

# 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 a new level of focus and 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-centered 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 we all share. You can read more about our approach to creating long-term value and the actions 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 backward and forward.

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 program.

- **Diversity and Inclusion:** We continued to work tirelessly toward a global culture that honors 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 math. In 2019 our signature volunteer program, Dedication to Education, drew more than 1,000 employees to 83 projects in collaboration with literacy and education nonprofits 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 totaled \$1.9 million.

Today we continue to be guided by the strong values, high professionalism and responsible citizenship that are 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 honored with International Design Awards. You can expect more of this as we move forward.

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 caliber of our ideas, the morale of our workforce, the empathy we bring to our global marketplace—in fact, everything 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 forward.

MARC B. LAUTENBACH



### Corporate Responsibility Report

## Our business practices

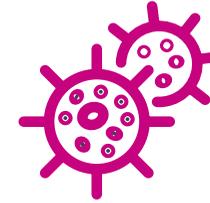
Our core value statement, "We do the right thing, the right way," sets the tone for how we interact with our stakeholders. We are committed to treating our clients, business partners, co-workers and communities where we live and work with fairness, honesty, respect and integrity.

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 program (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 does not 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 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 modeling expected behaviors 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 programs.

### 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 behaviors 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 labor and employment.

### Training

Employees need to know and understand the behaviors the company expects of them. We communicate our expectations through annual education and training initiatives, which we customize 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 applicable to all as well as 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, hard copy mail, 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 organization. Our Enterprise Risk Management program (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, multilevel ERM process is a vital tool to help the Company create, preserve and realize value for our shareholders.

### Business continuity

Our business continuity program is aligned with our risk management process. The program'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 program 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

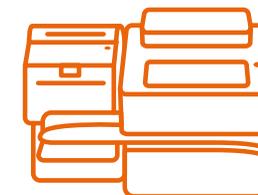


Home and agile working

**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 programs 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. With this report, and because we achieved our 2020 metrics a year early, 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 U.S.

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 programs, supply-chain

and fleet operations, facility operating procedures, and product offerings.

**Carbon management and climate responsibility**

Our company has a history of 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 program 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 percent 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 percent. In keeping with our past practices, we then set a new 8-percent Scope 1 and 2 emission-reduction goal for the year 2025 (normalized 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. Through the end of 2019, our electricity consumption was down by approximately 34.7 million kilowatt hours from our 2007 baseline, saving \$5.03 million and reducing our carbon footprint by 16,810 metric tons of CO<sub>2</sub>. 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 metric tons of carbon emissions.

**Green Power Program**

Pitney Bowes is a founding member of the Green Power Program, an industry partnership with the U.S. Environmental Protection Agency 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 U.S. green power users in that category.

We continue to purchase Renewable Energy Credits (RECs), which 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 percent of our energy consumption through Renewable Energy (normalized to revenue), by the year 2025.

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

**Fleet efficiency and sustainability initiatives**

Transportation 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 transportation 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 antennas. 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 windshield.

In addition, we have begun to equip our sleeper trucks with auxiliary power units (APUs) to avoid unnecessary fuel consumption due to idling. The U.S. 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 optimization software to model ideal routes and minimize 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 30,000 gallons 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 U.S. 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 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 recognized environmental standard ISO 14001. In the U.K., 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 provide related data into a database 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 program as part

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

#### REACH regulation

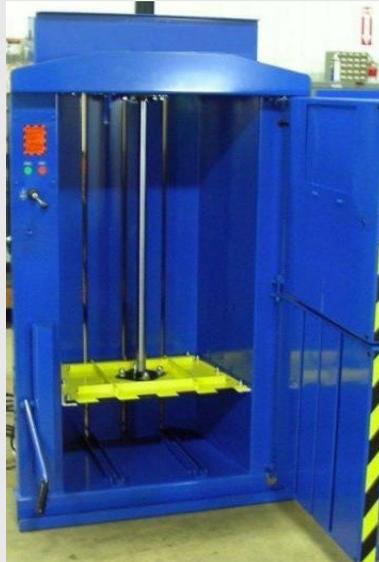
REACH (Registration, Evaluation, Authorisation and Restriction of Chemicals) is a European Union regulation aiming to protect human health and the environment from exposure to hazardous chemical substances. For information regarding Pitney Bowes products that may contain any REACH Substance of Very High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

### 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).

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 into revised SDS and product labels. This project typified the constructive collaboration we have established with key suppliers to incorporate advances in toxicology into the ways we manufacture and deliver our products.

We also made publicly available on pitneybowes.com the full list of ingredients of our cleaning products to comply with the California Cleaning Product Right to Know Act.

### Waste management

#### Minimizing waste from operations.

For more than 20 years, Pitney Bowes has taken part in the EPA's WasteWise Initiative, a voluntary program to minimize 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 metric tons 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 honored at the celebration of the 25th anniversary of WasteWise during America Recycles Week (November 11-15, 2019).

#### Minimizing 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, aluminum, copper, etc.) are then available for beneficial reuse in a variety of industries. In 2019, we recycled 1,927 tons of electronic waste.

#### Green remanufacturing

Pitney Bowes has a long legacy of product remanufacturing and recycling. We have established centers throughout the United States, Canada and Europe where clients return products for subsequent remanufacture, reuse of parts, or recycling. In 2019, equipment remanufactures 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 Pitney Bowes and its employees work together to make our facilities and our communities healthier and more energy-efficient.

