

## *Corporate Responsibility at Pitney Bowes* *Our Approach*

Corporate responsibility is integral to everything we do at Pitney Bowes. It is embedded in our operations, our innovations, our focus on helping our clients succeed, and our determination to enable all our employees to perform at their best.

For more than 90 years, Pitney Bowes employees have understood that the best way to provide value for our stakeholders is by staying true to our core values. We are committed to leading responsibly across the entire spectrum of corporate citizenship:

- Our [environmental stewardship](#) is an important part of our effort to provide sustainable value to clients and shareholders.
- Our [commitment to diversity and inclusion](#) provides opportunities for personal growth, strong collaborations, effective supplier relationships and the development of innovative solutions for our clients.
- Our relentless attention to [workplace safety and health](#) makes our employees happier, more secure and more productive.
- Our [relationships with our communities](#) highlight our leadership on the critical social issue of literacy and education, through support for learning programs that benefit thousands of students each year, setting them on a stronger course for school and career success.
- Our [commitment to employee volunteerism](#) fuels the passionate engagement of thousands of employees in hands-on and skills-based volunteering programs. Through their actions, they demonstrate their deep appreciation of the needs of the community and the nature of the interconnected world that we all live and work in today.

We welcome your review of our programs, and we look forward to your feedback.



**Marc Lautenbach**  
President and  
Chief Executive Officer

## Pitney Bowes at a Glance

**Business:** Mail and Document Management Solutions and Services

**Revenues:** \$5.3 billion

**Customers:** More than 2 million

**Employees:** 29,000

**Locations:** More than 100 countries

**Headquarters:** Stamford, Connecticut USA

**Common stock (NYSE):** PBI

## Governance, Values and Business Practices

We have built a global business by helping our clients succeed and staying true to our values:

- *Put customers first*
- *Collaborate*
- *Be passionate*
- *Be accountable*
- *Act with integrity*

Our code of conduct is contained in the [Pitney Bowes Business Practices Guidelines](#). Compliance with the Guidelines is linked to every employee's annual performance evaluation and compensation.

Ethics Help Line: our 24/7 toll-free service, operated by an outside firm, allows employees to make ethics inquiries and report suspected violations in virtually any language in which Pitney Bowes does business, without fear of retaliation. The system automatically routes each call to an operator fluent in the caller's language.

## Our People

We value our employees and know that our success depends on their talents, skills and commitment to Pitney Bowes. We are committed to help them develop, whatever their background or experience. We strive to provide a safe workplace and actively help our employees pursue healthy lifestyles.

- **Diversity and inclusion** are embedded in our culture. Our diversity helps us to understand markets, connect with clients, develop innovative solutions and attract and retain the best talent and suppliers. We embrace diversity in every area of our operations, from talent management strategies to the ways we foster innovation and manage client relationships. As our company has grown globally, we have become more global in our diversity and inclusion programs and practices. We also maintain external partnerships to support our business and diversity objectives, raise our visibility among top-tier candidates and provide development opportunities for employees who work with these organizations and serve on their boards.
- **Engagement:** Building a more engaged culture is a company priority. We seek to engage employees through challenging work assignments, career development opportunities and programs that promote personal and professional growth. We measure engagement through a range of mechanisms, and we recognize managers and teams that demonstrate high engagement. We also promote engagement through online channels including PB Voice, an intranet site; Yammer, a social networking platform; IdeaNet, an innovation forum; and our global employee survey, now available in 18 languages. Another engagement tool is our Workplace Agility Program, which makes it easier for employees to work effectively in multiple locations (including collaborative spaces, client sites, and their homes).
- **Development:** From their first day on the job through their entire career, Pitney Bowes employees are encouraged to own their career development. Employee development takes many forms, including on-the-job training, rotational assignments, coaching and employee mentoring, internal learning programs and online resources. Through our Enterprise Learning and Development organization, we coordinate across business units to provide consistent objectives, tools and metrics for all employees throughout the company. Our Manager Acceleration Program, an e-learning system for managers, guides employees through a self-assessment process, then provides personalized recommendations for training to help them advance in their careers.

- **Safety:** We value the safety of our employees and have a passion for an injury-free workplace. We train our employees to work safely, empower employees to make changes that improve health and safety, and reward outstanding safety performance. We tailor our safety programs to address the most frequent workplace injuries, using Tiger Team projects to demonstrate how much can be achieved with simple changes.
- **Health and wellness:** Employees who take action to manage their health are happier, more engaged and more productive. They also save money on health care, both for themselves and for our company. We encourage employees to take charge of their health, and we offer easy and affordable access to care, including six free, fully accredited on-site medical clinics in the U.S. covering about 20% of our employees. We also provide wellness programs to help employees and their families adopt healthy lifestyles. Each of our health plans offers cash incentives called Healthy Rewards for employees who participate in such programs. Our Project: Living series offers guidance on health and wellness, financial planning and work/life balance, including how best to take advantage of company benefits in these areas. For the last five years, the National Business Group on Health has honored Pitney Bowes at the highest Platinum Level with its Best Employer for Healthy Lifestyles Award.

## Customers and suppliers

Our success comes from our clients' success. By putting our clients first, we benefit all our stakeholders. From product design to service policies, we solicit, collect and act on client feedback to enable continuous improvement. Our online systems facilitate parts ordering and service-call scheduling. We also extend our online client feedback system to 19 countries.

