

Working better

A woman in a warehouse setting, wearing a black cap, glasses, a headset with a microphone, and a bright yellow high-visibility safety vest over a dark blue and white striped shirt. She is holding a black handheld device. In the background, there are industrial shelving units filled with cardboard boxes, some labeled with numbers like 83 and 84. The scene is brightly lit with overhead industrial lights.

OFFICEMAX NEW ZEALAND
Sustainability
Report
2024

Continuing the journey
Ko te takahi tonu i te ara

ABOUT THIS REPORT

Welcome to OfficeMax New Zealand's seventh 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, 2024. 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 was published on 30 May 2025.



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 39,000+ products. Products are sourced from 510 local and offshore suppliers.

We serve over 32,000 account customers across New Zealand in a range of ways. Our dedicated account managers and product specialists support businesses of all sizes, schools, and families throughout the country. Orders are placed 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

I am pleased to share our 2024 Sustainability Report which outlines the progress we have made over the last year.

Sustainability at OfficeMax is integral to our company vision to empower sustainable and successful workplaces. Our Sustainability Strategy outlines how

we are delivering on this vision and establishes our core focus areas.

Alongside other businesses and households, OfficeMax has had a tough year due to the changing economic environment. Despite these challenges, I am proud of the big achievements we have made and our unwavering commitment to maintaining sustainability leadership in New Zealand and enabling sustainable procurement practices.

2024 Highlights include:

- Achieved a 69 per cent absolute reduction in Scope 1 and 2 GHG emissions since 2019
- Sponsored the Sustainably Ever After podcast series
- Launched our Tuhi Stationery supply and distribution partnership
- Participation of over 50 team members in the Future Ready micro-credential courses

The results of our engagement survey hit two records this year: highest participation at 95 per cent and highest

engagement rate at 71 per cent, up from 67 per cent in December 2023. We are pleased that our engagement results exceed New Zealand and international benchmarks.

In the latter half of the year, we also started a materiality assessment to understand what's most important to our stakeholders from a sustainability perspective and how OfficeMax can continue to support the transition to a low-emissions and inclusive future. We will be launching our 2026 - 2030 Sustainability Strategy in the coming year which will outline the next chapter in our sustainability journey and will address our most material impacts, risks, and opportunities.

A big thank you to our people, suppliers, partners, and customers for their continued support in 2024.

We're excited to continue our sustainability journey in 2025.



Kevin Obern
Managing Director





\$142,659
MAX E-GRANTS
PROVIDED IN 2024
> \$1.51 million
SINCE 2011

34
TEAM MEMBERS
PROMOTED INTO
NEW ROLES



12,724
CONTACTS FROM
CHILDREN TO
0800 WHAT'S UP,
A FREE COUNSELLING
HELPLINE WE SPONSOR



\$629,923
SCHOOL REWARDS
PROVIDED IN 2024
OVER \$9.41
MILLION
SINCE 2007

\$1,213,266
COMMUNITY
INVESTMENT
REPRESENTING >1%
GROSS PROFIT



82%
WASTE
DIVERSION
RATE



25%
REDUCTION IN OUR
SCOPE 1 AND 2 GHG
EMISSIONS YOY



22%
OF AUCKLAND
ELECTRICITY NEEDS
GENERATED FROM
SOLAR



33,771 kg
FURNITURE AND
UNSALEABLE STOCK
DIVERTED FROM
LANDFILL



89%
CUSTOMER
RETENTION

NET PROMOTER SCORE
60
OUR MEASURE OF
CUSTOMER SATISFACTION
(NPS 27 = INDUSTRY STANDARD)*
*PERCEPTIVE 2024 NPS INDUSTRY BENCHMARKS



13 YEARS
CERTIFIED TO ISO 14001

2025 SUSTAINABILITY STRATEGY

This report has been developed in line with OfficeMax's Sustainability Strategy, which includes three strategic pillars:

- Foster a safe, healthy, and inclusive society
- Provide solutions for a rapidly changing world
- Drive a low carbon, circular economy

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 is aligned to 10 of the 17 United Nations Sustainable Development Goals.

SUSTAINABILITY GOVERNANCE

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

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

The Executive Leadership Team's monthly 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 Advisor) organises and facilitates the Sustainability Governance Group, provides strategic support, and overall monitoring and reporting back to the Sustainability Strategy Sponsor, Executive Leadership Team, and OfficeMax owners.

STRATEGIC OVERSIGHT

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

SUSTAINABILITY STRATEGY SPONSOR

The Sustainability Strategy Sponsor (Director of Marketing, Customer and Sustainability) is accountable and responsible for the Sustainability Strategy, establishing the strategic direction and ratifying the annual work plan and delivery.

SUSTAINABILITY GOVERNANCE GROUP

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

SUSTAINABILITY KAITIAKI

The Sustainability Kaitiaki assist with the brainstorming and implementation of tactical initiatives across the business.

STRATEGIC PILLAR

Foster a safe, healthy, and inclusive society

OUR GOALS

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

HIGHLY MATERIAL TOPICS

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

SDGS



PEOPLE

Capability programme

Future ready workforce

OfficeMax joined the inaugural Auckland Pacific Economic Insights Series, hosted by Tātaki Auckland Unlimited and the Ministry of Business, Innovation & Employment (MBIE), aimed at enhancing economic opportunities for Pasifika people.

The event brought together leaders from the Pasifika community with businesses, industries, local and central government.

Vicky Beca, Director, People and Capability, and Kay Swamy, Storeperson, shared OfficeMax's involvement with Project Ikuna, an MBIE and Tātaki Auckland training programme for Pasifika workers. Kay highlighted the course's positive impact on her and her family.

