



Environmental Footprint
Product Stewardship

Customer Partnerships
Ethical Sourcing

Employment Practices
Impact on Communities

LEGEND
 NT Not Tracked
 NA Not Available
 - No Relevant GRI Indicator

GRI INDICATOR	FOCUS AREA	KEY PERFORMANCE INDICATOR DETAIL	U/M	2008 DATA	2009 DATA	2010 DATA	DETAILS/ EXPLANATIONS
Environmental Footprint							
EN1	Corrugate	Corrugate purchased for customer orders for the year	lbs	2,065,622	1,734,867	1,974,820	SHOW DETAILS +
EN2	Corrugate	Content of corrugate boxes derived from post-consumer waste	%	85	85	85	SHOW DETAILS +
EN1	Shrink Wrap	Shrink wrap purchased for customer orders for the year	lbs	NT	27,665	28,045	SHOW DETAILS +
EN1	Air Pillows	Air pillows purchased for the year	lbs	NT	17,888	16,224	SHOW DETAILS +
EN1	Shipping Envelopes	Courier envelopes purchased for the year	lbs	NT	11,217	13,198	SHOW DETAILS +
EN1	Skids	Wooden skids purchased for customer orders for the year	lbs	NT	NT	3,221	SHOW DETAILS +
-	Land	Offices with LEED certification	%	0	0	0	SHOW DETAILS +
EN11	Land	Retail locations nationwide	#	45	36	34	SHOW DETAILS +





EN11	Land	Sales offices and Customer Fulfillment Centres (CFCs) nationwide	#	27	27	27	SHOW DETAILS +
EN11	Land	Area (all facilities)	sq. ft.	1,158,365	1,129,984	1,093,347	SHOW DETAILS +
EN1	Paper (Internal)	Reams of paper consumed at all CFCs and offices	reams	8,634	7,402	6,971	SHOW DETAILS +
EN4/5	Electricity	Electricity consumption (all facilities)	kWh	13,201,120	11,712,071	10,875,588	SHOW DETAILS +
EN3	Natural Gas	Gas consumption (all facilities)	m ³	1,257,956	1,166,784	1,062,077	SHOW DETAILS +
EN3/29	Air Travel	One-way business flights	#	NT	1,621	1,419	SHOW DETAILS +
EN3/29	Air Travel	Total mileage travelled on business flights	km	NT	1,669,630	1,461,694	SHOW DETAILS +
EN3/29	Owned Distribution	Total vehicles (national)	#	134	127	116	SHOW DETAILS +
EN3/29	Owned Distribution	Vehicles (diesel)	#	59	52	52	SHOW DETAILS +
EN3/29	Owned Distribution	Vehicles (gas)	#	75	75	64	SHOW DETAILS +





EN3/29	Owned Distribution	Fuel consumption (diesel)	L	394,964	387,507	361,224	SHOW DETAILS +
EN3/29	Owned Distribution	Fuel consumption (gas)	L	384,678	380,366	348,960	SHOW DETAILS +
EN3/29	Dedicated Distribution	Total vehicles (national)	#	94	81	82	SHOW DETAILS +
EN3/29	Dedicated Distribution	Vehicles (diesel)	#	29	24	24	SHOW DETAILS +
EN3/29	Dedicated Distribution	Vehicles (gas)	#	65	57	58	SHOW DETAILS +
EN3/29	Dedicated Distribution	Fuel consumption (diesel)	L	156,554	153,630	119,304	SHOW DETAILS +
EN3/29	Dedicated Distribution	Fuel consumption (gas)	L	310,971	285,294	288,816	SHOW DETAILS +
EN16	Emissions	Scope 1 (distribution only)	tonnes CO ₂ e	3,056.26	2,960.34	2,734.79	SHOW DETAILS +
EN16	Emissions	Scope 1 (natural gas)	tonnes CO ₂ e	2,371.20	2,199.34	2,001.97	SHOW DETAILS +
EN16	Emissions	Scope 1 (distribution and natural gas)	tonnes CO ₂ e	5,427.46	5,159.68	4,736.76	SHOW DETAILS +





