



## Maryland Green Registry MEMBER

The Maryland Green Registry promotes and recognizes sustainable practices at organizations of all types and sizes. Members agree to share at least five environmental practices and one measurable result while striving to continually improve their environmental performance.

# Staples, Inc.



7021 Dorsey Road  
Hanover, MD 21076  
(800) 270-9710 ext. 2235  
[www.staples.com](http://www.staples.com)  
Office Products Reseller  
Member since January 2010

### Management and Leadership

#### Environmental Policy Statement

*We will generate business and environmental benefits – for ourselves, our customers and our communities—by leading the way in how sustainable business gets done.*

*From the development of the industry's first environmental paper procurement policy to the launch of the first nationwide retail computer recycling program, Staples has been a recognized leader in the area of sustainability for many years. We were recently named to the 2014 Global 100 Sustainability Index, one of the top measures in corporate responsibility analysis, published by Corporate Knights, a media, research, and investment advisory company. We also received the U.S. EPA's 2013 Excellence in GHG Management (Goal Achievement Award), and the ENERGY STAR Partner of the Year for Sustained Excellence award in 2013. We have also been selected as a component of the Dow Jones Sustainability Index (DJSI) for ten consecutive years, most recently for 2012/2013.*

*Our environmental programs are part of our broader commitment to corporate responsibility – what we call Staples Soul. In addition to operating our business sustainably, Staples Soul includes supporting the communities where we live and work, promoting a culture of integrity and ethical business practices and fostering a diverse workforce and supplier base.*

Additional Information: [staplesadvantage.com](http://staplesadvantage.com);  
[staples.com/environment](http://staples.com/environment); [staples.com/easyontheplanet](http://staples.com/easyontheplanet); and  
[staples.com/recycle](http://staples.com/recycle).

**Environmental Team**

*Staples' sustainability team at the corporate level includes:*

- *VP Environmental Affairs*
- *VP Senior Scientist*
- *Director of Sustainable Products and Services*
- *Manager of Sustainability*

**Annual Environmental Goals**

*We will continue to move toward our 2020 Sustainability Goals:*

*Easy to Choose – sell more green products and services. Continue to improve sourcing, identification, and promotion of greener products to customers. Reduce the use of outbound packaging materials in the U.S. by 20% by 2020 from a 2011 baseline.*

*Easy to Recycle – offer industry-leading recycling solutions for all our products. Recycle 100 million ink and toner cartridges and 40 million pounds of e-waste each year globally by 2020.*

*Easy to Operate – operate with zero waste and maximize energy efficiency. Reduce the landfill waste 25% globally by 2020 with 2010 as a baseline. Reduce net global carbon emissions by 75% before 2020 from a 2010 baseline, including a 25% reduction in emissions before accounting for offsets, and reduce electricity intensity by 20% by 2020, both using a 2010 baseline.*

*Easy to Impact – become a role model for sustainability and drive positive change in the world. Ensure that 50% of our US locations are ENERGY STAR® certified by 2020.*

*Additional information can be found at*  
<http://www.staplesadvantage.com/about-us/staples-soul/environment.html>

**Environmentally Preferable Purchasing**

*Through our Supplier Code of Conduct and Environmental Paper Procurement Policy, we require suppliers to follow environmentally-responsible sourcing standards to ensure the conservation of our natural resources.*

*Since 2009 we've been a part of the Rainforest Alliance's SmartSource program, a customized service for companies and organizations that want to examine and improve their forest-product purchasing policies and practices. And in January 2010, Staples released a new Paper Procurement Policy, strengthening our commitment to sourcing sustainable paper products.*

**Environmental Restoration or Community Environmental Projects**

*Staples is dedicated to providing education and job skills opportunities to communities where our customers and associates live and work. We contribute through large-scale initiatives as well as local, grassroots programs that promote goodwill and build strong community ties globally. In 2013, we donated more than \$10.1 million to non-profit organizations around the world through Staples Foundation, corporate charitable giving programs, in-kind donations and cause marketing efforts. Through the 2 Million & Change program, enabled more than 7,000 associates globally to direct \$2.5 million to more than 1,000 organizations they personally care about and support across 23 countries. We inspired customers to donate more than \$2.3 million through nine cause marketing and disaster relief campaigns conducted in US, Canada and Portugal. We established the Staples Emergency Education Fund with Save the Children to support educational needs in times of crisis. And finally, we supported associate participation in community volunteering events in 14 countries and raised money for local organizations through fitness fundraisers in eight countries.*

