



Corporate Express US

Sustainability and our future

White Paper

October 18, 2007

Introduction

At the highest level, sustainability is about meeting today's needs without sacrificing the needs of tomorrow. Climate change is real, and businesses have begun to think about how they can reduce their impact on the environment for the sake of all future generations.

Here at Corporate Express, we're on a journey to become more sustainable not just because it's the right thing to do but also because it makes good business sense. To become more sustainable, we are ultimately focused on two things:

First, we're taking steps to change how we operate as a business, to help reduce our impact on the environment. Second, we're focused on offering more sustainable products and services to our customers, to help them in their sustainability efforts.

As a company, we're committed to sustainability for the long term. Over the past few years, we've already implemented several measures to operate more sustainably. To name just a few:

- We practice recycling, composting and responsible disposable programs.
- We've undertaken a variety natural resource conservation measures.
- We have and will continue to attain the US Green Building Council LEED Silver or higher standard in selected new buildings we construct.
- We offer our customers a number of environmentally friendly products.

As a company whose corporate headquarters are located at 1 Environmental Way in Broomfield, Colorado, we feel that we've made great headway on the sustainability path.

This white paper provides an overview of Corporate Express US' sustainability plans.

Plans

Our 2007 Sustainability Commitment

We feel it's important to continue to strengthen our sustainability program, so in 2007 we formalized our commitment in a public policy. In writing this policy, we committed to future reporting using the Global Reporting Initiative (GRI) framework. Available on our website at www.corporateexpress.com, our policy outlines each area of focus, including: social responsibility; climate change; alternative transportation; green buildings; sustainable forestry; and post consumer waste. It also outlines our commitment to continue to evaluate and expand the sustainable product options that we offer to customers.

Sustainability in Our Operations

Our 2007 Sustainability Commitment outlines several commitments we have made with regards to how we operate. With that in mind, here's an overview of our plans for our business operations:

Green Buildings

One area where we've made significant progress is with our facilities. We have in place and will continue to phase in green features and practices in our buildings, such as: low volatile organic compound (VOC) adhesives, sealants and paints; recycled content carpet tiles; sustainable cleaning products and procedures; environmentally preferred break room and facility supplies; photo-cell activated outdoor lighting; double-sided printing and copying; programmable HVAC thermostats; motion-sensor indoor lighting; bathroom auto-dispensers and flushers; waterless urinals; recycling and composting; natural and indigenous landscaping; and more.

For selected new facilities, we build to the LEED Silver standard, or higher. For example, our new Distribution Center in Portland attained the LEED Gold certification in 2007.

In addition, we are constructing our Miami Breakpoint facility to LEED standard, and we're pursuing LEED "existing building" certification for our headquarters building in Broomfield, CO. Going forward, we will look to build new distribution centers to LEED standard.

Sustainable Forestry

As a major supplier of paper, we are committed to offering our customers quality paper products while recognizing the need to protect the environment and the sustainability of the natural resources used to manufacture them.

We'll require our suppliers to demonstrate that the products they provide from us come from forest operations that:

- Are shown to be sustainably managed
- Protect and promote biodiversity
- Are not as a rule converting natural forests to intensively managed industrial forests
- Work towards continuous improvement.

By the end of 2007, all our paper suppliers must begin providing annual documentation identifying the origin (such as geographic source, procurement basin or district of origin) of the fiber in the products they provide us, including pulp. In addition, they must demonstrate that the environmental performance of their mills meets high standards for sustainability. By the end of 2008, we will require that they report on their mill environmental performance as well.

Post Consumer Waste

When it comes to paper, we have outlined goals internally and in the products we sell.

We are committed to reduce the use of paper internally and by the end of 2007 to raise the percentage of recycled content in the paper products we use within our company to an average of 30%.

For our customers, we're committed to increase the recycled and alternative fiber content in the paper products we make available for sale to an average of 30%.

