

Corporate Social Responsibility (CSR) Goals and Progress Summary

Preface

For generations, Xerox has stood for innovation, quality and an excellent customer experience. Led by the core values our founder established a half century ago, we conduct business ethically and in an environmentally and socially conscious manner. We are the company that revolutionized the office, created printing-on-demand, and repeatedly reinvented and transformed to keep pace with the demands of our customers and the market.

We set goals, track our progress, communicate and share best practices to improve the quality of work and life, keeping to the core value of corporate citizenship.

Today, we honor this heritage by turning investments in innovation into products and services that help our customers be more productive, profitable and sustainable. We are helping define the future of work and enabling printing beyond paper with new technologies that will disrupt the market and change the way we think about workflows and information processes. This is our contribution to a more sustainable world.

We are proud to present our corporate social responsibility goals and a summary of our progress. We will continue to update this progress summary as new data becomes available. For this reason, you may see some data for the year 2020 is missing. Please visit this site again for an update as well as [Xerox.com](https://www.xerox.com) for more information on Xerox Corporate Social Responsibility and reporting in accordance with SASB and TCFD.

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Corporate Social Responsibility Goals and Progress

The 2030 Agenda of the United Nations for Sustainable Development provides a global blueprint for dignity, peace and prosperity for people and the planet, now and in the future. Achieving the **SDGs** requires immediate and accelerated actions by countries along with collaborative partnerships among governments and stakeholders at all levels.

Tech companies, like Xerox, are important stakeholders that can lead by example in their own operations and provide the solutions and countermeasures globally to achieve the goals. Established over a half century ago by founder Joseph C. Wilson, our corporate values have stood the test of time and align with the SDGs. We will continue our efforts to bring our Operations and those of our customers closer to goal.

Note: We will continue to update this progress summary as new data becomes available. For this reason, you may see some data for the year 2020 is missing. Please visit this site again for an update as well as [Xerox.com](https://www.xerox.com) for more information on Xerox Corporate Social Responsibility and reporting in accordance with SASB and TCFD.

DIMENSION	SCOPE	GOAL	2019 PROGRESS	2020 PROGRESS
Environmental	Operations	100% landfill avoidance	91.9%	See above note
		25% reduction in energy use by 2025, from 2016	18.7%	See above note
		25% reduction in GHG emissions by 2025, from 2016	35%	See above note
		20% renewable energy use by 2020	15%	See above note
		60% reduction in GHGs (Scope 1 + 2) by 2030 from 2016	35%	See above note
		Carbon Neutral (Scope 1, 2 + 3) by 2040	127,594 T CO ₂ eq	See above note
		35% reduction in water by 2020, from 2010	52%	52%
	Products	100% landfill avoidance (spent equipment and supplies)	98%	98%
		100% newly launched, eligible products achieve Energy Star®	100%	100%
		100% newly launched and eligible products achieve EPEAT®	100%	100%
Social	Workplace Safety	5% reduction in Total Recordable Injury Rate (TRI) from 2019	2.5 % reduction (US only)	21.4 % reduction (US only) 21.2% reduction (WW)
		5% reduction in Days Away from Work (DAFW) from 2019	28.4% reduction (US only)	15.9% reduction (US only) 20.4% reduction (WW)

