

Corporate responsibility report 2019





A letter from Marc B. Lautenbach, President and Chief Executive Officer

Fellow stakeholders:

It's been an extraordinary year for our company, our clients and our entire world. On April 23, Pitney Bowes entered its second century amidst a global pandemic that has challenged businesses, families, communities and governments everywhere to think and act in new ways. Our response to the pandemic has been both strategic and compassionate, grounded in our long-standing corporate commitment to do the right thing the right way. This report contains a special section detailing what we've done and what we will be doing as the situation evolves.

It has also been a year of great social unrest, prompted in part by the pandemic, but mostly by a deeply disturbing series of racially biased human rights violations in the United States. This, too, challenges us all to focus on a new level and take new actions as individuals, as a company and as a society.

With these factors in mind, it's gratifying to be able to report that our company has continued to build our business and serve clients in keeping with our values and strategy. As we mark our 100-year anniversary, we are working hard to fuel a new century of client-centred innovation and responsible citizenship.

Last year, we proudly endorsed the Business Roundtable's Statement on the Purpose of a Corporation, which echoes our own commitment to create long-term value for all our stakeholders, including clients, employees, investors, the communities where we operate and the environment that we all share. You can read more about our approach to creating long-term value and the actions that we've taken [here](#). This year, we're also more explicitly aligning our efforts with new environmental, social and governance frameworks. As a result, this 2019 corporate responsibility report inevitably looks both backwards and forwards.

Looking back, we closed out our first hundred years with solid accomplishments that bode well for the remainder of 2020 and beyond:

- Governance: We continued to benefit from an increasingly diverse Board of Directors, on which women now hold half of the seats. We strengthened our governance with important measures on board tenure, succession planning and board refreshment.
- Environment: Our success in improving our energy efficiency and driving down our environmental footprint earned us the 2020 Climate Leadership Award for Excellence in Greenhouse Gas Management from the Center for

Climate and Energy Solutions. Building on this record, we created a new senior-level ESG committee and explicitly added sustainability to our enterprise risk management programme.

- Diversity and inclusion: We continued to work tirelessly toward a global culture that honours the full breadth of backgrounds, perspectives and contributions of everyone in our company. Our progress and commitment earned recognition from *Bloomberg* and *Forbes*.
- Development: We implemented a new performance management system using coaching, skill-building and talent analytics to develop targeted learning outcomes and embed a culture of feedback.
- Community: We continued to focus on expanding educational opportunity and fairness for students and families in underserved school districts. We concentrated our efforts on early childhood education, literacy and maths. In 2019, our signature volunteer programme, Dedication to Education, drew more than 1,000 employees to 83 projects in collaboration with literacy and education non-profit organisations around the world. In addition to volunteering, our employees donated generously to local, national and global charities; matched by the Pitney Bowes Foundation, their contributions amounted to US \$1.9 million.

Today, we continue to be guided by the strong values, high professionalism and responsible citizenship that are the cornerstones of our culture. We have always been a purpose-driven company, eager to bring innovations that matter to our worldwide client base and to improve life for everyone involved. As part of that process, we continue to reshape and refine our products for 21st-century markets. Last year, two of our innovations were honoured with International Design Awards. You can expect more of this as we move forwards.

I firmly believe that one of our greatest sources of innovation is our commitment to diversity and opportunity for all our employees. This focus improves the calibre of our ideas, the morale of our workforce, the empathy that we bring to our global marketplace – in fact, everything that we do.

I thank everyone at Pitney Bowes for their humanity, their creativity and their inspiring actions during this extraordinary period. While we have barely begun our second century, I can already see that the power of doing the right thing the right way will continue to propel us forwards.

MARC B. LAUTENBACH



Corporate responsibility report

Our business practices

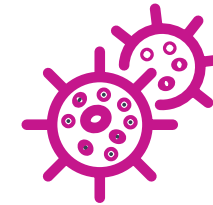
Our core value statement, 'We do the right thing, the right way', sets the tone for how we interact with our stakeholders. We are committed to treating our clients, business partners, co-workers and communities where we live and work with fairness, honesty, respect and integrity.

Every day, we demonstrate our commitment to corporate responsibility through the way we conduct business. Our culture of integrity is fundamental to our success, and has been throughout our history. We hold employees responsible for adhering to company policies and values as well as local laws and regulations.



Ethics Help Line

24 hours a day
7 days a week
140 languages



Business continuity

COVID-19

Code of Conduct

Pitney Bowes
Business
Practices
Guidelines

Enterprise risk management programme (ERM)

We do the
right thing, the
right way.



Annual education and training initiatives



Values and ethics



Accountability and oversight

Ethics and
Compliance
Review
committee





Values and ethics

Laws and policies change, but one thing that doesn't change is our commitment to 'do the right thing, the right way'. We are committed to maintaining honest, fair and respectful relationships with our employees, our clients and the communities in which we are located. We continually provide education and training for employees, not only to ensure that they are aware of the company's expectations of conduct, but also to provide them with the tools that they need to succeed in an ethical and legally compliant culture. Our training classes, policies, code of conduct, reporting and advice channels and management support provide employees with the guidance they need to be able to do the right thing when faced with difficult choices. Senior management is responsible for

modelling expected behaviours and is committed to supporting a thriving culture of integrity. We regularly take a step back to consider changes in our business and in the world around us and what they mean for ethics and compliance, and then evolve our ethics and compliance programmes.

Code of Conduct

The **Pitney Bowes Business Practices Guidelines** is our code of conduct. It provides an overview of policies, laws and expectations of conduct for all employees globally. While legally compliant behaviours are the minimum expectation, we expect employees to conduct themselves with the highest ethical standards. We publish the code in two versions: one for employees based in the United States and another for employees based in international locations. We publish the international

version in multiple languages, both to reach as many employees as possible in their own language and to accommodate differences in legal requirements and cultural practices. We expect employees to be familiar with the code of conduct. The code of conduct also includes resources for employees so that they can ask questions, seek advice or obtain further information.

Ethics and Compliance Review committee

Our Ethics and Compliance Review committee meets regularly to monitor and support business and functional unit compliance with regulatory mandates that affect their operations (for example, regulations governing government contracts or disposal of product components). The committee includes senior leaders who span

corporate functions and business units. The committee meets with the senior management of each business unit to ensure that those leaders are an integral part of discussions about compliance within their businesses. A separate review committee focuses specifically on ethics and compliance issues related to labour and employment.

Training

Employees need to know and understand the behaviours that the company expects of them. We communicate our expectations through annual education and training initiatives, which we customise to fit the needs of individual employee groups using a variety of content delivery methods. Each year, we provide foundational or comprehensive training in certain

significant compliance topics that are applicable to all, and abbreviated training that reviews the highlights of the in-depth courses given the previous year. We also provide refresher communications to remind employees of the essential elements of courses delivered in preceding years. New employees receive introductory compliance training related to their jobs, and are then enrolled the following year in the courses given to the general employee population. This cyclical approach helps employees to keep thinking about key requirements on a regular basis. We make our annual training material available in multiple languages.

In addition to our standard courses, we offer a variety of on-demand training and other regular communications about ethics and compliance.



For employees who do not have access to computers, managers provide monthly huddle training on topics covered in our Business Practices Guidelines.

Advice and reporting channels

We encourage employees to seek advice in dealing with ethical dilemmas and to report any suspected or actual wrongdoing. Our Ethics Help Line is operated by a third-party administrator 24 hours a day, seven days a week. Employees may call in to the line to report their concerns (anonymously, if permitted by local law) in any of 140 languages or make a report online. Employees may also contact the Global Ethics and Compliance Department in person or through web page reporting, a physical letter, telephone or confidential email. Employees may also report matters to their manager, or a member of the Human Resources, Legal or Audit departments. Global Ethics and Compliance promptly reviews all claims of potential violations of law or policy and, where appropriate, investigates claims. If the investigation supports the allegations, we take appropriate and consistent disciplinary action.

Risk and business continuity

Risk

We have a structured, consistent and continuous risk management process in place across our organisation. Our Enterprise risk management programme (ERM) identifies and monitors the company's enterprise risks and manages our response to those risks through appropriate action plans. We review and periodically update these risks in the context of the company's strategies, operations, business environment and other factors. Our Risk Steering committee undertakes this review each year. That committee's membership includes people from business units and corporate functions. Either the full Board of Directors or one of its committees reviews each enterprise risk in depth. The Audit committee also independently reviews policies and processes with respect to risk identification, assessment and management. This focused, multi-level ERM process is a vital tool for helping the Company to create, preserve and realise value for our shareholders.

Business continuity

Our business continuity programme is aligned with our risk management process. The programme's primary

objective is to support ongoing contingency planning to evaluate the potential impact of events that may adversely affect clients, assets or employees. Pitney Bowes has established processes to support the continuity of our businesses during times of crisis. With a core staff and engagement by our business units, we are able to respond appropriately as events arise. We also train our employees, run simulation exercises and evaluate our programme each year for potential improvements.

In 2020, we have faced the unprecedented problem of the global COVID-19 pandemic. Throughout the course of this evolving global health crisis, we have responded effectively, maintaining essential services to our clients, adapting products and services to better serve clients in remote or at-home working environments and taking the necessary steps to safeguard the health and well-being of our employees, clients and communities in accordance with public health directives. For more information, see the special COVID-19 section of this report.

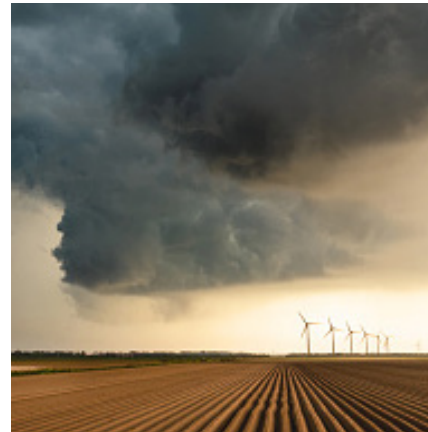
Corporate responsibility report

Environment

As Pitney Bowes embarks on its second century, we believe it is important to reaffirm our deep and lasting commitment to responsible corporate citizenship. Our environmental policies and practices constitute an essential part of this commitment, in keeping with the Business Roundtable's three-part Sustainability Challenge:

- To reduce our impact on the environment
- To conduct our operations in an environmentally responsible manner
- To ensure that our employees can work without injury at our sites or other work locations.

Our response to this challenge includes not only our environment, health and safety (EHS) policies and practices, but also how we manage and report our progress in relation to evolving frameworks for the disclosure of climate and sustainability-related information, such as the Task Force on Climate-Related Financial Disclosures (TCFD) and the Sustainability Accounting Standards Board (SASB). Our approach spans the four TCFD implementation categories of governance, strategy, risk management, and metrics and targets.



Green Power Partnership
Top 30 in Tech & Telecom



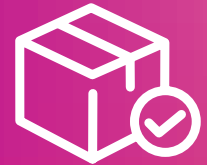
Equipment
remanufacturing diverted
498,000
pounds of waste from
recycling to reuse

2020 Climate
Leadership
Award for
Excellence in
Greenhouse Gas
Management

Fleet efficiency and
sustainability initiatives



Improving sustainability
in product packaging



Achieved carbon
emissions target
a full year early



Home and agile working
14,000
miles a year per employee
not driven



Energy-saving product design



Governance

Our board of directors has overall responsibility for oversight of the risk assessment and risk management process. The company has an enterprise risk management (ERM) process which identifies, assesses, monitors and addresses risks across the entire company, including environmental, health, safety and sustainability-related risks. We continually review the effectiveness of this process as our understanding of particular risks evolves and as the company's business and operations

transform. [Please refer to the proxy statement](#) for additional information.

Strategy

We consider the actual and potential impacts of climate-related risks and opportunities on our businesses and strategy, thinking about addressing climate-related risks and opportunities of importance to our clients, communities, employees and investors. We seek to be mindful of environmental and sustainability risks in developing our products and business process, and how we mitigate

them. In addition, our cross-functional Environmental, Social and Governance (ESG) committee composed of senior Pitney Bowes leaders focuses on industry best practices, serves as a forum to share information and ideas across Pitney Bowes and reviews our ESG programmes and initiatives.

Risk management

Our enterprise risk management system is robust and evolves to address new risks and components of risks as our businesses transform, and as investor, client, employee and community approaches to risks change over time.

Metrics and targets

Over the years, as we have successively met previous targets, we have regularly set increasingly stringent metrics and goals across all our products, operations and locations. Because we achieved our 2020 metrics a year early, in this report, we are laying out a new set of five-year goals, and we will add to these goals in a manner consistent with expectations from our stakeholders and with our own sustainability strategy.

Pitney Bowes was awarded a 2020 Climate Leadership Award for Excellence in Greenhouse Gas Management from the US

Environmental Protection Agency and the Center for Climate Solutions in recognition of our consistent success in improving energy efficiency and reducing our environmental footprint.

Since 2009, we have collected global carbon emission data, received third-party verification of that data and reported it through the Carbon Disclosure Project (CDP). [Access our CDP carbon management reporting history.](#)

Reducing our impact on the environment

Pitney Bowes has accepted the [Business Roundtable's Sustainability Challenge](#). Because climate-related risks and energy use are often related, our policies, procedures and processes focus on energy usage, energy conservation management, renewable energy purchasing initiatives and the public reporting of these activities. We use applicable metrics and goals to highlight our performance in these areas.

We also work to integrate climate-related issues into our environmental stewardship programmes, supply-chain

and fleet operations, facility operating procedures and product offerings.

Carbon management and climate responsibility

Our company has a history of taking action to address climate change. Over a decade ago, we established our baseline carbon greenhouse gas (GHG) footprint following the World Resources Institute protocol and published the Pitney Bowes Corporate Technical Standard on Carbon Management. This document established the requirements for the creation of a GHG/carbon management programme to address climate-change risk and opportunities, including energy consumption and conservation measures and the annual public reporting of our carbon footprint. Using a process validated by independent third-party review, we provide guidance for our lines of business, laying out enterprise-wide energy consumption data collection standards, outlining roles and responsibilities for each business and establishing the tools to be used to collect and report the data to the corporation.

Reducing energy consumption

In 2019, we achieved our 2020 carbon emissions target a full year ahead of schedule. The target was an 8 per cent emission reduction from our baseline



year of 2015. We not only met that target, but surpassed it by nearly two thirds with a reduction of 12.8 per cent. In keeping with our past practices, we then set a new 8 per cent Scope 1 and 2 emission-reduction goal for the year 2025 (normalised to revenue) against a new baseline year of 2019.

In support of this goal, we strive to increase energy efficiency across all our operations. Our cross-functional Energy Task Force has raised employee awareness about energy conservation at our facilities and implemented conservation projects that have resulted in significant reductions in energy consumption. By the end of 2019 inclusive, our electricity consumption was down by approximately 34.7 million kilowatt hours from our 2007 baseline, saving US \$5.03 million and reducing our carbon footprint by 16,810 tonnes of CO₂. Site consolidations, more efficient lighting fixtures, compressor and HVAC upgrades, energy audits and employee engagement and training all

29.1 million

Over the last 7 years, we have reduced energy consumption by more than 29.1 million metric kilowatt hours.

contributed to this long-term decrease. Of these factors, site consolidation in support of the company's strategic business transformation continued to play a key role in 2019. Over the last seven years, we have reduced related energy consumption by more than 29.1 million kilowatt hours of electricity, resulting in a reduction of over 11,250 tonnes of carbon emissions.

Green Power Program

Pitney Bowes is a founding member of the Green Power Program, an industry partnership with the US Environmental Protection Agency (EPA) to promote the development and purchase of alternative energy. In 2019, we were listed by the EPA as one of the 'Green Power Partnership Top 30' in Tech & Telecom, which places us among the 30 largest US green power users in that category.

Since 2003, we have purchased renewable energy credits (RECs) to support green power projects using technologies such as solar, wind and biomass. Since 2009, our purchases of RECs have resulted in more than 193,754,000 kWh of renewable energy. In 2019, we set a new goal of offsetting at least 20 per cent of our energy consumption through renewable energy (normalised to revenue) by the year 2025.

To motivate employees to conserve energy, in 2019 we offered a new training programme asking them to 'Be a PB Energy Sleuth'.

Fleet efficiency and sustainability initiatives

Transport and logistics are vital components of our Commerce Services business, with a fleet encompassing more than 400 power vehicles, vans, straight trucks and tractors. As an EPA SmartWay Partner, we have steadily improved the environmental performance of both our vehicles and our transport network through a combination of hardware and software advances.

We introduced hardware modifications on our trucks, including an optimally sloped hood and grille, a bumper with an integrated air deflector, aerodynamic mirrors, upper door seals and integrated antennae. New to the standard package for model year 2020 are tow-hook covers, which reduce the air entering the engine compartment from the front of the vehicle, and a new set of A-pillar deflectors to improve air flow around the windscreen.

In addition, we have begun to equip our sleeper trucks with auxiliary power units (APUs) to avoid unnecessary fuel consumption due to idling. The US Department of Energy estimates that a



Energy-saving truck and trailer modifications to improve fleet performance.



Truck cab with APU to reduce idling emissions.



Aerodynamic grill package.



conventional long-haul truck idles 1,800 to 2,500 hours per year when parked overnight, with every hour of idling typically consuming as much fuel as four to five miles of driving.

We also use route optimisation software to model ideal routes and minimise distances and travel times. In 2019, the combination of these and other measures enabled our vehicles to avoid 300,000 miles of driving and save more than 100,000 litres of fuel.

Conducting our operations in an environmentally responsible manner

Sustainability encompasses both the design of our products and services and our manufacturing, packaging and distribution practices.

Energy-saving product design

Pitney Bowes is committed to designing and manufacturing energy-efficient equipment. As an ENERGY STAR® Partner, we offer energy-efficient products backed by rigorous US government environmental standards. Our SendPro family of products (SendPro MailStation, SendPro C Series and SendPro P Series), as well as many of our digital mailing systems and imaging

equipment, are Energy Star-rated products. [Click here for more information.](#)

Improving sustainability in product packaging

We source plastic shrink-wrap and corrugated cardboard packaging, and we work with suppliers to identify new sources of cardboard-based packaging material with improved sustainability performance. In 2019, we also piloted a new baling technology to increase our shrink-wrap recycling capability.

ISO 14001 certification

To promote best practices in environmental protection, we use an environmental management system certified to the internationally recognised environmental standard ISO 14001. In the UK, our ISO 14001 certification dates from 1997 and has been continuously maintained since.

