



**OfficeMax<sup>®</sup>**  
GRAND&TOY<sup>®</sup>

## 2013 Corporate Social Responsibility Report

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Partners in Progress

## Report Overview

Sustainability has long been an important part of our business. We launched our sustainability pillars in 2007 and our commitment to those pillars remains as strong as ever.

That commitment includes our determination to “get it right”. In conducting our annual materiality study in 2011, it became apparent that there were some gaps in understanding when it comes to sustainability. Our customers needed more information to help them understand what really defines an environmentally preferable product. Our Associates needed a better understanding of our strategy and there were gaps with our suppliers when it came to promoting sustainability across our value chain. We are working to close these gaps, though we have learned through experience that putting sustainability into practice is not an easy task.

Operating a successful and sustainable business requires the ability to make realistic assessments. 2012 was a difficult year for our industry. It led us to look carefully at how we operate, and we recognized that we had to significantly streamline our operations. We now have a leaner, more efficient structure, one that positions us for success this year and in years ahead.

While we faced many challenges last year, we can also be proud of our many achievements. In 2012, we successfully launched nationally our environmentally preferable shipping solution, the Boomerang Box. We acknowledged 17 teachers across Canada with "A Day Made Better" and helped get 9,000 children ready for school through Start2Finish. Most importantly, we engaged more customers in our sustainability vision and strategy than ever before.

Success in sustainability depends on partnerships through our value chain. Thank you to our partners — to our customers for their encouragement and inspiration, to our Associates and sales force for their commitment to making sustainability a part of our business.

### About This Report

**Reporting Period:**

January 1, 2012 to December 31, 2012

Utilizes GRI G3 guidelines; only material key performance indicators have been disclosed

We welcome your questions and feedback; please send to:  
[csr@officemaxcanada.com](mailto:csr@officemaxcanada.com).

### Materiality Study

In our materiality study we interviewed customers, suppliers, NGO partners, government representatives, OfficeMax personnel and Associates to determine the important questions that matter to them.

**Their questions included:**

- What are environmentally preferable products?
- What are you doing to make your packaging more sustainable?
- What are you doing to support your communities?
- How are you encouraging your Associates to be more sustainable/ building a culture of sustainability?

Answers to these questions are covered in different sections of this executive summary.

This report is a supplement to OfficeMax's CSR report, available at [about.officemax.com](http://about.officemax.com), which covers our parent company and all of its subsidiaries.



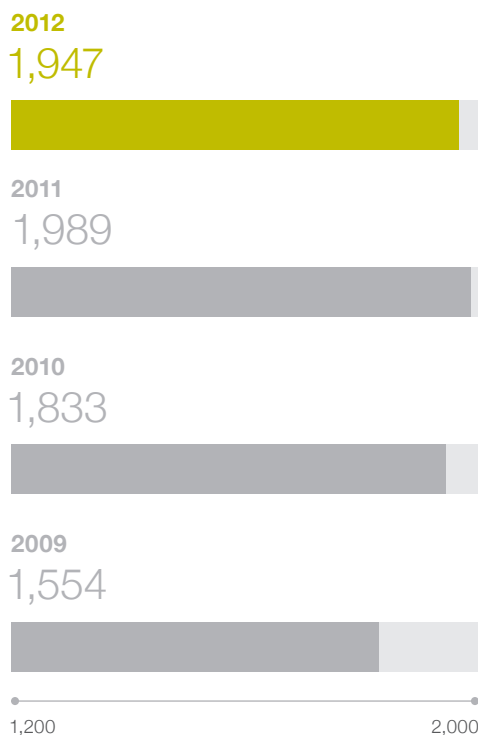
## Environmentally Preferable Products

There is a lot more to environmentally preferable products than just the products themselves. We look at how products are packaged and shipped, how products are used and how they can be recycled at the end of their life.

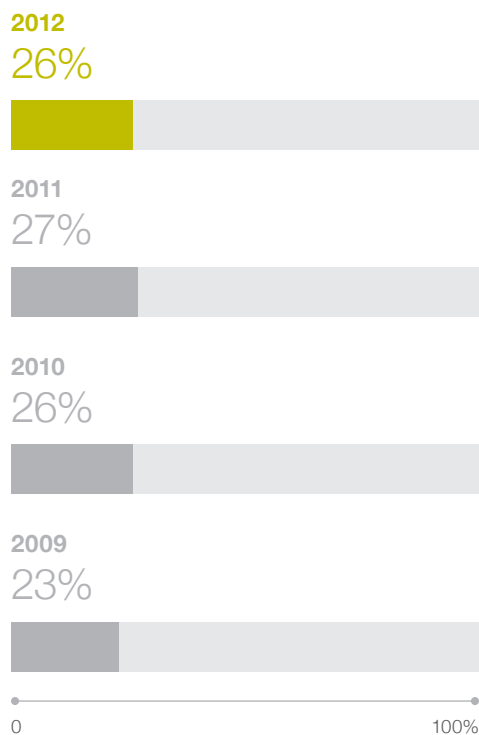
We Define Environmentally Preferable Products As:

