

# Corporate Social Responsibility (CSR) Goals and Progress Summary



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# Preface

For generations, Xerox has stood for innovation, quality, and an excellent customer experience. Led by the core values our founder established a half century ago, we conduct business ethically and in an environmentally and socially conscious manner. We are the company that revolutionized the office, created printing-on-demand, and repeatedly reinvented and transformed to keep pace with the demands of our customers and the market.

We set goals, track our progress, communicate, and share best practices to improve the quality of work and life, keeping to the core value of corporate citizenship.

Today, we honor this heritage by turning investments in innovation into products and services that help our customers be more productive, profitable, and sustainable. We are helping define the future of work and enabling printing beyond paper with new technologies that will disrupt the market and change the way we think about workflows and information processes. This is our contribution to a more sustainable world.

We are proud to present our corporate social responsibility goals and a summary of our progress. We will continue to update this progress summary as new data becomes available. For this reason, you may see some data for the year 2021 is missing. Please check back often to view updates.

You can also find information about Corporate Social Responsibility at Xerox and our reporting in accordance with SASB and TCFD at <https://www.xerox.com/en-us/about/corporate-social-responsibility>.

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# 1. Corporate Social Responsibility Goals

The 2030 Agenda of the United Nations for Sustainable Development provides a global blueprint for dignity, peace and prosperity for people and the planet, now and in the future. Achieving the **SDGs** requires immediate and accelerated actions by countries along with collaborative partnerships among governments and stakeholders at all levels.

Tech companies, like Xerox, are important stakeholders that can lead by example in their own operations and provide the solutions and countermeasures globally to achieve the goals. Established over a half century ago by founder Joseph C. Wilson, our corporate values have stood the test of time and align with the SDGs. We will continue our efforts to bring our Operations and those of our customers closer to goal.

Dimension	Scope	Goal	2021 Progress
Environment	Operations	100% landfill avoidance	95%
		25% reduction in energy use by 2025, from 2016	33.7%
		25% reduction in GHG emissions by 2025, from 2016	42%
		60% reduction in GHGs (Scope 1 + 2) by 2030 from 2016	42%
		Net Zero (Scope 1, 2 + 3) by 2040 MTCO <sub>2</sub> eq	996,764
		35% reduction in water use by 2020, from 2010	
	Products	100% landfill avoidance (equipment & supplies)	99.4%
		100% newly launched, eligible products achieve Energy Star®	100%
		100% newly launched and eligible products achieve EPEAT®	100%
Social	Workplace Safety	5% year over year reduction in Total Recordable Injury Rate (TRI)	23.2% U.S. 23.6% WW
		5% year over year reduction in Days Away from Work (DAFW)	7.6% U.S. 2.6% WW

## 2. Progress: Environment

### Environmental Operations

Dimension	Category	2020	2021
Greenhouse Gas Emissions (GHGs)**	GHG Emissions, Scope 1 + 2, by type <sup>1</sup> [MT CO <sub>2</sub> eq]		
	CO <sub>2</sub>	144,234	128,741
	CH <sub>4</sub>	113	120
	N <sub>2</sub> O	582	454
	Scope 1 and 2, by region [MT CO <sub>2</sub> eq]		
	U.S. and Canada	105,706	106,835
	Europe and South America	43,573	29,173
	Total Worldwide Scope1 + Scope 2	149,279	136,008
	% Reduction Scope 1 and 2 (from 2016)	37	42
	Scope 1 +2 normalized to revenue	21.26	19.32
	Scope 1, facilities, and fleet by type <sup>2</sup> [MT CO <sub>2</sub> eq]		
	CO <sub>2</sub>	89,950	81,965
	CH <sub>4</sub>	47	46
	N <sub>2</sub> O	471	330
	Total Worldwide Scope 1 GHG emissions	94,818	89,035
	Scope 1 normalized to revenue [MT Co <sub>2</sub> eq/\$M]	13.50	12.65
	Scope 1, facilities, and fleet by region <sup>2</sup> [MT CO <sub>2</sub> eq]		
	U.S. and Canada	72,615	74,873
	Europe and South America	22,203	14,161
	Scope 2, purchased electricity by type <sup>3</sup> [MT CO <sub>2</sub> eq]		
	CO <sub>2</sub>	54,285	46,775
	CH <sub>4</sub>	66	74
	N <sub>2</sub> O	111	124
	Total Worldwide Scope 2	54,461	46,973
	Scope 2 normalized to revenue [MT CO <sub>2</sub> eq]	7.76	6.67
	Scope 2, by region		
	U.S. and Canada	33,091	31,962
	Europe and South America	21,370	15,011
	Scope 3, by category [MT CO <sub>2</sub> eq] Global unless otherwise indicated		
	Purchased good and services	730,158	626,704
	Capital goods	29,970	26,221



