



Grand & Toy has made a company-wide commitment to be a leader and a partner on the journey towards sustainability. We've seen first-hand how much can be accomplished when we work together to be better for the environment, our communities and business. And we've learned that being better isn't a finish line – it's just the beginning.

Each day, we have an opportunity and a responsibility to add value to the dialogue about sustainability in Canada. Through our partnerships with leading organizations, and in our daily contact with consumers in our retail outlets, Grand & Toy provides education, advice, options and solutions for doing business in a better, more sustainably minded way.

In 2007, we established and communicated Grand & Toy's seven Pillars of Sustainability – a declaration of the areas in which we are committed to making a difference. Over the past three years, we have made progress in many of these seven areas and we have developed a better understanding of how Canadian businesses can implement effective and sustainable practices. Much of our learning has been applied to our own operations. We have streamlined our processes to reduce waste and energy consumption, increase the value we bring to our customers and improve the impact of our charitable and community activities.

Grand & Toy's Corporate Social Responsibility commitments are thoroughly supported by our parent company, OfficeMax. OfficeMax is a publicly traded U.S. company and, as such, it provides its investors and other stakeholders with an extensive annual CSR report. OfficeMax provides valuable input to Grand & Toy's CSR initiatives through the sharing of global best practices, research methodology and dedicated expertise.

This past year, we made important progress towards the specific goals and initiatives that were presented in our 2010 CSR Report. Details are included in the table below. Many of these goals, and the initiatives we have implemented to achieve them, will carry over into this year and beyond as we work to find new ways to be better each year.

| PROGRESS ON 2010 GOALS | PERFORMANCE |
|---|-------------|
| Expand product and service offerings to include environmentally preferable alternatives | |
| Redefine Green Information Technology (IT) strategy to reduce overall carbon footprint | |
| Work with suppliers to reduce product packaging | |
| Work with suppliers to increase the availability of environmentally preferable office solutions | |
| Continue to re-evaluate supply chain procedures to reduce waste | |
| Create standardized information system for environmentally preferable products | |
| Implement Partner Code of Conduct with suppliers | |
| Revamp third-party audit for private-label products to include environmental criteria | |
| Develop and solidify external grant and donation policies in support of environmental projects, public awareness and innovative environmental solutions | |
| Continue working with START2FINISH (formerly KidsFest) to increase the scope and reach of its programs | |
| Incorporate additional sustainability considerations into employment practices | |





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| Increase number of Eco-Committees and participation at our branches nationwide | |
| Continue to educate customers on strategic procurement and environmentally preferable products | |
| Develop environmental criteria for sales force | |
| Implement policies for internal procurement needs that consider CSR criteria | |

- Progress on track
- Making progress; needs attention
- No progress at this time





For nearly 130 years, Grand & Toy has been in the business of providing office solutions. Over the years, the challenges that our industry has faced have changed. Today, our stakeholders are looking to be more sustainable, without sacrificing performance or success. In our 2011 Corporate Social Responsibility Report, I am proud to share some of the ways that we have helped our customers' progress.

Today, organizations have a responsibility to live and operate more sustainably if we are to protect and preserve our planet for future generations. HOW we achieve that is still a learning process. We believe that Grand & Toy has a valuable role to play in helping our customers answer the question of HOW.

We start by integrating sustainability into our business strategy and making it a natural part of the way we do business. Our sustainability initiatives have helped Grand & Toy gain operational efficiencies and develop knowledge and expertise, which we pass on to our customers so that they can benefit from what we've learned first-hand. We believe in leading by example and sharing our knowledge through open, honest communication that builds strong and enduring partnerships.

Helping our customers achieve their social responsibility goals is an important aspect of Grand & Toy's success, and we couldn't do it without their co-operation. On behalf of all Grand & Toy Associates, I want to thank our customers for continuously encouraging us to be better and for allowing us to partner with them on innovative sustainability pilot projects.

Thanks also to our Associates and our sales force for committing to truly understanding Corporate Social Responsibility. They have demonstrated true leadership in helping us to integrate it throughout our business. And, of course, I want to thank our parent company, [OfficeMax](#) for supporting and encouraging us in all of our initiatives.

The support and encouragement we received from all of our stakeholders in 2010 allowed Grand & Toy to embark on many new initiatives and pilot projects – enabling the trial of a [reusable tote pilot](#) with one of our customers, and our successful [Right Day delivery schedule](#). We were successful in putting our sustainability commitments into action and in demonstrating to the world HOW we are adding value for our partners. It's a strong foundation for our future success.

I invite you to learn more by reviewing our 2011 Online CSR Report, and I hope you will be encouraged to join us and our partners.

Gary D'Andrea
Chief Operating Officer





Corporate Social Responsibility practices are constantly evolving and we must evolve with them in order to fulfill our vision of powering Canadian business to lead the journey towards sustainability. In order to continuously improve our own internal sustainability programs, as well as the knowledge and expertise we offer our customers, we invest a significant amount of time in listening to and learning from our stakeholders.

In 2010, Grand & Toy executives participated in numerous industry groups, events and organizations to improve their knowledge of programs and services that support Grand & Toy's Pillars of Sustainability. These organizations included the [Canadian Office Products Association](#), the [Purchasing Management Association of Canada](#), the [Partners in Project Green Sustainable Logistics Consortium](#), the [Canadian Aboriginal and Minority Supplier Council](#), the [Retail Council of Canada](#), and the [Retail Advertising and Marketing Club of Canada](#), among others.

This year, we interviewed customers, suppliers, government agencies and environmental and social interest groups about the key sustainability issues that their organizations faced in 2010. Our Associates were given the opportunity to complete an online survey to provide feedback on what they learned from Grand & Toy's 2010 CSR Report and what we could do to improve our CSR practices and reporting. We learned a great deal from these consultations.

The practice of annually surveying stakeholders ensures that we focus on continuous improvement. It is also consistent with the Global Reporting Initiative's (GRI) [G3 Guidelines](#) to ensure relevance and transparency in our CSR reporting.

Through our conversations with all of our stakeholders, four key questions emerged that helped us formulate our CSR priorities and initiatives for the coming year:

1. [How does Grand & Toy share knowledge, educate and partner with our customers on sustainability?](#)
2. [What does Grand & Toy do to better our communities and change our corporate culture to embed sustainability?](#)
3. [How are we "greening" our operations and supply chain?](#)
4. [What is Grand & Toy doing to ensure that the products and services we sell are as environmentally preferable as possible?](#)

By listening and learning from our consultation process, we hope to engage more of our Associates, customers and other stakeholders in our shared journey towards sustainability.

knowledge sharing / philanthropy / minimizing waste / commitment
 living sustainably / greenwashing / community / collaboration
 accountability / partnerships / price / evaluation / doing better
 closing the loop / diversity / **best practices** / making the business case



In Grand & Toy's annual reporting, the term "Corporate Social Responsibility", its related acronym "CSR", and the terms "social responsibility" and "sustainability" are used interchangeably to describe initiatives, commitments and behaviours that are intended to have a positive social, environmental or business impact on future generations.

Grand & Toy's CSR reporting follows the G3 Guidelines of the [Global Reporting Initiative](#) (GRI). The GRI pioneered the development of the world's most widely used sustainability reporting framework for the three globally recognized areas of CSR: economic, environmental and social performance.

Where possible, we provide references to the GRI indicators that relate to specific metrics used to track our performance. The data collected for this report covers the period from January 1 to December 31, 2010. We have also provided comparative data for 2009 and 2008, wherever such data is available.

