



Positive
Difference
Plan

Our 2018-2019
report



A message from Sarah Hunter



Officeworks is proudly operating a business that is responsible, sustainable and supports our team, customers and the communities around us.

The Officeworks Positive Difference Plan is our long-term commitment to reducing our operational impact on the environment, ensuring we are sourcing products in sustainable and responsible ways as well as supporting our team and our communities.

We've had an incredibly busy and exciting 12 months as we work towards achieving our 2020 goals. Thanks to the support of our generous customers, we have contributed \$4.1m in FY19 to our national partners The Smith Family and Australian Literacy Numeracy Foundation (ALNF) and local community groups. We are tracking positively against our goals for waste and energy, with a 7% reduction in carbon emissions year-on-year.

We are also focused on continuing the great work to date with our suppliers and partners to ensure our goods and services are sourced in sustainable and ethical ways.

Our focus for the year ahead is to continue to build a culture of sustainability across our business, build even closer connections with our communities, and continue to support the education of

disadvantaged students through our national partnerships and fundraising initiatives.

As we look to the future, we will continue to engage with our customers, team, partners and other interest groups, as we develop and set our sustainability strategy for the coming years to 2025 to ensure we make a positive difference in the communities in which we live and work.

Our improving results would not be possible without the support and passion of our team members, customers and our partners who continue to help us make bigger things happen every day.

Sarah

Sarah Hunter
Managing Director, Officeworks

Cover: Madeleine, 5, and Lachlan, 3, play with arts and crafts at our 25th birthday party at our Richmond, Victoria store in June
This page: A team member helps out at our 25th birthday party



Team members in front of our 25th birthday artwork

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Making a positive difference

Officeworks is committed to helping make bigger things happen for our customers, team, the community and stakeholders. We operate 167 stores across Australia, a website that is home to more than 40,000 products, a national call centre and a business team that help micro, small and medium-sized businesses start, run and grow.

We offer customers a wide range of office supplies, technology, furniture, art supplies, education resources and helpful services like print & copy and on-site tech support through Geeks2U.

We are committed to operating a responsible and sustainable business that supports the communities where we live and work, our 8,000 team members and our other stakeholders.

This is all part of our Positive Difference Plan, which outlines our goals to:

1. Support the aspirations of our team and our communities
2. Source products in sustainable and responsible ways
3. Reduce our environmental impact

Our Positive Difference Plan was developed by talking to our customers, team, suppliers and other interest groups, as well as looking at global

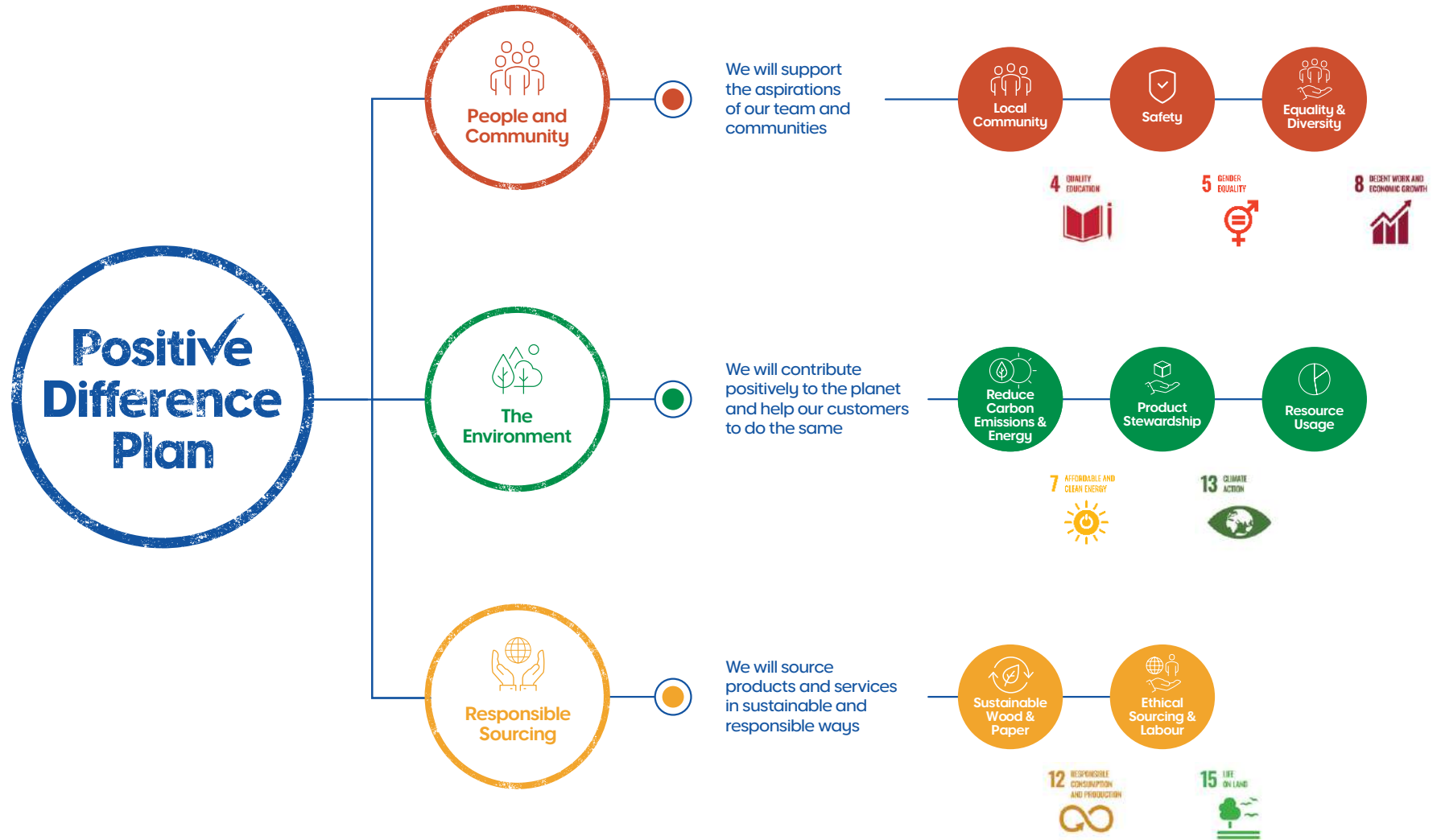
best practice to ensure we're helping make bigger things happen for all our stakeholders and the environment.

This research informs the priorities in our Positive Difference Plan, and helped us to develop our three pillars of People, Environment and Responsible Sourcing that align with the Sustainable Development Goals as indicated on the page opposite.

We are committed to helping make a positive difference every day.