Corporate Social Responsibility Goals and Progress

DIMENSION	CATEGORY	2019	2020
Environmental/ Greenhouse Gas Emissions (GHGs)	GHG Emissions, Scope 1 + 2, by type ¹ [MT CO ₂ eq]		
	CO ₂	127,197	
	CH ₄	125	
	N ₂ O	507	
	Scope 1 and 2, by region ¹ [MT CO ₂ eq]		
	U.S. and Canada	93,184	
	Europe and South America	34,646	
	Total Worldwide Scope 1 and Scope 2	127,830	
	% reduction Scope 1 and Scope 2 (from 2016)	34	
	Scope 1 + Scope 2 normalized to revenue [MT CO ₂ eq/\$M]	14.1	
	Scope 1, facilities and fleet by type ² [MT CO ₂ eq]		
	CO ₂	83,223	
	CH ₄	77	
	N ₂ O	433	
	Total worldwide Scope 1 GHG emissions	83,732	
	Scope 1 normalized to revenue [MT CO ₂ eq/\$M]	9.2	
	Scope 1, facilities and fleet by region ² [MT CO ₂ eq]		
	U.S. and Canada	67,379	
	Europe and South America	16,353	
	Scope 2, purchased electricity by type ³ [MT CO ₂ eq]		
	CO ₂	43,975	
	CH ₄	48	
	N ₂ O	76	
	Total worldwide Scope 2	44,098	
	Scope 2 normalized to revenue [MT CO ₂ eq/\$M]	4.9	
	Scope 2, by region		
	U.S. and Canada	25,805	
	Europe and South America	18,294	
	Scope 3, by category ⁴ [MT CO ₂ eq] Global unless noted otherwise		
	Purchased good and services	462,489	
	Capital goods	Not relevant	
	Fuel-and energy-related activities (not including scope 1 & 2)	29,753	
	Upstream transportation & distribution [North America, CO ₂ only]	55,009	
	Waste generated in operations	597	
	Business travel [CO ₂ only] ^{5,6}	6,685	
	Employee commuting	52,460	
	Upstream leased assets	Not relevant	
	Downstream transportation and distribution ⁴	Not relevant	
	Processing of sold products	Not relevant	
	Use of sold products	215,326	
End of life treatment of sold products [North America]	2,473		
Downstream leased assets	Not relevant		
Franchises	Not relevant		
Investments	Not relevant		
Total Scope 3 GHG emissions	824,792		
Scope 3 normalized to revenue (MT CO ₂ eq/\$M revenue)	91.0		

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DIMENSION	CATEGORY	2019	2020
Environmental/ Energy	Direct (Natural Gas - corresponding to Scope 1 emissions)	389,495	
	Indirect Energy Use (Purchased Electricity)	220,810	
	Total Energy Use	610,305	
	Total Energy Use Normalized to revenue (MWh/\$M)	67.32	
	Total Energy Reduction (from 2016 baseline)	140,729	
	% Reduction Total Energy Use (from 2016 baseline)	18.7	
	Energy Derived from Non-Renewable Sources (MWh) ¹⁷ by region		
	North America	396,616	
	Europe & rest of world	98,043	
	Total Non-Renewable Energy Use	494,659	
	Electrical Energy Used (MWh) ¹⁷		
	North America	186,746	
	Europe & rest of world	34,064	
	Total Electrical Energy Use (MWh)	220,810	
	Total Electricity Use Normalized to revenue (MWh/\$M)	24.36	
	Breakout of non-renewable electricity sources (MWh) ¹⁷		
	Coal	33,559	
	Oil	869	
	Gas	36,802	
	Nuclear	32,205	
	Other	1,729	
	Renewable Energy Credit (REC), by region (MWh) ⁷		
	U.S.	91,436	
	Europe	0	
	Total Renewable Energy Use (REC)	91,436	
	% Renewable Energy Use (REC) of total energy use	15.0	
	Energy Derived from Renewable Sources (RECs + Grid) (MWh) ¹⁷		
	North America	114,130	
	Europe & rest of world	1,516	
	Electricity Derived from Renewable Sources (RECs + Grid) (MWh) ¹⁷		
	North America	114,130	
	Europe & rest of world	1516	
Breakout of renewable electricity sources (RECs + Grid) (MWh) ¹⁷			
Wind	98,036		
Biofuel	1,787		
Hydro	13,792		
Solar	1,713		
Geothermal	318		

