

Positive Difference Plan

Putting people and the planet
at the heart of everything we do



Our 2025 Commitments



At Officeworks, our aim is to put people and the planet at the heart of everything we do. Not just because it is the right thing to do, but also because it's important to you and us.



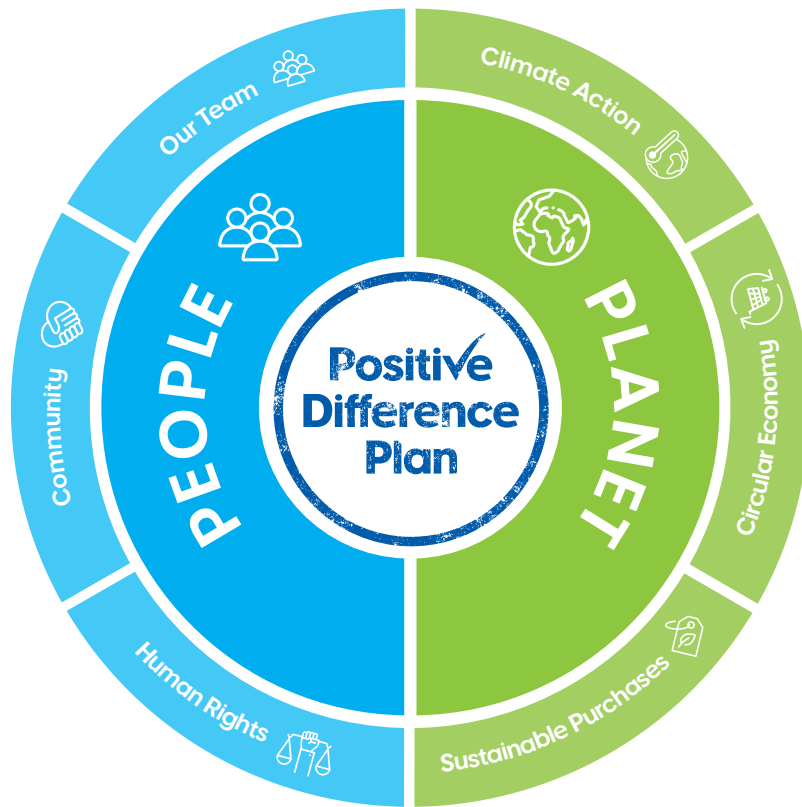
2020 marks the completion of our first Positive Difference Plan, and as we look forward, we are excited to make new commitments that continue to help make bigger things happen for people and the planet.

This document is an introduction to the new Positive Difference Plan, looking to 2025, and will take you through some of the key commitments that we're working towards in the coming years, as well as our progress to date.

For further information about our commitments to 2025, visit the sustainability section of our website [here](#).

Cover image: Team members raise a hand for literacy as part of our annual 'Wall of Hands' appeal
This image: We value the diversity that our more than 8,300 team members bring to our business

Our 2025 Positive Difference Plan



Our Commitments

- 
Our Team
 - Create a safe, healthy work environment where our team can thrive
 - Ensure our team reflects the communities in which we operate, with a strong sense of belonging
 - Our team are capable for today and the future of work
- 
Community
 - Raise \$5m for local causes
 - Help 30,000 Australian students who need it most
 - Provide a helping hand to 50,000 small businesses when they need us
- 
Human Rights
 - Enable positive change for 15,000 workers in our supply chain
 - Work towards eradicating modern slavery
 - Use data responsibly and ethically
- 
Climate Action
 - Use 100% renewable electricity from 2025
 - Reduce emissions in our supply chain
 - Plant 2 million trees on behalf of our customers
- 
Circular Economy
 - Become a zero-waste business
 - Repair, repurpose or recycle 17,000 tonnes of unwanted products
 - Ensure all packaging is reusable or recyclable
- 
Sustainable Purchases
 - Zero deforestation in our supply chain
 - Provide a wider range of greener choices
 - Phase out problematic plastics

Supporting the United Nations Sustainable Development Goals



Our 2025 commitment

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

What's the issue?