Dimension	Category	2020	2021
GHGs <sup>+</sup> , cont.	Scope 3, by category [MT CO <sub>2</sub> eq] Global unless otherwise indicated, cont'd.		
	Fuel - and energy-related activities (not including Scope 1 +2)	19,647	23,902
	Upstream transportation and distribution	60,144	39,606
	Waste generated in operations	551	493
	Business travel [Global, CO <sub>2</sub> only] <sup>4,5</sup>	1,882	928
	Employee commuting [Global]	30,810	29,106
	Upstream leased assets	Not relevant	Not relevant
	Downstream transportation and distribution <sup>6</sup>	Not relevant	Not relevant
	Processing of sold products	Not relevant	Not relevant
	Use of sold products	161,041	110,912
	End of life treatment of sold products [North America]	2,517	2,884
	Downstream leased assets	Not relevant	Not relevant
	Franchises	Not relevant	Not relevant
	Investments	Not relevant	Not relevant
	Total Scope 3 GHG emissions	1,036,720	860,756
	Scope 3 normalized to revenue (MT CO <sub>2</sub> eq/\$M revenue)	147.6	122.3
	Offsets Purchased	0	
Energy*	Energy Use (MWh)		
	Direct (Natural Gas - corresponding to Scope 1 emissions)	431,633	381,059
	Indirect Energy Use (Purchased Electricity)	285,226	244,018
	Total Energy Use	716,858	625,077
	Total Energy Use Normalized to revenue (MWh/\$M)	102.09	88.81
	Total Energy Reduction (from 2016 baseline)	226,031	317,813
	% Reduction Total Energy Use (from 2016 baseline)	24	33.7
	Energy Derived from Non-Renewable Sources (MWh) <sup>7</sup> by region		
	North America	439,098	510,407
	Europe and rest of world	176,195	91,344
	Total Non-Renewable Energy Use	613,743	601,751
	Electrical Energy Used MWh) <sup>*7</sup>		
	North America	207,927	203,243
	Europe and rest of world	77,299	40,775
	Total Electrical Energy Use (MWh) <sup>7</sup>	285,226	244,018
	Total Electricity Use Normalized to revenue (MWh/\$M)	40.62	34.67

Dimension	Category	2020	2021
Energy*, cont.	Breakout of non-renewable electricity sources (MWh) <sup>7</sup>		
	Coal	22,074	35,285
	Oil	3,454	3,197
	Gas	55,951	82,561
	Nuclear	32,784	40,111
	Other	0	0
Renewable Energy*	Renewable Energy Credit (REC), by region (MWh) <sup>8</sup>		
	U.S.	103,115	22,136
	Europe	0	1,189
	Total Renewable Energy Use (REC)	103,115	23,326
	% Renewable Energy Use (REC) of total energy use	14.4	3.7
	Energy Derived from Renewable Sources (RECs + Grid) (MWh) <sup>7</sup>		
	North America	131,962	66,663
	Europe and rest of world	39,001	16,200
	Electricity Derived from Renewable Sources (RECs + Grid) (MWh) <sup>6</sup>		
	North America	131,962	66,663
	Europe and rest of world	39,001	16,200
	Breakout of renewable electricity sources (RECs + Grid) (MWh) <sup>7</sup>		
	Wind	122,435	45,674
	Hydro	37,347	25,250
	Solar	4,818	6,673
	Biofuel and other	6,363	5,267
Non-Hazardous Waste <sup>9,10</sup>	Non-hazardous Waste, by treatment type [thousand MT]		
	Reuse	3.2	2.81
	Recycling	14.5	17.62
	Energy from Waste (EFW)	1.8	1.96
	Treatment	0.4	0.26
	Landfill	1.2	0.81
	Incineration	0.01	0.12
	Total Non-hazardous Waste	21.1	23.6
	Volume Reuse, Recycle, Energy from Waste [thousand MT]	19.5	22.4
	% Reuse, Recycle, Energy from Waste	92.4	95
	% Reduction Landfill, Incineration, Treatment (includes Energy from Waste) from 2016 baseline	54.6	58
Hazardous Waste <sup>9,11</sup>	Hazardous Waste, by region [thousand MT]		
	U.S. and Canada	0.303	0.230
	Europe and South America	0.037	0.083



