Promoting Social Harmony

Personnel System

At Fuji Xerox, we want to create a working environment that employees can feel their own value and growth as well as pleasure through their work. We seek to foster an environment that promotes knowledge creation and utilization, producing a corporate culture that encourages employees to challenge the development of their capabilities. Our personnel system plays a critical role in creating such an environment. Its aim is to develop our workforce so that we can adapt ourselves in the IT revolution and fast-changing markets.

Results

Human Resource Management Based on Job Role

The Fuji Xerox personnel management system revolves around the roles employees assume, as dictated by business and operational strategy. Remuneration is based on the results people achieve in their designated roles, and is therefore a function of both position and performance. We seek to make this the basis for creating a new relationship between the company and individuals.

♦ Managing the development of employees’ skills
Business today has created more diverse work patterns and increased the need for specialist skills. We make it clear that there is a direct link between the results achieved and the ability of people to use their talents and translate them into quality actions.
Our personnel development system is based on skill sets, or competencies, which we have compiled in a special handbook. We use this and other tools to help individuals develop their skills. We have also made the entire system more coherent and consistent by introducing skills surveys for employees so that we can assess how best to develop and assign people to jobs within the organization.

Employee Satisfaction Survey

Since 1978, we have surveyed our employees on a regular basis to ascertain their morale and judge the effectiveness of different personnel system aspects. These surveys cover a wide variety of topics related to employees’ satisfaction with their work. As well as finding out what sort of challenge work constitutes and the good and bad points of the workplace, we ask questions about people’s superiors and the organization. The surveys also cover issues such as leisure-time activities, attitudes towards promotion and meritocratic remuneration systems, and the incidence of sexual harassment.

Employment of Disabled Persons

Fuji Xerox is committed to giving disabled people opportunities to work. As of March 31, 2001, the proportion of disabled workers had reached 1.76% of the workforce. We will continue to promote the hiring of disabled persons until this figure reaches the statutory value of 1.8%.
Promoting Social Harmony

Policies on Paid Vacation and Leave of Absence

The combination of an aging population and low birth rates is forcing companies to adapt their personnel policies. Since they are composed of people and must function within society, companies have a responsibility to change to cope with the evolution of social issues. Accordingly, our personnel system aims to help all those who work at Fuji Xerox balance their work and family commitments.

**Family care leave**
Employees who need to care for family members afflicted by senile dementia or other serious diseases can take a company-supported leave of absence of up to two years.

**Maternity/paternity leave**
Employees with at least one year’s service who intend to return to continuous full-time work can take a leave of absence lasting for up to one year from the birth of a child. Employees may avail themselves of this system as many times as they wish, and it is also open to fathers.

**Family care leave via shortened working hours**
Employees who need to care for family members afflicted by senile dementia or other serious diseases on a daily basis, but who still want to work, can, for a certain period, be exempted from full-time work and have their working hours limited. Subject to a two-hour minimum, daily working time is then assessed on an hourly basis.

**Maternity/paternity leave via shortened working hours**
To enable employees to balance work and child-rearing commitments, a flexible working system is available to those who cannot work full time. This arrangement can last until a child reaches four years of age or enters primary school. Subject to a two-hour minimum, daily working time is then assessed on an hourly basis.

Other Personnel Systems

Our thinking is based on the concept that good employees must first be good members of society, and so a person’s life must be balanced between work and activities outside the company. To make such an equality into a reality, we have established a number of systems.

**Additional contribution remuneration system**
Based on the thinking that companies can only grow based on the humanity of their employees, we have a system that pays people additional bonuses based on an evaluation of their extracurricular interests and activities within the local community.

**Half-day paid leave**
We have a flexible working system that is not rigidly based on the rule that pay applies only to a full day of work. Employees are free to work out which way is most convenient for them, particularly with half-day activities such as hospital visits or attendances at school open house.

