

# Re-connect



OFFICEMAX NEW ZEALAND

## Sustainability Report

2023

**Moving forward together**  
E haere ngātahi ana ki mua



## **ABOUT THIS REPORT**

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

The report covers the operations of OfficeMax New Zealand Limited, for the period January 1, to December 31, 2023. All information included within this report references this period unless otherwise stated.

The organisational boundaries of this report include the organisation's domestic operations in New Zealand and full value chain. OfficeMax's business model, business relationships, or operations have not significantly changed since the previous reporting period.

This report has been prepared with reference to the Global Reporting Initiative 2021 Standard. A table of GRI index references can be found on page 44.

This report was published on 12 August 2024.



## **ABOUT OFFICEMAX NEW ZEALAND**

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

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

OfficeMax's primary headquarters is located in Auckland, New Zealand and has distribution centres in Auckland and Christchurch, showrooms in Auckland, Wellington, and Christchurch, and a sales team across the country.

OfficeMax is a progressive provider of workplace solutions and services, with a product range extending

to 37,000+ products. Sold products are sourced from 531 local and offshore suppliers.

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

We are members of the Sustainable Business Council, Packaging Council of New Zealand, Retail NZ, Business East Tāmaki, Amotai, Ākina and the Marketing Association.

## A MESSAGE FROM OUR MD

# Kia ora and welcome

**Our 2023 Sustainability Report shares the progress we have made across the year to deliver on our Sustainability Strategy.**

For many, 2023 was marked by the realities of our changing climate following the Auckland Floods and Cyclone Gabrielle early in the year, impacting some of our team members and customers.

While our business was fortunate enough to continue operating during these periods, the devastating impacts of these events highlighted the importance of building continuous resiliency, adapting to a changing climate, and continuing to contribute to global climate action by reducing our own GHG emissions.

Following the Auckland Floods, we were able to support those in our local community through donations of assorted school supplies and stationery items for 1000 children through our primary charity partner, Barnardos, and provided immediate delivery support for our customers who needed it most.

As part of our efforts to reduce our GHG emissions, this year we began the roll-out of our new lower-emissions vehicle fleet. Knowing that range anxiety was a concern for our people going into this transition, we have doubled our charging capacity and have had home chargers installed for those with electric vehicles.

As many of our customers are now reporting under the Aotearoa New Zealand Climate Standards, we have been experiencing growing requests for Scope 3 GHG emissions data associated with the products they are purchasing. As with many other value chain businesses, we have been working to further understand the impacts of our products so we can better provision this information.

In July, we launched our new Responsible Supplier Code and Sustainable Packaging Guidelines with each of our product suppliers. The Code seeks to make a positive impact on people and the environment across our value chain by outlining the minimum standard of conduct we expect. Our Sustainable Packaging Guidelines also represent our efforts to influence sustainable decision-making and reduce the environmental impacts of product



packaging.

In May, we formally launched our Diversity, Equity, Inclusion, and Belonging (DEIB) programme, which was created by our team members. As part of our Health, Safety and Wellbeing programme, we refreshed our risk management processes, implemented a new reporting platform, and embedded safety interactions into daily practice.

This year we transformed our sales structure to reflect the industries we service, enabling us to become true industry experts providing targeted and proven solutions across four sectors: Education; Services; Trade & Industry;

and Care. We have also seen a seven-point growth in our Net Promoter Score year-on-year (customer experience measure), which can be attributed to the continuous and tremendous efforts of our team.

Thank you to our people, suppliers, partners, and customers for their support across the year. Please enjoy our 2023 Sustainability Report.

**Kevin Obern**



**\$112,818**  
MAX E-GRANTS  
PROVIDED IN 2023  
**> \$1.37 million**  
SINCE 2011

**72**  
TEAM MEMBERS  
PROMOTED INTO  
NEW ROLES



**11,562**  
CHILDREN HELPED  
THROUGH 0800  
WHAT'S UP, A PHONE  
COUNSELLING  
HELPLINE WE SPONSOR



**\$698,975**  
SCHOOL REWARDS  
PROVIDED IN 2023  
OVER \$8.78 MILLION  
SINCE 2007

**\$1,208,772**  
COMMUNITY  
INVESTMENT  
REPRESENTING >1%  
GROSS PROFIT



**83%**  
WASTE  
DIVERSION  
RATE




**20%**  
REDUCTION IN OUR  
SCOPE 1 AND 2 GHG  
EMISSIONS YOY



**15%**  
OF TOTAL BUSINESS  
ELECTRICITY NEEDS  
GENERATED FROM SOLAR



**32,741 kg**  
FURNITURE AND  
UNSALEABLE STOCK  
DIVERTED FROM  
LANDFILL



**94%**  
CUSTOMER  
RETENTION

**NPS 57**  
OUR NET PROMOTER SCORE  
(NPS 34 = INDUSTRY  
STANDARD)



**12 YEARS**  
CERTIFIED TO ISO 14001

# OfficeMax value chain

## INPUTS

## ACTIVITY

## OUTPUTS

### Finance and Assets

Our commercial success generates funds for the business to reinvest in the future with support from our owner. Our physical assets, together with the intangible assets of our brand and reputation, contribute to a thriving business.

### People

Over 500 talented people use their skills and time in OfficeMax sales offices, showrooms and distribution centres across New Zealand – increasingly working in more flexible ways.

### Suppliers

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

### Networks

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

### Customers

The strength of our culture, brand, and reputation, means that New Zealanders have entrusted their workplace needs to OfficeMax for over 150 years. We provide flexible product and service solutions to 34,000+ account customers.

### Nature

Our operations are driven by and dependent upon energy, materials, natural resources, and ecosystem services.

### Economic

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

### People

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

### Suppliers

531 suppliers' source 37,000+ products and provide critical services to workplaces. OfficeMax also sources own-brand product from 120 factories across 12 countries. Of our product purchases, 92%\* are from suppliers based in New Zealand.

*\*Includes NZ based manufacturers, assemblers and distributors of products made overseas.*

### Networks

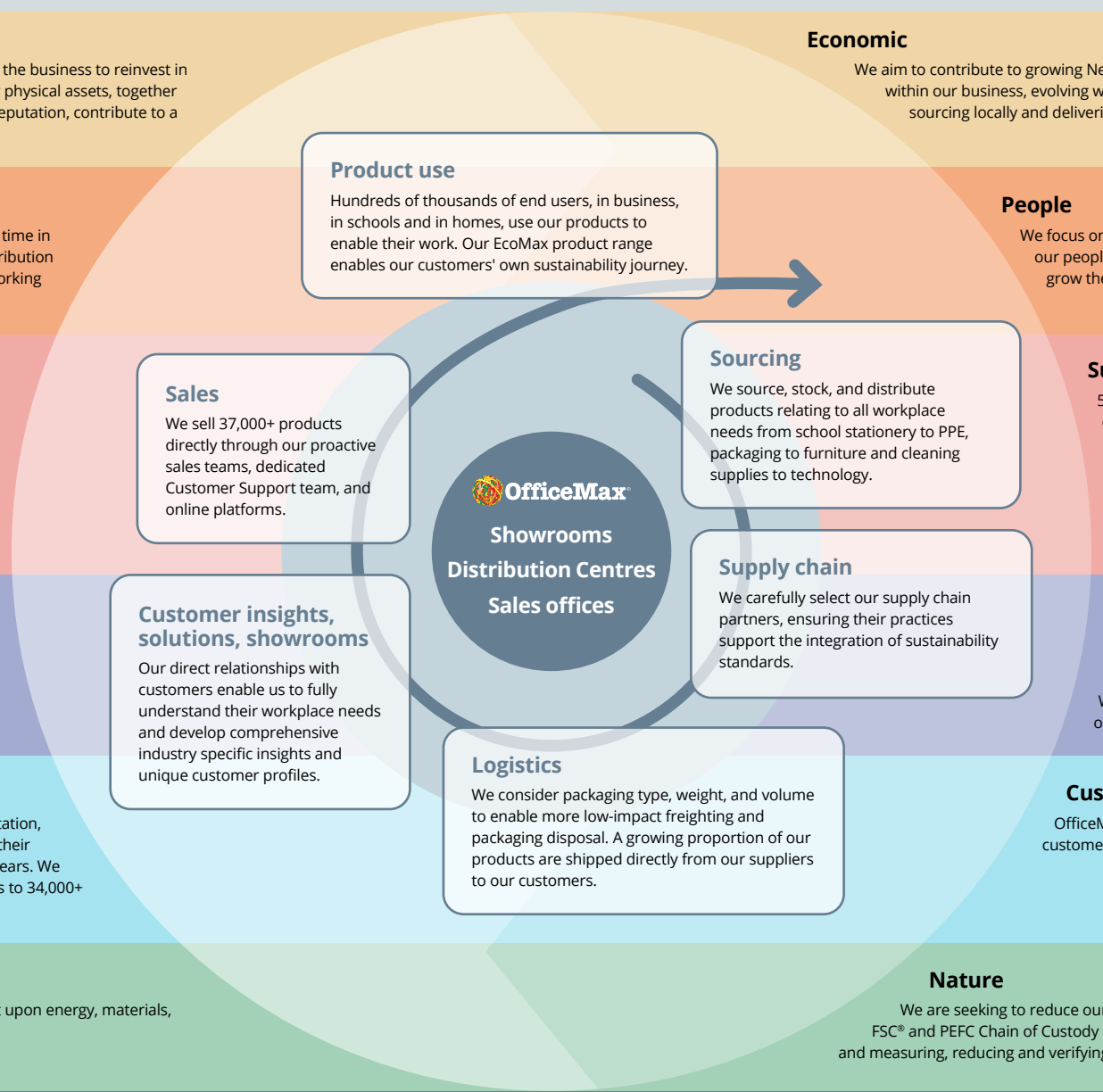
We're helping thousands of Kiwi families and kids who are 'doing it tough,' through our community partnerships, grants, and rewards programmes. We leverage our partnerships to extend the life of our products.

### Customers

OfficeMax's products and solutions are enabling our customers to run sustainable and successful workplaces.

### Nature

We are seeking to reduce our environmental impact by holding FSC® and PEFC Chain of Custody certifications, ISO 14001 certification, and measuring, reducing and verifying our GHG emissions.



#### Product use

Hundreds of thousands of end users, in business, in schools and in homes, use our products to enable their work. Our EcoMax product range enables our customers' own sustainability journey.

#### Sales

We sell 37,000+ products directly through our proactive sales teams, dedicated Customer Support team, and online platforms.

#### Sourcing

We source, stock, and distribute products relating to all workplace needs from school stationery to PPE, packaging to furniture and cleaning supplies to technology.

#### Supply chain

We carefully select our supply chain partners, ensuring their practices support the integration of sustainability standards.

#### Logistics

We consider packaging type, weight, and volume to enable more low-impact freighting and packaging disposal. A growing proportion of our products are shipped directly from our suppliers to our customers.

#### Customer insights, solutions, showrooms

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

**OfficeMax**  
Showrooms  
Distribution Centres  
Sales offices

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

# Sustainability governance

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

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

## Reporting rhythms

Our performance is reported internally through our monthly Executive Leadership Team and Management Meeting Reports.

The Executive Leadership Team reports are accompanied by a scorecard on key performance indicators related to GHG emissions, fuel use, power consumption, business travel, waste, and landfill diversion.

The Management Meeting Reports are intended to update and inform our owners Platinum Equity of our ESG progress against plan.

### SECRETARIAT

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

### STRATEGIC OVERSIGHT

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

### SUSTAINABILITY STRATEGY SPONSOR

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

### SUSTAINABILITY GOVERNANCE GROUP

The Sustainability Governance Group is made up of 12 internal business owners / subject area experts who are responsible for managing the delivery of initiatives for the strategic work streams.

