Cover Story

The cover of Fuji Xerox Vietnam Sustainability Report for 2016 reveals the excitement of children at “B” Nhon Hoi Primary School on the Opening Ceremony when they realized the deteriorated old school has now been transformed into a new one and provided with better learning facilities.

The renovation of the school was conducted by Fuji Xerox Vietnam in collaboration with Loreto Kids Charity, an Australian NGO.

For more information, please see page 18.

About the Report

This is our first addendum sustainability report prior to the publication of a GRI-referenced report by the next fiscal year. The scope of the report covers 2015 financial period. Our sustainability data include Fuji Xerox Vietnam Co. Ltd. and Fuji Xerox Hai Phong Co. Ltd. For more information on Fuji Xerox’s sustainability approach and practices, please see Fuji Xerox’s Group Sustainability Report 2016.
Top Commitment

Dear Stakeholders,

We are pleased to share with you the very first Sustainability Report of Fuji Xerox Vietnam which captures our exciting journey towards contributing our efforts to the sustainable development of the local community over the last one year.

Vietnam is one of the fastest-growing of the world’s emerging economies and will continue to experience strong growth ahead. Fuji Xerox’s first representative office in Vietnam was set up in 1994. With strong growth prospects and commitment to Vietnam, we set up our full operations in 2010. In 2012, Fuji Xerox Hai Phong, a new facility for the manufacturing of multifunction devices and printers was established.

Since Fuji Xerox presence in the Vietnam market, one of our key corporate directions has been ensuring that we integrate our corporate social responsibility and sustainability into our business strategy. As a corporate citizen, we must respond to the needs of the society. This is also in line with the rest of Fuji Xerox Group in our strong commitment to become the leading sustainability leader in our industry.

Along those lines, this report features Fuji Xerox Vietnam continuing commitment in the followings:

- How we mitigate environmental impacts via our products and services;
- Maintain our customer satisfaction through outstanding customer service;
- Provide ongoing educational support to underprivileged children;
- Internal training programmes that assist our people to develop both personally & professionally

In pursuing these sustainability initiatives, we commit to creating positive changes within our resources to contribute to the advancement of the society, support customer’s business through our energy and resource-saving products, ensure individual growth and development of our people and support local needs through our educational assistance programmes that go beyond the act of charity.

Through our CSR initiatives, Fuji Xerox Vietnam will continue to work together to bring about the changes we wish to see in the local community where we operate. We hope you enjoy this report and we look forward to your feedback on our sustainability issues and where we can do better.

Sincerely,

Masaaki Nabeta
General Director
Fuji Xerox Hai Phong Co. Ltd.

Hiroshi Shimoe
President
Fuji Xerox Vietnam Co. Ltd.
Xerox Philosophy
“Our business goal is to achieve better understanding among men through better communications.”

Joseph C. Wilson

Company Overview

Mission Statement
The Mission Statement sets forth a common goal for Fuji Xerox and its consolidated affiliates, including domestic and overseas and sales subsidiaries, as well as all employees.

Shared Values
Our shared values comprise 10 values that emphasize our responsibility and sets forth how we should approach business as members of society and as individuals based on a fundamental respect for humanity.

- Customer Satisfaction
- Environmental Consciousness
- High Ethical Standards
- Scientific Thinking
- Professionalism
- Team Spirit
- Trust and Consideration
- Cultural Diversity
- Joy and Fulfillment
- Adventurous/Pioneer Spirit

Build an environment for the creation and effective utilization of knowledge
Contribute to the advancement of the global community by continuously fostering mutual trust and enriching diverse cultures
Achieve growth and fulfillment in both our professional and personal lives
Key Milestones of Fuji Xerox Vietnam and Fuji Xerox Hai Phong

Inheriting global expertise and amassing local insights, we deliver the best-in-class office multifunction devices & solutions, production printing services, accompanying with high standard of privileged support services.

