Lexmark™

Corporate Social Responsibility Summary

Working together for a better today and tomorrow

OUR APPROACH
OUR OPERATIONS
OUR PRODUCTS
OUR PEOPLE & PARTNERS

2022

www.csr.lexmark.com

Governance

- Lexmark creates cloud-enabled **imaging** and **IoT** technologies that help customers in more than 170 countries worldwide quickly realize business outcomes.
- Lexmark Ventures LLC was formed August 25, 2020, as a wholly owned subsidiary of Lexmark International, Inc. Lexmark Ventures reaches beyond print and imaging to leverage our multidisciplinary talents in engineering, global supply chain and market development.
- Recognized as a global leader in innovative imaging and output technology solutions, we leverage our deep industry expertise—in banking, education, government healthcare, insurance, manufacturing, retail and more — to simplify the complex intersection of digital and printed information.
- We operate our business in a manner that focuses on our people, planet and the communities in which we live and work. We extend our commitment further by developing solutions that assist our customers in achieving their own sustainability goals.

Where we operate

Governance

- Headquartered in Lexington, Kentucky, Lexmark is a privately held company and is governed by a **Board of Directors**.
- Sustainability is integrated across all business areas and in all levels of the company.
- Lexmark's sustainability strategy is directed by the Chief Sustainability Officer (CSO) and reviewed by the executive leadership team led by the CEO.
- The team is supportive of goals and the activities and projects that take place to meet these aggressive targets.
- The Lexmark Board of Directors also reviews our sustainability strategy and receives education and regular updates from the Chief Sustainability Officer. The Board of Directors' Finance and Audit Committee oversees Environmental, Social and Governance (ESG) topics as well as risks, opportunities and climate change related impacts.
- Corporate ESG leaders determine the need and content of the policies, which the CEO and/or his direct reports review. They are accountable for the policy commitments. See some ESG policies **here**.

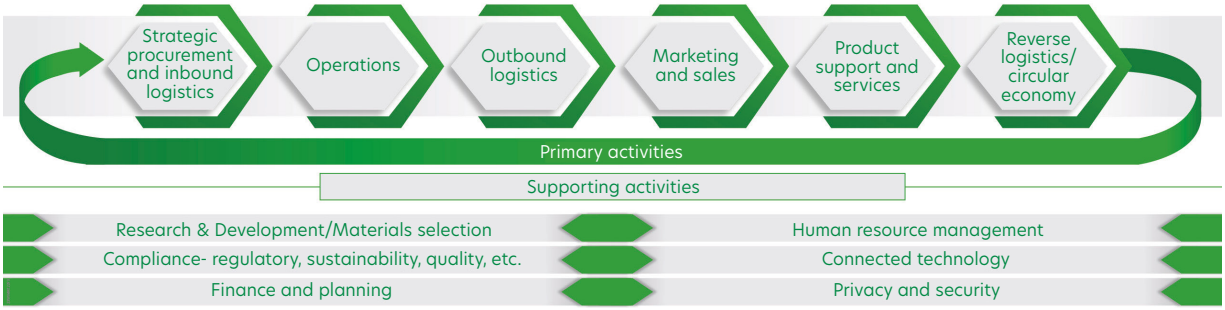
Stakeholders & materiality

- Stakeholder engagement is fundamental in determining our direction as a business and global corporate citizen.
- Our stakeholders are employees, customers, local communities, analysts, the media, regulators and legislators, suppliers, and nongovernmental organizations (NGOs).
- We regularly seek feedback from our stakeholders; this feedback is incorporated into our ESG material topic prioritization and decision-making processes.

Stakeholder feedback and materiality

- Lexmark takes into consideration our mission and strategy to identify potential negative and positive impacts. We analyze and prioritize the significance of these impacts through qualitative and quantitative data. We also consider stakeholder concerns in our analysis.
- Our materiality wheel below shows our most significant topics.

Lexmark prioritizes sustainability practices in our operations and products. We expect this same focus throughout our entire value chain. The graphic below indicates a description of our value chain with primary and supporting activities.



Lexmark sustainability highlights

Awards & recognition

2022 EcoVadis Platinum Rating

2023 ENERGY STAR® Partner of the Year Award

2022 Quocirca Sustainability Leader

2022 Sustainability Awards Lexmark Juárez

F.A.Z.-Institut Top Employer 2022 Germany

ESR Award - Social Responsibility Lexmark Juárez

Great Place to Work - Lexmark Cebu & Lexmark India

Human Rights Campaign (HRC) Corporate Equality Index™

Forbes World's Top Female-Friendly Companies

HRD's five-star Employer of Choice Award Australia

Forbes America's Best Midsize Employers Lexmark US

Manufacturing Leadership Award - Collaborative ecosystems

Clean Air and Climate Change Award Lexmark Cebu

Best Adoption Friendly Workplaces - Lexmark US

16th International ICT Awards - Lexmark Cebu

Please click here for more award details.

