

# Staples Inc.

## G3 Content Index - GRI Application Level B

### Application Level B

#### STANDARD DISCLOSURES PART I: Profile Disclosures

##### 1. Strategy and Analysis

Profile Disclosure	Description	Reported	Cross-reference/Direct answer	Reason for omission	Explanation
1.1	Statement from the most senior decision-maker of the organization.	Fully	<a href="#">CEO Letter</a>		
1.2	Description of key impacts, risks, and opportunities.	Fully	<a href="#">CEO Letter</a> <a href="#">Performance</a> <a href="#">Materiality Analysis</a>		

##### 2. Organizational Profile

Profile Disclosure	Description	Reported	Cross-reference/Direct answer	Reason for omission	Explanation
2.1	Name of the organization.	Fully	<a href="#">About Staples</a>		
2.2	Primary brands, products, and/or services.	Fully	<a href="#">About Staples</a>		
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	Fully	<a href="#">About Staples</a> <a href="#">Corporate Overview</a>		
2.4	Location of organization's headquarters.	Fully	<a href="#">About Staples</a>		
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.	Fully	<a href="#">About Staples</a> <a href="#">Corporate Overview</a> <a href="#">Annual Report</a>		Pages 123-126 of PDF
2.6	Nature of ownership and legal form.	Fully	<a href="#">About Staples</a> <a href="#">Annual Report</a>		Page 110 of PDF
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	Fully	<a href="#">About Staples</a> <a href="#">Corporate Overview</a> <a href="#">Annual Report</a>		Pages 112-115 of PDF
2.8	Scale of the reporting organization, including number of employees, net sales, total capitalization, quantity of products or services provided.	Fully	<a href="#">About Staples</a>		
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	Fully	<a href="#">Annual Report</a>		Page 153 of PDF
2.10	Awards received in the reporting period.	Fully	<a href="#">Recognition and Awards</a>		Pages 3-4 of PDF

##### 3. Report Parameters

Profile Disclosure	Description	Reported	Cross-reference/Direct answer	Reason for omission	Explanation
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	Fully	<a href="#">About this site</a>		
3.2	Date of most recent previous report (if any).	Fully	<a href="#">About this Site</a> <a href="#">Report Archive</a>		
3.3	Reporting cycle (annual, biennial, etc.)	Fully	Annual		
3.4	Contact point for questions regarding the report or its contents.	Fully	<a href="#">Take Action</a> <a href="mailto:Staplessoul@staples.com">Staplessoul@staples.com</a>		
3.5	Process for defining report content.	Fully	<a href="#">About this site</a> <a href="#">Materiality analysis</a>		
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers).	Fully	<a href="#">About this site</a>		
3.7	State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).	Fully	<a href="#">About this site</a>		
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.	Fully	<a href="#">About this site</a>		
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. Explain any decisions not to apply, or to substantially diverge from, the GRI Indicator Protocols.	Fully	<a href="#">About this site</a>		
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).	Fully	<a href="#">Performance</a>		
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	Fully	<a href="#">About this site</a>		
3.12	Table identifying the location of the Standard Disclosures in the report.	Fully	<a href="#">GRI Index</a>		
3.13	Policy and current practice with regard to seeking external assurance for the report.	Fully	<a href="#">About this site</a>		

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### 4. Governance, Commitments, and Engagement