Since we began offering these courses, over 50 distribution centre team members have participated in the Future Ready micro-credential courses, including Life Online, Money Confidence, Wellbeing and Conflict Resolution, delivered by Education Unlimited under Project Ikuna, representing over 980 hours of training.

Our Auckland Distribution Centre has a strong Pasifika population. We are proud to offer initiatives that contribute to individual growth and long-term economic prosperity.



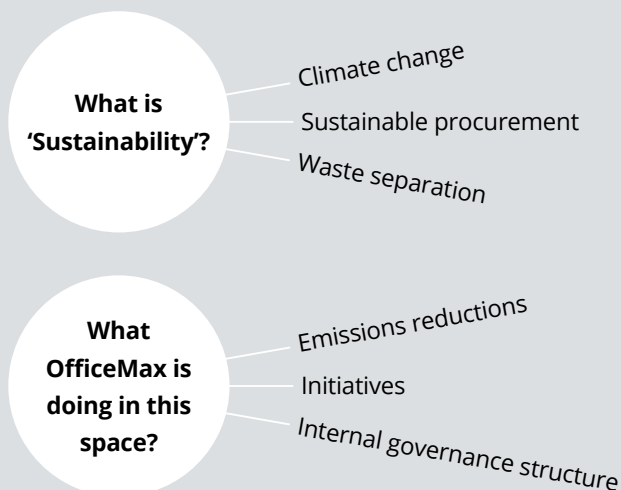
Kay Swamy,
Storeperson

Sustainability training

It was identified across the business that targeted training for our people related to Sustainability and what we do here at OfficeMax was needed. The Learning and Development (L&D) team worked to create a module in our Learning Management System (LMS) to assist with this knowledge building. Each newly recruited team member will be required to complete this training as part of their induction. The wider business was asked to complete this training to improve general knowledge and has been integrated into the broader L&D of our people.

As we work to build Sustainability into each role, this module and further training sessions will help our people understand the part they play in OfficeMax achieving our Sustainability goals.

This module includes:



"As Sustainability is core to OfficeMax, we knew we had to empower our people to make real impact. It's an opportunity to unpack in 10 minutes common jargon, learn about our strategy and what we have been focusing on to do our part. This training is essential in fostering a culture of sustainability and ensuring we remain on track to meet our environmental commitments"

Andrea Topp, Sustainability Advisor.

PEOPLE

DEIB

He aha tō mahi

Our Diversity, Equity, Inclusion, and Belonging (DEIB) committee launched "He aha tō mahi?", a new video segment which takes its Te Reo Māori name from the English pātai (question) "What is your job?".

In the fun and quirky video series, team members share what they do and how their roles contribute to our success.

By showcasing different roles, we help team members better understand one another, break down silos and strengthen collaboration. It also creates a sense of belonging, as everyone's contributions are seen and valued.

These videos spark curiosity about different career paths and foster a deeper appreciation for colleagues' efforts. More than just a series, this initiative reinforces our commitment to an inclusive workplace where every role matters.



Izzy Vandersloot, People & Capability Administrator talking to Jessa Ilano, Buyer's Assistant.

Critical risk programme

Tackling fatigue

Fatigue is more than feeling tired and drowsy. It is a physiological need for sleep that impairs the ability to perform safety-critical tasks.

We recognise fatigue is a significant human factor hazard which affects performance, leading to slower reaction times, trouble concentrating, and reduced risk perception. Lack of sleep also impacts both physical and mental health.

Prompted by Critical Risk Workshops which identify fatigue as a top 10 critical risk at OfficeMax, our Health, Safety, and Wellbeing team launched a Fatigue Programme to encourage better sleep and ensure our team members get home safe every day.

The comprehensive learning programme was designed to enhance team members' understanding and management of fatigue-related risks. This included workshops and online modules to educate people leaders, health and safety representatives, and team members about identifying and preventing fatigue.

The team also developed new tools that will be rolled out in 2025 which allow team members and people leaders to self-assess their level of fatigue and put action plans in place to manage it.



COMMUNITY

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 2024, OFFICEMAX'S
COMMUNITY INVESTMENT
TOTALLED
\$1,213,266

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.



Barnardos 0800 What's Up

Barnardos' counselling service 0800 What's Up is the only helpline and online chat service in Aotearoa for tamariki and rangatahi aged 5 to 19 years old. It's free, confidential, available seven days a week, from 11am to 11pm. 0800 What's Up plays a pivotal role in nurturing emotional resilience among young New Zealanders. Over 1.6 million contacts have been received since 2001. OfficeMax has been a proud supporter of the service since 2014.

This year, 0800 What's Up counsellors answered 12,724 calls and chats. With

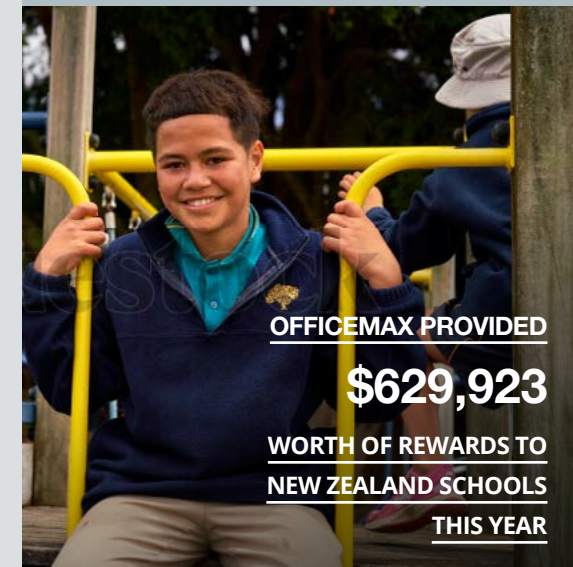
an average chat time of over 23 minutes compared to 5 minutes for calls, chat allows for deeper engagement and support compared to a traditional phone call.

