

# Re-imagine

OFFICEMAX NEW ZEALAND

## Sustainability Report

2022

**Kia whakatutuki tātou i ngā mahi, ka ao ngā moemoeā**  
Dreams become reality when we take action

# Contents

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|    |  |
|----|--|
| 03 | About this report                              |
| 04 | About OfficeMax New Zealand                    |
| 04 | Our partners                                   |
| 05 | A message from our MD                          |
| 07 | 2022 snapshot                                  |
| 08 | OfficeMax value chain                          |
| 09 | Sustainability governance                      |
| 11 | Material topics                                |
| 12 | Our impacts                                    |
| 18 | 2025 Sustainability Strategy                   |
| 19 | Foster a safe, healthy and inclusive society   |
| 32 | Provide solutions for a rapidly changing world |
| 47 | Drive a low carbon, circular economy           |
| 61 | Sustainability timeline                        |
| 63 | GRI content index                              |

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## **ABOUT THIS REPORT**

Welcome to OfficeMax New Zealand's sixth annual sustainability report, which seeks to communicate the economic, social, and environmental impacts of its operations to its stakeholders.

The report covers the operations of OfficeMax New Zealand Limited, for the period January 1, 2022, to December 31, 2022.

The report focuses on the sales and distribution of locally sourced and imported products to New Zealand. An increasing drive to gain data and insight into the performance of our suppliers and their supply chain information has been key to our progress.

The organisational boundaries include the importation of product to OfficeMax's head office in Highbrook, Auckland and all domestic operations related to the business.

This report has been prepared with reference to the Global Reporting Initiative 2021 Standard. A table of GRI index references can be found on page 63.





## ABOUT OFFICEMAX NEW ZEALAND

OfficeMax New Zealand Limited is owned by Platinum Equity, a US based private equity firm with a global portfolio of companies across diverse industries.

OfficeMax New Zealand traces its roots back to 1871 with the establishment of Coulls Somerville Wilkie, a printing and publishing company. Through various changes of ownership, mergers and acquisitions, the company has honed its business and school supplies focus and grown its national network.

In New Zealand, OfficeMax has distribution centres in Auckland and Christchurch, showrooms in Auckland, Wellington, and Christchurch and a sales

team across the country. OfficeMax is a progressive provider of workplace solutions, and services, its product range extends to 33,996 products.

We serve over 34,000 regular account customers across New Zealand in a range of ways. Adapted to suit the markets they operate in, OfficeMax's dedicated account managers and product specialists support businesses of all sizes, schools, and families throughout the country. Orders are taken online, via direct integration with larger customers, by phone or email. OfficeMax's account management team and transport partners provide highly reliable, extensive national delivery.

## OUR PARTNERS

We are members of the Sustainable Business Council, Packaging Council of New Zealand, Amotai, and The Ākina Foundation. These organisations enable us to benchmark and continuously improve our services, standards, and expertise and to collaborate with others on solutions that will enable our collective industry and sustainability goals.



## A MESSAGE FROM OUR MD

# Kia ora and welcome

**I am pleased to share with you our 2022 Sustainability Report which details the progress we have made throughout the year to deliver on our 2025 Sustainability Strategy.**

Sustainability continues to be an integral focus for of us here at OfficeMax as we seek to empower sustainable and successful workplaces. Increasingly, our customers are looking to us to take a leading position to enable their own organisational sustainability, whether this be through their stationery choices or re-fitting their workspaces.

Like other organisations, COVID-19 continued to be a significant challenge for us early in the year when the virus began transmitting widely across communities in New Zealand. Significant staff shortages because of isolation requirements meant that it was extremely difficult for us to keep up with our customer orders and meet expected delivery times during this time.

Trying to keep up with order demands and manage the safety of our people

was without a doubt one of the most challenging experiences I have had in my career. To ensure we could operate as efficiently as we could, we implemented significant operational changes, including requesting our Auckland office staff to take up shifts in our Distribution Centre. To this day, I am still incredibly thankful to our team for the efforts they put in to bring back our packing capacity and push through what felt like endless disruptions.

As many workers, including our own, began their return to the workplace following COVID-19 restrictions, our commissioned State of the Workplace research sought to support and inform Kiwi organisations about the changing values of the New Zealand workforce. What we found is that business integrity and doing good work mattered just as much as their remuneration and other workplace perks. We hope this research was of real value to the organisations that needed it during a time of significant change.





**Our team undertook a Māori cultural competency programme to build our understanding of Te Tiriti o Waitangi, tikanga and te reo Māori.**

Internally, we continued to focus on fostering an inclusive and welcoming workplace, particularly as many of our people returned from a long period of working-from-home. Our team undertook a Māori cultural competency programme to build our understanding of Te Tiriti o Waitangi, tikanga and te reo Māori.

To further reduce our GHG emissions, we have continued to design our vehicle fleet transition and have since announced that our entire fleet will be made up with hybrid and electric vehicles by end of 2023. Ensuring this

transition will be as comfortable as possible for our people has been of particular importance to me knowing that many of our people have not driven an electric vehicle before. To support them, we made sure that charging stations will be positioned in some of our employees' homes, as well as at our offices.

We have also been working hard to develop and pilot our new Responsible Supplier Code and Sustainable Packaging Guidelines behind the scenes, each to be launched in 2023. These documents will serve to support and improve the sustainability of our supply chain by ensuring our suppliers meet our minimum standard of social and environmental practice.

This year we have also been working collaboratively with other organisations to deliver sustainable initiatives. A highlight for me included the pilot we conducted with New Zealand King Salmon, Critical Design, and All Heart NZ to develop a circular solution for New Zealand King Salmon's used PPE. Similarly, we supported Plastics New Zealand's Good Caps programme which looked at how waste plastics can be better utilised in our economy. Each of these partnerships highlighted for

me the need for cross-organisation initiatives to embed a circular economy in New Zealand.

Excitingly, the re-opening of New Zealand's borders has also allowed us to visit our international suppliers for the first time since the beginning of the pandemic. The lifting of restrictions has also allowed us to re-establish new and existing connections with our customers, suppliers, and each other, and bring people together in our showrooms. It has also been heartwarming to see many of our people reconnect with their family and friends after an incredibly long time.

Looking back across the year, I am very proud of the work we have delivered that supports our vision to empower sustainable and successful workplaces. Despite continued COVID-19 and supply chain disruptions and persistent labour shortages, we managed to strive forward in the face of adversity and set ourselves up for future success.

**Kevin Obern**



**\$130,702**  
MAX E-GRANTS PROVIDED IN 2022  
**> \$1.3 million**  
SINCE 2011

**55**  
TEAM MEMBERS PROMOTED INTO NEW ROLES



**12,991**  
CHILDREN HELPED THROUGH 0800 WHAT'S UP, A PHONE COUNSELLING HELPLINE WE SPONSOR




**\$661,017**  
SCHOOL REWARDS PROVIDED IN 2022  
OVER \$8 MILLION SINCE 2007

**\$1,270,064**  
COMMUNITY INVESTMENT REPRESENTING >1% GROSS PROFIT



**\$1,030,000**  
OF FAIR TRADE REGISTERED PRODUCTS SOLD IN 2022




**21%**  
REDUCTION IN OUR SCOPE 1 AND 2 GREENHOUSE GAS EMISSIONS

**NPS 50**  
OUR NET PROMOTER SCORE  
(NPS 30 = INDUSTRY STANDARD)



**16%**  
OF TOTAL BUSINESS ELECTRICITY NEEDS GENERATED FROM SOLAR

**47**  
SOCIAL COMPLIANCE AUDITS COMPLETED ON OWN BRAND SUPPLIERS



**47,461kg**  
FURNITURE AND UNSALEABLE STOCK DIVERTED FROM LANDFILL



**11 YEARS**  
CERTIFIED TO ISO 14001

# OfficeMax value chain

## INPUTS

### Finance and Assets

Our commercial success generates funds for the business to reinvest in the future with support from our owner.

Our physical assets– our buildings, our plant, our fleet – together with the intangible assets of our brand and reputation contribute to a thriving, sustainable entity.

### People

Over 520 talented people give their skills and time in OfficeMax offices and warehouses across New Zealand – increasingly working in more flexible ways.

### Supply Partners

Our ability to source products, innovate and continually improve is in a large part due to the partnership approach we have with our suppliers. Working together to enable successful and sustainable workplaces is essential.

### Networks

Our relationships with the New Zealand government, customers, NGOs, membership organisations and community partners help us to continue to evolve and to increase our impact beyond our own doorstep.

### Customers

The strength of our culture, brand, and reputation, means that New Zealanders have entrusted their workplace needs to OfficeMax for over 150 years. We provide flexible product and service solutions, enabling diverse and sustainable workplaces across New Zealand.

### Nature

Our operations are driven by the energy and materials that go into our facilities and products. A healthy planet is crucial to our business and people.

## ACTIVITY

### Product use, Product Stewardship

Hundreds of thousands of end users, in business, in schools and in homes, use our products to enable their workplace.

Our EcoMax product range and recovery services enable our customers' own sustainability journey.

### Sales

We sell 33,996 products directly through our proactive sales teams, dedicated Customer Care Centre, Help Desk, and online platforms.

### Customer insights, solutions, showrooms

Our direct relationships with customers enable us to fully understand their workplace needs and develop comprehensive industry specific insights and unique customer profiles.

**OfficeMax**  
Showrooms  
Distribution Centre  
Sales offices

### Sourcing

We stock and distribute products relating to all workplace needs from stationery to PPE to furniture.

### Supply Chain

We carefully select our supply chain partners, ensure their practices support the integration of our environmental, social and governance standards.

### Logistics Upstream/downstream freight Distribution Centres

Our products are freighted to approximately 215,000 delivery points. We consider packaging type, weight, and volume to enable more low-impact freighting and disposal options for packaging. A growing proportion of our products are shipped directly from our suppliers to our customers.

## OUTPUTS

### Finance and Assets

We aim to contribute to growing New Zealand's economy responsibly, by growing talent within our business, evolving with our customers, improving environmental outcomes, sourcing local and delivering strong financial performance.

### People

We focus on an inclusive, fair and equitable workplace and provide our people with opportunities, enabling them to develop and grow their individual capabilities through OfficeMax. Employee engagement 59%

### Supply Partners

Over 600 suppliers' source 33,996 products and provide critical services to workplaces. OfficeMax also sources own-brand product from 84 factories across 13 countries. Of our product purchases, 91%\* are from suppliers based in New Zealand.  
*\*91% includes NZ based manufacturers, assemblers and distributors of products made overseas.*

### Networks

We're helping thousands of Kiwi families and kids who are 'doing it tough,' through our community partnerships, grants, and rewards programmes.

### Customers

OfficeMax supplies products and solutions to 34,000 commercial and education entities throughout New Zealand and the Pacific Islands, from Government and large corporates, to small businesses and individuals across multiple sectors.

### Nature

We actively seek nature based or conscious products and solutions. Our paper based products are 100% FSC or PEFC. Our operations are ISO 14001 certified. OfficeMax measures Scope 1, 2 and 3 GHG emissions annually.

**Our vision is to empower sustainable and successful workplaces.**



# Sustainability governance

Having strong governance means OfficeMax can implement and progress our 2025 Sustainability Strategy effectively, ensure robust reporting processes, and manage overall accountability on its material impacts.

Our sustainability governance structure sets out the roles and responsibilities for managing our 2025 Sustainability Strategy.

We regularly monitor and track our performance against this strategy to ensure we are meeting the goals we have set for 2025.

In 2023, our sustainability governance will be expanded to include a Sustainability Kaitiaki Group, which will be made up of sustainability champions across various levels of the business. This Group will deliver localised, grass-roots representation and action.



## SUSTAINABILITY GOVERNANCE

### SECRETARIAT

**The Secretariat (Sustainability Specialist)** organises and facilitates the Sustainability Governance Group, provides strategic support, and provides overall monitoring and reporting back to the Sustainability Strategy Sponsor, Executive Group and OfficeMax owners.

### STRATEGIC OVERSIGHT

**The OfficeMax owners** have strategic oversight of the Sustainability Strategy, endorsing its direction and goals.

### SUSTAINABILITY STRATEGY SPONSOR

**The Sustainability Strategy Sponsor (Managing Director)** is accountable and responsible for the Sustainability Strategy, establishes the strategic direction and ratifies the annual work plan and delivery.

### SUSTAINABILITY GOVERNANCE GROUP

**The Sustainability Governance Group is made up of 12 internal business owners / subject area experts** who are responsible for managing the delivery of initiatives for the strategic work streams. They monitor and report progress on their initiatives to the Executive Leadership Team (ELT).

#### **Reporting Rhythms**

Our performance is reported internally through our monthly ELT and Management Meeting Reports.

The ELT reports are accompanied by a score card on key performance indicators related to carbon emissions, fuel use, power consumption, business travel, waste, and landfill diversion.

The Management Meeting Reports are intended to update and inform our owners Platinum Equity and sister company Winc Australia of our ESG performance and provide a summary of quarterly objectives and performance.



# Material topics

OfficeMax's material topics are those that represent our most significant impacts on the economy, environment, and people, including impacts on their human rights.

In 2020, OfficeMax identified its material topics through engagement with our key internal and external stakeholders across our value chain through interviews, surveys, and workshops.

Stakeholders involved in this assessment included: OfficeMax's leadership team and employees, a selection of small and large customers, membership organisations, schools, suppliers, and our charitable partners. The stakeholders involved in this assessment were identified as they are either impacted by our business activities, or they have an impact on us as a business.

In 2022 we informally tested the relevance of these issues through our employees, our sustainability governance group, customers, sponsorship partners and government agencies. We also compared the initial findings against external publications such as the Kantar Better Futures Report to identify changes in priority in our wider society. Our highly material and material topics remained the same since 2021.

