GREENERPURCHASING
PROGRAM

A useful set of tools
to help you save time
& money while reducing
your environmental footprint

Exclusively for Office Depot® customers

Dear Office Depot® customer or potential customer,

If you're interested in buying greener but aren't sure how to start, we've designed the Greener Purchasing Program for you. It has five main steps and a series of tools to help you save time and money while reducing your environmental footprint. Each tool in this guide was created by Office Depot to solve a specific customer need. Now, we've pulled them together in this step-by-step program to bring a new methodology to your greener purchasing efforts. We hope you find it valuable.

By following the program above and succeeding in your greener purchasing efforts, not only are you likely to improve your environmental performance, but you may also become eligible for a Leadership in Greener Purchasing Award from Office Depot. As described on the back of this guide, we recognize a small number of leading green customers every year at a special dinner and awards ceremony. We hope to have the opportunity to present one to you in the future.

Thank you for your interest in greener purchasing and your loyalty to Office Depot,

Yalmaz Siddiqui
Senior Director, Environmental & Supplier Diversity Strategy
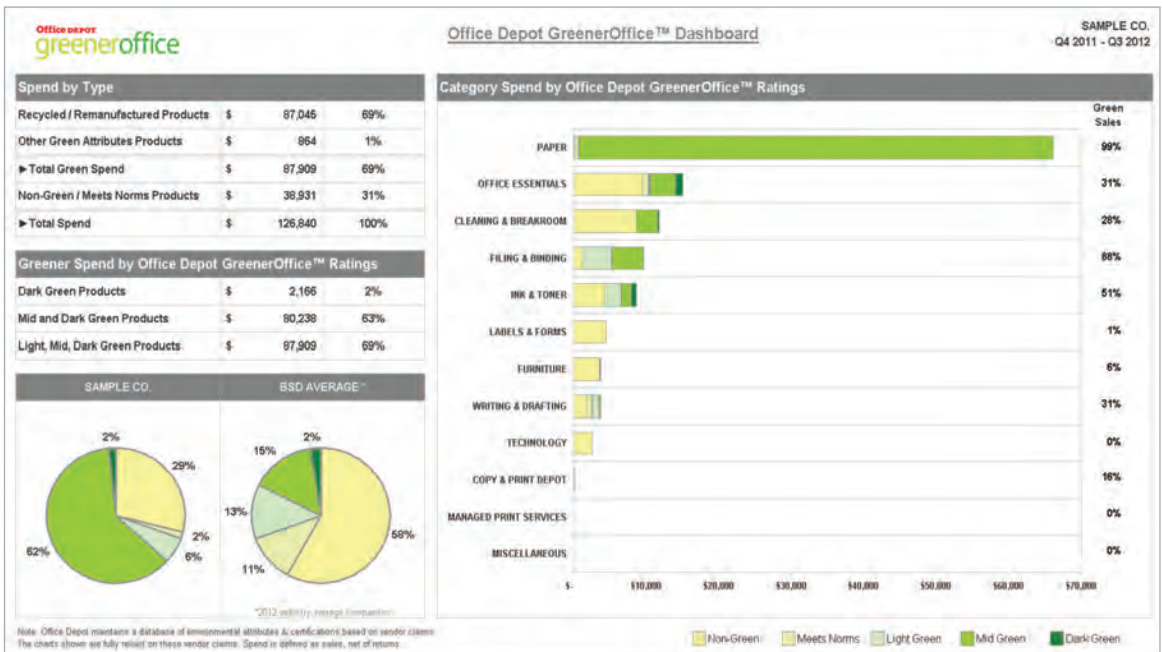Office Depot

Green Business Review
Evaluate your green spending at a glance

The first place to start on your greener purchasing journey is with the Green Business Review (GBR). This report, exclusive to Office Depot® customers, gives you an unparalleled understanding of your organization's greener purchasing by visually depicting your greener spend based on the Office Depot GreenerOffice™ Rating system. Using this system, we have rated thousands of products as light, mid or dark green, as described on pages 6-7.

