



that was easy.®

STAPLES

news

July 2009

The best of the best!

With a record number of nominations received, the chances of winning were small. But the impact these associates are having on the business is big. This year's TeamCARE Award winners not only beat the odds, but they won during a transformational year for Staples and the toughest economy we've seen in decades. What made them stand out from the rest? All the things our TeamCARE culture represents: they exemplified teamwork, stayed focused on the customer, supported their fellow associates, generated results and lived the Easy Brand Promise. So, without further ado, inside are your 2008 TeamCARE Award winners representing the U.S., Canada and Europe.

Look inside for full lists of winners!



team c.a.r.e. awards edition



In this issue

Page 2 • Got a Minute? Q&A with Ron Sargent

- Page 3**
- Who's Who: Rob Vale
 - Business Discount Program rewards best copy customers
 - OXO GOOD GRIPS™ for the Office
 - Feels Like Only Yesterday: Staples CE integration reaches 1-year mark

- Page 4**
- Associate Close-Ups
 - Voice of the Customer

Page 5 • Easy Button® Goes Globe-Trotting

- Page 5 cont.**
- School's Out for the Summer, but Staples is ready to go
 - Socializing Staples: Facebook page launches

- Page 6**
- Leadership Corner: Meet Kerry Anne Carter
 - Manager's Corner: Taking the Lead
 - Staples Offers Perks for Healthy Habits

- Page 7**
- Staples Flashback
 - Process Excellence Generates \$76 Million in Savings
 - Spotlight on Success: Juan Pablo Sagol

Page 8 • Staples Soul: Soul Check

team care

Store of the year

Outstanding sales, profits, RONA and CSAT numbers.

Find more info and photos on [StaplesEXP.com!](http://StaplesEXP.com)

U.S.

Region 1	Store 1792, Great Barrington, MA
Region 2	Store 1602, Astoria, NY
Region 3	Store 1700, Nags Head, NC
Region 4	Store 544, Warrington, PA
Region 5	Store 324, Lansing, MI
Region 6	Store 1109, Riverside, CA
Region 7	Store 1364, Compton, CA
Region 8	Store 1801, Greenville, SC
Region 9	Store 361, San Luis Obispo, CA
Region 10	Store 790, Monaca Township, PA
Region 11	Store 307, Lewiston, ME
Region 12	Store 150, Egg Harbor, NJ
Region 14	Store 1027, Oklahoma City, OK
Region 15	Store 1672, Pinecrest, FL
Region 16	Store 619, Lewiston, ID
Region 17	Store 1751, Delavan, WI

Canada

Store 261	Lindsay, Ontario
Store 262	London Wonderland, Ontario
Store 72	Red Deer, Alberta
Store 85	Levis, Quebec

Europe

49027	Delmenhorst, Germany
Hoorn	Benelux
Alfragide	Portugal
141 Solihull	United Kingdom
Alnabru	Oslo, Norway

Got a Minute?

Q&A with Ron Sargent

Q. What does it take to advance at Staples?

A. That's a question I get asked a lot, and it's a good one. In the 20 years I've been with Staples, I've learned a few things about what it takes to succeed in this fast-paced culture. Here's a list I've shared from time to time with associates who ask. It's just as true today as when I put it together years ago.

Focus on the customer. Everything begins and ends with the customer. Customers are the reason we're here, and we need to make them happy.

Understand the culture. Staples' culture is fast-paced and focused on constant improvement. Ask yourself, "How can I improve, make my work better, more efficient or more valuable?"

Go broad or go deep. Some associates are great generalists who know something about a lot of different things. The other option is to go "deep" — become the go-to person for something you have mastered. Choose one; you can be successful either way.

Grow some vines. Don't be constrained by your job description. Get involved in areas outside of your current role. Show that you're adaptable, interested in new things and eager to learn.

Give them more than they ask for. Doing your job is the cost of admission. Offer something more than what's asked for. If you want to achieve more, you need to give more.

Manage your manager. "Manage up" by understanding your manager's expectations, style and preferences. Understand his or her priorities, even if they're different from yours. Don't be afraid to pass ideas up the chain.