### Flexible work arrangements help lower our carbon footprint

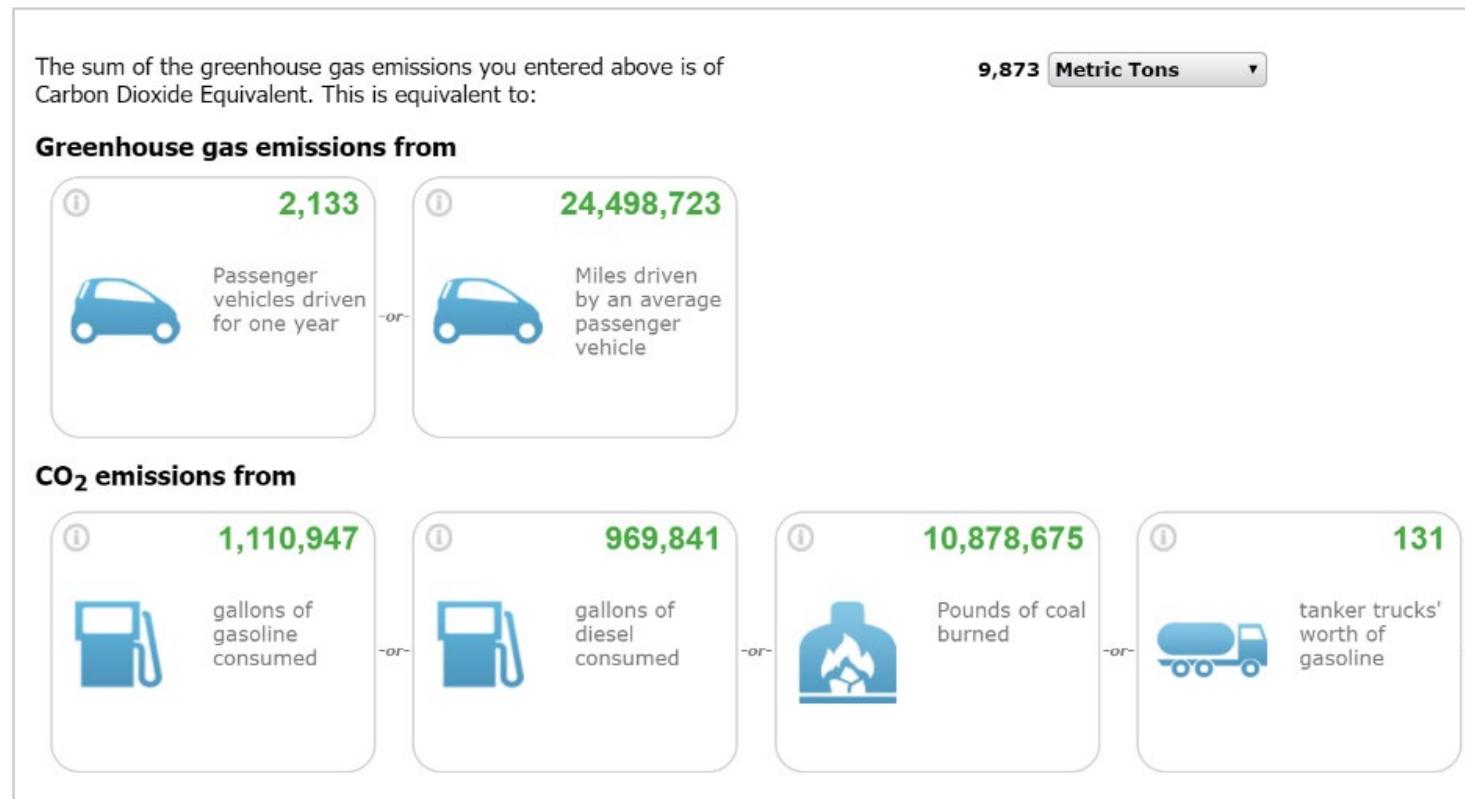
Well before the COVID-19 pandemic transformed workplaces around the world, Pitney Bowes encouraged home-based or agile work as a means of saving time and reducing energy consumption for both the company and its employees. In 2019, more than 18 percent of employees were classified as home-based or agile (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 22 miles per gallon for the average vehicle, the program saved these drivers over 1,110,900 gallons of gasoline over a one-year period. Utilizing the EPA's

average-vehicle emissions estimate of 0.008887 metric tons of CO<sub>2</sub> per gallon of gasoline, it also enabled them to avoid about 9,873 metric tons of CO<sub>2</sub> 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/\$M revenue (scope 1)	7.96	7.98	7.68	8.13	9.51
Indirect emissions of CO2e/\$M revenue (scope 2)	21.09	21.34	20.94	17.95	20.26
GHG emissions per unit of floor space (tons 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 & Gasoline (gallons)	2,434,294	2,414,260	2,419,031	2,447,232	2,603,767

\* 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/\$M revenue	3.31	4.65	4.79	3.31	1.13

## Product recycling

	2015	2016	2017	2018	2019
Cumulative pounds (U.S. 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 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.



## 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 U.S. workforce are people of color



Committed to supplier diversity

Employee Assistance Program



Free mental health counseling



## 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 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 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, user experience designers to engineers.

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

## 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 neighborhoods 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 recognizes 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 U.S. 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 honor 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

*"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



**2000s**

- Pitney Bowes CEO Mike Critelli serves three terms as chairman of the National Urban League
- U.S. employee benefits policy 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; 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 organization built on a long-standing

culture of diversity and inclusion.

