Fuji Xerox Vietnam
Sustainability Report 2017
Cover Story

The cover of Fuji Xerox Vietnam Sustainability Report for 2017 was taken at Van Chan district, a rural mountainous area in Yen Bai province, North Vietnam. It features the happiness of a child who receives books provided by Fuji Xerox Vietnam during the launch of the inaugural “For the Children of Tomorrow” Learning Materials Project in Central and North Vietnam.

Fuji Xerox’s Learning Material Projects, which aims to help resolve educational disparity among 100,000 children by 2023 in Asia Pacific region by offering education materials, is one example of Fuji Xerox’s commitment to sustainable development.

For more information, visit page 23 to learn more about this beautiful journey we start in 2017 in collaboration with Save the Children on closing the educational gap among disadvantaged children in Vietnam.

About this Report

The scope of the report covers 2016 financial period. It covers the sustainability performance of Fuji Xerox Vietnam Co., Ltd. and Fuji Xerox Hai Phong Co., Ltd. This report references GRI Standards 2016, for each Standard used. Our reports are published annually and follow the Japanese financial year which ends on 31 March. As such, the information contained in report may be still in progress, may have been completed within the reporting period, or may be scheduled to roll out in the following fiscal year (FY).

In the making of the report, the company adhere to the principles of Sustainability Management by Fuji Xerox Co., Ltd. and Global Reporting Initiative (GRI) Sustainability Reporting Guidelines.

For more information on Fuji Xerox’s sustainability approach and practices, please see Sustainability Report 2017 of Fuji Xerox and its affiliates available at: https://www.fujixerox.com/eng/company/csr/report.html
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Dear Stakeholders,

Since its presence in Vietnam in 1994, Fuji Xerox has been contributing to the development of an increasing demand towards channels and forms of information distribution across the three regions of Vietnam, including the North, the South and the Central. Over the past 20 years as the country grew and significantly transformed into one of the fastest-growing economies in the world, Fuji Xerox Vietnam also grew and transformed.

With two business entities here in Vietnam including Fuji Xerox Vietnam Co. Ltd., and Fuji Xerox Hai Phong Co. Ltd., we are provided with great opportunities as well as challenges as an organization to further grow our business, create new values for stakeholders and at the same time, maintain harmony with society. This commitment has been firmly aligned with the Fujifilm Group corporate slogan “Value from Innovation” in which we believe that creating new value through our unique and advanced technologies and solving social issues through our business activities, present opportunities for our business growth and at the same time we can contribute to the society.

Fiscal year 2016 marks our milestone of maintaining the number one market share in Vietnam for 4 consecutive years. It reflects the recognition of our stakeholders towards the values that we commit to delivering to solve communication difficulties as well as improve business processes that are truly needed by society.
Top Commitment

At Fuji Xerox, our commitment to approaching and solving social issues has always been a key focus in our business strategy towards creating sustainable community. Our corporate social responsibility journey in FY16 led us to many different roads across the most remote areas of Vietnam and helped us bring about the changes in the lives of those who are less fortunate. For example, the Learning Material project “For the Children of Tomorrow” that we launched in FY16 in partnership with Save the Children helped us approach 2,500 children and provide them with access to 5,500 children books which were printed using our printing technology. With the project being implemented for 3 years, the journey has just begun for us to reach out to more disadvantaged children with the hope that we can narrow down the educational gaps in Vietnam.

Realizing employees’ needs and understanding their concerns is essential in maintaining a satisfactory workplace. In FY16, Fuji Xerox Hai Phong Co., Ltd. launched its first employee satisfaction survey covering a wide range of topics, few of which include leadership, working environment, learning & development opportunities and compensation and benefits. This marks a great step for Fuji Xerox Hai Phong Co., Ltd. towards ensuring that we actively endeavor to create room for dialogue with employees and continuously improve how we can make Fuji Xerox a better place to work that fulfills and nourishes people.

As we move forward, we strive to contribute to the sustainable development of the community through contributing to the customers and society by creating an environment where every employee grows to their full potentials.

We hope that you enjoy reading our first report that is prepared in accordance with the Global Reporting Initiatives (GRI) Standards issued in 2016 and recognizes United Nations Sustainable Development Goals (SDGs). Our report content adheres to the stringent requirements of these global embodiments on sustainability with the purpose of providing our stakeholders with a better understanding on Fuji Xerox Vietnam’s sustainability efforts which took place between 1 April 2016 and 31 March 2017.

We look forward to sharing with you more highlights on our sustainability journey as we continue making our efforts to contribute to a better society for the next generations.

Sincerely,

Michihisa Kiyosawa  
General Director  
Fuji Xerox Hai Phong Co., Ltd.

