business conduct—all associates, officers, and directors of Staples and our affiliates worldwide, as well as agents, consultants, joint venture partners and other third-party representatives.

The Staples Code of Ethics

The [Staples Code of Ethics](#) is the foundation of Staples' commitment to ethics and compliance. The Code is available in all the major languages spoken by Staples' associates worldwide and explains core expectations regarding honest, fair, responsible conduct and business practices. It provides guidelines to help associates deal appropriately with a broad range of issues, ranging from insider trading to conflicts of interest to customer privacy. The Code also explains our procedures for asking questions and voicing concerns, including how such reported violations are handled.

The importance of living up to the principles in the Code is continually communicated to associates throughout their employment at Staples. For example, new hires typically receive a copy of the Code of Ethics with their offer letter and shortly after they start, associates take an ethics training course that is customized for different groups across the company based on the unique situations they are most likely to face on the job. In addition to these formal communications and training, we continually reinforce the importance of ethics and compliance through poster campaigns, newsletters, internal Web sites and speeches by our

*third-party representatives
when they are acting on
our behalf.*

CEO and other company leaders.

Unchanged during 2008 and 2009, the Code of Ethics was recently rewritten to make it a more globally relevant day-to-day guide. The updated Code was launched companywide in 2010.

In 2008 and 2009, several additional global ethics policies were developed to supplement the Code, including *the Leader's Guide to Ethics at Staples, Gifts and Entertainment* and *Anti-Corruption*.

Staples EthicsLink

Our ethics helpline, Staples EthicsLink, is available in multiple languages in every Staples location worldwide, online and by telephone. Hosted by a third party but administered by our Global Ethics Office, Staples EthicsLink serves as a 24/7 "ethics resource" for Staples associates. Through the helpline, associates can ask for guidance on ethical and compliance issues and report suspected ethics violations. All such reports are relayed to the Global Ethics Office for follow-up.

Where it is legally permitted, including in the United States, associates can report concerns and contribute to investigations anonymously. Many European Union countries, however, limit both the types of issues that can be reported to Staples EthicsLink and the rights of reporting individuals to remain anonymous.

For more information, please visit [Staples EthicsLink](#) or the Ethics Community on [Staples@work](#).



The Staples Global Anti-Corruption Program

Staples has conducted anti-corruption training in many of its overseas locations since 2006. In 2009, after identifying corruption as a strategic risk to Staples' international growth, we established a more comprehensive Anti-Corruption Program, consisting of an anti-corruption policy, risk-based training requirements, and stronger internal controls. In addition to educating all senior leaders on our anti-corruption policy, we provide online training and/or instructor-led workshop to more junior associates, as needed, depending on their role and geographic location. In general, extra training is provided to those associates who work in or travel to countries deemed by [Transparency International's Corruption Perception Index](#) to have higher levels of corruption. In 2009, Finance Directors worldwide were trained on these new anti-corruption responsibilities, and they will continue to play an important role going forward.

As noted above, we have instituted risk-based, anti-corruption training requirements. In 2008 and 2009, we conducted live anti-corruption training workshops in Argentina, Brazil, China and India.

Expanding our ethics programs

Spurred by the acquisition of Corporate Express in 2008 and the general expansion of Staples into new markets, we have recently undertaken several refinements and expansions to our ethics programs. We now have in place global ethics standards, as well as company-wide training requirements and policies for monitoring potential ethics risks and handling complaints.

In 2009 we launched the Staples EthicsLink helpline in all locations that were formerly part of Corporate Express. To drive awareness, we conducted a Speak Up Campaign that engaged 177 Staples managers and nearly 1,900 associates in 28 states and Canada. The campaign highlighted how Staples EthicsLink works and addressed the importance of speaking up about ethics. At the leadership level, we have developed a new ethics guidebook for managers and other leaders, and in 2009, we delivered live ethics training in China, Canada and Brazil.



Protecting customer information and privacy

Staples is taking action to protect our customers' personal information, such as credit card numbers and contact information. We understand, that much of the information we store is sensitive and could harm our customers, shareholders and associates if it were to fall into the wrong hands. A key part of our protection and privacy program is to educate and train associates to take the right steps to protect this information.

We recognize, however, that despite our best efforts, no system is 100% secure. As such, we have developed a comprehensive crisis response plan to respond quickly and responsibly in the event that there is a breach.



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Ethical Sourcing

Staples supplier code of conduct

Staples is committed to providing customers reasonably priced Staples® brand products that not only meet or exceed performance expectations, but are also manufactured responsibly.

To produce Staples® brand products, we only partner with factories that meet Staples' standards for cost and quality on the one hand, and labor rights, safety and environmental standards on the other. Requirements for responsible operation are outlined in the [Staples Supplier Code of Conduct](#) and serve as the basis for the social accountability audits we undertake at supplier sites. If a current or potential partner consistently fails to meet either Staples' quality or ethical requirements, Staples discontinues the relationship.



The processes Staples uses for ensuring compliance with the Supplier Code of Conduct continuously evolve as the company gains a greater understanding of what risks it faces, how to best minimize those risks, and what corrective actions are most effective. As a result, the scope of suppliers being audited annually has recently narrowed in some respects while expanding in others. Staples no longer audits every factory that supplies products for the United States, Canada and Europe, but it does audit suppliers providing products for new markets. We plan to continue expanding the audit program as we grow our international presence.

Please see the tables below for more information.

Overview of audits conducted

| Staples operations | Products | Audits conducted |
|-----------------------------------|--|---|
| United States Canada Europe | Staples® brand products, other control brands, and non branded products manufactured at Staples' request | Most factories located in countries identified as "at risk" (Asia, Africa and some countries in Eastern Europe and Latin America), as well as select facilities in North America, Mexico, Brazil, Argentina and the European Union when a quality inspection or other report indicates problems may exist at a particular location. Certain factories in "at-risk" countries are currently exempt from further audits because they have well-enforced occupational safety programs and have passed multiple audits. |

| | | |
|--|--|---|
| Certain business units in markets Staples has recently entered, including Staples Commerce and Trade in China, Staples Future in India, and OfficeNet in Argentina | Staples® brand products | Suppliers in “at-risk” locations |
| Staples Promotional Products® (SPP) | Products bearing the customer’s name and logo (e.g., hats, T-shirts) | Factories are reviewed on a “risk management basis.” Audits are completed on large suppliers that have long-term relationships with SPP and when reviews are requested by the customer. |

Factory certification audit & corrective action progress



*Follow-up audits: These are half-day audits focusing on specific violations areas, typically conducted at 30 – 60 day intervals when a factory has conditionally passed or is on probation, to determine progress against required corrective action.

**Post-probation audits: Comprehensive-audits of the factory occuring within six months of the initial violation.

Note: If a factory either refuses to participate or fails to demonstrate progress on implementing corrective action, we will end our relationship with the factory.

