

Why Xerox?

Xerox Emirates and the Environment

“To us, sustainable development is a race with no finish line. It requires leadership that sets high expectations and clear direction, and innovation that constantly pushes the frontier of what is possible.” – Anne M. Mulcahy

This document summarizes Xerox Emirates’ stated approach to sustainability, focusing primarily on our environmental programs.

For more information visit: <http://www.xerox.com/about-xerox/environment/enae.html>



Executive Summary

What is Sustainability?

Sustainability is meeting the needs of the present without compromising the ability of future generations to meet their own needs. The term takes into account environmental and social performance in addition to financial performance – the “triple bottom line.” Sustainability is a term that is gaining popularity and is often used synonymously with the terms green, citizenship and corporate social responsibility.

Our Word

Xerox Emirates is committed to leadership in environmental protection. We are committed to incorporating the latest advances in environmental technology into our products and operations. Sustainability is not just a nice-to-do at Xerox Emirates. It’s about valuing our employees and communities, preserving our environment and returning value to our shareholders... now and for the future. Xerox Emirates views it not as a cost of doing business, but as a way of doing business.

Our Work

- **Social: Our commitment to our employees** shows in our actions: valuing diversity and inclusiveness, rewarding good performance, offering excellent opportunities for learning and development, providing a safe and healthy work environment and achieving the right work/life balance. We strive to take a leadership role in **local communities as well as in the global community**. This work is supported by the volunteer efforts of Xerox Emirates employees and support of the Xerox Foundation.

- **Environmental:** Our responsibility focuses on four areas where we can have the most impact:

1. **Protect our Climate** – we reduce our carbon footprint by cutting energy use in our own operations and in the operations of our customers through our energy efficient product and solution offerings.

2. **Preserve Biodiversity and the World’s Forests** – we responsibly source paper for resale, our technologies enable efficient use of paper and we partner with The Nature Conservancy to promote good forest practices.

3. **Preserve Clean Air and Water** – we use chemicals carefully and responsibly. We seek alternatives that are less harmful to the environment.

4. **Prevent and Manage Waste** – we strive to reduce waste in our operations and in the use of our products. We responsibly manage the disposition of waste by seeking reuse and recycling options.

- **Financial:** Our culture values Xerox both as a profit-making enterprise that creates value for shareholders and an institution that strives to be a positive force in the world around us.

Our World

Attaining our goals for sustainability means going beyond what we can control directly. We engage our suppliers, our customers, our people and other important stakeholders to extend our reach and magnify our impact.

Our Value Proposition to Customers

Many Xerox Emirates customers have their own environmental and sustainability goals. With Xerox technology, products and solutions, Xerox Emirates can help our customers reach those goals.

- **Energy STAR savings:** Customers want to reduce **energy** use for cost and environmental savings. Xerox ENERGYSTAR offerings and office services can do just that. Xerox has long invested in product designs and technologies that conserve energy and reduce associated greenhouse gas emissions. The WorkCentre 5645 uses 14 kilowatt hours per week of electricity, about **30% less** than a comparable multifunction system of two years ago.
- **Multifunction product savings:** In addition, Xerox's digital multifunction systems reduce the amount of energy required to provide customers with copy, print, fax and scan capabilities by combining the functions of multiple products into one machine. The annual energy consumption of a Xerox WorkCentre or WorkCentrePro multifunction system is approximately **50% less** than the combined annual energy consumption of the individual ENERGY STAR-qualified copier, fax and printers it replaces.
- **Xerox Solutions:** Customers become more productive through comprehensive document management and production printing solutions. Xerox Office Services delivers improved energy efficiency and reductions in material use and related waste. In 2008, Xerox launched the industry's first Sustainability Calculator to help customers measure those environmental benefits. Digital production printing solutions offer an alternative to offset printing to enable reduced use of chemicals and improve indoor air quality. Print-on-demand applications and FreeFlow digital workflow enable material and waste reduction. Electronic document management avoids the need for paper altogether.
- Customers want to reduce the use of **paper** and use environmentally preferable papers. Xerox's digital technology reduces paper use through easy-to-use features such as two-sided printing and electronic document management. Xerox carefully manages our supply of paper to ensure protection of the world's forests. We offer recycled content papers and environmentally certified papers from the Forest Stewardship Council (FSC) and the Programme for the Endorsement of Forest Certification (PEFC).
- Customers want to reduce **waste**. Through Xerox Emirates' Recycling program**, customers can return old printing equipments, machines and imaging supplies such as print cartridges and toner bottles for reuse or recycling.
- Customers want to protect their **indoor air quality**. Emissions of chemicals from Xerox products such as ozone and dust are strictly controlled and are well below regulatory requirements.
- Customers want Xerox Emirates to help them **measure** the environmental benefits of their actions so they can demonstrate the value to their customers, employees and stakeholders.

Xerox's Sustainability Program... A Way of Doing Business

Xerox focused on environmental performance and sustainability long before it was popular to do so.