Masaaki Yanagiya  
President  
Fuji Xerox Vietnam Co., Ltd.
Fuji Xerox Philosophy and the goal of CSR medium to long-term plan

**Xerox Philosophy**

CSR Management at Fuji Xerox has its origins in the business philosophy of Joseph C. Wilson, founder of Xerox Corporation, which anticipated today’s concept of corporate social responsibility.

“Our business goal is to achieve better understanding among men through better communications.”

**Mission Statement**

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

**Shared Values**

Our Shared Values comprise of 10 value statements that are commonly held by Fuji Xerox, our affiliates, and all of our employees to achieve the Fuji Xerox Mission Statement. Each of the 10 values emphasizes our responsibility and sets forth how we should approach business as members of society and as individuals based on a fundamental respect for humanity.

**The Good Company Concept**

A **Strong** company delivers excellent products and services that satisfy customers and is able to reward its shareholders continuously. A **Kind** company contributes to local and global community in terms of environmental conservation, ethical behavior and social contribution. Employees find their work fulfilling at an **Interesting** company. Fuji Xerox aims to be a company with a good balance of all three attributes.
Goal of Fuji Xerox CSR medium to long-term plan

Fuji Xerox will contribute to the development of a sustainable society by fulfilling the Fuji Xerox Mission Statement. Operating at all times on the principle that “CSR is synonymous with corporate management,” we aim to help our customers create value by ensuring the unity of words and deeds and to become a company trusted and cherished by all stakeholders. In the long term, to help achieve Sustainable Development Goal (SDG) 8 “decent work and economic growth,” we will promote the provision of solutions and services which improve productivity and creativity of workers, and establish ecosystem to improve productivity of society. Furthermore, we will contribute to the creation of a society where people can engage in fulfilling work.
Delivering Values to Society at Every Stage of the Value Chain

Fuji Xerox has identified social issues to concentrate on fromamong a broad spectrum of contemporary issues. The selection was made in line with our Mission Statement and what we consider to be our essential responsibilities to society.

Based on our designated high-priority management themes, we will endeavor to create values through our business activities that will contribute to solving specified social issues and to support value creation by our customers and stakeholders.

**Philosophy/Targeted Social Issues**

- 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

**Products and Services**

- Solutions and Services Business
- Office Products and Printers Business
- Production Services Business

**Strong business processes (the foundation of corporate strength)**

Provision of the value throughout the value chain

**Unity of words and deeds**

- R&D, Manufacturing, Sales
- Use by Customers
- Reduce, Reuse, Recycle, Disposal

**Integrated Management Systems**
Corporate Governance

Operating on the principle that “CSR is synonymous with corporate management,” Fuji Xerox strives to contribute to the betterment of society by creating new value for the stakeholders while continuously improving its business processes to boost the company’s competitiveness.

Fuji Xerox and its affiliates enhance management and supervision across the entire company by restructuring the systems whereby affiliated companies report important matters, as well as authorization processes and other procedures. Furthermore, enhancing auditing across the company by building systems for global deployment of internal audits based on integrated auditing, as well as improving auditing capability and efficiency through use of IT, among other measures.
About Fuji Xerox ————
Vietnam
Company Overview

Fuji Xerox Vietnam Co., Ltd.
- **Established:** 20 May 2010 (opened since 1994)
- **Capital:** JPY 500 million
- **Employees:** 190 (March 2017)
- **Shareholder:** Fuji Xerox Asia Pacific Pte. Ltd. (100%)
- **Headquarters:** Ho Chi Minh City
- **Branches:** Ha Noi, Hai Phong & Da Nang
- **Products:** Office multifunction devices, production printing system, desktop printers, wide format system and software

Fuji Xerox Hai Phong Co., Ltd.
- **Established:** 17 August 2012
- **Capital:** USD 36 million
- **Employees:** 3,147 (March 2017)
- **Shareholder:** Fuji Xerox Asia Pacific Pte. Ltd. (100%)
- **Factory location:** Hai Phong

* There are 2 Fuji Xerox offices in Hai Phong, including Fuji Xerox Hai Phong Co., Ltd. and the office branch of Fuji Xerox Vietnam Co., Ltd.
Our Sustainability Journey