OfficeMax will commence another fulsome materiality assessment in 2023.

## OUR HIGHLY MATERIAL TOPICS

Our highly material are those that are critical to the success of our strategy and of high importance to our stakeholders.

- 1. Customer experience**  
Provide a positive customer experience by understanding customer needs, listening to customer feedback, and acting upon it to resolve immediate issues and continuously improve their experience. Ensure products are what customers want and provide fast and accurate delivery of products.
- 2. Ethical supply chain**  
Ensuring supply chain practices are transparent and traceable, address social, environmental and governance risks and opportunities, such as human rights and labour practices, fair pay, environmental performance, supplier diversity and inclusion.
- 3. Credibility and trust**  
Ensuring the reputation of the organisation by demonstrating and maintaining credibility with customers and earning their trust, being transparent and authentic.
- 4. Product stewardship**  
Taking responsibility to address the environmental impacts of products, from their sourcing and their packaging through to their disposal.
- 5. Reducing emissions from business operations**  
Managing operational environmental impacts stemming from resource use e.g., travel, energy, and waste to help reduce emissions.
- 6. Health, safety and wellbeing**  
Protecting and maximising the health, safety, and wellbeing (both physical and mental) of OfficeMax employees and our communities.
- 7. Digital and technology capability**  
Keeping up to date with accessible, digital platforms for customers, as well as the latest technology for products.



# Our impacts

Our 2022 sustainability report references the new Global Reporting Initiative 2021 standard for the first time. As part of this, we have detailed the positive and negative actual and potential impacts OfficeMax has on the environment, the economy, and people, including

on their human rights, and the respective actions OfficeMax is taking to respond to or remediate these.

Managing our impacts is the responsibility of OfficeMax's Sustainability Governance Group outlined

on Page 9. Our 2025 sustainability strategy is our vision and strategy to manage and respond to the impacts and deliver value creation. This report details the progress we have in achieving this strategy in 2022.

| TOPIC                       | IMPACTS ON THE ENVIRONMENT, SOCIETY, AND PEOPLE  | HOW OFFICEMAX RESPONDED TO THESE IMPACTS IN 2022   |
|-----------------------------|--|--|
| <b>Highly material</b>      |  |  |
| <b>Customer experience</b>  | As a retailer with over 34,000 customers, providing an outstanding positive customer experience is central to everything that OfficeMax does, and contributes to our wider economic impact in New Zealand. | <ul style="list-style-type: none"> <li>• With over 34,000 customers, OfficeMax strives to provide an outstanding customer experience by delivering on its 2025 sustainability strategy and vision to empower sustainable and successful workplaces.</li> <li>• OfficeMax has a Net Promotor Score (NPS) of more than 50 which significantly outperforms the industry standard (NPS = 30).</li> </ul>   |
| <b>Ethical supply chain</b> | With a wide range of products available to our customers, OfficeMax may have risks of negative impacts across our supply chain, including on the environment and on people and their human rights.         | <ul style="list-style-type: none"> <li>• OfficeMax has an extensive supplier screening process in place for its own brand products. More details about this process can be found on page 40.</li> <li>• In 2022, OfficeMax developed and piloted our new Responsible Supplier Code, which focuses on enhancing ethical business activities such as upholding labour standards and human rights. More details about this can be found on page 38. OfficeMax sells Forest Stewardship Council (FSC®) certified paper products. OfficeMax NZ Limited holds a Chain of Custody (Certificate Code: SCS-COC-006720) and FSC® license (License Code: FSC-C147711).</li> <li>• OfficeMax holds the Programme for the Endorsement of Forest Certification Chain of Custody Certification (PEFC).</li> </ul> |

| TOPIC  | IMPACTS ON THE ENVIRONMENT, SOCIETY, AND PEOPLE  | HOW OFFICEMAX RESPONDED TO THESE IMPACTS IN 2022  |
|--|--|---|
| <b>Highly material</b>                             |  |   |
| <b>Credibility and trust</b>                       | Maintaining credibility and trust is paramount to the success of OfficeMax. If our business practices are not upheld and we are not transparent about our sustainability-related information, our credibility and trust may be eroded. This could negatively impact our reputation and have wider impacts on our people. | <ul style="list-style-type: none"> <li>OfficeMax is committed to publishing annual sustainability reports and has done so since 2017. These reports are made with reference to the Global Reporting Initiative, a globally recognised and robust sustainability reporting standard.</li> <li>OfficeMax regularly engages with its internal and external stakeholders to understand the issues that are important to the business and the wider impacts it has on the environment, society, and people.</li> </ul>   |
| <b>Product stewardship</b>                         | Our products may have negative impacts on people and the environment across their lifecycle. We also produce waste-to-landfill and harmful gases through our operational practices, which negatively impact the environment and wider society.   | <ul style="list-style-type: none"> <li>OfficeMax has been certified to ISO 14001 for 11 years, which recognises our robust Environmental Management System.</li> <li>OfficeMax has a strong focus on waste reduction, and has diverted 448t of cardboard and paper, and 54t of plastic from landfill in 2022.</li> <li>Our community partnerships have allowed us to donate 47,461kg of furniture and unsaleable stock.</li> <li>In 2022, OfficeMax worked with New Zealand King Salmon, All Heart NZ, and Critical Design to develop an end-of-life solution for the PPE we supply to New Zealand King Salmon. More details about this can be found on page 57.</li> </ul>   |
| <b>Reducing emissions from business operations</b> | We produce greenhouse gas emissions that contribute to climate change, which has far-reaching impacts across the environment, society, and people.   | <ul style="list-style-type: none"> <li>OfficeMax is measuring and reporting its scope 1, 2 and 3 greenhouse gas emissions in line with the GHG Protocol. We have set a science-aligned target to reduce Scope 1 &amp; 2 emissions by 25% by 2025 based on 2019 baseline.</li> <li>OfficeMax has achieved an overall reduction in Scope 1 &amp; 2 emissions of 21% since 2021 and 56% since 2019.</li> <li>In 2022 OfficeMax expanded the emissions inclusions in its Scope 3 inventory. This has led to a significant increase in Scope 3 emissions discussed further on page 52.</li> <li>In 2022, OfficeMax engaged with Fleet Partners to reduce the emissions related to our vehicle fleet. More details about this can be found on page 54.</li> </ul> |

| TOPIC                                    | IMPACTS ON THE ENVIRONMENT, SOCIETY, AND PEOPLE  | HOW OFFICEMAX RESPONDED TO THESE IMPACTS IN 2022   |
|--|--|--|
| <b>Highly material</b>                   |  |  |
| <b>Health, safety, and wellbeing</b>     | <p>We continue to have a large focus on supporting and maintaining the health, safety, and wellbeing of our people. We recognise that a healthy, safe, and well workforce contributes to greater business success and a great company culture. Our Life Saving Rules cover moving machinery, objects falling from above, working at heights, vehicle loading and operation and hazardous substances.</p> | <ul style="list-style-type: none"> <li>• The COVID-19 pandemic continued to have a significant impact on our people and operations in 2022 and a raft of safety and wellbeing measures were put in place to protect our people and their whānau so our operations could continue as safely and effectively as possible.</li> <li>• We reviewed and refined our Health, Safety &amp; Wellbeing structure and roles and recruited a new Health, Safety &amp; Wellbeing Manager and Health, Safety &amp; Compliance Advisor.</li> <li>• We designed and initiated a new five-year Health, Safety and Wellbeing Strategy embracing the principles of Whanaungatanga (our shared purpose), Rangatiratanga (leadership), Manaakitanga (our people and culture) and Kotahitanga (systems and processes).</li> <li>• We focused on updating our systems and processes including an enhanced framework on Illness and Injury management, consultation and improvements in the Health &amp; Safety Representative role, Executive Leadership Team Safety Interactions to bridge the gap between 'work as imagined' and 'work as done', and implemented improved safety protocols in the Distribution Centres.</li> </ul> |
| <b>Digital and technology capability</b> | <p>Growing our digital and technology capability allows us to better serve our diverse range of customers and makes access to our products and services easier.</p>  | <ul style="list-style-type: none"> <li>• The introduction of Digital Sales Rooms has created a centralised digital location for our sales and marketing teams to collaborate and access content that is relevant to specific customers, which has significantly reduced the amount of time spent preparing relevant material.</li> <li>• In 2022, we onboarded our new supplier and Master Data Management platform Stibo which allows for more granular supplier information which can be provided to our customers and has allowed us to grow our direct shipping capability.</li> </ul>   |

| TOPIC  | IMPACTS ON THE ENVIRONMENT, SOCIETY, AND PEOPLE   | HOW OFFICEMAX RESPONDED TO THESE IMPACTS IN 2022  |
|--|---|---|
| <b>Material</b>  |   |   |
| <b>Conduct and ethics</b>                                | OfficeMax has a responsibility to conduct itself ethically and support appropriate workplace culture. Not doing so can negatively impact our people and our reputation.   | <ul style="list-style-type: none"> <li>• We have identified six OfficeMax Behaviours that our highest performing team members demonstrate, namely Adaptability, Collaboration, Commercial Acumen, Deliver Results, Innovation and Personal Accountability. These Behaviours are the performance expectations we have of our people and key to achieving our goals. We introduced the Behaviours in 2021 and in 2022 the Behaviours were embedded in our daily conversations and actions. Not only are we measured on OfficeMax Behaviours, they provide a common language across OfficeMax for discussing how we do things. They are our promise to our customers and team members about the experience we will have together.</li> </ul> |
| <b>Cyber and Data security</b>                           | OfficeMax holds data on our employees and customers, that is of risk to security threats and breaches.  | <ul style="list-style-type: none"> <li>• OfficeMax has a Privacy Policy in place, which outlines how we collect, use, store, and disclose customer information. This policy complies with the Privacy Act 2020.</li> <li>• There were no instances of employee or customer data breaches in 2022.</li> </ul>  |
| <b>Availability of sustainable products and services</b> | Consumers in New Zealand are increasingly making purchasing decisions based on environmental, social, and ethical criteria. In providing sustainable solutions to customers, OfficeMax positively supports its customers own sustainability objectives. | <ul style="list-style-type: none"> <li>• EcoMax is OfficeMax's own sustainable product classification, which has been applied to a selection of our products since 2005. EcoMax products must meet our strict sustainability criteria. In 2022, the number of products included in the range was over 1,500.</li> </ul>   |

| TOPIC   | IMPACTS ON THE ENVIRONMENT, SOCIETY, AND PEOPLE  | HOW OFFICEMAX RESPONDED TO THESE IMPACTS IN 2022   |
|---|--|--|
| <b>Material</b>                                       |  |  |
| <b>Talent</b>   | OfficeMax is a significant employer in New Zealand. OfficeMax's people are central to the function of the organisation, the experience of our customers, and overall business success. OfficeMax has an internal focus on ensuring our people are supported and provided with opportunities to develop and grow.   | <ul style="list-style-type: none"> <li>• In 2022, OfficeMax implemented 9,617 hours of training. Training included knowledge, skill and behaviour training covering learning new systems and processes, sales skills and compliance, storytelling and cultural competency. A total of 576 different sessions were run.</li> <li>• 55 team members were promoted into new roles within the organisation.</li> <li>• Twenty-four temporary agency workers obtained permanent roles in the Auckland and Christchurch Distribution Centres.</li> <li>• Finance and IT career pathways were mapped and seven new senior IT and Finance roles were established.</li> </ul> |
| <b>Community investment, partnerships and impacts</b> | OfficeMax continues to have a large focus on supporting and giving back to local communities in New Zealand, particularly in relation to supporting education and helping kids doing it tough. Our community investments and partnerships have a significant positive impact on the organisations and people that they target, and their wider families and communities. | <ul style="list-style-type: none"> <li>• In 2022, OfficeMax's total spend on community investment was \$1,270,064. Details of our community investments and partnerships can be found on page 31.</li> </ul>   |
| <b>Freight efficiency</b>                             | OfficeMax is a significant importer of goods into New Zealand. Our freighting choices have varying environmental impacts.  | <ul style="list-style-type: none"> <li>• All inwards goods from our international suppliers were sea freighted in 2022. Using sea freight produces significantly less greenhouse gas emissions compared to air freight. Once the goods arrive into the domestic ports, they are then typically delivered to our Distribution Centres via road freight.</li> <li>• All goods from our domestic suppliers are predominately freighted to us via road.</li> <li>• For all domestic transfers between our Distribution Centres, goods are transported predominantly via road.</li> </ul>   |



| TOPIC  | IMPACTS ON THE ENVIRONMENT, SOCIETY, AND PEOPLE  | HOW OFFICEMAX RESPONDED TO THESE IMPACTS IN 2022  |
|--|--|---|
| <b>Material</b>  |  |   |
| <b>Affordability of products and services</b>          | As one of New Zealand's largest retailers of office and school supplies, we are associated with the affordability of these products, which has impacts on our customers. The cost-of-living crisis also heightens these impacts.   | <ul style="list-style-type: none"> <li>OfficeMax offers a significant range of product solutions at various price points that cater to different needs and desires of our customers. This includes products at a lower price point relative to market alternatives.</li> <li>OfficeMax's own brand products are designed to offer an affordable solution across many office and workplace products, while also maintaining a high level of quality and function.</li> </ul>   |
| <b>Transparency and disclosure</b>                     | Transparency and disclosure of product information and their sourcing contributes to OfficeMax's reputation and business success.  | <ul style="list-style-type: none"> <li>OfficeMax is committed to supplying our customers with all relevant sustainability information for the products we supply to encourage and support their purchasing decisions and reduce their negative environmental and social impact.</li> <li>In 2022, OfficeMax commenced development of our new supplier and Master Data Management (MDM) platform Stibo which has allowed us to streamline supplier data and information and enabled greater transparency of this information to customers.</li> </ul>  |
| <b>Diversity and inclusion and employee experience</b> | OfficeMax continues to focus on fostering a diverse and inclusive workforce where everyone feels valued and accepted regardless of who they are and what their background is. A diverse and inclusive workforce is better for our team members, our customers and OfficeMax. It drives higher engagement, innovation, and profitability. | <ul style="list-style-type: none"> <li>In 2022 we ran three engagement surveys, one full survey and two pulse surveys. One pulse survey focussed on wellbeing (our score was 71%) and the other on diversity and inclusion (our score was 68%).</li> <li>In 2022 we offered a Māori cultural competency programme to build our employees' understanding of Te Tiriti o Waitangi, tikanga and te reo Māori.</li> <li>OfficeMax set up a virtual all-staff monthly meetings "Kōrero with Kevin", as a way for the Executive Leadership Team to communicate during our socially distanced lockdowns. These meetings which are recorded for those who can't attend, are a place for knowledge sharing and connection. We provide updates on strategic and operational projects and initiatives and celebrate team and individual successes including giving "Shout Outs".</li> <li>Our employees celebrated numerous cultural events including Te Wiki o Te Reo Māori, Matariki, Vaiaso o le Gagna Sāmoa, Matariki, Chinese New Year and Diwali.</li> </ul> |