**VBCP (Venture Business Challenge Program)**
VBCP is an internal venture business system that began in 1987 with the objective of developing new businesses based on employee ideas so that individual creativity and talents could be maximized and new business opportunities could be found. The program has been widely publicized internally using the motto “You’re the President.” To date, VBCP has incubated and launched several firms, including a business software developer, a parts maker for prototypes, and a company that assembles electronic components.
Hygiene, Safety and Health

Based on the safety and hygiene corporate philosophy below, we work hard to maintain the health and safety of all our employees through to preserve a positive work environment.

Safety & Hygiene Corporate Philosophy

- Safety shall be the first priority throughout all our operations.
- Our basic thinking on health is as follows:
  1. Health is an employee's most important asset to live a full and fulfilling life.
  2. The health of its employees is also a vital asset for a company, since it allows them to use their talents, and to contribute to both business and society.
  3. Health is for employees to protect and for the company to help them in doing so.

Results

Promoting Health

♦ Health Checks
All employees at the company receive an annual health checkup. At bases with large numbers of employees the scheme conveniently schedules this checkup during the month of the employee's birthday. Employees who are over 40 can choose to undergo a more extensive health examinations.

♦ Health Consultations with Insurance Personnel
To make sure our employees fully understand the implications of their health-check results, they consult with state-registered health advisors. Since 1996 we have steadily expanded the scheme: 76.3% (10,742) of the employees received the benefit of this health advice in FY 2000. This scheme enhances the general work environment: It improves mental health by catching the symptoms of overwork and encourages individuals to prevent the effects of high blood pressure, diabetes, high cholesterol levels and other lifestyle diseases.

Activities at Manufacturing Sites

As well as carrying out safety policies tailored to the characteristics of each site, a company-wide Health and Safety Committee meets twice a year to decide overall policy and expand the excellent activities of a site to the rest of the company.

In the year 2000 the Ebina Center received the Minister of Labor's Commendation for Excellence in Safety. The commendation said, "The safety and hygiene management that has been established at the Ebina Center, along with annual safety and hygiene management plans, includes other labor-hygiene management activities such as workplace comfort evaluation, the implementation of a chemical-safety assessment system, and MSDS (material safety data sheets) to actively make safe handling common knowledge to all workers. Furthermore, even while introducing spraying robots to prevent diseases caused by exposure to organic chemicals, to eliminate harmful organic solvents the company has been actively switching paint to water-based coatings."

Work-related Accidents

No serious accidents occurred during the year. The accident frequency ration in 2000 was far lower than the national average for Japan (0.55, compared with 1.80).
Ethical Management

“The shared values” of the entire Fuji Xerox Group guides us high ethical standards as the most important. Our corporate culture encourages each of its employees to strive for high personal standards and follow the Company’s ideal of proper business ethics.

History of Business Ethics Policy

<table>
<thead>
<tr>
<th>Year</th>
<th>Principles</th>
<th>Organization and Committees</th>
<th>Establishment and Revision of Standards and Others</th>
<th>Follow-Up System</th>
<th>Training and Awareness Activity</th>
<th>Written Pledge</th>
</tr>
</thead>
<tbody>
<tr>
<td>1999</td>
<td>*Business Ethics Committee reorganized</td>
<td>*1998: EM Promotion Committees at each company and center</td>
<td>*Information Management Regulations</td>
<td>*E-mail and Internet Usage Guidelines</td>
<td>*Ethics survey carried out</td>
<td>*Directors and general managers</td>
</tr>
<tr>
<td>2000</td>
<td>*EM Promotion Committees at each affiliate</td>
<td>*EM Promotion Committees at each affiliate</td>
<td>*Behavior Standards for Employees</td>
<td>*Issuance of Handbook for Dealing with Business Information</td>
<td>*Sexual Harassment Prevention Hotline for affiliated companies</td>
<td>*Related companies (managers)</td>
</tr>
<tr>
<td>2001</td>
<td>*Business Ethics Committee reorganized</td>
<td>*Sales Navigator issued</td>
<td>*Sales Navigator Information</td>
<td>*Questionnaire survey concerning business ethics and sexual-harassment policies</td>
<td>*Ethics training (ordinary employees) affiliated</td>
<td></td>
</tr>
</tbody>
</table>

Goals

- Conduct ethics training for all employees to ensure them understand business ethics and take proper actions.

