How We Report

In this report, we identify our process for prioritizing corporate social responsibility (CSR) topics that are relevant to our stakeholders and business. The metrics reported are for the calendar year 2022; however, for our most material priorities, we include a description of our management approach, including policies and programs from Xerox through August 2023, unless otherwise noted. We also share the methods we use to evaluate our effectiveness in managing these topics. This often includes internal and external feedback we have received throughout the year. With this feedback and changing external dynamics, we modify our approach.

We are a performance-based, data-driven company in all areas, including CSR. We set goals, engage with stakeholders, join initiatives to make an impact, and track our progress. In this report, we share this information. Throughout the year, we communicate updates on xerox.com and our social media accounts, external speaking opportunities with trade associations, industry consortiums, and executive client engagements. We followed the protocol specified in the Standards of the Global Reporting Initiative (GRI), Sustainability Accounting Standards Board (SASB), and Task Force on Climate Change Disclosures (TCFD).

This report is with reference to the 2021 Global Reporting Initiative (GRI) Standards. The table linking the content of this report to the GRI Standards can be found below. Much of the information in this report reflects the activities of Xerox in the countries where we do business. Some of our systems for collecting and reporting reliable social and environmental data, however, are for select operations. We identify operations excluded from specific disclosures wherever appropriate.

Environmental data in this report is normalized to our financial performance utilizing company revenues, as reported using Generally Accepted Accounting Principles (GAAP). To improve the accuracy of our data, we have engaged a third party, SGS, to verify various environmental and social metrics. Metrics verified include water consumption, water discharge, waste volumes, perfluorocarbon emissions, volatile organic compound emissions, representation of women in professional roles, and representation of diverse employees in professional roles. For more details, click here. Energy, greenhouse gas (GHG) emissions scopes 1, 2, and 3 were also verified in accordance with ISO 14064-3:2019. At times, we may revisit our prior estimates to make corrections due to new data availability, changes in methodologies, or improvements to our data collection and measuring systems.

GRI 2021 Content Index (GRI 1: Foundation 2021)

Statement of Use: Xerox has reported the information cited in this GRI content index for the period January 1, 2022 through December 31, 2022 with reference to the GRI Standards.

GRI 2: General Disclosures 2021

2-1 Organizational details	Xerox Holdings Corporation or Xerox Corporation is a publicly held company at 201 Merritt 7, Norwalk, CT 06851-1056. Countries of operation: see Annual Report p. 1 Business
2-2 Entities, including in the organization's sustainability reporting	This report covers all operations of Xerox Holdings Corporation and its subsidiaries included within the 2022 Annual Report on Form 10-k- Exhibit 21.
2-3 Reporting period, frequency, and contact point	Our CSR Report is published annually from January 1, 2022-January 1, 2023. This report was released in October 2023. For questions, please contact. Victoria.DeYoung@xerox.com.
2-4 Restatements of information	N/A
2-5 External Assurance	CSR Report – How We Report p. 80
2-6 Activities, value chain, and other business relationships	Annual Report p. 2 and 54- Offerings, Annual Report p. 1-4 Business, CSR Report - Engaging Stakeholders & Supplier Relations, p. 71-77
2-7 Employees and other workers	CSR Goals and Progress Summary p. 10 -13
2-8 Temporary Employees	CSR Goals and Progress Summary p. 10 -13
2-9 Governance structure and composition	CSR Report, p. 65-66, Proxy Statement p. 2-13, and 2-14, Corporate Governance at Xerox
2-10 Nomination and selection of the highest governance body	Proxy Statement p. 4-5, 18-19
2-11 Chair of the highest governance body	Proxy Statement p. 9 The chair is not a senior executive of the company.
2-12 Role of the highest governance body in overseeing the management of impacts	CSR Report p. 8; The Board of Directors does not oversee the organization's due diligence or processes to identify and manage impacts on the economy, environment, or people. In 2022, Xerox had a third-party organization, RSM, review the effectiveness of the organization's process on impacts. p. 65-66
2-13 Delegation of responsibility for managing impacts	CSR Report Leadership p. 65-66
2-14 Role of the highest governance body in sustainability reporting	CSR Report, Leadership p. 65-66
2-15 Conflicts of interest	Proxy Statement p. 7, 13, 23
2-16 Communication of critical concerns	At Xerox, we bring critical concerns during scheduled and or special board meetings. However, we can contact the Board at any time by email or phone to address critical concerns. We do not report the total number or nature due to confidentiality.

