

2019 Corporate Social Responsibility Goals and Progress Summary



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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.

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1. Corporate Social Responsibility Goals

Alignment with the United Nations Sustainable Development Goals (SDGs)

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.

Environment Goals



Operations	
Goal	2018 Progress
100% landfill avoidance by 2020	94.5%
25% reduction in energy use by 2025, from 2016 baseline	10.6%
25% reduction in GHG emissions by 2025, from 2016 baseline	16%
20% renewable energy use by 2020	0.2%
35% reduction in water use by 2020, from 2010 baseline	45%



Products	
Goal	2018 Progress
100% landfill avoidance (spent equipment and supplies)	99.7%
100% newly launched and eligible products achieve Energy Star®	100%
100% newly launched and eligible products achieve EPEAT®	100%

Social Goals



Labor	
Workplace safety	
Goal	2018 Progress
5% reduction in Total Recordable Injury Rate (TRI) from 2017	-2.8%
5% reduction in Days Away from Work (DAFW) from 2017	2.4%



Labor	
Balanced workforce/diversity	
Goal	2018 Progress
36% woman managers - Europe, Middle East and Africa	29%
38% woman managers - the Americas	31%
32% woman managers - Asia Pacific	20%
7% veterans - U.S.	4%
7% employees with disabilities	3%

2. Progress

Environment - Operations

Greenhouse Gas Emissions (GHG) ¹	2017	2018
GHG emissions, by type [tonnes CO₂eq]		
CO ₂	153,877	151,033
CH ₄	164	126
N ₂ O	621	718
GHG emissions, by region [tonnes CO₂eq]		
U.S. and Canada	115,692	114,170
Europe and South America	38,968	37,707
Worldwide total GHG emissions (Scope 1 and Scope 2)	154,660	151,877
% reduction GHG emissions (from 2016 baseline)	14.0	16.0
GHG emissions normalized to revenue [tonnes CO₂eq/\$ million]	15.1	15.45
GHG emissions, by scope [tonnes CO₂eq]		
Scope 1 GHG emissions (facilities & fleet) ²		
Scope 1 GHG emissions, by type		
CO ₂	91,512	90,303
CH ₄	85	50
N ₂ O	480	585
Scope 1 GHG emissions, by region		
U.S. and Canada	71,017	71,634
Europe and South America	21,060	19,305
Worldwide total Scope 1 GHG emissions	92,077	90,939
Scope 1 GHG emissions normalized to revenue [tonnes CO₂eq/\$ million]	9.0	9.25

	2017	2018
Scope 2 GHG emissions (purchased electricity) ³		
Scope 2 GHG emissions, by type		
CO ₂	62,365	60,729
CH ₄	79	75
N ₂ O	140	134
Scope 2 GHG emissions, by region		
U.S. and Canada	44,675	42,535
Europe and South America	17,908	18,403
Worldwide total Scope 2 GHG emissions	62,583	60,938
Scope 2 GHG emissions normalized to revenue [tonnes CO₂eq/\$ million]	6.1	6.2
Scope 3 GHG emissions (indirect), by category ⁴		
Upstream transportation and distribution (carriers and corporate trucking) [North America, CO ₂ only]	96,972	62,554
Waste generated in operations [Global]	1,191	1,164
Business travel [Global, CO ₂ only] ^{5 6}	9,420	17,956
Employee commuting [Global]	73,235	64,779
Upstream leased assets	Not relevant	Not relevant
Investments	Not relevant	Not relevant
Downstream transportation and distribution	Not relevant	Not relevant
Processing of sold products	Not relevant	Not relevant
End of life treatment of sold products [North America]	775	894
Downstream leased assets	Not relevant	Not relevant
Franchises	Not relevant	Not relevant
Total Scope 3 GHG emissions	181,593	147,347

Energy	2017	2018
Energy use [MWh] ¹		
Direct energy use (natural gas – corresponding to Scope 1 GHG emissions)	423,511	419,147
Indirect energy use (purchased electricity – corresponding to Scope 2 GHG emissions)	267,245	252,636
Total energy use	690,756	671,783
Total energy use normalized to revenue [MWh/\$ million]	67.3	68.34
Total non-renewable energy use	688,022	670,086
Energy reduction [MWh] ¹		
Total energy reduction (from 2016 baseline)	60,278	68,269
% reduction total energy use (from 2016 baseline)	8.0	9.1
Renewable Energy Credits (REC), by region [MWh] ⁷		
U.S.	2,734	1,697
Europe	0	0
Total renewable energy use (REC)	2,734	1,697
% renewable energy use (REC) of total energy use	0.4	0.2
Non-hazardous waste ⁸		
Non-hazardous waste, by treatment type [thousand tonnes]		
Recycling	17.3	24.1
Reuse	3.9	6.2
Energy from waste	3.1	3.5
Landfill	1.3	1.4
Treatment	0.2	0.4
Incineration	0.2	0.2

