



Corporate Social Responsibility Report | 2024

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Letter from our CEO



Dear Stakeholders,

I am pleased to introduce our 2024 Corporate Social Responsibility (CSR) Report for Staples, Inc., which highlights our progress and achievements in creating a positive impact on our people, our planet and our communities.

At Staples, Inc., we value CSR as an integral part of our business strategy and culture. It aligns with our core values: Deliver for Customers, Keep it Simple, Get it Done and Win Together. It's also an example of how we demonstrate expertise in our customers' world of work, offering innovative solutions that serve their needs while reducing our environmental footprint and giving back to our communities.

Looking ahead, we're committed to continuing our CSR journey and building on our momentum. We recognize that we have a responsibility and an opportunity to make a difference in the world, and we are committed to doing so. We will keep engaging with our stakeholders, measuring our performance and setting ambitious targets. We will also seek new ways to innovate, collaborate and lead the way in CSR.

Thank you for your interest and support of our CSR efforts. We invite you to read this report and share your feedback with us. Together, we can create a more sustainable and inclusive future for everyone.



Sincerely,

John Lederer
CEO, Staples, Inc.


Company Highlights

In this report you'll find examples of how we're advancing our CSR priorities including our 2028 sustainability goals.


Highlights include:

 **ECO-ID™ PROGRAM**


Advancing our Eco-ID program, designed to help our customers easily find and purchase environmentally responsible products. In FY23, 23% of sales came from items qualified for Eco-ID.

 **COMMUNITY INVOLVEMENT**

Reaffirming our commitment to community involvement via a multi-year partnership with Junior Achievement to advance work and career readiness initiatives for middle and high school students and young adults in communities across the US and Canada.


 **DIVERSITY AND INCLUSION**

Enhancing our inclusion and diversity efforts by appointing our Chief Legal Officer executive oversight of the Office of Inclusion & Diversity and naming 33 Senior Leadership Team (SLT) and Executive Sponsors to support our 10 Business Resource Groups (BRGs).


 **ENERGY AND CLIMATE CHANGE**

Reducing operational carbon emissions by 24% from our 2021 baseline.

Ensuring 63% of our suppliers are tracking to establish carbon reduction goals aligned with science.

 **SUPPORTING OUR EMPLOYEES**

Supporting our employees through unexpected financial hardships via our Cause for Caring charitable fund, which met 100% of qualifying employee needs with \$361K in grants in FY23.

 **WASTE MANAGEMENT AND RECYCLING**

Diverting 88% of waste generated in our fulfillment centers into recycling.

Introduction

At Staples, Inc., we understand that the world of work is evolving, and we're dedicated to helping our customers evolve with it by providing the office products and solutions they need, when they need them – no matter where and how their employees work.

Our culture puts the customer first, and we continue to transform to ensure that our customers consistently receive the right expertise, services and products to get the job done and done right.

Staples, Inc. is a B2B industry leader in workspace products and solutions and has thousands of experts who, paired with the latest technology innovations, help solve problems and move businesses forward. We are also innovators in digital sales, enabling easy online ordering for consumers, via our staples.com and staplesbusinessadvantage.com e-commerce platforms.

Our company has never stood still, and we continue to evolve. Staples pioneered the office products superstore concept in 1986, and we have continued to transform our business to meet the needs of enterprise customers and online consumers alike. Our 2017 acquisition by Sycamore Partners, a private equity firm, has helped strengthen our strategic value and profitability. Since the acquisition, Staples has operated under three separate and distinct entities: Staples, Inc. (comprising the US B2B business, B2C websites such as Quill and staples.com, and several other ancillary businesses); Staples US Retail (which operates stores in the US); and Staples Canada (which operates stores, the B2C website and the B2B business in Canada). With independent leadership teams and strategies, today these entities operate under the same iconic brand, while differentiating themselves in the segments they support. Staples, Inc. is headquartered near Boston, Massachusetts, with operations based primarily in the US.

Scope

Unless otherwise noted, this report is focused specifically on Staples, Inc. Staples, Inc. primarily operates in the US but has limited operations in Canada, as well as small offices in the Netherlands and China. Data for the report and the identified topics are reflective of Staples, Inc.'s 2023 fiscal year. As such, all forward-looking statements are made in good faith but are subject to change based on newly available data.





CSR Governance

Goals and Progress

ENERGY AND CLIMATE

GOALS

35%

reduction in operational carbon emissions by 2028 from a 2021 baseline

70%

of suppliers set carbon reduction targets that are aligned with science by 2028

Approved by  SCIENCE BASED TARGETS

WASTE MANAGEMENT

GOALS

90%

diversion of waste to recycling in our fulfillment centers by 2028

2023 ACHIEVEMENTS

88%

diversion of waste to recycling in our fulfillment centers

PRODUCTS

2023 ACHIEVEMENTS

23%

of sales for Eco-ID qualified items

36%

of sales for items with an environmental claim

HEALTH AND SAFETY

GOALS

40%

reduction in injuries

2023 ACHIEVEMENTS

Improvement of safety behaviors up to

90%

DIVERSITY AND INCLUSION

2023 ACHIEVEMENTS

Chief Legal Officer appointed to oversee Office of Inclusion & Diversity

10

Business Resource Groups in operation

33

SLT and Executive Sponsors supporting BRGs

COMMUNITY INVOLVEMENT

2023 ACHIEVEMENTS

Multi-year partnership with Junior Achievement

\$361K

in grants provided to employees through Cause for Caring

2023 ACHIEVEMENTS

24%

reduction in operational emissions from our 2021 baseline

63%

of suppliers tracking to set carbon reduction targets aligned with science



Material Topics

To determine the topics we manage and report against, we followed industry best practices to evaluate and rank both the potential impacts of our business on the environment and society and the financial risks and opportunities to our business from environmental and social topics.