Barnardos' dedication to safeguarding tamariki is reflected in the 118 referrals to emergency services made due to immediate safety concerns of the caller/ chatter. The primary reasons children and young people reached out to 0800 What's Up were issues related to family relationships, suicide, and peer relationships.

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

\$629,923

WORTH OF REWARDS TO
NEW ZEALAND SCHOOLS
THIS YEAR

COMMUNITY

Max e-Grants

Max e-Grants is our longstanding community programme, jointly delivered by OfficeMax and 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 facing challenges.

This year a total of \$142,659 of Max e-Grants was allocated through 107 grants. These grants have supported children to access school books, stationery, uniforms, equipment, classroom support, and school excursions and camps.

Our Max e-Grants programme is supported by our suppliers and since 2011 OfficeMax has distributed more than \$1.51 million to 17,112 children who experience social or economic disadvantage.

**TOGETHER WE
HAVE DONATED**

\$1.51 million

HELPING

17,112

KIWI KIDS

GOLD SPONSOR

OfficeMax®

SILVER SPONSORS



BRONZE SPONSORS



"At STAEDTLER, we firmly believe in the importance of inclusivity and equal opportunities for all children, regardless of their circumstances. Our partnership with OfficeMax and the Max e-Grants strongly aligns with our values of supporting children in their development and together, we look to create meaningful change."

Graham Rogers, National Account Manager - STAEDTLER

How we helped to level the playing field



Jaya and Leo* are siblings attending college. They live with their solo mum, who finds it hard to make ends meet despite working two jobs. Jaya also works so they can have food on the table. The siblings have a keen interest in sports, but both miss out on opportunities due to their whānau financial situation and have never signed up for extracurricular activities at school.

Their school successfully applied for a grant to give them the confidence to sign up and participate without worrying about the financial burden it would place on their Mum.

As a result of the successful grant application, Leo joined a cycling group. He is so positive about his

new sport, the friends he has made, and has participated in competitions. Jaya joined netball this season, which would not have been possible previously.

Both have benefited from making friends, being active, and becoming more confident. Their school has identified Jaya as a potential school leader.

"It was a pleasure to see the appreciation of Jaya and Leo and how it encouraged them to participate in sport. Their Mum was thrilled that they were supported in their sports interests."



**False name used to protect individual's identity*

COMMUNITY



Sustainably Ever After podcast series



OfficeMax sponsored the Sustainably Ever After podcast, launched by NZ Business magazine and presented by 14-year-old budding social entrepreneur Lilah McDonald. Sustainably Ever After focuses on engaging the New Zealand Small and Medium Enterprise (SME) community in conversations about sustainability and entrepreneurship. Lilah founded her business Water Us at just 10-years-old to tackle plastic waste and enhance access to clean drinking water. She now hopes to inspire other business owners with her podcast series. Each episode features in-depth conversations with influential figures in New Zealand’s sustainability landscape, offering actionable insights for businesses looking to incorporate sustainable practices into their operations. Our very own Managing Director Kevin Obern featured in one of the episodes named “Kevin Obern on OfficeMax’s green journey.”

Circular initiatives

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.

CHARITY	TOTAL WEIGHT	TYPE OF STOCK	DONATED TO
	25,219kg	Damaged (non-repairable) and obsolete stock	Community groups, schools, All Heart NZ stores, Pacific nations
	112kg	Unsaleable but still usable food items such as dented coffee tins, tea bags, chocolate	Families visiting and staying at Ronald McDonald house
New Zealand and Pacific Island Organisations	8,440 kg	Varied stock	Aid for Vanuatu and supporting a local fun run
Total	33,771 kg		

Martha Poumale-Mokalei,
Senior Syndicate Leader,
Flat Bush Primary and
Ruta Petero, Retail Sales Assistant,
All Heart NZ



SUMMARY**Our results**

MEASURE	2024	2023	2022	2021
COMMUNITY INVESTMENT				
Total community investment (\$)	\$1,213,266	\$1,208,722	\$1,270,064	\$2,350,038
Max e-Grant donations (\$)	\$142,659	\$112,818	\$130,702	\$33,110
Number of children helped through Barnardos 0800 What's Up	12,724	11,562	12,991	15,337
School Rewards provided (\$)	\$629,923	\$698,975	\$661,017	\$675,918
Number of school associations supported	9	8	9	4
Furniture & unsaleable stock diverted from landfill (kg)	33,771	32,741	47,461	88,000
PEOPLE				
Number of employees	466	501	511	521
Employee engagement score	71%	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: 59% Male: 41%	Female: 60% Male: 40%
Gender pay equity gap*	1.2%	1%	2%	2%
HEALTH AND SAFETY				
Total Recordable Incident Frequency Rate (TRIFR)	6.3	6.86	8.45	6.28
TALENT DEVELOPMENT				
Average hours of training per employee	16	20	18.5	-
% of employees who received regular performance and career development reviews	99%	90%	70%	-
Turnover rate	17%	21%	35.2%	17.3%

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

STRATEGIC PILLAR

Provide solutions for a rapidly changing world

OUR GOALS

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

HIGHLY MATERIAL TOPICS

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

SDGS



SUPPLY CHAIN

Responsible Supplier Code

As a supplier of over 39,000 products, it is our responsibility to maintain an ethical, transparent, and resilient supply chain. Through continued engagement with our customers and suppliers, there is a growing demand for products that are ethically sourced and have a lower environmental impact.