From a marketing perspective, we'll increase the percentage of recycled content by the end of 2007 in all our marketing and product catalogs to an average of 30%. We'll also look to incorporate in all our marketing materials an environmental message.

Climate Change

Going forward, this will continue to be a big area of focus for us, as it is for all companies. One of the next steps we'll be taking is to assess our operations so that we can appropriately strategize ways to minimize our impact on the environment. In particular, we will focus on measuring our carbon footprint and setting targets to reduce greenhouse gas emissions.

In support of these efforts, Corporate Express US Inc. is now purchasing 100% renewable energy credits for its Colorado facilities, including: headquarters offices in Broomfield and Northglenn, CO; customer service and distribution centers in Aurora, CO; and breakpoint distribution facility in Colorado Springs, CO.

These facilities house approximately 2,000 employees. These RECs were purchased from 3Degrees, a climate solutions company that enables businesses and consumers to participate in the market for clean, renewable energy from sources including wind, biomass, geothermal, low-impact hydro and solar energy. This move will minimize the carbon footprint of the Company's facility operations in Colorado, preventing approximately 6,000 metric tons of CO2 from entering the earth's atmosphere annually, the environmental equivalent to taking more than 1,300 cars off the road for one year or the electricity used by almost 800 households annually.

The Product Future - Research & Testing

Another important area of focus for us as a company is to continue expanding our sustainable product offerings. In support of this, we've built a Research & Testing laboratory in Colorado, where our Chief Science Officer Roger McFadden will lead product research and testing.

Working with all of our Corporate Express businesses, we will use our Research & Testing laboratory to research, develop and test a broad assortment of product opportunities for our markets. Our initial focus for the past six months is Sustainable Earth® commercial cleaning products for our Facility Supplies business. However, we have already had requests from other Corporate Express businesses that are asking us to research products including sanitary paper products and cleaning products for the office products business. We will be working with them to identify the most economically viable products going forward.

Next, we'll continue to expand our green office product offerings. In our 2007 Paper Procurement policy, we're committed to "increase the percentage of recycled and alternative fiber content in the paper products we make available for sale to an average of 30%." In addition to paper products, we're committed to raising customer awareness of the non-paper products that are environmentally friendly, such as remanufactured toner cartridges, chairs and scissors that contain post consumer content and also compostable food containers, to name just a few.

In addition, we've recently started consulting with large customers on ways that they can become more sustainable in their facilities. To help continue to raise awareness, in 2008 we'll work to incorporate in all our marketing materials an environmental message about the environment, green practices or environmentally friendly products. In support of this, we're piloting several green product sales and marketing tools with our sales reps in the fourth quarter of 2007.

Finally, over the long term we would like our sales reps to become sustainability partners with our customers—consultants who help them choose green products and practices in support of their sustainable journeys.

Sustainability – A Partnership with Our Customers

When we think of sustainability, we don't just think about our operations and the products we sell. We also think of sustainability in terms of how we partner with our customers. Many of the sustainable measures we've taken or plan to take focus on the partnership with our customers—specifically the lifecycle of customer orders—because we feel this is a significant way we'll have a positive impact.

Order placement

As a primarily business-to-business (B2B) company, our customer transactions have a 'built-in' small carbon footprint. For the most part, our customers place their orders electronically, at www.eway.com, or via phone, and don't have to drive individual vehicles to a store to make their purchases.

Because we're B2B, we produce far fewer printed marketing materials than business-to-consumer office products suppliers. We deliver the majority of our marketing messages to our customers electronically via E-Way or email campaigns, and we arm our Sales force with many of our marketing materials electronically through Salesforce.com technology.