- Successfully obtain ISMS ISO 27001:2013 Certificate
- Become the first company in the industry to collaborate with Save the Children by providing learning materials to underprivileged children with limited education in remote areas of Vietnam
- Successfully upgrade to ISO 14001:2015
- Launch energy saving activities
- Become 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
- Launch Electronic Partnership Broadband which can generate Green Report for monitoring print usage, environmental impact of customer devices and service history information
- Establish CSR Department
- Establish Fuji Xerox Hai Phong Co., Ltd
- Hold “Green Solutions Day” to introduce environmental technology
- Issue Basic Environmental Policy
- Achieve ISO 14001 Environmental Management System certificate
- Establish Fuji Xerox Representative office in Ho Chi Minh City & Ha Noi
- Establish Fuji Xerox Vietnam Co., Ltd.
- Establish KPIs for our Environmental Management System
- Successfully obtain ISMS ISO 27001:2013 Certificate
- Honored with Golden Dragon Award 2017 for its significant contributions to Vietnam’s economic development
- Publish our first Fuji Xerox Vietnam’s Sustainability Report
- Achieve No.1 Market Share for 4 consecutive years (9 years for color multifunction devices)
- Receive “Enterprise with Responsibility Towards Social Security and Community Development” Award by Ministry of Planning & Investment
- Achieve “Best Green Company of the Year” at the Asia Corporate Excellence & Sustainability Awards 2016
- Launch Energy Label Programme
- Establish Fuji Xerox Vietnam Co., Ltd.
- Establish KPIs for our Environmental Management System
- Establish Fuji Xerox Representative Office in Da Nang
Key material topics of Fuji Xerox Vietnam

To address the interests and concerns of Fuji Xerox Vietnam’s stakeholders, we reported the material matters identified in this sustainability report in accordance with the GRI Standard and following the commitment and engagement activities of Fuji Xerox towards the 17 Sustainable Development Goals (SDGs) so that we can ultimately achieve SDG 8 on decent work and economic growth.

Sustainable Development Goal 8

Promote sustained, inclusive, and sustainable economic growth, full and productive employment and decent work for all

- Fuji Xerox Vietnam ensures that our employees are provided with a safe and healthy working environment. We commit to bringing about positive changes and contributions to the local community’s well-being through responding to the society needs and offering communication that brings people a healthier and better life.

- Fuji Xerox Vietnam is strongly committed to supporting the sustainable development of the country. Over the past 2 years, we have been working with different NGOs to provide educational support to underprivileged children. Collaborating with Save the Children to deliver workbooks printed using our printing solutions to thousands of children in far-flung areas of Vietnam is a highlight of our effort in promoting quality education, reducing inequalities in education and promoting partnership between businesses and NGOs and local residents as well as our business partners that share similar vision.

- Aligned with our ‘Genko-Itchi’ philosophy (‘Unity of words and deeds’), Fuji Xerox Vietnam will not only commit to reducing environmental impact within the organisation through our sustainability management activities but also commit to contributing to the achievement of customers’ environmental objectives through the usage of our products and solutions.

- Fuji Xerox Vietnam will increase the competitiveness of its entire supply chain by strengthening its CSR management and promoting ethical procurement, and establish stable local manufacturing.

- Fuji Xerox Vietnam commits to safeguarding important information from security risks.

Relevant Sustainable Development Goals

- SDG 3: Good Health and Well-being
- SDG 4: Quality Education
- SDG 5: Gender Equality
- SDG 10: Reduced Inequality
- SDG 11: Sustainable Cities and Communities
- SDG 12: Responsible Consumption and Production
- SDG 15: Life on Land
- SDG 16: Peace Justice and Strong Institutions
- SDG 17: Partnerships for the Goals

Promote sustained, inclusive, and sustainable economic growth, full and productive employment and decent work for all
Highlights: Living the Good Company concept

Through our collective efforts, we build a strong company that delivers excellent products and services that satisfy customers and is able to reward its shareholders continuously.

“Strong” - a strong company delivers excellent products and services that satisfy customers and is able to reward its shareholders continuously.

Highlight 1 - Fuji Xerox continuously strive to be the most reliable partners in the Communications and Document Services industry in Vietnam

We are proud to be leading the A3 multifunction devices market in 4 consecutive years (2013 – 2016)* and leading the A3 color multifunction devices market in 9 consecutive years (2008 – 2015).


Highlight 2 - Fuji Xerox Vietnam successfully obtain Information Security Management System (ISMS) ISO 27001:2013

Today’s technology is advancing at an amazing speed that has brought us in an age where revolutionary changes in ICT have an immense impact on society and at the same time generate more risks towards organizations and businesses.

As a company that continually strive to enhance customer satisfaction and reinforce customer trust, in 2016 Fuji Xerox Vietnam successfully obtain its ISMS ISO 27001:2013 certificate issued by SGS certification body.

ISMS ISO 27001: 2013 is an international standard for establishing, implementing, maintaining and continually improving security of the organization. Achieving the certification demonstrates our commitment towards preserving the confidentiality, integrity and availability of our customers’ information. By doing so, risks will also be adequately managed to safeguard customer data and contribute to customer’s sustainable business growth.
Highlight: “Kind” – a kind company contributes to local and global communities in terms of environmental conservation, ethical behavior and social contribution

Highlight: Fuji Xerox Hai Phong raise fund for school affected by flooding in central Vietnam

Every year central Vietnam often experiences severe tropical storms and heavy flooding caused by torrential rain. With the commitment towards supporting the community, a group of 30 Fuji Xerox Hai Phong staff members visited a school in central Vietnam where they provided school packs, books, food and clothes to children who are significantly affected by the flood.

