

The background of the page is a close-up photograph of vibrant green leaves covered in numerous clear water droplets. Overlaid on the top left and top right are semi-transparent geometric patterns consisting of parallel white lines and a grid of white dots. The text is centered in the upper half of the page.

CORPORATE SOCIAL RESPONSIBILITY 2020 GOALS AND PROGRESS SUMMARY

xerox

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. Please visit [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.

DIMENSION	SCOPE	GOAL	2019 PROGRESS
Environmental	Operations	100% landfill avoidance	91.9%
		25% reduction in energy use by 2025, from 2016	18.7%
		25% reduction in GHG emissions by 2025, from 2016	35%
		20% renewable energy use by 2020	15%
		60% reduction in GHGs (Scope 1 + 2) by 2030 from 2016	35%
		Carbon Neutral (Scope 1, 2 + 3) by 2040	127,594 T CO ₂ e _q
		35% reduction in water use by 2020, from 2010	45%
	Products	100% landfill avoidance (spent equipment and supplies)	98%
		100% newly launched, eligible products achieve Energy Star®	100%
		100% newly launched and eligible products achieve EPEAT®	100%
Social	Workplace Safety	5% reduction in Total Recordable Injury Rate (TRI) from 2018	13.6% reduction (US only)
		5% reduction in Days Away from Work (DAFW) from 2018	28.4% reduction (US only)

CORPORATE SOCIAL RESPONSIBILITY GOALS AND PROGRESS

DIMENSION	CATEGORY	PROGRESS	
		2018	2019
Environmental/ Greenhouse Gas Emissions (GHGs)	GHG Emissions, Scope 1 + 2, by type ¹ [MT CO ₂ eq]		
	CO ₂	171,694	127,197
	CH ₄	129	125
	N ₂ O	723	507
	Scope 1 and 2, by region ¹ [MT CO ₂ eq]		
	U.S. and Canada	129,326	93,184
	Europe and South America	43,221	34,646
	Total Worldwide Scope 1 and Scope 2	172,547	127,830
	% reduction Scope 1 and Scope 2 (from 2016)	11	34
	Scope 1 + Scope 2 normalized to revenue [MT CO ₂ eq/\$M]	17.5	14.1
	Scope 1, facilities and fleet by type ² [MT CO ₂ eq]		
	CO ₂	90,303	83,223
	CH ₄	50	77
	N ₂ O	585	433
	Total worldwide Scope 1 GHG emissions	90,939	83,732
	Scope 1 normalized to revenue [MT CO ₂ eq/\$M]	9.3	9.2
	Scope 1, facilities and fleet by region ² [MT CO ₂ eq]		
	U.S. and Canada	71,634	67,379
	Europe and South America	19,305	16,353
	Scope 2, purchased electricity by type ³ [MT CO ₂ eq]		
	CO ₂	81,391	43,975
	CH ₄	79	48
	N ₂ O	138	76
	Total worldwide Scope 2	81,608	44,098
	Scope 2 normalized to revenue [MT CO ₂ eq/\$M]	8.3	4.9
	Scope 2, by region		
	U.S. and Canada	57,692	25,805
	Europe and South America	23,916	18,294
	Scope 3, by category ⁴ [MT CO ₂ eq] Global unless otherwise indicated		
	Purchased good and services	504,867	462,489
	Capital goods	Not relevant	Not relevant
	Fuel and energy-related activities (not including scope 1 & 2)	43,137	29,753
	Upstream transportation & distribution [North America, CO ₂ only]	62,554	55,009
	Waste generated in operations	1,164	597
	Business travel [CO ₂ only] ^{5,6}	17,956	6,685
	Employee commuting	64,779	52,460
	Upstream leased assets	Not relevant	Not relevant
	Downstream transportation and distribution ⁴	Not relevant	Not relevant
	Processing of sold products	Not relevant	Not relevant
	Use of sold products	223,155	215,326
End of life treatment of sold products [North America]	2,633	2,473 (includes global inst'ds)	
Downstream leased assets	Not relevant	Not relevant	
Franchises	Not relevant	Not relevant	
Investments	Not relevant	Not relevant	
Total Scope 3 GHG emissions	920,245	824,792	
Scope 3 normalized to revenue (MT CO ₂ eq/\$M revenue)	93.6	91.0	