A team member paints faces at our 25th birthday celebrations

Our key priorities



Our Positive Difference highlights



473,000

Trees planted since the launch of Restoring Australia



81%

Of all paper products sold either FSC certified or made from 100% recycled materials



\$4.1m

Total community contributions supporting local and national causes



7%

Overall reduction of energy use (despite the opening of two new stores)



82%

Of all operational waste was recycled (up from 76% in FY18), reducing waste sent to landfill by 18%



Supporting families

Launched our Growing Families paternity leave policy



8.5

Injuries per million hours worked, our safest year yet under Wesfarmers ownership



870 tonnes

E-waste diverted from landfill through our customer recycling programs



1,144

Students supported through The Smith Family's Learning for Life sponsorship (through customer and Officeworks contributions of \$713,856)



1,250

Literacy packs provided to Indigenous students via The Australian Literacy and Numeracy Foundation



565

Independent ethical sourcing audits reviewed to help improve the working conditions of people in our supply chains

Our Wall of Hands Appeal supports The Australian Literacy and Numeracy Foundation



Our People and Communities

Our commitment is to support the aspirations of our team and our communities.

Initiatives include:

- Keeping team members safe
- Balanced leadership
- Building even stronger local community partnerships

We're proud to provide educational and fun activities for children in our stores

Keeping team members safe

We are committed to ensuring everyone goes home safe, and this year we continued our safety journey and achieved our safest year under Wesfarmers ownership.

The improvement in safety performance has been reinforced by embedding our 'Safety FIRST' initiative, which aims to increase the focus on hazard reporting and implementation of risk mitigation strategies. This reduced the risk of workplace accidents and delivered a range of site-based initiatives to ensure our team members stay safe.

Recognising that the existing safety consultation program was not focused on knowledge sharing across the business, the National

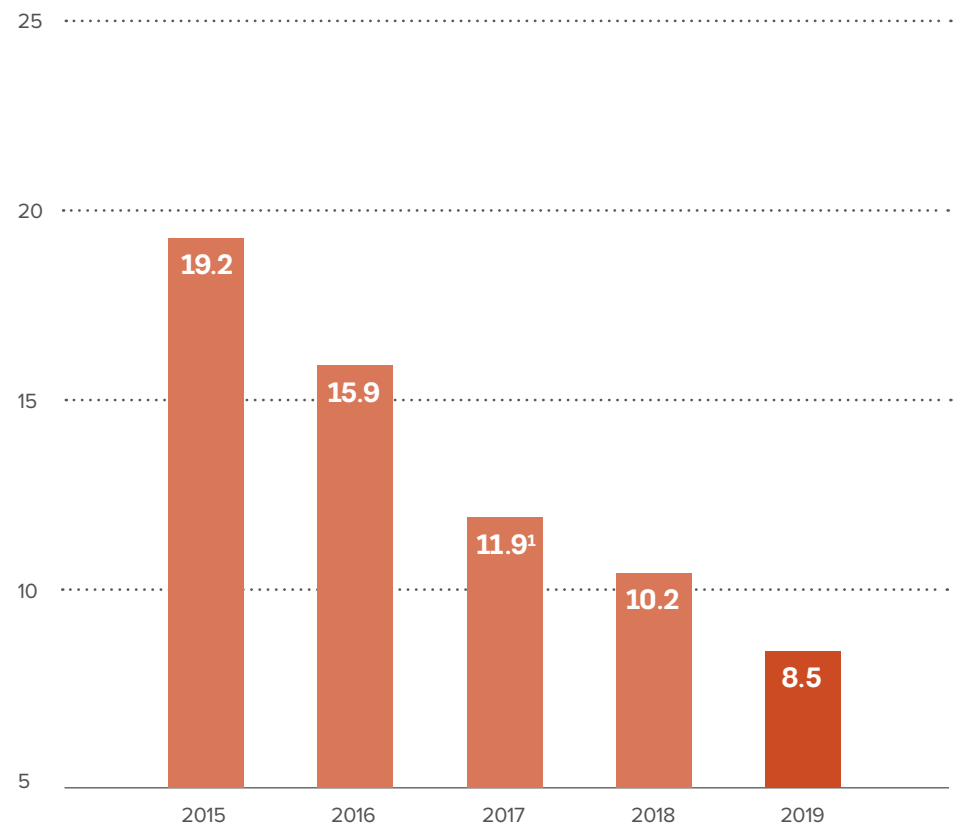
Stay Safe Team was established to increase engagement at a national level. With members from both operational and leadership roles, the group provides a conduit between site-based safety teams and helps to increase the visibility and escalation of issues accordingly.

Over the next 12 months we will conduct a review to identify and understand critical risks across the business and control effectiveness.

Total recordable injury frequency rate (TRIFR)

■ TRIFR

Source: Safety Stats Board Paper



1 Restated due to maturation of data



**TRIFR
8.5**

Our total recordable injury frequency rate improved 18.7% to 8.5 injuries per million hours worked

The National Stay Safe Team is ensuring all team members are empowered to work safely, including team members in our Print & Copy department

Balanced leadership

Growing the number of women in leadership roles

We believe that gender-balanced leadership, with the diversity and insight brought by both men and women, makes good business sense and delivers better business outcomes.

Through focused recruitment practices and targeted career development pathways, 44.2% of female leadership representation was achieved, up from 41.2% as at 30 June 2018. Recognising that achieving balanced leadership is about creating a workplace that enables career progression, this year we launched our new paid parental leave policy 'Growing Families', which extends parental leave to 12 weeks for the primary carer.

The focus for the 2020 financial year will be moving beyond gender balanced leadership to embrace diversity more broadly and creating a sense of belonging for all team members, enabling them to be their best selves each day and in return contributing positively to the business.

The Growing Families policy includes 12 weeks of paid leave, as well as superannuation contributions and long service leave accrual for the full 52 weeks for the primary carer.

For a secondary carer, it includes two weeks of paid leave, including superannuation.

The policy also recognises that growing a family can happen in many ways, so it also includes support for team members going through IVF, adoption and surrogacy.

Paid benefits are available to all permanent team members, with eligibility commencing from the first day of their employment. Since the policy was introduced in March 2019, more than 50 team members from across the business have applied for paid carer's leave.



44.2%

female representation
in leadership across all
levels of the business

Our Growing Families policy aims to support team members across the business as they grow their family

Our communities

Connecting with our communities

We recognise that connecting with communities at a local, regional and national level is important because the relationships formed with customers go beyond the products and services they purchase in our stores.