Results

Business Ethics Promotion Activities

- In FY 1999 we carried out ethics training for senior management and managers.
- In FY 2000 we extended ethics training to about 12,000 general employees, nearly all of whom completed the training.
- We conducted a survey of employee awareness concerning business ethics (results in table at right).
- From the survey it can be seen that employees who have had the training are aware of the need for proper conduct and sound judgment; also, that this conscious has spread to more people at more locations.

Informations for Our Awareness and Follow-up Activities

- Company intranet
  We transmit information about things such as training and survey results on the “ethics” pages. Furthermore, we provide advice daily and follow up via the Ethics Consulting Service.

- Behavior Standards for Employees
  We distribute a casebook that advises on standards of behavior for employees. The standards and 100 case studies are used when employees cannot about issues that arise make a judgement in their work.
While we aggressively disclose the impact, improvement and activities on environment of our business, we aim to improve our society through better communications with our stakeholders.

**Goals**

- Improve the quality and quantity of disclosure about environmental activities.

**Results**

**Eco-oriented Management Speeches**

Top Management has made speeches on our Eco-oriented Management.

- **September**  Asia-Pacific Environmental Ministers Conference Private Sector Symposium “Fuji Xerox Eco-oriented Management”
- **October**  Environmental Awareness Symposium, in Gifu “New Enterprise Initiatives to Achieve a Recycling-based Society”
- **November**  Nihon Keizai Shimbun World Economy Summit “Legal Infrastructure for the Formation of a Recycling-based Society”
- **December**  Keizai Koho Center Economy Subscription Lectures “New Tide in Manufacturing: Achieving a Zero-Emissions Society”
- **December**  Business Leaders’ Interforum for Environment 21 (B-LIFE 21) Presentation “Fuji Xerox Eco-oriented Management”

**Environmental Report**

In 1999, we published our first environmental report, the “Fuji Xerox Environmental Progress Report 1998.” The next year, in the year 2000, we published the second report and changed the title to the “Fuji Xerox Environmental Report 2000.” In the 2000 Report, we aimed at improving the comprehensiveness and full disclosure of information.

**Environmental Report 2001 Reflects Opinions of Environmental Experts**

Seeking expert opinions, we sent draft copies of Environmental Report 2001 to Yoshiki Midorikawa of the Green Consumer Research Group and Junko Edahiro, an environmental journalist. We revised the text in consideration of the more than 200 valuable comments they made. Not only did they help us improve the text, on the way to the final draft we also revised the graphs and figures.

**Using the Internet for Disclosure**

Our Web pages about the our environmental activities received more than 130,000 visits in a year. As well as bringing the Web pages into line with the content of the “Environmental Report,” we have also revised the structure of the top page for easier navigation.

We will continue to update the information and carry out major annual revisions to the content.
Eco Products 2000 Exhibition

From December 14 to 16, 2000 exhibition, Fuji Xerox took part in Eco Products 2000, which was held at the Tokyo Big Site and sponsored by the Nihon Keizai Shimbun and the Industrial Environmental Management Association for Industry. On the final day our booth was honored with a visit from Prime Minister Yoshiro Mori and Environmental Minister Yoriko Kawaguchi. Using images and displays, we were able to explain how, at each stage of the product lifecycle, the excellent way in which companies in the Fuji Xerox Group deal with issues such as "minimizing environmental impact" and "achieving zero waste."

From responses to questionnaires by visitors to the booth we learned that the exhibition had let more people, who were not previously aware, know about our environmental efforts. We were also pleased to find that 93% of respondents expressed overall satisfaction with the display and explanation by the attendants. In addition to this event we exhibited at 11 other global environment fairs, including one at Shiga Prefecture Nagahama Environmental Business Messe.