Results of 2009 inspections

| | | |
|--|------------------|---------------------|
| 281 supplier sites were audited in 2009 (349 factory certification audits — initial, recertification and post-probation — were conducted in total) | | |
| | Certified | On probation |
| 220 active suppliers (Staples is currently ordering from them) | 170 | 50 |
| 61 inactive suppliers | 17 | 44 |

(NO Staples products are currently being produced there)

(39 as of close of 2009)*

*Five supplier relationships were ended because of repeated violations of the Staples Supplier Code of Conduct, as discovered during audits conducted in 2009. The remaining 89 suppliers must complete corrective action to continue working with Staples. In addition to scheduled factory inspections, Staples conducts short-notice and unannounced audits.

100% satisfaction guarantee

In addition to our systems for checking that Staples® brand products are manufactured responsibly, independent third-party laboratories test Staples brand products for sale in North America to ensure they are safe and will meet our customers' quality expectations.

Our testing protocols measure the leading national brand's performance across a variety of indicators and establish this performance level as the standard that Staples® brand products must meet or exceed. The testing process includes preproduction inspections to review product specifications, raw materials, work instructions and packaging; in-process inspections during initial production runs; and periodic random final inspections. Finally, we have an independent lab retest Staples® brand products once or more annually to determine whether the products continue to meet desired performance levels.

As no system is perfect, we have an established product recall process for Staples® brand products and direct import products. We can quickly recall any products that pose a health or safety concern and also remove them from our sales channels.



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STAPLES

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Ways to Save

Staples® Rewards
Rebate Center
Staples® Credit Center
Corporate Customers
Staples® Service Plans
Email SignUp

Policies

Delivery & Returns
F.A.Q.'s
Legal Terms & Conditions
Privacy Statement
Warranty & Recall Info
Price Match Guarantee

Corporate Information

About Staples
Corporate Responsibility
Investor Information
Media Information
Community Relations
International Sites
STAPLES Center
Affiliate Program
Jobs

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that was easy.®

[Staples Soul Home](#)[How We Operate](#)[Community](#)[Ethics & Governance](#)[Environment](#)[Diversity](#)[Take Action](#)[Performance Summary](#)

Making more sustainable choices

Environment

Staples strives to make it easy for our customers, associates and the communities we serve to join us in protecting the environment. We call this environmental commitment, Staples® EcoEasySM.

We focus our efforts on areas where we can have the greatest positive impact:

- Sustainable products
- Recycling and other environmental services
- Sustainable operations, with a focus on energy efficiency, renewable energy and waste reduction



The Vice President of Environmental Affairs manages and oversees all environmental issues and reports to Staples' General Counsel, who reports to Staples' CEO. The Vice President of Environmental Affairs also provides periodic updates on environmental performance to the Board of Directors.

Sustainable Products

Growing Our Portfolio

Over the past few years, we have deepened our commitment to finding, sourcing and selling products that are easier on the environment. We now offer our customers several thousand products with environmental attributes in our stores and online and, in 2009, we sold more than \$2 billion worth of such products in the U.S. These include recycled products, paper products from certified responsibly managed forests, recycled and refillable writing instruments, ENERGY STAR® qualified office technology products, and cleaning products certified to be made using safer and greener chemistry, among others. Visit the [Staples EcoEasy Web site](#) to learn more about our eco-conscious product offerings.

In 2008 and 2009 in the United States and in 2009 and 2010 in Europe, we rolled out a new system to help customers more easily identify products meeting certain environmental criteria in our catalogs and Web sites. Products marked with the Staples EcoEasy icon meet Staples-specific criteria for recycled content, earn credible third-party certifications, and/or integrate other environmental characteristics into their design. We also have used the EarthSaver designation in Australia to identify products meeting specific environmental criteria. Both EcoEasy and EarthSaver are Staples designations based on underlying product attributes.





EarthSaver Products on the Rise in Australia

The number of products in our EarthSaver category in Australia has grown from 600 at the end of 2008 to more than 2,500 products as of January 31, 2010. For a product to be classified as EarthSaver, the supplier must sign our Ethical Sourcing Policy and the product must meet one or more criteria related to recycled content, end-of-life management, low ecological footprint, sustainable sourcing or energy conservation.



We're always looking for ways to make our products even better for the environment. For example, the Staples® Brands Group offers an assortment of [Sustainable Earth by Staples™](#) products designed to integrate leading environmental features, like cleaning products certified to reduce the use of harsh chemicals and paper made from sugarcane waste. And in early 2010, we launched our first Staples® Global EcoEasySM Challenge in conjunction with the Rochester Institute of Technology's Golisano Institute for Sustainability. The competition tasked the world's leading engineering students with developing concepts for an environmentally conscious business or home-office product. Read about the results and join the next round at [EcoEasy Challenge](#).



Meeting Government Procurement Targets in The Netherlands

In 2008, the Dutch government set new sustainable procurement goals for office supplies and equipment: 100% of products for national government agencies and 75% of products for regional and local governments would have to meet environmental and social sustainability criteria, beginning on January 1, 2010.

To help meet these goals, Staples worked with its suppliers throughout 2009 to identify more than 4,000 sustainable products in the company's then-existing offerings. We will list most of these approved products in the new 2010/2011 CSR catalog, so that more customers can easily switch to a sustainable core list of products.



Sustainable Paper-Based Products

We source and sell millions of tons of paper products each year. It is important to us and to our customers that these products not only perform well, but are also sourced and manufactured in a sustainable manner.



Our [Sustainable Paper Procurement Policy](#) is the foundation of our commitment to increasing the sustainability of our paper products and helps define the expectations that we have for suppliers of paper-based products. We updated this policy in January 2010 to reflect our commitments to increase the percentage of paper products we offer that are certified to the Forest Stewardship Council (FSC) standard and to source paper products that minimize environmental and social impacts throughout their life cycle. We will continue to work closely with our suppliers to ensure that they are taking action to improve their forest management practices, protect endangered and high conservation value forests, and develop more sustainable products.

In instances where a supplier consistently performs below our expectations, we may choose to end the relationship. For example, in 2008, we disengaged with Singapore-based Asia Pulp & Paper, one of the world's largest paper companies, because of the supplier's poor environmental record and continued failure to live up to the commitments it had made to protect natural forest lands in Indonesia.



One of the challenges of moving most of our paper to FSC certified stock is the difficulty in finding enough certified fiber from the areas where we source paper, particularly in the Southeastern United States. In

"Staples' commitment to sustainability goes largely unspoken. Through their powerful market influence, however, they have been able to help change the

response to this challenge, Staples and the Dogwood Alliance announced a new program called the [Carbon Canopy](#) in October 2009. This multi-stakeholder effort will engage other conservation groups, wood products companies and landowners to protect forests, combat climate change, and help develop sources of FSC certified paper and wood products. The goal is to create financial incentives for private landowners to increase forest conservation and restoration efforts and work towards certifying forest management practices to the FSC standard.

market and spur companies and forest managers to practice responsible forest management. Their continued efforts will help to conserve biodiversity and provide sustainable livelihoods for forest workers and communities."

— Mark Comolli
Director of Markets, Forestry Division
Rainforest Alliance



What is FSC Certification?