Key performance indicators

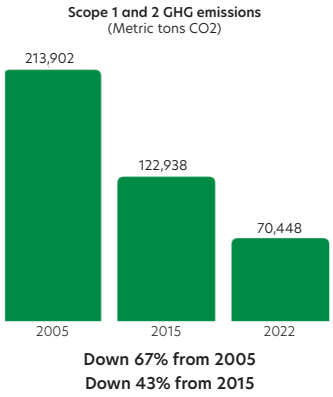
Topic	Goal	Progress	United Nations Sustainable Design Goals
Emissions	Reduce Scope 1 and 2 emissions by 40% from 2015 to 2025	43% reduction	12, 13
Energy	Reduce energy consumption 20% from 2015 to 2025	26%	7, 12
Renewable energy	Increase annual sourcing of renewable energy to 100% by 2030	22%	7
Water	Reduce water withdrawal 35% from 2015 to 2025	40% reduction	6
Waste	Reduce waste generated 50% from 2015 to 2025	58% reduction	12
Materials	Increase the average post-consumer recycled (PCR) plastic in Lexmark-designed laser devices to 50% by 2025	40% PCR plastic in Lexmark-branded and designed devices	12
Materials	Increase reclaimed plastic through PCR and reuse in all Lexmark-branded and designed cartridges to 50% by 2025	41% reclaimed plastic in Lexmark-branded and designed cartridges	12
Return, reuse and recycle	Increase the reuse of cartridges and other supplies collected through LCCP to 80% by 2025	69% reuse	9, 12
Regional manufacturing	Maintain a minimum of 80% of our Lexmark-branded and designed toner cartridges supplies regionally sourced in 2021	92% regionally sourced	12
Product energy use	Reduce product energy use for laser products	98% reduction in sleep power for color laser multifunction products since 2006	7, 12
Packaging	Reduce single-use plastics in packaging 50% from 2018 to 2025	33% reduction in hardware and supplies packaging	12
Human rights	Train 100% of employees on human rights	98% employees trained in 2022	5, 8, 10, 16
Workplace injuries	Achieve zero injuries in the workplace	0.14 injuries per 100 employees in 2022	3
Diverse workforce	Increase global representation of female employees to 43% by 2030	41% in 2022	5, 10
Diverse leadership	Increase global representation of female managers to 42% by 2030	37% in 2022	5, 10

Environmental management

- Lexmark-owned and leased facilities have received ISO 14001:2015 certification. These include all of our production locations and some research and development and administration facilities.
- Click **here** for a full list of ISO 14001:2105 certificates.

Energy consumption & greenhouse gas emissions

- In 2015, we set a goal to reduce energy consumption by 20% by 2025, at the end of 2022, we achieved a 26% reduction.
- Lexmark is committed to carbon neutrality by 2035. After achieving this, we will work toward our goal of net zero greenhouse gas emission by 2050.
- We have been focused on a previous goal to decrease Scopes 1 and 2 emissions by 40% from 2015 to 2025. At the end of 2022, we had a reduction of 43%.
- We are committed to reduce absolute scope 1 GHG emissions 27.5% by 2030 from a 2019 base year. Click **here** for detailed GHG emissions data.
- Lexmark engaged SGS to conduct an **independent verification** of Scope 1, Scope 2 and limited Scope 3[1] GHG emissions.



Renewable energy

- We created a goal to increase annual sourcing of renewable energy to 100% by 2030.
- In 2022, Lexmark broke ground on a two-megawatt solar array installation on headquarters property in Lexington, Kentucky. The array is expected to produce enough renewable energy to achieve a 10% reduction in the carbon footprint for the Lexington site. Similar renewable energy production projects are being considered at other Lexmark locations.

GOAL

Increase use of renewable energy (produced and procured) to 100% by 2030[1]

PROGRESS

22%

through the procurement of energy attributable certificates

Electricity - Lexmark's indirect energy source

- Lexmark operations use electricity as its one indirect energy source.
- The electricity supplied is generated by a variety of nonrenewable and renewable energy, solar power, wind power, geothermal energy & hydropower.

Natural gas - Lexmark's primary direct energy source

- Lexmark's direct energy sources include: natural gas, diesel fuel and gasoline. These nonrenewable energy sources are purchased from local vendors and then used to generate steam, power backup generators, provide heat to certain Lexmark facilities and provide fuel for leased/ owned vehicles. We do not use renewable direct-energy sources such as biofuels (ethanol for example) or hydrogen.

Lean manufacturing and regional manufacturing/customization

- Lexmark uses a late manufacturing/late customization process for medium volume products in our regional distribution centers to be close to our customers, be flexible and efficient, provide a competitive advantage, and be more sustainable. Some of the benefits to this strategy are a reduction of space and inventory demand, a reduction of expedited and air freight, better container utilization footprint of shipments, a flexible manufacturing system, and customized customer solutions which include printer sustainability settings such as power settings, toner usage and longer life components.
- Lexmark manufactured 92% of cartridges in region of consumption in 2022, maintaining the high rate of regional manufacturing targeted. Regional manufacturing improves supply chain efficiency and helps Lexmark respond more quickly to customer needs. It also benefits the environment by reducing GHG emissions and providing jobs for people in the regions where our cartridges are used most.

