

Monk
Office



2018 Corporate Social Responsibility



Message from our CEO Caitlin McKenzie

Monk Office is proud to present the third edition of our Corporate Social Responsibility (CSR) Report. This biennial publication provides us with an opportunity to disclose our achievements and to share one of our Company's Core Values, to "Love Our Planet".

Our ECO Team, represented by front line Team Members and Senior Leadership, determine where in our operations we have the greatest impact on the environment, then by identifying areas of improvement we hope to mitigate the effects we have on our communities and the planet as a whole.

Taking a Triple-Bottom-Line approach allows us to assess the financial, environmental and social impacts of our actions.



We've been committed to improving our communities in a sustainable way since 2007, with the greater hope being to inspire others to reduce their carbon footprint as well. We feel that leading by example is the right thing to do.

We hope that you find the following information as useful and inspiring as we do! Let's all continue to support one another and our communities to enjoy a cleaner future.

Best,

A handwritten signature in black ink, appearing to read "C. McKenzie".

Caitlin McKenzie

Going the extra mile

Monk Office supports businesses across Vancouver Island from Victoria to Port Hardy.

Monk services over 5,000 customers island-wide. Our approachable and knowledgeable Customer Experience Team and Sales Representatives offer continual support to customers with any product or service requests.

Packages are hand-filled by members of our Distribution Team. They are delivered to each location and stored according to the customer's request. Our drivers also pick-up previously dropped-off boxes and packaging for reuse and recycling.



Environment

Monk 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. We follow sustainable business practices that minimize our impact on the planet. ”



Winner of 8 enviro & leadership awards

3x winner

ECOSTAR AWARDS

2013 ECOSTar Awards Waste Reduction Award
2015 ECOSTar Awards Waste Reduction Award
2016 ECOSTar Awards Greenest Office Award

2x winner

GREATER VICTORIA CHAMBER OF COMMERCE

2009 GVCC Business Sustainability Award
2012 GVCC Business Sustainability Award

3x winner

CANADIAN OFFICE PRODUCTS ASSOCIATION

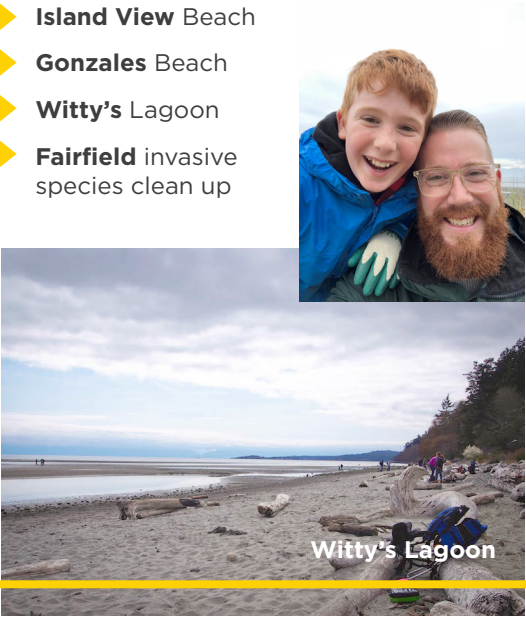
2008 COPA Green Program of the Year
2009 COPA Green Program of the Year
2010 COPA Community Leadership Award of Excellence

EcoStar Award Sponsor

2017 | 2018

BEACH CLEAN UP

- ▶ Island View Beach
- ▶ Gonzales Beach
- ▶ Witty's Lagoon
- ▶ Fairfield invasive species clean up



EDUCATION

POST-SECONDARY

Sustainability Symposiums
Student Competition Panel
Class Presentations



LOCAL EDUCATION

Green kits
Distributed to 350 teachers

Student Scholarships
Over \$55,000 has been awarded in scholarships in the past ten years



BUSINESSES

Greening Your Office Workshops
In partnership with Synergy Enterprises in Victoria & Duncan

