



# People & Planet Positive

Our 2020–2021 Report







Officeworks

# We Make Bigger Things Happen for Australians

For more than 26 years, we've been passionate about helping our team, customers, communities and partners make bigger things happen. Our vision is to inspire Australians to work, learn, create and connect.

As the leading destination for stationery, technology, furniture, art supplies and education resources, we also offer helpful

services like Print and Create and on-site tech support through Geeks2U.

We're always focused on delivering a wide range, low prices and great service for our customers. And we're committed to putting people and the planet at the heart of what we do.



**8,600**

**team members**



**Geeks2U**

**on site tech support**



**National coverage**

**dedicated business support**



**167**

**stores across Australia**



**Every channel**

**e-commerce, call centre, click and collect**



**40,000+**

**products**



**\$3 billion**

**annual sales**



# A message from Sarah Hunter

Our role in helping drive **positive change** across **social** and **environmental issues** is more important than ever, with a strong focus on how **we support Australians** through the global pandemic.

Our team, customers and partners look to us to lead and to inspire positive change with our ongoing commitment to support our team, community, and the environment. We are looking to the future with optimism as we celebrate the achievements of the past year.

The achievements we saw through our 2020 Positive Difference Plan changed the way we operate as business, putting people and planet at the heart of what we do. As we look ahead to the next five years, I am excited about the ambitious plans we have to deliver our People & Planet Positive 2025 commitments.

Our commitments include supporting our team to be the best versions of themselves, enhancing our contribution to the community, continuing to uphold and respect human rights, taking meaningful climate action, contributing to a more circular economy and helping our customers shop more sustainably.

In the first year, we have seen real progress towards achieving our commitments.

The safety, health and wellbeing of our team and customers remains our absolute priority, and we have significantly increased our focus and investment in this area in the last year, resulting in our safest year ever.

We have also focused on building meaningful employment opportunities for the Indigenous community, with Indigenous team members now representing 3.8% of our team, as we strive to better reflect the communities in which we live and work.

We have come together as a community like never before, contributing over \$6.4m to community organisations thanks to the generosity our team and customers. Our 2021 Back to School Appeal was our most successful to date, sponsoring 3,525 students on The Smith Family's Learning for Life program, and Round Up to Make a Difference campaign contributed more than \$1m to support 17 mental health and education organisations across Australia.

We started to transition to 100% renewable energy usage by 2025 with the rollout of onsite solar energy systems, made further progress as we worked to become a zero-waste business (by recycling 91% of all operational waste), and embedded innovative circular economy solutions, such as our award-winning partnership with the World's Biggest Garage Sale.

We know our customers want to make sustainable choices. Our Restoring Australia program plants 2 trees for every 1 used (through the sale of our paper products), with 794,000 trees planted across Australia to date. We upgraded customer recycling stations in stores to make it easier to recycle unwanted products, and also launched our Greener Choices range, with almost 2,000 sustainable products available to purchase.

Our success is shared, and all of these achievements would not be possible without the support of our team, customers and partners. With their help we are able to continue delivering on our promise to help make bigger things happen.

*Sarah*

Sarah Hunter,  
Managing  
Director





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# Our People & Planet Positive 2025 Commitments

At Officeworks, we're committed to putting people and the planet at the heart of what we do.

In 2016, we launched our first long-term sustainability strategy, the Positive Difference Plan 2020, which set out targets to support the aspirations of team members and communities, reduce environmental impacts, and source products in sustainable and responsible ways.

2020 was the final year of our first strategy, it was also a year that presented challenges, which impacted all parts of our business. The safety and wellbeing of our staff has never been more important, our communities needed more support than ever, and customers' needs changed significantly. As we look back at our achievements not only in 2020, but how we've shifted our approach to sustainability in the past five years to reach the Positive Difference Plan commitments, we're incredibly proud of what we've delivered.

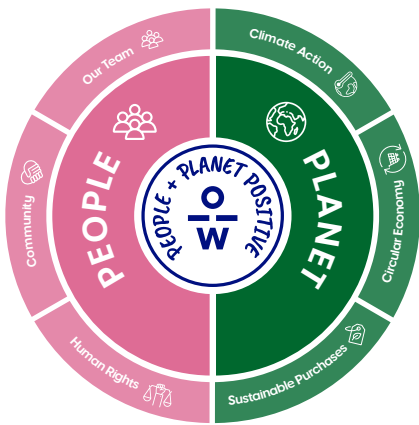
We're now looking to the future, and in October 2020 we launched our People & Planet Positive 2025 commitments, the next step in our journey to

being a sustainable business. As the landscape we work in changes, so does our approach to how we tackle some of the biggest challenges that our team and communities face, and we've set ourselves new targets to achieve our sustainability goals.

In reviewing the successes and challenges of the Positive Difference Plan 2020, we've identified issues that we need to address, and opportunities where we can do more. As part of this process, we've identified that our team, customers and stakeholders are looking to us to lead on environmental and social issues, and to be a positive agent of change to inspire action in the community. The Officeworks People & Planet Positive 2025 commitments are an evolution of our progress made to date, and are outlined here.

Our goals are ambitious, but we're committed to making a lasting, positive difference by putting people and the planet at the heart of what we do.





People and Planet Positive 2025 includes 18 commitments across six pillars. This report outlines our progress to date and focus for the year ahead.

### Our Team

- Create a safe, healthy work environment where our team can thrive
- Ensure our team reflect the communities in which we operate, with a strong sense of belonging
- Our team are capable for today and the future of work

### Climate Action

- Use 100% renewable electricity by 2025
- Reduce emissions in our supply chain
- Plant 2 million trees on behalf of our customers

### Our Community

- Raise \$5m for local causes
- Help 30,000 Australian students who need it most
- Provide a helping hand to 50,000 small businesses when they need us

### Circular Economy

- Become a zero-waste business
- Repair, repurpose or recycle 17,000 tonnes of unwanted products
- Ensure all packaging is reusable or recyclable

### Human Rights

- Enable positive change for 15,000 workers in our supply chain
- Work towards eradicating modern slavery
- Use data responsibly and ethically

### Sustainable Purchases

- Zero deforestation in our supply chain
- Provide a wider range of greener choices
- Phase out problematic plastics

Supporting the United Nations Sustainable Development Goals





# Our People & Planet Highlights

Financial year 2020 – 2021



## People



### New Beginning

Launched People & Planet Positive 2025 commitments



6.1

6.1 injuries per million hours worked, our safest year ever, representing a 22.8% improvement on the prior year



1,000

More than 1,000 team members were seconded to another role, promoted or had a transfer into another opportunity at Officeworks



\$6.44m

\$6.44m total community contributions supporting local and national causes, an increase of almost \$1m on the prior year



7,525

7,525 students supported through partnerships to improve educational outcomes



1,876

Enabled positive change for 1,876 workers in our supply chain





## Planet



**7.2%**

7.2% reduction of direct carbon emissions on the prior year, representing a 32% reduction since 2015



**794,000**

794,000 trees planted and 1,500 hectares of land restored since launching our Restoring Australia initiative in 2017



**91%**

91% of all operational waste was recycled, with waste sent to landfill reduced by 32%



**1,474**

1,474 tonnes of unwanted products collected to be recycled, repaired or repurposed, up 39% on the prior year



**2,000**

Almost 2,000 sustainable products available through our launch of Greener Choices, helping customers shop more sustainably

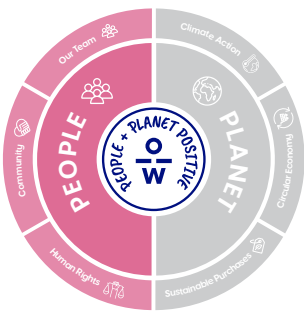


**6.7m**

The annual equivalent of 6.7 million pieces of plastic removed from product packaging



# Our Progress



We've continued to prioritise the safety and wellbeing of our team, support communities when they've needed us, and take steps to uphold and respect human rights.





## Our Team

Commitment to 2025

Our progress

Create a safe, healthy work environment where our team can thrive



### On track

We've had our safest year yet, and have provided our team with tools, programs and education to support their mental health

Ensure our team reflect the communities in which we operate, with a strong sense of belonging



### On track

We delivered the first year of our Diversity & Belonging Plan, increasing the diversity of our team and boosting sense of belonging

Our team are capable for today and the future of work



### At the beginning

We've identified the skills and capabilities our team need for the future, with training programs developed to address these



## Our Community

Commitment to 2025

Our progress

Raise \$5m for local causes



### On track

Of the \$6.4m community contributions, \$1m of this supported local causes

Help 30,000 Australian students who need it most



### On track

Together with our customers, 7,525 students were supported through our national partners

Provide a helping hand to 50,000 small businesses when they need us



### At the beginning

Supported more than 3,000 small businesses



## Human Rights

Commitment to 2025

Our progress

Enable positive change for 15,000 workers in our supply chain



### On track

Enabled positive change for 1,876 workers through our worker voice program

Work towards eradicating modern slavery



### At the beginning

It's a complex issue, but we have continued to increase supply chain transparency and broaden the scope of our ethical sourcing program

Use data responsibly and ethically

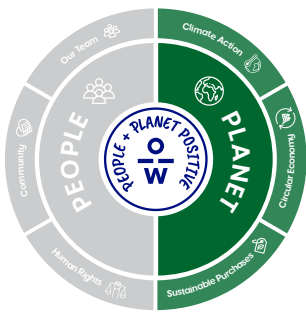


### On track

We continued to strengthen our approach to data governance



# Our Progress



We've accelerated progress and broadened our scope as we focus on implementing positive solutions that protect our planet, whilst helping our customers do the same.





## Climate Action

Commitment to 2025

Our progress

Use 100% renewable electricity by 2025



### On track

We reduced our emissions by a further 72%, and have started the roll out of on-site solar power systems

Reduce emissions in our supply chain



### At the beginning

We've conducted further analysis of our scope 3 emissions, and are using these insights to build a long-term plan

Plant 2 million trees on behalf of our customers



### On track

So far we've planted 794,000 trees through our Restoring Australia initiative, thanks to our customers



## Circular Economy

Commitment to 2025

Our progress

Become a zero-waste business



### On track

We recycled 91% of our waste, and reduced waste sent to landfill by 32%

Repair, repurpose or recycle 17,000 tonnes of unwanted products



### On track

We have collected 5,600 tonnes since launching our Bring it Back program in 2015

Ensure all packaging is reusable or recyclable



### On track

97% of our own-brand product packaging is recyclable, and are working with national brands to achieve our goal



## Sustainable Purchases

Commitment to 2025

Our progress

Zero deforestation in our supply chain



### On track

99% of paper products are now FSC certified or made from 100% recycled content

Provide a wider range of greener choices



### At the beginning

We launched our Greener Choices product range with almost 2,000 products available

Phase out problematic plastics



### On track

We removed 6.7m pieces of unnecessary plastic packaging and have removed expanded polystyrene from all own-brand products

# Integrating sustainability into business-as-usual practices

We recognise we need to continue to integrate sustainability into the decisions our team members make, every day, to ensure that people and the planet are at the heart of what we do.

In the past year we have continued to integrate sustainability into our business-as-usual (BAU) practices. To support our People & Planet Positive 2025 commitments, we launched new training modules on topics such as cultural awareness, making meaningful contributions in the community, becoming a zero-waste business, and taking climate action. We also made substantial progress in areas such as waste management and energy consumption, where the collective efforts of store operations, merchandise and property teams contributed to a 32% reduction in waste sent to landfill, with 91% of all waste recycled, and a 72% reduction in emissions.

This year we expanded our approach to ethical sourcing to include all goods not for resale suppliers and service providers. The successful rollout of this expanded approach was facilitated by the upskilling of contract managers from teams including finance, store operations, procurement and marketing, on issues such as modern slavery.

Sustainability is important to our team and by engaging with them to make a positive difference, we are embedding responsible practices across our business and holding ourselves accountable. Our team, customers, and stakeholders expect us to run a sustainable business, and ensuring that sustainable practices are embraced across the business is key to achieving our ambitious 2025 commitments.











Image by Hailey Bartholomew



# People









# Elevating diversity internally & within our communities

**Diversity and belonging** are fundamentally about our team members' wellbeing and sense of belonging.

We are committed to creating a culture where our team members feel valued and comfortable raising ideas and concerns, to bring out the best, most engaged versions of themselves. As a business at the forefront of serving diverse communities across Australia, it is important to us that our team members also reflect these communities in which we live and work.

During the 2021 financial year, we improved team diversity across the business as we delivered the first year of our Diversity and Belonging (DB) plan. This year, our DB plan was underpinned with a key focus on building awareness and knowledge across four pillars: Thought, Identity, Accessibility and First Nations. An important part of the plan was the establishment of a Diversity Council that is chaired by our Managing Director, Sarah Hunter, to provide governance across diversity and belonging activities at Officeworks. Additionally, members of the Officeworks Leadership Team sponsor each one of the pillars.

A series of initiatives have taken place under each of these pillars including:

- Continued our partnership with the Clontarf Foundation to support and increase Aboriginal and Torres Strait Islander (ATSI) representation to 3.8% by June 30 2021. A successful pilot pathways program was also developed with the Australian Retailers Association for three ATSI team members in Greater Sydney Area to support Indigenous career development.
- Raising awareness of issues relating to each pillar through recognition and participation in key events such as NAIDOC Week, Reconciliation Week, International Women's Day, Wear it Purple Day, IDAHOBIT Day and RUOK? Day. We also

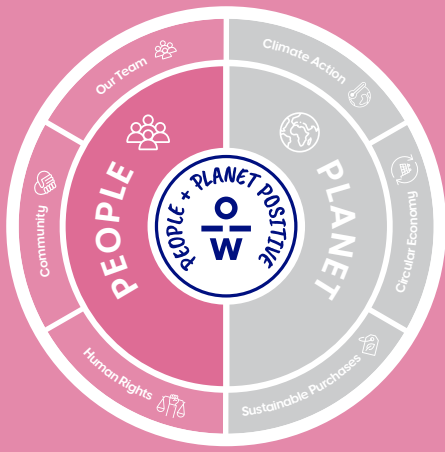
launched rainbow and Indigenous artwork lanyards to show our team members and customers that we actively support and create a safe environment.