# 2025 Sustainability Strategy

OUR VISION

## Empower sustainable and successful workplaces

OUR STRATEGIC PILLARS

FOSTER A SAFE, HEALTHY AND INCLUSIVE SOCIETY

PROVIDE SOLUTIONS FOR A RAPIDLY CHANGING WORLD

DRIVE A LOW CARBON CIRCULAR ECONOMY

OUR GOALS

Support health, safety and resilience  
 Promote inclusivity and equal opportunity

Provide flexible product and service solutions  
 Empower the future of work

Improve the environment through our value chain  
 Support local solutions

HIGHLY MATERIAL TOPICS

- Customer experience
- Ethical supply chain
- Credibility and trust
- Health, safety and wellbeing

- Customer experience
- Credibility and trust
- Product stewardship
- Digital and technology capability

- Customer experience
- Ethical supply chain
- Credibility and trust
- Reducing emissions from business operations

SDG'S



STRATEGIC PILLAR

Foster a safe, healthy,  
and inclusive society



**STRATEGIC PILLAR - FOSTER A SAFE, HEALTHY AND INCLUSIVE SOCIETY**

## Our aspiration

We want to contribute to making New Zealand a great place to live, where people are confident to be all they can, without limitation.







## Our goals

- Support health, safety, and resilience
- Promote inclusivity and equal opportunity

## Material issues we are addressing

- Customer experience
- Ethical supply chain
- Credibility and trust
- Health, safety, and wellbeing



## Sustainable Development Goals this supports

|  |   |   |   |  |   |
|--|---|---|---|--|---|
|  <p><b>1 NO POVERTY</b></p> |  <p><b>3 GOOD HEALTH AND WELL-BEING</b></p> |  <p><b>4 QUALITY EDUCATION</b></p> |  <p><b>5 GENDER EQUALITY</b></p> |  <p><b>8 DECENT WORK AND ECONOMIC GROWTH</b></p>    |  <p><b>10 REDUCED INEQUALITIES</b></p> |
| <p><b>End poverty in all its forms everywhere</b></p>  | <p><b>Ensure healthy lives and promote well-being for all at all ages</b></p>   | <p><b>Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all</b></p>    | <p><b>Achieve gender equality and empower all women and girls</b></p>   | <p><b>Promote sustained, inclusive, &amp; sustainable economic growth, full and productive employment, and decent work for all</b></p> | <p><b>Reduce inequality within and among countries</b></p>  |
| <p><b>Targets: 1.4,1a</b></p>  | <p><b>Targets: 3.4, 3.d</b></p>   | <p><b>Target: 4.1</b></p>   | <p><b>Target: 5.5</b></p>   | <p><b>Target: 8.8</b></p>  | <p><b>Target: 10.2</b></p>  |

### OUR CONTRIBUTING ACTIONS:

- |  |   |   |   |   |  |
|--|---|---|---|---|--|
| <ul style="list-style-type: none"> <li>• Through our community investment initiatives, we play a part in helping the lives of others and especially young New Zealanders who are doing it tough</li> </ul> | <ul style="list-style-type: none"> <li>• We support the mental health, safety, and wellbeing of our employees through regular workplace programmes and provision of resources</li> <li>• We sponsor Barnardos 0800 What's Up to provide emotional and mental support to school children</li> <li>• We ensure all our facilities and staff are prepared for potential emergency scenarios</li> </ul> | <ul style="list-style-type: none"> <li>• Our Max e-Grants programme enables children from all backgrounds to participate fully in school activities</li> <li>• Our dedicated learning consultants run professional development workshops with teachers and generate free collateral for schools to deliver the best possible learning outcomes</li> </ul> | <ul style="list-style-type: none"> <li>• Our strategy includes goals to increase the representation of women in leadership roles</li> </ul> | <ul style="list-style-type: none"> <li>• We have a strong focus on workplace health and safety and have a comprehensive management system in place</li> <li>• OfficeMax require own brand suppliers to operate according to our Social Compliance Standard</li> </ul> | <ul style="list-style-type: none"> <li>• Our community investment initiatives focused on support of educational inclusion for all</li> </ul> |
|--|---|---|---|---|--|

## OUR PROGRESS

| GOAL  | OUTCOME   | 2022 OBJECTIVES   | PROGRESS IN 2022   | 2025 MEASURES   | ACCOUNTABILITY  |
|---|---|---|--|---|---|
| <b>Support health, safety, and resilience</b><br><br>      | Enable thriving societies, where people live a better everyday life and are prepared for tomorrow | <ul style="list-style-type: none"> <li>Integrate wellbeing to Health, Safety &amp; Wellbeing strategy</li> <li>Integrate customer approach to OfficeMax's BCP and Emergency Management plans</li> <li>Test crisis management plan &amp; BCP Test Emergency Management Plan</li> <li>Complete Responsible Supplier Code (RSC) and test with suppliers. Design integration with RFPs and Contracts</li> </ul> | <ul style="list-style-type: none"> <li>Introduced a five-year Health, Safety and Wellbeing Strategy, embracing the principles of Whanaungatanga, (our shared purpose), Rangatiratanga (leadership), Manaakitanga (our people and culture) and Kotahitanga (systems and processes)</li> <li>Appointed a Sustainability Specialist, a Health, Safety &amp; Wellbeing Manager, and a Health &amp; Safety Compliance Advisor</li> <li>RSC completed and Sustainable Packaging Guidelines (SPG) developed</li> <li>RSC and SPG piloted with small supplier group</li> </ul> | <ul style="list-style-type: none"> <li>Engagement score</li> <li>TRIFR</li> <li>A living wage</li> <li>Promote inclusivity and equal opportunity</li> <li>OfficeMax Emergency Management &amp; Crisis Management Process plans supporting staff, customers, and communities</li> <li>100% Strategic suppliers compliant with RSC</li> </ul> | <ul style="list-style-type: none"> <li>People and Capability Team</li> <li>Health, Safety &amp; Wellbeing Manager</li> <li>Sourcing &amp; Merchandise Team</li> </ul> |
| <b>Promote inclusivity and equal opportunity</b><br><br> | Create a positive social impact for everyone across OfficeMax's value chain                       | <ul style="list-style-type: none"> <li>Roll out Engagement survey initiatives</li> <li>Establish programme to develop knowledge and skill in Māori cultural competence</li> <li>Plan for 2023 implementation of Diversity Committee and the collection of baseline diversity data</li> </ul>  | <ul style="list-style-type: none"> <li>Māori cultural competency programme completed</li> </ul>  | <ul style="list-style-type: none"> <li>Women in leadership roles</li> <li>Pay equity gap</li> <li>A living wage</li> <li>Engagement score</li> <li>Community investment \$</li> <li>100% Strategic suppliers compliant with RSC</li> </ul>  | <ul style="list-style-type: none"> <li>People and Capability Team</li> <li>Marketing Team</li> <li>Sourcing &amp; Merchandise Team</li> </ul>                         |

## OUR ACTION

### Our continued COVID response

Like many other businesses in New Zealand, the COVID-19 pandemic continued to have a significant impact on our operations, our people, and their whānau in 2022. This was especially true in the first half of the year when the highly transmissible Omicron variant began circulating in New Zealand. In 2022, 521 of our employees contracted COVID-19, and at the peak in March, 96 team members were absent due to COVID-related illnesses.

While our employees were very familiar with our existing COVID-19 response measures, OfficeMax implemented additional measures to ensure that our people were protected and kept safe, and so our operations could continue as effectively as possible in a turbulent time.

#### COVID-19 mitigation

From January through to September, we implemented a Traffic Light System and kept staff updated with regular communications.

Employees in our Distribution Centre took daily rapid antigen tests to identify workplace close contacts in case of positive COVID-19 cases.

#### Vaccination Policy

In February, we introduced a policy that mandated full vaccination for anyone entering any of our workplaces or attending customer/supplier sites.

#### Staffing challenges

Due to the pandemic, in March, we asked team members, including office-based employees, to work at the Auckland Distribution Centre.

Team members from as far as New Plymouth and Dunedin were flown in to help with shipping and packing, as well as operating forklifts.

Those who worked in the Auckland Distribution Centre included Managing Director, Kevin Obern, our Chief Financial Officer, Ben Norrie, Director Sales, Adam Sands and Director Marketing & Customer, Evan Lawrey.

Because of COVID-related staff absences, friends and family were recruited in February to help in the distribution centres, and their assistance was invaluable during this challenging period. We could not have got through this difficult time without all our people who came to our aid.

Of those friends and family who volunteered, four ended up getting a permanent role with us.



Kevin Obern, Managing Director



Ben Norrie, Chief Financial Officer and Evan Lawrey, Director Marketing & Customer

We reached out to the Solomon Group, a Māori private training establishment who brought in temporary workers as well.

During this time, we provided free lunches and dinners every day to all those working in the distribution centres.

## OUR ACTION

### Christchurch Distribution Centre

The Christchurch Distribution helped pick and pack lower North Island Back to School orders, easing the burden on the Auckland Distribution Centre most impacted by COVID-19-related absences.

### Re-opening our offices

On Tuesday 19 April, we were able to re-open our offices, making sure we prioritised the comfort and safety of our team members during their return to the workplace.

We implemented a voluntary, coloured wristband system to indicate individual comfort levels with COVID precautions and desired interaction with colleagues.

Green wristbands: Encouraged physical contact, including hugs, handshakes, high-fives, and friendly pats on the back.

Orange wristbands: Indicated willingness to engage in conversation but not physical touch.

Blue wristbands: Signified a preference for personal space.



*Christchurch team members packing orders for the North Island*



*Christchurch distribution center*



*Voluntary wristbands for team members*

## OUR ACTION

# Health Safety and Wellbeing strategy and structure

In 2022, we reviewed and refined our Health, Safety & Wellbeing structure, and roles, leading to the recruitment of our new Health, Safety & Wellbeing Manager, and created a new Health, Safety & Compliance Advisor role.

Our new Health, Safety and Wellbeing Manager undertook a review of our strategy with Tikanga Māori (values) guiding their leadership approach to the role.

A new five-year Health Safety and Wellbeing strategy was developed, embracing the principles of Whanaungatanga, (our shared purpose), Rangatiratanga (leadership), Manaakitanga (our people and culture) and Kotahitanga (systems and processes).

The initial focus primarily involved updating our systems and processes in preparation for the launch of our new comprehensive safety management tool, Donesafe, in 2023.

Our 2022 initiatives included:

- Consultation with our Health & Safety Representatives to agree on key tasks for their role. The process also helped develop the new Health & Safety Representative booklet.
- The Health, Safety & Wellbeing team conducted Illness and Injury Management training sessions with our people leaders, enabling them to manage workplace injuries, facilitating employees' swift return to work and maximising their independent functioning.
- Our Executive Leadership Team (ELT) engaged in safety interactions to bridge the gap between 'work as imagined' and 'work as done', demonstrating OfficeMax's commitment to its people. This fosters a stronger and more resilient safety culture, empowering our team to effectively handle risks.
- The Health & Safety team offered our DC employees Occupational Health

Assessments with a 60% staff uptake from team members.

- We enhanced safety protocols at our distribution centres, making safety boots mandatory for all employees and visitors. While our DC team members were already

required to wear safety boots, this rule now applies to office-based personnel and visitors as well. As a precautionary measure, we also introduced caps and hairnets for all those working in the distribution centres.



*Martina Keene, Health, Safety & Compliance Advisor and Rima Urangia, Health, Safety & Wellbeing Manager*



## OUR ACTION

### Employee Wellbeing

As COVID-19 restrictions continued to influence our work dynamics and the lives of our team members, in 2022 our focus was on managing and enhancing the wellbeing of our team.

#### Mental Health Awareness Week

In keeping with the Mental Health Awareness Week theme of 2022, we encouraged team members to reconnect with people and places that enhanced their wellbeing.

We organised a webinar for all our people with clinical psychologist Jacqui Maguire who spoke about how to build habits that prioritise wellbeing.

#### Show and Tell

We set up a dedicated Teams site to keep our team members connected and support morale. They shared photos, videos, recipes, tips, ideas and resources providing support and entertainment for us all.

#### Pink Shirt Day

Kōrero Mai, Kōrero Atu, Mauri Tū, Mauri Ora – Speak up, Stand Together, Stop Bullying! In May, OfficeMax team members donned their pinkest outfits and took part in the annual Pink Shirt Day to raise awareness of the impact of bullying and harassment and help promote a culture of respect and acceptance.