The visuals in the GBR help you understand where you're buying greener, and where you have opportunity. It also provides the average percentage of greener purchasing across all Office Depot customers to give you a point of reference for your organization. In 2013, this average was 30% green, comprised of 13% light green, 15% mid green and 2% dark green purchases.

Available free on a quarterly basis to Office Depot contract customers, the GBR can help you set a baseline and track greener purchasing over time. To obtain a GBR, you need a contract with Office Depot and at least 3 months of purchases. Your Account Manager can then run a GBR every quarter.

Office Depot greeneroffice — Office Depot GreenerOffice™ Dashboard — SAMPLE CO. Q4 2011 - Q3 2012

Spend by Type

Recycled / Remanufactured Products	$ 87,045	69%
Other Green Attributes Products	$ 864	1%
▶ Total Green Spend	$ 87,909	69%
Non-Green / Meets Norms Products	$ 38,931	31%
▶ Total Spend	$ 126,840	100%

Greener Spend by Office Depot GreenerOffice™ Ratings

Dark Green Products	$ 2,166	2%
Mid and Dark Green Products	$ 80,238	63%
Light, Mid, Dark Green Products	$ 87,909	69%

Category Spend by Office Depot GreenerOffice™ Ratings — Green Sales

Category	Green Sales
PAPER	99%
OFFICE ESSENTIALS	31%
CLEANING & BREAKROOM	28%
FILING & BINDING	88%
INK & TONER	51%
LABELS & FORMS	1%
FURNITURE	6%
WRITING & DRAFTING	31%
TECHNOLOGY	0%
COPY & PRINT DEPOT	16%
MANAGED PRINT SERVICES	0%
MISCELLANEOUS	0%

Legend: Non-Green | Meets Norms | Light Green | Mid Green | Dark Green

> I created the Green Business Review in 2009 and that helped me win an Office Depot Global Innovation Award. I'm proud of the award but prouder that thousands of customers have used the GBR to green their purchasing. The report has made an impact on the world.

Shela Fletcher
Senior Manager,
Environmental Strategy,
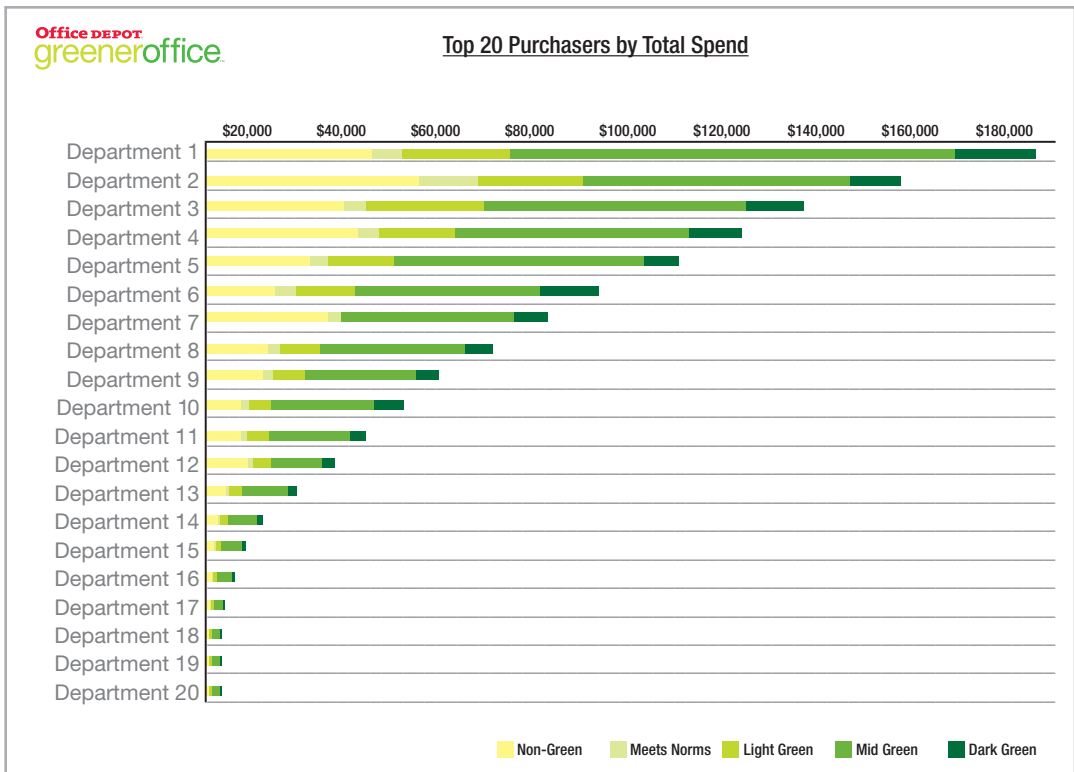Office Depot

