Xerox in Canada: Inspiring Growth
“Although Xerox Canada has greatly changed and evolved, one thing that remains the same is our forward-thinking leadership and partnerships that allow us to bring incredible value to Canadian organizations.”

Al Varney
President and CEO,
Xerox Canada

Table of Contents

03 Executive Introduction
04 Xerox Canada
05 Customer Experience
06 Innovation
07 Employee Experience
08 Environmental Sustainability
09 Corporate Citizenship
10 Leadership Team
15 We Want to Hear from You!
I am thrilled to be leading the Xerox Canada team – I am continually inspired by the innovations and client-centric values that have become our legacy. Although Xerox Canada has greatly changed and evolved over the years, one thing that remains the same is our forward-thinking leadership in the marketplace and the partnerships that allow us to bring incredible value to Canadian organizations.

It’s an exciting time for us here in Canada and in 2015 we’re committed to inspiring further growth for our clients, in our communities and for our team of talented employees.

Committed to Client Success

At Xerox Canada, we all share a passion for serving our clients. We define our success by our clients’ success and satisfaction. We’re continually striving to increase values and to improve our clients’ experience. In this world of complexity, change and continuous innovation, we’re a trusted partner in our clients’ success stories, as we strive to make the world that we live and work in simpler.

Continuous History of Innovation

Xerox has a long history of innovation, beginning with the invention of the xerographic image in 1938, which revolutionized office work around the world and which Fortune magazine deemed one of the most successful products in history. Today we have the best products, solutions and services in our markets that allow businesses of all sizes to become more strategic. From reducing our clients’ printing through managed print services, to communications and marketing services, to specialized business process outsourcing, Xerox is focused on making Canadian businesses simpler, less tedious and a lot more productive.

Our leading edge strategy is bolstered by the global research and development of our Xerox Innovation Group, which includes materials science research conducted at the Xerox Research Centre of Canada (XRCC), based in Mississauga, Ontario.

Good Corporate Citizenship

Ever since the early days of our operations in Canada, Xerox has been committed to giving back to improve our communities and our world. Our products are designed to help reduce energy use and waste, and we help our partners deliver on their sustainability goals. Our employees are passionate volunteers who delivered more than 300 days of service in 2014, working alongside community partners such as United Way, to improve the lives of Canadians.

Enhancing our Employee Experience

Finally, I am proud of our team of passionate employees across Canada, who demonstrate our values each and every day. We’re committed to building a culture of development, diversity, opportunity, collaboration and teamwork. Our focus is on creating a meaningful employee experience that is positive, fulfilling and allows individuals to grow and reach their full potential.

It’s our leading technology, innovation, range of services and talent that differentiate us in the market. Today, Xerox remains focused on helping companies innovate and engineer the way they work for greater productivity, efficiency, work capacity and personalization.

Al Varney
President and CEO
Xerox Canada
Xerox Corporation continues to be a global leader in document technology and services, building on our heritage of innovation. We are now the world’s leading enterprise for business process and document management, offering global services from claims reimbursement and automated toll transactions to client care centres and HR benefits management. The new Xerox is dedicated to innovation, service and giving our clients the freedom to focus on what matters most: their real business.

In Canada, Xerox provides extensive, leading-edge document technology, services, software and supplies for graphic communication and office printing environments of any size, in industries such as financial services, retail, telecommunications, healthcare, education, transportation and government.

We offer small, medium and large enterprises an exclusive portfolio of leading managed print services (MPS), communication and marketing services (CMS) and specialized business process outsourcing (BPO) solutions – such as managing and digitizing paper-based work processes.

We are an active member of the Information Communications Technology community, creating value in Canada through advanced research, development and innovation at the Xerox Research Centre of Canada (XRCC).

Engineering the Way the World Works

Xerox is all about resolving the toughest, most paradoxical programs via a pragmatic approach we call business engineering. What we’ve done throughout our history remains true today… engineering the way the world works.

Our Client Focus

We’re behind the scenes managing the essential processes that businesses count on to be successful.

We work side by side with our clients to innovate and engineer business processes that are automated, agile and lean.