This approach allows us to prioritize areas where we can drive positive impact in our local communities and the world, as well as anticipate and manage environmental and social risks. Our materiality analysis was completed by a third party and incorporated stakeholder interviews, research and benchmarking. In this report, we discuss the top issues from the assessment.

CSR Governance



Structure and committees



Values and ethics



Data privacy and security

Environmental Sustainability



Products



Packaging



Waste management and recycling



Energy and climate change

Social



Health and safety



Diversity and inclusion



Supplier diversity



Staples, Inc. associates



Community involvement

Structure and Committees

CSR topics are integrated and managed by several departments.

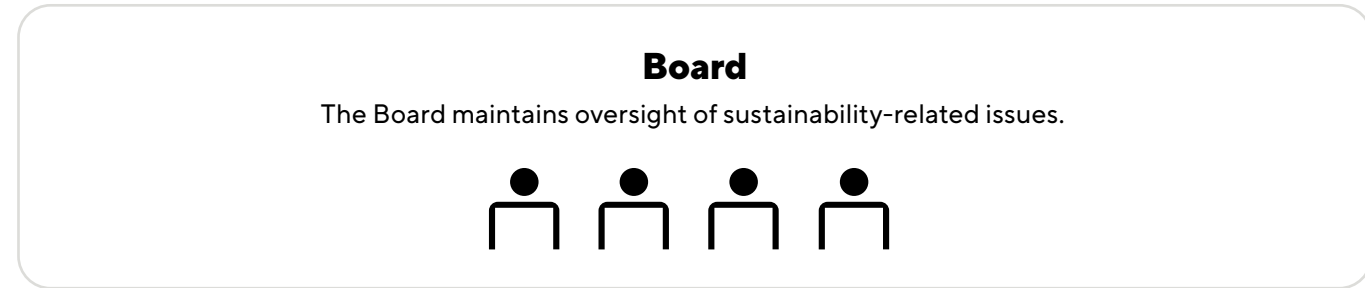
Board Oversight

Our Chief Legal Officer reviews and works with our Board regularly on sustainability-related topics including that of managing for climate change. Through this structure, our Board maintains oversight of sustainability issues.

Sustainability Advisory Council

The Sustainability Advisory Council was formed to formulate and lead the sustainability strategy for the company. Formed in 2021 and chaired by our Chief Legal Officer, the council exemplifies an interdepartmental approach with representatives from all major parts of the business. Since its formation, the council has helped Staples, Inc. with several key accomplishments, including establishing new sustainability goals, committing to and receiving the approval of the Science Based Targets initiative (SBTi) for our carbon-related goals and developing this report. The ideas generated and implementation support from the council members and their respective teams have been invaluable in shaping the sustainability program into what it is today.

In many cases, programs and focus areas are defined by publicly facing or internal policies and through established standard operating procedures. Issues rise to leadership through a department's reporting line. Additionally, most departments have formed advisory committees to assist with shaping and operationalizing strategy and/or to meet regularly with other departments to collaborate and align. This approach ensures that issues are considered through a diverse set of viewpoints and that decisions are actionable.



Values and Ethics

At Staples, Inc., our purpose and values drive our own individual work as well as that of the company.

Before discussing other topics please see what we aspire to and how we will achieve that through our actions and behaviors.

Our Purpose



**WORK.
RE-IMAGINED.
MADE EASY.**

When we live our values,
we fulfill our purpose.




Our Values & Behaviors



**DELIVER FOR
CUSTOMERS**



KEEP IT SIMPLE



GET IT DONE



WIN TOGETHER

Code of Conduct

Staples, Inc. is committed to operating at the highest ethical standards. Our Associate Handbook contains all policies that relate to the way our associates carry themselves and how we conduct business. Some specific provisions relate to the appearance of and actual conflicts of interest, discrimination and harassment as well as health and safety. This handbook is routinely evaluated and updated to ensure the highest standards are met. All associates undergo mandatory training regarding these policies, including annual training related to compliance.

Reporting Mechanisms

In addition to speaking with anyone in their management chain, HR or Legal department, employees have the option to report anonymously, confidentially and without fear of retaliation through the Staples Ethics Helpline or EthicsLink online. Reports received are reviewed, investigated and addressed.

Data Privacy and Security

Staples, Inc. implements significant safeguards to secure and protect customer data and the privacy of customer transactions.

Our Global Information Security policy is modeled after the National Institute of Standards and Technology (NIST) Cyber Security Framework (CSF), the Payment Card Industry Data Security Standard (PCI DSS) and best practices from active participation in security collaboration organizations such as the Retail & Hospitality Information Sharing and Analysis Center (RH-ISAC). These collective frameworks provide a model for establishing, implementing, operating, monitoring, reviewing, maintaining and improving our enterprise information security management ecosystem. Policies are managed by the Governance, Risk and Compliance Team working with appropriate levels of management to review and approve all new policies and updates to existing policies annually, or more often as necessary, to adapt to an ever-changing threat environment.