### SUSTAINABILITY KAITIAKI

The Sustainability Kaitiaki assist with the implementation of OfficeMax's Sustainability Strategy and Environmental Management System and lead tactical initiatives.

# Sustainability Strategy

OfficeMax’s Sustainability Strategy includes three strategic pillars to support our vision to empower sustainable and successful workplaces. These pillars are the key focus areas of the strategy, and are supported by tactical goals, metrics, and targets.

Our Sustainability Strategy is for the 2020–2025 period, and was informed by OfficeMax’s material topics, detailed on page 41. The Sustainability Strategy is aligned to 10 of the 17 United Nations Sustainable Development Goals, the urgent call for action by all countries to address global issues and achieve sustainable development.

<u>OUR VISION</u>	<b>Empower sustainable and successful workplaces</b>		
<u>OUR STRATEGIC PILLARS</u>	<b><u>FOSTER A SAFE, HEALTHY AND INCLUSIVE SOCIETY</u></b>	<b><u>PROVIDE SOLUTIONS FOR A RAPIDLY CHANGING WORLD</u></b>	<b><u>DRIVE A LOW CARBON CIRCULAR ECONOMY</u></b>
<u>OUR GOALS</u>	<ul style="list-style-type: none"> <li>• Support health, safety and resilience</li> <li>• Promote inclusivity and equal opportunity</li> </ul>	<ul style="list-style-type: none"> <li>• Provide flexible product and service solutions</li> <li>• Empower the future of work</li> </ul>	<ul style="list-style-type: none"> <li>• Improve the environment through our value chain</li> <li>• Support local solutions</li> </ul>
<u>HIGHLY MATERIAL TOPICS</u>	<ul style="list-style-type: none"> <li>• Customer experience</li> <li>• Ethical supply chain</li> <li>• Credibility and trust</li> <li>• Health, safety and wellbeing</li> </ul>	<ul style="list-style-type: none"> <li>• Customer experience</li> <li>• Credibility and trust</li> <li>• Product stewardship</li> <li>• Digital and technology capability</li> </ul>	<ul style="list-style-type: none"> <li>• Customer experience</li> <li>• Ethical supply chain</li> <li>• Credibility and trust</li> <li>• Reducing emissions from business operations</li> </ul>
<u>SDG'S</u>			
			



STRATEGIC PILLAR

# Foster a safe, healthy, and inclusive society

OUR ASPIRATION

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



**OUR PROGRESS****GOAL - Support health, safety, and resilience**




OUTCOME - Enable thriving societies, where people live a better everyday life and are prepared for tomorrow




INITIATIVES	OBJECTIVES	PROGRESS	COMMENTARY
<b>Health, safety, and wellbeing (HSW) programme</b>	Update, consolidate and simplify all HSW policies.	●	All HSW policies updated, consolidated, simplified and published on HSW site.
	Refresh risk management procedures and systems. Design and run risk training with people leaders.	●	Risk management, procedures and systems refreshed. Risk training designed and >80% of people leaders completed training.
	Upskill H&S Rep community and implement improved Health and Safety Representatives (HSR) framework.	●	Revived and re-trained H&S Rep community with an improved framework, ran successful H&S Rep conference. See page 12.
	Train and mentor Incident Cause Analysis Method (ICAM) investigators.	●	Ran ICAM investigations where appropriate, trained four additional ICAM investigators (now totalling seven trained ICAM investigators), mentored newly-trained investigators, page 13.
	Undertake ISO 45001 gap analysis.	●	ISO 45001 gap analysis completed.
	Implement new HSW reporting system, DoneSafe.	●	Donesafe implemented, launched in August, socialised and in use. See page 13.
	Embed Safety Interaction programme.	●	Embedded Safety Interaction programme, 452 Safety Interactions conducted in 2023. See page 12.
	Refresh HSW intranet site.	●	Reviewed and updated information stored on site.
<b>Business continuity</b>	Review and update our crisis management process.	●	OfficeMax's Crisis Management Plan was reviewed and updated in August 2023. This plan outlines our crisis management team and communications plan.

**KEY** ● Completed ● Partially completed/Ongoing ● Not completed

**OUR PROGRESS****GOAL - Promote inclusivity and equal opportunity**

OUTCOME - Create a positive social impact for everyone across OfficeMax's value chain

INITIATIVES	OBJECTIVES	PROGRESS	COMMENTARY
<b>Deliver Diversity, Equity, Inclusion, and Belonging (DEIB) programme</b>	Run two engagement surveys.		>90% organisation-wide participation, organisation-wide scores increased. See page 14.
	Establish DEIB programme.		Set up "A place for all", our Diversity, Equity, Inclusion and Belonging (DEIB) programme. We implemented/ran a Diversity Committee, conducted a census survey, a "Diversity Month" learning programme (focussing on neurodiversity, cultural awareness, LGBTQIA+, Mental Health Awareness Week), Māori Cultural Competence workshops and other diversity initiative celebrations and weeks. See page 14.
	Analysis of annual performance and remuneration review results to inform any equity gaps.		Extensive analysis conducted to identify and remediate any equity gaps.
	Implement performance review and behaviour framework in Supply Chain.		Designed and implemented a supply chain specific performance review process. Ran behaviour training programme for all Supply Chain team members.
<b>Community Investment Framework</b>	Draft Community Investment Framework		Scoping of OfficeMax's Community Investment Framework undertaken, including intended objectives, measures, and purpose. The Community Investment Framework will be drafted in 2024.

**KEY**  Completed  Partially completed/Ongoing  Not completed

## OUR ACTION

# Health, safety and wellbeing programme

## Health and Safety Representatives

Health and Safety Representatives (HSRs) play a crucial role in maintaining a safe and healthy environment for everyone. Acting as both representatives and taniwha (guardians / protectors) for their colleagues, HSRs work closely with rangatira (leaders) and the Health, Safety and Wellbeing (HSW) team to ensure that OfficeMax stays on course and achieves its goals.

In March 2023, OfficeMax conducted an election in which 25 HSRs were elected by their peers, through a nomination and election process, for a three-year term.

HSRs engage with leaders, including the Executive Leadership Team, participate in initiatives like mental health awareness, review processes and systems, and collaborate with colleagues across the organisation to drive positive change.

## Safety Interactions

Each month, all members of our Executive Leadership Team spend time in our workplaces to see, experience and understand the risks and challenges faced by our team members and contractors on a day-to-day basis. It also helps to understand 'work as imagined versus work as done' and where there might be gaps that need addressing.

Collectively the Executive Leadership Team, HSRs and others had 452 conversations with team members throughout the year across our different locations. These conversations covered critical risks, machinery and equipment, standard operating procedures, skills and tasks and personal protective equipment. They also captured team members' concerns, recommendations and innovations.

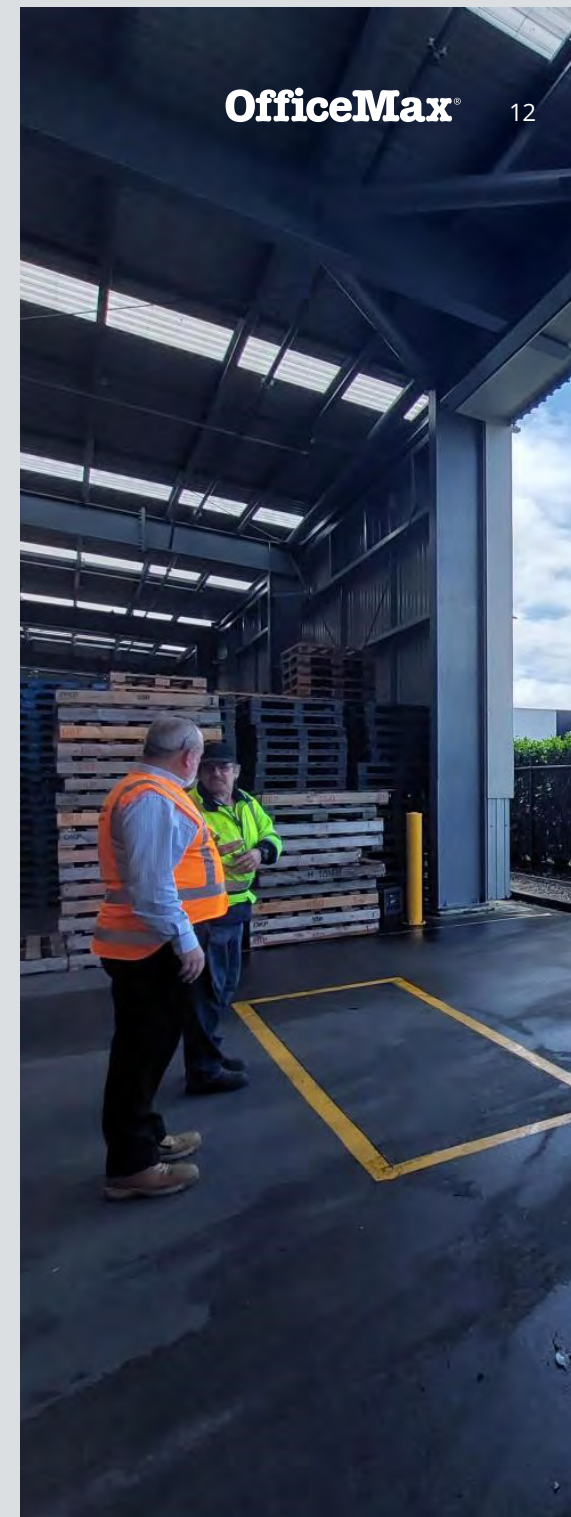
## Critical risks

Critical risks are defined as events that result in worker fatality or permanent disability. To make sure all our team members go home safely, we identify, assess, and mitigate these risks to the best extent possible.

In November, the Health Safety and Wellbeing (HSW) Team ran Risk Assessment and Critical Risk Workshops with all people leaders and HSRs to identify and rank the company's Top 10 Critical Risks:

1. Falling objects
2. Moving vehicles
3. Falls from height
4. Fixed plant and equipment
5. Hazardous energies
6. Hazardous substances
7. Fatigue
8. Mental ill health
9. Drugs and alcohol
10. Aggression and violence

Our Critical Risk Management is designed to ensure that each business unit has a clear understanding of potentially fatal risks associated with their activities and ensures that controls are in place and regularly verified to manage those risks effectively.



**OUR ACTION**

**Identifying root causes of accidents**

At OfficeMax, we conduct investigations at five different levels, each corresponding to the extent of potential or actual damage or harm caused by the incident.

If an incident results in an injury or illness requiring more than three days away from normal duties or is deemed more serious, one of our trained Incident Cause Analysis Method (ICAM) Investigators conducts an investigation. The purpose is to identify the root cause and contributing factors of the

incident and provide corrective or preventive actions.

In 2023, four Supply Chain team leaders were trained in the ICAM investigation techniques, bringing the total number of trained investigators to seven. The team completed five ICAM investigations in 2023 which led to a range of improvements, making our workplaces healthier and safer for our team members.

**Mental Health Strategy**

In September 2023, the Health, Safety and Wellbeing (HSW) Team presented a new Mental Health Strategy to the Executive Leadership Team. This strategy outlines how we are taking care of our team member’s mental health, mana (supernatural force within) and wairua (soul/spirit).

The strategy includes existing initiatives such as OfficeMax’s Employee Assistance Programme (EAP), Wellbeing platform (Tracksuit), Hauora leave and Mental Health First Aid Training.

Additionally the comprehensive plan includes a new written company commitment to mental wellbeing, a wellbeing survey, updated learning modules, a peer support initiative, and culturally appropriate tools for our leaders.

Using the ‘Te Whare Tapa Wha’ principles and other similar wellbeing models and frameworks, these tools help identify and address team members in distress.