Highlights included:

- Supporting 2,394 disadvantaged students on their education journeys, including 1,144 students being sponsored as part of The Smith Family's Learning for Life program and 1,250 literacy packs provided to Indigenous students via the Australian Literacy and Numeracy Foundation
- Our customers played an increasingly active role, contributing \$1.04m through fundraising appeals driven by team members, an additional \$750,853 on the prior year*, due to greater engagement of our teams and alignment of local causes that resonated more closely with our customers
- Committing to 243,000 trees being planted as part of our Restoring Australia initiative

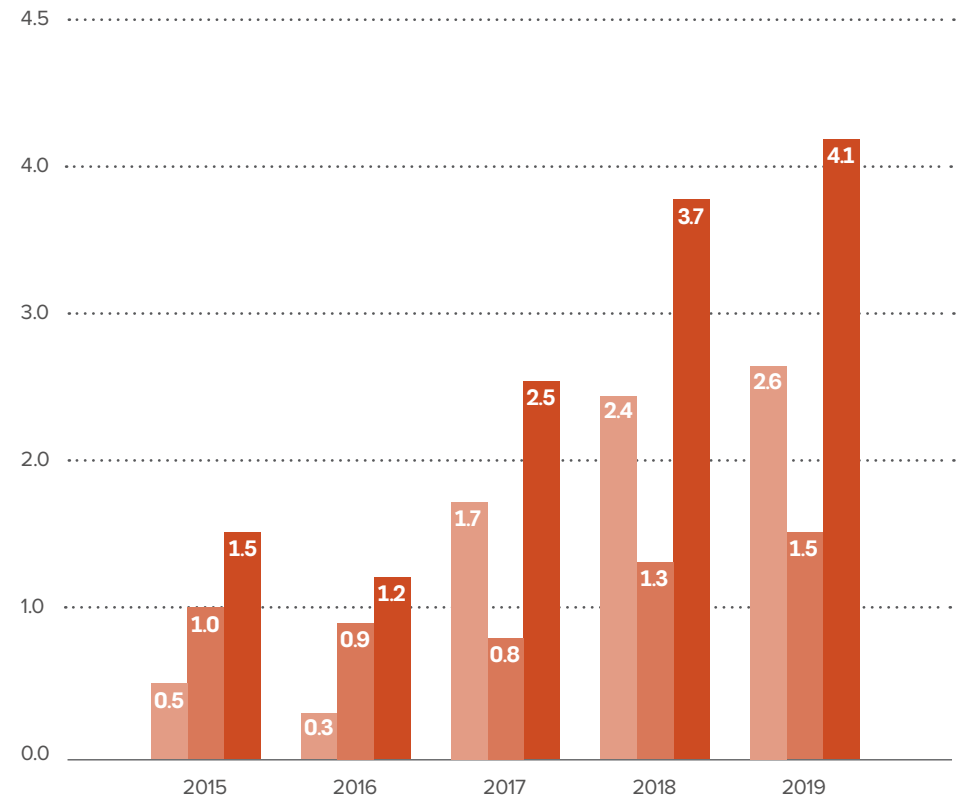
Whilst social impact is measurable and established through our national partnerships, this becomes more challenging to quantify at a local community level. A key focus of the next year will be to gain a greater understanding of the impact achieved through all community programs.

*These additional funds include \$646,265 from Round Up to Make a Difference, which will be incorporated into Officeworks' total community contributions in FY20 and will be reflected in the FY20 Annual Report

Community contributions (\$ million)

- Direct
- Indirect
- Total

Source: Envizi





LITERACY
IS
FREEDOM

ALNF.ORG



\$4.1m

contributed to
communities with a
focus on education and
environmental causes

We're proud to support organisations such as the Australian Literacy and Numeracy Foundation

Our partnerships

Our partnership with The Australian Literacy and Numeracy Foundation

Our ongoing partnership with The Australian Literacy and Numeracy Foundation (ALNF) continues to support Indigenous literacy students. The annual fundraising appeal 'Wall of Hands' raised \$344,173 in September 2018, providing 1,250 literacy packs to Indigenous students nationally and supporting literacy programs at Gillen Primary School in Alice Springs.

All teachers and support staff in the early childhood team at Gillen Primary School have undergone extensive training with ALNF.

This training is an ASQA accredited Certificate IV (10028NAT) course which combines speech and language pathology and early years education. The program is built upon best practice principles to provide training in direct, explicit instruction in pre-writing, pre-phonics, oral language and vocabulary development. It includes uniquely designed resources to complement and underpin the program.

As a result, more students are reading at an early age and the school's results are now ranked as 'substantially above' similar schools.

Our Wall of Hands appeal, supporting the Australian Literacy and Numeracy Foundation, strongly resonated with customers.



Students at Waranwarin Early Learning Centre

Our partnership with The Smith Family

We provide support to The Smith Family through volunteering, clothing recycling bins, technology contributions to their Tech Packs program, a newly re-designed re-usable shopping bag for customers available at point of purchase and in conjunction with our customers through our annual fundraiser initiative, the Back to School Appeal.

1,144 Australian students have received Learning for Life scholarships for their 2019 school year as a result of contributions by team members, customers and Officeworks through the Back to School appeal fundraising efforts in January 2019. One in six Australian children and young people are growing up in poverty¹, where even the bare necessities are hard to come by. In a family where there is no regular income, money goes on food, rent and bills. Finding money for school uniform, proper shoes, textbooks or the next school excursion is often impossible.

These Learning for Life scholarships provide the students with financial assistance to help families afford education costs such as uniforms, books and excursions, as well as personal support from a Family

1 Poverty in Australia, 2018, ACOSS/UNSW Report

Partnerships Coordinator and out-of-school programs easing the stress on families. Students receiving Learning for Life sponsorships are more likely to attend school and complete year 12. The funds raised through the Back to School Appeal are used to support students located nearby to the stores where the money is raised and therefore keep the support local. This appeal provides more than funds to The Smith Family, with awareness of The Smith Family generated through in-store presence, as well as advertising on television, online and social media over the course of the appeal.

As part of our 25-year anniversary celebrations in June, we extended our commitment to The Smith Family by sponsoring a class of 25 students.

The Smith Family is Growing Minds with Officeworks

Help make bigger things happen for disadvantaged students





Environment

Our commitment is to reduce our environmental impact.

Initiatives include:

- Restoring Australia: two-for-one tree planting
- Reducing our operational energy consumption
- Reducing our operational waste to landfill
- Assisting customers to recycle more electronic waste

Restoring Australia is helping restore wetlands near Mungalla Station in northern Queensland and improving water quality to help protect the reef
Image: Annette Ruzicka


Restoring Australia: two-for-one tree planting

Restoring Australia is our long-term commitment to making a positive difference to the environment, native wildlife, the landholders and communities that benefit through the tree planting and land restoration projects. In addition, it allows customers to make sustainable purchases simply by shopping at Officeworks.

Launched in July 2017, we are committed to planting two trees for every one used, based on the weight of paper-based products purchased by our customers. In partnership with Greening Australia, a total of 202,436 trees were planted throughout the 2019 financial year, with a further 40,564 to be planted throughout July to September 2019 due to delays caused by weather conditions. Over the year, planting occurred at nine sites around Australia, including new sites in Queensland and Western Australia. Planting locations are

selected in conjunction with Greening Australia, who identify regions that are in most need of restoration projects to deliver environmental benefits and often much needed habitat for threatened and endangered species.

By the end of the 2019 calendar year, we expect to have planted 573,474 seeds and seedlings, restoring more than 1,000 hectares of land and providing habitat for 14 threatened or endangered species.