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Green Purchasers Analysis
Tracking greener purchasing by department or end-user

The Green Purchasers Analysis offers Office Depot® customers a deep understanding of who in their organization is buying greener, and who isn't. This clarifies where those trying to encourage greener purchasing should focus their efforts.

The report is generally run at the Department or Division level, but can also be run at the individual end-user level. Office Depot customers have used the insights to start friendly competitions between departments, or encourage specific employees to buy greener.

The level of detail available depends on how your account is set up and if the users log in consistently: the more a log in name is used, the better our data. Below you'll see an example of a Green Purchasers Analysis with the spend organized and shown based on the Office Depot GreenerOffice™ Rating system (described on pages 6-7).

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Top 20 Purchasers by Total Spend

Legend: Non-Green, Meets Norms, Light Green, Mid Green, Dark Green

"I help create the Greener Purchasers Report and enjoy providing customers with the level of detail that makes spend analysis actionable - this report can be very revealing and helps internal green advocates focus on who can make the biggest difference.

Roger Howell
Senior Analyst,
Environmental Reporting,
Office Depot

LEED Credit Reporting
A simple way to track purchasing for LEED-EB certification

If there is a building in your organization pursuing Leadership in Energy and Environmental Design for Existing Buildings (LEED-EB) certification, this report will help. It tracks spend that complies with US Green Building Council (USGBC) definitions of green for office supplies, furniture, technology, and cleaning products. In the building's LEED 'performance period', if all eligible products are purchased from Office Depot®, your Account Manager can provide a report showing how the purchases complied with LEED-EB. Our report can then be submitted to USGBC, helping avoid hours or days of manual data entry.

Custom Green Spend Reports
Personalized reports uniquely suited for your organization

Since many organizations want to analyze their green spend according to their own definitions, we have created many Custom Green Spend Reports. If you have unique green spend analysis needs, we may be able to help, limited only by the product-level environmental data we maintain. For example, we've helped Federal Agencies track compliance with EPA CPG (epa.gov/cpg) and universities track paper spend in line with AASHE STARS specifications (stars.aashe.org). Contact your Account Manager to explore your options.

SAMPLE AGENCY CPG & EPP COMPLIANCE REPORT

Products Purchased	Total Spend	CPG Compliant	Environmentally Preferred (EPEAT or Bio-based)	Estimated % CPG/EPP Compliant
Tissue Products	$51,997	$35,678	$ -	69%
Toner & Ink	$821,100	$456,786	$ -	56%
Janitorial Products	$23,056	$1,048	$45	5%
Paper (Cut Sheet)	$648,531	$477,449	$ -	74%
Office Supplies	$800,399	$183,096	$23,387	26%
Other Purchases	$97,386	$3,013	$48,727	53%
Not CPG/EPP Category or Unknown	$1,103,273	$ -	$ -	0%
Total Estimated CPG/EPP Compliant	$3,545,741	$1,157,070	$72,160	35%

SAMPLE AASHE STARS PAPER REPORTING TEMPLATE

Percentage of Post-Consumer Recycled, Agricultural Residue, and/or FSC Certified Content	Point Value per Level	Multiply	Expenditures on Specified Level of Post-Consumer Recycled, Agricultural Residue, and/or FSC Certified Content Office Paper	Divide	Total Expenditures on Office Paper	Equals	Points
10-29	0.15		_____		_____		
30-49	0.3		_____		_____		
50-69	0.45	x	_____	÷	_____	=	
70-89 (or FSC Mix label)	0.6		_____		_____		
90-100 (or FSC Recycled label)	0.75		_____		_____		
Total Points					→		