Upcoming workshops in Cowichan Valley

Sustainability Reports
on eco-friendly products

PUBLISHED CASE STUDIES About Monk's environmental initiatives and practices

Greening Your Office: Strategies that Work
by Jill Doucette & Lee Johnson, First Edition 2014

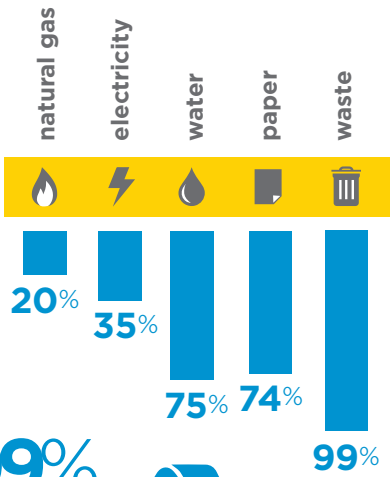
Think Marketing
by Tuckwell & Jaffey, Second Edition 2014
This textbook is used in the fourth year Sustainable Marketing Program at Camosun College

EARTH DAY INITIATIVES

- 2015 **Eco-friendly product education to our customers**
- 2016 **Tree seedlings distributed to customers in stores**
- 2017 **Monk team member contest for the best Earth Day eco-activity**
- 2018 **Planted 500 trees in BC**

Copy centres offer "tree-less" printing with Sugar Sheet

Since 2007, WE REDUCED



99% of our waste is recycled or composted



Community

SUPPORT
to handfuls of organizations
and teams across Vancouver Island
each and every year.

**In 2018, over \$50,000 was
donated in community support.**

As well, over \$7,000 was given in
scholarships for rebates to schools
purchasing eco-friendly products.



Juan de Fuca peewee hockey team with the son of a Monk Team Member, Dustin (opposite).



Surrounded by Cedar
Child & Family Services

Victoria West
Elementary School



Juan de Fuca
Minor Hockey
Association

École Macaulay
Elementary School



Commerce
Student Society

Savory
Elementary School



Vancouver Island
Figure Skating
Championships

École Cobble Hill
Elementary



North Island
Early Child
Development Society

Port Hardy
Santa Clause Parade



ECOSTAR
Awards

GORDON HEAD
Baseball Assoc.



Peninsula
Panthers

Schools

YEAR-ROUND DONATIONS

**Donation of school supplies
with imperfect packaging to
20 schools and organizations,
including:**

- George Jay Elementary
- Craigflower Elementary
- James Bay Community School
- Victoria Montessori Centre
- Salvation Army
- Gordon Head Middle School
- Cloverdale Elementary
- Tillicum Elementary

BACK TO SCHOOL SUPPLIES SUPPORT

Surrounded by Cedar
Child & Family Services
2,200 kits

Parent Advisory Council
3,000 PAC kits

Mustard Seed Fair Start
school supply program
700 kits



School supplies donated at
Gordon Head Middle School

3000 PAC KITS
IN 2018





Team Members donating products for the Mustard Seed School Supply Program.

**Family
owned
for over
65 years**

**CTV Vancouver Island News
Special: “Meet Muggins Again”**
With Monk Office | Broad Street Location
Where we handout dog biscuits to Muggins!



Distribution Team Member with skid of donations of supplies to schools.

10 stores
from Victoria to Port Hardy



Caitlin McKenzie interviewed by CHEK TV about Monk's social and environmental initiatives as well as its products and services.

**Over 130
team members**
across Vancouver Island



**All deliveries packaged
at our distribution centre
on Viewfield Road, Victoria**



**Back to school
Pick-and-Pack supplies**
bags for students at the
Monk Office store
in Duncan.

OUR STORY

1951 Monk Office
first opens its doors by Mr. Charlie Monk.
● Soon sold to Ron McKenzie

2018 Caitlin McKenzie
takes the reins as CEO

String of awards ● ● ● ● ● ● ● ● ● ●

● **1978 Flagship store** ●
created at Fort & Blanshard

● **1982 James McKenzie, owner**
takes seat as CEO for 32 years