Our policies are continuously updated to comply with applicable privacy laws and regulations. The publicly available Privacy Notice is updated at least once a year and describes our handling of personal information in connection with activities at our locations, on our websites and mobile applications, or with the services we provide.



Data Privacy and Security



PHYSICAL AND ENVIRONMENTAL SECURITY

Our data centers are equipped with redundant HVAC, fire suppression systems, flood detection systems and environmental sensors, plus multiple UPS, backup generators, power feeds and network connections. Their siting takes physical security considerations into account.

Security includes remotely monitored building management systems, 24/7 monitoring and guards, scheduled maintenance and maintenance contracts.



ROLES, ACCESS AND EDUCATION

Managing the security of roles and access to data is crucial for safeguarding sensitive information. Sensitive role assignments go through regularly scheduled formal reviews to verify active role authorization. Remote access requires Multi-Factor Authentication (MFA). Annual Security and Privacy Awareness training is mandatory and supplemented with events, simulations, signage, videos and cultural programs highlighting data privacy and security best practices across the organization.



BUSINESS CONTINUITY

All Staples, Inc. fulfillment centers maintain an emergency response plan, and our corporate offices have business continuity plans to ensure continued operations should a disaster strike. These plans integrate business risk management, operational risk management and business continuity, and are formally reviewed and updated annually.

Key Components Include:

- Development and testing of well-structured and coherent plans enabling all locations to recover quickly and effectively from an unforeseen disaster or emergency
- Cohesive emergency response and crisis management plans
- Internal communication plans to notify teams, enact the plans, assemble personnel, assess damages and declare a disaster
- Plans to recover and restore our technical infrastructure
- Crisis communication plans to notify customers, associates and all key stakeholders of a disaster and planned response



SECURITY EVENT MONITORING

System and security events are logged and aggregated in a centralized Security Information and Event Management (SIEM). The SIEM platform is monitored by Staples' Security Operations Center (SOC) plus a third-party partner providing 24/7 coverage.



CREDIT CARD SECURITY

Staples, Inc. complies with the latest version of the Payment Card Industry's Data Security Standard (PCI DSS). Our applications and networks are scanned, monitored and assessed annually by a third-party Qualified Security Assessor (QSA) as part of Merchant Level 1 requirements.




Environmental Sustainability

Products


Staples, Inc. offers customers a large assortment of eco-preferable products across brands and categories.

We integrate dozens of eco features into our websites and app through search, filtering and product specifications to help customers with specific environmental criteria meet their needs.


To make it even easier for customers to identify eco-preferable products, we launched the Staples Eco-ID program in 2021. To earn the mark, products need to meet certifications or design criteria recognized by organizations like the US EPA and the Sustainable Purchasing Leadership Council (SPLC). The Eco-ID check mark is used across our websites on over 8,000 items. We also offer Sustainability Centers on staplesbusinessadvantage.com and staples.com to help customers learn about the eco-preferable products we offer and easily shop by key categories or by specific environmental certifications. This has also been built into our site navigation.



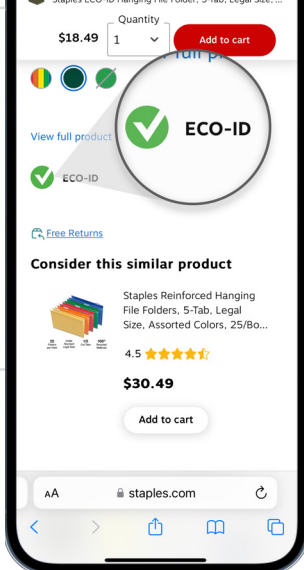
Simple & responsible



We did the work



Look for the Eco-ID mark



For our Staples Business Advantage customers, we provide additional support for driving sustainable procurement programs, including environmental reporting tools, customized website solutions to nudge or direct purchases toward eco-preferable items and a variety of recycling programs.

As of 2023



Examples of some Eco-ID qualifying certifications and features: EPA Safer Choice, Green Seal, Forest Stewardship Council, Energy Star, USDA Organic, EPEAT, BPI compostable, remanufactured items, 30% post-consumer recycled content.

Examples include: products that are refillable, solar powered, SFI-certified or AP-certified nontoxic.



Products

PRODUCT SUPPLIER ENGAGEMENT

Our suppliers are key partners in developing more sustainable products, which we help promote on our websites with our Eco-ID mark, search capabilities and our environmental filter. We also ask our suppliers to comply with policies and implement programs that support sustainable business practices.

Supplier Code of Conduct – We expect all suppliers to comply with this policy or to have an equivalent policy. We annually audit a subset of suppliers of private-label products against the supplier code, prioritized by the expected level of risk.

Paper and Wood-Product Sourcing Policy – Applies to Staples, Inc. and suppliers of paper and wood-based products. We have also created an SOP and started an audit program for private-label products to ensure alignment with our policy.

Chemicals Policy and Priority Chemicals of Concern List – Applies to Staples, Inc. and our suppliers of name-brand and own-brand products.

Sustainability Assessments – Launched in 2022. Product suppliers receive one or two assessments related to corporate and/or product-level sustainability efforts to help us understand how well suppliers are managing risks and opportunities in their value chain.