Environmental product compliance

We have rigorous processes and procedures to ensure that our products comply with environmental standards. We have integrated these compliance standards into our Supplier Code of Conduct and our supplier contracts, engineering standards and product specifications. We ask our suppliers to enter related data into a database that we use to monitor compliance.

We also engage key suppliers in regular dialogue to drive sustainability and regulatory issues, including matters such as the reclassification of chemical ingredients in our inks, to ensure that the information we provide to our clients is accurate and up to date.

Following the divestment of our industrial equipment division, we undertook a strategic review of our product compliance programme as

part of our continuous improvement process. This review resulted in more efficient management of our products' compliance certification.

REACH regulation

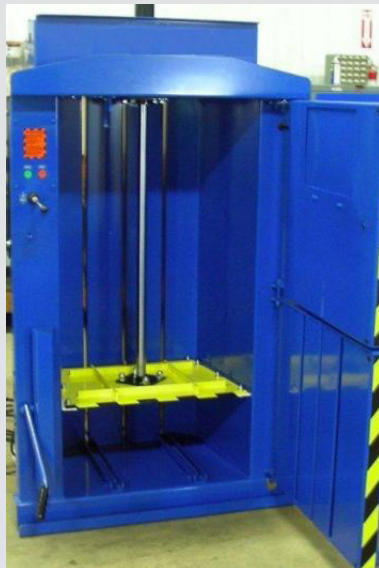
REACH (Registration, Evaluation, Authorisation and Restriction of Chemicals) is a European Union regulation aiming to protect human health and the environment from exposure to hazardous chemical substances. For information regarding Pitney Bowes products that may contain any REACH Substance of Very High Concern (SVHC), contact us at EHS@pb.com.

Chemical Product Review Team (CRT)

Our product compliance team has a subgroup, the CRT, that reviews and approves new Pitney Bowes branded chemical products to ensure that they

Shrink-wrap recycling

In 2019, we promoted the use of dedicated balers to increase recycling capabilities at Commerce Services sites by compacting loose shrink-wrap sheets into bales. We will be using the results of this study to partner with national recycling vendors to increase our recycling rates for these materials.



Mini-baler compactor (upper-left image).
Shrink wrap (above image).
Fridley compressor (left image).

meet company safety requirements, have appropriate safety data sheets (SDS) and are properly tracked for regulatory reporting. Our [safety data sheets](#) are regularly reviewed.



In 2019, our review included incorporating regulatory classification changes for some chemical constituents of our inks in revised SDS and product labels. This project typified the constructive collaboration that we have established with key suppliers to incorporate advances in toxicology into the ways in which we manufacture and deliver our products.

We also made publicly available on [pitneybowes.com](https://www.pitneybowes.com) the full list of ingredients of our cleaning products to comply with the California Cleaning Product Right to Know Act.

Waste management

Minimising waste from operations.

For more than 20 years, Pitney Bowes has taken part in the EPA's WasteWise Initiative, a voluntary programme to minimise waste generation, increase recycling and promote the manufacture and purchase of products with recycled content.

In 2019, our waste reduction campaign resulted in the avoidance of more than 3,636 tonnes equivalent of CO₂ (MTCO₂E). Since 2004, we have avoided 271,116 MTCO₂E, equivalent to the effect of removing more than 58,573 cars from the road.

As a result of this achievement, we were one of a handful of companies honoured at the celebration of the 25th anniversary of WasteWise during America Recycles Week (November 11–15, 2019).

Minimising electronic waste.

To support global initiatives to combat the growth of e-waste, we regularly recycle all electronics that cannot be remanufactured. Materials captured through recycling (plastics, steel, aluminium, copper, etc.) are then available for beneficial reuse in a variety of industries. In 2019, we recycled 1,927 tonnes of electronic waste.

Green remanufacturing

Pitney Bowes has a long legacy of product remanufacturing and recycling. We have established centres throughout the United States, Canada and Europe, where clients return products for subsequent remanufacture, reuse of parts, or recycling. In 2019, equipment remanufacture diverted over 498,000 pounds of waste from recycling to reuse. All told, our remanufacturing process has kept more than 3.6 million pounds of products out of our waste streams in the past eight years.



E-waste recycling

Investing in our employees and our communities

Sustainability also ensures the safety and well-being of our employees and communities. We report on safety in another section of this corporate responsibility report. In this section, we focus on ways that Pitney Bowes and its employees work together to make our facilities and our communities healthier and more energy-efficient.

Flexible work arrangements help to lower our carbon footprint

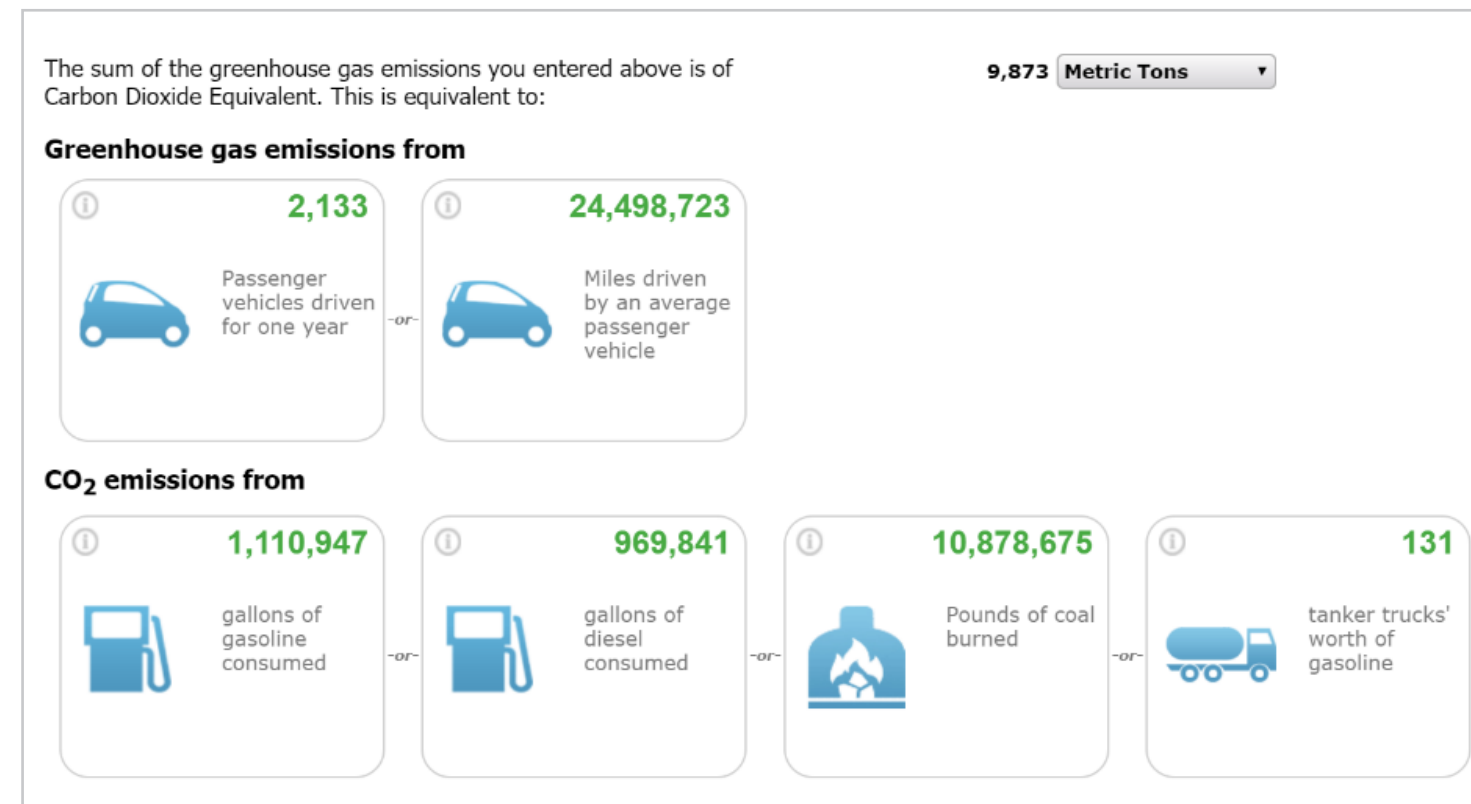
Well before the COVID-19 pandemic transformed workplaces around the world, Pitney Bowes encouraged home-based or agile work as a means of saving time and reducing energy consumption for both the company and its employees. In 2019, more than 18 per cent of employees were classified as home-based or agile (working from home two or more days a week). And from this group alone, the average mileage savings were more than 14,000 miles a year per employee not driven.

Using the EPA estimate of approximately six miles per litre for the average vehicle, the programme saved these drivers over 4,205,000 litres of petrol over a one-year period. Utilising

the EPA's average-vehicle emissions estimate of 0.002347 tonnes of CO₂ per litre of petrol, it also enabled them to avoid about 9,873 tonnes of CO₂ emissions.

See how those savings play out in the EPA's Greenhouse Gas Equivalencies Calculator:

EPA's Greenhouse Gas Equivalencies Calculator



Environmental performance

	2015	2016	2017	2018	2019
Direct and indirect emissions of carbon dioxide MTCE (scope 1, 2 and 3) *	103,980*	99,862	98,616	91,893	95,416
Direct emissions of CO2e/US \$M revenue (scope 1)	7.96	7.98	7.68	8.13	9.51
Indirect emissions of CO2e/US \$M revenue (scope 2)	21.09	21.34	20.94	17.95	20.26
GHG emissions per unit of floor space (tonnes CO2/ft2)	0.019	0.019	0.017	0.012	0.014
Total Green Power RECS (kWh) **	15,789,474	28,825,000	34,883,000	0	19,735,000
Vehicle fuel usage – Total diesel & petrol (litres)	9,214,805	9,138,968	9,157,028	9,263,780	9,856,330

* Refer to our GHG reduction goal in section 'Carbon Disclosure Project Reporting and Performance'

** Refer to our Green Power goal in section 'Green Power Program'

Waste recycled/prevented

	2015	2016	2017	2018	2019
Annual pounds (US only)	11,665,202	9,287,065	16,347,146	10,574,606	10,101,622
Annual MTCE avoided	11,842	15,857	16,997	11,692	3,636
Annual MTCE avoided/US \$M revenue	3.31	4.65	4.79	3.31	1.13

Product recycling

	2015	2016	2017	2018	2019
Cumulative pounds (US and Canada only)	53,709,016	57,874,935	63,273,678	68,377,428	72,730,444

Corporate responsibility report

Our people

Our people are the heart of our business. They serve our clients, create value for our shareholders, deliver solutions to our markets and help to build stronger communities. Through generations of leadership and continuing changes in our business, we've sought to deliver our best to our stakeholders by creating a diverse and inclusive culture – one in which all employees have the opportunity to be respected, have their voices heard, develop their skills and engage in meaningful work. We are proud of our long history of intentional diversity and inclusion, and we know that providing opportunity and equity for our diverse workforce will help us to create an even better future.



LBGTQ+ Advisory Council

40%
reduction in
OSHA recordable
injuries

Safety Improvement at
Reading, PA Presort Facility

We are a global company
of more than 11,000
employees



America's Best Employers
for Women



Forbes Magazine
2018, 2019, 2020

America's Best Employers
for Diversity



Forbes Magazine 2019, 2020

Nearly
50%
of our US
workforce are
people of colour



Committed to
supplier diversity

Employee Assistance
Program



Free mental health
counselling



Diversity and inclusion

Our vision is to use diversity and inclusion as a competitive differentiator to be:

- More responsive to global clients
- More culturally fluent in the business needs of diverse markets, clients and decision-makers
- More attractive to the best talent
- More adept at using multiple perspectives to innovate and solve problems
- More productive in working across borders, generations, cultures and ideas.

We are proud of the fact that in our annual Employee Engagement Survey, our scores on diversity and inclusion are consistently our highest, exceeding global high-performing companies. But we know that we can always do more and we are committed to doing so.

At Pitney Bowes, we define diversity broadly to encompass the visible and invisible differences that shape identity, experience and expression. These include but are not limited to geography and culture, generation, gender orientation and identification,

race, ethnicity, disability, veteran status, religion, thought and communication styles.

This rich mix brings a variety of skills and talents to our workforce, from data scientists to field service technicians, sales managers to healthcare professionals, web developers to legal assistants, product marketers to truck drivers and user experience designers to engineers.

Our ability to look at things from multiple perspectives drives innovation and success.



'We have 100 years of history of working to do the right thing, the right way. We haven't always gotten it right, but it is important now more than ever that society has examples of institutions trying to get it right. The plain fact is that we need to have a more inclusive society and a more inclusive business. It's right for our country and right for our business. Pitney Bowes has a history of leading on issues of diversity and inclusiveness, but we, too, need to do better. We need to seek understanding and then up our game. PB should lead. It is who we are.'

– Marc Lautenbach
CEO and President

Our history

The high value we place on diversity, and our determination to use that diversity to strengthen our business, have been part of the Pitney Bowes culture for generations.

1940s

- Pitney Bowes CEO Walter Wheeler Jr. resigns from a club because of its discrimination practices
- Pitney Bowes pulls sales conference from hotel that would not allow our African-American salesperson to stay there
- Wheeler directs head of personnel to ensure that our workforce mirrors the demographics of the neighbourhoods in which our operations are located, including Italian immigrants and African Americans
- Pitney Bowes participates in Fisk University's first National Dialogue on Race

1950s

- The National Urban League recognises Pitney Bowes for its Equal Employment Practices
- Pitney Bowes CEO Walter Wheeler becomes vocal advocate for equal employment in industry associations

1960s and 1970s

- Pitney Bowes CEO Walter Wheeler testifies before the US House of Representatives in support of what became Title VII for Equal Employment as part of the Equal Rights Act of 1964
- Pitney Bowes provides funding support for local NAACP and National Urban League Chapters

1980s and 1990s

- Pitney Bowes CEO George B. Harvey diversifies the Board of Directors and transforms recruiting with a focus on women and minorities
- The Company creates Employee Resource Groups for Women, Minorities and Work/Life issues
- Pitney Bowes funds research on the business value of diversity at the Wharton School of Business at the University of Pennsylvania in honour of CEO George B. Harvey; the research demonstrates that diverse teams outperform non-diverse teams
- Pitney Bowes CEO George B. Harvey joins the Catalyst Board of Directors; every Pitney Bowes CEO since then has served on the Catalyst Board of Directors
- 1994 winner of Catalyst Award for the Pitney Bowes Strategic Diversity Plan

2000s

- Pitney Bowes CEO Mike Critelli serves three terms as chairman of the National Urban League
- US employee benefits policy is extended to cover eligible same-sex domestic partners and their eligible children, including adoption benefits
- Pitney Bowes becomes a founding member of Catalyst India

2010s

- Pitney Bowes CEO Marc Lautenbach joins Catalyst Board of Directors and becomes a founding member of Catalyst CEO Champions for Change initiative
- In-office meditation/prayer rooms open in select offices
- Pitney Bowes launches Women's Inclusion Network (PB WIN), offering webinars to encourage and support career growth and development for women
- Pitney Bowes launches its annual Next Gen Conference as a forum for young Pitney Bowes professionals to engage in discussions of company strategies
- Pitney Bowes launches LBGTQ+ Advisory Council

Who we are

We are a high-performance organisation built on a long-standing

culture of diversity and inclusion.

We are many people working together around the world towards one common goal: To create sustainable value for our clients and stakeholders.

At Pitney Bowes, we celebrate the rich mix of countries, cultures, ages, races, ethnicities, gender identities, abilities and perspectives that showcase our humanity, differentiate us as individuals and enhance our business.

We support our commitment to diversity and inclusion with a range of programmes that provide opportunities for all employees to grow, develop and contribute to our success. We use a combination of professional development initiatives, training, experiential learning and inclusion networks to help employees advance their professional skills. We work to equip employees to understand and address our changing markets, our emerging client needs, our transforming businesses and our evolving communities.

Inclusion

Inclusion unlocks the power of diversity. At Pitney Bowes, we are intentionally inclusive, because we understand that true inclusion is about creating a sense of belonging and a safe space for individuals to be fully

and authentically who they are. Our inclusion networks are designed to facilitate conversation and understanding while those in the designated communities and their allies advocate for growth and

opportunities for all. All employees are welcome to join any of our inclusion networks. We believe that it is important for all to be engaged in the conversation and work of equity, because collectively we benefit from

the diverse skills, perspectives, life experiences and cultures that each individual has to contribute.

We're a great place to work



Forbes named Pitney Bowes as one of the **Best Employers for Diversity** in 2020



Forbes also named Pitney Bowes as one of the **Best Employers for Women** in 2018, 2019 and 2020



Pitney Bowes included in the 2019 and 2020 **Bloomberg Gender-Equality Index**



We deliver opportunity through an inclusive culture



Inclusion at all levels:

Women comprise **43%** of our workforce

30% of our senior management

50% of our Board of Directors

Nearly **50%** of our US workforce are people of colour

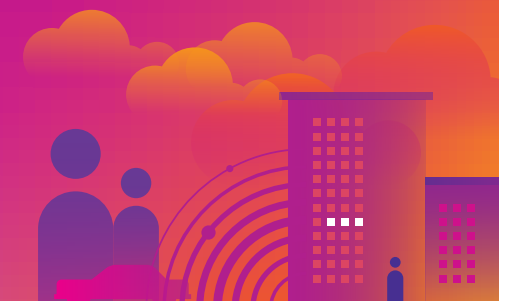
18% of our senior management are people of colour

Learn and grow with us



Pitney Bowes offers a variety of learning and development opportunities for all stages of your career, designed to promote growth and nurture leaders:

- **SPRINT**
- **Presort Rising Stars**
- **Early in Career**
- **Young Professionals Network**



Gender and sexual orientation

Gender is one of the aspects of individuality that helps to define us. Pitney Bowes has two inclusion networks to further the support and advancement of opportunities for the range of gender identities and sexual orientations on our global team.

LGBTQ+

Our LGBTQ+ Advisory Council is an inclusion network that provides insights and advocacy on ways to continue fostering inclusion of our LGBTQ+-identified and -allied teammates at Pitney Bowes. The Council has been instrumental in guiding everything from the company's participation in the

Corporate Equality Index to Pride Month, from internal surveys to corporate initiatives such as increasing partnerships with LGBTQ+-owned businesses. Our June 2019 celebration was a breakthrough in terms of visibility and support for the community. Based on a round-table discussion about the LGBTQ+ experience, employees who identify and are allied with the community shared stories, quotes and family photos and invited all employees to join the conversation. The celebration also included a customised brand treatment incorporating Pride colours, which was used both internally on OurPB and Yammer, our internal social media platform, and externally, on Facebook ads and LinkedIn.

