Corporate Societal Responsibility
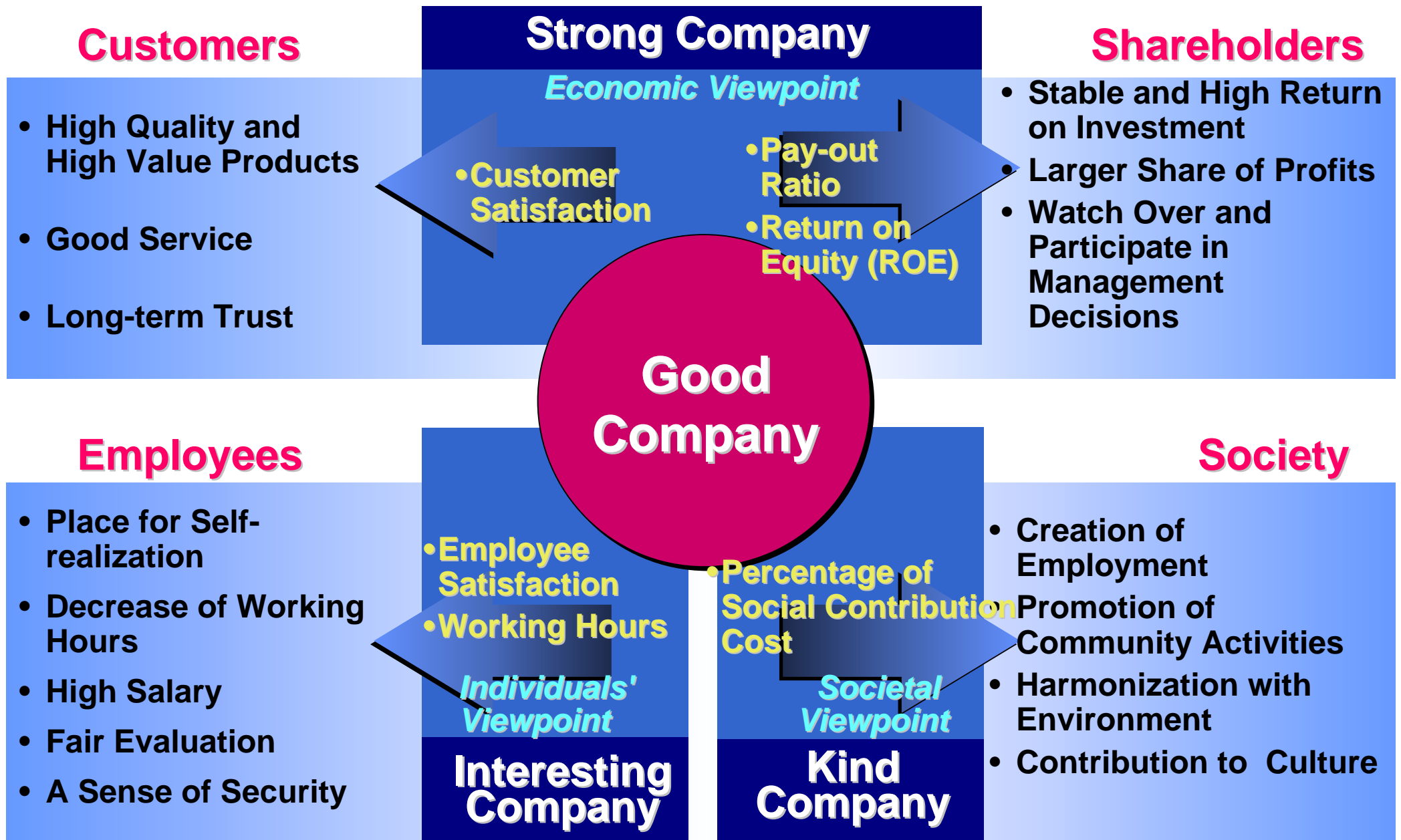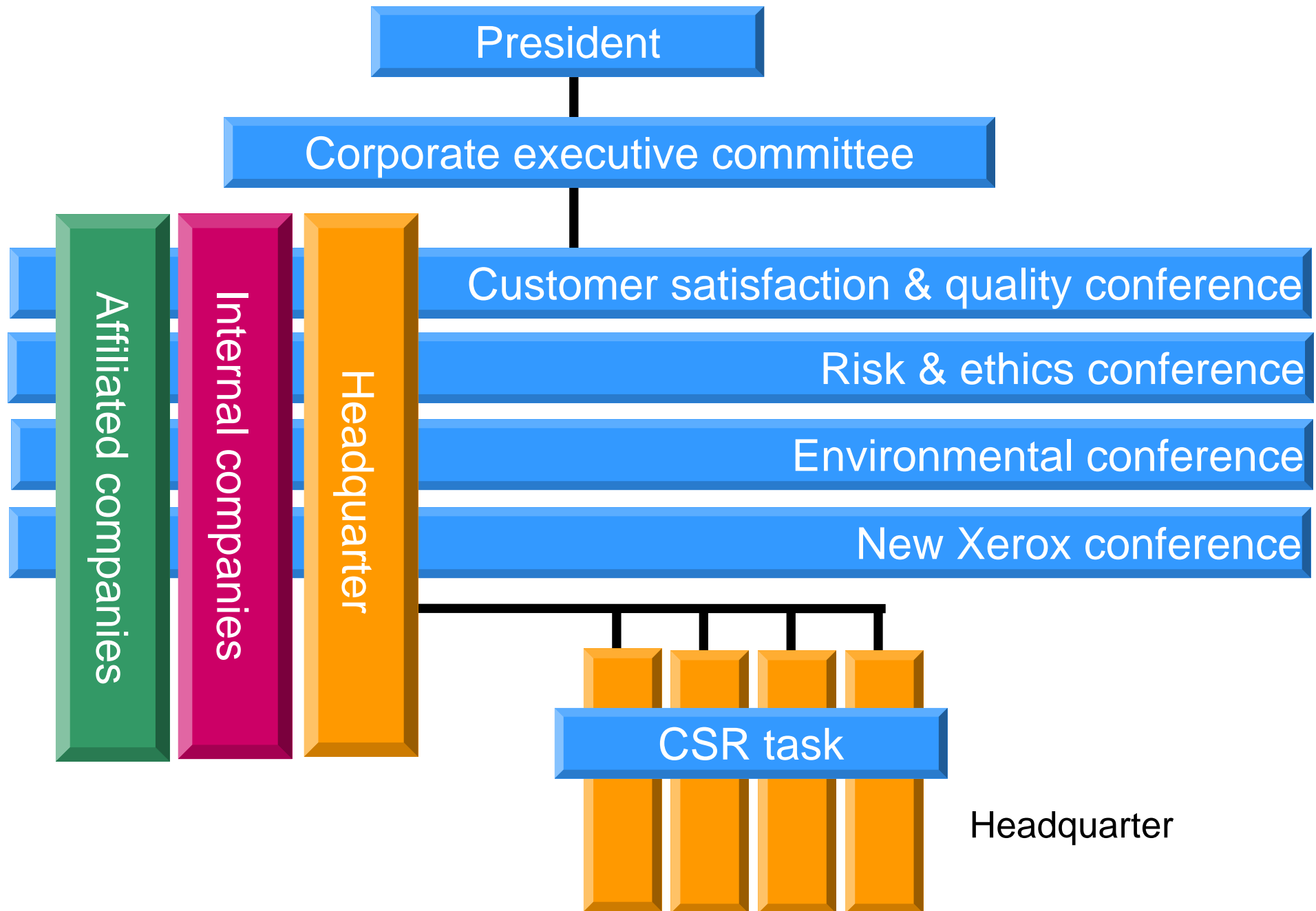
