

Anti-Counterfeiting Statement



January, 2018

Introduction

Xerox has a well-recognized and respected brand that is known by businesses worldwide for delivering industry-leading document technology, services and solutions. We are passionate about protecting our brand and reputation, so we execute rigorous processes to prevent counterfeit parts and components from being introduced into our supply chain.

Any prospective technology supplier must first undergo a comprehensive vetting process before Xerox adds them to our sources of supply. As a result of this vetting process, Xerox has established a supply base of trustworthy technology suppliers with whom we have built strong, longstanding relationships. Whenever possible, Xerox procures directly from these technology suppliers or from authorized and/or franchised distributors. We make every effort possible to obtain warranties from these suppliers to guarantee authentic, quality parts, which mitigates obsolescence and guards against the introduction of counterfeit components. Xerox also requires these technology suppliers obtain approval from Xerox Global Procurement for any product substitution.

These technology suppliers are actively managed by Xerox Global Procurement and have passed bond release and regular Supplier Quality Assurance ("SQA") auditing to ensure the parts and supplies are genuine and per specification. In the event any quality issues are identified, Xerox's SQA staff reviews those with the supplier for corrective action. In the event of a product failure, an infrequent occurrence, Xerox conducts a thorough reassessment of that supplier. In these ways, potential issues are identified before the parts ever leave the plants.

On rare occasions, Xerox may have to procure parts on the open market, such as when products approach end-of-life and part volumes are low. When this occurs, Xerox utilizes brokers that have an established track record with us, or are recognized as reputable within the industry.

What is Xerox Doing?

Xerox places authentication labels on Xerox® supplies that include both overt and covert levels of coding to validate that the items are of genuine Xerox origin. In 2014, Xerox launched the Genuine Xerox Rewards program, which rewards customers for confirming the authenticity of their Xerox products online. Xerox has outlined simple ways for customers to ensure authenticity, like purchasing supplies directly from Xerox or from Xerox-authorized resellers, and confirming the presence of an authentication label. Additionally, Xerox has established a means for individuals to report suspicious products by visiting the [Xerox Brand Protection](#) website

Xerox is an active member of The Imaging Supplies Coalition (“ISC”), a non-profit trade association comprised of Original Equipment Manufacturers (OEMs) of consumable imaging supplies (ribbons, toner, inks, cartridges, etc.) and equipment that have joined together to protect their customers by combating illegal activities in the imaging supplies industry. Xerox has assembled a worldwide team, comprised of brand protection, corporate security and legal divisions, to actively combat illegitimate businesses and counterfeiting activities. The team works with participating ISC companies along with local law enforcement, customs and excise agencies to support raids and prosecutions around the world to protect customers from counterfeit consumables and products.

Our Expectation of Suppliers

Xerox is also a member of the Responsible Business Alliance (“RBA”), formerly the Electronic Industry Citizenship Coalition (“EICC”), and has adopted the RBA Code of Conduct as our supplier code of conduct. The RBA Code of Conduct provides standards in five critical areas of corporate social responsibility; labor, health and safety, environment, management systems and ethics. Xerox holds suppliers accountable to the RBA Code of Conduct through the terms and conditions in standard purchase agreements and purchase order forms, and by requiring key suppliers and those identified in an initial risk assessment to complete questionnaires. We also reinforce the importance of following the RBA Code of Conduct in an annual ethics communication to our global supplier base.

The robust supply and procurement practices of Xerox have been recognized by the Chartered Institute of Purchasing and Supply (“CIPS”), an organization that has developed globally respected purchasing and supply standards in the following areas: leadership and organization, strategy, people, process and systems, and performance measurement and management. In early 2009, Xerox became the first organization to successfully achieve global certification from CIPS, a certification level that today is referred to as “CIPS Silver.” We built on that momentum and, in 2012, became the first company to successfully achieve the CIPS Gold Certification at a global level. In 2015, Xerox achieved the CIPS Platinum Certification. The CIPS Platinum Certification reflects that Xerox has achieved leading benchmark levels in all aspects of ethical, sustainable and strategic procurement when measured against CIPS globally respected standards.