Dimension	Category	2020	2021
Hazardous Waste <sup>9,11</sup> cont'd	Hazardous Waste, by region [thousand MT], cont'd		
	Worldwide Total hazardous waste	0.340	0.314
	Hazardous Waste, by treatment type [thousand MT]		
	Fuels Blending and Waste to Energy	0.211	0.162
	Recycling	0.019	0.020
	Treatment	0.101	0.054
	Incineration	0.008	0.077
	Landfill	0.0005	0.0001
	% Recycle, Fuels Blending	67.7	58.1
	% Reduction Hazardous Waste Generation (from 2016 baseline)	34	38.9
Reportable Releases and Transfers	Reportable Releases + Transfers (TRI, PRTR), by region [MT]		
	U.S. and Canada	83	71
	Europe and South America	0	0
	Worldwide total TRI and PRTR	83	71
	TRI Normalized to revenue (MT/\$M)	0.012	0.0101
	% Reduction TRI and PRTR (from 2016 baseline)	33.0	42.3
	Methylene Chloride (MeCl <sub>2</sub> ) <sup>12</sup>		
	Methylene Chloride total Worldwide (lbs.)	200,418	185,741
	Methylene Chloride total Worldwide (MT)	90.9	84.3
	% Reduction MeCl <sub>2</sub> (from 2010 baseline)	81	82
	Total 1,3-butadiene air emissions <sup>13</sup>		
	Total 1,3-butadiene air emissions (lbs/batch)	7.0	7.1
	Total 1,3-butadiene air emissions (MT/batch)	0.0032	0.0032
	Reportable Spills/Environ. Releases [#] <sup>14</sup>	0	0
Water <sup>9</sup>	Water Consumption, by region [million liters]		
	U.S. and Canada	952	934
	Europe and South America	33	23
	Worldwide total water consumption	985	957
	Water Consumption Normalized to revenue (M liters/\$M)	0.14	0.14
	Volume Water Consumption Reduced [ML] (2020 baseline)	NA	28
	% Reduction Water Consumption (from 2020 baseline)	NA	3
	Water Discharge to Sanitary Sewer, by region [M liters]		
	U.S. and Canada	1,084	1,025
	Europe and South America	22	16

Dimension	Category	2020	2021
Water <sup>9</sup> , cont'd	Water Discharge to Sanitary Sewer, by region [M liters] cont'd		
	Worldwide Total water discharge	1,106	1,040
	Water Discharge Normalized to revenue (million liters/\$M)	0.16	0.15
	Water Recycled [million liters] <sup>17</sup>	N/A	N/A
Air Emissions <sup>9</sup>	Volatile Organic Compounds (VOCs) production, by region [tonnes]		
	U.S. and Canada	3.57	3.22
	Europe and South America	2.77	3.74
	Worldwide Total VOCs	6.34	6.96
	Worldwide total Non-VOCs	3.65	3.98
	Worldwide Total VOC and non VOCs	9.99	10.94
	VOC Normalized to Revenue (tonnes/\$M)	0.0009	0.0010
	NOx (non-production) [tonnes] <sup>15</sup>		
	U.S. and Canada	20.67	19.83
	Europe and South America	2.32	1.66
	Worldwide Total NOx	22.19	21.49
	NOx Normalized to revenue (MT/\$M)	0.0033	0.0031
	SOx (non-production) by region [tonnes] <sup>15</sup>		
	U.S. and Canada	0.18	0.17
	Europe and South America	0.01	0.01
	Worldwide Total Sox	0.19	0.18
	SOx Normalized to revenue (tonnes/\$M)	0.000027	0.00003
	Particulate Matter (PM) by region [tonnes]		
	U.S. and Canada	1.71	2.00
	Europe and South America	0	0.00
	Worldwide Total PM	1.71	2.00
	PM Normalized to revenue (tonnes/\$M)	0.0002	0.0003
	Perfluorocarbons (PFCs) by region [tonnes] <sup>16</sup>		
	U.S. and Canada	0	0
	Europe and South America	0	0
	Worldwide Total PFCs	0	0
	PFCs Normalized to revenue (tonnes/\$B)	0	0
Compliance	Violations and Fines		
	# Notices Received	0	3
	Fines Paid [\$ USD]	0	0

See next page for Footnotes

## Environmental Footnotes

\* In 2022, carbon and energy accounting methodology was updated with an expanded boundary for 2021 Scopes 1 and 2 information. This caused a re-baseline of 2016 information and recalculations for 2017-2020 data to match the methodology used for 2021 reporting.