- **Established Fuji Xerox Vietnam Company Limited - Started direct sales business**
  - Date of Establishment: 20 May 2010
  - Capital: JPY 500 million
  - Employees: 197 (as of November 2016)
  - Shareholder: Fuji Xerox Asia Pacific Pte. Ltd (100%)
  - Office Location: Ho Chi Minh City (Head Office)
  - Branch: Hanoi, Hai Phong, Da Nang

- **Open Ho Chi Minh City & Hanoi Representative Office**
  - Date of Establishment: 20 May 2010 (opened in Vietnam since 1994)
  - Capital: JPY 500 million
  - Employees: 197 (as of November 2016)
  - Shareholder: Fuji Xerox Asia Pacific Pte. Ltd (100%)
  - Office Location: Ho Chi Minh City

- **Open Danang Representative Office**
  - Date of Establishment: 1997
  - Office Location: Da Nang

- **Established Fuji Xerox Vietnam Company Limited - Started direct sales business**
  - Date of Establishment: 20 May 2010
  - Capital: JPY 500 million
  - Employees: 197 (as of November 2016)
  - Shareholder: Fuji Xerox Asia Pacific Pte. Ltd (100%)
  - Office Location: Ho Chi Minh City (Head Office)
  - Branch: Hanoi, Hai Phong, Da Nang

- **Opened Fuji Xerox Hai Phong Factory**
  - Date of Establishment: 17 August 2012
  - Capital: USD 36 million
  - Employees: 2,375 (as of December 2016)
  - Shareholder: Fuji Xerox Asia Pacific Pte. Ltd (100%)
  - Office Location: Hai Phong
Fuji Xerox takes responsibility for all business processes in its value chain, from materials procurement to 3R (reduce, reuse, recycle) and disposal. Wherever it operates, we work hand in hand with stakeholders in all business processes to create value at every stage of the value chain. By pursuing “unity of words and deeds” (Genko-Itchi), the company strives to deliver that value both to its customers and to society as a whole.
Outstanding Growth and Achievement

Fuji Xerox continuously strive to be the most reliable partners in the Communications and Document Services in Vietnam.

We are proud to be leading the A3 multifunction devices market in 3 consecutive years (2013 – 2015) * and leading the A3 color multifunction devices market in 8 consecutive years (2008 – 2015).

*Source: IDC Worldwide HCP Tracker (CY2015 Q1-Q4) A3 laser MFP/SF-DC

Over the past 5 years since the establishment of direct sales in Vietnam, Fuji Xerox Vietnam has seen a significant increase in the number of employees and direct sales revenue. The numbers will continue to grow as we enter another challenging yet exciting fiscal year.

Sustainable business growth

Employee Growth in 5 Years

Direct Sales Revenue Growth in 5 Years

FY10 FY11 FY12 FY13 FY14 FY15

Employee Growth in 5 Years

Direct Sales Revenue Growth in 5 Years
Contribution to United Nations Sustainable Development

Fuji Xerox supports the UN Global Compact and became a signatory in 2002. Since 2010, we have been nominated as one of the 43 LEAD companies in recognition of Fuji Xerox’s top management and the company’s proactive measures in this field.

Following on the Millennium Development Goals, in September 2015 the UN General Assembly adopted a set of new goals for sustainable development comprising a total of 17 goals and 169 targets. This Agenda calls on all UN member states to endeavor to achieve Sustainable Development Goals (SDGs) in such areas as poverty, hunger, energy, climate change and peaceful societies between 2015 and 2030.

Fuji Xerox Vietnam will act through its core business to implement initiatives for achieving SDGs.
Fuji Xerox Vietnam
Environmental Policy

Fuji Xerox “Ecology and Safety Vision”

“By conducting, in all aspects of our business, activities that maximally value harmony with the environment, and by providing products, services and information that are safe and friendly to the environment, we will achieve the world’s highest level of contributions to the environmental conversation activities of customers and society.”

Based on Fuji Xerox Vision, Fuji Xerox Vietnam as a document solution provider will strive for excellence in our environmental performance and prevent global pollution that impacts customers, citizens, and employees.

This policy shall apply to Fuji Xerox Vietnam entire operations:

- **Compliance obligation:** We will not only comply with all legal restrictions and regulations in the industry but also its internal rules and standards.

- **Protection of the environment:** Based on the result of environmental aspect assessment, Fuji Xerox Vietnam will promote effort to conserve, reduce, recycle and reuse resource and energy, in terms of both products and company operations.

- **Promotion of Environmental Awareness:** We will promote environmental activities by providing eco-conscious products and solutions to contribute to improving customer’s environmental awareness.

