



Corporate  
Express

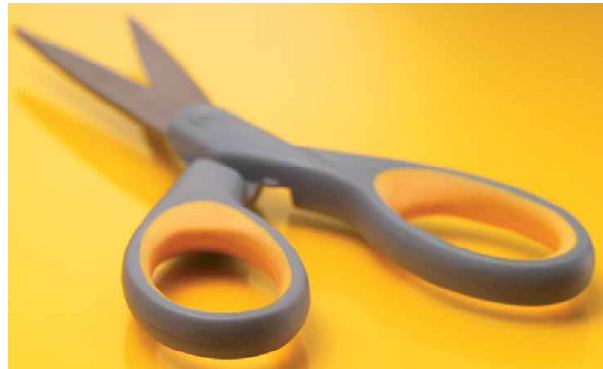
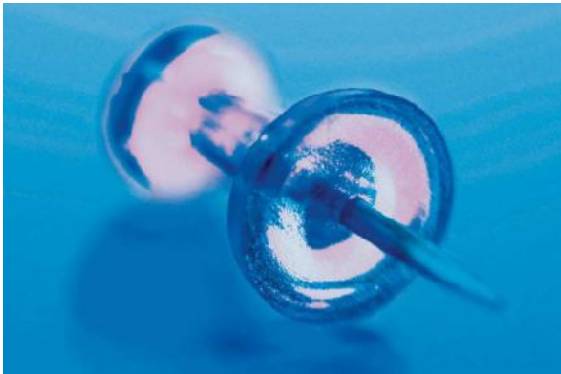
**One Source.**

All your business needs.

## Staples makes buying office products easy.

Your business success relies on investing time on your core activities, not on buying office products.

**That is why we make your needs our priority.**



## **Your needs, our priority.**

### **Staples is your one-stop source provider:**

- A seamless ordering experience
- Fast and reliable delivery
- Up-to date sales information

### **You are our typical customer**

From medium-sized companies to major multinationals across many sectors, we supply offices around the globe.

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# Staples makes your work day easier.

## Office products – and more!

- Remarkable size and choice of top-name brands
- Wide-choice of environmentally preferred products
- Tailored offerings for special sectors



## Easy choice.

### Staples brand products - a guaranteed alternative.

- Over 2,000 Staples branded products
- High quality, great prices
- Satisfaction guarantee: if you're not completely satisfied with Staples Brand products, just return it and get a refund.



## Services that deliver value.

### Fast, high-quality and accurate deliveries

- Next-day delivery more than 98% of the time.

### Reliability

- Over 99.5% order accuracy.

### Precise packaging

- Each order is packed into a purpose-made box – eliminating excess.

### Expert transport

- Delivery is made by Staples fleets or trusted partners.
- Tracking & Tracing and electronic Point of Delivery services.



# Your wish, our command.

## **Online shopping.**

- Increases accuracy and reduces costs.
- Maximum control with minimal effort: e-catalogues and shopping lists; automated ordering and approval; order status and history.

## **Tailor-made solutions.**

- Tailored eCatalogues feature only your selected products, with your specific pricing.

## **Achieve your sustainable goals.**

- Special icons indicate environmentally-friendly products.
  - Sustainability catalogue offers a complete range of 'green' products.
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# Management information.

## **Flexible invoicing.**

- Easy to track each expense and its origin.
- Invoicing format adapted to your requirements.

## **Valuable insights.**

- Customised reports on Key Performance Indicators.

## **Improved cost management.**

- Reporting systems ensure complete global transparency

## **Encouraging you to spend less.**

- Special program guarantees savings and provides incentives for you to spend less!
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# Coverage.

## **Consistent approach.**

- Operating in 27 countries worldwide.
- Present in many other countries, where we work with reliable partners.