The [Forest Stewardship Council \(FSC\)](#) is a global standard-setting and certification non-profit organization whose mission is to promote environmentally appropriate, socially beneficial and economically viable management of the world's forests. Its chain-of-custody processes track certified material throughout the production process, from the certified, responsibly managed forest or recycling location to the consumer, including all successive stages of processing, transformation, manufacturing and distribution.

FSC certified products are recognized globally as meeting the most stringent requirements for promoting the responsible management of the world's forests.



Packaging

We have recently stepped up our efforts to eliminate unnecessary packaging throughout our supply chain by working more closely with suppliers and pursuing additional opportunities to optimize the packaging used for outbound delivery operations. Excess packaging — whether for individual products or in our shipments to customers — wastes resources, impacts our business costs, and burdens our customers with packaging waste that they then have to dispose of or recycle. We recognize that less sustainable materials also have adverse environmental impacts and cannot be recycled by customers. By minimizing the packaging used for products and shipments and making packaging materials more sustainable, we're reducing environmental impacts and saving money on materials and distribution costs.



Some of the initiatives we have completed in this area include:

| | | |
|--|---|---|
| <p>NO PVC</p> <p>We eliminated PVC plastic from all Staples® brand products packaging in North America at the end of 2009.</p> | <p>Minimized Product Packaging</p> <p>We are realizing several hundred thousand dollars in savings simply by minimizing packaging in one product line. With one supplier, we reduced material use by more than 60% over the previous packaging, and reducing the shipping volume by more than 15%.</p> | <p>Better Outbound Packaging</p> <p>We installed automated box scoring and sizing technology in some European locations, helping to minimize packaging material use, improving the way boxes are packed into shipping containers or delivery trucks, and reducing or eliminating the need for material to fill empty air space in the package, all while still protecting the product.</p> |
| <p>Reduced Cardboard</p> <p>In cooperation with our suppliers, we reduced the basis weight for our Staples® brand case paper packaging, saving more than \$8 million and reducing cardboard use by 880,000 pounds without impacting product damage rates.</p> | | <p>Reusable Items</p> <p>We are piloting reusable tote programs for our Staples Advantage® delivery customers, as</p> |

well as reusable shipping sleeves to replace shrink wrap.

Shipping less air by shrinking boxes

In order to minimize the empty space in boxes sent from our Dutch warehouses to customers, we invested in a Jivaro boxing system in 2007. This system changes the height of the box to match the contents inside before sealing it. The 2008 results exceeded our expectations; we reduced unused space in boxes by 20%, avoided using 5,000 kg of packaging plastic, and saved €15,000 in costs.



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Recycling & Environmental Services

Helping Customers Make Greener Choices

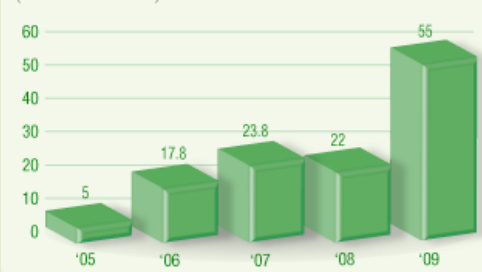
Staples offers a variety of recycling solutions for our customers, including ink and toner, electronics, mobile devices and rechargeable batteries. We are also making it easy for customers to make greener copies; FSC certified paper with 50% post-consumer recycled content is the standard offering for full-service black & white copies at all Staples® Copy & Print Shops in the United States.



Ink & Toner Cartridge Recycling

Staples encourages our customers to take advantage of our [ink and toner recycling services](#) and help protect the environment. In addition to reducing waste going to landfills and saving resources, our retail customers in the United States receive \$2 in Staples Rewards® for any brand of ink or toner cartridge they return to our stores, up to 10 cartridges each month. We also launched an ink and toner recycling program for our Staples Advantage® customers in 2009. Our drivers pick up ink and toner cartridges for recycling directly from our customers, while delivering them their office supplies.

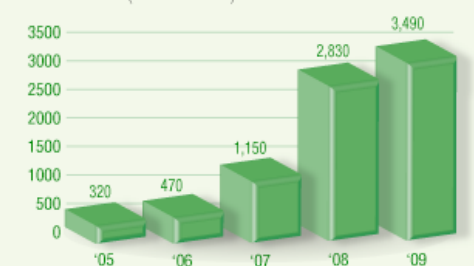
Ink and Toner Cartridges Recycled in the U.S.
(Millions of Units)



Electronic Waste Recycling

Recycling electronic waste (e-waste) in a responsible manner helps recover metals, plastics and other recoverable materials, while ensuring that hazardous components like lead and mercury are properly managed. Staples works with recycling vendors that are pursuing or have earned certification to either the [EPA Responsible Recycling](#) standard or the [E-Stewards Recyclers Program](#) standard. Both of these standards seek to ensure that facilities responsibly

Total Electronics Waste Recycled in the U.S. for Customers (Metric Tons)



handle and recycle e-waste. Vendors working with Staples have also certified their facilities to the ISO 14001 environmental management standard. Get more details on Staples electronics recycling program [here](#).

Copy & Print Services

Since March 2008, Staples® Copy & Print Centers have used 50% post-consumer recycled FSC certified paper as the standard offering for high speed black & white copying. In fact, 49% of all copies in the United States in 2009 were made on FSC certified paper and 39% of copies were made on paper containing post-consumer recycled fibers.



Raising Awareness Through Environmental Education

Staples® EcoEasySM commitment and environmental education activities highlight the simple steps everyone can take every day to reduce waste, conserve energy and make greener choices overall.

As part of our efforts to raise environmental awareness, the [Staples Foundation for Learning](#)® provides ongoing support to [Earth Force](#). This organization helps kids discover and implement lasting solutions to environmental issues in their communities.

In 2009, we also established a relationship with Canada-based [TakingITGlobal](#) and its Tread Lightly program, Staples and Students Together for a Smaller Footprint. This program engages secondary school students and teachers, along with Staples associates, in understanding and minimizing their ecological footprints.

In the first six months of the program:

- The teacher toolkit was downloaded more than 5,000 times
- The lesson plans were downloaded more than 2,600 times
- More than 2,000 students pledged online to reduce their environmental footprint



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Sustainable Operations

Reducing Operational Impacts

Climate change is a priority concern for many of our stakeholders, as well as for our company.

Looking to the future, we know there will be impacts on our business related to the evolving regulation of greenhouse gases (GHGs). Our stores and facilities could also be affected by more severe weather and our suppliers' operations could be disrupted if, for example, there are changes to the productivity of forests and plantations.