Profile Disclosure	Description	Reported	Cross-reference/Direct answer	Reason for omission	Explanation
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.	Fully	<a href="#">Corporate Governance</a>		
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	Fully	<a href="#">Proxy Statement</a>		Pages 12-14 of PDF
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.	Fully	<a href="#">Ensuring Sound Governance</a>		
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	Fully	<a href="#">Ensuring Sound Governance</a>		
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).	Fully	<a href="#">Proxy Statement</a>		Pages 34-50 of PDF. No specific social or environmental criteria are applied.
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	Fully	<a href="#">Director's Corporate Governance Guidelines</a>		
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.	Fully	<a href="#">Director's Corporate Governance Guidelines</a>		
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.	Fully	<a href="#">Code of Ethics</a>		
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.	Fully	<a href="#">Supplier Code of Conduct</a> <a href="#">Ethics and Governance</a>		
4.1	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	Fully	<a href="#">Corporate Governance</a>		
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization.	Fully	<a href="#">Director's Corporate Governance Guidelines</a>		
			<a href="#">Culture of Integrity</a> <a href="#">Sustainable Products and Services</a>		
		Fully	<a href="#">CDP Investor Response question 2.1</a>		
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.	Fully	None		
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.	Fully	<a href="#">Non-Governmental Organizations (NGO's)</a>		
4.14	List of stakeholder groups engaged by the organization.	Fully	<a href="#">Stakeholder Engagement</a>		
4.15	Basis for identification and selection of stakeholders with whom to engage.	Fully	<a href="#">Stakeholder Engagement</a> <a href="#">Customer Satisfaction</a> <a href="#">Community</a> <a href="#">Diversity</a> <a href="#">Supplier Diversity</a>		
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	Fully	<a href="#">Understanding Associates</a>		
			Frequency of engagement varies greatly; some occurs on an ad-hoc basis while other engagements occur regularly. More detail is included in the following sections:		
			<a href="#">Stakeholder Engagement</a> <a href="#">Customer Satisfaction</a> <a href="#">Understanding Associates</a> <a href="#">Ensuring Sound Governance</a>		
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.	Fully	<a href="#">Materiality Analysis</a>		

### STANDARD DISCLOSURES PART II: Disclosures on Management Approach (DMAs)

G3 DMA	Description	Reported	Cross-reference/Direct answer	Further comments
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DMA EC	Disclosure on Management Approach EC			
Aspects	Economic performance	Fully	Annual report	(Full Report)
			Community Section	
	Market presence	Fully	Annual report	Pages 112-115 of PDF
	Indirect economic impacts	Fully	Community Section	
		Fully	Supplier Diversity	
DMA EN	Disclosure on Management Approach EN			
Aspects	Materials	Fully	Environment/Our Strategy	
			Eliminating Operational Waste	
			Sustainable Products and Services	
			Recycling Solutions for Customers	
		Performance		
	Energy	Fully	Environment/Our Strategy	
			Environment/Goals	
		Performance		
	Water	Partially	Environment/Our Strategy	
			Total Water Use	
	Biodiversity	Partially	Environment/Our Strategy	
			Sustainable Paper- Based Products	
	Emissions, effluents and waste	Fully	Environment/Our Strategy	
			Environment/Goals	
		Performance		
	Products and services	Fully	Environment/Our Strategy	
Sustainable Products and Services				
Compliance	Fully	Environment/Our Strategy		
Transport	Fully	Environment/Our Strategy		
		Fleet efficiency		
Overall	Fully	Environment/Our Strategy		
DMA LA	Disclosure on Management Approach LA			
Aspects	Employment	Fully	Understanding Associates	
	Labor/management relations	Not	No related indicators are reported	
	Occupational health and safety	Partially	Managing Occupational Health and Safety	
	Training and education	Fully	Talent Management	
	Diversity and equal opportunity	Fully	Diversity	
DMA HR	Disclosure on Management Approach HR			
Aspects	Investment and procurement practices	Fully	Ethics and Governance	
			Supplier Code of Conduct	
	Non-discrimination	Partially	Ethics and Governance	
			Supplier Code of Conduct	
	Freedom of association and collective bargaining	Partially	Staples Global Code of Ethics	
			Supplier Code of Conduct	
	Child labor	Partially	Staples Global Code of Ethics	
			Supplier Code of Conduct	
	Forced and compulsory labor	Partially	Staples Global Code of Ethics	
Supplier Code of Conduct				
Security practices	Partially	Staples Global Code of Ethics		
		Supplier Code of Conduct		
Indigenous rights	Partially	Staples Global Code of Ethics		
		Supplier Code of Conduct		
DMA SO	Disclosure on Management Approach SO			
Aspects	Community	Fully	Community	
			Community Goals	
			Performance	
Corruption	Fully	Ethics and Governance		
		Culture of Integrity		

