At Xerox, we promote a culture where it is safe to speak-up, free from retaliation. We provide a variety of channels for employees, suppliers, and clients to report suspected ethical violations, including phone, web, email, and postal mail. For some cases, the Business Ethics Office provides guidance and takes immediate action; for others, including allegations of wrongdoing, an ethics investigation is required. When issues are brought to the attention of the Xerox Business Ethics Office that should be more appropriately handled by other functional processes, such as Human Resources or Corporate Security, the Ethics Office will refer the issue to the more appropriate process.

The Business Ethics Office tracks all cases from initial reporting to closure, case activity and trends, including the number of matters reported, case categories, outcomes and disciplinary action taken. Please see the charts below for some metric information relating to the matters received by the Xerox Ethics Office.

<table>
<thead>
<tr>
<th>Matters Reported to the Ethics Office*</th>
<th>2019</th>
<th>2020</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Number</td>
<td>Percentage</td>
<td>Number</td>
</tr>
<tr>
<td>Accounting and Financial Improprieties</td>
<td>23</td>
<td>9%</td>
<td>11</td>
</tr>
<tr>
<td>Business Integrity</td>
<td>49</td>
<td>19%</td>
<td>37</td>
</tr>
<tr>
<td>HR, Diversity and Workplace Respect</td>
<td>95</td>
<td>36%</td>
<td>107</td>
</tr>
<tr>
<td>Misuse, Misappropriation of Assets</td>
<td>8</td>
<td>3%</td>
<td>6</td>
</tr>
<tr>
<td>Safety and Security</td>
<td>17</td>
<td>6%</td>
<td>29</td>
</tr>
<tr>
<td>General Information</td>
<td>45</td>
<td>17%</td>
<td>160</td>
</tr>
<tr>
<td>Other</td>
<td>27</td>
<td>10%</td>
<td>30</td>
</tr>
<tr>
<td>Total Number of Matters</td>
<td>264</td>
<td>100%</td>
<td>380</td>
</tr>
</tbody>
</table>

* Category Definitions

**Accounting and Financial Improprieties**
Financial improprieties, improper accounting practices, and insider trading.

**Business Integrity**
Antitrust, bribery, conflict of interest, data privacy, confidential information, fraud, gifts, and regulatory compliance.

**HR, Diversity and Workplace Respect**
Discrimination, harassment, retaliation, compensation, leave of absence, work environment, and other HR-related matters.

**Misuse, Misappropriation of Corporate Assets**
Misuse of company information, issue on timekeeping, or inaccurate expense reporting and theft.

**Safety and Security**
Safety violations, unsafe acts or unsafe conditions, workplace violence/verbal abuse and potential substance abuse.

**General Information**
General information requests, rerouted customer inquiries, and external scams not involving Xerox employees.

**Other**
Product inquiry, policy inquiries, training/testing questions, duplicate reports, and all other matters.