To minimize the GHG emissions and overall environmental footprint of our day-to-day operations, we continue to maximize energy efficiency and

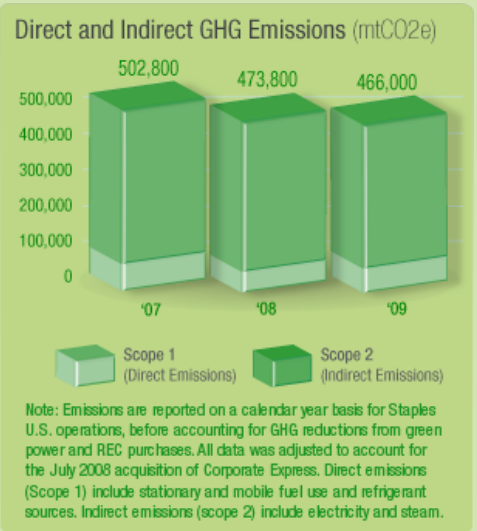
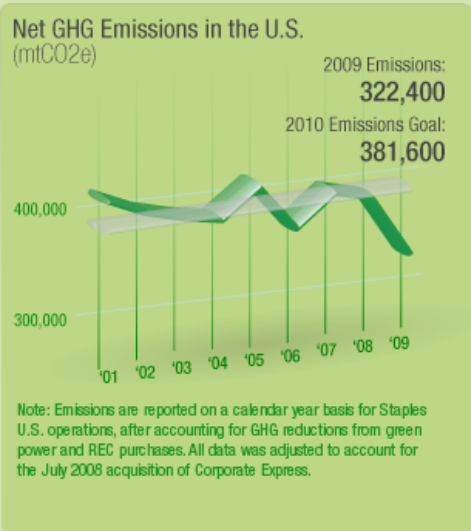
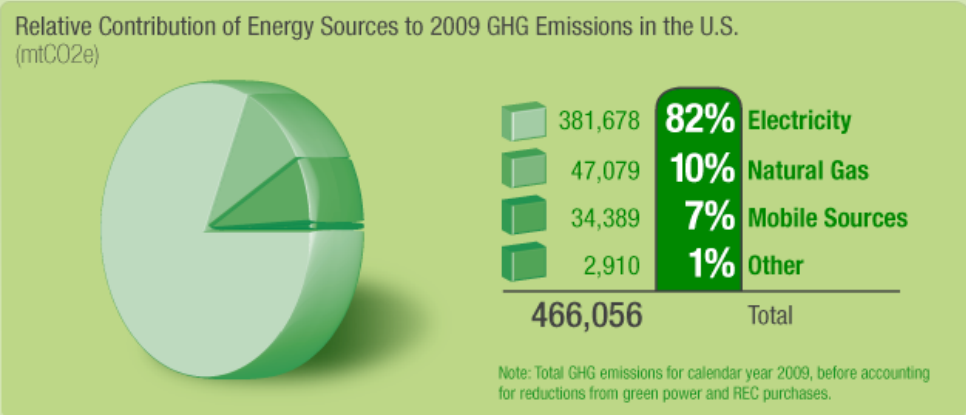


conservation in our stores, distribution centers, offices, and fleet; purchase renewable energy; and seek to green the products we purchase to help reduce emissions in our supply chain.

We believe that through these steps, we can do our part to protect the environment and our business from climate risk — and save money at the same time.

Greenhouse Gas (GHG) Emissions Reduction

Our EPA Climate Vendors goal is to reduce absolute GHG emissions by 7% in the United States by the end of 2010, with 2001 as a baseline. To date, our energy conservation and green power investments have reduced GHG emissions by 21% since 2001. We plan to establish a new GHG reduction goal at the beginning of 2011.



Staples has been a member of the United States Environmental Protection Agency's (U.S. EPA) Climate Leaders program since 2004. As part of the program, we receive technical assistance in determining the appropriate boundaries and emissions factors for calculating our total GHG emissions, according to methodologies specified in the Climate Leaders GHG Inventory Guidance. The Climate Leaders program reviews our emissions inventory data, Inventory Management Plan (IMP), and progress in reaching our GHG reduction goal. For more information about our GHG emissions, please read [Staples' 2010 response to the Climate Disclosure Project](#).



Green IT Initiatives in Australia and New Zealand

We have been implementing green IT solutions and innovations for the past five years in Australia and New Zealand. We formalized this activity through the development of a Green IT Strategy in 2009. Our Green IT

initiatives included:

- Removing 38 servers from regional sites in Australia and New Zealand and consolidating server services to a central data center, reducing CO2 emissions by approximately 47.7 tons annually.
- Raising our data center temperature by two degrees, reducing power consumption.
- Partnering with WorkVentures, a not-for-profit organization, to reduce our e-waste. Approximately 50 workstations, 25 servers and other communications equipment were processed through WorkVentures in 2009.

In 2010, we will further consolidate servers where possible, reuse and recycle computing assets, and continue to look at ways to reduce power consumption across our IT infrastructure.

"Our green IT strategy has enabled us to implement innovative ways of increasing energy efficiency and reducing energy consumption and waste."

— Andrew Grech, Staples Infrastructure and Operations Manager



Facility Energy Conservation

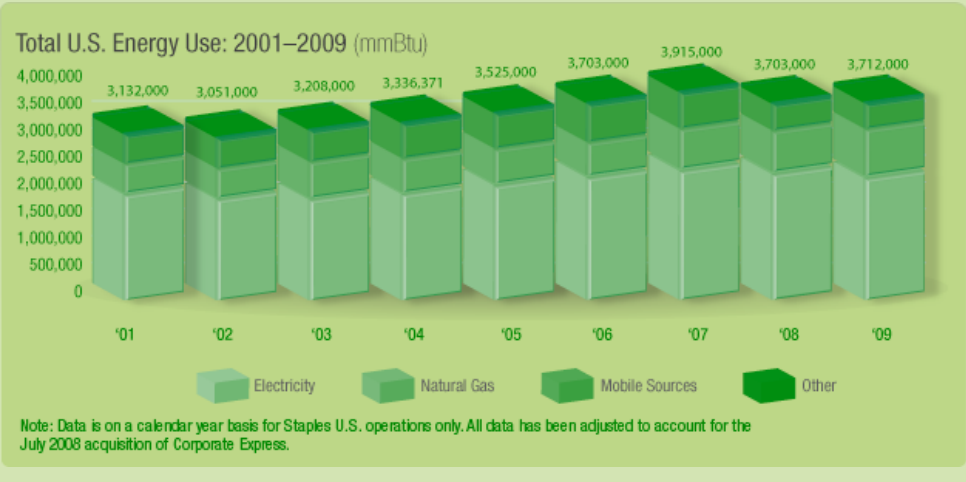
From 2001 to 2009, Staples added nearly 500 stores to our portfolio in the U.S. and increased our total square footage of facility space by more than 65%. We more than doubled the size of our delivery fleet and our sales. As a result, our total energy use increased. However, conservation helped to mitigate the amount of those increases and our use per ft² decreased significantly.



Our LEED Gold-certified store in Roslindale, MA, uses 35% less energy than the average Staples® store.

Reducing Energy Intensity

At the end of 2007, we set a goal of reducing the energy intensity (in kWh per ft²) of our U.S. retail stores by 10% by the end of 2009. We exceeded our goal, reducing energy intensity by more than 12% by the end of 2009.