**Donesafe**

In August, we launched Donesafe, a comprehensive safety management tool. Donesafe provides a systematic approach to managing various crucial aspects of health and safety such as hazards, risks, and incidents. It replaced our ageing reporting system and is a step up in enhancing our workplace safety and environmental management.

OUR SAFETY PERFORMANCE		
	2023	2022
Total Recordable Injury Frequency Rate	6.86	8.45
Number of fatalities	0	0
Number of notifiable injuries (legal definition)	0	0
Number of lost time injuries	6	7
Number of restricted work cases	1	1
Number of events relating to work-related ill-health	0	0



## OUR ACTION

# Launch of our Diversity, Equity, Inclusion, and Belonging (DEIB) Programme

In May, we launched our Diversity, Equity, Inclusion, and Belonging (DEIB) programme.

This led to the creation of OfficeMax's DEIB strategy and two-year plan by our team members, ensuring that our approach is both grassroots driven and championed by our leaders.

Our goal is to create 'A place for all' - an environment where everyone can bring their whole selves to work, knowing that their unique contributions are both recognised and respected.

Highlights include:

**OfficeMax Diversity Committee** - is made up of a group of volunteers across the business who are passionate about creating a culture of belonging. They have become key drivers in actively involving team members, collecting feedback, and ensuring the initiatives are inclusive and effective.

**Diversity Survey** - in June, team members were asked to take part in an anonymous diversity survey. We asked questions on cultural identities, ethnicities, languages, gender, sexuality, caregiver status, education, religion,

disabilities, and neurodiversity. 70 per cent of team members responded, disclosing:

- 54 languages are spoken
- 5.5 per cent identify as members of the LGBTQIA+ community
- 9 per cent have a disability or impairment
- 8.5 per cent consider themselves to be neurodiverse.

The information from the survey helps us celebrate the diverse communities we have and also helps us understand where we need to build more representation.

**Diversity Month learning programme** - this broadened our perspectives and created conversations around DEIB through:

- Offered Rainbow 101, and Unconscious Bias workshops
- Hosted two external speaking events, including one on gender diversity
- Heard diversity stories from team members
- Provided learning resources
- Organised activities including a mental health quiz, and games

- Celebrated Te Wiki o Te Reo Māori with daily karakias and a hangi
- Held a webinar on neurodiversity.

**Māori Cultural Competence workshops** - nearly 40 team members from across the country came together to participate in Māori Cultural Competence workshops aimed at deepening their understanding of tikanga, Te Tiriti o Waitangi, and te reo Māori.

**Engagement Surveys** - we ran two engagement surveys. The surveys measure team members' views about their job, leadership, culture, growth, and development and are available in English, te reo Māori, Samoan and Tongan. We achieved a 93 per cent participation rate in our full survey in December, surpassing our 90 per cent target and saw an increased employee engagement with a 66 per cent favourable score, up from 59 per cent. Several questions increased significantly (over 10 points), demonstrating the improvements we have made.



## OUR ACTION

# Community investment

OfficeMax believes that we all have a responsibility to do our part to better ourselves, our communities, and the natural environment. Our community investment approach focuses on fostering an equal and inclusive community by creating social impact across our value chain and addressing our material sustainability matters.

IN 2023,  
OFFICEMAX'S  
COMMUNITY  
INVESTMENT  
TOTALLED  
**\$1,208,722**

## Supporting Kiwi kids

OfficeMax has a strong focus on supporting our local communities, particularly Kiwi kids doing it tough. We believe that supporting and educating children is critical to reducing poverty, developing positive self-esteem, and achieving long-term success.



### **0800 What's Up**

Administered by Barnardos Aotearoa, 0800 What's Up is New Zealand's only dedicated national children's helpline, providing an essential service to children and young people who need a safe place to talk with a trained counsellor. OfficeMax has been a proud corporate sponsor of the service since 2014.

0800 What's Up supported 11,562 callers and online chatters this year.

A survey conducted by OfficeMax and Barnardos Aotearoa in 2023 found that 60% of New Zealand schools have seen an increase in students requesting counselling services over time. Additionally, this research found that while 70% of schools have access to on-site or visiting counsellors, 38% believe these services do not adequately meet the needs of students.

The results inspired OfficeMax to drive awareness of 0800 What's Up through our network of partner schools via a new toolkit of resources administered by OfficeMax, including posters, web banners, and digital assets to promote the service in schools.

### **School Rewards**

Schools Rewards are OfficeMax's way of showing appreciation to the schools involved in our MySchool programme and serve as a recognition for the work they do to promote back to school solutions for their community. When back to school supplies are purchased by those in the school community, schools can earn rewards on these purchases.

We know schools invest their rewards back into their own school, often using them to grow their technology and digital capabilities, and for furniture and other teaching resources.

OfficeMax provided \$698,975 worth of rewards to New Zealand schools this year.



**OUR ACTION**

**Max e-Grants**

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

A total of \$112,818 of Max e-Grants were allocated through 81 grants this year. These grants have supported children to access school books, stationery, uniforms, equipment, tuition, and class excursions and camps.

Our Max e-Grants programme is supported by our suppliers, OfficeMax has distributed more than \$1.37 million to 16,492 children in need, funding school trips, uniforms, stationery, and other essentials.



**GOLD SPONSOR**



**SILVER SPONSORS**



**BRONZE SPONSORS**



**A New Chapter for Jamie\***

Eight-year-old Jamie\* has faced adversity since the day he was born, and school has never been easy for him.

With multiple diagnoses Jaime faced daily challenges in the school setting. His teachers identified that one-on-one support was needed for him to ensure he had the tools to engage with his peers and his learning. After struggling to source funding from elsewhere, Jamie’s teachers successfully applied for a Max e-Grant to provide him with a Teacher Aide.

Now Jamie feels included within the classroom and school community and can experience the success he deserves.

This is what Jamie’s mother told us about the impact the grant has had for her son.

**“Our boy was born with the odds stacked against him, but what we, as a family, have learned is that he keeps defying them, especially with the right help and support. This year was one of those times, as the funding from Max e-Grants made such a difference with his learning that we still can’t believe what he’s been able to achieve. At the start of the year he could not read at all. Now he makes us stop all the time, wherever we go, so he can read anything and everything. He enjoys school and not only did his literacy improve, but he also has friends now. We are so grateful for the door this opened for him. Thank you.”**

Jamie has been described by his teachers as “the most wonderful student to interact with, who loves to tell stories, does amazing drawings, and shows incredible resilience.” The wider school community have commented on the success and personal growth that this Max e-Grants support has had on a valued member of their school.





*\*False name used to protect individual’s identity*

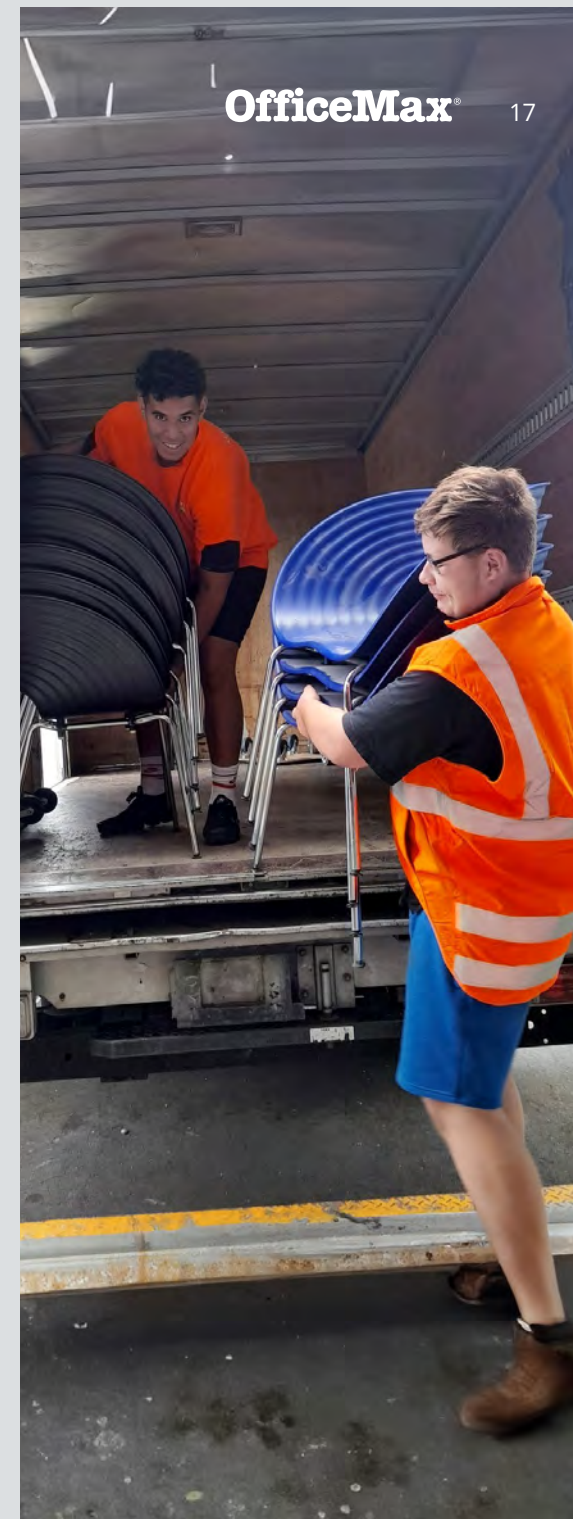


**OUR ACTION**

**Circular initiatives providing social value**

OfficeMax is committed to promoting circular solutions by donating expired, damaged, returned, and unsaleable stock to several of our charitable partners and other organisations. Donating these goods allows us to increase diversion from landfill and create social value for their ultimate recipients.

<u>CHARITY</u>	<u>TOTAL WEIGHT</u>	<u>TYPE OF STOCK</u>	<u>DONATED TO</u>
	<b>25,163kg</b>	Damaged (non-repairable) and obsolete stock	Community groups, schools, All Heart NZ stores, Pacific nations
	<b>294kg</b>	Unsaleable food items such as dented coffee tins, tea bags, chocolate	Families visiting and staying at Ronald McDonald house
	<b>91kg</b>	Unsaleable food items such as dented coffee tins, tea bags, chocolate	Families visiting and staying at Mercy Hospice
	<b>2,037kg</b>	Cleaning and hygiene products	Charities supporting regions affected by Cyclone Gabrielle
<b>New Zealand and Pacific Island Organisations</b>	<b>5,157kg</b>	Varied stock	NZ and Pacific Island organisations including Barnardos to support 1000 children / families affected by the Auckland floods
<b>Total</b>	<b>33,741kg</b>		



SUMMARY

## Our results

MEASURE	2023	2022	2021	2020
<b>COMMUNITY INVESTMENT</b>				
Total community investment (\$)	\$1,208,722	\$1,270,064	\$2,350,038	\$1,257,848
Max e-Grant donations (\$)	\$112,818	\$130,702	\$33,110	\$112,439
Number of children helped through Barnardos 0800 What's Up	11,562	12,991	15,337	12,680
School Rewards provided (\$)	\$698,975	\$661,017	\$675,918	\$880,000
Number of school associations supported	8	9	4	5
Furniture & unsaleable stock diverted from landfill (kg)	32,741	47,461	88,000	45,000
<b>PEOPLE</b>				
Number of employees	501	511	521	531
Employee engagement score	66%	59%**	-	-
ELT gender diversity	Female: 12% Male: 88%	Female: 12% Male: 88%	Female: 12% Male: 88%	Female: 12% Male: 88%
Gender diversity of employees	Female: 59% Male: 41%	Female: 59% Male: 41%	Female: 60% Male: 40%	Female: 60% Male: 40%
Gender pay equity gap*	1%	2%	2%	1%
<b>HEALTH AND SAFETY</b>				
TRIFR	6.86	8.45	6.28	8.49

\* Difference of overall remuneration positioning of males to females (like for like roles/levels) in the organisation.