- We developed a diversity and belonging training program to educate team members and increase the understanding of our minority groups.
- Engaged with Untapped Group to pilot recruitment for a team of neurodiverse talent during the back to school period. Untapped Group provided training and support for line managers to give guidance on how to manage and support a neurodiverse team member.
- Provided support for working families and carers with our Growing Families policy and the Circle In Platform to provide webinars and wellbeing information, to support all team members and families at any stage of life. We provided additional support and resources to team members throughout the periods in which they were required to work and learn from home.
- Awarded the first Wesfarmers' grant through the Building Outstanding Aboriginal and Torres Strait Islander Businesses (BOAB) fund program to Cultural Choice, an Aboriginal owned supplier of office supplies products. This forms part of Officeworks supplier diversity strategy to support growth and capability building within the Indigenous business sector.

But we recognise there is still more to do in the years ahead to deliver our Diversity and Belonging plan. In FY2022 we will continue to undertake key initiatives aligned to the four pillars and build on promoting education and awareness for all our team members.







# Our Team



We're committed to keeping our team and community safe, well and engaged

## Commitment 1:

# Create a safe, healthy, work environment where our team can thrive

### What's the issue?

The safety, health and wellbeing of our team and customers is our number one priority. Our goal is to make sure that everyone arrives home after working, shopping or visiting our business free from any kind of harm or injury.

We know that health and safety is not just about physical wellbeing, it is also supporting our team to achieve great mental health and wellbeing outcomes. In doing so, enabling them to bring their best selves to work every day, and enjoy the moments more when not at work.

### What are we doing?

In the past year, we have continued to see improvement in our safety performance, resulting in our safest year yet with the Total Recordable Injury Frequency Rate (TRIFR) reducing to 6.1. In real terms, this means that during the past 12 months, 57 team members have lost one or more shifts due to an injury at work. While one injury is one too many, a TRIFR of 6.1 represents a 22.8% improvement when compared to last year.

Contributing to these results was our hazard reduction strategic initiative, which delivered a transformation in the way in which team members and customers interacted with more than 300 big and bulky products. Transitioning these items to a direct delivery model reduced the need for manual handling from our team and customers, and therefore avoiding the exposure to manual handling risks. From a physical safety perspective, we have made positive progress in reducing our sprain and strain injuries in store which are attributed to performing manual handling tasks.

Beyond physical safety, we are giving our team access to tools and programs to support their mental health. Our mental health and wellbeing program, Your Best Life, is a holistic program that provides team members with tools, resources and initiatives to improve wellbeing, supporting our team to live their best life. Some of these initiatives include;

- The introduction of a 12 week initiative, Moving Mindz, to support the wellbeing of our team's mind, body and soul. More than 35% of our team voluntarily participated in the program, enabling them to connect, move and thrive during the ongoing COVID-19 pandemic.
- The appointment of Converge International as our new provider of our Employee Assistance Program, increasing the support, services and focus on our team's mental health.
- Creating an environment where our team are comfortable talking about mental health and reducing stigma, which included promoting conversations and sharing stories around mental health, providing mental health training, and by recognising events such as RUOK? Day.
- The formation of a Workplace Safety Committee and Mental Health Oversight Committee to create the foundations for our safety due diligence and mental health frameworks. The Officeworks Leadership Team are committed to, and actively lead, these committees to ensure team members stay safe and well.

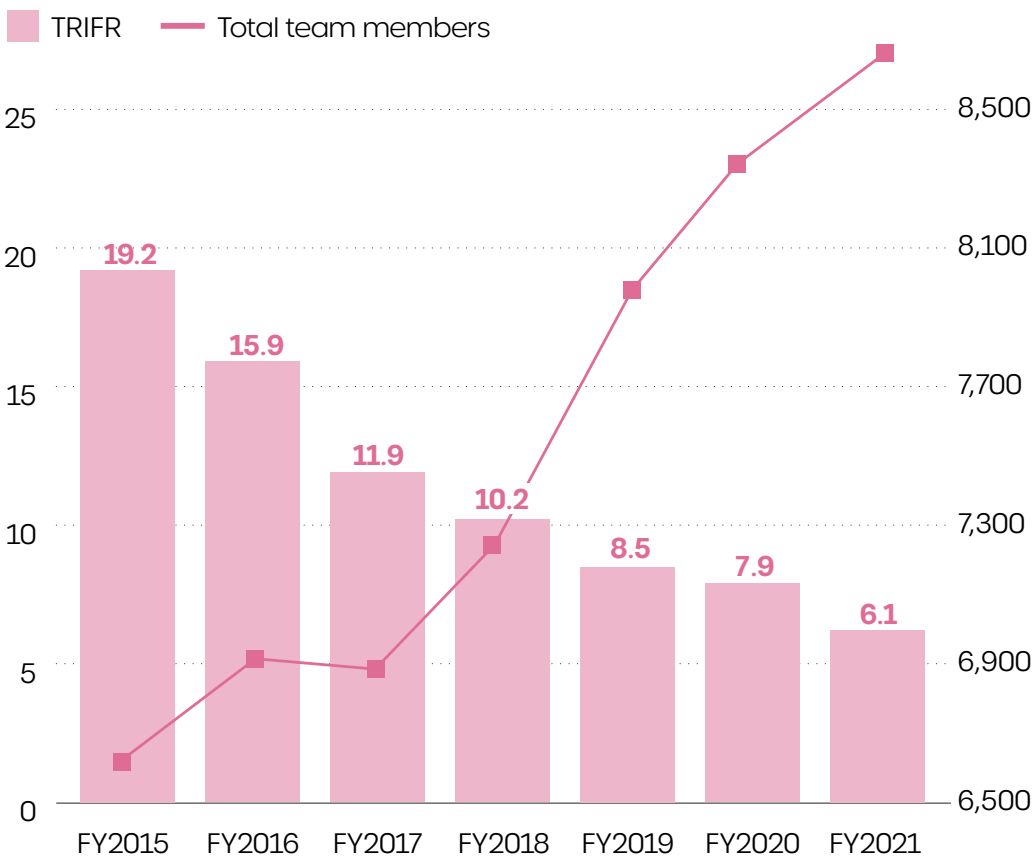


## Focus for FY2022

Our focus in the coming year continues to be empowering our team to live their best life through investment in mental health and wellbeing programs, and embedding a safety mindset into everything we do. Teams will work collectively to assess and solve current challenges, correct each other's behaviours and identify new ways to support continuous improvement. We plan to increase investments across mental health programs to empower all team members to care for and prioritise their own mental health. This includes providing ongoing education to help reduce stigma around mental illness and to ensure our leaders are equipped to best support their teams. Following the success of the Moving Mindz program in 2020, a new iteration of the program will also be launched.



## Total recordable injury frequency rate (TRIFR)\*



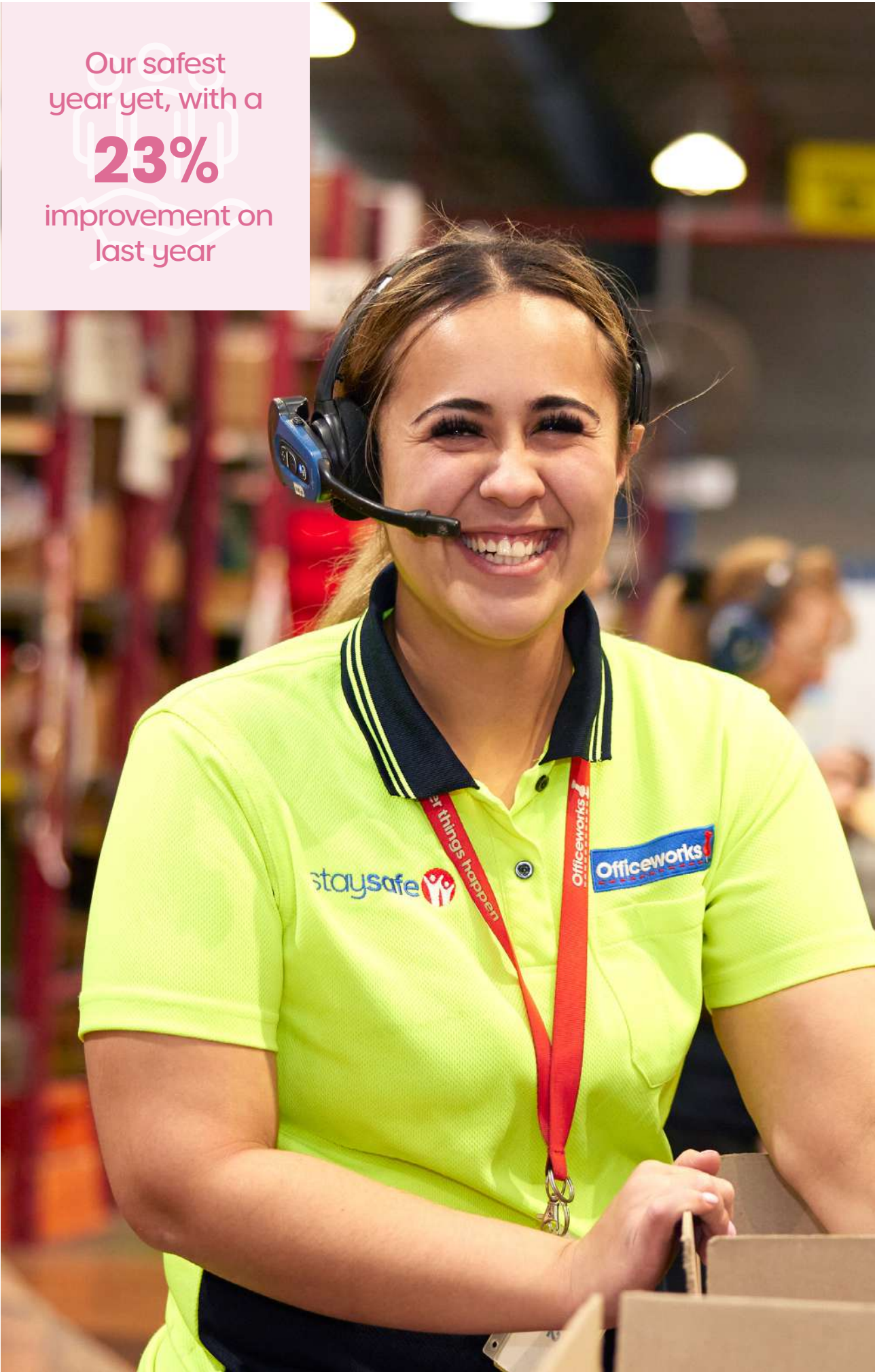
\*Restated due to maturation of data

Source: Envizi

Our safest  
year yet, with a

**23%**

improvement on  
last year





## Commitment 2:

# Ensure our team reflect the communities in which we operate, with a strong sense of belonging

### What's the issue?

We celebrate everyone from all walks of life and we're creating a culture of belonging that's reflected in the everyday behaviours demonstrated by team members at every location and at every level. We recognise the value that diversity brings to our business and understand that diversity means many different things, including; individual life experience, skill, ability, age, ethnicity, religious and cultural background, family status and sexual orientation.

### What are we doing?

It's important to us that our team members feel valued and accepted when they come to work, and that they belong. This is why we've created a new strategy to broaden our approach to diversity and help create an even more inclusive working environment.

This year, we introduced specific questions relating to team members sense of belonging in our annual engagement survey, Your Say. Through this survey, results showed us that more than 80% of our team members feel like they belong at Officeworks and that they can bring their whole self to work knowing that we value diversity and inclusion.

The four pillars of our Diversity and Belonging (DB) plan enable us to make real changes for our team members, by building the capability to have vital and authentic discussions about equity, diversity and inclusion to become better together.

- **First Nations** – To respect and recognise Australia's First Peoples by building a greater cultural understanding of their history, customs and culture and providing career opportunities and guidance for our First Nations team members. During the year, we worked towards achieving and maintaining employment parity for our First Nations People, which aims to



# We're supporting a more diverse workforce

with our New Ways of Working principles

increase Indigenous employment to reflect the proportion of the Indigenous population nationally – approximately 3%. As of June 30 2021, our Indigenous employment sits above the national average at 3.8%. This was achieved through investment in the retention of our existing First Nations team members, continuing our partnership with the Clontarf Foundation, and the hiring of 194 new Indigenous team members that remain with us as at June 30 2021. We invested in the hiring of our first Indigenous Engagement lead to support culturally appropriate recruitment. We also partnered with the Australian Retailers Association for an inaugural Indigenous employment pathways program and delivered cultural awareness training programs across the business.

- **Identity** – To recognise and support our diversity across the business. We continue to remain focused on gender balance of our leadership team, with more than 43% of leadership roles currently held by women. We established a partnership with Pride in Diversity to support building Pride awareness and the creation of an Officeworks Pride network, with more than 150 team members expressing interest to be part of the network.
- **Accessibility** – To ensure our team are empowered to work in a way that suits them, including working families and carers. This year, we developed and launched our New Ways of Working principles and updated our Flexibility Policy, with the intention of supporting a more flexible and diverse workforce, where careers can be built through life change. Circle In, a resource centre for

working families, carers and managers was also launched to provide webinars and wellbeing support to all team members at different stages of the life journey. Additional support and resources were provided to team members through the periods in which they were required to work and learn from home. Another aspect of our Accessibility pillar is supporting the removal of any barriers for either our customers or team members with disabilities so that everyone has equal access.