The support of Fuji Xerox Hai Phong has given the children lots of happiness and motivated them to overcome the learning challenges in the face of natural adversity.

Highlight: “Interesting” – employees find their life and work fulfilling at an ‘interesting’ company

Highlight: Fuji Xerox Hai Phong Go Green

With the aim of creating a healthier workplace that is in harmony with nature, Fuji Xerox Hai Phong organized its very first environmental engagement day in June 2016. On this occasion, the whole management team joined hands with the employees to change the outlook of the factory by making it a greener place.

With the participation of 80 employees, Fuji Xerox Hai Phong planted almost 200 square meters of flowers around the factory. The pleasant view has brightened the surroundings of Fuji Xerox Hai Phong and brought more greenery to the Vietnam Singapore Industrial Park where the factory is located. More importantly, our employees feel a greater connection to nature and that helps fosters the reduction of stress and enhance work productivity.
“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.”

Fuji Xerox’s “Ecology and Safety Vision”

Based on Fuji Xerox’s “Ecology and Safety Vision”, Fuji Xerox Vietnam Company Limited as a document solution provider in Vietnam will strive for the excellence in our environmental performance and the prevention of global pollution that impacts our customers, citizens and employees.

This policy shall apply to the entire operation of Fuji Xerox Vietnam:

1. **Compliance obligation**: We will not only comply with all legal restrictions and regulations in the industry but also our internal rules and standards.
2. **Protection of the environment**: Based on the result of environmental aspect assessment, Fuji Xerox Vietnam will promote efforts to conserve, reduce, recycle and reuse resources and energy, in terms of both product and company operations.
3. **Promotion of environment-friendly products**: We will promote environmental activities by providing eco-conscious products and solutions to contribute to cultivating customers’ environmental awareness.
4. **Partners’ collaboration**: We will collaborate with our business partners to help them stay informed on this policy as well as assist them in carrying out business activities accordingly.
5. **Training and education**: We will educate our employees, raise their awareness on environmental issues and urge them to act in accordance with this policy.
6. **Management system improvement**: We will conduct audits and periodical reviews to take countermeasures for improvement.

Masaaki Yanagiya
President
Fuji Xerox Vietnam Co., Ltd.
Environmental Engagement Activities
In the context of Vietnam and many different countries in the world trying to mitigate the environmental impact that we create while developing our business, potential risks caused by climate change and over population reminds us that it is important to wisely use and preserve natural resources that are diminishing including water, air and minerals. As a manufacturing enterprise, Fuji Xerox Hai Phong commit to adhering to the principles of sustainable development, ensuring a friendly environment towards the community.

One of our environmental management goals at Fuji Xerox Hai Phong is to maintain strict emission control inside and outside of the factory. Taking place alongside the production process, the wastewater emission and treatment are regularly monitored and evaluated in order to ensure the compliance to relevant standards and regulations of the local law.

Wastewater from different sources including rain and domestic wastewater are treated by biological methods through the decomposition of organic matters using microorganism, ensuring a closed process and quality of treated wastewater.

Over the period from 2014 to the first quarter of 2017, water monitoring quality meets QCVN 40/2011/BTNMT standard* and most of the time it is significantly lower than the standard itself. Typical wastewater indicators including BOD, COD, suspended solids, total Nitrogen and total Phosphorous all have a tendency to decline over the years.

### Environmental Engagement Activities

#### Ensure compliance of environmental quality standards

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![Periodical inspection and maintenance of wastewater treatment systems](image-url)
Monitoring of air quality

As a manufacturer, Fuji Xerox Hai Phong is committed to ensuring that our production process does not cause impact to the quality of air where our factory is located. Emissions of the factory are mostly inorganic ones (1), namely NOₓ, SO₂, CO, etc. Organic emissions like benzene, toluene and xylene take up a small part within the emission discharge limit and production activities at the factory.

Based on the results of quarterly environmental monitoring over the years and the implementation of environment protection under the program of pollution control required by Vietnamese laws, the average concentration of gases that cause influence on the air quality is within the allowable limits and that do not impact the environment.