EN16	Emissions	Scope 2 (purchased electricity)	tonnes CO ₂ e	2,431.37	2,157.12	2,003.06	SHOW DETAILS +
EN16	Emissions	Combined Scope 1 and 2 emissions	tonnes CO ₂ e	7,858.82	7,316.80	6,739.81	SHOW DETAILS +
EN16	Emissions	Scope 3 (flights only)	tonnes CO ₂ e	NT	222.17	149.29	SHOW DETAILS +
EN13/30	Carbon Offsets	Carbon offsets purchased	tonnes CO ₂ e	0	1,899.75	1,140.00	SHOW DETAILS +
EN27	Recycling	Ink and toner cartridges recycled (all customers)	#	276,393	433,242	413,547	SHOW DETAILS +
EN27	Recycling	Ink and toner cartridges recycled (all customers)	lbs	977,434	1,429,356	1,256,005	SHOW DETAILS +
EN22	Recycling	Waste to landfill	lbs	984,996	922,572	860,183	SHOW DETAILS +
EN22	Recycling	Corrugate recycled	lbs	1,321,942	1,909,574	1,656,570	SHOW DETAILS +
EN22	Recycling	Shrink wrap recycled	lbs	12,194	86,701	27,142	SHOW DETAILS +
EN22	Recycling	Scrapwood recycled	lbs	16,868	23,373	131,037	SHOW DETAILS +





EN22	Recycling	Mixed recycled	lbs	145,768	242,815	489,751	SHOW DETAILS +
EN10	Recycling	Water recycled	L	NT	NT	NT	SHOW DETAILS +
EN22	Recycling	Organic waste collected	lbs	0	0	NT	SHOW DETAILS +
EN22	Recycling	e-waste recycled	lbs	NT	NT	2,084	SHOW DETAILS +
EN27	Recycling	Furniture recycled	lbs	0	0	600	SHOW DETAILS +
EN22	Recycling	Waste diversion rate (national)	%	60.31	71.03	72.82	SHOW DETAILS +
Product Stewardship							
PR1	Environmentally Preferable Products	Products in ordering guide identified as environmentally preferable	#	1,503	1,554	1,833	SHOW DETAILS +
-	Environmentally Preferable Products	Total products in ordering guide	#	6,721	6,791	6,973	
PR1	Environmentally Preferable Products	Products in ordering guide identified as environmentally preferable versus total products in ordering guide	%	22.36	22.88	26	SHOW DETAILS +
-	Sales of Environmentally Preferable Products	Sales of environmentally preferable products versus total sales	%	NT	19	20	SHOW DETAILS +





EN2	Paper	Copy paper sales that bear internationally recognized forest and manufacturing environmental certifications versus total copy paper sales	%	98	99	99	SHOW DETAILS +
-	Paper	Copy paper sales that contained 30% or more post-consumer waste	%	15	21	23	SHOW DETAILS +
Customer Partnerships							
EN14	Paper	Marketing papers sourced from a certified responsibly managed forest	%	NT	100	100	SHOW DETAILS +
EN14	Ordering Guide	Ordering guides printed	#	300,000	250,000	200,000	SHOW DETAILS +
EN14	Ordering Guide	Page reductions over previous year	#	24	0	0	
EN14	Ordering Guide	Total paper savings from ordering guide changes	lbs	830,000	667,976	550,023	SHOW DETAILS +
EN18/26	48-Hour Delivery	Customers who chose 48-hour delivery	%	-	50.61	76.50	SHOW DETAILS +
EN18/26	48-Hour Delivery	Orders delivered with 48-hour option	%	-	36.21	61.54	SHOW DETAILS +
EN18/26	Right Day Delivery	Customer Accounts who chose Right Day delivery	#	NT	NT	5,875	SHOW DETAILS +
EN26	e-invoicing	Total new and existing accounts that selected e-invoicing as default	%	5	6	13	SHOW DETAILS +





