

corporate responsibility

Corporate Express Australia and New Zealand
Building a Sustainable Supply Chain



corporate express' commitment to the environment

Corporate Express is a young, dynamic and rapidly-growing company at the forefront of the business supplies industry.

And as a vibrant, expanding business, we're acutely aware of our social and corporate responsibilities. Our desire is to tread lightly on this planet, and we believe that our actions speak well for us in this regard.

We demonstrate our commitment to the environment in many ways. We source and supply a range of environmentally-responsible products for our customers. We promote environmentally-responsible behaviour throughout our own organisation, and we have forged alliances with peak environmental organisations to support their work.

We take product stewardship very seriously. As leaders in our field, recognising there is risk with the level of third-world manufactured products being used across our industry we're in a position where we can influence product manufacturers, so that we can seek to ensure the products we source meet strict guidelines on sustainability and humane labour practices, from design and manufacture, through to distribution and eventual recycling.

On behalf of all our customers we take this responsibility for developing and providing a sustainable supply chain that both supports their corporate social responsibility focus and mitigates the risk to reputation if the products acquired are found to be manufactured from unsustainable environmental or labour practices.

In their 2005 ratings index, ratings agency Reputex recognised us as an 'A-listed' socially-responsible company. This achievement highlights our commitment to integrating our social and economic responsibilities with our financial objectives, because we believe that being a good corporate citizen also makes good business sense.

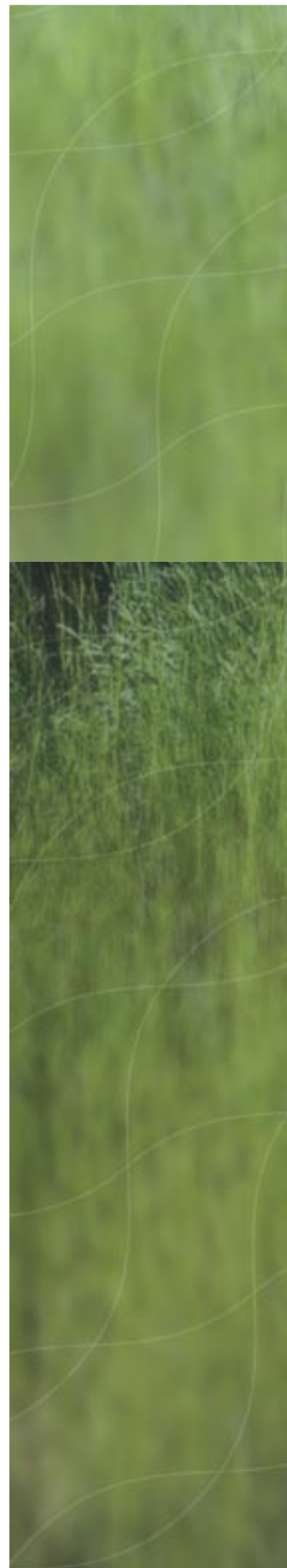
Customers want to buy from companies who are aligned with the issues that are important to them, and will increasingly invest in and buy from companies which share their values.

We believe that our stand on corporate responsibility has and will continue to create the foundation for long-term business success as we develop a truly sustainable supply chain from source to supply on behalf of all our customers.

We're 100 per cent committed to building long-term relationships with suppliers, customers, employees and shareholders, based on trust, respect and integrity. In our view, there's no other way to do business.



Grant Harrod
Chief Executive Officer
Corporate Express



the environment

Our approach to the environment is consciously aligned to every part of our business.

We are founding members of the Buy Recycled Business Alliance – a business-based, non-profit organisation which promotes the purchase and use of products and materials made from recycled content – and we fully support the Alliance's initiatives by continuing to implement its programs in-house.

Our fleet of delivery vehicles subscribes to the *Greenfleet* carbon replacement program. In this way, we're taking responsibility for the impact that our vehicles have on climate change.