	2017	2018
Total non-hazardous waste	26.0	35.8
% reuse, recycle, energy from waste	93.6	94.5
% reduction landfill, incineration, treatment (from 2016 baseline)	27.4	16.0
Hazardous waste ⁹		
Hazardous waste, by region [thousand tonnes]		
U.S. and Canada	0.42	0.41
Europe and South America	0.09	0.04
Worldwide total hazardous waste	0.51	0.45
Hazardous waste, by treatment type [thousand tonnes]		
Fuels blending	0.29	0.27
Recycling	0.05	0.03
Treatment	0.15	0.11
Incineration	0.02	0.04
Landfill	0.0003	0.002
% recycle, fuels blending	66.0	65.0
% reduction hazardous waste generation (from 2016 baseline)	1.4	11.7
Toxics and hazardous materials		
Total Reportable Releases and Transfers and Pollutant Release and Transfer Registers (TRI and PRTR), by region [tonnes]		
U.S. and Canada	122	99
Europe and South America	0	0
Worldwide total TRI & PRTR	122	99
TRI normalized to revenue [tonnes/\$ billion]	11.9	10.1

	2017	2018
% reduction TRI & PRTR (from 2016 baseline)	0.8	19.5
Methylene chloride [lbs.] ¹⁰		
Worldwide total methylene chloride	394,038	290,604
% reduction total methylene chloride (from 2010 baseline of 1,038,000 lbs.)	62.0	72.0
1,3-butadiene air emissions [lbs./batch] ¹¹		
Worldwide total 1,3-butadiene air emissions	7.0	7.1
Air emissions ¹²		
Volatile Organic Compounds (VOCs) (production), by region [tonnes]		
U.S. and Canada	5.4	4.9
Europe and South America	13.8	2.4
Worldwide total VOCs	19.2	7.3
Worldwide total Non-VOCs	6.5	5.5
Worldwide total VOCs/Non-VOCs	25.7	12.8
NO_x (non-production), by region [tonnes] ¹³		
U.S. and Canada	26.4	27.2
Europe and South America	4.6	6.6
Worldwide total NO_x	31.0	34.0
NO_x normalized to revenue [tonnes/\$ billion]	3.0	3.4
SO_x (non-production), by region [tonnes] ¹³		
U.S. and Canada	0.21	0.21
Europe and South America	0.03	0.04
Worldwide total SO_x	0.23	0.25

	2017	2018
SO_x normalized to revenue [tonnes/\$ billion]	0.023	0.025
Water		
Water consumption, by region [million liters]		
U.S. and Canada	1,010	1,084
Europe and South America	79	42
Worldwide total water consumption	1,089	1,126
Water consumption normalized to revenue [million liters/\$ million]	0.11	0.11
% reduction water consumption (from 2010 baseline of 2,033 million liters)	46	45
Water discharge to sanitary sewer, by region [million liters]¹⁴		
U.S. and Canada	1,242	1,267
Europe and South America	56	23
Worldwide total water discharge	1,297	1,290
Water discharge normalized to revenue [million liters/\$ million]	0.13	0.13
Water recycled [million liters]		
Worldwide total water recycled	1.1	N/A¹⁵
Corporate compliance		
Reportable spills/Environmental releases [#] ¹⁶	0	0
Notices of violation received [#]	0	2
Monetary fines levied [\$ USD]	0	\$6,500.00