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Greener Purchasing Priorities
Decide the categories or impacts you want to address

After analyzing your spending, it's important to define your purchasing priorities. You can focus on specific product categories, specific economic goals or particular environmental issues. For example, if you buy a lot of paper and want to symbolize your environmental commitment to others, you may want to start with greener paper. If you want to save money, you may prioritize remanufactured/refurbished items or products that use less energy. If you're concerned about chemicals, you could prioritize greener cleaning products or low-emission furniture.

This table explains the typical environmental impacts by category and identifies benefits of going greener. You'll also see the Office Depot® view on what is 'not green' in a category and which claims we consider 'industry norms'.

Product Category	Typical environmental impacts	Potential benefits of going greener	Not Green	
Ink/Toner Cartridges	Oil resources used for plastic shell Energy used to create new cartridges Waste created if not recovered	Save money and oil resources needed to create new cartridges	0% - 9% postconsumer recycled Not remanufactured Not plant-based or solid ink	
Lighting	Energy required during use Bulb contains mercury	Save money and energy while lowering your carbon footprint during use	Incandescent light/T12 Tubes	
Office Technology	Energy needed during use Quantity and toxicity of materials to create e-waste if not recycled	Save money & energy while lowering your carbon footprint during use; reduce the need for mining and use of toxic materials in components	Not energy efficient Made with restricted / hazardous substances No ecolabel & not refurbished	
Paper Products	Forest fiber needed for virgin paper Energy/water used for pulp and paper production Waste created if not recovered	Save forest resources and reduce waste by using recycled materials Support responsible forestry	0% - 9% postconsumer recycled No forest certification Bleached with chlorine Illegal / unsustainable harvesting practices	
Writing Instruments	Plastic and energy needed for shells Waste created if not refilled/recycled	Save money and resources needed for writing instrument shells	Not refillable 0% - 9% postconsumer recycled Not certified as non-toxic (for markers/highlighters)	

Defining Green with Shades of Green
How green is green enough for you?

After deciding how you're going to prioritize between product categories, you may want to consider how green you want your purchasing to be. The table below shows how Office Depot classifies greener products according to shades of green. You may choose to buy 'light green' if you're just starting; 'mid green' if you want to go beyond the basics; and 'dark green' if you're really trying to minimize your environmental footprint.

If you're concerned about costs, here's something to keep in mind: some greener choices are more expensive (e.g. recycled paper), but you may be surprised to find that many of the greenest products can save you money immediately (e.g. remanufactured cartridges) or over time (e.g. energy-efficient technology or LED light bulbs).

Meets Industry Environmental Norms	Light Green	Mid Green	Dark Green
Vendor has a take-back program for empty cartridges STMC certified for quality	10% - 29% postconsumer recycled OR Plant-based inks	30% - 100% postconsumer recycled OR Remanufactured (but not EcoLogo or Plant-based ink/toner)	Solid Ink OR Remanufactured and EcoLogo Certified or Plant-based ink/toner
Complies with EU Restriction on Hazardous Substances	Halogens / T8 Tubes	CFLs / T5 Tubes	LEDs / LED Tubes
ENERGY STAR Qualified where it is a norm for the category (e.g. printers) Complies with EU Restriction Hazardous Substances (RoHS and WEEE)	Refurbished OR ENERGY STAR Qualified (where ENERGY STAR is not a norm for category e.g. laptops / monitors)	EPEAT Bronze and Silver, Ecol0go, Blue Angel, TCO, or Energy Star Most Efficient	EPEAT Gold
ECF Bleached SFI / PEFC / FSC controlled wood certified	FSC Mix virgin fiber OR 10% - 29% postconsumer recycled	FSC Pure virgin fiber OR 30% - 89% postconsumer recycled	90% - 100% postconsumer recycled
Refillable with available refill (but no other meaningful green attributes or ecolabels) Certified AP non-toxic (for markers/highlighters)	Refillable OR 10% - 29% postconsumer recycled	Refillable AND 10% - 69% postconsumer recycled	Refillable AND 70% - 100% postconsumer recycled

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Sample Greener Purchasing Policies – Office Supplies
Templates to build on as you write your own

Once you've decided what your priorities are, it's best to formalize your approach by writing purchasing policies to clarify what your buyers should look for when making purchasing decisions. The best-written policies clearly communicate what is expected, by whom and by when.