Our Values

- We succeed through satisfied clients.
- We deliver quality and excellence in all we do.
- We require premium return on assets.
- We use technology to develop market leadership.
- We value our employees.
- We behave responsibly as a corporate citizen.

Our People

3,300 employees

From coast-to-coast, we employ skilled professionals in our regional Market Centre Operations, Toronto Head Office, North American Customer Support Centre, Canadian Centre for Customer Innovation and the Xerox Research Centre of Canada. We also extend our reach into the market and our communities beyond our 3,300 employees through our family of independently-owned Xerox Authorized Agents.

History: Recognized in 1953 as The Haloid Company of Canada Limited, Xerox Canada, as it became known in 1980, has evolved since those early years and we continue to be a strong contributor to the Canadian economy and the communities in which we operate.
Customer Experience

We consistently meet customer expectations by helping them find better ways to do great work and giving them the freedom to focus on what matters most: their real business. In doing so, we build and maintain trust-based client relationships. Customer experience is the difference between commercial transactions and meaningful business impact.

We are focused on these five Customer Experience initiatives:

**Customer Experience Program (CEP)**

Our Customer Experience Program Office serves as a customer focused reality check on our business activities, planning decisions and their impact on our customers. We aspire to consistently meet and exceed customer expectations and inspire them to passionately recommend doing business with us.

**Net Promoter Score**

We want to know what we can do to affect satisfaction. Through a measurement system called Net Promoter Score, we regularly survey customers to find opportunities to enrich the customer experience and invest in priorities to improve customer loyalty.

**Amazing Customer Experience (ACE) Awards**

We celebrate employees that have a profound impact on the client experience.

**Customer Loyalty Councils**

In each of our regional Market Centres, representatives from supply chain, service, sales, marketing, finance and administration work together to ensure we understand the impact that our business decisions have on our customers. Through these councils, we use customer feedback to continuously improve all aspects of our customer experience.

“The relationship we currently have with Xerox is simply great. We can interact with individuals at every level and we get knowledgeable and honest responses. As well, the collaborative efforts between us and Xerox and the quality of their people is amazing.”

– André Dubé, Senior Manager, Data & Composition Services, R. E. Gilmore Investments Corporation

“Our customers determine whether we have a job or whether we do not. Their attitude determines our success.”

Joseph C. Wilson, Founding CEO, Xerox Corporation

“Customer Loyalty Councils”

In each of our regional Market Centres, representatives from supply chain, service, sales, marketing, finance and administration work together to ensure we understand the impact that our business decisions have on our customers. Through these councils, we use customer feedback to continuously improve all aspects of our customer experience.

“The relationship we currently have with Xerox is simply great. We can interact with individuals at every level and we get knowledgeable and honest responses. As well, the collaborative efforts between us and Xerox and the quality of their people is amazing.”

– André Dubé, Senior Manager, Data & Composition Services, R. E. Gilmore Investments Corporation
Bringing Innovative Ideas to Market: The Xerox Research Centre of Canada (XRCC)

Operating under a global mandate, the world-renowned Xerox Research Centre of Canada (XRCC) is Xerox Corporation’s materials research centre. XRCC has a 40-year history of taking materials from lab to market in a competitive technology environment. XRCC leverages its core expertise in advanced materials design, synthesis, formulation, characterization, evaluation, and scale-up to deliver environmentally sound materials and processes for Xerox imaging and consumables solutions, and for external client projects. XRCC specializes in polymers, composites, coatings, nanomaterials, and electronic materials, and the engineering of saleable processes for making these materials.

A History of Innovation

As an enduring feature on Canada’s innovation landscape, and one of Canada’s top 100 spenders on R&D across all industries, Xerox is committed to being at the forefront of innovation. XRCC is home to neXus, a state-of-the-art interactive innovation facility that gives researchers and today’s business leaders the opportunity to work collaboratively towards leveraging innovations to solve real business issues. XRCC’s vision is to drive business growth through the commercialization of breakthrough materials technologies. Today, XRCC delivers real-world solutions for Xerox and for external clients, in areas such as:

- **Advanced materials** – polymers, particles, dispersions, and coatings having applications across many industries, including 3D Printing;
- **Electronic materials** – conductive inks, semiconducting polymers and other specialty materials for printed electronic devices and smart objects;
- **Sustainable materials** – materials designed and optimized to minimize environmental impact;
- **Process engineering and scale-up** – engineering processes saleable to manufacturing and cost-down of existing materials and processes.