The success of the campaign can perhaps best be measured by the groundswell of support from employees globally, who joined the conversation and contributed to an unprecedented number of Yammer posts. The meaningful dialogue helped to raise visibility and awareness among the company's LGBTQ+ community and allies.

'I'm excited about the growing ways in which Pitney Bowes is showing its support for our LGBTQ+ community. From round-table discussions to surveys about the future, editorials both inside and outside of the organisation, brand treatments and our goal to partner with LGBTQ+-owned businesses, the company is actively seeking ways to continue demonstrating that we are heard and included.'



– Rustin Tonn
Senior Talent Manager, Human Resources, eCommerce
Chair, LGBTQ+ Advisory Council



Women

Throughout the year, we celebrate women and their accomplishments in serving clients, creating value and innovating in our markets.

We've seen the power of women at work in our business. Women leaders have had responsibility for over

25 per cent of our annual revenue since the 1990s, and by 2019 that figure was over 50 per cent.

Pitney Bowes Women's Inclusion Network (PBWIN)

- Supports the inclusion and development of women to further

the company's business success

- Open to all employees committed to supporting women's growth and using their expertise to deliver more value in our markets
- Offers global webinars and discussions on topics such as leadership development, work-life integration and embracing change

- Additional site-specific offerings tailored to business, function or geographic region

Catalyst

Catalyst is a global non-profit organisation with a mission to accelerate progress for women through workplace inclusion. Every Pitney Bowes CEO since the 1990s has been a member of the Catalyst Board of Directors. Pitney Bowes CEO Marc Lautenbach joined the Board in 2014. In 2017, he joined Catalyst Women on Board, an initiative that promotes the appointment of women to corporate boards, and Catalyst CEO Champions For Change, which brings together more than 40 high-profile CEOs and industry leaders committed to diversity, inclusion and gender equity in the workplace.

Our gender equity efforts have also repeatedly been recognised by US organisations, including the Women's Business Enterprise National Council's 'America's Top Corporations for Women's Business', *DiversityInc's* 'Top 50 Companies for Diversity', The Catalyst Award for innovations for women in the workplace, 'Best Companies for Working Women' and 'Top 25 Public Companies for Executive Women'. We partner with organisations such as Women's Business Enterprise National Council (WBENC) and Grace

Hopper Celebration of Women to support the professional development and advancement of women.

Generation

Pitney Bowes Young Professionals (PB-YP) provides a virtual community for employees that are early in their careers and their advocates. Young Professionals gather for seminars to learn more about our business, develop professional skills, participate in community service projects and network. In turn, the company leverages their insights and perspectives to fuel innovation, enhance client experience and resolve business issues.

In the summer of 2019, we welcomed a select group of undergraduate and graduate students from universities all over the world to internships at Pitney Bowes locations across the United States and United Kingdom. Our PB-YP network 'friended' our interns to help them gain additional insights and connect with other young professionals through community service and social activities. A key partner in our effort to identify and develop these interns is INROADS Inc., whose mission is to find talented, underserved young people and prepare them for corporate and community leadership. During our more than 30-year partnership with INROADS, Pitney Bowes welcomed the new

'Pitney Bowes has always been a great place for women in the workplace. In my 22 years at Pitney Bowes, I have felt supported and empowered by each of my managers and by our PB leadership. When I was the president of the National Association of Women Lawyers in 2015, Pitney Bowes and my colleagues were behind me 100% of the time, allowing me to lead an organisation focused on advancement of women in the legal profession and an advocate for the equality of women under the law. At PB, I've been involved as a core team member in our Women's Inclusion Network and in the development of women to further Pitney Bowes' business success. Together, we support women in our workplace and help them and Pitney Bowes to succeed. I feel fortunate to be part of the Pitney Bowes family where women are valued and encouraged to succeed.'



– Marsha Anastasia
Vice President, Deputy General Counsel – The Americas
Chair, PB WIN Mentoring Pilot



perspectives that these young interns brought to the table and empowered them to become valued employees across a range of disciplines.

A highlight for several consecutive summers, including 2019, was the Pitney Bowes Next Generation Conference (NextGen), where interns and young professionals had a chance to interact with our senior leadership team while learning about global commerce, our changing business and their professional development.

The Early in Career (EiC) programme is a comprehensive career development experience that helps to prepare the next generation of Pitney Bowes leadership. Employees are nominated

for participation and go through more than a year of development, counselling, mentoring and action-learning projects to enhance their skills for leading in our global markets.

Geography

We are a global company of more than 11,000 employees serving clients and markets in over 100 countries. We believe strongly that our ability to understand and respect cultural differences across geographies makes us more responsive to our clients and each other and helps us to achieve our common goals.

Delivering value to clients and employees around the world requires interacting with them in alignment with

local business practices, cultures and language. Our Global User Experience team helps us to do this. We host Globalisation Summits in different geographical areas. These events are great opportunities to share best practices and educate internal stakeholders about the importance of building products and communication strategies with a global audience in mind. Our Design System provides design and code guidance to help ensure great experiences for clients, wherever they may be.

People of colour

We believe there is one race – the human race. Yet because of systemic racism, skin colour can have a disproportionate impact on virtually all aspects of the life experience, especially for Black or African-American people. We are proud that in the 1940s, our company first voiced and demonstrated its commitment to racial equity and opportunity when CEO Walter Wheeler directed personnel to make sure that our policies did not prevent hiring without regard to race or religion. In 1943, we created a programme to actively integrate African Americans into our workforce, and the CEO suggested using the demographics of the neighbourhoods in which we operated as a goal for the composition of our workforce. By the mid-1940s, African

'These are very tumultuous times. We as a people are re-evaluating our past and numerous events that created our present. Pitney Bowes understands it is going to take more than one person, one group of people or one company to change the course of our future. PB is engaged in the conversations that will create positive change within the organisation. For me, it speaks volumes when you look at your leadership and they represent the true composition of the company workforce. Pitney Bowes is not backing down from this sensitive and challenging opportunity – they are meeting it head on with passion, partnership and commitment to do what is best for all.'



– Stacy Alexander
General Manager Arlington,
Pitney Bowes Presort Services – DF2



Americans had assumed a variety of roles within the company – including our first office worker of colour, an African American woman hired in 1946. Today, people of colour comprise 50% of our company's US workforce, 18% of our senior management, including Christopher Johnson, President of our Global Financial Services business, and 28%

of overall management. We have had people of colour on our Board of Directors since the early 1980s, with the most recent addition being Sheila Stamps, an African-American woman. Our overall population of people of colour is a fairly even mix of Hispanic/Latino, Black/African American and Asian. While these are all markers of progress, we know that we can do

better. We are committed to increasing these numbers throughout our organisation, including our management ranks. We are actively listening to our African-American employees, and all employees of colour, to continue moving forwards in meaningful ways that enhance growth, development and opportunity.

We partner with regional and national organisations such as the National Urban League, NAACP and INROADS to support the diversity of our talent pipeline and the development and advancement of our professionals of colour. We continue to embed diversity and inclusion into all of our talent management processes, because we know that the effective management of diversity is just good people management.

Veterans

Military service requires purpose, commitment and collaboration in pursuit of common goals. We value these same qualities at Pitney Bowes. We sponsor a number of events recognising veterans and veteran business owners. In addition to showing our support for veterans, these events also serve as a way for us to source talent for our workforce and veteran-owned businesses for our supplier network. Our Careers at PB site offers a military skills translator to

help veterans identify opportunities at Pitney Bowes.

We also celebrate veterans internally with a video Hall of Honour and profiles highlighting how they have added their talents and skills to the Pitney Bowes team.

People with disabilities

We recognise the value of having employees with different abilities within our workforce and offer numerous supporting programmes. One example is our collaboration with the Virginia Department for Aging and Rehabilitative Services to attract and develop new employees in the Richmond, Virginia area. Another is our partnership with Independent Living Resource Center in Jacksonville, Florida, through their job shadowing programme. We also celebrate National Disability Employment Awareness Month with feature stories about individuals with disabilities who are an important part of our team.

Awards and recognition

Pitney Bowes' long record of advocacy and commitment to diversity and inclusion has been externally recognised with numerous awards throughout our history, including:

- Equal Opportunity Employment from the National Urban League (1950)

- Catalyst Award for the Advancement of Women (1994)
- Fortune Magazine's Best Companies for Minorities (six times, starting in 1998)
- Hispanic Magazine's Top 100 Companies for Hispanics (seven times, starting in 1999)
- Black Enterprise Magazine's Best Companies for Diversity (seven times in the 2000s) and
- DiversityInc's Top Companies for Diversity (five times, starting in 2001, including #1 in 2004)

Some of the ways we've been recognised for leadership in diversity and inclusion more recently:

- Bloomberg Gender Equality Index (2019)
- America's Best Employers for Diversity (Forbes Magazine 2019)
- America's Best Employers for Women (Forbes Magazine 2019, 2018)
- America's 500 Best Large Employers (Forbes Magazine 2017, 2016)
- Olga Lagunova, Pitney Bowes Chief Data and Analytics officer, named one of 14 'Women Tech Superstars to Watch' by Hackbright Academy
- Recent BRAVA Awards (YWCA of Greenwich, CT)
 - 2017 – Lila Snyder
 - 2016 – Sheryl Battles
 - 2015 – Abby F. Kohnstamm
 - 2014 – Rose M. Velez-Smith
 - 2013 – Kathleen Ryan Mufson

'One of the attributes about our corporate culture, rooted in the history of our organisation, that I have appreciated and valued the most is our legacy of inclusion. Walter Wheeler set the bar high from our earliest days, and today our organisation reflects that forward thinking. He felt that celebrating diversity, whether race or background, separated us amongst our contemporaries, and today this feels more important than ever.'



– Sean Kane
Director, Strategic Shipping and Locker Sales

- Stamford Alumni Chapter Kappa Alpha PSI Fraternity and the Stamford Alumni Diamond Foundation honoured Sheryl Battles, Vice President Communications and

Diversity Strategy, as business person of the year in 2018

- Virginia Department for Aging and Rehabilitative Services Award, 2017

'Diversity and inclusion does not happen by accident; it becomes part of the cultural fabric of a company over many years of doing the right thing in the right way every day. As a member of the Pitney Bowes global community, I can attest that we not only see, hear and appreciate diversity of thought, race, gender, religion, colour and sexual orientation, but we seek it out, we nurture and support it. We know that it is this diversity and pluralism that makes us stronger and more resilient as a company; after all, a 100-year-old company does not happen by accident either.'

– Shemin Nurmohamed
Chief Operating Officer, Sending Technologies



India

- Gold Award for Excellence in Leadership Development (Brandon Hall Group, 2017)
- India's Top 10 IT Companies to Work For (Great Places to Work Institute, 2017)
- India's Top 10 Companies to Work For (Great Places to Work Institute, 2017)
- India's Best Companies to Work For (Great Places to Work Institute, recognised eight times, most recently for 2018 and 2016)
- HR Excellence Awards (World HRD Congress/Global, 2016)
- Greentech Awards (2016)
- Excellence in Change Management Award (Association for Talent Development, 2016)

Supplier diversity

In keeping with our commitment to diversity and inclusion throughout Pitney Bowes, we are committed to growing our business using diverse suppliers. We believe that diverse businesses enhance our global supply base, providing innovative strategies and solutions while meeting or exceeding expectations in the areas of cost, quality and delivery.

For more information on our supplier diversity programmes and policies, [click here](#).

Engagement

We believe strongly in a high-performing, client-oriented culture of innovation, learning and engagement. Our employees' passion, professionalism, energy and goodwill drive innovation, collaboration and client value – which drive our growth and financial success.

Highly engaged employees are crucial to our company's success. Engaged employees have a strong focus on clients, radiate optimism and regularly achieve or exceed their objectives. Pitney Bowes seeks to engage, enable and energise employees through challenging work assignments, training and career development opportunities that promote personal and professional growth. We solicit feedback, encourage dialogue and measure engagement through formal and informal mechanisms.

One of our most important measuring tools is our annual multi-language global employee survey. The survey explores sustainable engagement drivers such as client focus, diversity, growth and development, innovation, manager effectiveness, teamwork and communication. In 2019, for the fifth year in a row, employees participated at a rate that placed us at the top of our industry. We are proud of the fact that our scores in the diversity and

inclusion category are consistently our highest – above global high-performing companies – and that the category where we made the largest year-on-year gain in 2019 was client focus.

Using data from the survey, we created a robust resource of best practices including articles, videos and infographics. We also conducted targeted pulse surveys to assess progress against action planning for a variety of teams throughout the year.

Development

We focus on hiring talented people, tapping into current employees' potential and designing impactful solutions that build upon their existing skills and help them to develop further. We see employee development as a partnership, a 'triangle of accountability' between the company, the individual employee and their manager. We support this approach both from within our Human Resources organisation and through partnerships with third parties such as NIIT.



Craft a better future through coaching

Four principles guide our approach:

01. Enable profitable revenue growth
02. Think globally
03. Accelerate an inclusive, high-performing learning culture and
04. Drive performance excellence through talent analytics.

Our approach has allowed us to be proactive and nimble in response to business challenges. Where feasible, we integrate evidence-informed decision-making in the areas of Sales, Services, Client Operations, Product Launch Enablement and Leadership Development, with targeted learning outcomes to justify the investment. We deliver our programmes in multiple formats, with increasing emphasis on virtual/mobile offerings available to large numbers of employees. We are also partnering globally across the entire HR organisation to create a unified 'talent management ecosystem' as we transition

to the Workday Human Capital Management (HCM) platform in 2021.

We believe it's important for employees to have opportunities to use the skills that they develop. We continue to promote our internal web resources to help employees to pursue such opportunities.

In 2019, we further embedded our Enabling High Performance strategy and integrated our quarterly feedback check-in process into our learning management system platform. We supported these changes with training for managers to help them have effective feedback conversations. We also launched a global coaching programme for all people managers, 'Craft a Better Future Through Coaching'.

Over the last several years, we have developed and implemented a comprehensive offering of leadership

development programmes. While we continue to pivot to a more virtual delivery approach, the following remain a core part of our offering:

Team Lead Essentials

This stand-alone programme for Presort is designed for hourly employees exhibiting supervisory potential. The programme is designed to help reduce turnover by providing focused skill development. Participants gain skills in areas such as how to increase teamwork, communicating with respect, influencing without authority, resolving conflict, improving engagement and proactive retention tactics.

Leadership Essentials for Supervisors

This stand-alone Presort programme serves newly hired or newly promoted supervisors of hourly direct reports. The training helps participants to assess their own ability to think, act

and influence through personality assessment, engage in productive discussions with direct reports, peers and leaders, develop personal action plans to strengthen their people skills and practice goal setting, coaching and time management.

Leadership Essentials for Managers

This enterprise-wide programme is designed for newly minted people managers or for managers who would like a refresher on best practices. It is also open to managers who have not completed a leadership development programme since acquiring their position. We offer it both as a stand-alone programme and as a prerequisite to role-specific leadership programmes.

Site Leader Network (Lead Locally, Engage Globally)

Building a sense of community, collaboration and vitality at our work sites is a critical component of sustaining our culture and values. Going into its third year, this programme identifies senior leaders to serve as site leaders at facilities with 50 or more employees. These leaders engage teams to sponsor initiatives in their communities, develop site-wide communication strategies and gain a deeper understanding of the talent at their sites. We support these leaders with monthly updates on corporate initiatives as well as site-specific information.

High Potential programmes

We believe strongly in identifying and investing in high-potential talent to help accelerate business results and ensure a strong pipeline at all levels of the organisation. We have four enterprise-wide High Potential programmes in addition to specific leadership initiatives for individual business units:

SPRINT is a six-month development programme for individuals at the non-exempt and entry-level exempt levels of the organisation. Launched in the Sending Technology Solutions business unit in 2017, SPRINT is designed to educate employees on topics such as development planning and the skills and capabilities required for front-line managers, while providing interactive access to leaders at multiple levels of the organisation. In 2018, we extended SPRINT to all Pitney Bowes business units, and we are offering it again in 2020.

The Early in Career (EiC) programme is a 13-month global offering designed to accelerate the professional and personal growth of employees with up to ten years of professional experience who have demonstrated executive potential, as identified through our Strategic Talent Review process. Participants are mentored by senior executives, receive group coaching and

attend professional development seminars. At the climax of the programme, they are assigned to work on visible business challenges and opportunities developed by our senior executive sponsors. The sixth cohort of programme participants will begin in 2020 and graduate next year before being deployed across the organisation.

BTS (Business Training Systems) is a business simulation exercise lasting two and a half days that educates our High Potential Senior Managers and Directors on business acumen and the importance of decision-making in business. This in-person training puts leaders into businesslike situations in which they have to make real-time decisions and then witness the long-term effects of those decisions.

ExecOnline is our newest executive-level leadership offering. Launched in 2019, this third-party offering allows executives at the director level and above to take appropriate business certification courses from some of the most prestigious universities.

Recruitment

We seek to help the company grow by acquiring and developing top talent. To do this, we combine a strong focus on internal mobility with a strategic approach to the recruitment of external talent.

Key to this process is driving a robust, streamlined candidate experience. In 2019, we invested in a talent management software with a natural language, AI-enabled chatbot for use in our external careers site.

We also work hard to find and secure diverse talent by diversifying our candidate slates. Last year, we added new technology tools to encourage more inclusive access for veterans, under-represented minorities and women, both currently employed and returning to the workplace. We also updated our recruitment marketing and media support to highlight the company's commitment to diversity and inclusion. The result: More candidate views and click-throughs to our careers site.

Other 2019 achievements included the successful roll-out of Visier recruitment analytics, the recruitment of PB's first Over the Road driving teams, creation of a Presort technician recruitment toolkit aimed at encouraging an early-in-career talent pool to bolster our hard-to-fill technician population, and the first phase of building out Wheeler Financial sales and operational capabilities.

Health and wellness

Providing a healthy work environment has long been an important part of our culture at Pitney Bowes. In maintaining our commitment, we offer comprehensive benefit and wellness programmes to our employees worldwide.