Sarthak Daruka – New Business Representative, Sajan Thomas – Business Development Manager, Balaji Govindan Kumaran – New Business Representative

#### Give, tukua

Team members donated pyjamas, beanies, blankets, socks and slippers to the Middlemore Foundation's Jammies in June campaign. The initiative provides pyjamas to children living in impoverished conditions to keep them warm and lower their risk of falling sick.

Not only does this act of giving contribute to the wellbeing of children in need by keeping them warm and healthy, it also aligns with the 'Five Ways to Wellbeing.' With the simple act of giving, team members improve the lives of others in the community but also enhance their own wellbeing by fostering a sense of purpose and connection.

## OUR ACTION

### Spring party

Following the creation of an OfficeMax Social Committee, employees organised a Spring party from the 6 - 12 September with the theme “Reflect, Reset, and Celebrate”, inspired by Matariki.

Daily activities encompassing the theme took place on all our sites, culminating with a lunch on the last day.

This employee-led initiative had a significant impact on boosting morale and getting team members to reconnect after long periods of not physically working together.



Gagandeep Kaur - DC Helpdesk Representative  
Lorraine Watson - Storeperson



Members of the Executive Leadership Team

## OUR ACTION

### Breast Cancer Awareness

In October, our people baked up a storm - all for a good cause.

Employees held a Pink Ribbon Bake Sale, to raise money for the Breast Cancer Foundation, and enable

conversations about breast health and general wellbeing.

Our enthusiastic home bakers raised just under \$900 for the charity.



*Pink Ribbon Bake Sale*



*Samantha Chang, Sourcing Team Leader (pictured right), with her mother who she visited in Taiwan for the first time in nearly three years.*

### Open Borders

In a series of articles in our employee newsletter, we hear from team members who were able to travel and reunite with family and friends after New Zealand's borders reopened.



### Highbrook Fun Run & Walk

Thirty OfficeMax team members took part in the annual 5K Highbrook Fun Run, annual fundraising event for local charities in the Highbrook and East Tamaki area.

### Hauora Leave

Committed to providing a positive, healthy work environment, we granted two new leave days for permanent employees to focus on their wellbeing.

The two new additional leave days, part of our Hauora Policy, are based on the Māori notion of wellbeing and health.

One of these days includes Birthday Leave, where our team members can take paid leave on their birthday, and the second being Lifestyle Leave, where our team members are encouraged to use this day to undertake activities aligned with their personal interests and passions.

## OUR ACTION

### Asking our people for feedback

Every year OfficeMax runs a full Engagement survey and a shorter Pulse survey. A pulse survey is essentially a quick and frequent check-in. Unlike the more traditional annual engagement survey, which is longer and covers a wide range of topics, a pulse survey is short, and normally focuses on a very specific issue or question.

In 2022, we ran one full survey in December 2022, and two Pulse surveys in January 2022 and July 2022. The January Pulse survey focused on wellbeing and the July Pulse survey focused on diversity and inclusion.

In our diversity and inclusion questions, the combined diversity score of 68% was very close to our target of 70%, and in our highest scoring diversity question, 78% of employees agreed that OfficeMax values diversity.

We had a combined wellbeing score of 71%, and in our highest scoring answer, employees told us they feel productive in their work (82%), and tend to bounce back quickly after challenging times at work (87%).

### Our inclusive workplace

Throughout the year, our people came together to celebrate different cultural events. These encompassed a broad range of traditions and customs that reflect our vibrant, diverse and inclusive workplace.

- Chinese New Year
- Te Wiki o Te Reo Māori - Māori Language Week
- Vaiaso o le Gagana Sāmoa - Samoa Language Week
- Diwali
- Matariki



*Adair Veitch – Credit Controller, Hannah Apulu – Credit Controller, Anne Murdoch – Accounts Receivable Team Leader, Mangesh Lata – Credit Controller, Asma Ali – Credit Controller, Shabnam Hassan – Credit Controller*

### Kōrero with Kevin

Being inclusive involves not only fostering a sense of belonging but also ensuring effective communication and making information readily accessible to all.

During the height of the pandemic, we launched “Kōrero with Kevin”, a virtual all-staff meeting as a way for the ELT to communicate during our socially distanced lockdowns. The sessions proved so popular that we decided to hold Kōrerōs every month after the end of lockdowns.

The Kōrerōs are also recorded for those who can't attend, and a shorter version is given in the DCs.

In these meetings, Kevin and ELT members provide updates on our strategy, operational performance, priorities, and the details of various projects and initiatives.

Maintaining regular communications and updates helps team members understand how their roles align with our broader objectives and success.



*Sarfraz Khan – Credit Controller, Hannah Apulu – Credit Controller*

## OUR ACTION

# Māori cultural competency programme

In 2022 we looked at ways to build our employees understanding of Te Tiriti o Waitangi, tikanga and te reo Māori by offering a cultural competency programme.

Run through Manukau Institute of Technology (MIT), team members learned about Māori customs and language to build cultural competency and confidence when engaging with customers, guests and each other.

At the end of the programme, team members better understood some of the values and underlining principles which guide Māori thinking and behaviour.

Key outcomes of the programme were to:

- Understand the importance and relevance of Te Tiriti o Waitangi
- Confidently communicate and put into practice Māori values in the workplace

- Understand Māori etiquette, and personal engagement in a marae setting
- Pronounce Māori correctly and use Māori greetings and keywords formally and informally
- Recite a personal pēpeha (introduction) confidently
- Establish a firm pathway for further personal and professional development in te reo and tikanga Māori
- Boost team morale and confidence in using te reo Māori in the workplace and also in their own personal life
- Understand some of the values and underlining principles which guide Māori thinking and behaviour

The programme was run as an online programme to accommodate the various lockdowns and to reach our people whatever their location. We were fortunate enough to be welcomed onto Ngā Kete Wānanga Marae, MIT's marae, for the final day of the programme, which is located very close to our own Highbrook, Auckland location.



30 team members attending our first trial Māori cultural competency programme through Manukau Institute of Technology (MIT)



Eliot Woods, Enterprise Account Manager delivering his pēpeha

## Lifting up our communities

OfficeMax has a strong focus on supporting our local communities, particularly kiwi kids doing it tough. We believe that supporting children through education is a strong enabler of sustainable development in New Zealand and greater overall wellbeing.

### Max e-Grants

Max e-Grants is our longstanding community programme in partnership with Barnardos that provides small grants of up to \$5,000 to schools and pre-schools in New Zealand to support children aged 4-18 who are doing it tough.

We believe that educating children is critical to reducing poverty, developing positive self-esteem, and achieving long-term success.

In 2022, a total of \$130,702 of Max e-Grants were allocated.

Our Max e-Grants programme is supported by our suppliers, OfficeMax has distributed more than \$1.3 million to over 16,000 children in need, funding school trips, uniforms, stationery, and other essentials.

**MAX e-GRANTS**  
OfficeMax

### All Heart NZ

OfficeMax has been an Impact Partner of All Heart NZ since 2019, a social enterprise that enables corporate and large organisations to redirect and repurpose their redundant office and workplace supplies. All Heart NZ collects these supplies and redirects them for the benefit of communities in need, in New Zealand and the Pacific.

In 2022, our partnership with All Heart NZ enabled us to divert 34,443.2kgs of customer furniture and other office items from landfill.

This impact is valued at \$285,122, a measurement of the community's ability to re-use, re-purpose and re-sell the items.

### Barnardos 0800 What's Up?

0800 What's Up is Aotearoa's only national children's helpline, providing an essential service to children and young people who need a safe place to talk with a trained counsellor.

OfficeMax has been a proud corporate sponsor of the service since 2014.

In 2022, 12,991 callers and online chatters reaching out to the dedicated child and youth helpline.



SUMMARY

# Our results

| Corporate responsibility                             | 2022        | 2021        | 2020        |
|--|-------------|-------------|-------------|
| Community Investment (\$)                            | \$1,270,064 | \$2,350,038 | \$1,257,848 |
| Max e-Grant donations                                | \$130,702   | \$33,110    | \$112,439   |
| Children helped through<br>Barnardos 0800 What's Up? | 12,991      | 15,337      | 12,680      |
| School Rewards provided                              | \$661,017   | \$675,918   | \$880,000   |
| School Associations supported                        | 9           | 4           | 5           |



STRATEGIC PILLAR

**Providing solutions for  
a rapidly changing world**





**STRATEGIC PILLAR - PROVIDE SOLUTIONS FOR A RAPIDLY CHANGING WORLD**

## Our aspiration

We want to provide New Zealanders with the tools they need for their success and prosperity.

## Our goals

- Provide flexible product and service solutions
- Empower the future of work

## Material issues we are addressing

- Customer experience
- Credibility and trust
- Product stewardship
- Digital and technology capability

## Sustainable Development Goals this supports



**Promote sustained, inclusive, and sustainable economic growth, full and productive employment, and decent work for all**

**Targets:** 8.2, 8.7, 8.8



**Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation**

**Targets:** 9.3, 9.4



**Reduce inequality within and among countries**

**Targets:** 10.2, 10.4



### OUR CONTRIBUTING ACTIONS:

- We promote innovation and future planning for a sustainable future
- Our Social Compliance standard for suppliers focuses on improving work conditions for all employees and promotes basic human rights
- Our workplace solutions seek to help organisations improve their productivity

- We actively support local businesses to improve their access to New Zealand and international markets
- We work with our suppliers to improve the sustainable credentials of their activities and products

- Community investment initiatives focused on support of educational inclusion for all
- Our Social Compliance standard for suppliers seeks to ensure that their workers have social protections

## OUR PROGRESS

| GOAL   | OUTCOME   | 2022 OBJECTIVES   | PROGRESS IN 2022   | 2025 MEASURES   | ACCOUNTABILITY   |
|--|---|---|--|---|--|
| <p><b>Provide flexible product and service solutions</b></p>  | Every New Zealander has access to affordable, flexible solutions supporting their workplace needs | <ul style="list-style-type: none"> <li>• Capture all relevant sustainability data for direct ship product range</li> <li>• Develop a new customer reporting platform and framework</li> <li>• 50,000 customer product solutions</li> </ul>  | <ul style="list-style-type: none"> <li>• Development and pilot of Responsible Supplier Code (RSC)</li> <li>• Development and pilot of Sustainable Packaging Guidelines (SPG)</li> <li>• Sustainability Policy reviewed</li> <li>• Supplier platform Stibo onboarded</li> </ul> | <ul style="list-style-type: none"> <li>• &gt;95% customer retention</li> <li>• 1,000,000 customer product choices</li> </ul>  | <ul style="list-style-type: none"> <li>• Sales and Marketing Teams</li> </ul>  |
| <p><b>Empower the future of work</b></p>                    | Enable our people to enable our customers   | <ul style="list-style-type: none"> <li>• Review and reshape our business to ensure that we have the right systems, processes and capabilities/ skills to ensure ongoing at success</li> <li>• Centres of Excellence for like tasks, workloads evenly distributed and institutional knowledge widely shared</li> </ul> | <ul style="list-style-type: none"> <li>• Revised IT and Transformation, and Finance structures implemented</li> <li>• OfficeMax Behaviours embedded into conversations and performance measurement</li> <li>• Development of new Position Descriptions</li> </ul>              | <ul style="list-style-type: none"> <li>• Engagement score</li> <li>• Turnover</li> <li>• Succession plans for critical roles</li> <li>• Growth and development plans for all</li> <li>• Profit per FTE</li> </ul> | <ul style="list-style-type: none"> <li>• People and Capability Team</li> </ul> |

## OUR ACTION

### Showrooms coming into their own

OfficeMax opened three customer experience showrooms across Auckland, Wellington, and Christchurch in 2021. These showrooms allow our customers to visit and touch, feel, and experience a vast range of the products and workplace solutions we have on offer. As they are set up in a way to reflect real-life spaces, whether that be a classroom, work-from-home set-up, or a commercial office environment, our showrooms allow our customers to envisage the products and solutions in their own setting. Our showrooms are also part of OfficeMax's Re-think story and value proposition as a provider of workplace solutions beyond stationery goods.

To enhance the experience for our customers and enable more successful and agile workplaces, we also utilise our sales collateral platform, Seismic. This platform allows our sales and marketing teams to create personalised and relevant content for our customers based on their own needs. Seismic is also leveraged in the showrooms



through interactive touchscreens. Optimising digital solutions have allowed our sales teams to work more productively by cutting down the time we would otherwise be spending pulling together marketing material. Throughout 2022, we had a large focus on training and developing our sales team's capability across Seismic's features to ensure that the platform



was being optimised to its full potential.

While we have continued to grow and improve our showroom experience since their launch, COVID-19 restrictions have meant that our showrooms have not been utilised to the extent that we would have liked. However, following the lifting of restrictions in 2022, our showrooms have since had their time to shine, and our customers, suppliers,

and community partners have been able to come together to collaborate and network. One of our most memorable events included hosting a range of education professionals from different schools in our Christchurch showroom for a day of professional development. As part of this event we were able to highlight our education solutions to assist them in their schools.

## OUR ACTION

### Enabling sustainable purchasing decisions

OfficeMax is proud to be one of the largest importers and distributors of office supplies in New Zealand. This market positioning also enables us significantly to support and enable the purchasing decisions of customers seeking to purchase products with a lower environmental impact, or with sustainability-related credentials. At the same time, we are in the position to offer these products at an affordable price to serve our diverse range of customers.

#### EcoMax

Our EcoMax offering is our range of products with a smaller environmental impact compared to alternatives, or that provide wider benefits for people and sustainable development. We recognise that shopping for products with sustainability and ethics in mind can be difficult, as some customers may be more interested in purchasing carbon-neutral products and others

may be more interested in products that are compostable and reducing waste-to-landfill. Some customers may also want a product that meets multiple criteria. For this reason, EcoMax is our own classification based on specific criteria across a range of sustainability-related credentials. Our customers also can search across multiple EcoMax criteria filters if they wish to.