The safety, health and wellbeing of our team and customers is our number one priority. But we know that health and safety isn't just about physical wellbeing, it's also supporting our team to achieve great mental health and wellbeing outcomes. In doing so, people can bring their best selves to work every day, and enjoy the moments more when not at work.

The story so far

- Over the past five years, we've reduced team member injuries by 59%
- FY20 was our safest year on record

What are we doing?

We're working towards a target of zero injuries at Officeworks stores, offices and distribution centres.

When it comes to our team's health and wellbeing, we're providing resources that can help them thrive in every area of their life, not just work.

One way we're doing this is through our new **Your Best Life** program, which encourages our team to look after all aspects of their mental and physical health.

Our other 2025 Team commitments:

- Ensure our team reflects the communities in which we operate, with a strong sense of belonging
- Our team are capable for today and the future of work

A team member wiping the in-store hygiene screens down as part of our COVID-19 safety measures



Our 2025 commitment

Raise \$5m for local causes

What's the issue?

Connecting with our communities has never been more important. 2020 has presented various challenges and opportunities for all of us, and we know that Australian communities have responded in different ways.

What are we doing?

We're continuing to trial and explore a range of programs and initiatives to ensure we can make a lasting impact in the communities where we live and work, including:

- Empowering our teams to support their local communities in ways that are relevant and right for them and their customers
- Creating a new 'Community Engagement Team' who will be located across the country

- Changing the way we share stories of our local impact through an engaging Community Wall in every store
- Continuing to evolve our approach to our Round Up to Make a Difference initiative, to make a more meaningful impact to organisations that matter most to our teams across the business.

Our other 2025 Community commitments:

- Help 30,000 Australian students who need it most
- Provide a helping hand to 50,000 small businesses when they need us

The story so far

- Together with our team and our customers, Officeworks contributed a record \$5.5m across all community initiatives in FY20
- Over \$1m of this was gifted directly to local organisations via our Round Up to Make a Difference program; in-kind contributions; and our Print, Copy and Create a Brighter Future program

Team members raise funds as part of our bushfire relief appeal



Sausage Sizzle!

FREE popcorn
FREE colouring
competition

Officeworks
are raising money for the
Bushfire appeal
TODAY ONLY!

KING
OF THE
BBQ

Our 2025 commitment

Help 30,000 Australian students who need it most

What's the issue?

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

What are we doing?

Promoting strong educational outcomes for all Australians, no matter what their circumstances, is a key strategic priority for Officeworks. That's why we work with our national partners to identify opportunities where we can support students and help to fund our partner's critical work in those areas.

Students at Waranwarin Early Learning Centre

Our other 2025 Community commitments:

- Raise \$5m for local causes
- Provide a helping hand to 50,000 small businesses when they need us

The story so far

Since 2013, with support from our customers and team members, we have been able to;

- **Support 4,800 students** with a Learning for Life scholarship, by contributing **\$3m** to The Smith Family
- **Provide 2,750 literacy packs** to support over 4,000 Indigenous students through the Australian Literacy and Numeracy Foundation



Our 2025 commitment

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

What's the issue?

At Officeworks, we sell thousands of different products which come to us from all around the world. The supply chains of these products can be complex, with items and components often being manufactured in countries where laws designed to protect workers' rights are not sufficient or adequately enforced.

What are we doing?

We believe that all workers have the right to a safe and healthy work environment, which is why we're working on a number of measures to ensure human rights are upheld and improved in our supply chain, such as:

- Making space for the worker's voice to be better heard, and more often through initiatives such as worker surveys
- Working with our suppliers to help them embed positive change through initiatives such as improving training and capacity building
- Complimenting our risk-based, audit-centric approach with an outcome-focused approach that will help improve worker engagement within our direct supply chain.