In response to this growing demand, in 2023 OfficeMax developed the Responsible Supplier Code ("the Code"). The Code acts as a formal commitment from our suppliers to adhere to our stakeholders' expectations of ethical practices within the supply chain of the products they purchase from OfficeMax. Criteria integrated within the Code includes, but is not limited to, modern slavery, ethical business, conflict minerals, environmental management, and product stewardship. The intention being that all product suppliers will sign or be compliant to at least the outlined 'Standard' criteria by July 2025. At the end of 2024, almost 50% of onshore suppliers have signed the Code. The Code will be integrated into the onboarding process for new suppliers in 2025.

A compliance framework will accompany the Code outlining how OfficeMax completes their due diligence checks and reporting to increase visibility, supplier education and reduce risk within our supply chain.

Supplier compliance audits

To ensure the factories that manufacture, assemble or distribute OfficeMax's own brand products comply with international standards for ethical behaviour, we have a robust sourcing and audit process in place. Factories identified as medium risk* are expected to pass annual audits against a recognised social compliance standard to be able to continue working with us. We manage non-compliances to these standards directly with the supplier and have previously paused shipments or discontinued supply until these discrepancies have been addressed.

This gives our customers confidence that they are purchasing products that support their own sustainability goals and broader positive outcomes.

Completed factory audits

OfficeMax works with all factories relating to the manufacture, assembly and distribution of our own brand products. We have assessed that of the 34 offshore suppliers we work with, 77 of their factories are medium risk*. Being medium risk means they need to meet the requirements of an internationally recognised social compliance standard for us to do business with them. There are three ways in which we accept social compliance for each factory:

- **Recognised certification:** The factory holds an internationally recognised certification**
- **OfficeMax audit:** We have organised for a third-party auditor to undertake an audit against an internationally recognised certification.

- **Shared audit:** Office Depot and Staples Inc undertake their own independent audits that are in line with internationally recognised certifications. If a factory is trading with Office Depot or Staples, we have accepted that they are socially compliant as they are expected to adhere to their strict requirements.

There were no major non-conformances noted in 2024 from the factories that have been audited against the approved social compliance standards.

FACTORY AUDITS BY TYPE		2024
Recognised certification		30
OfficeMax audit		13
Shared audit		34
Total factories audited		77

* 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 supplier identified as high risk. Two suppliers have been excluded from these audits; one is based in Taiwan that reflects less than 1% of offshore spend and is a CodeFile component of which the product itself is then assembled in New Zealand. The other supplier is based in Germany that is considered as low risk due to domestic legislative requirements around labour standards.

** 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, B or C Grading Level); Responsible Business Alliance Certification.

PRODUCT STEWARDSHIP

Starting with paper

OfficeMax is currently developing our Sustainable Product and Packaging Guidelines (SPPG) for our own brand products, building on our existing Sustainable Packaging Guidelines. These new guidelines aim to reduce waste by applying the principles and criteria of lifecycle assessment to evaluate both the current and future states of a product. By considering a product's function and lifespan, we can identify and select more sustainable materials and components. This initiative presents an opportunity for OfficeMax to innovate and enhance our product range, making it more durable and environmentally responsible than other options available in the market. We assessed our multipurpose copy paper against the draft version of the guidelines, which inspired the introduction of the fully recyclable paper strap to replace the plastic polypropylene (PP) strapping.

A box of copy paper, which includes five reams, is traditionally bound with plastic strapping to secure the box lid and acts as a handle to support weight bearing when carried. The innovative paper strap, made primarily from recycled pulp and virgin long fibre, can

support weights of up to 40 kilograms.

With OfficeMax holding more than 45 per cent of the white copy paper market*, the innovation is significant. If adopted by the whole paper market, the paper strap has the potential to prevent approximately 1,930 kilometres, longer than the length of New Zealand, of plastic strapping going into landfill each year**.

UPM Specialty Papers APAC supported us with the research and development of the paper strap to ensure the product was 100% recyclable in New Zealand and met the Australian

Richard Meares, OfficeMax Director of Merchandise says "Increasingly, our customers are looking to us to take a leading position in product stewardship, and that includes addressing the environmental impacts of our products, from sourcing, packaging, right through to their disposal. Designing out waste from existing products is one way to speed up New Zealand's transition to a low carbon future and this is another great example of our focus in this area."

Packaging Covenant Organisation (APCO) standards. This follows our progress made in 2020 when OfficeMax became the first company in New Zealand to introduce fully recyclable copy paper wrap, which diverted almost 36 tonnes of waste in just three years***.

**Based on A4 and A3 white copy paper only.*

***Approximated numbers based on the NZ market size of all white copy paper being 20,000 tonnes.*

****Assumes copy paper wrap is recycled 100% of the time.*

Product Lifecycle Assessment

The infographic below illustrates how OfficeMax will apply the principles and criteria of a Product Lifecycle Assessment when evaluating products through the Sustainable Product and Packaging Guidelines (SPPG).



SUPPLIER EXPO

There was a lot to celebrate at this year's Supplier Expo.

Over a jam-packed two-day event, 140 supplier attendees with 35 different stands showcased their businesses and products to OfficeMax's 210 sales, merchandise and executive leadership team members. Our team valued the opportunity to learn more about our suppliers, build relationships and understand what new products and solutions to expect in the coming year.

Supplier Rick Jansen from Dove Electronics said "Another great OfficeMax Expo, hands down the best customer event we attend. Great attendance, investment, attention, organisation at all levels."