Customer's Visit to Our Manufacturing Sites

To enable local elementary and junior high school students to visit our facilities as part of their social-studies education, we organize annual environmental visits for schools. We welcome students to the production line to see recycling centers and solar energy in action, and to consider things such as energy-saving measures. At the Ebina, Iwatsuki, and Takematsu manufacturing sites, as well as the Nakai laboratories, we arranged 188 visits, including those by elementary and junior high school students, for a total of 2,368 people.

In Japan the Basic Sustainable Society Act was recently passed. To raise public interest in the issue, on 71 occasions we arranged "open day seminars" that focused on materials recycling systems. Welcoming 1,409 people, our employees enjoyed a lively exchange of opinions with visitors.

Advertisements to Deliver Environmental Messages

Fuji Xerox regularly runs advertising press campaigns in Japan promoting the use of recycled parts in production. The first campaign of this type, which ran in 1996, featured three separate executions of this theme. Good advertising of this sort not only publicizes our efforts, but also functions as an educational material in its own right. We therefore plan to continue using this media to deliver our message.

Awarded Japan Industrial Journal Advertising Award "Advertisement Grand Prize""1
Awarded Gold and two Silver prizes in the Japan Industrial Journal Grand Prize for Industrial Advertising"2

1, 2 For more information on these awards, see page 51.
In 1980, we established the Customer Information Center within the General Affairs Department. Since then it has become a major response center for all of customers.

For our customers, the Center tries to provide timely, correct and easy to understand responses to customer inquiries which are used to help each company and division to improve operations. Toll-free phone and fax lines are available, but customers can also contact the center via e-mail from our customer service home page, or by conventional mail.

**Goals**

- Aim to provide our customers with the response to satisfy their inquiries.
- Utilize customer feedback to improve the products, services and operations of the Company.

**Results**

**Number of Inquiries**

In FY 2000 the Customer Service Center received 46,000 inquiries, 9,000 more than during the previous year.

**Our Response Status**

- **Thanks expressed**
  The percentage of customer inquiries where the customer vocalized gratitude or satisfaction as a result of our response, or was judged to have done so, is extremely high.

- **Not kept waiting**
  As well as ensuring that customers are grateful for having contacted us, the speed of response is also important to us. We aim to be able to answer customer questions immediately without making people wait.

**Improvements in Response to Customer Feedback**

Customer feedback has proved invaluable to the improvement of products and services, and for developing operations.

**Customer Service Center Visits**

To encourage greater awareness of the customer response service offered by the Center, it has been organizing an increasing number of study visits. In FY 2000, the Center welcomed visits of parties from 42 companies.
Promoting Social Harmony

Fuji Xerox provides support for outside researchers, as well as aid to NPOs and NGOs. For employees we have implemented the "Social Service Program" (voluntary leave), and supported the volunteer activities of the "Hasu Club." We hope to improve the quality of human life in the society.

*The Hasu Club is a volunteer organization comprising approximately 4,000 members from throughout the Fuji Xerox Group. Hasu means "fraction," referring to the voluntary contributions that employees make of odd fractions when their salaries are calculated.

Goals

- We are supported by our customers, local communities and countries in the world. To make the society better, we aim to continue our unique social contribution activities consistently which support all aspects in the society.

Results

"Bridge Between Society and Employee, Company and Society"

The social contributions made by Fuji Xerox and its employees have been progressing on a broad front. Wide-ranging activities include technical and educational aid; support for social welfare, culture and art; volunteer activities and involvement with environmental preservation and protection; and local community development.

In this publication we have chosen to focus on results that came from some of our main social-contribution activities during FY 2000, especially the Kids ISO14000s Program, the development of easy-to-use, universal design equipment, and environmental conservation activities.

Awarded Grand Prize for Enterprise Social Contribution*

*For more information, see on page 51.