Our other 2025 Human Rights commitments:

- [Work towards eradicating modern slavery](#)
- [Use data responsibly and ethically](#)

The story so far

- Our well-established **ethical sourcing program**, which all our suppliers are required to comply with, aims to protect and uphold workers' rights
- Each year we review around 400 ethical sourcing audits and work with suppliers to resolve any issues that are identified

Employees at our supplier Deli in Ningbo, China producing binders





Our 2025 commitment

Use 100% renewable electricity from 2025

What's the issue?

We believe that every business has a role to play in reaching a net-zero emissions future and limit global warming to less than 2°C this century, a limit which scientists say we need to stick to if we're to avoid the worst impacts of climate change.

What are we doing?

Greenhouse gas emissions caused from electricity generation are a known key contributor to global warming. That's why from 2025, we will only be using renewable electricity to power our operations.

Over the coming years, we'll be installing solar panels on 80 of our stores and continuing to look for ways to improve our energy efficiency so that we can continue to reduce our overall usage.

Solar panels on our North Lakes store in Queensland

Our other 2025 Climate Action commitments:

- Reduce emissions in our supply chain
- Plant 2 million trees on behalf of our customers

The story so far

- Over the last five years we have reduced our carbon emissions by 26%
- 99% of our stores now have LED lighting on the shop floor
- In 2019 we established a target to reduce our direct emissions by 25% on FY18 levels, and in September 2020 announced our commitment to achieve net-zero emissions by 2030





Our 2025 commitment

Plant 2 million trees on behalf of our customers



What’s the issue?

In Australia, we are losing trees at an alarming rate and in some regions, up to 85% of the natural landscape has been lost. Not only is this concerning when it comes to climate change, but it also means that native wildlife is being significantly impacted by habitat loss.

What are we doing?

We have a big goal — to plant two million trees by 2025, with the help of our customers and partners. We will achieve this through our ongoing

commitment to our Restoring Australia initiative, in which we plant two trees for every one used, based on the weight of paper products purchased by our customers. On top of this, we’ll work with our partner Greening Australia to restore 2,500 hectares of land to improve and protect natural habitats for Australia’s threatened and endangered species.

Our other 2025 Climate Action commitments:

- Reduce emissions in our supply chain
- Use 100% renewable electricity from 2025

The story so far

Since launching our Restoring Australia initiative in 2017, we have planted 680,000 trees across 15 planting sites around Australia and restored 1,500 hectares.

Landholder Charles Massy, and Greening Australia Ecologist, scientist Nicki Taws at our Restoring Australia planting site in Monaro





Our 2025 commitment

Become a zero-waste business

What's the issue?

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

The story so far

- Since 2015, we've reduced the amount of rubbish that we send to landfill by 62%
- Since July 2020 we've been able to **recycle over 90% of our waste**

What are we doing?

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

Our other 2025 Circular Economy commitments:

- Repair, repurpose or recycle 17,000 tonnes of unwanted products
- Ensure all packaging is reusable or recyclable



Our Ringwood team, led by Store Business Manager Brendan Nech, became the first Officeworks store to manage their operational landfill waste with a 240lt household bin in November 2019



Our 2025 commitment

Provide a wider range of greener choices

What's the issue?

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

What are we doing?

Choosing more sustainable products is the easiest way for our customers to make a positive difference when shopping at Officeworks. That's why we're working to source and design more products which are both sustainable and affordable, such

as products made with renewable or recycled materials, that are refillable or reusable, or with products that help our customers achieve their zero-waste goals. We will also make it easier to find these products when shopping online and instore.

Our other 2025 Sustainable Purchases commitments:

- Zero deforestation in our supply chain
- Phase out problematic plastics

The story so far

- We sell a range of sustainable products at Officeworks, such as refillable pens, recycled notebooks and backpacks made from recycled plastic fabric
- Over 90% of paper products we sell are either made from 100% recycled paper or sustainably sourced and FSC certified

Our own-brand recycled copy paper is FSC certified



Find out more about how Officeworks is putting
people and the planet at the heart of everything we do

View our 18 commitments at [officeworks.com.au/pdp](https://www.officeworks.com.au/pdp)



[officeworks.com.au](https://www.officeworks.com.au)