Innovative methods of emissions avoidance

Product testing

- We test our products throughout their life cycle to ensure high quality. Realizing the impact of paper use on the environment, we are working to lessen this impact in our print testing. We use "paperless print" for some testing applications, which allows us to test certain features of our product without actually printing the page. We also reuse paper where possible. These methods of print testing helped us save over 4,360 trees[3] in 2022 and avoid over 1,696,000 kg of CO2.

Service delivery

- The service delivery team at Lexmark proactively identifies issues with devices under contract, often providing a fix before a service intervention is required. If a call is made to our technical support center, priority is placed on resolving the problem via phone versus dispatching a technician. If a part is required to fix the issue and can be replaced by the customer, technical support will provide step-by-step instruction or support resources, such as video, to help with replacement.

CarbonNeutral® manufacturer certified

- In 2022, working with Climate Impact Partners, we announced our first certification targeting climate action, our Juárez, Mexico facility is now

CERTIFIED CARBON NEUTRAL® manufacturer
CarbonNeutral.com

Energy consumption & greenhouse gas emissions

CarbonNeutral® manufacturer certified. Third party certification is our method to achieving carbon neutrality.

Emissions methodology

- In 2023, our targets for scopes 1, 2 and 3 (shown below) received validation from Science Based Targets Initiative (SBTi).

GOAL

Reduce Scope 1 and 2 emissions by 40% from 2015 to 2025

PROGRESS

43% reduction

Scope 1 emissions

- Scope 1 emissions (direct) include our use of fossil fuels, refrigerants and fleet vehicle transport based on available data. We use natural gas, diesel fuel and gasoline to generate steam, power backup generators, provide heat to certain Lexmark facilities and provide fuel for leased/owned vehicles.

Scope 2 emissions

- Our Scope 2 emissions (indirect) consist of electricity used to power operations at our sites.
- We primarily purchase electricity generated by a variety of nonrenewable and renewable primary energy sources, including coal, nuclear energy, solar power, wind power, geothermal energy and hydropower sourced from the local grid.
- We are committed to increase annual sourcing of renewable electricity from 0% in 2019 to 100% by 2030.

Scope 3 emissions

- We report Scope 3 indirect GHG emissions generated from our value chain related to business activities from sources not owned or directly controlled by Lexmark including product use, supply chain, employee commuting, business travel, transportation and distribution. We will continue to take proactive steps toward emissions avoidance in Scope 3 and capture reductions through data disclosure.
- Lexmark is committed to reduce absolute scope 3 GHG emissions from the use of sold products 22% per printer sold by 2030 from a 2019 baseline.
- Many teams and projects are focused on ensuring that correct parts are sent and unnecessary parts dispatch is avoided. Our focus on "remote fix" and parts accuracy helps reduce wasted resources, such as materials for parts manufacture, mileage associated with parts delivery and onsight service visits. This results in improved customer satisfaction and avoidance of GHG emissions. Click **here** for detailed regulated air emissions data.

[1] Only 10 of the 15 Scope 3 Categories apply to Lexmark's business. Four categories (3,5,6,7) are included in our 3rd party verification for the CarbonNeutral Protocol.
[2] The RECs procured consist of Mexico I-RECs to offset Juárez, Mexico site's scope 2 and US Green-eRECs making up 13% of the Lexington site scope 2.
[3] Environmental impact estimates were made using the Environmental Paper Network Paper Calculator Version 4.0. For more information visit www.papercalculator.org.

Water management

- In 2022, water withdrawal was 40% less than the 2015 baseline.
- Lexmark strives to maintain efficient water usage practices in all operations.
- Water is used as part of Lexmark operations for three primary purposes: manufacturing and development; heating, ventilation, and air-conditioning (HVAC) systems; and sanitation.
- In 2022, the utility plant cooling towers used 19,591 cubic meters of rainwater collected through the rainwater harvesting system.

GOAL

Reduce water withdrawal by 35% from 2015 to 2025

PROGRESS

40% reduction

Total water withdrawal value for 2022 is compared to the total water withdrawal value for 2015 and percent change is calculated.

Water harvesting and reuse

- Lexmark values water reuse and harvesting and has found ways to implement projects with this focus at multiple locations. Infrastructure upgrades to the wastewater treatment plant continued to provide great results at Lexmark's campus in Juárez, Mexico.
- The system generated 46,827 cubic meters of water for reuse in other areas, including irrigation, representing 29% of the total water used at the facility.

Rainwater harvesting system

- Lexmark installed an award-winning bioretention and rainwater harvesting system in Lexington, Kentucky, in cooperation with Lexington-Fayette Urban County Government (LFUCG), EcoGro, Ridgewater, Stantec and the University of Kentucky.