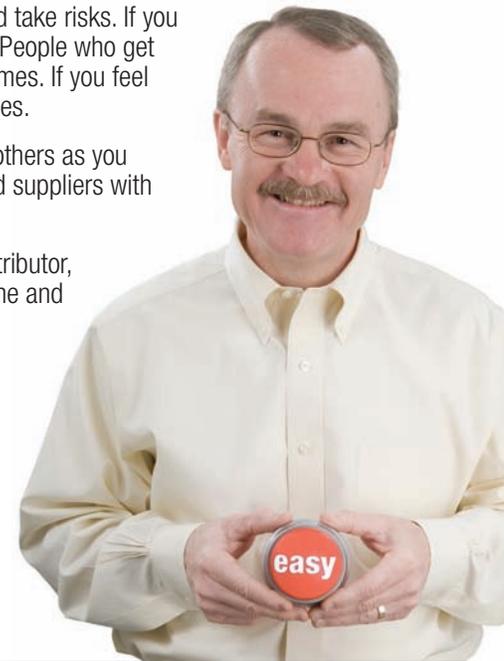
Take risks. Successful associates question things and take risks. If you think there's a better way to do something, speak up. People who get noticed are the ones who stick their necks out sometimes. If you feel too comfortable in your role, it's time for new challenges.

Be nice. What your mother always said is true: Treat others as you want to be treated. Treating coworkers, customers and suppliers with respect is central to our TeamCARE values.

Lead. Whether you're a manager or an individual contributor, you need to be a leader. Step outside your comfort zone and take responsibility. Take a leadership role in helping others succeed at Staples.

Keep learning. If you want to get ahead at Staples, you need to keep learning, growing and challenging yourself. So keep stretching.

If you keep working at it, Staples' next up-and-coming leader could be you.



Ron Sargent

Got a question? Email it to staplesnewseditor@staples.com. We'll respond to you as soon as possible. Questions will be chosen for publication based on their relevance to all associates and timeliness. Your questions should be related to Staples or the office products industry. Please include your name, location and job title at the bottom. If you'd like your question to remain anonymous, just let us know.

Who's Who



Rob Vale,
President
Staples Europe

In March, Rob Vale joined Staples as President, Staples Europe. Rob oversees Staples' new regional management structure in Europe in the Benelux region, Central Europe, the Nordics, Southern Europe and U.K./Ireland. He also leads the company's "one brand" strategy in Europe, with the goal of transitioning to one Staples® brand over time. "Rob has tremendous experience in the office products industry and in leading European businesses," said Peter Ventress, President Staples International. "His proven leadership and management skills will drive the growth of Staples Europe as we work to be the world's best office products company."



IT'S HERE!

OXO GOOD GRIPS™, now for the office.
Exclusively at Staples.

Staples has teamed up with OXO for the most exciting office supply launch of 2009! The new OXO GOOD GRIPS for the Office line includes scissors that double as box cutters, pens that prevent ink spot accidents, and a pushpin dispenser that eliminates painful finger pricks.



Visit staples.com/oxo or your local Staples® store to see the full assortment.

Business Discount Program rewards best copy customers

The Copy & Print team is making sure our best customers feel appreciated. How? With the new Business Discount Program. Designed for customers who spend between \$1,000 and \$10,000 a year in our Copy & Print Centers, this program offers instant savings on services these customers use the most, like copies, binding, signs and banners.

Based on their average spend, customers are broken down into levels that determine the instant percent savings they're eligible for. Level 3 customers — the ones who spend more than \$10,000 — are eligible for a customized savings program designed to specifically meet their business needs.

The perks

- Priority service
- Convenient online ordering
- Estimates reflect the program discount
- Consultative design services
- Staples Business Credit account
- Option to add users to the Business Discount account

Program participants are also eligible to enroll and take advantage of Staples Rewards®. It's the best of both worlds for our very best customers!



Feels Like Only Yesterday: Staples CE integration reaches 1-year mark

On July 15, 2008, Staples announced the acquisition of Corporate Express. Virtually overnight, we became a team of 91,000 associates spanning 27 countries. Special thanks go to the hundreds of associates who have worked tirelessly on the integration, but also to the thousands who have stayed focused and done a great job caring for our customers throughout the process.



team c.a.r.e. Team Award

Teamwork that results in exceeding standards and goals.

Find more info and photos on StaplesCEXP.com!

U.S. Integration Cross Functional Team

Best Copy Team

StaplesLink 6.0 Team

PCI Project Team

Pan-European Merchandising Product

Buying Integration Team

Associate Close-Ups

team **c·a·r·e** · edition

Shout-outs from around the globe to our 2008 TeamCARE Award winners!