+ 3<sup>rd</sup> party has verified and provided limited assurance of Xerox GHG emissions in accordance with ISO 14064-3:2006 against a Xerox Corporation defined methodology described in "Xerox Corporation Greenhouse Gas Emissions Inventory Management Plan, July 2021" and the principles of Transparency, Accuracy, Consistency, Completeness and Relevance.

1. Values are for Xerox fleet and facilities globally, unless otherwise noted.
2. Direct emissions from natural gas consumed in boilers for facilities leased and owned by Xerox. Emissions from facilities based on utility invoices, where available. When unavailable, estimates are based on Commercial Building Energy Consumption (CBEC) factors. Fuel used in fleet of Sales and Service personnel. Emissions from fleet are based on actual fuel usage and vehicle efficiency rates.
3. Indirect emissions from purchased electricity and steam for facilities leased and owned by Xerox. Where data is unavailable for office and warehouses in US. & Canada, emissions are determined using CBECs factors; HFC emissions were estimated based on square feet.
4. Includes air emissions for Xerox travel worldwide, based on aircraft, load, and miles provided by 3<sup>rd</sup> party.
5. 2018 value restated to remove volume of chemical erroneously included in calculation last year.
6. As defined by Corporate Value Chain (Scope 3) Accounting and Reporting Standard (WRI/WBCSD).
7. Values for renewable and non-renewable electricity derived from local grid mixes based on International Energy Association (IEA) data. In 2019, Xerox changed from a location-based calculation to market-based method for scope 2 from electricity.
8. Renewable energy and renewable energy credits; not including renewable energy in the grid. This encompasses renewable energy in the Netherlands and RECs from wind in Wilsonville, Oregon.
9. Data reported is limited to manufacturing operations including, but not limited to, imaging supplies such as toner, photoreceptor drums and belts, and fuser rolls.
10. Process waste includes paper, wood pallets, waste toner, plastics, and packaging; Manufacturing waste includes scrap metal, batteries, lamps, miscellaneous trash, and end-of-life devices. Non-hazardous waste is either disposed of directly by Xerox or disposal method is designated and confirmed when shipped off-site.
11. Hazardous waste disposed directly by Xerox, or a disposal method is designated and confirmed when shipped off-site.
12. Total amount of methylene chloride used to produce Xerox photoreceptor components.
13. 1,3-butadiene air emissions from toner resin manufacturing.
14. Reportable environmental releases reported in accordance with GRI definition
15. NOx and SOx emissions are calculated using emission factors applicable to small boilers from EPA's AP-42, Vol.1, CH1.4: Natural Gas Combustion (<http://www.epa.gov/ttnchie1/ap42/ch01/final/c01s04.pdf>).
16. Perfluorocarbon Emissions are reported according to GRI 305-6 (2016) which is for emissions of ozone-depleting substances (ODS) that are produced, imported, or exported. Xerox eliminated the use of all Class I ozone-depleting substances (ODS) by the end of 1992 and Class II ODS by the end of 1993 as an ingredient in products, spare parts, accessories, and packaging. In order to achieve this goal, Xerox identified and prohibited the use of ODS in products, spare parts, accessories, and packaging produced internally and received from external suppliers. Xerox manages the elimination of ODS as refrigerants in facility and vehicle air conditioning systems and various food/equipment cooling systems consistent with government phase-out dates. In accordance with GRI 305-6, these are excluded from reporting in this section
17. Reverse Osmosis reject water is recycled as make-up water in cooling towers at Xerox's Oregon facility. Volume recycled annually cannot be accurately estimated with current metering systems.

