

Our Business Practices

“Strong principles are important to me. It just feels better at the end of the day when you know you’ve done your best.”

Ronnie

Customer Care, Canada



Our Business Practices

We demonstrate our commitment to corporate responsibility every day through company policies and our actions as individuals. Our values provide a framework and standards to guide our conduct and ensure that our success is built on honest and fair practices. We support this framework with robust systems to protect the company from business risks and protect employees' personal privacy.

Values and Ethics

Our values define us as individuals and as a company. We have high ethical standards, and we train our employees to help ensure that they always act in an honest and forthright manner.

Risk and Business Continuity

We believe we have a responsibility to our people and our customers to ensure the continuity of our business during times of crisis. We have robust systems in place to identify, prioritize and mitigate risk, including financial and sustainability risks.

Privacy

We are committed to protecting the privacy of personal and sensitive information. We have systems to protect privacy while ensuring information security, and to protect the confidentiality of employee communications on sensitive matters

Values

Our approach to corporate responsibility is grounded in shared values. Our values have been a strength of our company for generations. The words have evolved, but the sentiment and meaning have remained constant.

They Are:

Put Customers First

- We focus on our customers' success
- We respond to customers quickly
- We create solutions for tomorrow

Collaborate

- We work inclusively, treating employees with dignity and respect
- We work collaboratively with each other and our customers
- We embrace diverse viewpoints
- We support our local communities

Be Passionate

- We act with a sense of urgency

- We drive for results and celebrate success
- We accelerate innovation to deliver unique value

Be Accountable

- We deliver on our promises and commitments
- We set challenging goals, measure outcomes and reward success

Act With Integrity

- We care
- We do the right thing
- We consider the consequences of our actions.

We promote our values on a global basis through a variety of internal communications.

Ethics

We all make ethical decisions every day. Our approach is to provide clear guidance about our expectations as well as practical resources to help employees gear their actions both inside and outside the workplace to reflect the policy and legal guidelines that govern Pitney Bowes. When there is a question about how to proceed, there is always someplace to go for support and assistance.

Code of Conduct

Our code of conduct, the Pitney Bowes Business Practices Guidelines describes and illustrates the ethical and compliance standards expected of our employees, in the way we treat each other, our customers, our business partners and the communities in which we live. The code is currently available in 11 languages and dialects.



Values in Action

In 2010 Pitney Bowes continued to distribute its weekly "Values in Action" program to employees all over the world through its intranet update, Inside PB.

The series highlights a variety of examples demonstrating that at Pitney Bowes, values aren't just abstractions — they're the basis for everything we do.

Training

Each year, employees are required to take training on specific company policy, practices and the law covering such topics as records retention, antitrust or anticorruption. We use a variety of analytical tools to identify areas of risk, and then design programs to mitigate the risks. We offer training through seminars, online and via webex, and through other channels for employees who do not have access to a computer.

Advice and Reporting Channels

We encourage employees to seek advice in dealing with ethical dilemmas and to report any suspected wrongdoing. Our Ethics Help Line, operated by a third party 24 hours a day, seven days a week, enables employees to report wrongdoing anonymously and in virtually any language in which Pitney Bowes does business, without fear of retaliation. A new system instituted in 2010 facilitates the process by automatically routing each call to an operator fluent in the caller's language. Employees also can contact the Global Ethics & Business Practices Department in person or anonymously through hard copy mail, telephone or email delivered to a special email address. All claims of potential violations of law or policy are reviewed and investigated as appropriate. In the event a complaint is verified, appropriate disciplinary action is taken.

Metrics

We constantly monitor the performance of our ethics and compliance programs to improve their effectiveness. Pitney Bowes is a member in good standing in the FTSE4Good Index, the responsible investment index sponsored by the FTSE Group. FTSE's review of eligible companies focuses primarily on anti-bribery/anti-corruption policies and practices.

Risk and Continuity

Risk

We have a structured, consistent and continuous risk management process in place across the organization. This Enterprise Risk Management system identifies and prioritizes potential risks to the business, including financial, environmental and societal. These risks are then assessed in terms of probability, severity and status of mitigation plans. The risks identified are reviewed by a senior management Risk Steering Committee and the Board of Directors. The risk management process is reviewed independently by the Audit Committee of the Board.

The result is a strategic approach toward risk. By focusing on those issues that can affect how well we achieve our long-term goals, management is able to balance risk and reward appropriately and holistically, strengthening and aligning the interests of management, employees and shareholders. And by integrating this understanding into the company's culture, we help transform risk management from a defensive function into a source of competitive advantage.

Business Continuity

Our business continuity program is aligned with our risk management process. The program's primary objective is to support ongoing contingency planning to evaluate the impact of events that may adversely affect customers, assets, or employees. We have established processes to support the continuity of our businesses during times of crisis. With a core staff and engagement by our business units, we are able to respond appropriately as events arise. We also train our employees, run simulation exercises and evaluate our program each year for potential improvements.

Privacy

We handle sensitive and personal data, and many of our customers use our products to manage personal information. We have formal governance, training programs, policies and compliance assessments relating to privacy and information security.

Our global policies, procedures and standards cover privacy and data protection, information security and acceptable use. Special policies apply to employees handling particularly sensitive data. Incident response procedures are in place for investigating and remediating any potential or actual departure from those policies.



In 2010 Pitney Bowes placed #470 on the Global 1000 Sustainable Performance Leaders index, up 388 places from the previous year. The index, produced by CRD Analytics and published by Justmeans, a communications firm focused on the sustainable business community, ranks public companies on full-year performance across four dimensions: financial, environmental, social and governance. Each dimension consists of five key performance indicators aligned with the The Global Reporting Initiative (GRI) Index.