"Thank you for your hard work and dedication; for setting the bar high and leading by example; and believing in Staples and taking us to greater levels of excellence! It is inspiring to see such a list of honorees."

Debbie Martin
Sales Manager
Store 1145, Newport, OR



"You pulled together as a team, set your goals, and reached them. I know these things do not happen without a great deal of effort on the part of everyone, and I want you to know how much we appreciate your hard work."

Grace Torres-Tobar
Twisker
Marketing Specialist
Staples Benelux



"Your continued support and achievements have not gone unrecognized. Thank you for continuing to make it easy for your customers and your fellow associates."

Niari Keverian
Senior Labor Analyst
Framingham, MA



"Congratulations to all the 2008 winners, including Jeff Rowe — an invaluable member of my team. The success of Staples rests entirely with the commitment and drive of its associates. Our people, far and away, are the most important asset we offer our customers."

Kevin Downes
Regional Vice President
U.S. Retail

Voice of the Customer Voice of the Customer Voice of the Customer Voice of the Customer

Spotlight

Dawn Cahue
Merchandise Expert
Store 1789, Plainfield IL



Customer Jacqueline H. writes:
"We have worked with Dawn for over a year now and her product knowledge, friendly attitude and helpfulness is never failing. As a busy office manager, I don't have time to research products. Dawn knows our business, and yours, and always has the recommendations I need."



Quill makes it quick for customers

"I was able to use the quick reorder feature on your Web site and I got the great price I expect from Quill. I got my order next business day as promised and it was, as usual, exactly what I ordered. We have cut out our costly gas trips to Office Depot by 95% and Quill has saved our overhead by 50%. I always check the Web site first when we are in need of a product. I love it!" — **Quill customer**

team **c·a·r·e** Associate Award

Outstanding performance is widely recognized by others.

Find more info and photos on StaplesCEXP.com

- Jill Harmon, Associate Specialist, HR Services
- Raul Cortez, Material Handling Equipment Operator, Rialto DC
- Gary Rubinstein, Supervisor, EMT Heavy Up Program
- Melissa Riley, FC Associate
- Margaret Cruz, Customer Service Associate
- Jacob Gibbs, Copy Consultant
- Preejaya Srichandra, Merchandising Data Analyst, Staples UK Retail

Easy Button® Goes Globe-Trotting

Atop the Eiffel Tower? At the Super Bowl? Climbing the Himalayas? What adventure has your Staples® Easy Button been on?

Greetings from Agrigento, Italy!



Saverio Baggio, Change Management Coordinator for Staples International in Surveilliers, France, recently visited Valley of the Temples. Located in Agrigento, Sicily, the large archeological site holds the remains of various Doric temples dating from the 5th century B.C. and is the most renowned attraction in Agrigento.

● Agrigento

For upcoming issues of internal publications like *Staples News*, we're looking for great photos of you, our associates, with the Staples Easy Button in places all around the world.

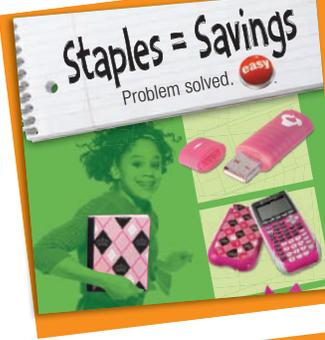
Send entries to staplesnewseditor@staples.com for consideration in upcoming publications. You and your Staples Easy Button could be famous!

School's Out for the Summer, but Staples is ready to go!

In the U.S., Staples = Savings.

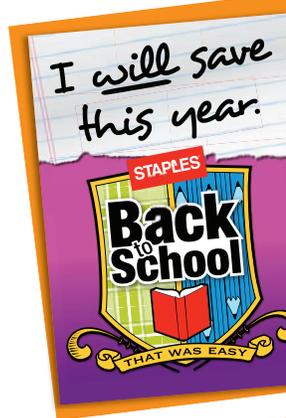
Back to School (BTS) 2009 is all about price and value. The message? "Staples = savings. Problem solved." We've got Hot Buy offers on items students need at unbeatable prices and store-wide traffic driving deals, like:

- Great deals on core supplies
- Special items of the month for the homeroom or dorm room
- Tech solutions for high school and college students



Ready, steady, go in the U.K.!