Corporate Express New Zealand has been a sponsor of the Sustainable Business Network's Get Sustainable Challenge since 2006 which provides the support businesses need to take on the sustainability challenge. Corporate Express has now extended that sponsorship to the Get Sustainable Business Awards as well.

In distribution, we minimise waste by selecting the correct sized carton for each order, and we use the most environmentally economical form of packaging. The majority of our cartons are made from 100 per cent recycled – and recyclable – durable strength cardboard.

We encourage our customers to participate in our toner cartridge recycling program, which involves the collection, disposal and recycling of toner cartridges in an environmentally-responsible fashion. We also offer the Corporate Express EXP brand of premium re-manufactured toner cartridges, which are manufactured using up to 20 times less energy than equivalent OEM cartridges.

Our EarthSaver range was developed along environmentally-friendly lines. These products do not harm the environment while in use; are manufactured using a specific percentage of recycled materials and environmentally-friendly practices and procedures; and are biodegradable or recyclable at end of life.

Our EXP range of task seating is accredited and rated as environmentally-friendly by EcoSpecifier, a leading reference site for environmentally-friendly and responsible building products.

In partnership with PaperlinX Office we offer our customers access to a wide range of Australian-made white office papers. All fibres used in the manufacture of these papers are from independently-certified sustainable sources and include recycled waste paper, sawmill residue, sustainably managed hardwood and softwood forests and plantations. No fibre is sourced, either as timber or pulp, from old growth or ecologically-sensitive forests.

Each Australian paper manufacturing mill invests significantly in water conservation and wastewater management, and over 60 per cent of energy used is from renewable sources. Every sheet of Australian-made recycled office paper cuts down on local landfill and reduces the environmental impact by diverting waste.

“As a supplier, we’re looking closely at ‘changing behaviour’ for Australian and New Zealand businesses by getting them to consider a range of practices including recycled products, chain of custody, fair trading, supply chain integrity and adopting environmentally responsible products.”

Nick Severino, Executive General Manager,
Merchandising and Procurement.

ethical sourcing

Being socially responsible means ensuring that our products are ethically sourced, and it's here that Corporate Express has taken a leadership role in the business products industry.

Our policies and practices seek to ensure that the products we buy are ethically produced, no matter where they come from. Manufacturers are asked to comply with a set of broad principles that are important to us, to our customers, and our shareholders.

We expect the products we source to be manufactured using sound employment practices. We will not knowingly tolerate child labour, discrimination of any sort, unfair wages and benefits, forced or bonded labour, or any violation of human rights.

We seek to ensure that manufacturers provide a reasonable level of health and safety for their employees; that equipment and conditions are appropriate; and that local laws and international standards are complied with.

Local Australian and New Zealand suppliers are required to guarantee the products they offer, while overseas manufacturers will be audited by Corporate Express or a qualified third-party organisation to confirm compliance.

If manufacturers are unable to comply, we help them if we can. If we cannot, then we seek alternative suppliers.

In 2006, we offered customers Fair Trade branded coffee for the first time ensuring that farmers in Third World countries receive a fair price for their produce. During 2007, we will look for other Fair Trade products to offer our customers.





our people

We believe that the success of our business is directly attributable to the skills and attitude of our people. We pride ourselves on the 'can do' attitude of our staff, their professionalism, their dedication to the job and their sense of team spirit.

Our culture is firmly centred around our people: if we look after them, then they will want to look after our customers.

We will continue to invest in the development of our employees by:

- ensuring that we select the best person for each and every job
- helping them with personal issues through the provision of our Employee Assistance Program
- providing a work environment free from harassment and discrimination
- enhancing the career opportunities for our female employees through affirmative action and family-friendly work practices
- building our management and leadership talent through the ongoing development of the Company's succession planning program
- actively promoting our Code of Conduct
- listening to and acting on employee issues raised in the Staff Engagement Survey
- improving our Occupational Health and Safety processes to ensure a safe working environment
- sharing the benefits of our successes via market competitive incentive programs and staff share acquisition plans.