This sample policy is for office supplies:

Scope:
Our greener purchasing policy for office supplies covers copy paper; filing, storage & binding; envelopes, labels & mailing; desk accessories; writing; dated goods; ink & toner cartridges and batteries.

Environmental Specifications:
Buyers are encouraged to buy greener office supplies that meet one or more of these specifications:

- Minimum 30% postconsumer recycled copy paper
- Minimum 10% postconsumer recycled and/or 20% total recycled for other paper products
- Minimum 30% plant-based materials such as sugarcane bagasse or agricultural residues
- Virgin paper products with fiber from FSC-certified responsibly managed forests
- Remanufactured ink and toner cartridges
- Refillable writing instruments and refills
- Rechargeable batteries

Metric:
Spend on policy-compliant office supplies / Spend on all office supplies in scope
Goals & Timelines:
50% policy-compliant office supplies spend by end of 2014, 90% by end of 2015
Responsible Parties:
Administrative Assistants, Managers
Procedures:
1. First look in The Green Book® catalog to find the greenest options
2. Then visit business.officedepot.com to find more greener choices
3. Create and use custom green shopping lists
4. Track total spend and greener spend across all office supplies in scope

Sample Greener Purchasing Policies – Cleaning Supplies
Templates to build on as you write your own

Office Depot® has a number of sample greener purchasing policies available to you that were originally written to support our LEED for Existing Buildings certification at our global headquarters. Please feel free to adapt them in any way (such as to include the shades of green ratings) for your organization.

This sample policy is for cleaning supplies:

Scope:
Our green purchasing policy for cleaning products covers all cleaning chemicals as well as trash bags, paper towels and tissues.

Environmental Specifications:
Buyers are encouraged to buy greener cleaning products that meet one or more of these specifications:
- Green Seal / EcoLogo / Design for Environment certified
- Cradle to Cradle certified
- Minimum 10% postconsumer recycled content and/or 20% total recycled content paper products

Metric:
Spend on policy-compliant cleaning products / Spend on all cleaning products in scope

Goals & Timelines:
50% policy-compliant cleaning products spend by the end of 2014, 90% by the end of 2015

Responsible Parties:
Cleaning and janitorial products buyers, facilities managers, administrative assistants

Procedures:
1. When buying cleaning products on contract, discuss the specifications above with the representative
2. When releasing a cleaning products RFP (Request for Proposal), list the above specifications
3. When buying cleaning products at business.officedepot.com, seek the specifications above
4. Ensure total spend on all cleaning products and greener cleaning products is tracked

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Greener Alternatives Tools
Helpful ways to promote greener purchasing

If you've analyzed your spend, defined your priorities and are ready to switch to greener products, Office Depot® can help with the following greener alternatives tools.

Green Select Cart

This optional functionality allows greener product alternatives to pop up as suggestions when a buyer is shopping on an Office Depot website. They can then decide to opt for the greener choice or stick with the item already in their shopping cart. Pricing for the greener alternative is always shown, allowing comparison shopping to find the best value.
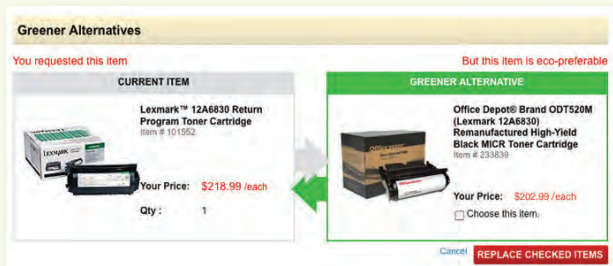
Forced Substitution

This online tool and process ensures greener items are delivered even if non-green items are ordered by your buyers. We work with you to identify the specific items you don't want, and what you'd like them replaced with. An important reminder when doing Forced Substitutions is to communicate the program to all your buyers — otherwise they may not understand why they are receiving different items than the ones they believe they ordered.