Land & biodiversity

- With the exception of an operational site in the Philippines described below, Lexmark does not own, lease or manage operational sites in or adjacent to protected areas, or areas of high biodiversity value outside protected areas.
- Our activities do not result in significant impacts on biodiversity in these types of areas.
- Lexmark does not operate in areas that are known to be protected or home to **International Union for Conservation of Nature (IUCN)** Red List species or national conservation list species and has no plans to operate in these areas.

Reforestation

- Reforestation programs, like PrintReleaf and the Arbor Day Foundation, are a focus of Lexmark locations worldwide.
- Lexmark employees have planted trees around the world in parks, schools, cities and forests.

Land & biodiversity

Pollination

- Lexmark also focuses on pollination by participating in different beekeeping programs.
- Lexmark partnered with Free Range Beehives in Boulder, Colorado, for on-site corporate beekeeping. Three honeybee hives and colonies are being maintained.
- In 2022, Lexmark's corporate office utilized the nearly eight-acre solar array with a native pollinator seeding mix. These plants will provide habitat for monarch butterflies, bees and other small animals. Five beehives were placed around the array.

Waste management

Lexmark's path to zero waste

- Each Lexmark manufacturing or research and development facility has a written plan to address the appropriate handling of waste generated at the site.
- Our facilities minimize waste through sustainable operations, lean manufacturing techniques and environmental management programs.

Waste generation & recycling statistics

- Lexmark generated a total of 8,483 metric tons of waste in 2022, with 98% of the waste generated worldwide being nonhazardous.[1] Hazardous waste accounts for approximately 2% of Lexmark total waste.
- Since our baseline year of 2015, we have reduced total waste generated by 11,809 metric tons or 58% with a target to achieve 50% by 2025.

GOAL

Reduce waste generated by 50% from 2015 to 2025

PROGRESS

58%
reduction

Supply chain

Responsibility

Lexmark has adopted and actively pursues conformance to the **RBA Code of Conduct** supplemented by the **Lexmark Supplier Code of Conduct**. Lexmark's Supplier Code of Conduct is based on the following standards:

- RBA Code of Conduct
- United Nations (UN) Global Compact
- UN Guiding Principles on Business and Human Rights
- Universal Declaration of Human Rights and UN connected conventions
- ILO Declaration on Fundamental Principles and Rights at Work
- OECD Guidelines for Multinational Enterprises

Locations

- Lexmark supplies are strategically produced in local economies near our customers. We produce supplies in Poland to meet the needs of our customers in Europe. Lexmark sources supplies for Asia Pacific from China, and our manufacturing plant in Mexico produces hardware and supplies for Latin America and North America.

Our spending-analysis process

- Over the last 12 years, 100% of Lexmark procurement spending was subject to our spending-analysis process. Through this process, we have identified critical suppliers - our high-volume, high spending suppliers, suppliers of critical components and unique or sole source suppliers.
- Lexmark has over 4,600 suppliers, 4% of which have been identified as critical.

Critical suppliers

Conflict minerals

- Lexmark is committed to responsible global sourcing of the minerals in our products.

Human trafficking and slavery

- Lexmark has implemented the following practices to prevent human trafficking and slavery. For more details, read our **Human Trafficking and Slavery Statement**.

Responsible sourcing

- Lexmark conducts third party VAP audits for each of the Tier 1 final hardware assembly suppliers.
- Sustainability is integrated in Lexmark's supplier selection and retention process.

Supply chain

Diversity

- Lexmark strives to encourage and afford opportunities to minority suppliers. The Lexmark Supplier Diversity Program is founded on Lexmark values of mutual respect, corporate citizenship and integrity.
- Diverse businesses make up a vital segment of the economy, and, therefore, supporting diverse businesses are advantageous to our financial performance and our community.

Circular economy

Circular economy leader

- Lexmark has been in support of the circular economy and remanufacturing initiatives since our inception 30 years ago.
- Our founding membership in the **European Remanufacturing Council (CER)** provides Lexmark the chance to share with others how to extend product life and retain valuable materials.
- Members of the CER aim to triple the value of Europe's remanufacturing sector to over $100 billion by 2030.

Industry leadership

- Our commitment to remanufacturing is recognized by prominent supporters of sustainable manufacturing.
- Lexmark also received the **ISRI 2020 Design for Recycling Award** for our toner cartridge design and recycling process.

EU research and innovation projects

- To assist our innovative efforts in remanufacturing and to promote a circular business model, the European Union Framework Program for Research and Development awarded Lexmark funding for three projects - C-SERVEES, DiCiM and CE-RISE - to build circular economy solutions for the global marketplace.

C-SERVEES

- Lexmark received a Horizon 2020 research and innovation grant under agreement Nº 776714 to participate in the **C-SERVEES** project.
- Selected from over 100 applicants, Lexmark worked with other C-SERVEES project participants for four years to develop an innovative circular economic business model for the electrical and electronic (EE) sector.

