

XEROX 2025
CORPORATE SOCIAL
RESPONSIBILITY REPORT

Together for Tomorrow



xerox™

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Message from the CEO

At Xerox, we remain true to our core values—values that reflect who we are and continue to serve as the foundation of our Reinvention. The Xerox Reinvention is about embracing the change happening in the world around us: addressing macro trends, simplifying our offerings and driving success for clients and partners. Transformation begins not only through action, but through the conversations that lead to it.

We believe meaningful transformation starts by genuinely listening—to our employees, clients, partners, and the communities we serve. Their voices guide our next steps, shaping a future built on collaboration and care. Across our organization, active listening is not a one-time initiative but a deeply embedded practice that fuels our ongoing journey of Reinvention. This constant exchange empowers us to grow with integrity, innovate with purpose, and lead change anchored in trust.

This commitment also guides our governance objectives, which at their core, are about staying tuned to emerging risks, opportunities, and perspectives. In 2024, we welcomed six new Board members with expertise in cybersecurity, IT infrastructure, and digital innovation. Their added insight helps ensure that as we transform, we do so strategically and responsibly.

We also reflect this commitment in our people-focused initiatives. We believe business should be a catalyst for positive change. Through targeted philanthropy and employee-led efforts, we're investing in education, workforce readiness, and community resilience. At the heart of our culture is a belief that people flourish when they feel heard, empowered, and uplifted.

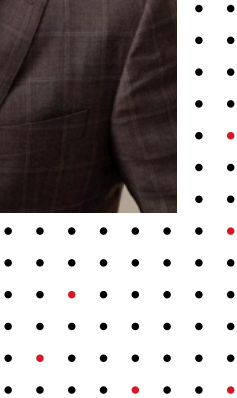
As we look to the future, we remain deeply dedicated to helping protect the environment. Our mission is clear: reduce our impact, enable others to do the same, and contribute to a more sustainable future. From product innovations that reduce waste and emissions to tools that help clients meet their own climate goals,

we're accelerating a low-carbon future with our own plans to reach net zero emissions by 2040.

This report details how we're bringing these commitments to life. It shares our advancements and the issues we're tackling head-on when it comes to environmental sustainability, societal responsibility, governance, and innovation. While there's still work to be done, I'm proud of how far we've come and deeply grateful to our teams, clients, our communities, industry partners, and shareholders who make this progress possible. Your dedication, insight, and shared purpose are helping us build a more connected, innovative, and sustainable future for all.

Thank you for your interest in this important work, and for being part of this journey.

Steven Bandrowczak
Chief Executive Officer



Transformation begins not only with action, but with the conversations that lead to it.

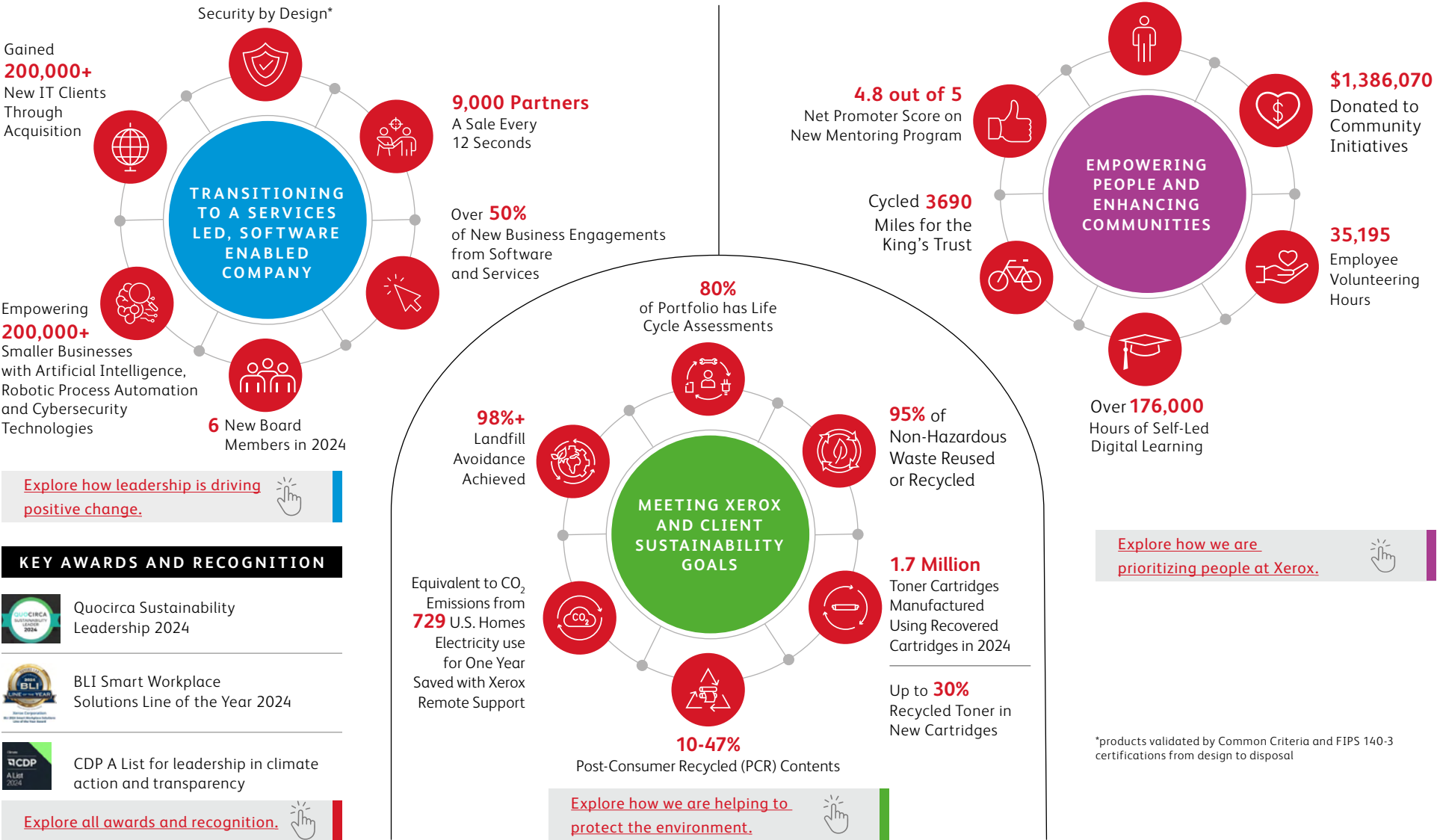
Steve Bandrowczak,
Chief Executive Officer





Leading with Purpose, Powered by Innovation

Showcasing our journey as a services-led, software-enabled company, driven by security, sustainability, and social value.





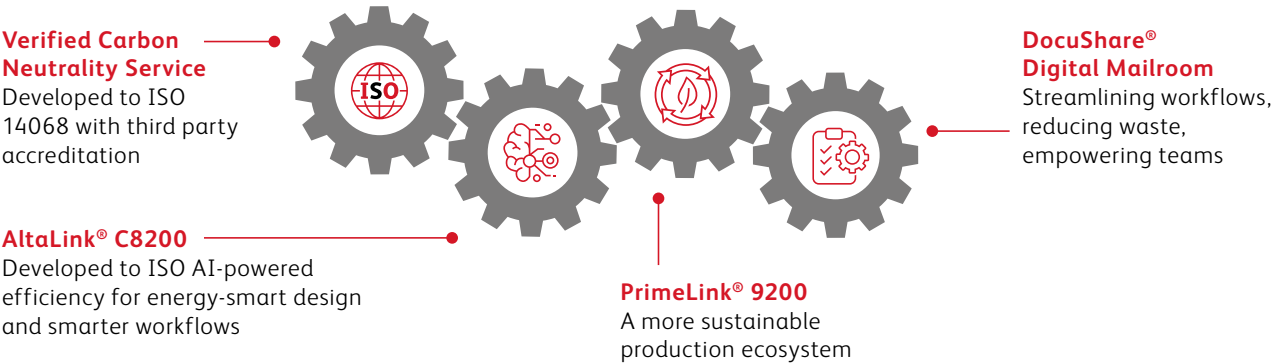
Innovation and Reinvention

DRIVEN BY PURPOSE

In 2024, as we undertook one of the most ambitious transformations in our history, we placed trust, accountability, and empowerment at the core of our Reinvention strategy. Culture became the engine driving change and innovation, enabling teams to take bold action, embrace continuous learning, and lead with purpose. This transformation is reshaping how we operate, serve, and grow, through Artificial Intelligence (AI)-powered solutions, sustainability-focused technologies, and a high-performance mindset.

From the acquisition of ITsavvy to the launch of our Verified Carbon Neutrality Service and intelligent automation tools, we are modernizing our offerings while staying true to our legacy of trust, innovation, and responsible leadership. By embedding purpose into performance, we are building a future-ready company, one that empowers people, that helps protect the planet, and delivers lasting value for clients and communities alike.

KEY PRODUCT LAUNCHES IN 2024



2024 AT A GLANCE

- **Future-ready Solutions for a Changing World:**
An expanding portfolio of solutions to meet the evolving demands of the modern workplace, enhance productivity, reduce complexity, and help address global challenges like climate change and cybersecurity.
- **Smarter, Sustainable Innovation:** Launching a suite of intelligent hardware and cloud-based solutions like the Xerox® AltaLink® C8200 Color Multifunction Printers Series, the Verified Carbon Neutrality Service, and Xerox® DocuShare® Digital Mailroom, that streamline workflows, reduce waste, and empower teams.
- **Enabling Seamless Hybrid Work, Anywhere:**
We continue to redefine productivity by delivering secure, user-centric solutions that empower people to work from wherever they need to be-enhancing collaboration, resilience, and efficiency across hybrid environments.
- **Scalable Innovation for Small and Mid-sized Businesses (SMBs):** We are democratizing enterprise-quality technologies like AI, Robotic Process Automation (RPA), and cybersecurity for over 200,000 small and mid-sized businesses to help them modernize operations, enhance security, and compete.

- **Transforming Production:** Our advanced production ecosystem integrates AI-driven automation, cloud-based platforms, and energy-efficient technologies to operate more sustainably, reduce waste, and deliver high-impact results.
- **Aston Martin Aramco Formula One™ Team:**
Our three-year partnership, announced in 2024, reflects a shared vision to drive meaningful impact through technology and purpose-driven leadership.

[Explore more on innovation.](#)

“ Every action we’ve taken to invest in the future has been deliberate and purposeful and we’re seeing real signs of our strategy working. We’re reshaping our company and our industry, strengthening our foundation and reaffirming our position as leaders in the workplace technology. Looking ahead, we’ll continue to make decisive moves.

Steve Bandrowczak,
Chief Executive Officer



Leading with Integrity

PURPOSE-DRIVEN LEADERSHIP

At our organization, leadership is a catalyst for responsible growth and meaningful change. As we navigate one of the most transformative chapters of Reinvention in our history, our approach to leadership is rooted in purpose, guided by stakeholder insight, and sustained through a culture of trust and accountability. We are reshaping our organization to meet the demands of a digital, hybrid world, modernizing our offerings, expanding into high-growth IT services, and reinforcing our commitment to ethical business practices.

FUELING GROWTH THROUGH REINVENTION



2024 AT A GLANCE

- **Board Renewal for Strategic Oversight:** We appointed six new Board members in 2024 with deep expertise in technology, operations, and finance.
- **Executive Compensation Tied to Environmental, Social, and Governance (ESG) Metrics:** Governance structures were strengthened by linking executive pay to ESG performance, reinforcing accountability and ethical leadership.
- **Leadership Alignment with Reinvention Strategy:** Infusion of talent into the Board supports the transition to a services-led, software-enabled company.
- **Ethics and Compliance as Governance Pillars:** Application of core governance principles ensure integrity is embedded in decision-making and operational practices.
- **Governance-driven Growth:** Strategic acquisition of ITsavvy expands IT services in key markets while delivering immediate financial and operational value.
- **Partner Ecosystem as a Strategic Growth Engine:** Empowering over 9,000 global partners to scale reach, accelerate innovation, and deliver sustainable solutions.
- **Aligning with Stakeholder Expectations:** A third-party double materiality assessment identified our key financial and impact-driven sustainability priorities.

Key Achievements of 2024



6
new Board
members
appointed



78%
of our Board of
Directors are
independent



**\$400
million**
acquisition
of ITsavvy



Partners in
145+
countries enable
a sale every
12 second



Product Security

is validated to U.S Government Federal
Information Processing Standard 140-3

By embedding purpose into performance, overseen by objectivity and strong governance, we are building a resilient, inclusive, and future-ready organization—one that delivers value to clients, stakeholders, communities, and the planet.

[Explore more on Leading with Integrity.](#)





Prioritizing People

BUILDING A CULTURE OF EMPOWERMENT AND IMPACT

In 2024, we reinforced our commitment to people by fostering a workplace rooted in engagement, inclusion, and purpose. Through active listening, employee-led initiatives, strategic community partnerships, and responsible marketing practices, we empowered our workforce and extended our impact across global communities, ensuring that every individual, partner, and client is supported, heard and equipped to thrive.





2024 AT A GLANCE:

- **Fostering a Connected Workplace:** Our 10 Employee Resource Groups (ERGs) continued to contribute to business success, with membership rising to 23% of employees globally.
- **Reinforcing Employee Empowerment Through Learning:** Over 360,000 hours of learning was recorded in our Learning Management System (LMS) alone.
- **Nurturing Future Talent:** Strategic partnerships helped advance education, digital access, and workforce readiness through scholarships, infrastructure support, and immersive development programs.
- **Purpose-driven Philanthropy:** A strategy focusing on education, sustainability, and community resilience empowers employees and aligns investments to drive measurable, purpose-led impact.
- **Employee Engagement:** Advancing a culture of connection fueled by listening and belonging through our employee-led ERGs, active listening initiatives, and well-being programs.
- **Responsible Marketing:** We are embedding and validating sustainability in our products with over 100 environmental claim reviews and securing market-leading third-party eco-label certification to ensure transparency, credibility, and trust.

OUR STRATEGIC AREAS OF PHILANTHROPIC INVESTMENT AND ACTIVITY:



Key Achievements of 2024

 5% increase in total year-over-year ERG participation	 57% intern-to-hire conversion rate
 360° listening approach shaped strategy, culture, and leadership	 More than 35,000 hours of employee volunteering


 Over **\$1.3 million** donated through employee giving programs

“

The freedom to lead real projects and the support from experienced engineers made me feel like more than just an intern. Xerox gave me the space to grow, and A Better Chance made sure I had the opportunity.

Nnaemeka Okonkwo,
Managed Print Services Intern

”

[Explore more on Prioritizing People.](#) 

Protecting The Environment

Environmental stewardship has been a cornerstone of our business for nearly five decades, guiding how we design products, manage operations, and support our clients. This year, we advanced our commitment by expanding our Climate Net Zero Roadmap, integrating carbon compensation and neutralization strategies, reducing energy use across facilities, and transitioning our service fleet to electric and hybrid vehicles.

We continue to embed circular economy principles into our processes, striving toward waste-free workplaces and more sustainable product life cycles. The acquisition of Lexmark will strengthen this vision, bringing advanced energy-efficient technologies and long-life components into our portfolio, enhancing our ability to reclaim materials, reduce landfill waste, and deliver low-emission solutions across the print life cycle. By converting qualitative goals into measurable outcomes, we are improving transparency and accountability, ensuring our environmental impact is not only reduced but meaningfully reported.



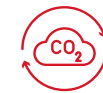
[Watch our sustainability video](#)

2024 AT A GLANCE

- **Designing for Sustainability:** Integrating circular design principles and energy-efficient technologies into product design.
- **Xerox® Certified Pre-owned Devices:** More than 90% CO₂e savings estimated at raw material and manufacturing stages.
- **Reimagining Service:** Investing in CareAR augmented reality, remote diagnostics, virtual support tools, and electric and hybrid fleets reduce on-site service visits and travel impacts.
- **Supporting a Hybrid Workforce:** Our broadest portfolio includes low-emission products and solution designs, energy-efficient services, and digital transformation solutions.
- **Providing Actionable Insights:** Xerox® Verified Carbon Neutrality Service and Xerox® Managed Print Services (MPS) Advanced Analytics empower clients to reduce operational emissions and demonstrate environmental leadership with confidence.
- **The Production Eco-system:** Optimizing through smart workflows, advanced automation, and resource-efficient, on-demand printing.

[Explore more on Protecting the Environment.](#)

Key Achievements of 2024



59%

reduction in Scope 1 and 2 greenhouse gas (GHG) emissions*



Xerox® MPS clients saved **3.5** metric tons of carbon emissions through remote service



1.7 million

toner cartridges manufactured averaging **90%** reuse by weight



600,000+

metric tons diverted from landfill since 2009**



100%

of eligible new products launched since 2010 have achieved ENERGY STAR®



100%

of eligible new products launched in the last 8 years have achieved EPEAT®

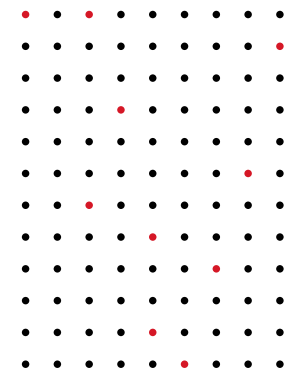
* From the 2016 baseline

** Returned equipment, parts and supplies by remanufacturing, reusing or recycling.

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Leading with Integrity



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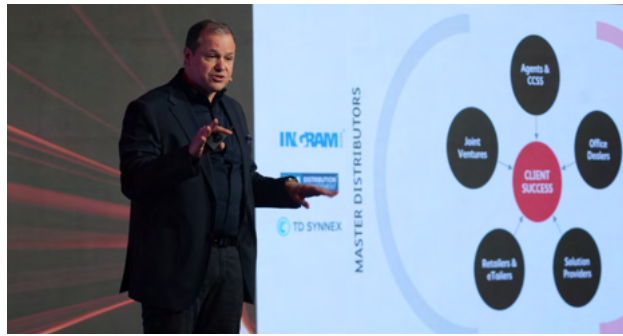
Leadership in Motion

Sustaining Progress, Driving Tomorrow

At Xerox, leadership is more than a role, it's a mindset that evolves with the needs of our people, partners, clients, and the world around us.

In 2024, we took bold steps to realign our organization, streamline executive leadership, and simplify the way we work, laying the foundation for our most ambitious transformation yet: the Xerox Reinvention. This transformation is grounded in listening to our employees, clients, and partners, and acting with purpose. Our Reinvention is a full-scale redesign of how we operate, serve and grow. It's a 360-degree evolution grounded in feedback and built on our legacy of innovation and responsibility. We evolved our structure to become a services-led, software-enabled provider of workplace solutions; integrated intelligent document processing and automation technologies into our core offerings; and expanded into high-growth areas such as IT services through acquisitions like ITsavvy.

Environmental leadership is a cornerstone of our transformation. We are leveraging our infrastructure and data capabilities to enhance client productivity and reduce waste through intelligent document processing and workflow automation, supporting credible environmentally conscious practices and aligning with clients' sustainability goals. By introducing services like Verified Carbon Neutrality and leveraging AI-powered platforms such as



CareAR, we are helping to reduce emissions and promote more sustainable practices. These innovations not only reduce our environmental footprint but also empower clients to build more responsible and resilient workplaces.

We are adapting to evolving workplace dynamics by integrating physical and digital solutions, including personalized marketing technologies. This transformation builds on our longstanding reputation for trust and data security, helping clients navigate new ways of working while reinforcing our role as a responsible corporate citizen in a rapidly evolving digital economy.

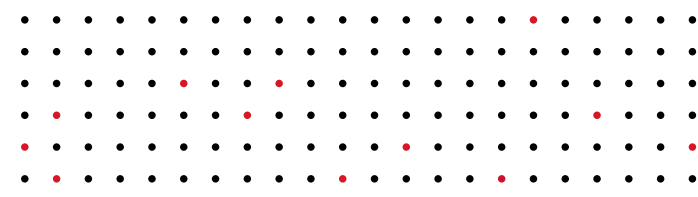
We redefined leadership by embedding trust, accountability, and adaptability into how we operate. This year, we modernized our management systems, launched the MEET leadership capabilities framework (Model, Evolve, Empower, and Trust), and introduced targeted development for both frontline and senior leaders. We aligned our performance management processes with the behaviors that drive growth and cultural resilience, ensuring leaders at every level are equipped to manage change and build high-performing teams.

We also reinforced our culture through programs that emphasized listening, belonging, and well-being, turning employee insight into meaningful action.

This next phase is about scalability, simplicity, and sustainability. We're shaping a future where leadership is distributed, transformation is continuous, and growth benefits all. Our people remain at the center and our values of innovation, responsibility and trust guide us. Xerox isn't just responding to change, it's building forward, setting the pace as a responsible corporate citizen.

STRATEGIC GROWTH THROUGH ACQUISITION

Acquisitions are a key pillar of our Reinvention strategy, enabling us to scale capabilities, expand markets, and accelerate innovation. In 2024, we announced the acquisition of ITsavvy, a leading IT services provider, to strengthen our presence across the U.S., Canada, and the U.K. This milestone enhances our ability to deliver high-value, technology-enabled services to clients. The acquisition of Lexmark, a global leader in imaging solutions and a long-standing partner, will further elevate our portfolio, combining industry-leading imaging solutions with our digital and IT solutions. Together, these strategic moves position us to serve over 200,000 clients globally and drive sustainable, long-term growth.





As part of our Reinvention, we have created a greater organizational focus on our emerging IT services capabilities to diversify our revenue streams in the geographies we serve. ITsavvy's complementary offerings, aligned with our strong reputation, should accelerate growth in the United States, Canada, and the United Kingdom, while creating new avenues for us to help existing and new clients transform the way they work.

John Bruno,
Xerox Board of Directors Member and former Xerox Chief Operating Officer'



CULTURE AS A CATALYST FOR CHANGE

At Xerox, culture is more than a reflection of who we are, it's the force that fuels how we transform. In 2024, our culture proved to be our most powerful lever in advancing Reinvention. We made deliberate progress in embedding accountability, connection and agility into the fabric of our organization, guided by the belief that sustainable transformation begins from within.

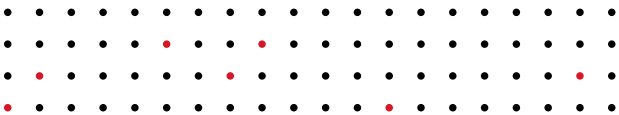
We've created space for trust to grow, for employees to challenge the status quo, and for leaders to model vulnerability, clarity, and conviction. Programs like our employee-driven listening workstreams, the launch of our

MEET leadership capabilities, and the One Conference celebrating our connected culture were not symbolic gestures, they were structural reinforcements of a culture rooted in empowerment, resilience, and shared success.

As we move into 2025, culture will remain a strategic priority, not a backdrop. We are building forward with intention, operationalizing belonging, embedding leadership capabilities into every level, and elevating how we recognize and reward values-aligned behaviors. Culture is not just what we say; it's how we hire, develop, promote, and lead. The expanded reach of our Employee Resource Groups, a revitalized global mentoring program, and enhanced performance and learning ecosystem are helping us foster a workplace where every individual feels seen, supported, and inspired to lead from where they are.

The MEET framework – Model, Evolve, Empower, and Trust – continues to anchor our leadership development journey. It's been woven into everything from enterprise learning strategies to year-end reviews and leadership coaching. In 2025, we'll go further, embedding MEET into onboarding, succession planning, supporting our employees' development with our Xerox Learning Central platform to ensure our culture scales as we grow.

At Xerox, culture change is not about grand declarations; it's about consistent, collective action. As we simplify processes, streamline the way we work, and reinvent how we deliver value to our clients, partners, communities and shareholders, we're doing so with culture as our compass. Every improvement is grounded in purpose, designed to make Xerox more agile, people-centered, and future-ready.



Our cultural evolution will be further strengthened in 2025 by the integration of Lexmark, bringing together two legacy-rich organizations with shared values around innovation, accountability, and performance, enhancing our global talent base and reinforcing a unified, high-performance culture across the expanded enterprise.

We honor our legacy not by standing still, but by applying its lessons to what comes next. We're not just transforming how we do business, we're redefining who we are as a company. Culture remains our catalyst, our differentiator, and our greatest opportunity to build a Xerox that leads with character, scales with intention, and thrives with purpose.

[Explore the benefits of the Lexmark acquisition more.](#)



Xerox leadership create opportunities to listen, align, collaborate and push our vision forward.





Materiality at Xerox

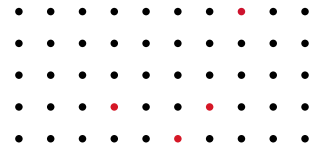
In order to understand the internal and external impacts, risks, and opportunities which are most impactful to our company and stakeholders, we periodically perform a materiality assessment.

In 2024, we engaged a third party to help us conduct an extensive double materiality assessment, ensuring a transparent and unbiased approach. Performing these assessments not only enhances trust and credibility but also helps our investors, clients, and analysts understand the risks and opportunities of the business.

We engaged a wide set of internal and external stakeholders who provided feedback on the significance of potentially relevant topics. These results provide a framework to enable us to develop strategies for a resilient business that are aligned to stakeholder expectations.

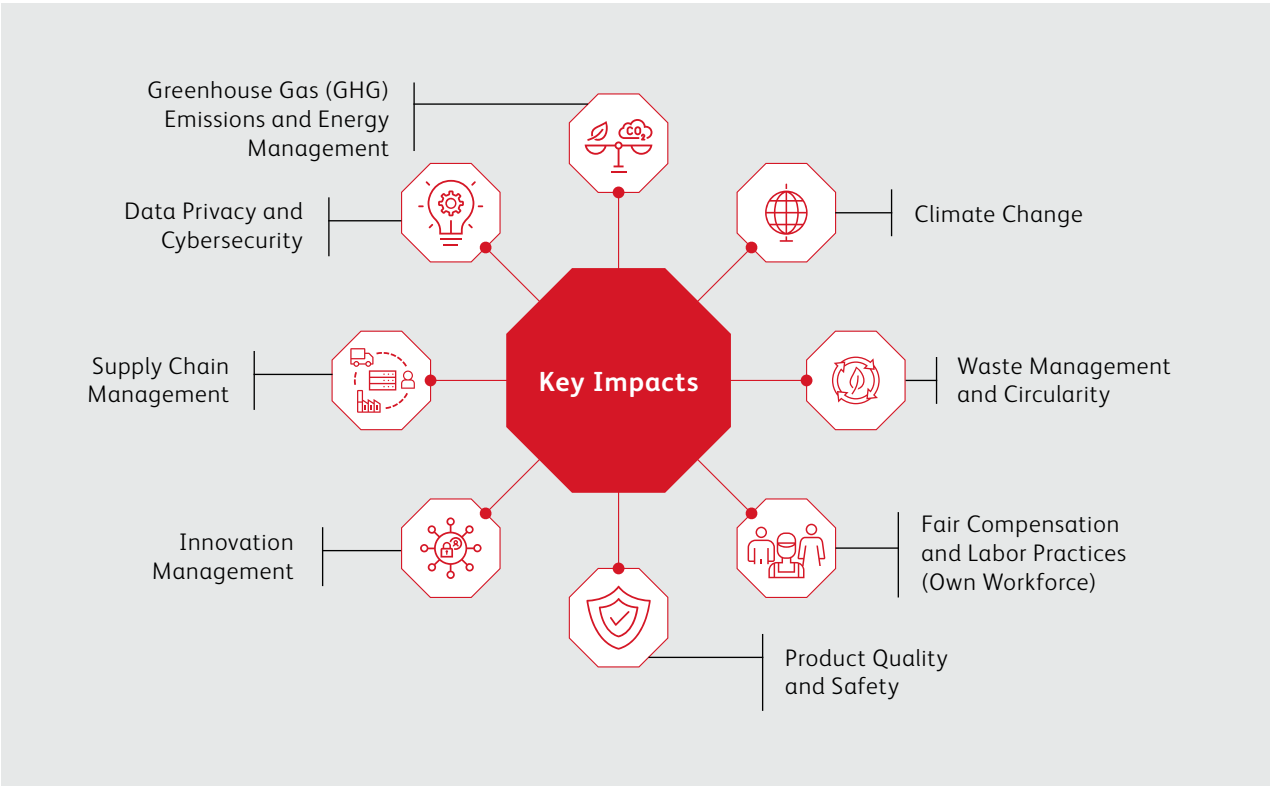
With the Lexmark acquisition, we will be updating our assessment. These assessments and subsequent disclosures are a significant advancement in our corporate sustainability strategy, fostering greater accountability and encouraging more sustainable business practices at our company.

[Explore materiality at Xerox.](#) 



DOUBLE MATERIAL TOPICS

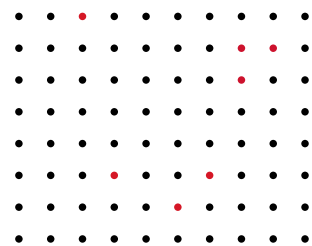
Topics that met both financial and impact materiality thresholds.





Innovation and Transformation in the Modern Workplace

In response to the rapidly evolving demands of the modern workplace, shaped by digital transformation, shifting workforce expectations, and global challenges such as climate change, cybersecurity threats, and supply chain disruptions, we continue to deliver a robust portfolio of solutions. These solutions are designed to enhance productivity, reduce complexity, and support sustainable growth.



Innovation is central to our Reinvention, particularly in how we empower **small and mid-sized businesses** (SMBs) and large enterprises to navigate today’s complex digital landscape. With over 200,000 SMB clients, we are democratizing access to advanced technologies like Artificial Intelligence (AI), Robotic Process Automation (RPA), and cybersecurity through scalable, service-based models. These offerings help organizations that lack in-house expertise or capital to defend against threats such as ransomware and to modernize their operations.

In the enterprise space, our company is leveraging its deep experience in document and data management to help clients harness diverse data types, from paper and digital files to video, voice, and sensor data. We focus on making data actionable and secure, embedding AI into workflows to enhance decision-making and compliance.

STAKEHOLDER-DRIVEN INNOVATION

Xerox actively engages stakeholders across its ecosystem to drive innovation that aligns with sustainability and social responsibility goals. Through initiatives like our Verified Carbon Neutrality Service and AI-powered CareAR platform, Xerox collaborates with clients to co-create solutions that help reduce environmental impact and enhance operational efficiency. We also conduct double materiality assessments with external partners to ensure its innovation strategies reflect stakeholder priorities,

including climate action, ethical technology use and data privacy. This inclusive approach ensures that our innovations are technologically advanced and designed with social and environmental responsibility in mind.

By focusing on the end-user experience for clients, employees, and partners, our organization is redefining productivity in a hybrid work environment. Our long-standing expertise in secure data handling, combined with a forward-looking approach to digital transformation, positions us as a key enabler of innovation for organizations facing rising costs, labor shortages, and increasing technological complexity.

SAFEGUARDING TRUST IN A DIGITALLY TRANSFORMED WORLD

As digital imaging and color printing technologies evolve, so too do the risks associated with document counterfeiting. In response, Xerox integrates advanced anti-counterfeiting measures into its solutions and collaborates with government and law enforcement agencies globally to assess and mitigate emerging threats. This proactive approach reflects our broader commitment to secure innovation, ensuring that as we empower organizations to modernize and digitize, we also help protect the integrity of their information. By embedding security into the fabric of our technologies and services, Xerox reinforces trust in an increasingly complex and interconnected digital environment.





REIMAGINING WORK: 2024 BREAKTHROUGHS

In 2024, Xerox introduced a comprehensive suite of innovations designed to meet the evolving needs of hybrid workplaces. Central to this rollout are the new Xerox® AltaLink® C8200 and Xerox® AltaLink® B8200 Series multifunction printers, which streamline document workflows through features like document summarization, workflow customization, and Adaptive Learning. These devices help reduce manual errors, minimize unnecessary output, and support environmentally responsible printing practices.

