

Xerox Environnemental Asset Recovery Program

Announcing Program Changes Effective October 1, 2018

Xerox has a returns and recycling program in Canada that simplifies the way Customers return toner and supplies and expands the company's effort to keep millions of pounds of waste out of landfills. More than 1.2 million used consumables are returned by Xerox Canada Customers each year.

Xerox Canada has partnered with Purolator, Covanta, E-Cycle and SCI Group of Companies who manage the recycling and returns network on behalf of Xerox. The Environmental Asset Recovery Program (EARP) delivers many benefits to our customers and the environment by optimizing the reuse of the consumables and minimizing freight (carbon footprint) as well as recycling and disposal.

While Xerox Canada strives to ensure the highest level of customer satisfaction, we must also balance the increasing costs to sustain this program and therefore will be implementing the following changes to the EARP program effective October 1, 2018:

- **Minimizing Undesirable Returns (not qualified for remanufacture)**
Customers are required to reference the take back list posted on our website and only return items that are compliant. Items not on our take back list may be subject to service charges. Customers are encouraged to recycle non-compliant returns locally.
- **Improving consolidation by accepting Eco-box Returns only – eliminating single returns**
All customers are required to consolidate their returns and use eco-boxes provided by Xerox; single returns may be subject to service charges.
- **Eliminating Non-Xerox Branded Returns (excludes MPS Customers)**
Non-Xerox branded items cannot be remanufactured by Xerox and therefore Customers are asked to return via OEM programs or recycle locally. Any non-Xerox items received will be subject to a \$25 handling charge per occurrence.
- **Scaling back service in remote areas**
Customers located outside of the Purolator network (Canada Post in past) will no longer be able to acquire eco boxes, generate return labels or schedule pick-ups as part of the EARP program. Returns will be accepted should Customers choose to do so at their cost otherwise Xerox encourages you to recycle locally.

Xerox Canada thanks our valued Customers for doing their part and contributing to a more sustainable future.