1. The greenhouse gas inventory is based on the new Xerox energy goal which began in 2017 using 2016 as baseline and encompasses fleet and facilities for Xerox.
2. Direct emissions from natural gas and fuel used in fleet of Xerox Sales and Service personnel and natural gas consumed in facility boilers for facilities both leased and owned by Xerox. Emissions for facilities are based on actual data as reported on utility invoices, with estimates for remainder of facilities in the inventory using Commercial Building Energy Consumption (CBEC) energy use factors. Emissions from fleet are based on actual fuel receipts and vehicle efficiency rates.
3. Indirect emissions of greenhouse gases include emissions from the consumption of purchased electricity and steam for facilities leased and owned by Xerox. CBECs energy use factors were used to include estimated emissions for office and warehouse facilities where data is not readily available (U.S. and Canada). HFC emissions were estimated based on square feet.
4. Relevant criteria for Scope 3 emissions as defined on the Corporate Value Chain (Scope 3) Accounting and Reporting Standard (WRI/WBCSD) Table 6.1 – Criteria for identifying relevant Scope 3 activities.
5. Includes worldwide air travel emissions for total Xerox, as provided by Xerox's global travel services provider, based on aircraft, load, and miles.
6. 2017 Business Travel Scope 3 emissions only reports continuing operations Xerox Technology employee data.
7. Renewable energy and renewable energy credits. It does not include the renewable energy available by default in the power grid. This encompasses use of renewable energy in the Netherlands and renewable energy credits (RECs) from wind in Wilsonville, Oregon. Total energy encompasses fleet and facilities for Xerox Corporation.
8. Non-hazardous solid waste: Process waste consists primarily of paper, wood pallets, waste toner, plastics and packaging including corrugated cardboard; Equipment manufacturing waste includes scrap metal, waste batteries and lamps, miscellaneous trash, and end-of-life equipment and parts. Non-hazardous waste is either disposed of directly by Xerox, or a disposal method is designated and confirmed when shipped off-site.
9. Hazardous waste is disposed of directly by Xerox, or a disposal method is designated and confirmed when shipped off-site.
10. Total amount of methylene chloride used to produce Xerox photoreceptor components.
11. 1,3-butadiene air emissions from toner resin manufacturing.
12. The majority of air emissions originate from the production of imaging supplies such as toner, photoreceptor drums and belts, and fuser rolls.
13. NO_x and SO_x emissions are 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>).
14. Measurement methodology updated to remove site discharges from non-Xerox operations.
15. Reverse Osmosis reject water is recycled as make-up water in cooling towers at Xerox's Wilsonville, OR facility. The volume recycled annually cannot be accurately estimated with current metering systems.
16. Reportable spills/environmental releases reported in accordance with the GRI definition for significant spills as those included in the Xerox financial statements.

Environment - Products

Eco-labels	2017	2018
% newly launched eligible products achieving Energy Star®	100	100
% newly launched eligible products achieving EPEAT®	100	100
End-of-life management ¹		
Equipment and parts processing		
Equipment and parts end-of-life processing, by treatment type [thousand tonnes]		
Materials recycling	21.5	20.9
Used equipment sold	9.4	10.3
Remanufacture/reuse ²	10.5	11.6
Energy from waste	2.5	1.1
Landfill	0	0.05
Incineration	0.02	0
Total equipment and parts processing	43.92	43.95
% remanufacture, reuse, recycle, energy from waste	100	100
Supplies processing		
Supplies end-of-life processing, by treatment type [thousand tonnes]		
Remanufacture/reuse	2.8	2.4
Materials recycling	0.3	1.4
Energy from waste	0	0.2
Landfill	0.1	0.1
Incineration	0	0
Total supplies processing	3.2	4.1

	2017	2018
% remanufacture, reuse, recycle, energy from waste	96.9	97.6
Corporate Compliance		
Violations of health, safety and/or environmental regulations [#]	0	0
Product recalls [#]	0	0
Total units recalled [#]	0	0

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

Social - Labor

Diversity	2017	2018
Women and minorities		
Women employees by region - % of total		
Americas	31.2	30.8
Asia Pacific and Japan	29.6	28.0
Europe, Middle East, and Africa	32.2	32.3
Worldwide	31.5	31.1
Women managers by region - % of total		
Americas	31.5	30.6
Asia Pacific and Japan	28.5	19.7
Europe, Middle East, and Africa	20.4	28.7
Worldwide	30.2	29.5

	2017	2018
New hires globally, by gender - % of total		
Women	36.4	37.8
Men	63.6	62.2
Global workforce by age group and gender - % of total		
30 and under		
Women	39.8	39.5
Men	60.2	60.5
31–50		
Women	33.4	33.3
Men	66.6	66.7
51 and over		
Women	26.4	25.6
Men	73.6	74.4
Employees - full time by classification and gender - % of total		
Executives		
Women	24.4	30.3
Men	75.6	69.7
Directors		
Women	30.2	30.7
Men	69.8	69.3
Managers		
Women	33.3	30.7
Men	66.7	69.3

	2017	2018
Professionals		
Women	35.7	41.2
Men	64.3	58.8
Other		
Women	29.0	28.1
Men	71.0	71.9
All classifications combined		
Women	32.0	30.3
Men	68.0	69.7
Employees – part time by classification and gender		
Executives		
Women	0	0
Men	0	0
Directors		
Women	50.0	53.8
Men	50.0	46.2
Managers		
Women	75.6	79.2
Men	24.4	20.8
Professionals		
Women	69.9	81.3
Men	30.1	18.7
Other		
Women	58.9	65