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DIMENSION	CATEGORY	2019	2020
Environmental/ Waste	Non-hazardous Waste, by treatment type [thousand MT]		
	Reuse	4.6	3.2
	Recycling	20.9	14.5
	Energy from Waste (EFW)	2.2	1.8
	Treatment	0.4	0.4
	Landfill	1.6	1.2
	Incineration	0.01	0.01
	Total Non-hazardous Waste	29.6	21.0
	Volume Reuse, Recycle, Energy from Waste [thousand MT]	27.7	19.5
	% Reuse, Recycle, Energy from Waste	93.4	92.9
	% Reduction Landfill, Incineration, Treatment (includes. Energy from Waste) from 2016 baseline	44.9	55.8
	Hazardous Waste ⁹ , by region [thousand MT]		
	U.S. & Canada	0.290	0.303
	Europe & South America	0.046	0.037
	Hazardous Waste ⁹ , by treatment type [thousand MT]		
	Fuels Blending & Energy from Waste	0.185	0.211
	Recycling	0.029	0.019
	Treatment	0.082	0.101
	Incineration	0.041	0.008
	Landfill	0.000	0.0005
% Recycle, Fuels Blending	63.4	67.7	
% Reduction Hazardous Waste (from 2016 baseline)	34.4	33.8	
Environmental/ Reportable Releases+ Transfers	Reportable Releases + Transfers (TRI, PRTR), by region [MT]		
	U.S. and Canada	96	
	Europe & South America	0	
	Worldwide total TRI & PRTR	96	
	TRI Normalized to revenue (MT/\$M)	0.011	
	% Reduction TRI & PRTR (from 2016 baseline)	22.0	
	1,3-butadiene		
	1,3-butadiene air emissions total (MT/batch) ¹¹	0.0032	0.0032
	Methylene Chloride (MeCl ₂) ¹⁰		
	Methylene Chloride total Worldwide (MT)	113.5	90.9
	% Reduction MeCl ₂ (from 2010 baseline)	76	81
Reportable Spills/Environmental Releases [#] ¹⁶	0	0	
Environmental/ Water	Water Consumption, by region million liters]		
	U.S. & Canada	1,078	952
	Europe & South America	33	33
	Worldwide Total water consumption	1,111	985
	Water Consumption Normalized to revenue (M liters/\$M)	0.12	0.14
	Volume Water Reduced [ML] (2010 baseline- 2,03 ML)	922	1048
	% Reduction Water Consumption (from 2010 baseline)	45%	52%
	Water Discharge to Sanitary Sewer, by region ¹⁴ [M liters]		
	U.S. & Canada	1,169	1,084
	Europe & South America	22	22
	Worldwide Total water discharge	1,191	1,106
	Water Discharge Normalized to revenue (million liters/\$M)	0.13	0.16
Water Recycled [million liters]	N/A ¹⁵	N/A	

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DIMENSION	CATEGORY	2019	2020
Environmental/ Air Emissions	Volatile Organic Compounds (VOCs), by region [MT]		
	U.S. and Canada	3.45	3.5
	Europe & South America ¹³	3.50	2.77
	Worldwide Total VOCs	6.95	6.34
	Worldwide total Non-VOCs	5.40	3.65
	Worldwide Total VOC and non VOCs	12.35	9.99
	NOx (non-production) [MT] ¹³		
	U.S. and Canada	24.72	20.67
	Europe & South America	3.05	2.32
	Worldwide Total NOx	27.77	22.19
	NOx Normalized to revenue (MT/\$M)	0.0031	0.0033
	SOx (non-production) by region [MT] ¹³		
	U.S. and Canada	0.20	0.18
	Europe & South America	0.02	0.01
	Worldwide Total Sox	0.22	0.19
	SOx Normalized to revenue (MT/\$M)	0.000024	0.000027
	Particulate Matter (PM) by region [MT]		
	U.S. and Canada	2.84	1.71
	Europe & South America	0.00	0
	Worldwide Total PM	2.84	1.71
PM Normalized to revenue (MT/\$M)	0.00031	.00024	
Environmental/ Compliance	Violations and Fines		
	# Notices Received	1 ¹⁹	0
	Fines Paid [\$ USD]	\$0	\$0

