



Corporate Social Responsibility
2014 Report

At Monk Office,

We are working hard to build a company that gives back more than it takes. Being an **island-grown company**, we take pride in providing quality products and services, but we also take pride in doing business in a way that the island community benefits.



It has been seven years since we started on our path towards sustainability. It began with the formation of the ECO Team in 2006, full of passionate employees wanting to make a difference. Some of the changes were so simple, others took a lot of effort, but they all contributed to our **79% reduction in carbon emissions** that we see today. Our company took action in every area of our business where we had an environmental impact including waste, water, energy, paper and fuel. This journey has changed the way we do business and has shifted our perspective in every decision we make.

We look at sustainability from a **Triple-Bottom-Line** perspective, assessing not only the financial, but the environmental and social impacts as well. These values and new standards for operating with a lower footprint extend throughout our retail locations, technical services, distribution centres and offices.

I can truly say that the past seven years of effort has had a positive impact on our business. I feel good about creating a company with strong values; and in the process we have also reduced costs and are able to donate more to the local community. Our customers appreciate what we do and how we do it.

This is our first Corporate Social Responsibility Report in which we are disclosing the sustainability activities of our company and the total carbon footprint of our distribution centre and central offices. We are proud of our achievements so far and are looking forward to taking on new challenges. It is my hope that we can inspire other local businesses and local communities to work together to protect our environment for generations to come.

Sincerely,

James McKenzie

Monk Office CSR Reporting Principles and Standards

- Sustainability includes environmental, social and financial metrics
- CSR reports are transparent about results, showing both the good and the bad
- Following this baseline CSR Report, every subsequent report should increase in the scope and range of metrics reported
- CSR Reports use Key Performance Indicators (KPIs) and best practices from the Global Reporting Index (International Standard for CSR Reporting)

Reporting Frequency:
Biennial

Third-Party CSR Report Consultant:
Synergy Enterprises

Contacts:
Debbie Schultz (Monk Office)
Kayli Anderson (Synergy)

About

This is our first biennial Corporate Social Responsibility Report (CSR) demonstrating our commitment to the triple bottom line approach of environmental, social and financial sustainability. Measuring and reporting on these metrics keeps companies accountable and communities strong.

We believe our customers, employees and partners should have insight into what we are doing on these fronts and what we have done to achieve our results.

For years, Monk Office has worked towards environmental and social sustainability, balancing the needs of our customers and staff with a desire to make the world a better place to live. We have come a long way in sustainable business, but there is always more to be done. It is our goal to measure, openly report and continuously improve.

CEO’s Message	1	Fuel Consumption	10
Contents	2	Community	11
About Monk Office	3	Education	12
CSR Highlights	4	The Monk Family	13
Environmental Overview	5	Leadership	14
Energy Use	6	Giving Thanks	15
Water Stewardship	7	Moving Forward	16
Waste Management	8	Recognition	17
Paper Use	9		

MISSION

Knowledgeable People Passionate
About Your Personal and
Professional Success

VISION

Monk Office Creates a World
in Which People's Personal and
Professional Lives Run Smoothly



Company Information

- Founded in 1951, Monk Office has been a family-owned, island-based business for over 60 years
- Monk Office currently runs 10 retail locations (see above) with over 38,000 office products and services: from paper to printers, pens to post it notes
- Monk Office Interiors and Healthcare provide the best in ergonomic "green" furniture and eco-friendly equipment
- Monk Office Technologies provides sales, services and support - maximizing business efficiency
- Monk Office headquarters and distribution centre is a 26,000 square foot space located in Victoria, BC
- Monk Office currently employs over 140 staff



