

Xerox Corporation, World Headquarters, Norwalk, CT Sustainability Initiative Highlights

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Primary business: Xerox provides the industry's broadest portfolio of document technology, services and software; and the most diverse array of business process and IT outsourcing support.

Environmental objectives or summary of sustainability mission statement:

Sustainability can no longer be viewed as a cost of doing business, but as a way of doing business. Our responsibility to the environment focuses on four areas where we can have the most impact: Climate protection; preserving biodiversity and the world's forests; preserving clean air and water; preventing and managing waste.

Sustainability Initiative:

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.

Major Goals:

- **Climate protection.** Because our aim is to be carbon-neutral, we invest in technologies that reduce the carbon footprint of our operations and the document-management solutions that we offer to our customers.
- **Preserving biodiversity and the world's forests.** We work with our customers, suppliers and other stakeholders to support the development of a sustainable paper cycle through paper-sourcing guidelines, recycled paper offerings and business process services that decrease offices' dependence on paper.
- **Preserving clean air and water.** We strive to eliminate the use of persistent, bioaccumulative and toxic materials throughout the supply chain.
- **Preventing and managing waste.** Our goal is to produce waste-free products in waste-free facilities to promote waste-free workplaces for our customers.

Major Accomplishments:

- 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. (Xerox ColorQube)
- Xerox reduced company-wide greenhouse gas emissions by 25% by 2012 from 2002 levels. From 2002 to 2009, we reduced greenhouse gas emissions by 31%. 2008 Climate Protection Award.
- 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.
- Xerox named a Corporate Leader by the US EPA in 2008. Xerox is the first technology company and fifth company overall to receive this distinction for decades of environmental achievement, a sustained compliance record and superior level of commitment to reducing its environmental footprint.

- 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%. Xerox ENERGY STAR offerings.
- Xerox launched the industry's first Sustainability Calculator to help our customers measure environmental benefits.
- 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.
- Xerox partners with The Nature Conservancy to advance forest management practices and improve sustainable forest management programs.

Lesson(s) Learned:

Xerox focused on environmental performance and sustainability long before it was popular to do so. Innovations are built upon an environmental conscious framework. Sustainability calculator, EA toner, solid ink printing, and erasable/reusable paper are examples of continuous learning.