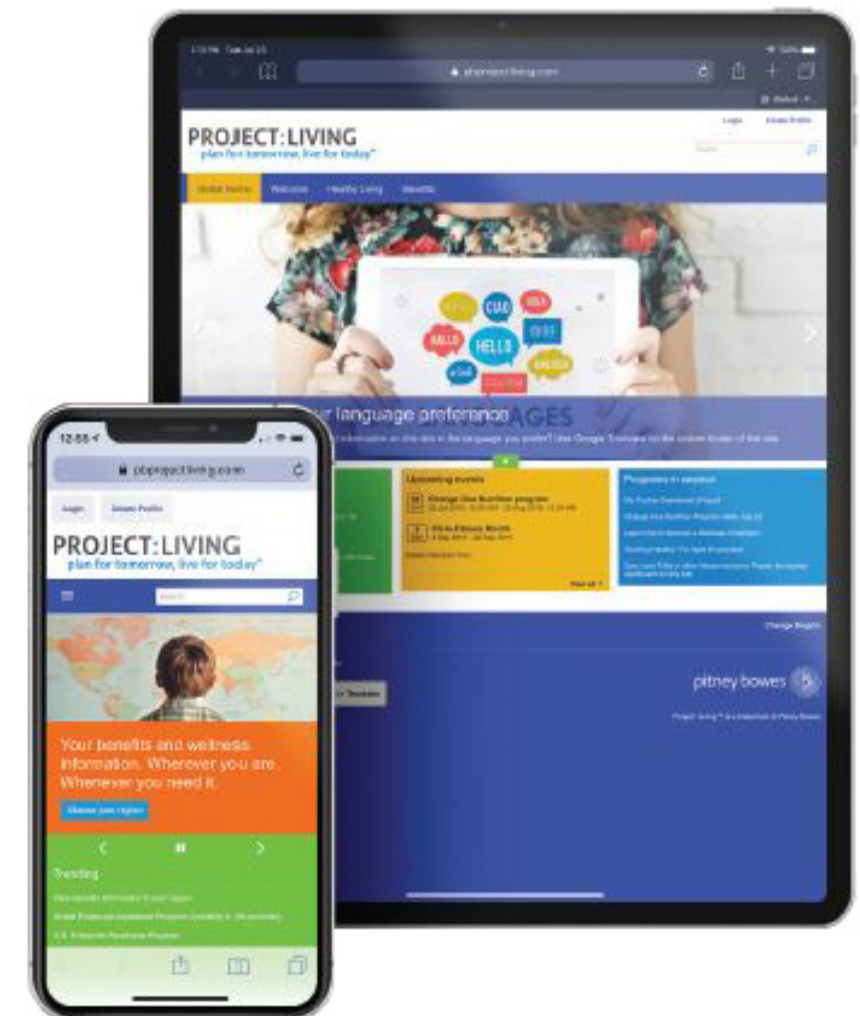
Supporting physical, emotional and financial well-being

Our **Project: Living** website serves as the gateway to resources and programmes to help employees and their families at work and at home. We help employees to connect with resources and services that support their physical, emotional and financial well-being. Topics covered range from wellness programmes to health benefits, financial planning services and numerous other resources in support of total well-being.

In addition, free programmes and benefit offerings are available year-round in the US and other regions in over 70 locations, with a focus on:

- Flu and other recommended vaccinations
- Travel medicine consultations
- Ergonomic assessments and back pain prevention
- Smoking cessation

In 2019, we expanded our programmes and resources to provide virtual support to help employees stay healthy at work and at home. The resources have ranged from programmes on balancing work and life to virtual ergonomic assessments for agile employees.



- Nutrition, fitness and weight management
- Resiliency, stress and mental health
- Financial planning and savings
- Preventive care and cancer screenings



One-in-a-Million Day

Making every step count

Our 13th annual 'One-in-a-Million' one-day walking event served as a kick-off to our employee health and fitness month in May. This event offers activities that highlight the importance of daily exercise to boost energy and mood. In 2019, employees in over 70 locations walked more than 40 million steps in just one day.

Pitney Bowes has earned recognition from organisations such as the National Business Group on Health® and the American Heart Association for our continued efforts to promote and

support employees' health, wellness and engagement.

Making healthcare easily accessible

In addition to providing high-quality affordable care to more than 10,000 US employees, we structure our benefit offerings to make access to care as convenient as possible. Four on-site medical clinics provide care to our workforce at those locations and to employees visiting from other sites. Employees can also obtain cancer screenings for breast or skin, health screenings with coaching, vision and

hearing tests, smoking cessation support and other services.

We offer telehealth care to employees both through our medical clinics and through our benefit carriers.

In partnership with our benefit suppliers, we conduct workshops and webinars on topics including sleep disorders, addiction, mental health, parenting, elderly care and more. Employees and family members also have 24-hour access to a network of board-certified physicians and providers online through other telehealth services.

Meeting people where they are in their journey

Our programmes are designed to motivate employees in making positive lifestyle choices. Our wellness team consists of registered dietitian/nutritionists, an exercise physiologist and certified health coaches. We also have a worldwide network of Pitney Bowes Wellness Champions who volunteer their time to coordinate wellness events. Through our offerings, employees have access to on-site and virtual activities, as well as telephone services in areas such as nutrition counselling, health coaching, fitness classes and team-based programmes. In the US, our Wellness Perks programme offers incentives for

employees and covered spouses or partners who make physical activity a part of their everyday life.

Setting up for financial success

Promoting financial well-being has always been an integral part of the Pitney Bowes wellness philosophy, and we provide programmes and resources to help employees wherever they are in relation to their financial goals. Examples include programmes that offer savings on everyday products and services, financial planning resources and retirement plans.

In the US, these programmes enable employees to receive expert guidance on managing finances, creating a budget and saving for the future. We also offer a budgeting, savings and pay advance app to help employees manage short-term cash flow and access funds when needed.

Fostering a culture of mental health awareness

For decades, our Employee Assistance Program, now available in 20 countries, has offered employees and their families access to free mental health counselling and related resources. We recognise the importance of workplace mental health as an essential contributor to a culture of inclusion. By shining a light on mental health resources, we can help to reduce

stigma and encourage dialogue across all levels of the organisation to sustain resilience and coping skills.

Personalised guidance and support for those affected by cancer

In our continuing partnership with Johns Hopkins, we offer Work Stride: Managing Cancer at Work, a programme in which a dedicated oncology nurse navigator provides personalised, compassionate guidance and education to those affected by cancer, and to caregivers and managers.

Innovating the future of healthcare

In collaboration with 54 like-minded companies representing seven million employees, we joined the Health Transformation Alliance (HTA) to address healthcare issues in the United States. Since joining the HTA, we have launched network solutions in conjunction with high-value providers such as CVS Health to offer cost-effective prescription drug coverage. We continue to focus on innovative ways to reduce healthcare costs while creating a highly personalised and efficient experience for our employees.

Safety

We are committed to maintaining a safe and environmentally sound workplace for our employees, contractors, clients and guests. There is a shared sense of accountability for safety, both at the corporate level and within each business as part of our core values and the way that we work. Site leaders, business leaders and senior executives regularly engage in dialogue on safety matters ranging from emerging issues to overall safety performance. We also use the meetings of the company's Ethics and Compliance committee to raise emerging issues and opportunities for improvement.

All Pitney Bowes operations are accountable for identifying safety risks, and for mitigating and formally managing those risks. The Environmental Health and Safety (EHS) group works in close partnership with local site management and front-line employees to find ways to eliminate injuries, reduce related costs and identify opportunities for improvement to enable our businesses to succeed. We track several leading indicators such as safety committee meetings, employee training and facility inspections, and regularly perform evaluations of our sites, which are an important part of our overall EHS performance assessment.

Performance

In 2019, we experienced an increase in

overall work hours due to network expansion, and yet saw only a small rise in the total number of OSHA recordable injuries, equating to an 11% increase in our Total Recordable Incident Rate (TRIR). This uptick is primarily due to an increase in manual material-handling tasks, which have led to additional sprains, strains and other related soft-tissue injuries. Historically, these types of injuries are the most common to occur within our operations. EHS regularly collaborates with Engineering and Operations to make ergonomic improvements wherever possible. See case studies for further information.

Risk mitigation

Many of our employees work with high-speed processing equipment, semi-automated equipment, robotic equipment and powered industrial vehicles (PIVs). In addition, their work often places them on or around loading docks. We work continuously to mitigate specific hazards associated with this work, and more generally to make our equipment and processes as safe as possible. Recent examples include the following:

We have installed 'smart' conveyor systems in many of our Presort Services facilities and Global Ecommerce centres. These conveyors reduce interaction between employees and the material being conveyed, while also improving ergonomics.

We are also pilot-testing 'auto-sleeve' systems at our Presort Services facilities. By automatically placing post trays into cardboard shipping covers or sleeves, these systems reduce the need for manual material handling and eliminate a repetitive task for employees.



In addition, we distributed a variety of ergonomic coaching materials to encourage local discussions and guide task-specific training to our front-line employees. We have a training programme called 'We've Got Your Back' that combines prevention strategies with health and wellness tips to help minimise ergonomic-related injuries in both our industrial operations and our office environments.



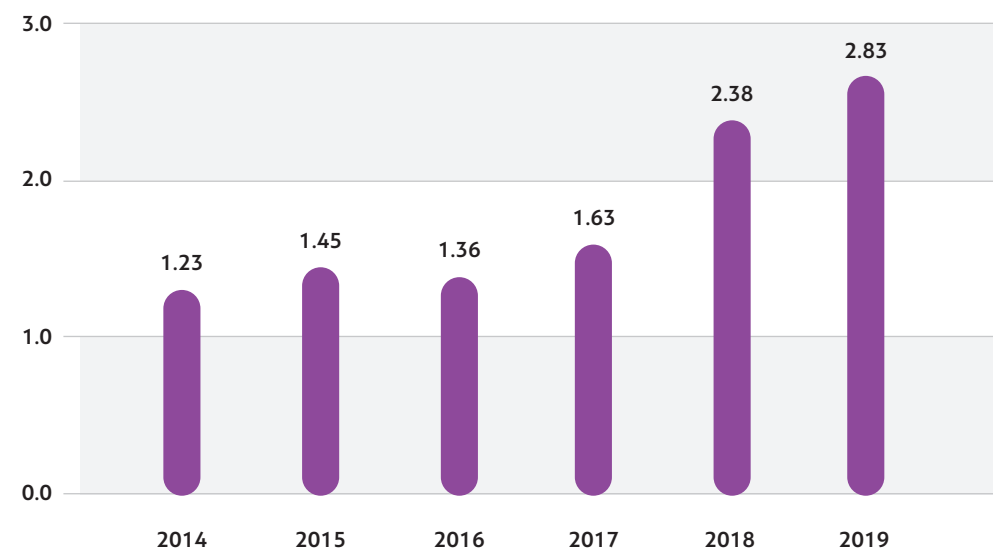
Lost and restricted

	2017	2018	2019
Lost time cases	86	96	116
Lost workday case rate	0.47	0.61	0.76
Restricted cases	221	225	241
Restricted workday case rate	1.22	1.42	1.58

Total recordables

	2017	2018	2019
Total recordable cases	352	379	409
Total recordable incident rate	1.94	2.39	2.68

Year-on-year TRIR trend – Total PBI



Powered Industrial Vehicle safety improvement

In 2019, we continued our efforts to reduce the number of PIV-related incidents. We report on the metrics quarterly to senior business leaders to engage them as partners in mitigating these risks. We have taken steps in many of our operating centres to enhance the flow of PIV traffic and eliminate pedestrian/PIV interactions, and we include these improvements in all of our new building layouts. They include:

- Establishing PIV-only aisles in dock areas
- Physically separating pedestrian walkways in areas of high PIV traffic
- Reducing permissible speeds on PIVs
- Improving our operator training
- Sharing all lessons learned from PIV incidents
- Equipping forklifts with safety features such as pedestrian 'spot' warning lights, amber flashing warning lights and louder back-up alarms.

Support of new business operations

The EHS team regularly engages in identifying and evaluating risk in relation to new business opportunities. This process covers environmental due diligence as well as the evaluation of health and safety hazards. The team provides an assessment of Life Safety

Codes, facility layouts and overall operations. As appropriate, additional safety training programmes are implemented and full job hazard analyses are conducted. In addition, EHS will develop any new policies and procedures necessary to ensure that the business begins operations in full compliance with all applicable regulations.


Audits and site reviews

We regularly review the safety of our operations through both formal audits and more informal site visits to advise, review safety issues or questions and discuss potential improvements. We also use our site visits and audits as opportunities for coaching and collaboration. We identify any regulatory or EHS management system deficiencies, enter corrective actions

into a tracking system and monitor the action until complete. In scheduling each year's roster of audits and site visits, we prioritise based on factors such as recent injuries, severity of injuries, timing and findings of prior audits, new processes or equipment, expansions/construction and experience of personnel.

Updated Job Hazard Assessments for US field service

Job Hazard Analysis (JHAs) are a key part of our EHS management system. We had previously conducted thorough assessments within our Commerce Services business. In 2019, we refreshed our JHAs within our Sending Technology group by conducting detailed task-based risk assessments based on the active

Safety Glasses			Certified By:			Printed Name or Signature		
Note: If you are requiring the use of any of respirators, hearing protection, or fall protection equipment you must contact your Corporate EHS Manager for assessment and approval.			Certification Date:					
			Review/Revision Dates:					
pitney bowes 								
			Job Hazard Analysis (JHA) Detail			Page 2		
			<i>* Page 2 information should be used to develop summary information concerning risks and controls on Page 1</i>					
Sequence of Basic Job/task Steps			Potential Hazards (see hazard table on page 3 be as specific as possible)			Required Controls (see hierarchy of controls on page 3 be as specific as possible)		
Turn the machine to off, and unplug machine			Tripping hazard			Training - good housekeeping		
Identify area of damage								
Remove the damaged "wow" unit								
Using the phillips head screw driver, remove the screws to reach the belt and springs			Ergonomics - twisting/ repetitive motion			Training		
With the flat head screw driver, remove the spring by unhooking it from one side of the hook			Potential for screwdriver to slip and cause a laceration					
Put pressure on wheels and remove old belt			flying objects			Safety glasses		
Put pressure on wheels and insert new belt			flying objects			Safety glasses		
Compress the spring with a flat head screw driver			Struck by flying objects			Safety glasses		
Insert spring back into position			Struck by flying objects			Safety glasses		

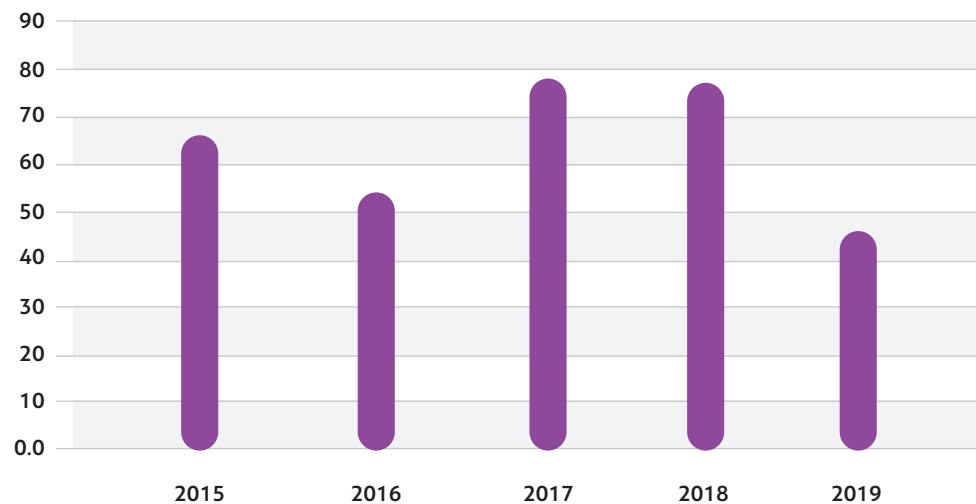
Example of task-based risk assessment

participation and valuable input from our field service employees. With their help, we identified new risks, determined appropriate control measures and implemented them to eliminate the hazards. The new measures include modified PPE, lift and assist programmes, defensive driver training and more frequent check-ins with the EHS team when new hazards are identified in the field.

Sharing data and lessons learned

In 2019, we upgraded our risk management/injury management software to a new combined platform that makes it easier to obtain and analyse patterns in injuries and cost data. While we continue to strive for zero incidents, we use any incidents that do occur as opportunities to learn and improve. We quickly publish data and share lessons learned.

Reading, Pennsylvania, OSHA recordable incidents



Case study

Safety improvement at Reading Presort Facility

Faced with a much higher than average pattern of recordable injuries (2018 TRIR of 12.28), site leaders at our Presort Services facility in Reading, Pennsylvania, took a comprehensive series of actions to bring the rate down.

The following were among the steps taken:

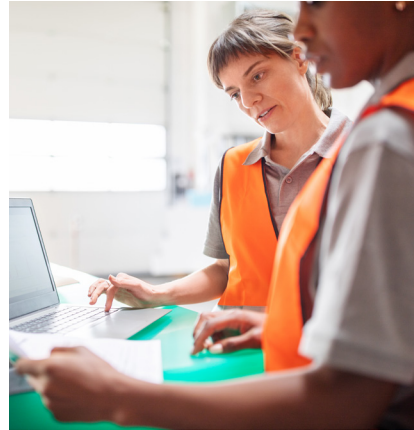
- Adding an athletic trainer to the team and launching an Industrial Athlete programme
- Creating a safety supervisor position responsible for all matters related to safety
- Creating a system of weekly safety checklists to be completed by the management team
- Actively promoting corporate wellness events and programmes (including an expanded Fit in Fitness Month)
- Holding safety focus groups with employees
- Implementing a new pre-shift warm-up stretching routine for employees and management.
- Empowering an Incident Review Board to meet weekly to review each new incident
- Implementing a site-specific Safe Work Practices standard for PIVs
- Adding additional safety training materials as a part of the orientation programme for new employees
- Certifying all supervisors and managers in CPR/AED/first aid

The results were dramatic. In 2019, the site attained a 40% reduction in OSHA recordable injuries with a TRIR of 10.73, as well as a reduction in the overall cost of claims. Other locations are learning from these initiatives and adapting them to benefit their operations.

Corporate responsibility report

Clients and suppliers

Doing the right thing the right way applies across everything we do, from our focus on our clients, product design, manufacturing, marketing, sales and support to the ways that we manage our supply chain and other external relationships.