We have also expanded our [digital services portfolio](#), including cloud-based platforms, workflow automation tools, and hybrid workforce support. Technologies such as Xerox® ConnectKey®, Xerox® Workplace Cloud, Xerox® DocuShare Go Content Management Platform, and a growing library of productivity apps enable seamless collaboration between physical and digital environments. These tools simplify device management, enhance user experience, streamline workflows, and reduce IT overhead, particularly for remote and distributed teams.

Security and sustainability remain core priorities. Our secure infrastructure, managed IT services, and analytics dashboards ensure data protection and operational resilience. At the same time, initiatives such as ENERGY STAR® - certified devices, enhanced recycling programs, backfile scanning capabilities, digital mailroom services, and workflow automation services that leverage intelligent document processing help clients reduce paper usage and carbon emissions. The latest version of [Xerox® Easy Assist App](#) and the sustainability view in the [Xerox® Capture & Content Services](#) dashboard provide actionable insights into environmental performance.

Among the standout innovations is Xerox® DocuShare® Go Digital Mail Solutions, a cloud-based platform that reimagines the traditional mailroom. By digitizing inbound mail at the point of entry, it eliminates manual handling, streamlines document routing, and enables automated workflows. This modern approach not only accelerates access to critical information but also empowers remote and hybrid teams with seamless, secure collaboration. This solution provides a smarter, more agile mailroom that reduces physical storage needs and supports both operational efficiency and sustainability goals. See the feature below.



Xerox is driving innovation in the areas where our clients need it most. With our focus on user experience, comprehensive hardware and software security, new tools will help increase client productivity and support a secure and sustainable work environment in the hybrid workplace.

Terry Antinora,
Senior Vice President,
Head of Product and Engineering



Together, these innovations reflect our commitment to delivering secure, efficient, and sustainability-focused solutions that empower clients to modernize operations and thrive in a digitally connected world. Through continuous innovation across hardware, software, and services, our organization remains a trusted partner for organizations navigating the future of work. Our solutions are designed not only to meet today's challenges but also to build a more efficient, secure, and sustainable workplace for tomorrow.



The third annual Discover Your Digital Future event at Gillette Stadium in Foxborough, Massachusetts, focused on showcasing our Production, Software and IT Services capabilities.

Digital Services Feature

Accelerating Digital Transformation with Xerox® DocuShare® Go Digital Mail Solutions

In 2024, we expanded our digital services portfolio with the launch of [Xerox® DocuShare® Go Digital Mail Solutions](#), a cloud-based solution built on the [DocuShare® Go Content Management](#) platform.

This cloud-based Software as a Service (SaaS) solution modernizes legacy inbound mail operations by transforming traditional mailrooms into intelligent digital hubs. It captures physical mail at the point of entry, converts it into secure digital content, and instantly routes it to the appropriate recipients, departments, or workflows, streamlining operations and boosting productivity across hybrid work environments.

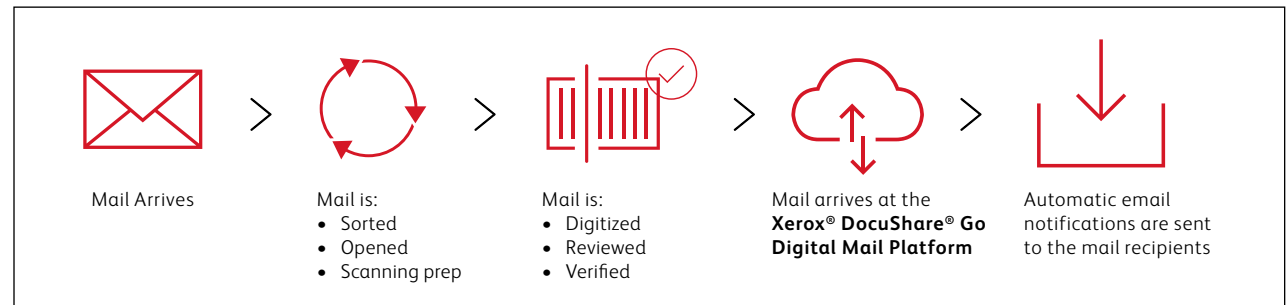
By eliminating manual inbound mail handling and paper-based routing, organizations can digitize mailroom operations without disrupting existing infrastructure. This streamlines administrative processes and enhances responsiveness for distributed teams, significantly reducing paper usage, physical storage requirements, and energy consumption. It delivers measurable sustainability benefits while accelerating access to critical information for faster decision-making and improved service delivery.

Xerox® DocuShare® Go Digital Mail Solutions provides secure, cloud-based access to digitized mail with built-in governance, audit-ready controls, and compliant disposal protocols. These features ensure sensitive information is handled ethically and transparently, supporting regulatory compliance and accountability throughout the document lifecycle.

As part of Xerox's broader Enterprise Content Management (ECM) strategy, DocuShare Go enhances the digital mail experience with advanced AI capabilities that make mail handling smarter and more efficient. AI-powered capture and data extraction enable intelligent classification and indexing of incoming mail. AI Search helps users quickly locate relevant content within their digitized mail, and AI Summarization distills key insights from documents, supporting faster decisions and reducing the time spent reviewing content.

These innovations bring intelligence and automation to every step of the inbound mail process, helping organizations boost agility, reduce costs, and support more sustainable business practices. DocuShare Go Digital Mail Solutions reflects Xerox's focus on responsible innovation, helping clients streamline information management with secure, compliant tools designed to support operational efficiency and sustainability goals.

[Explore more digital solutions.](#)



Our Evolving Production Ecosystem



Demonstrating Xerox® Iridesse® Production Press innovations at PRINTING United.

We continue to lead the production print industry through a holistic ecosystem that integrates advanced technology, automation, and service innovation. This ecosystem is designed to enhance operational efficiency and empower clients to grow responsibly, diversify their offerings, and reduce waste through smarter workflows. By combining hardware, software, and services into a unified platform, our company helps organizations transition from traditional print operations to more agile, data-driven, and environmentally conscious production environments.

Recent innovations across our hardware portfolio reflect this commitment to progress. The redesigned Xerox® PrimeLink 9200 Series delivers production-grade performance in a compact footprint, while the Xerox® Versant® 280 Press and Xerox® Versant® 4100 Digital Press incorporate AI-driven automation and advanced color management to reduce manual intervention and improve consistency. The Xerox® Iridesse® Production Press continues to set the standard for specialty print, with enhancements such as fluorescent pink extended gamut and new profiling technologies that enable clients to produce high-impact, differentiated work with fewer resources.

Our software solutions further support sustainable growth and digital transformation. Xerox® FreeFlow® Core introduces new workflow accelerators that automate complex finishing tasks, reducing energy use and human error. FreeFlow Vision Connect provides real-time analytics to help clients optimize production and minimize downtime. Meanwhile, XMPie StoreFlow Cloud offers a scalable, cloud-based web-to-print platform that enables businesses of all sizes to expand into e-commerce and personalized marketing with minimal infrastructure. These tools improve productivity while also supporting more sustainable business models by reducing waste and enabling just-in-time production.

Our production ecosystem enables clients to operate more efficiently, sustainably, and competitively. Through continuous innovation, responsible service practices, and a deep understanding of client needs, our company is helping shape a more resilient and forward-thinking print industry.

[Explore our production eco-system.](#)



Data Analytics Feature

Verified Carbon Neutrality Service (VCNS) for Managed Print



In 2024, we launched our Verified Carbon Neutrality Service, a groundbreaking addition to our [Managed Print Services](#) (MPS) portfolio. Developed to the International Organization for Standardization (ISO) 14068 carbon neutrality standard and verified by an independent third party, this service empowers organizations to measure, reduce, offset, and report the environmental impact of their print infrastructure. Through a user-friendly dashboard and global data integration, clients gain full visibility into emissions across the entire print life cycle, from manufacturing and delivery to usage and end-of-life.

This service responds to the growing demand for sustainability accountability, with 69% of organizations seeking suppliers that help measure environmental impact, according to Quocirca¹. The offering includes a tailored carbon reduction plan, leveraging print management, recycling, and remote service strategies. Clients also benefit from [Xerox® MPS Advanced Analytics](#), which provides real-time insights and a dedicated Sustainability View to track progress against environmental key performance indicators (KPIs).

By simplifying the path to carbon neutrality, we help clients meet regulatory requirements, reduce costs, and enhance brand reputation by enabling them to credibly claim carbon neutrality without the complexity. It's a powerful step forward in helping businesses align operational efficiency with environmental responsibility.

[Explore our Verified Carbon Neutrality Service.](#)



Embracing carbon neutrality helps organizations contribute to global efforts to combat climate change, while also offering tangible benefits in terms of regulatory compliance, cost savings, and market opportunities. We continue to make strides in our net zero by 2040 roadmap and are dedicated to building a more sustainable business for our employees and clients. We're proud to bring this first-of-its-kind service to our clients as we support them in meeting their business and sustainability goals.

Steve Bandrowczak,
Chief Executive Officer



¹ [Quocirca Print Sustainability Trends 2023.](#)

Feature on AI

AI in Our Reinvention Journey: Driving Responsible Innovation and Reinvention



We are embedding artificial intelligence (AI) at the heart of our Reinvention strategy, using it to simplify processes, enhance productivity, and drive innovation across every function of the business. From marketing and HR to product development and client service, AI is being adopted as a catalyst for enterprise-wide transformation. Internally, we apply the same technologies – AI, RPA, and network-as-a-service – to streamline our own processes, then extend those innovations to clients.

A key pillar of our approach is responsible and ethical AI adoption. We have established a comprehensive governance framework, including an AI Council, to ensure AI use is transparent, secure, and aligned with legal and ethical standards. This is supported by a formal generative AI policy, employee training programs, and the rollout of Microsoft Copilot Enterprise, which empowers employees to explore AI tools safely and effectively. Tools like Copilot are already delivering measurable productivity gains, what once took hours now takes minutes.

We are leveraging AI to improve uptime and efficiency through predictive analytics and intelligent document processing. Innovations like the Xerox® Intelligent Filer App and AI-assisted Xerox® AltaLink® Printers are transforming document workflows, blending physical and digital processes seamlessly. AI also plays a critical role in securing data, validating its origin and integrity, and enabling smarter automation across our services.

At the strategic level, our CEO Steve Bandrowczak and other leaders have highlighted AI's role in navigating the convergence of the physical and digital worlds. AI is also enabling us to deliver smarter, more adaptive solutions to our clients and partners.

Ultimately, we view AI as a foundational technology that will shape the future of work. By fostering a culture of exploration, collaboration, and ethical innovation, we are positioning ourselves, and our clients, for success in an increasingly complex and data-driven world.



We are accelerating the deployment of strategic AI solutions across the company. This initiative is not just about technology. It is about empowering every team, every function and every employee with smarter tools and greater insights to deliver exceptional results and outcomes for our clients and partners.

Louie Pastor,
President and Chief Operating Officer



[Explore our AI and data solutions.](#)





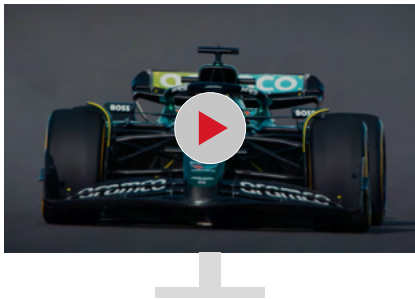
Innovation in Motion: Xerox and Aston Martin Aramco Formula One® Team Partnership

In 2024, we announced a multi-year partnership with the Aston Martin Aramco Formula One™ Team - uniting two legacy brands with a proven commitment to innovation and excellence. This collaboration goes far beyond high-performing engineering; it's a bold stride toward shaping a more connected and sustainable future. As we evolve to meet the demands of the digital-first world, our partnership reflects a shared vision to drive meaningful impact through technology and purpose-driven leadership.

In evaluating sponsorship opportunities, we prioritized sustainability and broader ESG considerations, selecting Aston Martin Aramco for its robust commitment to responsible operations. Their 'Make a Mark' strategy exemplifies leadership in environmental stewardship, community engagement, and inclusion, and aligns seamlessly with our long-standing focus on reducing environmental impact, empowering communities, and supporting the next generation of Science, Technology, Engineering, and Mathematics (STEM) innovators.

This partnership doesn't just elevate global brand awareness - it activates shared values at every level. We will contribute directly to Aston Martin Aramco's digital infrastructure, delivering smart, connected solutions such as Managed Print Services for real-time telemetry, CareAR for remote collaboration, and data-driven personalization. We will also collaborate on STEM initiatives that fuse the excitement of Formula 1 with real-world learning experiences for students worldwide.

Ultimately, this partnership highlights the transformative power of innovation, not only to perform at the highest levels, but to accelerate progress across industries and communities. Together, we and Aston Martin Aramco are driving toward a future where sustainability, education, and technology work in harmony to create lasting change.

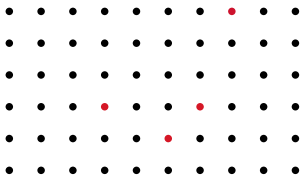


Our volunteers support a Make a Mark STEM-based challenge



Transforming the Service Experience Through Innovation

We are transforming the client experience through predictive service models, remote diagnostics, and augmented reality support. This improves client satisfaction and reduces operational costs.



Our vision for service is centered on delivering a seamless, intelligent, and proactive client experience by leveraging advanced technologies like AI and automation. We aim to:

1. Simplify the client journey – making interactions more intuitive, linear, and connected.
2. Enhance self-service capabilities – through tools like the AI-powered “Solver,” which provides real-time, guided support.
3. Reduce service disruptions – by keeping devices running efficiently and minimizing the need for direct intervention.
4. Integrate support across platforms – ensuring clients can access help from multiple touchpoints, including web portals and mobile apps.
5. Use data to improve outcomes – by analyzing service interactions to continuously refine and personalize support.

As the workplace continues to evolve, we are redefining the service experience to meet the demands of a hybrid, always-on world. Traditional break-fix models no longer align with the expectations of today’s clients, who require fast, flexible, and intelligent support. Our service strategy is built on innovation, connectivity, and proactive engagement, ensuring maximum device availability and client satisfaction.

With 99.94% device uptime, we leverage AI, remote monitoring, and predictive analytics to resolve issues before they impact productivity. Our connected devices self-monitor, order supplies, and provide real-time diagnostics, while our Digital Experts offer support through clients’ preferred channels, including chat, phone, and augmented reality.

Meanwhile, self-service tools, such as the [Xerox® Easy Assist App](#), the Solver AI-powered virtual assistant, and our extensive online knowledge base, empower users to resolve issues independently. Our AI-driven service delivery platform continuously learns from global data to recommend optimal solutions, enhancing both remote and on-site support. This approach improves operational efficiency while also supporting our sustainability goals by reducing truck rolls and carbon emissions.





CareAR: AUGMENTED REALITY FOR SMARTER, SUSTAINABLE SERVICE

Our CareAR integration represents a breakthrough in remote service delivery. With CareAR’s augmented reality capabilities, we significantly reduce the need for on-site visits, cutting emissions and improving response times. This platform enables support experts to visually diagnose and resolve issues in real time, reducing downtime and enhancing client satisfaction.

Since 2022, CareAR has helped avoid over 237,000 on-site visits, saving more than 2.38 million kg of CO₂ emissions, equivalent to the CO₂ absorbed by over 119,470 trees*. Clients benefit from faster resolutions, improved device uptime, and intuitive, secure support experiences. Remote experts guide users through maintenance and troubleshooting in real time, ensuring swift issue resolution, and when on-site service is necessary, technicians arrive fully informed and equipped to complete the task efficiently.

2024 Impacts of CareAR



87,000

dispatches avoided

926,629 kg

GHG emissions avoided
(through remote diagnosis and
remote solve with CareAR)

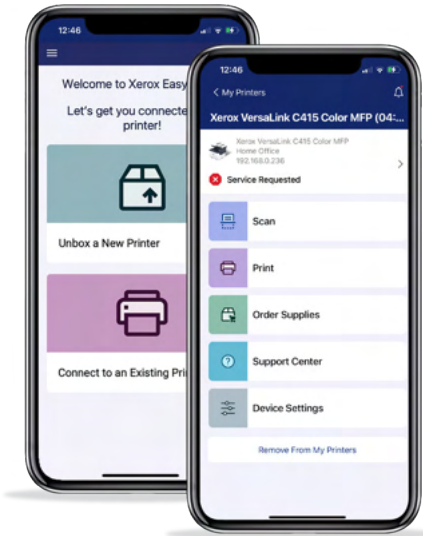
CareAR exemplifies our commitment to innovation, operational efficiency, and environmental responsibility in the service experience. We are dedicated to delivering a responsive, intelligent, and sustainable service experience to help keep clients productive, connected, and confident in every interaction.

AI-POWERED, ALWAYS-ON SUPPORT

As we continue to embrace AI technology in service, we introduced “Solver,” an AI-powered virtual assistant, to transform and simplify the client service experience. Launched in 2024, Solver is active in 18 countries and six languages. It integrates seamlessly with our platforms like the Easy Assist App, providing real-time, guided support by diagnosing device faults and offering immediate solutions or routing to human agents when necessary. Integrated with the Genesys platform, Solver reduces service desk calls, keeps machines running, and ensures faster, more intuitive support, reflecting our commitment to a streamlined, connected, and AI-enhanced client journey.

[*Winrock Calculator](#)

[Explore CareAR more.](#)



The Xerox® Easy Assist App





Service Innovation Feature

Driving Positive Environmental and Social Impact Through Smarter Service

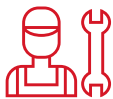
By leveraging CareAR Assist Software and remote diagnostics, we avoided over 87,000 on-site visits in 2024, enabling the avoidance of more than 926,629 kg GHG emissions.



Empowering Clients with Self-service Tools: Our intuitive apps, knowledge bases, and AI-powered support empower users to resolve issues independently, reducing downtime and enhancing digital literacy and autonomy in the workplace.



Proactive Maintenance Reduces Waste: Predictive analytics and automated supply management minimize unnecessary part replacements and consumable waste, supporting more sustainable device lifecycle management.




Improved Workforce Efficiency and Satisfaction: Augmented reality tools like CareAR enhance technician preparedness and reduce time spent on-site, improving job satisfaction, knowledge sharing, and the effectiveness of both new and experienced service personnel.



Inclusive, Accessible Support Experiences: Multi-channel support, including chat, phone, and AR, ensures that clients of all technical skill levels can access help in a way that suits them, fostering a more inclusive and responsive service environment.



The French service delivery team demonstrates how AI is used to quickly resolve a client service event and proactively diagnose and rectify future issues to sustain device availability.

[Explore service experience at Xerox.](#) 



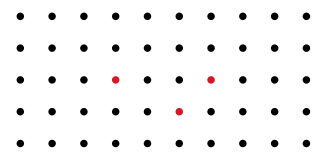
The Power of Our Partners

Expanding Reach, Driving Growth

Within our organization, our more than 9,000 partners across the globe are central to our Reinvention and long-term growth strategy.



 Present in
148+
countries



We strive to build a framework for our partners to set them up for success as we drive gain share and mix shift toward high-growth IT, digital services, and adjacent markets. Our partners are essential to scaling our reach and delivering value where our clients need it most. With a \$4.7 trillion global IT market and an addressable segment 10 times the size of our traditional print business, the opportunity is vast and growing. But we can't capture it alone.

Our partners bring local expertise, agility, and trusted relationships that allow us to serve clients more effectively and efficiently. From value-added resellers and managed service providers to global distributors, each plays a unique role in delivering the experience we promise. This model not only extends our footprint but also lowers cost-to-serve and accelerates innovation.

In 2025 and beyond, we'll continue to do what it takes to become the partners' partner of choice and make key investments in partner enablement and strengthened collaboration. Together, we will prioritize markets where our brand is strong and our solutions are relevant. Together, we're meeting clients where they are and how they prefer, with the right solutions, delivered through the right channels, at the right time.

[Explore our Partner Portal.](#) 

PARTNERS AT THE CORE: SCALING WITH PURPOSE AND PRECISION

Our partner ecosystem is also a strategic growth engine. As we pursue our gain share and mix-shift strategy, partners are central to expanding our reach, accelerating innovation, and delivering value at scale. We present our value proposition through five core pillars: the strength of our brand, a high-performance portfolio, unmatched skills and enablement, mutual profitability, and a shared commitment to sustainability.

Today, 75% of our print units are sold through partners, and our software and services are increasingly moving through this channel. With a presence in 145+ countries and a sale every 12 seconds, we are building a high-frequency, high-scale business that demands seamless, Business-to-consumer (B2C)-like experiences. That's why we're investing in tools like Xerox Partner Connect, Xerox Learning Central, and Partner Score. These are platforms that enable real-time feedback, performance insights, and continuous training tools committed to our partners' growth.

We are redesigning how we support our partners, expanding our footprint, and executing with urgency, because we know our success is inseparable from theirs. Together, we're not just growing, we're reinventing the future of work.



EMPOWERING PARTNERS TO GROW AND DELIVER MORE

In 2024, we deepened our commitment to partner success through immersive events like Production Print Week in London and the North America Channel Partners Summit in New York. These events brought together hundreds of dealers, agents, and resellers to explore our latest AI-powered innovations. New enhancements to the Iridesse® and Versant® Presses, along with FreeFlow® Vision Connect, empower partners to deliver smarter, faster, and more sustainable print solutions. By simplifying complex tasks and enabling automation, we help partners and their clients reduce waste, optimize energy use, and improve workflow efficiency, supporting both business growth and positive environmental and social outcomes.



In 2024, the Power of Collective Program drove significant expansion in our cloud and print services with partners. Prioritizing security, sustainability, and productivity, the program achieved a 43% boost in Workplace Cloud licenses and a 23% increase in MPS revenue. The utilization of Managed Print Services (MPS) Advanced Analytics also grew fourfold as more partners used data to help clients save time and reduce environmental impact.

[Explore our Partner Program.](#)





Awards, Certifications, and Recognition

At Xerox, our commitment to corporate social responsibility (CSR) and sustainability is reflected in the recognition we continue to receive from respected industry and community organizations. These accolades highlight our enduring leadership in environmental stewardship, ethical business practices, innovation, and in fostering a connected workplace that embraces the unique contributions of our global workforce.



BLUE ANGEL

87% of our office products launched in Europe are Blue Angel certified, reflecting our achievement of stringent requirements for chemical emissions, materials selection, recyclable design, and energy.



CDP A LIST

We were rated 'A' for climate change transparency and performance by CDP on environmental disclosures, which champions the need for high-quality environmental data as the foundation of a net-zero, nature-positive future.



CDP SUPPLIER ENGAGEMENT

We were recognized for the third consecutive year for our proactive work with suppliers to ensure climate change action cascades down the supply chain through supplier engagement, governance, Scope 3 emissions accounting, and target-setting.



DISABILITY IN 2024 BEST PLACES TO WORK FOR DISABILITY INCLUSION

Our company has been recognized by Disability IN as one of the "2024 Best Places to Work for People with Disabilities." We received a top score of 100 out of 100 on the Disability Equality Index.



ECOVADIS

This assessment measures the quality of a company's sustainability management system through its policies, actions, and results across environment, labor and human rights, ethics, and sustainable procurement. As a Silver Medal recipient, we are in the 92nd percentile across all companies in all industries.



ENERGY STAR® PARTNER OF THE YEAR AWARD FOR SUSTAINABLE EXCELLENCE

We received the highest honor from the U.S. Environmental Protection Agency (EPA) and the U.S. Department of Energy's premier recognition for demonstrating best practices promoting energy savings across the organization. [Read more.](#)



EPEAT®

EPEAT identifies electronic equipment that meets specific environmental criteria for design, production, energy use, and recycling, with ongoing independent verification. We were the first imaging equipment manufacturer with EPEAT-registered products in Europe, and one of two early adopters of the new EPEAT Climate+ module at the time of launch. We sell EPEAT products in 13 countries. [Read more.](#)



KEYPOINT INTELLIGENCE BLI 2024 SMART SOFTWARE LINE OF THE YEAR AWARD

We were recognized for our exceptional portfolio of applications, software, and services that help solve modern workplace challenges. [Read more.](#)



Awards, Certifications, and Recognition



TERRA CARTA SEAL

The Seal recognizes our innovation and commitment to creating genuinely sustainable markets that align with the Terra Carta recovery plan for Nature, People, and Planet, launched in January 2021 by King Charles II.



QUOCIRCA SUSTAINABILITY LEADER

For the third consecutive year, we were rated as the strongest in the print industry for our completeness of offerings in the 2024 Quocirca Sustainability Report. This report evaluates companies' approaches to customer enablement and support for reducing carbon footprints. [Read more.](#)



VETS INDEXES 3-STAR EMPLOYER

We earned the designation of VETS Indexes 3-star Employer in April 2024. This award recognizes our commitment to recruiting, hiring, retaining, developing, and supporting veterans and the military-connected community.

KING'S TRUST PARTNERSHIP RISING STAR AWARD

We received the 2024 King's Trust Partnership Rising Star Award for raising over £100K and engaging 400+ employees in initiatives like the Palace2Palace and Million Makers challenge. [Read more.](#)

PRINTING UNITED ALLIANCE 2024 PINNACLE PRODUCT AWARD FOR TECHNOLOGY

The Xerox® FreeFlow® Vision Software and Xerox® FreeFlow® Vision Connect Software were selected for this award which honors innovative products and technologies in the printing industry.

QUOCIRCA'S GLOBAL PRINT SECURITY LANDSCAPE 2024 REPORT

We were named a leader for our strengths in managed print services, advanced security assessments, and AI-powered tools like Workflow Central's Protect app. [Read more.](#)

QUOCIRCA'S CLOUD PRINT SERVICES 2024 LANDSCAPE REPORT

We earned praise for our secure, AI-driven cloud platform, zero-trust approach, and advanced analytics. The report highlights Xerox® Workplace Cloud as one of the most mature, feature-rich platforms available. [Read more.](#)

QUOCIRCA'S MPS 2024 LANDSCAPE 2024 REPORT

We were named a top leader for the 15th consecutive year, highlighting our continued excellence in supporting hybrid and remote work environments. Recognized for our robust MPS offerings, we are distinguished by our focus on workflow automation, sustainability, and security. [Read more.](#)

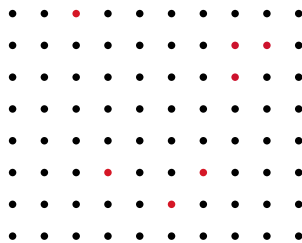
[Explore recognition and awards in our timeline.](#)





Governance for a Responsible and Resilient Future

At our organization, strong governance is the foundation of our commitment to responsible leadership, ethical business practices, and long-term value creation. Guided by an experienced Board of Directors, we continue to evolve our governance framework to support strategic transformation, stakeholder engagement, and risk resilience. Our governance practices reflect not only our legacy of innovation and corporate citizenship, but also our forward-looking approach to navigating a rapidly changing global landscape.





OUR BOARD OF DIRECTORS: COMPOSITION AND SELECTION

Building on our strengths as a responsible corporate citizen, the Xerox Board of Directors represents shareholders' interests by providing independent oversight and strategic guidance in the operation of a successful and forward-looking business. 78% of our directors are independent, as defined by our Corporate Governance Guidelines, ensuring objective evaluation of management decisions and alignment with long-term shareholder value.

[Read more on Board independence.](#)



The composition of our Board reflects the evolving needs of our business as we continue our transformation into a services-led, software-enabled company. Directors are selected through a rigorous process led by the Corporate Governance Committee, which evaluates candidates based on their expertise, experience, independence, and alignment with our strategic direction. In 2024, we continued to strengthen the Board with leaders from sectors such as cybersecurity, IT infrastructure, and digital innovation, including chief technology officers from Dell and Mastercard, and the former chief executive officer of Verizon Business Group. This experienced and independent Board is well-positioned to guide our growth while upholding our legacy of ethical governance and corporate responsibility. [Read more.](#)



Flor Colón, chief legal officer and corporate secretary (left), hosts a panel discussion with our new board members.

CORPORATE GOVERNANCE

Our Corporate Governance Guidelines illustrate our Board's enduring commitment to monitoring the effectiveness of policy and decision-making at both the Board and management levels. These guidelines are reviewed annually by the Corporate Governance Committee and are subject to modification by a majority of independent directors to ensure continued alignment with shareholder interests and ethical standards.

In 2024, our governance practices were further strengthened to support our strategic pivot toward IT services and digital solutions. The CEO's active engagement in Board education and leadership development underscores our belief that strong governance is foundational to long-term value creation. Our Board remains focused on overseeing the execution of strategies that enhance shareholder value while upholding the highest standards of legal and ethical conduct.

[Read more.](#)

RISK MANAGEMENT

At our company, risk management is embedded in how we build resilience, ensure transparency, and navigate change. In 2024, we responded to economic volatility, supply chain disruption, and shifting regulations through actions such as the temporary suspension of dividends and the strategic acquisition of Lexmark to strengthen our long-term position and reduce debt. Our enterprise risk management (ERM) framework guides how we assess and address financial, operation, and emerging risks across the company.

Risk oversight is led by the Board and its Audit Committee, with focus on areas such as cybersecurity, ESG disclosures, and regulatory compliance. We continued to prepare for evolving requirements, including the EU Corporate Sustainability Reporting Directive (CSRD) and California climate rules, whilst expanding data collection from suppliers. Risk insights are integrated into planning and decision-making to support ethical governance, sustainable operations, and long-term value for our stakeholders.



Six New Candidates Elected to Our Board of Directors



As part of our continuous Reinvention journey, we announced in May 2024 the election of six exceptional new candidates to our Board of Directors at the Annual Meeting of Shareholders. The members, who collectively bring extensive technology, product, and operations expertise, are:



Amy Schwetz, Senior Vice President and Chief Financial Officer, Flowserve



John Roese, Global Chief Technology Officer, Dell Technologies



Edward McLaughlin, President and Chief Technology Officer, Mastercard



Priscilla Hung, Former President and Chief Operating Officer, Guidewire Software



Tami Erwin, Former Executive Vice President and Group CEO, Verizon Business Group



John Bruno, Chief Executive Officer of the National Veterinary Associates Group and former President and Chief Operating Officer, Xerox

Our Reinvention journey is informed by macro trends, client feedback, employee feedback, and the realities of the market and the world around us. It focuses on repositioning our company for long-term, sustainable growth as a category leader in workplace and workforce productivity solutions, and ultimately, as our clients' partner of choice. These candidates for election to our Board of Directors were chosen for their wealth of experience and innovative perspectives, which will be instrumental as we continue our Reinvention. Their seasoned leadership and expertise will help ensure our company remains at the forefront of industry innovation and advancement as a services-led, software-enabled provider of workplace solutions.

[Meet our Board.](#)



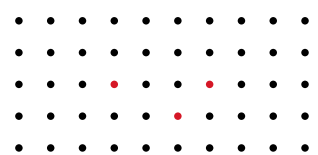


Business Ethics and Compliance

Our Commitment to Ethical Conduct and Safe Reporting



At Xerox, every employee and partner plays a vital role in upholding our commitment to integrity. We provide multiple channels for reporting concerns and protect those who report in good faith from retaliation.



By fostering a culture of accountability and adhering to our Code of Business Conduct, we help prevent, detect, and address potential violations, ensuring our success is built on ethical practices and compliance with corporate governance standards.

SPEAKING UP – REPORTING CONCERNS AND OBTAINING GUIDANCE

At our organization, we foster a culture where speaking up is encouraged and protected. Employees, suppliers, and clients can report suspected ethics and compliance concerns to their managers/supervisors, Human Resources, Corporate Security, the Office of General Counsel, and the Business Ethics and Compliance Office. The Business Ethics and Compliance Office maintains a variety of channels to report concerns and obtain guidance, including the [Xerox Ethics Helpline](#), which is available 24/7 globally in multiple languages via phone or web. Reports can also be submitted by email or postal mail.

We maintain a strict non-retaliation policy: no employee will face retaliation for making a good-faith report, regardless of the investigation outcome. Allegations are assessed and investigated using a consistent, formal process. The Business Ethics Office oversees all cases, ensuring timely, objective investigations and appropriate actions, including disciplinary measures or policy changes. Trends and outcomes are tracked to strengthen our ethical culture and prevent future issues.