You can read more about it by visiting restoringaustralia.com.au 



Restore woodland ecosystems

Plant up to 20 native seeds and seedlings into each planting site



Improve habitats for threatened species

Provide a new home for local wildlife like the eastern barred bandicoot



Rejuvenate existing bushland

Reconnect key areas of habitat to help foster biodiversity



By the end of 2019 a total

570,000

trees will have been
planted since
the launch

Team member Kim and landowner Julian Von Bibra inspect two-year-old seedlings at our planting site in the Tasmanian Midlands

Restoring Australia supports traditional landowners

This year our new planting sites included locations in Queensland and Western Australia, each with their aim to achieve unique social, environmental and biodiversity impacts through tree planting and land restoration.

Mungalla Station is located on the coastal plains of the Herbert River Valley, about 15 kilometres east of Ingham, Queensland, and is owned by the Nywaigi Aboriginal people. It is a special piece of country steeped in cultural history, brimming with life and encompassing 230 hectares of wetlands, which are key to the health of the Great Barrier Reef. Working alongside the property's traditional owners, planting at this site will help to create new wetland habitat, control weeds and improve grazing management. After climate change, poor water quality is the greatest threat to the health of the reef, and therefore the restoration of the landscape here plays a crucial role in protecting the Great Barrier Reef.

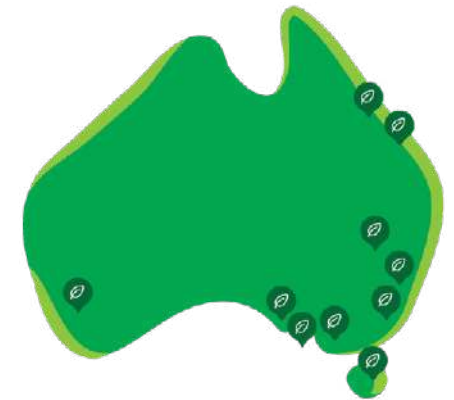
Avondale Park, located 120 kilometres east of Perth in Western Australia, is managed by the

family organisation Yaraguia Enterprises Inc, a group of traditional Ballardong Noongar landholders that share the vision of healing the land through revegetation and rehabilitation. The 2,100-acre property was once dense bushland but following extensive land clearing and unsustainable grazing, it has suffered environmental degradation and a loss of biodiversity. We will be contributing 45,000 native trees to this site and neighbouring property in Beverley, Bush Hill Farm, which will help to create habitat for species that include the endangered Carnaby's Black Cockatoo. With several sacred heritage sites on the property, the land restoration project will also have a significant impact on the local Aboriginal community. Property manager Oral McGuire explains, "I'd like to create a cultural sanctuary,

where Noongar people are engaged and connected to the land, the same way I have had my own journey spiritually reconnecting to country and coming home."

We are proud to be partnering with Greening Australia and local landholders to help make a positive difference to the environment and local communities through our Restoring Australia initiative.

Our planting sites



Southern Highlands and Monaro, NSW

Lake Mary, Lake Serpentine and Mungalla Station, QLD

Kangaroo Island and Lake Hamilton, SA

Tasmanian Midlands, TAS

Victorian Volcanic Plains, VIC

Wheatbelt Region, WA



We're working closely with Jacob Cassidy and other traditional owners at Mungalla Station in Queensland to improve water quality and the health of the reef

Reducing our carbon emissions

Reducing energy usage and associated emissions not only helps to reduce our environmental impact, but as energy costs rise is crucial to managing the cost of doing business.

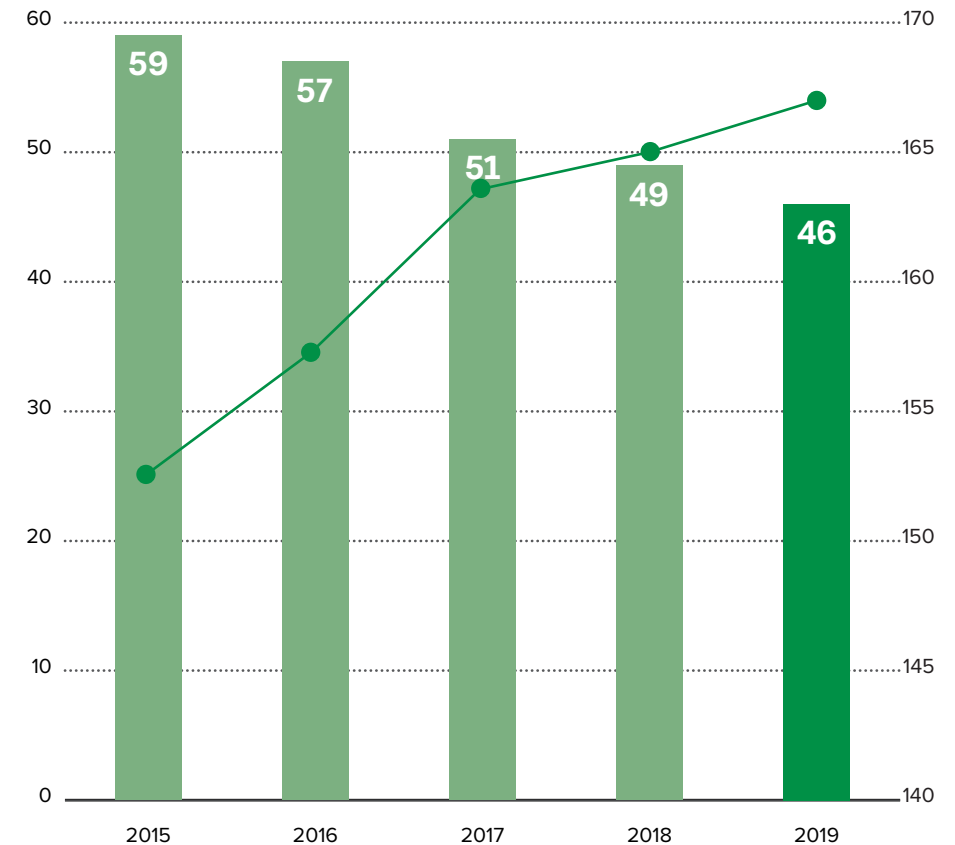
During the 2018–2019 financial year, we reduced carbon emissions by 7% year-on-year, primarily driven by the implementation of Building Energy Management Systems (BEMS) at 92 sites in the prior year. These systems enable the electrical equipment at each site, such as lighting and heating, ventilation and air-conditioning systems, to be centrally controlled and optimised based on store operating hours, reducing unnecessary energy use as a result. Throughout the 2019 financial year, BEMS were installed at a further 14 sites, and ten sites retrofitted with LED lighting, with 99% of stores now operating with energy efficient lighting.

In addition, in order to reduce vehicle emissions, Officeworks transitioned all 53 of the Business Specialist vehicles to Toyota hybrids, which emit 53% less carbon emissions than the previous vehicles used.