CORPORATE SOCIAL RESPONSIBILITY GOALS AND PROGRESS

DIMENSION	CATEGORY	PROGRESS	
		2018	2019
Environmental/ Energy	Direct (Natural Gas - corresponding to Scope 1 emissions)	419,147	389,495
	Indirect Energy Use (Purchased Electricity)	252,636	220,810
	Total Energy Use	671,783	610,305
	Total Energy Use Normalized to revenue (MWh/\$M)	68.34	67.32
	Total Energy Reduction (from 2016 baseline)	79,251	140,729
	% Reduction Total Energy Use (from 2016 baseline)	10.6	18.7
	Energy Derived from Non-Renewable Sources (MWh) ¹⁷ by region		
	North America	507,751	396,616
	Europe & rest of world	120,413	98,043
	Total Non-Renewable Energy Use	628,165	494,659
	Electrical Energy Used (MWh) ¹⁷		
	North America	208,371	186,746
	Europe & rest of world	44,265	34,064
	Total Electrical Energy Use (MWh)	252,636	220,810
	Total Electricity Use Normalized to revenue (MWh/\$M)	25.70	24.36
	Breakout of non-renewable electricity sources (MWh) ¹⁷		
	Coal	69,218	33,559
	Oil	1,514	869
	Gas	80,151	36,802
	Nuclear	56,074	32,205
	Other	2,061	1,729
	Renewable Energy Credit (REC), by region (MWh) ⁷		
	U.S.	1,697	91,436
	Europe	0	0
	Total Renewable Energy Use (REC)	1,697	91,436
	% Renewable Energy Use (REC) of total energy use	0.3	15.0
	Energy Derived from Renewable Sources (RECs + Grid) (MWh) ¹⁷		
	North America	42,597	114,130
	Europe & rest of world	1,022	1,516
	Electricity Derived from Renewable Sources (RECs + Grid) (MWh) ¹⁷		
North America	42,597	114,130	
Europe & rest of world	1,022	1,516	
Breakout of renewable electricity sources (RECs + Grid) (MWh) ¹⁷			
Wind	13,751	98,036	
Biofuel	3,462	1,787	
Hydro	22,427	13,792	
Solar	3,231	1,713	
Geothermal	748	318	

