



LexmarkTM

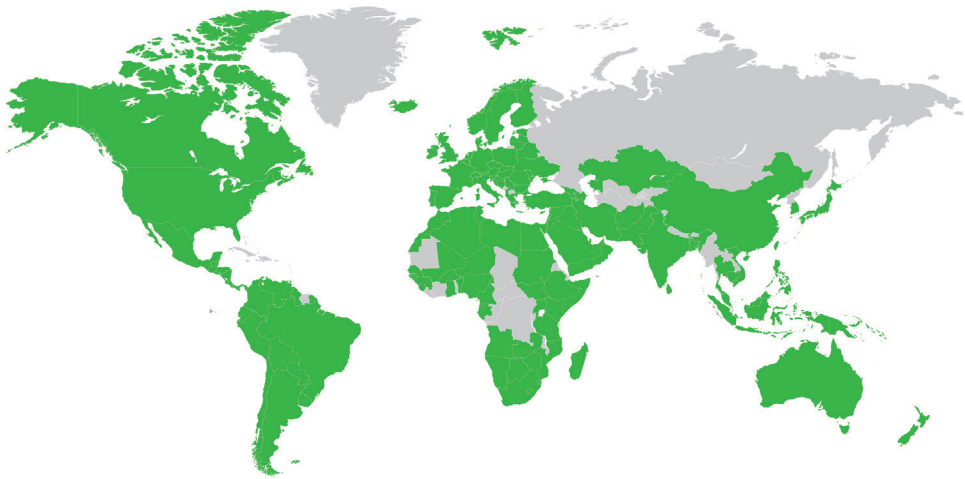
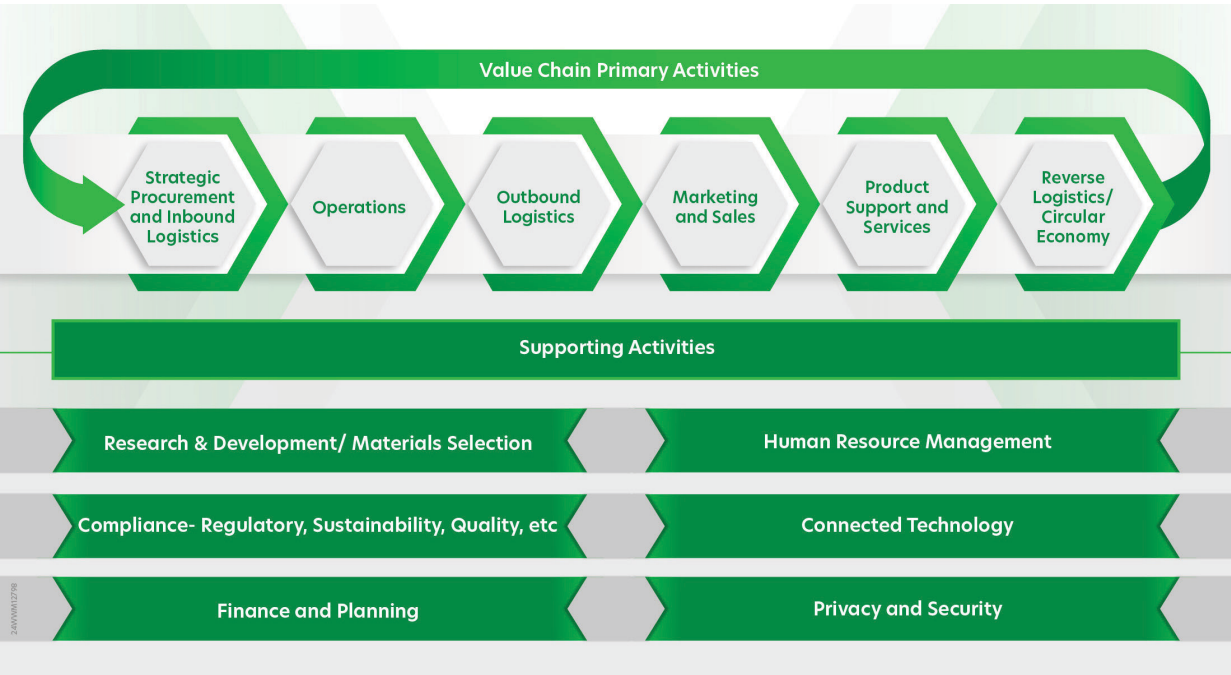
Sustainability Report Summary