We also work with several groups of suppliers and customers to learn, collaborate and advance our efforts. These groups include the **Sustainable Purchasing Leadership Council**, **Sustainable Packaging Coalition** and the **Change Chemistry**.




Customers have recycled more than **188m** pounds of electronics in our stores since 2012

PRODUCT RECYCLING AND WASTE DIVERSION FOR CUSTOMERS

Customers can recycle technology, printer cartridges, batteries, writing tools and more in every Staples retail store, and in 2022 we started offering rewards for [recycling in-store and on staples.com](#). Our stores have a long history of supporting the recycling of otherwise hard-to-recycle items and have offered free electronics recycling since 2012.

For our Staples Business Advantage customers, we offer recycling programs for ink and toner, electronics, batteries and other items. Learn more about our [Staples Business Advantage recycling programs](#).

Our [Staples Business Advantage Facilities Experts](#) also work with customers to implement waste-reduction programs, including composting, zero-waste programs in breakrooms and other areas and more efficient cleaning.

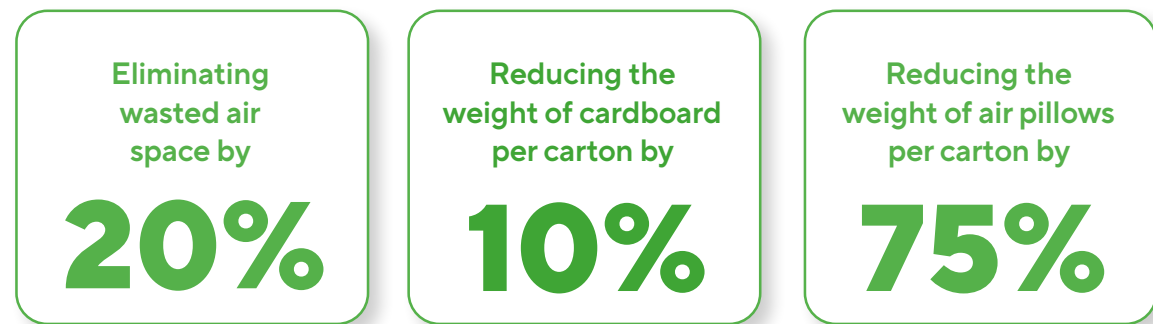
SUSTAINABILITY AND STAPLES BRANDS GROUP

For our own brands, we’re in the process of developing sustainability guidelines. The guidelines will be completed in 2024 and will provide clear guidance to sourcing teams across product packaging and all of the key product categories we sell. Guidelines cover both product design and raw material sources and include required and preferred practices.

Packaging

Staples, Inc. has implemented “right-sized” packaging across our fulfillment center network over the past decade. This system creates customized packaging tailored to each order.

This technology has significantly improved the number of orders we can deliver in each vehicle by*:



The packaging guidelines we’re developing for our own brands ensure we integrate sustainable and healthy materials, support easy product package recycling and protect products from damage.

Our supply chain team and merchants work closely with our vendors and the Staples Brands Group to troubleshoot product packaging issues such as high damage rates caused by package designs. We are rolling out guidelines to all vendors with best practices for creating packaging that withstands e-commerce deliveries and prevents spills at the design stage, versus adding excess packaging at distribution facilities to try to stop spills.

*Metrics are based on cartons fulfilled by Staples.

Case study: Whiteboards

Damaged goods aren’t a good experience for anyone – it’s frustrating for the customer and results in additional waste for our facilities to handle.

Whiteboards can present a shipping challenge due to their dimensions and composition – they could end up arriving bent or with damaged corners. Seeing an opportunity for improvement, our team began brainstorming.

The team quickly landed on some simple packaging changes and material handling improvements that made an immediate difference. The changes resulted in an increased average customer review by half a star to 4.4 stars! Additionally, the damage rate of our TRU RED™ whiteboards dropped to a third of the rate of the national brand.

Customer feedback

“ I had previously bought a cheap whiteboard from another company which arrived damaged so decided to go to Staples. This board is very sturdy, the surface is strong and it arrived the next day in excellent condition. ”

Patricia H.

“ We ordered a different brand from another company and they arrived poorly packaged and bent. We were so pleasantly surprised at the quality of packaging and one of the school maintenance staff actually stopped by to thank me for ordering such a quality product because it was so much easier to install than most. I would say that is quite the compliment and speaks to the quality of the product! We ordered five 8x4 boards, and they look great! ”

Kim E.



Waste Management and Recycling

In 2022, we set an ambitious goal of achieving a **90% diversion rate** in our fulfillment centers (FCS) by 2028.

We're working to achieve this goal through optimized processes, communications and collaboration with vendor partners and internal teams.

Processes

To reach our goal, we need to ensure that materials for which we have a recycling process in place are correctly handled by every FC. To help support policy alignment, we leverage waste audits and facility visits to understand strengths and opportunities. We also regularly audit waste handling equipment at our facilities to ensure they maximize the diversion of recyclable materials. In the coming year, we will be updating and communicating our waste and recycling policies and procedures.