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(1) Substances that can cause acidification
(2) National Technical Regulation on Industrial Emissions to Dust and Inorganic Substance
*QCVN 40:2011/ BTNMT standard: National Technical Regulation on Industrial Wastewater
Environmental Engagement Activities

**Fuji Xerox Hai Phong**

- **Energy saving and reducing CO₂ emissions**

Greenhouse gas emissions is a major contributor to climate change. In addition to environmental monitoring indicators, Fuji Xerox Hai Phong has set out environmental policy that contribute to the reducing of greenhouse gas and continuously promote innovative solutions to reducing emissions. The indirect greenhouse gas emissions of the plant are caused by power generation, heating, air cooling and energy consumption at the plant. Here are some statistics on energy consumption and CO₂ emissions reduction:

**Since the design stage, Fuji Xerox Hai Phong has decided to modify the structure of the factory in order to optimize different sources of energy via using modern energy saving equipment.**

**Rainwater irrigation system:** Irrigate stored rainwater on the roof in order to reduce the usage of air conditioning.

The storage area is designed with natural light from the top.

<table>
<thead>
<tr>
<th>Energy Consumption in FY16</th>
<th>Electricity</th>
<th>Gas-oil</th>
</tr>
</thead>
<tbody>
<tr>
<td>Plan</td>
<td>12,440</td>
<td>86,543</td>
</tr>
<tr>
<td>Actual</td>
<td>10,150</td>
<td>69,135</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Energy Consumption in FY16</th>
<th>Plan</th>
<th>Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electricity</td>
<td>1000 kWh</td>
<td>1000 kWh</td>
</tr>
<tr>
<td>Gas-oil</td>
<td>80,000 Kg</td>
<td>80,000 Kg</td>
</tr>
</tbody>
</table>
Energy saving and reducing CO₂ emissions

Fuji Xerox Hai Phong is striving to create different environmental education activities to raise awareness among employees and help them get the information needed to carry out environmental activities. We encourage our employees to save energy and manage the reduction of energy use in terms of lights and air conditioning.

Specifically, CO₂ emissions have declined considerably since fiscal 2016 and at the same time, CO₂ reduction rate increased since the implementation of specific guidelines and actions throughout the company.
Engaging our efforts in collecting used consumables

To fulfill our responsibilities in reducing environmental impact, Fuji Xerox Vietnam has launched the Waste Collection policy to collect used consumables at customers’ site. Starting with the Genko Itchi ("Unity of words and deeds") project in fiscal 2016, our Customer Service & Quality department launched the Waste Collection Policy which outlines our guidelines in collecting and recycling used products and extends different forms of support to staff who take part in the collection process. As a result of the policy, collection ratio rises from 22% to 36% (peaking at 40% at some point).

Reduction of paper and energy usage at Fuji Xerox Vietnam office

By applying different methods and actions to mitigate energy and paper usage, we have seen significant changes in how the amount of the effects of Electricity consumption has decreased significantly from 1,006 Kwh/staff to 640 Kwh/staff over the period from 2009 to 2017.

At the same period of time, paper consumption has also dropped from 20 kg/staff to approximately 12 kg/staff.

Waste classification

In fiscal 2016, we introduced the “Waste Classification” program in which we sort waste into 3 main categories in our office including Paper, Plastic & Metal and Non-Recycled. Raising our staff’s awareness in sorting different types of waste is one of our many efforts towards making the environment a better place.
ISO 14001:2015 is intended for organizations seeking to manage its environmental responsibilities in a systematic manner that contributes to the environmental pillar of sustainability.

In order to stay current and relevant to the marketplace, ISO standards are reviewed every five years to understand if a revision is required.

Fuji Xerox Vietnam has obtained ISO 14001 certification since 2003 and in fiscal 2016, in order to meet the latest requirements and trends of environmental management, we successfully transitioned from ISO 14001:2004 to ISO 14001:2015. The change reflects our commitment and responsibilities towards providing more values for the environment, our organization as well as our customers and partners.
Customer Engagement Activities
Customer Engagement Activities

Customer First, Quality First

In our core business activities, we provide customers with products, services and solutions of value which will serve the needs and fulfill the expectations of our customers. The trust that our customers give us will help us further grow our business and in return, provide better products, services and solutions to customers. In that sense, customer satisfaction is essential for us when making any business decisions. And that’s why at Fuji Xerox Vietnam, we place so much emphasis on Customer First to meet the needs and expectations of our customers.

One of the many activities that we do to improve customer satisfaction is to conduct customer survey at the time of installing machine at customer’s site. Areas of assessment cover Sales, Customer Training, Delivery, Call Center, Customer Service Engineer and Customer Admin.

Feedbacks and inputs from our customers are very important for us in continuously improving our performance. Upon receiving the feedbacks, we would take appropriate actions through collaboration with all internal departments as well as working on our internal customer system by raising customer’s concerns in our Voice of Customer platform. With these countermeasures, the result has improved significantly since we launched the survey in fiscal 2011; nevertheless, there are still a lot of challenges and room for us to continue working on to meet the ever-growing expectations of our customers.
Pursuit of RealGreen

At Fuji Xerox, we believe that focusing on reducing our consumption of natural resources is not a waste of time. With a commitment to reduce our carbon footprint by 30% by 2030 from our 2003 baseline across all Fuji Xerox operations in Asia Pacific, we have introduced eco-friendly technology that create values of excellent environmental performance and user-friendly operability to minimize our impact on the environment.