- **Thought** – to celebrate and bring together diverse perspectives, part of which is achieved by delivering on our three diversity pillars above, but also by supporting our team to appreciate and embrace different perspectives.

## Focus for FY2022

Our focus for FY2022 will continue across each of our four pillars under the Diversity and Belonging plan. We will continue to focus on the hiring, retention and career development of our Indigenous team members while building an ongoing awareness of our First Nations cultures, aligned to the Wesfarmers Reconciliation Action Plan. We will continue to expand our broader cultural awareness, taking an intersectional approach including identity, sexual orientation, disability and accessibility in supporting our diverse identities of team members. Finally, we will build on our flexible work culture to support a broad range of flexible and accessible work options for all our team members including working parents, carers and individuals who may have requirements for a flexible arrangement.



## Commitment 3:

# Our team are capable for today and the future of work

### What's the issue?

Our team members are central to the ongoing success of our business. As the world continues to evolve and adapt in response to new innovations and challenges, we need to make sure that our teams have the tools, capabilities and resources they need to succeed in their professional lives now and into the future. Like many Australian businesses, the COVID-19 pandemic has disrupted the way we work, requiring us to adapt and respond to ongoing uncertainty, but providing us with numerous learning opportunities in the process.

### What are we doing?

Each year we conduct an annual engagement survey to measure overall team member engagement, and gather feedback relating to topics including career development, growth and learning opportunities. One of the strongest areas of feedback came from our instore managers who are seeking more development in the fundamental skills of being a leader. As a result, we have created and invested in developing Spark, a comprehensive development program that will support all line managers to build their confidence in core management and leadership skills.

We have continued to experience growth in our online channel, and as a result invested in supply chain technology solutions during the year as part of the Victorian Customer Fulfilment Centre relocation. Aside from improving fulfillment rates and speed to market, the key priority for us was to further enhance team member wellbeing, safety and job satisfaction through reducing repetitive tasks and manual handling. Existing team members had the opportunity to learn and expand their skillset with hands-on technical training, investing in them to have the right skills for the future and enabling them to continue to grow their careers with Officeworks.

Over the last year, our Support Office teams continued working remotely. We further invested in technology to support hybrid working, such as online collaboration tools, and strengthened our teams skills in virtual tools through online training programs.

Building our digital, analytics and supply chain capability will also continue to be critical as we grow our business and evolve our every channel offer as well as continuing to ensure our support office team members are equipped and supported to work in a flexible and hybrid way.

We understand that it is critical to continue upskilling our workforce and are supporting our team members' ongoing development so they can continue to deliver great service for our customers and provide meaningful roles for our team members.

We are also heavily focused on building Talent Management maturity and creating a healthy talent pipeline to support the internal career progression for our team members. Even with the challenges during the past year, more than 1,000 Officeworks team members were seconded to another role, promoted or had a transfer into another opportunity at Officeworks.

### Focus for FY2022

We will increase investment in several key areas to enable more of our team to continue to grow their career, skills and knowledge. This will include more than 300 leaders across the business undertaking our Spark leadership development program and exploring pathway programs to support the career progression for even more team members. As well as investing in further building the product knowledge of the whole team enabling them to deliver even better service to customers.

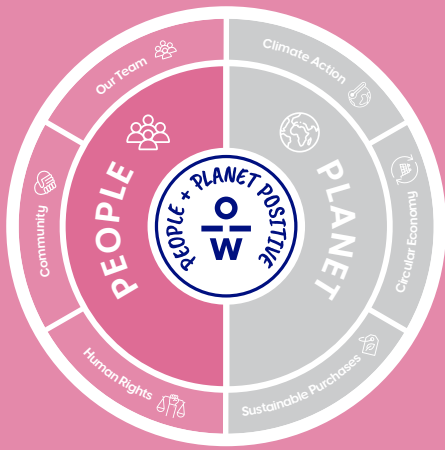




We provided  
career  
opportunities  
for over  
**1,000**  
team members  
in FY2021







# Our Community



We're committed to being a part of where we live, with a focus on supporting local causes and educational outcomes

## Commitment 4:

# Raise \$5 million for local causes

### What's the issue?

Connecting with our communities and coming together has never been more important. That is why we are committed to supporting local communities where we operate, and doing what we can to help build strong connections that help others overcome challenging circumstances and thrive.

### What are we doing?

We recognise that each community is different, and each faces unique challenges. That is why we empower our teams to support their local communities in ways that are relevant and right for them and their customers. To help us achieve our goal, this year we established a new local community engagement team, with dedicated team members across the country working to support our teams to better connect with and support their local communities.

A key initiative to support our commitment to raise \$5m for local causes by 2025 is our annual Round Up to Make a Difference fundraising campaign, held in June each year. The campaign provides customers with the option to round up the cost of their purchase to the nearest dollar at the point of sale. At the same time, giving our team members the opportunity to champion causes and organisations that are important to them.

Due to the significant impact of COVID-19 on our communities, and particularly the not-for-profit sector, we identified the need

to make a more meaningful contribution by focusing our efforts on two important areas of health and education. During the campaign in June 2020, we saw our customers and team members work together to raise more than \$1m to support 17 organisations across Australia working to improve health and education outcomes. These much-needed funds enable the organisations to continue to achieve positive outcomes, such as Backpacks 4 Vic Kids providing 650 children with a Me Bag that contained essentials like soap, toothbrushes and two sets of clothes.

Our teams have formed strong, ongoing relationships with each organisation which has led to additional opportunities to support them, including team member volunteering and providing support through in-kind donations.

### Focus for FY2022

We will continue to hold our annual Round Up to Make a Difference campaign focusing on supporting health and education causes and will continue to build ongoing relationships with the organisations we support. With challenging circumstances continuing into the year ahead, we will keep our communities front of mind for our team members by encouraging a workplace culture where giving back and making a difference is both celebrated and rewarded.

Together we  
raised more than  
**\$1m**  
to support  
17 organisations



## Commitment 5:

# Help 30,000 Australian students who need it most

### What's the issue?

There is a significant gap in education standards amongst students who are living in disadvantaged circumstances and those living in remote Indigenous communities, where literacy and numeracy levels are substantially lower than non-Indigenous communities.

### What are we doing?

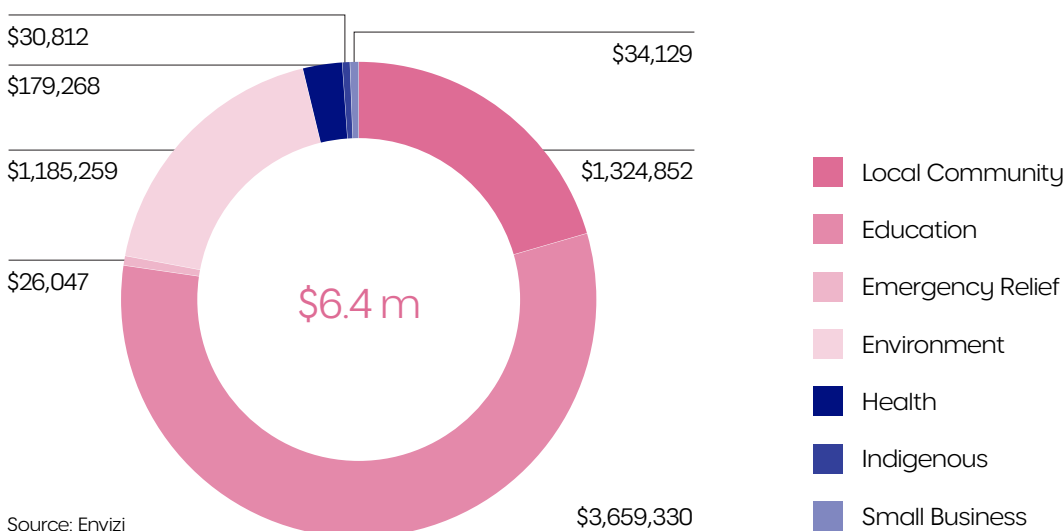
As a leader in providing educational products for the education sector, promoting strong educational outcomes for all Australians, no matter what their circumstances, is one of our strategic priorities. Together, with our long-term partners The Australian Literacy and Numeracy Foundation (ALNF) and The Smith Family, we are identifying opportunities to support those students. The impacts of COVID-19 has further highlighted the digital divide for Indigenous and disadvantaged students.

Through sponsorships and community support for the Wall of Hands and Back to School Appeals held during FY2021, 7,525 Australian students will be supported through sponsorships and educational resources through a \$3.2m financial contribution. We will continue to work with ALNF and The Smith Family to identify where the fundraising support will have the greatest impact. Our team and customers have shown passion and generosity throughout this year, greatly contributing to our aim to support 30,000 students across Australia who need it most by 2025.

### Focus for FY2022

Our next step is to identify ways to support students beyond our appeals by building programs which are scalable and year-round, and by measuring the long-term outcomes for students who have been helped. We will broaden what education support means to include other business focus areas such as sustainability, diversity and belonging.

### FY2021 Community contributions by sector (\$)



7,525  
students  
supported





## Commitment 6:

# Provide a helping hand to 50,000 small businesses when they need us

### What's the issue?

Small businesses are the backbone of our communities, however we know they are often the first to face financial hardship in times of crisis.

As critical members of the community, but also as our customers who rely on our products and services to run their business, we want to help small businesses survive through the COVID-19 pandemic and thrive when it is over.

### What are we doing?

This year, we've provided support to more than 3,000 small businesses when they've needed it most. As part of our commitment to becoming a part of where we live and work, our store teams are encouraged to connect with local schools, community groups, not-for-profit organisations and local businesses to lend a helping hand through in-kind donations or various community engagement initiatives.

Our team are quick to respond and support their communities during a crisis. The NSW floods and Perth bushfires highlighted the community spirit of our team. During these times of adversity our store teams, Customer Fulfilment Centres and support offices came together to commit time and resources to make a positive difference. More than \$12,000 in products and cash was donated to local organisations providing disaster relief.

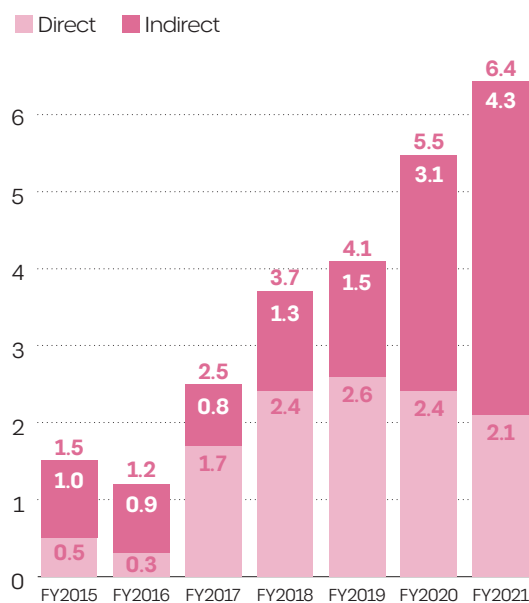
In February, we introduced a Local Community Engagement Team to put a renewed focus on supporting local communities where we live and work. This team helps stores make local connections and determine how and when to provide support.

While we have supported more than 3,000 small businesses through our store teams, there is an opportunity for us to better understand how to make a more meaningful impact for small businesses in the communities where we live and work.

### Focus for FY2022

Given the ongoing challenges businesses have experienced due to the ongoing COVID-19 pandemic, in FY2022 we will reassess how we can best support local businesses and adapt our strategy and approach to best meet those needs.

### Community contributions (\$ million)\*



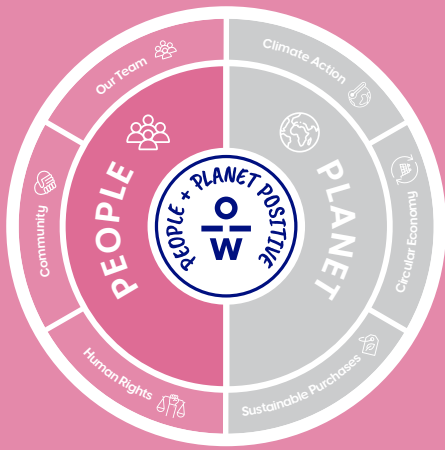
Source: Envizi

\*Direct contributions are donations made directly from Officeworks in the form of cash or physical product donations. Indirect contributions are donations made by third parties including customer donations, or team member donations through our national appeals and initiatives.









# Human Rights



We're committed to upholding and respecting human rights within our own operations, throughout our supply chain, and those of our customers



## Commitment 7:

# Enable positive change for 15,000 workers in our supply chain

### What's the issue?

We sell thousands of different products which come to us from all around the world and which are created by many different people along the way. These supply chains are complex, with products or components often being manufactured in countries where laws designed to protect workers' rights are not sufficient or adequately enforced. We believe that all workers have the right to a safe and healthy work environment, and that taking care of employees is better for people, and the businesses they work for.

### What are we doing?

We already have a well-established ethical sourcing program which all suppliers of goods and services are required to comply with. This program is designed to protect and uphold workers' rights and reassure our customers that we source our products ethically. This year, we reviewed 489 independent ethical sourcing audits and worked with suppliers to resolve 33 critical breaches.

We know that relying on audits alone does not necessarily provide the full picture of working conditions and employee concerns, which is why we have complemented our risk-based, audit-centric approach with an outcome-focused program aimed at improving worker wellbeing and engagement within our direct supply chain.

This year, we reviewed results from worker voice surveys we arranged to enable employee voices to be better heard and more often. This involved

949 workers at six factories completing surveys to share their concerns. Through this process, we identified issues such as deficient internal grievance channels, poor relationships with supervisors, workers not understanding their pay and workers wanting to work less or more hours. Using this information, we were then able to work with the management teams so that they could take appropriate action and embed positive change. In many cases, this involved additional training or investing in new machinery to reduce excessive working hours.