Footnotes for Environmental Dimension :

- Values are for Xerox fleet and facilities globally, unless otherwise noted.
- Direct emissions from natural gas consumed in boilers for facilities leased and owned by Xerox. Emissions from facilities based on utility invoices, where available. When unavailable, estimates based on Commercial Building Energy Consumption (CBEC) factors. Fuel used in fleet of Sales and Service personnel. Emissions from fleet based on actual fuel usage and vehicle efficiency rates.
- Indirect emissions from purchased electricity and steam for facilities leased/owned by Xerox. When data unavailable for office and warehouses in US. & Canada, emissions determined using CBEC factors HFC emissions estimate based on square feet. As defined on the Corporate Value Chain (Scope 3) Accounting and Reporting Standard (WRI/WBCSD).
- Includes air emissions for Xerox travel worldwide; based on aircraft, load, and miles provided by 3rd party.
- 2018 value restated to remove volume of chemical erroneously included in calculation last year.
- Renewable energy and renewable energy credits; not including renewable energy in the grid. This encompasses renewable energy in the Netherlands and RECs from wind in Wilsonville, Oregon.
- Process waste includes paper, wood pallets, waste toner, plastics and packaging; Manufacturing waste includes scrap metal, batteries, lamps, miscellaneous trash, and end-of-life devices. Non-hazardous waste is either disposed of directly by Xerox or disposal method is designated and confirmed when shipped off-site.
- Hazardous waste disposed directly by Xerox or a disposal method is designated and confirmed when shipped off-site.
- Total amount of methylene chloride used to produce Xerox photoreceptor components.
- 1,3-butadiene air emissions from toner resin manufacturing.
- Majority of air emissions are from production of supplies such as toner, photoreceptors and fuser rolls.
- NOx and SOx emissions calculated using emission factors applicable to small boilers from EPA's AP-42, Vol.1, CH1.4: Natural Gas Combustion (<http://www.epa.gov/ttnchie1/ap42/ch01/final/c01s04.pdf>).
- Measurement methodology updated to remove site discharges from non-Xerox operations.
- Reverse Osmosis reject water is recycled as make-up water in cooling towers at Xerox's Oregon facility. Volume recycled cannot be accurately estimated with current metering systems.
- Reportable environmental releases reported in accordance with GRI definition.
- Values for renewable and non-renewable electricity derived from local grid mixes based on International Energy Association (IEA) data. In 2019, Xerox changed from a location-based calculation to market-based method for scope 2 from electricity.
- One administrative with no impact to human health or environment; other for discharge exceedance to sanitary sewer.
- Administrative in nature with no impact to human health or the environment; corrected prior to issuance of NOV letter.

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DIMENSION	CATEGORY	2019	2020
Environmental/ Products	Eco labels		
	% newly launched eligible products achieving Energy Star®	100	100
	% newly launched eligible products achieving EPEAT®	100	100
	Equipment + parts processing, by treatment type ¹ [thousand MT]		
	Materials recycling	14.5	13.0
	Used equipment sold	10.2	10.2
	Remanufacture/reuse ²	2.6	1.4
	Energy from waste	0.7	0.3
	Landfill	0.7	0.4
	Incineration	0	0
	Total equipment and parts processing	28.7	25.3
	Total Remanufacture, Reuse, Recycle, Energy from Waste	28.01	24.9
	% remanufacture, reuse, recycle, energy from waste	98	98
	Supplies processing, by treatment type [thousand MT]		
	Remanufacture/reuse	3.3	2.6
	Materials recycling	0.6	1.4
	Energy from waste	0.2	0.2
	Landfill	0.1	0.1
	Incineration	0	0
	Total supplies processing	4.2	4.2
	% remanufacture, reuse, recycle, energy from waste	97.6	97.6
	Total Remanufacture, Reuse, Recycle, Energy from Waste	4.1	4.1
	Compliance		
	Violations of health, safety +/- or environmental regulations [#]	0	0
	Product recalls [#]	0	0
	Total units recalled [#]	0	0