RealGreen is one of such technologies developed by Fuji Xerox that demonstrates our pursuit of environmental sustainability by adding "quiet mode" to "energy saving" and "ease of use".

**LED light source scanner**
Reduces power consumption to 1/3 comparing to xenon lamp by adopting LED.

**IH fusing unit**
IH fuser on which high speed recovery from sleep mode is enabled.

**Smart Energy Management**
A multifunction device is divided into four function modules: “Scanner”, “Control Panel”, “Output Device”, and “Energy-saving Controller (CPU)” to reduce power consumption and CO₂ emissions by activating only the function modules necessary for use.

**LED print head**
Not only realises downsizing, weight reduction and energy-saving but also high image quality of 1200 x 2400 dpi.

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**Evolution of “RealGreen”**

<table>
<thead>
<tr>
<th>New Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Smart WelcomEyes</td>
<td>Automatically recovers the device from sleep mode by detecting a user approaching.</td>
</tr>
<tr>
<td>Smart WelcomEyes Advance 2</td>
<td>Returns the device to the operable status by recognising user’s face. <em>Optional</em></td>
</tr>
<tr>
<td>Energy saving controller</td>
<td>Reduces power consumption during sleep mode.</td>
</tr>
<tr>
<td>Super EA-Eco toner</td>
<td>Realises energy-saving by enabling fusing with lower temperature of 10 to 15°C than the conventional toner (EA-Eco toner).</td>
</tr>
<tr>
<td>Fast recovery from sleep mode</td>
<td>25/30/35 ppm models: 4 seconds or less 65/75 ppm models: 13 seconds or less</td>
</tr>
</tbody>
</table>
Community Engagement Activities
Cycle into the future

Across Mekong Delta region (South Vietnam), there are still a lot of children who are struggling to make their way to school every day. One of the challenges they face is travelling to school, for which some of the distance can go up to ten kilometers per day to commute on foot. The fact that these students do not have proper means of transportation, which in return causes health issues, has increased the school dropout rate in such areas.

Understanding the students’ challenges, Fuji Xerox Vietnam has extended our support to provide bicycles to nearly 100 of them who suffered from the travel distance to school and have difficult family background.

A total amount of 93 bicycles were delivered to provinces in Mekong Delta including Tra Vinh province, Tay Ninh province, Tien Giang province and Can Gio district (a suburban district of Ho Chi Minh City). We hope these underprivileged children can cycle into the future and the learning path will become easier for them.
Community Engagement Activities

“For the Children of Tomorrow”: the first industry collaboration between Fuji Xerox Vietnam & Save The Children

Working with underprivileged children to support them in their education is Fuji Xerox Vietnam’s priority in our engagement with the community. In 2017, we started our very first collaboration with Save the Children (SC) in a 3-year Learning Materials Project to deliver innovative, value based learning materials to underprivileged children with limited education living in remote areas across the whole Vietnam.

At Fuji Xerox, Corporate Social Responsibility (CSR) is synonymous with corporate management. CSR values are deeply rooted in the DNA of our culture. This is the first industry collaboration with Save the Children Vietnam, the world’s leading international non-government organization (NGO) for children, to resolve education disparity. The project is an expansion of Fuji Xerox’s corporate flagship community engagement program aiming at educating future generations by leveraging the best of our printing technology and the spirit of our people in improving lives in disadvantaged communities across the Asia Pacific.

The content of the books was developed by SC in Vietnamese. The reading books are printed using Fuji Xerox’s production printing technology and printed by Bao Ngoc Co. Ltd., one of our business partners.

The learning materials are targeted to cultivate the joy of learning for children aged between 3 to 6 years old. There are 11 different story books in a set.

Each book is highly visual and interactive, suited for pre-school learning. These stories teach knowledge of the world we live in and core values such as respect for elderly, cleanliness and honesty. 5,500 of these books have been distributed to schools located in Van Chan District, Yen Bai Province and Tay Giang District, Quang Nam Province.
One of our missions is to achieve lasting change in the lives of children. We are pleased to find a company like Fuji Xerox Vietnam to start a unique community engagement project that can reach out to the most remote places to create reading habits, develop reading skills and Vietnamese vocabulary as well as enhance school readiness among pre-primary children of ethnic minorities. Providing basic early childhood education is vital to empower children to protect themselves against exploitation,” said Ms. Duong, project representative of Save the Children.

Fuji Xerox Vietnam has been actively engaging employees in our community services since its establishment in 2010, and now expanding these activities to employees in Ha Noi (North Vietnam) and Da Nang (Central Vietnam). This meets one of the CSR goals which is to enhance employee engagement across our offices in Vietnam and raise the awareness on our commitment in supporting the community as a corporate citizen.