[Explore speaking up more.](#)

POLICIES

Our corporate staff and functional experts are responsible for developing and maintaining policies relevant to their areas, ensuring alignment with business needs and legal requirements. While the Code of Business Conduct outlines key principles, it is not exhaustive, and our policies may provide greater detail. Employees and certain individuals working on our behalf must annually certify their compliance with our Code.

We proactively manage risk through periodic ethics and compliance risk assessments guided by U.S. Department of Justice standards. These assessments, integrated into our Enterprise Risk Management process, help identify and mitigate risks across areas such as cybersecurity, financial controls, and environmental safety.

Our Anti-Bribery/Anti-Corruption (ABAC) program strictly prohibits bribery, including facilitation payments, and includes annual training and policy enforcement. We also maintain robust Anti-Money Laundering (AML), sanctions, and export control compliance programs, screening third parties, and requiring contractual adherence to our standards. Annual certifications from key partners reinforce our global commitment to ethical, lawful conduct.

[Explore policies and governance practices more.](#)



ORGANIZATION AND LEADERSHIP

Our Ethics and Compliance Program is led by a dedicated team committed to fostering a culture of integrity across all levels of the organization. Oversight is provided by the Chief Ethics Officer, who also serves as Chief Legal Officer and Corporate Secretary. This role reports directly to our Chief Executive Officer and has a dotted-line reporting relationship to the Audit Committee of the Board of Directors. The Business Ethics and Compliance Office, under the authority of the audit committee chair, coordinates with corporate and regional leaders to implement and enhance ethics initiatives. The Business Ethics and Compliance Governance Board, composed of senior leaders across business units, meets quarterly to address emerging issues and promote global consistency, champion ethical behavior, encourage reporting, and support continuous improvement. This structure ensures that ethics and compliance are embedded in daily operations and decision-making, reinforcing our commitment to accountability, transparency, and responsible business conduct.

OUR ETHICS AND COMPLIANCE LEADERSHIP STRUCTURE

This structure reflects a strong, collaborative framework that supports ethical leadership and compliance across our organization globally, encompassing these key elements:

- The ethics and compliance program is overseen by the audit committee of the board of directors.
- The business ethics and compliance office is responsible for the ethics and compliance program and is led by our chief ethics and compliance officer, who also serves as chief legal officer and corporate secretary.
- The chief ethics and compliance officer has direct access to the audit committee of the board of directors, as well as the full board.

- The chief ethics and compliance office reports directly to our chief executive officer.
- The business ethics and compliance office works closely with the business ethics and compliance governance board, as well as business and functional representatives, to monitor the overall business environment at our company from a risk and compliance perspective.

MATTERS REPORTED TO THE ETHICS OFFICE	2024		2023		2022	
	NUMBER	PERCENTAGE	NUMBER	PERCENTAGE	NUMBER	PERCENTAGE
Accounting and Financial Improprieties ⁱ	25	9%	13	5%	7	2%
Business Integrity ⁱⁱ	60	21%	65	23%	35	12%
HR, Diversity, and Workplace Respect ⁱⁱⁱ	114	39%	106	37%	89	30%
Misuse, Misappropriation of Assets ^{iv}	9	3%	4	1%	23	8%
Safety and Security ^v	27	9%	32	11%	40	13%
General Information ^{vi}	23	8%	40	14%	86	28%
Other ^{vii}	32	11%	27	9%	21	7%
Total Matters Reported to the Ethics Office	290	100%	287	100%	301	100%

i. Financial improprieties, improper accounting practices, and insider trading.
ii. Antitrust, bribery, conflict of interest, data privacy, disclosure of confidential information, fraud, gifts, improper payments, and regulatory compliance.
iii. Discrimination, harassment, retaliation, compensation, leave of absence, accommodation, work environment, and other HR-related matters.
iv. Misuse of company information, issue on timekeeping, or inaccurate expense reporting and theft.
v. Safety violations, unsafe acts or unsafe conditions, work-place violence/verbal abuse and potential substance abuse.
vi. General information requests, rerouted customer inquiries, and external scams not involving Xerox employees.
vii. Product inquiry, policy inquiries, training/testing questions, duplicate reports, and all other matters.

Explore our organization and leadership structure.



OUR BUSINESS CODE OF CONDUCT: AT A GLANCE

SATISFYING CLIENTS




- Conduct sales and marketing activities with integrity
- Avoid conflicts of interest
- Respect gift and entertainment restrictions
- Be aware of special restrictions relative to government clients
- Safeguard client information

VALUING OUR EMPLOYEES



- Respect differences
- Prevent harassment and bullying; no violence or intimidation of any kind
- Welcome inclusivity
- Promote a safe and healthy workplace
- Prevent alcohol or substance abuse at work
- Protect privacy rights

ENSURING MARKET LEADERSHIP THROUGH TECHNOLOGY



- Use information systems and tools for business purposes
- Compete fairly
- Do not engage in bribes
- Abide by anti-money laundering laws

REQUIRING PREMIUM RETURN ON ASSETS



- Safeguard all company assets
- Maintain business records in accordance with creation and retention policies
- Protect intellectual property
- Prevent insider trading

DELIVERING QUALITY AND EXCELLENCE



- Exercise proper fiduciary control
- Abide by policies, procedures, and regulations
- Always ensure proper revenue recognition
- Do not create any side letters
- Follow protocols for external release of information
- Promote proper conduct and procedures throughout the supply chain

BEHAVING RESPONSIBLY AS A CORPORATE CITIZEN



- Respect human rights and the dignity of others
- Comply with laws prohibiting human trafficking
- Promote responsible community and charitable activities in accordance with policies
- Protect the environment

“

Our Code of Business Conduct provides the standards of integrity and compliance for Xerox. It reflects our commitment to a culture of ethics and compliance and provides the information we need to meet the company’s expectations for ethical behavior. Our Code guides and governs our actions and keeps our shared values at the forefront of everything we do. We have a collective responsibility to do the right thing, and each of us must champion our ethical culture.

Steve Bandrowczak, Chief Executive Officer at Xerox

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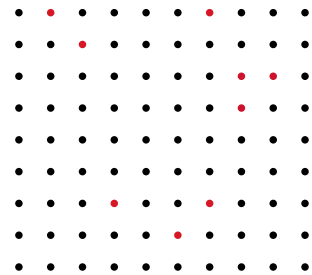


[Explore Our Business Code of Conduct.](#)





Trade Associations and Public Policy Engagement



TRADE ASSOCIATIONS

We are a member of various trade associations, coalitions, and industry organizations to advance our corporate purpose and promote the company’s business interests. We support groups representing a broad spectrum of views on industry and policy issues. While we may not always align with every public position taken by these organizations or their diverse members, we prioritize mission consistency and review our participation at least annually.

We prohibit trade associations from using our funds for independent expenditures or electioneering communications. We make reasonable efforts to determine the portion of our dues used for lobbying expenditures. Any non-deductible dues for tax purposes are disclosed in our quarterly federal lobbying reports.

ORGANIZATION NAME	DUES PAID	AMOUNT USED FOR NON-DEDUCTIBLE EXPENSES
American Benefits Council	\$20,000	\$5,400
Business Roundtable	\$150,000	\$36,000
Employees Retirement Income Security Act (ERISA) Industry Committee	\$60,000	\$6,000
Information Technology Industry Council (ITI)	\$125,000	\$21,875
National Association of Manufacturers	\$42,000	\$11,760
U.S. Chamber of Commerce	\$85,000	\$29,750
Washington Tax Group/Tax Reform Coalition	\$75,000	\$75,000
Total Dues Paid	\$557,000	\$185,785



EMPLOYEE PERSONAL
POLITICAL CONTRIBUTIONS

We encourage employees to engage in community and political activities aligned with their values, provided such activities comply with applicable laws. We do not discriminate based on employees’ chosen organizations. Per company policy, employees cannot be reimbursed, directly or indirectly, for their personal political contributions or expenses.

OUR CORPORATE POLITICAL CONTRIBUTIONS

We maintain a long-standing policy prohibiting the use of corporate treasury funds, assets, or anything of value for monetary or non-monetary contributions or expenditures, direct or indirect, to support or oppose the following, even where legally permitted, at international, federal, state, or local levels:

- Candidates running for government office, including presidential or judicial candidates
- Political committees and party committees
- Super PACs
- Internal Revenue Service (IRS) Section 527 groups
- Independent expenditure committees
- Ballot measure committees
- Electioneering communications

XEROX CORPORATION POLITICAL ACTION
COMMITTEE (XPAC)

XPAC, funded solely by voluntary employee contributions, is the only authorized channel for company-related political contributions. All contributions must be legally permissible and in the best interests of the company and its shareholders. XPAC evaluates candidates and committees based on:

- Candidate integrity and character
- Positions on key policy issues relevant to the company
- Support for us and our industry
- Commitment to the free enterprise system and U.S. competitiveness
- Willingness to collaborate on responsible public policy solutions
- Representation of areas with a significant Xerox employee or facility presence
- Leadership roles within their political party
- Electability
- Permissibility under applicable law

XPAC prioritizes contributions to candidates for office. Contributions to out-of-cycle elections, leadership Political Action Committees (PACs), trade association PACs, ballot measure committees, or political parties require special approval. XPAC prohibits contributions to independent expenditure committees, electioneering communications, judicial candidates, or presidential candidates.

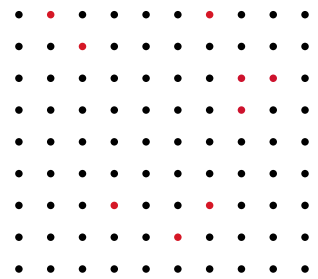
The Corporate Governance Committee of our Board of Directors oversees XPAC’s political contributions and receives regular activity reports. A Board of Trustees, comprising of managers from diverse business units and regions, leads XPAC. A Contributions Committee, appointed by XPAC’s chairman and consisting of three members, selects contribution recipients by majority vote. The Director, Worldwide Government Affairs serves as XPAC treasurer, overseeing all expenditures.

XPAC discloses all contributions made and received in reports filed with the Federal Election Commission and relevant state and local campaign finance commissions, as required by law. XPAC’s Articles of Organization require periodic audits of its accounting books to ensure compliance with the Federal Election Campaign Act of 1971, its regulations, and other applicable laws. External legal experts regularly review our political activities to ensure compliance.

COMMITTEE NAME	CANDIDATE	STATE	OFFICE SOUGHT	ELECTION	DATE	AMOUNT
Jim Himes for Congress	Rep. James Himes (D)	CT	US House, District 4	2024 General	10/7/2024	\$ 5,000
Joe Morelle for Congress	Rep. Joseph D. Morelle (D)	NY	US House, District 25	2024 General	10/7/2024	\$ 5,000
Grand Total						\$ 10,000



Corporate Positions



CORPORATE TAXATION

We are committed to complying with the letter and spirit of all tax laws at the international, federal, state, and local levels, and ensure that we pay the correct amount of taxes owed to each authority whose tax laws govern our activity. In addition, we are committed to dealing with the various tax authorities in a transparent manner to determine our legal obligations under the applicable tax laws and regulations. This includes adhering to the arm’s length standard for transactions between Xerox group companies in line with transfer pricing laws and current Organization for Economic Co-operation and Development (OECD) guidelines. Finally, we incorporate tax-related considerations into our decision-making process to ensure we can be a globally responsible actor and enhance shareholder value.

GOVERNMENT PROCUREMENT

We support policies and regulations that enable the government to procure best-in-class products and services for the best value. We encourage the use of commercial practices and support efforts to ensure products and services comply with all applicable U.S. sourcing rules. We actively support initiatives that help modernize government technology and purchasing practices.

INTELLECTUAL PROPERTY

We promote policy positions that make information technology (IT) more effective in supporting federal, state and local government missions, improving government technology acquisition processes, and optimizing IT investments. This creates better outcomes for all end-users served by government agencies and programs.

INFORMATION TECHNOLOGY

We promote policy positions that make IT more effective in supporting federal, state, and local government missions, improving government technology acquisition processes and optimizing IT investments. This creates better outcomes for all end-users served by government agencies and programs.

RETIREMENT POLICY

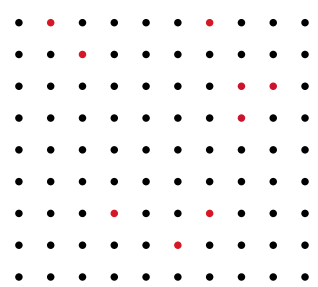
We believe policymakers should foster a legal and economic framework that encourages employers to provide high-quality retirement security options to their employees. We take our commitment to our employees, both current and retired, very seriously, and our Office of Worldwide Government Affairs works closely with the U.S. Congress and the Administration to formulate policies that help us meet this obligation.



Supplier Relations

Upholding High Standards Across the Supply Chain

We believe a responsible and resilient supply chain is essential to achieving our broader business and sustainability goals. With approximately \$4 billion in annual operational spend, we recognize the importance of actively managing our global supplier base to ensure that our partners reflect the highest standards of social, environmental, and ethical conduct.



Our commitment to excellence, innovation, and transparency drives us to continuously improve our practices across labor, human rights, health, safety, and environmental stewardship. We work closely with suppliers, clients, and stakeholders to embed sustainable solutions into our core strategies, addressing global challenges with integrity and purpose.

To ensure alignment with our values, we maintain rigorous policies and contractual agreements. Our suppliers are expected to meet the same high standards we set for ourselves, including compliance with the Responsible Business Alliance (RBA) Code of Conduct. We also leverage third-party tools to assess the financial health and operational stability of both current and prospective suppliers. This data-driven approach allows us to proactively identify risks, strengthen business continuity, and uphold our commitment to ethical sourcing.



Throughout the procurement process, we are committed to fostering connections and creating a supportive environment that nurtures mutually beneficial business relationships. Our goal is to establish enduring partnerships that promote resilience, innovation, and the development of sustainable products.

Alissa Weathers,
Supplier Connection and
Sustainability Manager









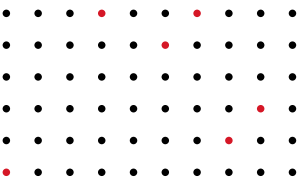
Empowering Progress Through Supplier Connection

At Xerox, supplier connection is more than a business process, it's a strategic priority that strengthens our supply chain, drives innovation, and supports sustainable growth. Since launching one of the industry's earliest supplier engagement programs in 1985, we've remained committed to building a resilient and collaborative network that reflects our values and delivers value to our clients.

OUR APPROACH

We partner with suppliers who share our commitment to quality, ethics, and continuous improvement. Through our Supplier Connection Program, we:

-  Set clear goals and monitor progress.
-  Provide training and education across our organization.
-  Engage in outreach activities, trade shows, and networking events.
-  Recognize outstanding contributions through awards and certifications.




DRIVING IMPACT

In 2024, we invested nearly \$400 million with supplier partners across a wide range of industries and regions. These partnerships create economic opportunities, foster innovation, and strengthen our ability to deliver high-quality, sustainable solutions. Looking ahead, we will continue to expand collaboration initiatives and launch global training programs to enhance supplier engagement.

INNOVATION THROUGH COLLABORATION

Our suppliers are more than vendors, they are strategic partners who help us deliver reliable, innovative, and responsible solutions. By working together, we build a supply chain that is robust, adaptable, and prepared for the future.

[Explore our supplier connection program.](#)

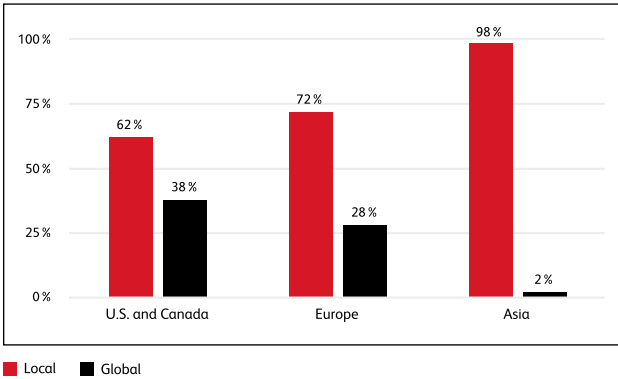


A STRATEGIC AND LOCALIZED APPROACH TO SOURCING

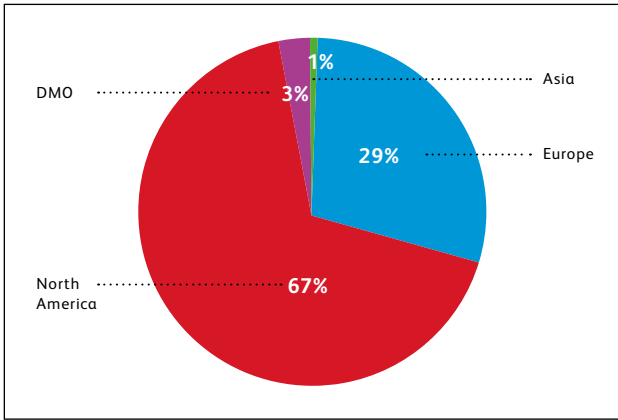
We take a global, strategic approach to procurement by evaluating quality, cost, delivery, and sustainability across a supplier network that spans North America, Europe, and Asia. Our regional presence enables direct engagement with suppliers, which enhances efficiency, quality, and resilience throughout the supply chain. At the same time, we prioritize sourcing from suppliers located near our purchasing, manufacturing, and distribution hubs. This localized approach strengthens operations by reducing transportation costs, improving response times, and minimizing exposure to global disruptions. It also supports agile inventory and production planning. Today, local suppliers represent approximately 62% of our expenditures

in the U.S. and Canada, 72% in Europe, and 98% in Asia. Across all regions, our focus remains on climate protection, energy efficiency, resource conservation, and waste reduction, fostering a supply chain that is both sustainable and adaptable.

Local vs. Global Sourcing by Region



Supplier Spend by Region





Responsible Sourcing: From Audits to Action

Xerox continues to strengthen sustainability and risk management across its global supply chain through a comprehensive audit and compliance program. This initiative focuses on high-impact suppliers, particularly in the Asia-Pacific region, and evaluates adherence to the Responsible Business Alliance (RBA) Code of Conduct, covering labor rights, health and safety, environmental responsibility, and ethical business practices.

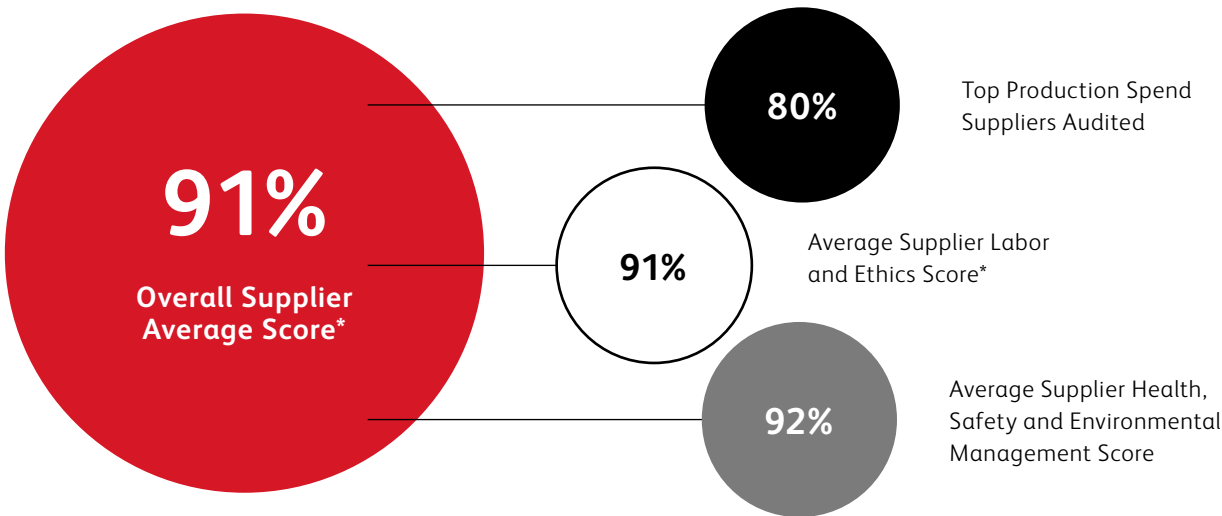
Our commitment to human rights is grounded in internationally recognized frameworks, including the UN Guiding Principles on Business and Human Rights, the ILO Core Conventions, and the OECD Guidelines for Multinational Enterprises. These standards guide our policies on anti-slavery, child labor, and forced labor, and are integrated into our RFPs, tenders, and supplier evaluations.

In 2024, Xerox achieved several milestones that demonstrate our commitment to accountability and transparency:

- 12 on-site audits of major production suppliers, conducted by independent auditors using the latest RBA Code
- No significant nonconformances related to child labor risks were identified, reflecting strong supplier alignment with our ethical standards
- Full RBA Membership achieved, reinforcing our leadership in responsible sourcing
- 78% of assessed facilities earned Silver or Platinum recognition under the RBA Validated Assessment Program (VAP)

To support these efforts, Xerox uses the RBA Online platform, a centralized digital tool that streamlines audit data management, corrective action tracking, and performance trend analysis. Suppliers complete a Self-Assessment Questionnaire (SAQ) prior to audits, helping us identify potential risks and prioritize reviews. Post-audit, we maintain oversight through follow-up assessments, performance dashboards, and

structured escalation procedures. Each audit applies a standardized methodology to ensure consistent benchmarking and performance tracking across our supply base. Our program aligns with globally recognized frameworks, including the Global Reporting Initiative (GRI), Sustainability Accounting Standards Board (SASB), and the United Nations Sustainable Development Goals (SDGs), ensuring our practices meet evolving stakeholder expectations.



Responsible Sourcing: From Audits to Action

*Based upon Responsible Business Alliance (RBA) SAQ data



When noncompliance is identified, suppliers are required to submit a Corrective Action Plan (CAP) that addresses both immediate remediation and long-term preventive measures. Priority issues, typically related to labor rights, safety, or environmental risks, must be addressed within 30 days, while other findings follow defined timelines of up to 180 days. Xerox rigorously reviews each CAP for effectiveness and conducts follow-up audits to verify implementation. Where responses fall short, we work directly with suppliers to strengthen remediation efforts and ensure sustainable outcomes. Beyond compliance, we provide targeted support, such as guidance on Greenhouse Gas (GHG) emissions reporting, to help suppliers enhance their environmental and social performance.

EXPLORE GHG GOALS

Education and capacity building remain central to our strategy. Internal training on human rights and sustainability is mandatory for procurement and business teams, with a target completion rate of 90 percent or higher. Looking ahead, Xerox will launch a global supplier training initiative by 2027, focused on human rights, climate resilience, and ethical labor practices. This program will align with emerging global standards such as the Corporate Sustainability Reporting Directive (CSRD) and the Task Force on Climate-related Financial Disclosures (TCFD), ensuring our suppliers are equipped to meet future expectations in sustainability and transparency.

[Explore Supplier Compliance.](#)



SUPPLIER ENGAGEMENT MILESTONES



1985 Launched Supplier Engagement program



2008 Aligned with Responsible Business Alliance (RBA)



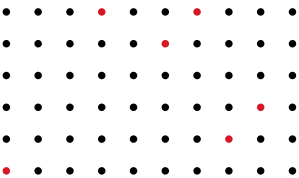
2024 Achieved full RBA membership



2025 Expand supplier collaboration initiatives



2027 Launch global collaborative training program





CONFLICT MINERALS AND RESPONSIBLE SOURCING

Xerox is committed to advancing responsible sourcing practices and improving mining conditions associated with the procurement of materials containing conflict minerals, including tin, tantalum, tungsten, and gold (3TG). We uphold this commitment through our Conflict Minerals Policy and by publishing our due diligence activities annually in our Conflict Minerals Report. Our internal processes are guided by the OECD Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict-Affected and High-Risk Areas.

As an active member of the Responsible Business Alliance (RBA) and the Responsible Minerals Initiative (RMI), Xerox continues to strengthen its supply chain oversight. In 2024, we achieved a 90.5% response rate from in-scope suppliers and expanded our due diligence efforts to 132 suppliers which constitute top 80% of our global spending. There has been an increase of 16.8% for the suppliers campaigned compared to 2023.

To assess the use of conflict-free minerals, we utilize the RMI Conflict Minerals Reporting Template (CMRT) across our supplier base. Beginning with the 2026 campaign, we will also adopt the Extended Minerals Reporting Template (EMRT) to enhance our oversight of minerals such as cobalt with an extension of our scope to include emerging minerals, such as nickel, lithium, and natural graphite in coming years. Xerox supports the Responsible Minerals



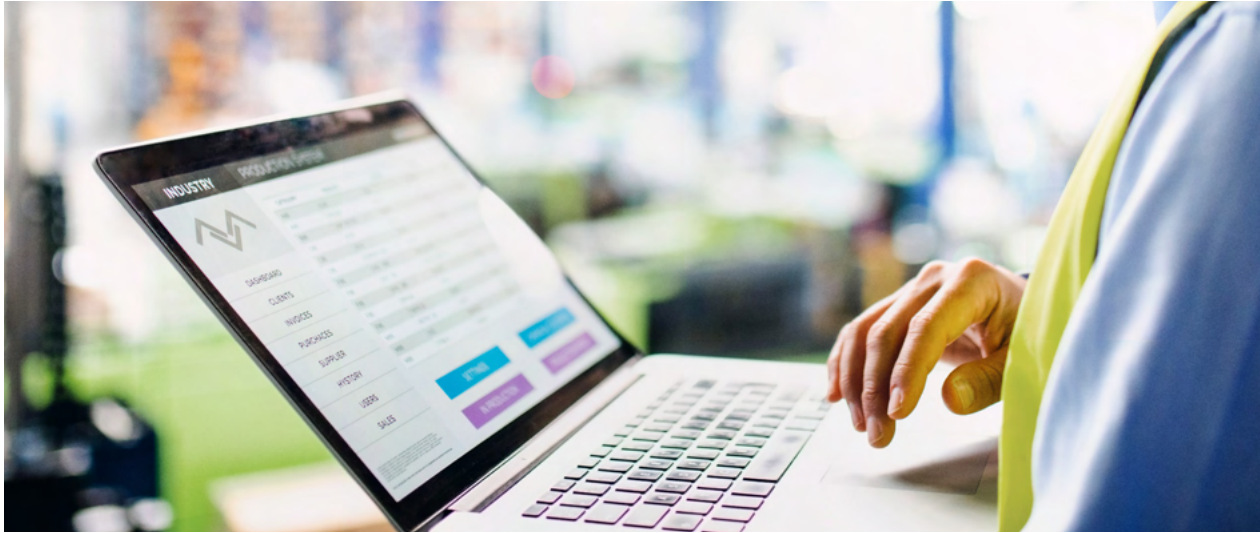
Assurance Process (RMAP), which conducts independent audits of smelters and refiners to verify responsible sourcing practices. Our supplier contract templates include specific provisions requiring the use of conflict-free minerals and adherence to responsible sourcing standards.

We work closely with tier-one suppliers to trace the origin of minerals used in our products. This information supports our Reasonable Country of Origin Inquiry (RCOI) and enables us to conduct detailed analyses of supplier data. We actively engage with suppliers to strengthen compliance and address potential risks, including those related to human rights violations such as forced or child labor.

Senior management, including representatives from Environmental, Health, Safety & Sustainability, Global Spend Management, and the Office of General Counsel are directly involved in the review and oversight of our conflict minerals program. Additionally, we collaborate with industry stakeholders to remain aligned with evolving regulations and expectations. Xerox annually discloses the list of smelters and countries of origin for 3TG minerals used in our products, as outlined in our Conflict Minerals Report filed with the U.S. Securities and Exchange Commission (SEC).

[Download our conflict minerals report and policy.](#)





SUPPLY CHAIN SECURITY

Xerox conducts thorough screenings of all production suppliers and key indirect suppliers to ensure compliance with global anti-bribery laws and regulations, including, but not limited to, the U.S. Foreign Corrupt Practices Act and the U.K. Bribery Act. In instances where a supplier is found to be in violation of applicable laws or contractual obligations, Xerox evaluates the circumstances on a case-by-case basis to determine the appropriate course of action, such as terminating the supplier relationship or requiring corrective measures.

The Xerox brand is known worldwide for delivering industry leading document technology, services, and solutions. Counterfeit parts and supplies misrepresent the quality of our products and pose a serious threat to our reputation.

Our rigorous processes identify and eliminate counterfeit supplies and components from our supply chain. Through these processes, we:

- Microchip customer-replaceable unit module (CRUM) to protect genuine Xerox® Supplies for use with Xerox® Products.
- Source from trusted and established suppliers and their authorized distributors who have been through our comprehensive vetting system.
- Seek warranties guaranteeing authenticity and quality.
- Require that suppliers seek approval from our Global Spend Management and Engineering groups if they want to substitute a different item from what was originally agreed upon.

[Read our anti-counterfeiting statement.](#)



- Build security controls into our supply chain to help ensure the uninterrupted flow of products, from the point of manufacture to the client.
- Monitor our direct and critical indirect suppliers to ensure compliance with global anti-bribery laws and regulations, including, but not limited to, the U.S. Foreign Corrupt Practices Act (FCPA) and the U.K. Bribery Act.
- Ensure suppliers are certified participants of the U.S. Customs and Border Protection Customs Trade Partnership Against Terrorism (C-TPAT).
- Ensure suppliers are members of C-TPAT and the E.U. Authorized Economic Operator (AEO) program in the Netherlands and Ireland. As part of these memberships, we've adopted specific criteria for our Supplier Security Requirements and internal security policies and standards.
- Activate an ongoing assessment program to monitor compliance of high-risk suppliers as well as internal locations.



Data Privacy and Cybersecurity

Privacy by Design

At Xerox, privacy and data protection are not just regulatory requirements, they are foundational to our ethical governance and long-term impact.



OUR COMMITMENT TO ETHICAL DATA STEWARDSHIP

We recognize that establishing client confidence through responsible data practices is essential in today's data-driven world. That's why we've built a comprehensive global privacy program that ensures compliance with all applicable laws while safeguarding the rights and freedoms of individuals.

Our commitment is reflected in rigorous policies that govern the secure handling, classification, and storage of personal and confidential data. We continuously monitor global privacy developments and update our procedures to remain aligned with evolving standards. Xerox enforces these policies through robust training, technical safeguards, and contractual obligations with vendors, ensuring a culture of accountability and awareness across the enterprise.

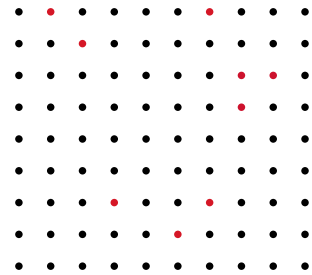
We align with international standards such as ISO/IEC 27001 and conduct independent SOC 2 Type 2 audits to validate our controls. Our publicly available [privacy statement](#) outlines how we handle and protect personal data, reinforcing transparency and trust. Inquiries related to our handling of personal data can be emailed to privacy@xerox.com.

By embedding privacy into every layer of our operations, Xerox demonstrates a steadfast commitment to ethical governance, empowering our clients and partners with confidence in every interaction.

KEEP CLIENTS SAFE

At Xerox, keeping our clients safe is central to our mission of being a secure and trusted provider of workplace services. As digital innovation accelerates, so does our commitment to cybersecurity. Our comprehensive strategy is designed to protect client data, prevent cyber threats, and ensure a secure environment for all services. Led by our chief information security officer, our cybersecurity organization actively monitors threats, aligns with NIST standards, and swiftly responds to incidents, ensuring our clients' information remains protected at every step.

[Read more about our Cyber Security Organization.](#)





MORE SECURE PRODUCTS AND SERVICES

Security is a critical differentiator in our products and services, especially as businesses face increasing threats. With 67% of organizations reporting data loss from print-related breaches*, Xerox provides clients with a multi-layered security portfolio that includes secure devices, fleet management and data/content services. Our Xerox Trust Center offers clients self-service centralized access to certifications, reports and security documentation. Users can review aggregated security information, certifications and attestations for our most popular devices and services, including sensitive documentation like SOC2 reports. This extensible platform delivers the newest and most up-to-date security-focused information ensuring clients receive the most accurate data.

