

Pitney Bowes Limited s172 Statement- 2021

The Directors of Pitney Bowes Limited (the “Company”) provide the following statement pursuant to the Companies Act 2006 (as amended by Companies (Miscellaneous Reporting) Regulations 2018) (the “Act”) to describe how they have acted in accordance with their duty under s.172 of the Act to promote the success of the Company for the benefit of its member(s) as a whole, and in so doing, how they have had regard to those factors set out in 172 (1) (a) to (f) of the Act during the financial year.

Section 172 (1) (a) to (f) of the Act requires a Director to have regard to the following matters, among others, when discharging their duty: the likely consequences of any decision in the long term; the interests of the Company’s employees; the need to foster the Company’s business relationships with suppliers, clients and others; the impact of the Company’s operations on the community and the environment; the desirability of the Company maintaining a reputation for high standards of business conduct; and the need to act fairly with members of the Company.

The Company is part of the Pitney Bowes Group and follows a range of group-wide policies in place to protect employees and provide a safe working environment, to ensure compliance with all regulatory requirements and adherence to the highest professional and ethical standards in dealing with clients, suppliers and colleagues, and to ensure that it continues to operate in a socially responsible and compliant manner, and manages environmental sustainability.

The Directors engage directly with stakeholders wherever appropriate however the size of the Pitney Bowes Group means that stakeholder engagement often takes place at an operational or group level. This allows for greater efficiency and facilitates a greater positive impact on environmental, social and other issues.

The Pitney Bowes Annual Report 2021 and the Pitney Bowes ESG Responsibility Report 2021, contains detailed information on stakeholder activities and considerations undertaken within the Pitney Bowes Group. In addition, the Company’s Strategic Report and Directors Report for the Year Ended 2021 contains further information on 2021 considerations in addition to the effect of the Covid 19 Pandemic during 2021 and its commitment to environmental initiatives.

All decisions made by the Company and Pitney Bowes are done with long term consequences in mind.

High standards of business conduct:

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. 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.

In addition to the values of Pitney Bowes, the Company is regulated by the Financial Conduct Authority and the Board take seriously the conduct and compliance of the Company and its employees in accordance with the regulations imposed on it and any connected policies and procedures.

During 2021, working with external legal advisors, the Company rolled-out a training program for all relevant staff on the Financial Conduct Authority Code of Conduct, Treating Customers Fairly, Complaints Handling and Vulnerable Customers. That training was undertaken by each current employee, and the Company is incorporating the training into its onboarding program for new employees.

Community:

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 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 programs in deprived areas 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.

Community Activities during 2021.

- In July, we entered our first team into Million Makers, the award winning entrepreneurial challenge raising funds for The Prince's Trust. The charity is centred on helping disadvantaged young adults from all backgrounds. It supports young people through education and training. The team of passionate employees went on to create and publish a book called The Power of Letters, a collection of over 100 inspirational letters and poems showcasing what a positive mindset can achieve.
- In December, employee volunteers worked with Harlow Council to plant ten trees in Harlow.
- In partnership with the United Way and Herts Young Homeless we continued our remote volunteering program of assembling starter packs "Making Something that Matters":
 - In July, volunteers assembled starter packs for young people who are at risk of becoming homeless.
 - In December, volunteers assembled 'Christmas Packs' for vulnerable young people in Hertfordshire who are at risk of homelessness during the Christmas period. The 'Christmas Packs' provided items to help young people celebrate the Christmas period, and also provided some gifts to help them settle into their accommodation.

The Environment:

Pitney Bowes has long been recognised for our commitment to protecting the environment.

The Company is conscious of the need to consider the environmental aspects and impacts of its operations. Pitney Bowes is certified to ISO 14001:2015, the international standard for environmental management systems. The Company is committed to the waste management hierarchy of prevention, re-use, recycle and recovery in preference to final disposal. Other major activities include the remanufacture of both full products and components and, only in the event that this is not possible, or there being no demand, is equipment disassembled for recycling where practical, or appropriate disposal as a final option, ensuring compliance with Waste Electrical and Electronic Equipment legislation. Our real estate footprint continues to change and as a result our energy usage in particular is significantly lower than prior years. This will continue as we find new ways of working going forward.

We welcome opportunities to work with our clients and partners, to share our knowledge of mailing and shipping, and help them to minimise the environmental impacts of what they send, at the same time as maximising the effectiveness.

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 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, grow 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 create an even better future. Management regularly communicate with employees on the performance and operation of the business.

Employment of disabled persons.

The Company has always endeavored to give full and fair consideration to applications for employment by disabled persons with due regard for their particular aptitudes and abilities. Training has been given, wherever possible, to enable existing employees who have become disabled to continue their employment. The Company's policy is and has been to encourage the training, career development and promotion of disabled persons.

Employee involvement.

The Company has an established tradition of good management/employee relations based upon the exchange of information, ideas, viewpoints and observations by open communication and discussion through various forums and employee engagement surveys whereby employees can exchange views, share ideas and discuss changes in the organisation that are of mutual concern and interest to all employees. This also provides a formal communication channel for informing and consulting employees about the performance of the line of business and any substantial changes in the organisation that will have an impact on employees as a result.

During 2021 the Company engaged with its employees with an Employee Engagement Survey where all results are reviewed and analysed, with action plans put in place by management.

During the year, the Company launched an employee benefit programme where employees can lease ultra-low emission vehicles via a salary sacrifice scheme.

2021 Awards Shortlists and Recognition:

Finalist for the 2021 Social Mobility Awards – Innovation category.

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 we manage our supply chain and other external relationships.

We regularly engage with our clients with measuring and monitoring of customer experience against key customer principles and metrics and are proud of our continued “Excellent” rating on Trustpilot, the popular online review platform

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. For UK suppliers, we encourage them to seek certification from the following Minority Supplier Development-UK (MSDUK) in addition, our direct suppliers acknowledge and agree to abide by our standards as set forth in the Supplier Code of Conduct (“Code”) 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.

Shareholders:

The Company is a wholly owned member of the Pitney Bowes Group and operates as part of the Pitney Bowes Group in delivering its strategic objectives, in line with local Company policies and Pitney Bowes group-wide processes, initiatives (for other stakeholders, including employees and clients), governance and culture with alignment with group-wide risk, governance, compliance and financial priorities.

Key Decisions Made in the Financial Year:

- The Directors approved the Environmental Health & Safety policies and objectives for the year.

The Directors regularly meet to discuss the regulatory requirement of the Financial Conduct Authority and in 2021 particular focus was on monitoring the implementation of the

Financial Conduct Authority's Senior Managers and Certification Regime and updating policies.

- The Directors approved the 2021 Modern Slavery Statement.