EN26	e-invoicing	Total internal paper page savings as a result of e-invoicing	#	147,494	157,927	243,445	SHOW DETAILS +
SO1	Lunch and Learn	Lunch and Learns conducted	#	35	42	33	SHOW DETAILS +
SO1	Lunch and Learn	Total customer attendees	#	NT	345	500	SHOW DETAILS +
SO1	Lunch and Learn	Post-event customer satisfaction rate (survey)	%	NT	NT	99.3	SHOW DETAILS +
SO1	Small Events	Events conducted (national)	#	NT	23	10	SHOW DETAILS +
SO1	Small Events	Total customers reached (all events)	#	NT	460	120	
SO1	Large Events	Events conducted (national) or sponsorships	#	NT	1	1	SHOW DETAILS +
SO1	Large Events	Total customers reached (all events)	#	NT	200	40	SHOW DETAILS +
-	Large Events	Other business sponsorships and memberships	-	-	-	-	SHOW DETAILS +
PR6	Marketing Code	Voluntary marketing codes adopted or adhered to	#	1	1	1	SHOW DETAILS +





PR5	Customer Satisfaction	Customer Satisfaction survey (CSAT) statistics	-	No CSAT	No CSAT	No CSAT	SHOW DETAILS +
EN27	THINK Program	Ink and toner cartridges recycled (national)	#	276,393	433,242	413,547	SHOW DETAILS +
-	Case Studies	Customer case studies published	#	0	2	4	SHOW DETAILS +
Ethical Sourcing							
EN1	Paper	Paper consumed for internal purposes that bears third-party environmental certification	%	100	100	100	SHOW DETAILS +
EN1	Paper	Paper consumed for internal purposes made from post-consumer waste	%	30	30	30	SHOW DETAILS +
EN1	Office Supplies	Office supply orders	#	4,714	3,331	3,276	SHOW DETAILS +
EN14	Office Supplies	Internal spend on environmentally preferable products / total spend	%	NT	19.9	22.5	SHOW DETAILS +
EN14	Office Supplies	Environmentally preferable products that make up core ordering list	%	NT	28.5	39.5	SHOW DETAILS +
EN1	Ink and Toner	Ink and toner cartridges purchased for internal purposes	#	1,785	1,952	1,268	SHOW DETAILS +
HR2	Partner Code of Conduct	Total North American vendors	#	NT	98	91	





HR2	Partner Code of Conduct	North American vendors who signed Partner Code of Conduct	#	NT	NT	71	SHOW DETAILS +
HR2	Partner Code of Conduct	North American vendors who signed Partner Code of Conduct / total	%	NT	NT	78.02	SHOW DETAILS +
HR1	SA8000 Audit	Average score for all audits	%	86.30	79.63	83.97	
HR1	SA8000 Audit	Median score for all audits	%	91.43	91.22	83.69	
HR1	SA8000 Audit	Significant investment agreements that include human rights clauses or have been screened	%	100	100	100	
Employment Practices							
LA1/13	Workforce	Total Associates (excluding contractors)	#	2,011	1,721	1,691	SHOW DETAILS +
LA1/13	Workforce	Total sales Associates	#	358	307	293	SHOW DETAILS +
LA2	Turnover	Rate of employee turnover (national)	%	29	23	19	SHOW DETAILS +
LA2	Hires/Fires	New hires	#	682	332	325	SHOW DETAILS +
EC3	Hires/Fires	Benefits provided to full-time employees that are not provided to part-time employees	list	Pension Plan, Group Benefit Plan, Exceptions and Employment Assistance Plan	No Change	No Change	





-	Retention	Associates with five or more years of tenure versus total Associates	%	50.80	54.60	56.70	
-	Retention	Associates with 10 or more years tenure versus total Associates	%	34.30	40.60	42.50	
LA4	Collective Bargaining	Employees covered under Collective Bargaining Agreements (CBAs)	%	21.50	21.00	19.20	
LA5	Notice	Minimum notice period(s) (weeks) regarding operational changes, including whether specified in Collective Bargaining Agreements	#	No Change	No Change	No Change	
LA6	Health and Safety	Total workforce represented in formal joint management-worker health and safety committees	%	6.40	6.60	5.63	SHOW DETAILS +
LA7	Health and Safety	Employee medical aid incidents	#	30	40	56	
LA7	Health and Safety	Restricted work incidents	#	55	51	55	
LA7	Health and Safety	Associate recordable injuries	#	60	69	79	
LA7	Health and Safety	Associate lost-time incidents	#	30	29	23	
LA9	Health and Safety	Health and safety topics covered in formal agreements with trade unions	list	No Change	No Change	No Change	SHOW DETAILS +