Following our initial surveys, and the initiatives implemented, we conducted follow up surveys and were really pleased to see an improvement in worker satisfaction of 18%. Through this program, this year we have enabled positive change for the 1,876 workers that work at the six factories involved in these surveys.

### Focus for FY2022

As this program continues to evolve, we will work closely with our suppliers to focus not only on identifying risks – but creating real, positive impacts on workers' lives. We will share the insights we have gained with more suppliers and encourage them to take more action based on their workers feedback, ultimately to provide better conditions for workers and better outcomes for their business.



Positive change enabled for  
**1,876**  
workers



## Commitment 8:

# Work towards eradicating modern slavery

### What's the issue?

Around the world, it is estimated there are currently 40 million people trapped in modern slavery. The Australian Department of Home Affairs defines modern slavery as situations where coercion, threats or deception are used to exploit people and undermine their freedom. Examples of common modern slavery practices today include servitude, forced labour, forced marriage, the worst forms of child labour, debt bondage, deceptive recruiting for labour or services and human trafficking.

In today's highly globalised world where supply chains are long and complex, modern slavery presents a serious issue that all businesses need to work together to unite against and eradicate.

### What are we doing?

Since 2016, as part of Wesfarmers, we have released an annual modern slavery statement. The statement summarises the steps taken by Officeworks, and Wesfarmers more broadly, to identify and mitigate the risk of modern slavery in our operations and supply chains. We seek to work with our suppliers

and non-government organisations to remediate and scale impact and promote a co-ordinated approach to tackling complex modern slavery issues.

All suppliers of goods and services must adhere to our Ethical Sourcing & Modern Slavery policy, which outlines the minimum standards required to work with us. To date, we have mapped over 28,000 of our products to the primary site of manufacturing, with 578 manufacturers involved in our ethical sourcing audit program. We support this approach with other targeted initiatives such as foreign migrant worker assessments, used in countries where the risk of forced labour is higher due to the level of migrant workers. During the year, we developed a bespoke self-assessment questionnaire to enable us to assess modern slavery risk and corresponding corrective actions, which all medium and high-risk service providers were required to complete.

We recognise there are inherent and urgent issues relating to worker exploitation within the Australian cleaning industry, and this year we became a member of the Cleaning Accountability Framework (CAF). CAF is an organisation that brings businesses, unions, government, and workers together to help improve the labour conditions within the Australian cleaning industry. Through our membership, our aim is to contribute to the development of the retail certification standards to improve outcomes for workers.

Throughout the year, we focused on building a greater awareness and understanding of modern slavery across our business. We launched an online modern slavery training module that was completed by over 300 of our team members and conducted targeted training on how to identify instances of forced labour.

### Focus for FY2022

We will continue to work with our suppliers, partners, and non-government organisations to investigate and remediate allegations of modern slavery, and expand our supply chain transparency beyond the primary site of manufacturing, beginning with those supply chains most at risk of modern slavery.



## Commitment 9:

# We will use data responsibly and ethically

### What's the issue?

In an increasingly digital world, in which we are sharing and generating more data than ever before, the way in which data is used and protected has never been more important. Even in the context of data, upholding the right to privacy is a fundamental human right.

### What are we doing?

Digital privacy is a complex issue. While some of our customers prefer a personalised experience when shopping with us, others prefer to keep their anonymity. We are committed to using data responsibly and ethically in line with customer expectations and maintain our promise to never sell our customers' data to third parties.

As we continued to strengthen our data governance, and in line with our commitment to maintaining and building customer trust, this year the Officeworks Leadership Team

adopted specific consent management principles to be applied in each area that we collect and use customer information. These principles further reinforce our desire to provide a compliant, transparent, and mutually beneficial model for obtaining consent to use, manage and disclose customer information, where the customer can retain control of what they share and can manage their preferences at any time.

### Focus for FY2022

During FY2022, we will continue to adapt and respond to the evolving nature of data management, and put in place appropriate governance approaches to ensure we stay abreast of such challenges and continue to enhance our approach. We will be focusing on how we can increase transparency with our customers, maintain our high standards of data security, and continue to use the data we do have in an ethical and responsible way.



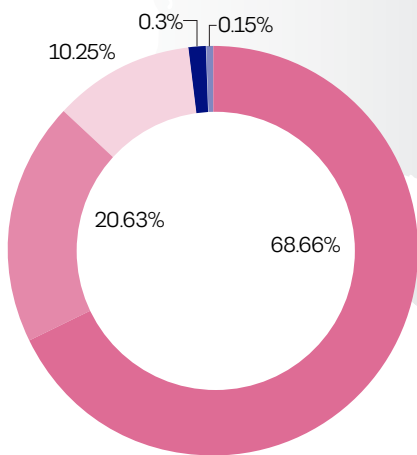


# Our Supply Chain

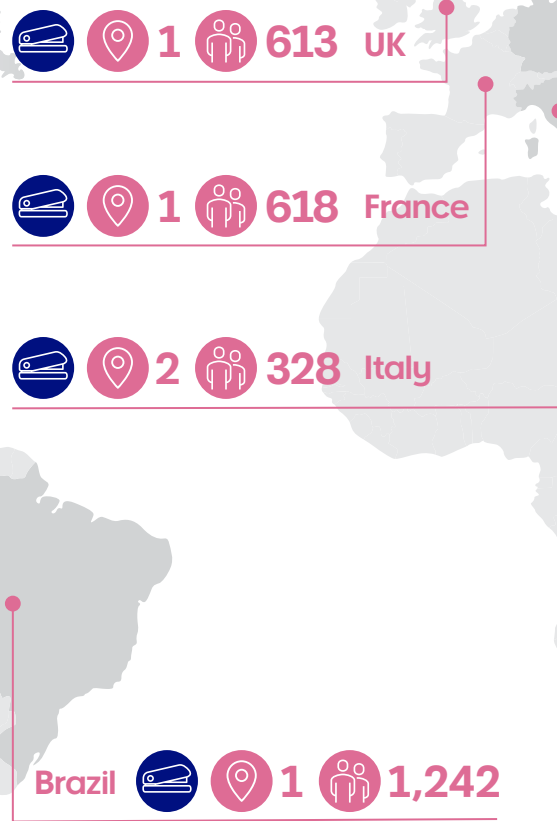
Our Ethical Sourcing Program is underpinned by the Ethical Sourcing & Modern Slavery Policy, which is designed to protect and uphold workers' rights across goods and services supply chains.

## Ethical sourcing audit program

Our aim through the audit program is to work with suppliers to remediate non-conformances so that factories can achieve a 'green' rating which provides a two-year factory approval before requiring another audit. This baseline enables us to consider initiatives beyond audits, such as worker voice surveys



- Endorsed brands (2 years approval)
- Green rated sites (2 years approval)
- Yellow rated sites (1 year approval)
- Orange rated sites (6 months conditionally approved)
- Critical compliance sites (3 months conditionally approved with remediation plan)



Source: Officeworks Responsible Sourcing Dashboard. Compliance ratings based on purchases of goods for resale during the year

## Total scope of ethical sourcing program:

**28,292** of products mapped to the site of manufacturing

**6,311** total number of own-brand products

**194** total number of own-brand manufacturing sites

**1,073** total number of tier 1 manufacturing sites in ethical sourcing program, including goods not for resale

## Own brand product categories



Furniture



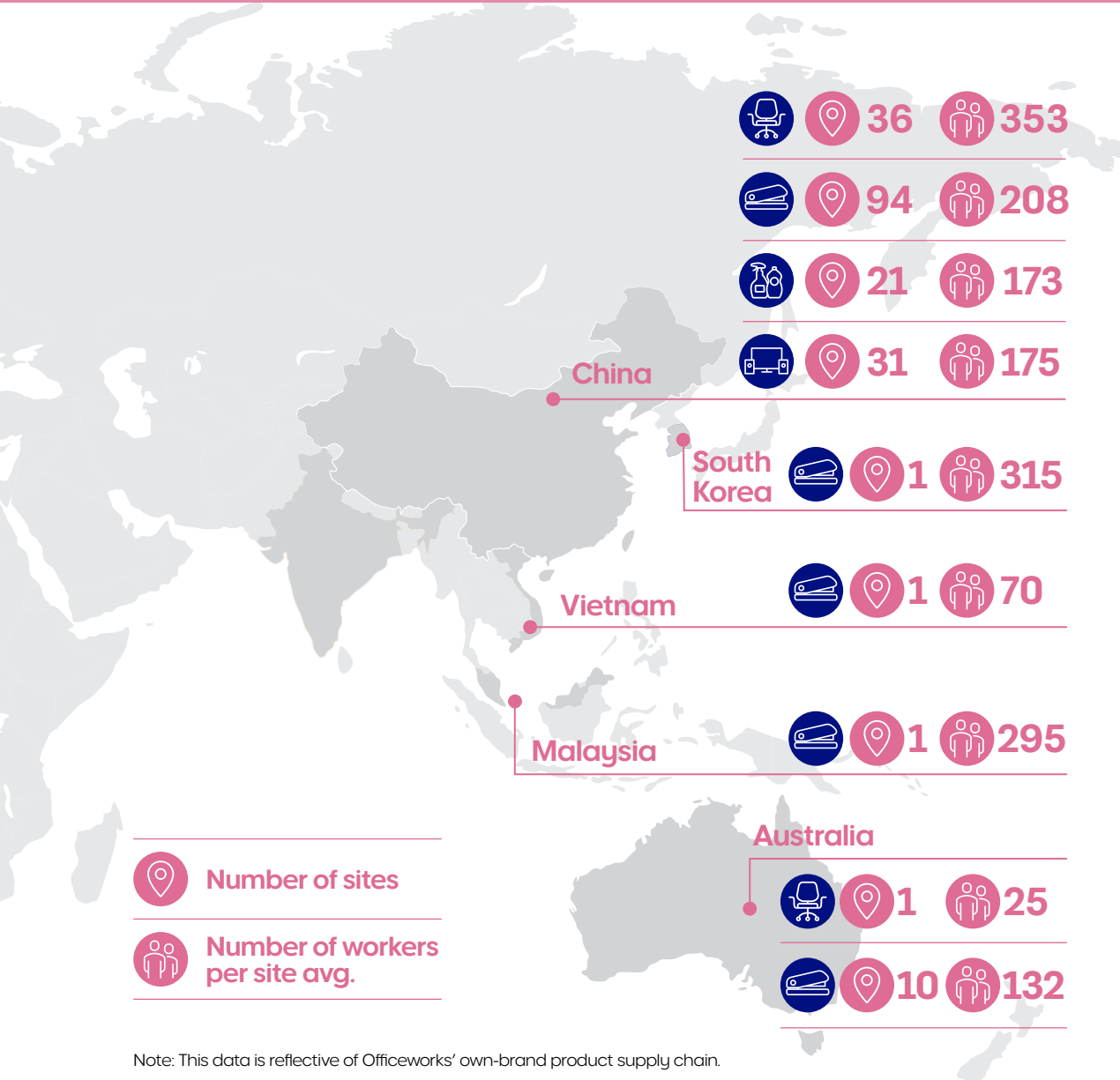
Technology



Catering & cleaning



Office Supplies



Number of sites

Number of workers per site avg.

Note: This data is reflective of Officeworks' own-brand product supply chain.





Planet









# Expanding our approach to emissions and waste

As our world transitions to a zero-carbon future, with an economy that embraces circularity, collaboration and collective action will be crucial to deliver the systems-level change that is needed.

We are committed to doing our part to lead positive change by taking a more holistic approach to reduce carbon emissions and waste generation across our entire supply chain, influencing those activities both within our direct and indirect control.

Customers expect businesses to address climate change, and to reduce impacts caused by product packaging and product disposal. As part of our People & Planet Positive 2025 commitments, we have set ambitious targets to address climate change and contribute towards a more circular economy, which involves working even closer with our supply chain partners to influence activities outside of our direct control. Our success in reducing our emissions and waste previously provides us with the opportunity to share our insights with our partners and inspire greater collective action.

We have reinforced our commitment to taking meaningful climate action, which includes using 100% renewable energy by 2025 as part of the roadmap to achieving net-zero emissions by 2030, planting two million trees as part of Restoring Australia and reducing supply chain

emissions caused by the raw materials and products sold at Officeworks.

Our circular economy commitments include becoming a zero-waste business by designing out waste and maximising recycling, ensuring that the packaging from all products we sell is reusable or recyclable, and helping our customers dispose responsibly of products at the end of their lifecycle. Since establishing our Bring it Back program in 2015, we have helped our customers divert over 5,600 tonnes of unwanted products from landfill for recycling, and our goal is to repair, repurpose, or recycle at least 17,000 tonnes of unwanted products by 2025.

Our focus for FY2022 will be to continue to deliver on our 2025 climate action and circular economy commitments. This includes installation of solar energy systems at more stores, working closer with suppliers to identify ways we can reduce emissions in our supply chain, and continuing our work to reduce impacts caused by product packaging, including the packaging we use in our supply chain operations.

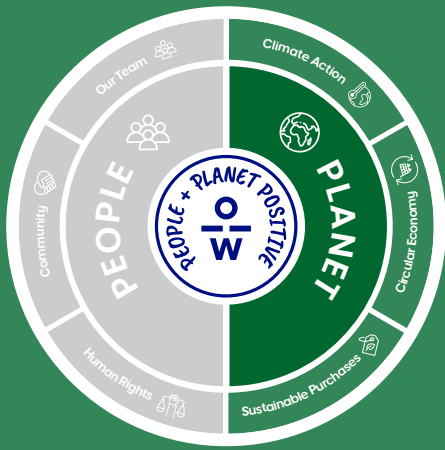




Officeworks







# Climate Action



We're committed to taking meaningful climate action in our direct operations, throughout our supply chain and by helping our customers do the same

## Commitment 10:

# Use 100% renewable energy by 2025

### What's the issue?

It is undeniable that our climate is changing, and we are already seeing the impact of this change across the world, from increasing temperatures and changing rainfall patterns to catastrophic natural disasters. We believe that every business has a role to play in reaching a net-zero emissions future and limiting global warming to well below 2°, and preferably 1.5°, this century, compared to pre-industrial levels. This is a limit which scientists say we need to achieve if we are to avoid the worst impacts of climate change and is the goal of the global Paris Agreement.

