Staples and the Australian Economy

How we’re making an impact
What the Australian Economy means to Staples

Something that immediately struck me on joining Staples earlier this year was how much focus the organisation puts on supporting local communities. In today’s climate, supporting our local economy is more important than ever, and it’s something we recognise that our customers, employees and other stakeholders expect from us. I for one am proud to be part of an organisation that is making an impact.

Our commitment begins close to home, with our employees. We continually invest in our nationwide team by providing personal and professional benefits that support them to perform and grow. We also strive to make a positive impact in local communities – in fact, being a valued and trusted member of the community is a role we take very seriously.

Then there’s our supply chain. As a large organisation, we are in a position to make a positive impact by supporting Australian made and Australian owned. Which is why most of our paper is procured locally from Australian Paper in Victoria.

We are also especially proud of our supplier diversity program, which backs minority suppliers who are so often disadvantaged in the corporate world.

The way we see it, supporting the Australian economy is about doing what’s right – but it also makes good business sense. That’s why we are embedding corporate responsibility into everything we do, from our Reconciliation Action Plan and supplier diversity policy to our charity fundraisers and employee childcare initiatives.

But we know we can still do more. It means working more closely with our stakeholders, building strategic partnerships, ingraining diversity and inclusion into our culture. And it means we need to keep innovating.

We are looking to our customers, employees and stakeholders to work with us, and provide honest and open feedback in order for us to improve and grow. We encourage you to be open to our initiatives, help us identify new ways we can work together, and keep challenging us to do better.

Darren Fullerton
President, Staples Australia and New Zealand
Think Local
Act Local
Support Local
As Australia’s leading office solutions provider, we know we have a responsibility to add value and contribute to the local economy and communities in which we live and work every day.

It’s about doing the right thing.

We understand that we are a significant part of the Australian community and that our actions and initiatives have an impact beyond our customers and employees. That’s why we’re working hard to support Australian owned businesses and supply Australian made products. We promote our Supplier Diversity program to help build sustainable enterprises and support communities through the power of purchasing. And we have forged strong beneficial partnerships with local communities, charities and not-for-profit groups.

Our support of the local economy and communities is not only measured by a dollar value; at Staples, we believe our partnerships, programs and ongoing commitment offer invaluable resources to our community and beyond.

In 2015, the total traceable value add to local communities exceeded $159 million thanks to our contribution.
Our people

Supporting the Australian economy starts right here at Staples with our own people. Our employees – more than 1,500 staff across Australia – are our most valuable asset and we strive to make sure they are happy and healthy in the workplace and beyond.

We promote diversity, equal opportunity and gender balance in all our workplaces. In 2015, we launched our Diversity and Inclusion Council who work to ensure that all Staples employees are valued and treated equally and with respect in the workplace.

Our Diversity and Inclusion program ensures all Staples employees are valued and treated equally

Staples’ superannuation benefits exceed the Australian standard

We empower our employees to be their best selves, which is why we provide development opportunities, a national health and wellbeing program, Staples Start, and an Employee Assistance Program (EAP). And because we are always looking for new ways to provide our employees with a workplace that complements their lifestyles, we have recently launched a pilot program giving employees with children access to onsite childcare during school holidays.

Together with superannuation benefits that exceed the Australian standard, this makes us one of Australia’s most progressive employers. But most importantly, it ensures that our employees are always valued.

Our supply chain

Our supply chain is at the core of our business, so it is important to Staples that we operate in a sustainable and responsible way. That’s why we have a state-of-the-art National Distribution Centre that uses sustainable design principles to stock more than 60,000 products and provide fast and reliable service to more than 20 locations across Australia. As a result, we are able to efficiently reach customers anywhere in the country.

Our service delivery capabilities are heavily supported by our fleet of drivers, which is made up of independent contractors and small business owners. As a crucial element of our supply chain, we invested over $20 million into our drivers and delivery service in 2015. These partnerships demonstrate our commitment to supporting local businesses and promoting supplier diversity.