Because we depend on suppliers to help us meet our clients' needs, we require our suppliers to meet appropriate performance standards, including standards for corporate responsibility. Our goal is to ensure safe working conditions, respectful treatment of workers, environmentally responsible manufacturing processes and full legal and regulatory compliance throughout our supply chain.

- Our *Supplier Code of Conduct* establishes benchmarks and practices to help suppliers meet our standards. We encourage suppliers and Pitney Bowes employees to report violations of the Code through our confidential Ethics Help Line.
- We also seek to strengthen our supply chain through relationships with diverse suppliers, and we work diligently to ensure a level playing field open to all qualified competitors. We accept diversity certification from a variety of industry organizations as well as local and state governments, we support national supplier diversity organizations through corporate memberships, and each year we conduct our own Supplier Diversity Summit to encourage diverse firms to compete for our business. We currently have more than 800 diverse suppliers representing more than 25 product and service categories and \$63 million in annual purchases.
- Since 2009 we have subscribed to the Direct Marketing Association's *Green 15 Supplier Pledge*, holding ourselves accountable both for our own environmental performance and for encouraging green practices among our clients.

## Environment

We are committed to reducing the environmental impact of our products, services and operations worldwide.

- Our business is dedicated to helping companies grow through more effective customer communications. Our products and services help our clients streamline document production, minimize undeliverable mail, reduce paper consumption and document storage requirements, and integrate physical mail with digital media into multi-channel communication solutions.
- We work to minimize the environmental impact of our products at every stage from manufacturing and distribution to eventual return and recovery. We also help to extend products' useful life by promoting remanufacturing and reuse. Over 95 percent of all components of our mailing equipment are designed to be recyclable. Annually, Pitney Bowes recovers more than 4 million pounds of materials including copper, aluminum, steel, plastic, cardboard and paper through our product take-back program (U.S. and Canada), resulting in the avoidance of nearly 23,000 metric tons of CO<sub>2</sub> each year due to this practice.
- We are committed to making all our operations greener and more efficient. Through these efforts, we reduced our electricity consumption by more than 16 million kilowatt hours from our 2007 baseline, saving \$2.3 million and reducing our carbon footprint by 10,194 metric tons of CO<sub>2</sub>. In addition, in the first year of this program, employees participating in our Workplace Agility program saved a total of 500,205 hours in travel time and 841,887 gallons of gasoline, reducing greenhouse gas emissions by 9.8 million pounds.
- We are a founding member of the Green Power Market Development Group, an industry partnership with the U.S. Environmental Protection Agency to promote the development and purchase of alternative energy. Since 2003 we have purchased renewable energy credits (RECs) to support green power projects using technologies such as solar, wind and biomass. To date, our RECs have resulted in 30,257 metric tons of CO<sub>2</sub> emission reductions.

- We promote sustainable forestry and certification programs such as those of the Forest Stewardship Council (FSC) and other standards organizations. Our public literature, catalogs and direct mailings include the “Recycle Please” logo. We used approximately 10,000 tons of paper in the United States, Canada and Europe, of which 29% is FSC-certified.
- Our integrated global Environment, Health and Safety (EHS) policy released in 2009, encourages leadership on EHS matters throughout the company.

## Community

We are committed to investing in the communities we serve. We believe such investment is most effective when it is aligned with our corporate mission of helping our clients grow through better communications. For this reason, we focus our philanthropic giving on support for literacy and education, providing grants and matching gifts through the Pitney Bowes Foundation and corporate contributions. We also encourage direct employee involvement and, last year, our employees donated more than 76,000 hours in support of literacy programs and other community initiatives.

### *Literacy and education:*

We support a variety of programs that focus on communities where we have a presence and where the population is underserved or at risk. Key programs include:

- **Everybody Wins! USA**—Project LEAP (Literacy Enhancement Action Plan), supporting local and regional affiliates as well as national mentoring programs for low-income elementary students.
- **National Center for Family Literacy**—programs that help parents and children learn together
- **National Literacy Trust (U.K.)**—the Pitney Bowes Pushing the Envelope Campaign, an annual auction of artwork designed by celebrities and executed on envelopes
- **National Urban League**—youth education programs
- **Network For Teaching Entrepreneurship**—middle school summer camps and a high school competition to help young people from low-income communities build skills and launch businesses
- **Reading Is Fundamental**—early literacy support for children and caregivers through family events, activity guides and book distribution.

### *Employee involvement:*

We encourage employees to get involved as volunteers and supporters of community organizations.

- We encourage employees to make charitable donations, and we support them by matching contributions to eligible charities in the United States, Canada, the United Kingdom and the Republic of Ireland
- In addition to contributing at the headquarters level, we encourage Pitney Bowes facilities to contribute locally. Local leadership teams support their communities through grant making and volunteer activities.
- We provide grants to non-profit organizations in recognition of the hours our employees contribute, and to cover supplies and materials for team volunteer projects.
- We offer employees structured volunteering opportunities linked to literacy and education initiatives.

### *Disaster relief:*

The Pitney Bowes Disaster Relief Fund provides employees and others with access to food, shelter, clothing and medical care in catastrophic situations. In addition, from time to time we launch special appeals on behalf of organizations and communities in acute need. Most recently, we provided support to relief efforts following Hurricane Sandy and the tragic events that occurred at the Sandy Hook Elementary School in Newtown, CT.