

# Office DEPOT.

---

## Office Depot UK & Ireland Integrated Management System Policy

At Office Depot, we are committed to “Exceed expectations through Excellence in Execution” in all aspects of our business; as such, we operate a programme of continual improvement of our quality, health, safety and environmental management system to enhance our performance.

Our goals are:

- To offer the best customer service experience within our industry in order to assist the business to grow profitable sales.
- To ensuring everyone should leave any Office Depot facility free from harm every day
- Increasingly Be Green, Buy Green, Sell Green and Tell Green

To help us achieve these goals we:

- Adopt best practice and improve standards by working with our customers, contractors, suppliers, industry bodies and regulators to fulfil our legal obligations as a minimum standard and go beyond compliance wherever reasonably practicable;
- Maintain certification to ISO9001:2015, ISO45001:2018 and ISO14001:2015;
- Establish a culture of continuous improvement that ensures we agree, drive focused improvement objectives that are monitored and communicated across the organisation. For example:
  - Delivering orders “On Time, Accurate and Complete”
  - Continue downward trend of reportable accidents
  - Independent assessment of our annual Greenhouse Gas report to ISO14064
- Invest in building a competent and capable organisation to deliver consistently high levels of performance, supported by strong visible leadership;
- Ensure suppliers and those working on our behalf adopt a culture similar to our high standards;
- Commit to protect the environment by reducing our environmental impacts and preventing pollution, and to protect people by eliminating hazards and reduce risks using the hierarchy of controls;
- Actively consult and encourage participation with workers and their representatives;
- Place the customer experience at the core of all we do. Working in partnership with our customers to support their quality, health, safety and environmental objectives;
- Openly communicate our integrated management system policy to all interested parties.

By adopting this policy the Senior Management Team commits to the provision of the requisite resources, priorities and training to fulfil its obligations and requires all associates to comply with the requirements of the Integrated Management System and this policy.



Robert Baldrey  
Managing Director UK & Ireland