Working together for a better
today and tomorrow

2024

Governance

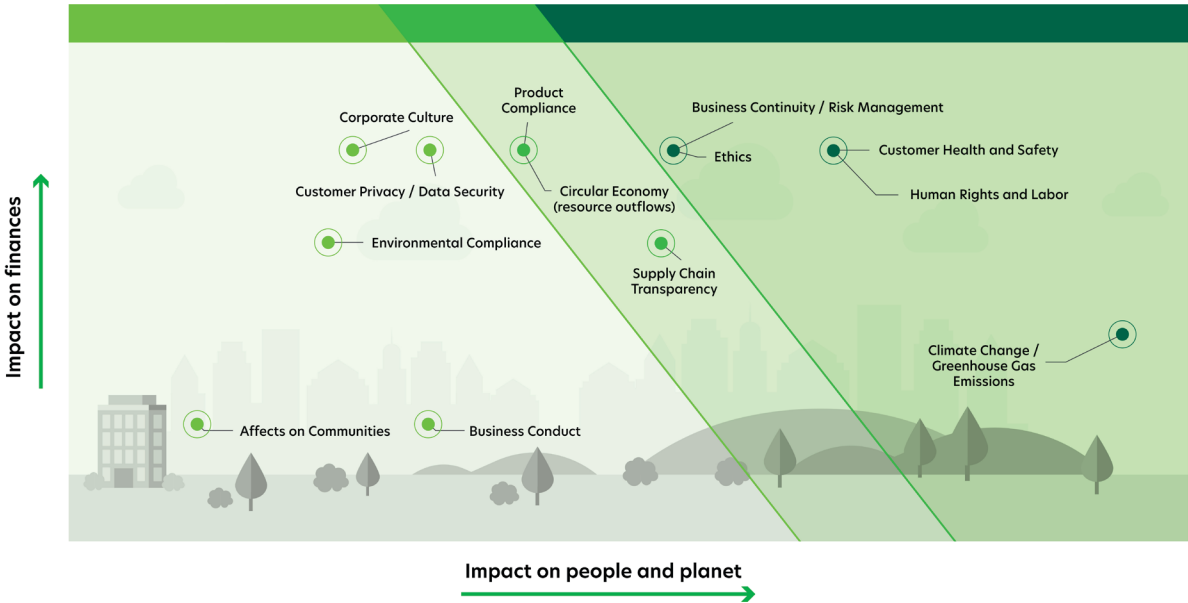
- Lexmark creates cloud-enabled imaging and IoT technologies that help customers in more than 170 countries worldwide quickly realize business outcomes.
 - Recognised as a global leader in innovative imaging and output technology solutions, we leverage our deep industry expertise -in banking, education, 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.
 - On December 23, 2024, Xerox Holdings Corporation (NASDAQ: XRX) announced its agreement to acquire Lexmark from its private owners, with such acquisition closing on July 1, 2025. Lexmark's 2024 Sustainability report reflects the Lexmark governance, structure and operations in 2024 before the acquisition closed.
- Headquartered in Lexington, Kentucky, Lexmark was a privately held company in 2024, governed by a Board of Directors
 - Lexmark's sustainability strategy was directed by the Chief Sustainability Officer (CSO).
 - Additional oversight was composed of global cross-functional teams with representation from various business areas.
 - These teams were committed to the improvement and integration of corporate social responsibility; circular economy; and environmental, health and safety.
 - 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
 - Sustainability is integrated across all business areas and in all levels of the company. Lexmark prioritizes sustainability practices in our operations and products. We expect this same focus throughout our entire value chain.



This map includes representative countries where Lexmark conducted material business in 2024.

ESG materiality & stakeholder engagement

- Lexmark continued to refine our global double materiality assessment,¹ building upon the first assessment conducted for our 2023 report. We considered the Corporate Sustainability Reporting Directive (CSRD) double materiality guidance expanding the list of environmental, social, and governance impacts, risks, and opportunities (IROs).
- We engaged our stakeholders to determine the highest priority IROs from their area and perspective based on impact and financial health. The topics most often identified as priority were further assessed using a scoring model that weighed the positive and negative aspects of the topics.
- We regularly engage with our stakeholders through biannual employee surveys, employee forums, customer face-to-face meetings, trade shows, technical support center calls, analyst and press feedback, conference participation, partnerships, market research assessments, government and regulatory standards and briefings and global industry group and trade association participation.



Transparency & ethics

Ethical business practices

- All Lexmark employees are expected to adhere to the policies set forth in the [Lexmark Code of Business Conduct](#). In 2024, 99% of regular, worldwide employees and managers acknowledged their understanding of the 2024 Code of Business Conduct, confirming that they conduct themselves and Lexmark business in accordance with the Code's requirements.

- Lexmark requires targeted anti-corruption and anti-bribery training courses that educate select employee groups about risks of corruption specific to their job functions. 99% of the workforce acknowledges business ethics, anti-bribery, and anti-corruption training annually.

Preventing corruption

- Lexmark has a zero-tolerance policy towards bribery and corruption among employees and business partners. We terminate business relationships with business partners that operate in an unethical manner. No legal cases regarding corrupt practices were brought against Lexmark or our employees during 2024.

Ethics hotline

- [The Lexmark Ethics/Whistleblowing hotline](#) (1-866-477-2029) is a 24-hour, international toll-free telephone number established to assist Lexmark employees with questions about the Code of Business Conduct or concerns that something improper or a violation of a rule has occurred or might be occurring.