- **Partners Collaboration:** We will cooperate with business partners to enhance their understanding of Fuji Xerox Vietnam Environmental Management policy and assist them in carrying out business activities accordingly.

- **Training and education:** We will promote education among our employee by raising their awareness of environmental issues and urging them to act in accordance with this policy.
Environmental Engagement Activities

Fuji Xerox Vietnam’s journey on developing an Environmental Management System (EMS) to help protect the environment

Energy saving activities at Fuji Xerox Vietnam

At Fuji Xerox Vietnam, all new hires are mandated to join the EMS training program to understand why energy saving matters at our organisation. Each department and office all have their own electricity usage target. The electricity usage manual has been provided under the monitoring of EMS committee to ensure the monthly target is met and plan for improvement is in place.

For example, actions were taken to have sensors and timers installed at our pantry and public areas to save electricity.

As such, electricity usage has been significantly reduced on a yearly basis along with staff awareness being greatly improved.

Commitment

“Fuji Xerox Vietnam pledges that we comply strictly with the country’s environmental protection regulations throughout our entire business process, from import to distribution, after-sales service and product recycling. We also participate in environmental protection activities inside and outside the company to provide a clean and green living and working environment.”

Le Hoang Nguyen
Senior Manager | Service Planning & Quality | Fuji Xerox Vietnam Co. Ltd.
Energy Label Program

Following Vietnamese regulation on energy saving, we commit to providing products that meet requirements on energy consumption at off mode in order to save the energy. 100% of our products are proud to be certified as energy-saving products in compliance with the local regulation.

Raising customer’s awareness on environmental protection through EP-BB

Electrical Partnership – BroadBand (EP-BB) is a system to collect information on customer office’s performance on paper usage and saving by using 2-sided printing and monthly energy consumption.

Ethical paper sourcing

In alignment with the entire Fuji Xerox group, all our paper is sourced from internationally accredited paper mills who share our values of being socially and environmentally responsible. Our suppliers are committed to sustainable sourcing of their raw materials, with for example: FSC or PEFC certification. In our offices, we use FSC paper.

Paper saving program

With the paper saving program launched in FY15 in which all staff member’s default printing has been set to 2-sided and 2 pages per sheet, we have contributed to reducing deforestation by our paper usage reduction efforts over the years.

### Electrical Partnership – BroadBand (EP-BB)

<table>
<thead>
<tr>
<th>Mode</th>
<th>H O</th>
<th>U R</th>
<th>Energy Consumption</th>
</tr>
</thead>
<tbody>
<tr>
<td>PRINTING</td>
<td>19.9</td>
<td>1%</td>
<td>12.95 kWh (26%)</td>
</tr>
<tr>
<td>WARM-UP</td>
<td>1.9</td>
<td>0%</td>
<td>1.31 kWh (3%)</td>
</tr>
<tr>
<td>STAND-BY</td>
<td>532.3</td>
<td>37%</td>
<td>21.86 kWh (43%)</td>
</tr>
<tr>
<td>LOW-POWER</td>
<td>430.4</td>
<td>30%</td>
<td>13.21 kWh (26%)</td>
</tr>
<tr>
<td>SLEEP</td>
<td>454.3</td>
<td>32%</td>
<td>0.98 kWh (2%)</td>
</tr>
<tr>
<td>POWER-OFF</td>
<td>1.3</td>
<td>0%</td>
<td>0.00 kWh (0%)</td>
</tr>
<tr>
<td><strong>Sub Total</strong></td>
<td></td>
<td></td>
<td><strong>50.31 kWh</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Mode</th>
<th>H O</th>
<th>IIT</th>
<th>Energy Consumption</th>
</tr>
</thead>
<tbody>
<tr>
<td>IIT</td>
<td>5.5</td>
<td>100%</td>
<td>0.33 kWh (100%)</td>
</tr>
<tr>
<td><strong>Sub Total</strong></td>
<td></td>
<td></td>
<td><strong>0.33 kWh</strong></td>
</tr>
</tbody>
</table>

**Total** 1,445.6 kWh (50.64 kWh)

**Carbon Equivalent**: 28.74 kg

**Notes**

1 sheet = 5g CO2 emission equivalent
1 kWh = 0.5674 kg CO2 emission equivalent (Vietnam)
1 tree absorbs 1.17 kg of CO2 per month.
Market leader with sustainable solutions

Reducing carbon footprint

In 2015, Fuji Xerox successfully maintains the market leader position in A3 color multifunction devices. Beside diverse customized solutions for Vietnam market to improve productivity, various initiatives towards sustainability and carbon footprint reduction have been delivered to businesses.