Take a quick glance at one of the Staples U.K. ads for Back to School and it's clear: We are ready and able to save customers money this year during BTS. From great deals and promotions to energized associates who attended the U.K.'s annual BTS conference, Staples is ready to go above and beyond for our customers this summer.



Building excitement for students in Germany

In addition to unbeatable prices and value for their parents, youngsters in Germany are getting excited for BTS with the help of Staples. A German tradition, students look forward to getting their school "cone" filled with goodies and supplies for the first days back in the classroom. In 2008, Staples associates gave away 6,000 cones (Deutscher Kinderschutzbund, a child protection agency, gets € 0.50 per cone). The goal for 2009? € 20,000!



As always, stores in every geography are dedicated to providing outstanding service to the crowds of shoppers during BTS, guaranteeing that Staples is the easiest place to save during Back to School!

team care. Customer Award

Providing superior service to customers.

Find more info and photos on StaplesCEXP.com!

Mark Day, Compensation Director

Erin Mara, Manager, Customer Satisfaction Store Support

Laurie Doktor, Consultant, Business Process

Greg Poehlman, Sr. Technology Consultant

Dario Bono, CRM Trainer, Mondoffice Catalogue



Socializing Staples

Launched this spring, the Staples page on Facebook is already attracting some serious attention. Become a fan today!

Leadership Corner



Product Synergies Team

Timothy Kelly, General Manager, Nags Head, NC Store

Supply Chain Team

eBay Team

The Netherlands Contract Sales Management Team



PCI, Data Protection Service Team

Jeffrey Rowe, Director Sales and Service, Operations East

SAVO Development and Implementation Team

James Yang, Manager, General Ledger

Pressel/CEE Quill Catalogue Austria Marketing Team

Meet Kerry Anne Carter

Title: VP, Global Integration
With Staples Since: 1996
Favorite Office Product: M by Staples™ leather notebook



What is the most exciting thing about our business right now?

All of the opportunity. Once we come out of this recession, our competition is not going to be able to catch us. That is unbelievably exciting.

What are the top three things associates can do to help Staples thrive?

First, run the business like it is your own. Second, make every day and everything you do count. Third, don't be afraid to try new things.

What are you most proud of in your career?

The thing I'm most proud of is seeing my direct reports, who have been promoted, succeed and do well in their careers.

What are you passionate about at work?

I care about great process and great results, and Staples has both of those things.

What book have you read recently?

I'm reading three books right now, but the last one I finished was *The Given Day* by Dennis Lehane.

Manager's Corner: Taking the Lead

Here's what we're counting on from leaders, at all levels, to help grow the business. Wondering if we mean you? You bet we do.

- Talent Development**
Our competitors can copy our products and our stores — the only thing they can't copy is our people. We need to continue finding the best people and giving all of our associates growth opportunities.
- Accountability**
All leaders need to be accountable for the company's performance.
- Creativity**
Don't be confined by your job description. Be willing to work outside of your comfort zone and take risks.
- Strategy**
We need to pull in the same direction. Strategy is not limited to the Senior Leadership Team. All managers need to get everyone behind our business goals.

Staples Offers Perks for Healthy Habits



- All across Canada, associates and their families have access to an online fitness and wellness program, named Get Fit @ Home™, through a partnership between Staples and Tri Fit Inc.



- In the U.S., associates get medical plan discounts if they are non-smokers and have 24-hour access to nurse hotlines and health advisors.



- And in the U.K., as part of the Cycle to Work program backed by the U.K. Government, associates can buy a bike of their choice at a discount if it is used to travel to work on a regular basis.

Staples Flashback

Do you know who the people in this photo are? We'll give you a hint — one ran for U.S. President recently. Send your guess to staplesnewseditor@staples.com. We'll publish the answer in the next issue of *Staples News*.



Be a part of Staples history
Help us capture the company's history through artifacts, big and small. Contact Briana Curran (1-508-253-0203 or briana.curran@Staples.com) for ideas on how to use Staples' corporate archive or to contribute to this resource.

Did you guess right?



The photo that appeared in the April '09 issue was taken during the opening ceremony of our first Distribution Center, which opened in April 1989 in Putnam, Connecticut.