## **Multi-channel availability.**

- Individual consumers (Retail): 2,000 stores in 8 countries.
  - Medium-sized companies (Catalogue): mail order 24/7.
  - Large and international accounts (Contract): dedicated Staples Advantage account team.
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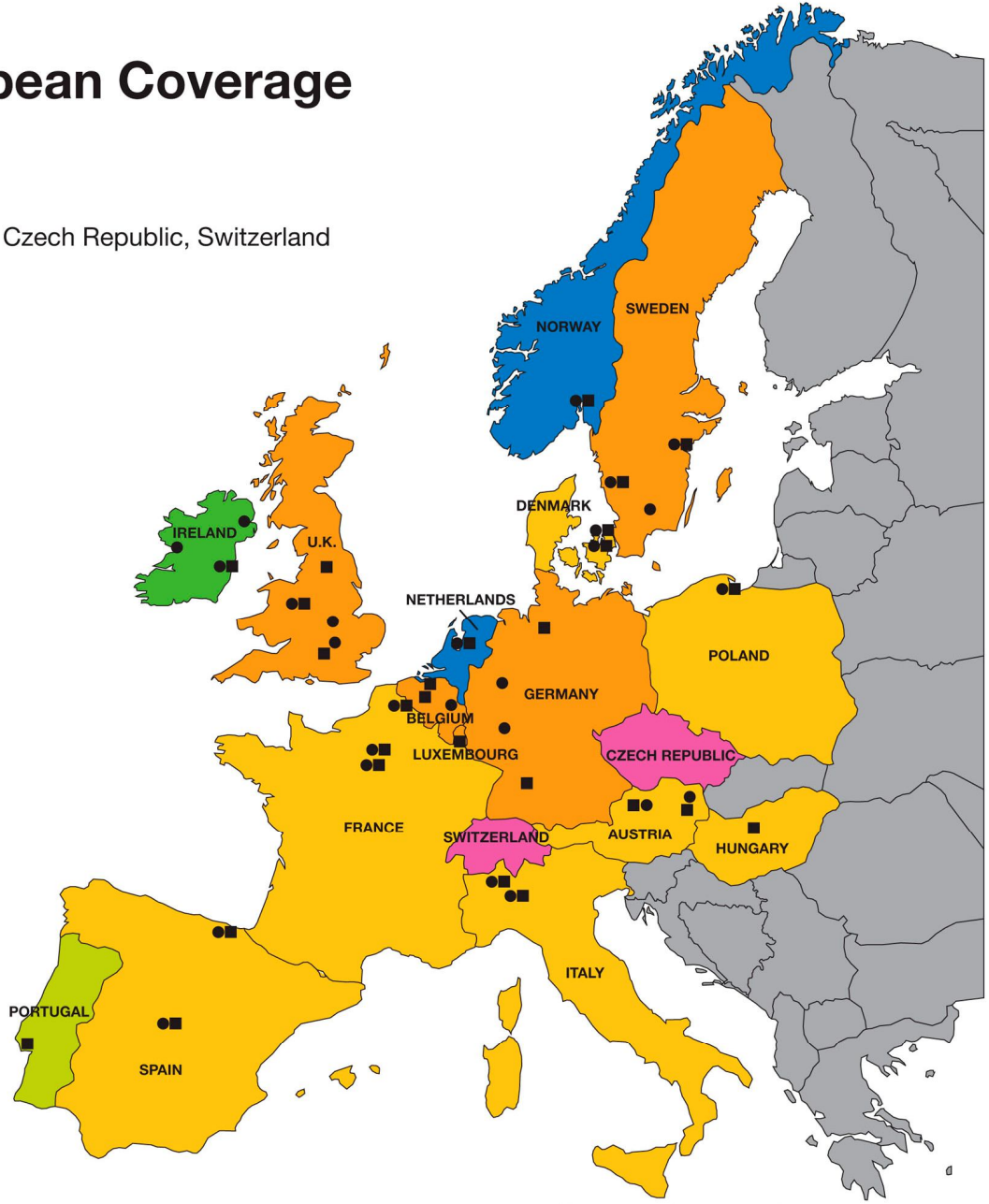
# European Coverage

## European Regions

-  Central Europe: Germany, Hungary, Austria, Poland, Czech Republic, Switzerland
-  British Isles: United Kingdom, Ireland
-  Southern Europe: Spain, France, Italy, Portugal
-  Benelux: Belgium, the Netherlands, Luxembourg
-  Nordics: Sweden, Norway, Denmark

## European Channels

-  Catalogue only
-  Retail only
-  Contract only
-  Catalogue & Contract
-  Retail & Contract
-  Retail, Catalogue & Contract
-  Office location
-  Warehouse location



We make buying office products easy.