We are many people working together around the world toward 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 programs 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 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 U.S. workforce are people of color

**18%** of our Senior Management are people of color



**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 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

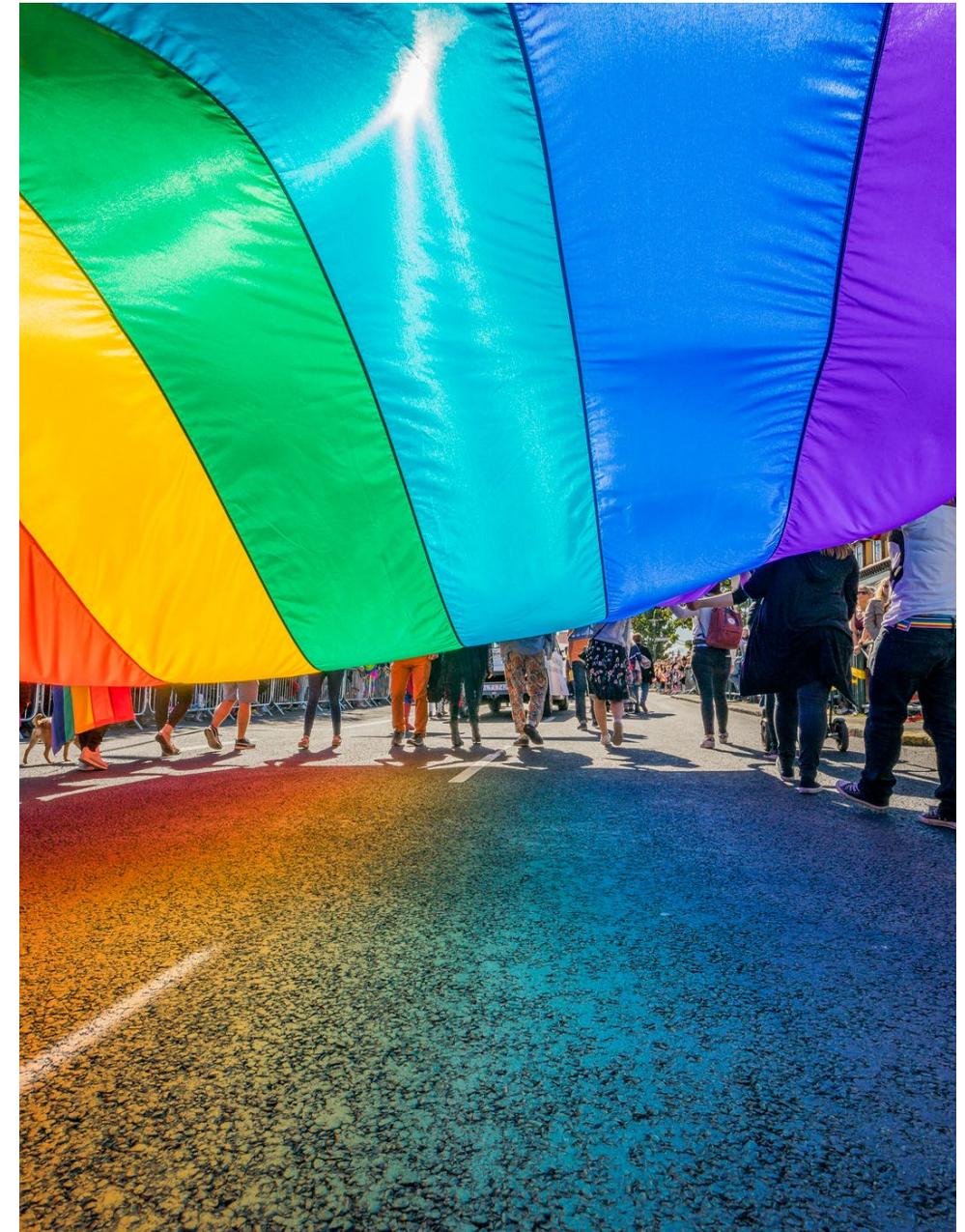
Corporate Equality Index to Pride Month, from internal surveys to corporate initiatives such as increasing partnerships with LGBTQ+-owned businesses. Our June 2019 Celebration was a breakthrough in terms of visibility and support for the community. Based on a roundtable discussion about the LGBTQ+ experience, 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 customized brand treatment incorporating Pride colors 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 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 roundtable discussions to surveys about the future, editorials both inside and outside of the organization, 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

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

**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

(WBENC) and Grace Hopper Celebration of Women to support the professional development and advancement of women.

**Catalyst**

Catalyst is a global nonprofit organization 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 recognized by U.S. organizations, 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 organizations such as Women's Business Enterprise National Council

**Generation**

Pitney Bowes Young Professionals (PB-YP) provides a virtual community for early-in-career employees 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

*"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 organization 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 the our Women's Inclusion Network and development of women to further Pitney Bowes business success. Together we support women in our workplace and help them and Pitney Bowes 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



INROADS, Pitney Bowes welcomed the new perspectives 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) program is a comprehensive career development experience that helps prepare the next generation of Pitney Bowes leadership.

Employees are nominated for participation and go through more than year of development, counseling, 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 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 do this. We host Globalization Summits in different geographies. 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 color

We believe there is one race—the human race. Yet because of systemic racism, skin color can have 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 regardless of race or religion. In 1943, we created a program to actively integrate African Americans into our workforce, and the CEO suggested using the demographics of the neighborhoods in which we operated as a goal for the composition of our



*“These are very tumultuous times. We as a people are reevaluating 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 organization. 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



workforce. By the mid-1940s, African Americans had assumed a variety of roles within the company—including our first office worker of color in 1946, an African American woman. Today, people of color comprise 50% of our company's U.S. 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 color on our Board of Directors since the early 1980s, with the most recent addition being Shelia Stamps, an African American woman. Our overall population of people of color is a fairly even mix of Hispanic/Latino, Black/African American and Asian. While these are all markers of progress, we know we can do better.

*“One of the attributes about our corporate culture, rooted in the history of our organization, 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 organization reflects that forward thinking. He felt 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



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

We partner with regional and national organizations 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 color. 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 recognizing 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 Honor and profiles highlighting how they have added their talents and skills to the Pitney Bowes team.