**Environmentally Preferable Products and Services**

*We offer our customers 10,000 products with environmental attributes. Our eco-conscious product selection includes:*

- *More than 2,000 paper items (notebooks, writing pads, Post-it® notes, printing paper) with post-consumer recycled content, including Staples® brand 50% and 100% recycled printing papers that are also FSC certified*
- *Innovative and exclusive alternative fiber paper products, such as Staples® brand notebooks and paper made from sugar cane fiber residue – the by-product of sugar manufacturing*
- *Pens, scissors, binders, organizers and other plastic products containing post-consumer recycled plastics*
- *Reduced-impact alternative products such as biodegradable packing peanuts and nontoxic, Green Seal™ certified cleaners*
- *Furniture and office panel systems made with high content post-consumer recycled materials (steel, wood, etc.) that are also GREENGUARD or Indoor Advantage certified for promoting indoor air quality excellence*

- *Wide selection of ENERGY STAR® qualified and EPEAT registered technology from leading brands*
- *Sustainable Earth by Staples™ remanufactured toner, which is manufactured in an ISO 14001-certified, zero waste facility*

*We also offer our customers environmental reporting capabilities, allowing them to understand and improve the environmental impacts of their purchases. In the last year, we added new tools that allow customers to assess their eligibility for the U.S. Green Building Council's Leadership in Energy and Environmental Design (LEED) Existing Buildings Operations & Maintenance certification program and the Association for the Advancement of Sustainability in Higher Education's (AASHE) Sustainability Tracking, Assessment & Rating System (STARS) program.*



### **Independently-Audited Environmental Management System**

*Staples has implemented an environmental management system (EMS) and achieved ISO 14001 certification for nearly 110 facilities in several of the countries where it operates: Australia, Belgium, Canada, China, Denmark, Finland, France, Germany, the Netherlands, New Zealand, Norway, Portugal, Spain, Sweden and the United Kingdom. In the U.S. and elsewhere we have not yet had any specific facilities certified to ISO 14001 though we are considering it for some fulfillment facilities. Additionally, Staples Australia has achieved 4 Star Green Building Council of Australia certification which is the highest level.*

## **Waste**



### **Solid Waste Reduction**

*Staples is committed to waste reduction and recycling across our operations and as part of our service offering.*

*Our new SmartSize packaging technology, which tailors box sizes to the exact sizes of the orders, has been rolled out to 75% of our fulfillment centers. We expect that this new technology will reduce cardboard use by more than 15% and air pillow use by about 60% across our entire U.S. network.*

*We are a member of the EPA WasteWise program, and measure and report on our waste generation and key recycling metrics internally and externally through our annual report and public website. Impacts are measured by reduced waste to landfill or incinerator, as well as percentage of waste diverted for recycling.*

☑ **Internal Waste Reduction Programs**

*We have several waste reduction and recycling programs across our operations.*

*We have formal processes for recycling in all of our fulfillment centers and stores and we regularly measure and communicate our progress. Our internal recycling programs include cardboard, mixed paper, plastic shrink wrap, bottles and cans, computer equipment, cell phones, rechargeable batteries and other materials.*

*We continuously seek new ways to reduce waste and increase recycling in our facilities. In recent years, we have introduced waste-reduction strategies in our stores, resulting in many participating stores reducing the frequency of waste pickup by half while increasing recycling volumes. This project has been rolled out to 400 stores — or 25% of the retail chain. We have identified a number of opportunities to reduce packaging used in our Staples® brand products and are currently rolling out new packaging technology, which tailors box sizes to the exact sizes of the orders. We expect that this new technology will reduce cardboard use by more than 15% and air pillow use by about 60% across our entire U.S. network.*