CORPORATE SOCIAL RESPONSIBILITY GOALS AND PROGRESS

DIMENSION	CATEGORY	PROGRESS	
		2018	2019
Environmental/ Waste	Non-hazardous Waste, by treatment type [thousand MT]		
	Reuse	6.2	4.6
	Recycling	24.1	20.9
	Energy from Waste (EFW)	3.5	2.2
	Treatment	0.4	0.4
	Landfill	1.4	1.6
	Incineration	0.2	0.01
	Total Non-hazardous Waste	37.6	29.6
	Volume Reuse, Recycle, Energy from Waste [thousand MT]	35.6	27.7
	% Reuse, Recycle, Energy from Waste	94.8	93.4
	% Reduction Landfill, Incineration, Treatment (includes Energy from Waste) from 2016 baseline	27.1	44.9
	Hazardous Waste ⁹ , by region [thousand MT]		
	U.S. & Canada	0.411	0.290
	Europe & South America	0.043	0.046
	Hazardous Waste ⁹ , by treatment type [thousand MT]		
	Fuels Blending & Energy from Waste	0.265	0.185
	Recycling	0.030	0.029
	Treatment	0.113	0.082
	Incineration	0.044	0.041
	Landfill	0.002	0.000
% Recycle, Fuels Blending	65.0	63.4	
% Reduction Hazardous Waste Generation (from 2016 baseline)	11.7	34.4	
Environmental/ Reportable Releases+ Transfers	Reportable Releases + Transfers (TRI, PRTR), by region [MT]		
	U.S. and Canada	98	96
	Europe & South America	0	0
	Worldwide total TRI & PRTR	98	96
	TRI Normalized to revenue (MT/\$M)	0.010	0.011
	% Reduction TRI & PRTR (from 2016 baseline)	20.3	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)	131.8	113.5
% Reduction MeCl ₂ (from 2010 baseline)	72	76	
Reportable Spills/Environmental Releases [#] ¹⁶	0	0	
Environmental/ Water	Water Consumption, by region million liters]		
	U.S. & Canada	1,084	1,078
	Europe & South America	42	33
	Worldwide Total water consumption	1,126	1,111
	Water Consumption Normalized to revenue (M liters/\$M)	0.11	0.12
	Volume Water Consumption Reduced [ML] (2010 baseline of 2,03 ML)	907	922
	% Reduction Water Consumption (from 2010 baseline)	45%	45%
	Water Discharge to Sanitary Sewer, by region ¹⁴ [M liters]		
	U.S. & Canada	1.267	1.169
	Europe & South America	23	22
	Worldwide Total water discharge	1,290	1,191
	Water Discharge Normalized to revenue (million liters/\$M)	0.13	0.13
Water Recycled [million liters]	N/A ¹⁵	N/A ¹⁵	

CORPORATE SOCIAL RESPONSIBILITY GOALS AND PROGRESS

DIMENSION	CATEGORY	PROGRESS	
		2018	2019
Environmental/ Air Emissions	Volatile Organic Compounds (VOCs) production, by region [MT]		
	U.S. and Canada	4.91	3.45
	Europe & South America ¹³	2.40	3.50
	Worldwide Total VOCs	7.32	6.95
	Worldwide total Non-VOCs	5.51	5.40
	Worldwide Total VOC and non VOCs	12.83	12.35
	NOx (non-production) [MT] ¹³		
	U.S. and Canada	27.22	24.72
	Europe & South America	6.64	3.05
	Worldwide Total NOx	33.86	27.77
	NOx Normalized to revenue (MT/\$M)	0.0034	0.0031
	SOx (non-production) by region [MT] ¹³		
	U.S. and Canada	0.21	0.20
	Europe & South America	0.04	0.02
	Worldwide Total Sox	0.25	0.22
	SOx Normalized to revenue (MT/\$M)	0.000025	0.000024
	Particulate Matter (PM) by region [MT]		
	U.S. and Canada	1.62	2.84
	Europe & South America	0.00	0.00
Worldwide Total PM	1.62	2.84	
PM Normalized to revenue (MT/\$M)	0.00016	0.00031	
Environmental/ Compliance	Violations and Fines		
	# Notices Received	2 ¹⁸	1 ¹⁹
	Fines Paid [\$ USD]	\$6,500	\$0

Footnotes for Environmental Dimension:

1. Values are for Xerox fleet and facilities globally, unless otherwise noted.
2. 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.
3. Indirect emissions from purchased electricity and steam for facilities leased and owned by Xerox. Where data unavailable for office and warehouses in U.S. & Canada, emissions determined using CBECs factors HFC emissions estimate based on square feet.
4. As defined on the Corporate Value Chain (Scope 3) Accounting and Reporting Standard (WRI/WBCSD).
5. Includes air emissions for Xerox travel worldwide; based on aircraft, load, and miles provided by 3rd party.
6. 2018 value restated to remove volume of chemical erroneously included in calculation last year.
7. 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.
8. 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.
9. Hazardous waste disposed 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. Majority of air emissions are from production of supplies such as toner, photoreceptors and fuser rolls.
13. 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>).
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 Oregon facility. Volume recycled cannot be accurately estimated with current metering systems.
16. Reportable environmental releases reported in accordance with GRI definition.
17. 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.
18. One administrative with no impact to human health or environment; other for discharge exceedance to sanitary sewer.
19. Administrative in nature with no impact to human health or the environment; corrected prior to issuance of NOV letter.