Seeking sponsorship from our business partners is also very important to us in raising the awareness among the business community in order to maximize the benefits that we can offer. In the event, Fuji Xerox Vietnam received the in-kind donation from our Channel Business partner, Tan Hong Ha Co. Ltd. who provided a copier machine and a shredder to the local department of education. The launch event is held in Yen Bai Province; where the event welcomes children at pre-primary and primary education, teachers and parents for a day of fun learning together with Fuji Xerox Vietnam’s employees.
Fuji Xerox Vietnam honored for significant contributions to Vietnam’s economy

The Golden Dragon Award

On 8th April 2017, Fuji Xerox Vietnam was awarded with the prestigious Golden Dragon Award for excellent business performance in 2016. The Golden Dragon Awards honors Foreign Direct Investment (FDI) enterprises that have made significant contributions to Vietnam’s economic development.

Fuji Xerox Vietnam was recognized based on votes by readers of Vietnam Economic Times and the Organizing Board under stringent criteria, including significant achievements in manufacturing, business and customer service; environmental protection solutions and technologies; fulfillment of tax obligations as well as assurance of employee’s welfare and benefits; alongside its community engagement activities.

The Organizing Board consists of leaders from key public agencies such as Ministry of Planning and Investment, Ministry of Trade, the Ministry of Finance, State Bank of Vietnam, Union of Vietnam Scientific and Technological Associations and Vietnam Economic Times.

Among 70 foreign-invested enterprises receiving the Golden Dragon Award 2017, Fuji Xerox Vietnam has exceeded 1500 enterprises at the selection stage to win the “Golden Dragon Award for Best Innovative Printing Brand” for its achievements in delivering outstanding printing solutions and implementing sustainable business strategy.
Employment Information

The information below reflects the data covered between 1 April 2016 through to 31 March 2017 (fiscal 2016).

<table>
<thead>
<tr>
<th>No.</th>
<th>Data Summary</th>
<th>Fuji Xerox Vietnam Co. Ltd.</th>
<th>Fuji Xerox Hai Phong Co. Ltd.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Number of permanent, full-time employees</td>
<td>190</td>
<td>3,147</td>
</tr>
<tr>
<td>2</td>
<td>Number of temporary, part-time employees</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>3</td>
<td>Number of permanent, full-time male employees</td>
<td>85</td>
<td>1,487</td>
</tr>
<tr>
<td>4</td>
<td>Number of permanent, full-time female employees</td>
<td>105</td>
<td>1,660</td>
</tr>
<tr>
<td>5</td>
<td>Number of local employees</td>
<td>170</td>
<td>3,099</td>
</tr>
<tr>
<td>6</td>
<td>Number of non-local employees</td>
<td>20</td>
<td>48</td>
</tr>
<tr>
<td>7</td>
<td>Total training hours(^1)</td>
<td>782</td>
<td>1,272</td>
</tr>
<tr>
<td>8</td>
<td>Injury rate (per 1,000 staff)</td>
<td>0</td>
<td>17.8</td>
</tr>
<tr>
<td>9</td>
<td>Number of staff fatalities</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>10</td>
<td>Management Team (Male: Female)</td>
<td>8.2</td>
<td>3.0</td>
</tr>
<tr>
<td>11</td>
<td>Management Team (Age Group)</td>
<td>30-50 years’ old</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td></td>
<td>&gt;50 years’ old</td>
<td>0</td>
</tr>
<tr>
<td>12</td>
<td>Voluntary Staff Turnover Rate</td>
<td>42%</td>
<td>2.59%</td>
</tr>
</tbody>
</table>

Remarks:

\(^1\) The total instructor-led training hours
This report references the GRI Standards 2016 for each Standard used.

In this material, GRI 102 (excluding Disclosure 102-19 through to Disclosure 102-39) and topic-specific GRI Standards (series 200, 300, 400) have been applied and demonstrated with either page number, URL to access or detailed answer for stakeholders’ reference and understanding.