We deliver 80,000+ packages to state and regional customers across Australia every business day

Our network of over 250 delivery vans includes independent contractors and small business owners

We provide next business day deliveries to 96% of Australian businesses, while ensuring products arrive intact and undamaged
Supporting Australian made and Australian owned

We recognise the value of backing Australian made, and remain committed to our long-standing policy of supporting locally manufactured and produced products. As one of only a few suppliers of Australian made paper in the industry, we are proud of this commitment.

In fact, one of our largest suppliers, Australian Paper, has invested heavily in local manufacturing to support local jobs, communities and the Australian economy.

We stand strong in our commitment to Australian owned businesses, as well as our many suppliers and partners that manufacture and have large operations in Australia. This is particularly important to us, as we believe that by supporting local organisations – however big or small – we can truly promote the growth of local communities, strengthen the economy, and provide more opportunities for individuals and businesses to grow and prosper.

To quantify the substantial contribution Staples has made at a national and local level, Australian Paper provided its 2015 Paper Impact Statement. Staples’ most significant contributions are in the following areas:

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<th>Support for</th>
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<td>5,684 Australian jobs</td>
<td>2,875 regionally located Australian jobs</td>
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| $53,452,000 direct contribution to Australia’s economy | $28,108,000 contribution to Australia’s regional economy | $30,939,000 contribution to Governments’ revenues

1Western Research Institute Economic Impact Studies (2012, 2013)
We are committed to ensuring that these relationships continue to form an integral part of our strategic sourcing and procurement process.

One of the big issues we are tackling is the under-representation of Indigenous Australians within the broader Australian workforce. As a founding member of Supply Nation, we are committed to creating a business environment that fosters indirect employment opportunities through procuring goods and services of Supply Nation certified suppliers.

We achieve this by working with a range of Supply Nation certified businesses to enable them to have sustained economic growth within the corporate sector. Part of this commitment includes being a conduit for a number of SME suppliers, allowing them to utilise our supply chain and logistics capabilities to enable them to get their products to their customers. We also work closely with potential Supply Nation certified suppliers and provide mentor services and best practice insights that enable them to grow their business to meet the Staples supplier accreditation criteria.

In addition, we work with Supply Nation certified suppliers to procure products and services for a number of different business units across Staples. We partner with legal consultants, HR consultants, facilities management, caterers, and many more professionals, to continuously deepen our support for Indigenous business.

Strengthening supplier diversity

At Staples, we promote an inclusive supply chain which consists of a range of diverse suppliers. We believe that the success of our organisation and the wider community depends on our ability to do business with diverse suppliers to provide unique insights into emerging markets, grow our loyal customer base, and create wealth in the communities where we operate. That’s why we build partnerships with:

- Indigenous businesses
- ADE-Certified Australian Disability Enterprises
- Women-owned businesses
- Small to Medium-Sized Enterprises (SMEs)

As part of our corporate supplier diversity policy, we offer minority suppliers the opportunity to compete on an equal basis with all other bidders. What’s more, we provide mentoring so they can develop and strengthen their business partnerships.

Staples is also a founding member of Supply Nation, an Australian not-for-profit organisation whose purpose is to provide opportunities for small to medium-sized Indigenous-owned businesses to enter into commercial relationships with large corporate and government entities.

There are lots of advantages to having strong supplier partnerships with minority businesses. We believe it enriches our overall offering to our customers, while encouraging the growth of diverse businesses and creating wealth in the communities we serve. We also believe that doing business with diverse suppliers provides us with deeper insights into existing and emerging markets, allowing us to connect with our customer base and continue to provide an exceptional customer experience.

In 2015, Staples invested over $1.75 million into Indigenous businesses alone

We achieve this by working with a range of Supply Nation certified businesses to enable them to have sustained economic growth within the corporate sector. Part of this commitment includes being a conduit for a number of SME suppliers, allowing them to utilise our supply chain and logistics capabilities to enable them to get their products to their customers. We also work closely with potential Supply Nation certified suppliers and provide mentor services and best practice insights that enable them to grow their business to meet the Staples supplier accreditation criteria.