Supplier
Code of Conduct

Supplier
Diversity
Advisory Board

NaVOBA



America's Top Military Friendly
Supplier Diversity Programs,
2020



2019
International
Design Award,
Product Design
(Bronze)

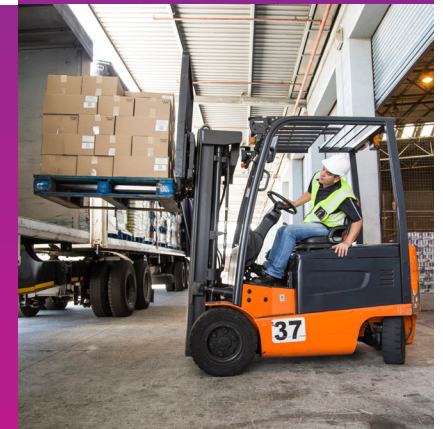
SendPro® Mailstation



SendPro® Mailstation

2019
International
Design Award,
Product Design
(Gold)

Pitney Bowes Design System



A better client experience

In 2019, building on our previous work to develop an enterprise client experience centre of excellence, we created a client experience council to provide an additional level of oversight and drive a 'One PB' approach to resolving client issues. In addition, we established our Client-Centered Innovation Program to enhance employees' ability to use innovative design thinking to solve problems from a client perspective and get to results faster. This three-month, hands-on development programme is now open to individuals and teams across the organisation.

Our focus on the client and employee experience extends to our clients in global markets and our employees around the world. Our globalisation capabilities include the internationalisation of products and localisation of technical and client materials, web content, marketing campaigns and statements. Our translation management system and machine translation capabilities help to ensure effective and consistent delivery of these materials for global clients. At the same time, they ensure that employee policies and communications are localised for our teams around the world.

Awards

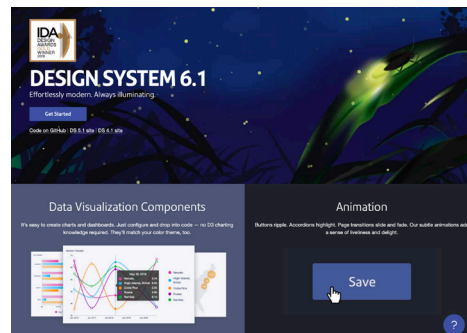
2019 Design Management Institute (DMI) Design Value award for using design management practices to influence Pitney Bowes culture to become more client-focused.

2019 International Design Award, Product Design (Bronze):



SendPro® Mailstation.

2019 International Design Award, Product Design (Gold):



Pitney Bowes Design System.

Supplier Code of Conduct

Pitney Bowes is committed to the highest standards of product quality and business integrity in its dealings with suppliers, including requiring that working conditions in our supply chain are safe, that workers are treated with respect and dignity, and that manufacturing processes are environmentally and socially responsible.

To ensure that our relationships with suppliers support this commitment, we provide our suppliers with a **Supplier Code of Conduct**. We expect our suppliers to apply the code's standards to their own extended sources of supply engaged in the production of goods and services for Pitney Bowes.

Global supplier diversity programme

We are committed to growing our business using diverse suppliers. We believe that diverse businesses enhance our global supply base, providing innovative strategies and solutions while meeting or exceeding expectations in the areas of cost, quality and delivery. We ensure that the following diverse groups have the opportunity to compete for our business.

- Ethnic minorities (includes African American, Hispanic, Asian, Asian Subcontinent, Native American, Alaska Native)

- Women
- Veterans, service-disabled veterans
- Small businesses
- Small businesses located in a historically underutilised business zone (HUBZone)
- Lesbian, gay, bisexual and transgender (LGBT) people
- Economically small disadvantaged businesses (SDB)
- Americans with disabilities

We have a Supplier Diversity Advisory Board that convenes on a quarterly basis to help drive engagement across the enterprise and align with annual objectives. The Advisory Board is led by the Supplier Diversity Program

Manager and includes the VP of Diversity, Inclusion, and Employee Engagement, senior leadership across our business, and procurement supplier diversity advocates. In addition, we work with key external groups focused on the growth and sustainability of diverse businesses.

'Our company's commitment to supplier diversity comes from a long history of doing the right thing, the right way. Maintaining that level of integrity and standard above all else is what makes Pitney Bowes a leader in diversity and inclusion practices that we can be proud of.'



– Cynthia Toscano-Lopez
Supplier Diversity Program Manager

We have a [supplier diversity registration portal](#) for diverse businesses, where Pitney Bowes employees responsible for procurement can search for qualified diverse suppliers. Other current initiatives include the following:

- Sourcing: Procurement professionals adhere to a sourcing plan that supports the inclusion of diverse businesses in formal sourcing initiatives (RFI/RFP/RFQ). Project-based or other sourcing initiatives that do not fall under a formal process may also consider diverse suppliers.
- Development: Helping existing diverse suppliers to expand their offerings or improve processes to enable them to capture additional Pitney Bowes business. This can be done via one-to-one feedback during a sourcing initiative, via a webinar or through an external organisation's programmes (i.e. match-maker events, round tables, speaking engagements, etc.)
- Communication: Ensuring that stakeholders across the company understand the benefits of a diverse supplier base and communicating the benefits to senior management and business leadership. Pitney Bowes has a supplier diversity training module available to all employees.
- Metrics: Developed a performance scorecard to clarify current

conditions, future opportunities and action items for quarterly presentation to the Supplier Diversity Advisory Board.

Reporting

We report quarterly diverse supplier spend and assess it against our US General Services Administration (GSA) Annual Subcontracting Plan. Our quarterly reporting capability includes second-tier spend, which we provide to clients representing a minimum of US \$1,000,000 in annual revenue. We use an indirect reporting model based on the percentage of revenue from each client and the percentage of spend across diverse supplier categories. We currently report and monitor qualified spend with the following business types: Small, minority, women, veteran, service-disabled veteran and HubZone. In addition, effective January 2020, we monitor and internally track LGBTQ+ supplier spend against internal targets.

Supplier qualification and certification

We require all suppliers to meet high standards of product and service quality, as well as specific objectives related to cost, quality and delivery. To be considered to do business with Pitney Bowes, diverse businesses are encouraged to register on the [supplier diversity portal](#). We also encourage

them to seek certification from one of the following agencies:

- National Minority Supplier Development Council (NMSDC)
- Women's Business Enterprise National Council (WBENC)
- Small Business Administration (SBA)
- Association for Service-Disabled Veterans (ASDV)
- National Gay and Lesbian Chamber of Commerce (NGLCC)
- National Veteran-Owned Business Association (NaVOBA)
- Minority Supplier Development UK (MSDUK)
- WEConnect International

We also accept certification by federal, state and local governments in the United States.

Outreach organisations

We provide opportunities for small/ diverse suppliers to connect with sourcing professionals and internal stakeholders. We are an active leader and member of several organisations that are dedicated to the advancement of diverse supplier development:

- The National Minority Supplier Development Council
- The Women's Business Enterprise National Council
- The National Veteran-Owned Business Association

Supplier diversity performance

Pitney Bowes' overall diverse supplier spend for 2019 was a company record high of 20.8%, exceeding the plan target of 17.5% by 3.3 percentage points (PPT) and a 4.1 PPT increase

from 2018 results (16.7%).

Recognition and awards

We have received numerous awards and recognition for our global supplier diversity programme, including:

DiversityPlus Magazine Top 30 Champions of Diversity – 2016

	2015	2016	2017	2018	2019	2020
US Veteran's Magazine 'Top Supplier Diversity Program'	✓	✓	✓	✓	✓	
NaVOBA 'Best Corporations for Veteran's Business Enterprises'			✓		✓	
NaVOBA 'America's Top Military Friendly Supplier Diversity Programs'	✓	✓				✓
NaVOBA 'Corporation Veterans Advocate Champion'		✓				
WBENC 'America's Top Corporation Award'		✓	✓		✓	
WPEO-NY 'Outstanding Women's Business Advocate for the NY Region'			✓			
Women's Enterprise USA Magazine's 'WE Top 100 Corporations of the Year'		✓	✓	✓		
MBNUSA Minority Business News – 'Corporate 101: Most Admired Companies for Supplier Diversity'		✓	✓			
MBNUSA Champion of Supplier Diversity Magazine		✓				

Memberships with the following organisations



Conflict minerals

Section 1502 of the Dodd–Frank Act requires all issuers that file reports with the Securities and Exchange Commission under Sections 13(a) or 15(d) of the Exchange Act of 1934 to make certain filings and/or disclosures as to whether any tin, tantalum, tungsten or gold ('conflict minerals') 'necessary to the functionality or production' of the issuer's products originate from the Democratic Republic of the Congo (DRC) or adjoining countries (the 'Covered Countries'). Pitney Bowes' Form SD and Conflict Minerals Report, in which we disclose the supply chain due diligence we undertook in 2018 to try to determine whether any conflict minerals used in our products may have originated in the DRC Covered Countries, can be [downloaded here](#).

Transparency in our supply chain

California Transparency in Supply Chains Act /UK Modern Day Slavery Act statements

In compliance with the state of California's Transparency in Supply Chain Act and the UK Modern Day

Slavery Act, Pitney Bowes has disclosed what we require of our suppliers in our efforts to eliminate forced labour and human trafficking in the world's supply chain. Among other things, our direct suppliers acknowledge and agree to abide by our standards as set forth in the Supplier Code of Conduct and contractually agree to give us access to information that would allow us to verify that they are not engaged in trafficking and to extend the Code to all of their extended sources of supply. See our full California Transparency in Supply Chain Act statement [here](#) and our UK Modern Day Slavery Act statement [here](#).

Corporate responsibility report

Community

Creating meaningful impact

Pitney Bowes has been committed to our communities throughout our company's history. In the company's early days, Chairman and CEO Walter Wheeler established the ideals of fairness, partnership and community service as core values in our culture. Today, we bring that same spirit of optimism, integrity and empathy to our communities around the world through the work of the Pitney Bowes Foundation and with the generous participation of employees at every level.

We focus our philanthropy efforts on literacy and education, supporting innovative and effective programmes in underserved school districts that are often forced to deal with social and economic inequality. Through philanthropy, partnership and volunteering, we work to help ensure that all students have a better opportunity to grow to their full potential. The programmes that we support address needs at every stage from early childhood to workforce development, including literacy, STEM (science, technology, engineering and maths) and entrepreneurship education.

We work with proven non-profit partners whose missions and objectives align with our purpose.



Dedicated to
community service

83 projects
48 locations
1,000 volunteers
in support of education



Pitney Bowes CEO Marc
Lautenbach recognised with
the 25th annual United Way of
Western Connecticut
**Heart of Gold
Award**

More than
US\$1.9M
donated through employee giving
and matching gifts



Opportunity for all



Pitney Bowes Foundation
focuses efforts on literacy and
education

Since its inception in 1992,
The Pitney Bowes Relief Fund
has provided more than

US\$3M

to support those impacted by
natural disasters and personal
tragedies



Through our global employee involvement partner, the United Way, and Pitney Bowes Foundation grantees, we are able to make a difference at the local, national and global levels.

In addition to literacy and education, we address other critical community needs through our support of disaster relief efforts and organisations that provide access to health and human services. Our intention is to make sound social investment decisions that create value for our communities across the globe.

Our employees' participation in these efforts is an enduring part of our culture. The passion of our colleagues led to the creation of our team volunteer programme, Dedication to Education, which has grown into a global effort, helping to strengthen communities and build brighter futures.

Employee volunteering activities at Pitney Bowes

Community service is a long-standing and important part of our culture. Our employees are enthusiastic volunteers who bring their passion, talents and their generosity of spirit to effect

positive change in our communities. Individually and together, our colleagues across the company have volunteered to support early literacy, career development, STEM education, mentoring programmes, environmental causes, food and blood drives and much more. We have learned first-hand from our PB volunteers how giving back has enriched them, strengthening their own career development and expanding their world views. Through hands-on and skills-based volunteering activities, including non-profit board service, our colleagues collaborate with our community partners, strengthening programmes and expanding opportunities for children, families and our greater communities. We support these efforts through team and individual volunteer grants. For more information [click here](#).

Partnering with employee volunteers

Support for volunteering

We believe that our support for employee volunteering activities helps our company, our employees and the communities where we operate. This support takes several forms:

Volunteer grants

- Individual volunteer grants: In many cases, we recognise individual employees' volunteering activities by providing grants directly to the non-profits where they volunteer. These individual grants, available globally, range from US \$125 for 25 hours of service to US \$500 for 100 hours.
- Team grants: We also provide grants to cover the costs of materials and supplies for hands-on volunteer projects undertaken by teams of three or more employees or retirees.

Board service for non-profit organisations

One of the most effective ways for employees to serve their communities is by providing leadership and technical skills through service on an organisation's board of directors, and across the company, many of our colleagues contribute their expertise in the support of wide array of organisations. In 2019, 56 employees served as representatives of Pitney Bowes on the boards of local, national or international non-profit organisations.

Career development through volunteering activities

Volunteer service offers employees numerous opportunities to develop their skills. To help them find the right

volunteer opportunity, we provide a toolkit that maps volunteer programmes and activities to specific skills and competencies that they may be interested in developing.

Local community leadership teams

Employee volunteers serving on Local Community Leadership Teams around the world help to inspire their colleagues to become active volunteers in their communities. Pitney Bowes Foundation grants support their efforts. The teams' primary focus is literacy and education, as well as support for blood drives and collections of food, clothing, books, back-to-school supplies and Christmas toys and gifts for those in need in our communities.

Signature volunteer programmes:

Dedication to Education (D2E)

Launched in Connecticut in 2014, our D2E programme has been growing globally ever since. Here's how D2E works: Employee volunteer champions design and implement high-impact team projects, with help from a comprehensive toolkit and grants from the Pitney Bowes Foundation. Projects are conducted in partnership with local

United Way chapters, volunteer centres and other Foundation grantees. All activities and projects support education, a top issue for our business, our employees and people throughout our communities.

In 2019, our D2E celebration spanned 83 projects in 48 locations, drawing more than 1000 volunteers in Australia, Brazil, India, Ireland, Israel, the United Kingdom and the United States. Between highly engaged employee volunteers, outstanding non-profit partners, and team project grants from the Pitney Bowes Foundation, the programme was once again a resounding success.

In partnership with Reading Is Fundamental (RIF), we added a literacy and education event to all of our business unit kick-off meetings. Employees at these events wrote inspiring notes on RIF bookmarks that accompanied books donated to students in the communities where the kick-offs were held. Partners for other events around the world included United Way *Ready to Read* and *Day of Action* programmes, Junior Achievement, Boys and Girls Clubs, local schools, parent-teacher organisations, community centres, children's museums and other educational non-profits. For more information [click here](#).

Share the Message: Read!

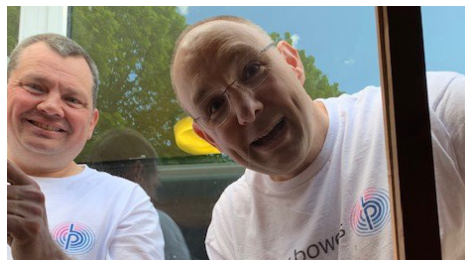
For many years, we have supported the crucial work of Reading Is Fundamental, America's largest early literacy non-profit. A RIF programme that we are particularly proud of is *Share the Message: Read!*, funded by the Pitney Bowes Foundation. Year after year, this programme engages our employee volunteers in working directly with primary school children to help them experience the joy of reading. Our support includes a well-equipped volunteer tote bag containing a story-time book for group reading, related craft activities and an array of age-appropriate books for students to take home. The take-home books cover a variety of subjects geared towards kids' interests; current offerings include books on technology, innovation, coding and communications. The programme has proven to be a powerful motivator to get kids excited about reading and set them on a lifelong path of discovery and enrichment.

celebration of service and our support for education with team volunteer activities supporting our many communities.

- **Stamford, Connecticut:** Pitney Bowes CEO Marc Lautenbach joined employee volunteers at Children's Learning Center's William Pitt Child Development Program for 'Full STEAM Ahead' – a day-long event in which our volunteers led fun and engaging, experiential learning activities in science, technology, engineering, arts and maths with nursery students.



- **Hatfield, United Kingdom:** In partnership with United Way UK, Pitney Bowes employee volunteers



assembled school supply kits and delivered them along with new books to students at Howe Dell School.

- **Shelton/Bridgeport, Connecticut:** Our volunteers took part in a Share the Message: Read! project at Columbus Elementary School in partnership with the Bridgeport School Volunteer Association. Volunteers read *A Balloon for Isabel* and helped students to craft a bookmark and choose a new Reading Is Fundamental book to take home.



- **Noida and Pune, India:** Volunteers provided workshops on technical skills for students from Naviyoiit Foundation and career guidance for students served by the FUEL Foundation.



- **Sydney, Australia:** In partnership with United Way of Australia, employees participating in the regional kick-off meeting assembled school backpacks filled with water bottles, lunch boxes, crayons, books and other fun stuff, and personalised them with inspiring notes. A grant from the Pitney Bowes Foundation to United Way Australia provided funding for the project. The team packed and distributed 70 backpacks for students from 'The Hive' at Mount Druitt. The Hive brings together community services, businesses, government and philanthropy to facilitate change and help to ensure that every child in Mount Druitt starts school prepared to succeed.



benefit children and families. The events combined individual and group activities with donations of books to young students. At each kick-off, we displayed RIF books and provided note cards and bookmarks on which employees wrote encouraging notes to inspire children with the love of learning and reading. A total of 640 children received two books apiece, including 'Click Clack Moo: Cows that Type', as well as an animal mask to assemble and play with. Books were distributed through the Boys & Girls Clubs in Destin and Miami, Florida, Sunrise Elementary in Orlando, Florida, and the Stamford Public Education Foundation (SPEF) in Stamford, Connecticut.



Volunteer events

A global celebration of community service in honour of 100 Days to 100 Years

In January 2020, we kicked off our company's 100th anniversary

Giving back to local communities at kick-off meetings

We strengthened our support of Reading Is Fundamental with a series of community kick-off events in collaboration with our employee volunteers and local non-profits to

Ireland

Forty-four employees from the Dublin, Ireland, office volunteered their time and skills to help paint and refurbish Sugarloaf Lodge, a RehabCare accommodation for residents with physical and sensory disabilities, who live there full time with a caregiver.

Supporting students with learning disabilities in the UK

Pitney Bowes employees once again grabbed their shovels and headed to Watling View School in St. Albans to help in clearing and repairing the gardens and grounds of the school. Watling View caters to pupils with a wide range of learning challenges including severe autism, complex medical conditions, physical and mobility difficulties and developmental delays. Employees cleared outdoor spaces at the school in preparation for the creation of a sensory garden, and also built a storage shed from foundation through to felting the roof.



200 trees and carried out essential coppicing work (removing old and diseased trees) in a biodiverse woodland area more than a thousand years old. Maintenance also requires leaving some dead wood behind to provide habitat for birds, bats, insects and other wildlife. The woodlands also help to protect nearby counties from flooding.