### What are we doing?

Over the last five years we've invested in energy efficiency initiatives that reduce our energy consumption, because the most sustainable energy is the energy you don't need in the first instance. This has been the primary driver of reducing our emissions by 32% since 2015, despite growing our store network.

As we now look to increase the role of renewable energy, this year we started the first phase of our onsite solar energy rollout, with the first seven stores installed. Data from these initial installations shows that the solar

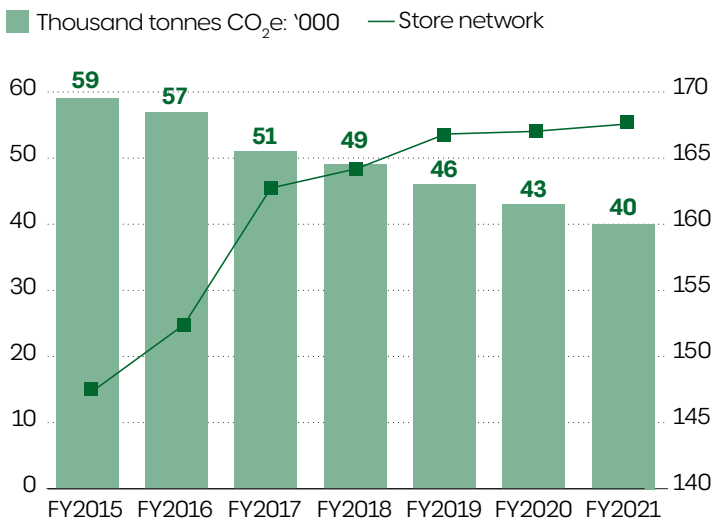
energy systems have, on average, reduced electricity consumption needed from the grid by over 50%. Importantly, the insights from the process, including how we best engage with landlords, has informed our approach for our second phase in which we are targeting 50 stores over the next two years.

We are continuing to improve our energy efficiency across all parts of our business. During FY2021, this included conducting a lighting audit across 149 stores to identify other light fixtures that are not yet LED. While all shop floors have LED lighting installed, we identified a further 11,000 light fittings that we can change, including exterior lighting and in the goods-receiving area. Additionally, we opened a new store in Warana that utilised a heat reflective roof paint to reduce the air conditioning requirements at the store.

### Focus for FY2022

We will accelerate the rollout of our onsite solar energy systems, and as the cost of batteries continues to reduce look to trial this technology at selected sites, including at our new Victorian Customer Fulfillment Centre. We will continue to invest in energy efficiency initiatives by replacing all non-LED lighting across our Victorian and NSW stores, and review the data of the trials implemented in FY2021 to understand future opportunities.

### Greenhouse gas emissions\*



\*Includes scope 1 and 2 emissions, the majority of which are related to our operational electricity use

Source: Envizi

**32%**  
reduction in  
emissions  
since FY2015





## Commitment 11:

# Plant two million trees on behalf of our customers

### What's the issue?

Trees play a critical role in managing climate change by capturing and storing climate-warming greenhouse gases. However, in Australia, we are losing trees at an alarming rate, and in some regions, up to 85% of the natural landscape has been lost. Not only is this concerning when it comes to climate change, but it also means that native wildlife is being significantly impacted by habitat loss.

### What are we doing?

We have a big goal, to plant two million trees by 2025 with the help of our customers and planting partner, Greening Australia. We are on track to achieve this through our ongoing initiative, Restoring Australia, in which we plant two trees for every one used, based on the weight of paper products purchased by our customers. Through the initiative, we are working with Greening Australia to restore 2,500 hectares of land to improve and protect natural habitats for Australia's native wildlife and threatened and endangered species.

Since the program's launch in 2017, a total of 794,000 trees have been planted and 1,500 hectares of land has been restored. Once these trees reach maturity, the positive collective impact of these new trees is the equivalent of taking more than 185,000 cars off the road for a year.

The program now has 18 planting sites across Australia and these efforts are already seeing wildlife return to their natural areas. A recent sighting of the very rare and nationally endangered Australian Painted Snipe at our wetland restoration site at Mungalla Station, Queensland, is just one example of the impact that this restoration work is having.

### Focus for FY2022

During FY2022, we expect to plant close to 250,000 trees and will reach a key milestone of one million trees planted. We will continue to help our customers shop sustainably, by encouraging them to purchase their paper products at Officeworks and in doing so, contributing to Restoring Australia.

**794,000**  
trees planted &  
**1,500ha**  
of land restored







**RESTORING AUSTRALIA**  
with Officeworks

**WE PLANT 2 TREES FOR EVERY 1 USED**





# Restoring Australia planting sites



Trees planted

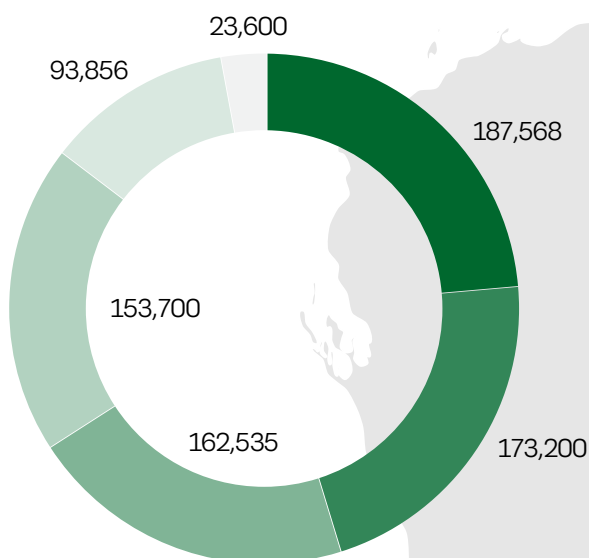


Hectares



Landholders supported

## Trees planted by state



Source: Greening Australia  
Total trees planted since launch in 2017

## Wheatbelt, WA



A legacy of extensive clearing in the WA Wheatbelt region has resulted in widespread land degradation. Planting across the Wheatbelt sites is revegetating areas to combat erosion and salinity. These plantings are also designed to improve habitat for several endangered species, including three types of black cockatoo: Carnaby's, Baudin's and the Forest Red-Tailed Black Cockatoo.

### Endangered or threatened species protected:

- Carnaby's Cockatoo (endangered)
- Baudin's Cockatoo (endangered)
- Forest Red-tailed Black Cockatoo (endangered)

## Otways, VIC



The Central Otway - Carlisle River area on the Otway Plain is home to a diverse range of vegetation, large areas of which has been cleared and modified, leaving depleted forests and vulnerable riparian scrub. This project is strategically replanting areas to build habitat linkages with nearby patches of remnant bushland.

## Volcanic Plains, VIC



The Victorian Volcanic Plains stretch from Melbourne to the South Australian border, covering an area of 22,000 square kilometres. Plantings in this area are helping to restore these natural temperate grasslands, which are home to eight nationally threatened animal species and also of high cultural significance for local Aboriginal peoples.

### Endangered or threatened species protected:

- Corangamite Water Skink (threatened)
- Growling Grass Frog (endangered)

## Strzelecki, VIC



Gippsland's Strzelecki Ranges, known as the Land of the Lyrebird, is a landscape that grows some of the tallest trees in the world. This project is strategically targeting landscapes to build corridors along gullies while also restoring a significant property that connects to one of the largest remnant vegetation reserves in the region.

### Endangered or threatened species protected:

- Greater Glider (vulnerable)
- Koala (vulnerable)

## Eyre Peninsula, SA



Plantings at this site north of Port Lincoln on the Eyre Peninsula are restoring woodland habitat to support a host of threatened and declining species. The project is part of a wider landscape-scale effort to protect and restore areas of Sheoak Grassy Woodland, an ecological community that has recently been nominated for listing under the Environment Protection and Biodiversity (EPBC) Act.

### Endangered or threatened species protected:

- Malleefowl (vulnerable)

## Reef Aid, QLD

 23,600  13  4

Lake Mary and Lake Serpentine regions are coastal wetlands in one of the Great Barrier Reef catchments. This project is restoring wetlands to reduce pollutants ending up in the Reef, improving water quality and increasing the Reef's resistance to climate change. The plantings also aim to provide habitat for species such as Barramundi, the White-throated Snapping Turtle and the Plumed Whistling Duck.

### Endangered or threatened species protected:

- White-throated Snapping Turtle (endangered)
- Australian Painted Snipe (endangered)

## Cumberland Plain, NSW

 4,200  10  1

Native grasslands and woodlands once covered great swathes of Australia including Sydney's Cumberland Plain, but with the switch to European agriculture and urban development, these diverse and beautiful habitats have largely disappeared. This project is helping to progressively restore the Cumberland Plain's unique grassy woodlands.

## Monaro, NSW

 36,941  172  66

The Monaro region is an iconic farming district on the NSW southern tablelands. Over the past decade the region has suffered a devastating loss of trees due to dieback of the dominant species, *Eucalyptus viminalis* or Ribbon Gum – which happens to be a primary forage species for the Koala. These restoration plantings are designed to support many species in the Monaro, as well as hopefully enticing nearby Koala populations to return.

### Endangered or threatened species protected:

- Superb Parrot (vulnerable)

## Riverina, NSW

 66,100  223  6

The Riverina is one of the food bowls of Australia, producing fruit, wheat, beef, lamb, wool, vegetables, cotton, nuts and aquaculture products. The extensive development for agriculture has, however, impacted on the extent and condition of native vegetation and wildlife. Plantings at this site are specifically targeted to create habitat for the Superb Parrot.

### Endangered or threatened species protected:

- Superb Parrot (vulnerable)

## Southern Highlands, NSW

 55,294  177  3

The Southern Highlands, south of Sydney, are home to the critically-endangered Regent Honeyeater and Swift Parrot. This project aims to help reverse the decline of these threatened species by re-establishing the Regent Honeyeater and Swift Parrot's migratory habitat across degraded land within the Wollondilly catchment.

### Endangered or threatened species protected:

- Regent Honeyeater (critically endangered)
- Swift Parrot (critically endangered)

## Kangaroo Island, SA

 40,000  50  1

The North Cape Revegetation Project on Kangaroo Island, about 100km southwest of Adelaide CBD, aims to increase the abundance of feeding habitat for the endangered Glossy Black-Cockatoo, which relies on mature Drooping Sheoak cones for food.

### Endangered or threatened species protected:

- Glossy Black-Cockatoo (endangered)

## Tasmania Island Ark, TAS

 187,568  452  19

Tasmania is the last refuge in Australia for many small mammals, such as the adorable Eastern Barred Bandicoot, Eastern Quoll and Eastern Bettong. They were all once common across south eastern Australia, but their populations and habitat are now in decline. Plantings here are designed to create corridors of bushland habitat across the island, supporting species to increase their numbers and spread.

### Endangered or threatened species protected:

- Eastern Barred Bandicoot (vulnerable)
- Eastern Quoll (endangered on mainland Australia)
- Eastern Bettong (near threatened)



## Commitment 12:

# Reduce emissions in our supply chain

### What's the issue?

While a significant amount of the emissions that we're responsible for at Officeworks are related to our energy usage, we're aware that indirect emissions, such as those relating to the manufacturing of the products we sell and their transportation, also play a part in contributing to climate change.

### What are we doing?

While these emissions are outside of our direct control, there is still plenty we can do to help our partners and suppliers reduce them, and therefore, their impact on the climate. Our first step is to conduct data analytics and research to better understand our Scope 3 emissions profile (those indirect emissions associated with our supply chain activities). We completed an initial analysis in FY2020 so we could pinpoint where we needed to focus our efforts first, and further refined this during FY2021. These findings demonstrate that the activities which cause the highest emissions, are those relating to the raw materials and production of technology products.

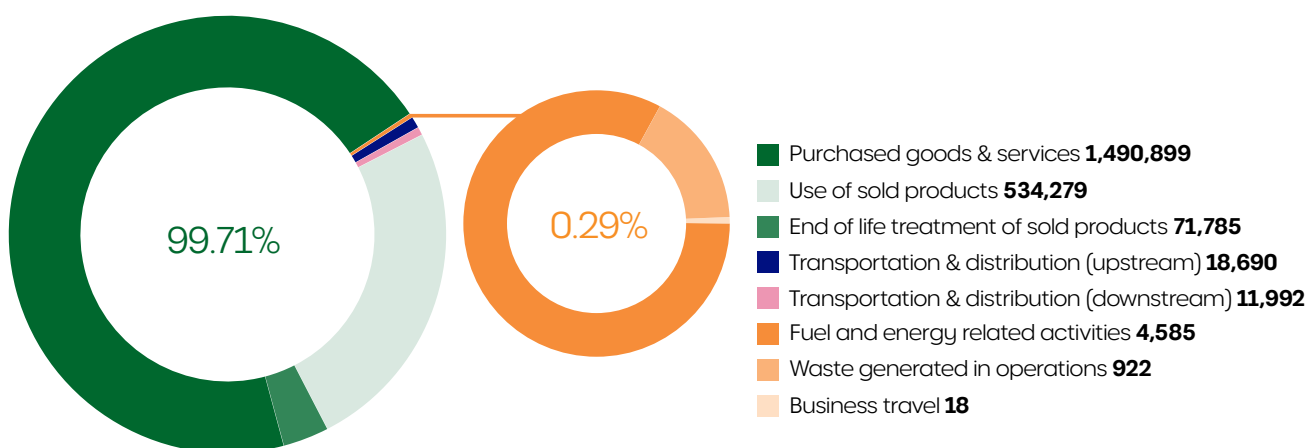
Many of our international suppliers have already set their own carbon emission reduction strategies. We will continue working with them, as well as suppliers who aren't quite there yet, so we can all work towards the same goal of reducing our climate impact. Additionally, we are rethinking how we design products in line with circular economy principals that prioritises renewable and recycled content, that can be recycled or reused at the end of their life. Embracing this approach across products and packaging contributes to reducing our scope 3 emissions.