#### People with disabilities

We recognize the value of having employees with different abilities within our workforce and offer numerous supporting programs. 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 Program. 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 recognized 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 (6 times starting in 1998)
- Hispanic Magazine's Top 100 Companies for Hispanics (7 times starting in 1999)
- Black Enterprise Magazine's Best Companies for Diversity (7 times in the 2000s) and
- Diversity Inc's Top Companies for Diversity (5 times starting in 2001, including #1 in 2004)

Some of our more recent recognition for leadership in diversity and inclusion:

- 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

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

- Strategy, as business person of the year 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, color 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, recognized 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 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 programs 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 good will 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 energize 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 on diversity and inclusion category are consistently our highest above global high performing companies, and the category where we made the largest year-over-year gain 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 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 organization and through partnerships with third parties such as NIIT.



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 programs 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 organization 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 they develop. We continue to promote our internal web resources to help employees 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 program 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 programs. While we continue to pivot to a more virtual delivery approach, the following remain a core part of our offering:

#### Team Lead Essentials

This standalone program for Presort is designed for hourly employees exhibiting supervisory potential. The program 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 standalone Presort program 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 program 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 program since acquiring their position. We offer it both as a standalone program and as a prerequisite to role-specific leadership programs.

#### 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 program identifies senior leaders to serve as site leaders in 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 programs

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 organization. We have four enterprise-wide High Potential programs in addition to specific leadership initiatives for individual business units:

**SPRINT** is a six-month development program for individuals at the non-exempt and entry-level exempt levels of the organization. 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 frontline managers, while providing interactive access to leaders at multiple levels of the organization. In 2018, we extended SPRINT to all Pitney Bowes business units and we are offering it again in 2020.

**The Early in Career (EiC)** program 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. As a capstone, they are assigned to work on visible business challenges and opportunities developed by our senior executive sponsors. The sixth cohort of program participants will begin in 2020 and graduate next year before being deployed across the organization.

**BTS (Business Training Systems)** is a 2½-day business simulation exercise 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 Director-level and above executives 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 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, underrepresented 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 rollout 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 programs to our employees worldwide.

### Supporting physical, emotional and financial well-being

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

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

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

- Travel medicine consultations
- Ergonomic assessments and back pain prevention
- Smoking cessation

In 2019, we expanded our programs and resources to provide virtual

support to help employees stay healthy at work and at home. The resources have ranged from programs on balancing work and life, to virtual ergonomic assessments for agile employees.





## Making every step count

Our 13th annual “One-in-a-Million” one-day walking event served as a kick-off to 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 organizations 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 health care easily accessible**

In addition to providing high-quality affordable care to more than 10,000 U.S. employees, we structure our benefit offerings to make access to care as convenient as possible. Four onsite 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, elder 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 programs 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 onsite and virtual activities as well as telephone services in areas such as nutrition counseling, health coaching, fitness classes, team-based programs. In the U.S., our Wellness Perks program 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 programs and resources to help employees wherever they are in relation to their financial goals. Examples include programs that offer savings on everyday products and services, financial planning resources and retirement plans.

In the U.S., these programs 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 counseling and related resources. We recognize 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 reduce stigma and encourage dialogue across

all levels of the organization to sustain resilience and coping skills.

### **Personalized guidance and support for those affected by cancer**

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

### **Innovating the future of health care**

In collaboration with 54 like-minded companies representing seven million employees, we joined the Health Transformation Alliance (HTA) to address health care 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 health care costs while creating a highly personalized 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 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, 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 evaluate 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 occurrence 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. Among recent examples:

We have installed "smart" conveyor systems in many of our Presort Services facilities and Global Ecommerce Centers. 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 mail 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 program called "We've Got Your Back" that combines prevention strategies with health and wellness tips to help minimize ergonomic-related injuries in both our industrial operations and our office environments.



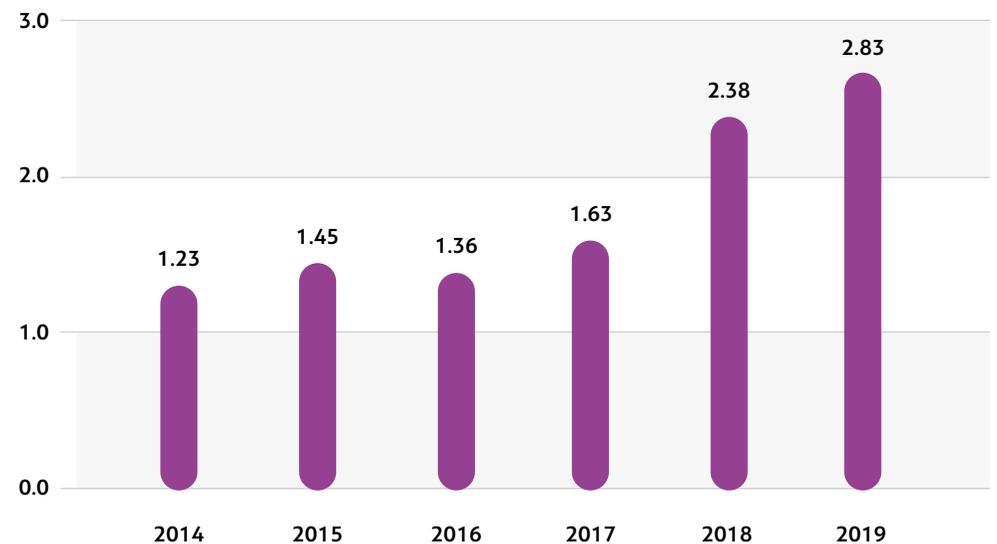
### Lost and restricted

	2017	2018	2019
Lost time cases	86	96	116
Lost workday case rate	0.47	0.61	.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 Inc. rate	1.94	2.39	2.68

### Year Over 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 centers 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 aiseways 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 safety and health hazards. The team provides an assessment of Life Safety

Codes, facility layouts and overall operations. As appropriate, additional safety training programs are implemented and full job hazard analysis 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.