Office Supplies



Interiors



Technology



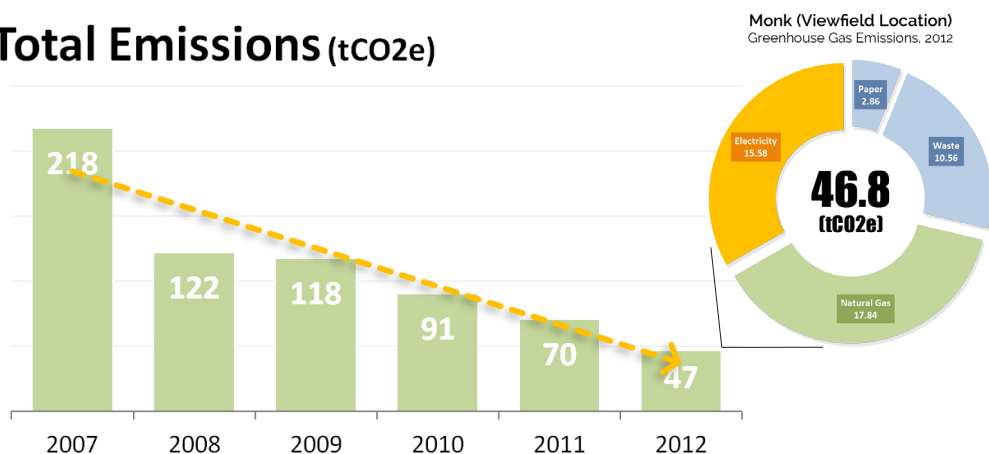
Healthcare

Quick Facts

- **1951** Opened first store on Broad St.
- **1978** Flagship retail store at the corner of Fort and Blanshard
- **1985** 3rd retail store on View St.
- **1994** Head office and Distribution Centre established
- **1995** Expanded up island Campbell River, Courtenay, Nanaimo and Port Hardy
- **1996** ISO 9001 Certification for Quality Management
- **2004** Vancouver Island Business of the Year
- **2007** Launched Eco-team, completed CRD Water Audit, BOMA Go Green Certification
- **2008** ISO 14001:2004 Certification for Environmental Management
- **2009** Canadian Office Products Association National ECO Award
- **2010** Canadian Office Products Association National Community Leadership Award
- **2011** Healthcare showroom opens at the Oak St. Location
- **2011** Celebrating 60 years!
- **2012** Victoria Chamber of Commerce Sustainable Business Practices Award
- **2013** EcoStar award for waste reduction

- **Monk Office has received 9 awards for environmental business practices including the 2013 CRD EcoStar Award Winner for Waste Management**
- **Certified ISO 9001:2008 (quality management) and ISO 14001:2004 (environmental management)**
- **Every employee has a one-hour orientation with the CEO of Monk Office to discuss our environmental and social philosophy, policies and procedures and why it is important for our local community**
- **Award winning waste management program (98% diversion rate)**
- **Reduced carbon emissions while increasing overall business**
- **Support local schools with donations and an eco-scholarship program**
- **More than \$200,000 donated to various groups and causes over six years**
- **Emissions reduced 79% from 2007-2012**

Total Emissions (tCO₂e)



“In the past 6 years, Monk Office has reduced their impact by nearly 80%. These are impressive results for any company, let alone one this size.”

- Zack Simon, Synergy Enterprises

Environment

Our commitment to the environment is demonstrated through action and accountability. In 2006, Monk Office founded its "ECO Team" launching a company-wide movement to improve our environmental performance. Since then, our annual Aspects & Impacts assessments allow us to determine our biggest impacts on the environment and plan our efforts to make a difference.

Each new employee that starts at Monk has a one hour meeting with our CEO, who informs them of our environmental mission, values and programs. After the meeting, they are given a kit containing a reusable mug and lunch kit to encourage avoiding disposable containers.

We have seen significant reductions in our greenhouse gas emissions since our baseline numbers for 2006. Since that time, we have reduced the carbon footprint of our offices and distribution centre by 79%.

The Results*

- ENERGY reduced by 17%
- WATER reduced by 77%
- WASTE is 98% recycled
- PAPER reduced by 61%
- NAT. GAS reduced by 63%
- BOMA GO GREEN certified
- ISO 14001:2004 certified

* Environmental impact reductions for offices & distribution centre since Baseline year of 2007

Monk Office is committed to a world in which every generation inherits a better, cleaner earth than the one before it. We expect more from ourselves than from the soil, and give back more than we take.