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Partnering with Indigenous business

In 2010, we implemented our first Reconciliation Action Plan, the first in our industry to make this commitment. Our goal was to create awareness and integrate knowledge and understanding of Aboriginal and Torres Strait Islander people and cultures, whilst also facilitating their secure economic independence by enhancing opportunities for education and gainful employment. Building on its success, we have now launched our third Reconciliation Action Plan (2015-2017).
Staples has a responsibility to add value to the communities in which our customers, people, partners and employees live and work. But we want to go further: our goal is to be an active, valued and trusted member of these communities. We do this through creating jobs, traineeships and mentoring, rolling out fundraising and volunteering initiatives, and making monetary and product donations. We also work closely with not-for-profit organisations, whether a national corporate partner or a non-governmental organisation (NGO), with the aim of making a lasting positive impact.

Our Community and Giving Strategy also incorporates the objectives of the Staples Foundation for Learning®, a support program that provides job skills and/or education for people with a special emphasis on disadvantaged youth.

Giving back to communities
Staples supports many charities and not-for-profits that are important to our community and, where appropriate, we look to engage in long-term relationships with commitment from all parties. On top of this, we have national charity partners across diverse fields, from the environment to educational programs, which we believe play a valuable role in Australian communities.

Depending on the partnership and their mission, our initiatives range from cause marketing, training and development opportunities, and mentoring to volunteering, fundraising events, health and wellbeing activities as well as workplace giving. Wherever appropriate, we look for ways to involve our employees.

Staples Foundation for Learning® and 2 Million & Change
Staples Foundation for Learning® is the private charitable arm of Staples, Inc. and an integral component of our Corporate Responsibility strategy. In 2010, the Staples Foundation for Learning® launched the Staples 2 Million & Change initiative where employees around the world could go online to nominate their charity of choice. A number of Australian employees nominated charities and, in 2015, approximately $45,000 was donated to the winning charities beyondblue, RSPCA and The Smith Family.
Another business initiative Staples provides is ‘Spirit@Staples’. Throughout the year, individual employees are encouraged to participate in community initiatives and support local communities through fundraising and volunteering initiatives across Australia.

As the name suggests, ‘Spirit@Staples’ is dedicated to raising awareness and funds for our charity partners while having fun in the workplace. This program is designed to assist employees to participate in the types of opportunities that interest them most – whether it be volunteering, social activities, fundraising through fitness or making financial contributions to selected charity organisations for example.

We also encourage our employees to support not-for-profit organisations through contributions of their resources, time and talents. This includes activities such as volunteering with Beacon Foundation or any organisation or community group our associates choose to support.
Local community giving

Through ‘Spirit@Staples’ and other employee initiatives Staples has supported the below organisations throughout Australia:

**QLD**
- CPL – Choice, Passion, Life
- Jeans for Genes
- Beacon Foundation
- The Smith Family
- Fiji Cyclone Relief
- Foodbank

**NSW**
- AIME
- Beacon
- Foodbank
- Friday File Filing/Planet Ark
- Jeans for Genes
- Local Schools
- Lucy Mentoring
- Movember
- Parramatta Mission
- The Sydney Story Factory

**VIC**
- AIME
- Beacon
- Beyondblue
- Challenge
- September/Cerebral Palsy Alliance

**SA**
- Australia’s Biggest Morning Tea
- Dame Roma Mitchell Trust
- Jeans for Genes
- MIFSA
- Northern Clinical Psychosocial Rehabilitation Program ‘Club 84’
- September/Cerebral Palsy Alliance
- Variety Kids Christmas Party

**WA**
- Beacon
- Beyondblue
- Cancer Council
- Local Schools
- Run for Reconciliation
- Telethon Kids Institute
- Waroona Bushfire Appeal fund

Supporting disaster relief efforts

Our employees across Australia and New Zealand also help raise funds for Staples employees impacted by national disasters. Initiatives such as raffles of products, stock sales to the public, bake sales, morning teas and sausage sizzles help raise much-needed funds to support the affected employees and build a strong Staples community.
Local community giving by state*

WA
Total: $32,650

QLD
Total: $4,053

NSW
Total: $87,800

SA
Total: $45,820

VIC
Total: $27,150

WA
Total: $32,650

QLD
Total: $4,053

NSW
Total: $87,800

SA
Total: $45,820

VIC
Total: $27,150

*Represents contributions made in 2015
To find out more and work with us on supporting our local communities visit:

staplesadvantage.com.au/cr or call 13 26 44