

Staples Supplier Policy Handbook – 2025 Revision

1. Supplier Onboarding:

Vendors must complete registration via the Staples Vendor Management Portal.

Documents required include W-9, insurance certificates, and product compliance reports.

2. Quality & Compliance Standards:

- All goods must meet ISO 9001 and RoHS certification standards.
- Random product audits occur quarterly.
- Non-compliance results in immediate escalation to the Supplier Risk Review Board.

3. Ethical & Environmental Responsibility:

- Vendors must minimize packaging waste and report carbon emissions annually.
- Staples encourages suppliers to use recyclable materials and fair-trade sourcing.

4. Delivery & Logistics:

- All shipments must meet SLA delivery targets (95% on-time rate).
- Delays beyond 48 hours require proactive vendor notification.
- Repeated delays may result in contract suspension.

5. Payment Terms:

- Standard term: Net 30 days.
- Payments are processed electronically via the Staples Finance Cloud.

6. AI & Data Security:

Vendors accessing the Staples data platform must comply with encryption (AES-256) and access control policies.

Multi-factor authentication is mandatory.

Contact: vendor.support@staples.com