LA8/10	Training and Education	Total hours of training for all Associates	#	2,124	1,056	5,066	SHOW DETAILS +
LA8/10	Training and Education	Average hours of sales training per sales Associate	#	5.93	3.44	9.53	SHOW DETAILS +
LA8/10	Training and Education	Associates who participated in G&T Continuing Education program	#	18	18	18	SHOW DETAILS +
LA11	Training and Education	Programs for skills management and life-long learning that support continued employability	list	Tuition Reimbursement Program	No Change	No Change	SHOW DETAILS +
LA11	Training and Education	Associates who applied for and were granted tuition reimbursement	#	18	18	18	SHOW DETAILS +
LA12	Training and Education	Associates who received performance and career development reviews	%	70	72	83	
HR3	Training and Education	Hours of employee training on policies and procedures related to aspects of human rights that are relevant to operations	#	600	0	255	SHOW DETAILS +
SO2	Risk Audits	Retail locations audited for business risk	%	33	31	67	SHOW DETAILS +
SO2	Risk Audits	CFC locations audited for business risk	%	57	43	57	SHOW DETAILS +
SO3	Tipline	Associate-identified incidents	#	8	4	6	SHOW DETAILS +





SO4	Tipline	Incidents of corruption	#	14	10	3	SHOW DETAILS +
SO6	Regulatory Affairs	Total in-kind financial contributions to political parties	\$	0	0	0	SHOW DETAILS +
SO7	Regulatory Affairs	Total legal actions taken for anti-competitive behaviour, anti-trust and monopoly practices	#	0	0	0	SHOW DETAILS +
SO8	Regulatory Affairs	Sanctions for non-compliance with laws and regulations	#	0	0	0	SHOW DETAILS +
Impact on Communities							
SO1	Charitable Donations	Charitable organizations supported through donations of service, product or money	#	51	152	44	SHOW DETAILS +
-	Charitable Donations	Monetary value of emergency or relief funds donated for special causes	\$	NT	NT	18,600	SHOW DETAILS +
EC8	Charitable Donations	Monetary value of ad hoc donations given in support of charitable organizations	\$	239,757	217,382	237,120	SHOW DETAILS +
EC8	Bryan Bridges Scholarship	Recipients who received the Bryan Bridges Scholarship	#	5	5	3	SHOW DETAILS +
EC8	Bryan Bridges Scholarship	Bryan Bridges Scholarship recipients who were renewals from previous year	%	2	2	3	SHOW DETAILS +
EC8	Bryan Bridges Scholarship	Associates or Associate families who applied for the Bryan Bridges Scholarship	#	NT	NT	5	SHOW DETAILS +





EC8	KidsFest Backpack Program	Backpacks packed by G&T Associates for the KidsFest backpack program	#	2,400	3,500	5,920	SHOW DETAILS +
EC8	KidsFest Backpack Program	Backpacks sponsored by G&T and suppliers for the KidsFest backpack program	#	4,650	5,000	7,020	SHOW DETAILS +
-	KidsFest Backpack Program	Funds raised in store through customer collection	\$	27,770	34,880	26,476	SHOW DETAILS +
EC8	KidsFest Backpack Program	Estimated value of Associate time donated for backpack program	\$	30,937	33,473	35,313	SHOW DETAILS +
-	KidsFest Backpack Program	Estimated value of backpacks donated	\$	581,250	625,000	877,500	SHOW DETAILS +
-	Corporate Awards	External awards received	#	1	3	3	SHOW DETAILS +
EC8	A Day Made Better	Applications received for A Day Made Better	#	-	7	42	SHOW DETAILS +
EC8	A Day Made Better	Teachers surprised through A Day Made Better	#	-	3	12	SHOW DETAILS +