We have zero tolerance around fraud, and these values are supported by our externally-managed whistleblower hotline service.

Employees at Corporate Express are a diverse group of individuals from widely different backgrounds and experiences. Because of this diversity, we're committed to creating an atmosphere of mutual respect and tolerance. To this end, all employees complete 'Law of the Jungle' a web-based training and assessment program, which provides the tools and knowledge they need in order to minimise legal risk, and to assist the company to meet its compliance and value obligations.

'Law of the Jungle' identifies acceptable workplace behaviour and practices, and also covers fair trading issues with our customers, suppliers and competitors.

Corporate Express is an equal opportunity employer and accordingly, treats all employees and potential employees fairly regardless of their sex, pregnancy, race, ethnic group, ethno-religious group, marital status, disability or sexual preference.

The Company is committed to equal opportunity for women at all levels within the organisation. Family-friendly and flexible work options have been introduced, including paid maternity leave and flexible working arrangements, as well as work from home and part-time options.

The Equal Opportunities for Women in the Workplace Agency again recognised the Company's efforts by including Corporate Express in its Blue Ribbon list of the top quartile of ASX 200 companies for women in executive positions in 2006.

the community

Corporate Express continues to support a raft of community and charitable partner organisations. Now in its fifth year of operation, our Community Support Program continues to focus on its three main objectives:

- To provide a strategic focus for the Company's giving activities;
- To provide a means for all Corporate Express employees to become directly and actively involved within our local communities; and
- To bring the Company, its employees and suppliers into long term partnership with our nominated charitable organisations.

Our charities include:

Queensland: Boystown Linkup

New South Wales: Sydney Children's Hospital at Randwick

ACT: The Eden Monaro Cancer Support Group

Victoria: The Starlight Children's Foundation

South Australia: Cando4Kids, Townsend House and Novita Children's Services

Western Australia: The Cerebral Palsy Association and the McCombe Research Foundation

Tasmania: The Salvation Army

Northern Territory: The Salvation Army and Sommerville Disability Services

New Zealand: The Cancer Society; the Epilepsy Foundation and Koru Care Charitable Trust



Additionally throughout the year, the Company and its staff have supported a variety of other causes, donating cash and company product to:

- The stepUP Foundation in Queensland and New Zealand, providing stationery and canteen supplies, as well as business coaches, for the Foundation's teen workshops.
- Raising money for the SIDS & Kids annual Red Nose Day appeal in Adelaide

Our partner charities, the people they assist, our employees and suppliers, have all directly and indirectly benefited from this program.

Many of our employees take the opportunity to be actively involved in fund-raising events for our nominated charities, and they volunteer their time and effort willingly. This speaks volumes about the culture at Corporate Express – a culture which embodies team work, a 'can do' attitude and a strong sense of community.

By aligning their own giving programs with that of Corporate Express, our relationship with our suppliers is both enhanced and expanded. Our suppliers tell us that they derive intrinsic satisfaction in helping the community, as well as any marketing benefits they obtain.

The Community Support Program is a critical part in the Company's triple bottom line management strategy, and we believe that our efforts during the last five years have helped make a difference for many people less fortunate than ourselves.

our mission

To provide single source supply solutions which make it easier and more cost-effective for our customers to do business.

our vision

To deliver a great experience for our customers and our people.

our credo

Dignity and respect are important concepts for Corporate Express. To maintain these, we believe the relationship our employees have with each other, and with the company, should be based on the following principles:

We will...

- Treat each other with dignity and respect
- Focus on the work process, issue or behaviour, not the person
- Express views without fear
- Base our decisions on merit, not personality, position or politics
- Be informed of the Company's activities
- Create an environment where everyone is encouraged to reach their potential and be provided with the tools to do so
- Put heart and soul into everything we do.

Corporate Express Limited is Australia's leading supplier of office products and business supplies. Now in its 11th year, it has 48 branches in Australia and New Zealand.

For more information about Corporate Express please call:
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