# Staples Soul.

## It's what moves us.

Our commitment to corporate social responsibility is called **Staples Soul**.



We recognise the close connection between financial success and our desire to make a positive impact on our employees, communities and the planet by contributing to the following areas:

- diversity,
- the environment,
- our community and
- ethics.

# Supplier partnerships to your benefit.

We aim to be the customer of choice to our suppliers. By doing so, we can pass many benefits on to our customers:



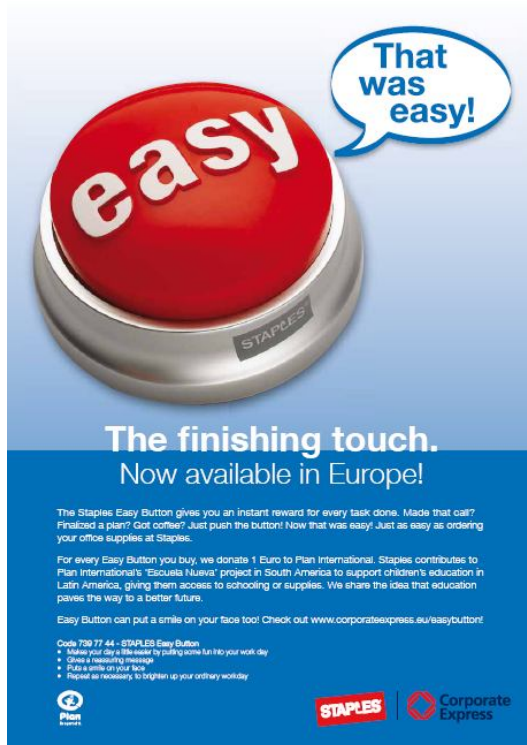
- your items are always in our product range
- you benefit from economies of scale
- assures suppliers comply with strict regulations on minimum age; wages; occupational health and safety; hours worked and environmental issues

## Fast Facts.

- **1986:** first Staples store opened
  - **2008:** Staples incorporates Corporate Express and becomes the worlds largest company in office supplies
  - **27:** number of countries where we have operations
  - **\$23:** total sales in billions
  - **2,000+:** number of stores around the world
  - **91,000:** number of associates
  - **SPLS:** our trade symbol on the NASDAQ
  - **EASY:** what we make buying office products
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# Our promise to you.

## How do we deliver our promise?



The Staples Easy Button gives you an instant reward for every task done. Made that call? Finalized a plan? Got coffee? Just push the button! Now that was easy! Just as easy as ordering your office supplies at Staples.

For every Easy Button you buy, we donate 1 Euro to Plan International. Staples contributes to Plan International's 'Escuela Nueva' project in South America to support children's education in Latin America, giving them access to schooling or supplies. We share the idea that education paves the way to a better future.

Easy Button can put a smile on your face too! Check out [www.corporateexpress.eu/easybutton/](http://www.corporateexpress.eu/easybutton/)

Code 730 77 44 - STAPLES Easy Button

- Make your day a little easier by pushing some fun into your work day
- Give a reassuring message
- Put a smile on your face
- Repeat as necessary, to brighten up your ordinary workday

Plan International | STAPLES | Corporate Express

- **With our people** – We have a worldwide team of passionate and professional people working to ensure you get the best possible service
- **We offer convenience** – For around-the-clock service order online with ExpressOrder
- **We offer value for money** – Staples Brand product assortment offers a broad selection of quality products at great prices
- **We save you time** – One-stop shopping for all your office supplies saves you time and energy
- **We are reliable** – With multiple locations in over 27 countries worldwide and best-in-class delivery you can count on us
- **We are responsible** – We offer a full-range of environmentally and socially responsible products marked

# Ready to outperform the competition.

## We're Easy



## Cross-Channel Offering



## Staples Brand Products



## Vendor Partnerships



## Strong Brand



that was easy.™

**We make buying  
office products easy.**