Monk Office's Environmental Mission Statement



Energy

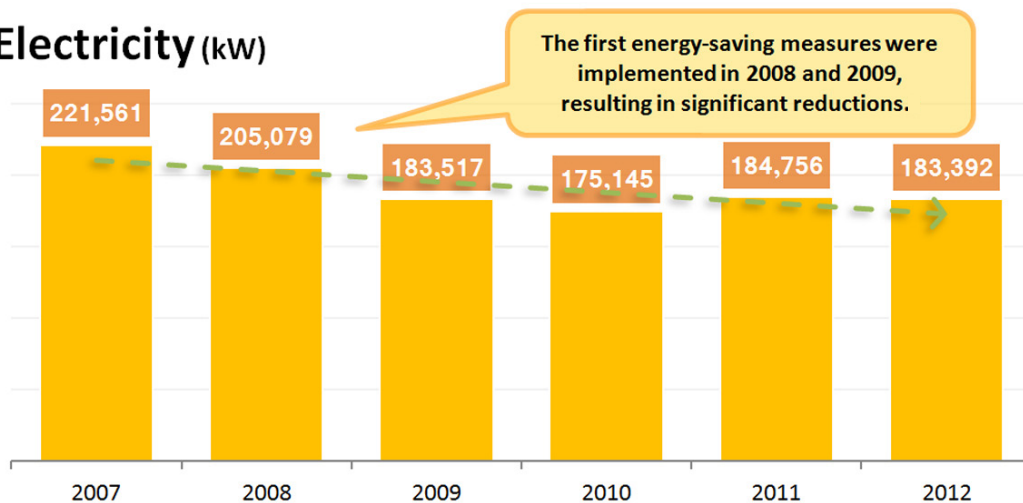
We quickly discovered that there were many ways we could reduce our energy consumption in our offices, distribution centre and retail spaces. We optimized our lighting systems to obtain the best atmosphere with the least amount of energy. Equipment upgrades and behavioral changes further reduced our energy consumption. Our efforts achieved significant energy savings and provided our employees with a better work environment.

Overall, electricity use has dropped by 17% since 2007 - Enough to power 3.5 Canadian homes each year.

Energy-Saving Actions

- Installed timers in staff washrooms for fans and lights
- Installed LED exit signs - 80% more efficient
- Completed BC Hydro Power Smart energy audit for distribution centre
- Replaced older, less efficient monitors with energy-efficient flat-screen models
- Installed vending miser controller - reduced vending machine energy needs by 46%
- Upgraded lighting to high efficiency fluorescent in distribution centre
- Lowered distribution centre lighting and removed every second bulb, resulting in better lighting levels for staff and reduced energy consumption

Electricity (kW)



I'm so proud of Monk in so many ways. It's really part of the Monk culture now to turn off lights when people leave an office and to properly dispose of an apple core. I think the whole culture of Monk has changed in the last few years."

- James McKenzie, CEO of Monk Office

Water

We started reducing water consumption by installing dual flush toilets in our washrooms. We then conducted a water audit with the Capital Regional District to find ways to further reduce our water consumption. This report drew our attention to simple changes like installing aerators on all of our faucets.

In 2007-2008 Monk Office implemented a water conservation plan. This was highly effective in reducing water consumption and utility costs.