Australia employees help out at schools and community centres

Our Sydney colleagues are long-time supporters of the United Way of Australia and its education programmes. Most recently, they supported an industry tour for students at Marsden High School, in which 13 students toured our offices and gained an understanding of potential career options. Learning about how businesses work and having opportunities to meet with employees help to bridge the gap between schools and the workforce and build career aspirations.

Employees restore woodlands in Harlow, UK

In November, 40 UK colleagues volunteered their time and muscle to Harlow Council to help maintain important UK woodlands as part of National Tree Week. Employees planted

Melbourne employees volunteered at the FareShare Kitchen Garden in Abbotsford where they pruned, weeded, planted and harvested fresh vegetables and herbs. FareShare rescues food that would otherwise go to waste from supermarkets, wholesalers, farmers and other businesses, turning it into free nutritious meals for people in need. It also grows its own vegetables and prepares more than 5,500 free meals a day for charities such as soup vans, homeless shelters, women's refuges and community food banks.

In Brisbane, employees volunteered at Acacia Ridge Early Years Centre and Long Day Care Centre, run by the Benevolent Society. The team spent a day at the centre, restoring hopscotch squares and reading to the children, all in support of the organisation's mission to change lives and help to prepare children for school through enriching programmes, including the Dolly Parton Imagination Library, funded by the United Way of Australia.

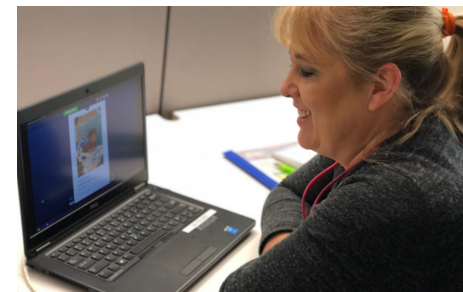


Howe Dell Elementary (UK)

Twenty employee volunteers from our Hatfield office partnered with United Way UK to assemble a virtual rainbow of 437 literacy kits containing new books, pencils, notepads, stickers and other materials to engage students in reading and learning. The kits were then delivered to students at Howe Dell Primary School, a frequent partner for the Hatfield site's volunteer efforts.

Spokane employees mentor students online

In partnership with United Way, our call centre team in Spokane, Washington, has been volunteering once a week to read to children in the community through the innovative Vello one-to-one online tutoring programme. Vello matches tutor teams with local classrooms and engages volunteers in reading e-books with students using simple screen sharing and audio in a safe and secure digital setting.



Reading to nursery school students in Troy, New York

Fifteen Pitney Bowes volunteers went to Carroll Hill Elementary school in Troy, New York, to visit the school's three nursery classrooms and interact with students in collaboration with Literacy Volunteers of Rensselaer County, a long-time non-profit partner. A Pitney Bowes Foundation Team Volunteer Grant provided items such as backpacks, school supplies and healthy snacks. Volunteers read the book *Hi, Fly Guy!* by Tedd Arnold, and then helped the students to make their own bug jars like the one the character in the book had. Employees also participate in the Literacy Volunteers' Power Lunch programme, reading to students one-to-one each week throughout the school year.



Austin, Texas: Sharing the love for books and learning

Pitney Bowes volunteers visited Child Inc's Brodie Child Development Center (an early childhood learning centre) to help repair books and create an online

catalogue for the centre's lending library. Using the Goodreads app and their mobile phones, they scanned more than 250 books, creating a record of every book including the title, author, ISBN code and a photo of the cover.

'Messy Day' activities make great memories in Naperville, Illinois

Seven Presort Services employees in Naperville, Illinois participated in the Messy Day Activities and Book Drive at their local YMCA. The volunteers worked together to help 100 children to plant tomato plants in flowerpots that had been decorated by volunteers and their family members in time for the event. The children designed and coloured plant markers, enjoyed a snack and took home a reusable tote bag filled with markers, books and other items designed to keep them busy during the summer and stimulate their minds until school starts.

Making a difference in Connecticut

Our Connecticut volunteers have been deeply engaged in our global D2E programme:

- In 2019, a team of employee volunteers joined CEO Marc Lautenbach at a Share the Message: Read! volunteer event with students from the Boys & Girls Club of Stamford's Yerwood Center. At the event, held as part of the United Way

of Western Connecticut's Day of Action, Marc read *Click Clack Moo: Cows That Type*, after which employee volunteers helped the children to create animal face masks.



- In January 2020, more than 30 employees joined CEO Marc Lautenbach at 'Full STEAM Ahead', an educational enrichment day for preschool-age children at Children's Learning Center's (CLC) William Pitt Child Development Center in Stamford, Connecticut. The event was part of Pitney Bowes' centennial celebration of service, and was conducted in partnership with Reading Is Fundamental, Stamford Symphony and CLC.



- Thirty employee volunteers were

joined by more than a dozen family and friends to lead STEAM (science, technology, engineering, arts and maths) activities at the Discovery Museum in Bridgeport, Connecticut. Activities included building and launching paper air rockets, creating individual pocket solar systems, playing moon hide-and-seek, creating moon craters and constructing marshmallow landers. Attendees also had a chance to see a moon rock sample, watch the museum's planetarium show and help to celebrate the 50th anniversary of Apollo 11, the space flight that first landed humans on the moon. The museum's 'Giant Leap Day' programme drew more than 750 guests, and all the children who attended were able to choose two Reading Is Fundamental books to take home.



- Volunteers at our Shelton, Connecticut, site hosted the Shelton Keystone Club, a teen leadership programme of the Boys & Girls Club of Lower Naugatuck Valley, to help members learn more about the world of commerce. The

day's activities included a career panel, tours of Newgistics, Sebring and PB Demo Center and an ecommerce shipping activity.



- Pitney Bowes and our employees have been long-time supporters of Family and Children's Aid, a non-profit provider of mental healthcare for children and their families. Most recently, colleagues helped to redesign the organisation's welcome area by refurbishing model aeroplanes that hang from the ceiling, inspiring children to aim high.
- Seventeen Shelton employees spent a morning reading and creating bookmarks with 131 students from Years 3 and 4 at Columbus Elementary School in Bridgeport, Connecticut in conjunction with our celebration of being 100 days away from the company's 100th anniversary. Students were also able to choose a few new books to bring home. A Pitney Bowes Foundation grant provided each classroom with whiteboards and other essential classroom supplies.

- Team members also took part in a mobile food pantry in partnership with the United Way of Western Connecticut and the Connecticut Food Bank. The mobile pantry is held outdoors in a farmer's market setting for the benefit of working families who cannot get to traditional pantries during their normal hours of operation.
- Stamford-area members of the Communications team spent an afternoon on the Connecticut shoreline volunteering at SoundWaters, an organisation committed to protecting the Long Island Sound and STEM education. Volunteers cleaned life jackets, organised equipment, prepared programme material and helped to clean the beach at Boccuzzi Park in Stamford, where SoundWaters provides environmental education programmes to students from Stamford public schools.



- In Bridgeport, Connecticut, employee volunteers worked with students from nursery to Year 9 at the Geraldine Claytor Magnet Academy as they built individual terrariums,

then joined them for a meal and a game of basketball as part of the XLR8 tutoring programme run by Urban Impact, an organisation focused on educational opportunities for at-risk youth.



- Shelton employees volunteered to build a lighting and sound booth at their local Center Stage community theatre.



- Shelton volunteers also dug into the Grow Your Own Community Garden programme alongside students from the Boys & Girls Club of Shelton. The programme, part of the Valley United Way, provides fresh produce for children in low-income neighbourhoods.
- Another Shelton volunteer contingent prepared snack packs for



almost 600 children at the Irving and Bradley schools in Derby, Connecticut as part of 'Start with Hello' week at the schools.

- Stamford employee volunteers helped to distribute Reading Is Fundamental books funded by the Pitney Bowes Foundation during a 'Books Across Stamford' celebration of literacy.



- Pitney Bowes volunteers again took part in the annual Business to Books read-a-thon sponsored by the United Way of Western Connecticut, reading to students in Stamford public primary schools.



- Last October, our Treasury team in Stamford, Connecticut, returned again to lend a hand to prepare Fairgate Farm for their annual Harvest Festival. Fairgate Farm is a volunteer-driven urban farm with a mission to provide equitable access to locally grown produce and to strengthen the community through educational and volunteer initiatives. Pitney Bowes employees helped to transform the fields with careful weeding and tending the crops. They repaired raised beds, organised the greenhouse and harvested hundreds of pounds of fresh produce that will be given to low-income residents and used to stock local food pantries.

Junior Achievement

Each year, employee volunteers from Fairfield County, Connecticut, reach out to teach Junior Achievement's 'JA Our Nation' programme to Year 6 students at local primary schools. The

programme provides students with practical information about the nation's free market system and how it serves as an economic engine for businesses and careers. The curriculum also introduces the need for entrepreneurial and innovative thinking to meet the requirements of high-growth, high-demand careers and the concept of globalisation in business.



Tutoring students in Tel Aviv children's home

Over the past several years, our Tel Aviv team members have developed a strong partnership with the Achuzat Sara Children's Home. The majority of employees in Tel Aviv have volunteered and participated in Children's Home programmes and events. Examples have ranged from providing transitional classes for newly arrived children to renovating the home's library, creating a computer room for technical education and a stream of smaller projects, from landscaping to sporting events. Two recent programme highlights: 'How to be an Independent Woman', a

programme for girls aged 17 to 18, led by the women on our Tel Aviv team and focused on topics such as self-perception, dreams and career development, financial education and self-defence; and a programme for boys aged 12 to 14, led by the men on our team, to mentor the students on education, growing up and taking responsibility. When COVID-19 postponed many activities, we worked to support the children who remained at the school, unable to go home to families. Our efforts included purchasing equipment, games, creative materials and occasional food and treats for the children, as well as gifts for the staff who took care of the children during those tough weeks.

India community engagement

Throughout the year, our colleagues in India seek ways to support their communities and help those in need. Their corporate citizenship commitment includes literacy and education initiatives in science, technology, engineering and maths (STEM), entrepreneurship and skills-based education programmes.

- Pitney Bowes volunteers provided career guidance and emotional literacy sessions to children and youth in collaboration with Manthan NGO.
- Pitney Bowes volunteers from Pune conducted technology sessions for

Year 9 students from Bhatkya Vimukta Jati Shikshan Sanstha and educated them about good health and hygiene to celebrate World Literacy Day.



- Employees organised educational workshops for children and youth on technical skills and personal development. The CSR committees in Noida and Pune conducted workshops on mindfulness for students from underserved communities in partnership with NIIT Foundation Association. Mindfulness improves the ability to be present in the moment, and can help people to make better decisions, stay healthy and have a better understanding of



their interactions with others. Our volunteers guided students through various techniques such as 'mindful bite', 'mindful jar', 'silence' and 'mindful colouring'.

- Pitney Bowes volunteers created a technical skills workshop for local students from Navjyoti Foundation. Students from Years 12 and 13 visited the Noida office and enjoyed their first corporate experience and a counselling session focused on exploring careers, being thoughtful about career decisions and being intentional regarding lifelong career development.



- PB India also celebrated World Environment Day, with employees dressing in green and participating in a plant exhibition and sale.

Network for Teaching Entrepreneurship (NFTE) mentors and judges

Pitney Bowes has had a long partnership with NFTE with a strong focus on employee volunteer involvement. Employees have volunteered at

numerous NFTE events including innovation days, classroom competitions and the World Series of Innovation recognition event at the United Nations. Recently, our volunteers served as judges in a NFTE student innovation competition in New York City.

D2E back-to-school supplies for more than 1000 students

Ten Presort locations and one Global Customer Service location participated in back-to-school supply projects in partnership with United Way Worldwide. These on-site activities help to connect Pitney Bowes sites to local community needs and allow colleagues who can't readily leave the work site to experience the teamwork and camaraderie of volunteer service. More than 400 employee volunteers assembled a total of 1,253 Dedication to Education branded drawstring bags full of school supplies for students in Brisbane, Rancho Cordova, Rancho Dominguez and Corona, California; Greenwood/Franklin, Indiana; Elizabeth, New Jersey; Sparks, Nevada; Charlotte, North Carolina; Butler, Langhorne and Levittown, Pennsylvania; Austin and Dallas, Texas; and Madison, Wisconsin.

Ronald McDonald House breakfast

Our Greenwood, Indiana, team cooked a home-made breakfast for families staying at the local Ronald McDonald

House. The event underscored the role of good nutrition in providing a solid foundation for learning and literacy.

Making book buddies for students in St. Louis

Employees in St. Louis, Missouri recently volunteered with The Little Bit Foundation to make hygiene kits and 'book buddies' – books paired with toy animals – that are given to every student from nursery to Year 3 in the schools where The Little Bit Foundation works. The programme helps students to feel confident and ready to learn when they walk into the classroom.



Arts in education theatre workshops

Employee volunteers from Fairfield County, Connecticut, again took part in a theatre workshop exploring the themes of E.B. White's children's classic *Charlotte's Web*. At the end of the workshop, each student received a copy of the book, a set of farm animal bookmarks and pencils and an opportunity to attend a live theatre production of *Charlotte's Web*.

Literacy kits for UK students

Harlow employees, in partnership with the local United Way, created literacy kits for students at the Cooks Spinney Primary Academy, a government-funded school that serves students from age three to 11. The kits included three brand-new, age-appropriate books along with a personalised note for each student encouraging them to read. These literacy kits will benefit 150 children across the school in Years 2 to 7.



Recognition

Governor's Prevention Partnership Honor Roll

Once again in 2019, the Connecticut Governor's Prevention Partnership placed Pitney Bowes on its Corporate Mentoring Honor Roll. This annual recognition celebrates businesses that support mentoring to help keep Connecticut children safe, successful,

drug-free and workforce-ready. Each year, our employee volunteers mentor students in numerous Connecticut communities.

Heart of Gold Award

In 2019, more than 200 people gathered to recognise Pitney Bowes and CEO Marc Lautenbach with the 25th annual United Way of Western Connecticut Heart of Gold Award. Prior to the event, Marc and a team of employee volunteers participated in a literacy activity at the Boys & Girls Club of Stamford. The award honours business leaders who distinguish themselves through philanthropy and build volunteering activities into their strategic business plans. Pitney Bowes CEO George Harvey was the first recipient in 1995.



Discovery Museum

Kathleen Ryan Mufson, Director, Global Corporate Citizenship & Philanthropy and President of the Pitney Bowes Foundation, was recently recognised for her efforts in support of STEM education by the Discovery Museum, one of the Pitney Bowes Foundation's education non-profit partners.



ARI

Pitney Bowes was recently honoured by ARI of Connecticut for our 50+ year relationship with ARI (formerly known as Always Reaching for Independence) and its mission to enrich the lives of people with disabilities and their families by helping them to achieve their full potential. Johnna Torsone,



Executive Vice President and Chief Human Resources Officer, accepted the recognition at the ARI Fall Ball on behalf of the Pitney Bowes Foundation, Pitney Bowes and all of our employees in Fairfield County and beyond.

Citation for Public Service

Connecticut Senator Richard Blumenthal recently presented Polly O'Brien Morrow, Program Manager, Global Corporate Citizenship for Pitney Bowes and Vice President of the Pitney Bowes Foundation with a Citation for Public Service. In presenting the certificate, Senator Blumenthal said, 'She has touched lives, she has transformed futures, and she has enabled people to give back themselves, and there is no greater gift.'



Drives that make a difference

Each year, Pitney Bowes colleagues support their communities through on-site drives and collections to help underserved students and their families. In 2019, seasonal drives at 25 Pitney Bowes sites helped to make the world brighter for families in need, as the Global Corporate Citizenship & Philanthropy team partnered with the Wellness Team's Thrive Program to deliver Random Acts of Kindness to promote a happy and healthy festive season. We thank all the champions who led these efforts, and all the colleagues who donated back-to-school clothes and school supplies, food, clothing and festive gifts. Pitney Bowes sites and the charities that they supported include:

Food drives

- Austin, Texas: Team members in Austin, Texas, donated more than 600 pounds of non-perishable and tinned food items to the Central Texas Food Bank for distribution. Also, for the fourth year in a row, the Austin team held its Empty Bowl project, in which employees shared Crock-Pots of their favourite home-made soups and chillies. Co-workers made a contribution to enjoy the many different recipes, and the

proceeds were donated to the Austin Salvation Army to remember that some people face an 'empty bowl' every day.



- Stamford, Connecticut: A festive food drive in our headquarters building resulted in 300 pounds of food, providing 250 meals for the Food Bank of Southwestern Connecticut.
- Our colleagues in Brazil recently collected 350 pounds of food, equivalent to 290 meals for those in need.
- Food drives were also conducted in Shelton, Connecticut; Pine Brook, New Jersey; Jericho, New York; and Dallas-Fort Worth, Texas.

Book and school supply drives

- 'Back to School' in Dallas-Fort Worth: The Dallas-Fort Worth team recently adopted Rayburn Elementary STEAM Academy, a primary school in Grand Prairie, Texas, for its employee community engagement efforts. The school serves many underserved children, with more than 84% of students eligible for free/reduced lunches. DFW employees donated

school supplies to help ensure that students are prepared for success during the upcoming academic year.

Nibbles and Knowledge: This was the theme for our Austin FDR site's book drive to benefit the Boys & Girls Club of Austin. The club was building a new library, and our team came together to donate more than 150 books, from classics like *To Kill a Mockingbird* and *Ramona Cleary* to *Harry Potter* and *Women in Science*.



In addition, employees conducted festive toy and gift drives in Shelton and Stamford, Connecticut, Naperville, Illinois, and New York, New York.

Other not-so-random acts of kindness

- For the eleventh year in a row, Austin, Texas employees celebrated the festive season by hosting a party for refugees new to the area. In partnership with Interfaith Action of Central Texas, our team provided lunch for 60 guests, sang carols,

distributed 40 gifts for the children and arranged a visit from Santa Claus that was enjoyed by the children and adults alike.

- Colleagues in Australia and New Zealand participated in the United Way Shoebox Campaign to benefit disadvantaged children and families in local communities. The Melbourne team donated 11 shoeboxes full of school and other supplies to Carlton Primary School in Melbourne. The Sydney team donated 40 shoeboxes to local families in the West Ryde area at the 'Magic of Storytelling' event in the park. The Brisbane team donated books, arts and crafts, toys and toiletries to Micah Projects for the benefit of people experiencing homelessness, domestic violence, discrimination or social isolation.