Office Depot® Brand
Copy & Print Paper
348037

Office Depot® Brand
EnviroCopy® 30 Paper
30% Recycled,
FSC Certified Paper
940650

Greener Alternatives Report

This report allows you to see the most commonly purchased products that currently have a greener alternative.

You'll be able to compare the price of each greener choice to your current item and learn how greener buying decisions may increase or decrease your costs overall.

Current SKU	Current Shade of Green	Current Cost	Greener Alternative SKU	Shade of Green for Alternative	Cost for Greener Alternative
Commonly Purchased Toner	Not Green	$100	Remanufactured Toner	Dark Green	$90
Commonly Purchased Paper	Meets Industry Norm	$35	30% Recycled Paper	Mid Green	$37
Commonly Purchased Cleaner	Not Green	$7.50	GreenSeal Certified Cleaner	Mid Green	$7.25

For more information on any of the tools above, contact your Account Manager.

End User Education & Engagement
Ways to learn and promote greener purchasing

People are sometimes very particular about office products. They may just like the feel of that pen, the look of that notebook or the shine on that type of paper. So when switching to greener alternatives, it's a good idea to educate people and engage them in your greener purchasing program. This can be achieved by sharing samples of greener products; inviting staff to pilot greener products; hosting workshops; or providing live/web-based training.

To help you get started, Office Depot® has developed an online training series titled "Delivering on the Promise of Greener Purchasing" at **officedepotcitizenship.com/planet/sell-greener** which consists of five modules:
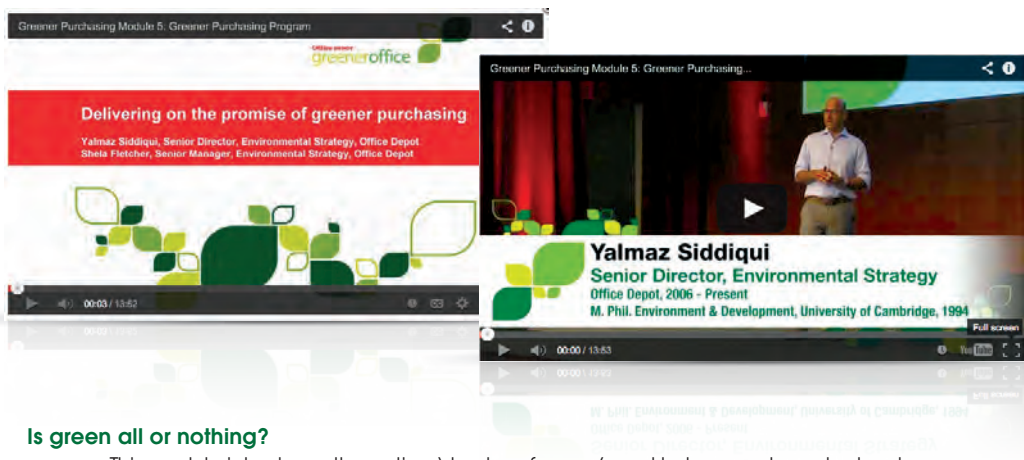
Is green all or nothing?
This module introduces the notion 'shades of green', and helps people understand that if they're asked to go greener they don't need to entirely transform their lives.

Why go greener?
This module suggests there are many reasons to go greener and that it is acceptable to ask "what's in it for me" when going greener.

Green Attributes
This module explores the wide range of reasons one office product may be greener than another – from recycled to energy efficient and beyond.

Ecolabels
This module explains what an ecolabel is, and describes many of the common ecolabels in office products categories.

Greener Purchasing Program
This module brings it all together to help you implement a comprehensive greener purchasing program for office products and other major product categories.