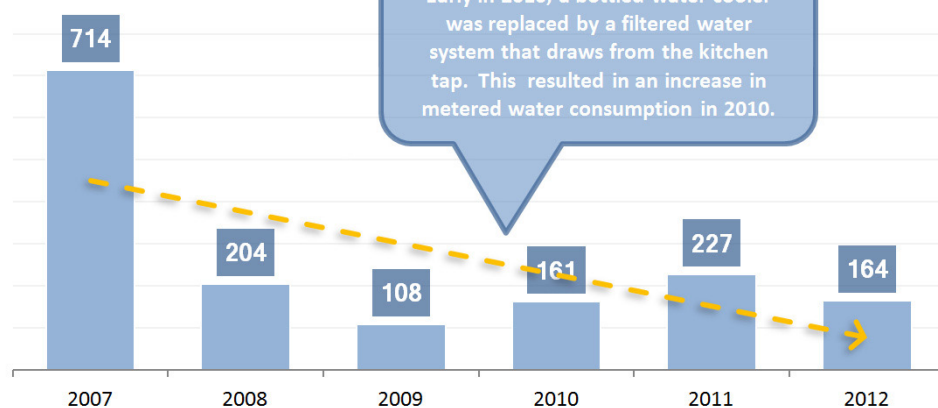
Overall, water use has been reduced by 77% since 2007 saving a total of 2706m³, the amount of water used by 22 Canadians in one year.



Water-Saving Actions

- Installed dual-flush toilets in all washrooms and replaced constant-flow urinals with flush models
- Completed CRD water audit at Monk Office Headquarters
- Installed low-flow aerators on all washroom taps
- Discontinued bottled water service and installed filtered tap water cooler

Water (m3)



“The steps that we took to reduce our water consumption by 77% were the easiest and the most non-disruptive to our operations and to overall staff comfort.”

- Andrew Coss, Director of Information Systems

Waste

Our greatest accomplishment in waste reduction was the introduction of a full recycling program that includes everything from organics to Styrofoam and computer parts. Inspired by the success of our internal recycling program, we decided to expand it to include the packaging our customers receive when they purchase our products, including shrink-wrap, cardboard trays and spent toner cartridges. Last year, our customers returned close to 45,000 cardboard shipping trays. In 2013, we were presented with the CRD EcoStar award for waste management.



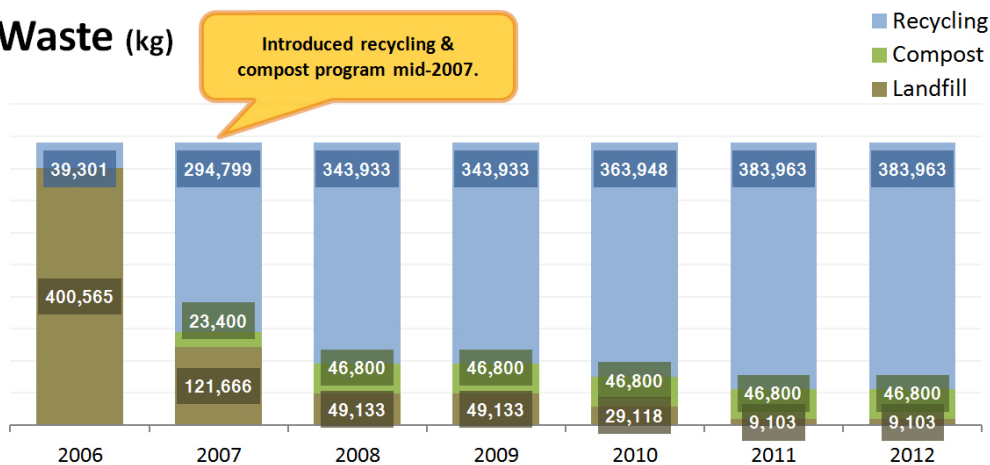
The overall result is a 98% reduction in landfill waste.

Battery Recycling

Monk Office introduced a battery-recycling program in partnership with call2recycle at our retail stores and almost 50 schools on Vancouver Island. In 2012, Monk Office recycled 353kg of batteries.

Waste (kg)

Introduced recycling & compost program mid-2007.



“Waste reduction is really important. It means a greener community and at Monk Office we have a responsibility to ensure that we’re serious about our sustainability efforts.”

