

Environmental sustainability at Xerox

We view sustainability not as a cost of doing business, but as a way of doing business.

Our responsibility to the environment focuses on four challenges where we can have the most impact:

- Reducing Energy Use and Protecting the Climate
- Preserving biodiversity and the world's forests
- Preserving clean air and water
- Preventing and managing waste.

With the help of our suppliers, customers and other stakeholders, our policy is to integrate these global environmental challenges into our core business strategies and practices.

Our sustainability calculator evaluates customers' use of document technology and identifies environmental benefits for energy and paper use, solid waste, water, air and greenhouse gas emissions.

Reducing Energy Use and Protecting the Climate

Our focus: We invest in technologies that reduce the carbon footprint of our operations and the document-management solutions we offer to our customers. Our aim is to be carbon-neutral.

What we're doing:

- Reducing company-wide greenhouse gas emissions by 25% by 2012 from 2002 levels. From 2002 to 2009, we reduced greenhouse gas emissions by 31%.
- The U.S. EPA continues to make the ENERGY STAR program more stringent. Xerox meets this challenge by providing document systems that are even more energy efficient than previous models.
- We continue to develop and implement innovative printing technologies such as Emulsion Aggregation (EA) Toner and induction heat fusing which reduce energy use.
- Our consulting and outsourcing services are designed to help customers reduce energy use and waste.
- By replacing single-function devices like printers and copiers with Xerox® multifunction systems, our customers reduce energy use from their document technology by up to 50%.



Preserving Biodiversity and the World's Forests

Our focus: We work with our customers, 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 products and services that decrease offices' dependency on paper.

What we're doing:

- We invented 2-sided printing; in 2010 we integrated "earth smart" features into our global print driver, which further encourages and automates efficient use of paper and resources.
- Our document services like imaging and Web-based collaboration decrease office workers' dependency on paper. Software products such as DocuShare®, SMARTsend® and FreeFlow® Digital Workflow Collection help Xerox customers reduce paper consumption by facilitating electronic data management, scan to e-mail, print-on-demand and distribute-then print workflows.
- We hold our paper suppliers to tough standards for how they source and produce paper, driving improvements in forest management and protection of endangered forests.
- In addition to recycled paper, Xerox has introduced papers that comply with sustainable forest management standards including Forest Stewardship Council (FSC), Program for the Endorsement of Forest Certification (PEFC) and Sustainable Forestry Initiative (SFI).
- We partner with The Nature Conservancy to advance forest management practices and improve sustainable forest management programs.

Preserving Clean Air and Water Through Reducing Use of Toxins and Heavy Metals

Our focus: We use chemicals carefully and responsibly. We seek alternatives that are less harmful to the environment. Our products are safe to use and can be disposed responsibly.

What we're doing:

- We strive to eliminate the use of persistent, bioaccumulative and toxic (PBT) materials throughout the supply chain.
- Having launched comprehensive health studies over 25 years ago that are still in place today, we are the world's experts on the safety of toner. Our toxicologists review new materials in our products to ensure compliance to applicable global registration, hazard communication and waste handling and disposal.
- We have nearly eliminated the use of lead and mercury from our new products, and we are seeking feasible alternatives for remaining uses.
- Xerox® products sold in Europe meet the requirements for the EU Restriction of Hazardous Substances directive (RoHS). Since 2007, all new products launched are designed to meet RoHS requirements in all markets.
- Since 1991, our manufacturing operations have reduced by 95% emissions of particulates and toxics into the air.
- Xerox® dry inks are non-toxic and do not generate hazardous waste.
- Our products have achieved chemical emission levels that are well below global regulatory requirements—often at or near the detection limit of our measurement equipment.

Preventing and Managing Waste

Our focus: We strive to reduce waste in our operations and in the use of our products for our customers as well as for our company. We responsibly manage the disposal of waste by seeking reuse and recycling options.

What we're doing:

- **Recycling:** Through the Xerox Green World Alliance®, our customers are encouraged to return toner cartridges and containers for recycling. More than 2.2 million cartridges and containers are returned every year. We process for reuse 1.3 million pounds of post-consumer waste toner.
- **Cartridge-Free Technologies:** Our proprietary solid ink color printing technology uses compact, "cartridge-free" ink sticks with no plastic casings, reducing print related waste by up to 90% vs comparable color laser printers.
- **Product Takeback:** In the 1990s, Xerox pioneered remanufacturing for office equipment
- **Waste-Free Factories:** We were an early adopter of ISO 14001, an international standard for environmental management. All of Xerox's major manufacturing sites were certified to ISO 14001 in 1997, within one year of the development of the standard. With this approach, we continue to improve our environmental performance, including achievement of a 93% recycle rate for non-hazardous solid waste.

Xerox Environment, Health, Safety & Sustainability Policy

Xerox Corporation is committed to the protection of the environment and the health and safety of its employees, customers and neighbors. This commitment is applied worldwide. The following principles shall govern all business practices in the design, manufacture, procurement, marketing, distribution, maintenance, reuse/recycling and disposal of products and related services:

- Protection of the environment and the health and safety of our employees, customers and neighbors from unacceptable risks takes priority over economic considerations and will not be compromised.

- Xerox operations must be conducted in a manner that safeguards health, protects the environment, conserves valuable materials and resources, and minimizes risk of asset losses.
- Xerox is committed to designing, manufacturing, distributing and marketing products and processes to optimize resource utilization and minimize environmental impact.
- All Xerox operations and products are, at a minimum, in full compliance with applicable governmental requirements and Xerox standards.
- Xerox is dedicated to continuous improvement of its performance in environment, health and safety.

To learn more, visit www.xerox.com/environment or call us at 1-800-ASK-XEROX. Our Report on Global Citizenship is available online at www.xerox.com/citizenship.