Eco-friendly products

Our efforts have achieved enhanced device performance while reducing our carbon footprint in the production to utilization stage of products as below key technologies.

EA (Emulsion Aggregation) toner is made from environmental-friendly technology, allowing smaller toner particles to generate high definition image as well as to require lower fusing temperature for drying. In addition to that, the amount of carbon dioxide emitted in production is much less (about 65% of traditional method), and usage efficiency of toner in printing is higher.

LED printhead technology, by controlling and limiting the path that the current takes, effectively increased the light intensity, thereby allowing high-resolution output of 1,200 dpi x 2,400 dpi while at the same time reducing power consumption.

Noise reduction technology, IH fusing and power consumption reduction technology for controllers, etc. to name a few in our initiatives towards a greener working environment.

Integrated Recycling System

Since 1995, when Fuji Xerox led the way to become the first document services company to incorporate products containing recycled parts into the Japanese market, our business has been working towards a fully-fledged recycling process. The Group’s Integrated Recycling System endorses the transition of our society from a ‘throwaway’ to a ‘recycle’ mentality, with the ultimate aim of producing zero product waste. The Integrated Recycling System comprises three concepts: Inverse Manufacturing, the Closed Loop System, and Zero Emissions. Our Closed Loop System is the central concept involving the collection and reuse or recycling of as many of our products as possible while still maintaining strict quality assurance. This system effectively turns waste into a resource, minimising our environmental impact and promoting sustainability.
The Zero Landfill goal is a group-wide initiative to integrate recycling practices throughout the entire value chain and is directed towards producing zero waste and pollution by reusing as many parts as possible. It is based on Fuji Xerox’s three key recycling concepts: Inverse Manufacturing, which aims to create products under the premise of reusing parts in order to minimize environmental impact; the Closed-Loop System, which ensures that products are effectively reused as resources; and Zero Emissions, where parts that cannot be reused are separated into different categories and recycled to be utilized again as new materials.

More information on Fuji Xerox and its affiliates’ global environmental strategy and Zero Landfill goal can be found at www.fujixerox.com/eng/company/ecology/cycle.

* Fuji Xerox defines ‘Zero Landfill’ as simple incineration and simple landfill that amounts to 0.5% or less of the total weight of the waste produced. In our case, this means that not more than 0.5% of the 904 tonnes of material collected in FY15 went to incineration or landfill.

Service Excellence: Stronger Support to Customers

Besides our superior Print Quality, Multi-tasking Devices and Customized Solutions, what makes us stand out is our Service Excellence. Committed to being a trusted partner, we offer our customers the international standard service. Besides multiple platform of support (self-help online, on phone, remote and on site), we incessantly develop supporting technology.

The leading smart support tool Electronic Partnership- Broadband (EP-BB) can automatically capture print-out numbers, manage consumables, identify potentially issues, act proactively to troubleshoot and generate Green Report for monitoring print usage, environmental impact of customer devices and service history information.

A solid example for this is that at the end of Fiscal 2015, the total machines connected with EP-BB is 1,764 Machines In Field (MIF) equivalent to 171 % Achievement Ratio (AR) in comparison with the company target.
At Fuji Xerox Vietnam, we commit to solving social issues while growing our business.

We strive to become a good corporate citizen to the society and environment by providing educational assistance to underprivileged children and promote energy-saving activities to both internal and external stakeholders.

Community Engagement Activities

Mottainai – “Hearts for Sales”

Mottainai is a Japanese term conveying a sense of regret concerning waste. The expression “Mottainai!” can be uttered alone as an exclamation when something useful, such as food or time, is wasted, meaning roughly “What a waste!” or “Don’t waste”.

With that in mind, we organized our very first Mottainai events in November 2015 in both Ho Chi Minh City & Hanoi office in which we sold and bought used items, for example, clothes, home utilities, accessories etc. in order to raise funds for our CSR programme. The event was a great success that attracted participation of all our staff members and helped us raise more than 1,000 USD for our CSR fund. We look forward to “selling our hearts” once again and fill the world with love and sharing.