Digitalized value management for unlocking the potential of the circular manufacturing systems with integrated digital solutions (DiCiM)

- Lexmark is one of 12 consortium partners from nine countries in the €6 million EU budget DiCiM project. DiCiM is dedicated to utilizing digital tools to accelerate circular economy business models.

Circular Economy Resource Information System (CE-RISE)

- The CE-RISE project involves 22 partners from 12 countries with a €7.6million EU budget. It aims to lead research into sustainable models and take them one step further by maximizing the use of secondary raw materials (SRMs) and utilizing IoT and AI approaches.

Recycled plastics industry leader

- Lexmark is one of the initial 70 companies and businesses voluntarily pledging to use more recycled plastics in Europe and to ensure by 2025, 10 million tons of recycled plastics find their way into new products.
- Our founding membership in the European Remanufacturing Council (CER) provides Lexmark with the opportunity to share with our businesses how to extend product life and retain valuable materials.

Remanufacturing role model

- Since 1991, Lexmark has redirected over 160,000 metric tons of material away from landfills using LCCP.
- In 2022, through the efforts of our customers, 36% of the total Lexmark-branded and designed toner cartridges shipped worldwide were returned through the LCCP.

Electronic precious metals recovery

- Lexmark continues to explore the recovery of precious metals to enable clean, domestic recycling of sorted electronic waste through the chemical extraction of precious metals (primarily copper and gold).

Data analytics accelerates circular economy

- As part of the EU-funded C-SERVEES project, Lexmark is working on a private blockchain data scheme. The data provides a reliable system for sustainable material optimization throughout the stages of the circular economic process (origination, manufacturing, recycling, transportation, and use phase). Artificial intelligence (AI) may also be used to better predict product performance, reliability, and life cycle analysis.

Product certifications

Multi-attribute environmental standards

Lexmark products are designed to meet or exceed the strict criteria of some of the world's most prominent standards and certifications. These certifications may require testing, analysis, audit, third-party review, standard declaration or disclosure of business or product information.

Product certifications

Multi-attribute environmental standards

- ISO 14024— Type I environmental labeling
  - Click here to view Lexmark's Blue Angel certified models
- ISO 14021— Type II self-declared environmental claims
  - Click here to view Lexmark's Eco Declaration (ECMA-370)
- Electronic Product Environmental Assessment Tool (EPEAT)
  - Click here for a list of Lexmark models

Energy standards:

- ENERGY STAR®
  - Click here to see a full list of certified Lexmark products
- EC 801
  - Click here to view Lexmark's product sleep modes declarations

China Environmental Labeling:

- Ten Ring Certification

Product life cycle

- Lexmark has conducted Life Cycle Assessments (LCAs) on 92 of its printer and MFP models by the end of 2022 and is committed to performing LCAs on future product models.
- The data from the LCAs is used to create and publish ISO 14025 Type III Environmental Product Declarations (EPDs), which summarize the complex information provided by the assessment. Each EPD conforms to the international standards ISO 14040:2006, ISO 14044:2006 and ISO 14025:2007 and follows the requirements of the Product Category Rules (PCR) for preparing an EPD for Printers and Multi-function Printing Units published by UL Environment (ULE).

Further insight: cartridge LCAs

- Click here for available Environmental Product Declarations.
- All compliance documents can be found here.

The Lexmark product life cycle supports the circular economy

Design
- Materials selection
- Long-life components
- Energy-efficient designs

Manufacturing
- Common components
- Recycled content, including closed-loop PCR

Distribution
- Compact design
- Efficient packaging designs
- Regional manufacturing

Use
- Automatic duplex
- Energy-saving modes
- High-yield cartridges

End of life
- Easy-to-use collection programs for reuse and recycling
- In-house remanufacture and recycling
- Materials for next generation products

Materials

An industry leader in product post-consumer recycled (PCR) content Designed for durability and circular economy

- At Lexmark, we look at the environmental impact of our products throughout their life cycle.

Post-consumer recycled (PCR) materials

- In 2022, 100 metric tons of PCR plastic material were processed. We have qualified over 145 components with up to 100% closed-loop PCR plastic.
- Our goal is to increase the use of reclaimed plastics in Lexmark-branded and designed cartridges through the PCR and product reuse processes to 50% by 2025.
- Lexmark has been utilizing greater amounts of recycled plastic in our printers, with some models qualified to include up to 60% PCR by weight of plastic.[1]
- Lexmark-branded, in-house developed laser printer and multifunction product hardware models sold in 2022 contain an average of 40% PCR plastic by weight of plastic[2], with 100% of these models containing some PCR plastic content.
- An estimated 2,300+ metric tons of post-consumer recycled plastic was used in the manufacture of the 2022 branded, in-house developed printers and MFPs.
- Our goal is to increase the average post-consumer recycled content plastic in Lexmark-branded and designed models to 50% by 2025.
- Currently, we favor using post-consumer recycled (PCR) materials over using bio-based materials for durability and recyclability.
- Over 90% of the materials by weight used in our Lexmark designed and branded hardware products are recyclable[3].