- Products that have a minimum of 30% post-consumer content
- Products that carry a recognized third-party environmental certification such as EcoLogo™
- Products that have a traditional attribute that makes them better alternatives to standard products

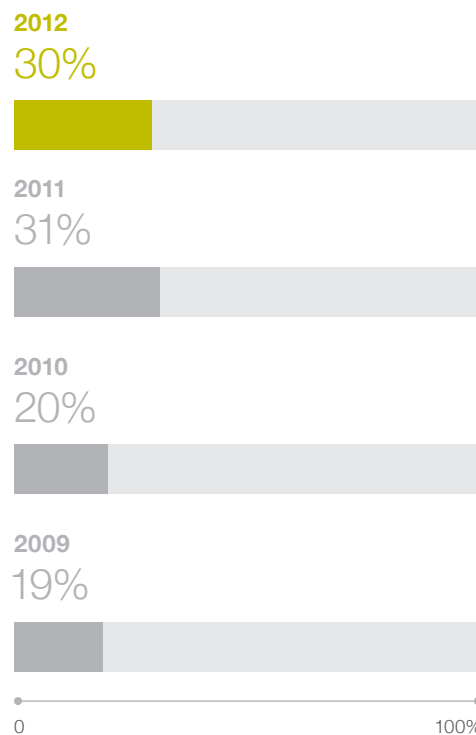
Number of products in ordering guide identified as environmentally preferable.



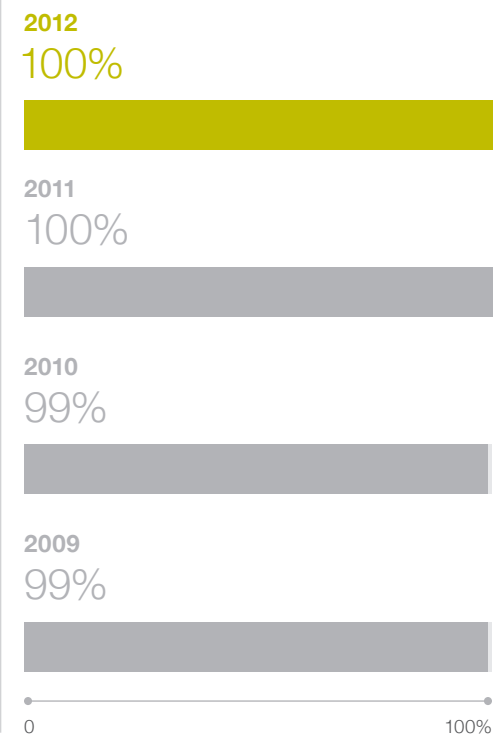
Percentage of products in ordering guide identified as environmentally preferable



Percentage of sales of environmentally preferable products



Percentage of copy paper sold that was sourced from paper mills that hold internationally recognized manufacturing certifications for sustainable forest management



# Recycling Initiatives

## Pen Recycling Program

What do you do with an old pen? Bring it to the best place for getting new pens and writing implements. In 2011, OfficeMax Grand & Toy took part in an innovative pen recycling program with eco-products leader, TerraCycle, and one of our major suppliers, Newell Rubbermaid. At our branches and through our customers' places of work, people were invited to drop off their old, unwanted pens and markers. These were sent to TerraCycle and "upcycled" into quality consumer goods. Every Newell Rubbermaid brand writing instrument collected generated a two-cent donation toward a charity of choice.

OfficeMax Grand & Toy is TerraCycle's exclusive partner in Canada and to date we have collected more than 168,714 pens and markers for recycling and made charitable donations in excess of **\$3,374**.

## The Write Path At VIU

Located in an area renowned for its spectacular natural beauty and rich ecological diversity, Vancouver Island University (VIU) is strongly committed to sustainable development. VIU welcomed the opportunity to become part of OfficeMax Grand & Toy's pen recycling initiative. In 2011, VIU purchased 16,000 pens, markers and whiteboard markers from OfficeMax Grand & Toy. Starting in 2012, collection boxes for used writing instruments were placed near the entrance of the VIU Bookstore and in the Welcome Centre of the Nanaimo campus. People were also invited to send in old pens through the VIU's interoffice mail system. As part of the program, for each recycled Sharpie, uni-ball, Papermate, and Expo writing instrument, two cents is donated to the VIU Foundation.