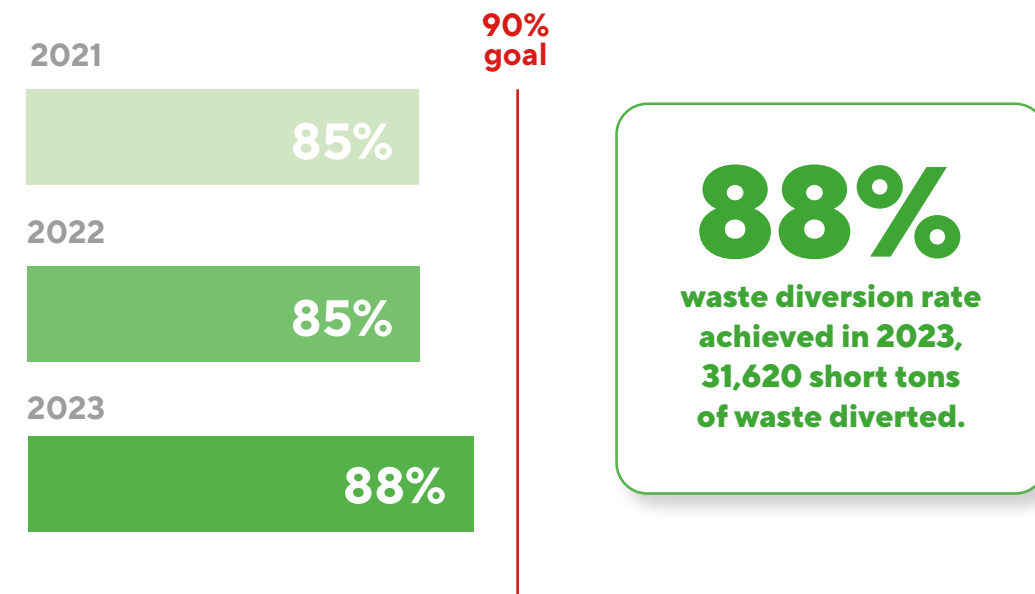
Communications

Clear, consistent messaging is key to driving the behaviors necessary to maximize our diversion rate. We recently improved our waste and recycling reporting structure and we're regularly reporting our waste metrics to leadership and the field in an easy-to-understand format. In the coming year, we'll be developing and rolling out refreshed communication materials that reinforce our various recycling and waste management processes and goals, so our associates know exactly what materials go where and who to contact for assistance.

Collaboration

It's critical that we have the support we need from our recycling and waste vendors to drive progress against our long-term goal and minimize our waste management costs. It's also important that we continue to collaborate with teams internally. This past year, our supply chain team collaborated with our waste hauler to conduct waste audits and monitoring pilots, including adding electronic monitoring to compactors. Additionally, collaboration between departments implemented several projects to reduce product damages, drafted e-commerce shipment standards to reduce returns and damages, helped identify and deploy recycling improvements in specific facilities and piloted an innovative new recycling program for shrink wrap.

Waste Diversion Rate



Energy and Climate Change

Climate change is one of today’s most pressing issues and that is why Staples, Inc. is proud to be a leader in the industry when it comes to addressing our impact.

In 2023, we released our goals for addressing our contributions to climate change. This includes a goal relating to our suppliers because we recognize that the vast majority of our impacts are within our supply chain.

Staples, Inc. was the first of its major competitors to have our climate goals approved by the Science Based Targets initiative, a non-profit organization that ensures corporate climate goals are impactful and based on the latest science. In recognition of these goals and the associated management of our carbon emissions, CDP awarded Staples, Inc. a B rating.

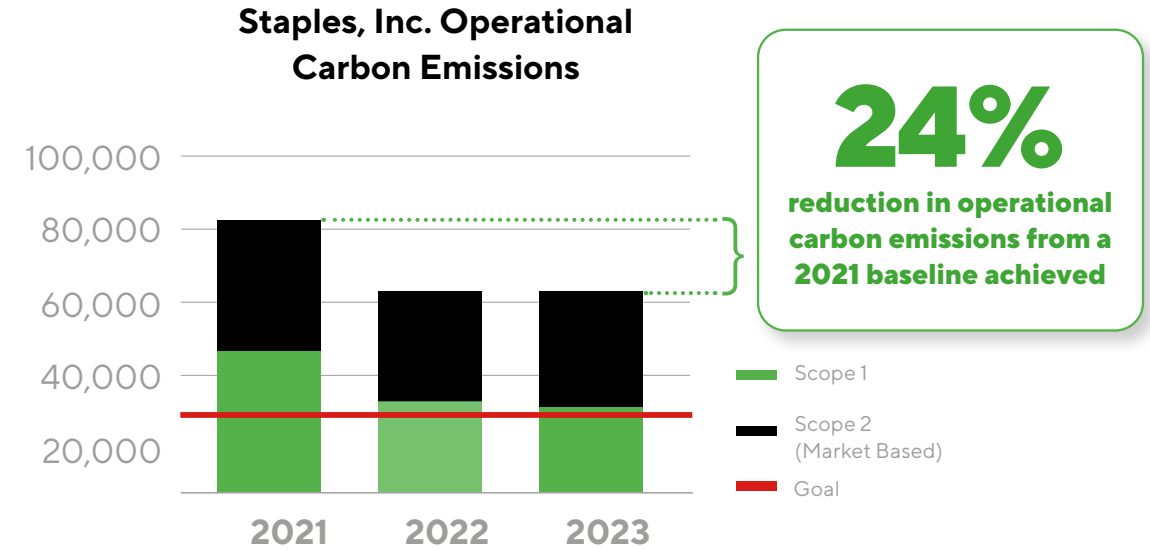
For our business, carbon emissions are highly correlated to energy consumption from our buildings (electricity and natural gas) and our vehicles (fuel). Therefore, we approach managing emissions by managing our energy consumption, specifically through our management hierarchy: increase efficiency, innovate and compensate.