In our 2021 Sustainability Report we announced that OfficeMax planned to streamline supplier data and information to support greater inclusion or products in EcoMax and provide greater transparency to customers regarding sustainability-related information of the products we offer. We are happy to say that In 2022 we began our work on this project by onboarding our new supplier platform Stibo which allows for more granular product information across our various EcoMax criteria. As we continue to update our new supplier platform, this will allow us to better understand the sustainability-credentials of our products, and how the EcoMax criteria can be updated to reflect best practice. We have also made identifying our EcoMax offering easier for our customers when searching for products



#### ECOMAX CLASSIFIED PRODUCTS MUST MEET AT LEAST ONE OF THESE CRITERIA

|   |   |
|---|---|
| <b>Recyclable Product</b>                       | The product itself contains at least 20% material that is recyclable in New Zealand.  |
| <b>Recycled Product</b>                         | The product itself contains 20% or more recycled material.  |
| <b>Environmental Certification</b>              | The product or supplier has a recognised third-party environmental certification.   |
| <b>Ethical Certification/ Social Enterprise</b> | The creation of the product provides benefits for people in regard to Fairtrade, social enterprise, or sustainable development.         |
| <b>Carbon Reduction Certification</b>           | The product is certified with a recognised third-party carbon reduction certification such as carbon reduce, carbon zero or equivalent. |
| <b>Reusable/Refillable</b>                      | The product is specifically designed to be reusable and / or has readily available refill/return programmes operating in New Zealand.   |
| <b>Compostable</b>                              | The product is either commercially or home compostable in New Zealand.  |

on our website. When customers search a type of product, all products now state if they are an EcoMax approved product alongside their availability. We

hope that by highlighting our EcoMax products, this makes sustainable purchasing decisions easier for our customers.

### Sustainability training

To support and help our customers who are increasingly looking to purchase products with sustainability-related credentials to support their own organisational sustainability, we have been providing our Sales and Customer Service teams with training on sustainability to increase their understanding of the products included in our EcoMax offering, and the value these products can bring to our customers.

Throughout the year, training was provided across the following topics:

- **Sustainability 101** – This session provides employees with a background on key sustainability and ESG themes including strategy development, measurement of greenhouse gas emissions, the circular economy, corporate social responsibility and waste minimisation.

- **FSC® / PEFC** - A key element of our chain of custody certification is to ensure targeted training of teams with specific roles in the process. Each year we provide refresher and update training for those individuals as well as general awareness training for the wider teams.
- **Greenhouse gas emissions** – In order to effectively reduce our greenhouse gas emissions it is important to have everyone on-board. This session covers the Scope 1, 2 and 3 emission sources relevant to the business, the OfficeMax initiatives to reduce in each scope as well the actions we can take as individuals.



## OUR ACTION

### Responsible supplier code development

To achieve our vision of empowering successful, sustainable workplaces and managing the risks and opportunities across our supply chain, we recognise the importance of supporting and enabling responsible procurement practices. For OfficeMax this means conducting business, undertaking transactions and building supply chain relationships that generate a positive impact on the environment, people, society, and the economy. We also know that this significantly motivates our customers own purchasing decisions.

In 2021 OfficeMax began developing its Responsible Supplier Code (RSC), which is guided by the pillars and goals included in our sustainability strategy. Our RSC is intended to provide clear guidance to our suppliers seeking to meet our Standard, Standard PLUS, and Advanced requirements for doing business with us and will replace our existing Supplier Guiding Principles.

Our RSC recognises that our suppliers are at different stages of their sustainability journey by integrating a criterion that acknowledges the diversity of our suppliers and their sustainability maturity. However, there are certain behaviours and activities that OfficeMax does not condone, and therefore all our suppliers will be required to meet our minimum Standard and we will be encouraging all our suppliers to go beyond this.

**Standard:** These are our minimum expectations that must be met at all times when doing business with OfficeMax. These requirements uphold the applicable national or international laws or regulations.

**Standard PLUS:** These are our expectations for suppliers of OfficeMax-branded product and other key suppliers as determined by OfficeMax. These suppliers undertake a more rigorous audit process and in addition to the RSC, adhere to our Social Compliance and Ethical Sourcing Policy.

**Advanced:** These requirements support good sustainable practices and OfficeMax's own sustainability goals. We encourage all suppliers to aspire towards these requirements as they advance their own sustainability journey.

In 2022, we began piloting our RSC with a selection of our local and international suppliers to test its efficacy in practice and ensure it is fit for purpose for a wide range of suppliers. The pilot revealed that there may be some implementation challenges, especially when our suppliers have their own sourcing policies that they must also adhere to, and we have adjusted accordingly

OfficeMax will be rolling out the RSC to all our suppliers in 2023, and regular internal assessments will be conducted to ensure that the RSC is complied with.



## OUR ACTION

# Sustainable packaging guidelines

Alongside developing our new Responsible Supplier Code, OfficeMax developed and piloted our new Sustainable Packaging Guidelines in 2022.

We recognise that packaging is a significant contributor to waste in New Zealand, of which much comes from the importation of goods. Approximately only 58% of packaging is recycled in New Zealand, with the remaining ending up in landfill or lost to the environment. As a one of the largest B2B workplace supplies distributors in New Zealand, we developed our draft Sustainable Packaging Guidelines to support the transition to more circular processes by maximising the ongoing value of materials within products and packaging and eliminating or minimising end-of-life waste.

Our Sustainable Packaging Guidelines have set the following goals:

- To design out unnecessary packaging in our supply chain

- Achieve 100% of all product packaging to be reusable, recyclable, or compostable by 2025\*
- Implement clear packaging labelling with the correct recycling or disposal instructions for New Zealand
- Implement clarity of a products environmental packaging credentials within our online portal

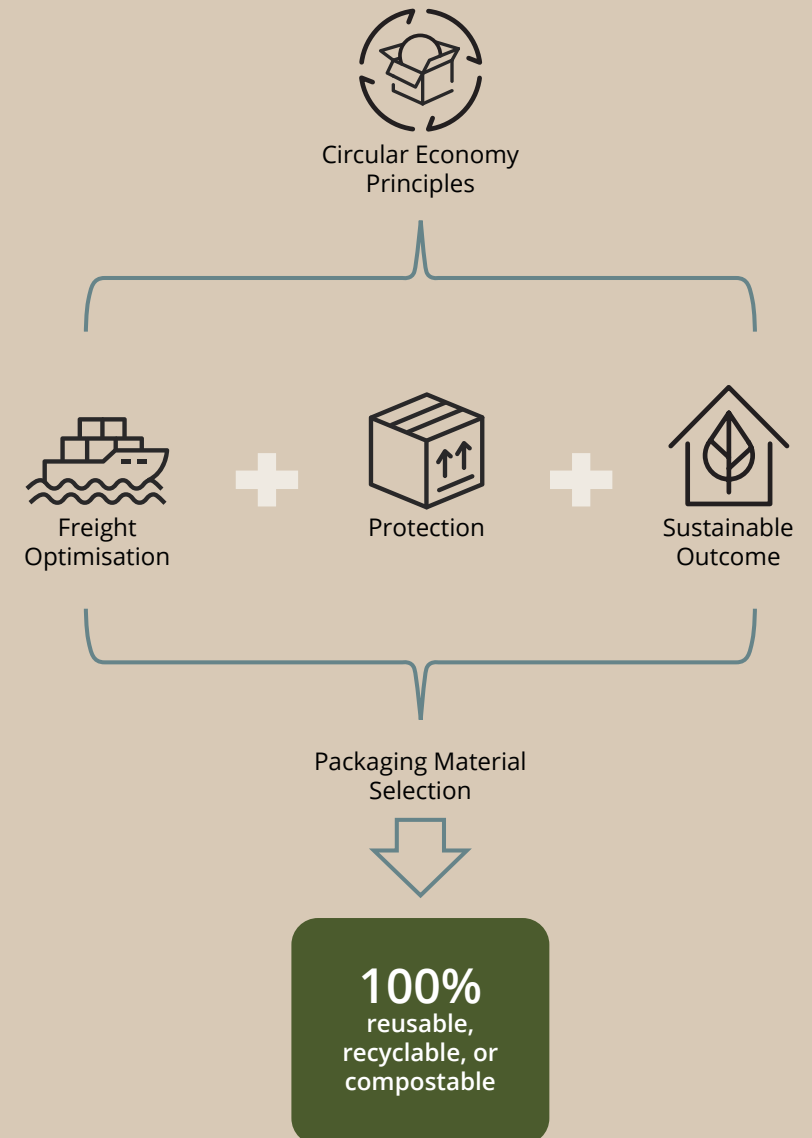
Our performance across these goals will be assessed across the following criteria:

- 100% of Private Label brand (products) to meet the reusable, recyclable, or compostable requirement by 2025
- Overall reduction in the weight of packaging
- Overall reduction in plastic volume
- Reduction in packaging waste at OfficeMax Distribution Centres and for customers

Our Sustainable Packaging Guidelines will be officially launched in 2023.

*\*Subject to definition by Ministry for the Environment.*

## OfficeMax Sustainable Packaging Guidelines



**OUR ACTION**

## Supplier compliance audits

As a supplier of 33,996 products to our customers in New Zealand, maintaining an ethical supply chain is fundamental to how we operate and to deliver on our vision to empower sustainable and successful workplaces.

OfficeMax has an extensive supplier vetting process in place for our OfficeMax branded products, which is guided by our Social Compliance and Ethical Sourcing Policy. Audits of our suppliers are conducted by UL, an international auditor and certifier of best practice social compliance. Each manufacturer is audited, assessed, and scored across many parameters including health and safety, housing, working hours, human rights and labour practices, ethics, freedom of association, environmental compliance, management systems, and remuneration.

In recognising that many of our suppliers are subject to social compliance audits from organisations outside of OfficeMax, our supplier vetting process also allows for waivers, where organisations that hold an



"After 3 years of Covid travel restrictions I visited with one of our suppliers in South Korea. Maintaining a good working relationship with our overseas partners and understanding their business conditions is critical. During this visit I shared OfficeMax's supplier guidelines, standards and sustainability expectations. I also inspected their operations and met with factory and office staff as well as senior management."

Richard Meares, Director Merchandise

internationally recognised third-party best-practice certification, they will not be subject to audit. These include certifications such as SA8000, International Council of Toy Industry Certification (Class A, B, C), World Responsible Accredited Production Certification (Platinum and Gold), and the Responsible Business Alliance Certification, for example.

It is incredibly important to us that we only partner with suppliers who align

with our ethical sourcing standards. If suppliers are unable to comply, OfficeMax will work with them to help rectify non-conformances. Failing to implement the required improvements OfficeMax will terminate the relationship.

In 2022 we continued our commitment to maintain an ethical supply chain by conducting 47 social compliance audits.

| SOCIAL COMPLIANCE AUDITS                                    | 2022 | 2021 |
|---|------|------|
| Total number of audits conducted                            | 47   | 55   |
| Third party audits (designed by OfficeMax)                  | 35   | 46   |
| Audits through other international recognised certification | 12   | 9    |

## Sustainability policy

An area of focus for us in 2022 included updating our Sustainability Policy, which we have had in place since 2018. This updated policy sets out our approach to understanding and managing our environmental, social, and governance (ESG) risks and opportunities, and supports the delivery our 2025 sustainability strategy.

Our former policy outlined our commitment to the conservation, protection, and enhancement of the environment. Since then, OfficeMax has developed a more holistic and wider approach to sustainability and our impacts across the environment, society, and the economy. Our Sustainability Policy now details the actions we take as an organisation to deliver on our sustainability strategy and our vision to empower and enable successful workplaces. The policy also establishes the commitments behind our ISO14001 certified Environmental Management System.

Our Sustainability Policy is endorsed by our owners, Managing Director, and Sustainability Governance Group.



## OUR ACTION

### Direct ship capability

Throughout 2022 OfficeMax continued our work to grow our direct shipping capability to meet the changing needs of customers, navigate global supply chains, and to grow the range of solutions available to our customers. Since beginning direct shipping, this area of our business has grown significantly and has enabled us to increase the number and range of solutions we offer, including products that would otherwise be difficult for us to hold in our Distribution Centres.

Direct shipping is an alternative to a traditional distribution model where our products arrive at one of our Distribution Centres before being sold and sent to our customers. The benefits of this model include the potential for increased efficiencies and reduced greenhouse gas emissions from freighting, however there are also challenges in understanding the full life cycle impacts of direct shipping and the implications on packaging and waste. OfficeMax will be monitoring the efficiency gains and potential

environmental and sustainability benefits of the direct ship model as we continue to grow this capability.

Onboarding our new supplier platform Stibo in 2022 has allowed us to continue to grow our direct shipping capability as we now have a greater understanding of our suppliers' information and have access to direct product manufacturing details. As we continue to integrate our new platform in 2023, we're excited to be able to offer an even greater number of solutions to our customers over the coming years.

### Empowering the future of work

In 2022, many organisations opened their office doors again for the first time after a significant period of COVID-19 restrictions and working from home. To understand more about how the workforce has changed over the past few years, OfficeMax commissioned a piece of research to understand better how the New Zealand workforce has changed, and what matters most to workers now.



This research sought to provide our customers with valuable information about how to retain their employees during a significant shift in the workplace environment and empower them to adapt and embrace the changing needs of their people. As providers of workplace solutions, we also wanted this research to inform our customers on the current needs and desires of the New Zealand workforce, and to keep a finger on the pulse of New Zealand workplaces during a time of significant uncertainty and change.