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	Public policy	Fully	Political contributions approach	
	Anti-competitive behavior	Partially	Ethics and Governance	
			Staples Global Code of Ethics	
	Compliance	Fully	Ethics and Governance	
			Culture of Integrity	
DMA PR	Disclosure on Management Approach PR			
Aspects	Customer health and safety	Fully	100% Satisfaction Guarantee	
	Product and service labeling	Fully	Customer Satisfaction	
	Marketing communications	Not	No related indicators are reported	
	Customer privacy	Partially	Protecting customer information and privacy	
	Compliance	Not	No related indicators are reported	
STANDARD DISCLOSURES PART III: Performance Indicators				
Economic				
Performance Indicator	Description	Reported	Cross-reference/Direct answer	
Economic performance				
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.	Fully	About Staples	
			Impact on Communities	
			Performance Summary/Economic	
		Fully	Annual Report (Pages 2, 153, 169-171)	
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	Fully	Staples CDP Investor response	
EC3	Coverage of the organization's defined benefit plan obligations.	Fully	Annual Report (Pages 173-181)	
EC4	Significant financial assistance received from government.	Not	Not reported	
Market presence				
EC5	Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation.	Not	Not reported	
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	Not	Not reported	
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	Not	Not reported	
Indirect economic impacts				
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	Not	Not reported	
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	Fully	Impact on Communities	
			Supplier Diversity	
Environmental				
Performance Indicator	Description	Reported	Cross-reference/Direct answer	
Materials				
EN1	Materials used by weight or volume.	Not	Not reported	
EN2	Percentage of materials used that are recycled input materials.	Partially	Recycling Solutions for Customers	
			Performance Summary/Sustainable Products	
Energy				
EN3	Direct energy consumption by primary energy source.	Fully	Energy Efficiency and Renewable Energy	
			Performance Summary/Energy	
EN4	Indirect energy consumption by primary source.	Partially	Energy Efficiency and Renewable Energy	
			Performance Summary/Energy	
EN5	Energy saved due to conservation and efficiency improvements.	Fully	Fleet efficiency	
			Energy Efficiency and Renewable Energy	
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	Partially	Sustainable Products and Services	
			Energy Efficiency and Renewable Energy	
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	Fully	Energy Efficiency and Renewable Energy	
Water				
EN8	Total water withdrawal by source.	Partially	Performance Summary/Water	
EN9	Water sources significantly affected by withdrawal of water.	Not	Not reported	
EN10	Percentage and total volume of water recycled and reused.	Not	Not reported	
Biodiversity				

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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	Not reported
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	Partially	<a href="#">Sustainable Paper-based products</a>
EN13	Habitats protected or restored.	Not	Not reported
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.	Partially	<a href="#">Sustainable Paper-based products</a>
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	Not reported
<b>Emissions, effluents and waste</b>			
EN16	Total direct and indirect greenhouse gas emissions by weight.	Fully	<a href="#">Reducing greenhouse gas emissions</a> <a href="#">Performance Summary/Greenhouse gas emissions</a>
EN17	Other relevant indirect greenhouse gas emissions by weight.	Not	Not reported
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	Fully	<a href="#">Sustainable Products and Services</a> <a href="#">Using alternative sources of energy</a> <a href="#">Performance Summary/Greenhouse gas emissions</a>
EN19	Emissions of ozone-depleting substances by weight.	Not	Not reported
EN20	NOx, SOx, and other significant air emissions by type and weight.	Not	Not reported
EN21	Total water discharge by quality and destination.	Not	Not reported
EN22	Total weight of waste by type and disposal method.	Fully	<a href="#">Eliminating Operational Waste</a> <a href="#">Performance Summary/Waste and recycling</a>
			We do not report on total hazardous waste statistics as hazardous waste constitutes less than 1% of our total waste stream by weight.
EN23	Total number and volume of significant spills.	Not	Not reported
EN24	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention	Not	Not reported
EN25	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the	Not	Not reported
<b>Products and services</b>			
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	Fully	<a href="#">Sustainable Products and Services</a> <a href="#">Sustainability strategy</a>
EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	Partially	<a href="#">Recycling Solutions for Customers</a> <a href="#">Eliminating Operational Waste</a> <a href="#">Performance Summary/Recycling Services</a>
<b>Compliance</b>			
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	Not	Not reported
<b>Transport</b>			
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	Partially	<a href="#">Fleet efficiency</a>
Overall			
EN30	Total environmental protection expenditures and investments by type.	Not	Not reported
<b>Social: Labor Practices and Decent Work</b>			
<b>Performance Indicator</b>	<b>Description</b>	<b>Reported</b>	<b>Cross-reference/Direct answer</b>
<b>Employment</b>			
LA1	Total workforce by employment type, employment contract, and region.	Partially	<a href="#">About Staples</a> <a href="#">Performance Summary/Economic</a> <a href="#">Understanding Associates</a>
LA2	Total number and rate of employee turnover by age group, gender, and region.	Partially	<a href="#">Performance Summary/Diversity</a>
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	Fully	<a href="#">Employee benefits</a> <a href="#">Working Here</a>
<b>Labor/management relations</b>			
LA4	Percentage of employees covered by collective bargaining agreements.	Not	Not reported
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	Not	Not reported
<b>Occupational health and safety</b>			
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	Not reported