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The Green Book Catalog
Our exclusive catalog that simplifies your shopping

Making greener choices is much easier with The Green Book® from Office Depot®, a collection of the most popular greener products in our assortment. The product's environmental attributes, ecolabels and our GreenerOffice™ Rating icons are shown next to each product as a visual guide to help you shop greener, faster. To make the 2014 version of the catalog even easier to use, the icon legend is on a fold-out page at the front of the catalog for you to reference while you shop.

Your Account Manager can provide copies of The Green Book that you can use in a variety of ways:

- Read the educational content to learn about greener purchasing, including attributes and ecolabels
- Scan the categories to see where you may not be buying greener but where Office Depot has options
- Host a Lunch & Learn in your workplace to educate end users on how to use the catalog
- Order copies for all buyers who prefer paper catalogs
- Direct buyers who prefer not to have paper catalogs to the website (see next page)

" I ensure that all products featured in The Green Book have meaningful green attributes and ecolabels - we want all our green claims to be accurate. "

Zulema Ledesma
Senior Analyst,
Environmental Products,
Office Depot

GreenerOffice Website
All your greener choices. All in one place.

You'll find over 10,000 greener choices right at your fingertips on the Office Depot®
GreenerOffice™ website. The site includes products with greener attributes and ecolabels in
nearly all categories from office supplies and technology to furniture and cleaning products.

All of the products on the site meet the Office Depot® GreenerOffice™ Rating for light, mid or
dark green. For each product, you'll see its description, associated environmental attributes
and ecolabels, and a recycled icon if the item contains recycled content. The site also has
customer reviews for many greener products as well as links to useful green resources.

To access the site, contract customers can visit
business.officedepot.com/greeneroffice and all
other customers can visit **officedepot.com/greeneroffice**

**Your Account Manager can show you all the functions within the GreenerOffice
site so you can then decide how to share it with buyers in your organization.**

**Here are some ideas from Office Depot customers
who have used the GreenerOffice site in the past:**

- Send links to the whole site or specific categories or products to all buyers

- Suggest buyers bookmark the site

- Host a Lunch & Learn to educate end users on how to find the site
  and search for greener products

- Create your own green shopping lists and encourage others to do the same

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Environmental Benefits of Greener Purchases
Reports to help you announce your purchasing efforts

One of the common questions associated with greener purchasing is 'how do you measure results?". One simple way is to track growth in 'greener spend' using the Office Depot® Green Business Review, described on page 3. To further identify the environmental benefits of that greener spend is more complicated, but it can be done through a Life Cycle Assessment (LCA) and comparing prior purchases with greener purchases. For most product categories this is very difficult, but in a handful of categories such as paper, lighting and ink/toner there are some widely accepted LCA tools.

Below is an example of a lifecycle benefits report, based on papercalculator.org, that Office Depot uses to quantify the benefits of recycled paper purchases. This report is included in the Office Depot Green Business Review and benefits achieved have been communicated by many Office Depot customers in their annual Sustainability/Citizenship Reports.
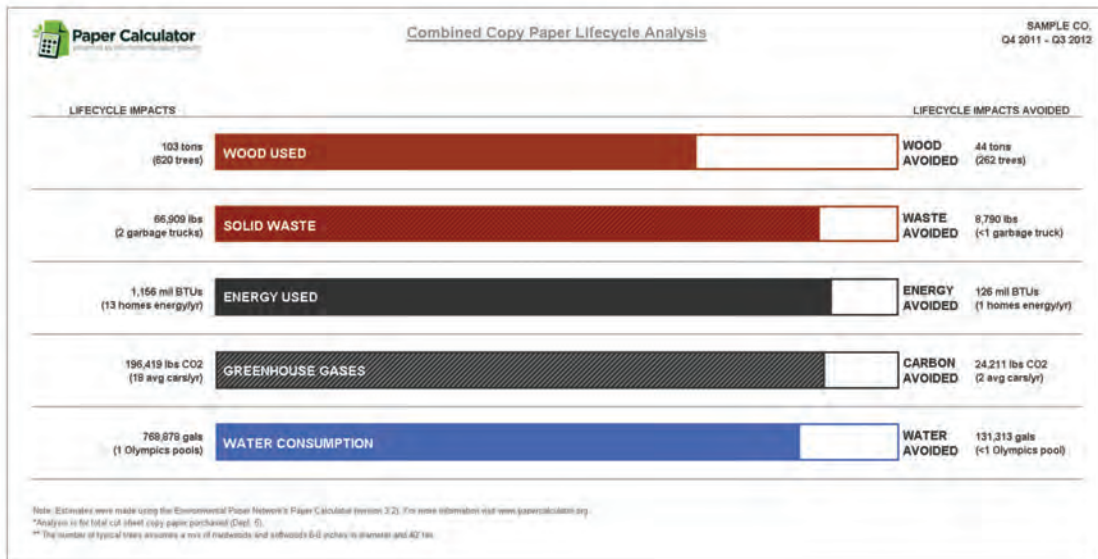
> I value sharing the paper calculator report with customers because it helps answer the 'so what' of greener purchasing. We want to help customers make decisions that meaningfully reduce their environmental impacts—and this report does that extremely well.