### Focus for FY2022

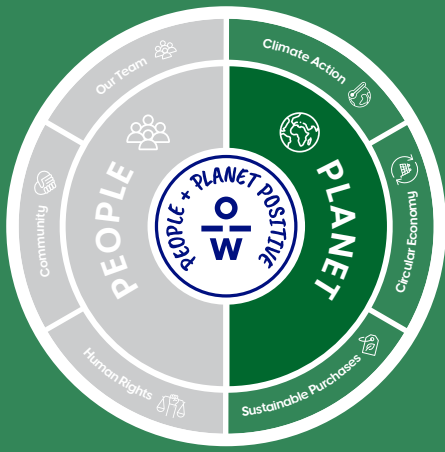
Scope 3 data is complex, and constantly evolving, therefore we will continue to undertake further data analytics to help inform our priorities and opportunities where we can influence emission reductions throughout our value chain and work closely with our suppliers to implement these changes. As our datasets and future modelling improves, we will look to establish a long-term scope 3 emissions reduction target.

### FY2021 Scope 3 emissions profile - Tonnes of carbon dioxide equivalent (CO<sub>2</sub>e)

Total value chain emissions 2,133,169 CO<sub>2</sub>e



Source: Envizi



# Circular Economy



We're committed to contributing to a more circular economy, by designing out waste, keeping materials in use for longer and regenerating natural eco-systems



## Commitment 13:

# Become a zero waste business

### What's the issue?

In a retail environment, producing waste is an inevitable part of doing business. From product packaging to disposing of faulty or broken items, reducing the amount of rubbish that gets sent to landfill takes creative thinking, dedication, and a shared commitment from team members and suppliers to see waste in a new way, and turn rubbish into resources.

### What are we doing?

To do our part in tackling the waste problem, we are committed to designing out waste in the first instance, and embracing the values of 'reduce, reuse, repair and recycle', whenever and wherever possible. In other words, finding new, innovative ways to give what was once rubbish a second life.

During the year, good progress was made by reducing our landfill waste by 32% and recycling a record 91% of all our operational waste. This was achieved by our ongoing strategic approach to waste management, that includes having a deep understanding of our waste streams, supported with data analytics to identify the most appropriate solutions. We targeted problematic landfill streams including single use pallets by transitioning to reusable pallets, damaged goods such as furniture by sending items to a repair site, and bulky items like polystyrene by implementing a centralised polystyrene recycling program, diverting 14,600 kgs of polystyrene from landfill during the year. These changes not only reduce the amount of waste we send to landfill, but also the physical size of bins our teams use and the associated waste expenses.

Achieving our goal to become a zero-waste business relies on the everyday decisions each of our 8,600 team members make when they dispose of an item. Therefore, we continued to invest in behaviour change programs, including launching our 'Becoming a zero-waste business guide' that outlined the Four Steps to Less, with team members completing an online training module aimed at identifying ways to design out

waste. Additionally, our store teams recycling performance was integrated into their balanced scorecards as a key performance indicator to encourage consistently higher recycling results.

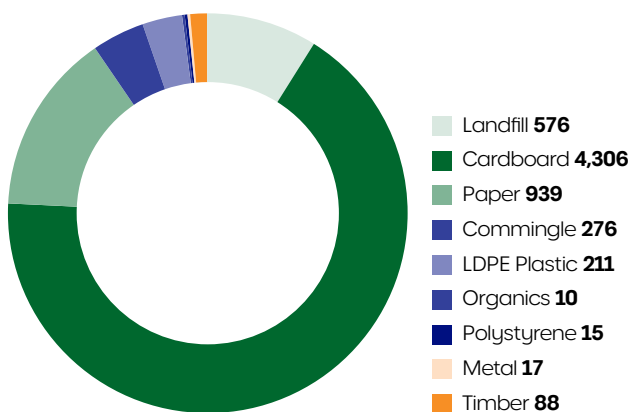
These initiatives have helped us embed a culture of zero-waste in which team members are empowered to identify and implement innovation solutions. During the year this resulted in trials such as implementing centralised metal recycling collection hubs, changing our default receipt printing settings to on-demand to reduce unnecessary receipt waste, and setting up arts and craft repurpose bins to encourage customers to use offcuts for craft projects.

### Focus for FY2022

We will continue to ensure our high standards of waste management are maintained and encourage our team to identify further opportunities to design out waste. We will complete a review of our current recycling streams and ensure all services and corresponding bins are optimised as we continue to work towards our goal of becoming a zero-waste business.

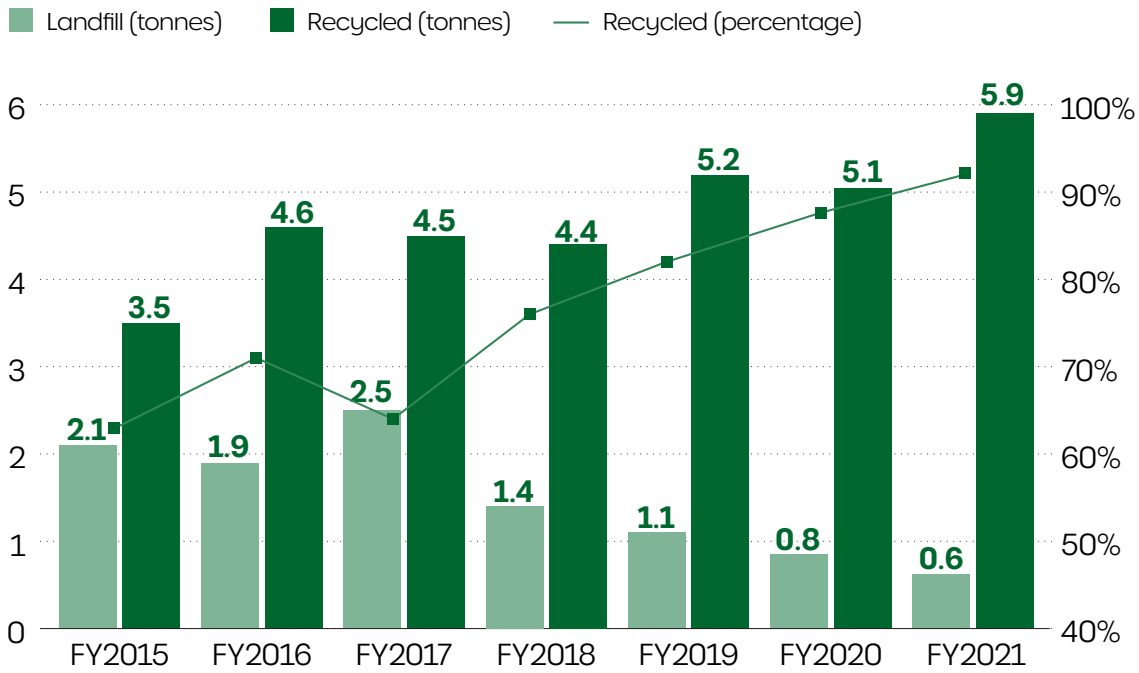
### FY2021 Waste generation mix (tonnes)

Total waste generation mix 6,438 t



Source: Envizi

## Waste & recycling (tonnes)



Source: Envizi

**91%**  
of all waste  
recycled, waste  
to landfill down  
**32%**





## Commitment 14:

# Repair, repurpose or recycle 17,000 tonnes of unwanted products

### What's the issue?

E-waste, or electronic waste, is one of the world's fastest growing waste streams and in the past five years e-waste has surged by 21%. We know that our customers are looking for ways to dispose of their e-waste easily and responsibly, in addition to other hard to recycle items.

The good news is there are great, accessible options for repairing and recycling e-waste. Electronics often contain valuable materials such as metals, and by recovering these materials, we are able to keep them out of landfill and use them again and again.

### What are we doing?

Since launching our Bring it Back program in 2015, we have collected over 5,600 tonnes of products to be recycled or repaired from our customers. We are committed to making recycling free, easy and secure, and this year completed the installation of new and improved recycling stations at all our stores. The new units enable a wider range of products to be collected, including batteries, pens and markers, digital storage, mobile phones and computers and accessories. As a result, we saw a 39% increase in the volume of products collected from customers to be recycled, with 1,474 tonnes of unwanted products diverted from landfill during the financial year.

With only an estimated 10% of batteries currently recycled in Australia, we were excited to launch our national battery recycling program during the year. Thanks to our customers, this year we collected the equivalent of almost 2.5 million AA batteries.

We also launched a national pens and marker recycling program, in partnership with BIC. In

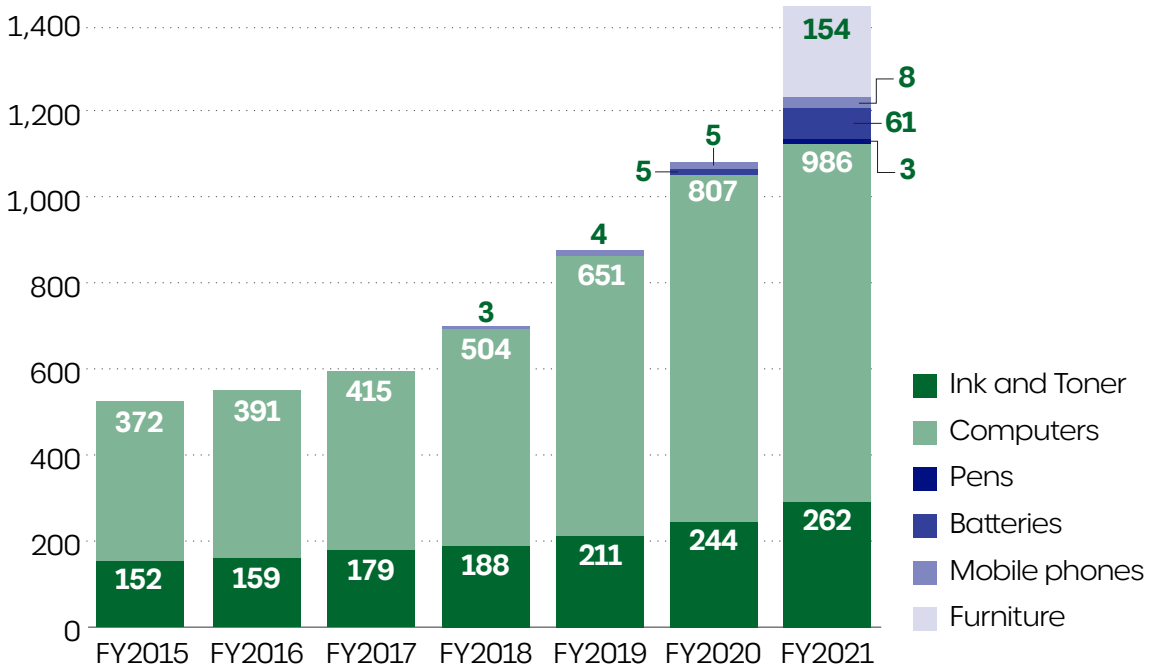
addition to offering collection points in store, team members have begun encouraging local schools and childcare centres to recycle their old writing instruments by providing them with recycling boxes that can be returned to Officeworks when full.

We continued our partnership with the World's Biggest Garage Sale in Queensland, in which their team repairs and repurposes imperfect furniture sent to them from our Queensland operations. During the year, we completed an assessment of the initial pilot and determined that the program achieved all three key objectives; it supported our stores to increase recycling rates to above 90%, it operated as a cost-neutral exercise, and it provided feedback into product improvements to reduce instances of damage. As a result, this program is now operating as a business-as-usual initiative, with a total of 155 tonnes of furniture having been repaired or repurposed, extending the life of items that would have otherwise been sent to landfill. Our partnership with the World's Biggest Garage Sale was formally acknowledged at the 32nd Annual Banksia Sustainability Awards, being awarded The Banksia Foundations Minister's Award for the Environment, presented by the Hon Sussan Ley MP, Federal Minister for the Environment.

### Focus for FY2022

With our new recycling programs established, our attention will turn to increasing customer participation by reminding them to bring in their old tech and stationery to Officeworks, keeping it out of landfill and giving it a new life. We will also explore ways we can support the World's Biggest Garage Sale to expand into other states to keep more imperfect furniture out of landfill and in the economy for longer.

## FY2021 type of e-waste and stationery collected (tonnes)



Source: Customer Recycling Dashboard

## Bring it Back

Giving old tech and stationery new life

- ✓ Computers and laptops
- ✓ Monitors
- ✓ Keyboards
- ✓ Printers
- ✓ Mice
- ✓ Hard drives
- ✓ Mobile phones and accessories
- ✓ Cables and chargers
- ✓ Ink and toner cartridges
- ✓ DVDs and CDs
- ✓ Batteries
- ✓ Pens and markers





## Commitment 15:

# All packaging to be reusable or recyclable

### What's the issue?

Packaging plays an important role to protect and transport the products we buy. However, packaging that is unable to be recycled contributes to waste that is sent to landfill.

Every day, more and more innovative and sustainable packaging solutions are becoming available which give consumers a better experience by enabling them to easily recycle their packaging, avoiding the need for packaging waste to be sent to landfill.

### What are we doing?

With almost 40,000 products available for sale at Officeworks, we take a holistic approach to reduce environmental impacts caused by product packaging by working with all our suppliers. Our Sustainable Packaging Policy outlines the expectations for our suppliers to follow, and product packaging reviews are integrated into our category range review process to identify packaging improvements. With over 6,400 own-brand products available, our initial priority is to ensure the packaging on these products is recyclable or reusable. As of June 30 2021, 97% of our own-brand products meet this criteria.