Footnotes:

- Equipment, parts and supplies end-of-life management: Returns processed through Xerox worldwide asset recovery centers and 3rd party recyclers.
- Remanufacturing/Reuse totals restated from 2016 to 2018 to include the weights of equipment that was remanufactured but omitted erroneously.

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DIMENSION	CATEGORY	2019	2020	
Social Balanced & Diverse Workforce	Women employees by region - % of total			
	Americas	26.5	26.7	
	Asia Pacific and Japan	26	24.7	
	Europe, Middle East, and Africa	29.1	28.9	
	Worldwide	27.2	27.3	
	Women managers by region - % of total			
	Americas	26.7	26.7	
	Asia Pacific and Japan	18.2	18.2	
	Europe, Middle East, and Africa	26.1	26.1	
	Worldwide	26.2	26.3	
	New hires globally, by gender - % of total			
	Women	31.2	28.3	
	Men	68.8	71.6	
	Global workforce by age group and gender - % of total			
	30 and under	Women	32.3	33
		Men	67.7	67
	31–50	Women	23.5	30.2
		Men	66.5	69.8
	51 and over	Women	30.2	23.8
		Men	69.8	76.2
	Global workforce by part-time classification - % employees			
	Executives	Women	0	0
		Men	0	0
	Directors	Women	50	50
		Men	50	50
	Managers	Women	77	67
		Men	23	33
	Professionals	Women	75	58
		Men	25	42
	Other	Women	56	77
		Men	44	23
	All Classes	Women	62	60
	All Classes	Men	38	40
	Global workforce, Full-time by classification - % employees			
	Executives	Women	26.5	25.5
		Men	73.5	74.5
	Directors	Women	29.8	30.7
		Men	70.2	69.3
	Managers	Women	28.5	28.6
		Men	71.5	71.4
	Professionals	Women	38.8	39.6
		Men	61.2	60.4
Other	Women	23.5	22.9	
	Men	76.5	77.1	
All Classes	Women	27.2	26.9	
	Men	72.8	73.1	

Corporate Social Responsibility Goals and Progress

DIMENSION	CATEGORY	2019	2020	
Social Balanced & Diverse Workforce	Global workforce by ethnicity (% of total)			
	White		65.9	69
	Black		11.1	11.3
	Hispanic/Latino		10.8	10.8
	Asian		4.9	5.4
	Native Hawaiian/Pacific Islander		0.0	0.4
	Native American/Alaskan Native		0.5	0.4
	Two or more races		1.9	0.8
	Not specified		1.0	1.8
	New hires - United States - % of total			
	White		65.7	64.8
	Black		13.6	15
	Hispanic/Latino		10.8	10.9
	Asian		4.9	6.3
	Native American		0.5	0.7
	Military/Veterans		0.5*	1
	Employees (regular full time and part time) by region			
	Americas		17,946	15,535
	Asia Pacific and Japan		1,320	1,264
	Europe, Middle East, Africa		8,474	8,264
Worldwide		27,740	25,063	
Employee Retention	% Employee turnover - U.S.			
	Total employee turnover rate		32	23
	Voluntary turnover rate		17	13
Freedom of Expression	% union population, by geography			
	U.S. and Canada		3	3.7
	Central & South America	Argentina	55	
		Chile	50	
		Brazil	100	
	Europe	Ireland		
		Belgium, Denmark, France, Italy, Luxembourg, Netherlands, Norway, Sweden and Switzerland	56	
		Austria	100	
		Spain	100	
		Germany	61	