An example of its breakthrough research is a chemical toner called “EA,” an award winning nanotechnology that yields sharper image quality, higher reliability, reduced toner usage, faster machine warm-up time and an environmentally friendly manufacturing process. XRCC is also renowned for its pioneering work in materials for printed electronics.

From Mind to Market

Since receiving its first patent in 1979, XRCC has received more than 2,000 U.S. patents – an impressive milestone in the global research community. The Centre generates approximately 130 to 150 patentable ideas each year. These achievements are driven by world-class scientists and engineers (from more than 35 countries around the world) attracted by the prospect of working at XRCC.

Researchers at XRCC remain at the global forefront of materials innovation. Advanced materials, sustainable materials, printed electronics, additive manufacturing, and continuous processes are among the current areas of exploration for XRCC researchers as they develop new competencies to meet the future needs of Xerox customers.

XRCC Facts

- XRCC employees represent more than 35 countries around the world.
- Xerox, one of the top 100 R&D spenders in Canada, is the only multi-national company in the document technology industry conducting value-added advanced materials research in Canada.
- XRCC employs 100 scientists and engineers
- XRCC generates approximately 150 patentable ideas each year and XRCC researchers hold more than 2,000 U.S. patents.
- Every printing technology product we offer, anywhere around the world, contains intellectual property that was invented and/or developed in Canada at XRCC.
- XRCC is helping develop the future pipeline of knowledge workers by hiring more than 30 co-op students each year from applied science programs at research-intensive universities across Canada.
- XRCC is a Tier 1 Member of the National Research Council of Canada’s Canadian Printed Electronics Consortium and since 2006, has also collaborated on a variety of projects with NRC’s National Institute for Nanotechnology.
At Xerox, we continuously seek to create the most meaningful experiences for our employees. Dedicated to helping our people define and build a challenging and rewarding career, we realize career and life are not mutually exclusive, rather, each benefits the other.

Our employees have the opportunity to thrive in various environments and evolve through challenging and progressive work. We are a company whose track record of success is rooted in strong core values: client focus, quality and excellence, premium return on assets, technology and innovation leadership, employee engagement and responsible corporate citizenship.

One of the things valued most by Xerox people is collaboration and teamwork. It’s how talented, diverse and supportive colleagues enrich our work environment and fuel breakthrough results. We enjoy a culture of high performance which reflects our collective drive to remain a market leader in document technology and services, while always delivering value for our clients. Even more, our people take great loyalty and pride in a team that is passionate about new ideas, client service and success.

We view our partnership with our people as mutually beneficial. In return for their efforts we are committed to providing our employees with:

- The chance to evolve and grow with a dynamic, values-based, reputable organization;
- The opportunity to succeed in a supportive and collaborative work environment;
- Fulfilling, impactful and progressive work that allows them to realize their full potential;
- Ongoing competency development coupled with an exciting and varied career;
- Support to help them achieve both the career and life to which they aspire;
- Recognition for their accomplishments as both individuals and team members.

Simply put, a Xerox career is full of unique experiences and opportunity, as well as a chance to fully reach one’s full capabilities. By attaining their ideas of career success, Xerox employees can go on to full realize the life to which they aspire.

Recent Employee Experience Highlights

- 2015 – Canada’s Greenest Employers
- 2014, 2013, and 2012 – Canada’s Top 100 Employers
- 2014 – Xerox Canada employees give back 2,432 hours to the community as part of Xerox’s Day of Sharing
- 2012 and 2011 – Canada’s Best Employer for New Canadians
- 2014 – 1,600 Xerox Canada employees participated in a Xerox Wellness Initiative
- 2014 – Xerox Canada employees completed 45,000 Learning @Xerox courses

“Xerox is a company that enables a culture of respect, integrity, innovation, collaboration and personal growth.”
Xerox Canada Employee
Environmental Sustainability

Xerox Canada is committed to being a part of the solution to the environmental challenges we face today. Our ceaseless pursuit of innovation drives the environmental merits of our business practices and products, and helps our clients achieve their sustainability goals.