Since 2001, our overall electricity intensity across facilities decreased by approximately 30% as a result of our conservation efforts. For example, in 2008 and 2009, we retrofitted lighting in 675 U.S. stores, improved our energy controls, upgraded equipment in our distribution facilities, and implemented several other retail and non retail energy conservation projects, resulting in a savings of more than 55,000 MWh annually. We also achieved the U.S. Green Building Council's Leadership in Energy and Environmental Design (LEED) Gold certification at two distribution and sales facilities and two retail stores in the United States.

Logistics Optimization

We captured another opportunity to save money and energy by making improvements to our logistics operations. Through better planning, we reduced truck miles traveled between warehouses and stores in the United States by 3 million miles in 2009. This accomplishment resulted in more than \$12 million in savings and significantly reduced fuel use and associated carbon dioxide (CO₂) and other emissions.



Fleet Efficiency

We also electronically limited the top speed of our delivery fleet trucks to 60 miles per hour and implemented idle management technologies to shut off engines after three minutes of idle time. These initiatives have improved fleet fuel economy by more than 20% since 2007. The payoff? We're saving nearly 1 million gallons of diesel fuel and an estimated \$3 million annually in the United States. And we're looking to continue our leadership in innovation down the road. After testing an all-electric battery powered truck, we ordered 40 trucks for delivery in the fourth quarter of 2010. Twenty of the trucks will be used in Ohio and 20 will be used in California. We also tested a prototype of a hybrid diesel-electric component in two delivery trucks. When this technology is available in actual production models, we will consider purchasing it for potential wider-scale deployment in our fleet of delivery vehicles.



Staples Sweden Consolidates Warehouses, Reduces Impacts

In 2009, Staples Sweden Advantage consolidated the Borås warehouse into existing warehouses in Växjö. This effort resulted in greater efficiency in the delivery process and an overall positive environmental impact, including:

- Total electricity use decreased from 660,534 kWh in 2008 to 507,352 kWh in 2009
- Surplus furniture and other equipment from the Borås warehouse was donated to charities, local schools and sports clubs.

Renewable Energy

We continue to invest in renewable energy, both by purchasing "green power" in the form of renewable energy certificates (RECs) and by hosting rooftop and ground-mounted solar installations that provide clean energy for our facilities.

- Staples bought 144 million kWh of green power in the form of RECs



in 2009, equivalent to 20% of Staples' total national electricity use. This purchase helped offset more than 143,000 metric tons of CO².

- More than 30 Staples sites in the United States host rooftop or ground-mounted solar installations. The solar hosting program is made possible through power purchase agreements (PPA) between SunEdison and Staples. Through the PPAs, SunEdison finances, installs, owns, operates and maintains the solar power systems deployed at Staples facilities with no upfront costs to Staples. In return, Staples purchases the energy produced (and thereby, reduces its grid demand) — typically at or below retail rates — for 20 years.
- Staples facilities hosted systems that generated an estimated 4.9 million kWh of solar energy in 2009 in the United States alone.

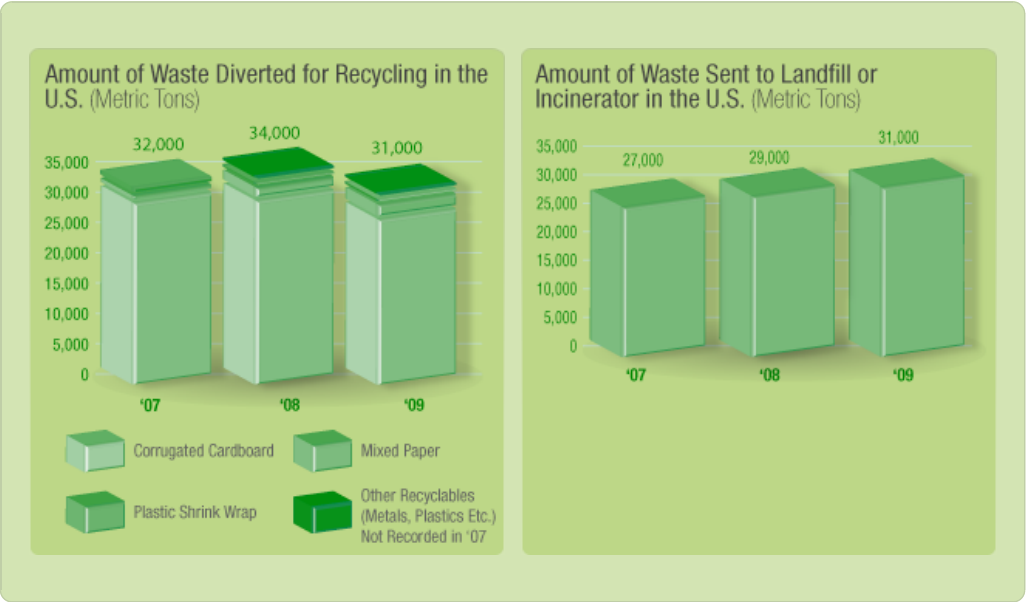
Staples is one of the largest corporate purchasers of green power in the country according to the U.S. EPA's [Green Power Partnership program](#).

Waste Reduction and Internal Recycling

Just as we encourage customers to use eco-conscious products and recycle old equipment, we look to reduce, reuse and recycle in our stores and across our operations. We have specific procedures in place for our facilities that require associates to recycle cardboard, mixed paper and other items. These efforts benefit our bottom line as well as the environment: savings from avoided disposal costs, plus revenue from recycling in the United States totaled more than \$9 million in 2009. Our waste generation is slightly increasing due to our growth, but we recognize that there are many more opportunities to eliminate waste across all of our operations.



To help understand waste generation and reduce it, we kicked off a Lean Six Sigma blackbelt project in 2009 to evaluate all sources of waste at retail stores in the United States. The project has a goal of saving 7% in waste disposal costs compared to the 2009 baseline.



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Unique perspectives build a stronger brand.

Diversity

At Staples, we believe that diversity is one of our strongest assets. With operations in more than 27 countries, our brand continues to be shaped by the unique backgrounds, perspectives and experiences of our associates and customers around the world. And we are proud to become more diverse every year.



Diversity: A Business Imperative

Staples Diversity Statement

We've built a great company by embracing the differences of our associates, customers and the communities we serve. And our commitment to diversity will grow even stronger as we build the Staples of the future.

Our goal is to reflect the faces of our customers in every market where Staples has a presence. Only then will we achieve our vision of being the world's best office products company.

Ron Sargent
Chairman & CEO
June 22, 2010

Diversity is good for business. By fostering an inclusive environment — one that welcomes a wide variety of people, thought and experience — we enhance our success and drive shareholder value. Our goal is to reflect the diversity of our customers through our own associates, as well as the hundreds of suppliers and other businesses we work with every day. We consequently strive to enhance and leverage our workforce diversity and promote diversity among our suppliers.