Security is embedded throughout the product lifecycle, from design to disposal, and is validated by certifications including Common Criteria and FIPS 140-3. We partner with leaders in security Cisco and Trellix to integrate advanced security standards, and our Bug Bounty program leverages ethical hackers to identify vulnerabilities.

[Read more about our Security Compliance Program at our Trust Center.](#)

Additionally, Xerox® Managed Print Services and cloud-based solutions like Xerox® Workplace Cloud are SOC 2 Type 2-certified and FedRAMP-authorized, ensuring robust protection across all environments.

[*Quocirca, 2024](#)



BUILT FOR TRUST: INTELLIGENT SECURITY ACROSS THE XEROX PRODUCT ECOSYSTEM

Xerox is committed to delivering secure, intelligent products and services that protect clients while enhancing productivity, with security remaining a cornerstone of our product design. Our latest innovations, such as the AltaLink® 8200 Series and A4 VersaLink® devices, reflect this commitment through advanced AI-assisted technology and robust security features. Both AltaLink and VersaLink families offer consistent, end-to-end protection, including built-in security templates, configuration watchdogs, and dashboards that simplify IT management. The integration of Trellix allow-listing (formerly McAfee white-listing) enhances threat prevention, while our Xerox® Device Manager and Print Security Audit Service provides centralized oversight and synchronized feature updates.

Our approach ensures that whether clients choose a high-capacity AltaLink or a compact VersaLink, they receive the same high standards of security, performance, and user experience. Devices like the C320 and C325 offer intuitive touchscreens, fast print speeds, and high-resolution output, all within a secure space-efficient design.

In 2024, the Xerox PrimeLink B9100 Series Production Press was also launched, featuring the newly built Microsoft Windows 10 IoT Enterprise 2021 LTSC, which simplifies device management and protects against malware and attacks. FIPS-compliant data encryption and Secure boot ensure only trusted modules are involved during startup. Other updates included FIPS 140-3, Common Criteria Certification, and the latest sFTP to enhance security.

By embedding security into every layer of our technology, Xerox empowers clients to operate confidently in an increasingly digital and threat-sensitive environment.

[Explore all aspects of security at Xerox.](#)



xerox™



Engaging with Stakeholders

At Xerox, accountability is embedded at every level of our organization, guiding how we engage with and serve our diverse stakeholders, from employees and clients to policymakers and global communities.

We actively listen through regular dialogue, partnerships, and collaborative initiatives, ensuring our corporate social responsibility strategy reflects real-world needs and expectations. [Read more on active listening at Xerox.](#)

By integrating stakeholder insights into our double materiality assessment and business planning, we prioritize long-term value creation and address emerging risks and opportunities. This commitment to transparency, responsiveness, and shared progress strengthens our ability to deliver meaningful, lasting impact for all those who rely on and contribute to our success.



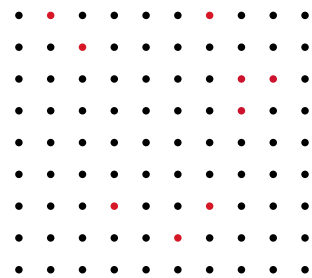
Events such as PRINTING United Expo 2024, September 10-12, help engage print providers. From pre-press automation to cutting-edge digital enhancements, we are committed to driving growth and profitability for our clients and aligning to their needs.





Affiliations

In addition to collaborating internally to advance our social goals, Xerox partners with the following public and private organizations to stay aware and ahead of global trends, while driving best practices within our business. We look forward to working with these organizations and their members to increase our ability to make a difference.



CLIMATE CHANGE

- Business Ambition for 1.5C
- CDP (Climate Disclosure Project)
- U.S. Department of Energy - Better Climate Pledge
- Race to Zero
- U.S. Department of Energy Better Plants Program
- U.K. Government Digital Sustainability Alliance

CONNECTION AND BELONGING

- A Better Chance
- Black Women’s Leadership Council: Sankofa Girls in Science
- GenderCool
- Human Rights Campaign Foundation
- National Minority Supplier Development Council
- Out and Equal
- King’s Trust
- Small Business Administration
- Thurgood Marshall College Fund
- UNFC
- Women’s Business Enterprise National Council



ECONOMIC

- Business Council of Canada
- Foro de coldaboracio Publico Privada (Spain)
- Imaging Consumables Coalition of Europe Imaging Supplies Coalition
- New York Economic Development Councils
- Norwalk Chamber of Commerce (Connecticut)
- Webster Chamber of Commerce (New York)

EMPLOYEE BENEFITS

- American Benefits Council
- ERISA Industry Committee (ERIC)
- Employee Benefits Security Administration
- HR Policy Association
- Industry Committee Corporate Health Care Coalition

ENVIRONMENTAL MANAGEMENT

- Air and Waste Management Association
- New York State Water Environmental Association
- PrintReleaf
- Responsible Recyclers (R2) Certification for Electronic Recyclers

EXPORT/IMPORT

- Partnership Against Terrorism; participant in EU Authorized Economic Operator program
- Policy Tier 3 member of US Customs and Border Protection Customs Trade

POLICY AND ADVOCACY

- Business Roundtable
- Coalition for Government Procurement
- Digital Europe
- Imaging & Print Europe Imaging Supplies Coalition
- Information Technology Industry Council
- National Association of Manufacturers
- The Conference Board (U.S. and Canada)
- U.S. Chamber of Commerce

PROCUREMENT

- Responsible Minerals Initiative

QUALITY

- American National Standards Institute

SCIENCE AND TECHNOLOGY

- Rochester Institute of Technology
- For Inspiration & Recognition of Science and Technology (FIRST)

SOCIAL RESPONSIBILITY

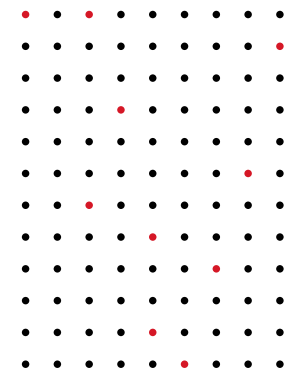
- Business for Social Responsibility
- Responsible Business Alliance
- Responsible Labor Initiative
- Sustainable Electronics Recycling International
- UN Global Compact
- Responsible Mineral Alliance



Strategic partnerships such as the UK Government Digital Sustainability Alliance (GDSA), enable Xerox to work together for greater impact. The GDSA brings together the Department for Environment, Food and Rural Affairs (DEFRA), and the U.K. Government policy owner for digital sustainability, with government suppliers like Xerox and the wider supply chain, to drive the meeting of shared sustainability commitments. The group's key aim is to promote, collect, share and demonstrate best practice aligned to DEFRA's and U.K. Government sustainability commitments. Rachel Wicks works in the Planetary Impact workstream and called for action on educating, aligning and adopting more biodiversity based impact reporting, purposefully going beyond carbon in the GDSA Summit in 2024.



Prioritizing People



xerox[™]



Philanthropy


Purposeful Giving, Powerful Impact

In 2024, we reaffirmed our commitment to creating positive change through focused investments in education, sustainability, and building better communities. We contributed \$1,386,070 to community initiatives around the world, supporting programs that empower learners, promote environmental stewardship, and strengthen the social fabric of the places where we live and work. Our employees also played a vital role, volunteering 35,195 hours of their time to causes that align with our values. These efforts reflect our belief that by working collaboratively, we can drive meaningful, lasting impact.






Governance Tools and Policies




CORPORATE GOVERNANCE COMMITTEE

The Corporate Governance Committee is composed of members of our Board of Directors and works with senior management to oversee, guide, and approve investment strategy and programs. The Corporate Social Responsibility (CSR) Council reviews and vets our philanthropy strategies.



GLOBAL PHILANTHROPY POLICY

The Corporate Governance Committee is composed of members of our Board of Directors and works with senior management to oversee, guide, and approve investment strategy and programs. CSR Council reviews and vets our philanthropy strategies.



OUR COMMUNITY GIVING TOOL

The backbone of employee-driven philanthropy, our Community Giving Tool facilitates our employee rewards program, which encompasses matching gifts and volunteer rewards. Our partner in administering the tool, Benevity, ensures compliance with corporate policy and tax codes in multiple countries.



GLOBAL VOLUNTEER POLICY

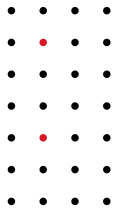
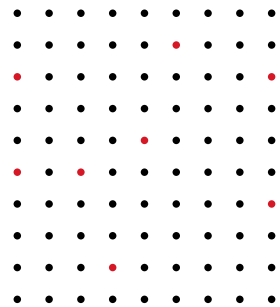
The policy grants every employee the equivalent of one workday of paid time off annually to volunteer at a nonprofit of their choice.



\$1,386,070
contributed to
community initiatives

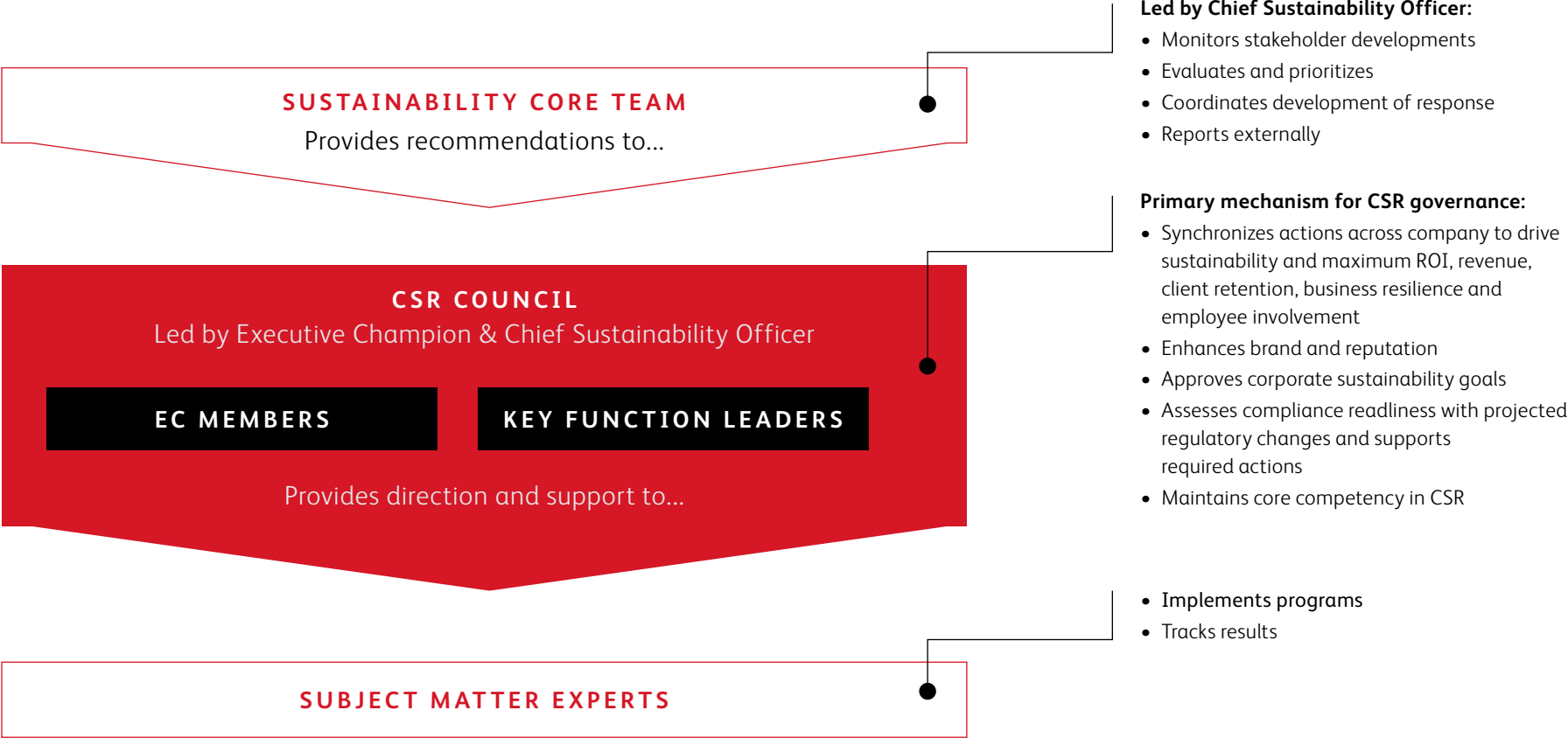


35,195
hours of
volunteering time





CSR Governance - Roles and Responsibilities





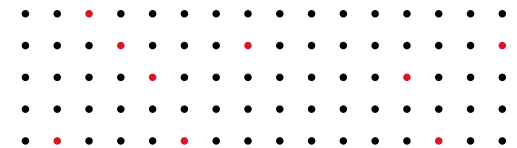
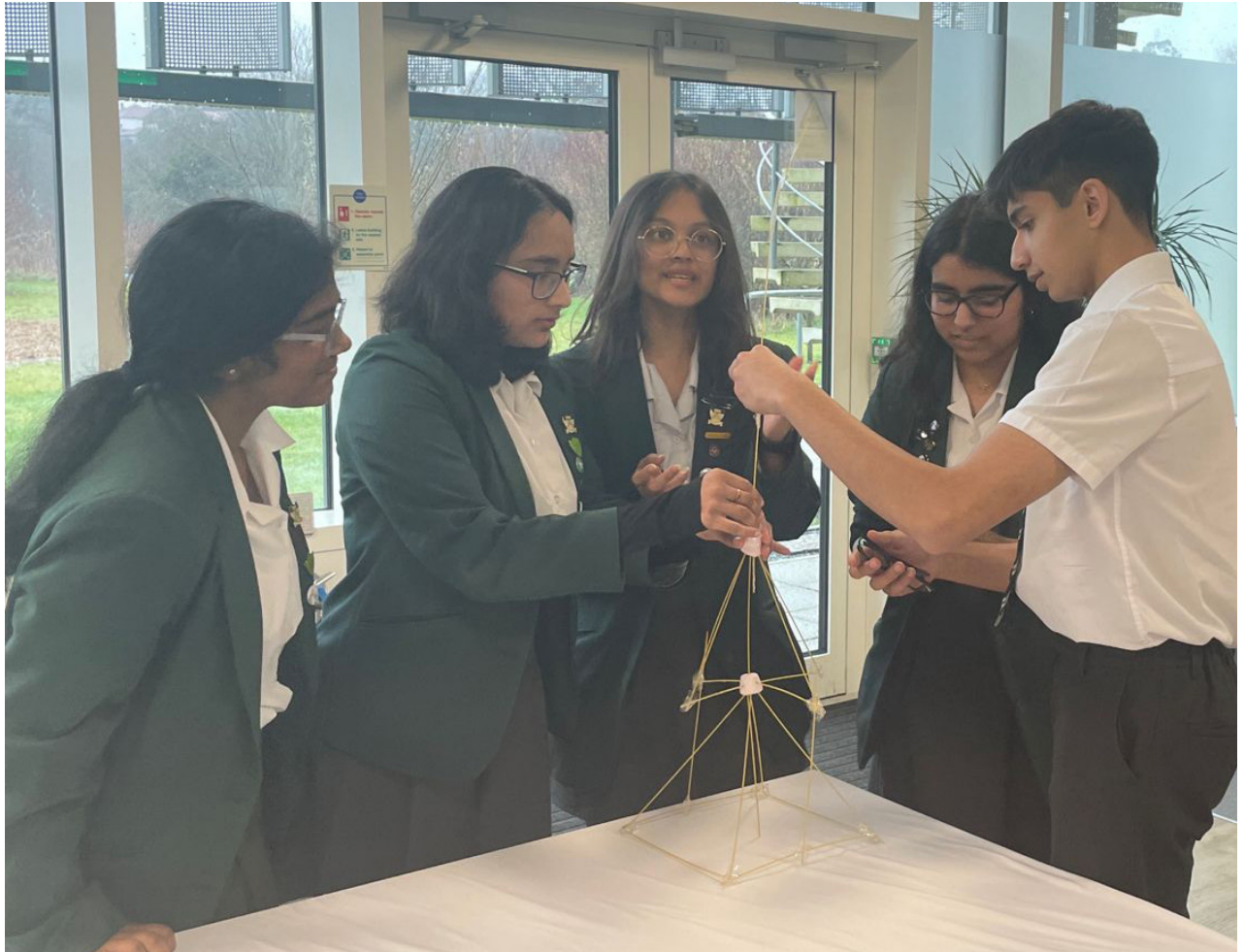
Three Pillars of Purpose:

Our commitment to Corporate Social Responsibility is guided by a targeted philanthropy strategy designed to create meaningful and measurable impact. We focus our efforts on three key areas: advancing education and workforce preparedness, building stronger, more resilient communities, and promoting sustainability. By aligning our investments with these priorities, we ensure that every contribution drives positive change. Equally important is our dedication to empowering our employees to champion the causes they care about most. Through employee-driven philanthropy, we amplify their passions and extend our reach, fostering a culture of purpose and shared responsibility.

EDUCATION

We believe education is the great equalizer and a powerful catalyst for long-term social and economic progress. That's why we invest in global partnerships that provide students with the skills, experiences, and opportunities they need to thrive in tomorrow's workforce.

Through financial contributions and skills-based volunteerism, our employees support four key education initiatives. These programs are designed to expose students to real-world career paths, build confidence, and open doors to brighter futures. Our goal is to help break the cycle of poverty by creating clear, attainable pathways to success, empowering the next generation to lead, innovate, and uplift their communities.





EDUCATION

1. FOR INSPIRATION AND RECOGNITION OF SCIENCE AND TECHNOLOGY (FIRST)

In 1992, we became a founding partner of FIRST. Since then, the organization has worked with more than 10,000 students in grades 4–12. With the help of our mentors, students plan and build a fully functional, competition-ready robot. They also learn technical skills and gain experience with real-world pressures and deadlines. In 2024, we supported 20 teams globally.

We extended our commitment to robotics-based learning, supporting five new FIRST® LEGO® teams in Poland in 2024.

2. JOE WILSON SCIENCE CONSULTANT PROGRAM

In 1968, our founder Joe Wilson initiated a program in the Rochester, New York, area to expose students to STEM education and career opportunities. More than 50 years later, our employees continue to visit elementary school classrooms to teach hands-on science lessons. We have also partnered with the Rochester Museum and Science Center to expand the program with a shared goal of increasing the number of volunteers and broadening our reach in urban school districts.

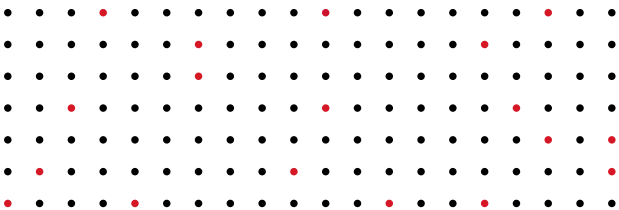
The Joe Wilson Science Consultant Program (JWSCP) began showing demonstrable growth in the 2023-24 school year as it continued to rebuild and revitalize relationships with schools after the pandemic-related hiatus. During the 2023-24 school year, the program reached 28 classrooms and achieved an estimated total of 5,118 student touchpoints through its programming.

3. THE KING’S TRUST

As part of our focus on career readiness, we hosted two groups of young adults from The King’s Trust at the Innovation Centre in our Uxbridge HQ for “world of work” days. Attendees spent time with our UK Managing Director and several other business leaders to gain insight into business, first jobs, and career development. In 2024, more than 30 employees volunteered 202 hours directly with the charity, supporting young adult workshops, providing interview skills, resume writing, and other career development activities. Our CEO, Steve Bandrowczak, met with young people at The King’s Trust HQ in May 2024 and shared his own experiences, inspiring the next generation.

Our team also supports the fundraising work of The King’s Trust and continues to receive recognition for our commitment to this cause.

[Read more about The King’s Trust partnership.](#)



4. A BETTER CHANCE

Our partnership with A Better Chance (ABC) is a focused initiative that prepares ABC Scholars for graduate and post-graduate success by providing practical career development training and direct exposure to industry leaders. In 2024, we provided three hands-on sessions and networking opportunities for scholars to build confidence, sharpen their professional skills, and gain valuable insights into today’s evolving workforce. These programs included a fireside chat with our vice president of growth strategy, an interactive panel discussion covering our workplace culture, and a second panel discussion on the transformative influence of technology on the business landscape.

[Learn more about our partnership with A Better Chance.](#)



Xerox Poland extended our FIRST LEGO commitment, supporting five new teams in the country in 2024.



COMMUNITY

BUILDING BETTER COMMUNITIES

Our greatest goal is to facilitate employee-driven philanthropy, empowering our people to give back when, where, and how they feel most inspired. Our employees create connections not only to philanthropy, but also well-being and engagement activities across multiple geographies.



Locally, our employees actively engage in environmental initiatives such as garbage collection and sustainability projects. We have established a volunteer team driving impactful initiatives within our communities. Additionally, we collaborate with companies on social sustainability projects, including supporting children with heart disease and connecting individuals with elderly members of our community. Our commitment to environmental, social, and governance principles is evident throughout our operations, with mandatory volunteering hours reinforcing our dedication to positive impact at both local and global levels.

Mariola Martinez,
President for the Western Europe Channel



EMPLOYEE REWARDS PROGRAM

Each calendar year, employees receive \$1,000 (USD) or local equivalent to use as they wish for matching gifts and/or volunteer rewards. We will match contributions on a 1:1 basis to a contribution to a charity or nonprofit organization of their choice through the Matching Gifts Program. As part of the Volunteer Rewards Program, our employees can redeem \$10 USD or their local currency equivalent for each hour they volunteer. Volunteer rewards can then be donated to a charity or nonprofit organization of their choice.



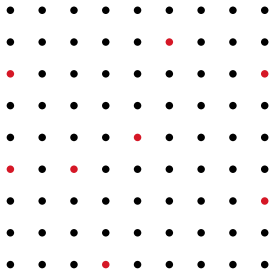
In 2024, **799** employees contributed **\$298,030** to **2,453** global charitable organizations, which was then matched by Xerox contributions of **\$255,012**

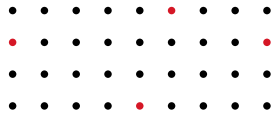


Volunteer reward contributions totaled **\$249,712** for the year. Total Employee Reward contributions equaled **\$636,145** in 2024.



Employees in Portugal supported essential maintenance at Elo Social. "Being a volunteer is about our ability to bring transformation, hope, and joy to the lives of everyone involved through our actions and positive attitude," said Sandra Andrade, Marketing and Communications Manager, Xerox Portugal.





COMMUNITY

XEROX COMMUNITY INVOLVEMENT PROGRAM (XCIP)

Throughout the year, team volunteering is encouraged and supported by the Xerox Community Involvement Program (XCIP). Since 1974, the program has empowered employees to make a difference by providing community grants that support team-based volunteer efforts. The program reflects our belief that when employees are engaged in causes they care about, our culture and our communities thrive. In 2024, we invested \$197,326 in 62 nonprofit organizations worldwide. These combined efforts continue to amplify our impact and strengthen the communities where we live and work.

One such effort is our Saint John team and their work with The North End Food Bank, preparing donation baskets and offering IT support and equipment.



“

Volunteering is a deeply personal journey, and finding an organization that aligns with one’s individual goals is key. When I joined Xerox in 2023, I was very impressed that our company had genuine philanthropic values. This gives me a strong sense of pride in working at Xerox. The Xerox Community Involvement Program and Volunteer Days Campaign are strongholds in our values and culture that makes Xerox a wonderful place to work.

Margie Kennedy,
Digital Sales and Client Experience

”

TEAM XEROX VOLUNTEER DAYS CAMPAIGN

10 week campaign April - June 2024

 19 Countries	 15,835 Hours
 1,042 Employees Tracking Time	 295 Charities Supported

TEAM XEROX VOLUNTEER DAYS

In 2024, we proudly celebrated the third annual Team Xerox Volunteer Days campaign. This two-month initiative, which begins each year on Earth Day and runs through June 30, encourages employees to volunteer with their teams, families, or individually in support of causes that matter most to them. This year, 1,042 employees across 19 countries contributed a remarkable 15,835 volunteer hours, supporting 295 charities around the world. These efforts are a powerful reminder that when we unite around a shared purpose, we can make a meaningful and lasting impact in the communities we serve.

[Read our 2024 volunteering round up article.](#)



SUSTAINABILITY

At Xerox, our dedication to sustainability and philanthropy is deeply interconnected, through strategic corporate investments and employee volunteerism, we drive environmental stewardship while uplifting communities, creating a lasting impact that reflects our values and vision for a better future.

In 2024, our employees demonstrated hands-on, earth-friendly volunteering efforts that made a tangible impact in their communities. From beach clean-ups in Tampa Bay to restoring outdoor classrooms in the UK, our teams showed how small actions can lead to big change. One standout initiative was the second annual CarEARTHon, hosted by CareAR, one of our companies. This no-code hackathon empowered participants to create augmented reality experiences that teach sustainable practices at home. By combining AR and artificial intelligence, CarEARTHon inspired innovative solutions to environmental challenges, proving that technology and sustainability go hand in hand.

Employees also took part in local litter picks with each bag collected resulting in a tree planted, turning community care into climate action. Whether clearing brambles to revive a school’s outdoor learning space or organizing volunteer days through employee resource groups, our teams embraced the opportunity to give back.

These efforts reflect the heart of our philanthropic mission: to support our planet and our people. Through creativity, collaboration, and care, we’re building a more sustainable future, one volunteer hour at a time.



Our team in Spain at their ‘litter pick’ to remove waste from the environment.

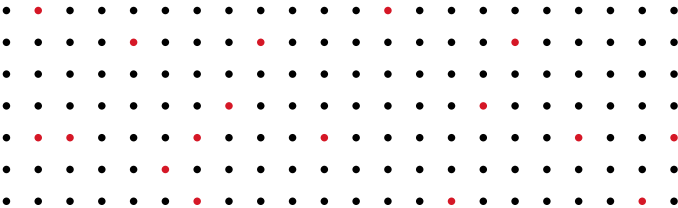
Support at Times of Need

DISASTER RELIEF

We target funding to areas of impact, specifically where our employees need the most help. In 2024, we contributed \$25,625 to the American Red Cross, our partner for delivering disaster relief. Our donation was used for immediate and ongoing relief in affected areas, including Florida, Georgia, South Carolina, North Carolina, and Virginia.

OUR EMPLOYEE RELIEF FUND

Our Employee Relief Fund provides short-term financial assistance to eligible employees in the event of a disaster or hardship. In 2024, 13 grants were approved and awarded to 11 employees, totaling \$15,746. Contributions are administered by a third-party organization to ensure proper governance and compliance, as well as objectivity and confidentiality.





Evolving the Workplace

Fostering Connection and Belonging at Xerox



Building a sense of community and belonging is an essential part of our culture. Our strategy is deeply rooted in the vision of Joseph Wilson, the first CEO of modern-day operations at Xerox. His commitment to social responsibility and inclusivity has shaped our values, creating a workplace where everyone can thrive and reach their full potential.

Today, our workforce brings a wealth of backgrounds and perspectives from around the globe. This variety fuels innovative breakthroughs for our clients and creates a more engaging work environment for our employees. We continuously evolve and incorporate new elements into our culture, such as employee listening sessions, to educate, inform, and nurture a psychologically safe space and sense of belonging that engages our employees and ensures our brand remains relevant to all generations.

OUR ENDURING COMMITMENT TO OUR CORE VALUES

At Xerox, our six core values guide us in delivering excellence to our clients, shareholders, and each other. These values – client satisfaction, employee value, quality and excellence, premium asset returns, technological leadership, and corporate responsibility – are integral to our history and future. Our employees continue to role model dedication and creativity that drives our business forward, fostering a sense of connection and belonging as we innovate and achieve our strategic goals, benefiting clients, partners, communities, and colleagues alike.

We invest in our people by evolving their talents, skills, tools, and our culture through our organizational Reinvention. We continue to have a workforce that brings a broad range of experiences and perspectives for innovation and engagement across the globe, as

confirmed through detailed workforce dashboard analyses. We also invest in evolving our people by enhancing ERG leadership training, aligning development efforts, and providing social media training with practical guides. These initiatives reflect our unwavering commitment to nurturing talent, skills, and culture from the inside out.

LEARNING THAT CONNECTS: EMPOWERING BELONGING THROUGH LEADERSHIP DEVELOPMENT

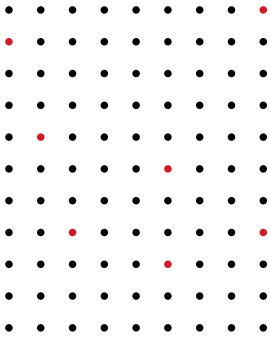
We continue to champion connection and belonging through impactful initiatives like the Emotional Intelligence (EQ) Principles leadership training. This pilot program, launched for Employee Resource Group (ERG) leaders and board members, focuses on empowering leaders to foster supportive, empathetic environments and reflects a strategic, bottom-up approach: by equipping those closest to our employee communities with advanced leadership tools, we amplify their impact and reinforce our culture of belonging. The success of this pilot has laid the groundwork for expansion to senior leadership in 2025, demonstrating a clear return on investment through stronger community engagement and enhanced leadership capability. The MEET framework was launched in 2024 alongside a year-long leadership development program. It outlines the leadership capabilities that are vital to our Reinvention and those we value and expect our leaders to embody.

[Explore more about talent, education and knowledge.](#)

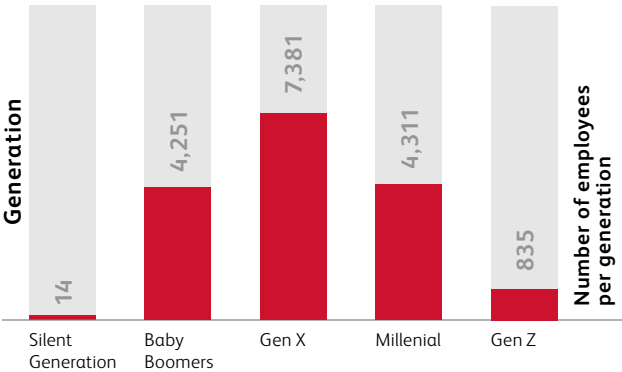




Workplace Insights: One Workforce, Many Voices



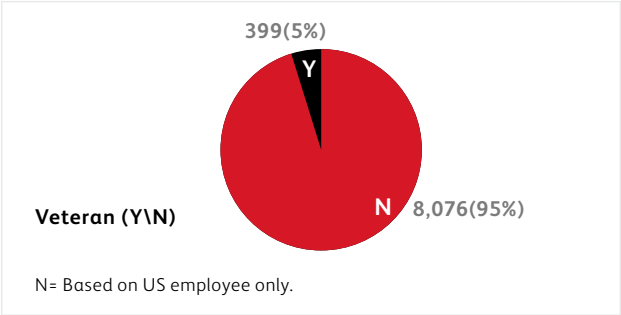
ENGAGING EVERY GENERATION



We build a workplace where the Silent Generation to Gen Z thrive together through inclusive programs and purposeful connection.

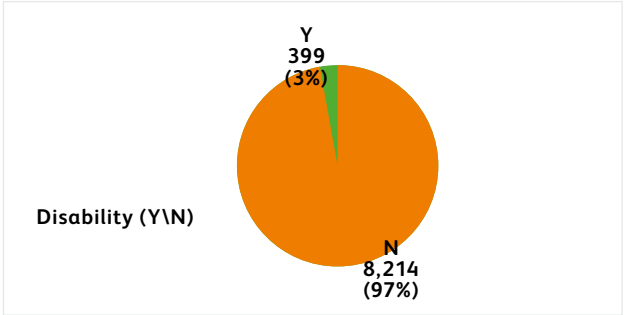
[Explore employee stories.](#)

HONORING SERVICE, EMPOWERING FUTURES



In the United States, 5% of our employees are either active or retired members of the U.S. Armed Forces. We proudly support veterans through recognition, recruitment, and career development pathways.