GOAL

Increase the average post-consumer recycled (PCR) plastic in Lexmark-designed laser devices to 50% by 2025

PROGRESS

40%
PCR plastic in devices

GOAL

Increase reclaimed plastic through PCR and reuse in all Lexmark-branded and designed cartridges to 50% by 2025

PROGRESS

41%
reclaimed plastic in Lexmark-branded & designed cartridges

Our approach:
Lexmark's materials management approach

- Lexmark's Product Environmental Specification defines the minimum environmental requirements associated with the design, manufacture and marketing of Lexmark products.

[1] PCR calculated using IEEE.1680.2 methodology.
[2] Based on the post-consumer recycled materials used in Lexmark's primary imaging equipment sales for 2022 Lexmark-branded, in-house technology.
[3] Based on data and available recycling streams from our recycling partner, Sims. View here.

Materials

Regulatory insight:

Restriction of hazardous substances

- Lexmark complies with the material restriction requirements adopted under the European Union's Recast of the Restriction of Certain Hazardous Substances (RoHS) in Electrical and Electronic Equipment Directive 2011/65/EU as amended by EC/2015/863. Per the RoHS recast directive, conformance is declared via the CE Mark declarations, which are posted on the Lexmark website: **Regulatory Compliance**.

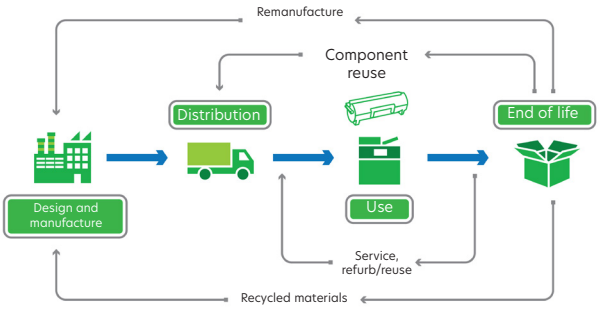
Registration, evaluation, authorization & restriction of chemicals

- Lexmark works with our suppliers to ensure compliance with international material restriction regulations such as the European Union Registration, Evaluation, and Authorization of Chemicals (REACH) regulation. See the **REACH position paper** for more information.

Toner safety data sheets

- Current safety data sheets (SDS) are available on our **website**.

Return, reuse & recycle



Product return - reuse & recycle

- At the end of product life, Lexmark recovers components and parts to reuse or recycle via our customer return methods: the **Lexmark Cartridge Collection Program (LCCP)** and the **Lexmark Equipment Collection Program (LECP)**.
- Click **here** for additional Lexmark product return and recycle programs information.

Cartridge collection

- Our extensive cartridge collection network has made Lexmark an industry leader in the recovery, remanufacturing, and recycling of used toner cartridges.
- In 2022, through the efforts of Lexmark customers, 36% of the total Lexmark-branded and designed toner cartridges shipped worldwide were returned through the LCCP.

Extending material life

- In 2022, 69% of the cartridges and other supplies returned to Lexmark were reused. We have a goal to increase this to 80% by 2025.

Lexmark's R2 certified recycling plant

- In 2007, Lexmark established a recycling plant in Juárez, Mexico, to provide customers a place to return their empty laser cartridges for responsible end-of-life reuse or recycling.
- **LCCP** processes approximately 12,000 empty toner cartridges daily.
- Since 1991, Lexmark incorporated over 45,000 metric tons of materials recovered through the LCCP into the production of laser cartridges.

Cartridge collection around the world

- Our collection programs are currently available in over 60 countries, which represent approximately 90% of our global market.

Resource conservation through recycling and reuse

- In 2022, LCCP collected 4,039 metric tons of returned cartridges from our customers worldwide with 37% or 1,494 metric tons reused and 56% or 2,251 metric tons recycled.
- Energy was generated from 4% or 177 metric tons of toner waste collected from worldwide locations.
- Since 1991, Lexmark has redirected over 160,000 metric tons of material away from landfills using the LCCP.

Additional component recycling

Developer roll

- In 2022, 54,775 rolls were reused in remanufactured cartridges, saving 16 metric tons of material & 269 cubic meters of water.

Photoconductor drum

- In 2022, 358,344 photoconductors from our returned cartridges were collected & sent to our Boulder, Colorado, facilities for recoating and reuse. An additional 190,000 photoconductors recovered from the manufacturing line resulted in reusing 45 metric tons of aluminum.

Equipment collection

- Electronic waste, including printers that have reached the end of their usable lives, is recycled through our Lexmark Equipment Collection Program (LECP) by specialized firms with processes to meet state and legislative requirements.
- The Evergreen offer provides our customers with remanufactured equipment and a reduction in their impact through reuse. It's a circular economy approach: the collection of equipment enables remanufacturing, which helps Lexmark to offer high-quality remanufactured equipment, which allows our clients to reduce their carbon impact thanks to second life. Our equipment collection offer could not exist without our willing and thoughtful customers who utilize it.
- With Evergreen, we provide our clients with quality without compromise for remanufactured devices so they can confidently enjoy their equipment. Moreover, the remanufactured equipment is covered by a guarantee. Our customers can trust that their remanufactured equipment will perform at its best, meeting their business needs while minimizing environmental impact.