Molly Ray
Environmental Solutions Manager, Office Depot

Environmental Benefits of Greener Practices
Solutions & reports to help you waste less and recycle more

Beyond buying greener products, organizations with effective Greener Purchasing Programs also consider how products are shipped, and what happens to them after use. To address these needs, Office Depot® has many solutions to help reduce waste, recycle more, and track environmental benefits achieved.

GreenerOffice Delivery Service

A growing number of orders sent to Office Depot customers are shipped with our GreenerOffice Delivery Service. This replaces bulky cardboard boxes with much smaller and lighter recyclable paper bags, reducing waste and offering many other environmental benefits. We can provide a quarterly report quantifying the number of bags received and materials avoided.

Recycling can be rewarding for your business!

When you sign up for one of our recycling programs, you can earn money back (mybusinessrecycles.com) or Office Depot gift cards (myschoolrecycles.com) on the qualified ink and toner cartridges and select small electronics you recycle. And, on the 'track activity' part of the website, you can monitor the number of cartridges returned as well as weight of materials recovered such as plastic, nylon, aluminum, and packaging. This reporting can help communicate the added value of your recycling efforts.

mybusinessrecycles.com

myschoolrecycles.com

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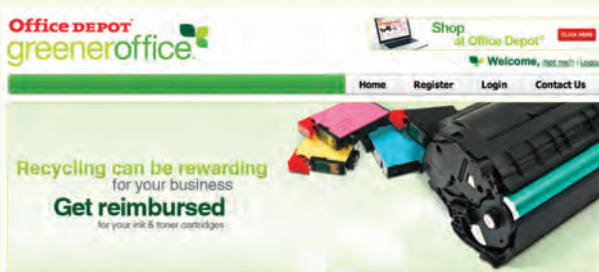
Leadership in Greener Purchasing Awards
Celebrate your results and use the power of positive reinforcement

Historically, environmentalism has been more about telling people what not to do rather than celebrating what they do do. This negative framing can be useful when trying to stop certain actions, but it doesn't help when trying to encourage positive changes.

At Office Depot®, we believe it's more powerful in the long run to reward greener action than to punish inaction. We also believe that recognizing leadership on environmental matters is a good way to influence others and change attitudes. You can reward leaders with certificates (recycled, of course), press releases, or formal award ceremonies to name a few.

Nearly every year since 2006, we've selected up to 30 customers for recognition through Office Depot Leadership in Greener Purchasing Awards. Organizations do not need to apply for the awards, they're selected based on their green spend data or purchasing practices in the prior year.

We give two types of awards:

Leadership in Greener Purchasing Awards:
For customers who purchased a range of products from Office Depot and had the highest "green spend percentage" vs. peers in the same industry.

Special Recognition Awards:
For customers that displayed exemplary performance in one aspect of greener purchasing such as spend analysis or focus on specific categories.

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CLICK business.officedepot.com/greeneroffice

CALL 888-2-OFFICE (888-263-3423)

COME BY stores.officedepot.com

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SKU: 774-623

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