We are focused on these four sustainability priorities:

Reducing Energy Use and Protecting the Climate
We invest in technologies that reduce the carbon footprint of our operations and offer solutions to our clients that reduce energy use, cost and waste.

Preserving Biodiversity and the World’s Forests
We work with our clients, suppliers and other stakeholders to support the development of a sustainable paper cycle through paper-sourcing guidelines and environmentally sound paper offerings, as well as through products and services that decrease dependencies on paper.

Preserving Clean Air and Water
We work to eliminate the use of persistent, bioaccumulative and toxic materials throughout the supply chain. We look for ways to use water efficiently and to avoid the release of hazardous air emissions from our products and facilities worldwide.

Preventing and Managing Waste
Our goal is to produce waste-free products and services for our clients and waste-free facilities across our real estate portfolio and within our clients’ workplaces.

Sustainability at Xerox
In 2012 we were awarded Green Living’s Excellence in Corporate Responsibility Award for the development of our Environmental Asset Recovery program. This program simplifies the way clients return toner and supplies, and expands our efforts to keep millions of pounds of waste out of landfill. It’s great for our clients and the environment!

Xerox Canada’s Services practice was the first organization within the broader Xerox global services family to offer Forest Stewardship Council (FSC) Chain of Custody certified on-site printing services.

The Xerox Research Centre of Canada was the recipient of the Chemical Institute of Canada’s 2012 Ontario Green Chemistry and Engineering Award (Organization) for significant contributions to the field of green chemistry and engineering, including the technical, economic, human health and environmental benefits.

Emulsion Aggregate (EA) Toner was invented by Xerox researchers at the Xerox Research Centre of Canada (XRCC). It is the world’s first commercialized nanotechnology-enabled product for the printing industry and reduces toner consumption by up to 45% and reduces energy use in manufacturing and printing by up to 20% per impression.

Xerox’s manufacturing focuses on sustainable strategies to extend the lifespan of components and equipment. It also prevents the unnecessary use of additional natural resources.

In 2014, our Sustainability Officer was recognized as one of Canada’s Clean50 by Delta Management group.

Recent Environmental Sustainability Highlights

• In 2015, Xerox Canada was named one of Canada’s Greenest Employers by MediaCorp Canada.
• Our proprietary solid ink printers generate up to 90% less printing waste than comparable laser printers.
• In 2014, over 3 million pounds of waste were kept out of landfill through our Environmental Asset Recovery program.
• We partner with Environmental Defence on an annual internship to provide masters students with experience working at both a not-for-profit as well as a large corporation.
• Xerox helped create the ENERGY STAR® program, and was one of the first companies to join as a charter partner in the early 1990s.
• The Xerox Sustainability Calculator helps clients understand the benefits of our solutions and pinpoints opportunities to reduce both environmental impact and cost.
• All major Xerox manufacturing facilities worldwide are ISO 14001 certified (internationally recognized environmental management protocol).
• Xerox is in our second year of a three-year $1 million grant to the Nature Conservancy to promote forest conservation and sustainability around the globe.
Corporate Citizenship

At Xerox Canada we are keenly aware that we serve a wide variety of constituencies: our clients, who trust us to help them be more productive and successful; our shareholders, who trust us to give them good return on their investment; our employees, who trust us to treat them fairly and provide them with a workplace that enables them to contribute and grow; and, our communities, which trust us to act responsibly and to strive to make our world a better place.

Community and Philanthropy

We recognize the worthiness of a great number of non-profit and charitable organizations that strive to help improve the lives of people across Canada. Our employees share our passion for community involvement and we support their efforts through the Xerox Employee Initiated Philanthropy Program, which provides financial contributions to those non-profits with which our employees have a meaningful connection.