Product emissions

Noise emissions (acoustics)

- Lexmark's environmental design is guided by the Blue Angel standard, and devices meet the requirements of DE-UZ 219.

Chemical emissions

- Lexmark printers are tested throughout the development cycle according to the protocols of the internationally recognized Blue Angel ecolabel. Emission results for total volatile organic compounds, benzene, styrene, ozone, dust and ultra fine particles are compared to the stringent Blue Angel limits set forth in the standard, and summary reports of Lexmark product emissions are available to customers upon request.
- Learn more about Blue Angel and Blue Angel-certified Lexmark products by clicking **here**.
- Visit **ECMA 370/The Eco Declaration** for product declarations which include chemical emissions and acoustics summaries.

Product energy use

Product energy use

- Lexmark products save energy by lowering power consumption after a period of inactivity with many consuming less than two watts of power in sleep mode.
- In 2022, 95% of Lexmark-branded products sold held the latest version of certification. For more information on European Union EC 801/2013, see **Product certifications**.
- See Lexmark developed software and solutions that improve business processes and save paper and energy **here**.

Packaging

Sustainable product packaging

- Lexmark is focused on reducing the amount of single use plastics in packaging. We have a goal to decrease our use of single use plastics in packaging by 50% from 2018 to 2025. By the end of 2021, the total amount of single use plastics was reduced by 33% in Lexmark hardware and supplies.
- In 2013, we made improvements to its existing non-plastic cartridge packaging cushions, improving from corrugated fiberboard made from 35% recycled material to molded pulp, made from 100% recycled waste paper.

GOAL

Reduce single-use plastic in packaging by 50% from 2018 to 2025

PROGRESS

33%
single-use plastic reduction in hardware and supplies packaging

- Our packaging materials are derived from both renewable and nonrenewable sources. Those derived from renewable sources include corrugated cardboard boxes, molded pulp cushions, and wooden pallets.

Global citizenship

Community partnerships

- Over the years, Lexmark has formed positive partnerships with universities, local schools, local aid agencies, nongovernmental organizations and our customers to address areas of need within our communities.
- Lexmark works on joint projects with stakeholders who share our values. For many years, Lexmark has participated in partnerships focused on Science, Technology, Engineering and Math (STEM) education, reforestation initiatives, educational infrastructure improvement, and watershed protection.
- To learn more about Lexmark's activities across the globe, please see **Global citizenship** and **Sustainability on location**.

Commitment to employees

- Lexmark is committed to promoting a diverse and inclusive business culture where employees can reach their full potential.
- We monitor our workforce breakdown based on gender and race or ethnicity in accordance with International Labour Organization (ILO) convention No. 111 and No. 100.

94%
of employees say they are treated with respect regardless of their job

Human rights

- Lexmark's commitment to human rights is outlined in our **Global Human Rights Policy** and in the **Lexmark Code of Business Conduct**, which is available in 15 different languages. These policies address nondiscrimination, workplace safety, child labor, forced labor and human trafficking, working hours and minimum wages, and freedom of association and collective bargaining.
- Fully 100% of our global security personnel, including contractors and third-party organizations providing security services, are trained in the Lexmark's policies and procedures for human rights issues and their application to security.

Human rights

- An estimated 3,000 hours were devoted to training global employees on human rights issues, accounting for 98% of the global workforce in 2022.
- All Lexmark operations have undergone human rights review or human rights impact assessments in accordance with Lexmark's adherence to the Responsible Business Alliance (RBA) Code of Conduct and Lexmark's Code of Business Conduct.

GOAL

Train 100% of Lexmark employees on human rights

PROGRESS

98%
employees trained

Health & safety

- Lexmark-owned and -leased research and development and manufacturing facilities are ISO 45001:2018 certified by an external third party, as is the Shenzhen Asian Customization Center facility. Certified facilities include those with low to high-risk activities, representing over 85% of Lexmark employees worldwide.
- The 2022 reportable injury and illness rate calculated using OSHA injury and illness recordkeeping and reporting requirements was 0.14 injuries per 100 full-time employees.[1] This is significantly lower than the industry average of 0.9 that includes printer manufacturing.[2]
- Click **here** for a full list of ISO 45001:2018 certificates.

GOAL

0
injuries and illnesses in the workplace

PROGRESS

0.14
injuries per 100 employees

*[1]Reporting locations listed in the **Employees Data Dashboard**.*
[2]Computer terminal and other computer peripheral equipment manufacturing industry average per the Bureau of Labor Statistics 2021 Industry Injury and Illness Summary Data Report.

Accessibility solutions

- Information on Accessibility solutions can be found **here**.