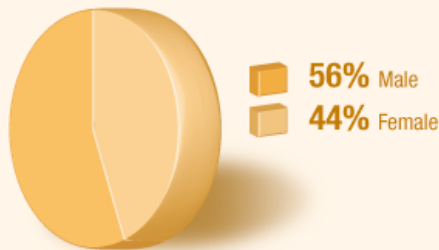
2009 Diversity Snapshot

Developing and maintaining a diverse workforce remains a priority at Staples. In addition to our six regional diversity task forces and their programs, we have an internal diversity council that helps guide our global diversity strategy. A snapshot of our U.S.-based workforce in 2009 highlights the results of these efforts:

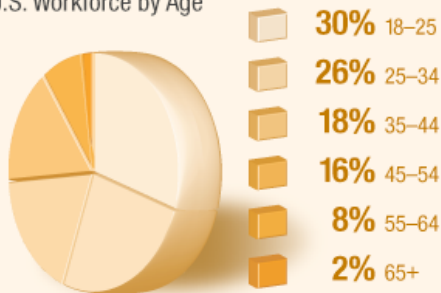
- About 43% of Staples' 2009 hires were female and 34% were minorities.
- Approximately 42% of the individuals promoted were female and about 24% were minorities. As women make up about 44% of the Staples workforce, their promotion rate is in proportion to their representation in the workforce. But as minorities represent 32% of the workforce, we know we need to address a "promotion gap" among our minority associates.



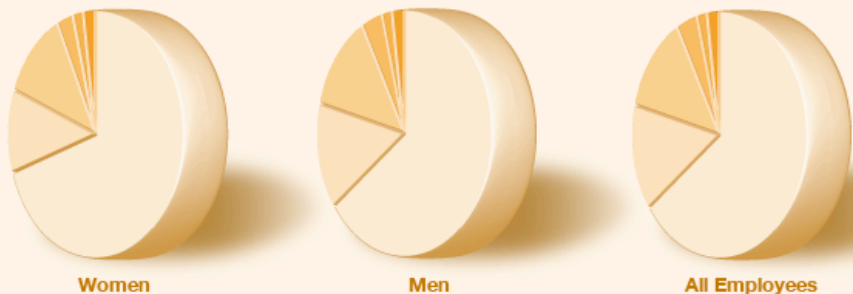
U.S. Workforce by Gender



U.S. Workforce by Age



U.S. Workforce by Ethnicity and Gender



| Ethnicity | Women | Men | Percent of All Employees |
|----------------------|-------|-------|--------------------------|
| White (non-Hispanic) | 69.5% | 67.3% | 68.3% |
| Black | 13.2% | 14.2% | 13.8% |
| Latino | 13.6% | 13.8% | 13.7% |
| Asian | 3.0% | 3.8% | 3.5% |
| Other | 0.4% | 0.5% | 0.5% |
| Native American | 0.4% | 0.4% | 0.4% |

Staples U.S. Management by Race and Gender









Women



Men



All Employees

| Ethnicity | Women | Men | Percent of All Managers |
|--|--------------|--------------|-------------------------|
|  White (non-Hispanic) | 81.6% | 78.5% | 79.7% |
|  Black | 7.7% | 8.0% | 7.7% |
|  Latino | 6.5% | 8.3% | 7.6% |
|  Asian | 3.5% | 4.7% | 4.3% |
|  Other | 0.4% | 0.3% | 0.3% |
|  Native American | 0.3% | 0.3% | 0.3% |

Diversity training and awareness raising: developing a global perspective

All our training programs reinforce our commitment to inclusiveness. Diversity and inclusion messages are woven into the New Hire Orientation required of all new associates, and Staples Learningxchange programs include training to help prepare Staples managers and senior leadership to manage in diverse workplaces.

In 2009, Staples conducted two additional diversity programs to spread successful practices and ideas throughout the company. Global Human Resources leaders shared diversity-related best practices at a summit conducted at global headquarters in Framingham, Mass. Headquarters also hosted the third International Management Trainee Program (IMTP), bringing associates from around the world to Massachusetts for 12 weeks of intensive training and an energetic exchange of best practices and innovations. Altogether, we have now completed nine IMTP sessions for more than 50 participants from seven countries. We're now planning more diversity trainings for roll out in 2010 and beyond to further highlight the importance of diversity at Staples.



Developing an Indigenous Support Program in Australia

We develop plans to address local diversity challenges as we enter new markets. In Australia, this includes creating opportunities for Aboriginal and Torres Strait Islander people. With the assistance of the NGO Reconciliation Australia, in 2009 we developed a Reconciliation Action Plan (RAP) to help address the social and economic disadvantage they face.

Our RAP, which was launched in 2010, includes commitments to:



- Increase our employees' understanding of indigenous communities and their relationship to land, their history and their culture
- Seek out more opportunities to include indigenous candidates in our recruitment process and indigenous-owned businesses in our procurement process. We are already a founding member of the [Australian Indigenous Minority Supplier Council](#) and the Council's Business Opportunity Fair Steering Committee.

Diversity Alliances

Staples supports or is a member of various diversity-focused professional organizations.

For example, Staples has been a member of the [MetroWest Alliance for Workforce Diversity \(MAWD\)](#) for the past five years, with two Staples associates currently serving on the organization's board of directors. MAWD's mission is to be a resource to organizations committed to strengthening their diversity practice. It provides resources to facilitate the sharing of best practices, mentoring and coaching by fellow professionals; increase the hiring and retention of diverse candidates; and support the assimilation of diverse employees and their families into the community. Staples has hosted MAWD meetings to showcase diversity awareness, training and community involvement and has supported its diversity job fairs and other related events.

Staples also partners with [Bottom Line](#), a Boston Massachusetts-based organization that helps disadvantaged youth get into and graduate from college. A member of Staples' recruiting team has served on the Advisory Board for Bottom Line's Worcester, Massachusetts office, and Staples sponsored or participated in various events, including career fairs, mock interviews and "Get In, Graduate, and Go Far" receptions. We have also established a process through which Bottom Line students are considered for employment in our stores.

Diversity partners:

- InRoads
- Bottom Line
- Association of Latino Professionals in Finance and Accounting (ALPFA)
- National Gay & Lesbian Chamber of Commerce (NGLCC)
- The National Black MBA Association
- National Society of Hispanic MBAs (NSHMBA)
- National Association of Black Accountants (NABA)
- National Minority Supplier Development Council (NMSDC)
- Minority Corporate Counsel Association (MCCA)
- Small Business Administration (SBA)
- U.S. Business Leadership Network (USBLN)
- Women's Business Enterprise National Council (WBENC)

Diversity-oriented philanthropy:

Much of Staples and Staples Foundation for Learning's philanthropic budget is dedicated to disadvantaged youth, regardless of ethnicity. Within that focus, we have a special emphasis on diverse populations. These non-profit organizations include:

- Center for Women and Enterprise
- Initiative for a Competitive Inner City (U.S.A.)
- Hispanic Heritage Foundation (U.S.A.)
- InnerCity Entrepreneurs (Boston, MA, U.S.A.)
- Partners for Youth with Disabilities (Cambridge, MA, U.S.A.)