For the second year in a row Essity was awarded the Sustainability Leader award. This award is given to the supplier that demonstrates a commitment to reducing their products' environmental impact, carbon and waste reductions, and a deep sense of social responsibility with New Zealand communities. What set Essity apart was their Kawerau Geothermal Steam Project and multi-year journey to restore and protect the Tarawera River banks by planting native trees with their local community.

Other awards presented at the Expo Awards Dinner included Everyday Operational Excellence awarded to Dove Electronics, Inspirational and Innovative Exhibitor Stand awarded to Accent Group, and Supplier of the Year awarded to Cottonsoft.



ENABLING PURPOSE-LED PURCHASING

Social procurement

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 social enterprise 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.



Becoming a Fairtrade Supporting Workplace

OfficeMax's Auckland office was certified as a Fairtrade Supporting Workplace in December 2024. This means that at least two fairtrade products are available for all team members to consume. We transitioned all team member coffee machines in our kitchenettes and on-site cafe to fairtrade coffee beans and provide

fair trade certified ceylon tea. This certification supports the work we have been doing to range ethically sourced café products for our customers by sourcing these products ourselves. We will continue to investigate opportunities to expand accessibility to these products across our offices in New Zealand.

ENABLING PURPOSE-LED PURCHASING

Amotai

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.



Tuhi Stationery

This year we announced our partnership with Tuhi Stationery to support them in the supply and distribution of their products as they scale and grow. Tuhi is a small, Māori, family-owned business working to ensure that no one should have to leave their language or culture at the door by providing Te Reo Māori and Samoan language bi-lingual diaries.

Through this partnership, Tuhi is able to access OfficeMax's supply chain and distribution expertise and continue to grow their product offering at the same time. We're proud to support Tuhi in their growth stage and enable them to grow their impact.



TUHI.
STATIONERY

EcoMax

The largest impact that OfficeMax can have in sustainability is enabling customers to seek products with a lower environmental impact, or with sustainability-related credentials and providing these products at a competitive price.

Our customers are able to shop for more sustainable products through our products tagged as EcoMax on our website. Through EcoMax, customers can filter by a specific product attribute that aligns with their sustainability goals. We have undertaken a review of the EcoMax attributes with the intention to relaunch in 2025 alongside our new customer reporting.



ecoMax®
sourced with care by **OfficeMax**®

Freight emissions customer reporting

OfficeMax is proud to support our customers on their own sustainability journey. This includes providing Toitū certified carbon compatible freight reports. These reports enable customers to measure the greenhouse gas (GHG) emissions associated with the freighting of the products they purchase from us. This information can be used in their own GHG emissions inventory.



SUMMARY

Our results

MEASURE	2024	2023	2022	2021
CUSTOMERS				
Number of customers	32,000+	34,000+	34,000	33,000+
Net Promoter Score	60	57	50	50
Customer retention	89%	94%	94%	90%
PRODUCTS				
Number of product choices	39,000+	37,000+	33,996	34,841
Number of OfficeMax own brand products	3,026	2,697	3,006	3,461
SUPPLIERS				
Number of suppliers	510	531	610	586
Number of supplier audits completed	77	70	47	55

STRATEGIC PILLAR

Drive a low carbon, circular economy

OUR GOALS

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

HIGHLY MATERIAL TOPICS

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

SDGS



GREENHOUSE GAS EMISSIONS

The following table details OfficeMax's Scope 1, 2 and 3 greenhouse gas (GHG) emissions inventory for the period 1 January 2024 – 31 December 2024. This inventory has been prepared in accordance with ISO 14064-1:2018.

All figures are presented as gross tonnes of carbon dioxide equivalents (tCO₂e). 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 on page 23. For ease of comprehension for readers of this report, we have chosen to reference Scopes throughout this report.

This GHG emissions inventory has been independently verified by a third-party in accordance with ISO 14064-3:2019. Reasonable assurance has been provided over Scope 1 and 2 and limited assurance over Scope 3. The GHG emissions from 2022 and 2023 have also been independently verified with the same assurance.

Boundaries

OfficeMax applies an operational control consolidation approach in the preparation of its GHG inventory. No business units have been excluded.

Emission source exclusions

The following emission sources have been omitted from the inventory due to the inability to source complete and accurate activity data.

- Purchased goods
- End-of-life of sold products
- Use stage of sold products
- Upstream freight (uncontrolled)

Calculations

OfficeMax utilises the ESP Bravegen platform to calculate its GHG emissions. The calculation methodology used for quantifying GHG emissions:

GHG emissions = activity x emission factor.

In some instances, supplier specific emissions data has been used and an emission factor has not been applied. GHG emissions that were calculated

used emission factors sourced from the New Zealand Ministry for the Environment 2024 Guide and UK DEFRA/DESNZ 2024. 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 site.



GREENHOUSE GAS EMISSIONS

Measure

GHG emissions (tCO₂e) by category, scope and emission sources from 2022 (base year) to 2024.