Process Excellence Generates \$76 Million in Savings

Since its launch in 2006, Process Excellence has generated more than \$76 million in Return on Net Assets (RONA) dollars — \$30 million in 2008 alone. It's all thanks to the hard work and dedication of our master Black Belts, Green Belts and Deployment Leaders. Just a few examples of the projects completed in the past year include:

- Copy & Print Center Workflow
- Workers Comp Chargeback Program
- Energy Utilization Rate Reduction for U.S. Retail Stores
- NAD LCA Process Improvement I

"As the program grows, it will help us to stay ahead of our competition, work smarter, grow more profitably, and will be a key component in achieving our long-term objectives."

— **John Mahoney,**
Vice Chairman
and CFO



International Management Training Program

Spotlight on SUCCESS

Juan Pablo Sagol



The International Management Training Program (IMTP) allows management-level associates from around the world to gain hands-on experience at Staples' Home Office in Framingham. Government Sales Supervisor and Electronic Ordering Product Manager Juan Pablo Sagol of Argentina said his time in the program was well worth it, professionally and culturally.

"It really was a once-in-a-lifetime experience... to be in contact with such experienced people who are willing to share their knowledge so unselfishly. It was priceless," said Juan.

Putting what he learned into action, more than 400 government accounts in Argentina are now managed by Juan and his eCommerce team. "After IMTP," Juan added, "I was convinced we could mirror the work done by the U.S. Government Division in Argentina with the same ethical standards and competitive advantages."

team **c·a·r·e**

Silver Stapler

Serving as a mentor of Staples' future leaders.

Find more info and photos on StaplesCEXP.com!

Mobeen Syed, Senior Manager, IS

Kenneth Plymale, District Manager, Region 16

Doug Woodard, Vice President, Contract Merchandising, IAM

Souhail Samad, District Manager

Eric Bousquet, VP European Catalogue

STAPLES
Business DEPOT

Ed Harsant
Leadership Award

Les Chaboyer,
Sales Manager, Store 58
(awarded posthumously)

Jack Bingleman
Founders Award

Copy & Print Hypergrowth Team



Soul Check: Summer 2009 Update

Staples Soul reflects our commitment to corporate responsibility. It's a holistic approach to business that recognizes the close connection between our financial success and our desire to make a positive impact on our associates, communities and the planet by joining together the following areas: diversity, the environment, our community and ethics. It's how we do business — that's Staples Soul.

Diversity

Staples named Best for Diverse Managers



DiversityMBA Magazine ranked Staples #29 in its list of "Best Places for Diverse Managers to Work." Staples was recognized for its recruitment and diversity programs, as well as inclusion practices and ongoing development opportunities that encourage managers of diverse backgrounds to excel in leadership roles here.

Environment

Got ink?
Recycle!



Staples recycled more than 22 million ink and toner cartridges in 2008, and we're on target to hit the 50 million mark in 2009. As part of the new Sustainable Earth brand, a new line of remanufactured ink and toner cartridges was recently launched. And on Earth Day 2009, the Staples Canada team kicked off its Two Million Cartridge Challenge, with a goal of collecting and recycling 2 million ink cartridges before Earth Day 2010.

Community

Do Something 101
School Supply Drive



Grammy® Winning Singer-Songwriter Ciara, along with Staples and DoSomething.org, is asking teens to make a difference this summer. As part of the Do Something 101 campaign, teens are encouraged to collect school supplies and drop them off at their nearest Staples® store to ensure they get into the hands of thousands of deserving kids just in time to head back to school. All school supplies will be donated locally to educational and not-for-profit organizations that serve disadvantaged youth.

Ethics

A culture to be proud of



Part of Staples' commitment to creating a culture we can all be proud of is our Code of Ethics. In Q1 of 2010, we'll be rolling out a revised and updated Code that includes practical and real world examples of ethical behavior, lessons on how ethics relate to business, useful tools and resources, and updated information on Staples EthicsLink.

Check out staples.com/soul for more news on how we make it easy for associates and customers to make a difference in the world around them.

Our News Mission

Staples News is an internal publication distributed to all associates. It provides information about the company's performance, future direction and culture. *Staples News* is printed and published online four times per year.

Editor: Tatum McIsaac

Contributing Writers: Pam Cayem, Eric Chang, Alissa Dias, Alex Garlick, Susan Hamilton, Sarah Rome

Design: Jess Wrotnowski

Proofreader: Kathy Ohlson