- Debbie Schultz, Monk Office

Paper-Saving Actions

- Use 100% recycled paper for all internal printing
- All printers set to double-sided
- Reports are distributed digitally instead of in print whenever possible
- Installed dual monitors to reduce need for printing
- Developed commercial flyers to be sent to customers via e-mail
- Started using electronic time sheets
- Upgraded printers and scanners - started scanning orders instead of copying
- Retail stores use BPA-free cash tape

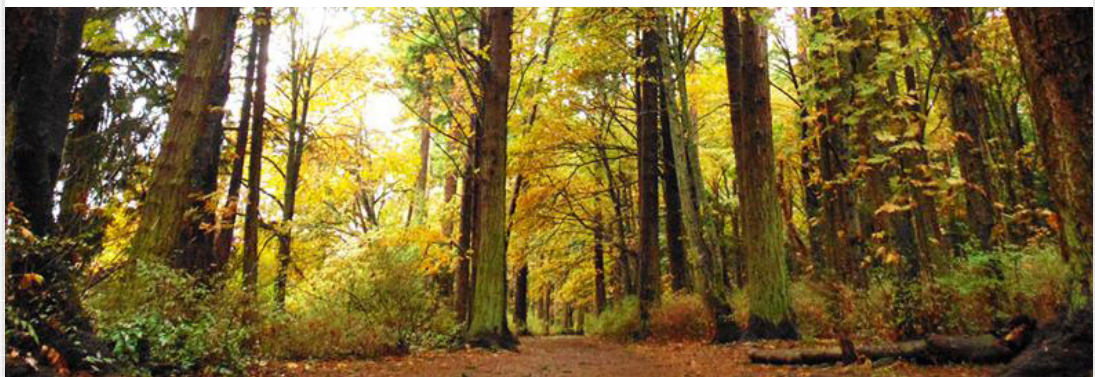
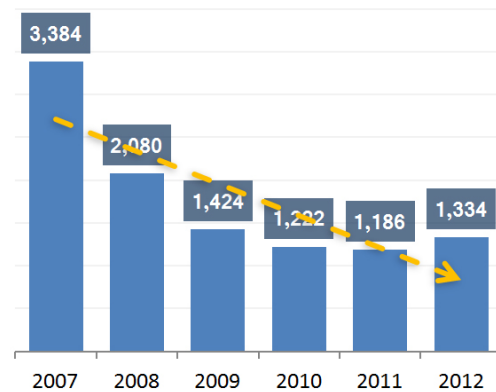
Paper

At Monk Office, we realize that there is more to responsible paper use than just recycling. In 2007, a paper conservation program reduced paper use through technical improvements and staff education.

We upgraded our systems to rely less on paper and more on digital platforms for both internal and external communication.

These efforts helped us decrease our paper consumption by 61% in the past six years, saving a total of 176 trees since 2007.

Office Paper (kg)



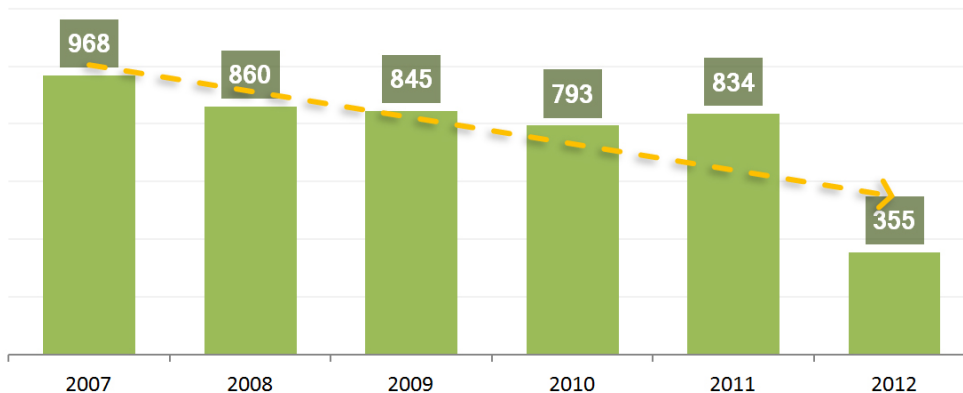
Natural Gas

In 2012 we switched from three natural gas heaters to one more efficient system, reducing natural gas usage by 57%. A few behavioral changes reduce our use by another 6%, resulting in a total reduction of 63% since 2007.