As an Imagine Canada Caring Company, we commit more than one per cent of pre-tax earnings to charitable causes annually. We aspire to make contributions that help:

- Reflect our commitment to responsible corporate citizenship by improving the social, economic and environmental impact of our business activities.
- Advance thought leadership in order to enhance the well-being of people across Canada.
- Provide strategic relevance to our business by leveraging available skills, relationships and competencies to make a unique difference in the community.
- Demonstrate good governance.

Government Affairs

We have a long-standing tradition of civic engagement. We work collaboratively with governments, industry colleagues and the broader business community to help develop policy priorities that encourage fair and competitive business practices.

Through the Office of Global Government Affairs, we have interactions with federal, provincial and municipal governments in Canada and around the world, on issues that range from research and development policy, trade, tax policy, financial activities, regulatory compliance, intellectual property and government procurement.

Environmental Sustainability

We began our sustainability journey more than four decades ago, pioneering technological innovations such as document technology and services, the industry’s first-ever sustainability calculator, long-life photo-receptors, cartridge-free laser print technology and our award winning “Green Chemistry” practice.

When clients experience the environmental merits of our services and technology, we hope they also see us as a trusted business advisor, with an authentic and unwavering commitment to behaving responsibly as a corporate citizen. It’s good for the planet and good for business as well.

Recent Citizenship Highlights

- 2014 – Xerox Canada employees gave 2,432 hours back to the community through corporate volunteering.
- 2014 – We donated more than $30,000 to communities across Canada through our Xerox Employee Initiated Philanthropy program.
- 2014 – We contributed more than $654,200 to the United Way through corporate and employee donations.
- 2014 – Xerox employees raised more than $18,000 for the Canadian Mental Health Association.
- 2014 – Ottawa employees raised more than $52,000 for the Heart & Stroke Foundation through an annual hockey tournament.
Al Varney is the CEO and President of Xerox Canada Ltd. Appointed to the position in October 2014, he is responsible for all Canadian business operations, which includes human resources, finance, customer delivery, services, marketing and sales.

Prior to his leadership role at Xerox Canada, Al was President of North American Agent Operations for Xerox, responsible for all aspects of the $1.1 billion indirect channel. Previously, he was the Senior Vice President of United States Client Operations, with responsibility for the Western United States.

Al joined Xerox in 1986 as a sales representative in Canada, and has held sales and general management positions here and in the United States. His experience includes serving as Vice President of Marketing for Xerox Canada, Vice President of Strategy and Sales Operations for North American Agent Operations, and Director of the Office Business Group in Canada.

Al serves on the Board of Directors for both the Information Technology Association of Canada (ITAC) and the Conference Board of Canada. He holds a Bachelor of Science degree from McMaster University.

Martin Bachant is Senior Vice President of Sales Operations for Xerox Canada, responsible for client sales of all document technology services and solutions across all channels in Canada. Prior to this position, Martin was Vice President and General Manager, Eastern Regional Operations, responsible for sales of Xerox products and services through all distribution channels.

Martin previously served as Vice President of Quebec Operations from June 2009 to July 2013 and was Vice President, Canadian Public Sector Sales Operations from January 2007 to June 2009. He joined Xerox in 1989 as a Sales Representative in Montreal, and has held many roles since that time, including Sales Coach, Sales Manager, General Manager of Major Accounts and Marketing Manager for the Quebec Operations and Marketing Director for the Office Business Group.

As Vice President of the Eastern Operations, Martin led the country’s top sales operations, in 2009, 2013 and 2014.

He earned his EDC MBA from McGill University, and a bachelor’s degree from the University of Quebec in Montréal.

Ernie Philip is the Senior Vice President of Xerox Services (XS) for Xerox Canada. He was appointed to this position in September 2014 and is responsible for all aspects of the XS business in Canada, including overall strategic direction, sales coverage, operations and finance.

Prior to this position, Ernie was Vice President, New Business Development, Xerox Services responsible for new business strategy. Prior to that, he was the Director of Large Enterprise in Toronto, responsible for the development of service offerings and partner relationships.