**KEY FINDINGS OF OUR STATE OF THE WORKPLACE SURVEY INCLUDED:**



Purpose and values prove vital, with **67%** of workers saying they will only work for a company that has a positive impact on society. For those aged 34 and under, this was **77%**



The top two employee benefits looked for in a new role were Mental health days off **70%** and flexible working **85%**

For those who work in an office environment at least some of the time, **62%** felt that their job has a positive impact on their wellbeing, suggesting that that physical workplace contributes to an individual's overall wellbeing.



**Top 4** things employees now look for in a workplace.

- 1. Top-notch technology set ups
- 2. Ergonomic workstations
- 3. Improved cleanliness
- 4. Quiet spaces for focus



## OUR ACTION

### Right systems, processes, and skills

OfficeMax is overhauling how it operates through a Strategic Capability Planning (SCP) programme.

The core purpose of SCP is to review and reshape our business to ensure that we have the right systems, processes and capabilities/skills to ensure our success going forward in a rapidly evolving commercial world.

We are taking a “process driven” approach as to how we evolve/make changes. We started by working on improving and introducing new systems and processes and then reviewed the skill and capability required.

Our solutions are based on the following criteria:

- Driving collaboration and a 'one OfficeMax' culture through disciplined OfficeMax-wide processes
- Developing the right business capabilities to support future strategy
- Increasing accuracy and minimising multiple "touch points" in key processes

- Enabling our Sales team to focus on winning opportunities
- Enabling growth

2022 brought in our new IT & Transformation, and Finance structures. In the revised structures, the tasks performed by the teams have been grouped in the most effective way possible to allow for "centres of

excellence" for like tasks, workloads to be evenly distributed across the teams, and institutional knowledge to be shared.

More specialised data and analytics capabilities have been integrated into the new structures to support better decision making across the entire organisation.

Our new Integrated Business Planning (IBP) will provide discipline, effective planning and aligned decision-making on what customers want, what and how much OfficeMax buys, and how the order is fulfilled through our DCs.



## OUR ACTION

### Teaching new skills

This year we held our first storytelling workshops and our people learned how to harness the persuasive potential of storytelling in business.

The sessions taught techniques for crafting compelling narratives that captivate both customers (and team members), making storytelling an essential skill for effective communication right across the organisation.

### Our behaviours and how we work

At OfficeMax we believe that the way we approach our work is as important as the results we deliver.

We have identified six behaviours that our highest performing team members demonstrate. These behaviours are the performance expectations we have of our people and key to achieving our goals. We introduced the OfficeMax Behaviours in 2021 and in 2022, these behaviours are being embedded in our conversations and actions. Not only



are we measured on the OfficeMax Behaviours, they provide a common language across OfficeMax for discussing how we do things. They are our promise to our customers and team members about the experience we will have together.



Adaptability



Commercial Acumen



Innovation



Collaboration



Deliver Results



Personal Accountability

## OUR ACTION

### New position descriptions

To enable better clarity of purpose and expectations for our current and future employees, we re-designed our position descriptions in 2022 to better align individual roles with our strategy, goals, and structures.

These descriptions provide more clarity around the purpose of the roles, they eliminate ambiguity, by setting clear expectations, accountabilities and measures which ultimately lead to improved job satisfaction and performance.

### Accredited Employer Work Visa (AEWV) status

We attained Accredited Employer Work Visa (AEWV) status, through the Ministry of Business, Innovation and Employment (MBIE) in November 2022.

Being an Accredited Employer allows OfficeMax to hire migrants for up to three years and give those employees a pathway to residency.

This helps us keep some existing employees currently on expiring post-study work visas and attract skilled migrants who we previously could now consider for roles. This is advantageous when recruiting hard to fill roles.



*Georgia Willis, promoted to People & Capability Coordinator*

### Career progression

We recognise and reward hard work with many staff seeing a clear pathway for career progression at OfficeMax. In 2022, an impressive 55 team members were promoted into new roles within the organisation. To ensure a robust, fair and transparent process for all, all our applicants, both internal and external, go through the same recruitment process.

Through streamlining our activities and creating centres of excellence, we established seven new senior IT and Finance roles, and identified various career pathways that those pursuing Finance and IT careers can work towards. This included lifting the strategic thinking and commercial acumen capabilities required across the business.

We made coaching sessions available to all employees with our in-house Recruitment Consultants offering coaching on updating CVs, building LinkedIn presence, writing applications, and succeeding at interview.

We are committed to offering permanent pathways where we can:

- Twenty-four temporary agency workers obtained permanent roles in the Auckland and Christchurch Distribution Centres.
- Four employees on temporary contracts in our Contact Centre and Sales Support teams were placed into permanent roles.

**SUMMARY**

# Our results

| Measure                                   | 2022    | 2021    | 2020    |
|---|---------|---------|---------|
| Number of customers                       | 34,000  | 33,000+ | 30,000+ |
| OfficeMax Net Promoter Score              | 50      | 50      | 48      |
| Products in the EcoMax range              | 1,500   | 1,256   | 1,728   |
| Number of delivery points                 | 215,000 | 200,000 | 160,000 |
| How many products (SKUs) OfficeMax offers | 33,996  | 34,841  | 25,000+ |
| OfficeMax brand products                  | 3,006   | 3,461   | 3,179   |
| Number of suppliers overall               | 610     | 586     | 626     |



# Drive a low carbon, circular economy



**STRATEGIC PILLAR - DRIVE A LOW CARBON, CIRCULAR ECONOMY**

## Our aspiration

We want to speed up New Zealand's transition to a low carbon future and the circular use of resources.

## Our goals

- Improve the environment through our value chain
- Support local solutions

## Material issues we are addressing

- Customer experience
- Ethical supply chain
- Credibility and trust
- Reducing emissions from business operations

## Sustainable Development Goals this supports

|  |   |   |
|--|---|---|
|   <p><b>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</b></p> |   <p><b>13 CLIMATE ACTION</b></p> |   <p><b>15 LIFE ON LAND</b></p>       |
| <p><b>Ensure sustainable consumption and production patterns</b></p>   | <p><b>Take urgent action to combat climate change and its impacts</b></p>   | <p><b>Protect, restore, and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss</b></p> |
| <p><b>Targets: 12.2, 12.5, 12.7</b></p>  | <p><b>Target: 13.2</b></p>  | <p><b>Targets: 15.2, 15.b</b></p>   |

### OUR CONTRIBUTING ACTIONS:

- |  |   |  |
|--|---|--|
| <ul style="list-style-type: none"> <li>• We have developed our Sustainable Packaging Guidelines to reduce use of resources</li> <li>• Operational waste minimisation programme in place</li> <li>• Community and industry initiatives focused on waste reduction and resource efficiency</li> <li>• Solar generation and energy efficiency work</li> </ul> | <ul style="list-style-type: none"> <li>• We have measured and reported our greenhouse gas emissions since 2016</li> <li>• We have established and exceeded a science-aligned target for a 1.5°C warming scenario</li> </ul> | <ul style="list-style-type: none"> <li>• Sustainable Forest Management through FSC® and PEFC certifications</li> <li>• We provide Carbon Neutral paper solutions to customers</li> </ul> |
|--|---|--|



## OUR PROGRESS

| GOAL  | OUTCOME   | 2022 OBJECTIVES   | PROGRESS IN 2022  | 2025 MEASURES   | ACCOUNTABILITY  |
|---|---|---|---|---|---|
| <p><b>Improve the environment through our value chain</b></p>  | Create a positive environmental impact for everyone across OfficeMax's value chain. | <ul style="list-style-type: none"> <li>• Embed criteria in our draft Responsible Supplier Code (RSC) and Sustainable Packaging Guidelines (SPG)</li> <li>• Engage suppliers on electrification of freight</li> <li>• Send imported products direct to Christchurch DC rather than to Auckland</li> <li>• Set Scope 3 emissions target</li> <li>• New automation roll out</li> <li>• Create void fill from waste card</li> <li>• Plan to phase in hybrid/electric vehicles</li> <li>• CO2 reporting from fleet partner</li> <li>• Engage with external partners, including Government, to develop new product stewardship programmes that remove material landfill waste streams from OfficeMax's value chain</li> </ul> | <ul style="list-style-type: none"> <li>• RSC developed</li> <li>• SPG developed</li> <li>• Fleet transition designed and planned</li> <li>• Waste solution initiative with New Zealand King Salmon and Critical Design</li> <li>• Scope 3 emissions measured</li> <li>• Supported Good Caps initiative</li> </ul> | <ul style="list-style-type: none"> <li>• 25% reduction in Scope 1 and 2 emissions (base 2019)</li> <li>• 100% Strategic suppliers compliant with RSC</li> <li>• Decrease in CO2e per parcel</li> <li>• 5% decrease in waste to landfill through our value chain</li> <li>• 100% reusable, recyclable, or compostable packing by 2025</li> </ul> | <ul style="list-style-type: none"> <li>• Sustainability Governance Group</li> </ul> |
| <p><b>Support local solutions</b></p>                        | Increase the local supply and innovation of low carbon, circular solutions          | <ul style="list-style-type: none"> <li>• Set targets to enhance supporting local business e.g. Targets for social enterprise, local manufacture, Māori, diversity, and inclusion</li> <li>• Investigate mentoring local businesses to becoming OfficeMax suppliers</li> <li>• Re-think event to promote local suppliers</li> </ul>  | <ul style="list-style-type: none"> <li>• 91% products sourced from local New Zealand businesses</li> <li>• Amotai membership continued</li> </ul>   | <ul style="list-style-type: none"> <li>• &gt;95% products sourced from local New Zealand businesses</li> <li>• &gt;20% products manufactured or assembled in New Zealand</li> </ul>   | <ul style="list-style-type: none"> <li>• Sustainability Governance Group</li> </ul> |

**OUR ACTION**

**The environmental impact of our value chain**

OfficeMax manages our environmental performance through our value chain in the following ways:

- Considering where our products come from, and supporting local suppliers where possible
- Considering the sustainability of the materials our products are made from and their packaging
- Helping our suppliers to understand and improve their environmental performance
- Ensuring our operations are energy efficient and how we package and freight products to our customers is as sustainable as possible
- Helping our customers identify sustainable solutions for their workspaces
- Addressing what happens to our products at the end of their life

**Environmental management system**

OfficeMax’s environmental management system has been ISO14001 certified since 2012. The system was originally developed as a combined Health, Safety and Environmental system. In 2022 OfficeMax commenced a review of the existing processes with a view to separating Health, Safety and Wellbeing from Environmental Management to better reflect the objectives of each. This included assessing providers of online tools to support the implementation of each system. Ultimately DoneSafe was selected to develop a framework for health, safety, wellbeing, and environmental management in 2023.



## OUR ACTION

### Local suppliers

At OfficeMax we feel strongly about supporting local businesses and the communities they operate in. As a large organisation, we know that purchasing from local suppliers is one of the largest positive social and economic impacts that we have in New Zealand as it supports local development and prosperity. Working with local suppliers also helps us to reduce the greenhouse gas emissions associated with the freighting of the products we sell.

Our goal is to source >95% of products from local New Zealand businesses and >20% of products manufactured or assembled in New Zealand by 2025.

In 2022, 91% of our suppliers are New Zealand based. This is down from 92% in 2021 and equal to 91% in 2020. Despite this, we believe we are still well placed to reach our 2025 target.

### Supporting Māori and Pasifika

In 2022, OfficeMax continued to work with Amotai to increase the number of Māori and Pasifika-owned businesses supplying us with product. Amotai is a membership-based organisation that seeks to deliver sustainable outcomes for Māori and Pasifika by acting as

an intermediary between Māori and Pasifika-owned businesses and potential buyers of their goods and services.

We recognise that Māori and Pacific Peoples are over-represented across many indicators including across poor health and education statistics.

By supplying products from these businesses, we hope to support new job opportunities, growth, and training outcomes for Māori and Pasifika, as well as broader social, cultural, and economic outcomes for their communities.



**OUR ACTION****GHG emissions inventory**

| SCOPE          | EMISSIONS SOURCE             | 2022 TOTAL CONSUMPTION     | TOTAL GHG EMISSIONS (TCO2E) |       |
|----------------|------------------------------|----------------------------|-----------------------------|-------|
|                |                              |                            | 2022                        | 2021  |
| <b>Scope 1</b> | Petrol                       | 126,058 L                  | 312                         | 383   |
|                | Natural gas                  | 31,997.25 KJ               | 6.2                         | 5.9   |
|                | Refrigerant losses           | -                          | -                           | 70.8  |
| <b>Scope 2</b> | Electricity                  | 1,506,760 kwh              | 181                         | 173   |
| <b>Scope 3</b> | Combined Air Travel          | 677,582 km                 | 209.8                       | 114.2 |
|                | - Domestic                   | 465,785 km                 | 142.5                       | 114.3 |
|                | - International              | 211,796 km                 | 67.3                        | -     |
|                | Accommodation                | 626 room nights            | 6.5                         | 4.2   |
|                | Rental Cars                  | 18,693 kms                 | 4.0                         | 3.9   |
|                | Downstream Freight (NZ Post) | 2,620,334 delivered volume | 1,122                       | 1,145 |
|                | Waste to landfill            | 121.85 t                   | 25.2                        | 27.2  |
|                | Composting                   | 19 t                       | 3.3                         | 1.9   |
|                | Paper & Cardboard Recycling  | 448 t                      | 9.56                        | 4.69  |
|                | Plastic Recycling            | 54 t                       | 1.15                        | 1.47  |
|                | Waste Wood (pallets)         | 820 t                      | 17.45                       | 6.5   |
|                | Water                        | 1,718 l                    | 0.05                        | 0.08  |
|                | Wastewater                   | 0.05 t                     | 0.78                        | 1.05  |

*In 2022 we have increased the Scope 3 calculations to include more detailed breakdowns and where possible provided comparable 2021 data. All emissions data is subject to pending third party verification.*

**REDUCTION IN OUR ABSOLUTE  
SCOPE 1 & 2 EMISSIONS**

**21%**  
down (2022 vs 2021)

Our measured Scope 1 and 2 GHG emissions were 499 tCO<sub>2</sub>e in 2022. This is a decrease of 134 tCO<sub>2</sub>e, 21% on the 2021 reporting period and a 56% decrease on our 2019 base year. This means we continued to exceed our 25% reduction in Scope 1 and 2 science-aligned emissions reduction target.