## Environmental Products

Dimension	Category	2020	2021
Environmental Products	Ecolabels		
	% Newly launched eligible products achieving Energy Star®	100	100
	% Newly launched eligible products achieving EPEAT®	100	100
	Equipment + parts end-of-life processing, by treatment type <sup>1</sup> [thousand MT]		
	Materials recycling	13.0	15.9
	Used equipment sold	8.5	7.6
	Remanufacture/reuse <sup>2</sup>	1.4	9.1
	Energy from waste	0.3	0.7
	Landfill	0.4	0.2
	Incineration	0	0
	Total equipment and parts processing	23.6	17.6
	Total Remanufacture, Reuse, Recycle, Energy from Waste	23.2	17.4
	% Remanufacture, reuse, recycle, energy from waste	97.8	98.9
	Supplies processing, by treatment type [thousand MT]		
	Remanufacture/reuse	1.74	1.49
	Materials recycling	1.68	0.44
	Energy from waste	0.16	0.1
	Landfill	0.04	0.06
	Incineration	0	0
	Total supplies processing	3.62	2.09
	% Remanufacture, reuse, recycle, energy from waste	99	97%
	Total Remanufacture, Reuse, Recycle, Energy from Waste	3.58	2.0
	Compliance		
	Violations of health, safety +/- environmental regulations [#]	0	
	Product recalls [#]	0	
	Total units recalled [#]	0	

### Footnotes

1. Equipment, parts, and supplies end-of-life management: Returns processed through Xerox worldwide asset recovery centers and 3<sup>rd</sup> party recyclers.

### 3. Progress: Social

#### Balanced and Diverse Workforce

Dimension	Category	2020	2021
Balanced and Diverse Workforce	Women employees by region - % of total		
	Americas	26.7	25.8
	Asia Pacific and Japan	24.7	27.6
	Europe, Middle East, and Africa	28.9	28.4
	Worldwide	27.3	26.7
	Women managers by region - % of total		
	Americas	26.7	25.1
	Asia Pacific and Japan	18.2	22.2
	Europe, Middle East, and Africa	26.1	24.2
	Worldwide	26.3	24.7
	New hires globally, by gender - % of total		
	Women	28.3	27.0
	Men	71.6	73.0
	Global workforce by age group and gender - % of total		
	30 and under		
	• Women	33	33.2
	• Men	67	66.8
	31 – 50		
	• Women	30.2	29.6
	• Men	69.8	70.4
	51 and over		
	• Women	23.8	23.4
	• Men	76.2	76.6
	Global workforce by classification and gender - % part-time employees		
	Executives		
	• Women	0	27.6
	• Men	0	72.4
	Directors		
	• Women	50	60
	• Men	50	40

Dimension	Category	2020	2021
Balanced and Diverse Workforce, cont.	Global workforce by classification and gender - % part-time employees, cont.		
	Managers		
	• Women	67	71.6
	• Men	33	28.4
	Professionals		
	• Women	58	73.9
	• Men	42	26.1
	Other		
	• Women	77	57.6
	• Men	23	42.4
	All classes		
	• Women	60	61.8
	• Men	40	38.2
	Global workforce by classification and gender - % full-time employees		
	Executives		
	• Women	25.5	27.6
	• Men	74.5	72.4
	Directors		
	• Women	30.7	30
	• Men	69.3	70
	Managers		
	• Women	28.6	28.2
	• Men	71.4	71.8
	Professionals		
	• Women	39.6	37
	• Men	60.4	63
	Other		
	• Women	22.9	21.7
	• Men	77.1	78.3
	All classes		
	• Women	26.9	26
	• Men	73.1	74
	Global workforce by ethnicity (% of total)		
	White	69	67.8
	Black	11.3	11.5
	Hispanic/Latino	10.8	10.5
	Asian	5.4	5.9
	Native Hawaiian/Pacific Islander	0.4	0.4



Dimension	Category	2020	2021
Balanced and Diverse Workforce, cont.	Global workforce by ethnicity (% of total), cont.		
	Native American/Alaskan Native	0.4	0.5
	Two or more races	0.8	0.9
	Not specified	1.8	2.5
	New hires - United States - % of total		
	White	64.8	53.2
	Black	15.0	13.3
	Hispanic/Latino	10.9	8.4
	Asian	6.3	8.3
	Native American	0.7	0.8
	Military/Veterans	1.0	3.4
	Employees (regular full time and part time) by region		
	Americas	15,535	14,516
	Asia Pacific and Japan	1,264	1,258
	Europe, Middle East, Africa	8,264	7,473
	Worldwide	25,063	23,247
Employee Retention	% Employee turnover - U.S.		
	Total employee turnover rate	23.0	22.0
	Voluntary turnover rate	13.0	19.0
	% Union population, by geography		
	U.S. and Canada	4	4
	Central and South America		
	• Argentina	55	51
	• Brazil	100	100
	• Chile	50	84
	Europe		
	• Austria	100	100
	• Belgium	100	100
	• Denmark	62	56
	• Finland	100	100
	• France	100	100
	• Germany	63	59
	• Ireland	20	12
	• Italy	100	100
	• Luxembourg	100	100
	• Netherlands	99	100
	• Norway	69	100
	• Portugal	100	51