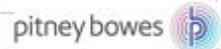
**Audits and site Reviews**

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 prioritize based on factors such as recent injuries, severity of injuries, timing and findings of prior audits, new processes or equipment, expansions or construction, and experience of personnel.

**Updated Job Hazard Assessments for U.S. 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:
<b>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.</b>		Printed Name or Signature
		Certification Date:
		Review/Revision Dates:
		
<b>Job Hazard Analysis (JHA) Detail</b>		<b>Page 2</b>
<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

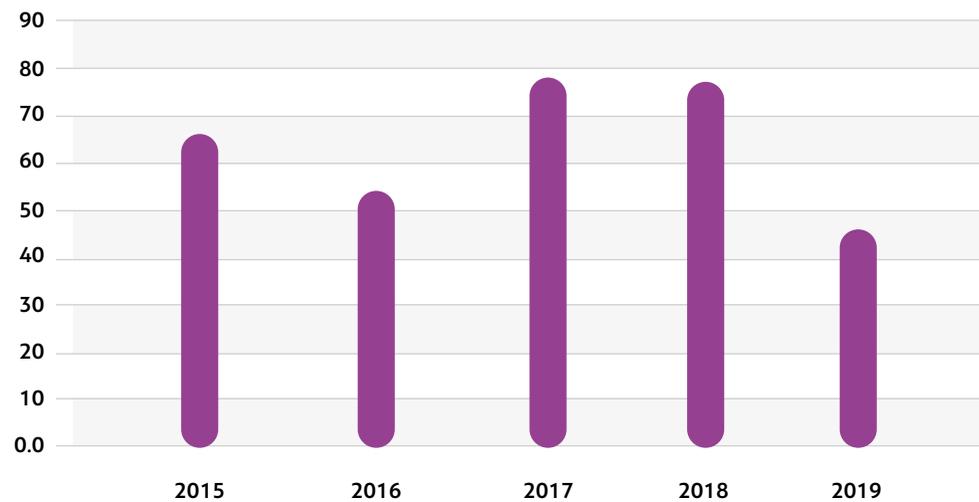
Example of Task Based Risk Assessment

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 programs, defensive driver training and more frequent check-in 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 patterns in injury and cost data easier to obtain and analyze. 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, PA 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.

Among the steps taken:

- Adding an athletic trainer to the team and launching an Industrial Athlete program
- 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 programs (including expanded Fit in Fitness Month)
- Holding safety focus groups with employees
- Implementing a new pre-shift warmup 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 new hire orientation program
- Certifying all supervisors and managers in CPR/AED/First Aid

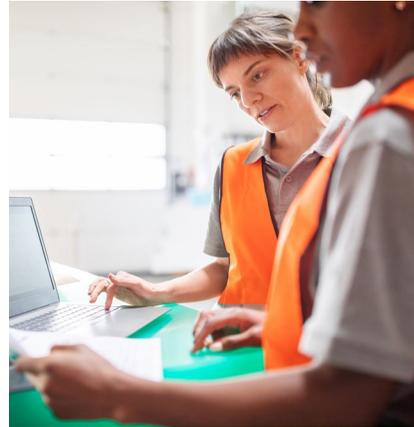
The results were dramatic. In 2019, the site attained a 40% reduction in OSHA recordable injuries with a TRIR of 10.73 as well as a reduction in the overall cost of claims. Other locations are learning from these initiatives and adapting them to benefit their operations.



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 we manage our supply chain and other external relationships.



Supplier Code of Conduct

Supplier Diversity Advisory Board

NaVOBA

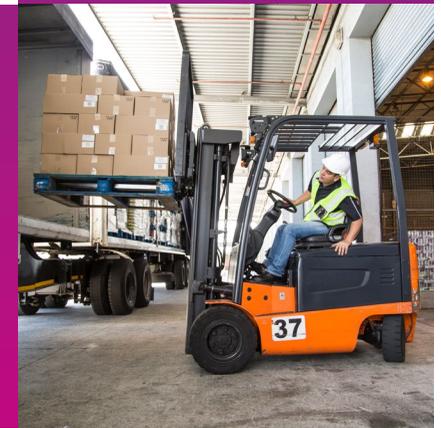


America's Top Military Friendly Supplier Diversity Programs 2020



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 center 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 a 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 program is now open to individuals and teams across the organization.

Our focus on the client and employee experience extends to our clients in global markets and our employees around the world. Our globalization capabilities include the internationalization of products and localization 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 localized 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 be safe, that workers are treated with respect and dignity, and that manufacturing processes are environmentally and socially responsible.

To ensure 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 program**

We are committed to growing our business using diverse suppliers. We believe 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 Sub-Continent, Native American,

- Alaska Native)
- Women
- Veterans, Service-Disabled Veterans
- Small Businesses
- Small Businesses located in a Historically Underutilized Business Zone (HUBZone)
- Lesbian, Gay, Bisexual, Transgender (LGBT)
- 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 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-on-one feedback during a sourcing initiative, via a webinar, or through external organization's programs (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 U.S. General Services Administration (GSA) Annual Subcontracting Plan. Our quarterly reporting capability includes second tier spend, which we provide to clients representing a minimum \$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 organizations**

We provide opportunities for small/diverse suppliers to connect with sourcing professionals and internal stakeholders. We are an active leader and member of several organizations 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 program, 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 organizations**



**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 labor 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 programs 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 programs we support address needs at every stage from early childhood to workforce development, including literacy, STEM (Science, Technology, Engineering and Math) and entrepreneurship education.