Kids ISO14000s Program

Fuji Xerox participates in "Kids ISO14000s." Through effective education this project aims to ease the transition toward a lifestyle that's more in keeping with environmental imperatives. A program sponsored by ArTech, an international NPO of artists and technicians, "Kids ISO14000s" is intended to make children aware of environmental management and enable them to carry it out. In a trial conducted at three elementary schools in Tokorozawa City, using a workbook 101 children carried out environmental management activities during their school winter vacation. Consequently, they were able to see for themselves how much electricity, gas and water were used, and how much garbage was generated over a fixed period. Their work also contributed very useful data to the ISO14001 surveillance of Tokorozawa City.

For more information, see on page 51.

Awarded Grand Prize for Enterprise Social Contribution*
Social Contribution Activities

Providing Universal Design Products

To promote the employment of physically disabled people and boost the participation of senior citizens, society is increasingly demanding that products be designed so that they can be used by anybody. With the help of developers who had a passionate belief in the ability of their technology to help society in this way, we produced just such a version of the Able copier with universal utility specifications. This model received the Mellon Grand Prize in 1999 for its user-friendly design. A universal utility option, which can be ordered when a product is shipped, was also made available on the 28 models in the DocuCentre 400/350/250 series from November 1999.

In October 2000 we submitted a universal design specification prototype of the DocuColor to CEATEC Japan*2 as a reference exhibit. It was well received.

To extend universal design features to other Fuji Xerox products, the Universal Club was launched. Sharing their knowledge of universal design and increasing their mutual understanding, many employees of Fuji Xerox participate in these club activities.

Nature & Environmental Preservation Activities

The Hasu Club organizes a number of activities for employees to lend a hand in protecting our precious natural environment. The group donates funds to environmental non-governmental (NGO), non-profit (NPO) and other volunteer organizations. It also organizes a number of regular events jointly with such groups.

◆ Nature field trips

Since 1993, the Hasu Club has been sponsoring field trips to allow company employees and their families and friends to sample the joys of nature in their local areas. The field trips undertaken in 2000 are listed below.

Field trips during the year 2000
May: Nagano Prefecture, 16 members
Field trip to see the natural environment of Hakuba
August: Kanagawa Prefecture, 20 members
Eighth observation of red-clawed crabs at Koajiro Forest
September: Miyagi Prefecture, 21 members
Trip to virgin beech forest on Mt. Funagata
October: Kanagawa Prefecture, 24 members
Fifth trip to Hakone and Mt. Kintoki

*1 Universal options are added to equipment prior to shipment from the factory.
*2 CEATEC (Combined Exhibition of Advanced Technology), sponsored by the Communications Industries Association of Japan, the Japan Electronics and Information Technology Industry Association, and the Japan Personal Computer Software Association, is the largest IT-related trade fair in Japan.
Promoting Social Harmony

Nature & Environmental Preservation Activities

♦ Deepening ties with environmental groups
To forge closer ties with members of NGOs and NPOs around Japan, who work on the front line of nature conservancy efforts, the Hasu Club organizes a number of forums for the exchange of information.

June: Shirouma Nature Club (Nagano Prefecture)
June: The Sea Loves Forests: Tree-Planting Festival (Miyagi/Iwate Prefecture)
June: National Convention: All-Japan Mixed Woodland Conference (Yamaguchi Prefecture)
September: National Forum of the Forestry-Road Issue Network (Iwate Prefecture)
September: Mt. Funagata Conservation Group (Miyagi Prefecture)
November: All-Japan Forest and Nature Conservation Meeting (Niigata Prefecture)
December: Let’s Meet at the Nagara River (Tokyo)

♦ Support for Oze Alpine Wetland Conservation Alliance • Nature Conservation Society of Japan 50th Anniversary Pre-Symposium
Fuji Xerox and the Hasu Club supported the Nature Conservation Society of Japan pre-symposium on the theme “What will become of nature in 21st century Japan? Seeking the ideal image of a national park.” Volunteers from the company also helped with the practical running of the meeting and designed and made color copies of conference materials.

♦ Volunteer clean-up activities
Since 1993, volunteers from all the major Fuji Xerox sites have been participating in clean-up activities in the vicinity of local stations and other areas.

