



# Office Depot Europe



## Strategy 2020-2025

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## An introduction from Raffael Reinhold, our CEO

Office Depot Europe cares passionately about what we do, how we do it and the impact this has on the communities around us, our people and our customers.

We demonstrate this passion through three key themes which form the core of our corporate social responsibility ethos.

We're passionate about people and put them at the heart of everything we do. That means supporting employees to live healthy lives, promoting well-being and creating inclusive, fairly paid working environments which support the communities to which we belong.

We're passionate about sustainability and strive to create a positive impact by using sustainable resources, products and encouraging biodiversity.

And we're passionate about the environment and climate – not just in the places we work, but the whole planet. That is why we are reducing our consumption and our footprint by investing in energy-saving measures and reducing our waste.

We are also passionate about creating great experiences for our customers and we are proud to be able to support them on their own CSR journeys with sustainable products and services.

With a culture of continuous improvement there is always more to do in these areas.

But we are committed to listening to our people, our communities and our partners and will take action to raise our own standards and the standards of everyone we work with to deliver on our promises and make our world a better place.

A handwritten signature in white ink, appearing to read "R. Reinhold".

**Raffael Reinhold, CEO**

## We help customers create great workplaces

That passion has fuelled our work, our thinking and our people for many decades and still excites us today. Over that time our customer needs have changed, and we have transformed accordingly.

This has enabled us to become an expert in workplace solutions for all types of customers, from some of the biggest businesses in the world to some of the smallest start-ups in town.

We're building on our past and setting ourselves up for the future with a shared Vision, Mission and Strategy which brings together our expertise, defines where we want to be, how we want to add value for our customers and to make sure we focus on the right things.

Our values drive our behaviours as a company to make sure our people and our customers know what to expect when working with us.

## Our Values

- **Integrity**

We earn the trust and confidence of employees, customers, suppliers and shareholders by being open, honest and truthful in all that we do.

- **Respect**

We treat others the way we want to be treated. Respect for others is very important.

- **Teamwork**

We subordinate our personal needs or agendas for the greater benefit of our team.

- **Innovation**

With a culture of creativity and a thirst for intelligent risk-taking, we aspire to do what has never been done.

- **Accountability**

We are responsible for achieving and sustaining unprecedented results that create extraordinary value to our shareholders and stakeholders through personal commitment, sensible thrift, collaboration and shared leadership.

## Inspired approach

Every department in our business has contributed to creating the right CSR approach for Office Depot Europe.

We have grouped our approach into three themes which fit broadly into or are inspired by the United Nations' Sustainable Development Goals.

This means our work is underpinned by a global drive to improve the way companies and people think about and treat our environments. We have clear, specific and measurable targets to achieve by 2025 for our three key themes:



**People**



**Sustainability**



**Climate**



## The heart of everything we do

The health and well-being of our employees and the communities in which we belong is at the heart of our way of working. Our ethos and main target is about giving back.

## What are our targets?

By 2025, we're committed to:

**£150,000**

We will DOUBLE our charitable giving against our current levels and broaden fundraising across our European business.

**3,000 hours**

How much of our time will be dedicated to volunteering in our communities across Europe.

**Our People targets are based on the United Nations' 17 Sustainable Development Goals.**

**Goal 3**

Good Health & Well-being: Vaccinate your family to protect them and improve public health.

**Goal 4**

Quality Education: Help children in your community to read.

**Goal 8**

Decent Work and Economic Growth: Buy from green companies that are equal opportunities employers.

## How we will achieve them?

- We will co-ordinate a Europe-wide approach to charitable giving and donations of surplus stock to charitable causes.
- We will seek to add donation facilities for customers when they purchase on our Viking websites.
- We will launch the ability for our contract customers to give a percentage of revenue to a charitable fund.
- We will improve the measurement and recording of our voluntary activity.
- We will support each employee to offer three hours per year to a cause.



## How else do we focus on people?

While our targets focus on our external environments, we have also created an internal environment where our people have access to training, support, safe working and a work-life balance which enables them to live healthy lives. We also ensure the highest standards of compliance and governance are met so everyone is paid fairly and appropriately.

- **Safety Management Systems:**

We are certified and compliant with ISO45001 – one of the highest health and safety standards in the world.

- **Specialist Compliance Team:**

We have a specialist team in place to assess and advise colleagues on all health and safety standards.