Greenhouse gas emissions

■ Thousand tonnes CO₂e: '000
● Store network

Source: Envizi





53%

less carbon emissions
from new Business
Specialist vehicles

Officeworks

**LOW PRICES
EVERY DAY**

Officeworks
Business Specialist

We replaced our fleet of corporate cars, moving to Toyota Hybrid vehicles

Reducing our operational waste to landfill

We continued to work towards reducing the amount of operational waste sent to landfill, and in doing so reduced the environmental impact of waste generation, maximising the recovery of recyclable materials for reuse.

During the 2019 financial year, we recycled 82% of our total waste, an increase from 76% in the previous financial year, which resulted in an 18% reduction of waste sent to landfill for the period. This was achieved by taking a dynamic approach to waste service schedules that reduced the frequency of general waste collections to favour recycling services, supported by improved operational behaviours.

Recognising that the decisions from every team member play a key role in the journey to zero-waste to landfill, we ran a series of workshops that involved team members sorting their general waste bins to understand how recyclable materials may have entered the waste stream, and what changes they could make at their own store. The behaviour change program resulted in 16 stores recycling more than 90% of their waste.

As the industry continued to be impacted by the effects of the China National Sword Policy, which aims to improve the quality of recyclable material entering China, reducing contamination rates of recycling streams became more of a focus. For us, this meant that soft black plastic waste at store level could no longer be mixed with clear plastic recycling. To overcome this, we collaborated with key suppliers to ensure clear plastic was used to wrap pallets delivered to store, therefore avoiding the need to dispose of black plastic in the general waste. In addition, laminating offcuts were also reclassified as a contaminate, which required us to re-educate team members to dispose of this as general waste. We're continuing to work with partners to identify an appropriate solution to recycle this material.

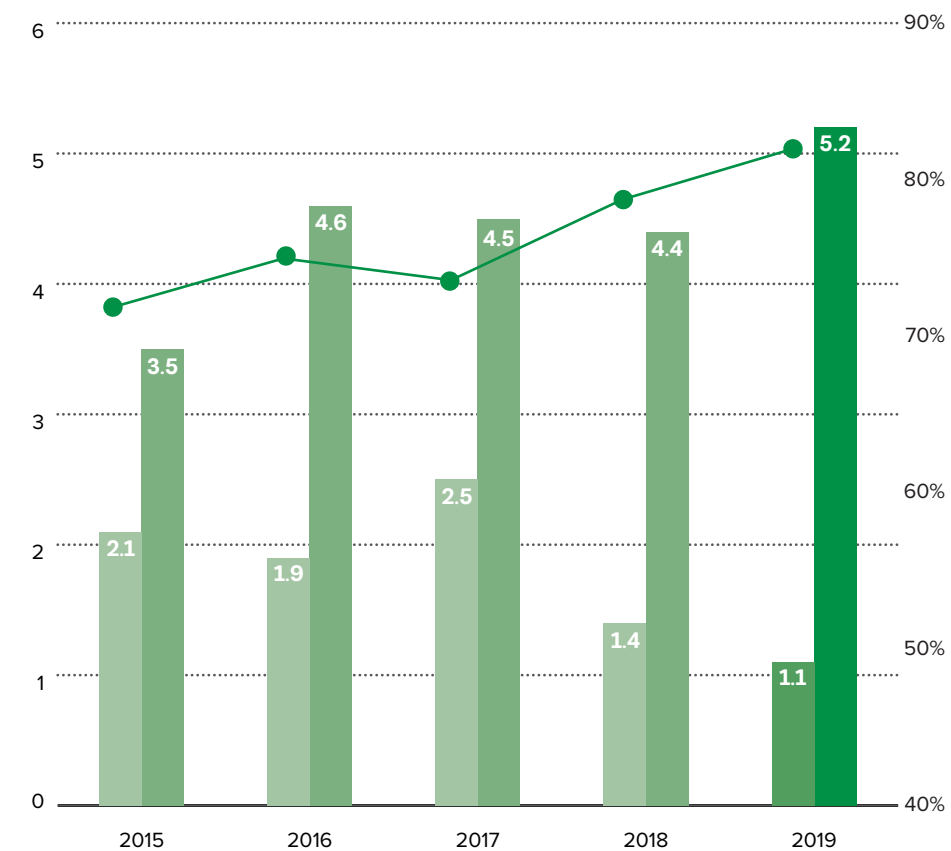
The focus for the year ahead will be to emulate best practice across all sites and continue to embed a culture of waste avoidance and reduction, whilst further exploring recycling solutions for waste not currently accepted in existing recycling streams, such as laminating offcuts from the print & copy centre.



Waste and recycling

- Disposed (tonnes)
- Recycled (tonnes)
- Recycled (percentage)

Source: Envizi



We're working to reduce our operational waste

Getting hands-on to reduce waste

As part of our journey towards zero waste to landfill, we set a target to recycle at least 85% of all waste generated, across stores, distribution centres and support centres for the 2019 financial year.

Central to achieving the target was to ensure all team members understood the importance of reducing the amount of waste sent to landfill, and ensure recyclable materials are recovered through the correct waste streams. To support this, a waste and recycling workshop was developed in partnership with our waste provider, Cleanaway, based on the principals of the waste hierarchy: reduce, reuse, recycle.

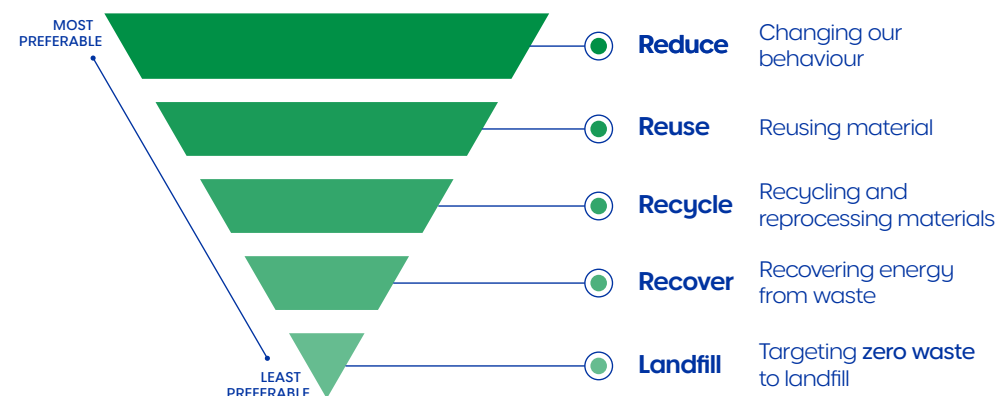
Ahead of the offsite workshop, general waste bins from the participating team members stores were delivered to a Cleanaway facility. On arrival, team members were advised they were to conduct a waste audit of their store's bin, which involved segregating recyclable materials from non-recyclable materials.

The results demonstrated that although some stores were already recycling 80% of their waste, a further 46% of their general waste bin could have been recycled if it was placed in the correct bins in store.