Whilst energy and travel related emission sources increased as part of the expected rebound from pandemic restrictions, two notable reductions were recorded - there were no refrigerant top ups in 2022, therefore no related emissions and we had an 18% reduction in our fleet vehicle use. The latter is likely as a result of restricted movements during the Omicron outbreak.

**Scope 3 emissions**

In 2022, OfficeMax began reviewing Scope 3 GHG emissions inclusions to evolve our GHG emissions inventory in-line with external reporting standards. Scope 3 emissions are defined as those that are not in our direct control or the result of activities from assets that we own. Instead, they are the indirect emissions associated with the upstream and downstream activities across our value chain. They can also be more difficult for organisations to measure as data can be harder to obtain.

To date, the Scope 3 emissions sources included in OfficeMax's GHG emissions inventory have been business travel, waste, and paper. However, we are aware that OfficeMax will have emissions associated with other sources such as our employees commuting to work and freighting our products to our customers for example. In 2022 we began working with a third-party provider to help us obtain data across our Scope 3 emissions. This process will continue in 2023 with the development of a new online Greenhouse Gas Inventory provided by ESP and in partnership with our Australian sister company Winc. The change in scope will be reflected from 2021 to provide legacy data.

OUR ACTION

# Scope 3 development and plan to 2025

## 2019 - 2021

- Air Travel
- Waste to Landfill
- Paper



## 2022

- Accommodation
- Rental Cars
- Downstream Freight (NZ Post)
- Waste (recycling)
- Composting
- Water
- Wastewater



## 2023 - 2025

- Employee Commute
- Work from Home
- Taxis
- Upstream Freight
- Purchased goods and services

The development of Scope 3 inclusions is focused initially on those emission sources that are considered material to the business. However, where data is available (for example water) it has been provided. By 2025 OfficeMax plans to report on all material and readily available Scope 3 emissions and will develop a new reduction plan and target to 2030.

## OUR ACTION

### Decarbonisation activities

#### Renewable energy

OfficeMax continues to be incredibly proud of our work to reduce our Scope 2 emissions from purchased electricity through our own generation of solar energy.

OfficeMax began installing solar panels on top of our Auckland Distribution Centre in Auckland in 2020. Since then, solar has generated 621 MWh of

electricity, of which primarily powers OfficeMax operations, with residual sold back to the national grid during low demand.

In 2022, our Auckland solar initiative generated an average of 21% of the site's electricity, and 16% of OfficeMax's electricity company wide. This is equivalent to 32 tCO<sub>2</sub>e of avoided GHG emissions.



#### Science-aligned emissions reduction target

In our 2021 sustainability report, we proudly revealed that we had achieved our science-aligned target of a 25% reduction of Scope 1 & 2 emissions from a 2019 baseline, in-line with a 1.5 degrees of warming pathway. Following the review of our Scope 3 emissions sources in 2022, we will be re-establishing our science-aligned target in 2023. Despite already reaching the required emissions reduction for a 1.5 degrees of warming pathway, OfficeMax is committed to continuous emissions reduction and climate action.

#### Fleet transition

Since 2019, OfficeMax has reduced Scope 1 emissions by 431 tCO<sub>2</sub>e, or by 51%. In that period the company has undergone a transition from a retailer with physical stores to an online retailer. Our remaining Scope 1 emissions are predominantly made up of petrol use for the vehicle fleet used by our Sales teams to connect directly with customers.

In 2021, OfficeMax partnered with Fleet Partners to undertake their 5 Steps to Zero fleet transition programme. Having collated and assessed data from GPS installations and fuel use, OfficeMax continued to work with Fleet Partners to design the next evolution in our vehicle fleet based on the needs of the business and our emissions reduction goals.

It was important to us that the fleet design and transition process was transparent, just, and took our people into consideration, knowing that many had never driven an electric or hybrid car before. We started the internal conversation by developing a short survey asking individuals about their driving needs, habits, and preferences. The results helped us to understand where potential tensions existed between our carbon reduction ambitions and the needs of those using the fleet. We identified that range was a real and viable concern for our regional sales staff, whilst the carrying capacity needed to be considered for furniture and hygiene staff delivering samples.

## OUR ACTION

Fleet Partners assisted us to assess available makes and models. They organised test drive days enabling our teams to try out potential options and see how they compare to conventional vehicles. To ease concerns about range, some charging units will be installed in our staff's homes as well as at our showrooms and offices, so our staff have a range of charging options.

OfficeMax has since committed to reducing the vehicle fleet from 105 cars to 95 and phasing out all conventional ICE vehicles by September 2023 and replacing them with electric and hybrid alternatives.

Our new vehicle fleet will consist of 16 Hyundai Kona battery electric vehicles, six Toyota Corolla hybrid hatches and 73 Toyota RAV4 GX Hybrid models. This transition will achieve an estimated 50% reduction in our fleet-based emissions, or approximately 156 tCO<sub>2</sub>e per year.

**“I found the vehicle both smooth, and quiet - a really nice car to handle. The display features allow you to manage any anxiety you may have over charging and distance. Key safety features such as lane assist, cruise control, lane keeping and following assistance stood out. I was very pleased with all round performance and the added environmental benefits.”**

**Michael Normansell,  
GM Business Solutions & Development**






**OUR ACTION**

**Promoting circular initiatives**

**Diversion of old stock**

OfficeMax is committed to promoting circular solutions by donating expired, damaged, returned, and unsaleable stock to several of our charitable partners.

| <u>CHARITY</u>  | <u>TOTAL WEIGHT</u> | <u>TYPE OF STOCK</u>  | <u>DONATED TO</u>   |
|---|---------------------|---|---|
|    | <b>34,443.2kg</b>   | Damaged (non-repairable) stock, obsolete stock, diaries, damaged returned goods, unused equipment, hand sanitiser | Community groups, schools, All Heart NZ stores, Pacific Nations |
|    | <b>378.7kg</b>      | Unsaleable food items such as dented coffee tins, tea bags, chocolate   | Families visiting and staying at Ronald McDonald house          |
|  | <b>501.6kg</b>      | Unsaleable food items such as dented coffee tins, tea bags, chocolate   | Families visiting and staying at Mercy Hospice                  |
| <b>NZ and Pacific Island Organisations</b>  | <b>4,979.1kg</b>    | Varied stock  | NZ and Pacific Island organisations                             |
| <b>Fiji Organisations</b>   | <b>7,158.6kg</b>    | Diaries, calendars, and planners  | Schools   |





## End-of-life solution for PPE

OfficeMax is proud to have been a service provider to New Zealand King Salmon (NZKS), one of the world's largest salmon producers, for nearly 20 years. We have been supplying them with products and working with their procurement and finance teams to reduce costs and improve productivity. OfficeMax has also supplied New Zealand King Salmon with a range of their PPE needs for many years.

In 2022, NZKS approached us to assist them in finding a solution for their single use plastic PPE that they require for their fish processing plant in Nelson. OfficeMax enlisted the help of our partner All Heart NZ to identify diversion strategies for the end-of-life of PPE in New Zealand. After investigating potential solutions for PPE, All Heart NZ recommended we get in touch with Critical.

Critical is a Māori clean technology company in South Auckland that helps businesses tackle their problem waste plastics by creating attractive, durable, circular panels and boards for reuse. Unlike traditional recycling facilities,

Critical can accept a mix of plastics with a certain level of contamination. They also have a buy-back scheme in place where the waste producer can purchase the end product for use in their workplace.

In collaboration with NZKS and Critical, we established a pilot programme to understand if a solution could be found. To do so, NZKS began segregating and bailing their used PPE. Critical then used this initial material to assess the process requirements of the mixed plastics. They then set about generating eight trial panels for NZKS, which are now used for table tops within common areas of their business.

Reimagining waste from the aquaculture industry as well as finding circular end-of-life solutions for OfficeMax's own product was an incredibly rewarding process for all three organisations involved. The trial is now progressing to assess a broader range of plastic waste streams for suitability and to identify longer term end users for the panels generated at the end of the process.



## Improving the circularity of plastics

OfficeMax was proud to support Plastics New Zealand's Circular Economy Good Caps pilot in 2022. The Good Caps programme was designed in response to data relating to plastic and metal caps and lids lost to landfill or the environment, and to pilot a collection scheme that could improve the circularity of plastics in New Zealand. The programme recognises that bottle lids and caps currently do not have suitable diversion solutions due to their small size and difficulty to recover. The majority of lids and caps are highly recyclable, so their value as a resource is lost if they are not captured.

The Good Caps pilot ran across 12 schools in the Hawke's Bay region, who each received a collection kit containing boxes and liners, information and instruction sheets, and labels and bags for student collection. Each participating student was given two clear zip lock bags to take home: one for plastic and one for metal caps. Every week, students collected as many lids/caps as they could from their homes and

communities, and deposited them into the respective collection box at school.

The objectives of Good Caps were to:

- Divert lids/caps from landfill and the environment
- Raise awareness of environmental issues around lids/caps through educational engagement
- Investigate the success of collecting lids/caps separately from kerbside recycling
- Collect data around what formats and types of materials the returned lids/caps were

By the end of the programme, 2,800kg of materials were collected. This included 918kg of plastics, and 1,926kg of metals. All the lids and caps collected as part of the pilot programme were sold to Aotearoa NZ Made and Hayes Metals, with the proceeds being donated to Kidney Kids.

OfficeMax is proud to have developed and supplied the participating schools with the collection kit materials, and to have supported presentations from Nanogirl in each of the participating schools.



## Box machine challenges

Our Auckland Distribution Centre box-making machines can produce 24 boxes per minute to the exact size required for any customer order. Since their commissioning in 2020, these machines have significantly enabled us to reduce unnecessary use of materials to package our customers orders by avoiding unnecessary cardboard, increase the efficiency of our dispatch processes, and increase the protection of transported goods by limiting the empty space in each box.

However, striking the balance between increasing the recycled content of the cardboard used to make our boxes, and maintaining their durability has proved to be a challenge for us in 2022.

**“I joined the OfficeMax team in October 2022 as the Electrical Maintenance Technician to help ensure efficiencies from the new box making technology were maximised. After initial teething problems the machines now run with minimal downtime.”**

**Navdeep Sharma, Electrical Maintenance Technician**

The combination of recycled content and humidity in our Distribution Centre meant that some boxes could not be used as they could not properly maintain their form. After monitoring and tweaking the machines to find a solution, we ultimately had to increase the overall volume of cardboard used in the boxes to maintain their integrity. While this unfortunately meant that the resources used to package our customers' orders had to increase, we were happy we did not have to compromise on our sustainable packaging progress.

Boxes that could not be used were perforated, and used as void fill for future orders or were donated to community groups.



**SUMMARY**

# Our results

| Environment   | 2022        | 2021        | 2020      | 2019<br>(baseline) |
|---|-------------|-------------|-----------|--------------------|
| <b>GHG emissions</b>  |             |             |           |                    |
| - Scope 1   | 318 tCO2e   | 460 tCO2e   | 634 tCO2e | 750 tCO2e          |
| - Scope 2   | 181 tCO2e   | 173 tCO2e   | 285 tCO2e | 382 tCO2e          |
| - Scope 3   | 1,200 tCO2e | 1,253 tCO2e | 204 tCO2e | 247 tCO2e          |
| <b>Reduction in scope 1 &amp; 2<br/>GHG emissions against<br/>prior year</b>                    | 21%         | 26%         | 13%       | -                  |
| <b>Average % of OfficeMax's<br/>electricity needs<br/>generated by Auckland<br/>solar array</b> | 20.5%       | 18%         | 20%       | -                  |
| <b>Furniture &amp; unsaleable<br/>stock diverted from<br/>landfill</b>                          | 47,461kg    | 88,000kg    | 45,000kg  | -                  |

2022 figures subject to third party verification post publication.



# Sustainability timeline

**2004**

Joined Packaging Council of New Zealand, which promotes a whole-of-life approach to balancing environmental, health and safety impacts/outcomes and economics throughout a product's lifecycle.

**2005**

Introduced our EcoMax Range of nearly 800 products with environmental credentials, including descriptions agreed upon by the Ministry for the Environment.



**2007**

Received an Enviro-Mark® NZ Gold certification for our three main operations. This was upgraded to Enviro-Mark® NZ Diamond across our entire organisation in 2009.



**2010**

Initiated a fleet car replacement programme and promoted video conferencing between NZ and Australia offices as well as locally to minimise fuel emissions; we reduced trans-Tasman flights by two-thirds. Our Power Savers programme reduced energy consumption by 5% and landfill programmes reduced landfill waste by 10%.

**2011**

Gained ISO 14001 accreditation, which we still hold.

Launched Max e-Grants, a small grants programme which provides a grant of up to \$5000 per child for basics such as uniforms, stationery, and school trips.

**2012**

Named one of the World's Most Ethical Companies by the Ethisphere Institute.

**2013**

Joined the Sustainable Business Council (SBC).

Named one of the World's Most Ethical Companies by the Ethisphere Institute for the second year in a row.



**2014**

Became an official sponsor of 0800 What's Up, a free phone counselling helpline and web-chat service facilitated by Barnardos for kids to talk confidentially to trained counsellors.

**2015**

Introduced a carboNZero Compatible Freight Carbon Emissions Calculator for customers to use to track freight carbon emissions from orders.

**2016**

Introduced a wider variety of cartons to increase packaging efficiency and effectiveness and reduce waste.