Ernie joined Xerox in 1998 and has held numerous sales management and support roles within the organization and managed marketing for the office business group.

Ernie holds a B.Sc. in Political Science from McMaster University.
Gautam Malik is Vice President and Chief Financial Officer for Xerox Canada, appointed to the position in September 2014. Prior to this role, he was Vice President of the Customer Delivery Organization, responsible for all pre- and post-sale client support service, product implementation and ongoing maintenance, as well as supply chain operations. Before that, Gautam was Director, Supply Chain Operations, where he was responsible for inventory management, freight operations and product fulfillment for Canada. Gautam joined Xerox in 2005 as Lean Six Sigma Champion, leading the successful deployment of Lean Six Sigma for the company’s Canadian operations. Prior to joining Xerox, Gautam was Global Quality and Supply Chain Manager at General Electric (GE) where he was responsible for operations in the US, Canada, and India.

Gautam holds a BA in Engineering and an MBA in International Management.

Margaret Zanel is Vice President, Strategy and Business Transformation, for Xerox Canada. She is responsible for leading strategy design and execution, acquisition transition and business intelligence at Xerox Canada. Additionally, she is responsible for information technology and the business transformation operations group. Margaret has 23 years of IT sales and marketing experience, both inside and outside of Xerox. She most recently served a successful term as Head of Marketing during which Xerox Canada strengthened its revenue and unit share leadership in technology and Managed Print Services (MPS). She also served as Vice President, Strategic Marketing, for Navantis Inc., responsible for leading the company’s go- to-market initiatives. Previous to this role, she was Vice President, Customer Operations and Channels, at Mobile Computing Corporation—a leading wireless workforce automation application provider.

In 2010, Margaret was awarded the Top 100 under 50 designation by Diversity MBA magazine. Margaret holds a Honours Bachelor of Commerce and MBA in International Business from McMaster University.

Dave McBride is Vice President of Human Resources for Xerox Canada. He was appointed to this role in January 2014, and is responsible for strategy, policy and practices related to human resources management, employee relations, industrial relations, compensation and talent and culture.

Dave was formerly Director of Human Resources Operations and oversaw all operations related to executive talent development, industrial labour relations, change management initiatives and mergers and acquisitions for Xerox Canada. He joined Xerox in 1982 and has spent the last 18 years in Human Resources. Before that he held a variety of roles in sales and sales management.

Dave has a Bachelor of Commerce from McMaster University and is a graduate of the Columbia University Executive Education Program.
Diane Smalley is Vice President, Client Operations, for Xerox Canada. She was appointed to this position in September 2014 and is responsible for leading the organization’s sales and operational activities for existing services clients across Canada, as well as overall strategic direction and client satisfaction.

Prior to this appointment, Diane was the Chief Financial Officer for Xerox Canada for four years. In this role she was responsible for corporate financial strategy, planning and risk management, as well as audit, accounting and controllership functions.

Since joining Xerox in 1990, Diane has held a number of progressively challenging finance roles including Director, Strategic Pricing and was briefly the Director, Customer Service.

Diane holds an Honours BA in Business Administration from Wilfrid Laurier University and is a Certified Management Accountant.

Richard Keilman is Vice President, New Business Development, Xerox Services (XS) for Xerox Canada Ltd. He was appointed to this position in January 2015. In this role, he is responsible for XS new business strategy and selling services to the top tier businesses in Canada. Before being appointed to this position, Richard was the Managing Principal for XS in Western Canada.

Richard joined Xerox in 1998 and has held numerous service offerings, sales management and support roles within the organization.

Dorothy Quann is Vice President and General Counsel for Xerox Canada.

Dorothy is a member of the Executive Committee of the Legal Leaders for Diversity. She was the Co-Chair of the Canadian Corporate Counsel Association National Conference in 2015. Dorothy is a Juror for the Canadian Lawyer In-house Innovation Award, and a member of the Selection Committee of the Common Law Honour Society of the University of Ottawa.

Dorothy is a recipient of Lexpert Zenith Award which celebrates leading women lawyers. She is a recipient of The International Alliance for Women World of Difference 100 Award.