- **Behavioural Safety Programme:**

Our BSP enforces our safety culture and drives continuous improvements to our standards.

- **Compliance Champions:**

We take compliance seriously and have people in place across our sites to ensure safety standards are maintained.

- **Learning & Development:**

We have a robust programme of online and offline training to ensure our high health and safety standards are embedded and maintained.

- **Partnerships:**

Our contractors are vetted to ensure they meet our expectations.

- **Equality & Diversity:**

We're a proud Equal Opportunity and Disability Confident employer, ensuring a discrimination-free, family-friendly and supportive working environment.

- **Investors in People:**

We hold a Silver Award from Investors in People, reflecting our commitment to investing in the welfare and continuous improvement of colleagues

- **Modern Slavery:**

We are compliant with the UK Modern Slavery Act 2015 and ensure we only work with suppliers who meet the same rigorous standards.

- **Employee Assistance Programme:**

We are signed up to an independent and confidential support service so our people can get help, advice or simply have someone to talk to if they are struggling with any aspect of work or life.

- **Whistle Blowing:**

We are members of Safecall, an independent and confidential service which enables our people to raise the alarm if they encounter any kind of fraudulent or unethical wrongdoing at work.



## People - the story so far

In 2019, our generous teams donated a massive £75,328 to a range of charities after a year of fundraising and donations.

Hundreds of staff baked, donated wages, dressed up, dressed down, sold hampers and ate cakes to amass a grand total of £18,850 for the company's chosen charity Alzheimer's Society UK.

In addition, staff raised £1,478 and donated surplus stock worth £55,000 to various charities and disadvantaged communities around the globe.

Cash was raised in a variety of ways, from Christmas jumpers and cake sales to collection boxes and everything in between. We also donated more than €42,000 cash from sales of paper in Europe to the Think Pink Europe women's breast cancer charity.

In Ireland, Office Depot Europe is proud to support the country's Business in the Community initiative by volunteering time throughout the year to help local students.

Our 13-person team in Dublin works with more than 20 disadvantaged students from Blakestown Community School to provide career-boosting training and life skills.

As well as CV writing and interviewing skills, we also used virtual reality tools to support the students with presentation skills and special personality insight and self-reflection tools to help them build self-esteem, confidence and emotional intelligence.

**Robert Baldrey**  
**Country Manager UK and Ireland**

We are proud to be able to donate much-needed funds to worthwhile causes. Fundraising is one of several things we do as a business to support people and places and as we develop a new approach to CSR, we will look to do even more in future.

**Cliona Fitzsimons**  
**Regional Co-Ordinator for Business in the Community, Ireland**

It is wonderful to watch the students engaging so well with the Office Depot team. They are learning about the world of work in such a very positive way. Kudos to Paula and her very welcoming team.

**Paula Ronald**  
**Sr Sales Manager, Ireland**

The kids we work with are just fantastic. They bring loads of ideas, share their dreams and their participation is incredible. I go home feeling that Ireland has a great future with kids like this.



## A positive impact

Our mission is to make a positive impact on our environments because we care about the footprint we leave behind - from planting trees and flowers at our sites across Europe to ensuring we use the right products. Sustainability is not just an empty promise at Office Depot Europe – it is engrained in our DNA through our motto: be green, buy green, sell green, tell green.

## What is our target?

By 2025, we're committed to:

### DOUBLE THE AMOUNT

of sustainable products we offer from 20% to 40% of our stock

**Our Sustainability targets are based on the United Nations' 17 Sustainable Development Goals.**

#### Goal 12

Responsible Production & Consumption: Ensure sustainable consumption and production patterns.

#### Goal 15

Life on Land: Sustainably manage forests, combat desertification, halt and reverse land degradation, halt biodiversity loss.

## How we will achieve it?

- We seek and achieve external accreditation for our sustainability approach.
- We will review our existing sustainable product mix and focus on product categories where we can make the biggest improvements.



## How else do we focus on sustainability?

We are committed to excellence in all aspects of our business and assess activities against our four value chain: be green, buy green, sell green, tell green to ensure our activities are sustainable and meet our environmental commitments and policies.

- **Packaging**

Our recyclable, multi-sized packaging means more space on our vehicles for more cartons and reduces the number of journeys we need to make.

- **Waste Management**

We send ZERO waste to landfill and recycled 92% of our waste, with the remaining 8% disposed of via waste to energy in 2019.

