

## Fuji Xerox Singapore Factsheet

### **About Fuji Xerox Singapore (FXS)**

Established in 1965, Fuji Xerox Singapore Pte Ltd employs approximately 900 staff, including a team of industry leading professionals who support our portfolio of document management technologies, IT solutions, and customer communication services. Our vision is to enable people and businesses to share ideas, information, documents and knowledge effortlessly across any platforms, applications or devices.

Fuji Xerox Singapore is a leading provider and trusted partner for quality document services and communications, enabling people and businesses to share knowledge across all platforms seamlessly. Our efforts to be the best partner for customers can be seen from the 2014 Market Probe survey, where we achieved an overall customer satisfaction rate of 71 %, and customer loyalty score of 66 %.

Fuji Xerox offers a holistic ecosystem of products and solutions to enable businesses to achieve increased productivity and efficiency, at the same time, deriving greater value from communications. This includes world-class office multifunction devices, cloud and mobile solutions, multichannel marketing solutions, and business process management solutions.

### **Our Achievements**

- **2011:** Asia's Best Employer Brand Awards
- **2012:** HRM Award for "Best Environmental Practices"
- **2012:** Work Life Achiever Award by Ministry of Manpower Tripartite Committee
- **2012:** Ranked among Singapore's Top 10 Superbrands
- **2013:** HRM Award for "Best Engagement Strategies"
- **2013:** Human Resources Excellence Awards – Gold Award for Excellence in CSR Practices
- **2014:** Winner of CFO Innovation Award for "Best Document Solutions Provider"
- **2014:** Market Probe Competitive Benchmarking Survey - Ranked 1st for 5 consecutive years
- **2014:** Marketing Magazine's Marketing Excellence Awards Singapore – Excellence in Integrated marketing (B2B)
- **2015:** The Singapore HEALTH Award for a commendable workplace health promotion programme
- **2016:** Channel NewsAsia Green Luminary Award
- **2016:** NetworkWorldAsia Information Management Awards for Best Document Capture & Management

### **Our History**

- **1965:** Establishes Rank Xerox Limited in Singapore
- **1972:** Launches Xerox® 6500, the world's first xerographic color machine
- **1973:** Fuji Xerox introduced the world's smallest copier – the FX2200
- **1991:** Renames itself as Fuji Xerox Singapore Pte Ltd
- **1991:** Implements company-wide environmental policy
- **1993:** Launches Docutech® Production Publisher Model 135, the first fully integrated "print-on-demand" publishing system
- **2004:** Shifts operations to Fuji Xerox Towers
- **2008:** Unveils first Corporate Identity change in 13 years, transforming to the "The best partner for our customers"
- **2008:** Establishes first integrated recycling centre in China

- **2009:** All of Fuji Xerox's production and development facilities (13 affiliates) achieve zero waste to landfill
- **2014:** Introduces 1400 Inkjet Color Continuous Feed Printing System with the world's smallest width
- **2014:** Launches Fuji Xerox Document management Solutions, using high integrity file-based technology
- **2014:** Opens Document Technology Centre, supporting delivery of document management solutions and services to local businesses
- **2015:** Fuji Xerox Establishes Innovation Office, a New Research Organization in Singapore

### **Sustainability Achievements**

- 16 % reduction in fuel consumption since 2003
- 5.7 % reduction in electricity consumption since FY2013 and 53 % reduction since 2003
- 65 % to 95 % of the weight of our Multifunction Devices components are renewable
- 100 % of paper used in our office is FSC® (Forest Stewardship Council) certified
- In FY2014, Fuji Xerox Singapore recycled 5.5 tonnes of waste paper – 17 % more than in FY2013.
- Fuji Xerox Singapore has adopted an Integrated Recycling System, where 99.5 % of all used products and consumables collected by our team since 2009 are recycled.
- As of FY2014, Fuji Xerox Singapore has shipped 4,200 used devices and recycled 210,081 of used CRUs and toner cartridges under the integrated recycling system.
- Fuji Xerox Singapore achieved a 38.7 % reduction in CO2 emissions since 2003.
- Fuji Xerox Singapore has been working closely with Forest Stewardship Council (FSC™) since 2010 and carries a range of FCS® certified products to ensure our papers come from responsibly managed forests.

### **Did You Know?**

- Fuji Xerox launched the world's first machine that incorporates print and copy functions.
- Fuji Xerox also introduced the first digital multi-function device, Able 3010, which signified the era of digitization.
- Fuji Xerox Singapore has a lower-than average national turnover rate, and its most recent Employee Engagement and Satisfaction survey has achieved a score of 67.5 % , which is 4 % above the national norm.
- In total, Fuji Xerox Singapore has raised \$33,323 in funds for beneficiaries of our community partners during FY2014.
- Fuji Xerox Singapore has been designing and distributing green collection boxes to our customers since 2010, to facilitate the collection and recycling process in the country.
- Aimed at conserving traditional values and making historical documents more accessible to the wider community, Fuji Xerox Kyoto has reproduced and donated over 150 historical documents to religious and educational institutions, in a program that started in 2008.
- Fuji Xerox has been providing workbooks to children with limited access to primary education since 2014, through a community engagement workbook project launched throughout the region, which includes The Philippines, Myanmar and Thailand.
- Fuji Xerox Singapore hosts the biannual Fuji Xerox DocuWorld, one of the largest business conferences in Singapore targeted at SMEs to help them gain better understanding of the market trends and facilitate the sharing of industry best practices.