Lexmark sustainability highlights



Top 1%
EcoVadis Platinum
in 2024 and 2025



3 sites
CarbonNeutral®
certified



Perfect score
in Corporate Equality
Index since 2005



99%
global workforce
trained in human rights



74%
reduction in water
consumption since 2005



100%
of returned cartridges
are reused or recycled



100%
sourced renewable
energy targeted by 2030



42%
average PCR content by mass
in Lexmark-designed and
branded devices sold



140M+ cartridges
reused or recycled
through LCCP since 1991



**PrintRelease
Platinum partner**
since 2018



Durable hardware devices
Lexmark designed and branded
devices are engineered and tested to
last more than 7 years of average use

CSR awards & recognition



2025 EcoVadis
Platinum Rating



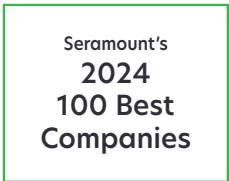
Human Rights Campaign
Foundation (HRC)'s Equality
100 Award



Quocirca Sustainability
Leader 2024



2024 ENERGY STAR
Partner of the Year



Seramont's 100 Best
Companies since 2017



Newsweek
America's Greenest
Companies 2025



HRoot 2024 Outstanding
Employer Award



Quocirca Managed Print
Services Leader for 12
consecutive years



CEC Green Pioneer
Enterprise



PrintIT A4 Printer/MFP
Vendor of the Year 2024



Top 10 Best Workplaces
Philippines 2024



Everest Group Top GBS
Employers Philippines



2024 Military Top 10 Company



ITI Environmental Steward
Award for the second year



HRC's Best Places to Work LGBTQ+
- Brazil, Mexico, and Argentina

Key performance indicators

Topic	Goal	2024 Progress	UN SDG
 Emissions	Carbon neutrality across our operations by 2035	3 sites are CarbonNeutral® certified	12, 13
 Emissions	Reduce absolute scope 1 GHG emissions 27.5% from 2019 to 2030	24% reduction	12, 13
 Emissions	Reduce absolute scope 3 GHG emissions from the use of sold products 22% per printer sold from 2019 to 2030	29% reduction	12, 13
 Renewable energy	Increase annual sourcing of renewable energy (Scope 2) to 80% by 2025 and 100% by 2030	2% increase	7, 12
 Water	Reduce water withdrawal by 25% from 2019 to 2030	6% reduction	6
 Waste	Reduce waste generated by 50% from 2019 to 2030	20% reduction	12
 Materials	Increase the average post-consumer recycled (PCR) plastic in Lexmark-designed and branded laser devices to 50% by 2025	42% PCR by mass of devices sold	12

Key performance indicators

Topic	Goal	2024 Progress	UN SDG
 Materials	▶ Increase reclaimed plastic through PCR and reuse in all Lexmark- designed and branded cartridges to 50% by 2025 ▶	44% reclaimed plastic by mass of cartridges manufactured ▶	12
 Return, reuse & recycle	▶ Increase the reuse of cartridges and other supplies collected through LCCP to 80% by 2025 ▶	70% reused ▶	9, 12
 Regional manufacturing	▶ Maintain a minimum of 80% of our Lexmark-designed and branded toner cartridges regionally sourced in 2024 ▶	94% regionally sourced ▶	12
 Packaging	▶ Reduce single-use plastics in Lexmark-designed and branded hardware and supplies packaging 50% from 2018 to 2025 ▶	41% reduction in total mass of single use plastics packaging per printer sold in 2024 ▶	12
 Human rights	▶ Train 100% of employees on human rights ▶	99% employees trained ▶	5, 8, 10, 16
 Workplace injuries	▶ Achieve zero injuries in the workplace ▶	0.21 injuries per 100 employees ▶	3