*We are currently engaged in an in-depth repackaging initiative with our suppliers. This initiative looks at, among other things, reducing the size of product packaging for customers and optimizing master pack sizes so as to reduce packaging and increase logistics efficiency.*

*As a company, we have sought to save paper by switching to electronic communications.*

*In some of our facilities we are composting food waste.*

☑ **Recycling**

*Staples offers a variety of free recycling solutions for our customers, including office technology like monitors, computers, and printers; ink and toner cartridges; rechargeable batteries; and binders.*

*Staples was the first retailer to offer a national electronics recycling program in late 2007, and has continued to improve the program since then. We have expanded the number of items accepted, increased the number of items that are taken free of charge, and partnered with a national electronics recycler that is a certified e-Stewards Recycler.*

*In 2012, our technology recycling program became completely free for customers at all of our stores nationally. Staples also recently became the first major retailer of consumer electronics in the U.S. to become a licensed e-Stewards® Enterprise company, a program of the environmental organization Basel Action Network (BAN). Through this agreement, Staples has pledged to use*

*certified e-Stewards Recyclers to handle materials collected from its customers and internally.*

*In 2013, Staples launched a technology trade-in program in stores and online, through which customers can trade in their qualifying personal electronic devices in exchange for a Staples gift card. We also expended our ink and toner recycling program to enable customers to return their spent cartridges for recycling via our website.*

*In 2013, Staples collected more than 12.9 million pounds of electronics from our customers for responsible recycling in the U.S. We've collected approximately 50 million pounds in the last four years. Our goal is to recycle 40 million pounds of technology waste each year across our global operations by 2020, and in 2012, we collected nearly 19.4 million pounds globally.*

*As one of the world's largest ink recyclers, we've recycled more than 260 million ink and toner cartridges over the last 4 years, and surpassed the 350 million mark (total collected since program inception) in 2013. In 2013, we not recovered more than 62.7 million used ink and toner cartridges from customers in the U.S. Our goal is to recycle 100 million ink and toner cartridges each year across our global operations by 2020. Globally, we collected more than 76.5 million cartridges in 2012.*

**Hazardous Waste/Toxic Use Reduction**

*While we do have programs in place to responsibly manage any hazardous waste generated in our operations, we do not report on total hazardous waste statistics as hazardous waste constitutes less than 1% of our total waste stream by weight.*

**Energy**

**Energy Efficiency**

*A key focus of Staples' energy management effort is our commitment to continuously reduce energy consumption, and reduce carbon emissions. At our Hanover, MD facility, we have completed several projects, such as installing motion sensors on warehouse lighting to ensure all lights are turned off when associates are not in the space, converting all exterior lighting to LED lighting, and installing an energy management system (EMS). We have similarly completed lighting retrofitting projects at several of our other Maryland facilities in the past year, leading to electricity use reductions.*

*Globally, we aim to reduce the electrical intensity of our global operations by 25% by 2020, from a 2010 baseline. In 2012, global electrical intensity (11.34 kWh/ft<sup>2</sup>) increased slightly from 2011 (11.28 kWh/ft<sup>2</sup>) but still showed a decrease from our 2010 global electrical intensity (11.56 kWh/ft<sup>2</sup>).*

*We were awarded the ENERGY STAR® Partner of the Year Award for Energy Management in recognition of our efforts to maintain the highest standards of excellence in energy efficiency in both 2011 and 2012, and the Partner of the Year Award for Sustained Excellence in 2013. We also received U.S. EPA's 2013 Excellence in GHG Management (Goal Achievement Award).*



## **Renewable Energy**

*For the past decade, Staples has been an industry-leader in renewable power investment. Our energy conservation and renewable power investments allowed us to reduce our absolute carbon emissions by 30% between 2001 and 2010, easily surpassing our goal to reduce emissions by 7% in that timeframe.*

*We have since set a new goal to reduce net global carbon emissions by 75% before 2020 from a 2010 baseline, including a 25% reduction in emissions before accounting for offsets. In 2012, our global carbon emissions after offsets were 176,955 MtCO<sub>2</sub>e, an approximately 1% decrease from 2011 after-set emissions (178,710 MtCO<sub>2</sub>e) and a 56% decrease from our 2010 after-offset emissions (407,650 MtCO<sub>2</sub>e).*