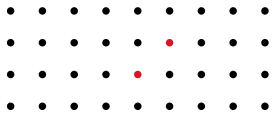
BUILDING A WORKPLACE FOR ALL



We leverage disability data to create accessible experiences for all employees.



Connection and Belonging Awards and Recognition



“

Being recognized by VETS Indexes for the second consecutive year is an honor and a true testament to Xerox’s commitment to actively supporting our veterans, their families, and the military community.

I’m proud to work with my fellow VSMA leaders to create even more opportunities to empower our veterans and give back to those who sacrifice so much.

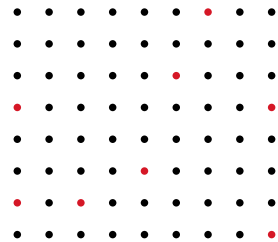
VJ Bhargavan,
President of our Veteran Service Members Association (VSMA) employee resource group

”



OTHER KEY WORKFORCE AWARDS

- Black Enterprise Diversity Commitment
- UK Menopause Friendly Employer
- King’s Trust Partnership Rising Star Award
- Greater Toronto Award Top Employers
- Diversity Global Best of the Best for Top Employer: Black, Hispanic, Women, and Disability Friendly
- Certified Age Friendly
- 3-star Employer by VETS Index
- Workplace Wellbeing Accredited (UK)
- DIAL Global Diversity Review Top Performer
- Top 15 Champions of Diversity
- HARC Corporate Inclusion Index 100
- Disability Equality Index Top Scorer
- Human Rights Campaign Corporate Equity Index 100



[Explore all Xerox Awards and Recognition.](#)

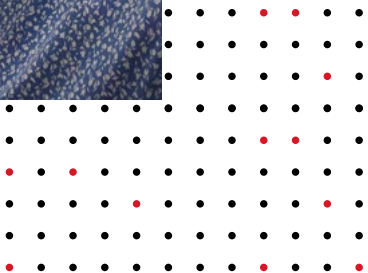




Nurturing Talent Through Mentorship



At Xerox, mentorship is a strategic lever in building connection, accelerating growth, and sustaining a high-performing culture. In 2024, we relaunched mentorship as an enterprise-wide priority, moving from fragmented local programs to a unified, scalable experience that creates equitable access to development across our global workforce.



The pilot program focused on pairing employees with diverse backgrounds and experience levels, resulting in over 250 meaningful engagements and overwhelmingly positive feedback. Participants described the experience as transformational: 97% said it supported their development goals, and a strong majority recommended the program to their peers. These outcomes validated mentorship as a powerful tool to drive personal growth, cross-functional learning, and organizational cohesion.

This revitalized approach laid the groundwork for a new era of mentoring at our organization, one where development is not only accessible but personalized, measurable, and deeply embedded in our talent strategy. In 2025, we are expanding the reach and functionality of the program by integrating it into Learning Central, our next-generation learning ecosystem. This integration will offer employees tailored mentoring opportunities based on career aspirations, skills needs, and leadership potential, while enabling real-time tracking of impact and participation across the enterprise.

As we scale our Reinvention, mentorship will remain a critical enabler of succession planning, leadership readiness, and cultural continuity. Whether supporting early-career professionals, transitioning talent into new roles, or developing inclusive leaders, we are embedding mentorship into the core of how we grow, one relationship, one conversation, one future-ready employee at a time.





Early Careers

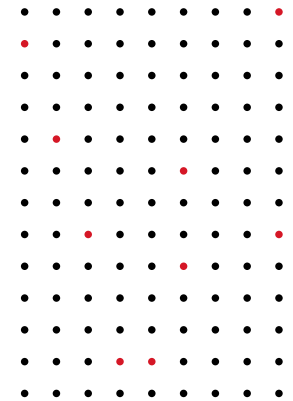
Building Tomorrow's Leaders



In 2024, a new generation was introduced to our intern program, providing valuable hands-on experience and career readiness training to support their professional growth.

Our interns bring fresh perspectives and new ideas, challenging us to think differently and helping to build our future talent pipeline. A key highlight was the 57% intern-to-hire conversion rate, driven by the Career Development Series launched in 2023, which emphasized essential soft skills, including enhanced communication, relationship development, professionalism, business acumen, and leadership development, especially critical

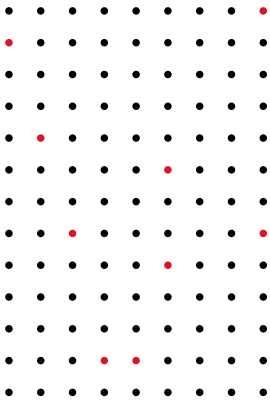
in a post-pandemic workforce. We also introduced a small-scale rotational internship model in the U.S., allowing students to gain year-round experience across departments, enhancing retention and reducing onboarding cycles. This approach fostered deeper engagement and knowledge transfer, building a stronger talent pipeline for succession within an aging workforce. The internship framework started in 2023 and real-world project experiences underscored our dedication to nurturing future leaders. With five generations in our workforce, our early career initiatives are not just about talent acquisition, they're about sustaining innovation and ensuring generational continuity in leadership and expertise.



Our interns have been the embodiment of innovation and the driving force for our industry's promising future. Their active participation and forward-thinking strategies have been vital in propelling our major initiatives forward this summer.

Erike Hoston,
University and Early Career Recruiting Lead



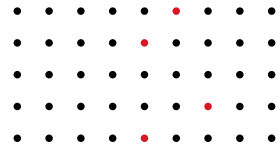


We are also actively expanding our global early talent pipeline through a growing network of apprenticeship programs. While the U.S. leads in maturity, foundational groundwork laid in 2023 and 2024 has enabled the launch and scaling of initiatives across Canada, EMEA and India. France and Germany welcomed 15 marketing, sales, and technical apprentices in 2024.



Cybersecurity apprentice Mahira Khan joined our India team in 2024

An additional 13 apprenticeships were offered in India, including a cybersecurity apprenticeship launched in 2024, reflecting both regional reach and alignment with critical business needs. Five candidates trained in cloud security, DevSecOps, penetration testing, and the secure software development lifecycle. We are not only empowering these individuals with in-demand skills but also accelerated their entry into meaningful cybersecurity careers, nurturing fresh talent, and addressing the industry’s growing skills gap by injecting fresh perspectives and building a more resilient talent pipeline. For us, the benefits were immediate and tangible, these apprentices contributed to rapid development of proof-of-concepts, triaging security issues, and created insightful dashboards, demonstrating how well-structured training can translate into real business impact. This model showcases how investing in early-career professionals can yield innovation and agility while shaping the next generation of cybersecurity leaders.



Some of our 2024 U.S. interns and leaders enjoy a baseball game in Webster, NY. (Left to right, back row): John McCue, Renée Carter, Kim Kleps, Jameson Railey, Kalifalah Kenneh, Nico Field, and Tomi Akisanya. (Left to right, front row): Erike Hoston, Daniel Cappuccio, and Jeff Tuttle.



Early Careers Voices

GROWING TOGETHER, FROM THE INSIDE OUT

Jan’s journey with us began in 2021 through Germany’s Duales Studium program, blending academic study with hands-on work experience. From day one, the company supported Jan’s ambition to study informatics while gaining real-world skills.

Jan rotated through multiple departments, HR, finance, sales, marketing, and software engineering, gaining broad exposure and discovering his passion for the partner channel and sustainability. The flexible structure allowed him to explore, learn, and ultimately choose a path aligned with his strengths and interests.

Mentorship played a key role in Jan’s development. Leaders and colleagues offered continuous guidance, knowledge-sharing, and advocacy, helping him secure a permanent role in 2024. Jan’s contributions, including process improvements and sustainability initiatives, were welcomed and implemented, evidence of the company’s openness to fresh ideas.

In his current role as Channel Software and Services Specialist with a focus on sustainability, Jan has become a key resource for our partners. After introducing his role at the 2024 Sales Kickoff, he quickly became a go-to contact for sustainability strategy, MPS Advanced Analytics, and cloud solutions. He has supported major client projects, helping align our offerings with client sustainability goals.

Jan also plays a growing role in the Managed Client Services Program (MCSP), connecting global partners to enable large-scale deals. His proactive mindset and ability to “start small and grow big” have made him indispensable.

From his first business trip at 19 to co-leading sustainability efforts in the DACH region, Jan’s story reflects the organization’s commitment to nurturing talent, expanding opportunity, and empowering employees to innovate and grow. His experience is a testament to how the company grows together with its people from the inside out.

“

From day one, I made myself visible and ready to help. That mindset opened doors, built trust, and helped me grow into a role where I can make a real impact.

Jan Tackenberg
Channel Software and Services Specialist



EMPOWERING FUTURE TALENT THROUGH PARTNERSHIP – TWO OF OUR INTERNS’ JOURNEYS

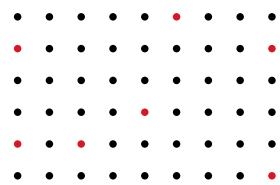
As a rising senior at Trinity College studying Computer Science, Applied Mathematics, and Hispanic Studies, Nnaemeka Okonkwo credits both the company and the non-profit organization A Better Chance (ABC) for a transformative early career experience. Introduced through ABC’s alumni internship newsletter, Nnaemeka joined the Managed Print Services team and contributed to impactful projects, including building a secure internal file-sharing system still in use by our clients today.

Returning for a second internship, Nnaemeka emphasized the value of mentorship and cross-generational collaboration that fosters both technical and soft skill development. From networking with senior leaders to receiving thoughtful guidance from managers, the experience has been both professionally and personally enriching.

“

The freedom to lead real projects and the support from experienced engineers made me feel like more than just an intern”. Xerox gave me the space to grow, and ABC made sure I had the opportunity.

Nnaemeka Okonkwo
Software Intern





In 2023, biomedical engineering student Shreya Krishnan discovered the company through ABC and joined as a Mechanical Design intern. Despite initial uncertainty about fitting into a mechanical design role, the hands-on lab experience, mentorship, and exposure to real-world engineering challenges quickly turned that apprehension into confidence.

“

I got to take a motor from testing to production, pitch my findings to the team, and even walk the manufacturing line to show how we wanted it assembled. That's something I never would've experienced in college.

Shreya Krishnan
Former intern: Systems Engineer with Xerox

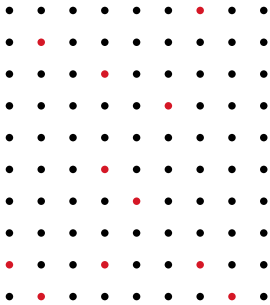


The internship not only provided technical growth but also invaluable networking opportunities. Interns were encouraged to connect with employees across all levels, from engineers to senior leadership, creating a welcoming and collaborative environment.

After graduating in 2024, Shreya returned to the company full-time as a Systems Engineer. Today, she contributes to both core product development and innovative projects, such as a digital voting system. Shreya's fresh perspective has been welcomed, with teams actively seeking her input to improve legacy processes.

Our ability to convert interns into full-time contributors underscores the organization's commitment to nurturing young talent and fostering long-term growth through meaningful early-career experiences that bridge experience with fresh perspectives. Together with ABC, we are building a pipeline of empowered future leaders, one intern at a time.

[Read more about the ABC partnership below.](#)





Strategic Community Partnerships

Partnerships That Prepare Future Talent



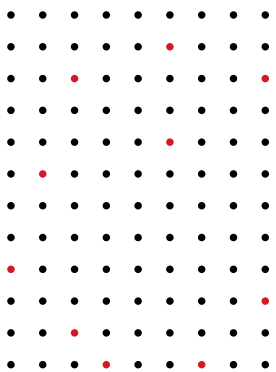
Our commitment to expanding access and opportunity is deeply rooted in meaningful community partnerships that go beyond creating a talent pipeline.

Our academic partnerships, including our collaboration with the UNCF, Alabama State University, Tuskegee University, and the Thurgood Marshall College Fund in 2024, demonstrate our deep commitment to expanding access and opportunity through education and innovation. Leadership buy-in was evident, with executives actively supporting campus outreach and conferences like the UNCF and Thurgood Marshall College’s DevCon. By improving IT infrastructure at Historically Black Colleges and Universities (HBCUs) and establishing talent pipelines through internships and student-led IT projects, we are empowering the next generation of creators and problem-solvers, and designing a blueprint for what a mutual

partnership should look like. Initiatives such as software deployment, laptop provisioning, and IT symposia lay the groundwork for long-term impact, demonstrating how we are actively investing in access to technology and learning for all.

Similarly, our engagement with DevCon, a regional conference centered on professional development for college freshmen and sophomores, includes support through wardrobe sponsorships and public speaking preparation, reinforcing our belief that talent should never be limited by access. These partnerships reflect our broader mission: to empower the next generation of innovators by removing barriers, fostering confidence, and ensuring every intern has the tools to thrive in a modern workplace.

In July 2024, Steve Bandrowczak participated in the Annual UNITE Conference in Atlanta. The event brought together leaders from HBCUs and major organizations to explore collaborations between tech companies and universities in a rapidly evolving workplace.



The discussions focused on the macro trends driving change and our commitment to opportunities for students and early-career professionals. Steve shared insights on how HBCUs and tech companies can advance digital solutions in education, fostering innovation and strategic collaboration.



Steve Bandrowczak (left) supports academic partners UNCF and Thurgood Marshall College at their DevCon conference, which aims to inspire students.



Empowering Futures: Our Enduring Partnership with ABC to Prepare Tomorrow’s Leaders

Our ongoing collaboration with A Better Chance (ABC) exemplifies our dedication to community partnerships that deliver impact. Recognizing the post-pandemic challenges many students faced, such as limited in-person interaction and underdeveloped soft skills, we worked with ABC to better prepare their scholars for professional environments.

For example, through our Memorandum of Understanding (MoU), ABC now provides tailored pre-internship training, covering everything from dress code and punctuality to emotional intelligence and effective communication, ensuring interns arrive polished and ready to contribute. The training led by ABC complements the internship training offered through our Leadership Development Career Program.

Working with ABC, we also aim to inspire interest in STEM fields and highlight potential pathways to these professions. We are dedicated to fostering career exploration by introducing scholars to opportunities within the company, such as during the 2024 ABC Career Day, where we facilitated sessions, including:

- A leadership panel, where one of our recruiters, discussed first jobs, lessons learned, the impact of academic majors, mentorship, and the joys of leadership.
- A session titled “A View of Technology and Software Engineering in the Current Business Landscape” hosted by our leaders in data analytics, IT development, and other technical programs.
- A session on “Driving Innovation and Sustainability” by employee resource group leaders.

The legacy of John Visentin, who led as CEO from 2018 to 2022 with resilience, vision, and a deep commitment to our values, lives on through the John Visentin Scholarship Fund. Created in partnership with ABC, the fund supports students pursuing education in STEM fields. In October 2024, two scholars from ABC were awarded scholarships in his name: Arianna Nelson, who plans to major in Mechanical Engineering with a concentration in Artificial Intelligence, and Chloe Hayden, who will attend the University of Chicago and major in Computer Science or Chemistry. These scholarships honor his enduring impact on education, innovation, and the communities he championed throughout his career.

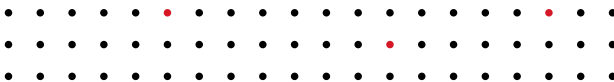
In 2024, two of our current leaders were named to ABC’s Board of Directors: Samantha Robinson-Daye, the Vice President and HR Business Partner, and Renée Carter, the Vice President of Mid-range and Production Offerings. Both Samantha and Renée bring their industry experience and leadership talents as members of the Program Committee on the board.

Our collaboration with ABC has fostered positive change both within and beyond our company, and it continues to grow. It also serves as a proven blueprint for establishing similar strong relations with a broad range of academic institutions and community partnerships into the future.



As a leader at Xerox, I recognize the power of education in transforming lives. Our collaboration with ABC allows us to amplify our impact and create meaningful pathways for talented young people. I’m excited to contribute to this vital mission.

Renée Carter,
The Vice President of Mid-range and Production Offerings



Attending the ABC gala dinner from our company, Mahen Kathirithamby, Samantha Robinson-Daye, Yetta Toliver, Kim Kleps, Molly Doran, Keila Gonzalez, and Erike Hoston, who leads the internship program.



All-in for Impact: An Award-winning Year with The King's Trust

In 2024, we reached the end of our second year of a three-year partnership with the King's Trust, a leading youth employment charity in the United Kingdom that supports individuals aged 11 to 30.

This year, we were honored with the King's Trust Rising Star Award, which recognizes an exceptional first year of partnership marked by deep employee engagement and a meaningful impact on young people's lives. Since joining forces in 2023, we have raised an impressive £192,000, exceeding the three-year goal of £150,000, an achievement that reflects both employee generosity and momentum.

Fundraising plays a crucial role in supporting the Trust's work, including education programs that provide alternative approaches to learning and supporting young people to (re)engage with formal education, while also equipping them with the skills they need to thrive after they complete their schooling.

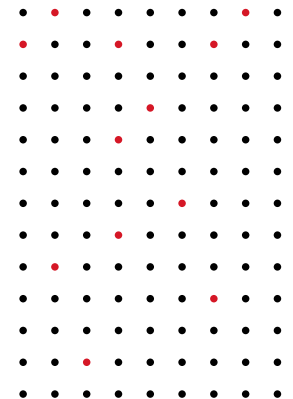
Beyond fundraising, we have fully embraced the King Trust's mission through active participation in initiatives like Future Steps, Palace to Palace, The Brilliant Breakfast, and Million Makers. By 2024, we had formed three dedicated Million Makers teams, employees who met regularly, often twice a week, balancing their daily responsibilities with ambitious fundraising and volunteer efforts. Their passion and teamwork have inspired colleagues across the organization to rally around a shared purpose.

Our Million Makers have earned recognition for two consecutive years, receiving the "New Kid on the Block" award in 2023 and the "Impact" award in 2024. Their passion and teamwork have inspired colleagues across the organization to rally around a shared purpose.

This partnership is more than a campaign; it's a cultural alignment. We have ingrained the King's Trust values within our workplace, creating opportunities for employees to lead, give back, and support youth development. As Chloe Huzzey, Corporate Partnerships Manager at the King's Trust, shared, "Xerox truly embodies our organization's values. With continued enthusiasm and commitment, Xerox is transforming lives and setting a new standard for corporate citizenship."



In 2024, our efforts were recognized with the King's Trust Rising Star Award.





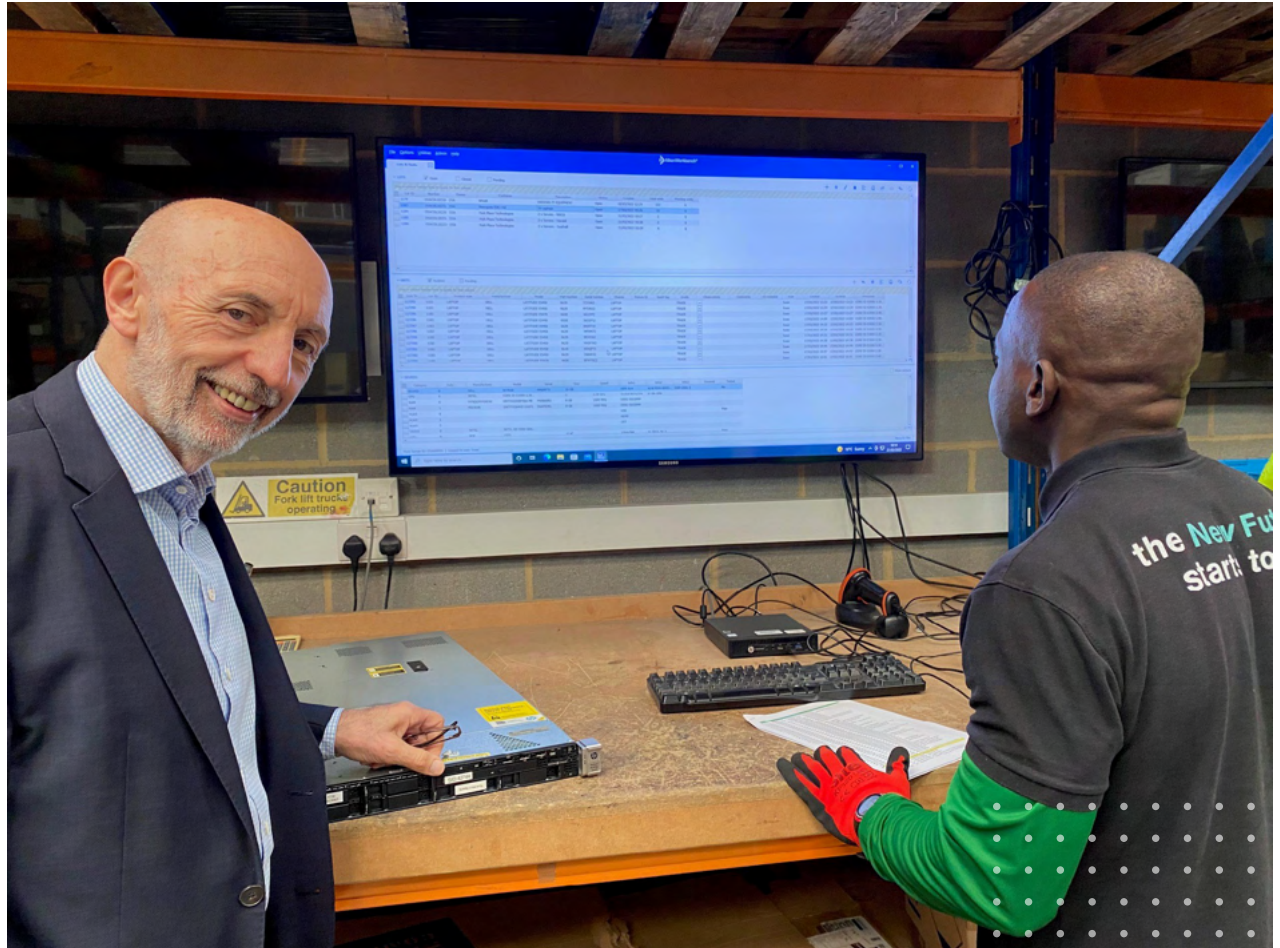
Creating Opportunities for a Fresh Start

In partnership with DSA Connect and the UK Ministry of Justice, we are transforming lives and tackling electronic waste through a pioneering prison rehabilitation initiative.

Launched in 2023 at His Majesty's Prison (HMP) Highpoint South and expanded to HMP The Mount in 2024, the Electronics Recycling Workshop equips prisoners with valuable technical skills while sustainably managing end-of-life devices. To date, over 3,000 devices have been processed, with less than 0.02% waste ending up in landfills, demonstrating a powerful model of circular economy in action.

This initiative not only reduces environmental impact but also creates real pathways to employment. One former participant secured a job with DSA Connect upon release, crediting the program for giving him “hope for a real future.” A new pilot workshop focused on component recovery is already showing promise, with plans to scale operations and train more prisoners in advanced technical roles.

With strong leadership support and a long-standing relationship with the Ministry of Justice, we are committed to expanding this model. By combining sustainability with social impact, the program exemplifies how businesses can drive meaningful change, empowering individuals with second chances while protecting the planet.



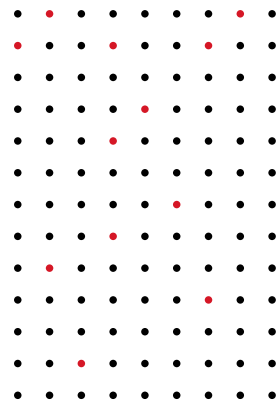
[Read more about this initiative.](#)





Employee Engagement

Empowering Employees Through Engagement



At Xerox, we believe employee engagement is more than a sentiment; it's a strategic imperative. In an environment shaped by transformation and rapid change, it serves as the anchor that fuels innovation, adaptability, and long-term success.

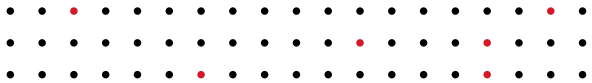
Our belief is simple: When employees feel heard, connected, and valued, they show up with purpose, and that drives performance.

In 2024, we reinforced engagement as a leadership responsibility, not a stand-alone initiative. Through our enterprise-wide Employee Listening and Culture Refresh Project, we invited our staff across functions and geographies to share their experiences and shape our cultural evolution. This was not performative, it was structural. The resulting workstreams led to measurable improvements, including the introduction of Recharge Day and meaningful enhancements to parental leave and vacation policies in the U.S. These changes reflect how we translate feedback into action.

Here at Xerox, engagement begins with listening, but it does not end there. In 2025, we are incorporating a continuous feedback loop into how we lead, manage, and grow. Listening is now a dynamic capability, integrated into leadership routines, team health checks, and our

evolving performance and recognition systems. As we implement new tools through our Xerox Learning Central and enhance manager enablement via the Manager Success Center, we are equipping leaders with real-time insight and resources to strengthen team connection, clarity, and collaboration.

As our business expands through strategic moves like the Lexmark acquisition, engagement will also serve as a unifying force across an increasingly global workforce. Our commitment is to build a culture where every employee can see their impact, shape their growth, and feel part of something bigger. In a company focused on Reinvention, it's our people who bring it to life, and our ability to engage them remains our greatest opportunity.





Building a Culture of Belonging

Connection is at the heart of engagement. Our independent Employee Resource Groups (ERGs) are vital to cultivating a sense of belonging across our global workforce.

These employee-led communities provide safe spaces for advocacy, cultural appreciation, and peer support. In 2024, our ERGs played a pivotal role in driving employee participation by leading webinars related to professional development, personal growth, cultural celebrations, and fireside chats with key executives. In 2024, our ERG programs received an overall satisfaction rating of 4.9 out of 5 stars, highlighting their positive impact on both our employees and the organization's culture. The high ratings across key metrics underscore the value and effectiveness of ERG initiatives. From events that celebrate culture and heritage to leadership panels, ERGs are not just support networks but also strategic allies in our business operations. Impactful communications through internal and external media outlets have helped broaden awareness, with average views reaching 1,526 per MyXerox feature.

[Explore ERGs at Xerox more.](#)



CAREER GROWTH AND DEVELOPMENT

We believe that engaged employees are those who envision a future with us. That's why we invest in continuous learning and career development at every stage. Our early-career initiatives provide young people with real-world experience and mentorship. Our Vista and Northeastern University programs advance learning for high-performing employees. These programs are thoughtfully curated through talent management processes to ensure alignment with individual aspirations and organizational needs.

[Explore more about talent, education and knowledge.](#)



In 2024, we expanded our MEET Model (Model, Evolve, Empower, Trust) learning journey to all employees, embedding leadership behaviors and a growth mindset throughout the organization. Additionally, we launched the Manager Success Center, a centralized, dynamic hub designed to equip people leaders with tools and resources for performance management, onboarding, recruitment, team development, and more. The center ensures leaders have timely, relevant content to support their teams and individual growth, all gathered in one location with on-demand access.

WELL-BEING

Sustaining engagement requires more than professional development; it needs care. In 2024, we introduced new flexible work policies, expanded access to mental health resources, and launched global wellness challenges that brought teams together across geographies. These efforts were informed by employee feedback and driven by dedicated workstreams, resulting in the successful implementation of the 2024 Recharge Day and enhancements to parental leave. These initiatives reflect our belief that employees perform their best, personally and professionally, when they are well.

[Read more about our efforts toward employee well-being.](#)



ENGAGEMENT IN ACTION

Our engagement strategies come to life through the stories of our people: from interns who return as full-time engineers to employees who lead cross-functional innovation projects and teams that co-create solutions with clients, these moments define our culture. Viva Engage is our internal social network designed to foster day-to-day collaboration, connection and community among employees. It enables users to share updates, ask questions, join interest-based communities, and crowdsource knowledge, helping teams stay informed and engaged. Our ERG leaders, early-career cohorts, and people managers are not just contributors; they are co-creators of our future. Their stories showcase the power of engagement in action and the strength of a culture that empowers every individual to lead, grow, and thrive.

[Explore employee stories.](#)



MYXEROX INTRANET ENGAGEMENT - FEATURES ON CONNECTION AND BELONGING



45,785
total views



30
features



1,526
average views



Active Listening: A Foundation for Reinvention



Active listening is now a fundamental part of our Reinvention, an ongoing, intentional practice that influences every level of our organization. Listening is not a one-time initiative; it has become a continuous loop of engagement, reflection, and action.

To that end, we expanded our feedback channels across the enterprise, encompassing employee focus groups, partner roundtables, client conversations, industry insights, and more. Our employee podcast has emerged as a platform for real-time dialogue, featuring voices from the field who explore topics spanning AI innovation to service delivery.

We created digital communities, like our Young Professionals network and other affinity groups, to surface diverse perspectives and encourage inclusive conversations. Executive leaders, including Steve and John, spent time in the field, sitting down with managers, early-career employees, and technicians to listen to firsthand experiences about what's working and what needs to change. Our town halls have evolved into two-way forums, providing updates and serving as a platform for receiving invaluable feedback.

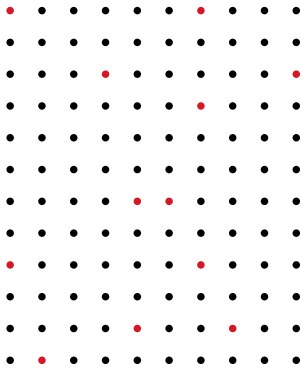
This 360-degree approach to listening informed our strategy, shaped our culture, and strengthened our leadership. It helped us identify blind spots, refine our management systems, and align our structure with the growing needs of our clients and employees. Listening is how we stay market-driven, people-centered, and future-ready, and it will remain a vital part of how we lead.

“

Listening is how we keep the beat of the organization. It's not just about hearing, it's about understanding, acting, and building a culture where every voice helps shape the future of Xerox.

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Kim Kleps,
Chief People Officer





LISTENING IN ACTION: TURNING INSIGHT INTO IMPACT

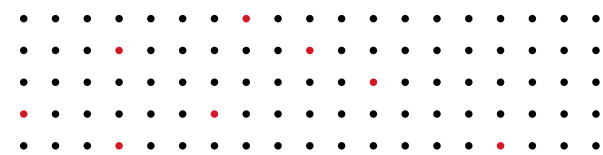
At Xerox, we understand that listening is only the beginning. What sets us apart is how we act on what we hear. We've taken deliberate steps to transform feedback into meaningful change through a structured, people-centered approach. Our listening initiative evolved into a powerful engine for cultural transformation. We launched a workstream model that empowered employees across geographies and functions to co-create solutions rooted in real experiences and insights.

To address key themes that emerged from the feedback, we established three workstreams: Total Rewards and Well-being, Flexibility and Remote Work, and Leadership and Belonging. Each group, composed of employees who are well-versed in our organization's ethos, translated feedback into actionable recommendations. From introducing well-being days and manager toolkits to rethinking our approach to remote work with greater intention, these initiatives echoed our commitment to building a workplace that supports both performance and people.

The Leadership and Belonging workstream, emphasized the need to equip leaders as culture carriers, ambassadors of Reinvention who serve, support, and inspire their teams. This cycle of listening, reflecting, and acting is now at the core of how we operate. It ensures that our Reinvention is not only strategic but also human-centered and driven by the voices of those who make who we are today and what we will become tomorrow.



Active listening in action: Steve Bandrowczak meets employees at our Webster Campus, New York.





Partner Engagement

Listening, Acting, and Strengthening the Channel

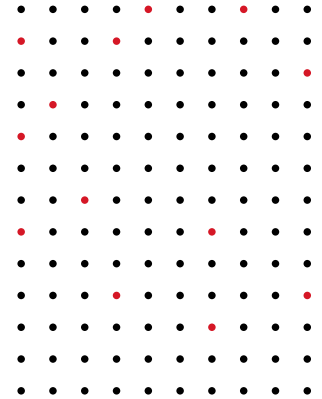


At Xerox, we remain committed to strong partner engagement and relationships. We do this through listening sessions to facilitate two-way discussions to drive meaningful change. We also use the feedback to provide tailored resources to support our partners and ensure meaningful action.