Environmental management

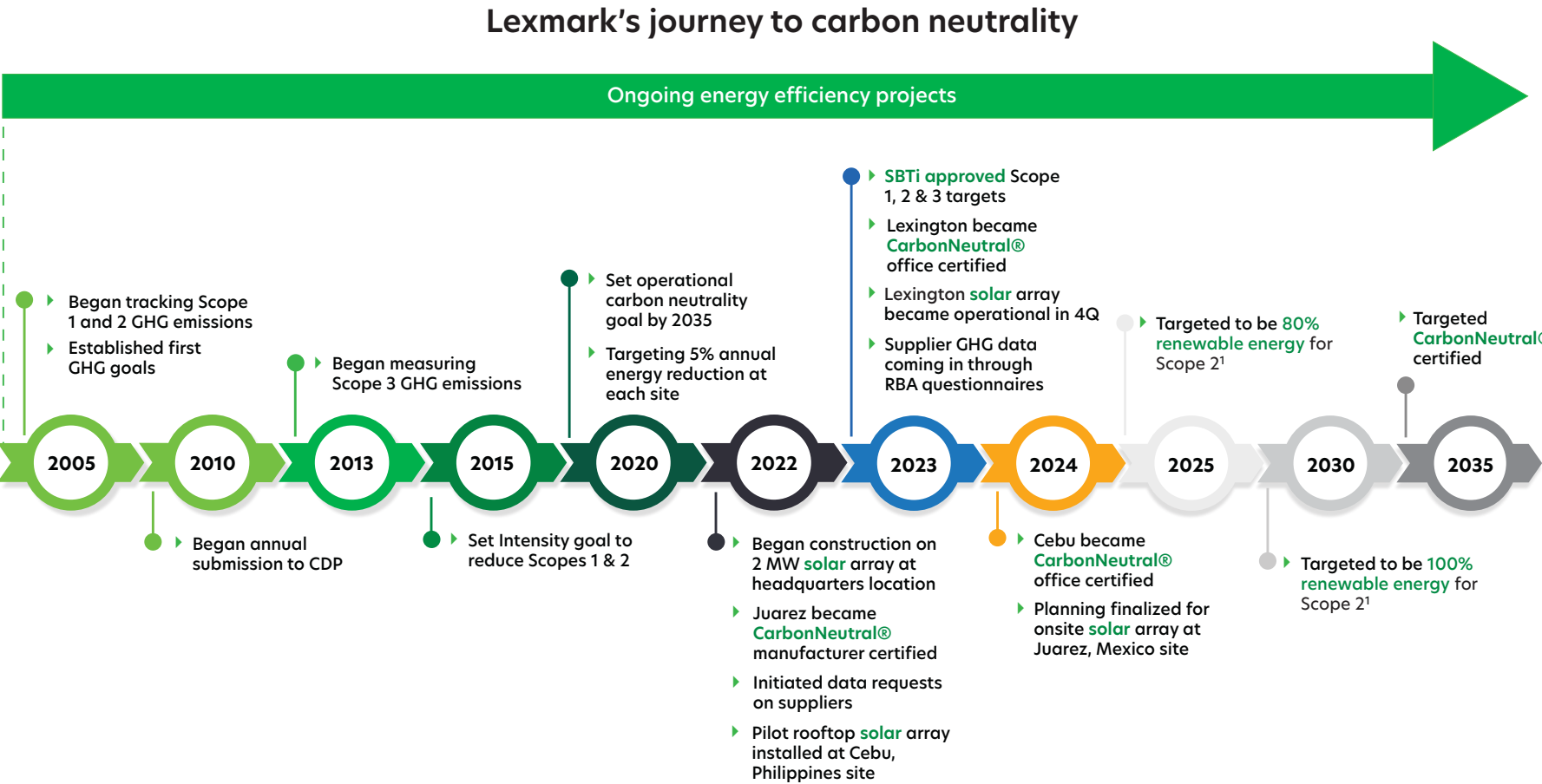
- Lexmark-owned and leased facilities have received ISO 14001:2015 certification. These include all of our production locations and some research and development and administration facilities.
- Lexmark did not incur any fines or non-monetary sanctions for noncompliance with environmental laws and regulations in the reporting period. No grievances about environmental impacts were filed through formal grievance mechanisms during the reporting period.

Energy consumption & greenhouse gas (GHG) emissions



Carbon neutrality

- In 2024, our Cebu, Philippines site, joined our headquarters in Lexington, Kentucky, as a certified CarbonNeutral® office, a designation it has held since 2023. Our Juárez, Mexico, facility became a certified CarbonNeutral® manufacturer in 2022.
- Lexmark is committed to carbon neutrality by 2035. In line with global standards, Lexmark is pursuing a net zero CO₂ emissions goal for 2050 accompanied by rapid reductions in non-CO₂ GHG emissions.
- We have been committed to reducing Scope 1 and 2 emissions since 2005. At the end of 2024, we have reduced the Scope 1 & 2 emissions by 74% since 2005.
- Lexmark engaged KERAMIDA to conduct an **independent verification** of Scope 1, Scope 2 and Scope 3 GHG emissions.



¹ Achieved through sourcing renewable energy certificates (RECs) and solar generated on-site

Energy consumption & greenhouse gas (GHG) emissions



Emissions methodology

- We are committed to reducing absolute Scope 1 GHG emissions 27.5% by 2030 from a 2019 base year, increasing our annual sourcing of renewable electricity (Scope 2) from 0% in 2019 to 100% by 2030, and reducing absolute Scope 3 GHG emissions from the use of sold products 22% per printer by sold 2030 from a 2019 baseline. In 2023, these targets received validation from Science Based Targets Initiative (SBTi).

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 non-renewable and renewable primary energy sources, including coal, nuclear energy, solar power, wind power, geothermal energy and hydropower sourced from the local grid.

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.

Renewable energy

- We aim to increase annual sourcing of renewable energy to 80% of our 2025 Scope 2 consumption increasing to 100% by 2030. This will include on-site generated solar energy in Lexington and Cebu. The 2.0-megawatt solar array in Lexington became fully operational in November 2023. In its first year of operation, the solar array generated renewable energy that led to a 13% reduction in Lexington’s carbon footprint from electricity. A 3.2-kilowatt solar system resides on the rooftop of one of the Cebu, Philippines office buildings, and a 0.5-megawatt solar array is planned for the Juárez, Mexico site, with installation set to begin in the fourth quarter of 2025.