Vancouver Island University, Nanaimo Campus

"An individual pen may not seem like much but when you add them up, it makes a difference."

– Margot Croft, Environment and Sustainability,  
Infrastructure and Ancillary Services, VIU

## Pilot Electronics Pick Up Program Launched In Ontario

OfficeMax Grand & Toy facilitated the ability for our customers to recycle a variety of end-of-life electronics including monitors, desktop computers, laptops and mobile phones. We partnered with the provincially approved handler of e-waste (Ontario Electronic Stewardship) who collected the products directly from our customers then recycled or responsibly disposed of them according to provincial standards. The pilot was launched in March 2012 with pickups in Kitchener-Waterloo, Mississauga and Sudbury.

## Answering The Call2Recycle

Last year, in partnership with Call2Recycle® a North American battery and cell phone collection program, OfficeMax Grand & Toy launched an initiative through which battery collection containers were provided to our customers for use at their offices and locations. Each container comes with a prepaid shipping label, plastic bags to contain the batteries that are dropped off and guidelines for safe handling. Through OfficeMax Grand & Toy's program, Call2Recycle collects rechargeable and single-use household batteries, and to date has recycled 314 kg of batteries.

## Smart Thinking

THINK, OfficeMax Grand & Toy's Ink and Toner recycling program for the office, continues to be a great success driven by its simplicity and convenience. Customers can go online to sign up and arrange pickups. OfficeMax Grand & Toy collects the used cartridges and, working with Clover Technologies, either remanufactures the cartridges when possible or arranges for responsible recycling. The remanufactured cartridges meet industry standards and are available for sale on our website. Since 2007, we have remanufactured or recycled more than 2.5 million ink and toner cartridges.



## Packaging/Delivery

OfficeMax Grand & Toy has made significant strides in reducing the amount of packaging we use to ship our products, while adopting more environmentally responsible forms of packaging, such as 100% recyclable courier envelopes used for shipping smaller orders. We eliminated packing peanuts in favour of recyclable air pillows\*, and our corrugated cardboard boxes are now made with 85% post-consumer content.

Corrugate purchased for customer orders for the year

**2012**  
1,590,260 lbs



**2011**  
1,615,000 lbs



**2010**  
1,974,820 lbs



**2009**  
1,734,867 lbs



0 2,100,000 lbs

Shrink wrap purchased for customer orders for the year

**2012**  
21,032 lbs



**2011**  
24,292 lbs



**2010**  
28,045 lbs



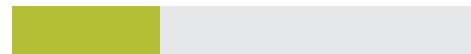
**2009**  
27,665 lbs



0 30,000 lbs

Air pillows purchased for the year

**2012**  
7,776 lbs



**2011**  
15,675 lbs



**2010**  
16,224 lbs



**2009**  
17,888 lbs



0 20,000 lbs

Courier envelopes purchased for the year

**2012**  
12,834 lbs



**2011**  
17,136 lbs



**2010**  
13,198 lbs



**2009**  
11,217 lbs



0 20,000 lbs

\*At 5 of our 7 CFC's

## Packaging/Delivery Initiatives

### Boomerang Box

At OfficeMax Grand & Toy, thinking outside the box also means thinking about the box. Our Boomerang Box, a redesigned, rugged and 100% recyclable corrugated cardboard delivery box, can be used many times before it needs to be recycled. Instead of having to break down and fold up corrugate shipping boxes for recycling, customers keep the Boomerang Box, which features a tapered design for easy stacking and storage, for their OfficeMax Grand & Toy driver to pick up and reuse. Since our national launch in 2012 to all eligible customers, this initiative has saved over 64,000 one-time-use boxes — enough to stack higher than Mount Everest.



A tapered design makes the Boomerang Box simple to stack and store.

### Order Consolidation And Route Rationalization

Since 2004, OfficeMax Grand & Toy has been working to streamline operations by using fewer trucks to deliver more goods. We have been able to significantly reduce the number of owned and third-party trucks used in deliveries. Reducing the size of our fleet means that we must get more from our remaining trucks, which led to an increase in emission from distribution activities.



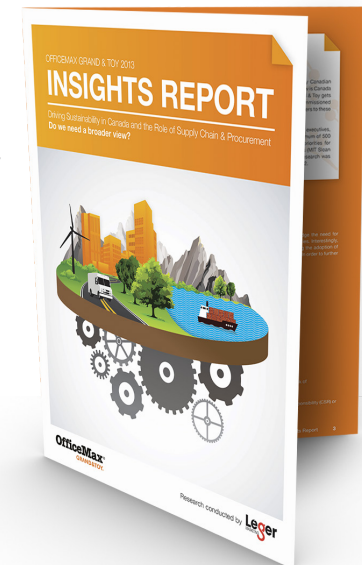
Last year we went from 167 trucks to 156, a reduction of 6%.