*In 2013, we sourced 100% of our electricity from renewable sources. We're ranked #4 among all retailers, #7 among Fortune 500 companies and #8 in the U.S. on the EPA's Green Power Partnership list of leading renewable energy purchasing companies (as of January 2014).*

### **Solar Power**

*We now host 37 rooftop solar power systems at 34 facilities nationwide, which produced more than 17 million kWh of renewable power in 2013. Installed arrays have produced more than 68.9 million kWh of solar energy since 2005. Facilities using solar power range from some of the company's largest fulfillment centers to mid-sized retail stores. These systems are commissioned under a Power Purchase Agreement whereby Staples agrees to a long term purchase of electricity from our solar power provider, SunEdison, who installs, operates and maintain the systems.*

*In Maryland, Staples operates the first largest rooftop system in the state with a 1.01 MW array on our Hanover, MD distribution center. The 1.01 megawatt solar installation covers nearly 175,000 square feet of roof space, larger than three football fields. The environmental savings associated with the system will offset more than 43 million pounds of carbon dioxide (CO<sub>2</sub>) over 20*

*years, equivalent to removing CO<sub>2</sub> produced by more than 4,200 automobiles driving 12,000 miles per year. The zero-emission, silent photovoltaic system will generate approximately 1.2 million kilowatt hours (kWh) of electricity per year, and 21 million kWh during the initial 20 years of the project. The solar installation was financed, built and maintained under a power purchase agreement (PPA) with SunEdison. Under the PPA, Staples will purchase the electricity produced for the term of the contract.*

*Staples also constructed a 1.7 MW ground-mounted solar system in Hagerstown, MD. The 1.5 MW ground installation consists of more than 11,000 solar panels and will generate an estimated 2 million kilowatt hours (kWh) of energy annually and more than 37 million kWh for the next 20 years.*

### **Green Power Purchase**

*In 2013, we purchased more than 635 million kWh of green power annually in the form of renewable energy certificates (RECs). This is equivalent to 100% of Staples total electricity use nationally, or the electricity consumed by more than 55,000 homes annually. Our investments in supporting renewable energy help to offset more than 400,000 tons of CO<sub>2</sub>.*

### **Wind Turbines**

*We are investigating several opportunities to install wind turbines at our owned facilities where the wind speeds appear favorable. Specifically, we're exploring potential opportunities at several fulfillment center locations.*

### **Fuel Cells**

*In early 2009 we commissioned the company's first natural gas fuel cell in conjunction with Bloom Energy, which along with a solar power system, now contributes more than 90% of the energy for our 400,000 sq foot Ontario, California fulfillment center. We added a second 300KW system to our Rialto distribution center in June 2010.*

## **Transportation**



### **Employee Commute**

*As an example of how Staples supports our associates' commutes to work, at our home office, our Staples Transportation Coordinator provides services to help associates save money and reduce their environmental impacts. Program elements include organizing and incentivizing carpools, setting up vanpools, providing amenities for associates who bicycle or walk to work, providing resources for associates interested in public transit, and offering a*



*guaranteed ride home for emergency situations. We also have several electric vehicle charging stations for those associates using low-emission vehicles.*

**Efficient Business Travel**

*As an example of how Staples supports our associates' efforts to make business travel more efficient, Staples currently offers Telecommuting and Alternative Work Schedule Programs to qualifying positions in our home office. In addition, our Staples Transportation Coordinator provides commuting services to associates, including organizing and incentivizing carpools, setting up vanpools, providing amenities for associates who bicycle or walk to work, providing resources for associates interested in public transit, and offering a guaranteed ride home for emergency situations. We also have several electric vehicle charging stations for those associates using low-emission vehicles.*