Jan 30, 2004
Yotaro Kobayashi
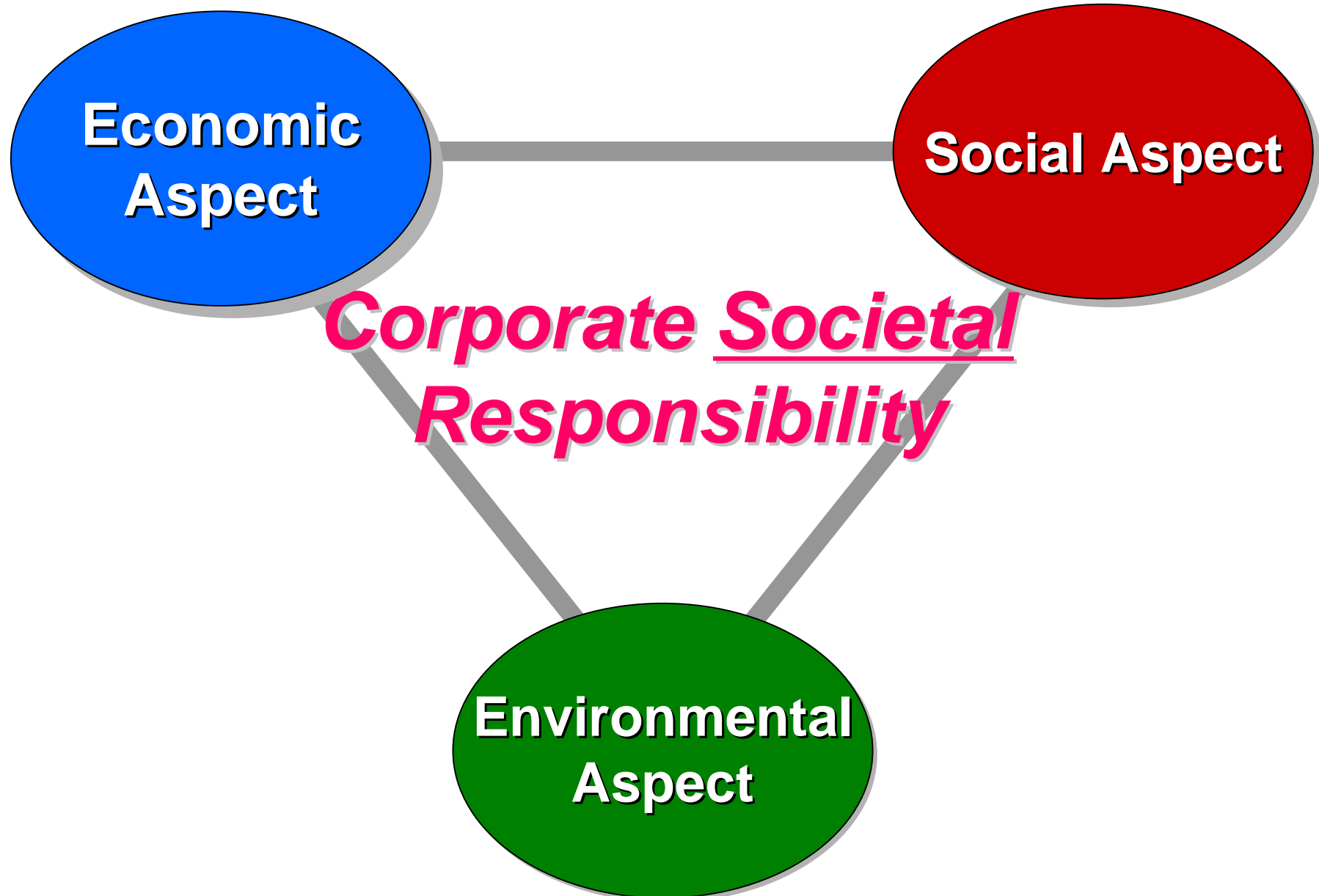
Fuji Xerox's Corporate Vision