Increase efficiency

First and foremost, we look for opportunities to increase energy efficiency. We have been upgrading our fulfillment centers with LED lighting, using lithium ion batteries for our forklifts and installing telematics across our fleet. These investments continue to increase our energy efficiency and fuel economy while providing additional benefits like increased safety.

¹Unit used to measure contributions to climate change and normalize the impact of all greenhouse gases.

Staples, Inc. conducts an annual carbon inventory in which it finalizes its carbon emissions for the past fiscal year. The inventory’s methodology follows that of the Greenhouse Gas Protocol. The annual inventories serve as the basis for Staples, Inc.’s approved science-based targets, including claims regarding carbon reductions. Staples, Inc. does not purchase voluntary carbon offsets at this time. Annual inventories have not been verified by an independent third party at this time.



Innovate

Where efficiency looks at the amount of energy consumed, innovation looks at opportunities to move to less carbon-intensive forms of energy. One such solution has been switching from traditional diesel to renewable diesel in California. This change is responsible for over 2,000MT CO₂e¹ reduction annually, as renewable diesel is less carbon intensive than traditional diesel.

Compensate

Finally, we are looking at ways to compensate for carbon emissions that we can’t prevent and/or minimize. In 2023, we started procuring renewable energy credits for a portion of our electricity use. With this investment, Staples Promotional Products operated for the entire year on 100% renewable electricity. Furthermore, we have joined EPA’s Green Power Partnership this year.



35%
reduction in operational carbon emissions from a 2021 baseline

70%
of suppliers (by spend) with climate change reduction targets that are aligned with science



Energy and Climate Change

Case study: Staples, Inc. Fleet Delivering More than Just Products

Our fleet is at the core of our business, ensuring that customers get their goods safely and promptly, with next-day delivery to over 98% of the US.

We also deliver more sustainably. We rolled out telematics across our fleet, enabling a variety of improvements, including reducing vehicle idling. As part of our Drive to Win program, our drivers have reduced idling by about 60% since the program began, accounting for nearly **700 MT CO₂e annually**.

Additionally, we switched to renewable diesel over conventional diesel in California. Renewable diesel is derived from alternative sources such as organic waste materials, rather than fossil fuels. This means that renewable diesel is far less carbon intensive than traditional diesel. This switch is responsible for a reduction of over **2,000 MT CO₂e annually**.



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Energy and Climate Change



Case study: Charging up Sustainability, Lithium Ion Batteries

In several fulfillment centers, we've upgraded to lithium ion phosphate battery technology for our forklifts. Lithium battery technologies have higher upfront costs than lead acid but reduce annual operating and maintenance costs.

These batteries are inherently safer because of their chemistry and constituent materials. They also offer additional benefits, including reduced water consumption, longer run times and less battery changing – which means fewer opportunities for injury. With more efficient charging, they're also expected to reduce forklift-related electricity use **by 25%**.

Staples, Inc. conducts an annual carbon inventory in which it finalizes its carbon emissions for the past fiscal year. The inventory's methodology follows that of the Greenhouse Gas Protocol. The annual inventories serve as the basis for Staples, Inc.'s approved science-based targets, including claims regarding carbon reductions. Staples, Inc. does not purchase voluntary carbon offsets at this time. Annual inventories have not been verified by an independent third party at this time.

Key Sustainability Metrics

Topic	Metric	Units	2021	2022	2023
Eco Sales	Eco-ID Sales	%	21%	22%	23%
	Any Eco Sales	%	35%	35%	36%
Waste Management	Diversion/Recycling Rate	%	85%	85%	88%
	Diverted Materials	Short Tons	34,858	33,240	31,620
	Landfilled Materials	Short Tons	5,965	5,701	4,505
Energy	Renewable Energy	MWh	0	7,458	17,832
	Non-Renewable Energy	MWh	304,602	251,288	236,450
	Total Energy	MWh	304,602	258,756	254,282
Climate Change	Scope 1 Emissions	MT CO ₂ e	45,340	31,776	31,072
	Scope 2 (Market Based) Emissions	MT CO ₂ e	39,264	35,827	33,583
	Scope 2 (Location Based) Emissions	MT CO ₂ e	36,858	39,559	35,388
	Scope 3 Emissions	MT CO ₂ e	4,890,714	6,187,455	3,925,792
	Biogenic Emissions	MT CO ₂ e	N/A	1,035	1,858
Water	Water Consumption	kGal	19,194	16,800	16,073



Social

Health and Safety

Our health and safety strategy emphasizes associate involvement in safety improvements, using data to drive decision making and delivering consistent and frequent improvements across all departments. All investments target improvement in engagement, risk reduction and regulatory compliance to create a robust and sustainable Environmental Health and Safety system.

A three-year strategy is in place to achieve a **40%** reduction in injuries.