### GRI Content Index

<table>
<thead>
<tr>
<th>GRI Standard</th>
<th>Disclosure</th>
<th>Page number(s) and/or URL(s)</th>
<th>Omission</th>
</tr>
</thead>
<tbody>
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<td></td>
<td></td>
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<tr>
<td>102-1</td>
<td>Name of the organization</td>
<td>9</td>
<td></td>
</tr>
<tr>
<td>102-2</td>
<td>Activities, brands, products and services</td>
<td>9, 22</td>
<td></td>
</tr>
<tr>
<td>102-3</td>
<td>Location of headquarters</td>
<td>9</td>
<td></td>
</tr>
<tr>
<td>102-4</td>
<td>Location of operations</td>
<td>9</td>
<td></td>
</tr>
<tr>
<td>102-5</td>
<td>Ownership and legal form</td>
<td>9</td>
<td></td>
</tr>
<tr>
<td>102-6</td>
<td>Markets served</td>
<td>3, 9, 12</td>
<td></td>
</tr>
</tbody>
</table>
| 102-7        | Scale of the organization                                                  | 9                            | • Net Sales (for private sector organizations): we do not publish this data in individual country we operate in. For global performance of Fuji Xerox, please refer to: https://www.fujixerox.com/eng/company/profile
|              |                                                                          |                              | • Quantity of products or services provided: Information unavailable at time of reporting |
| 102-8        | Information on employees and other workers                                 | 27                           |                                                                          |
| 102-9        | Supply Chain                                                              | 7                            |                                                                          |
| 102-10       | Significant changes to the organization and its supply chain              | Not applicable               | No significant changes taking place at time of reporting                 |
| 102-11       | Precautionary Principle or approach                                        | 14                           |                                                                          |
| 102-12       | External Initiatives                                                      | 11-13                        |                                                                          |
| 102-13       | Membership of Association                                                  | 10                           |                                                                          |
| Strategy     |                                                                          |                              |                                                                          |
| 102-14       | Statement from senior decision-maker                                       | 3-4                          |                                                                          |
| 102-15       | Key impacts, risks, and opportunities                                      | 11, 15                       |                                                                          |
| Ethics and Integrity |                                                                    |                              |                                                                          |
| 102-16       | Values, principles, standards, and norms of behavior                      | 5, 6                         |                                                                          |
| 102-17       | Mechanisms for advice and concerns about ethics                           | Refer to:                    | https://www.fujixerox.com/eng/company (Management Foundation, P. 42) for details |
| Governance   |                                                                          |                              |                                                                          |
| 102-18       | Governance structure                                                      | 8                            |                                                                          |
| Stakeholder Engagement |                                                                |                              |                                                                          |
| 102-40       | List of stakeholder groups                                                 | 6, 7, 8, 11, 22-25           |                                                                          |
| 102-41       | Collective bargaining agreements                                           | Not applicable               |                                                                          |
| 102-42 | Identifying and selecting stakeholders | 3-4 |
| 102-43 | Approach to stakeholder engagement | 15-21, 23-25 |
| 102-44 | Key topics and concerns raised | 6, 7 |

**Reporting practice**

| 102-45 | Entities included in the consolidated financial statements | 1 |
| 102-46 | Defining report content and topic Boundaries | 1 |
| 102-47 | List of material topics | 11 |
| 102-48 | Restatements of information | Not applicable |
| 102-49 | Changes in reporting | 1, 4 |
| 102-50 | Reporting period | 1, 4 |
| 102-51 | Date of most recent report | 1 |
| 102-52 | Reporting cycle | 1 |
| 102-53 | Contact point for questions regarding the report | Email: ChiLan.Luu@vnm.fujixerox.com |
| 102-54 | Claims of reporting in accordance with the GRI Standards | 1, 28 |
| 102-55 | GRI Content Index | 28 |

| 102-56 | External assurance | 1 |

We have reported data to the best of our knowledge and in accordance with required procedures set by Fuji Xerox's sustainability reporting system. We rely on our internal processes to verify the accuracy of this data.

**Material topics**

**Indirect economic impacts**

| 203-2 | Significant indirect economic impacts | 26 |

**Energy**

| 302-1 | Energy consumption within the organization | 15-19 |
| 302-3 | Energy intensity | 18 |
| 302-4 | Reduction of energy consumption | 18-19 |

**Emission**

| 305-1 | Direct (Scope 1) GHG emissions | 18 |
| 305-5 | Reduction of GHG emissions | 18 |

**Effluents and Waste**

| 306-1 | Water discharge by quality and destination | 15 |

**Training and Education**

| 404-1 | Average hours of training per year per employee | 27 |

**Occupational Health and Safety**

| 403-2 | Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities | 27 |

**Diversity and Equal Opportunity**

| 405-1 | Diversity of governance bodies and employees | 27 |

**Local Communities**

| 413-1 | Operations with local community engagement, impact assessments, and development programs | 13, 23-25 |

**Marketing and Labeling**

| 417-2 | Incidents of non-compliance concerning product and service information and labeling | N/A |

There is no incident of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.

| 417-3 | Incidents of non-compliance concerning marketing communications | N/A |

There is no incident of non-compliance with regulations and voluntary codes concerning marketing communications, by type of outcomes.
We welcome and value your feedback on the content of this Report. For any inquiries, please contact us at:

CSR Department

Tel: (84-28) 38 290 038
Fax: (84-28) 38 290 032