2-17 Collective knowledge of the highest governance body	October Board meeting includes education on the current state of sustainability. Also, see our Corporate Governance Committee Charter.
2-18 Evaluation of the performance of the highest governance body	The Corporate Governance Committee reviews the annual self-assessment survey the Board takes. This does not include evaluating itself in overseeing the management of the company's impact on the environment or people.
2-19 Remuneration policies	Schedule 14A Proxy statement, Executive Compensation Guiding Principles on pages 40-48, and pages 55, 60, 70, and 89.
2-20 Process to determine remuneration	Schedule 14A Proxy Statement Our Executive Compensation Guiding Principles p. 46-54, and p. 61, 66, and 95.
2-21 Annual total compensation ratio	Schedule 14A Proxy Statement CEO pay ratio p. 60.
2-22 Statement on sustainable development strategy	CSR Report–Letter from the CEO CSR Goals and Progress Summary CSR Report p. 8
2-23 Policy commitments	Xerox Code of Business Conduct We never take any actions that would not withstand public scrutiny or harm our reputation as an ethical company. We are accountable for ensuring accurate financial records that reflect the true nature of transactions. Page 2 of the Xerox Code of Business Conduct. EH&S Policy. Xerox and Human Rights Xerox Policy Letter on Human Rights
2-24 Embedding policy commitments	Corporate Officers are the most senior level with oversight of, or accountability for, the implementation of the policy commitments. The Audit Committee of the Xerox Board of Directors oversees our Ethics and Compliance program, and the Xerox's Ethics Office has the day-to-day responsibility for implementing the Ethics Program of Xerox, including the policy commitments regarding reporting of ethics and compliance allegations. Each organization integrates its policies into its operations through its unique policies and procedures. Implementation of commitment with and through business relationships occurs via contractual clauses and via training of those who work on behalf of Xerox. Xerox monitors compliance with the policy commitments throughout its activities (across functions and geographic locations) and throughout its business relationships via risk assessments, enterprise risk assessments, and an Internal Audit by Xerox. Xerox considers compliance with contractual requirements when making sourcing decisions. Training includes Xerox Code of Business Conduct training and Harassment Prevention training.
2-25 Processes to remediate negative impacts	CSR Report p. 52
2-26 Mechanisms for seeking advice and raising concerns	We provide a variety of channels for employees, suppliers, and customers to receive guidance regarding ethics and compliance issues and to report suspected ethical violations. These channels include the Ethics Helpline, e-mail, Internet reporting, and both internal and external mail addresses. See page 6 of the Xerox Code of Business Conduct for additional information re.: obtaining guidance and reporting concerns.

2-27 Compliance with laws and regulations	CSR Report p. 67-69 In 2021 and 2022, there were no significant instances of non-compliance with laws and regulations. Significant instances are those instances that materially and adversely affect our business, financial condition, results of operations, our reputation, customers, or environment.
2-28 Membership association	CSR Report, Affiliations p. 72-73
2-29 Stakeholder engagement	Engaging with our Stakeholders p. 71-77
2-30 Collective bargaining agreements	CSR Report p. 52, Progress Summary p. 12-13, For employees not covered by collective bargaining agreements have working conditions are based on their country's laws.
GRI 3: Material Topics	**2022 Response**
3-1 Process to Determine Material topics	Materiality at Xerox CSR Report p. 8-9
3-2 List of Material Topics	CSR Report p. 9
3-3 Management of Material Topics	CSR Report, Our Commitment to Net Zero, p. 10 CSR Report, Pioneering a Circular Economy, p. 12 CSR Report, Responsible Operations, p. 22 CSR Report, Preventing and Managing Waste, p. 30 CSR Report, Supplier Relations, p. 59 CSR Report, Employee Rights, p. 52 CSR Report, Client Health and Safety, p. 53
GRI Material Topics	**2022 Response**
GRI 204: Procurement Practices	
204-1 Proportion of spending on local suppliers	CSR Report, Supplier Relations, p. 59
GRI 302: Energy	
302-1 Energy consumption within the organization	CSR Goals and Progress Summary, p. 2-4 CSR Report, p. 23
302-3 Energy intensity	CSR Report, p. 22-23
302-4 Reduction of energy consumption	2023 CDP Report CSR Report, Responsible Operations, p. 22-25
302-5 Reductions in energy requirements of products and services	2023 CDP Report CSR Goals and Progress Summary, p. 1 CSR Report, Pioneering a Circular Economy, p. 12

GRI 305: Emissions	
305-1 Direct (Scope 1) GHG emissions	CSR Goals and Progress Summary, p. 2 CSR Report, p. 24 2023 CDP Report
305-2 Energy indirect (Scope 2) GHG emissions	CSR Goals and Progress Summary, p. 2 CSR Report, p. 25 2023 CDP Report
305-3 Other indirect (Scope 3) GHG emissions	CSR Goals and Progress Summary, p. 2-3 CSR Report, p. 25 2023 CDP Report
305-4 GHG emissions intensity	2023 CDP Report
305-5 Reduction of GHG emissions	2023 CDP Report CSR Goals and Progress Summary, p. 2-3 CSR Report, p. 24
305-6 Emissions of ozone-depleting substances (ODS)	CSR Report, p. 28
305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	CSR Goals and Progress Summary, p. 6
GRI 308: Supplier Environmental Assessment	
308-1 Suppliers that were screened using environmental criteria	CSR Goals and Progress Summary, p. 16
308-2 Negative environmental impacts in the supply chain and actions taken	CSR Goals and Progress Summary, p. 16
GRI 401: Employment	
401-1 Employee hires and employee turnover	CSR Goals and Progress Summary, p. 10-11
GRI 404: Training and Education	
404-2 Programs for upgrading employee skills and transition assistance programs	CSR Report, p. 45-47, 49-50
404-3 Percentage of employees receiving regular performance and career development reviews	CSR Report, p. 46-47 The intent is for all employees (100%) to complete a performance review, which is a 3-part process (creation of goals/interim reviews/YE feedback). In 2023, an enhanced performance review program was launched to incorporate career development goals/discussion.

GRI 414: Supplier Social Assessment	
414-1 New suppliers that were screened using social criteria	CSR Goals and Progress Summary, p. 16
414-2 Negative social impacts in the supply chain and actions taken	CSR Goals and Progress Summary, p. 16
GRI 418: Customer Privacy	
418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	CSR Report–Doing Good Business, p. 78 CSR Report–Data Privacy and Protection, p. 56-58