We work with proven nonprofit partners whose missions and objectives align with our purpose.



Dedicated to community service  
83 projects  
48 locations  
1000 volunteers  
in support of education

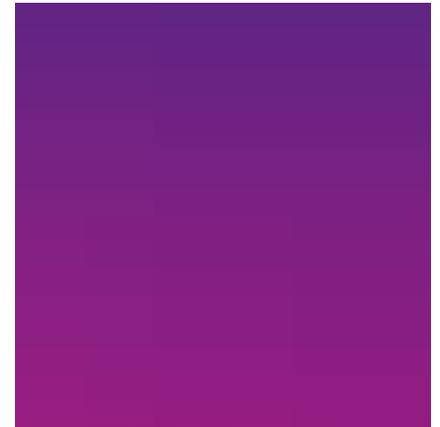


Opportunity for all  
  
Pitney Bowes Foundation focuses efforts on literacy and education

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

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

Since its inception in 1992, The Pitney Bowes Relief Fund has provided more than  
**\$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 organizations 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 program, Dedication to Education, which has grown into a global effort, helping to strengthen communities and build brighter futures.

## Employee volunteerism at Pitney Bowes

Community service is a longstanding 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 programs, 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 volunteerism, including non-profit board service, our colleagues collaborate with our community partners, strengthening programs 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 our support for employee volunteerism 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 recognize individual employees' volunteerism by providing grants directly to the nonprofits where they volunteer. These individual grants, available globally, range from \$125 for 25 hours of service to \$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.

### Nonprofit board service

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

### Career development through volunteerism

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 programs

and activities to specific skills and competencies 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 support for blood drives and collections of food, clothing, books, back-to-school supplies and holiday toys and gifts for those in need in our communities.

## Signature volunteer programs:

### Dedication to Education (D2E)

Launched in Connecticut in 2014, our D2E program 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 Centers 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 nonprofit partners, and Team Project Grants from the Pitney Bowes Foundation, the program 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* programs, Junior Achievement, Boys and Girls Clubs, local schools, parent-teacher organizations, community centers, children's museums and other educational nonprofits. 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 nonprofit. A RIF program we are particularly proud of is *Share the Message: Read!*, funded by the Pitney Bowes Foundation. Year after year, this program engages our employee volunteers in working directly with elementary 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 span a variety of subjects keyed to kids' interests; current offerings include books on technology, innovation, coding and communications. The program 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 math with Pre-school students.



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



**Volunteer events**

**A global celebration of community service in honor of 100 Days to 100 Years**

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

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 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 Naviyoit 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, lunchbox, crayons, books and other fun stuff and personalized them with an inspiring note. 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.



**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

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.



**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 U.K.

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.



### Harlow U.K. employees restore woodlands

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

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 protect nearby counties from flooding.



### Australia employees help out at schools and community centers

Our Sydney colleagues are longtime supporters of the United Way of Australia and its education programs. 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 bridge the gap between schools and the workforce and build career aspirations.

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 center, restoring hopscotch squares and reading to the children, all in support of the organization's mission to change lives and help prepare children for school through enriching programs, including the Dolly Parton Imagination Library, funded by the United Way of Australia.

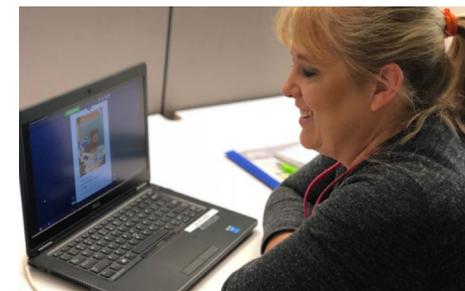


### Howe Dell Elementary (U.K.)

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 Center team in Spokane, Washington, has been volunteering once a week to read to children in the community through the innovative Vello 1:1 online tutoring program. 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 kindergarten 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 kindergarten classrooms to 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 make their own bug jars like the one the character in the book had. Employees also participate in the Literacy Volunteers' Power Lunch program, reading to students one-on-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 center) to help repair books and create an online

catalog for the center's Lending Library. Using the Goodreads app and their cellphones, 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**

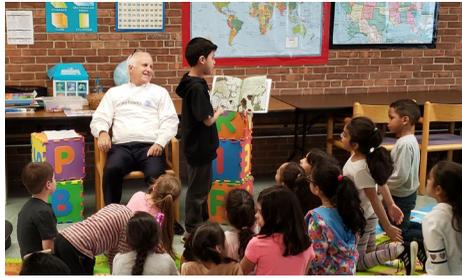
Seven Presort Services employees in Naperville, Illinois participated in the Messy Day Activities and Book Drive at their local YMCA. The volunteers worked together to help 100 children plant tomato plants in flowerpots that had been decorated by volunteers and their family members in time for the event. The children designed and colored 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 program:

- 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 create animal face masks.



- In January 2020, more than 30 employees joined CEO Marc Lautenbach at "Full STEAM Ahead," an educational enrichment day for preschoolers 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 Math) 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 celebrate the 50th anniversary of Apollo 11, the spaceflight that first landed humans on the moon. The museum's "Giant Leap Day" program 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 program 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, PB Demo Center and an Ecommerce Shipping activity.



- Pitney Bowes and our employees have been longtime supporters of Family and Children's Aid, a non-profit provider of mental health care for children and their families. Most recently, colleagues helped redesign the organization's welcome area by refurbishing model airplanes that hang from the ceiling, inspiring children to aim high.
- Seventeen Shelton employees spent a morning reading and creating bookmarks with 131 second and third graders at Columbus Elementary School in Bridgeport, Connecticut in conjunction with our celebration of 100 days out 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 organization committed to protecting the Long Island Sound and STEM education. Volunteers cleaned life jackets, organized equipment, prepared program material and helped clean the beach at Boccuzzi Park in Stamford, where SoundWaters provides environmental education programs to students from Stamford public schools.