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Customers
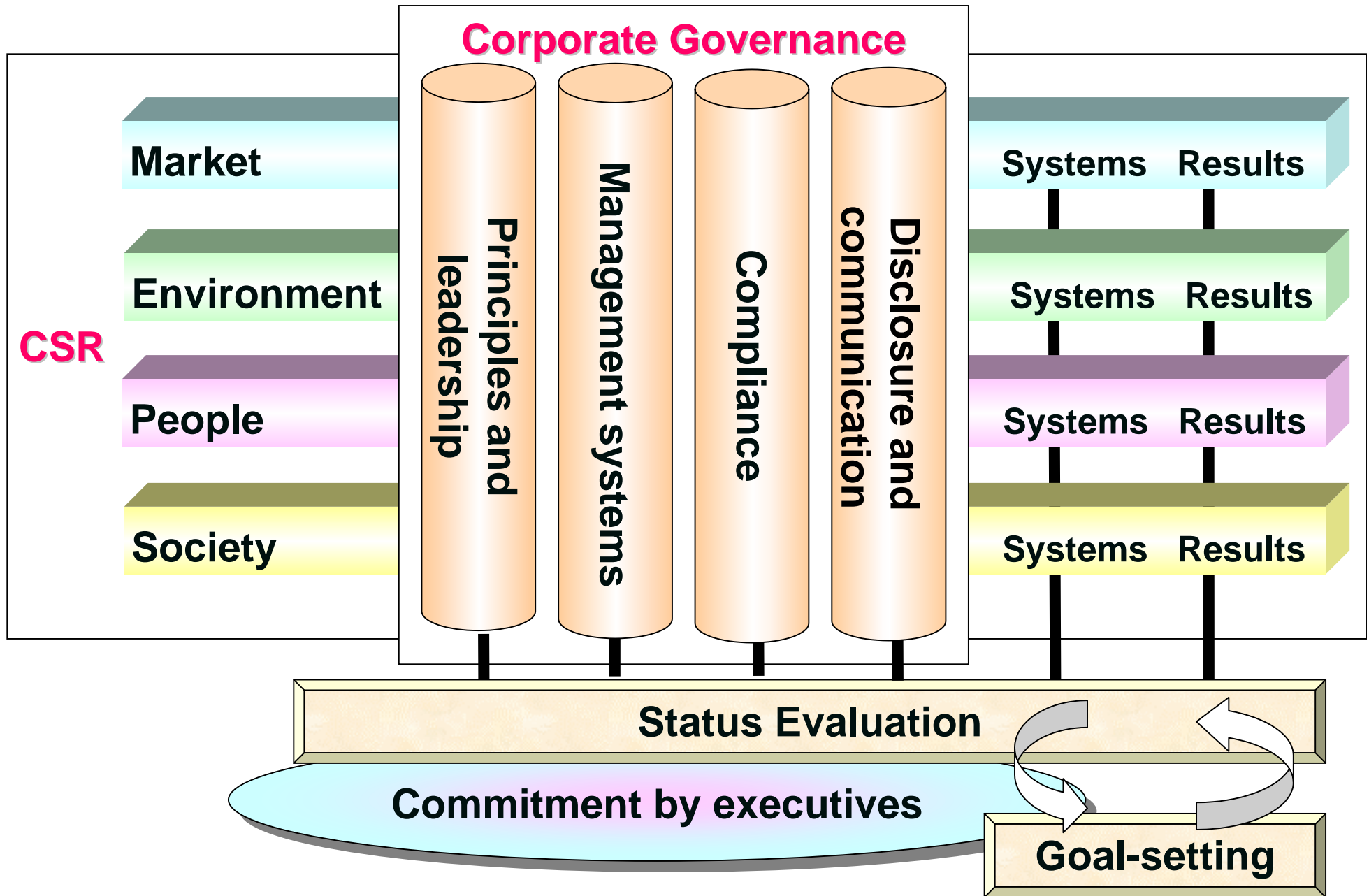
- **High Quality and High Value Products**
- **Good Service**
- **Long-term Trust**