\*\* Restated in 2023.

STRATEGIC PILLAR

# Provide solutions for a rapidly changing world

OfficeMax  
The range we put our name behind

Our signature range of products has been hand-picked to meet our strict criteria on performance and value.



### Fact

Copy paper is moisture sensitive, so it is usually wrapped in a plastic-coated wrapper to protect it.

### Problem

Plastic-coated wrappers can't be recycled, so it's not good for the planet.

### Solution

OfficeMax got serious and collaborated with our paper supplier to create a world-leading plastic-free copy paper wrap that protects the paper and diverts waste from landfill.



UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS

OUR ASPIRATION








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






## OUR PROGRESS

### GOAL - Provide flexible product and service solutions

OUTCOME - Every New Zealander has access to affordable, flexible solutions supporting their workplace needs

INITIATIVES	OBJECTIVES	PROGRESS	COMMENTARY
<b>Enhance customer solutions and reporting</b>	Implement new customer sustainability reporting platform and framework.		We will begin understanding our customer reporting requirements and implementing new customer reporting capabilities in 2024.
	Grow our number of product solutions.		Grew our number of product solutions from 34,000 in 2022 to 37,000+.
<b>Support sustainable purchasing</b>	Continue to capture product and supplier sustainability data to inform EcoMax inclusions.		We continued to refine our EcoMax range by reviewing our product inclusions and ensuring all sustainability-related information remains up to date.
<b>Responsible Supplier Code &amp; Sustainable Packaging Guidelines</b>	Review Responsible Supplier Code content and internal requirements against modern slavery legislation.		As modern slavery legislation has not been introduced in New Zealand, the Responsible Supplier Code has not been aligned to any relevant New Zealand legislation. However, it has been aligned to Australia's modern slavery legislation meaning OfficeMax should be well placed in the event legislation is introduced in the near term.
	Communicate Responsible Supplier Code and Sustainable Packaging Guidelines to all product suppliers.		Our new Responsible Supplier Code and Sustainable Packaging Guidelines were communicated to all our suppliers in July 2023, with timeframes to compliance provided.
	Develop and implement process to audit product suppliers on compliance with the Responsible Supplier Code.		We have developed an internal monitoring process to collect all signed Responsible Supplier Codes from our product suppliers. We will develop and implement supplier assessment and audit mechanisms and processes in 2024.
	Integrate Responsible Supplier Code and additional sustainability criteria into all new RFPs and contracts.		Our Responsible Supplier Code, Sustainable Packaging Guidelines and other social, environmental, and governance criteria has been integrated into all new RFP and contracts.

**KEY**  Completed  Partially completed/Ongoing  Not completed

**OUR PROGRESS****GOAL - Empower the future of work**

OUTCOME - Enable our people to enable our customers

INITIATIVES	OBJECTIVES	PROGRESS	COMMENTARY
<b>Strategic capability planning programme</b>	Implement a comprehensive structural transformation of Sales.	●	Full structural transformation of Sales function complete. See page 28.
<b>Talent development</b>	Design a three-year learning and development strategy (L&D).	●	Three-year L&D framework and plan designed and signed off by ELT. See page 28.
	Design a new performance management programme 'Perform – Grow – Succeed'.	●	New performance management programme "Perform-Grow-Succeed" designed for launch in 2024.
	Design a 90-day self-directed people leader programme.	●	Designed "90-day people leader" induction booklet/programme for launch in 2024. See page 28.

**KEY** ● Completed ● Partially completed/Ongoing ● Not completed

## OUR ACTION

### Sourcing and supply chain

As a supplier of over 37,000 OfficeMax-owned brands and third-party products to our customers, maintaining an ethical and resilient supply chain is fundamental to how we operate and in delivering on our company vision.

Following the pandemic, our Sourcing Team has continued to adapt and strengthen their sourcing strategies over 2023, with sustainability at the

forefront. Across the year, the team visited several overseas suppliers, engaging in face-to-face interactions to deepen these relationships.

Additionally, the team attended multiple international trade shows to stay up to date on industry trends, and observed growing demand for products that have a lower environmental impact.

The team has also focused on diversifying its sourcing strategies, recognising the importance of resiliency and flexibility in response to changing international dynamics.



### Sourcing and audit process

The following process applies to OfficeMax own-brand products only.

#### 1. Research

We conduct thorough research on all new potential suppliers, including reviewing any existing accreditations/certifications and investigating whether the supplier already works with large, internationally recognised brands with high ethical standards.

#### 2. Audit

If we are unclear on standards, we initiate an audit, or the supplier must demonstrate the findings of another audit or an internationally recognised certification. Suppliers are required to meet minimum standards of behaviour across labour standards and human rights, health and safety, environment, and bribery and corruption.

#### 3. Establish

If we are not satisfied with the audit results, we work closely with the supplier to establish a Corrective Action Plan (CAP) for each issue identified in the audit. We then diligently review all evidence of actions required prior to onboarding the supplier.

#### 4. Check

Suppliers are required to be audited or demonstrate compliance through the findings of another audit or an internationally recognised certification on an annual basis.

**OUR ACTION**

**Supplier compliance audits**

To ensure suppliers of OfficeMax own-brand product and their factories comply with high standards of ethical behaviour, we have a robust sourcing and audit process in place. This gives our customers confidence that they are purchasing products that support their own sustainability and wider positive outcomes.

Our ethical sourcing approach for our OfficeMax own-brand products is outlined in our Social Compliance and Ethical Sourcing Policy. This Policy applies to all parties that manufacture, assemble, or distribute any product or package bearing one of OfficeMax's brand logos or licensed brand, all National Brand product providers, and all organisations that provide overhead and operational products and services to OfficeMax. Suppliers of third-party products are required to meet the standards outlined in our Responsible Supplier Code (see page 24).



**Completed audits**

OfficeMax accepts recognised certifications, audits undertaken by other reputable retailers, or engages a third-party auditor to complete an audit designed by OfficeMax.

In 2023, supplier compliance audits were completed for 70 of our medium risk\* own-brand suppliers.

SUPPLIER AUDITS BY TYPE	
<b>Recognised certification:</b> Factory holds an internationally recognised certification**	43
<b>OfficeMax audit:</b> Independent audit designed by OfficeMax completed by third-party auditor undertaken	23
<b>Shared audit:</b> Independent audit undertaken and approved by another reputable retailer***	4
<b>Total</b>	70

\* Risk identification is based on a country matrix criterion based off an aggregate score of the following indices: Human Development Index; Index of Economic Freedom; Index of Political Freedom; Corruption Perceptions Index; UL's Workplace Assessment Index; Labor Rights Index; UL Country Risk Score. OfficeMax did not source from any potential supplier identified as high risk.  
 \*\* Accepted certifications include: SA8000; Industry Council of Toy Industry Certification (Class A, B, C); World Responsible Accredited Product Certification (Platinum and Gold Levels); Business Social Compliance Initiative (Good, A or B Grading Level); Responsible Business Alliance Certification (No major or primary findings, only minor findings, indicated in final report)  
 \*\*\* Office Depot Inc; Staples Inc

**Non-conformance**

It is incredibly important to us that we only partner with suppliers who align with our ethical sourcing standards. If suppliers are unable to comply, OfficeMax will work with them to develop Corrective Action Plans (CAP) and rectify non-conformances. If suppliers are unable and fail to implement the required improvements we will terminate the relationship, as outlined within our Social Compliance and Ethical Sourcing Policy.

In 2023, one instance of non-conformance was identified through an audit conducted by third-party auditor UL. The audit found that a secondary emergency exit was missing on the third floor of one of its buildings, violating building design standards. In response, our Executive Leadership Team was notified, and a large upcoming order was immediately halted.

A Corrective Action Plan was put in place that involved sealing off the floor and developing a secondary fire exit. The supplier followed up swiftly and the exit was put in place within 2 weeks. Following re-audit, UL confirmed that the Corrective Action Plan has been carried out and OfficeMax continued engaging with the supplier.

**OUR ACTION**

**Responsible Supplier Code**

In July 2023, we officially launched our new Responsible Supplier Code with each of our product suppliers.

The development of the Responsible Supplier Code supports responsible and ethical procurement practices across our entire value chain and seeks to make a positive impact on people, the environment, and the economy. Launching the Code also marks a significant step in our journey to improve the impacts of the products and services we provide to our customers beyond OfficeMax own brand products.

Recognising that our suppliers are at different stages of their sustainability journey, the Code integrates a criteria of sustainability maturity across: health, safety and wellbeing; labour standards, human rights and modern slavery; diversity, inclusion and equal opportunity; emergency management and business resilience; security; worker development; ethics; subcontracting; conflict minerals; environmental impacts and emissions; environmental credentials of products and services; packaging; waste management and product stewardship; and freight.

All suppliers are required to meet the Standard requirements, and OfficeMax brand suppliers are required to meet

the Standard PLUS requirements at a minimum.

In the months following the launch of the Code, OfficeMax have been supporting our suppliers to meet the

minimum Standard requirements in our required timeframes, answering all relevant questions, and establishing relevant internal systems and processes.

<b>STANDARD</b>	These are our minimum expectations that must be met at all times when doing business with OfficeMax. These requirements uphold the applicable or international laws or regulations.
<b>STANDARD PLUS</b>	These are our expectations for suppliers of OfficeMax-branded product and other key suppliers as determined by OfficeMax. These suppliers undertake a more rigorous audit process, in-line with our Social Compliance and Ethical Sourcing Policy.
<b>ADVANCED</b>	These requirements support good sustainable practices and OfficeMax's own sustainability goals. We encourage all suppliers to aspire towards the requirements as they advance on their sustainability journey.



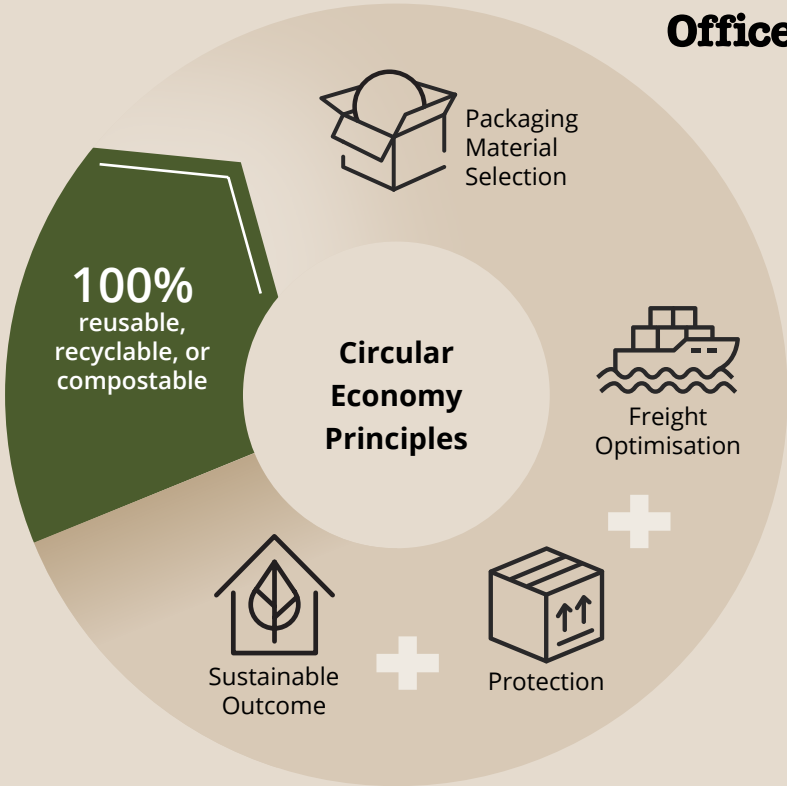


**OUR ACTION**

**Sustainable Packaging Guidelines**

OfficeMax’s Responsible Supplier Code requires our OfficeMax brand suppliers to align their product packaging to our [Sustainable Packaging Guidelines](#), which were launched with our suppliers alongside the Code this year. The guidelines were developed to support the journey of transitioning to more circular processes by maximising the ongoing value of materials within our products and their packaging, and eliminating or minimising waste where possible through our supply chain and for the end-users of our sold products. Our Sustainable Packaging Guidelines outline practical packaging solutions

for our suppliers in their journey to progress a circular economy, including optimising packaging for efficient freighting, reducing source materials, designing out waste, material selection, and appropriate labelling. While the Guidelines are intended to support all our suppliers, they are not a qualifying criterion for supply. In line with the Standard requirements of the Responsible Supplier Code, only OfficeMax brand suppliers are required to demonstrate that their product packaging is reusable, recyclable, or compostable by 2025.