Central to this was the expansion of PartnerScore in 2024, a dynamic engagement platform used by more than 240 partners globally, which represents nearly half of our business. Unlike traditional surveys, PartnerScore acts as a real-time feedback loop, allowing partners to rate experiences, share insights, and engage directly with our leaders.

Partner feedback helps us drive improvements, such as enhanced escalation path, improve service delivery, and more responsive communication. We strengthened our partner councils across different partner groups, ensuring diverse voices to help shape our strategy. Executive engagement is also key, including meetings with our CEO, and provides a pivotal path to obtain feedback during partner roundtables and other key events, reinforcing our commitment to listening at every level.

Looking ahead to 2025, our new cross-functional Partner Experience Committee will focus on bringing the feedback loop to a full circle, ensuring our partners see the impact of their input. With smarter communication frameworks and deeper insight analysis, we're building a more connected, responsive, and empowered partner ecosystem.



John Bruno, Jacques Edouard Gueden, and Steve Bandrowczak meet with partners.



Celebrating Our Connected Culture



The 2024 One Conference was a powerful testament to our commitment to growing together from the inside out. Brought to life in collaboration with all ten of our Employee Resource Groups (ERGs), this event celebrated our rich legacy while championing the future of Connection and Belonging.

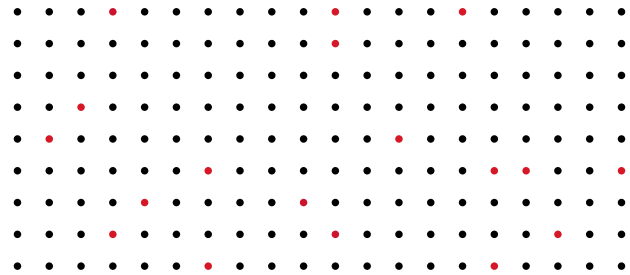
Held in Washington, D.C., the conference welcomed nearly 200 employees from around the globe for two days of transformative learning, networking, and inspiration. An additional 231 employees joined virtually for the All of Us Together kick-off segment hosted on the first day of the conference. Kim Kleps, Senior Vice President of People, emphasized the importance of taking advantage of these opportunities to grow and connect with our colleagues. “It’s critical that we continue to elevate all voices so that we all feel valued and heard. The One Conference gave us a chance to invest in ourselves, in each other, and in the future of Xerox.”

Attendees participated in dynamic workshops and one-on-one coaching sessions, along with listening to renowned speakers like Frans Johansson and Vera Jones. This enabled them to learn from industry best practices and acquire essential tools to amplify every voice within our organization. With a focus on inclusive leadership, innovation, and well-being, the event empowered employees to invest in their personal and professional growth. The One Conference exemplified our dedication to nurturing a culture where every voice is heard and valued. It was more than an event; it was a movement that helped



us acknowledge: while our roots may be different, we can blossom together. Our stories may be unfamiliar, but united, our voices will be heard. Our cultures may be unique but when we come together, we gain great strength.

A post-survey feedback stated that 97% of the respondents now understand how to effectively foster connection and belonging in the workplace.



The One Conference was a visual feast that materialized with the help of the outstanding One Conference planning team, great support of our Executive Committee and Senior Leadership Team, and financial support of the One Conference sponsors. It celebrated Our Connected Culture, a culture where we consistently drive innovation.

Yetta Toliver,
Global Head of Connection and Belonging





Fostering a Culture of Well-being



At the heart of our employee well-being strategy lies a bold, long-term vision: to deliver holistic well-being support to our global workforce. This is not just about launching new programs; it's about transforming how we think, talk, and act on well-being across all levels of the organization.

THRIVING IN THE WORKPLACE

Our approach is rooted in the belief that employees should be empowered to bring their whole selves to work. Mental, physical, and emotional well-being are not just personal matters but essential to productivity, engagement, and a thriving workplace culture. That's why we're working to unify the many successful well-being efforts across regions into a cohesive, global strategy.

A standout initiative for well-being in 2024 was our Recharge Day, a simple yet powerful opportunity for employees to take a day for themselves and share their experiences. With over 3,000 participants, it sparked meaningful conversations on our internal Viva Engage platform, showcasing the diverse ways we can prioritize our well-being and celebrate the talents and passions of

our people to enhance connection. Employees were encouraged to choose what worked for them: seeking support from health professionals or trusted friends and family members, prioritizing health sessions or check-ins with medical professionals, or engaging in activities that nurture mental and emotional well-being.

In May 2024, we observed Mental Health Awareness Month with a series of impactful events that brought employees together to reflect, share, and support one another. Guided by the theme "Where to Start: Mental Health in a Changing World," our ERGs led discussions that fostered meaningful dialogue around mental well-being.

By creating safe spaces for dialog and learning, our ERGs continue to play a vital role in building a supportive and healthy workplace for all.





RECHARGE DAY EMPLOYEE VIVA ENGAGE POSTS

Andy Branford

Nov 5, 2024

Seen by 6,733

I was lucky enough to spend my #RechargeDay with my family and son's best friend family at Port Lympne - The boys loved their day out exploring and seeing all the animals. What a great initiative, thank you Xerox.

Kayal, Abhilasha

Sep 23, 2024

Seen by 8,045

I used my #RechargeDay to visit Prince Edward Island with my family. it was a great experience, loved every minute of it.

Denise Patko

Oct 4, 2024

Seen by 13,621

#RechargeDay: Thank you Xerox for giving me the opportunity to spend this meaningful day with my 102-year-old-grandmother. She has beautifully captured her memories, dating back to 1922, in a keepsake book that I will cherish forever. Today, we spent time with family and connected with extended relatives through our shared ancestry, making it a truly unforgettable experience.

Federico De Gregorio

Oct 14, 2024

Seen by 4,471

So for my #RechargeDay, I visited Pompeii. Pompeii was an ancient Roman city buried under volcanic ash and pumice during the eruption of Mount Vesuvius in 79 AD. I had a nice day! Thank you Xerox.

Jerard David

Nov 1, 2024

Seen by 773

On our #RechargeDay, Me and P. Sreeraj embarked on a truly unforgettable bike ride through the landscapes of Munnar, seeking to reconnect with nature and rejuvenate our spirits.

We rode through misty fog, warm sunlit stretches, and refreshing bursts of rain, each shift in the weather adding its own magic to the journey. The fresh rain brought the green surroundings to life, the fog wrapped us in a tranquil haze, and sunlight breaking through the clouds filled us with a quiet, joyful warmth.

Every moment felt like a celebration – from the tea breaks to the thrill of off-roading along rugged paths. Our laughter and camaraderie transformed the day into an adventure and a treasured memory.

It was a day of pure joy and serenity, a perfect escape that left us both feeling completely recharged, uplifted, and grateful for the beauty of nature.

Nicole Zons

Nov 6, 2024

Seen by 10,453

#RechargeDay
I enjoyed my recharge day with a day trip to the historic city of Cologne in mid-west Germany with my loved one. We used public transport to get there, which only took an hour as we live close by. Then we went to see the impressive Cologne Cathedral, whose construction began in 1248 and was completed in 1880 – well, more or less completed, as it remains a perpetual building site, which is no wonder given its size and age. Afterwards, I redeemed my voucher for an Iris photography session, which resulted in some impressive pictures, and then we treated ourselves to a champagne breakfast in a renowned café. Afterwards, we went shopping in some nice shops before our thirst lured us to 1-2 of Cologne's traditional brewhouses. In the evening, we enjoyed real Cologne food such as 'Himmel un Ääd', which means 'heaven and earth' and consists of fried black pudding, mashed potatoes and roasted onions and apples. We enjoyed 2, 3, 4 glasses of Kölsch and then the train and bus took us safely home again.
An all-round successful day - thanks to Steve and Xerox 🍷

Lorraine Roy

Sep 30, 2024

Seen by 12,805

My #Rechargeday was spent in outer space.

Mark Sixbey

Oct 30, 2024

Seen by 2,054

#RechargeDay
I spent my day volunteering in Fairview, NC assisting families dealing with the aftermath of hurricane Helene. I met my brother-in-law, and we volunteered with Samaritan's Purse. The day was spent cutting up huge oak trees that were downed, cutting and cleaning branches, removing yard debris, and helping the homeowners reclaim what's left of their home. It was a busy day, but very fulfilling.




PRIORITIZING SELF-CARE

Importantly, this helped shift the narrative around time off from being seen as a disruption to being more widely recognized as a vital investment in employee health and performance. This initiative stemmed from our Employee Listening and Culture Refresh Project, which began in 2023 and remains a cornerstone of our strategy to refresh our culture.

Leadership played a pivotal role in this cultural shift. By modeling behaviors such as disconnecting during personal time and openly discussing well-being, our leaders set a new tone that gave permission and language for others to prioritize self-care.

Feedback from our listening in 2023 also led to a significant enhancement of our U.S. Parental Leave Policy, which now offers 12 weeks for all parents, well above the national average. This change reflects our commitment to supporting employees through all life stages, recognizing that true presence at work begins with feeling supported at home.

Looking ahead, we continue to evaluate our time-off policies and explore new ways to encourage recharging and rest. While not all initiatives can be implemented at once, our focus remains clear: build a caring, inclusive culture where well-being is not an add-on but a fundamental part of how we work.

[Read more about our employee listening initiatives.](#) 

WHOLE-PERSON WELLNESS

In 2024, we continued to prioritize mental health as a vital part of employee well-being. During Mental Health Awareness Month, we launched a series of impactful sessions under the theme “Where to Start: Mental Health in a Changing World”, supported by our Employee Resource Groups, including Enable_All, The Women’s Alliance, and GALAXe. These sessions fostered open dialogue and shared strategies for resilience. Through our Employee Assistance Program and global resources, we provide confidential support, counseling, and practical tools. By encouraging open conversations and offering inclusive support, we are building a workplace culture where mental health truly matters.

LOCAL WELL-BEING PROGRAMS

In Ireland and the UK, local Well-being teams actively champion physical, mental, and emotional health through a wide range of initiatives. In 2024, our employee assistance program contractors and partnerships with third-party health specialists provided access to counselling, mental health resources, and educational workshops on topics such as menopause, nutrition, and resilience.

Over 78 sessions were delivered in 2024, covering diverse subjects, including sleep, anxiety, neurodiversity, and cancer awareness. Our menopause support program, launched in the UK and Ireland in 2022, expanded with new sessions during Menopause Awareness Month, offering practical advice and meditation resources. Menopause support was rolled out to France in 2024, and the UK was recognized as a Menopause Friendly employer. Globally, we encourage employees to expand their

knowledge of self-care with a range of training resources available on our learning platform, including mindfulness, healthy eating, resilience, self-improvement, and more. In February, 40 teams from our UK operations competed in the Future Steps 110K-a-day Challenge for The King’s Trust, our UK charity partner. Together, we achieved over 55 million steps through the month with lunchtime walks, walking meetings, and a focus on being outdoors. It reinforced the crucial role exercise and working together in teams plays on our well-being!



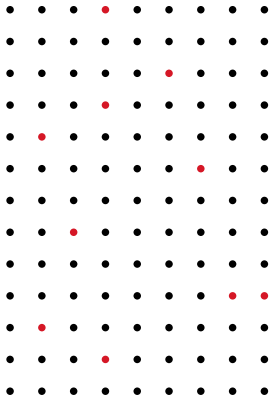
Leadership support is key to ensuring engagement, promoting access, and removing traditional stigmas around health issues in the workplace with men and women.

Collectively, these efforts reflect our dedication to making strides towards creating a workplace where every individual can thrive and contribute to mutual success.

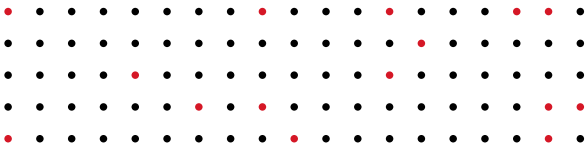




Advancing Talent, Education, and Knowledge



In 2024, we made significant strides in our Talent, Education, and Knowledge (TEK) strategy, reinforcing our commitment to employee empowerment, continuous learning, and sustainable growth.



MAJOR MILESTONES INCLUDE:



Our Sales Academy: Introduced with executive leadership support, this initiative marked a pivotal step in reinventing the learning experience for client-facing teams.



Performance Management: A major upgrade introduced a five-point rating scale to enable more nuanced performance differentiation and supported a fairer, more equitable evaluation process. A new 360-degree feedback mechanism provided managers with broader insights into employee impact and collaboration.



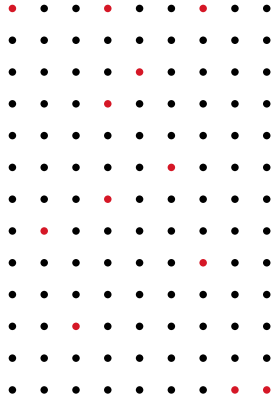
Supporting Sustainable Growth: TEK also played a critical role in identifying evolving skill requirements and closing knowledge gaps. By continuously scanning internal and external trends, the team ensures we remain agile and aligned with business needs.



Reigniting our learning culture isn't just about training, it's about empowering every employee to lead with confidence, grow with purpose, and shape the future of Xerox.

Kim Kleps,
Chief People Officer





Empowering Growth Through Vista:

In 2024, 45 employees completed the Vista program, an immersive journey of skill-building and leadership development to prepare for the next phase of their careers.



Elevating Our Top Talent through Our Northeastern partnership:

For the second year in a row, the 18-month program at Northeastern University in Boston allowed employees the opportunity to graduate with a master's degree in Strategic Technology Leadership. This program enhances the skills of our selected participants through formal coursework and in-person residencies, and provide valuable insights to help us move the company forward.



MEET Leadership Capabilities:

We embedded Model, Evolve, Empower, and Trust (MEET) into the core of our talent and learning strategies. MEET is now a foundational framework guiding how leaders at all levels operate, from performance management to learning enablement, to promote effective leadership aligned with our cultural values and strategic goals.

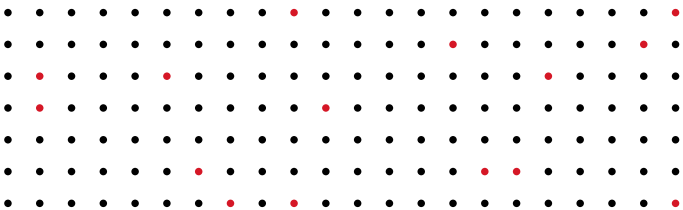


Manager Success Center: We launched a one-stop hub for resources, learning, and coaching to further support leadership development. This hub equips managers with the tools to nurture talent, inspire their teams, and drive team success. We believe that great managers are essential to unlocking the full potential of our greatest asset: our people.



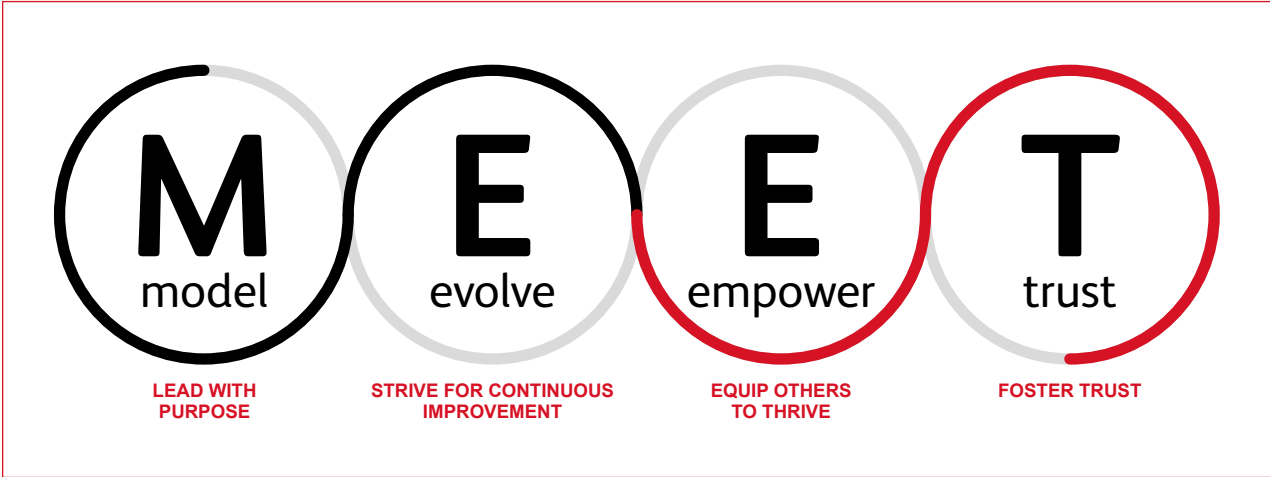
Investing in our people through programs like Vista is vital. These future leaders will help drive our Reinvention journey and shape our continued success.

Steve Bandrowczak, CEO





Leadership at Xerox: The MEET Model



The MEET model has become a cornerstone of leadership for us. This leadership capabilities framework stands for Model, Evolve, Empower, and Trust.

It was formally expanded in 2024 through the following ways:

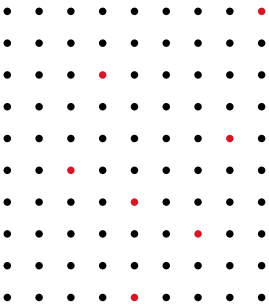
- **Executive and Senior Leadership Training:** A 12-month program designed to reinforce MEET leadership capabilities and leverage the principles of emotional intelligence.
- **Global Performance Management Process (PMP):** Introduced across all employee levels to emphasize how we lead people, processes, projects and programs.

In 2025, we continue to embed our MEET leadership capabilities into every aspect of our culture, from employee learning, people manager enablement, and year-end performance reviews. This ensures that leadership development is core to how we operate and practice by everyone to create a culture of high performance.

SHAPING OUR FUTURE STRATEGY

Our approach is deeply data-informed. Insights from 2024 programs have shaped our 2025 strategy, including the development of targeted coaching and learning programs. By analyzing usage patterns and feedback, we continuously refine our offerings to meet evolving needs. In parallel, foundational planning began in 2024 for our Learning Central, a centralized platform intended to deliver personalized, technology-driven learning experiences that engage and empower our employees' skill progression. Scheduled to launch in 2025, this platform will take learners from foundational understanding to mastery in the critical areas that drive their careers forward. This involved realigning teams and defining the structure, content, and enablers needed to support a future-ready workforce.

We continue to invest in our people, recognizing that empowered employees are the foundation of innovation and long-term success. This emphasis on consistent, values-driven leadership is helping to shape a more agile, inclusive, and high-performing organization.



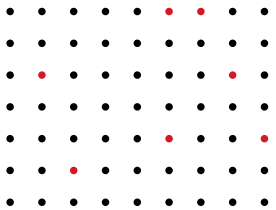


**WE ADVANCE WORKFORCE STRATEGY WITH
GLOBAL LEARNING EXCELLENCE CENTER**

As part of our Reinvention, we have unveiled our reimagined Global Learning Excellence Center in Webster, New York, an investment in talent development designed to drive sustainable, profitable growth. Co-located with the Gil Hatch Center for Client Innovation, the facility is our largest global learning hub, offering scalable, hybrid training solutions aligned with business priorities.

Our Learning Management System in 2024 recorded over 360,000 hours of learning. The Global Learning Excellence Center is core to our wider learning ecosystem, reinforcing our commitment to upskilling and retaining a high-performing workforce. It also houses our new Sales Learning Academy, which delivers AI-driven coaching, certification pathways, and skills benchmarking to elevate sales effectiveness and client engagement.

The Evolved Seller Certification program equips sales teams with critical business, product, and consultative skills, ensuring alignment with evolving market demands. This initiative strengthens our human capital foundation, positioning the company for agility, innovation, and long-term value creation.



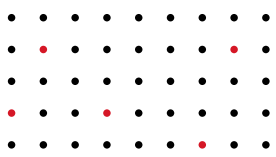


Total Rewards

Rewarding What Matters

Our success depends on attracting and sustaining a healthy, high-performing global workforce. That’s why we offer a comprehensive Total Rewards Program designed to support our people and our business. These programs are built to drive shareholder value, align performance with strategic goals, and support our talent strategy.

Depending on location and eligibility, offerings may include competitive base pay, short- and long-term incentives, healthcare, wellness, retirement, and paid time off, including time to volunteer. Our integrated performance and compensation systems ensure that when we succeed, our people share in that success through recognition, development, and meaningful rewards that reflect their contributions.



ALIGNING SALES COMPENSATION WITH STRATEGY AND IMPACT

At Xerox, we recognize that meaningful transformation requires more than structural change; it demands alignment across people, purpose, and performance. In 2024, we redesigned our compensation, recognition, and incentive programs for sales to reflect the evolving needs of our clients and the strategic direction of our business. As we broaden our offerings and expand into new markets, we’ve placed greater emphasis on rewarding behaviors that drive both client success and long-term growth.

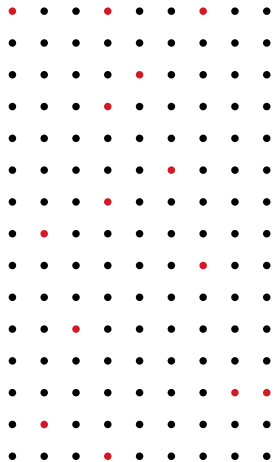
Our updated compensation model incentivizes acquiring new clients while deepening relationships with existing ones, balancing expansion with retention. Over 6,000 roles were remapped to ensure the right talent is in place to support our strategy, and our selling organization now benefits from a refreshed incentive structure that aligns with our intelligent document processing and services-led approach.

By linking compensation to strategic outcomes, we empower our teams to move faster, make smarter decisions, and deliver greater value, together.





Employee Representation



Championing Employee Rights and Workplace Collaboration

At Xerox, our employees are our greatest asset. We are firmly committed to protecting their fundamental rights and respecting the laws and cultural practices of every country in which we operate.

By promoting proactive engagement with employee representatives and ensuring consistent compliance with labor laws, we are fostering a respectful, transparent, and legally sound work environment. Our aim is to support consistent decision-making and strengthen constructive relationships across the organization.

In the Europe, Middle East, and Africa (EMEA) region, where collaboration with Works Councils and Trade Unions is both a legal obligation and a cultural expectation, Workplace Relations plays a vital role. We emphasize open, meaningful dialogue, timely information sharing, and structured consultation processes to uphold employee rights. As our industry evolves, we remain committed to managing change with transparency, respect, and care for our workforce.

In the Americas, we value our partnerships with unions in Brazil and the United States, recognizing their essential role in cultivating a fair and respectful workplace. Through open dialogue and mutual respect, we work collaboratively with union representatives to address employee needs and nurture a positive, inclusive workplace culture.

Through these efforts, we are building a forward-thinking workplace grounded in trust, integrity, connection, and belonging.



Keeping Our Workforce Safe



At Xerox, we are committed to maintaining a safe work environment for our people and embracing a comprehensive strategy for workplace safety. Our approach integrates evidence-based practices and robust implementation strategies, offering the greatest potential for preventing injuries and ensuring compliance with relevant laws and regulations.

By proactively identifying and addressing hazards before they cause harm, we are creating a safer environment for our employees and enhancing overall business operations.

In 2024, our U.S. total recordable injury (TRI) rate improved by 2.30% and our day away from work case (DAFW) rate improved by 17.78% from 2023 levels. Our worldwide operations exhibited mixed results, with a 1.37% increase in TRI and a 14.89% improvement in DAFW cases. Overall, the total number of injuries decreased, and the increase in the global TRI rate was likely due to the decrease in global headcount.

[Explore all our safety data in the Progress Summary Report.](#)



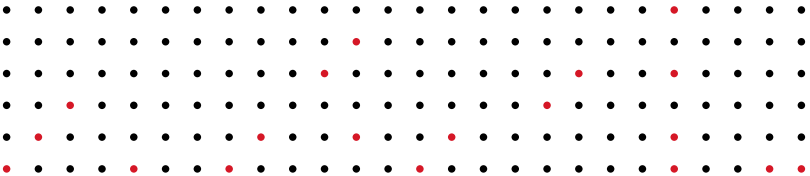
We prioritize the safety and security of our employees around the world. We believe that security is a collective effort, and each of us plays an active role in safeguarding the well-being of others. If employees have any concerns, our Corporate Security team is always just one click away, with dedicated team members available around the clock to provide support and enable our employees to actively participate in our security efforts. Our collective vigilance contributes to a safer work environment for all.





**CORPORATE EH&S COMPLIANCE
AUDIT PROGRAM**

A well-established internal audit program measures our success in implementing corporate standards, allowing us to share best practices, validate regulatory compliance, and evaluate risk management processes. Corporate assessments at significant locations are conducted once every three to five years based on the inherent risks associated with site operations. These risks are re-evaluated on a regular basis and include site size and type of operation, specific Environment, Health, and Safety (EH&S) regulatory applicability, and employee turnover. Our audit teams evaluate operations against our internal standards, external regulations, and industry guidelines. When necessary, we also focus on particular EH&S aspects based on activities with unique hazards and evaluate management system performance. Issues with the potential to pose a significant risk of environmental damage, serious injury to employees, or regulatory noncompliance are immediately raised to the management team, enabling prompt attention to critical issues. With the assistance of local managers and support staff, action plans for all deficiencies are developed, and issues are corrected. Our audit program is an important mechanism for identifying and correcting performance gaps.





Responsible Marketing Practices

We take extra measures to ensure that all marketing claims can be substantiated, standing firmly behind our assertions. This commitment is crucial to provide our clients with transparency, fact-based information, and to protect our brand reputation.



RIGOR IN PRODUCT DEVELOPMENT AND MARKETING

Our go-to-market process includes the integration of sustainability among technical and financial criteria. From the outset, we assess sustainability compliance, setting clear goals for products to meet, and validate the sustainability benefits. This process includes a mandatory review of benefits and claims by our sustainability support team, ensuring all environmental marketing claims are thoroughly vetted and validated. Training has been developed and deployed to educate marketing teams on the requirements for making a validated environmental or sustainability claim.

THIRD-PARTY VALIDATION

To further bolster our credibility, we obtain third-party supported eco-labels like ENERGY STAR®, EPEAT®, and Blue Angel, providing additional assurance of the environmental benefits of our products to clients. Another example of third-party validation is our Verified Carbon Neutrality Service, which was developed to the ISO 14068 standard, enabling clients to make evidence-based carbon neutrality claims that have been independently verified. We ensure transparency by making an eco-label product list available on [our website](#) and including validated statements in specification documents and marketing collaterals.

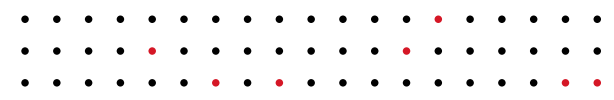
[Explore our eco-labels.](#) 

RESPONSIBLE MARKETING

 Over 230 people trained on environmental marketing claims*		
 More than 100 environmental marketing reviews completed*	 More than 60 products assessed for sustainability**	

By embedding responsible marketing practices into our operations, we mitigate risks and foster trust with our clients.

* since the roll out in 2024
** since introducing the mandate in 2019





Client Health and Safety

Safeguarding Health and the Environment




At Xerox, the well-being of our clients and employees is a high priority. We rigorously assess all potential health and safety hazards, including their interactions, and adopt a conservative approach to risk. Our commitment to compliance ensures we consistently meet or exceed regulatory standards to protect people and the environment.



PRODUCT SAFETY


At our organization, product safety has long been a core tenet embedded into every state of our technology design and development. Our comprehensive Product Safety and Sustainability Requirements Document outlines stringent health, safety, and sustainability criteria that all products and materials must meet. Guided by global regulations and our Environment, Health, and Safety (EHS) Standards, our design process integrates safety from the earliest stages of development. We ensure that all Xerox® Products are appropriately assessed, certified, and labeled to meet regulatory requirements across markets. Our Product Safety Data Sheets (PSDS), Safety Data Sheets (SDS), and Declarations of Conformity (DoC) provide transparent, multilingual information on product safety attributes, safe use and handling of materials, and certification standards. A robust process is in place to track and address client concerns and field events. In 2024, we reported zero regulatory violations or recalls related to products and materials, a testament to our proactive and rigorous approach to safety.

[Read more on Xerox product safety.](#) 

CHEMICAL COMPLIANCE

We enforce strict internal standards, such as Environment, Health, Safety, and Sustainability EHS 1001, EHS 701, and EHS 710, which govern chemical use in products, materials, and packaging. These standards align with international frameworks such as International Electrotechnical Commission (IEC) 62474 and global regulations, including the Restriction of Hazardous Substances (RoHS) Directive, Registration, Evaluation, Authorization and Restriction of Chemicals (REACH), Persistent Organic Pollutants (POPs) Regulation, California Proposition 65 (Prop 65), the Toxic Substances Control Act (TSCA), and the Packaging and Packaging Waste Regulation (PPWR).

Our specialists conduct reviews and proactively monitor regulatory developments to stay ahead of evolving restrictions. We collect and share data on regulated substances, ensuring transparency and global compliance. If a substance exceeds newly proposed thresholds, we collaborate with suppliers to reduce or eliminate its presence. Our toxicologist conducts precautionary assessments of all new materials, ensuring consumables do not pose developmental, reproductive, carcinogenic, or ecological risks. Our commitment extends beyond compliance to drive continuous improvement, reduce hazardous materials, and support a safer, more sustainable future.

[Read more about chemical use in products.](#) 



Product Ergonomics and Usability



We integrate ergonomics and usability into every stage of product design to ensure safety, accessibility, and a seamless user experience. Our design teams carefully consider all human interaction points, such as product height, curvature, touchscreen placement, and paper tray access, to accommodate a diverse range of users and service personnel. We prioritize inclusive design principles that support ease of use, intuitive learning, and efficient task performance.

Human factors, industrial design, and user interface design are central to our development process. These disciplines guide us in creating products that are not only functional but also comfortable and intuitive to operate. To ensure our solutions meet real-world needs, we collaborate directly with engineering as well as clients in our labs, gathering feedback and conducting usability testing. This hands-on approach allows us to refine our designs continuously and deliver products that are both user-friendly and aligned with our commitment to safety and sustainability.

EMPOWERING ACCESS AND MOBILITY

As part of our long-term commitment to responsible business practices, we are dedicated to making technology accessible and mobile for all. In today's always-on, hybrid work environment, we enable seamless, secure access to documents and services across both personal and organization-provided devices. Our printers, print solutions, remote access tools, and touchless capabilities are designed to support flexible workforces while maintaining ease of use and security.

Accessibility is a core design principle for us. We continuously improve our products for operability for people of all abilities, incorporating features like tilt-capable consoles, easy tray operation, speech output, invert display, color contrast, screen reader compatibility, and zoom user interfaces. Innovations for printers, such as speech output are supported on Xerox AltaLink and Xerox VersaLink devices local user interfaces and Embedded Web Service, allowing users to program tasks using a connected keyboard. Xerox® Print and Scan Experience, as well as Xerox® Easy Assist App, and @PrintByXerox, adapt our technology to enhance usability for individuals with visual impairments.

In digital services, Xerox® DocuShare® is committed to delivering a user experience that supports accessibility across a wide range of needs. With ongoing enhancements that improve compatibility with assistive technologies, such as screen readers, keyboard navigation, and high-contrast modes, DocuShare empowers users to interact with content more intuitively and efficiently. Recent updates have further strengthened accessibility features, helping organizations meet compliance standards while ensuring a seamless and productive content management experience for all users.

[Read our Xerox® DocuShare® Go Digital Mail Solutions feature.](#)



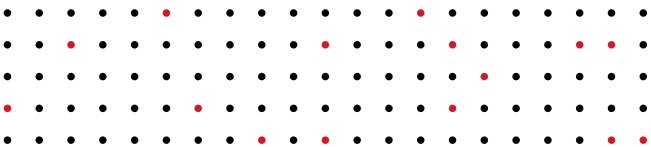
Our Compliance Office ensures global accessibility standards including WCAG, Section 508 and EN301549, are embedded into product development. We also collaborate with our Enable_All employee resource group to ensure usability for our workplace solutions. In recognition of these efforts and our broader commitment to accessibility, Xerox was honored by Disability:IN as one of the Best Places to Work for Disability Inclusion. This award reflects our dedication to building a workplace where everyone feels seen, supported, and empowered.