Supplier Diversity

Staples Supplier Diversity Program

Staples Corporate Supplier Diversity Program's mission is to promote and include Historically Underutilized Businesses (HUBs) in all levels of our supply chain. Supplier diversity strategies are designed to strengthen diverse suppliers within our communities, create job opportunities, and acknowledge the vision of HUBs nationwide. Our Corporate Diversity program is more than an initiative — it's part of our culture.



"Staples Soul reflects our commitment to corporate and social responsibility. It's an approach to business that recognizes the connection between our success and our desire to make a positive impact on our associates, communities and the planet. Developing a thriving supplier diversity program is consistent with our Staples Soul values and will continue to be part of our business strategy for years to come."

— Ron Sargent, Chairman and CEO

Staples Supplier Diversity Results

Staples Supplier Diversity initiatives have facilitated the year-over-year growth of independent HUBs:

- Increased Diversity One sales by 35%
- Improved Diversity One sales margins by 6.7%
- Resulted in an average increase of reported Diversity Suppliers sales by 1.7%

Other program developments include:

- Diversity Products Solutions® by Staples®. This is Staples' own-brand line of products manufactured by diverse suppliers. Products such as remanufactured ink and toner, copy paper, legal pads and other office products, offer our customers a unique opportunity to meet their diversity and environmental purchasing goals, while supporting the growth of small, minority- and women-owned businesses.
- The launch of our Supplier Diversity Web site. The Web site includes a supplier registration portal for vendors and suppliers interested in doing business with Staples and additional information on our supplier diversity program.
- Two scholarships granted to CEOs of certified, established, independent minority business enterprises (MBEs) to attend the J. L. Kellogg School of Management Advanced Management Education Program at Northwestern University. Staples recommends high-potential MBEs for participation in the 4-day program.

To learn more, please visit our [Supplier Diversity Web site](#).

"Our Staples relationship allows us to meet the procurement needs of large enterprises, resulting in meaningful, long-term customer partnerships that benefit the community and have dramatically impacted our business — more than doubling our operations in the past seven years."

— Stephen M. Fraga, President of Tejas Office Products, Inc.

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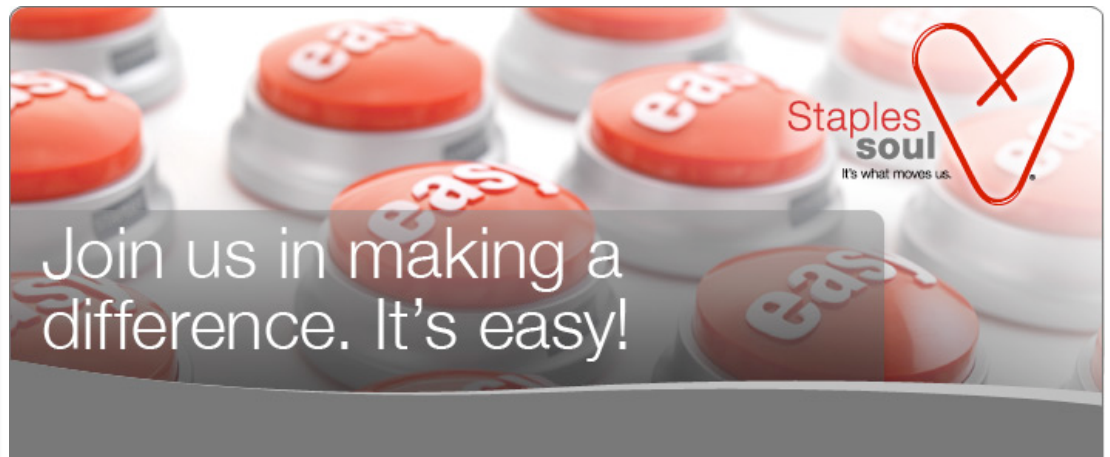
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Take action — and make a difference!

We want to make it easy for you to make a difference for your community and the planet. Check out the links and tips below and take action today!

Tell us what you think

We're proud of all that Staples Soul has accomplished so far, but we know that in some ways, our journey has just started. Let us know what else you think we could do to protect the environment, support our communities and suppliers, and make Staples a great place to work.

[Give feedback now](#)



Go Easy on the Planet

Ways you can make a difference.

Measure your footprint

Want to know how you can help the environment? Figuring out your footprint can be a great place to start. These [calculating tools](#) can show you how even small changes can lead to a more sustainable future.



Recycle what you can't use

There's a better alternative to throwing office equipment in the trash once you can't use it anymore. [Staples makes it easy to recycle](#) old computers and office technology, phones, batteries and ink and toner cartridges, so

that they don't wind up in landfills. [Find out what and where to recycle near you!](#)



Why recycle?

Each year, as more advanced electronics and office technology products become available, they render existing equipment obsolete. Add in broken equipment, and there's a tremendous amount of "e-waste" that needs to be managed with the environment in mind.

By recycling, individuals and businesses can help keep "e-waste" out of landfills, where toxic components can contaminate land and water. Recycling also promotes the beneficial reuse of materials. For example, ink and toner cartridges can be cleaned, refilled and resold, extending their useful life, while aluminum, precious metals and other materials from computer equipment can be reclaimed. The savings are incredible: one metric ton of electronic scrap from personal computers contains more gold than what's recovered from 17 tons of gold ore.

Recycling also creates jobs; one study estimates that for every 10,000 tons of material, reuse creates 296 more jobs than landfilling.

Think green and save some "green"

Everyday decisions around the home or office can mean more eco-smart living and lead to savings, too. Learn more about how [simple steps](#) can add up to big savings.

Help! I don't speak "eco"

With all the environmental terms in use these days, things can get a little confusing! We've defined some of the more common words and phrases you might hear or read. We've also described the environmental icons you might see on products.

[Key terms](#)

[Guide to environmental icons and terminology](#)

Take the Staples® EcoEasysm Challenge

We launched the second annual Staples Global EcoEasy Challenge in the fall of 2010, expanding the program to reach even more universities.

To learn more, visit the [Global EcoEasy Challenge](#) site.



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Get Involved

Get Involved

It feels good to help build a strong, safe, healthy community. That's why Staples encourages customers, associates and friends to reach out to local charitable organizations. No matter what you have to offer, there are so many ways to help.

If you'd like to get involved with one of the non-profit groups Staples and Staples Foundation® for Learning supports, visit the [Do Something](#), [Boys & Girls Clubs of America](#) and [Ashoka Youth Venture](#) web sites.

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Take a look at how we're doing.



Measuring the present. Looking toward the future.

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.