Key pillars include:

RISK REDUCTION

Heavy investments in automation, technology and engineering improvements to eliminate significant injuries

ENGAGEMENT

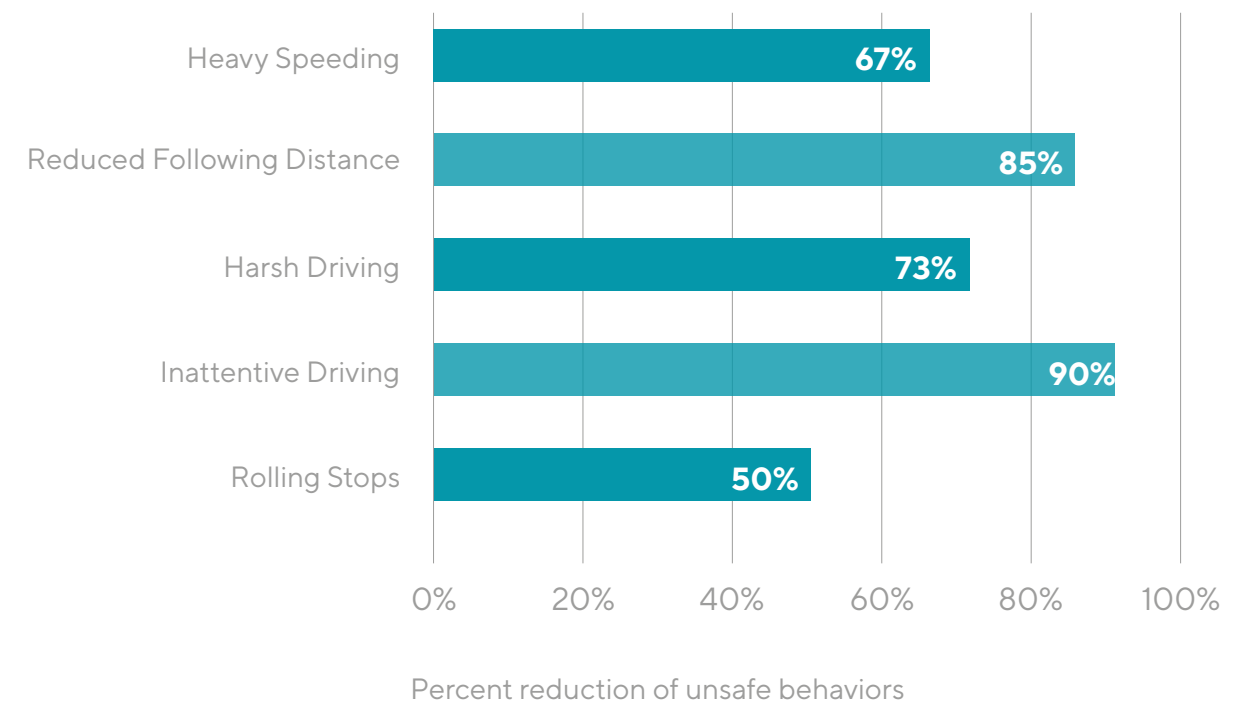
Proactive reporting campaigns to obtain associate safety feedback and improve involvement in safety initiatives

COMPLIANCE

Investments in technology to more effectively manage regulatory compliance and activities

Staples, Inc. is promoting safe driving practices with an investment in telematics for all delivery vehicles in our fleet. Telematics provide insight into driving behaviors such as speeding, using the proper following distance, harsh accelerations and turns, and inattentive driving and rolling stops by providing timely and relevant footage to share with drivers. Through these coaching opportunities, we have proactively improved driving skills by reducing unsafe behaviors on the road, protecting the public and our employees.

Improvement of Safety Behaviors



Inclusion & Diversity

At Staples, Inc., people are at the heart of what we do and integral to our business strategy. To help us succeed and exceed customers' expectations, we are committed to having a competitive team reflective of the diverse communities we live in, support and serve.

When we operate inclusively, diversity naturally follows. That's why we work hard to increase underrepresented groups in our dynamic workforce and seek employees with unique input and perspectives. The result is a better workplace and innovative thinking that helps us deliver for our customers and achieve our business goals.

To ensure Inclusion and Diversity (I&D) continue to be components in our business decisions, we elevated direct oversight of our Office of Inclusion & Diversity to our Senior Leadership Team.



Inclusion & Diversity

Inclusion and Diversity highlights:

- Chief Legal Officer Cristina Gonzalez appointed executive oversight for the Office of Inclusion & Diversity and named 33 Senior Leadership Team (SLT) and executive sponsors to support our 10 Business Resource Groups (BRGs).

“ I accepted this role without hesitation because, not only am I passionate about inclusion and diversity, but I understand how valuable it is to a successful business ”

Cristina Gonzalez, Chief Legal Officer



- Gonzalez named to the inaugural Amplify Latinx's ALX100 list, which celebrates the brightest and most ambitious Latinx leaders and changemakers across Massachusetts.
- The Office of Inclusion & Diversity piloted quarterly BRG mixers within Staples Promotional Products, which led to almost 1,000 membership sign-ups for the year across the enterprise – more than twice the number of sign-ups from the previous year.
- We continued to partner with Corporate Communications and our BRGs to deliver to I&D-focused programming for the enterprise, ranging from building your personal brand in the workplace to disability employment, including self-advocacy and accessibility in the workplace.
- In partnership with Talent Management & Organizational Development, we improved our conscious inclusion training to better meet the enterprise's learning needs and continue to promote inclusiveness within our organization.