She is a past member of the Board for Directors and Audit Committee of the YMCA of Greater Toronto and a former Director of the Ontario Board of the Information Technology Association of Canada.

She is a member of the Law Society of Upper Canada and the Law Society of England and Wales.
Dee-Ann Lama is Vice, President, Marketing, for Xerox Canada. She is responsible for the development and execution of marketing strategies for Xerox technology and managed services portfolio.

Dee-Ann is accountable for the integrated marketing strategy that encompasses all product lines, new development of services offerings, marketing communications and market segmentation which drives Xerox Canada’s go-to-market strategy.

Previously, Dee-Ann was Vice President and General Manager, Eastern Canada where she was responsible for overall strategic direction, sales coverage, marketing and client - support programs. In addition to the geographic coverage, Dee-Ann had direct responsibility for Xerox Canada’s relationship with the Federal Government of Canada.

She has held numerous roles since that time, including General Manager of Sales Operations and General Manager of the Financial Services/Banking Sales Team, Large Enterprise Sales Manager and Business Development Executive.

Dee-Ann holds a BA in English from the University of Western Ontario. She is a member of the Dean’s Advisory Board at the Telfer School of Management, University of Ottawa, where she is also an MBA mentor. Dee-Ann is also a member of the Canadian Women in Communications Digital Media and Technology Council and in 2011, was recognized as an Ottawa Business Journal 40 Under 40 Award recipient.

Steven Connor is Vice President, Channel Partner Operations, for Xerox Canada, a role that combines responsibility for the strategies and programs related to the company’s Canadian network of channel partners – including alliance partners, distributors and value-added resellers (VARs) – and its community of Authorized Xerox Agencies.

Prior to this, Steven served as Vice President, Agent Operations, and Vice President, Marketing, in which he oversaw the development and implementation of marketing strategies for Xerox across the country. This included overall integrated business results, client demand creation, product positioning and programs, events, and the development of client incentive and engagement programs.

He joined Xerox in May 1994 and has held various roles in sales, sales management, training, marketing, channels and general management.

Steven has a diploma in business administration from Mohawk College. He is also an alumnus of the Queen’s School of Business, graduating from their Executive Development Program.

Patrick Tallon is Vice President, Customer Delivery Organization, for Xerox Canada. He was appointed to this position in September 2014 and is responsible for all pre- and post-sale customer support service, product implementation and ongoing maintenance, as well as supply chain operations.

Previously, Patrick was Vice President, Client Operations, responsible for leading the organization’s sales and operational activities for existing services clients across Canada, as well as overall strategic direction and client satisfaction.

Prior to this, Patrick was Vice President, Eastern Operations, responsible for leading the organization’s sales activities. Patrick also directed Xerox’s relationship with the Federal Government of Canada.

In his time with the company, Patrick has held a variety of leadership positions – from Territory Manager to Federal Government National Sales Director. Prior to joining Xerox, Patrick served as Vice President of a national printing firm, managing sales and operations of a chain of quick print and service bureaus.

He currently sits on the Board of Directors for the Royal Ottawa Hospital Foundation and is a volunteer in Toronto with Out of the Cold. Patrick holds an Honours BA in Commerce from Laurentian University.
Leadership Team

Market Centre Vice Presidents

Brad Stanghetta is Vice President and General Manager, Western Regional Operations for Xerox Canada. In this role, Brad is responsible for leading the organization’s sales activities throughout Western Canada. His duties include overall strategic direction, sales coverage, marketing and customer support programs for the company’s direct and agent sales operations for British Columbia, Alberta, Saskatchewan and Manitoba.

Before being appointed to this position, Brad was National General Manager, Canadian Agent Operations, responsible for the organization’s 70 independent sales agency partners.

Brad joined Xerox Canada in 2002, and has held various positions in senior management including General Manager, Major Accounts.

Brad earned his Bachelor of Commerce degree at the University of Guelph.

Brad King is Vice President and General Manager, Central Regional Operations, for Xerox Canada. He was appointed to this position in June 2012 and is responsible for overall strategic direction, sales coverage, marketing and customer support programs for the company’s direct and agent sales operations for Toronto and Southwestern Ontario. Brad is also responsible for the Graphic Communications organization for Central Sales Operations.