Where we do produce printed marketing materials, we're committed to "increase the percentage of recycled content by the end of 2007 in all our marketing and product catalogs to an average of 30%." Accordingly, we will print our 2008 sourcebooks and catalogs as follows:

30% Post Consumer Waste, Forest Stewardship Council Certified

2008 Sourcebook

2008 GSA (Government) Sourcebook

2008 Internal Revenue Service (IRS) Sourcebook
2008 Diversity Catalogs
2008 Alaska Sourcebook
2008 School Supplies Catalog
2008 Facilities Catalog

30% Post Consumer Waste

2008 Furniture Catalog
2008 Navy Catalog

Order fulfillment

With regard to filling orders, we ask our suppliers to ship us only full truckloads of supplies where possible, minimizing the carbon emissions that could result from multiple deliveries. In our warehouses, we've implemented software to help select the smallest container necessary to pack orders.

In 2007, we commenced research into further reducing our packaging materials. In addition, all of our Corporate Express boxes contain recycled content.

Order delivery

Order delivery is a major service component for office products companies, and finding ways to reduce our delivery truck emissions is very important to us. A key step we implemented in 2004 was RoadNet—advanced delivery routing technology, which we use to plan optimal routes for all of our drivers each day.

While this technology considers the more obvious aspects of truck routing, such as driving the least amount of miles and rush hour traffic, it also factors in elements that may not at first glance seem significant—such as left-hand turns. By minimizing left turns, our drivers idle a lot less, which significantly helps to reduce fuel usage and truck emissions.

While that's a very important aspect of delivery, we're still committed to doing more. That's why we're planning to convert a portion of our fleet to biodiesel, which we hope to pilot by mid-2008. We're currently testing hybrid diesel-electric delivery trucks for future expansion into our fleet.

Products

As we mentioned earlier, when it comes to sustainability, we are focused on two things: operating more sustainably as a company and offering our customers environmentally friendly products and services so that they can do the same. While we currently offer approximately 3,000 green products in our office products sourcebook and facility supplies catalog, and about 5,000 green products online at www.eway.com, we're committed to several other steps with regards to our product line.

First, we're expanding our product offerings to include the new line of Sustainable Earth® cleaners. These products are more than just 'green'—they are sustainable. Cleaning products qualify as 'sustainable' when they meet the 'four P' requirements – performance, people, planet, and price. Our products *perform* equal to or better than conventional or competing. Because they're made from naturally derived active ingredients and don't contain many of the toxic chemicals that you'll find in typical cleaners, less toxins go into our soil, water and air, they help protect *people* and the *planet*. Finally, Sustainable Earth® products are a great value or *price*.

Social Responsibility

Finally, an important aspect of sustainability for us is social responsibility. Like most companies, we source products throughout the world. Because we are committed to doing so in a socially in a responsible manner based on the highest ethical principles, we require all our business partners to sign

a social compliance policy. By signing this policy, they commit to comply with strict employment standards and rules.

Since many of our Corporate Express Brands products come from Asia, we have established a Corporate Express office in Hong Kong. We feel it's important to have a strong local presence to oversee all aspects of this part of our business. Our team in Hong Kong follows a multi-step process to ensure our suppliers understand and adhere to our social compliance policy and responsible sourcing requirements.

First, suppliers complete a questionnaire, to ensure they're complying with relevant legal and social expectations. Next, our teams conduct on-site inspections for each shipment. In addition, either our teams or an approved third party conducts comprehensive audits at manufacturing facilities on a regular basis. Finally, a third party (e.g., Bureau Veritas) conducts a social assessment/audit. Each of these steps is repeated to promote continuous improvement in the labor, security and environmental impact of suppliers and products.

The Journey

As it is with all organizations, enhancing sustainability is a journey—one that we're committed to for the long-term.

Going forward, we will implement additional measures to improve the sustainability of our operations and continue expanding our environmentally friendly product offerings.

We look forward to reporting in accordance with the Global Reporting Initiative (GRI) starting next year. In the meantime, if you'd like to learn more, please read our *Sustainability Commitment*, which can be found on our website at: www.corporateexpress.com/sustainability.html.

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