Corporate Social Responsibility Goals and Progress

DIMENSION	CATEGORY	2019	2020
Workplace Safety ¹	Total Recordable Incident (TRI) rate, by region		
	U.S. Operations	1.59	1.25
	Europe Operating Companies	0.37	0.31
	Developing Markets Operating Companies	0.17	0.07
	TRI Worldwide	1.13	0.89
	Days Away from Work (DAFW) Rate, by region		
	U.S. Operations	0.63	0.53
	Europe Operating Companies	0.33	0.19
	Developing Markets Operating Companies	0.17	0.07
	DAFW Worldwide	0.50	0.39
	Leading causes of lost workdays ² [% of U.S. total]		
	Materials handling (carry, lift, push, pull)	32%	20%
	Slips, trips, falls	16%	15%
	Awkward postures (bend, twist, squat, kneel)	11%	6%
	Motor vehicle accidents	15%	15%
	Struck by/against/contact with	11%	11%
	Repetitive motion	2%	19%
	Numerous other causes	--	13%
	Leading causes-recordable incidents (w/wo lost time) [%U.S. total]		
	Materials handling (carry, lift, push, pull)	27%	23%
	Struck by/against/contact with	10%	12%
	Slips, trips, falls	16%	18%
	Repetitive motion	5%	13%
	Compliance		
	# violations	0	0
	Fines paid (USD)	0	0
	Work-related fatalities [#]	0	0

Footnotes:

1. Workplace Safety performance reporting is for the Xerox Technology Business (except for Global Imaging Systems) worldwide unless otherwise noted.
2. Leading cause of lost workdays and recordable incidents is defined as the top five greatest contributing causes to these outcomes each year. List is in descending order of contribution for the most current reporting year.
3. Smaller sized operations globally that contribute to the worldwide TRI value are not shown as separate line items but have been included in the calculation.

Corporate Social Responsibility Goals and Progress

DIMENSION	CATEGORY	2019	2020
Community Involvement & Volunteerism	Social investment and volunteerism by category (USD)		
	Cash ¹	\$2,306,245	2,347,750
	Services ²	\$636,919	95,894.40
	Number of employee volunteer hours	25,046	3360
	Cash Match Program (USD) - U.S. employees		
	Number of employees	923	1312
	Employee contributions to Cash Match Program	\$258,810	1,145,206
	Xerox contributions to Cash Match Program	\$166,023	403,379
	Disaster Relief Efforts ³		
	American Red Cross	\$25,000	--
	Canada Helps.org, Feeding America, European Foodbanks, United Way Centraide \$10,000 each	--	\$40,000
Total disaster relief efforts	\$25,000	\$40,000	

Footnotes:

1. Denotes total Xerox investment in non-profit organizations including community partner organizations.
2. Equals the value of Xerox employee volunteer time, \$24.69/hour, updated annually by Independent Sector.

DIMENSION	CATEGORY	2019	2020
Governance/ Supply Chain	Supply Chain Spend - Diverse Suppliers (\$M USD)		
	Minority-owned	53	
	Women-owned	58	
	Veteran-owned	49	
	Small Tier I businesses	432	
	Total Spend – Diverse Suppliers	592	
	Supplier Screening and Assessments		
	% of new production suppliers screened using CSR criteria	100	
	Number of suppliers assessed for CSR impacts	30	
	# suppliers identified having significant actual & potential negative CSR impacts	16	
% of top spend ¹ suppliers with ISO 14001 certification	79.1		
Governance/ Workforce Training	Percentage (%) employees trained		
	Code of Conduct	98	94
	Data Privacy /Information Security	98	
	EU GDPR ²	31	

Footnote:

1. Top spend refers to suppliers that constitute the top 90% by spend.
2. Limited to Need-to-Know employees

For more information on Xerox Corporate Social Responsibility (CSR), please visit [Xerox.com](https://www.xerox.com)

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