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LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region.	Not	Not reported
LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	Fully	<a href="#">Health and Wellness</a>
LA9	Health and safety topics covered in formal agreements with trade unions.	Not	Not reported
<b>Training and education</b>			
LA10	Average hours of training per year per employee by employee category.	Partially	<a href="#">Talent Management</a>
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	Fully	<a href="#">Talent Management</a>
LA12	Percentage of employees receiving regular performance and career development reviews.	Fully	<a href="#">Talent Management</a>
<b>Diversity and equal opportunity</b>			
LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity.	Fully	<a href="#">Staples Board of Directors</a> <a href="#">Diversity Performance</a>
LA14	Ratio of basic salary of men to women by employee category.	Not	Not reported
<b>Social: Human Rights</b>			
<b>Performance Indicator</b>	<b>Description</b>	<b>Reported</b>	<b>Cross-reference/Direct answer</b>
<b>Investment and procurement practices</b>			
HR1	Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening.	Not	Not reported
HR2	Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken.	Fully	<a href="#">Ethical Sourcing</a>
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.	Partially	<a href="#">Ethical Sourcing</a>
<b>Non-discrimination</b>			
HR4	Total number of incidents of discrimination and actions taken.	Not	Not reported
<b>Freedom of association and collective bargaining</b>			
HR5	Operations identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and actions taken to support these rights.	Not	Not reported
<b>Child labor</b>			
HR6	Operations identified as having significant risk for incidents of child labor, and measures taken to contribute to the elimination of child labor.	Not	Not reported
<b>Forced and compulsory labor</b>			
HR7	Operations identified as having significant risk for incidents of forced or compulsory labor, and measures taken to contribute to the elimination of forced or compulsory labor.	Not	Not reported
<b>Security practices</b>			
HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	Not	Not reported
<b>Indigenous rights</b>			
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.	Not	Not reported
<b>Social: Society</b>			
<b>Performance Indicator</b>	<b>Description</b>	<b>Reported</b>	<b>Cross-reference/Direct answer</b>
<b>Community</b>			
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.	Fully	<a href="#">Impact on Communities</a> <a href="#">Providing Value to Customers</a> <a href="#">Stakeholder Engagement</a>
<b>Corruption</b>			
SO2	Percentage and total number of business units analyzed for risks related to corruption.	Fully	<a href="#">Culture of Integrity</a> The Staples Ethics and Compliance program is a risk-based program. 100% of businesses are analyzed for risks related to corruption.
SO3	Percentage of employees trained in organization's anti-corruption policies and procedures.	Fully	<a href="#">Culture of Integrity</a> 100% of employees in high risk geographies and job functions receive training.
SO4	Actions taken in response to incidents of corruption.	Fully	<a href="#">Staples Global Code of Ethics</a>
<b>Public policy</b>			
SO5	Public policy positions and participation in public policy development and lobbying.	Not	Not reported
SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	Fully	<a href="#">Political Contributions</a>
<b>Anti-competitive behavior</b>			
SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.	Not	Not reported

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<b>Compliance</b>			
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	Not	Not reported
<b>Social: Product Responsibility</b>			
<b>Performance Indicator</b>	<b>Description</b>	<b>Reported</b>	<b>Cross-reference/Direct answer</b>
<b>Customer health and safety</b>			
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 procedures.	Fully	<a href="#">Ethical Sourcing</a>
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	Not reported
<b>Product and service labeling</b>			
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	Partially	<a href="#">Sustainable Products and Services</a> <a href="#">Performance Summary/Environment</a>
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	Not reported
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	Fully	<a href="#">Customer satisfaction</a>
<b>Marketing communications</b>			
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	Not	Not reported
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	Not reported
<b>Customer privacy</b>			
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	Not	Not reported
<b>Compliance</b>			
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	Not	Not reported