On-device guidance


Adjustable display


Lexmark accessibility solution


Accessible height and reach


Magnification


Headphone jack & volume controls


Embedded Solutions Framework (eSF) application


Multiple interaction options

Diversity, equity & inclusion

A diverse workforce

- As a continued commitment to a workforce that represents our global communities, we have set the following diverse workforce goals to achieve by 2030:
  - 43% representation of global female employees
  - 42% representation of global female managers
  - 22% U.S. minority representation in the workforce
  - 20% U.S. minority representation in management
  - 10% of overall U.S. employees with disabilities
  - 10% U.S. protected veteran employment

Our stance on racism

- Lexmark condemns racial injustice and violence, and we acknowledge that the institution of racism still permeates our culture. Each of us has a responsibility to end discrimination and promote healing. Lexmark commits to doing our part, today and every day.

A unified vision

- A Diversity Advisory Council and Diversity Network Groups (DNGs) support Lexmark's diversity, equity and inclusion (DEI) efforts.

European diversity charter

- Lexmark sites in France, Germany and Spain signed the European Diversity Charter - committing to ban workplace discrimination and create diversity. Joining the charter provides benefits like offering challenges, new opportunities in the field of diversity and sharing knowledge and best practices with other businesses.

Product health & safety

- We comply with worldwide standards and local laws and test our products in laboratories accredited by third-party agencies. The Regulatory Compliance web page provides additional information on Lexmark's compliance with select standards.
- Lexmark often exceeds regulatory requirements by pursuing third-party voluntary certifications as may be found in the Product certifications section.
- Many of our test labs are certified or adhere to ISO 17025/ ANSI Z540 standards.
- Lexmark did not have any recorded product health and safety noncompliance or associated fines in 2022.

Security & privacy

- Lexmark has **ISO 27001 certification** for its worldwide Managed Print Services, Predictive Services, Cloud Configuration Services and Lexmark cloud services. Lexmark services certified under ISO 27001 are provided in accordance with ISO 27001 standards or alternative standards that are substantially equivalent to ISO 27001.
- Lexmark designs products to meet ISO/IEC 15408 Common Criteria Certification, an international standard on security capabilities.
- Lexmark is committed to validating this design through both the IEEE 2600 family of standards and the U.S.-based National Information Assurance Partnership's (NIAP's) Hard Copy Device Protection Profile (HCDPP). For more information, see Lexmark's **Secure by Design**.
- Lexmark also follows the Federal Information Processing Standards (FIPS) 140 Publication Series issued by the National Institute of Standards and Technology (NIST), which outlines requirements and standards for cryptographic modules, including both hardware and software components.
- In addition, Lexmark has been certified to the Open Trusted Technology Provider Standard (O-TTPS) for Laser Printer controller cards and firmware stored on the card. This standard has been adopted as ISO 20243-1 and addresses threats related to maliciously tainted and counterfeit products.

Sustainability around the globe

At Lexmark, we are committed to creating a cleaner, smarter and more sustainable future where we live and work. See what we are doing at our different sites across the globe:

Lexmark Boulder - Boulder, Colorado

- Lexmark creates cloud-enabled **imaging** and **IoT** technologies that help customers in more than 170 countries worldwide quickly realize business outcomes.
- Click **here** for more information.

Lexmark Cebu - Cebu, Philippines

- With innovative excellence at its core, Lexmark influences its employees to create a long-term community impact by helping advance technical competencies of the future Filipino workforce.
- Click **here** for more information.

Lexmark EMEA (Europe, the Middle East, & Africa)

- Some Lexmark sites include a regional headquarters in Geneva; a shared service centre in Budapest; major sales offices in Frankfurt, Paris, and London; and support centres in Rabat and Sofia. Our remanufacturing plant in Zary, Poland, manages the manufacturing and remanufacturing of Lexmark laser cartridges, repair services, and refurbishment of electronic and mechanical devices.
- Click **here** for more information.

Lexmark Headquarters - Lexington, Kentucky

- Located in the heart of the state's Bluegrass region, Lexmark's Headquarters offers numerous amenities for employees. Lexmark is a Gold level Green Check Certified business, as well as a GoBicycle Friendly Business.
- Click **here** for more information.

Lexmark Juárez - Juárez, Mexico

- A clean, safe, and healthy work environment is a high priority at the Lexmark facility in Juárez, Mexico. Employees can earn an (elementary and junior high) educational degree, complete with a graduation ceremony to celebrate their accomplishments with their families.
- Click **here** for more information.

Lexmark Kolkata - Kolkata, India

- Lexmark's Kolkata Research and Development lab creates useful solutions and applications to support Lexmark's mission of connecting unstructured content and digital information across the enterprise.
- Click **here** for more information.

Lexmark Latin America

- Operating in several sites across Latin America, including a manufacturing site in Juárez, Mexico; a sales office in Mexico City, Mexico; a shared service center in Buenos Aires, Argentina; and support centers in Bogotá, Colombia, and São Paulo, Brazil. As a global workforce, we work together toward our corporate mission of creating cleaner, smarter, safer futures where we live and work.
- Click **here** for more information.

To view full report, visit csr.lexmark.com/reports