



Hamster^{MC}

1996
Merging &
foundation
of Novexco Inc.

2003
Acquisition of
stationery division
of Messageries
ADP

2008
Acquisition of the
wholesale
division of
Corporate
Express®

2014
Acquisition of
Lyreco
Canada

2017
Acquisition of
Chestwood
Stationery Ltd.
Acquisition of
Crites & Riddell

2018
New
commercial
brand: Hamster

1979
Foundation of
SOPA &
Bureaulab

2000
Single banner:
BuroPLUS®
Private brand:
enium®

2006
Acquisition of
Buromax

2009
Private brand:
Novex®
Acquisition of
Bureautech Plus

2016
Private brand
name
change: Offix®
Acquisition of
Rubanco

2020
Acquisition of
SPR Canada.

Our mission is to provide **innovative business office solutions** aimed at **satisfying and building loyalty** among our various groups of clients.

Our vision in 5 points:

- A **leading Canadian consolidator** specialized in office solutions for businesses and consumers.
- An **efficient distribution network** combined with a growing network of partner dealers.
- **Continuous development** of the portfolio of products and services that ensure innovation, availability and competitiveness.
- **Brand identity** combined with a high-tech environment.
- An efficient organization supported by **strong values and a culture of excellence** centered on customers' needs.

Largest **Canadian-owned** provider of office supplies



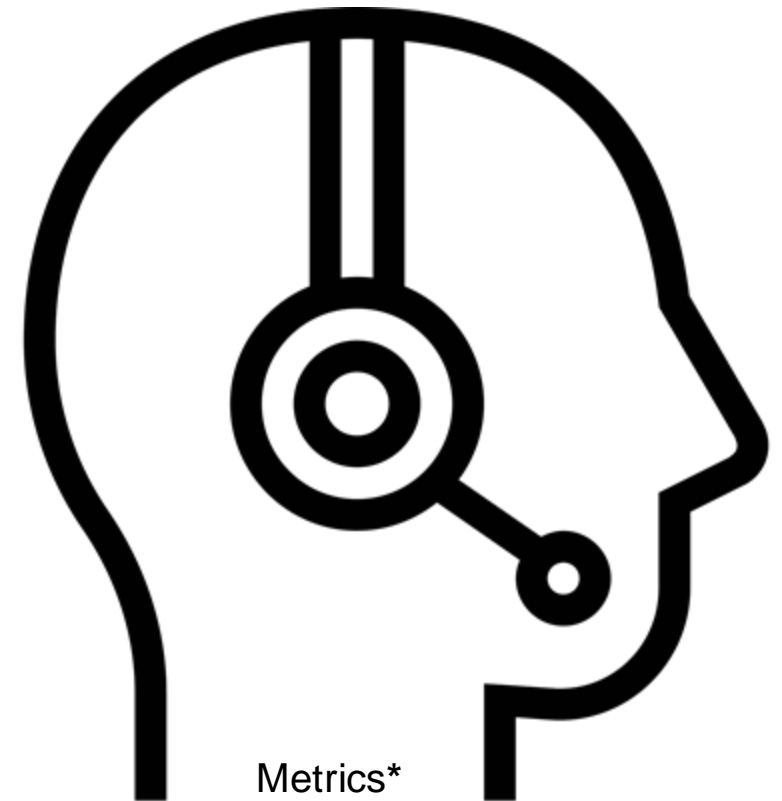
- More than **43 years** in Canada
- **Family of 440** employees in Canada
- **450,000 sq. ft.** of warehousing space
- **99%** fill rate
- **25,000** lines per day
- **7 distribution centers**
- **Next day** delivery in main centers
- **19,000** products in inventory

The new Hamster 2021-2022 catalogue is here!

- More than **4,500 new products**.
- More than **900 products pages** organized in **17 sections**, the biggest offer of the industry.
- More than **300 new sanitary and COVID-19 products**.
- **8 new private brand**: Offix, Sparce, Business Source, Integra, Compucessory, Naturesaver, Genuine Joe and Lorell.

Canadian Call Center

- **Bilingual employees;**
- **6** time zones;
- **One call service** resolution;
- **Continuous** training program;
- Order placement and after-sales service;
- Web technical assistance;
- Calls on hold management system;
- Diligent processing of fax/phone orders or customer queries.