Electricity - Lexmark’s indirect energy source

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

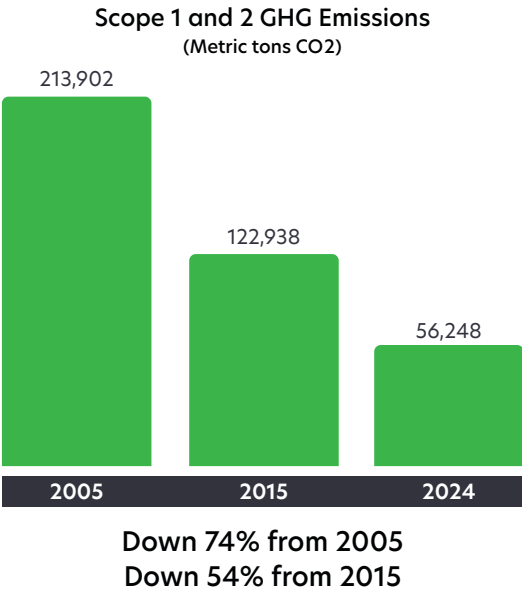
GOAL	PROGRESS
Carbon neutrality across our operations by 2035	3 sites CarbonNeutral® certified
Reduce absolute Scope 1 GHG emissions 27.5% from 2019 to 2030	24% reduction
Reduce absolute Scope 3 GHG emissions from the use of sold printers 22% per printer sold from 2019 to 2030	29% reduction
Increase annual sourcing of renewable energy (Scope 2) to 100% by 2030	2% renewable energy generated

Natural gas - Lexmark’s primary direct energy source

- Lexmark’s direct energy sources include: natural gas, diesel fuel and gasoline. These non-renewable 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/customisation

- Lexmark uses a late manufacturing/late customisation process for medium volume products in our regional distribution centers to be close to our customers, be flexible and



Energy consumption & greenhouse gas (GHG) emissions



- 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 utilisation 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 94% of cartridges in the region of consumption in 2024, 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. Realising 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 18,022 trees² in 2024 and avoid over 6,481,000 kg of CO₂ since 2019.

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 contact is made with our technical support center, priority is placed on resolving the problem via the interaction 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.

Water management



- With early achievement of our 35% goal from 2015 to 2025, a revised 2030 goal was established to reduce water withdrawal by 25% from 2019 to 2030. In 2024, water withdrawal was 6% less than the 2019 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.

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 39.1 megaliters of water for reuse in other areas, including irrigation, representing 28% of the total water used at the facility.

Rainwater harvesting system

- Lexmark maintains an award-winning bioretention and rainwater harvesting system in Lexington, Kentucky. The system installation was a joint effort of the Lexington- Fayette Urban County Government (LFUCG), EcoGro, Ridgewater, Stantec and the University of Kentucky.



GOAL

Reduce water withdrawal by **25%** from 2019 to 2030

PROGRESS

6% reduction in 2024

Biodiversity

14

LIFE

BELOW WATER

Target 14.1, 14.2

15

LIFE

ON LAND

Target 15.1, 15.2, 15.5, 15.6, 15.b

- Except for an operational site in the Philippines, 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 \(IUCN 2024\)](#) 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.

Pollination

- Lexmark 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.
- Lexmark’s corporate office operates a 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.



Lexington, Kentucky



Boulder, Colorado

Waste management

- 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 9,191 metric tons of waste in 2024, with 99% of the waste generated worldwide being nonhazardous.³ Hazardous waste accounts for approximately 1% of Lexmark total waste.
- In 2024, we reduced total waste generated by 2,250 metric tons, a 20% decrease from our 2019 baseline year. We aim to reduce total waste generated by over 50% by 2030..

GOAL	PROGRESS
Reduce waste generated by 50% from 2019 to 2030	20% reduction in 2024

Supply chain

8

DECENT WORK AND ECONOMIC GROWTH

Target 8.5, 8.7, 8.8

10

REDUCED INEQUALITIES

Target 10.2, 10.3, 10.4

12

RESPONSIBLE CONSUMPTION AND PRODUCTION

Target 12.2, 12.4, 12.5, 12.6, 12.a

16

PEACE, JUSTICE AND STRONG INSTITUTIONS

Target 16.3, 16.b

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
- In accordance with RBA guidelines, Lexmark conducts third-party Validated Assessment Program (VAP) audits for each of the Tier 1 final Lexmark-branded hardware assembly suppliers with 100% being compliant.

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 hardware and supplies for Asia Pacific from China, and our manufacturing plant in Mexico produces hardware and supplies for Latin America and North America.

Business continuity

- Lexmark conducts a supply chain risk assessment annually to ensure continuity of supply and business operations.
- Lexmark has over 4,600 suppliers, 4% of which have been identified as critical.

Conflict minerals

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

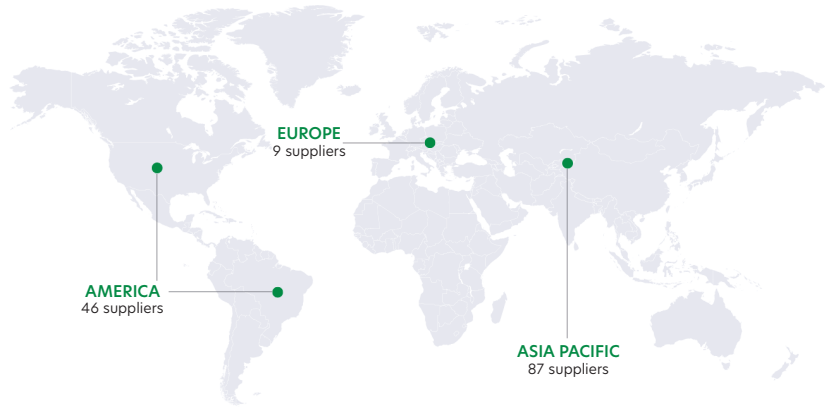
Human trafficking and slavery

- Lexmark has implemented practices to prevent human trafficking and slavery.