During the year, we also continued to look at ways to reduce unnecessary plastic packaging and transition to plastic-free packaging where possible.

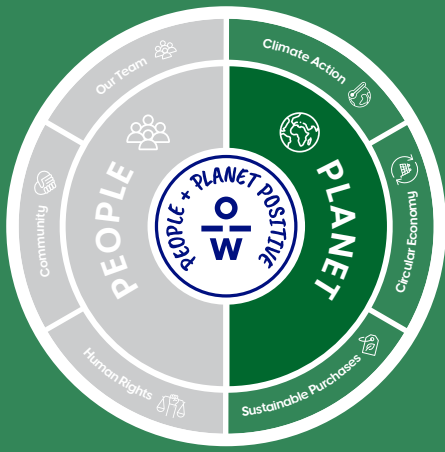
By working with our suppliers, we implemented solutions to avoid the annual equivalent of 6.7 million pieces of plastic, across both primary and secondary packaging. Additionally, this year we achieved the milestone of removing polystyrene from all our own-brand products and have begun working with national and international branded suppliers to do the same.

In 2016, we partnered with Planet Ark to develop the Australasian Recycling Label, which we have widely adopted on our own-brand products. The packaging recyclability assessment is integrated into how we source, design and review product packaging, with the label featuring on almost 5,000 of our own-brand products. This process helps us design more sustainable packaging and the label helps our customers recycle right.

### Focus for FY2022

We are working to ensure the packaging on our own-brand products will be recyclable by December 2021. We will continue to collaborate with all suppliers to encourage them to design packaging that is recyclable and implement further solutions to reduce our reliance on plastic packaging. We will continue to explore ways that packaging used for our online deliveries can be optimised, reducing unnecessary materials, and exploring ways we can provide deliveries to our stores and customers in reusable options.





# Sustainable Purchases



We're committed to making it easy and affordable for our customers to shop sustainably, without compromising on quality





## Commitment 16:

# Zero deforestation in our supply chain

### What's the issue?

Forests are critical ecosystems for our planet, making up approximately 30% of the world's land area. They provide a range of vital ecosystem services including capturing and storing climate-warming greenhouse gases, purifying water, and providing valuable habitats for wildlife.

But there is a problem, we're losing forests at an alarming rate, with over 8.4 million soccer fields worth of Amazon Forest being cleared between 2009-2019 alone as a result of agricultural land clearing and illegal logging.

### What are we doing?

We've long been committed to the sustainable sourcing of paper and wood-based products, and take a zero-tolerance approach for illegally logged timber entering our supply chain. Our approach is underpinned by our Sustainable Wood-Fibre Sourcing policy, credible third-party certification and supply chain transparency requirements to inform sourcing decisions.

To support the industry to transition to more sustainable forestry practices, in 2016 we established a long-term target that all paper products sold at Officeworks needed to be either FSC certified or made from 100% recycled content. As of June 30 2021, over 8,200 products representing 99% of office supplies & educational products sold meet this criteria. This includes 132 products supplied by an international brand, which while they are not FSC

certified underwent an independent review that satisfied us they meet similar forestry standards. We recognise that this significant achievement has only been possible due to the ongoing commitment and support of our suppliers and partners over the last five years. For the remaining 400 products that do not yet meet this criterion, we have detailed action plans in place which involves either transitioning or replacing these items at a later stage.

With the completion of our initial sustainable wood-fibre sourcing goal, our focus now moves towards our broader commitment to ensure that paper and timber products, products containing palm oil and paper-based product packaging doesn't contain deforested materials.

We're not just committed to sourcing more sustainable timber-based products; we want to play an active part in protecting the world's forests for the future. That's why we established our Restoring Australia initiative, to restore landscapes across the country by planting two trees for every one used, based on the weight of paper products purchased by our customers.

### Focus for FY2022

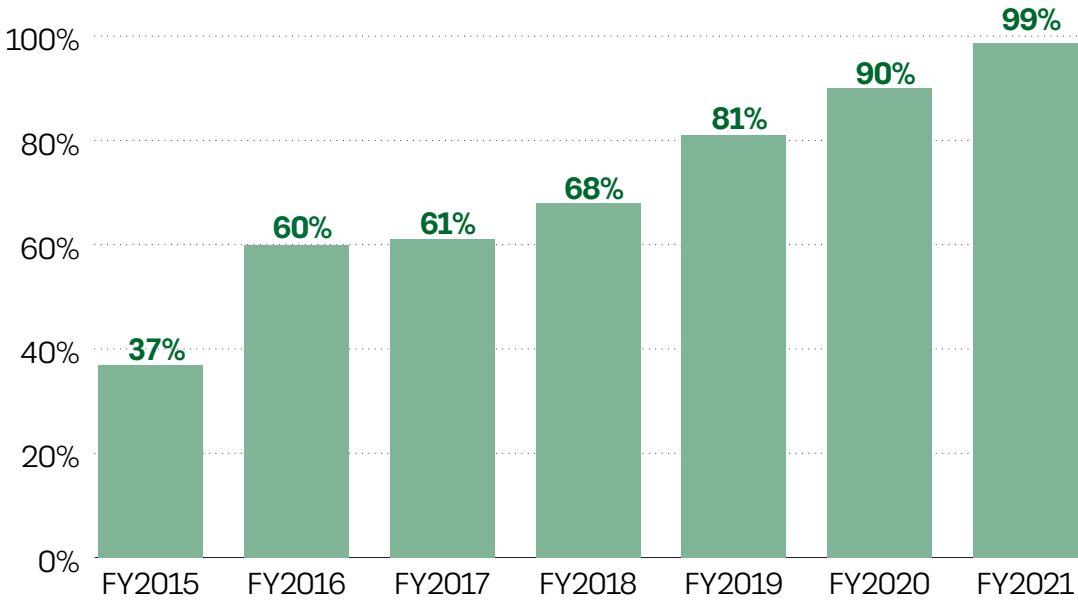
Our focus for FY2022 will be to transition more of our timber furniture to FSC certified materials. We will continue to work towards zero deforestation in our supply chain, and will broaden our scope by working with suppliers to improve transparency of our packaging materials, to ensure they are sourced from responsible sources.



**"The Forest Stewardship Council provides an internationally recognised global certification scheme, ensuring that forests are managed responsibly. By choosing products with the FSC logo, customers can be sure that the materials have been sourced sustainably."**

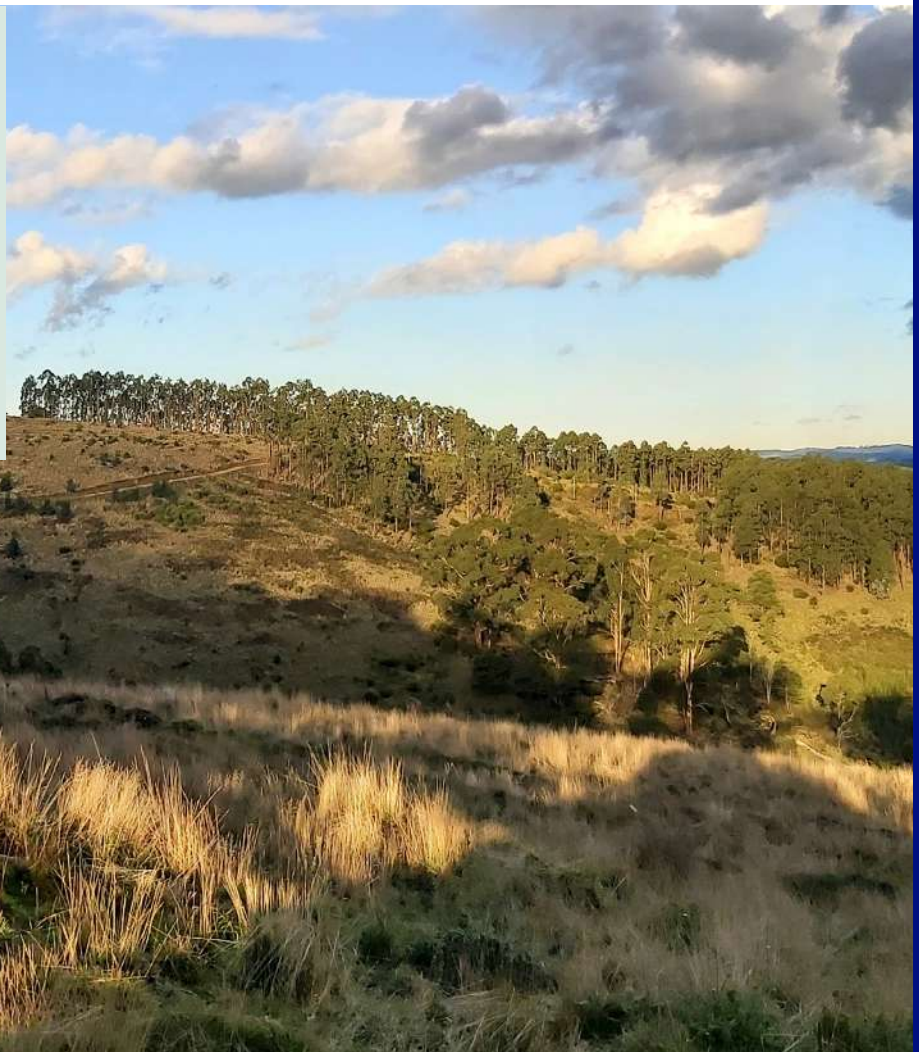
## Office Supplies products either FSC certified or made from 100% recycled materials

■ % of Office Supplies products sold



Source: Forestry Report

Over  
**8,000**  
products now  
FSC certified or  
made from 100%  
recycled content





## Commitment 17:

# Provide a wider range of greener choices

### What's the issue?

We know that our customers want to make more sustainable choices, and one way is by purchasing more sustainable products that are better for people and the planet.

### What are we doing?

Choosing more sustainable products is the easiest way for our customers to make a positive difference when shopping with us. That is why we're working to source and design more products which are both sustainable and affordable, whilst maintaining the quality and functionality our customers expect. Our approach is guided by principals that help determine the most sustainable product options in a given category. One example of this was our new sustainable back to school range that included 55 products designed from recycled and renewable materials, available at comparable prices and at the same quality as existing products.

In November 2020, we launched our Greener Choices range of products online, in which we introduced enhanced website navigation to make it easier for customers to find sustainable products. The program now includes almost 2,000 products across eleven greener choice categories, including;

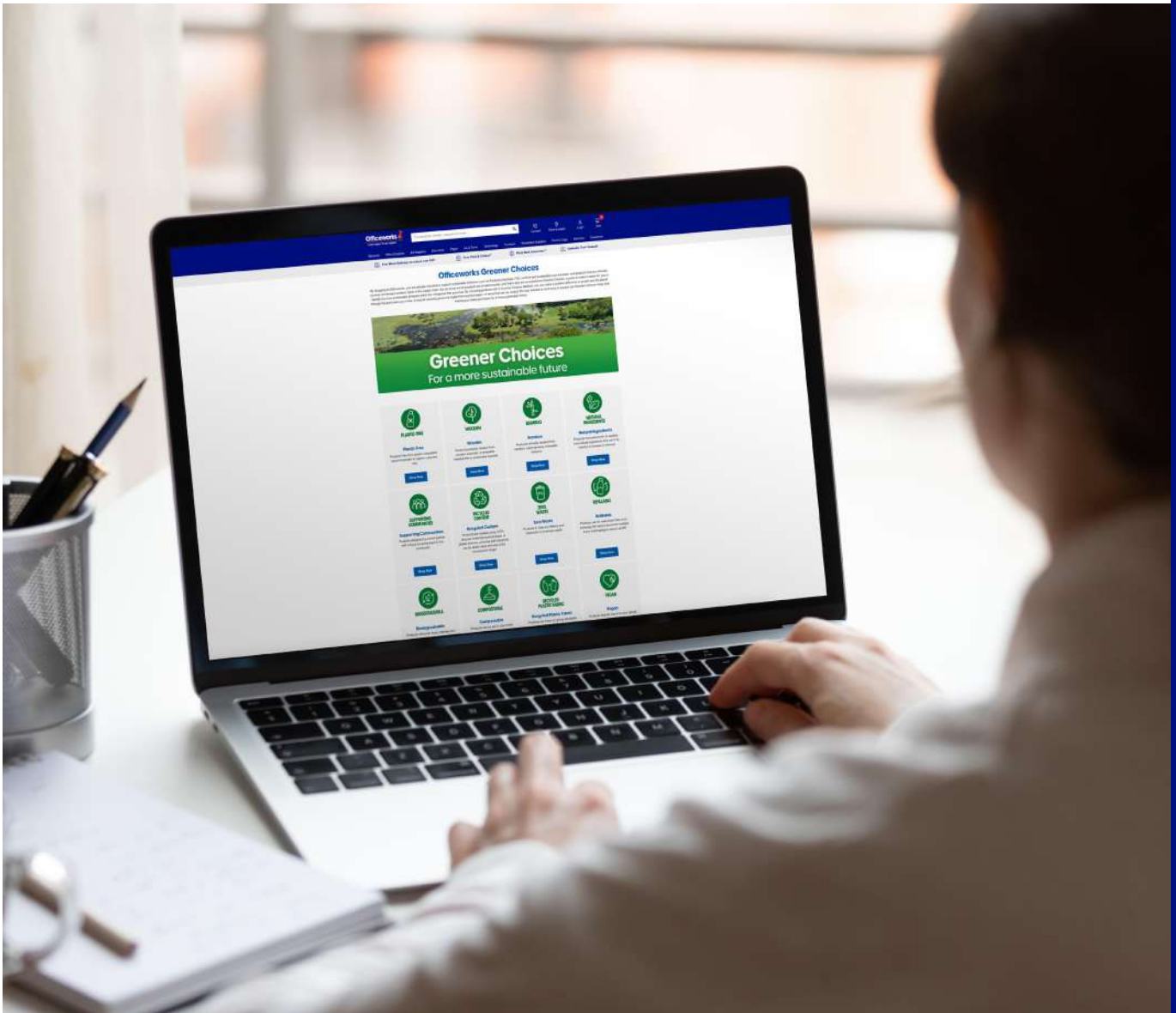
- **Plastic free** – products that are free from plastic using plant-based materials or organic materials only. Products include paper-based packaging filler and plastic-free glitter.
- **Bamboo** – products primarily created from bamboo, a fast-growing renewable resource. Products include desk-accessories and a growing range of technology accessories.
- **Natural ingredients** – products formulated with no nasties, only natural ingredients that won't be harmful to humans or animals. Here customers can shop items such as cleaning supplies.
- **Supporting communities** – products designed by a local partner with a focus on giving back to the community. This includes our range of Cultural Choice Indigenous office supplies, in which proceeds contribute to the prevention of Aboriginal Youth Suicide programs.
- **Recycled content** – products are created using recycled materials such as paper or plastic sources. Products include copy paper, notebooks and pens.
- **Zero-waste** – products to help you reduce your household or business waste. This includes products such as reusable drink bottles and recycling bins.