Metrics*

Wait Time: 7 sec

Abandoned Call rate: 2,5%

*Statistical Average

7 Distributions Centres



DARMOOUTH, NS



LAVAL, QC



TORONTO, ON



BRAMPTON, ON



CALGARY, AB



CALGARY, AB



VANCOUVER, BC

- **(WMS Solochain)** Warehouse Management System with smart conveyer technology.
- **Radio frequency technology** = paperless environment.
- **99.5%** of orders delivered next day.
- Dedicated deliveries in large **urban centers**.
- **99%** order preparation accuracy.
- Back order rate **below 2%**.



- 8 private brands;
- **Superior** quality-price ratio;
- Generate **annual savings** for customers.
- **+ 2,000 commonly used products**, in all categories.



Everything for work, no matter your work.

- Central point of service for your company;
- A range of products to meet all your needs in your workplace;
- 3,000 products made of recycled content.

19,000
products available



Office space project management & furniture services

Do you have a furniture project in sight? Benefit from our Design & Planning team and get free personalized plans in 2D and 3D.

- Full range of **furniture products** from reputable brands in the industry.
- Advice and recommendation in **ergonomics and accessories**.
- **Free consultation** services.
- Turnkey project management.
- **2D & 3D** development plan realization.
- **Experienced** installation teams.



For all your printing needs

- Experienced team to guide you through all your projects.
- High-volume print specialist.
- Optimum quality at highly competitive pricing.
- One source for all your printing needs.



- Letterheads, envelopes, labels
- Commercial forms; laser, sheet or continuous
- Business cards
- Presentations folders/brochures
- Booklets/newsletters/flyers
- Banners/posters/signs/postcards
- And much more

**A full team
committed to
deliver the best
services and
savings possible.**

- Single point of contact for professional buyers;
- Regular business reviews and program performance analysis;
- Cost savings evaluation and follow up;
- Continuous improvement process;
- Sharing of best practices;
- National service coverage.

Strategic Account Manager

Partnership Management

- **Responsible** for the program implementation.
- **Coordinates** the partnership activities.
- **Measures** compliance levels and suggests continuous improvement solutions.

Account Representative

End-User Relationship

- **Liaises** with customers by offering them support and information to help assure a smooth purchasing process.
- **Evaluates** satisfaction levels and program compliance all while promoting its benefits.

Customer Service Team

Everyday Needs and Inquiries - Bilingual

- Answers customer questions about products, availability, prices, returns, etc.
- Places orders and provides basic online user support.

Complete Platform

- **80%** of total sales.
- Displays **available quantities and shipping delay** for each product.
- **Customized** business rules
- Displays customer's **own prices**.
- **Purchase lists and multiple shopping cart** management.
- **Track** orders, invoices, credits and returns.

Specific Access Options*

- **Punch Out** (SAP Ariba) **connection**.
- **Built-in connection** to marketplaces (HubWoo).
- **Data interchange** (EDI) process.

We take care of you!

Our customer service and web support agents can help you in having a **great web experience**.

Easy Ordering

Designed to answer your needs: search for a specific product, browse our catalogue, check the rich product information and place an order even if you are not at your desk.



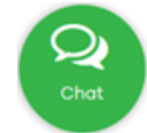
Customer Service

1 877 597 3261



Web Support:

websupport@hamster.ca



Online Chat



Presentation videos with QR code

Enhanced Management Tools



Multi-User

- Create and manage user groups;
- Identify users and define purchase rules.



Substitutions

Set or suggest alternatives and indicate the reasons to your users.



Message Center

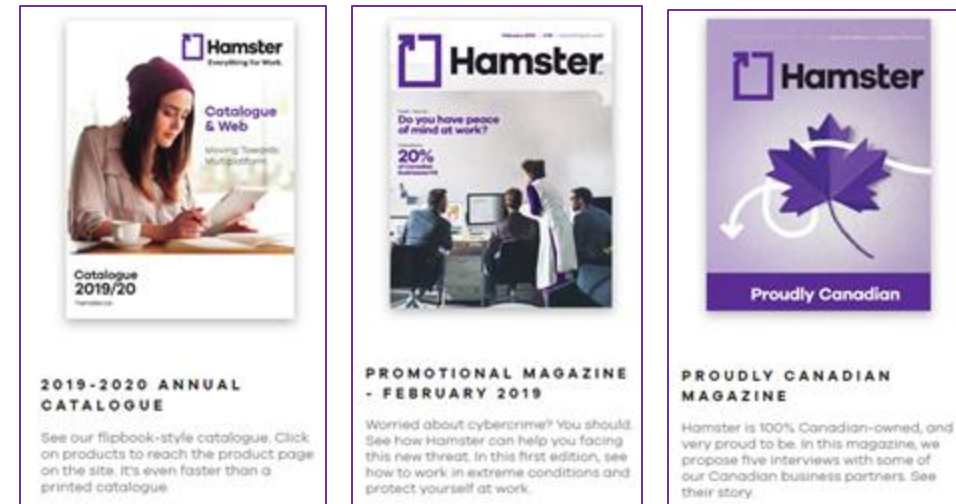
Post and manage messages to users on your homepage.