### 2013 Insights Report

We commissioned Leger to conduct research as part of our annual Insights Report, that focused on supply chain and procurement through a lens of sustainability. It details the thoughts and future predictions of Canadian senior executives from enterprise organizations in 2013 and beyond.

What did we discover? Canadian organizations are leading their worldwide counterparts in the adoption of sustainable business practices and are realizing financial benefits from these activities. Interestingly, procurement and supply chain have the potential to play a key role in further achievement, however, this primary internal focus may hinder success in the future.

To access a copy of the full report visit [officemaxcanada.com/insights](http://officemaxcanada.com/insights)

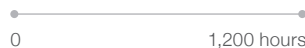
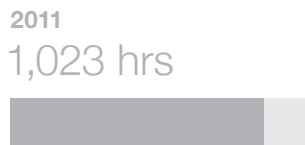




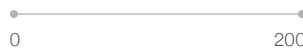
## Community/Associates

Our Associates are the face of OfficeMax Grand & Toy in their communities; they are ambassadors and play a key role in all of our community outreach efforts. By getting out into their communities, our Associates generate essential support for our two corporate causes: protecting the environment and helping to provide and support educational opportunities for underprivileged children.

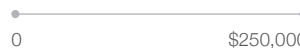
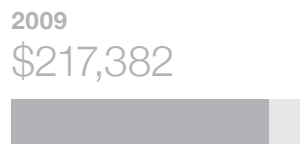
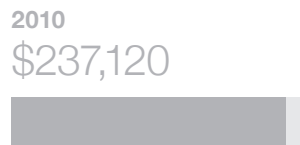
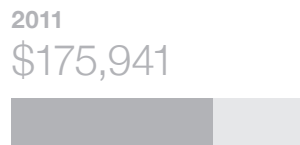
Hours of employee training on policies and procedures related to aspects of human rights that are relevant to operations



Number of charitable organizations supported through donations of service, products or money



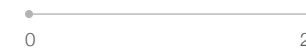
Monetary value of ad hoc donations given in support of charitable organizations



Backpacks sponsored by OfficeMax Grand & Toy and suppliers for the Start2Finish backpack program



Teachers surprised through A Day Made Better





## Community/Associates Initiatives

### Every Child Deserves A Chance

More than 1.2 million Canadian children live at or below the poverty line. The struggle their families face to make ends meet often means that there is no money available for essential school supplies. To help address that need, OfficeMax Grand & Toy, generously supported by several of our vendors and customers, partnered with *Start2Finish*, a non-profit organization committed to closing the gap between the haves and the have-nots among Canada's children.

Last year, OfficeMax Grand & Toy Associates donated over 30,000 hours of their time to pack backpacks with essential school supplies. Since 2007, our associates have filled over 37,000 *Start2Finish* backpacks. Our Associates also contributed to the *Start2Finish Running & Reading Clubs* where children in need participate in a 32-week program created to provide regular fitness activities, mentorship and literacy support.



Our partner on "A Day Made Better" is Learning for a Sustainable Future, a non-profit committed to integrating sustainability education into Canada's education system.

### A Day Made Better For Teachers

Every day across Canada, extraordinary teachers are helping kids learn the lessons that will make them the leaders of tomorrow. Faced by budget shortfalls and a lack of resources, teachers often spend their own money to ensure that their students have the resources they need to learn.

*A Day Made Better* is our way of thanking outstanding teachers for their hard work with a little support for their classrooms. In 2012, we recognized 17 teachers from coast-to-coast. Each one received a prize package worth \$1,500 that includes school supplies and a new ergonomic chair. More than 90 Associates from 12 OfficeMax Grand & Toy branches contributed to making a better day for some remarkable teachers.



### Book Bags For Kids Program Wins Calgary Mayor's Excellence Awards

On January 30, 2012, OfficeMax Grand & Toy was honoured along with the Calgary Board of Education (CBE) and the CBE's other partners for participating in Book Bags for Kids, a program that provides books to children who may have limited access to books in their homes. We have been part of the program since 2009, providing resources and financial support in addition to the time our Associates donate to pack 1,000 bags with three new books, a stuffed animal, a hat, gloves and socks as well as various school essentials.

### Leadership in Ethical Business Practices

Our focus on integrity has led OfficeMax to be named as one of 2013's World's Most Ethical Companies by Ethisphere Institute. This honor is based on our code of ethics, sustainable business practices, corporate citizenship, and nominations from senior executives, industry peers, suppliers and customers. It's the second consecutive year OfficeMax has received the ethics award.







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