Following the audit, team members then reflected on the reasons why certain waste may have ended up in the bin, and what corrective actions could be implemented to address it. Examples included better education of cleaners and team members, ensuring that bins are in appropriate locations in store, and combatting illegal dumping.

The results demonstrated that by participating in the workshop and understanding the opportunity, team members were able to drive significant improvements at their stores, with the Western Australia region demonstrating the greatest improvement, with recycling rates lifting from 64% at 30 June 2018 to 88% for the final quarter of the 2019 financial year.

Waste Hierarchy





16

stores achieved a 90%
recycling rate

Team members completed a waste audit as part of a program to engage and educate them around improving recycling rates

Assisting our customers to recycle more e-waste

With electronic waste growing three times faster than other waste streams, we assist customers to dispose responsibly of unwanted technology items for free in store at dedicated recycling collection points, enabling the recovery of valuable materials for reuse.

Throughout the 2019 financial year, our customers recycled a total of 867 tonnes of e-waste and consumables, an increase of 25% on the prior year. This was achieved by a combination of increasing the number of collection points, along with the types of e-waste collected, and helping to raise awareness of the importance of recycling e-waste. Officeworks partnered with the Victorian Government ahead of the e-waste ban to landfill launch that came into effect on 1 July 2019, by promoting the free recycling services to raise awareness of ways to recycle unwanted items.

In August 2018, the Basel Action Network (BAN) released a report following an investigation into e-waste recycling in Australia, which claimed that two devices left at Officeworks

stores in Queensland in September 2017 were exported to Hong Kong, placing the government-approved co-regulator in potential contravention of international law. We conducted a thorough investigation, which resulted in immediate corrective action plans, and through the course of normal business changed providers to an alternative government approved co-regulator, ensuring that the new provider had greater levels of governance and traceability to avoid such issues again in the future.

Throughout the year ahead we will upgrade current in-store recycling facilities to enable a greater volume and range of e-waste being recycled, including rolling out a national battery recycling scheme.



Bring it Back

Giving old tech and stationery new life

Our customers can recycle the following items for free:

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



867 tonnes

 of e-waste diverted from landfill. That's almost the equivalent of two 747 jet airliners at takeoff

Recycle here. Together we are making a positive difference.
 

For more information visit officeworks.com.au/recycle

Mobile phones & accessories
 Cables & chargers
 Data storage
 Batteries
 Pens & markers
 Ink & toner cartridges
 Ink & toner cartridges
 Ink & toner cartridges
 Computers & accessories
 Computers & accessories

Please take large items, such as monitors & printers, to a Team Member at the counter.

Here to help
 Meet your Mentors

Welcome to Officeworks Mentone

We launched our widest range of recycling services in our Mentone store



Responsible sourcing

Our commitment is to source goods and services in sustainable and responsible ways.

Initiatives include:

- Ensuring all suppliers are compliant with our Ethical Sourcing & Modern Slavery Policy
- Sourcing wood fibre responsibly and sustainably
- Reducing impacts from product packaging

Employees at our supplier Deli in Ningbo, China producing JBurrows calculators

Ethical sourcing

To demonstrate that goods and services are ethically sourced, all of our suppliers are required to adhere to the Officeworks Ethical Sourcing & Modern Slavery Policy. The policy is built upon the standards set by the International Labour Organisation and the principles of the Ethical Trading Initiative.


Throughout the year, we reviewed 565 audits from 443 direct and indirect suppliers, working with key stakeholders to address non-conformances to improve the working conditions for those in the supply chain and to ensure the Ethical Sourcing & Modern Slavery Policy is upheld. In accordance with Sedex's Members Ethical Trade Audit criticality ratings, 11% of all audits reviewed contained at least one critical issue, as determined in accordance with Sedex's member's Ethical Trade Audit Criticality Ratings. The most common issues related to poor record keeping and excessive working hours. In these instances, suppliers are given up to three months to remediate the issues and provide independent evidence that demonstrates the

issue raised has been adequately resolved. Our preference is to work collaboratively with our suppliers, seeking alternative sources of supply only when it is evident that they are unwilling or unable to address non-conformances.

This year, we welcomed the introduction of the Australian Modern Slavery Act, which serves to eradicate slavery in all forms throughout global supply chains. In preparation, we completed an independent gap analysis to ensure that the scope and governance of the ethical sourcing program is effective and to understand opportunities for continuous improvement. As a result of the review, we increased the focus given to suppliers of goods not for resale

and services and are developing an approach to investigate key suppliers beyond the primary site of manufacturing as the scope expands to consider suppliers of raw materials.

In addition to improving the working conditions of the people throughout the merchandise supply chain, we acknowledge that Australia is not immune to ethical sourcing risks and we will continue to work with all local suppliers, particularly those in industries where there are known issues, to investigate and remediate issues should they arise.

Read more about our Ethical Sourcing & Modern Slavery Policy at [officeworks.com.au](https://www.officeworks.com.au) 





Employees at our supplier Deli in Ningbo, China producing binders

Sourcing wood fibre sustainably and responsibly

As a leading retailer of paper products, we recognise the importance of responsible and sustainable sourcing of products that contain wood fibre. All suppliers are required to disclose detailed information, which includes timber species and harvest location in the absence of a credible third-party certification, before products can be ordered.

We acknowledge the Forest Stewardship Council (FSC) as the leading forestry certification scheme due to its high environmental and social standards for responsible and sustainable forest management, as well as its chain of custody processes and balanced governance structure. During the 2019 financial year, we continued to communicate our commitment to the sustainable sourcing of paper and reiterated our goal that, by December 2020, all paper products are to be FSC certified or made from 100% recycled content. Recognising that a long-term approach is required for supply chains to adapt, the targets were established in 2015 after stakeholder consultation, and first communicated

in 2016, with regular discussions occurring between industry groups and environmental non-government organisations. As of 30 June 2019, 81% of all paper products sold met this criterion, up from 68% during 2017-2018.

For furniture suppliers who cannot provide FSC certified products, a third party undertakes a chain of custody audit to verify the legality of timber sources. Suppliers that are unable to satisfy the requirements of sufficient documentation may be required to find an alternative raw material provider. All suppliers of timber and wood-based products are required to adhere to the Officeworks Sustainable Wood Fibre Sourcing Policy.

We will continue to work with all stakeholders to ensure that wood and paper products are sourced from responsibly managed sources.