Budget Management

Create budgets and follow expenses in real time.

- **Quick access** to sections.
- **Built-in** search engine.
- **Zoom** on image.
- **Direct access** to a website page.
- **Bookmark** tool.
- Scrolling bar with **page preview**.
- Access product **comparison charts**.
- *Extremely-fast* navigation!



DO MORE WITH HAMSTER BY YOUR SIDE



2018 VACATION
PLANNER

Download



THE GIFT FOR
EVERY OCCASION

Learn More



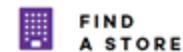
OFFIX FOR YOUR
BUSINESS

Learn More



MIRA EMPTY
CARTRIDGE
COLLECTION

Learn More



Our involvement as a distributor

- **Giving preference** to the purchase of products containing recycled materials;
- **Promoting** ecological products in our publications;
- **Printing** on paper with recognized environmental certification (FSC, PEFC);
- **Adopting green practices**; recycling and reusing boxes, recovering empty ink cartridges and batteries;
- **Receiving the FSC certification** for paper in our Laval warehouse;
- Making **collection of boxes** for batteries, cartridges and some electronic devices available at several Hamster stores.

Battery Recycling Program in collaboration with Call2Recycle

- Through drop boxes installed in large urban areas on our customers premises ;
- Free deposit box (#358937)

Empty Ink Cartridge Recycling Program

- Cartridge pick-up from our partner: the MIRA Foundation.

Internal Initiatives

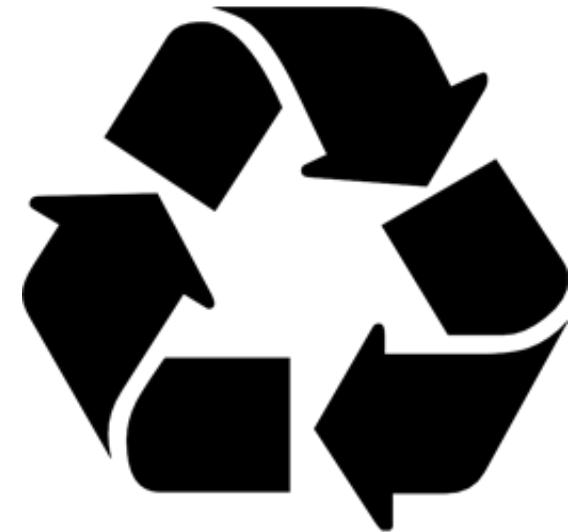
- Head office designed with LEED certification in mind;
- Recycling bins in every office;
- Identify and promote environmental products in all our publications;
- Publications printed on environmentally certified paper.

Distribution Centre

- Carton and unused paper recovery.
- Optimal packing box size detection system.
- Box and packaging material recycling.

Transport Optimization

- Consolidation of orders to prevent multiples deliveries.
- Delivery route optimization.





With this empty cartridge recovery program, within 3 years, Hamster was able to **recover 320,000 empty ink cartridges** in the country, which paid for **more than 30 additional dogs**.



Every year, we prepare **more than 2,000 backpacks** filled with various school supplies. Families in need can then pick up the backpack at the nearest Hamster store. This is our way of supporting the Maman Dion Foundation, whose mission is to give children **an equal chance at success, as well as a sense of pride, and self-confidence**.



This organization raises funds to support the **development of quality pediatrics** for all sick children in Quebec. Hamster has been organizing events with their employees for the past 12 years.







BEST MANAGED COMPANIES

Platinum Club
Member

Best Managed
Winner for
7 years or more



THANK YOU