



## Reporting Criteria

Fuji Xerox Australia Sustainability Report 2014



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This document sets out the principles and methodologies used in our 2014 sustainability report for indicators assured by Net Balance in preparation of the report.

## Standards and regulations

Any standards or regulations followed, including the Global Reporting Initiative (GRI) are shared in 'About this report' in our 2014 sustainability report.

## Organisational reporting boundary

- Principles used for determining the reporting boundaries e.g. is the boundary based on operational or financial control – see 'About this report' in our 2014 sustainability report.
- Principles for reporting of acquisitions and divestments e.g. are new acquisitions reported in the first year – see 'About this report' in our 2014 sustainability report for detail.

- Which operations are included / excluded for each indicator and why – see 'About this report' in our 2014 sustainability report. Any exceptions to the rule are highlighted with footnotes for the various data sets.

## Restatement of reported data

Footnotes are provided where relevant throughout the report.

## Reporting methodology by indicator

**GRI G4-PR5** (p. 23 of report)

## Net Angel Result

**Definition:** The Net Angel Result (NAR) is a score indicating the likelihood of customers recommending Fuji Xerox Australia to others. The rationale is if we

deliver an outstanding customer experience, our customers are more likely to recommend us.

Average score is a simple mean average of all ratings given by customers.

**Units:** The score ranges from – 100 percent to +100 percent, with a positive score being the higher likelihood of a recommendation.

The average score calculation uses the same data set as NAR, but is a simply the mean average.

**Method:** The methodology mirrors that of the Net Promoter Score (NPS). Fuji Xerox Australia invites customers from across the business to participate. Feedback is obtained through an online survey, which is then used to calculate the NAR and average score.

How likely is it you would recommend us to a friend?



◀ Extremely likely

Not at all likely ▶

■ % – ■ % = Net Angel Result

**Source:** The NAR is calculated by an independent contractor, based on online survey responses from our customers.

**GRI G4-EC9** (p. 27 of report)

## Local versus International Spend

**Definition:** The proportion of spend on local versus international suppliers is based on our top 100 suppliers. Domestic and international spend was defined using the following categories:

- Intergroup: Fuji Xerox Co Ltd and related entities
- Australian owned companies
- Local branch of a foreign owned company
- Foreign owned companies

Supplier spend data excludes commission payments to dealers as they are one of our go to market sales channels and therefore not classified as a supplier.

Upstream Print Solutions spend is not captured in this exercise.

**Units:** Percentage of top 100 supplier spend.

**Method:** Data was extracted from Oracle. The top 100 suppliers were then categorised as above. Any foreign company spend was converted to Australian dollars based on the following exchange rates – JPY 97.9300 (Japanese Yen), USD 0.9474 (US dollar), CHF 0.8643 (Swiss Franc) and SEK 6.2354 (Swedish Krona).

**Source:** The currency exchange rate for Japanese Yen is provided by Fuji Xerox Australia financial team from an Excel spreadsheet. This file is updated each month. The JPY is locked in quarterly. The information is provided by Fuji Xerox Asia Pacific Pte Ltd and applied in Australia.

For all other currency exchange rates we used an average of market exchange rates from the period July 2013 – July 2014.

Spend data was sourced from Oracle database.

## GRI G4-EN30 (p. 27 of report)

### Logistics Carbon

**Definition:** Carbon emissions associated with the Fuji Xerox Australia's transport of goods by logistics suppliers. Emissions are reported where Fuji Xerox Australia pays for freight based on contractual freight terms.

**Units:** CO<sub>2</sub>-e tonnes

**Method:** The carbon logistics application calculates the theoretical CO<sub>2</sub>-e emissions from transport of Fuji Xerox Australia's and ANZHUB's stock items.

The calculations are made using one of two methods:

### Method 1

For transport where fuel consumption can be calculated (domestic transport), the 2014 Australian Government National Greenhouse Accounts (NGA)

Factors are used:

CO<sub>2</sub>-e tonnes = Kilolitres of fuel x Energy content factor x Emission factor / 1000

### Method 2

Where fuel consumption cannot be calculated (air transport, sea transport, cartage), CO<sub>2</sub>-e emissions are calculated using the CO<sub>2</sub>-e conversion factors method supplied by the 2010 Guidelines to Defra / DECC's GHG Conversion Factors for Company Reporting:

CO<sub>2</sub>-e tonnes = Distance travelled (km) x Cargo Weight (kg) / 1000 x CO<sub>2</sub>-e Conversion Factor / 1000

### Distances (international)

Distances are based on the most direct route as defined by:

- air (great circle distance): Great Circle Mapper (<http://www.gcmap.com>)
- sea (shortest steaming distance): Sea-Rates.com (<http://www.searates.com/reference/portdistance>)

### Distances (domestic)

**Cartage:** Distances are based on the shortest travel distance (vehicle) between the port / airport and the delivery warehouse as defined in Google maps (<http://maps.google.com.au/maps>).

**Equipment:** Distances are based on the straight-line distance between the centre of the postcode for the carrier depot and the centre of the postcode for the customer's address.

### Source:

1. Air deliveries from interstate air-freight courier
2. Import weights from customs broker Declaration
3. Import quantities from customs broker Landed Cost
4. Non-equipment deliveries from Fuji Xerox Australia system
5. Equipment deliveries from interstate road-freight courier
6. Equipment returns and relocations from interstate road-freight courier

## GRI G4-LA11 (p. 33 of report)

### Performance review by gender

**Definition:** The percentage of employees that had a performance review completed and approved in the system.

This metric excludes casuals, contractors, employees on extended leave, the regional support centre which Fuji Xerox Australia operates on behalf of Fuji Xerox Asia Pacific Pte Ltd, and Upstream employees whose performance metrics are managed independently by Upstream.

### Units:

 Percentage of headcount

**Method:** These figures are calculated by dividing the number of people who completed a performance review by total headcount numbers.

**Source:** Data is sourced from the HR system and performance review system (PACE).

## GRI G4-LA12 (p. 37 of report)

### Workforce by gender

**Definition:** Workforce figures contain all direct Fuji Xerox Australia and Upstream employees at the end of the reporting period. This includes permanent, fixed-term, and casual employees as well as those on parental leave. This data excludes the regional support centre employees and extended leave employees, who do not have an expected return date.

**Units:** headcount

**Method:** Data is captured and reported using the HR System and expressed as:

- Headcount by employment type (full-time, part-time and casual) and by gender.

**Source:** HR database.