Performance Summary

| Economic — Global | 2009 | 2008 | 2007 |
|---|--------|--------|--------|
| Sales (in billions USD) | 24.28 | 23.08 | 19.37 |
| North American Retail | 9.36 | 9.49 | 10.02 |
| North American Delivery | 9.64 | 8.93 | 6.61 |
| International Operations | 5.27 | 4.66 | 2.74 |
| Gross profit (in billions USD) | 6.47 | 6.25 | 5.55 |
| Net income (in millions USD) | 738.67 | 805.26 | 995.70 |
| Income tax payments (in millions USD) | 236.1 | 470.4 | 479.5 |
| Number of countries in which Staples operates | 26 | 25 | 22 |
| Total retail stores | 2,243 | 2,218 | 2,038 |
| United States | 1,555 | 1,523 | 1,440 |
| Canada | 316 | 312 | 298 |
| Europe | 328 | 335 | 300 |
| Other International | 44 | 48 | 32 |

| | | | |
|--|---------------|--------------|--------------|
| Worldwide associates | 91,095 | 91,125 | 75,588 |
| Salaried (% of total) | 23 | 24 | 22 |
| Full time (% of total) | 59 | 63 | 57 |
| Ethics & Governance — United States | 2009 | 2008 | 2007 |
| Ethical Sourcing | | | |
| Number of Staples brand product suppliers audited | 281 | 282 | 339 |
| Number and % of audited Staples brand product suppliers that were required to take corrective action | 89 (31.6%) | 156 (53%) | 110 (30%) |
| Number and % of audited Staples brand product suppliers with which Staples discontinued business relationships | 5 (1.6%) | 0 | 0 |
| Environment — United States | 2009 | 2008 | 2007 |
| Sustainable Products¹ | | | |
| Estimated sales of products containing recycled content material | 1,290 | n/a | n/a |
| Estimated sales of products meeting third party environmental standards / certifications | 969 | n/a | n/a |
| Estimated sales of FSC certified products | 189 | n/a | n/a |
| Estimated sales of Energy Star certified products | 190 | n/a | n/a |
| Recycling Services | | | |
| Ink and toner cartridges (millions of units) | 55 | 22 | 23.8 |
| Computer equipment and peripherals recycled for customers (metric tons) | 3,490 | 2,830 | 1,150 |
| Sustainable Operations | | | |
| Energy (calendar year) | | | |
| Total energy use (GJ) | 3,916,800 | 3,907,000 | 4,130,000 |
| Electricity use (MWh) | 684,700 | 707,800 | 725,400 |
| Facility natural gas and propane use (mmBtu) | 904,900 | 797,600 | 766,900 |
| Diesel fuel for Staples fleet (mmBtu) | 428,000 | 423,945 | 633,400 |
| Greenhouse gas emissions (calendar year) | | | |
| Scope 1 (mtCO ₂ e) | 84,300 | 79,900 | 90,600 |
| Scope 2 (mtCO ₂ e) | 381,700 | 393,900 | 412,200 |
| Total Scope 1 and 2 emissions (mtCO ₂ e, before reductions from offsets) | 466,000 | 473,800 | 502,800 |
| Total reductions from RECs and green power purchase offsets (mtCO ₂ e) | 143,600 | 95,200 | 114,400 |
| Net GHG emissions (mtCO ₂ e, after reductions from offsets) | 322,400 | 378,600 | 388,400 |
| Facilities | | | |
| Total facility area (ft ²) | 57,803,000 | 57,020,000 | 47,790,000 |
| Retail area (ft ²) | 34,688,000 | 34,342,000 | 32,775,000 |
| Non-retail area (ft ²) | 23,115,000 | 22,678,000 | 15,015,000 |

| Waste and Recycling | | | |
|--|------------|------------|------------|
| Waste to landfill or incinerator (metric tons) | 30,994 | 29,316 | 27,360 |
| Internal recycling (metric tons) | 30,849 | 33,669 | 32,358 |
| Corrugated cardboard | 28,377 | 31,561 | 31,153 |
| Mixed paper | 1,950 | 1,589 | 664 |
| Plastic shrink wrap | 382 | 316 | 302 |
| Water | | | |
| Water use (cubic meters) | 853,000 | 1,030,000 | 1,182,000 |
| Community — Global | | | |
| | 2009 | 2008 | 2007 |
| Total corporate giving (in USD)(including Staples, Inc.; Staples Foundation for Learning; global giving; in-kind giving) | 15,172,330 | 16,984,363 | 16,592,594 |
| Value of in-kind donations | 6,503,572 | 8,828,879 | 9,128,869 |
| Cash donations | 8,668,759 | 8,155,483 | 7,463,725 |
| Staples Foundation for Learning | | | |
| Total funding (in USD) | 3,200,000 | 3,152,000 | 3,200,000 |
| # of organizations supported | 152 | 184 | 199 |
| Diversity | | | |
| | 2009 | 2008 | 2007 |
| % women in the US workforce | 44 | 46 | 46 |
| % minorities in the US workforce | 32 | 32 | 32 |
| Gender diversity in the United States and Canada (% women) | 46 | 48 | 48 |
| Average global annual employee turnover rate ² | 31 | 42 | 55 |
| Salaried (%) | 12 | 15 | 19 |
| Hourly (%) | 41 | 55 | 65 |

¹ Sustainable product sales based on United States sales of products to Retail, Staples Advantage, and Staples Business Delivery customers for products that are currently flagged in Staples product systems as having one or more of the environmental attributes specified. Recycled content sales includes sales of all products containing pre- or post-consumer recycled content. Sales information does not include Quill, Staples Promotional Products, Staples Business Interiors, wholesaler-fulfilled items, and certain other lines of business. Data for prior years is not available.

² US, Canada, South America and India data do not include layoffs, location closures or seasonal employment. Other International locations may include such data.

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Performance Summary International

| Country-Level Performance in FY2009 | Australia | Canada | Netherlands ¹ | Nordics ² |
|-------------------------------------|-----------|--------|--------------------------|----------------------|
| Profile Information | | | | |

| | | | | |
|---|-----------|-----------|---------|---------|
| Total number of retail locations | 20 | 316 | 47 | 44 |
| Total number of distribution facilities | 21 | 13 | 2 | 6 |
| Total floor area (m2) | 1,895,400 | 795,600 | 128,500 | 112,800 |
| Total floor area of retail locations (m2) | 43,700 | 658,800 | 108,500 | 58,800 |
| Total number of associates | 2,271 | 11,900 | 1,119 | 1,289 |
| Part time associates (% of total) | 6% | 60% | 56% | 19% |
| Associates who are women (% of total) | 48% | 49% | 44% | 43% |
| Environmental Performance | | | | |
| Total facility energy use (GJ) | 45,830 | 1,093,000 | 6,630 | 36,661 |
| Total facility electricity use (MWh) | 12,730 | 126,700 | 1,940 | 10,011 |
| Total amount of waste sent to landfill or incinerator (metric tons) | 1,970 | 4,300 | n/a | 120 |
| Total amount of waste diverted for recycling (metric tons) | 1,980 | 5,420 | 490 | 500 |
| Ink and toner cartridges collected for recycling (units) | 250,000 | 2,250,500 | 20,720 | 228,670 |

1. While operational information covers all business operations in the Netherlands, the environmental performance data only includes information related to the Contract business unit. Environmental performance information for retail operations in the Netherlands was not available.
2. The Nordics includes Staples operations in Sweden, Denmark, and Norway. The waste and recycling metrics for the Nordics do not include information for some retail operations.

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