CORPORATE SOCIAL RESPONSIBILITY GOALS AND PROGRESS

DIMENSION	CATEGORY	PROGRESS	
		2018	2019
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	20.9	14.5
	Used equipment sold	10.3	10.2
	Remanufacture/reuse ²	5.2	2.6
	Energy from waste	1.1	0.7
	Landfill	0.05	0.7
	Incineration	0	0
	Total equipment and parts processing	37.53	28.7
	Total Remanufacture, Reuse, Recycle, Energy from Waste	37.48	28.01
	% remanufacture, reuse, recycle, energy from waste	100	98
	Supplies processing, by treatment type [thousand MT]		
	Remanufacture/reuse	2.4	3.3
	Materials recycling	1.4	0.6
	Energy from waste	0.2	0.2
	Landfill	0.1	0.1
	Incineration	0	0
	Total supplies processing	4.1	4.2
	% remanufacture, reuse, recycle, energy from waste	97.6	97.6
	Total Remanufacture, Reuse, Recycle, Energy from Waste	4.0	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.

CORPORATE SOCIAL RESPONSIBILITY GOALS AND PROGRESS

DIMENSION	CATEGORY	PROGRESS	
		2018	2019
Social Balanced & Diverse Workforce	Women employees by region - % of total		
	Americas	30.8	26.5
	Asia Pacific and Japan	28	26
	Europe, Middle East, and Africa	32.3	29.1
	Worldwide	31.1	27.2
	Women managers by region - % of total		
	Americas	30.6	26.7
	Asia Pacific and Japan	19.7	18.2
	Europe, Middle East, and Africa	28.7	26.1
	Worldwide	29.5	26.2
	New hires globally, by gender - % of total		
	Women	37.8	31.2
	Men	62.2	68.8
	Global workforce by age group and gender - % of total		
	30 and under Women	39.5	32.3
	Men	60.5	67.7
	31–50 Women	33.3	23.5
	Men	66.7	66.5
	51 and over Women	25.6	30.2
	Men	74.4	69.8
	Global workforce Part-time by classification - % of part-time employees		
	Executives Women	0	0
	Men	0	0
	Directors Women	53.8	50
	Men	46.2	50
	Managers Women	79.2	77
	Men	20.8	23
	Professionals Women	81.3	75
	Men	18.7	25
	Other Women	65	56
	Men	35	44
	All Classes Women	70.1	62
	All Classes Men	29.9	38
	Global workforce, Full-time by classification - % of full-time employees		
	Executives Women	30.3	26.5
	Men	69.7	73.5
Directors Women	30.7	29.8	
Men	69.3	70.2	
Managers Women	30.7	28.5	
Men	69.3	71.5	
Professionals Women	41.2	38.8	
Men	58.8	61.2	
Other Women	28.1	23.5	
Men	71.9	76.5	
All Classes Women	30.3	27.2	
Men	69.7	72.8	