Strong Company

Economic Viewpoint

- Customer Satisfaction
- Pay-out Ratio
- Return on Equity (ROE)

Shareholders

- **Stable and High Return on Investment**
- **Larger Share of Profits**
- **Watch Over and Participate in Management Decisions**

Good Company

Employees

- **Place for Self-realization**
- **Decrease of Working Hours**
- **High Salary**
- **Fair Evaluation**
- **A Sense of Security**

- Employee Satisfaction
- Working Hours

Individuals' Viewpoint

Interesting Company

- Percentage of Social Contribution Cost

Societal Viewpoint

Kind Company

Society

- **Creation of Employment**
- **Promotion of Community Activities**
- **Harmonization with Environment**
- **Contribution to Culture**

Conference to promote CSR

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President

Corporate executive committee

Affiliated companies

Internal companies

Headquarter

Customer satisfaction & quality conference

Risk & ethics conference

Environmental conference

New Xerox conference

CSR task

Headquarter

Economic Aspect

Social Aspect

Environmental Aspect

Corporate Societal Responsibility

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Corporate Governance:

A combination of a philosophy and a system that guarantees the sustained achievement of corporate <u>societal</u> responsibility

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Progress in creating a CSR system is gathering speed.

Establishment of full-time positions (or staff) in charge of CSR

31.9%

Establishment of internal reporting channels

63.4%

Formulation of CSR-oriented procurement criteria

44.0%

Issuing social and environmental (sustainability) reports

23.3%

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> **Environmental efforts are forging ahead, with manufacturers and large corporations in the lead.**

Formulation of management guidelines for environmental conservation	**81.3%**
Formulation of green purchasing and procurement criteria	**72.6%**
Introduction of an environmental accounting system	**43.0%**

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Major challenges for the future include fully utilizing the skills of female employees and ensuring effective governance.

Fully utilizing the skills of female employees:

female executives: currently 1.44%; 3-year target = 2.99%

Companies with no female executives: 86.9%

Ensuring effective governance:

A system to allow persons other than past presidents to evaluate the current president's performance and, in certain circumstances, to dismiss him: 53.9% responded "does not exist"; 8.8% responded "exists and is functioning adequately"