Read more about our Sustainable Wood Fibre Sourcing Policy at officeworks.com.au

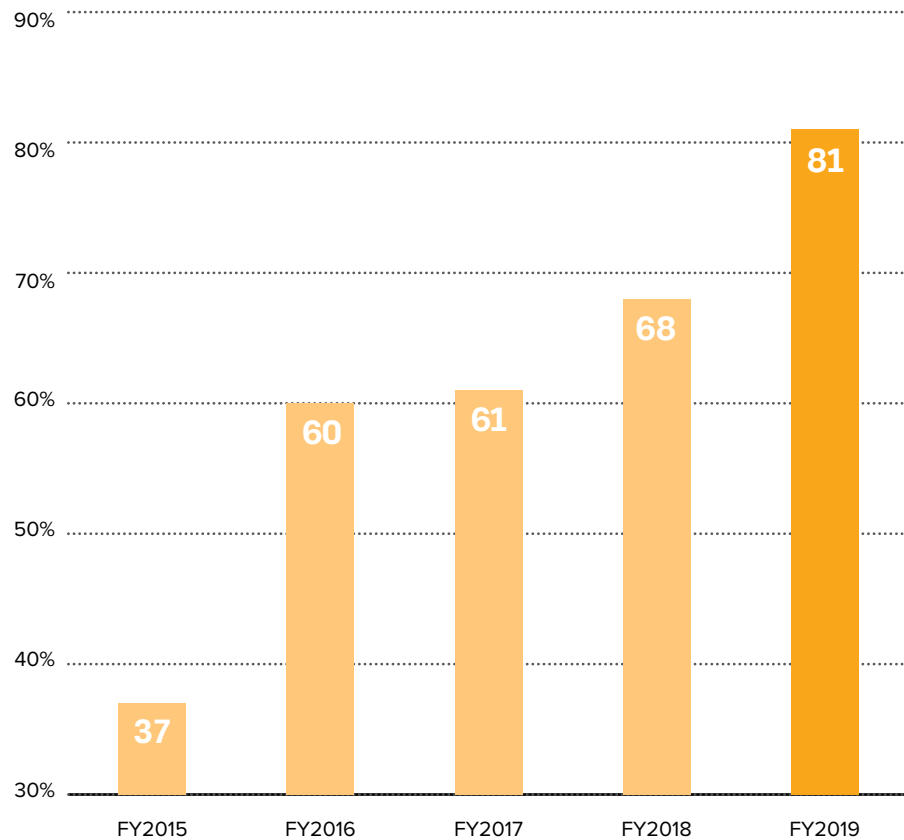


“The Forest Stewardship Council provides an internationally recognised global certification scheme, ensuring that forests are managed responsibly. By choosing products with the FSC logo, customers can be sure that the materials have been sourced sustainably.”



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

■ % of Office Supplies products sold



The FSC logo appears on our products to help customers make sustainable choices when shopping



We provide the choice to purchase items such as rulers and pens in bulk

Reducing impacts from product packaging

This year we increased our focus on reducing the environmental impact from product packaging, recognising the importance of the issue and the opportunity.

In July 2018, we launched a Sustainable Packaging Policy, which facilitated closer collaboration with suppliers to understand areas for improvement in the short and long term. Short-term opportunities to reduce packaging impacts included removing unnecessary soft plastics from products, avoiding an estimated annual volume of two million pieces of plastic across 277 products, and completing packaging optimisation reviews that resulted in the avoidance of 16.5 tonnes of cardboard through better packaging design.

Since the development of the Australasian Recycling Label with Planet Ark in 2015, the label now features on more than 3,000 of our own-brand products and applies to all new own-brand product

packaging. In order to apply the label, packaging and their components are required to be independently assessed to substantiate recyclability claims. Through this process, we have established baseline packaging data which drives internal reporting to monitor progress against the 2025 National Packaging Targets that seek to ensure that all packaging is either reusable, recyclable or compostable.

The focus for the 2020 financial year will be to ensure a strategic and integrated approach is taken to further reduce environmental impacts from packaging, including a greater focus on customer transit packaging.

Read more about our Sustainable Packaging Policy at [officeworks.com.au](https://www.officeworks.com.au)





The Australasian Recycling Label features on more than 3,000 of our products

We apply the Australasian Recycling Label on private label products to help educate our customers how to dispose responsibly of packaging

Our partners

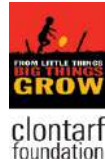
We are committed to making a positive difference every day and recognise this can't be achieved without the collaboration and support of some of our key partners.

Supporting our team



AFL SportsReady aflsportsready.com.au

AFL SportsReady is committed to providing employment opportunities to Aboriginal and Torres Strait Islander people. As a partner, we offer entry-level positions that are full-time, part-time and school-based traineeships to provide valuable work experience and on-the-job training.



The Clontarf Foundation clontarf.org.au

We are a supporter of the Clontarf Foundation, which exists to improve the education, discipline, self-esteem, life skills and employment prospects of young Aboriginal men and, by doing so, equip them to participate more meaningfully in society.

The first Academy for 25 boys opened in 2000, and the Foundation has since grown to cater for about 4,700 boys in 84 schools across Australia.

Community partnerships



The Smith Family thesmithfamily.com.au

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



The Australian Literacy and Numeracy Foundation alnf.org

The Australian Literacy and Numeracy Foundation (ALNF) are pivotal in helping raise language, literacy and numeracy standards in Indigenous communities across Australia. Through our partnership with ALNF, we have been able to help provide funds for vital programs. This year was our sixth year supporting ALNF.