- In Bridgeport, Connecticut, employee volunteers worked with K-8th graders 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 program run by Urban Impact, an organization focused on educational opportunities for at-risk youth.



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



- Shelton volunteers also dug into the Grow Your Own Community Garden program alongside students from the Boys and Girls Club of Shelton. The program, part of the Valley United Way, provides fresh produce for children in low-income neighborhoods.
- 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 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 Readathon sponsored by the United Way of Western Connecticut, reading to students in Stamford public elementary 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 transform the fields with careful weeding and tending the crops. They repaired raised beds, organized 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" program to fifth graders at local elementary schools. The program

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 globalization 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 programs 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 program highlights: "How to be an Independent

Woman," a program for girls 17-18, 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-defense; and a program for boys 12-14, 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 Math (STEM), entrepreneurship, and skills-based education programs.

- 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

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



- Employees organized 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 under-served 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 Coloring.

- Pitney Bowes volunteers created a technical skills workshop for local students from Navjyoti Foundation. Students from grades 11 and 12 visited the Noida office and enjoyed their first corporate experience and a counseling 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 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 1253 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 homemade 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 stuffed animals – that are given to every student in grades K-2 in the schools where The Little Bit Foundation works. The program helps students feel confident and ready to learn when they walk into the classroom.



### Arts in education theater workshops

Employee volunteers from Fairfield County, Connecticut, again took part in a theater 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 theater production of *Charlotte's Web*.

### Literacy kits for U.K. 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 3 to 11. The kits included three brand-new, age-appropriate books along with a personalized note for each student encouraging them to read. These literacy kits will benefit 150 children across the school in grades 1-6.



## 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 kids 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 recognize 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 honors business leaders who distinguish themselves through philanthropy and build volunteerism 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 recognized for her efforts in support of STEM education by the Discovery Museum, one of the Pitney Bowes Foundation’s education nonprofit partners.



**ARI**

Pitney Bowes was recently honored 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 Torson, 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 onsite drives and collections to help underserved students and their families. In 2019, seasonal drives at 25 Pitney Bowes sites helped make the world brighter for families in need, as Global Corporate Citizenship & Philanthropy partnered with the Wellness Team’s Thrive Program to deliver Random Acts of Kindness to promote a happy and healthy holiday 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 holiday gifts. Pitney Bowes sites and the charities they supported include:

**Food drives**

- Austin, Texas: Team members in Austin, Texas, donated more than 600 pounds of non-perishable and canned 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 favorite home-made soups and chilis. 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 folks face an “empty bowl” every day.



- Stamford, Connecticut: A holiday 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, an elementary 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 lunch. 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 holiday 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 holidays 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.

- Australia and New Zealand colleagues 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 programs. Each year, Pitney Bowes employees in the U.S., U.K., 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 organizations 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 \$1.9 million USD 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 Foundation matching gifts. Through the matching gifts program, 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 programs that encourage parent engagement, stimulate the development of language and literacy skills, and foster a love of learning.
- We also serve children from pre-kindergarten through middle school with year-round programs, both

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

- Through a focus on summer learning, we support programs that help minimize the loss of academic skills during school vacations.
- At the high school level and beyond, we support programs 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 volunteerism. From hands-on volunteering to skills-based efforts, and



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

The programs 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 pediatric 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 nonprofits throughout the city through their Books for Babies and Books for Kids programs.

Our longstanding support for Children's Learning Centers (CLC) of Fairfield County's full-day, full-year Head Start program 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 kindergarten. 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 programs that encourage parent engagement, stimulate the development of language and literacy skills, and foster a true love of learning. Our support helps bring the Operation Little Learners program 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 programs 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 programs**

**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 organization. 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 program in which volunteers read with young students in pre-K to grade 5, conduct craft projects, and help the children choose



a new 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 programs we support include:

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

## Mentoring

### Thank you PB

The Pitney Bowes Foundation continues to invest in the Connecticut-based Governor's Prevention Partnership's efforts to strengthen mentoring programs nationwide. Our most recent grant has enabled the Partnership to align Connecticut mentoring programs to better serve LGBTQQ\* (Lesbian, Gay, Bisexual, Transgender, Queer & 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 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 programs 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 program.

Other mentoring programs we support include:

- Best Friends of Neenah-Menasha (Neenah, Wisconsin)
- Danbury Schools and Business Collaborative's School-Based Mentoring and Scholarship Programs (Danbury, Connecticut)
- Future 5 College Prep Program (Stamford, Connecticut)
- School for Ethical Education School-Based Grants Program (Connecticut)
- Urban Impact (Bridgeport, Connecticut)
- YouthGo Middle School Mentoring Program (Appleton, Wisconsin)
- Stamford Public Education Foundation Achieving Lasting Change through Mentoring (Stamford, Connecticut)

We also provided support the following school-based programs:

- 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 programs

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 programs we support include:

- Brilliant Detroit's After-School, One-on-One (High Dose) Literacy Instruction (Detroit, Michigan)
- Education is Freedom's College, Career, and Life Readiness (Dallas, Texas)
- Focus HOPE KIDS: HOPE 21st Century Community Learning Program (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 programs (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 programs in 19 states for at-risk, low-income students in partnership with nearly 500 U.S. 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 organization's annual conference. Our sponsorship underwrote the participation of Dr. Marc Brackett, author of Permission to Feel and creator of the RULER program 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 longtime supporters of SoundWaters, a Connecticut organization that provides opportunities for children to learn about and explore the Long Island Sound through programs 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 programs including:

- Bartlett Arboretum Summer Camp Nature Immersion Program (Stamford, Connecticut)
- Building One Community's Summer Reading Program for Disadvantaged Immigrant Children (Stamford, Connecticut)
- Discovery Museum's Summer STEM Learning Programs (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 nonprofit focused on helping U.S. inner-city students expand their horizons and develop critical skills. Its signature program engages students in building schools in

developing countries, 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 programs 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 programs inspire young people from low-income communities to build entrepreneurial skills, launch businesses and connect experiential learning to educational programs. 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" program. This program 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 Startup Showcase expo for a chance to win funding and publicity.