Prior to this appointment, Brad was Vice President and General Manager, Great Lakes/Mid-West Operations and was responsible for leading the organization’s sales activities throughout this geographical region.

Brad joined Xerox in 1994, and has held numerous sales and support roles within the company since that time. Brad was a member of the 1992 Canadian Olympic team, where he competed in alpine skiing in Albertville, France. He holds a degree in Political Science from the University of Western–Ontario.

Brad is a big supporter to the United Way and is actively involved in the CN Tower Climb every year.

Ken Van Aelst is Vice President and General Manager, Eastern Regional Operations, for Xerox Canada. He is responsible for revenue generation for services and products within all of Eastern Canada’s sales and distribution channels.

Ken has 15 years of experience with Xerox. After rejoining the Xerox team in 2007, he was the Director of Xerox Services in Eastern Canada, responsible for driving customer value through innovative solutions, and providing world-class delivery of managed and outsourced services.

Ken’s other experience includes owning a Xerox Authorized Agency; global Director of Sales for Systemcorp LLP; global Vice President of Sales for Objexis Corp; and, he led the business development for Managed Print Services for HP in Eastern Canada.

Ken graduated in 1992 with a Bachelor of Commerce (Finance and Marketing) from Concordia University in Montreal, Quebec.
We want to hear from you!

We want to hear your comments, suggestions and questions. Reach out to us via any of the contact information below.

For questions or comments, you can reach us at:
Sales: 1-800-275-XEROX
Support: 1-800-939-3769

Head Office
5650 Yonge Street
Toronto, Ontario M2M 4G7
Tel.: (416) 229-3769

Vancouver
PO Box 11107, Royal Centre
2500, 1055 West Georgia Street
Vancouver, British Columbia V6E 3P3
Tel.: (604) 668-2300

Calgary
200 – 37 Richard Way SW
Calgary, Alberta T3E 7M8
Tel.: (403) 260-8800

Winnipeg
895 Waverley Street
Winnipeg, Manitoba R3T 5P4
Tel.: (204) 488-5100

Ottawa
333 Preston Street, 10th Floor
Ottawa, Ontario K1S 5N4
Tel.: (613) 230-1002

Montreal
3400 de Maisonneuve Blvd. West,
Xerox Tower 9th floor
Montreal, Quebec H3Z 3G1
Tel.: (514) 939-3769

Halifax
237 Brownlow Avenue, Suite 100
Dartmouth, Nova Scotia B3B 2C6
Tel.: (902) 470-3006

Saint John
400 Main Street
Saint John, New Brunswick E2K 4N5
Tel.: (506) 638-3900

Xerox Canada at a Glance
Headquartered in Toronto, Ontario—a wholly owned subsidiary of Xerox Corporation—with regional offices nationwide, Xerox Canada provides leading edge, document technology, services, software and supplies for graphic communication and office printing environments of any size, in industries such as financial services, retail, telecommunications, healthcare, education and transportation. Now in its 62nd year, Xerox Canada offers and delivers an exclusive portfolio of leading managed print services (MPS), communication and marketing services (CMS) and specialized business process outsourcing (BPO)—such as managing paper-based work processes. For more information visit www.xerox.ca.

Get Social with Xerox Canada!

Follow us on Twitter @Xerox_Canada

Bridge to Digital Blog http://digitalbusiness.blogs.xerox.com/

Visit us at www.xerox.ca
Managing workflow from any device. Xerox ConnectKey® makes it simple.

Now you can work in a way that’s truly simple, always connected and highly secure. With ConnectKey® software and your Xerox multifunction printer, you can print, scan, archive, and even upload documents to the cloud at the touch of a button. Access and print documents from virtually any mobile device allowing you to stay connected anytime, anywhere. And with our groundbreaking McAfee® and Cisco® alliances, we offer additional layers of security so you can work worry-free and be the most productive fish in the company pond.

xerox.ca
1-800-ASK-XEROX