Regular cleaning schedule
Ebina - Area around local station: monthly, about 20 volunteers.
Iwatsuki - Area around facilities: twice a year, 50-70 volunteers.
Takematsu - Area around local stations and facilities: annually, about 150 volunteers.
Suzuka Xerox - Area around facilities: annually, about 50 volunteers.

♦ Support for environmental organizations
Fuji Xerox makes regular donations to a number of nature conservancy groups that do valuable work to protect the environment. The following list includes some of the main beneficiaries of this.

From 1982 Wild Bird Society of Japan
From 1983 World Wildlife Fund
From 1993 Keidanren Nature Conservation Fund
From 1997 Global Environment Human Forum
Social Contribution Activities

Nature & Environmental Protection Activities

♦ Matching Funds* for Hasu Club Donations: 35 Recipients in the Year 2000

Fuji Xerox has pledged to match any donations made by the Hasu Club to bodies directly concerned with environmental action, groups carrying out grass-roots activities, organizations connected with Hasu Club activities, and other worthy causes. During FY 2000 the Hasu Club made 156 donations totaling ¥13.15 million. Along with matching contributions made by the Company, the total value was ¥26.30 million.

* Matching Fund means that the company donates an amount equal to that provided by the Hasu Club, thus doubling the benefit to the recipients selected by the Hasu Club.

Matching fund recipients by region (prefecture - dates)

- Shirakami NGO (Aomori/Akita - 1994)
- Hachimantai Tsutakonda Beech Forest Protection Group (Iwate - 1994)
- Hayama Nature Protection Group (Yamagata - 1994)
- 7th National Forum of the Forestry-Road Issue Network (Yamagata - 1999)
- Funagatayama Beech Protection Group (Miyagi - 1994)
- Taisetsu and Isshikari Nature Protection Group (Hokkaido - 1997)
- Shirouma Nature Club (Nagano - 1994)
- National Association for the Protection of the Forests and Nature of Japan (Nagano - 1994)
- Seto Nature Club (Aichi - 1997)
- Fujimae Tidelands Protection Group (Aichi - 1998)
- Shirayama Nature Club (Ishikawa - 1998)
- Sanbanze Petition Campaign Network (Chiba - 1997)
- Naruyama Nature Protection Group (Chiba - 1998)
- Green Angels (Chiba - 1998)
- Nature Conservation Society of Japan (Tokyo - 1993)
- Nishi Tama Nature Forum (Tokyo - 1993)
- Japan Tropical Forest Action Network (Tokyo - 1994)
- Friends of the Earth, Japan (Tokyo - 1996)
- Green Sahel (Tokyo - 1999)
- Mt. Takao Nature Preservation Steering Committee (Tokyo - 1999)
- Forest Regeneration Group (Tokyo - 2000)
- Okinawa Coral Network (Okinawa/Kyoto - 1998)
- Osaka Natural Environment Preservation Society (Osaka - 1995)
- Green Earth Network (Osaka - 1995)
- Yoshinogawa Symposium Steering Committee (Tokushima - 1997)
- Friends of the Kuroshio Experience Center (Kochi - 1999)
- LOVE Dugong Network (Okinawa - 1999)
- Wajiro Tidelands Protection Group (Fukuoka - 2000)
- Isahaya Bay Tidelands Research Group (Nagasaki - 1997)
- Nagatahama Sea Turtle (Kagoshima - 1996)
- Koajiro Forest Protection Group (Kanagawa - 1995)
- Kanagawa Forest and Nature Protection Group (Kanagawa - 1996)
- Izumigawa Cleanwater Appreciation Group (Kanagawa - 1997)
- Sea Regeneration Group (Kanagawa - 1998)
- 7th All-Japan Mixed Woodland Conference (Kanagawa - 1998)
- Oshiro Tidelands Protection Group (Fukuoka - 2000)
- Okinawa Coral Network (Okinawa/Kyoto - 1998)
Social Awards and Litigation

Environmental Awards

♦ Environment in General
  • April 2001. "Earth Environment Committee Award for Corporate Excellence" at
the "10th Global Environment Conference," sponsored by the Japan Industrial
Journal. Given in recognition of zero-waste recycling system and deployment of
national used-equipment collection network, as well as excellent results obtained
by wide-ranging environmental preservation activities.