Client Engagement



At Xerox, client centricity is at the core of how we operate, grow, and reinvent ourselves. In 2024, we continued to strengthen the ecosystems that support our clients, employees, and partners, ensuring every voice is heard and every experience improved.



LISTENING ACTIVELY, ACTING RESPONSIBLY


Listening with intent and acting with urgency are principles that guided our approach throughout the year, from enhancing client engagement programs to investing in employee well-being and partner collaboration.

We launched our global Client Engagement Program in mid-2023 with a foundational relationship survey. Whilst the response was encouraging - in just six months, we saw an 11-point improvement in satisfaction, we wanted to do more. So in 2024, we shifted focus to root-cause resolution with collaboration across functions and geographies and leadership backing. A centralized system is now unifying client experience operations globally, ensuring we can close the loop faster, more consistently, and with more transparency than ever before.

REINVENTION THROUGH RESPONSIBILITY

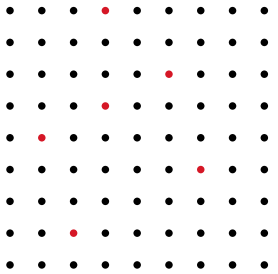
These changes are part of our broader Reinvention, designed not just for innovation's sake, but to meet real client need with the focus on introducing meaningful tools and processes, and implementing them grounded in feedback, centered on the client, and driven by a culture of care. By truly listening to our clients, employees, and partners, we're creating a company that adapts to their needs, solves problems before they happen, and delivers long-term, inclusive value.

As we move through this transition, we remain committed to making every interaction better, more responsive, and more aligned with what our clients truly value.

[Read more about active listening.](#) 

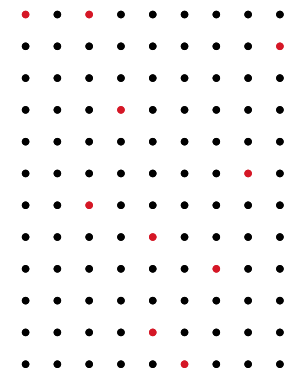


"Spending an insightful collaborative few days together at one of Kenvue's key production sites in France allowed us to advance our global services we provide and explore the future world of digitization throughout Kenvue's operations, expanding the strength and criticality of our valued partnership for many years to come." John Broughton, VP International Accounts EMEA.





Protecting the Environment



xerox™



Improving Conservation and Reducing Impact



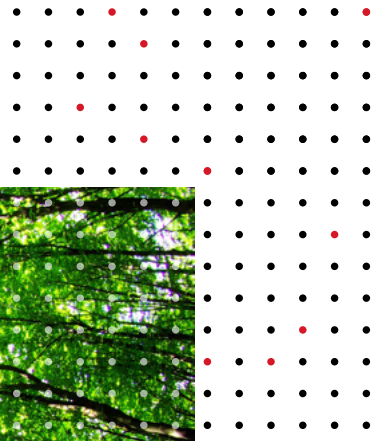
Our continued efforts, from reducing the use of hazardous materials throughout the supply chain to improving process efficiency, have made substantial progress in reducing our environmental impact. In order to ensure we take a comprehensive approach to managing our environmental impacts, our major manufacturing sites and some administrative offices employ an Environmental Management System (EMS) that conforms to ISO 14001:2015. Quarterly status meetings and an Environmental Performance Scorecard (EPS) promote visibility, best-practice sharing, and innovation across our operations.

The Xerox Environmental Management System

- Establishes a framework to ensure compliance with external regulations as well as our internal standards.
- Identifies environmental effects from a lifecycle perspective and sets objectives and performance targets.
- Identifies, manages, and addresses risks and opportunities related to environmental aspects, compliance obligations, and expectations of interested parties.
- Strives for continual improvement by conserving natural resources, eliminating toxic and hazardous materials, and preventing pollution, along with recovering, reusing, and recycling materials.
- Ensures integration between day-to-day business activities, environmental planning, and program management.
- Encourages innovative engineering solutions, creative partnerships, and employee involvement.



Biodiversity



REFORESTATION

The world’s forests are among our most treasured ecosystems, and protecting them from deforestation is one of our top priorities. For clients who leverage Xerox® Managed Print Services, we provide an opportunity to opt into the Xerox® Reforestation Service and Xerox® Carbon Offset Service powered by PrintReleaf™, which allows businesses to offset their environmental impact caused by paper usage via reforestation and carbon offset programs. By analyzing paper usage data, we calculate the number of trees required to balance this usage, focusing on geographic areas that need reforestation the most. We also assist our clients in selecting managed forestry projects that prioritize planting native tree species, in addition to tracking and reporting their direct impact on reforestation.

Since partnering with PrintReleaf, we, along with our clients, have reforested more than 600,000 trees across the world, from the Amazon to Madagascar, offsetting the consumption of more than 5 billion pages.

MORE SUSTAINABLE PAPER SOURCING AND USE

At Xerox, we are committed to more responsible paper stewardship across our global operations. We source paper from suppliers who protect biodiversity, prevent deforestation, and support sustainable forest management. In regions where certified paper is available, we prioritize options with third-party certifications such as Forest Stewardship Council® (FSC®) and Programme for the Endorsement of Forest Certification™ (PEFC™). In instances where such certifications are not feasible, we work with suppliers to ensure equivalent sustainability standards are met. Additionally, we promote efficient paper use to reduce environmental impact while meeting client needs.



600,000+

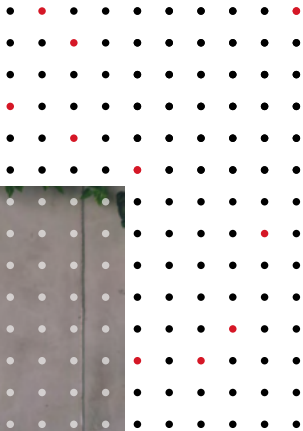
Trees Reforested Worldwide Since 2019

HABITAT AND BIODIVERSITY

At our largest owned site in Webster, New York, we have committed to evaluating the biodiversity impacts of all significant construction and landscaping projects. In addition to this commitment, we are working to reduce the effects of current landscaping practices by eliminating the use of turf application fertilizers and broadleaf herbicides, and reducing the acreage of mown turf. We continue to look for options to enhance the biodiversity of our Webster campus as well as other locations.



Operational Environmental Performance

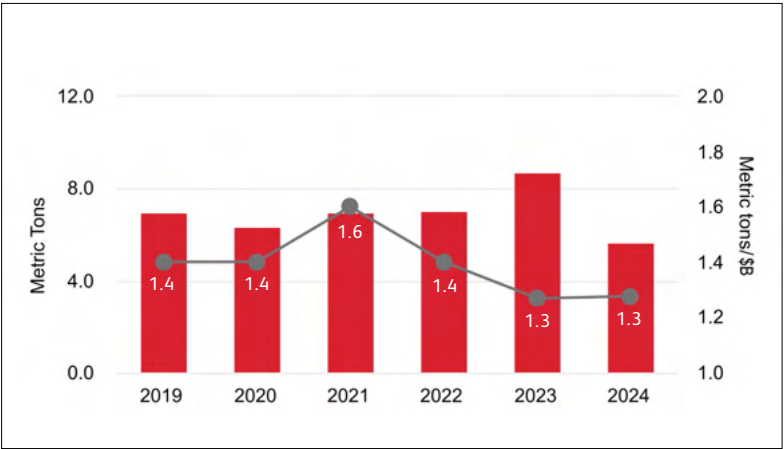


AIR EMISSIONS

Most of our air emissions originate from the production of imaging supplies such as toners, photoreceptor drums and belts, and fuser rolls. Approximately 7.9 metric tons of Volatile Organic Compound (VOC) process air emissions, defined as both VOC and non-VOC per the United States Clean Air Act, were released into the atmosphere from these activities in 2024. Emission levels in 2024 were 0.8 metric tons lower than in 2023. Over time, emission reductions have come primarily from process modifications, lower production volumes of legacy products, and production declines attributable to longer-life components.

A subset of these VOC emissions is defined by the United States Environmental Protection Agency (USEPA) as Hazardous Air Pollutants (HAP). In 2024, we reported worldwide air emissions of approximately 1.36 metric tons of HAP under national toxic chemical release regulations, including the USEPA's Toxic Release Inventory (TRI) program. Methylene chloride (MeCl), toluene, methyl isobutyl ketone (MIBK), and styrene constitute most of these HAP emissions.

Volatile Organic Compound Process Air Emissions



- Worldwide Total VOCs – Metric Tons
- VOC Normalized to Revenue – Tons/\$B



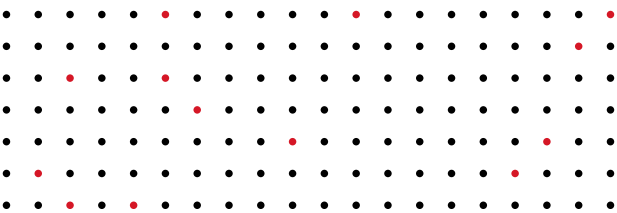
OZONE-DEPLETING SUBSTANCES

Our policy prohibits using Ozone-Depleting Substances (ODS) as ingredients in manufacturing our products and in finished products, including spare parts, accessories, consumables, and packaging. ODS remain in use only as refrigerants in facility and vehicle air conditioning systems, as well as various food/equipment cooling systems, in compliance with applicable global regulations. The elimination of ODS as refrigerants is managed according to government phase-out dates.

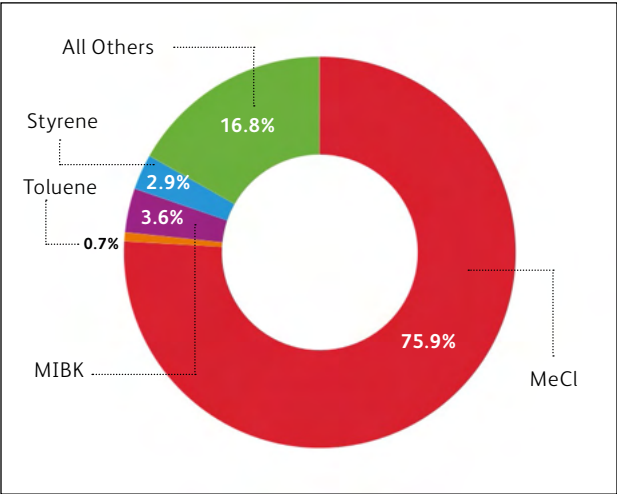
TOXIC CHEMICAL RELEASES AND TRANSFERS

At Xerox, we evaluate the disposition of materials used in our global operations annually and report to applicable government agencies under national toxic chemical release reporting regulations, such as the USEPA’s Toxic Release Inventory, the Canadian National Pollution Release Inventory, and the European Pollutant Release and Transfer Register. Quantities reported through these regulations include responsible disposal and transfers to other locations for treatment, as well as releases to the environment.

Toxic chemical releases decreased by 3% in 2024 compared to 2023 and were 88% lower than 2007 levels. Only about 1% of the total toxic chemical releases were emitted to the air in 2024.



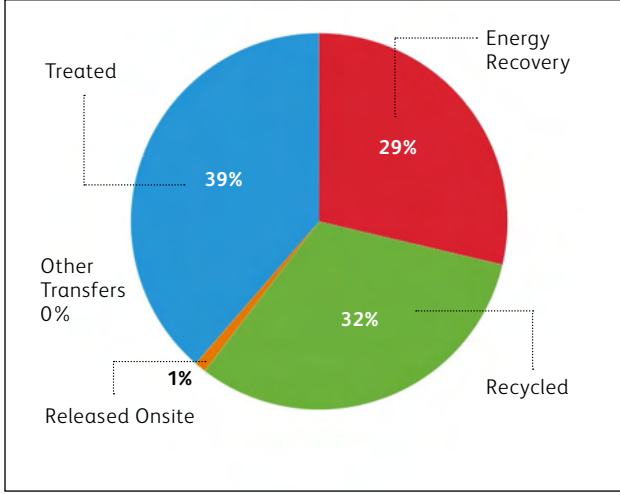
2024 Worldwide Hazardous Air Pollutant Emissions



We continue to reduce our chemical usage and emissions. Methylene chloride, used in the manufacture of our photoreceptor belts, has decreased by 84% from the 2010 baseline, primarily due to the decline in the volume of legacy products and process modifications that lowered the amount used for batch cleaning production equipment. However, product quality issues necessitated more frequent cleaning of manufacturing equipment and parts, resulting in a 17.7% increase in Methylene chloride usage from 2023 to 2024.

The discontinuation of component manufacturing of legacy products has led to substantial reductions in the use of higher-toxicity chemicals, that have historically contributed to increased environmental risk. This includes the elimination of 1,3-Butadiene releases and further reductions in styrene releases. Incident-free material handling operations have maintained a reduced emission rate.

2024 Management of Reported Toxic Chemicals



SPILLS AND ACCIDENTAL RELEASES

At Xerox, we proactively avoid and prevent the accidental release of regulated materials into the air, soil, and water. In 2024, there were no spills or releases associated with our operations that presented a serious risk to human health or the environment, or caused liabilities consequential enough to be included in company financial reports. The few spills and releases that did occur were reported to local government agencies as required, but were not considered significant.



Water Stewardship



As part of our commitment to conserving resources, we monitor water consumption across our manufacturing processes and facilities worldwide.

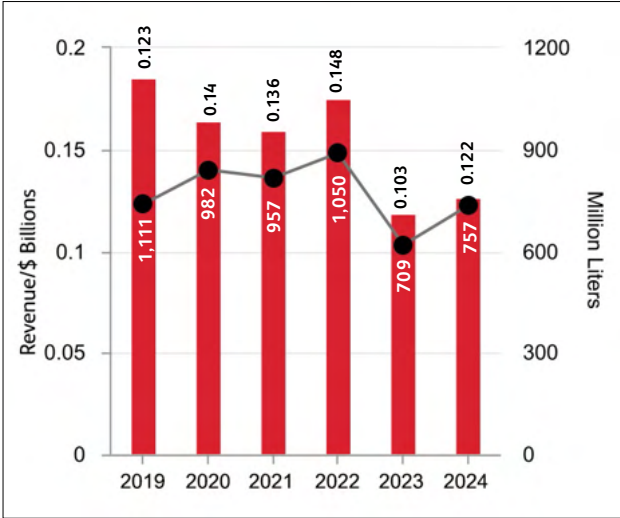
Water used in our operations is sourced from local municipal suppliers that draw it from the ground, lakes, rivers, or other surface waters. We have set an aggressive goal to reduce water consumption by 20% by 2030, using 2020 as our baseline. In 2024, worldwide water withdrawal across our manufacturing and research facilities was approximately 757 million liters, a 23% decrease from the 2020 baseline year.

We saw a slight increase in 2024 water consumption compared to 2023, which was attributed to a faulty water main valve that was repaired, and an increased demand for a product involving a manufacturing process that demands more water than our standard ones. Even with this increase, we continue to achieve reductions through a combination of conservation initiatives that include:

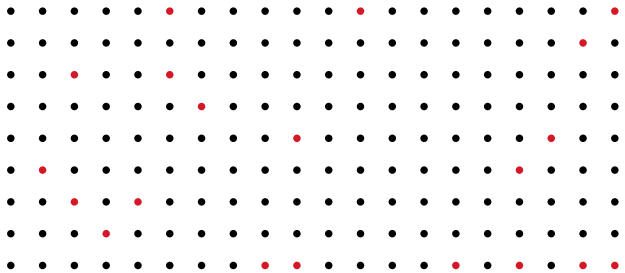
- Elimination of once-through cooling systems in air compressors.
- Site consolidation activities.
- Implementation of improvements to the sanitary sewer infrastructure.
- Recycling reverse osmosis rejects water as make-up water in cooling towers.

Wastewater discharges at manufacturing sites are monitored to validate compliance with local sanitary sewer discharge limits. Process wastewater is treated, as necessary, before being discharged into local sanitary sewers. At Xerox, we use best practices to prevent unwanted pollutants from entering waterways through surface contamination and runoff. Extensive sampling of wastewater discharged to sanitary and storm sewers ensures that discharged water meets our strict requirements. Although we have not established a reduction goal for wastewater discharges, these volumes roughly correlate with consumption and have decreased more than 65% since 2010. Results are attributed to water conservation initiatives, upgrades to water infrastructure, adjustments to metered discharge estimates, and production trends.

Water Consumption Trend



■ Annual Consumption
● Millions Liters/\$B Revenue





Preventing and Managing Waste

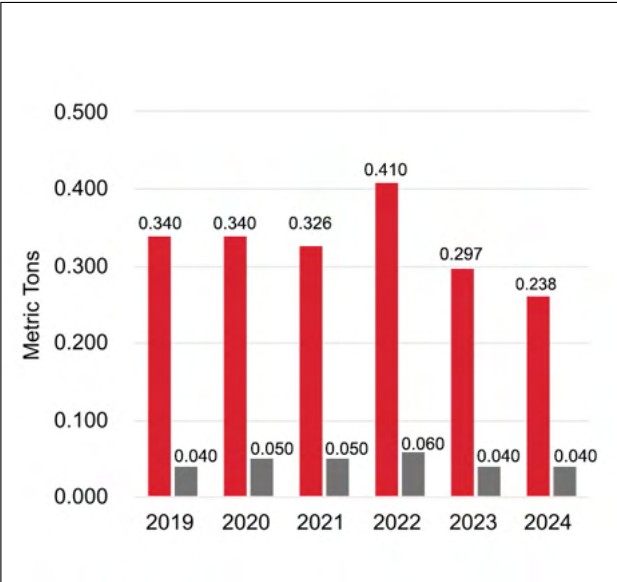
Recycling, Reusing, and Reclaiming Materials

Striving toward waste-free operations for ourselves and our clients has been a cornerstone of our environmental program for nearly 50 years. Our goal is to design processes, products, packaging, and supplies that make efficient use of resources, minimize waste, reuse material where feasible, and recycle what can't be reused.

HAZARDOUS WASTE

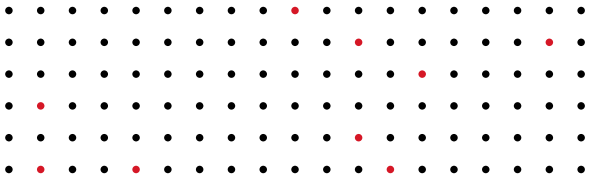
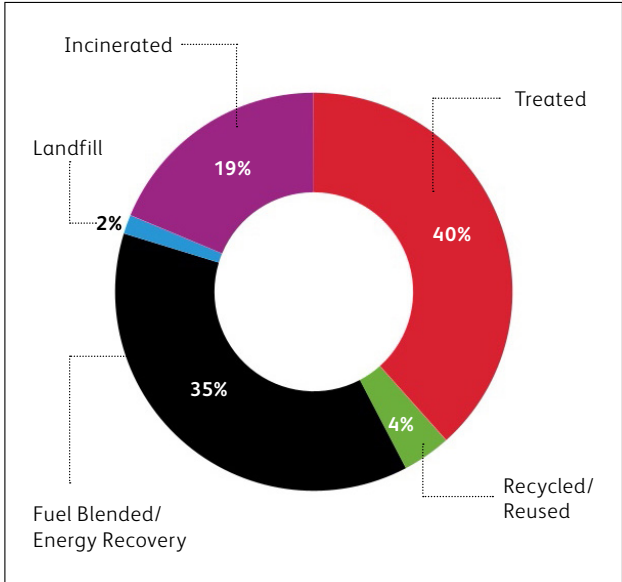
Hazardous waste reduction is among the priority goals and objectives addressed in our environmental management plans. These reduction activities have included manufacturing technology changes and reuse/ recycling initiatives. In 2024, there was a 20% (59 metric tons) year-over-year decrease in the amount of hazardous waste generated, and our efforts to recycle, reuse, and reclaim these materials achieved 98% landfill avoidance. The reduction in hazardous waste volumes is primarily attributable to reduced quantities of waste latex and related materials in one of our toner manufacturing operations. We do not export hazardous waste to developing nations.

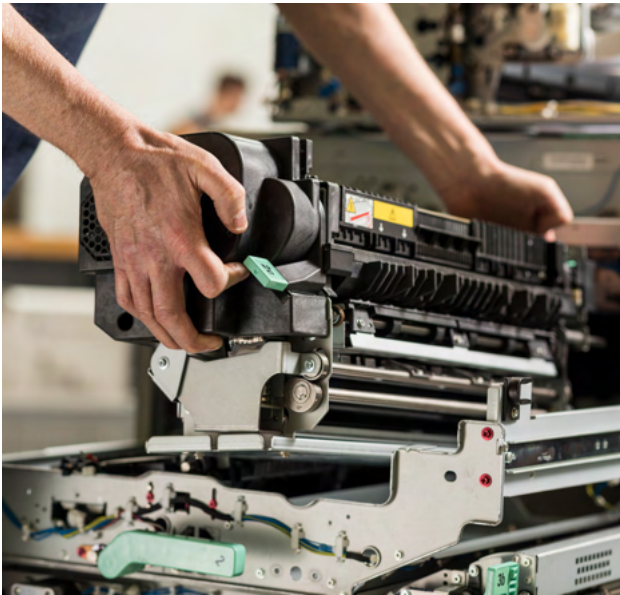
Hazardous Waste Volumes



■ Thousand Metric Tons
■ Metric Tons/\$Billion Revenue

Hazardous Waste Dispositions by Volume





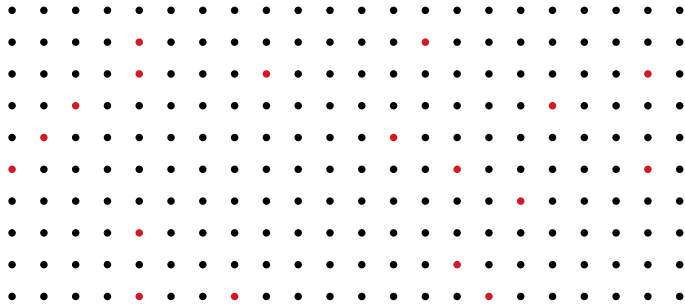
NON-HAZARDOUS SOLID WASTE

Reducing waste in our own operations is a foundational element of our environmental program. Our operational waste consists of two main streams: 22% is process waste, which consists primarily of paper, wood, pallets, waste toner, plastics, and packaging, such as corrugated cardboard. The remainder is equipment manufacturing waste, which includes waste from our manufacturing operations as well as end-of-life equipment and parts that our clients return to us for processing and remanufacturing. Disposition of materials from returned consumables is in the Circular Economy section and is not included in this section's data.

Our goal is to reuse, recycle, or recover energy from 100% of the waste generated at our facilities globally. In 2024, 95% of non-hazardous solid waste was reused in equipment repair or remanufacturing, recycled, or used to produce energy—the same percentage as 2023.

ENVIRONMENTAL REMEDIATION AND COMPLIANCE

In 1985, we voluntarily assessed our global real estate portfolio and identified 68 facilities that required environmental remediation. We worked closely with the appropriate federal, state, and local agencies to implement prompt measures to ensure the protection of our employees, communities, and the environment. Today, only two of the original 68 sites still require active remedial or control measures. We continue to conduct post-remediation compliance monitoring at four locations that are no longer subject to active remediation. In addition, we are focused on working closely with the regulators who oversee both the active and monitored sites to identify opportunities for program efficiency, and accelerate the path to complete our remediation activities.

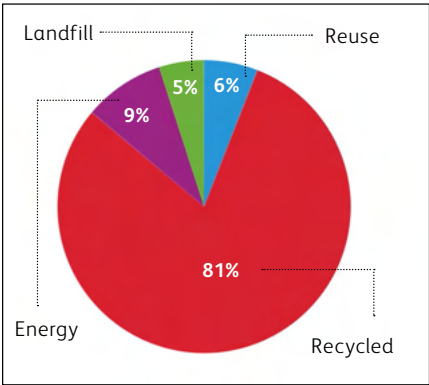




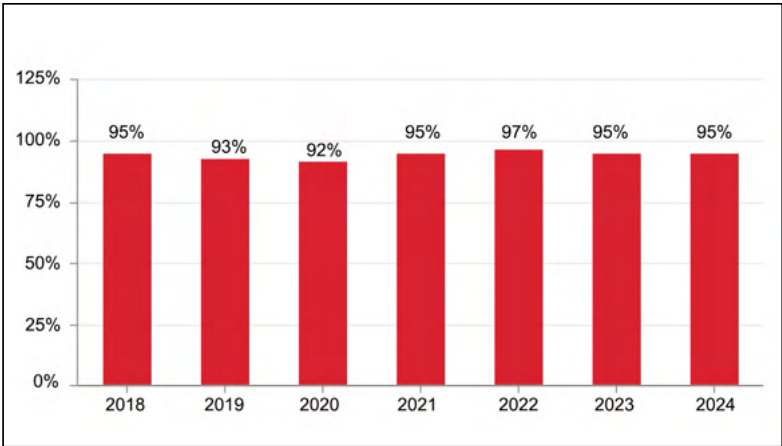
COMPLIANCE REPORTING

All our operations globally are required to report any written or verbal notices of environmental fines, citations, or formal violations. In 2024, one recordkeeping issue related to visible emissions occurred at our Webster, New York facility. The issue was promptly addressed through corrective actions, and no fines were incurred.

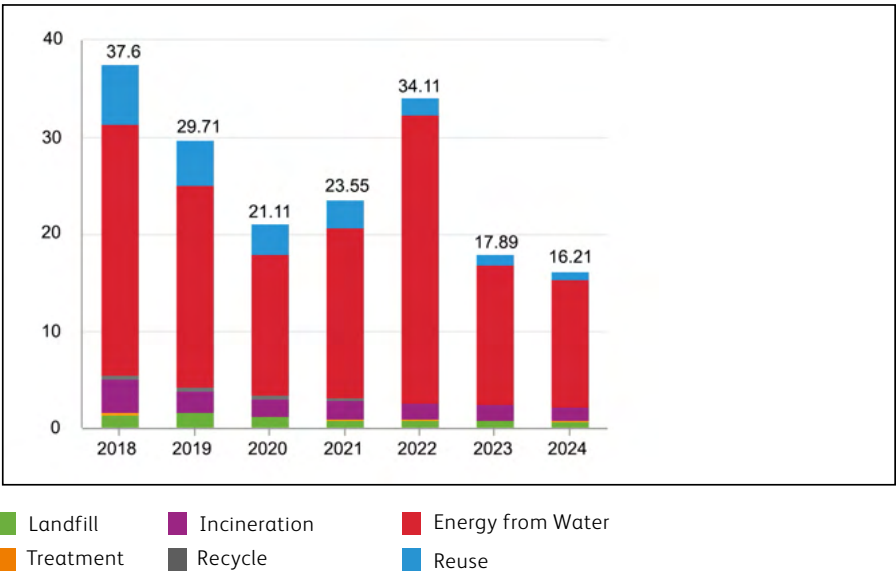
Solid Waste Distribution by Volume



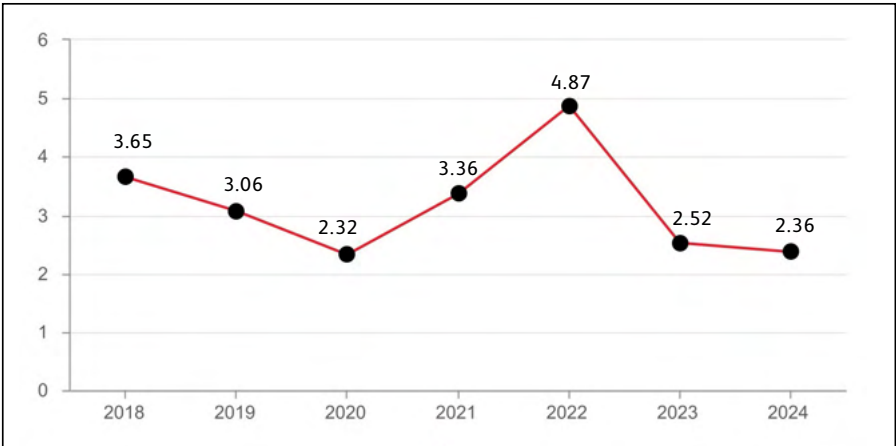
Reuse-Recycle Rate



Thousand Metric Tons-Solid Waste Generated

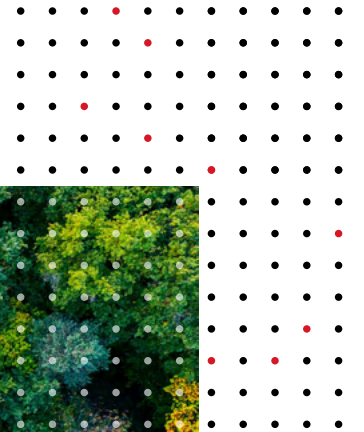


Thousand Metric Tons Solid Waste/\$B Revenue





Net Zero Transition Strategy



Climate change is one of the defining challenges of our time. Its impacts are already being felt across societies, threatening populations, economies, food systems, and natural resources.

At Xerox, we believe that businesses like ours have a critical role to play in protecting the health of the planet. That's why we continue to take decisive action to reduce our environmental footprint and support the global transition to a low-carbon, sustainable future.

We recognize that delaying action will be costly, both economically and in terms of human impact, while accelerating the shift to a low-carbon economy brings wide-ranging benefits, from sustainable growth and better public health to disaster resilience and environmental preservation.

Our commitment is clear: we support climate action and policies consistent with global decarbonization pathways that limit warming to 1.5°C above pre-industrial levels. In line with this, we have set a Science Based Targets initiative (SBTi)-verified goal aligned with a 1.5°C global warming and a 2040 Net Zero goal across our value chain.

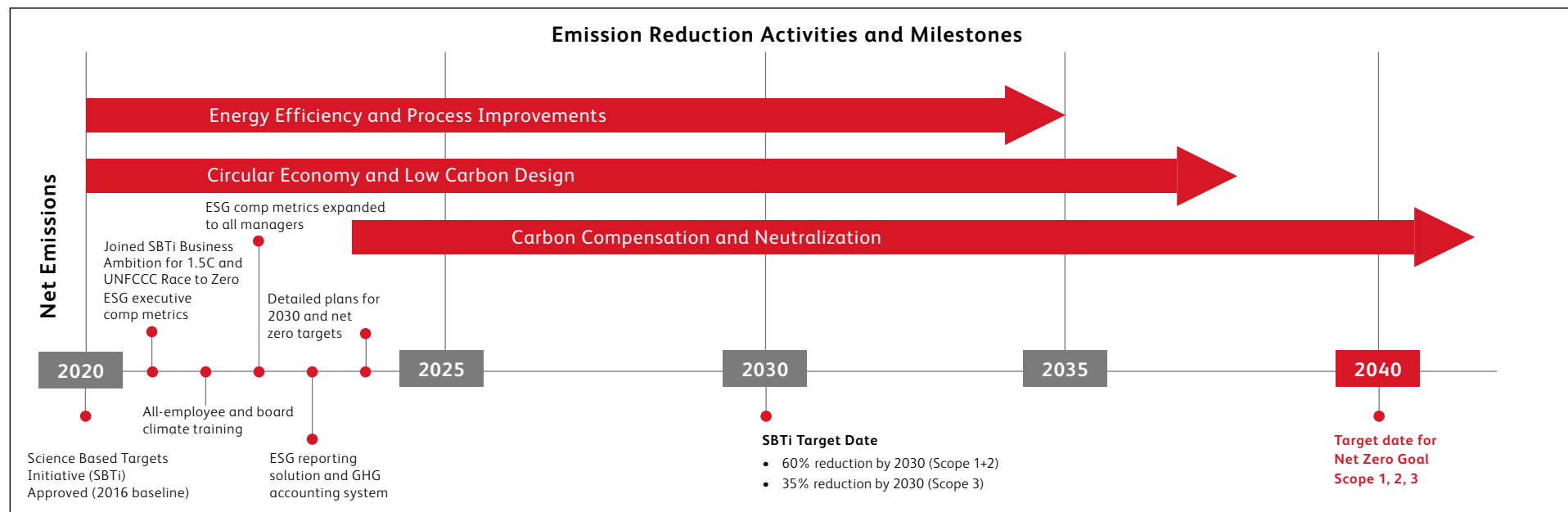
Guided by these targets, we are focused on reducing carbon emissions across our operations and value chain by cutting energy use in our facilities, investing in low-emission product and solution designs, offering energy-efficient services to our clients, and embracing digital transformation to support the evolving needs of a distributed and hybrid workforce. Together, these efforts reflect our belief that environmental stewardship is not only essential for the planet, but also for our business and the communities we serve.