Doubling our impact

Doubling our impact around the globe

Employees also engage in their communities through our employee giving programmes. Each year, Pitney Bowes employees in the US, UK, Canada, Australia, India and Japan give generously to charities. Our annual giving campaign, conducted in

partnership with United Way Worldwide for more than three quarters of a century, allows employees to direct their support to specific initiatives and organisations and have their contributions matched by the Pitney Bowes Foundation. Education, workforce development and health are consistently among their top priorities.



Our latest campaign resulted in more than US \$1.9 million in donations to the United Way, the Pitney Bowes Relief Fund, Red Cross/Red Crescent Societies and many other charities around the world, thanks to employee pledges and matching gifts from the Foundation. Through the gift-matching programme, the company facilitates employee charitable giving through payroll deduction in several countries, and the Pitney Bowes Foundation matches employee giving in all participating locations. And because the company pays all administrative costs, 100% of our employees' contributions and the Pitney Bowes Foundation's matching funds go directly to charity. For more info, [click here](#).

Literacy and education

Our community mindset

Every child deserves the opportunity to grow into a healthy, productive adult.

- We focus our philanthropy on education to enhance opportunities for all students in school districts where we have a presence. Much of our work focuses on serving young children through early literacy programmes that encourage parent engagement, stimulate the development of language and literacy skills and foster a love of learning.
- We also serve children from nursery school to Year 7 with year-round programmes, both school-based and

after-school. We support in-school programmes that focus on literacy, core curriculum and science, technology, engineering, arts and maths (STEAM) disciplines.

- Through a focus on summer learning, we support programmes that help to minimise the loss of academic skills during school holidays.
- At the high school level and beyond, we support programmes that motivate and equip students for higher education and potential career choices.

In addition to our direct grant-making, we encourage employees to donate their talent and expertise through volunteering activities. From hands-on volunteering to skills-based efforts, and



from mentoring to participation on non-profit boards, Pitney Bowes employees across the company donate thousands of hours each year to help children and families in our communities.

The programmes that we support include:

Early childhood education

A grant from the Pitney Bowes Foundation enabled Reach Out and Read to work with doctors in low-income communities in Atlanta, Georgia; Spokane, Washington; and Bridgeport, Danbury and Stamford, Connecticut to prescribe books to children who are at risk of arriving at school with underdeveloped literacy skills. Reach Out and Read helps young children prepare for success in school by incorporating books into paediatric care and encouraging families to read aloud together. Reach Out and Read medical providers give books to children at well-child visits from infancy until they start school.

Pitney Bowes Foundation support helps Read to Grow to promote early childhood literacy in Bridgeport, Connecticut. The grant provides literacy packets to families of babies born at Bridgeport hospitals, and free children's books at Book Places hosted by non-profits throughout the city through their Books for Babies and Books for Kids programmes.

Our long-standing support for Children's Learning Centers (CLC) of Fairfield County's full-day, full-year Head Start programme serves low-income families in Stamford, many of whom are English language learners. Our grant enables parents to work full-time while their children receive extra help in preparation for nursery school. CLC's holistic approach includes nutritious meals and snacks, family support services and a curriculum on social and emotional development.

The Foundation recently extended its partnership with the Armed Services YMCA, to continue Strengthening Our Military Family™ through programmes that encourage parent engagement, stimulate the development of language and literacy skills and foster a true love of learning. Our support helps to bring the Operation Little Learners programme to Camp Pendleton North, Twentynine Palms, and San Diego, California; Pearl Harbor, Hawaii; El Paso, Texas; Fort Leonard Wood, Missouri; Altus, Oklahoma; and Hampton Roads, Virginia.

Other early childhood education programmes that we support include:

- ChildCareGroup, Dallas, Texas
- Caroline House Mother and Child Literacy Program, Bridgeport, Connecticut

- Rainbow Village Early Child Development Center, Atlanta, Georgia
- Families First's Early Learning Space for Low-Income Families, Atlanta, Georgia
- United Way of Western Connecticut Strong Start Neighborhood Early Literacy Program, Danbury, Connecticut

Youth literacy programmes

Reading is Fundamental

Since 2004, Pitney Bowes and the Pitney Bowes Foundation have supported the important work of Reading Is Fundamental (RIF), the nation's largest children's literacy organisation. Our support has included funding for teacher training, book distributions to underserved school districts and the development of Share the Message: Read! volunteer tool kits. Share the Message: Read! is a rewarding programme in which volunteers read with young students from nursery school to Year 6, conduct craft projects and help the children to choose a new

Reading
Is Fundamental

book of their own to take home. Our Share the Message: READ! activities in 2019 included 'Giant Leap Day' at the Discovery Museum and Planetarium in Bridgeport, Connecticut, celebrating the 50th anniversary of Apollo 11, the spaceflight that first landed humans on the Moon.

Other local, regional and national youth literacy programmes that we support include:

- Communities in Schools, Atlanta, Georgia
- Danbury Youth Services Kids Literacy Program, Danbury, Connecticut

THE GOVERNOR'S Prevention Partnership **TRUE COLORS** Sexual Minority Youth and Family Services **pitney bowes**

CELEBRATING US: VOICES OF LGBTQ+ YOUTH

We have partnered with True Colors and Pitney Bowes for an inspiring conversation led by youth and others with lived experience and to learn about The Partnership's initiatives to promote inclusivity in mentoring programs.

JUNE 30
10:00 a.m. - 11:30 a.m.
FREE ZOOM WEBINAR

Register:
PreventionWorksCT.org

Featuring:
Rep. Jeff Currey

Mentoring

Thank you PB

The Pitney Bowes Foundation continues to invest in the Connecticut-based Governor's Prevention Partnership's efforts to strengthen mentoring programmes nationwide. Our most recent grant has enabled the Partnership to align Connecticut mentoring programmes to better serve LGBTQQ* (lesbian, gay, bisexual, transgender, queer and questioning) youth in Connecticut.

Our support of Big Brothers/Big Sisters affiliates across the country helps to ensure that young people have access to mentors who can help them to achieve their dreams. In 2019, the Pitney Bowes Foundation provided grants to the Big Brothers & Sisters of the Fox Valley Region (Appleton, Wisconsin), Big Brothers Big Sisters of the Capital Region (Troy, New York), Big Brothers Big Sisters of the Inland Northwest (Spokane, Washington) and Big Brothers Big Sisters of Southwestern Connecticut (Bridgeport, Connecticut).

Since 2007, we've been a Read to a Child National Partner, supporting literacy and mentoring programmes that foster a love of reading, improve literacy skills and empower underserved children by inspiring adults to read aloud to them regularly.

In March 2019 (National Reading Month), we were again Visionary Sponsors of Read to a Child's national digital fundraising campaign to help 'Spark Something Meaningful – Help Kids in Need Love to Read'. A Pitney Bowes Foundation grant supported the expansion of Read to a Child's national lunchtime reading programme.

Other mentoring programmes that we support include:

- Best Friends of Neenah-Menasha (Neenah, Wisconsin)
- Danbury Schools and Business Collaborative's school-based mentoring and scholarship programmes (Danbury, Connecticut)
- Future Five College Prep Program (Stamford, Connecticut)
- School for Ethical Education school-based grants programme (Connecticut)
- Urban Impact (Bridgeport, Connecticut)
- YouthGo middle school mentoring programme (Appleton, Wisconsin)
- Stamford Public Education Foundation Achieving Lasting Change through Mentoring (Stamford, Connecticut)

We also provided support the following school-based programmes:

- Teach for America (Bridgeport, Connecticut)

- 826 Michigan (Detroit, Michigan)
- Audubon Connecticut's Schoolyard Habitat Program (Stamford, Connecticut)
- Beyond Basics' literacy initiative for Detroit high schools (Detroit, Michigan)
- Domus Foundation's literacy efforts at Stamford Academy (Stamford, Connecticut)
- School Volunteer Association of Bridgeport's Reading Enrichment Program (Bridgeport, Connecticut)

After/Outside of school programmes

Boys & Girls Clubs throughout the United States have benefited from our employees' volunteer involvement as well as funding from the Pitney Bowes Foundation. In 2019, the Foundation provided grants to support literacy and academic success for students at the Boys & Girls Club of Athens (Georgia), Boys & Girls Club of Spokane County (Washington) and Boys & Girls Clubs of Greater Dallas (Texas).



**BOYS & GIRLS CLUBS
OF AMERICA**

Other after/outside of school programmes that we support include:

- Brilliant Detroit's after-school, one-to-one (high dosage) literacy instruction (Detroit, Michigan)
- Education is Freedom's College, Career and Life Readiness (Dallas, Texas)
- Focus HOPE KIDS: HOPE 21st century community learning programme (Grand Rapids, Michigan)
- Girl Scouts of the Northwestern Great Lakes Inc's Reaching Out in the Fox Cities (Appleton, Wisconsin)
- Girls Incorporated of Greater Atlanta's literacy initiative (Atlanta, Georgia)
- Girls Incorporated of Metropolitan Dallas Girls Inc. Experience Program (Dallas, Texas)
- Grand Rapids Creative Youth Center after school creative writing programmes (Grand Rapids, Michigan)
- Healthy Youth USA Foundation Inc's After School Club (Atlanta, Georgia)
- Trinity River Mission (Dallas, Texas)
- Wakeman Memorial Association Inc. (Bridgeport, Connecticut)
- Wellspring (Detroit, Michigan)
- WINGS for Kids Surmounting the Achievement Gap with WINGS After School (Dallas, Texas)
- YMCA of Stamford LEAD Academy (Stamford, Connecticut)

Summer learning

For many years, the Pitney Bowes Foundation has provided national support to the Horizons National Student Enrichment Program, which

provides summer academic enrichment programmes in 19 states for at-risk, low-income students in partnership with nearly 500 US independent schools, colleges and universities. Our support provides Horizons affiliates with reading specialists, assessment tools, training and STEM materials to help manage curriculum and facilitate data sharing with parents and public schools. This year, we were delighted to be an Education Sponsor of the organisation's annual conference. Our sponsorship underwrote the participation of Dr. Marc Brackett, author of Permission to Feel and creator of the RULER programme at Yale University's Center for Emotional Intelligence. RULER is used by Children's Learning Centers of Fairfield County (CLC), another long-term Pitney Bowes education partner.



We are also long-time supporters of SoundWaters, a Connecticut organisation that provides opportunities for children to learn about and explore the Long Island Sound through programmes that include sailing, STEM activities, school trips and camps. Pitney Bowes was a founding corporate

sponsor and has enjoyed a strong partnership with the group ever since.

We also support other summer learning programmes, including:

- Bartlett Arboretum Summer Camp nature immersion programme (Stamford, Connecticut)
- Building One Community's Summer Reading Program for Disadvantaged Immigrant Children (Stamford, Connecticut)
- Discovery Museum's summer STEM learning programmes (Fairfield County, Connecticut)
- Odyssey Summer Program (Atlanta, Georgia)
- Person to Person (P2P) Summer Campership Program (Fairfield County, Connecticut)
- Project Transformation North Texas (Dallas, Texas)
- Page Ahead Children's Literacy Summer Reading Program (Spokane, Washington)
- Starfish Connection's After School and Summer Enrichment Programs (Stamford, Connecticut)

Youth leadership development

Since 1992, we've collaborated with buildOn, a global non-profit organised focused on helping inner-city students in the US to expand their horizons and develop critical skills. Its signature programme engages students in

building schools in developing countries, thus creating opportunities for others as well as themselves. As a buildOn Corporate Partner, we engage employee volunteers to help students develop college, career and financial literacy skills. This year, the Pitney Bowes Foundation funded buildOn Youth Engagement Zones and School-Wide Service Projects at Western International High School in Detroit, Michigan and Bassick High School in Bridgeport, Connecticut.



Other youth leadership development programmes that we support include:

- Essential2life Inc FIFTEEN Youth Leadership Program (Atlanta, Georgia)
- Kids Helping Kids Launching Libraries Program (Stamford, Connecticut)
- LAHC-Leaders Advancing And Helping Communities' Youth Leadership Bridge to College Program (Grand Rapids, Michigan)
- MPKids, Dallas, Texas
- Stamford Public Education Foundation's Parent and Children's Leadership Training Institute, Stamford, Connecticut
- Valley United Way Youth Leadership Development Program, Shelton, Connecticut

Entrepreneurship education

Since 2000, Pitney Bowes and the Pitney Bowes Foundation have been national supporters of the Network For Teaching Entrepreneurship (NFTE). NFTE programmes inspire young people from low-income communities to build entrepreneurial skills, launch businesses and connect experiential learning to educational programmes. Our Foundation grants have supported NFTE's World Series of Innovation: Sustainable Development Goals Online Challenge, as well as Summer Biz Camps and Innovation Days in Dallas, Washington, D.C., New York City and Boston. We have also supported NFTE's Global Showcase and signature regional events.



In 2019, the Foundation again supported NFTE's 'Entrepreneurship in Every School: Startup Tech' programme. This programme blends learning with entrepreneurship by asking students to identify ways to improve their world and then build marketable digital solutions using MIT App Inventor. Students create an original app that addresses a community need, develop a brief business plan and marketing materials, and present in a Start-up Showcase expo for a chance to win funding and publicity.

STEM (science, technology, engineering and maths) education

The Pitney Bowes Foundation partnered with MIND Research Inc. to expand access to ST MATH, a transformative mathematical experience, to students from nursery school to Year 9 in Connecticut, Indiana and New York. ST MATH is a highly visual, engaging and rigorous maths experience that builds valuable skills and inspires students to become creative problem-solvers. The programme's patented approach combines challenging puzzles, non-routine problem-solving and informative feedback.

In October 2019, the Connecticut Science Center opened an exclusive new exhibition, Our Changing Earth, presented by the Pitney Bowes Foundation. The exhibition offers an immersive experience that highlights current thinking in earth science, including the ways that human activity has affected the natural environment, and what to expect in the future. Using the Center's Geographic Information System touchscreen, visitors can explore Connecticut's changing climate, layering in unique risk data.



Inspiring innovation at Maker Faire

Maker Faire is a family-friendly showcase of invention, creativity and resourcefulness and a global celebration of the Maker Movement. Pitney Bowes has supported Maker Faire Connecticut for several years. The original Maker Faire, first held in 2005 in San Mateo, California, now hosts some 1,200 makers and 125,000 attendees, while the corresponding event in New York has grown to nearly the same size in just six years. In addition to these and other large Maker Faires in cities, more than 200 independently organised community Mini Maker Faires take place each year in 44 countries worldwide.

Other science, technology, engineering and maths programmes that we support include:

- Cardinal Sheehan Center STEM Program (Bridgeport, Connecticut)
- Children's Museum of Science and Technology (CMOST) STEAMing into Troy Program (Albany/Troy, New York)
- Community Guilds Inc. Scaling STE(A) M Truck (Atlanta, Georgia)
- Connecticut Science Center Next Generation Science Standards Teacher Training, Shelton, Connecticut
- Discovery Museum STEM Education Fund, Bridgeport, Connecticut
- Discovery World STEM Educational

Opportunities for Underserved Girls (Milwaukee, Wisconsin)

- Girl Scouts of Connecticut Robotics Program (Connecticut)
- Greater Capital Region Science and Engineering Fair, Albany/Troy, New York
- Housatonic Community College Science Technology Engineering Art and Maths (STEAM) Center of Excellence, Bridgeport, Connecticut
- LifeBridge Community Services' STEM/Literacy Enrichment Program (Bridgeport, Connecticut)
- New York Hall of Science (Queens, New York)
- TEAM Inc. Tech Stars Computer Literacy Program (Shelton, Connecticut)
- Urban Youth Empowerment Programs/STEAM for Urban Youth (Bridgeport, Connecticut)

Arts education

- City Lights & Co.'s City Lights Cultural Arts Integration and Enrichment in the Schools (Bridgeport, Connecticut)
- INTAKE Organization's Reading Music, Reading at Grade Level: Using Music Education and Reading Tutoring to Help Underperforming Children Achieve Literacy (Fairfield County, Connecticut)
- Neighborhood Studios of Fairfield County Saturday Studios (Bridgeport, Connecticut)
- New Haven Symphony Orchestra Shelton Family Concert Series (Shelton, Connecticut)

- Project Music – Archipelago – El Sistema Academy (Stamford, Connecticut)
- Ridgefield Playhouse Charlotte's Web Writing Workshop and Theater Exposure Program (Fairfield County, Connecticut)
- Shakespeare on the Sound Arts Education Programs (Fairfield County, Connecticut)
- Silvermine Arts Center at Trailblazers Academy (Stamford, Connecticut)
- Stamford Center for the Arts Young Playwright Program (Stamford, Connecticut)
- Stamford Public Education Foundation All-School Musical (Stamford, Connecticut)
- Valley Shakespeare Festival Company Summer Outdoor Production (Shelton, Connecticut)

Adult literacy and education/workforce development

Pitney Bowes and the Pitney Bowes Foundation are proud of our decades-long partnership with Junior Achievement, one of the world's largest youth-serving NGOs. For 100 years, JA has delivered hands-on, experiential learning that creates pathways to employability, job creation and financial success. We support JA both through employee volunteering activities in teaching programmes such as 'JA in a Day' and through Pitney Bowes Foundation

grants. This year, we supported Financial Literacy education, career readiness mentoring and the JA Stock Market Challenge in Troy, New York; New York, New York; and Bridgeport, Shelton, Danbury, Stamford and Norwalk, Connecticut.



ProLiteracy®

As a supporter of ProLiteracy Worldwide since 2004, we were pleased to support the organisation's development of Job Skills for Adults Learning through Libraries (aka Job Skills for ALL) in 2019. This initiative enabled ProLiteracy to benefit a wider audience by bringing its 'Preparing Low-Skilled Adults for the Workplace' courses into libraries.

For more than a decade, the Pitney Bowes Foundation has been supporting Creating IT Futures (CITF), which brings the promise of well-paying information technology jobs to communities traditionally underrepresented in the IT workforce – including women, people of colour and veterans – by providing trainees with skills that can lead to lifetime



careers. Pitney Bowes Foundation donates to CITF's IT-Ready career programme, allowing adults to be trained as computer user support specialists, earn certification and launch their tech careers within eight weeks.

The Pitney Bowes Foundation is also a long-time supporter of NAF and its efforts to bring education, business and community leaders together to transform the high school experience. Our most recent grant to this national organisation has been directed to the NAF Academies of Engineering to develop and diversify the next generation of engineers.