**2018**

Introduced TechCollect, New Zealand's first free e-waste recycling service for households and small businesses.

**2019**

Invested in new packaging machines to remove the need for void fill plastic pillows, as well as technology to reduce finished carton sizes and improve transport efficiency to reduce our carbon footprint.



Achieved our 2026 emissions reduction target six years early.

**2020**

Transitioned 100% of our distribution centre manual handling machinery to 100% electric.

Donated over \$1m through Max e-Grants, helping 15,551 disadvantaged children since the programme began.

**2021**

26% reduction in our Scope 1 and 2 Greenhouse Gas Emissions.



**2022**

\$1,030,000 of Fair Trade Registered products sold.

47,461kg of furniture and unsaleable stock diverted from landfill.

**Statement of use** OfficeMax has reported the information cited in this GRI content index for the period 1 January 2022 to 31 December 2022 with reference to the GRI Standards.

**GRI 1 used** GRI 1: Foundation 2021

| GRI Standard                    | Disclosure                           | Description  | Page       | Notes   |
|---------------------------------|--------------------------------------|--|------------|---|
| GRI 2: General Disclosures 2021 | 2-1                                  | Organizational details   | Page 4     |   |
|                                 | 2-2                                  | Entities included in the organization's sustainability reporting | Page 4     |   |
|                                 | 2-3                                  | Reporting period, frequency and contact point                    | Page 3, 67 |   |
|                                 | 2-4                                  | Restatements of information                                      | Page 52    | GHG emissions for some emission sources have been restated for the 2021 reporting year due to the inclusion of more emission sources in 2022.   |
|                                 | 2-5                                  | External assurance   |            | This report has not been externally assured.  |
|                                 | 2-6                                  | Activities, value chain and other business relationships         | Page 4, 8  | No significant changes compared to the previous reporting period.   |
|                                 | 2-7                                  | Employees  | Page 8     | <p>Total number of employees by gender and region:<br/>           Gender: Female = 300, Male - 212. Total = 512<br/>           Region: Auckland = 377, Christchurch = 78, Hamilton = 12, Wellington = 13, Otago = 7, Tauranga = 7, New Plymouth = 4, Hastings = 4, Nelson = 3, Northland = 3, Palmerston North = 2, Rotorua = 2</p> <p>Total number of permanent employees by gender:<br/>           Gender: Female = 293, Male = 206. Total = 499</p> <p>Total number of full-time employees by gender:<br/>           Gender: Female = 277, Male = 206. Total = 483</p> <p>Total number of part-time employees by gender:<br/>           Gender: Female = 22, Male = 6. Total = 28</p> <p>Total FTE = 483</p> <p>Data has been retrieved from OfficeMax's payroll system.</p> |
| 2-9                             | Governance structure and composition | Page 10  |            |   |

| GRI Standard                | Disclosure | Description   | Page         | Notes  |
|-----------------------------|------------|---|--------------|--|
|                             | 2-13       | Delegation of responsibility for managing impacts               | Page 10      |  |
|                             | 2-14       | Role of the highest governance body in sustainability reporting |              | OfficeMax's Managing Director and Sustainability Governance Group are responsible for reviewing and approving the reported information and the organisation's material topics.   |
|                             | 2-18       | Evaluation of the performance of the highest governance body    |              | OfficeMax's Executive Leadership Team receive an annual performance review and are rated accordingly. The Managing Director assesses the Executive Leadership Team and the CEO WINC assesses the Managing Director.  |
|                             | 2-19       | Remuneration policies   |              | OfficeMax's Executive Leadership Team remuneration is based on fixed pay and variable, short-term incentive pay (STIP). Variable percentage varies from role to role (20% - 50%). Remuneration and STIP depend on performance against KPIs and OfficeMax Behaviours.         |
|                             | 2-20       | Process to determine remuneration                               |              | Remuneration policies are based on four key remuneration principles i.e. individual performance, internal relativity, comparable market data, and affordability. OfficeMax works with external consultants to determine remuneration policies.                               |
|                             | 2-22       | Statement on sustainable development strategy                   | Page 18 - 60 |  |
|                             | 2-23       | Policy commitments  | Page 40      | Sustainability Policy  |
|                             | 2-24       | Embedding policy commitments                                    | Page 40      | Responsibility for governance and reporting of OfficeMax's Sustainability Policy rests with the Managing Director. Management teams and the Sustainability Governance Group have responsibility for the day-to-day management of the organisation's sustainability strategy. |
|                             | 2-27       | Compliance with laws and regulations                            |              | No instances of non-compliance with laws and regulations.  |
|                             | 2-28       | Membership associations   | Page 4       |  |
|                             | 2-29       | Approach to stakeholder engagement                              | Page 11      |  |
|                             | 2-30       | Collective bargaining agreements                                |              | Percentage of total employees covered by Collective Bargaining Agreements is 17%. All other employees are on Individual Employment Agreements.   |
| GRI 3: Material Topics 2021 | 3-1        | Process to determine material topics                            | Page 11 - 17 |  |
|                             | 3-2        | List of material topics   | Page 11 - 17 |  |



| GRI Standard                                    | Disclosure | Description   | Page                         | Notes  |
|---|------------|---|------------------------------|--|
|   | 3-3        | Management of material topics                                 | Page 11 - 60                 |  |
| GRI 204: Procurement Practices 2016             | 204-1      | Proportion of spending on local suppliers                     | Page 8, 49, 51               |  |
| GRI 305: Emissions 2016                         | 305-1      | Direct (Scope 1) GHG emissions                                | Page 52                      | GHG emissions expressed as tCO <sub>2</sub> e only. An operational control approach has been used. Historical GHG emissions have only been reported for 2021.  |
|   | 305-2      | Energy indirect (Scope 2) GHG emissions                       | Page 52                      | GHG emissions expressed as tCO <sub>2</sub> e only. An operational control approach has been used. Historical GHG emissions have only been reported for 2021. Scope 2 emissions are reported using the location-based method.                  |
|   | 305-3      | Other indirect (Scope 3) GHG emissions                        | Page 52 - 53                 | GHG emissions expressed as tCO <sub>2</sub> e only. An operational control approach has been used. Historical GHG emissions have only been reported for 2021.  |
|   | 305-5      | Reduction of GHG emissions                                    | Page 7, 52 - 54              | OfficeMax's GHG emissions reduction target has been set in-line with the Science Based Targets initiative. Reductions have been calculated using OfficeMax's online Greenhouse Gas Inventory tool. OfficeMax has not purchased carbon offsets. |
| GRI 306: Waste 2020                             | 306-1      | Waste generation and significant waste-related impacts        | Page 13                      | Waste is generated from OfficeMax's own activities and upstream and downstream in the organisation's value chain.  |
|   | 306-2      | Management of significant waste-related impacts               | Page 13, 36, 39, 50, 56 - 59 | Waste-related data is collected from OfficeMax's suppliers and partners and managed internally.  |
|   | 306-3      | Waste generated   | Page 52                      | Waste reported as waste to landfill, composted waste, paper and cardboard recycling, plastic recycling, and wood pallets.  |
|   | 306-4      | Waste diverted from disposal                                  | Page 13, 52, 56, 60          | Waste diverted reported as composted waste, paper and cardboard recycling, plastic recycling, and old stock donated to OfficeMax's partners.   |
|   | 306-5      | Waste directed to disposal                                    | Page 52                      | Waste directed to disposal reported as waste to landfill. Waste is collected by a third-party waste supplier.  |
| GRI 308: Supplier Environmental Assessment 2016 | 308-1      | New suppliers that were screened using environmental criteria |                              | All new suppliers are screened using environmental criteria. No instances of non-compliance.   |

| GRI Standard                                 | Disclosure | Description  | Page    | Notes   |
|--|------------|--|---------|---|
| GRI 401: Employment 2016                     | 401-1      | New employee hires and employee turnover   |         | <p>Total number of new permanent employees in 2022 = 108</p> <p>Gender: Female = 64, Male = 44</p> <p>Region: Auckland = 83, Christchurch = 17, Wellington = 3 Otago = 2, Hamilton = 1 New Plymouth = 1, Whangarei = 1</p> <p>Turnover - regrettable by gender: Female: 11.2%, Male = 5.7%</p>  |
|  | 401-2      | Benefits provided to full-time employees that are not provided to temporary or part-time employees |         | <p>Parental leave: permanent full time and part time as per New Zealand legislation</p> <p>Funeral benefit: permanent full-time employees (and part time if minimum 15 hours per week)</p> <p>Discounted OfficeMax products: permanent employees</p> <p>Health insurance membership: permanent employees at a discounted rate</p> <p>Employee Assistance Programme: permanent employees and family members</p> <p>Tracksuit - Wellbeing tool: permanent employees and up to five family members</p> |
|  | 401-3      | Parental leave   |         | <p>Employees are entitled to parental leave in-line with New Zealand legislation.</p> <p>9 Females and 0 Males took parental leave in 2022.</p> <p>10 Females (out of 11) and 0 Males (out of 0) returned in 2022.</p> <p>9 Females (out of 11) and 0 Males (out of 0) were still employed after 12 months.</p>   |
| GRI 402: Labor/ Management Relations 2016    | 402-1      | Minimum notice periods regarding operational changes   |         | Minimum notice period is 4 weeks.   |
| GRI 403: Occupational Health and Safety 2018 | 403-1      | Occupational health and safety management system   | Page 24 | OfficeMax has a Health, Safety and Wellbeing management system in place that meets and sometimes exceeds New Zealand legal requirements. This system covers all workers, contractors and visitors.  |

| GRI Standard                         | Disclosure | Description   | Page            | Notes  |
|--------------------------------------|------------|---|-----------------|--|
|                                      | 403-2      | Hazard identification, risk assessment, and incident investigation  |                 | OfficeMax uses an incident and hazard reporting system and is reviewed on a regular basis to identify trends and provide insight into risks at OfficeMax. Investigations are completed and hard or soft controls are implemented to prevent recurrence of incidents.   |
|                                      | 403-3      | Occupational health services  | Page 22 - 24    | Occupational Health Assessments and Occupational Hygiene Assessments are completed annually for operations staff.  |
|                                      | 403-4      | Worker participation, consultation, and communication on occupational health and safety                       |                 | Consultation is completed with senior leaders and Health and Safety Representatives (HSR) to identify associated tasks and to highlight their legal duties and responsibilities. HSRs and management representatives attend monthly Health, Safety and Wellbeing meetings.   |
|                                      | 403-5      | Worker training on occupational health and safety   |                 | Occupational health and safety training offered includes Health and Safety Representative training, First Aid training, ICAM investigation training, and Injury Management training.   |
|                                      | 403-6      | Promotion of worker health  |                 | OfficeMax offers several health-related tools including an Employee Assistance Programme (EAP), an online wellbeing portal, and learning & awareness initiatives during New Zealand's annual Mental Health Awareness Week.   |
|                                      | 403-7      | Prevention and mitigation of occupational health and safety impacts directly linked by business relationships |                 | OfficeMax proactively controls known hazards/risks, uses information from its reporting system with investigations completed to prevent recurrence of incidents.   |
|                                      | 403-9      | Work-related injuries   |                 | 0 fatalities, 0 notifiable injuries, 7 lost time injuries, and 1 restricted work case as per New Zealand's legal definition.   |
|                                      | 403-10     | Work-related ill health   |                 | 0  |
| GRI 404: Training and Education 2016 | 404-1      | Average hours of training per year per employee   | Page 16         | 18.5 hours of formal training per employee in 2022. This does not include continuous "on-the-job" training.  |
|                                      | 404-2      | Programs for upgrading employee skills and transition assistance programs                                     | Page 16, 37, 44 | Programs are offered across health & safety, sales, leadership, people management, product, diversity & inclusion, mental health, Māori cultural competence, communication, forklift operation, technical skills and knowledge upskilling relevant to an individual's role, and compliance training e.g. privacy, cybersecurity. |
|                                      | 404-3      | Percentage of employees receiving regular performance and career development reviews                          |                 | 70% of employees received regular performance and career development reviews.<br><br>Gender: Female = 62%, Male = 38%  |

| GRI Standard                                  | Disclosure | Description  | Page    | Notes   |
|---|------------|--|---------|---|
| GRI 405: Diversity and Equal Opportunity 2016 | 405-1      | Diversity of governance bodies and employees   |         | Executive Leadership Team gender diversity: Female = 12.5%, Male = 87.5%<br><br>Average age of Executive Leadership Team = 51.5 years |
|   | 405-2      | Ratio of basic salary and remuneration of women to men                                       |         | Pay equity gap (gender) = 2%<br><br>Overall gender pay gap = 14%  |
| GRI 408: Child Labor 2016                     | 408-1      | Operations and suppliers at significant risk for incidents of child labor                    | Page 40 | Operations and suppliers considered to have significant risks for incidents of child labour not reported.                             |
| GRI 409: Forced or Compulsory Labor 2016      | 409-1      | Operations and suppliers at significant risk for incidents of forced or compulsory labor     | Page 40 | Operations and suppliers considered to have significant risks for incidents of forced or compulsory labour not reported.              |
| GRI 414: Supplier Social Assessment 2016      | 414-1      | New suppliers that were screened using social criteria                                       |         | All new suppliers are screened using social criteria. No instances of non-compliance.   |
| GRI 418: Customer Privacy 2016                | 418-1      | Substantiated complaints concerning breaches of customer privacy and losses of customer data |         | No substantiated complaints were received concerning breaches of customer privacy.  |

A vertical garden wall with various green plants and a concrete wall with a circular graphic containing text.

Let's  
get it done  
together

We encourage feedback on this Sustainability Report.

Please share your thoughts with us at [sustainabilityreport@officemax.co.nz](mailto:sustainabilityreport@officemax.co.nz)

**OfficeMax**<sup>®</sup>