SCOPE	ISO CATEGORY	EMISSION SOURCES	GHG EMISSIONS (tCO ₂ e)		
			2024	2023	2022
Scope 1	Category 1 - Direct GHG emissions and removals	Fuel combustion from company vehicles	218	325	380
		Natural gas	4	4	4
		Diesel Stationary Combustion	2	N/A	<1
		Refrigerant top ups	0	0	0
Scope 2	Category 2 - Indirect GHG emissions from imported energy	Purchased electricity	107	116	170
		Electricity leased sites	2	2	3
		Electric vehicle charging	1	<1	N/A
TOTAL SCOPE 1 + 2			334	447	557
Scope 3	Category 3 - Indirect GHG emissions from transportation	Accommodation nights	9	11	7
		Rental cars	4	4	4
		Taxis and uber	<1	<1	N/A
		Air travel	128	218	153
		Employee commuting	438	536	536
		Employees working from home	9	14	14
		Downstream freight	1,317	1,330	1,424
		Upstream freight	687	596	717
	Category 4 - Indirect GHG emissions from products an organisation uses	Transmission and distribution losses - Natural gas	<1	<1	<1
		Transmission and distribution losses - Electricity	8	13	16
		Fuel well-to-tank	53	77	89
		Composted waste	3	3	3
		Recycled waste	3	12	11
		Waste to landfill	33	29	25
		Waste wood	<1	<1	<1
		Wastewater	1	<1	<1
		Water use	<1	<1	<1
TOTAL SCOPE 3			2,696	2,845	3,000
TOTAL SCOPE 1, 2 & 3			3,030	3,292	3,558

¹ N/A: Not measured in reporting year.

² Figures may not add up due to rounding.

GREENHOUSE GAS EMISSIONS

Performance

OfficeMax has made significant strides in our Scope 1 and 2 emissions reduction journey. This includes, but is not limited to, our fleet and forklift transition to lower emissions alternatives, solar panel installations at the Auckland distribution centre and general energy management process improvements across the business.

Our measured Scope 1 and 2 GHG emissions were 334 tCO₂e in 2024. This is a reduction of 40% against our 2022 base year and 69% against 2019.

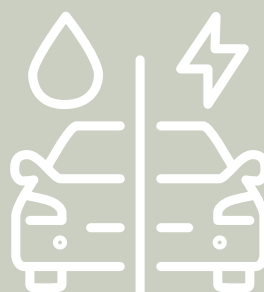
REDUCTION IN OUR ABSOLUTE SCOPE 1 & 2 GHG EMISSIONS

40%

(2024 vs 2022)

69%

(2024 vs 2019)



Scope 1:

Fleet transition to predominantly hybrid and electric vehicles that was completed at the end of 2023 and throughout 2024 that resulted in a year-on-year fuel reduction of over 30%.



Scope 2:

GHG emissions have reduced by 7% against 2023. This reduction is a result of the LED light transition project completed at the Auckland office.

Scope 3 (Category 3):

41% reduction in air travel emissions were achieved compared to 2023. A result of a stricter policy to reduce unnecessary business travel across the business.



Key initiatives in 2024

Scope 3 (Category 4):

OfficeMax maintained a waste diversion rate of 82% despite volumes increasing across all waste streams.



GREENHOUSE GAS EMISSIONS

Emissions Reduction Plan

OfficeMax has developed its first Emissions Reduction Plan to support the commitment to a new Scope 1 and 2 emissions reduction target and broader Scope 3 activity-based targets.

This new target is a 50% reduction in Scope 1 and 2 GHG emissions by 2030 against our 2022 base year. This will equate to a 75% reduction in Scope 1 and 2 GHG emissions since 2019 (OfficeMax's historical base year). OfficeMax achieved its first target commitment of a 25% absolute reduction in Scope 1 and 2 GHG emissions by 2025 in 2021. Therefore, setting a more ambitious target for 2030 was timely as emissions reduction continues to be a focus area for the business. Figure 1 reflects the Scope 1 and 2 emissions reduction journey we have been on since 2019.

To support reductions across our Scope 3 GHG emissions, we have set the following activity-based targets:

- Achieve a waste diversion rate of 83% annually
- Reduce air travel kilometres travelled by 20% against 2022 levels

- Achieve a 5% increase in adoption of low emissions modes of transport for employee commuting by 2030
- Engage freight suppliers to commit to a science-aligned GHG emissions reduction target in-line with a 1.5 degree of warming pathway.

OUR COMMITMENT:
TO REDUCE OUR ABSOLUTE
SCOPE 1 & 2 GHG EMISSIONS

50%
by 2030
(on a 2022 base year*)

**OfficeMax's target has been informed by and set using the Science Based Targets initiative (SBTi) near-term cross-sector absolute reduction methodology and is consistent with a reduction pathway that contributes to limiting warming to below 1.5 degrees Celsius. While the target has been developed in-line with the SBTi's Corporate Near-Term Criteria, the target has not been submitted to or validated by the SBTi.*