Multi-faceted

- Lexmark strives to encourage and afford merit-based opportunities to varied suppliers. The Lexmark Supplier Connection Program is founded on Lexmark values of mutual respect, corporate citizenship and integrity.
- Multi-faceted businesses make up a vital segment of the economy. Therefore, supporting multi-faceted businesses is advantageous to our financial performance and our community.

GOAL	PROGRESS
Maintain a minimum of 80% of our Lexmark-designed and -branded toner cartridges regionally sourced in 2024	94% regionally sourced in 2024



Critical Supplier locations (reflects the primary headquarters for agreement and the supplier may have additional locations as part of their global presence)

Circular economy



Circular economy leader

- Lexmark, a pioneer in the circular economy, has been championing return, reuse and recycling initiatives for over 30 years.
- 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 recognised 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.

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 utilising 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 an industry leader in the use of reclaimed plastic with 44% of the plastic content, by mass, across all Lexmark-designed and branded toner cartridges manufactured, derived from post-consumer sources, including our own LCCP closed-loop process.

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). Recovering valuable materials from end-of-life devices and recycling them into new products expands Lexmark's leadership in the circular economy movement.

Remanufacturing role model

- Since 1991, Lexmark's efforts through the LCCP have redirected over 170,000 metric tons of material away from landfills.
- In 2024, 33% of the total Lexmark designed and branded toner cartridges shipped worldwide were returned through the LCCP with higher rates in some regions.

Data analytics accelerates circular economy

- Lexmark utilizes data analytics to gain real-time insights into product locations and conditions, allowing for continuous performance monitoring.



- With over one million managed devices across 2,000 global locations and weekly analysis of 10 terabytes of data, we help customers operate more sustainably by maximizing the product lifespan through strategic maintenance and product refresh.

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.

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.
- EPEAT Climate+
 - » Click [here](#) for a complete list of registered Lexmark products.

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 noise and chemical 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 recognised 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.

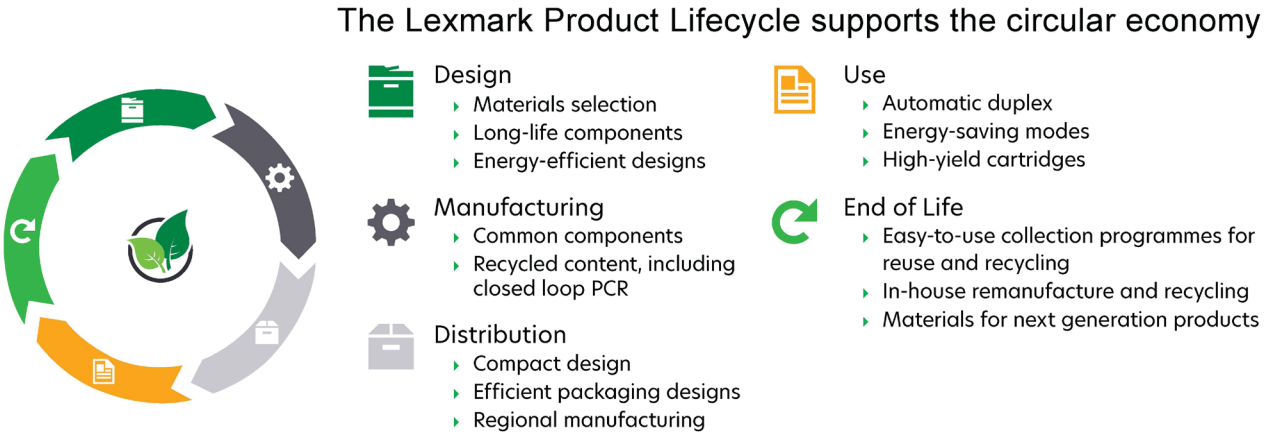
Product life cycle

- Lexmark has conducted over 100 Life Cycle Assessments (LCAs) on its printer and MFP models and is committed to continuing this practice.
- In 2024, Lexmark transitioned to a new LCA methodology according to ISO 14040:2006 and ISO 14044:2006, and which generally follows the requirements of the Product Category Rules (PCR).⁴ Lexmark LCA practitioners use this methodology to assess Lexmark products introduced to the market. This methodology and representative life cycle assessment have been third-party reviewed and attested.

Further insight: cartridge LCAs

- See available [Life Cycle Assessments per ISO 14040 and 14044](#).
- Compliance documents can be found by searching [Regulatory Compliance](#)

Here are some of the ways that Lexmark designs to support the circular economy.



Features vary by product. For more information, visit [www.lexmark.com](#).



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 2024, 118 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 70% PCR by weight of plastic.⁵
- Lexmark branded, in-house developed laser printer and multifunction product hardware models sold in 2024 contain an average of 42% PCR plastic by weight of plastic,⁶ with 100% of these models containing some PCR plastic content.
- An estimated 490metric tons of post-consumer recycled plastic was used in the manufacture of the 2024 branded, in-house developed printers and MFPs.
- Our goal is to increase the average PCR 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.⁷

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.