Dimension	Category	2020	2021
Employee Retention, cont.	% Union population, by geography, cont.		
	• Spain	100	100
	• Sweden	100	100
	• Switzerland	100	100

## Workplace Safety

Dimension	Category	2020	2021
Workplace Safety <sup>1,2</sup>	Total Recordable Incident (TRI) rate, by region		
	U.S. Operations	1.25	0.96
	Europe Operating Companies	0.31	0.29
	Developing Markets Operating Companies	0.07	0.1
	TRI Worldwide	0.89	0.68
	Days Away from Work (DAFW) Rate, by region		
	U.S. Operations	0.53	0.49
	Europe Operating Companies	0.19	0.25
	Developing Markets Operating Companies	0.07	0.1
	DAFW Worldwide	0.39	0.37
	Leading causes of lost workdays [% of U.S. total]		
	Materials handling (carry, lift, push, pull)	20	37
	Slips, trips, falls	15	10
	Awkward postures (bend, twist, squat, kneel)	6	7
	Motor vehicle accidents	15	11
	Struck by/against/contact with	11	13
	Repetitive motion	19	8
	Numerous other causes	13	
	Leading causes-recordable incidents (w/wo lost time) [%U.S. total]		
	Materials handling (carry, lift, push, pull)	23	31
	Struck by/against/contact with	12	19
	Slips, trips, falls	18	10
	Repetitive motion	13	9
	Awkward postures (bend, twist, squat, kneel)	5	7
	Numerous other causes	29	25
	Compliance		
	Violations [#]	0	2
	Fines paid (USD)	0	9,270
	Work-related fatalities [#]	0	0

Footnotes:

1. Smaller sized operations globally that contribute to the worldwide Injury Rate values are not shown as separate line items but have been included in the calculation.
2. Injury data excludes potential employee workplace exposures from the virus that causes COVID-19.

## Community Involvement and Volunteerism

Dimension	Category	2020	2021
Community Involvement and Volunteerism	Social investment and volunteerism by category (USD)		
	Cash <sup>1</sup>	2,347,750	1,572,148
	Services <sup>2</sup>	95,894	311,057
	Number of employee volunteer hours	3,360	10,899
	Cash Match Program (USD) – U.S. employee participation		
	Number of employees	1,312	1,059
	Employee contributions	451,694	544,141
	Xerox contributions	4,419,696	328,361
	Disaster Relief Efforts		
	American Red Cross	-	10,000
	Save the Children	40,000	-
	Western Kentucky Tornado Relief Fund		20,000
	Total disaster relief efforts	40,000	30,000

Footnotes

1. Denotes total Xerox investment in non-profit organizations including community partner organizations.
2. Equals the value of Xerox employee volunteer time, \$28.54/hour, updated annually by Independent Sector

## 4. Progress: Governance

### Supply Chain

Dimension	Category	2020	2021
Supply Chain	Supply Chain Spend - Diverse Suppliers (\$M USD)		
	Minority-owned	34	47
	Women-owned	37	47
	Veteran-owned	18	43
	Small Tier I businesses	354	362
	Supplier Screening and Assessments		
	% New production suppliers screened using CSR criteria	100	100
	# Suppliers assessed for CSR impacts <sup>1</sup>	12	14
	# Suppliers identified having significant actual & potential negative CSR impacts	8	2
	% Suppliers <sup>2</sup> with ISO 14001 certification	71.4	48

Footnotes:

1. Based on RBA SAQs
2. Production suppliers that constitute the top 80% of spend

### Employees

Dimension	Category	2020	2021
Employees	Workforce Training (% trained)		
	Code of Conduct	94	95
	Information Security	NA <sup>1</sup>	97
	Data Privacy <sup>2</sup>	NA <sup>1</sup>	86

Footnotes:

1. Methodology changed
2. Includes GDPRP