CORPORATE SOCIAL RESPONSIBILITY GOALS AND PROGRESS

DIMENSION	CATEGORY	PROGRESS	
		2018	2019
Social Balanced & Diverse Workforce	Global workforce by ethnicity (% of total)		
	White	71.1	65.9
	Black	10.9	11.1
	Hispanic/Latino	10.9	10.8
	Asian	5.2	4.9
	Native Hawaiian/Pacific Islander	0.3	0.0
	Native American/Alaskan Native	0.5	0.5
	Two or more races	0.7	1.9
	Not specified	0.4	1.0
	New hires - United States - % of total		
	White	68.7	65.7
	Black	11.4	13.6
	Hispanic/Latino	10.8	10.8
	Asian	5.7	4.9
	Native American	0.3	0.5
	Military/Veterans	1.7	0.5*
	Employees (regular full time and part time) by region		
	Americas	21,475	17,946
	Asia Pacific and Japan	1,676	1,320
	Europe, Middle East, Africa	10,032	8,474
Worldwide	33,183	27,740	
Employee Retention	% Employee turnover - U.S.		
	Total employee turnover rate	16.0	32
	Voluntary turnover rate	9.6	17
Freedom of Expression	% union population, by geography		
	U.S. and Canada	3	3
	Central and South America		
	Argentina	57	55
Chile	50	50	
Brazil	100	100	

* % Military/Veterans of Xerox Population in the USA is 3.6%.

DIMENSION	CATEGORY	PROGRESS	
		2018	2019
Freedom of Expression	% union population by geography		
	Europe		
	Ireland	43	56
	Belgium, Denmark, France, Italy, Luxembourg, Netherlands, Norway, Sweden and Switzerland	100	100
	Austria	69	100
Spain	79	100	
Germany	72	61	
Workplace Safety ¹	Total Recordable Incident (TRI) rate, by region		
	U.S. Operations	1.63	1.59
	Europe Operating Companies	0.35	0.37
	Developing Markets Operating Companies	0.15	0.17
	Days Away from Work (DAFW) Rate, by region		
	U.S. Operations	0.82	0.63
	Europe Operating Companies	0.30	0.33
	Developing Markets Operating Companies	0.13	0.17
	Leading causes of lost workdays ² [% of U.S. total]		
	Materials handling (carry, lift, push, pull)	32%	32%
	Slips, trips, falls	18%	16%
	Awkward postures (bend, twist, squat, kneel)	11%	11%
	Motor vehicle accidents	11%	15%
	Struck by/against/contact with	7%	11%
	Repetitive motion	18%	2%
	Leading causes-recordable incidents (with/without lost time) [% U.S. total]		
	Materials handling (carry, lift, push, pull)	32%	27%
	Struck by/against/contact with	18%	10%
	Slips, trips, falls	19%	16%
	Repetitive motion	18%	5%
	Awkward postures (bend, twist, squat, kneel)	13%	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	PROGRESS	
		2018	2019
Community Involvement & Volunteerism	Social investment and volunteerism by category (USD)		
	Cash ¹	\$1,987,830	\$2,306,245
	Services ²	\$582,347	\$636,919
	Number of employee volunteer hours	25,100	25,046
	Cash Match Program		
	U.S. employee participation -Cash Match Program (USD)		
	Number of employees	173	923
	Employee contributions to Cash Match Program	\$79,733	\$258,810
	Xerox contributions to Cash Match Program	\$65,883	\$166,023
	Disaster Relief Efforts ³		
	Partner Events (USD)		
	American Red Cross	\$75,000	\$25,000
	Save the Children	NA	0
	Total disaster relief efforts	\$75,000	\$25,000

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.
3. 2018: Hurricanes Florence and Michael; California wildfires; 2019: Hurricane Dorian

DIMENSION	CATEGORY	PROGRESS	
		2018	2019
Governance/ Supply Chain	Supply Chain Spend - Diverse Suppliers (\$M USD)		
	Minority-owned	52	53
	Women-owned	55	58
	Veteran-owned	34	49
	Small Tier I businesses	433	432
	Total Spend – Diverse Suppliers	574	592
	Supplier Screening and Assessments		
	% of new production suppliers screened using CSR criteria	100	100
	Number of suppliers assessed for CSR impacts	23	30
	# suppliers identified having significant actual & potential negative CSR impacts	23	16
	% of top spend ¹ suppliers with ISO 14001 certification	80	79.1
Governance/ Workforce Training	Percentage (%) employees trained		
	Code of Conduct	99	98
	Data Privacy /Information Security	98	98
	EU GDPR ²	31	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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