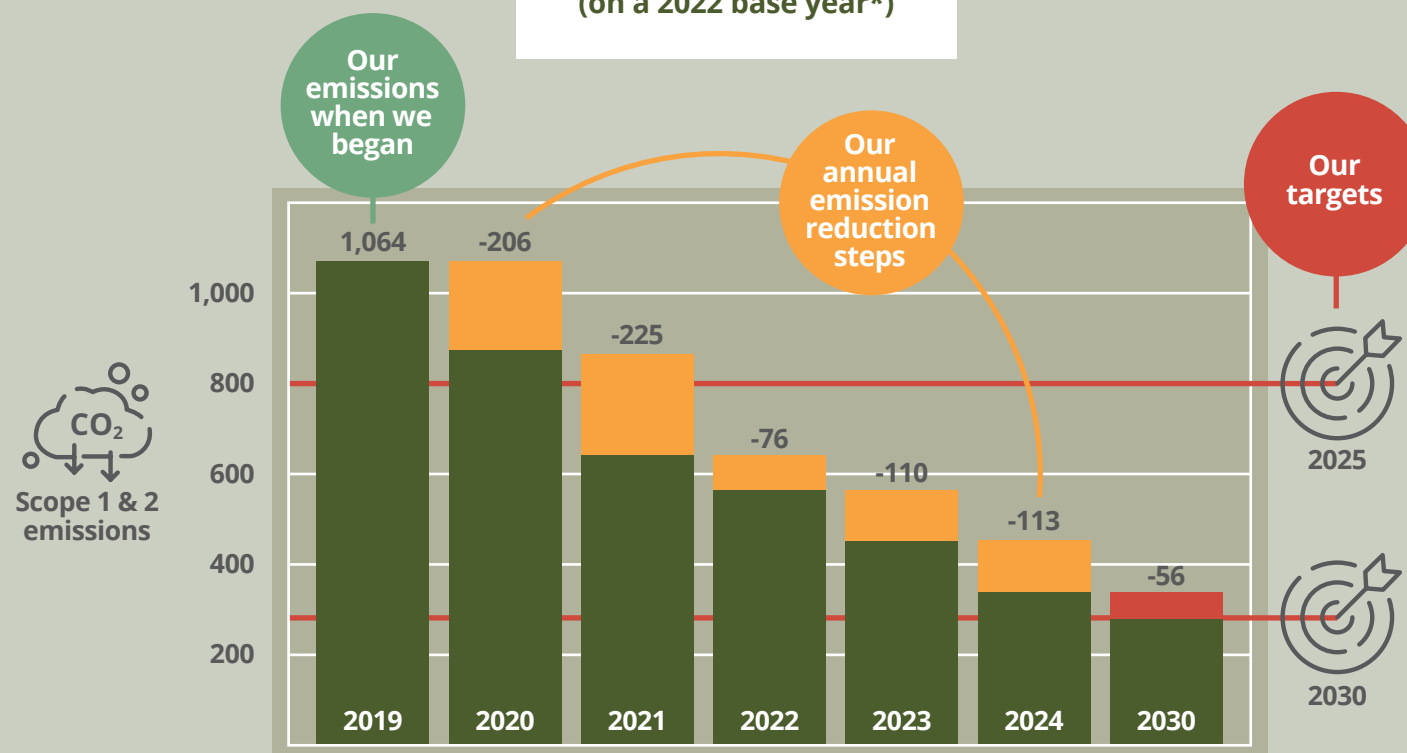


Figure 1. Emissions reduction journey since 2019 to present (2024) and remaining emissions reductions required to achieve 2030 target.

CLIMATE CHANGE

Climate-related risks and opportunities

In 2024, OfficeMax undertook a process of scenario analysis to identify and assess our climate-related risks and opportunities. OfficeMax is not a climate reporting entity (CRE) in New Zealand, but we are choosing to voluntarily disclose our climate-related risks and opportunities as this information is important for our stakeholders. The process used has been informed by the Aotearoa New Zealand Climate Standards but is not compliant with these standards.

Scenarios

OfficeMax analysed three climate change scenarios: orderly, disorderly and hot house world, sourced from 'The futures of retail' report. These scenarios were developed by KPMG New Zealand in collaboration with selected businesses in the New Zealand retail sector.

Process

OfficeMax's scenario analysis process was completed with select members of our Executive Leadership Team, our Sustainability Advisor, and our Facilities and Supply Chain Managers, with support from an external consultant. The process first involved identifying physical and transition risks and opportunities relevant to OfficeMax. These risks and opportunities were then rated on a consequence and likelihood basis, under each scenario.

Consequence: The anticipated physical, financial, or social impacts on the business, our people and/or our value chain.

Likelihood: The very short (1 year), short (2-6 years), medium (7-16 years), long (17-26 years), and very long (27-76 years) time horizons in which the risk or opportunity is reasonably expected to occur.



Opportunities

The transition to a low-emissions economy presents OfficeMax with opportunities such as, but not limited to self-generated energy efficiency; operational efficiency; partnerships with decarbonising freight providers; competitive marketability if we are able to keep up with customer preferences; enabling customers to make more informed product selections; and confidence in the quality of operations within OfficeMax's value chain.

Risks

Our climate-related risks have been included within OfficeMax's enterprise risk catalogue which is assessed each year as part of our environmental management system (ISO 14001) certification.

The following pages outline the material risks identified, the time horizon and relevant scenarios they would occur in, what the anticipated impacts to OfficeMax may be and what OfficeMax is currently doing in mitigating these risks.

Orderly

An ambitious and coordinated transition to a low-emissions, climate-resilient future. Stringent climate policies, innovation, ambitious investment, and medium-to-high deployment of carbon removal solutions limit global warming to 1.6°C in 2050 and 1.4°C in 2100.

Disorderly

Ambitious action is delayed to 2030, followed by sudden and uncoordinated economic transformation. Extensive, stringent, and punitive but late government intervention, in combination with some deployment of carbon removal solutions, limits global warming to 1.7°C in 2050 and 1.67°C by 2100.

Hot House World

Current emissions reduction policies are implemented. Current socio-economic trends continue, resulting in 2°C global warming by 2050 and more than 3°C by 2100.

