



Grand & Toy is helping Canadian businesses make progress on Corporate Social Responsibility initiatives, and we are powering their potential to lead the journey towards sustainability. By embracing this role, we are also transforming the way Grand & Toy does business.

When we help our customers achieve their environmental, social and business goals, we also create opportunities that improve our internal processes and support Grand & Toy's sustainability goals. The solutions and tools we offer our customers are the same ones we adopt in our business in order to demonstrate the benefits of socially responsible decisions. As a result, we work to continuously improve and enhance our understanding and practice of CSR. We must stretch our goals, engage more of our Associates and external stakeholders, and share our challenges and successes through regular communication and transparent reporting.

There's always more we can do, and Grand & Toy has a role to play in showing the world that being better at Corporate Social Responsibility is a better way to be!

Based on the goals we stated in 2010 and new priorities for our business, goals for the coming year are:

- 1 To establish a Sustainability Management System
- 2 To track and understand our sustainability impacts in the context of our business activities
- 3 To set reduction targets and inspirational goals for our sustainability priorities with a deadline of 2015
- 4 To expand our support and the reach of the A Day Made Better Program
- 5 To implement more stringent policies for our internal procurement needs that consider CSR criteria
- 6 To continue to re-evaluate supply chain procedures to reduce waste
- 7 To create standardized information system for environmentally preferable products
- 8 To revamp third-party audit for private-label products to include environmental criteria
- 9 To increase number of Eco-Committees and participation at our branches nationwide
- 10 To incorporate additional sustainability considerations into employment practices
- 11 To develop and solidify external grant and donation policies in support of environmental projects, public awareness and innovative environmental solutions
- 12 To continue to educate customers on strategic procurement and environmentally preferable products
- 13 To develop environmental criteria for sales force
- 14 To work with suppliers to reduce product packaging