**Responsible Supplier Code & Sustainable Packaging Guidelines Timelines**

July 2023 – July 2024	July 2024 – July 2025	July 2025 – July 2026
<ul style="list-style-type: none"> <li>Suppliers to read and understand Responsible Supplier Code and Sustainable Packaging Guidelines</li> <li>All suppliers should prepare to meet the Standard requirements at a minimum</li> <li>OfficeMax brand suppliers should prepare to meet Standard PLUS requirements level</li> </ul>	<ul style="list-style-type: none"> <li>Suppliers will be required to sign and return the Responsible Supplier Code attestation form and initialised pages in order to demonstrate that the Standard requirements have been met at a minimum</li> <li>OfficeMax will communicate an assessment and audit programme to all suppliers</li> <li>OfficeMax brand suppliers will be audited against the Standard PLUS requirement</li> </ul>	<ul style="list-style-type: none"> <li>The audit and assessment implementation programme will continue as set out in Year 2</li> </ul>

## OUR ACTION

### Enabling sustainable purchasing decisions

OfficeMax is proud to be one of the largest importers and distributors of workplace supplies in New Zealand. This market positioning significantly enables us to support and enable the purchasing decisions of customers seeking to purchase products with a lower environmental impact, or with sustainability-related credentials at a competitive price.

### Understanding barriers to sustainability

We conducted a survey amongst our customers to understand their barriers and enablers to support sustainable purchasing. Our research found that switching up reoccurring purchases and driving awareness of sustainability goals through organisations might unlock growth in sustainable decision-making.

While 42% of survey respondents were happy to pay more for environmentally responsible products, a value-action gap persists, and this is not always translating into changing purchasing decisions. Additionally, the results indicated that over one third of those responsible for purchasing supplies for

their workplace are not aware of their organisation's sustainability strategy or goals. With 72% of respondents indicating that they order the same goods repeatedly, this suggests that making a conscious effort to review purchasing behaviours on a regular basis and sustainability education in businesses can go a long way.

### Reporting for customers

OfficeMax is proud to support our customers in their own sustainability journey. This includes providing Toitū certified carbon compatible freight reports to our customers. These reports enable customers to understand the GHG emissions associated with the freighting of the products they purchase from us, and can be used in an ISO 14064-1:2018 GHG emissions inventory.

In 2024, we will be continuing to grow our customer reporting capabilities, allowing our customers to get a greater understanding of their purchasing.

### EcoMax

EcoMax is our product range which has a lower environmental impact compared to alternatives, or that provide wider benefits for people and sustainable development. Our EcoMax range seeks to make shopping sustainably easier by allowing customers to sort by different and multiple sustainability attributes that meet their specific requirements.

This year we have continued to refine our EcoMax offering, checking all product and supplier credentials are up to date and align with best practice sustainability standards and certifications. This requires engaging with suppliers and to check all information remains accurate, and any product certifications have been retained for the period under review.



**153**  
**FREIGHT EMISSIONS**  
**REPORTS PROVIDED TO**  
**OFFICEMAX CUSTOMERS**  
**IN 2023**

**ecoMax**<sup>®</sup>  
 sourced with care by **OfficeMax**

## OUR ACTION

# Connecting with our suppliers

After a four-year hiatus, we were excited to bring back and transform our Re-think Supplier Expo in 2023.

Over 250 of our team and 36 suppliers descended on Claudelands Event Centre in Hamilton for the two-day event, with the purpose to facilitate introductions and develop relationships between key OfficeMax people, from our Executive Leadership Team to our Account Managers, and our suppliers

and their representatives. Following pandemic-related disruptions, the event provided the perfect opportunity to reconnect with our suppliers, share and discuss challenges, and develop new opportunities in a rapidly changing world.

The event concluded with our Gala Awards Dinner to celebrate the successes of our suppliers. For the



first time, we introduced our Sustainability Leader Award which recognises the supplier who has made significant strides towards implementing sustainable packaging initiatives, has a strong commitment to carbon reduction and a deep sense

of social responsibility for New Zealand communities and other sustainable outcomes. We received some strong submissions for the award and selecting the winner was difficult but was ultimately awarded to Essity Australasia. Cottonsoft took out the awards for Everyday Operational Excellence and Inspirational and Innovative Exhibitor Stand, and Fresh Office was named Supplier of the Year.



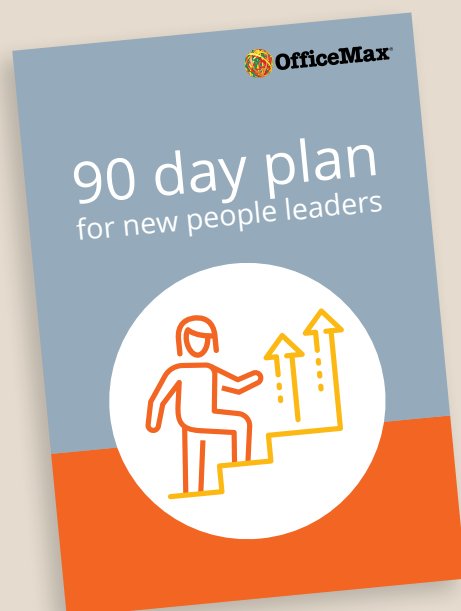
Sustainability Award Essity Australasia

**OUR ACTION**

## Empowering the future of work

### New people leaders

We designed a new self-directed 90-day induction programme to help new people leaders navigate OfficeMax, ease their transition, and quickly build relationships, knowledge, and capability that they need to be successful in their roles.



### Learning and Development Strategy

We developed a three-year strategy aimed at improving both organisational and individual capability, enabling us to operate more effectively and efficiently and accelerate our success. This capability development framework includes a suite of learning programmes to support building our team members' commercial, technical and leadership skills.

### Launch of atom, our new employee intranet

In September we launched our new intranet site. The name, 'atom', is an acronym for 'All Things OfficeMax'. The aim of the site is to share important information and enable team members to quickly and easily find relevant and up-to-date content.



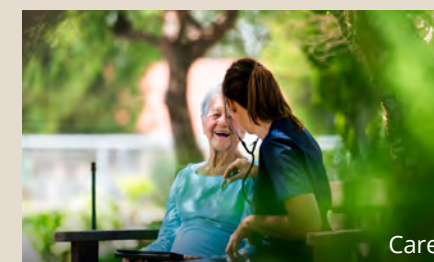
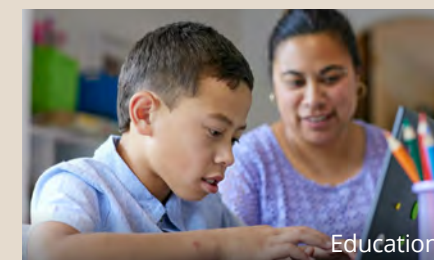
### Evolving our sales approach

As part of our Strategic Capability Planning programme, we have been transforming our operating model to ensure we have the right systems, processes, and skills in place to enable continued success into the future. This has included changing our approach to sales and customer support.

This enables our sales teams to spend more time with customers. Our account managers are now aligned across four different sectors: Education; Services; Trade & Industry; and Care. They are now able to develop into true industry experts providing targeted and proven solutions, while delivering on our vision to empower sustainable and successful workplaces.

This change included the design of a new Sales Operations function focused on maximising customer support and enhancing our processes.

OfficeMax has shifted from being a predominantly office-based products business, to an organisation offering all kinds of workplace solutions to customers.



**SUMMARY****Our results**

MEASURE	2023	2022	2021	2020
<b>CUSTOMERS</b>				
Number of customers	34,000+	34,000	33,000+	30,000+
Net Promoter Score	57	50	50	48
Customer retention	94%	94%	90%	98%*
<b>PRODUCTS</b>				
Number of product choices	37,000+	33,996	34,841	25,711
Number of OfficeMax brand products	2,697	3,006	3,461	3,179
<b>SUPPLIERS</b>				
Number of suppliers	531	610	586	626
Number of supplier audits completed	70	47	55	66
<b>TALENT DEVELOPMENT</b>				
Turnover rate	21%	35.2%	17.3%	28.5%
Average hours of training per employee	20	18.5	-	-
% of employees who received regular performance and career development reviews	90%	70%	-	-
Employee engagement score	66%	59%**	-	-

\* July to December 2020 only.

\*\* Restated in 2023.

STRATEGIC PILLAR

# Drive a low carbon, circular economy










OUR ASPIRATION

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



**OUR PROGRESS****GOAL - Improve the environment through our value chain**

OUTCOME - Create a positive environmental impact for everyone across OfficeMax's value chain

INITIATIVES	OBJECTIVES	PROGRESS	COMMENTARY
<b>Manage our operational environmental footprint and emissions</b>	Begin transitioning our vehicle fleet to low-emissions vehicles.		Vehicle fleet transition began in late 2023 and will be completed in 2024. See page 36.
	Review tactical initiatives and develop GHG emissions reduction plan.		We will develop an emissions reduction plan and re-set our science-aligned reduction target(s) in 2024.
	Onboard our new GHG emissions measurement platform ESP Bravegen.		OfficeMax has onboarded ESP Bravegen to measure and manage its GHG emissions.
	Review our science-aligned GHG emissions reduction target.		Not completed due to time needed to complete third-party verification of our 2022 GHG emissions inventory. We will review our GHG emissions reduction targets in 2024.
	Undertake Life Cycle Analysis review of our carbon neutral paper.		Life Cycle Analysis of our carbon neutral paper review is underway and will be completed in 2024.
<b>Optimise last mile freight efficiency</b>	Engage with our freight suppliers to understand GHG emissions.		Engaged with our freight suppliers NZ Post, Mainfreight, and Mondiale to understand our Scope 3 GHG emissions associated with freight. See pages 33 - 34.
	Report GHG emissions associated with downstream freight.		Our 2023 GHG emissions inventory includes all downstream freight for the first time. See pages 33 - 34.
<b>Certifications</b>	Undertake our ISO 14001 re-certification.		ISO 14001 re-certification achieved.
	Undertake FSC® and PEFC re-certifications.		FSC® and PEFC re-certifications achieved.



**KEY**  Completed  Partially completed/Ongoing  Not completed


## OUR PROGRESS

INITIATIVES	OBJECTIVES	PROGRESS	COMMENTARY
<b>Work with our partners on product stewardship programme</b>	Review collaborative opportunities for product stewardship programmes.		Investigated a new, innovative battery recycling programme for implementation in 2024.
	Implement new product stewardship programme.		No new product stewardship programmes were established in 2023.
<b>Environmental management system</b>	Integrate our environmental management system and processes into our new software platform Donesafe.		OfficeMax's environmental management system has been partially integrated into Donesafe in 2023. This process will continue in 2024.
	Design climate risk framework.		Our physical climate risks will be identified and assessed in 2024.