**Fleet Vehicles**

*We electronically limit the top speed of our U.S. delivery fleet trucks to 60 miles per hour and employ idle management technologies to shut off engines after three minutes of idle time. These and other initiatives have allowed us to improve our long-term fuel economy trend. We are also piloting a number of diesel-electric hybrid delivery trucks and introduced the industry's first all-electric, emissions-free delivery truck that can travel 70 miles on a single battery charge. Staples' "zero emission" all-electric truck fleet is the first of its kind in the industry and an example of what we're doing to reduce the impact of our delivery fleet.*

## Water

**Water Conservation**

*In 2011, Staples US set a goal to reduce its water consumption by 30% in 3 years' time. In order to accomplish this goal, Staples has analyzed our facility portfolio to identify water use reduction opportunities, both in standalone and shared facilities. A key aspect of our strategy for reducing our consumption is to reduce our use of irrigation water. We are accomplishing this by installing rain sensors and setting standards for irrigation duration and frequency. Also, we are identifying ownership of irrigation systems and responsibility of system maintenance. In addition, we are contacting individual store personnel to address high usage through outlier identification. At our Maryland facilities, we have seen a reduction in water use, as we employ a water monitoring program that helps us understand and improve our water use.*

**Stormwater Management and Site Design**

*Staples is beginning to use porous paving technologies and plantings onsite to prevent stormwater runoff.*

**Green Building**



*Staples has obtained U.S. Green Building Council's Leadership in Energy and Environmental Design (LEED) certification at seven distribution/sales facilities and retail stores.*

*At the end of 2013 we had achieved ENERGY STAR® certification at 585 facilities in the U.S. Our goals are to have 500 locations certified by end of 2012—which we readily achieved—and 50% of our active locations certified by 2020 (as of 2013, we had 34% facilities certified). We have recognized a 20-30% increase in energy efficiency at each site that we have certified. In 2010, Staples received the EPA's ENERGY STAR® Leader award for significantly reducing greenhouse gas emissions.*

**Other**



**Environmental Awards and Recognitions**

- *In 2012, selected as EPA ENERGY STAR® Partner of the Year for Energy Management for the second year in a row. In 2013, awarded Partner of the Year for Sustained Excellence.*
- *Received EPA's 2013 Excellence in GHG Management (Goal Achievement Award).*
- *Named to the 2014 Global 100 Sustainability Index, one of the top measures in corporate responsibility analysis, published by Corporate Knights, a media, research, and investment advisory company.*
- *Ranked #10 in Newsweek's Top 500 Green Companies – ranked #2 within the retail industry (2012).*
- *In September 2013, for the tenth consecutive year, Staples was selected as a component of the Dow Jones Sustainability Indexes (DJSI).*
- *Corporate Responsibility Magazine's Top 100 companies in 2012 (#49). The CR list ranks the corporate responsibility efforts of large-cap companies from the Russell 1000 index.*
- *EPA Green Power Partner recognition: ranked #4 among all retailers, #7 among Fortune 500 companies and #8 in the U.S. (as of January 2014).*
- *Winner of Energy Efficiency Program of the Year - Commercial End-User award at 2011 Platts Global Energy Awards. Selected as finalist in*

*Corporate Social Responsibility category at 2012 and 2013 Platts Global Energy Awards.*

- *As of 2013, nearly 110 Staples international facilities had environmental management systems (EMS) certified to the ISO 14001 standard, including in: Australia, Belgium, Canada, China, Denmark, Finland, France, Germany, the Netherlands, New Zealand, Norway, Portugal, Spain, Sweden and the United Kingdom.*
- *In 2013, for the fourth year in a row, Staples Advantage in Canada was awarded the prestigious Community Leadership Award of Excellence from the Canadian Office Products Association (COPA). Staples was recognized for exhibiting leadership, initiative, creativity, dedication and commitment to making a difference in the community.*
- *Staples Canada received the 2014 Environmental Leader Project of the Year Award for its Easy on the Planet program.*
- *Staples Advantage Canada received the Excellence in Corporate Responsibility (ECR) Award from Green Living Enterprises.*

**Profile Updated April 2014**



*Help build a greener, more sustainable Maryland through voluntary practices that reduce environmental impacts and save money.*

*Learn more at [www.green.maryland.gov/registry](http://www.green.maryland.gov/registry)*