**STEM (Science, Technology, Engineering, Math) education**

The Pitney Bowes Foundation partnered with MIND Research Inc. to expand access to ST MATH, a transformative mathematical experience, to students in grades pre-K-8 in Connecticut, Indiana, and New York. ST MATH is a highly visual, engaging and rigorous math experience that builds valuable skills and inspires students to become creative problem solvers. The program'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 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 1200 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 organized community Mini Maker Faires take place each year in 44 countries worldwide.

Other science, technology, engineering and math programs 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 Math (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 volunteerism in teaching programs 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 organization'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 color and veterans—by providing trainees with skills that can lead to

lifetime careers. Pitney Bowes Foundation donates to CITF's IT-Ready career program, 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 organization 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 programs 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 program 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 recognized StriveTogether Framework for community stakeholders to work together. The Collaborative aligns resources to help young people grow into active and productive citizens, utilizing 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 Postsecondary, College and/or Career. Our grants support the data gathering and analysis that underlie the Collaborative's work.

Other program areas supported by the Pitney Bowes Foundation include:

#### Parent and family engagement programs

- 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 mobilizes 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 organization 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 organizations serving 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 U.S., we conduct global appeals to support organizations such as the Red Cross/Red Crescent Society, with matching funds provided by the Pitney Bowes Foundation.



**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 U.S. 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 U.S. Employee Giving Campaign. To date, the Fund has distributed more than \$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 nonprofit organizations in their rescue,

relief and recovery efforts. In 2019 the Relief Fund provided support to food banks, the American Red Cross, the U.S. 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 lifesaving 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 U.S. and through global appeals conducted when disasters have struck our operations outside the U.S. 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 organizations that help low-income individuals and families gain access to healthy, nourishing food, affordable medical and mental health care, shelter for those in transition, and special services for women and children at risk. This includes our long partnership with United Way through programs 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 organizations 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 add value to our philanthropy and community service.

**CECP: Chief Executives for Corporate Purpose**

[cecp.org](http://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 transform their social strategy by providing customized connections, counsel and recognition.

**ACCP: Association of Corporate Citizenship Professionals**  
[accp.org](http://accp.org)

The Association of Corporate Citizenship Professionals brings together companies and foundations focused on designing and implementing corporate citizenship programs. ACCP provides tools and training that help members 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](http://ccc.bc.edu/content/ccc/membership)

The Boston College Center for Corporate Citizenship helps companies

maximize 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 programs.

**Candid**  
[candid.org](http://candid.org)

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

**Council on Foundations**  
[cof.org/membership/benefits](http://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](http://pointsoflight.org/our-mission)

The Points of Light Foundation is an international nonprofit dedicated to

creating a global culture of volunteering. The Foundation provides tools, insights and connections to help organizations maximize the effectiveness of their volunteer services and programs.

**Performance 2019**

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

- Pitney Bowes Foundation Literacy and Education grants: \$1.8 million
- Pitney Bowes Foundation Volunteer grants \$0.2 million
- Total match of employee charitable contributions: \$0.9 million to more than 1,500 non-profits (in the U.S., Canada, U.K., India, Japan and Australia)
- Corporate contributions in support of charitable causes: \$0.8 million

In addition, aggregate value of employee volunteerism: \$1.6 million / 32.2 thousand hours (includes hands-on and skill-based volunteer activities as well as nonprofit board service)

**\$1.6 million**

aggregate value of employee volunteerism.

**Pitney Bowes Foundation grants program results\***

	2018	2017	2016	2015	2014
Number of organizations 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

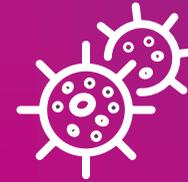
## Our COVID-19 response

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 mail and packages is minimal, it is only one of many risks our organization faces as the pandemic progresses. Here is a brief look at some of the steps we are taking to help our employees, clients and communities stay safe and healthy.



Centralized 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



## Organizing our response

The U.S. 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 mail 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 organization, makes timely decisions based on the best information available, assures consistency across the organization, and provides guidance to enable fast, localized 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 organization, 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 in contact with someone who has tested positive for COVID-19 have been instructed to stay 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 extent possible, utilizing 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 sites could remain open safely as needed, and to maintain a six-month inventory of locally sourced supplies wherever possible
- Set up centers for stockpiling critical janitorial and restroom 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 mailing 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 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 mail, 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 mailing 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 we could continue to serve large clients such as financial institutions and online retailers by processing significant volumes of mail 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 organization,” 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 nonprofit 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 U.S. communities where we have operations. The Foundation also accelerated grants to many of its literacy and education grantees, including national and local education nonprofits providing essential services such as onsite care for hospital staff and first responders as well as providing students

from underserved communities with books, enrichment programs and online math 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 program and assisting in the work of [United Nations Volunteers](#).

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

- 100 used and reimaged laptops and power cords to Norwalk Community College in Fairfield County, Connecticut, to help students in need complete their course work 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 dollars' worth of jeans to healthcare workers.

We realize that the pandemic will have a lasting impact on our communities, and we will continue to work with our nonprofit 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, neighbors in need, local merchants and delivery personnel, and delivery of meals to first responders.

pitney bowes 

100  
years

**United States**

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For more information,  
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