Gas-Saving Actions

- Upgraded distribution centre heating system
- Replaced windows with high-insulation models
- Installed fans and strip curtains
- Timed thermostats optimize building heat
- Loading bay doors are closed between deliveries

Natural Gas (GJ)



Fleet Actions

- Incentives offered to clients that reduce deliveries by >20%
- Converted all diesel trucks to biodiesel, reducing emissions
- Purchased three smart cars for service calls and small deliveries
- Employ GeaZone bike courier service for local deliveries
- Streamlined delivery routes for trucks travelling up-island, reducing emissions per trip

Fleet Efficiency

At Monk Office we are constantly making efforts to reduce fossil fuel consumption. From purchasing smart cars to incentivizing customers to purchase in bulk orders to reduce deliveries - we are taking action to reduce our emissions.



Giving Back

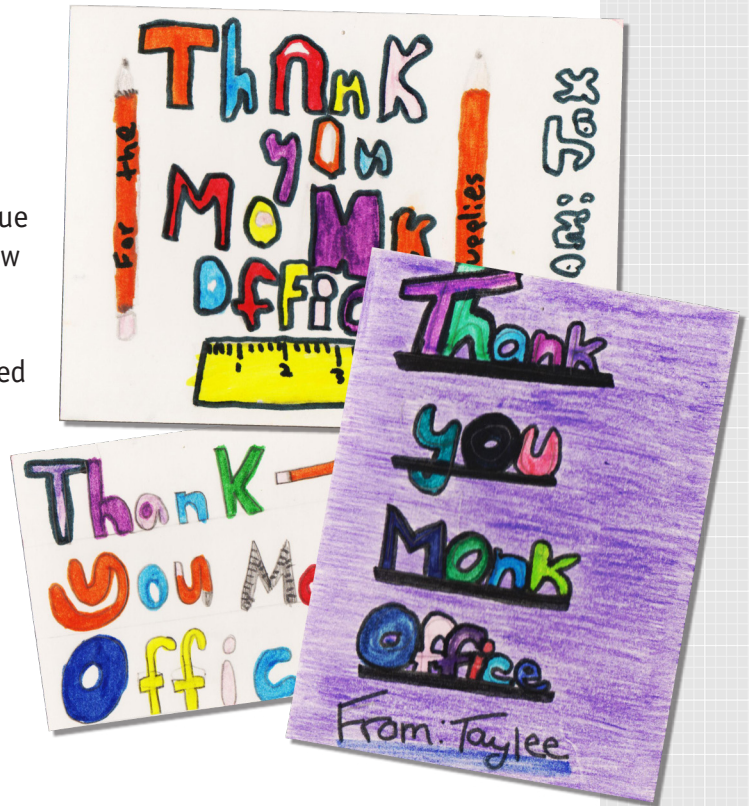
Monk has been doing business on Vancouver Island for over 60 years and we believe we can go beyond doing business well - we can integrate our business in the local communities that support us.

For this reason, we have launched dozens of programs to help local schools, food banks, charities and other causes. From donations to volunteering time and creating unique programs, giving back is a part of how we do business.

In 2010, these efforts were recognized by the Canadian Office Products Association with the Community Leadership Award of Excellence, a national award for leadership.

DONATIONS TO SCHOOLS

Savory Elementary School fire 2011—replaced school supplies (\$7,500) for students when their school was damaged in a fire.



Brighter Futures

Understanding the importance of education for both youth and adults, Monk Office has developed several support programs for Vancouver Island. Because we provide supplies to so many, we are in a position to foster education and support those in need. Here are some highlights:

STAFF EDUCATION

Monk Office covers the full cost of any applicable training staff wish to pursue and 50% of training that is not directly applicable to their employment. This support is extended to the next generation; Monk Office pays up to \$25 per year for school supplies for the children of our employees.