Other adult literacy and education/workforce development programmes that we support include:

- Applied Behavioral Rehabilitation Institute Inc.'s Homes for the Brave Training for Success Vocational & Educational Program (Bridgeport, Connecticut)
- ARI of Connecticut Peer Mentoring and Job Readiness Training (Stamford, Connecticut)
- Association for Independent Living Way Program: Vocational Education & Maintenance (Dallas, Texas)
- Burroughs Community Center English Language Services, Bridgeport, Connecticut

- Career Resource's STRIVE Bridgeport (Bridgeport, Connecticut)
- Family Centers' Promoting Career and College Readiness with adult ESL students (Stamford, Connecticut)
- Ferguson Library summer Sunday hours (Stamford, Connecticut)
- Inspirica Jump Start Career Program (Stamford, Connecticut)
- LIFT's Literacy Education for Low-Income Adults (Dallas, Texas)
- Literacy Action programme for adults with low literacy levels (Atlanta, Georgia)
- Literacy Volunteers of Greater New Haven's Sustaining Literacy in Shelton & The Valley Program (Shelton, Connecticut)
- LVA School Incorporated's Pathways to Success (Danbury, Connecticut)
- Mercy Learning Center's Literacy and Life Skills Program (Bridgeport, Connecticut)
- Norwalk Community College Summer Bridge Math Intensive Program (Fairfield County, Connecticut)
- Richardson Adult Literacy Center (Dallas, Texas)
- Service Corps of Retired Executives (Fairfield County, Connecticut)
- Southwest Economic Solutions Career Pathways Navigator (Grand Rapids, Michigan)
- Texas Adult Literacy Program (Dallas, Texas)
- Vocational Development Center (Omaha, Nebraska)

- Wilkinson Center Adult Education Program (Dallas, Texas)
- Women are Dreamers Too (Atlanta, Georgia)
- Women's Mentoring Network E to the 4th POWER Program (Education, Employment, Economic Security, Empowerment) (Stamford, Connecticut)
- The Workplace Inc. Dress for Success Program (Bridgeport, Connecticut)
- Youth Village Resources of Dallas Inc.'s Job Training and Career Planning (Dallas, Texas)

Collective impact partnership

Pitney Bowes and the Pitney Bowes Foundation are founding supporters of the Stamford Cradle to Career Collaborative, a cross-sector collaboration based on the nationally recognised StriveTogether framework for community stakeholders to work together. The Collaborative aligns resources to help young people grow into active and productive citizens, utilising community action networks to focus on issues of school performance as well as physical, social and emotional factors at key stages from Infant Health and Development to Post-secondary, College and/or Career. Our grants support the data gathering and analysis that underlie the Collaborative's work.

Other programme areas that are supported by the Pitney Bowes Foundation include:

Parent and family engagement programmes

- Connecticut Association for Human Services Family Economic Success Program CT Money School and Youth Money School (Fairfield County, Connecticut)
- Humanities Washington's Prime Time Family Reading Program (Spokane, Washington)
- Literacy Lab Leading Men's Fellowship Program (Milwaukee, Wisconsin)
- North America World Literacy Foundation's Michigan Reads Program (Michigan)
- Saint Joseph Parenting Center (Stamford, Connecticut)
- Stamford Public Education Foundation's Parent Leadership Training Institute (Stamford, Connecticut)
- YWCA of Darien/Norwalk Parent Awareness Program (Fairfield County, Connecticut)

Health and support services

- CASA of the Fox Cities (Appleton, Wisconsin)
- Center for Sexual Assault Crisis and Education Center's Youth Health and Safety Program (Fairfield County, Connecticut)
- Center for The Visually Impaired (Atlanta, Georgia)
- Chases Place (Dallas, Texas)

- Child Guidance Center of Southern CT (Fairfield County, Connecticut)
- Children in Placement Connecticut Inc. (Bridgeport, Connecticut)
- CitySquare Food (Dallas, Texas)
- Connecticut Appleseed Center for Law and Justice
- Community Clothes Closet Children's Shopping Floor/Cool for School (Appleton, Wisconsin)
- Domus Kids' Lion's Den Out-of-School-Time Program (Stamford, Connecticut)
- Hearing Oral Program of Excellence (HOPE) (Spokane, Washington)
- Kids In Crisis (KIC) Educational Services (Connecticut)
- Laurel House Tele-Education Support (TEdS), enhancement (Fairfield County, Connecticut)
- NAMI of Connecticut's Enhanced Stamford School Outreach and Education for Mental Health (Stamford, Connecticut)
- Wings for Kids (Atlanta, Georgia)

Recent immigrants

- Connecticut Institute for Refugees and Immigrants Inc.'s Refugee Mentor Program Expansion (Bridgeport, Connecticut)
- International Rescue Committee Mentors for Success Program (Bridgeport, Connecticut)
- Refugee and Asylee Mentor Program through the Connecticut Institute for Refugees and Immigrants

- Summer Reading Program for Disadvantaged Immigrant Children through Building One Community (Stamford, Connecticut)

NGO partners in India

Pitney Bowes India is proud to partner with several outstanding education partners.

- Navjyoti Foundation, which mobilises and harnesses the power of children, youth, women and people at large to address social issues to support inclusive socio-economic development
- Bhatkya Vimukta Jati Shikshan Sanstha, an NGO that makes a difference in the lives of children from disadvantaged circumstances.
- NIIT Foundation Association uses skills and education to demonstrate deep impact in underserved communities
- Manthan NGO, an organisation that fosters a productive, self-dependent, peaceful and integrated society.

Local community support: Helping those in need

In addition to our focus on education, we provide grants to meet other pressing community needs, from disaster relief to help for families facing hardships. We do this work through the Pitney Bowes Relief Fund, Pitney Bowes Foundation and health and human services organisations that serve the affected communities.

Disaster relief

In times of crisis, we provide support to impacted communities. In the United States, this includes support of employees and public charities through the Pitney Bowes Relief Fund. Outside the US, we conduct global appeals to support organisations such as the Red Cross/Red Crescent Society, with matching funds provided by the Pitney Bowes Foundation.



**American
Red Cross**

COVID-19 response

The COVID-19 pandemic has created disruption and hardship for employees and communities around the world. For information on our response, please see the special section of this report, Our COVID-19 response.

Australia bushfire relief

The 2019–2020 season of bushfires in Australia caused widespread devastation across an area of more than 70,000 square miles. Early in 2020, Pitney Bowes launched a special global appeal to support relief efforts. Employee donations to the Red Cross/Red Crescent Society were matched by the Pitney Bowes Foundation and distributed through the American Red Cross International Response Fund.

Pitney Bowes Relief Fund

Founded in 1992, the Pitney Bowes Relief Fund is a US public charity that offers support to employees, family members and others whose lives have been disrupted by natural disasters or personal misfortunes. The Fund is financed by employee contributions and matching funds from our annual US Employee Giving Campaign. To date, the Fund has distributed more than US \$3 million to provide food, shelter, clothing and medical care, as well as referrals to community-based resources for additional support. Pitney Bowes pays all administrative expenses, so 100% of employee contributions and matching funds go directly to help those in need.

Following extraordinary natural disasters such as the California wildfires, the Relief Fund assists other non-profit organisations in their

rescue, relief and recovery efforts. In 2019, the Relief Fund provided support to food banks, the American Red Cross, the US Fund for UNICEF and the California Community Foundation.

Red Cross

In addition to our long-time collaboration with the Red Cross on blood drives, we also support their mission to provide life-saving services to those affected by natural disasters and personal tragedies. We have supported the Red Cross since the 1950s through our annual employee giving campaigns in the US and through global appeals conducted when disasters have struck our operations outside the US. Jason Dies, Executive Vice President and President of Pitney Bowes Sending Technology Solutions, recently joined the board of the Connecticut Chapter of the American Red Cross.

Prime Minister's National Relief Fund (India):

Pitney Bowes India contributed to the Prime Minister's National Relief Fund to render immediate relief to families affected by natural calamities such as floods, cyclones and earthquakes. Our contribution also helps to defray the cost of medical treatments for people in need.

Providing access to food, shelter and healthcare

The Pitney Bowes Relief Fund and Pitney Bowes Foundation regularly provide funding to organisations that help low-income individuals and families to gain access to healthy, nourishing food, affordable medical and mental healthcare, shelter for those in transition and special services for women and children at risk. This includes our long partnership with United Way through programmes such as ALICE (Asset Limited, Income Constrained, Employed) that target support to individuals and families facing hardships. We also provide support to a number of local food banks and shelters.

Memberships

We are members of a number of organisations that support the work of professionals in the field of Corporate Social Responsibility. Each has its own unique offerings and perspectives; together, they help us to add value to our philanthropy and community service.

CECP: Chief Executives for Corporate Purpose

cecp.org

CECP is a CEO-led coalition that believes that a company's success is built on its social strategy – how it engages with key stakeholders including employees, communities, investors and customers. Founded in 1999 by actor and philanthropist Paul Newman and other business leaders to create a better world through business, CECP has grown to a movement of more than 200 of the world's largest companies. CECP helps companies to transform their social strategy by providing customised connections, counsel and recognition.

**ACCP: Association of Corporate
Citizenship Professionals**
accp.org

The Association of Corporate Citizenship Professionals brings together companies and foundations focused on designing and implementing corporate citizenship programmes. ACCP provides tools and training that help members to navigate the corporate citizenship field and make their work more efficient and effective.

**Boston College Center for Corporate
Citizenship**
ccc.bc.edu/content/ccc/membership

The Boston College Center for Corporate Citizenship helps companies

to maximise business and social value from environmental, social and governance investments. As members of the Center, we have access to education, research and information to help strengthen our citizenship programmes.

Candid
candid.org

Every year, millions of non-profits spend trillions of dollars around the world. Through research, collaboration and training, Candid connects people who want to change the world to the resources that they need to do it. Foundation Center and GuideStar joined forces to become Candid, a 501(c)(3) non-profit organisation.

Council on Foundations
cof.org/membership/benefits

The Council on Foundations provides resources to inform and improve the work of private and corporate foundations, including opportunities for networking among fellow foundation leaders working for the common good.

Points of Light Foundation
pointsoflight.org/our-mission

The Points of Light Foundation is an international non-profit organisation

dedicated to creating a global culture of volunteering. The Foundation provides tools, insights and connections to help organisations maximise the effectiveness of their volunteer services and programmes.

Performance 2019

Total giving (Pitney Bowes Foundation, Pitney Bowes Relief Fund and corporate contributions): US \$3.7 million

- Pitney Bowes Foundation Literacy and Education grants: US \$1.8 million
- Pitney Bowes Foundation volunteer grants: US \$0.2 million
- Total match of employee charitable contributions: US \$0.9 million to more than 1,500 non-profit organisations (in the US, Canada, UK, India, Japan and Australia)
- Corporate contributions in support of charitable causes: US \$0.8 million

In addition, aggregate value of employee volunteering activities: US \$1.6 million/32,200 hours (includes hands-on and skill-based volunteer activities as well as board service in non-profit organisations)

US \$1.6million

aggregate value of employee volunteering
activities.

Pitney Bowes Foundation grants programme results*

	2018	2017	2016	2015	2014
Number of organisations that received grants	136	135	109	160	144
Number of students directly impacted by PB grants	111,253	154,785	186,989	193,760	135,055
Number of teachers directly impacted by PB grants	3,388	4,142	3,113	3,850	3,067
Hours of student enrichment	4,015,636	4,299,947	4,310,879	4,299,751	3,645,804

***Due to COVID-19, we are providing our non-profit grantees more time to report on 2019 education grant results. These results will be reported at a later date.**

Corporate responsibility report

Our COVID-19 response

For 100 years, Pitney Bowes has been guided by a core value of 'doing the right thing, the right way'. Today, this principle remains paramount as we respond to the unprecedented threat posed by the COVID-19 virus. We are committed to doing the right thing for our employees, our clients and our partners throughout this time of uncertainty.

To that end, we are monitoring the situation closely and adhering to relevant recommendations of the Center for Disease Control and World Health Organization. While both groups have advised that the risk of transmitting the virus through the handling of post and packages is minimal, it is only one of many risks that our organisation faces as the pandemic progresses. Here is a brief look at some of the steps that we are taking to help our employees, clients and communities stay safe and healthy.



Centralised COVID Response
Management team set up



Contributions
to multiple
COVID-19 relief
funds.



Pitney Bowes sites operated
as essential businesses
throughout the pandemic

The Way Forward
for Small Business,
a weekly online
resource to help
small businesses
on their path to
recovery

Keeping our facilities safe



A new high standard in health
and safety protocols across
our sites



Free access to
SendPro Online for all clients
to enable remote sending

Donations in kind,
including

Laptops

Paper

Packing and shipping
services



Organising our response

The US Department of Homeland Security has designated what we do to be an essential service. As an 'Essential Critical Infrastructure' provider, we understand that the sending of post and packages is critical to our economy and vital to our clients' businesses, as well as to the health and safety of the consumers of the goods and services that we process.

We have established a central COVID Response Management team, which receives input from all parts of the organisation, makes timely decisions based on the best information available, ensures consistency across the organisation and provides guidance to enable fast, localised action when needed. Working as part of the team, our Business Continuity group designed detailed plans to protect our personnel and limit the spread of disease.

With numerous sites operating every day, as well as a global service organisation, we have taken many steps to ensure that employees are working in an environment that is meeting a new high standard of health and safety. The steps include, but are not limited to, high-touch cleaning protocols, personal protective equipment, social distancing and updated business processes to limit

potential spread. Employees who are sick or have come into contact with someone who has tested positive for COVID-19 have been instructed to stay at home and seek medical guidance. Business and Operations teams are meeting regularly to monitor and react to developments in real time.

As the pandemic continues, we continue to refine our response. We have concentrated our efforts and deployed resources in a focused manner to address ongoing health and safety concerns among employees and management, using online training and frequent communication. We are guided by our core value of doing the right thing, the right way, and the principle of keeping people employed to the greatest extent possible, utilising whatever resources are available by country and state.

Keeping our facilities safe

All facilities:

- Took early decisive action in advance of government directives
- Instituted temperature checks and provided masks at all sites
- Developed and implemented protocol for frequent cleaning of high-touch areas and surfaces
- Developed and implemented protocol for detailed cleaning for offices where positive cases occurred

- Facilitated focus on core facilities to ensure continuity of their essential support to clients.

Offices:

- Encouraged employees to work from home where possible in a consistent manner globally
- Implemented exceptions process to allow limited access to offices for work requiring on-site presence.

Industrial sites:

- Established cross-functional team to identify and source required supplies to ensure that sites could remain open safely as needed, and to maintain a six-month inventory of locally sourced supplies wherever possible
- Set up centres for stockpiling critical janitorial and toilet supplies to proactively address potential shortages
- Mandated proper preventive measures including temperature checks, the use of masks, hand washing, social distancing and symptom reporting; created signage and partitions to reinforce the mandate.

Helping our clients

Hundreds of thousands of small businesses rely on our Sending

Technology Solutions business for critical postal and shipping operations. As the pandemic developed, we took rapid steps to communicate with them and equip our front-line sales and client services teams with additional support capabilities. Our support plan had three components:

Supporting business continuity. We first assured our clients that the safety of our employees, clients and suppliers was our top priority and communicated the safety measures that we put in place.

Enabling remote sending. As the pandemic spread, many of our clients were unable to access their offices and needed to be able to send important post, documents and packages remotely. To enable remote sending, we provided all clients with free access to our SendPro Online software for printing postage stamps. Several thousand clients took advantage of this offer and used remote working solutions for both postage and shipping.

Tangible support for recovery. In April, we launched [The Way Forward for Small Business](#), a weekly online resource to help small businesses on their path to recovery. Through videos, articles and fact sheets, we addressed critical topics such as government financial assistance, workplace

operations and safety, selling in a remote working environment and ideas for maintaining cash flow.

With so many small businesses in our Sending Technology Solutions client base, we also created a 'hardship menu' of financial tools such as payment holidays, fee waivers and extended terms.

In our Presort Services and Global Ecommerce operations, our top priorities were keeping our employees safe and our essential services operational so that we could continue to serve large clients, such as financial institutions and online retailers, by processing significant volumes of post and packages. We followed all government mandates to support the safety of our employees, facilities and vehicles and keep volume moving.

Helping our communities

True to our culture and values, our response to the pandemic has included stepping up to help meet related needs in our communities. 'Giving back is not only the right thing to do, it's intrinsic to our organisation,' said Pitney Bowes President and Chief Executive Officer Marc Lautenbach. 'I'm immensely proud of the steps we are taking to help shoulder the burden for our clients and communities during this challenging time.'

The company has made contributions to the United Way Worldwide COVID-19 Community Response and Recovery Fund, the United Way of Western Connecticut for the Connecticut United Ways COVID-19 Response Funds and ALICE Relief Fund, the Valley United Way for the Valley COVID-19 Fund and Fairfield County's Community Foundation COVID Fund and the Stamford Hospital. In addition, we are contributors to Project HOPE, which is collaborating with the Business Roundtable to source Personal Protection Equipment (PPE) from global vendors.

Our Global Corporate Citizenship and Philanthropy team is also working with our non-profit partners to help support their core missions. We have converted existing event sponsorships to unrestricted operating support and will address new areas of need as they develop.

The Pitney Bowes Foundation has made special donations to local food banks in more than 45 US communities where we have operations. The Foundation also accelerated grants to many of its literacy and education grantees, including national and local education non-profits providing essential services such as on-site care for hospital staff and first responders and providing students from underserved communities with books,

enrichment programmes and online maths curriculum materials.

In Bridgeport, Connecticut, our support helped Read to Grow's effort to donate books to students in need. Each week, starting in May, students have been able to choose books to take home at school meal locations across the city.

We've encouraged our employees to continue to support their communities in whatever ways work for them. We've also introduced them to virtual volunteer opportunities, including mentoring through United Way's Vello online reading programme and assisting in the work of **United Nations Volunteers**.

The company has also made in-kind donations, including:

- 100 used and re-imaged laptops and power cords to Norwalk Community College in Fairfield County, Connecticut, to help students in need to complete their coursework online.
- Paper to create educational packets for students in the Milwaukee Public School system, courtesy of our Presort Services Milwaukee team in cooperation with the local United Way.

- Packing and shipping services for Good American, Khloe Kardashian's ethical clothing brand, in support of its donation of one million US dollars' worth of jeans to healthcare workers.

We realise that the pandemic will have a lasting impact on our communities, and we will continue to work with our non-profit partners to help meet community needs as they evolve. Later this year, the Pitney Bowes Foundation will be giving a special team volunteer grant to the United Way Worldwide COVID-19 Relief Fund in recognition of our employees' wide-ranging community service, including support for food banks, local hospitals, blood drives, neighbours in need, local merchants and delivery personnel and delivery of meals to first responders.

pitney bowes



100
years

United States

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