Greening Australia greeningaustralia.org.au

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

Responsible sourcing



Sedex
sedexglobal.com

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



Forest Stewardship Council
au.fsc.org

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



APCO
packagingcovenant.org.au

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

Reducing environmental impact



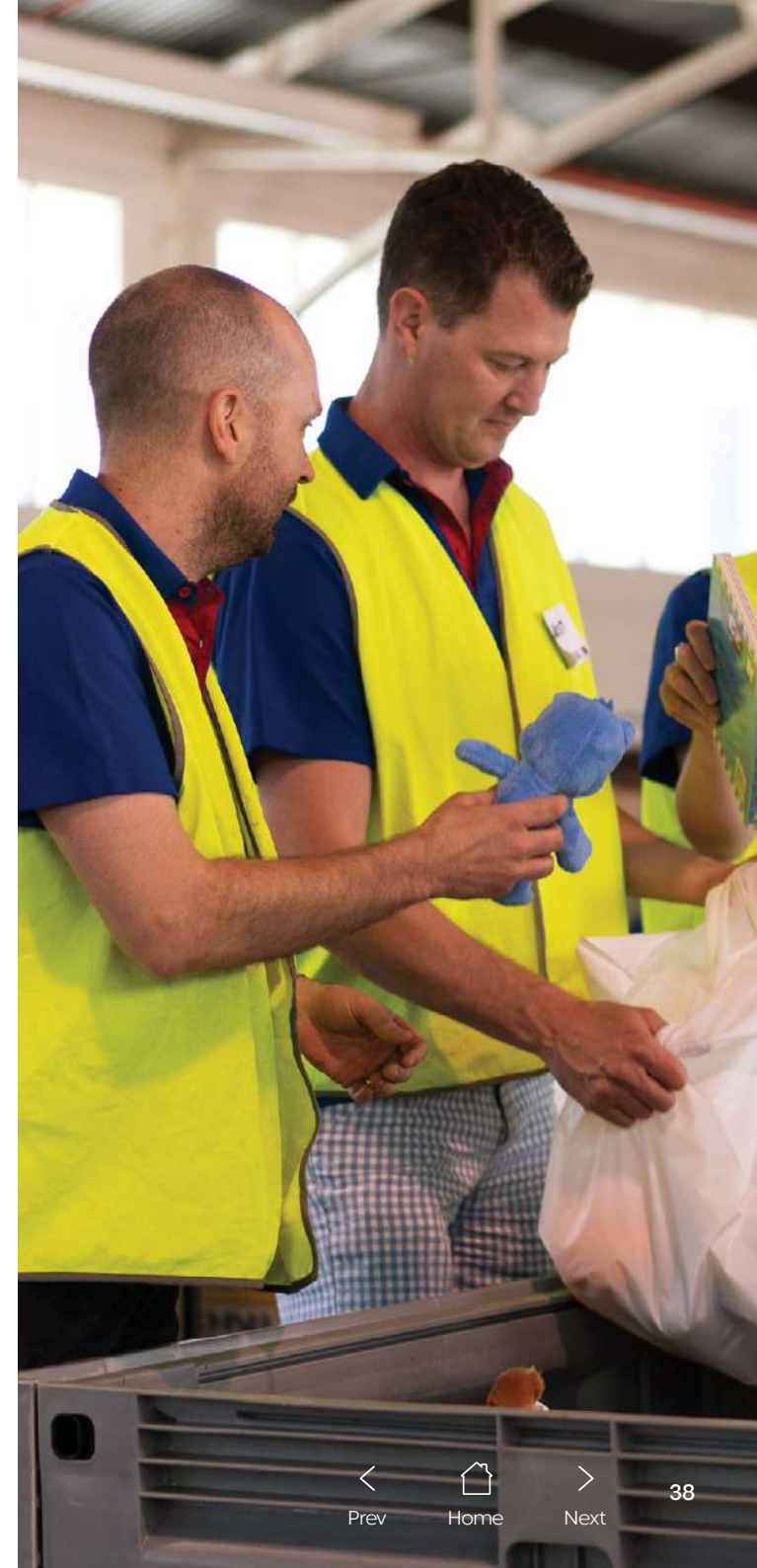
Planet Ark
planetark.org

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



MobileMuster
mobilemuster.com.au

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



Our priorities for financial year 2019–2020

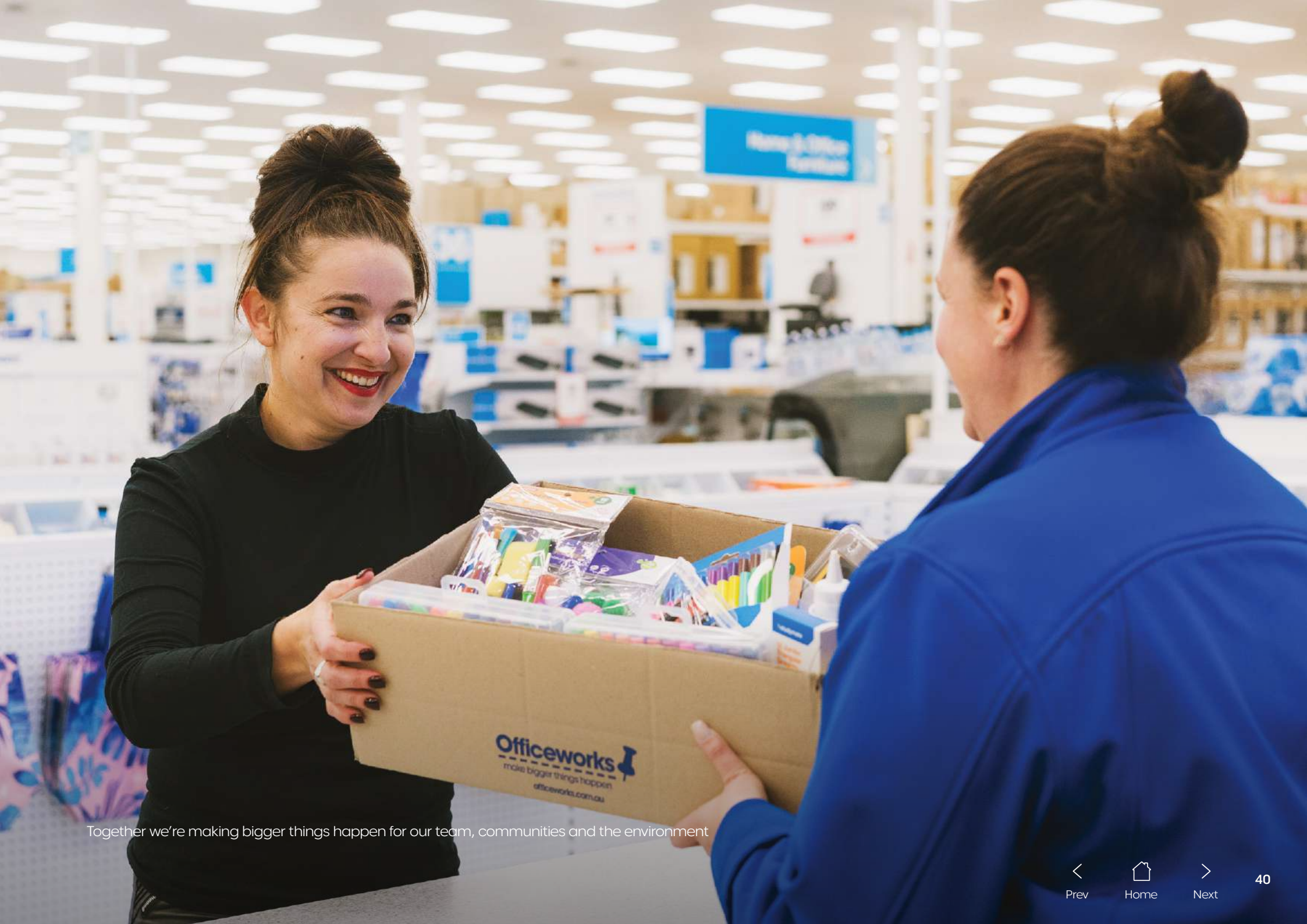
As we reflect on the achievements we've made this year, we turn to the future and make further commitments to the sustainability of our business through our Positive Difference Plan by:

- Increasing our connection with our local communities
- Continuing to build our teams' diversity of thought and sense of belonging
- Improving the health and wellbeing of our team
- Reducing energy and emissions of our operations
- Continuing to invest in responsible sourcing
- Sourcing paper and wood responsibly
- Reducing our operational and customer waste

The content in this report has been assured as part of the Wesfarmers Group Sustainability Assurance process. Please visit www.wesfarmers.com.au for further details on the scope and process.

This report has been printed on 100% recycled paper.

Our Wall of Hands Appeal supports
The Australian Literacy and Numeracy
Foundation



Together we're making bigger things happen for our team, communities and the environment

Together, we are making a positive difference.



officeworks.com.au