Inclusion & Diversity

Business Resource Groups (BRGs)

Our BRGs play an important role in supporting and sustaining our I&D commitment. BRGs are employee-led groups assembled to drive change and provide meaningful opportunities to each group’s unique community. From talent acquisition to leadership development, the groups’ contributions often extend beyond their membership base, affecting the entire employee population.

Not only are BRGs at the heart of our culture, they are also committed to affecting the business’s bottom line. They continually seek opportunities to partner with specific business units and functions to help further diversify thinking and inform decisions.

BRG highlights:

- Out@Work, our LGBTQIA+ BRG, partnered with the Office of Inclusion & Diversity and Human Resources to update and improve our gender transition support guide, a resource for individuals involved in a gender transition.
- In partnership with the Office of Inclusion & Diversity and our Corporate Communications team, our BRGs hosted nine company-wide I&D-focused broadcasts with topics ranging from the American Civil Rights Movement to debunking the model minority myth.
- Women in Supply Chain successfully piloted and supported BRG ambassadors in almost 75% of our fulfillment centers. BRG ambassadors are dedicated to connecting with our frontline employees and ensuring they can partake in desired enrichment opportunities.



Supplier Diversity

Staples, Inc. recognizes how important supplier diversity is to maintain a competitive advantage in today’s marketplace.

The mission of our Supplier Diversity Program is to work with diverse businesses to create opportunities for growth. By working together with diverse suppliers, we can have an impact on our suppliers, customers, shareholders and communities.

WE DON’T ENCOURAGE DIVERSITY. WE DRIVE IT.



We offer our customers two different diversity programs to help support their supplier diversity goals and objectives.

1

DIVERSITY TIER ONE

- Strategic alliances with independently owned, operated and certified diverse businesses
- Customers buy directly from diverse businesses
- **Benefits of diverse companies we work with:**
 - Certified by NMSDC, WBENC, NGLCC, SBA & local/state government
 - Established market leadership
 - Investment in their local community

2

DIVERSITY TIER TWO

Over 4,000 products from diverse suppliers. Selection of high-quality products manufactured by MBE, WBE, LGBTQ, VBE and Small Businesses

Reporting options to help you manage your Diversity Two program

Staples, Inc. Associates

We invest in our employees because they invest in us. We offer a wide range of benefits, from flexible PTO to family solutions and lifestyle benefits.

We also invest in our employees' future through career and development opportunities. We start with individual and career development plans to help identify how our employees want to grow in their current roles and what their long-term career aspirations are. Then we support their plans and empower their growth through a wide array of development programs for all levels, including iLead, Professional Development and so much more. Finally, our goal-setting and performance-management processes help employees track how they are performing and developing against their goals to measure success.

Believe & Achieve! is our recognition program to celebrate employees exemplifying our values. The program allows employees to recognize one another and say thank you for living our values. Quarterly winners are chosen by our senior leadership, provided a gift and publicly acknowledged during our company-wide meetings and on our recognition site social feed for all employees to see. At the end of each year, quarterly winners and their guests are invited to a banquet at our corporate location, with a chance to win a cash prize. This program has been an enormous success and will continue to be the cornerstone of our company culture.



Community Involvement

We believe that our success depends on the success of the communities we serve.

We're committed to engaging with communities to partner and drive meaningful impact. Our employees are passionate about getting involved in community efforts and they're always looking for more ways to reach out.



In 2023, Staples, Inc. invested \$250,000 to support Junior Achievement (JA) work and career readiness initiatives in several communities. These initiatives are focused on helping middle school students, high school students and young adults gain a better understanding of the connection between what they learn in school and future work and career opportunities.

In addition to monetary support, Staples, Inc. employee volunteers engaged with the students as part of these programs, sharing their expertise, career insights and hands-on mentorship to inspire participating youth.

Our support for JA benefited participating youths in the following communities:

1. Boston, MA and surrounding areas
2. Lincolnshire, IL (Chicago)
3. Dallas, TX
4. Orange City, IA
5. Atlanta, GA

This partnership realized the following results in 2023:



<https://www.youtube.com/watch?v=BPX-4bn2kxQ>

Community Involvement

In addition to taking care of the communities we serve, we're also committed to supporting employees during times of crisis and unexpected hardship via the Staples, Inc. Cause for Caring charitable fund.

Established in 2013 and funded by employee and corporate contributions, Cause for Caring offers emergency relief for employees in severe need of financial assistance. Relief can include financial support for qualifying events such as natural disasters, funerals, domestic abuse, military deployments, a need for housing assistance and other circumstances beyond an employee's control.

Cause for Caring employee support in 2023 included:

TOP THREE QUALIFYING EVENTS FUNDED



FUNERAL ASSISTANCE



HOUSING ASSISTANCE



ILLNESS / INJURY ASSISTANCE

Thanks to donations to the Cause for Caring fund, more than \$6,000,000 in grants have changed the lives of thousands of employees since 2013. To learn more about Cause for Caring, please visit staplescauseforcaring.org.

100%
of qualifying
employee needs met

152
Staples, Inc.
employees supported

\$361,347
in grants provided to Staples, Inc.
employees in need in 2023



 **Staples**®