Fund-raising with Loreto Kids Charity

As an only Australian Non-Government Organization operating in the field of Education in Vietnam and with the mission of providing respectable learning environments to kids who are living in poverty, Loreto has been carrying out their good work that stimulate the hearty contributions of many people.

On November 7th 2016, Fuji Xerox Vietnam was proud to be a significant part of this wonderful “Loreto November Gala” event for which all proceeds of the night went to the construction of a kindergarten on an isolated island (close to the border of Vietnam and Cambodia) in An Giang Province.
Voice of Employee

“Mottainai is not only a fund-raising activity, it also educates us on environmental consciousness. By applying Zero Waste strategy for Fuji Xerox products, our target is to reuse as many things as we can and apply this spirit to our employee’s daily activities. With great support from our employees, we have created a meaningful event to remind them about CSR and get more money to support underprivileged children.”

Pham Thi Thanh Trang
HR Senior Executive | Recruitment & Employee Relations | Fuji Xerox Vietnam Co. Ltd.
Community Engagement Activities

Fuji Xerox Vietnam wins Corporate Social Responsibility Award by Vietnam Ministry of Planning and Investment

On March 11th, 2016 at the National Convention Center, Ba Dinh district, Ha Noi, Fuji Xerox Vietnam was honored to receive the award for the “Enterprise With Responsibility Towards Social Security and Community Development” award. The program is organized by the Vietnam Ministry of Planning and Investment.

The Award was held with the purpose of increasing the awareness in implementing Corporate Social Responsibility along with business activities among enterprises in Vietnam. Fuji Xerox Vietnam was commended across seven key areas for its efforts and commitment in: Environment Protection; Social Contribution; Responsibility to Suppliers; Safety and Benefits of Consumers; Employee Relations; Benefits of Employees and Shareholders; and Legal Compliance.

This accomplishment recognizes Fuji Xerox Vietnam’s commitment and continuous efforts in ensuring our contribution to the sustainable development. As one of the leaders in the office solutions, we continue delivering higher values to our customers, ensuring employees’ development and growth and committing to assisting our local community development throughout our educational support and environmental conservation program.

Deliver gifts to underprivileged children

On January 28th 2016, Fuji Xerox Hai Phong held a ceremony to reward disadvantaged students who overcome difficulties in learning at Trung Ha primary school, Thuy Nguyen, Hai Phong. In the cold winter, 50 blankets were delivered to these students and 80 blankets to boarding students of the school. These gifts will hopefully keep them feel warmer during winter time and back them up for their study.
“Since established, Fuji Xerox Hai Phong has set commitment on Corporate Social Responsibilities as part of its business operations strategy in Vietnam.

We provide training on CSR to all staff and through activities such as donating warm blankets, donating school supplies to students; community walk; blood donation, tree planting and support people in Central region to overcome natural disaster consequences, we have had great experiences in helping the local community and at the same time raise the awareness of all staff in our company.”

Dang Thi Minh Nguyet
Manager | CSR Promotion Office | Fuji Xerox Hai Phong Co. Ltd.
The journey of learning has never been harder for the students of “B” Nhon Hoi Primary School, An Giang Province (South of Vietnam). The school is located in Nhon Hoi commune, a remote area that is affected by flooding throughout the year while most of the people live on aquaculture and fishing. There are currently 157 young children with difficult family circumstances studying at this school, 40% of them are of Cham descent. The children are very undernourished and have to travel long distances to go to school but they do not give up on studying. However, some of them must leave school to help their families that leads to an alarming dropout rate in this area.

Contributing to the development of local community by providing educational support to underprivileged children is one of Fuji Xerox’s Vietnam CSR commitments. On Saturday, February 27, 2016, Fuji Xerox Vietnam handed over “B” Nhon Hoi primary school in An Phu district, An Giang province to the local authority after 03 months of renovation.

**School transformation**

Before the renovation, the school was deteriorated in most parts and could not guarantee safety of students, especially in rains and flooding seasons. The new school now has 5 new classrooms with sanitary and auxiliary facilities to create a safe and friendly learning environment for all teachers and students. In the long run, the new school will generate student’s motivation to continue their learning journey and prepare themselves for a better future.