## GOAL - Support local solutions

OUTCOME - Increase the local supply and innovation of low carbon, circular solutions

INITIATIVES	OBJECTIVES	PROGRESS	COMMENTARY
<b>Identify new local suppliers and service partners</b>	Develop programme to support an inclusive supply chain and increase local suppliers.		No formal programme completed.
	Continue to engage with industry groups and partners on local opportunities.		Continued to engage with our partners to support the supply of Māori and Pasifika owned businesses and social enterprises. Onboarded one new Māori-owned product supplier.

**KEY**  Completed  Partially completed/Ongoing  Not completed



## OUR ACTION

# Climate change

## Greenhouse gas emissions

The following table details OfficeMax's Scope 1, 2, 3 greenhouse gas (GHG) emissions inventory for the period 1 January 2023 – 31 December 2023.

This inventory has been prepared in accordance with ISO 14064-1:2018 and The Greenhouse Gas Protocol Corporate Accounting Standard.

All figures are presented as gross tonnes of carbon dioxide equivalents (tCO<sub>2</sub>e). Scope 2 GHG emissions are reported as location-based only.

GHG emissions are presented as Scopes 1, 2, and 3, and as Categories as per ISO 14064-1:2018 in the following table. For ease of comprehension for readers of this report, we have chosen to reference Scopes throughout this report.

### REDUCTION IN OUR ABSOLUTE SCOPE 1 & 2 GHG EMISSIONS

**20%**  
(2023 vs 2022)

SCOPE	ISO CATEGORY	EMISSION SOURCE	GHG EMISSIONS (tCO <sub>2</sub> e)			
			2023*	2022**		
Scope 1	1 – Direct emissions	Fuel combustion from company vehicles	325	380		
		Natural gas	4	4		
		Stationary diesel combustion	N/A	<1		
		Refrigerant losses	0	0		
		<b>Total Scope 1</b>	<b>329</b>	<b>384</b>		
Scope 2	2 – Indirect emissions from imported energy	Purchased electricity	116	170		
		Estimated electricity from additional leased sites	2	3		
		Electric vehicle charging	<1	N/A		
		<b>Total Scope 2</b>	<b>118</b>	<b>174</b>		
<b>TOTAL SCOPE 1 + 2</b>			<b>447</b>	<b>557</b>		
Scope 3	3 – Indirect emissions from transportation	Air travel	218	153		
		Accommodation nights	11	7		
		Rental cars	4	4		
		Taxis and ubers	<1	N/A		
		Downstream freight	1,547	1,611		
		Upstream freight (controlled only)	1,700	1,924		
		Employee commuting	536	536		
		Employees working from home	14	14		
		4 – Indirect emissions from products used	4 – Indirect emissions from products used	Transmission and distribution losses – Electricity	13	16
				Transmission and distribution losses – Natural gas	<1	<1
Fuel well-to-tank	77			89		
Waste to landfill	29			25		
Composted waste	3			3		
Recycled waste	12			11		
Waste wood	<1			<1		
Water use	<1			<1		
Wastewater	<1			<1		
<b>Total Scope 3</b>	<b>4,166</b>			<b>4,394</b>		
<b>TOTAL GROSS GHG EMISSIONS</b>			<b>4,613</b>	<b>4,951</b>		

\* Independently verified by a third-party in accordance with ISO 14064-3:2019. Reasonable assurance has been provided over Categories 1 and 2 and limited assurance has been provided over Categories 3 and 4.

\*\* Restated in 2023 following independent third-party verification in accordance with ISO 14064-3:2019. Reasonable assurance has been provided over Categories 1 and 2 and limited assurance has been provided over Categories 3 and 4. N/A: Not measured in reporting year.

Figures may not add up due to rounding.

## OUR ACTION

### Boundaries

OfficeMax applies an operational control consolidation approach in the preparation of its greenhouse gas inventory. Organisational boundaries were set with reference to the methodology described in The Greenhouse Gas Protocol Corporate Accounting Standard and ISO 14064-1:2018. Under this approach, OfficeMax New Zealand Limited measures its GHG emissions that it has operational control of. No business units have been excluded from this inventory.

### Emission source exclusions

The following emission sources have been omitted from the inventory.

- Purchased goods – Inability to source complete and accurate activity data
- End-of-life of sold products - Inability to source complete and accurate activity data
- Use stage of sold products – Inability to source complete and accurate activity data
- Upstream freight (uncontrolled) - Inability to source complete and accurate activity data
- Stationary diesel to support electricity resilience - *De minimis*

### Calculations

OfficeMax utilises ESP Bravegen to calculate its GHG emissions. A calculation methodology has been used for quantifying its GHG emissions based on the following approach:

GHG emissions = activity x emission factor.

In some instances, supplier specific data has been used and an emission factor has not been applied.

GHG emissions were calculated using emission factors sourced from the New Zealand Ministry for the Environment 2023 Guide and UK DEFRA/DESNZ 2023.

All activity data is reliant upon supplier invoices and reporting being accurate and complete. Activity data calculations have varying degrees of uncertainty. Water and wastewater emission sources only include activity relating to OfficeMax's Auckland Highbrook site.

### Performance

Our measured Scope 1 and 2 (location-based) GHG emissions were 447 tCO<sub>2</sub>e in 2023. This is a decrease of 110 tCO<sub>2</sub>e, or 20%, on 2022.

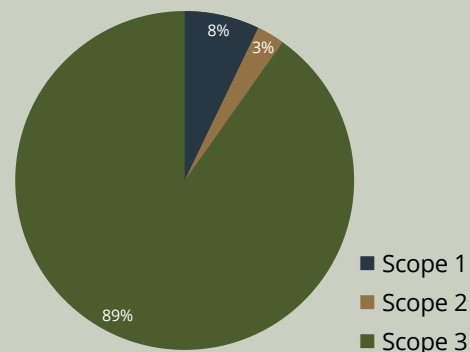
Our total measured Scope 1, 2 (location-based), and 3 GHG emissions were 4,613 tCO<sub>2</sub>e, a 339 tCO<sub>2</sub>e, or 7% decrease on 2022.

Reduction in our Scope 1 GHG emissions can largely be attributed to an overall reduction in vehicle fuel combustion as result of our fleet transition programme, discussed further on page 36.

Reduction in our Scope 2 (location-based) GHG emissions can be attributed to a decrease in the New Zealand electricity grid emissions factor.

Reduction in our Scope 3 GHG emissions can largely be attributed to a reduction in upstream air freight and well-to-tank GHG emissions associated with vehicle fleet fuel.

2023 GHG emissions breakdown by Scope



## OUR ACTION

### GHG emissions reduction targets

OfficeMax achieved its first GHG emissions reduction target of a 25% absolute reduction in Scope 1 and 2 (location-based) GHG emissions on a 2019 baseline, in-line with a 1.5-degree warming pathway in 2021. Since 2019, OfficeMax has achieved a 58% reduction in Scope 1 and 2 (location based) GHG emissions.

In 2024, we will set new near-term GHG emissions reduction target(s) in-line with the Science Based Targets initiative. Originally planned for 2023, resetting our targets has been delayed to 2024 to allow for the third-party verification of our 2022 GHG emissions inventory.

### Climate-related risks and opportunities

In 2024, OfficeMax will also begin to understand its climate change risks and opportunities. This will begin by designing an assessment approach, using the Aotearoa New Zealand Climate Standards and equivalent international standards such as the International Sustainability Standards Board as a guideline. Identification

of these risks will inform our environmental management system and our enterprise risk management approach.

### Nature-related risks and opportunities

There is growing recognition that organisations have a duty to manage nature-related risks as the threats to nature (including biodiversity loss) grow in importance and concern.

Managing and reporting nature-related risks is a new frontier for most businesses, including OfficeMax. We have been following developments in global nature reporting frameworks, including the recommendations of the Taskforce on Nature-related Financial Disclosures, and understanding the impacts of these on our business and how they align with our existing environmental management processes.

OfficeMax supports responsible forestry practices, holding Forest Stewardship Council® Chain of Custody and Programme for the Endorsement of Forest Certification Chain of Custody certifications.



### Renewable energy

In 2020, OfficeMax installed solar panels on our Auckland Highbrook Distribution Centre. Across 2023, solar has generated 310 MWh of electricity which primarily powers OfficeMax's own operations, with the residual electricity sold back to the national grid during low demand.

This year our solar array generated an average of 19% of the site's annual electricity, and 15% of OfficeMax's total electricity company wide. This is equivalent to approximately 21 tCO<sub>2</sub>e of avoided GHG emissions.

In 2024 we will investigate new solar installation opportunities, particularly for our Christchurch Distribution Centre.



## OUR ACTION

### Transitioning our fleet

In our 2022 Sustainability Report we discussed our proposed vehicle fleet transition programme designed with Fleet Partners, for implementation in late 2023. This programme included a three-pronged approach, including phasing in EVs, replacing petrol vehicles with hybrid models, and reducing our fleet size. Since announcing the programme, we have replaced nearly all of our conventional fleet of 105 ICE vehicles with 102 hybrid and electric vehicles, including:

- 16 full electric Hyundai Kona EVs
- 6 Toyota Corolla Hatch HEVs
- 80 Toyota RAV 4 HEV GXs

While we initially anticipated transitioning to only 95 vehicles, this has since increased to 102 through an additional seven Toyota RAV 4 HEV GXs.

To support our new fleet, we have doubled our car charging capacity at our Highbrook site. To assist with the change, those who transitioned to EVs have also had home chargers installed at their homes. These charging units contain RFID technology to allow drivers to track their individual

power consumption so they can be reimbursed appropriately by OfficeMax. So far, we can report that the process for reimbursing fuel and electricity costs has been relatively seamless. Concerns about range anxiety have also been eased as more of our people have gone out on the road and are becoming familiar with the experience of driving a low-emissions vehicle.

As the transition began late in the year, we are still understanding the direct impact of this on our Scope 1 GHG emissions from vehicle fleet fuel consumption. Modelling conducted in the transition programme design phase found that this will reduce GHG emissions by approximately 185 tCO<sub>2</sub>e.

The full fleet transition will be completed in early 2024.



## OUR NEW FLEET

### FULL ELECTRIC HYUNDAI KONA EV



16  
EV'S

### TOYOTA RAV 4 HEV GX



80  
HEV'S

### TOYOTA COROLLA HATCH HEV



6  
HEV'S

**OUR ACTION**

**East Tāmaki Sustainable Transport Forum**

GHG emissions from employee commuting represents a significant proportion of our Scope 3 inventory, largely due to the number of team members who travel to work using private vehicles. To identify potential transport alternatives for our employees in Auckland, and to reduce our GHG emissions from employee commuting, we are an active participant in the East Tāmaki Sustainable Transport Forum, a working group that includes Auckland Transport, Business East Tāmaki, the Ōtara-Papatoetoe Local Board, the Eastern Busway Alliance, and a selection of other Highbrook businesses.

This year, the East Tāmaki Sustainable Transport Forum conducted a survey amongst workers in the Highbrook area to understand current transport behaviours, the barriers and enablers to sustainable transport modes, and potential solutions. Over 140 OfficeMax team members responded to the survey, the second highest response rate from any organisation. Through this survey, we found that most of our Highbrook team members commute using their personal vehicle because they believe it is the fastest, most convenient, and flexible option for them, but many felt it was not an ideal long-term solution.

OfficeMax used these results to communicate the impact of travel choices to our Highbrook team members, and the work we will continue to engage in with the East Tāmaki Sustainable Transport Forum to identify solutions that promote more sustainable transport options in the area. The results have also been used to inform our GHG emissions calculations from employee commuting.