CLIMATE CHANGE

RISK	TIME HORIZON AND RELEVANT SCENARIO	ANTICIPATED IMPACTS	RISK MITIGATION ACTION
PHYSICAL RISKS			
Disruptions to business continuity due to damage of OfficeMax's sites and national transport network	Very short/ Short (orderly, disorderly, and hot house)	Extreme weather events may physically damage OfficeMax's sites and destruct roads impacting our ability to maintain delivery timeframes and ensure our people can commute to work. This may result in a temporary or sustained decrease in productivity and sales.	Annual review of OfficeMax's Environmental Aspects and Impacts Register to identify and assess the likelihood of crisis or emergency situations. Checks of roofing and gutter systems to be completed in 2026 to increase adaptation to climate change.
Disruptions to factories and suppliers, due to climate change impacts	Very short (orderly, disorderly, and hot house)	Disruptions to offshore and onshore factories may result in a temporary or sustained decrease in sales due to product scarcity.	OfficeMax currently has suppliers across various geographical locations. It is possible to source the same product from another supplier.
TRANSITION RISKS			
Carbon taxes, carbon pricing, or carbon border adjustment mechanisms.	Short/ Medium (orderly and disorderly)	Market based mechanisms will have a direct and indirect cost on OfficeMax which will likely be passed on to the customer, impacting customer satisfaction.	OfficeMax's decarbonisation plan sets out actions to reduce our reliance on highly emissions intensive activities.
Mandatory reporting on products, including circular economy and end of life information.	Short/ Medium (orderly and disorderly)	This will require a significant increase in internal and external resources to collect relevant data which will put pressure on our suppliers and factories to evolve products. This will impact production costs that will likely need to be passed on to the customer, impacting our price competitiveness.	OfficeMax's Sustainable Product and Packaging Guidelines will embed ecodesign and circular principles into our own brand products. These guidelines allow us to have greater visibility of our products and provides a framework for all of our suppliers to use in evolving their own product lines.

CLIMATE CHANGE

RISK	TIME HORIZON AND RELEVANT SCENARIO	ANTICIPATED IMPACTS	RISK MITIGATION ACTION
TRANSITION RISKS			
Failing to evolve with best-practice sustainability expectations	Short/ Medium (orderly and disorderly)	As expectations increase for businesses to disclose their climate-related performance, we anticipate that this will require additional resource to ensure OfficeMax can meet these changing expectations.	As members of the Sustainable Business Council, we are connected to businesses that are also tackling these evolving benchmarks. We have engaged our stakeholders in the development of our 2026-2030 Sustainability Strategy so it can reflect 'best practice'.
Greenwashing accusations associated with our EcoMax range	Very short/ short (orderly and disorderly)	Despite best efforts to source evidence for products tagged as 'EcoMax' on our website, there is a risk that we unintentionally mislead customers which may harm our reputation and sales.	Additional resource has been allotted to complete internal checks and record management process reviews of product information relating to the EcoMax range.
Changing customer preferences towards sustainable products	Short/ Medium (orderly and disorderly)	If customer behaviour shifts toward more sustainable product purchasing, there is a risk that OfficeMax is unable to meet this demand quickly.	Our sustainability strategic planning will include key performance indicators (KPIs) for the inclusion of more products in our EcoMax range.
Inability to influence practices of international manufacturers	Short/ Medium (orderly and disorderly)	All product suppliers are required to be compliant with our Responsible Supplier Code. There is a risk that our suppliers do not adhere to this code, which may impact our ability to source certain products and cause reputational damage.	If aspects of the code are not met by our suppliers, we are within our rights to suspend or terminate the supply relationship.

ENVIRONMENT

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.

Forest Stewardship Council® and Programme for the Endorsement of Forest Certification

OfficeMax is certified to the Forest Stewardship Council® (FSC®) and Programme for the Endorsement of Forest Certification (PEFC) chain of custody standards. Being certified means that OfficeMax can not only promote the FSC® and PEFC certified products of the suppliers we procure from, but we can also label, promote and sell our own brand products as FSC® and PEFC certified. A minimum requirement of OfficeMax's own brand range of wood-based products is that they must be certified to either of these globally recognised standards.

Being certified sets OfficeMax apart in the market by having a transparent chain of custody process that is verified by an independent third-party each year of which holds us to the rigorous standards of these international programmes.

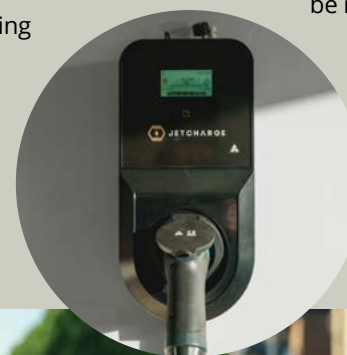


Promoting
Sustainable Forest
Management

OfficeMax has confidence that the wood-based products we are supplying our customers are sourced from responsible, renewable, and legal forestry practices.

Fleet home charging stations

Following the transition to electric fleet vehicles, a solution to alleviating range anxiety, charging availability and reimbursements of home-charging, was the introduction of home charging stations for our people. We partnered with JET Charge to install home chargers for our team members to charge their corporate cars overnight.



"OfficeMax is the first business we have worked with for home charging using JET Charge+, an industry-first EV charging service that allows fleets to dial their EV charging needs up and down to suit their needs. OfficeMax has really paved the way on this, as they've demonstrated to their people and other corporates that the transition to electric vehicles can

be made simple for employees through an at-home charging solution," says JET Charge Chief Executive Officer Tim Washington.

Photo credit: Liam Neal, Good&Proper



SUMMARY

Our results

MEASURE	2024	2023	2022	2021
GHG EMISSIONS				
Scope 1	224	329	384	460
Scope 2	110	118	173	173
Scope 3	2,696	2,845	3,000	123
ENERGY				
Average % of OfficeMax's Auckland site electricity (kWh) generated by solar array	22%	19%	21%	18%
WASTE				
Recycled waste (kg)	608,014	569,740	508,826	-
Composted waste (kg)	18,459	14,980	19,427	-
Waste to landfill (kg)	142,422	125,227	121,853	-
% of waste diverted from landfill	82%	83%	83%	-
LOCAL SOLUTIONS				
% of products sourced from New Zealand-based suppliers	89%	92%	91%	92%



Let's
get it done
together

We encourage feedback on this Sustainability Report.
Please share your thoughts with us at sustainabilityreport@officemax.co.nz

OfficeMax®