“The school looks like a newly built one. The kids are excited just like they are getting new clothes in the Lunar New Year! We are really glad!” said Mr. Nguyen Hoang Vu, Specialist at Education and Training Department of An Phu district.
Cao Thi Yen Nhi, a student of class 2D has told us: “I love the new school, it looks so nice with new fans and new lights. I love going to school and hope that I can become a teacher to help children become good people and do good things”.

**Shared support, doubled happiness**

Happiness never decreases by being shared - we are truly proud to receive the support (in-kind donation) of our customers to the children of ‘B’ Nhon Hoi school. Our sponsors include Acecook Viet Nam, Joint Stock Company, Interfood Shareholding Company, KI-WORKS Vietnam Co. Ltd., KOKUYO Vietnam Co. Ltd., Lotte Vietnam Company Ltd., Uni-President Vietnam Co. Ltd., Xem Son Service & Trading, Joint Stock Company and Yakult Vietnam Co. Ltd.

**Wings to fly**

Learning is a life-long journey. Fuji Xerox Vietnam is committed to supporting disadvantaged children in this journey to fly into a better future. Operating at all times on the principle that “Corporate Social Responsibility is synonymous with corporate management”, Fuji Xerox Vietnam will continue to contribute to the development of a sustainable society where we operate.

**Voice of Employee**

“In my opinion, organising volunteer events says a lot about Fuji Xerox Vietnam’s heartiness. By doing good deeds without expecting anything in return, we extend our support to unfortunate children. An Giang trip is a remarkable memory to me! Together we serve to make our country better and better.”

Nguyen Ngoc Bang Tam

Customer Training Officer | Customer Service and Quality | Fuji Xerox Vietnam Co. Ltd.
Learning, Challenge, and Growth

In a competitive marketplace where having people with the right knowledge and skills will make a big difference to an organization, helping our people grow and bring out the best of their potentials is one of our top priorities here at Fuji Xerox Vietnam.

We build a diverse Learning & Development (L&D) program for employees at all levels, enabling them to enhance their capabilities and rise to challenges of growth and change.

Through the L&D program, we aim to build an environment for the creation and utilization of knowledge to provide customers with outstanding products and services and contribute to the global community. Our Genko Icchi Forum (“Unity of words and deeds”) is one of the key activities that we conduct annually to break through barriers and obstacles.

Highlighted training programs

- CSR Awareness Training
- Mastering of Horenso Skills
- Stress Management training
- Excellent Communication & Customer Service Skills training
- Professional Selling & Negotiation Skills
- Genko Icchi forum
- Celebrate Genko Icchi forum result
- Maximizing Leadership Potentials – Part 1
**Fuji Xerox Vietnam Certificates and Awards**

**Best Green Company of the Year**

*Asia Corporate Excellence & Sustainability Awards 2016*

Fuji Xerox Asia Pacific is recognized as the Best Green Company of the Year for its commitment and leadership in sustainable value chain and eco-friendly business practices.

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**ISO 14001**

ISO 14001 is an international standard for companies and organizations to set up an effective environmental management system to manage their environmental responsibilities.

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**Energy Labeling**

The Vietnamese regulation on energy saving in which some domestic and industrial appliances using energy are required to be sealed with the energy label as an effort to raise customer’s awareness on using energy-saving products.

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**“Enterprise With Responsibility Towards Social Security and Community Development” Award**

The award program is organized by the Vietnam Ministry of Planning and Investment. Fuji Xerox Vietnam was commended across seven key areas: Environment Protection, Social Contribution, Responsibility to Suppliers, Safety and Benefits of Consumers, Employee Relations, Benefits of Employees and Shareholders, and Legal Compliance.

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**UN Global Compact LEAD**

UN Global Compact is a voluntary initiative for businesses to adopt sustainable and socially responsible policies with universal principles on human rights, labour, environment and anti-corruption. Fuji Xerox is one of 43 UN Global Compact LEAD companies to promote sustainable development. For more information, please visit: https://www.unglobalcompact.org/

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**Global Reporting Initiative (GRI)**

Fuji Xerox Asia Pacific is the first company in the document management and solutions field to be a Global Reporting Initiative (GRI) GOLD Community Member and supports the mission of GRI to empower decision makers everywhere, through GRI Sustainability Reporting Standards and its multi-stakeholder network, to take action towards a more sustainable economy and world.