**SURVEY RESULTS - HOW DID WE GET TO WORK TODAY?**

Car, petrol	82%	
Car, diesel	5%	
Car, EV	2%	
Car, hybrid	4%	
Bus	3%	
Bike	1%	
Rail	1%	
Sharing a car, rideshare	0%	
Walk	0%	
Motorbike	1%	
Taxi	1%	

## OUR ACTION

### Improving our delivery packaging

As one of the largest workplace supplies distributors in New Zealand, we send thousands of packages every day across the country. Over the last few years, we have been working to optimise and improve our packaging, knowing this is of growing concern to our customers. So far, our largest Distribution Centre in Auckland has introduced two new boxing machines that fold our delivery boxes to the size of the order and have removed all plastic void filling to reduce packaging waste. To ensure products arrive safely and undamaged at our customers doorstep, we have also introduced cardboard shredders at both our Auckland and Christchurch Distribution Centres for any internal cardboard waste to be used as void fill, should it be needed.

This year we have continued our efforts by removing the need for 'THIS WAY UP' stickers on our delivery boxes



by printing this on our boxes directly. We estimate that this will avoid 350kg of stickers used in a single year. Additionally, from December we began removing nearly all plastic packing slip labelopes from OfficeMax delivery boxes, reducing plastic waste for the end-user and making disposal of each box easier by reducing waste stream separation burdens. We estimate that removing these labelopes will avoid 910kg of plastic over 2024.

### Environmental management

OfficeMax's environmental management system has been ISO 14001 certified since 2012. This system ensures that our environmental management processes are aligned

with best practice approaches to prevent and mitigate adverse environmental impacts and improve our environmental performance.



## OUR ACTION

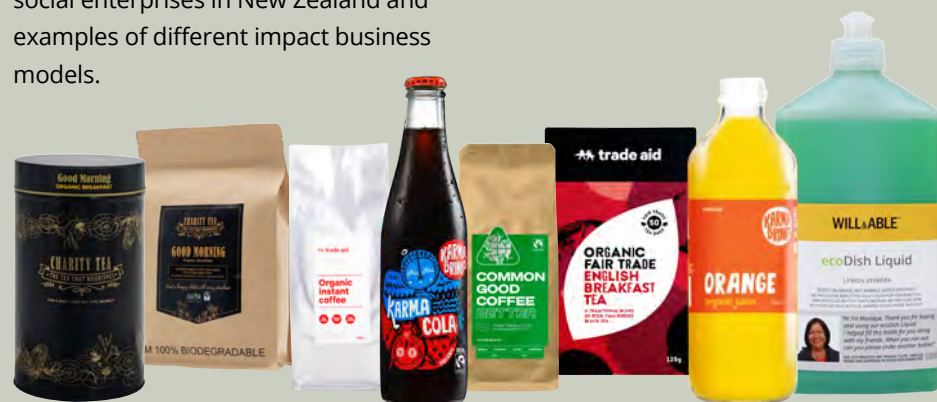
# Working for a fairer world

## Social enterprises

Social enterprises are purpose-driven organisations that operate to deliver positive social, cultural and/or environmental impact. We have continued our focus on increasing the supply of products from social enterprises through our Ākina Impact Buyer Membership. Ākina is an impact development consultancy that provides tools and resources to support social procurement. This membership allows us to connect with other suppliers and access Ākina's directory of certified Impact Suppliers. Additionally, we can use this membership to grow our awareness and understanding of social enterprises in New Zealand and examples of different impact business models.

This year we have also been focusing on increasing sales from social enterprises through the development of targeted marketing materials. These materials sought to shine light on the social enterprise products we stock and the work they do to make a positive social and environmental impact. Our Showroom's also now feature a new stand highlighting some of the social enterprises and Māori owned businesses and products we supply.

In 2023, our social enterprise suppliers have grown 119% in value sales versus the previous year, and certified Ākina Impact suppliers have grown 212% in value sales versus the previous year.



## Māori and Pasifika owned businesses

OfficeMax has continued to work and engage with Amotai across the year, a membership-based organisation that seeks to deliver sustainable outcomes for Māori and Pasifika by acting as an intermediary between Māori and Pasifika-owned businesses and potential buyers of their goods and services.



We have been leveraging this membership to identify new potential Māori and Pasifika suppliers.

Through engagement with Amotai, OfficeMax has onboarded one new Māori-owned product supplier this year, Foundation Coffee, who provide hot beverage solutions to organisations.

# Local product solutions

At OfficeMax we feel strongly about supporting local businesses and the communities they operate in. We know that procuring from local suppliers is one of the largest positive social and economic impacts that we can have as this supports local economic development and prosperity.

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

In 2023, 92.2% of our suppliers are New Zealand based\*. This is up from 91% in 2022.

*\* Total purchasing in foreign currency converted in NZD / Total purchasing in NZD. This includes NZ based manufacturers, assemblers and distributors of products made overseas.*

**SUMMARY****Our results**

MEASURE	2023	2022	2021	2020	2019
<b>GHG EMISSIONS</b>					
Scope 1 (tCO <sub>2</sub> e)	329*	384**	460	634	752
Scope 2 (tCO <sub>2</sub> e)	118*	173**	173	285	312
Scope 3 (tCO <sub>2</sub> e)	4,166*	4,394**	1,253	204	234
<b>ENERGY</b>					
Average % of OfficeMax's Auckland Highbrook site electricity needs generated by solar array	19%	21%	18%	20%	-
<b>WASTE</b>					
Furniture & unsaleable stock diverted from landfill (kg)	33,741	47,461	88,000	45,000	-
Recycled waste (kg)	569,740	528,253***	-	-	-
Composted waste (kg)	14,980	19,427***	-	-	-
Waste to landfill (kg)	125,227	121,853***	-	-	-
% of waste diverted from landfill	83%	83%	-	-	-
<b>LOCAL SOLUTIONS</b>					
% of products sourced from local New Zealand businesses****	92.2%	91%	92%	91%	-

\* Independently verified by a third-party in accordance with ISO 14064-3:2019. Reasonable assurance has been provided over categories 1 and 2 and limited assurance has been provided over categories 3 and 4.

\*\* Restated in 2023 following independent third-party verification in accordance with ISO 14064-3:2019. Reasonable assurance has been provided over categories 1 and 2 and limited assurance has been provided over categories 3 and 4.

\*\*\* Restated in 2023.

\*\*\*\* Total purchasing in foreign currency converted in NZD / Total purchasing in NZD. Includes NZ based manufacturers, assemblers and distributors of products made overseas.



## Material topics

As defined by the Global Reporting Initiative, OfficeMax's material topics are those that represent our most significant actual and potential, positive, and negative, impacts on the economy, environment, and people, including impacts on their human rights.

OfficeMax undertook its last full materiality assessment in 2020, which was informally reviewed in 2022. Through this process, OfficeMax identified its material topics through engagement with our key internal and external stakeholders across our value chain through interviews, surveys, and workshops. Topics were identified as 'Highly material', 'Material', and 'Relevant'.

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

Responsibility for managing our impacts is detailed in our sustainability governance structure outlined on page 7. Our 2025 Sustainability Strategy is our vision and strategy to manage and respond to the impacts and deliver value creation.

OfficeMax has defined the threshold for reporting as topics that are identified as 'Highly material'. Topics identified as 'Material' and 'Relevant' have not been included in reporting.



HIGHLY MATERIAL TOPICS	IMPACTS ON THE ECONOMY, ENVIRONMENT, AND PEOPLE	MANAGEMENT OF IMPACTS
<b>Customer experience</b>	As a retailer with over 34,000+ account customers, providing an outstanding customer experience is central to everything that OfficeMax does, and positively contributes to our wider economic impact in New Zealand.	<ul style="list-style-type: none"> <li>• We strive to provide an outstanding customer experience by delivering on our Sustainability Strategy and vision to empower sustainable and successful workplaces.</li> <li>• As part of our Strategic Capability Planning programme, our new Sales team structure is focused on delivering a solutions-focused customer experience. See page 28.</li> </ul>
<b>Ethical supply chain</b>	<p>With a wide range of products available to our customers, OfficeMax may have risks of negative impacts across our supply chain, including on the environment and on people and their human rights.</p> <p>OfficeMax also seeks to have positive impacts on the environment and people across our supply chain through our strategic sourcing decisions.</p>	<ul style="list-style-type: none"> <li>• We have a robust supplier screening and audit process in place for OfficeMax own-brand products. In 2023, 70 of our medium risk OfficeMax own-brand suppliers have been audited against social and environmental criteria. One instance of non-compliance was observed and remediated. See page 23.</li> <li>• Launched our Responsible Supplier Code and Sustainable Packaging Guidelines to ensure our suppliers uphold robust sustainability standards. See pages 24 - 25.</li> <li>• OfficeMax holds Forest Stewardship Council (FSC®) Chain of Custody and Programme for the Endorsement of Forest Certification (PEFC) Chain of Custody certifications.</li> </ul>
<b>Credibility and trust</b>	Maintaining credibility and trust is paramount to the success of OfficeMax. Erosion of credibility and trust could negatively impact our reputation and have wider impacts on our people.	<ul style="list-style-type: none"> <li>• We publish annual Sustainability Reports and have done so since 2017. These reports are made with reference to the Global Reporting Initiative, a globally recognised and robust sustainability reporting standard.</li> <li>• OfficeMax regularly engages with its internal and external stakeholders to understand the issues that are important to the business and the wider impacts it has on the economy, environment, and people.</li> </ul>
<b>Reducing emissions from business operations</b>	We produce greenhouse gas emissions that contribute to climate change, which has far-reaching negative impacts across the environment, society, and people.	<ul style="list-style-type: none"> <li>• OfficeMax measures and publicly reports its Scope 1, 2 and 3 GHG emissions in line with ISO 14064-1:2018.</li> <li>• Began our fleet transition program to reduce our Scope 1 GHG emissions in late 2023. See page 36.</li> <li>• We have achieved an overall reduction in our absolute Scope 1 &amp; 2 GHG emissions of 20% since 2022, and 58% since our 2019 base year.</li> </ul>

HIGHLY MATERIAL TOPICS	IMPACTS ON THE ECONOMY, ENVIRONMENT, AND PEOPLE	MANAGEMENT OF IMPACTS
<b>Product stewardship</b>	Our products may have negative impacts on people and the environment across their lifecycle. We also produce waste-to-landfill and harmful gases through our operational practices, which negatively impact the environment and wider society.	<ul style="list-style-type: none"> <li>• OfficeMax has been ISO 14001 certified for 12 years, which recognises our robust environmental management system, including this impact of our products.</li> <li>• OfficeMax has a strong focus on waste reduction and has diverted 627,391 kg of waste and old stock donated to OfficeMax's partners and other organisations in 2023. This equates to 83% of total waste diverted.</li> <li>• Improved our transport packaging to reduce waste for our customers. See page 38.</li> </ul>
<b>Health, safety, and wellbeing</b>	OfficeMax has a large focus on supporting and maintaining the health, safety, and wellbeing of our people. We recognise that a healthy, safe, and well workforce contributes to greater business success and a great company culture. If not managed well, this will result in negative impacts on our people.	<ul style="list-style-type: none"> <li>• Elected 25 Health and Safety Representatives, who play a critical role in our health and safety management system.</li> <li>• ELT and other people leaders conducted 452 safety interactions across the year.</li> <li>• Identified OfficeMax's top 10 critical health and safety risks.</li> <li>• Implemented our new health, safety, and environmental management software tool.</li> <li>• Launched a new Mental Health Strategy.</li> </ul>
<b>Digital and technology capability</b>	Growing our digital and technology capability allows us to positively serve our diverse range of customers and makes access to our products and services easier.	<ul style="list-style-type: none"> <li>• Implemented our new health, safety, and environmental management software tool.</li> <li>• Implemented our new GHG emissions measurement tool ESP Bravegen.</li> <li>• Launched our new online order tracking dashboard for our customers, and made improvements to our website.</li> <li>• Introduced a new AI Usage Policy to ensure the responsible use of AI, protect information and privacy, and manage risks.</li> </ul>

**Statement of use** OfficeMax has reported the information cited in this GRI content index for the period 1 January 2023 to 31 December 2023 with reference to the GRI Standards.