As the global economy shifts toward a low-carbon future, we are committed to leading with purpose and action. Our Climate Net Zero Roadmap outlines the strategic steps we are taking to reduce greenhouse gas emissions across our operations and value chain, in alignment with the goals of the Paris Agreement and our SBTi-verified commitments.

Our core principles and decarbonization pathways are key to our plans for achieving our near-term target by 2030 and our long-term ambition of net-zero emissions by 2040. We integrate operational decarbonization, product innovation, renewable energy adoption, and client-focused solutions, ensuring sustainability is part of our corporate strategy.



Our Roadmap to Net Zero by 2040



CORE PRINCIPLES



Partnerships and Collaborations

We will work with our partners and clients to improve our business while being a catalyst for wider change.

Leadership and Resilience

Integrate a low-carbon focus, climate education, and ESG compensation metrics into business transition.

Innovation-driven

Our innovations have the potential to reduce the world's carbon footprint among other benefits.

KEY DECARBONIZATION PATHWAYS

Energy Efficiency and Process Improvements

- Reduce service miles with remote solve and CareAR
- Increase fleet fuel efficiency
- Real estate optimization
- Process and facilities energy reduction projects
- Incorporate internal carbon pricing into decisions

Circular Economy and Low-carbon Design

- Increase energy efficiency of products
- Increase post-consumer materials in products
- Expand take-back and remanufacturing
- Test and commercialize innovations
- Engage suppliers for lower carbon supply chain

Carbon Compensation and Neutralization

- Zero-carbon electricity
- Power purchase agreements (Solar/Wind)
- Renewable energy credits
- Renewable natural gas
- CO₂ capture, sequestration, and reforestation



Risks, Opportunities, and Transparency



At Xerox, sustainability is both a responsibility and a strategic imperative that drives innovation, resilience, and long-term value creation. Our approach to climate-related risks and opportunities is grounded in science, guided by governance, and driven by a commitment to create a more sustainable future for our clients, communities, and the planet.

DOUBLE MATERIALITY

We apply a double materiality lens to our sustainability strategy, evaluating both how environmental and social issues affect our business and how our operations impact the world around us. This approach ensures that our decisions are informed by stakeholder expectations and aligned with our long-term business objectives. Our Chief Sustainability Officer presents the results of our materiality assessment to the CSR Council, shaping our strategic priorities and action plans.

[Explore more on double materiality.](#)



NAVIGATING A CHANGING WORLD

At Xerox, we face a range of climate-related risks that we proactively manage through our Enterprise Risk Management (ERM) and CSR Council processes, including:

- **Extreme Weather Events:** From floods to snowstorms, physical climate risks threaten our operations and supply chain. We mitigate these risks through robust business continuity plans and supplier resilience strategies.
- **Market Shifts:** As global standards for energy efficiency evolve, we continuously innovate to ensure our products meet or exceed expectations. Failure to do so could impact our competitiveness and increase sustainability-related operational costs.
- **Reputation and Consumer Expectations:** Today's clients demand more sustainable solutions, and we strive to maintain trust and develop new opportunities that help reduce environmental impact.
- **Regulatory Risks:** The global regulatory landscape is rapidly evolving, with increasing requirements around emissions reporting, product sustainability, and environmental disclosures. Non-compliance or delayed adaptation could result in financial penalties, restricted market access, or reputational damage.

For further details on our analysis of the physical, transitional, and reputational market risks and opportunities associated with climate change across our value chain, as well as how these risks are incorporated into our ERM process, visit our [EHS](#) web page.



**DELIVERING OUR VISION FOR
WASTE-FREE WORKPLACES**

Since 1959, Xerox has been a leader in the circular economy, embedding sustainability and circularity into our products and processes. Our comprehensive approach addresses the entire lifecycle, from raw materials and manufacturing to use, maintenance, and extended life. We envision waste-free workplaces where resources are conserved and circularity is maintained, ensuring a better future for both the environment and the economy.

In response to the global challenge of depleting natural resources, we are committed to transforming consumption patterns and further promoting circularity. By shifting from a linear economy to a circular one, we aim to design products, packaging, and supplies that efficiently use resources, minimize waste, repurpose materials where feasible, and recycle what cannot be repurposed.

LEXMARK JOINS THE JOURNEY

The acquisition of Lexmark marks a pivotal moment in our sustainability journey. Lexmark’s leadership in sustainable design, circular economy practices, and carbon neutrality goals complements our vision. Together, we are expanding our capabilities to deliver environmentally responsible solutions across the entire print lifecycle from design and manufacturing to reuse and recycling.

Lexmark’s innovations, such as long-life imaging components, high recycled content in devices, and advanced energy-efficiency features, enhance our ability to meet client demands for sustainable technology. Their commitment to carbon neutrality by 2035 and deep expertise in Managed Print Services (MPS) further strengthen our portfolio and accelerate our impact.

TRANSPARENCY AND ACCOUNTABILITY

We are committed to transparent climate reporting to maintain trust with our investors and consumers, and to being held accountable as we pursue our net-zero goals. We disclose Scope 1, Scope 2, and relevant Scope 3 Greenhouse Gas (GHG) emissions annually through CDP and have committed to our Science Based Targets initiative (SBTi).

AWARDS AND RECOGNITION

In 2024, we were recognized by [Quocirca](#) as a leader in sustainability for the third consecutive year. We were noted for having a strongly embedded circularity approach, a broad solutions and services portfolio that helps clients monitor and report environmental impact, data-driven expertise, and sustainability-focused offerings powered by AI and Augmented Reality (AR). We were also named a leader in the IDC Remanufacturing MarketScope for historical investments in remanufacturing, strong reverse logistics operations, high return collection rates, and large-scale reuse.

[Browse all awards and recognition.](#)



Investing in Operations and Efficiency



We recognize that energy costs and security are issues that affect our operations, suppliers, and clients.

Given that energy sources account for most of our GHG emissions, our focus is on lowering energy consumption, whether in our own operations or in the impact we have on our clients' consumption.

To meet our commitment to cutting energy use and helping to protect the climate, we continue to invest in technologies that reduce the carbon footprint of our operations and develop technologies that help clients limit the energy and environmental impact of their businesses. We also pursue energy reduction through the following means, which have proven effective in our past efforts.

PROCESS CHANGES AND UPGRADES

To support our carbon reduction goals, we have implemented a series of targeted upgrades and process improvements across our manufacturing operations. These include manufacturing equipment upgrades, improving our HVAC systems, and integrating advanced automation technologies that enhance precision and reduce resource use. We have also invested in low-emission materials and redesigned certain manufacturing lines to reduce energy intensity per unit produced. These efforts have collectively contributed to a measurable decrease in our Scope 1 and 2 emissions, in addition to improving operational efficiency and product sustainability.

OPTIMIZED BUILDING FOOTPRINT

We have optimized our building footprint to reflect shifts in our supply chain and the evolving nature of work. By consolidating facilities, streamlining logistics hubs, and embracing alternative supply chain solutions, we have reduced the need for physical space while improving responsiveness and resilience. Additionally, the widespread adoption of hybrid work models has enabled us to reconfigure office environments, reduce underutilized space, and lower energy consumption across our real estate portfolio. These changes not only support our carbon reduction goals, but also foster more agile, cost-effective, and environmentally responsible operations.

IMPROVED FIELD SUPPORT STRATEGIES

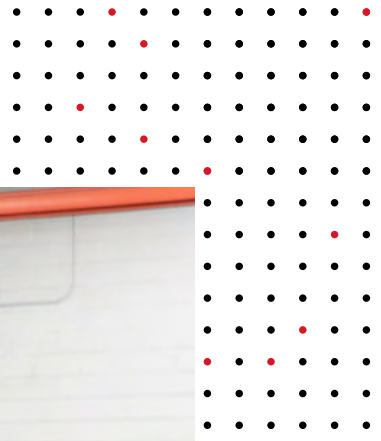
We are transitioning our fleet of vehicles used by service engineers to electric and hybrid models. This shift reduces tailpipe emissions while aligning with our broader commitment to sustainable mobility and clean energy adoption. In North America, we are currently upgrading 1,200 vehicles, nearly 50% of our fleet. In parallel, we are leveraging our CareAR augmented reality service technology, reducing the need for on-site service visits. Through remote diagnostics and virtual support tools, our engineers can guide clients through troubleshooting and repairs without traveling, saving time, reducing emissions, and enhancing service efficiency. Together, these initiatives represent a smarter, more sustainable approach to customer support and field operations.

[Read more about service reimagined.](#)





Our Approach to Circularity



We have a comprehensive approach to design for sustainability and circularity that revolves around four key pillars:

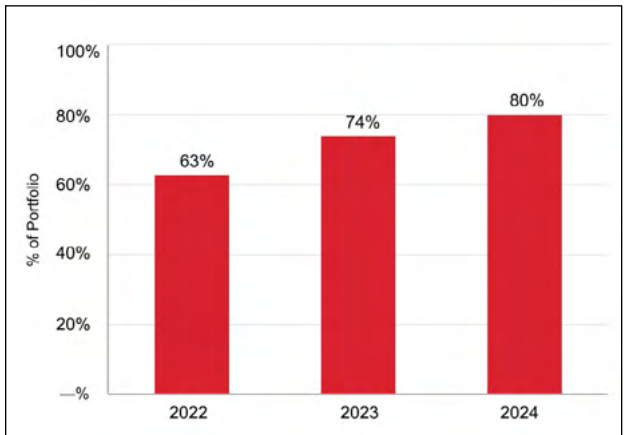


DESIGN

At Xerox, our design process prioritizes the careful selection of raw materials, emphasizing safety, responsible use of recoverable and recyclable materials, adherence to eco-label criteria, and consideration of product life cycle impacts. Safety is paramount, with design goals and requirements established at the beginning of each product’s development cycle. Our specialists conduct comprehensive assessments to ensure products, materials, and packaging are compliant with global regulations, including substance restrictions, classification and labeling, recycling, and end-of-life management.

We incorporate recycled materials into new and refurbished equipment and remanufactured supplies. Since 2021, we’ve increased post-consumer recycled (PCR) plastic content in printers, multifunction devices, and toner cartridges, with new products featuring up to 47% PCR plastic content. Our design goals also include sustainability elements framed around the EPEAT® eco-label criteria, ensuring our products meet stringent standards for repair, upgrade, reuse, recycling, and energy conservation. Life Cycle Assessments (LCAs) quantify environmental impacts, with 80% of our portfolio currently having LCAs to inform users of product carbon footprints and identify opportunities to reduce environmental impacts.


Current Product Life Cycle Assessments





In 2024 and the first half of 2025, we conducted a comprehensive baseline assessment of our existing packaging materials to evaluate their current state. Areas of opportunity for improvement were identified, including more sustainable material alternatives and waste reduction. We are currently leveraging these insights, considering a strategic roadmap and setting revised packaging targets. Additionally, we actively monitor and align our packaging strategies with global regulations and Extended Producer Responsibility (EPR) requirements, ensuring compliance with packaging legislations and best practices. Revised packaging targets will be published in the future, in support of global regulatory developments and company integration initiatives.


[Explore the Design Stage.](#) 


 **MANUFACTURING**

Our manufacturing process emphasizes repurposing recovered materials in equipment and supplies while implementing robust environmental management systems. Parts and components with remaining useful life are recovered and given a second life. Our product families are designed with high commonality, allowing up to 95% of machine components by weight to be repurposed in circular economy offerings.

We ensure that circular products, hardware, and supplies meet performance, reliability, and quality standards. This principle extends to spare parts that are returned and reconditioned, aiming to extend the life of equipment, parts, and supplies through reprocessing. Our reprocessing facilities adhere to the same standards as original factories, including ISO 9001 (quality) and 14001 (environmental), and employ responsible recycling practices for parts that cannot be reused.

Our circular economy offerings demonstrate significant CO₂e savings, estimated at more than 90% during the raw material and manufacturing stages. In 2024, approximately 1.7 million Xerox® Toner cartridges were manufactured using recovered units, with remanufactured toner cartridges exceeding our goal of 75% post-consumer materials reuse, averaging 90% reuse by weight.


[Explore the Manufacturing Stage.](#) 

 **CONSUMPTION**

At Xerox, we enable best practices that deliver energy savings, enhance efficiencies through innovation, and reduce environmental impacts. Our printers and multifunction devices have significantly reduced power consumption through innovations in fuser design, toner properties, electronic controls, and xerographic systems. Currently, our average energy consumption is approximately 30% below ENERGY STAR® limits. Features such as duplex printing, N-up printing, energy savings modes, high-yield cartridges, and smart print drivers contribute to energy conservation. The Earth Smart print driver allows users to choose more sustainable printing options with a single click, including two-sided printing and printing multiple pages per sheet.

Xerox® EA Toner is designed to reduce the environmental impact of printing, requiring less energy per page compared to conventional toners. This toner is de-inkable, allowing paper to be recycled. Additionally, we employ technologies like Xerox® Remote Print Services, Xerox Services Manager, and the Xerox® Quick Resolve App to minimize onsite service needs and maximize client uptime, reducing environmental impact by avoiding unnecessary site visits.

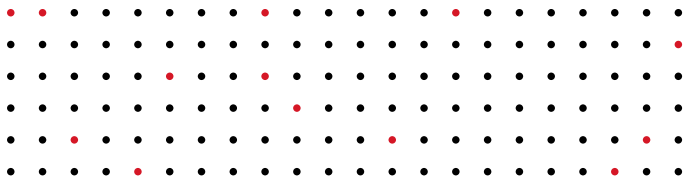
[Explore the Consumption Stage.](#) 

 **EXTENDED LIFE**

Our global collection programs enable effective end-of-life management, aiming for 100% landfill avoidance of returned equipment, parts, and supplies, with a proven track record of achieving 98% avoidance or more. We are committed to repurposing equipment at the end of its useful life through various processes. Equipment returns are evaluated for potential refurbishment, reconditioned, and verified to meet high standards before redeployment. This process may involve disassembly, cleaning, and reassembly, along with inspection and testing to performance standards. Where refurbishment is not viable, usable parts are recovered and repurposed in manufacturing or for spare parts.

The Xerox Supplies Recycling Program is central to extending the life of supplies. This program efficiently manages supplies at end-of-life, recovering materials for use in remanufactured items, reducing raw material demand, and diverting consumables from landfill. Clients can return spent units via single returns, Eco Boxes, or pallets. Returned items are assessed, disassembled, cleaned, inspected, and packaged for shipment. Toner collected from spent cartridges is reused or reprocessed, with recycled waste toner and reclaimed toner accounting for up to 30% of a new toner's weight. More than 35 countries participate in this program.

[Explore the Extended Life Stage.](#) 





At Xerox, we have made significant strides in advancing the circular economy through a powerful collaboration with Staples, North America's largest seller of print supplies. By integrating with Staples' existing take-back program, we have enabled clients to conveniently recycle used print consumables at over 1,200 Staples locations across the U.S. To find their closest drop-off location, clients simply enter their postal code on our recycling website. In return for their commitment, they earn Staples loyalty points, driving both sustainability and in-store engagement.



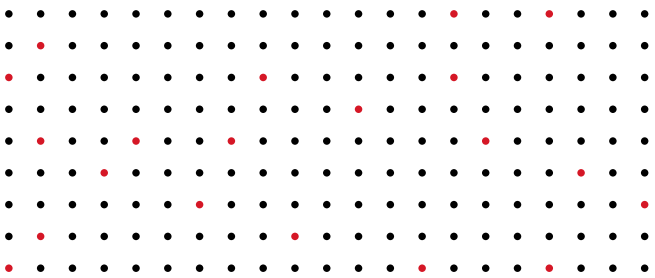
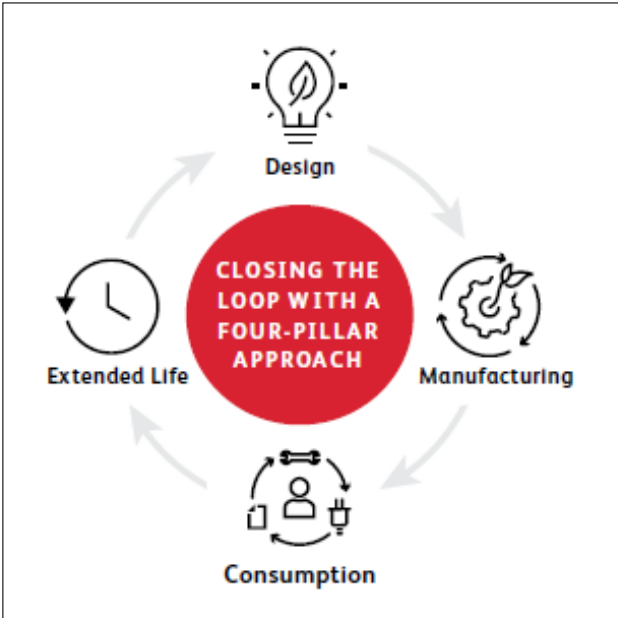
Since 2009, we have diverted
Over 600 thousand metric tons

of returned equipment, parts, and supplies from landfills by remanufacturing, reusing, or recycling.

As part of the program, Staples consolidates and sorts returned supplies, providing us with regular volume reports. In partnership with Close the Loop, items are either remanufactured, such as waste toner bottles, or responsibly recycled with zero landfill impact. This initiative not only supports environmental goals, but also protects product integrity by keeping cartridges out of unauthorized remanufacturing channels.

Looking ahead to 2025, we plan to expand this model to Europe, pilot a smaller Eco Box for faster returns, and launch a bespoke version of the Xerox® Easy Assist App for Staples customers. This app will guide customers from toner replacement to local recycling options, seamlessly closing the loop and reinforcing our commitment to sustainability and client convenience. We are also working with Close the Loop to create more client visibility of returns-related data to support their own reporting activities.

[Visit our recycling page.](#)





Carbon Compensation and Neutralization



To complement our emissions reduction initiatives, we actively compensate for residual emissions through a combination of carbon offsetting and renewable energy investments.

A reflection of this commitment is illustrated by Xerox Go Inspire, U.K., which offers to offset the carbon footprint of production print services on client request. Go Inspire is a certified Carbon Balanced Printer, working in partnership with the World Land Trust to measure and balance emissions from energy use, paper, and printing processes.

Through this collaboration, over 15,000 tons of CO₂e have been offset, contributing to the protection of endangered habitats and support for communities.

Go Inspire also holds ISO 14001 and ISO 50001 certifications, demonstrating leadership in environmental and energy management, and has earned a Silver rating from EcoVadis, placing it in the top 15% of companies assessed globally for sustainability performance. Our goal is to ensure that our print production aligns with our broader climate goals and supports verified, high-impact environmental action for our clients.

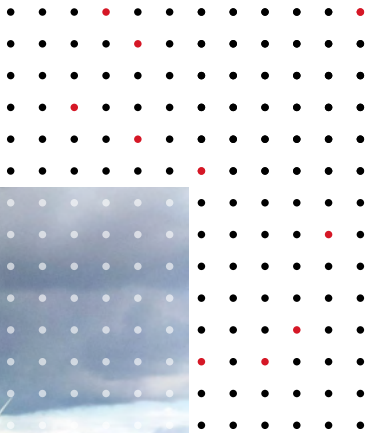
Our Verified Carbon Neutrality Service (VCNS) offers clients a powerful way to reduce the environmental impact of their print infrastructure while supporting their broader sustainability goals. This end-to-end solution enables our clients to achieve carbon neutrality across their Xerox® Managed Print Services by combining emissions measurement, reduction strategies, and the purchase of verified carbon credits. We calculate the carbon footprint of a client's print environment, including energy use, paper consumption, and device lifecycle emissions, and reduce that footprint through energy-efficient technologies and optimized print workflows. Any remaining emissions are offset through high-quality, third-party verified carbon credits that support global climate projects. The service is backed by a third-party verification process, ensuring transparency and credibility. By integrating sustainability directly into print management, we empower clients to demonstrate environmental leadership and make measurable progress toward their climate commitments.

We also partner with PrintReleaf, a platform that helps organizations offset their paper consumption through certified reforestation and carbon offset projects. Clients leveraging our Intelligent Workplace Services can automatically reforest the equivalent number of trees used in their print jobs, with these efforts verified by independent third parties and tracked in real time. Additionally, PrintReleaf offers carbon offsetting, allowing clients to neutralize greenhouse gas emissions associated with their paper use by supporting verified carbon reduction projects around the world. This initiative complements our broader sustainability offerings, providing clients with a measurable way to reduce their environmental impact while aligning with global climate goals.

We are also continuing to expand renewable electricity procurement across our operations in both the United States and Europe. In the U.S., we purchase Renewable Energy Certificates (RECs) sourced from wind and solar projects to match the electricity consumption of key facilities, helping to displace fossil fuel-based power on the grid. In Europe, where renewable energy markets are more mature, we directly procure green electricity through utility contracts and Guarantees of Origin (GOs), ensuring that our operations are powered by certified renewable sources. These efforts not only reduce our Scope 2 emissions, but also support the broader transition to a low-carbon energy system. By aligning our energy strategy with regional opportunities and regulatory frameworks, we are making meaningful progress toward our science-based climate targets.



Progress Against Our Climate Goals



Since 2002, we’ve maintained a detailed inventory of our Scope 1 (direct emissions), Scope 2 (indirect emissions from purchased electricity), and relevant Scope 3 (value chain emissions) in alignment with the Greenhouse Gas Protocol.

Our Scope 1 emissions include direct emissions from the combustion of fossil fuels in our facilities, primarily natural gas, and the combustion of gasoline and diesel fuels in our service and sales vehicle fleet. Our Scope 2 indirect emissions, included in the inventory, primarily result from purchased electricity and steam at our manufacturing sites, offices, warehouses, and electric service vehicles.

This inventory is updated annually and disclosed publicly through the CDP (formerly Carbon Disclosure Project), reinforcing our commitment to climate transparency. As we continue to reduce our emissions through energy efficiency and internal projects, we also aim to use renewable energy and Renewable Energy Certificates (RECs) to further reduce emissions and reach our 2040 net-zero goal. Our path includes interim targets of a 60% reduction in scope 1 and 2, and a 35% reduction in Scope 3 emissions by 2030, against our 2016 baseline.

Our GHG data is reviewed by our Environment, Health, Safety & Sustainability (EHS&S) team. It is validated through internal audits and third-party verification processes conducted by SGS according to ISO 14064-3:2019, as well as by an internally defined methodology described in our inventory management plan. Energy consumption is also included in this verification. This ensures the accuracy and integrity of our reporting while supporting data-driven decision-making across the business.



60%

reduction in Scope 1 and 2 emissions by 2030, against our 2016 baseline.

35%

reduction in Scope 3 emission by 2030, against our 2016 baseline.



PROGRESS TO DATE

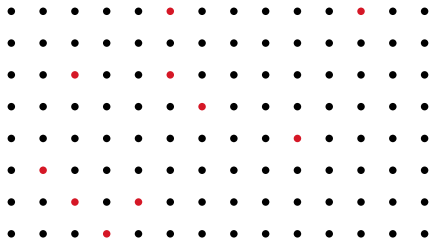
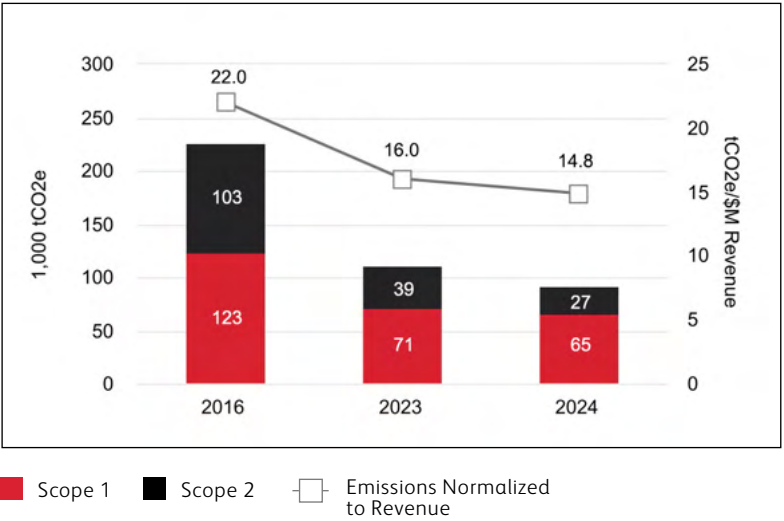
We have achieved measurable reductions in total energy use and GHG emissions year-over-year, with continued improvements expected as we scale our sustainability programs.

In 2024, Xerox Scope 1 and 2 GHG emissions totaled 92,343 tCO₂e, a reduction of 16.4% from the previous year and 59.2% since our baseline year of 2016. We are committed to increasing our annual sourcing of renewable energy to further decrease our carbon footprint. Additionally, we decreased our energy usage from 549,899 megawatt-hours (MWh) in 2023 to 512,624 MWhs in 2024. Scope 3 emissions result from upstream and downstream activities in our value chain, and from sources we do not own or control, including supply chain operation, product use, business travel, employee commuting, and transportation and distribution. In 2024, we saw a 9.8% decrease in Scope 3 emissions compared to 2023, bringing our total emissions down to 1,393,819 tCO₂e.

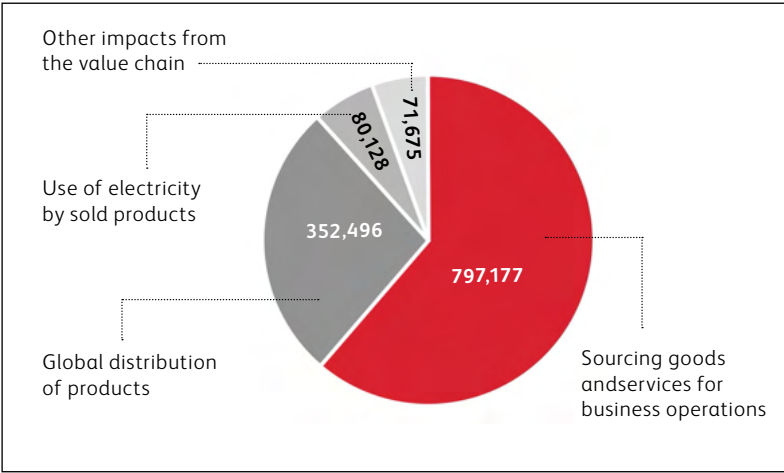
[See Our CSR Progress Summary Report for complete data.](#)

9.8%
decrease in
Scope 3 emissions.

Greenhouse Gas Emissions

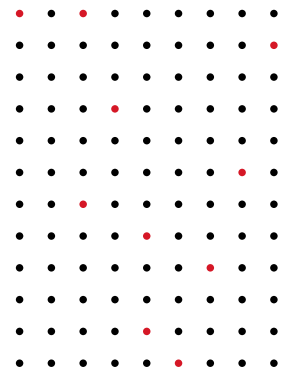


Scope 3 Emissions (Metric Tons CO₂e)





How We Report

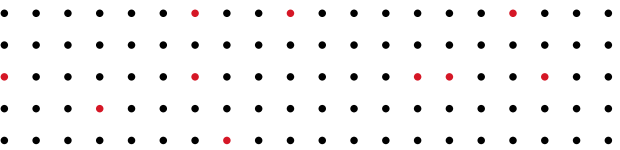


xerox[™]



In this report, we identify the process for prioritizing Corporate Social Responsibility (CSR) topics that are relevant to our stakeholders and business.

The metrics reported are for the calendar year 2024; however, for our most material priorities, we include a description of our management approach, including our policies and programs from Xerox through to August 2025, unless otherwise noted. We also share the methods we use to evaluate our effectiveness in managing these topics. This often includes internal and external feedback we have received throughout the year. With this feedback and changing external dynamics, we modify our approach. To learn more about Xerox materiality, click here.



We prioritize addressing topics vital to both our business and stakeholders, and report with reference to the [2021 Global Reporting Initiative \(GRI\) Standards](#), [Sustainability Accounting Standards Board \(SASB\)](#), and [Task Force on Climate-related Financial Disclosures \(TCFD\)](#).

We also continue our commitment to aligning our actions with the United Nations’ Sustainable Development Goals (SDGs), and the U.N. Global Compact’s ten principles. The aim of the sustainable development goals are “peace and prosperity for people and planet”. As a good corporate citizen, Xerox strives to advance these goals through our actions and products for a more sustainable future.

This information reflects the activities of Xerox in the countries where we do business. Some of our systems for collecting and reporting reliable social and environmental data, however, are for select operations. We identify operations excluded from specific disclosures wherever appropriate.

Xerox management process includes setting goals, engaging with stakeholders, participating in impactful initiatives, and tracking our progress. We share this information in this CSR Report. Throughout the year,

we communicate updates on [Xerox.com](#), our [social media](#) accounts, and external speaking opportunities with trade associations, industry consortia, and executive client engagements.

Demonstrating our commitment to accuracy and transparency, we worked with an independent third party, SGS (formerly Société Générale de Surveillance), to verify various environmental metrics, including:

- Water Consumption
- Water Discharge
- Waste Volumes
- Perfluorocarbon Emissions
- Volatile Organic Compound Emissions

Energy, GHG emissions scopes 1, 2, and 3 were also verified in accordance with ISO 14064-3:2019. At times, we may revisit our prior estimates to make corrections due to new data availability, changes in methodologies, or improvements to our data collection and measuring systems.

Explore more on [Carbon Footprint Reduction.](#)



Whilst our initiatives and operations align with all seventeen SGD goals, we recognize that certain goals offer greater opportunities for us to make a meaningful impact. These have been prioritized accordingly, and we've made significant progress in advancing them over the past year. In each relevant section of this report, more details on our initiatives toward these goals can be found.

LEADERSHIP



Industry, Innovation, and Infrastructure: Build resilient infrastructure, promote inclusive and sustainable industrialization, and foster innovation. [See Innovation and Transformation in the Modern Workplace and Leadership in Motion and Acquisition.](#)



Partnerships for the Goals: Strengthen the means of implementation and revitalize global partnership for sustainable development. [See the Power of Our Partners, Trade Associations and Public Policy Engagement, and Supplier Relations.](#)

PRIORITIZING PEOPLE



Good Health and Well-being: Ensure healthy lives and promote well-being for all, at all ages. [See Philanthropy, Well-being, and Client Health and Safety.](#)



Decent Work and Economic Growth: Promote sustained, inclusive, and sustainable economic growth, full and productive employment, and decent work for all. [See Evolving the Workplace and Keeping Our Workforce Safe.](#)

PROTECTING THE ENVIRONMENT



Clean Water and Sanitation: Ensure the sustainable management and availability of water and sanitation for all. [See Water Stewardship.](#)



Responsible Consumption and Production: Ensure sustainable consumption and production patterns. [See Our Approach to Circularity, Net Zero Transition Strategy, Preventing and Managing Waste.](#)



Climate Action: Take urgent action to combat climate change and its impacts. [See Net Zero Transition Strategy.](#)

[Explore how we report more.](#)



“

Sustainability is a collective effort. Our employees are key to driving sustainability in our operations, for our clients and in our communities. I am especially proud of our progress toward our net zero by 2040 goal. These results are a testament to the dedication efforts of our global teams and the strength of our strategy

Wendi Latko,
Chief Sustainability Officer



”

Explore more at xerox.com/csr.