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](#).

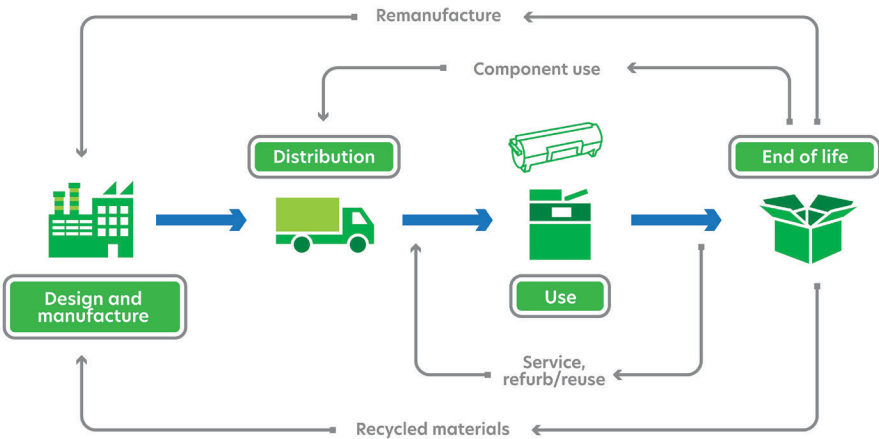
Registration, evaluation, authorization & restriction of chemicals

- 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.

Toner safety data sheets

- Current safety data sheets (SDS) are available on our [website](#).

GOAL	PROGRESS
Increase reclaimed plastic through PCR and reuse in all Lexmark-designed and -branded cartridges to 50% by 2025	44% reclaimed plastic by mass of cartridges manufactured in 2024
Increase the average post-consumer (PCR) plastic in Lexmark-designed and -branded laser devices to 50% by 2025	42% PCR by mass of devices sold in 2024



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 for additional information on [Lexmark's product return and recycle programs](#).

Cartridge collection

- Our extensive cartridge collection network has made Lexmark an industry leader in the recovery, remanufacturing, and recycling of used toner cartridges.
- In 2024, through the efforts of Lexmark customers, 33% of the total Lexmark designed and branded toner cartridges shipped worldwide were returned through the LCCP.

Extending material life

- In 2024, 70% 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.

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 2024, LCCP collected 4,709 metric tons of returned cartridges from our customers worldwide with 35% or 1,664 metric tons reused and 57% or 2,676 metric tons recycled.
- Energy was generated from 6% or 295 metric tons of toner waste collected from worldwide locations.
- Since 1991, Lexmark has redirected over 170,000 metric tons of material away from landfills using the LCCP.

Additional component recycling

GOAL	PROGRESS
Increase the reuse of cartridges and other supplies collected through LCCP to 80% by 2025	70% reused in 2024

Toner

- TonerPave™ by Close the Loop produces asphalt with recycled material. Close the Loop recycled 250 metric tons of recovered toner into asphalt, including 63 tons from prior storage.

Developer roll

- In 2024, 289,799 rolls were reused in remanufactured cartridges, providing savings of 85 metric tons of material.

Photoconductor drum

- In 2024, 103,730 photoconductors from our returned cartridges were collected & sent to our Boulder, Colorado, facilities for recoating and reuse. An additional 110,842 photoconductors recovered from the manufacturing line resulted in reusing 11.3 metric tons of aluminum.

Equipment collection

- Electronic waste, including printers that have reached the end of their usable lives, is recycled through our LECP by specialized firms with processes to meet state and legislative requirements.

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 2024, 96% of Lexmark branded products sold held the latest version of ENERGY STAR® certification.



Packaging

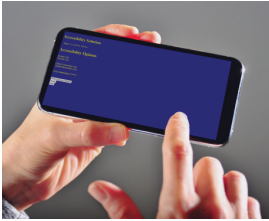
Sustainable product packaging

- 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 Lexmark designed and branded hardware and supplies packaging by 50% from 2018 to 2025. By the end of 2024, the total mass of single use plastics per printer sold was reduced by 41%.
- Improvements were made to existing non-plastic cartridge packaging cushions, improving from corrugated fiberboard made from 35% recycled material to molded pulp, made from 100% recycled waste paper.
- Our packaging materials are derived from both renewable and non-renewable sources. Those derived from renewable sources include corrugated fiberboard boxes, molded pulp cushions, and wooden pallets.

GOAL	PROGRESS
Reduce single-use plastics in packaging for Lexmark-designed and -branded hardware by 50% from 2018 to 2025	41% reduction in total mass of single use plastics packaging per printer sold in 2024

Accessibility solutions

Accessibility features and solutions available on select devices

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
Large, high-contrast icons, focus cursor and voice prompts guide users to perform common tasks using swipe navigation.	Users can tilt the display to optimize the viewing angle.	Users can create job tickets with their computer or smartphone while using assistive technology, such as the JAWS® screen reader.	Applying universal design principles helps accommodate the height, reach and force needs of all users.	Users with limited vision can magnify the user interface display by 200%.	Users can listen privately to voice prompts using the headphone jack.	A variety of solutions are supported by voice guidance, including Scan to Network, Print Release, and Forms.	Users can activate the touch screen with a variety of choices, including a stylus or finger.
							