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

GRI Standard	Disclosure	Description	Page	Notes
GRI 2: General Disclosures 2021	2-1	Organisational details	3	
	2-2	Entities included in the organisation's sustainability reporting	3	
	2-3	Reporting period, frequency and contact point	3, 50	
	2-4	Restatements of information	18, 29, 33, 40	The following information has been restated in the 2023 reporting year:  2022 GHG emissions inventory - Emissions figures have been updated following third-party verification  2022 Engagement score - Score has been updated to allow for meaningful comparisons with 2023  2022 Waste to landfill (kg) - Updated following third-party verification of the 2022 GHG emissions inventory  2022 Composted waste (kg) - Updated following third-party verification of the 2022 GHG emissions inventory  2022 Recycled waste (kg) - Updated following third-party verification of the 2022 GHG emissions inventory
	2-5	External assurance	33	This report has not been externally assured. The 2022 and 2023 GHG emissions inventories have received third-party verification in accordance with ISO 14064-3:2019. Reasonable assurance has been provided over Categories 1 and 2 and limited assurance has been provided over Categories 3 and 4.
	2-6	Activities, value chain and other business relationships	3, 6, 22	No significant changes in sectors in which OfficeMax is active or our value chain compared to the previous reporting period.

GRI Standard	Disclosure	Description	Page	Notes
	2-7	Employees		<p>Total number of employees by gender: Gender: Female = 298, Male = 203. Total = 501</p> <p>Total number of permanent employees by gender: Gender: Female = 297, Male = 202. Total = 499</p> <p>Total number of full-time employees by gender: Gender: Female = 276, Male = 199. Total = 475</p> <p>Total number of part-time employees by gender: Gender: Female = 21, Male = 4. Total = 25</p> <p>Total FTE = 493</p> <p>Data has been retrieved from OfficeMax's internal systems. Data by region not included. No significant fluctuations in employee numbers have been observed between reporting periods.</p>
	2-8	Workers who are not employees		<p>Total number of temporary workers: 83</p> <p>Temporary workers primarily work in OfficeMax Distribution Centres and are employed by other organisations.</p>
	2-9	Governance structure and composition		OfficeMax New Zealand does not have a Board of Directors. The Executive Leadership Team forms the highest governance body of the organisation. The Managing Director sits on the Executive Leadership Team and oversees OfficeMax's Sustainability Strategy and sustainability impacts.
	2-13	Delegation of responsibility for managing impacts	7	
	2-14	Role of the highest governance body in sustainability reporting		OfficeMax's Managing Director and Sustainability Governance Group are responsible for reviewing and approving the reported information and the organisation's material topics.
	2-18	Evaluation of the performance of the highest governance body		OfficeMax's Executive Leadership Team receive an annual performance review and are rated accordingly. The Managing Director assesses the Executive Leadership Team, and the CEO WINC assesses the Managing Director.
	2-19	Remuneration policies		OfficeMax's Executive Leadership Team remuneration is based on fixed pay and variable, short-term incentive pay (STIP). Variable percentage varies from role to role (20% - 50%). Remuneration and STIP depend on performance against KPIs and OfficeMax Behaviours.

GRI Standard	Disclosure	Description	Page	Notes
	2-20	Process to determine remuneration		Remuneration policies are based on four key remuneration principles i.e. individual performance, internal relativity, comparable market data, and affordability. OfficeMax works with external consultants to determine remuneration policies.
	2-22	Statement on sustainable development strategy	8, 10 - 11, 20 - 21, 31 - 32	Forward looking Sustainability Strategy initiatives have not been reported.
	2-23	Policy commitments		Our Sustainability Policy sets out OfficeMax's approach to understanding and managing our environmental, social and governance (ESG) risks and opportunities.
	2-24	Embedding policy commitments		Responsibility for governance and reporting of OfficeMax's Sustainability Policy rests with the Managing Director. Management teams and the Sustainability Governance Group have responsibility for the day-to-day management of the organisation's sustainability strategy.
	2-27	Compliance with laws and regulations		0 instances of non-compliance with laws and regulations have occurred in the reporting period.
	2-28	Membership associations	3	
	2-29	Approach to stakeholder engagement	41	
	2-30	Collective bargaining agreements		Percentage of total employees covered by collective bargaining agreements is 26%. All other employees are on individual employment agreements.
GRI 3: Material Topics 2021	3-1	Process to determine material topics	41	
	3-2	List of material topics	42 - 43	
	3-3	Management of material topics	8 - 43	
GRI 204: Procurement Practices 2016	204-1	Proportion of spending on local suppliers	39 - 40	
GRI 305: Emissions 2016	305-1	Direct (Scope 1) GHG emissions	33 - 35	
	305-2	Energy indirect (Scope 2) GHG emissions	33 - 35	
	305-3	Other indirect (Scope 3) GHG emissions	33 - 35	
	305-5	Reduction of GHG emissions	5, 33 - 35, 42	

GRI Standard	Disclosure	Description	Page	Notes
GRI 306: Waste 2020	306-1	Waste generation and significant waste-related impacts		Waste is generated from OfficeMax's own activities and upstream and downstream in the organisation's value chain.
	306-2	Management of significant waste-related impacts		Waste data is collected from OfficeMax's suppliers and partners and managed internally. Our <a href="#">Responsible Supplier Code</a> and <a href="#">Sustainable Packaging Guidelines</a> are our primary documents that seek to promote circular practices and prevent waste generation across our value chain.
	306-3	Waste generated	5, 17 - 18, 33, 40, 43	Total waste includes waste to landfill, composted waste, recycled waste, waste wood, and old stock donated to OfficeMax's partners and other organisations.
	306-4	Waste diverted from disposal	5, 17 - 18, 33, 40, 43	Waste diverted from landfill includes composted waste, recycled waste, waste wood, and old stock donated to OfficeMax's partners and other organisations.
	306-5	Waste directed to disposal	33, 40	Waste directed to landfill is collected by a third-party waste provider.
GRI 308: Supplier Environmental Assessment 2016	308-1	New suppliers that were screened using environmental criteria	22 - 25, 29, 42	OfficeMax's supplier compliance audit process and Responsible Supplier Code are the organisation's primary measures to assess the impacts of our suppliers and supply chain. Supplier compliance audits have been undertaken for both new and existing suppliers.
GRI 401: Employment 2016	401-1	New employee hires and employee turnover		Female = 70, Male = 29
				Employee turnover rate: 21%
		Data has been retrieved from OfficeMax's internal systems. Data by region not included.		
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees			<p>Parental leave: permanent full time and part time as per New Zealand legislation.</p> <p>Funeral benefit: permanent full-time employees (and part time if minimum 15 hours per week)</p> <p>Discounted OfficeMax products: permanent employees</p> <p>Health insurance membership: permanent employees at a discounted rate</p> <p>Employee Assistance Programme: permanent employees and family members</p> <p>Tracksuit wellbeing tool: permanent employees and up to 5 family members</p>
401-3	Parental leave			Employees are entitled to parental leave in-line with New Zealand legislation.

GRI Standard	Disclosure	Description	Page	Notes
GRI 403: Occupational Health and Safety 2018	403-1	Occupational health and safety management system	10, 12 - 13, 43	OfficeMax's Health, Safety and Wellbeing management system in place meets and sometimes exceeds New Zealand legal requirements. This system covers all workers, contractors, and visitors.
	403-2	Hazard identification, risk assessment, and incident investigation	10, 12 - 13, 43	OfficeMax uses an incident and hazard reporting system and is reviewed on a regular basis to identify trends and provide insight into risks at OfficeMax. Investigations are completed and hard or soft controls are implemented to prevent reoccurrence of incidents.
	403-3	Occupational health services	10, 12 - 13, 43	Occupational Health Assessments and Occupational Hygiene Assessments are completed annually for Supply Chain team members.
	403-4	Worker participation, consultation, and communication on occupational health and safety	12	Consultation is completed with senior leaders and Health and Safety Representatives (HSR) to identify associated tasks and to highlight their legal duties and responsibilities. HSRs and management representatives attend monthly Health, Safety and Wellbeing meetings.
	403-5	Worker training on occupational health and safety	10, 12 - 13, 43	Occupational health and safety training offered includes Health and Safety Representative training, First Aid training, ICAM investigation training, and Injury Management training.
	403-6	Promotion of worker health	10, 12 - 13, 43	OfficeMax offers several health-related tools including an Employee Assistance Programme, an online wellbeing portal, and learning & awareness initiatives during New Zealand's annual Mental Health Awareness Week.
	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	10, 12 - 13, 43	OfficeMax proactively controls known hazards/risks, uses information from its reporting system with investigations completed to prevent recurrence of incidents.
	403-9	Work-related injuries	13	
	403-10	Work-related ill health	13	
	GRI 404: Training and Education 2016	404-1	Average hours of training per year per employee	10, 12 - 14, 28 - 29
404-2		Programmes for upgrading employee skills and transition assistance programmes	10, 12 - 14, 28 - 29	Programmes are offered across health and safety, sales, leadership, people management, product, diversity and inclusion, mental health, Māori cultural competence, communication, forklift operation, technical skills and knowledge upskilling relevant to an individual's role, and compliance training e.g. privacy, cybersecurity.
404-3		Percentage of employees receiving regular performance and career development reviews	29	Percentage of employees receiving regular performance and career development reviews, by gender: Female = 90%, Male = 90%  Employee category not reported.



GRI Standard	Disclosure	Description	Page	Notes
GRI 405: Diversity and Equal Opportunity 2016	405-1	Diversity of governance bodies and employees		Executive Leadership Team average age: 53 years
	405-2	Ratio of basic salary and remuneration of women to men	18	Gender pay equity gap: 1% Overall gender pay gap: 21%
GRI 408: Child Labour 2016	408-1	Operations and suppliers at significant risk for incidents of child labour	20, 22 - 24, 42	Suppliers considered to have significant risks of child labour not directly reported. OfficeMax has reported the country matrix it uses to determine suppliers that are deemed low, medium, or high risk across a range of factors. OfficeMax did not source from any potential suppliers identified as high risk during the reporting period.  OfficeMax's supplier audit process and Responsible Supplier Code are the organisation's primary measures to reduce the risk for incidents of child labour across the supply chain.
GRI 409: Forced or Compulsory Labour 2016	409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labour	20, 22 - 24, 42	Suppliers considered to have significant risks for incidents of forced or compulsory labour not directly reported. OfficeMax has reported the country matrix it uses to determine suppliers that are deemed low, medium, or high risk across a range of factors. OfficeMax did not source from any potential suppliers identified as high risk during the reporting period.  OfficeMax's supplier audit process and Responsible Supplier Code are the organisation's primary measures to reduce the risk for incidents of child labour across the supply chain.
GRI 414: Supplier Social Assessment 2016	414-1	New suppliers that were screened using social criteria	22 - 25, 29, 42	OfficeMax's supplier compliance audit process and Responsible Supplier Code are the organisation's primary measures to assess the impacts of our suppliers and supply chain. Supplier compliance audits have been undertaken for both new and existing suppliers.
	414-2	Negative social impacts in the supply chain and actions taken	23	
GRI 418: Customer Privacy 2016	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data		0 substantiated complaints were received concerning breaches of customer privacy during the reporting period.



Let's  
get it done  
together

We encourage feedback on this Sustainability Report.  
Please share your thoughts with us at [sustainabilityreport@officemax.co.nz](mailto:sustainabilityreport@officemax.co.nz)

**OfficeMax**<sup>®</sup>