PALLET PROJECT

Rather than tossing out slightly damaged or unsalable products, pallets of supplies in usable condition are sent to a number of schools in Victoria, free of charge.

**Our
future
is green.**



Eco-Incentive Rebate Program

The Monk Office Scholarship for environmental studies is funded through rebates on eco-friendly products purchased by schools. In this win-win situation, schools are encouraged to purchase greener products, such as recycled paper, and we are able to create a new scholarship for youth interested in an environmental career. 100% of these rebates build Educational Scholarships in the field of Environmental Studies.

This year the program provided ~\$4,000 in scholarships to students in Districts 61, 62, 63 and 79.

“We decided to create an environmental education scholarship to encourage youth to pursue careers in protecting the planet”
- Debbie Schultz, Monk Office

SURROUNDED BY CEDAR SOCIETY: BACK TO SCHOOL PROGRAM

Monk Office distributes school supplies for more than 1,200 children at the Back to School Picnic. Surrounded by Cedar helps First Nations adopted children understand the knowledge of their traditional customs and culture.

Helpful Office People

Several years ago, Monk Office introduced an employer-supported volunteerism program to encourage staff to donate their time to the community. Monk Office provides pay for one half day per month to each employee to volunteer for a cause of their choice. Our goal is to foster a culture of giving back and being a part of the community.

In 2012, Monk employees volunteered a total of 2,715 hours! That is approximately 20 hours for each employee. The diversity of volunteer activities was astounding; from community fund-raisers to festivals and beach clean-ups, the Monk Office family has become deeply integrated in the community in which we live.



Volunteer Highlights

- Brittany volunteered 150 hours for the annual 24 Hour Relay for the Kids
- Andrew teaches responsible dog ownership and provides animal therapy to local schools and seniors' facilities
- Chris helped a local church organize their annual Christmas Dinner - serving over 700 meals to needy families
- David has volunteered with Big Brothers Big Sisters for 7 years
- The staff's combined fund-raising efforts at the Monk Office 2009 Christmas Party helped provide the Burnside Gorge Community Association with hampers for 77 families

Lifetime Careers

Our longevity is anchored by our team of employees. Close to 25% of staff have been with Monk for over 10 years. Each of these employees serves as a role model to not only our team, but to our industry as a whole. Their dedication to customer service and the environment is what keeps us strong as a socially responsible company. We are proud to know that we are not only creating jobs, but lifetime careers.

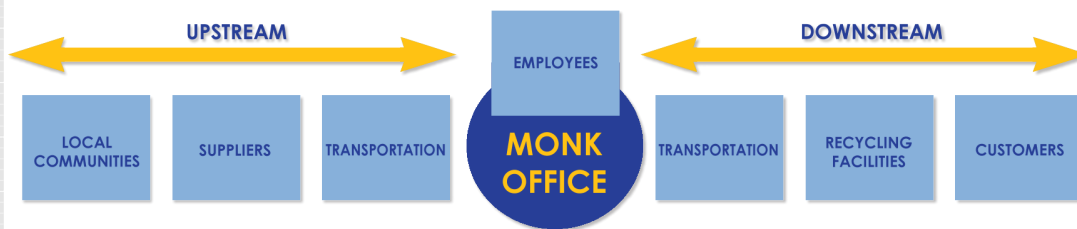
Helping Others Save The Planet

After seven years of dedicated efforts to reduce our environmental footprint, we find ourselves in a position to look beyond our doors to help our partners, customers and other local businesses reduce their impact.

By helping others make a difference, we can reduce the environmental impact of our whole supply chain.