♦ Green Products
  • January 2000. "FY 1999 Natural Resources and Energy Agency Chairman’s Commendation
for Energy-Saving Equipment and Systems for the 21st Century" (energy-conservation
prize) awarded to the seven digital color copier/printer models in the DocuColor 1250
Series.
  • February 2001. "FY 2000 Energy-Conservation Center Chairman’s Commendation
for Energy-Saving Equipment and Systems for the 21st Century" (energy-conservation
prize) awarded to the DocuPrint C2220 color laser printer. It is the first time that any company has won this
prize for two consecutive years.

♦ Resource Recycling System
  • March 2000. "10th Nikkei BP Awards Technology Prize" for the resource recycling system for plastics used in copiers, developed jointly by Fuji
Xerox and Ube Saikon.
  • March 2001. "Economy, Trade and Industry Minister's (METI) Prize," sponsored by the
Clean Japan Center (supported by METI), awarded in the "Recycling Technology and
Systems" category for our promotion of the closed-loop recycling system, which is based
on the reuse of parts in the manufacturing process.
  • April 2001. The second Asahi Newspaper "Environment for Tomorrow Prize" awarded for highly evaluated 100% resource-recycling system,
Japan’s first such system to be established on a national scale.

♦ Green Factory
  • January 2000. "FY 1999 New Energy Foundation Director’s Prize" (New Energy
Prize) awarded as "Energy-Saving Devices and Systems Commendation for the
21st Century" and presented to the Ebina Center for its solar-electricity generating
system.

♦ Environmental Advertising
  • November 2000. "Advertisement Grand Prize" in the "35th Japan Industrial Advertising Awards" sponsored by the Nikkan Kogyo Shimbun and
presented to Fuji Xerox as the best from 13 categories. Prizes also received in three newspaper categories and one journal category.
  • November 2000. "Gold Prize" in Large Series Class, "Silver Prize" in Wide Advertisement Class, and "Silver Prize" in Nikko Forum Class Japan in
the 39th Japan Industrial Journal Grand Prize for Industrial Advertising, awarded to the campaign for resource-saving color printers for effectively
drawing attention to the coming "Century of the Environment."
Social Awards and Litigation

General Awards for the Company
- February 2001. First place to Fuji Xerox in the year 2000 MAKE (Most Admired Knowledge Enterprise) poll of Japanese companies commissioned by Knowledge Management Society of Japan.
- December 2000. CMM Level 3 Certification. After rapidly passing CMM Level 2 in April 1999, the company improved to the next level. Designed to raise the quality of software, CMM (capability maturity mode) is an internationally recognized standard that provides a model for assessing the maturity of software development.

Product Awards
- March 2001. Number 1 in J.D. Power's Asia Pacific Customer Satisfaction Survey 2000 for Office-Use Laser Printers. This is the second consecutive year that Fuji Xerox has captured the top spot for both color and laser printers in this respected customer-satisfaction survey.

Social Contribution Awards
- May 2001. Asahi Shimbun Foundation’s grand-prize “Enterprise Social Contribution Award” received in recognition of miscellaneous efforts including the introduction of a social-welfare system and the creation of large-print texts for use by the visually impaired.
- October 2000. “Year 2000 Award of Honor” from the Northern California Japan Society presented at a gala 2000 dinner to Chairman Yotaro Kobayashi for his tireless efforts to promote relations between the U.S. and Japan.

Labor Safety Awards
- October 2000. Minister of Labor's “Award of Excellence” given to the Ebina site for its remarkable record of results in industrial health. The Ministry of Labor gives awards for excellence, effort, group performance and distinguished service. In the field of industrial health, the Award of Excellence is the highest form of commendation.
- June 2000. "45th Japan Advertising Grand Prix" awarded to Chairman Yotaro Kobayashi by the Japan Advertising Club.

Litigation
None