We are committed to ensuring any environmental claims are appropriately substantiated. This year we continued our partnership with Good Environmental Choice Australia (GECA) to have them conduct an independent third-party assessment of our environmental claims on selected products.

### Focus for FY2022

With customers responding favourably, we are exploring how we can make it easier for customers to find these products and understand the benefits. Our team will continue to source and design more sustainable products, which is now integrated into the category review process, and we will assess our partnership with GECA and consider third-party endorsement on a wider range of greener choice products.







## Commitment 18:

# Phase out problematic plastics

### What's the issue?

In many products, plastic is a useful material as it is low cost and long lasting. However, some types of plastic present significant problems to the environment as they are unable to be recycled and may never break down, contributing to environmental issues on land and in our waterways.

### What are we doing?

We've defined problematic plastics in the broadest sense to include to include plastic that is difficult to recycle or causes significant environmental issues (such as PVC, expanded polystyrene or micro-plastics), single use plastic, (items designed or intended to be discarded after a single use, such as plastic cutlery), or plastic that is deemed as unnecessary (which is particularly apparent in secondary packaging materials).

Using this definition, we have developed a strategic approach to address problematic plastics of most concern. Our key achievements during the year include;

- Phasing out polystyrene from all own-brand furniture and technology items
- Removing PVC from all own-brand packaging
- Removing glitter from our own-brand kids art and craft range, and introducing plastic-free glitter alternatives
- Began phasing out single use catering supplies, such as plastic plates, bowls and cutlery
- Removed the annual equivalent of 6.7 million pieces of unnecessary plastic packaging

### Focus for FY2022

From July 2021, we will stop selling single use plastic products such as cutlery and plates and provide our customers with sustainable and affordable alternatives. By doing this, more than 32 million pieces of plastic will be avoided each year, which is around 200,000 kg plastic. We will conduct further assessments to identify our next opportunities to remove problematic plastics and implement solutions to address these. We will continue to work collaboratively with our suppliers and the industry more broadly to help accelerate progress being made.



# Looking ahead, together



## **Our priorities for the year ahead include;**

- Delivering on our People & Planet Positive 2025 commitments
- Integrating sustainability into business-as-usual practices
- Sharing our ambition and bringing others along with us
- Elevating diversity internally and within our communities
- Expanding our approach to waste and emissions



# Sharing our ambition and bringing others along with us

Globally, we are faced with pressing social and environmental challenges, which requires leadership and action from all sectors—including within the retail industry. As we embark on our **2025 commitments**, our goal is to **inspire our team, suppliers, customers, and communities** to make more **sustainable choices**.

In March 2021, our customer research into attitudes towards sustainability showed that customers want to make more sustainable choices, it just needs to be easy to access and affordable, without compromising quality. The research also demonstrated that our current key sustainability and community initiatives are well aligned with customer expectations and provide a meaningful and unique way to help customers live more sustainably. These include our instore recycling services, our tree planting and land restoration initiative Restoring Australia, helping customers shop more sustainability with our Greener Choices product range, and supporting students by helping to provide them with an education.

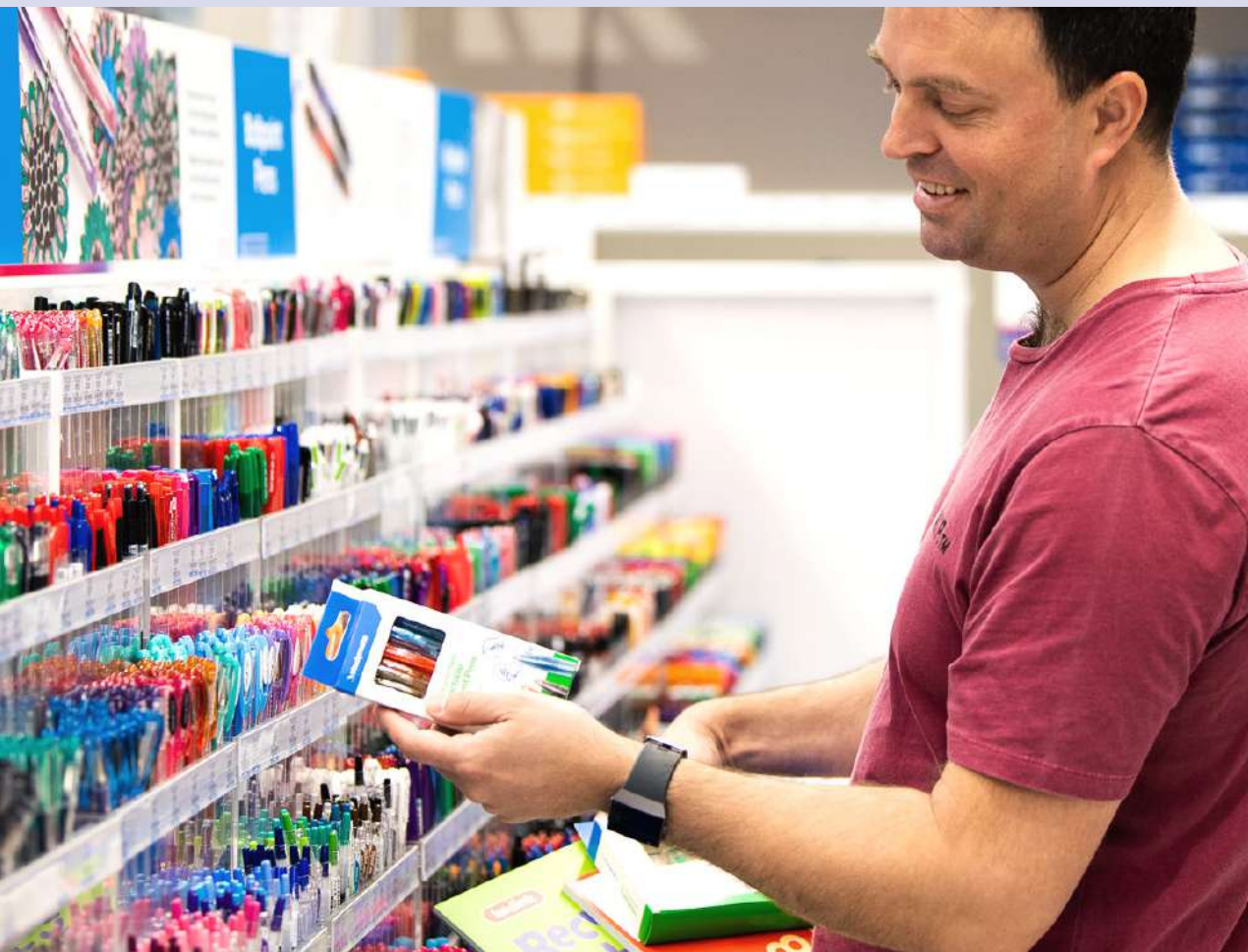
While these initiatives are well-understood within Officeworks, we have an opportunity to promote them more widely to generate positive behavioural change and demonstrate the leadership our stakeholders want. In doing so, these programs will enjoy greater engagement with customers and increase our prospects of reaching our People & Planet Positive 2025 commitments.

Key achievements during FY2021 included:

- Contributing a record \$3.2 million to support 7,525 Australian students who need it most.
- Working with our planting partner Greening Australia, to deliver our Restoring Australia initiative with 794,000 trees planted since the program was launched in 2017.
- Completing the upgrade of recycling stations across all stores to enable a wider range of products to be collected for recycling, including batteries, pens and computers and accessories.
- Launching the Greener Choices range online, with almost 2,000 sustainable products available for sale.

In the coming year, we will share our ambitions more widely by further investing in consumer awareness campaigns and instore signage of our key sustainability initiatives, including Restoring Australia, our customer recycling programs, and supporting students. Additionally, we will continue to source, design and launch more sustainable products as part of our Greener Choices range to help customers shop more sustainably.







# Our Partners



## APCO

[packagingcovenant.org.au](http://packagingcovenant.org.au)

The Australian Packaging Covenant Organisation (APCO) works in partnership with industry and government to build a system where packaging is a valuable resource within the circular economy. APCO is leading the delivery of Australia's 2025 National Packaging Targets to reduce the harmful impact of packaging on the Australian environment and to develop a sustainable pathway for packaging in Australia.



## Converge International

[convergeinternational.com.au](http://convergeinternational.com.au)

Converge International is our Employee Assistance Program provider that goes beyond traditional counselling services, to assisting in transforming the wellbeing of our team through their eight streams of services to address key areas in life that are known to cause concern.



## Forest Stewardship Council

[au.fsc.org](http://au.fsc.org)

The Forest Stewardship Council (FSC) is a global not-for-profit organisation that sets the standards for what a responsibly managed forest is, both environmentally and socially. The trusted FSC label can be found all around the world and means that the paper or timber in a product has come from responsibly managed forests. We currently have over 7,000 products that are FSC certified.



## Good Environmental Choice Australia (GECA)

[geca.eco](http://geca.eco)

GECA is Australia's only not-for-profit multi-sector ecolabelling program, empowering consumers to have confidence in their purchasing decisions, and trust GECA certified products to be healthier, safer, and better for the environment. We partnered with GECA this year to authentic environmental claims on selected products.



## Greening Australia

[greeningaustralia.org.au](http://greeningaustralia.org.au)

We partner with environmental not-for-profit Greening Australia on our Restoring Australia initiative which is a commitment to planting two trees for every one used, based on the weight of paper-based products purchased by Officeworks customers. The program helps customers make a positive difference to the environment.



## MobileMuster

[mobilemuster.com.au](http://mobilemuster.com.au)

We are a proud partner of MobileMuster, a free recycling service which aims to keep old mobile phones, batteries and accessories out of landfill, and recycle them to the highest environmental standards.



## Planet Ark

[planetark.org](http://planetark.org)

Planet Ark is one of Australia's leading environmental behaviour change organisations. Since 2005, we have been involved in their Cartridges 4 Planet Ark program. To date, we have collected over 12 million cartridges for recycling, making us the largest retail partner to the program.



**RedCycle**  
redcycle.net.au

Formed in 2010, RED Group is a Melbourne-based resource recovery organisation that operates the REDCycle soft plastics recycling program, accessible to consumers by a network of store drop off points. We have partnered with RedCycle since 2018 to offer a soft plastic recycling solution in their support centres and to promote the RedCycle collection program on their own-brand products.



**Sedex**  
sedexglobal.com

Sedex is home to one of the world's largest collaborative platforms for sharing responsible sourcing data on supply chains, used by more than 50,000 members in over 150 countries. Over 1,000 of our suppliers are Sedex members.



**Supply Nation**  
supplynation.org.au

Supply Nation's vision is for a prosperous, vibrant and sustainable Indigenous business sector, working with Aboriginal and Torres Strait Islander businesses along with procurement teams from government and corporate Australia to help shape today's emerging and rapidly evolving Indigenous business sector. Officeworks has been a member since 2009.



**TechCollect**  
techcollect.com.au

TechCollect partners with local government, retail channels and waste management organisations to facilitate the collection and recycling of electronic waste, including computers, printers and accessories. Officeworks partnered with TechCollect in 2018 to operate our Bring it Back computers and accessories recycling program, with collection locations in 140 stores.



**The Australian Literacy and Numeracy Foundation**  
alnf.org

The Australian Literacy and Numeracy Foundation (ALNF) are one of our national partners and share a strong mutual belief that literacy is key to accessing education and employment. ALNF aim to raise language, literacy and numeracy standards in some of Australia's most marginalised communities and through our partnership we have been able to provide learning resources to Indigenous students and funding for vital programs.



**The Clontarf Foundation**  
clontarf.org.au

We are a supporter of the Clontarf Foundation, which exists to improve the education, discipline, self-esteem, life skills and employment prospects of young Aboriginal men and, by doing so, equip them to participate more meaningfully in society. The first Academy for 25 boys opened in 2000, and the Foundation has since grown to cater for about 4,700 boys in 84 schools across Australia.



**The Smith Family**  
thesmithfamily.com.au

We are proud partners of The Smith Family and share a strong mutual belief in the importance of education. We support The Smith Family through our Back to School Appeal – a national in-store and online fundraising appeal to give children who need it most the tools and resources they need to succeed in their education and break the cycle of disadvantage.



**The World's Biggest Garage Sale**  
worldsbiggestgaragesale.com.au

The World's Biggest Garage Sale's mission is to activate dormant goods for good as a way to make purposeful profit that creates a positive impact on people and the planet. Operating Australia's first circular economy precinct, we partner with them to repair and repurpose imperfect furniture.





Together, making bigger things happen for people and the planet.

[officeworks.com.au](http://officeworks.com.au)