- **Setting the standard (social compliance audits)**

We set high environmental standards for our vendors and suppliers and carefully audit the supply chain to ensure all parties involved in the delivery were treated fairly and respectfully.

- **Think ink**

Our toners and ink are re-manufactured and use 79% less new materials than other brand equivalents and are packaged in 100% recycled boxes. We even offer an empty cartridge return programme so we can recycle the empties.



## Sustainability - the story so far

We have, for a long time, been improving our approach to sustainability in many ways. At the end of 2019, we gave every member of staff in the UK & Ireland, Netherlands, Belgium, Germany, Austria and Switzerland reusable hot and cold drinks containers to eradicate single use cups at our sites.

This includes sourcing more partners with environmentally friendly products and changing the way we do things to reduce waste and use more renewable or recyclable materials. Some of our best initiatives include:

- 79% fewer new materials needed in manufacture of toner cartridge through 'cartridge return scheme' plus 100% recycled boxes used to package them.
- 46% less wood volume used to produce our 'eco-impact paper' range. This process also creates 6-13% less waste.
- We work with a large number of environmentally friendly vendors – including PILOT which pioneered its BeGreen pen with Office Depot back in 2006. The BeGreen pen is refillable and made from up to 95% recyclable materials.
- 92% of our waste is recycled – remaining 8% is sent to waste to energy plants.
- 0% waste is sent to landfill.



## Protecting the world we share

Since 2014, we have reduced our carbon emissions by 60% - but we know we need to do more.

We look at the big picture when it comes to our social responsibility and being a good steward of our environments. We know the impact we have locally will have a ripple effect globally. That is why we are determined to further reduce our carbon footprint, waste and consumption of resources. And we won't just stop at our workplaces. We will also seek to work with partners who share our passion for good corporate citizenry.

## What are our targets?

By 2025, we're committed to:

**40% REDUCTION**

in our carbon emissions

**Our Climate targets are based on the United Nations' 17 Sustainable Development Goals.**

### Goal 13

Climate Action: Take urgent action to combat climate change and its impacts

## How we will achieve it?

- Source renewable electricity.
- Review our company car scheme to promote electric and hybrid vehicles.
- Look to incentivise colleagues with a car allowance to buy electric.
- Install electric charge points and migrate our pool cars to electric.
- Work with our landlords to investigate installing solar farms across our sites.
- Carbon offsetting our travel and deliveries.
- More digital meetings to reduce travel requirements.
- Look to convert all site lighting to LED.
- More training for colleagues on reducing their own carbon footprint
- The introduction of CSR champions across our sites to identify local opportunities.



## How else do we focus on climate?

- **Greenhouse gas management**

Our emissions are independently inspected, verified, tested and certified each year and we use that feedback to improve our practices and reduce our emissions. We also produce a Carbon Footprint Report for our customers.

- **Carbon neutral**

We work with ClimatePartner to invest in carbon projects to offset our delivery carbon emissions and contribute to the United Nations' Sustainable Development Goals.

- **Supply**

We work with our customers to identify opportunities to consolidate orders to reduce the number of deliveries we make and reduce our CO2 emissions.



## Climate - the story so far

We worked closely with the University of Bristol to help them reduce by 17% the number of deliveries to campus by using data and technology to alert buyers that they could save money and the environment by consolidating their orders.

Originally, 54% of all deliveries we made to the university were low value orders which meant the campus was receiving hundreds of small deliveries per week. We worked with university bosses to develop a plan to change this.

And in January 2018, through messaging on their bulletin boards and pop up banners and by changing the way the university bought with us, we were able to reduce the frequency of low value orders to 37%.

In addition, we pushed more environmentally friendly products such as Fairtrade catering products, blocking bleach and drove customers to larger pack sizes and recycled options for general office products.

Not only did this make The University of Bristol a greener place to work and study, it reduced the amount of traffic on site, making it a safer place to be.



And we won an award for innovation from Virgin Money after working with the fast-growing bank to reduce its own environmental footprint.

Our account team suggested Virgin Money introduce sustainable products such as branded, reusable water bottles for every member of staff eliminating the need for single use plastic cups and the supply notebooks made from apple peel.

### Amanda Cherry Account Director

The reason we won is because we are proactive and suggest innovative ways to help them achieve what they want to achieve. We are proud to be considered an innovative partner because we put suggestions forward that other vendors may not think of.

Office  
DEPOT | Viking



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