In The Community

- A member of our Eco Team sits on the VIATeC Sustainability Roundtable to help local tech companies go green.
- Monk Office has been a BC Hydro Community PowerSmart Leader since early 2010
- CEO James McKenzie has presented “green business” talks at Royal Roads University and the District of Saanich and was an industry panelist at the 2010 Canadian Office Products Association Environmental Symposium in Toronto



- Encourage suppliers to ship product using minimal packaging or that which can be easily recycled or reused to ship orders to customers
- Source environmentally friendly options for our customers
- Support environmental product lines

- Provide eco-friendly products at comparable prices
- Customer recycling programs include streams for all packaging materials
- Customer incentive program to reduce total number of deliveries
- Provide support for customers that develop their own ‘eco programs’

“By sourcing and promoting environmentally-friendly products and having them shipped in as little packaging as possible, Monk brings sustainable options to their customers with minimal environmental impact.”

- Zack Simon, Synergy Enterprises

Thank You!

The Monk Office “ECO Team” was created in May 2006 and consists of dedicated members from all areas of the company. The team identifies objectives and goals where Monk Office staff can have the most impact and oversees the communication plan and initiatives. Their seven years of passion and commitment has brought us to where we are today. Starting with a simple recycling

initiative, there are now multiple eco-programs integrated throughout Monk Office with measurable goals and objectives reported openly on our website, ensuring we are accountable with all of our programs. Together, we are leading the way in sustainable business practices.

Monk Office Eco-Team



Debbie Schultz
Executive Assistant



Janice King
Director of Retail



Suzanne Hamilton
Contract Support Administrator



Emily Miller
Marketing & Communications Director



Randal Nichol
Director of Operations

Monk Office also wishes to thank the original members of the Eco Team for all their hard work and dedication: Susan Jones, Frank Buikema, Debbie Schultz, Dee Lojstrup, James McKenzie, Jeff Lumley, Julien Vallee, Jeannine Alain and Simon Hird-Rutter.

Looking Ahead

We have come a long way but there is still a long way to go and we are excited to have a passionate team ready to take on some new goals:

- Continue to reduce carbon emissions (5% per year)
- Increase scope of carbon footprint to include retail shops and deliveries and staff commuting
- Organize volunteering days including invasive species removal and beach cleans
- Work with the VIATeC Sustainability Roundtable to introduce a Sustainable Business Award to the VIATeC Annual Awards
- Host an event to educate other local businesses on sustainability
- Host sustainability tours
- Continue to source products with a lesser environmental footprint
- Educate consumers about green product choices and recycling





1. ISO 14001:2004 CERTIFICATION

We have been ISO 14001:2004 certified since June 2008. The Monk Office Environmental Management System addresses the impacts of processes, services and products on the environment and enables us to identify the environmental impacts of our activities, products and/or services.

2. ISO 9001:2008 (Quality)

Achieved certification in 1996 and are audited annually by Intertek. Passed each annual audit



3. BUILDING OWNERS AND MANAGERS ASSOCIATION (BOMA) GO GREEN CERTIFICATION

We have been GO GREEN certified since December 2007. This program addresses five categories of environmental responsibility in building management and operation: Resource Consumption; Waste Reduction & Recycling; Building Materials; Interior Environment; Tenant Awareness.



4. CAFÉ VANCOUVER ISLAND

Family Enterprise of the Year: 2009



5. CANADIAN OFFICE PRODUCTS ASSOCIATION (COPA) AWARDS

We were awarded the COPA National Green Program of the Year (2008 and 2009) for the development and launch of our Environmental Management System

6. CANADIAN OFFICE PRODUCTS ASSOCIATION

"Community Leadership Award of Excellence": 2010

7. CANADIAN OFFICE PRODUCTS ASSOCIATION

"Marketing Award of Excellence": 2011



GREATER VICTORIA
CHAMBER OF COMMERCE

8. GREATER VICTORIA CHAMBER OF COMMERCE

Business Sustainability Award: 2009

9. GREATER VICTORIA CHAMBER OF COMMERCE

Business Sustainability Award : 2012



10. CAPITAL REGIONAL DISTRICT (CRD)

Ecostar Award for Waste Management- 2013

**WE
SUPPORT
OUR
COMMUNITY**

MonkOffice

The Helpful Office People

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 @Monk_Office

 service@monk.ca

www.monk.ca