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.



Lexmarkers installing the Gawad Kalinga rainwater catchment system in Cebu, Philippines

9

INDUSTRY INNOVATION AND INFRASTRUCTURE

Target 9.4

10

REDUCED INEQUALITIES

Target 10.2, 10.3, 10.4

11

SUSTAINABLE CITIES AND COMMUNITIES

Target 11.1, 11.C

15

LIFE ON LAND

Target 15.1, 15.2, 15.5, 15.a, 15.b

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 non-discrimination, workplace safety, child labor, forced labor and human trafficking, working hours and minimum wages, and freedom of association and collective bargaining.
- 100% of our global security personnel, including contractors and third-party organizations providing security services, are trained on the Lexmark’s policies and procedures for human rights issues and their application to security.
- 99% of the global workforce was trained on human rights issues in 2024.⁸
- 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	PROGRESS
Train 100% of Lexmark employees trained on human rights issues	99% employees trained in 2024

8

DECENT WORK AND ECONOMIC GROWTH

Target 8.5, 8.7, 8.8

10

REDUCED INEQUALITIES

Target 10.2, 10.3, 10.4

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 Customisation Center facility. In 2024, certified facilities include those with low to high-risk activities, representing over 70% of Lexmark employees worldwide.
- The 2024 reportable injury and illness rate calculated using OSHA injury and illness recordkeeping and reporting requirements was 0.21 injuries per 100 full-time employees.⁹ This is significantly lower than the industry average of 1.4 that includes printer manufacturing.⁹

GOAL	PROGRESS
0 injuries and illnesses in the workplace	0.21 injuries per 100 employees in 2024

Global Inclusion

Our stance on racism

- As a global company, Lexmark's goal is to have an inclusive and vibrant workplace that understands and is responsive to the needs of our employees, customers and partners around the world. We are proactive in making our workplace one that is inclusive and allows each employee the opportunity to bring their complete self to work.

A unified vision

- In 2024, Lexmark's global inclusion efforts were supported by a Diversity Advisory Council and Diversity Network Groups (DNGs).

European diversity charter

- Lexmark sites in France, Germany and Spain signed the **European Diversity Charter** - committing to ban workplace discrimination and to be more inclusive. Joining the charter provides benefits such as offering challenges and new opportunities for exchanging unique thoughts 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.
- 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 resulting in warnings or fines in 2024.

Security & privacy

- Lexmark has ISO 27001 certification for its worldwide Managed Print Services and Lexmark Cloud Services.
- 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’s Boulder office is a development and manufacturing facility that utilises state-of-the-art technology and manufacturing processes to develop and manufacture both toner and photoconductor drums for use in laser printer cartridges.

Lexmark Cebu - Cebu, Philippines CarbonNeutral® office certified

- With innovation and excellence at its core, Lexmark Cebu influences its employees to create a long-term impact to the community. By providing financial and technical resources, the company shapes and helps advance the technical competencies of the future Filipino workforce.
- A 3.2-kilowatt solar array system resides on the rooftop on one of the Cebu office buildings.

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

- Lexmark has several sites in EMEA, including 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.

Lexmark Headquarters - Lexington, Kentucky CarbonNeutral® office certified

- 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.

Sustainability around the globe

Lexmark Juárez - Juárez, Mexico

CarbonNeutral® manufacturer certified

- The Juárez manufacturing location is the home of Lexmark’s LCCP process and has a long history of being dedicated to sustainable manufacturing and the circular economy business model.
- Lexmark offers a clean, safe, and healthy work environment. Employees have many opportunities, including earning educational degrees.
- A 0.5 megawatt solar array is planned for the Juárez, Mexico, site, with installation set to begin in the fourth quarter of 2025.

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.
- Lexmark is very active in their community with tree plantings, restoration of aquaculture and drinking water projects, and educational initiatives for children.

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.

Endnotes

ESG materiality & stakeholder engagement

1 Double materiality assessment refers to the process of evaluating ESG issues from both a financial and societal impact perspective.

Energy consumption & GHG emissions

2 Environmental impact estimates of trees and CO₂ were made using the Environmental Paper Network Paper Calculator Version 4.0. See www.papercalculator.org.

Waste management

3 Waste data is from 100% of Lexmark’s development and manufacturing sites based on square feet.

Product life cycle

4 Product Category Rules for Printers and Multi-Function Printing Units, UL Environmental Standard, Edition 2 (April 23, 2018).

Materials

5 PCR calculated using IEEE.1680.2 methodology.

6 Based on the post-consumer recycled materials used in Lexmark’s primary imaging equipment sales for 2024 Lexmark-branded, in-house technology. PCR calculated using IEEE.1680.2 methodology.

7 Based on the average rates of recyclability for available 2024 Lexmark-designed and -branded hardware devices determined by available recycling streams from our recycling partner, Sims.

Human rights

8 3% of employees participate in in-person group learning rather than accessing the system

Health & safety

9 Computer terminal and other computer peripheral equipment manufacturing industry average per the Bureau of Labor Statistics 2022 Industry Injury and Illness Summary Data Report.

To view the full report, visit csr.lexmark.com

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