	2017	2018
Men	41.1	35
Total		
Women	65.4	70.1
Men	34.6	29.9
Minorities		
Ethnicity - United States		
White	72.1	71.1
Black	10.8	10.9
Hispanic/Latino	9.8	10.9
Asian	5.5	5.2
Native Hawaiian/Pacific Islander	0.3	0.3
Native American/Alaskan Native	0.5	0.5
Two or more races	Not determined	0.7
Not specified	Not determined	0.4
New hires - United States, by race - % of total		
White	65.4	68.7
Black	13.1	11.4
Hispanic	7.4	10.8
Asian	13.7	5.7
Native American	0.4	0.3
New hires – United States, military/veterans		
Military/Veterans	1.0	1.7

Employment	2017	2018
Employees (regular full time and part time) by region		
Americas	23,721	21,475
Asia Pacific and Japan	1,427	1,676
Europe, Middle East, Africa	10,769	10,032
Worldwide	35,917	33,183
% Employee turnover - U.S.		
Total employee turnover rate	21.0	16.0
Voluntary turnover rate	7.0	9.6
Freedom of association - % of employees covered		
U.S. and Canada	5	3
Central and South America <ul style="list-style-type: none"> • Argentina • Chile • Brazil 	30 - for the region	<ul style="list-style-type: none"> • 57 • 50 • 100
Europe: <ul style="list-style-type: none"> • Ireland • France • Austria • Switzerland • Spain • Italy • Germany • Netherlands • Belgium • Luxembourg • Denmark • Norway, Sweden, Finland 	30 - for the region	<ul style="list-style-type: none"> • 43 • 100 • 69 • 100 • 79 • 100 • 72 • 100 • 100 • 100 • 61 • 100

Social - Workplace Health and Safety

Total Recordable Incidents ¹	2017	2018
Total Recordable Incident (TRI) rate, by region		
U.S. Operations	1.84	1.63
Europe Operating Companies	0.33	0.35
Developing Markets Operating Companies	0.39	0.15
Worldwide TRI rate	0.71	0.73
% Reduction TRI rate (from 2017 baseline)	-	[2.8]
Days Away from Work ¹		
Days Away from Work (DAFW) Rate, by region		
U.S. Operations	0.88	0.82
Europe Operating Companies	0.33	0.30
Developing Markets Operating Companies	0.39	0.13
Worldwide DAFW rate	0.42	0.41
% reduction DAFW rate (from 2017 baseline)	-	2.4
Types of injuries ^{1,2}		
Leading causes of lost workdays [% of U.S. total]		
Materials handling (carry, lift, push, pull)	29	32
Slips, trips, falls	15	18
Awkward postures (bend, twist, squat, kneel)	12	11
Motor vehicle accidents	12	11
Struck by/against/contact with	12	7
Repetitive motion	19	18
Leading causes of recordable incidents (with and without lost time) [% of U.S. total]		
Materials handling (carry, lift, push, pull)	30	32
Struck by/against/contact with	19	18

	2017	2018
Slips, trips, falls	13	19
Repetitive motion	11	18
Awkward postures (bend, twist, squat, kneel)	9	13
Fatalities		
Work-related fatalities [#]	0	0
Corporate compliance ¹		
Safety non-compliance [\$ fines/# non-monetary violations]	0/3	0/0

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.

Social - Community Involvement and Volunteerism

Social investment and volunteerism by category	2017	2018
Cash ¹	\$4,081,693	\$1,987,830
Services ²	\$2,259,727.56	\$582,347
Number of employee volunteer hours	91,524	25,100
Cash Match Program		
U.S. employee participation in Cash Match Program		
Number of employees	501	173
Employee contributions to Cash Match Program	\$330,652.15	\$79,733
Xerox contributions to Cash Match Program	\$283,656	\$65,883
Disaster relief efforts		
Partner: Event		
American Red Cross ³	\$110,000	\$75,000
Save the Children ⁴	\$40,000	NA
Total disaster relief efforts	\$150,000	\$75,000

1. Cash investment denotes total Xerox investment in non-profit organizations including the following programs: community partner organizations.
2. Equals the value of Xerox employee volunteer time, \$24.69/hour, updated annually by Independent Sector.
3. 2017: Hurricanes Harvey and Irma. 2018: Hurricanes Florence and Michael; California wildfires
4. Hurricane Maria; Earthquake relief for Mexico

Supply Chain

Supply chain spend - \$M	2017	2018
Diverse suppliers		
Minority-owned	46	52
Women-owned	70	55
Veteran-owned	23	34
Small Tier I businesses	300	433
Supplier screening and assessments		
% of new production suppliers screened using CSR criteria	100	100
Number of suppliers assessed for CSR impacts	38	23
Number of suppliers identified as having significant actual and potential negative CSR impacts	16	23