- In the 1980s, we were the first company to introduce power-down features in our equipment to save energy, and the first to make two-sided printing a standard on our systems, significantly reducing paper use.
- We are the world's experts on the safety of toner, having launched comprehensive health studies over 25 years ago, which are still in place today.
- Xerox adopted our Environmental Policy in 1991. Its commitment and principles guide us today.
- In the 1990s Xerox pioneered remanufacturing for office equipment and helped shape the EPA's ENERGY STAR program for imaging equipment.
- Xerox was an early adopter of ISO 14001, an international standard for environmental management – all of Xerox's major manufacturing sites were certified to ISO 14001 in 1997, within one year of that standard's development.

We continue to use innovation and leadership to drive environmental performance through our value chain.

- Carbon emissions: Xerox was among the first technology companies to set a companywide target for reducing greenhouse gas emissions. We joined the U.S. EPA Climate Leaders program in 2003 and subsequently set a target to reduce total GHG emissions by 10% from 2002 to 2012. Xerox achieved our first goal six years early and then announced an even more aggressive goal – a 25% reduction in total GHG emissions from 2002 to 2012. In 2007, Xerox was the first high technology company to join the U.S. Climate Action Partnership, a consortium of companies and environmental groups advocating for regulatory controls of carbon emissions in the U.S.
- Paper: Xerox has shown leadership in advancing responsible use of paper.
 - ✓ We invented two-sided printing and our digital document management tools leads to efficient use of paper.
 - ✓ In 2003, we were among the first to issue comprehensive environmental requirements to our paper suppliers.
 - ✓ In 2006, we began a three-year partnership with The Nature Conservancy to advance forest management practices and improve sustainable forest management programs.
 - ✓ In 2007, we launched the first mechanical paper for digital applications – High Yield Business Paper – which uses half the trees of conventional paper?
 - ✓ We're now launching our first papers that are certified to the world's most recognized sustainable management certification program – the Forest Stewardship Council.
- Leading the Digital Office Revolution: Each generation of Xerox digital office equipment is more energy efficient than the last and has a smaller footprint, saving material resources. Xerox's digital multifunction systems enable energy reduction compared to the use of several single-function products.
- Our recent innovations: Sustainability calculator, EA toner, solid ink printing, mechanical paper for digital applications (High Yield Business Paper) and erasable/reusable paper.

Xerox Emirates Waste Recycling Program Partnership Summary EnviroServe and Xerox Emirates



The Service within this partnership is the provision of end-to-end services for electronic waste (e-waste). The service provides our customers a quick, simple and effective method to ensure e-waste is handled responsibly throughout the Emirates. These e-waste solutions results in companies being able to announce they are acting within integrity through this CSR and environmental program and provide the customer with documentation to provide the customer with documentation to prove e-waste has been handled and disposed of correctly.

Reasons for the Programme

- ✓ HH Sheikh Mohammed’s decision to introduce innovative strategies underscores Dubai’s support of international efforts to address global environmental challenges. This decision will position Dubai as the first city in the Middle East and among few cities in the world to adopt the green building strategy.
- ✓ The United Arab Emirates has the **HIGHEST CARBON FOOTPRINT IN THE WORLD** at 12 hectares per person.
- ✓ Xerox Emirates provides its customers with electronic waste disposal solutions for the collection of the old printing equipments, machines and imaging supplies such as print cartridges and toner bottles through recycling methods in either plastic, metal, glass or electronic components and at all times.

Benefits and Features for the Customer

- ✓ Provides customers with an end-to-end solution for collection through to recycling /destruction Certification and confirmation.
- ✓ Solution is cost effective and efficient.
- ✓ Provides certification that processes are in place within the customer.
- ✓ Allows the customer to act responsibly and within legal frameworks.
- ✓ Customers internal company policies can be met.
- ✓ Provides customers with ISO 14001 Solutions.
- ✓ EnviroServe takes full responsibility for the e-waste on receipt.
- ✓ E-waste is under environment insurance.
- ✓ The service is a phone call away.
- ✓ All paperwork is handled by Xerox Emirates and EnviroServe.

Process Flow

Register

1. Customer registers waste recycling request on http://www.office.xerox.com/perl-bin/formeng.pl?form=uae_waste_recycling&XOGlang=en-ae
2. Customer receives a confirmation email from Xerox Emirates.

Pack

3. Customer prints the confirmation email (which has the type of the waste and quantity).
4. Customer packs the used items into the same carton as the new supply.
5. Customer attaches the confirmation email to the consignment.

Delivery

6. Customer has two options for delivering the waste package
 - Option 1) Hand the consignment to Xerox Emirates delivery crew during the next delivery of new consumable.
 - Option 2) Drop-off the individual waste package at the following Xerox Emirates locations in UAE
 - Xerox Emirates Document Center in Sheikh Zayed Road, Dubai
 - Xerox Emirates Document Center in Burjuman Center, Bur Dubai, Dubai
 - Xerox Emirates Document Center near Clock Tower, Deira, Dubai
 - Xerox Emirates Document Center in Hamdan St., Abu Dhabi

Certificate

7. Customer will receive an email with "Certificate of Recycling" within 20 days from the time of delivery/pickup.

Customer Waste Recycling Process in Xerox Emirates

