



KONICA MINOLTA

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Environmental & Social Responsibility



Environmental Management Approach

Konica Minolta takes its responsibility towards the environment very seriously and is committed to managing its operations in an environmentally responsible way.

Our Environmental Management System has been in operation at our UK head office since 1997, when we were among the first UK companies to receive the certificate of registration for BS EN ISO 14001.

Konica Minolta's approach is to consider the environment throughout its operation and during the entire product life cycle to achieve environmental best practice through all business activities. We maintain and continually improve our Environmental Management System to comply with the requirements of ISO 14001 at our head office in Basildon.

We are committed to reducing our environmental impacts while providing a consistent high-quality service that will support our customers' own environmental endeavours.

Through our Environmental Management System, we have established objectives and targets at both corporate and local level to ensure continual improvement.

Environmental awareness is enthusiastically promoted to all staff throughout the UK.

Minimising the Environmental Impact of our UK Business Activities

Comprehensive audits are undertaken continually to review our impact on the environment and to ensure best practices are adopted. Work in this field has resulted in Konica Minolta being awarded several business environmental awards for our proactive approach and innovative developments.

Reduce, Reuse & Recycle

To ensure effective use of resources, Konica Minolta is committed to collecting products at the end of their use and recycling them.

We manage our environmental processes through the concept Reduce, Reuse, Recycle, commencing with the development and design of our products. In addition, we use this methodology to reduce the amount of waste generated and actively seek ways to reuse and recycle this waste by sorting it at source.

Reuse and Recycle is a key objective at our UK Head Office; as a result our waste management has been fully reviewed and recycling goals identified. Our internal recycling schemes include: Multi-functional Devices, Toner Bottles and Toner Cartridges, Aluminium Rollers, Glass Platens, Metal, Circuit Boards, Batteries, Polystyrene, Pallets, Shrink Wrap. In addition to office and general waste, such as Paper, Cardboard, Aluminium cans, Plastic cups, Plastic bags, Fluorescent tubes, Computers, Mobile phones, Plastic film, Stamps, and CD's. Thus the vast majority of our business waste is either re-used or recycled resulting in minimal landfill.



CSRC and the Environment

Environmental sustainability is a key issue for Konica Minolta. We recognise this and have developed leading technology in CSRC (Customer Support Remote Care) that benefits the business and the environment. Through increased uptime of machines CSRC reduces the number of service call outs, thus reducing the time our service vehicle fleet spends on the road. This helps to lower harmful carbon emissions. Also, as our devices are managed more efficiently they reduce the amount of consumables used – reducing fleet emissions and needless production of toner and paper.

Benefits include:

- Reduced carbon emissions from service fleet vehicles
- More efficient allocation and use of our consumables
- Effective spare parts replacement ensuring efficient energy consumption of devices

Konica Minolta is leading the way with business sustainability policies and taking actions for a greener future.

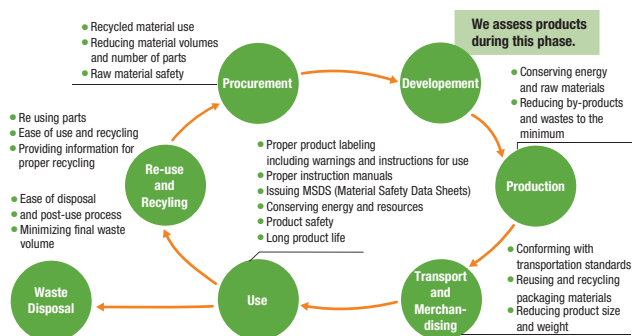
PRODUCT - Promoting Environmentally Sound Designs

Konica Minolta's policy is to consider the environmental impact of all our products.

Konica Minolta manufactures products under its Design for Environment approach, taking into account various environmental aspects of our products, including global warming prevention, product recycling and hazardous emissions elimination.

We assess the environmental impact at each stage in a product's lifecycle, from raw material/part procurement to manufacture, transportation/sale, use, reuse/recycling and disposal. We have established assessment criteria that enable us to take appropriate measures from a comprehensive viewpoint. During the new product planning phase, numerical targets are set for environmental goals regarding items of standard product assessment. During the prototype phase, we check whether the targets are being met. Then we do a final assessment before production, to ensure that only products meeting the targets reach the market.

Product Life Cycle Assessment



With the progress of global warming, lowering energy consumption has become an important issue in the design of multi-functional peripherals (MFP). Konica Minolta has introduced the use of induction-heating (IH) fuser technology thereby reducing warm up times and energy consumption. In addition, Konica Minolta's unique High-Definition polymerised toner requires significantly less heat to fuse to paper. As a result it achieves an appreciable decrease in consumed energy (of upto 50%, compared to previous products).

We have established design standards to evaluate the environmental impact of our products and as a result have reduced the number of plastic materials used in the manufacturing of laser printers, toner cartridges and other products.

Product Environmental Data Sheets

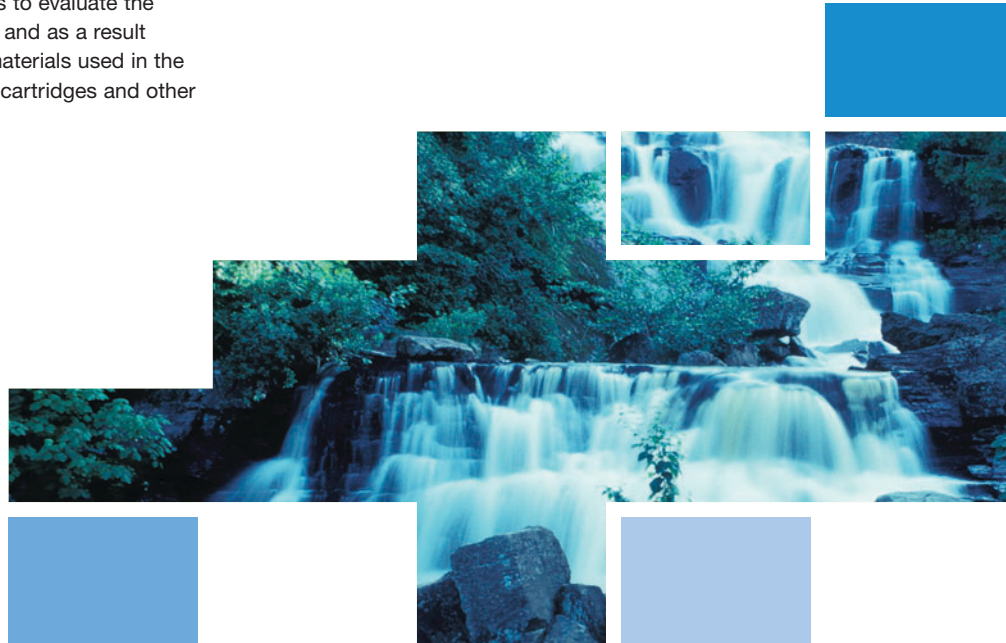
In order to support our customers' own environmental management processes, we provide comprehensive data sheets on all our products. These are freely available on request from the Quality and Environmental Department on quality@konicaminolta.co.uk



The Energy Star program has been established to encourage the wide-spread and voluntary use of energy-efficient technologies that reduce energy consumption and prevent pollution. This

program indicates energy efficiency for businesses and consumers helping to save money whilst protecting the environment for future generations. As an Energy Star Partner, we have determined that our products meet the Energy Star guidelines, which include Auto Low Power, Automatic Shut-off, Automatic Duplex Printing. For more information – see www.energystar.gov

The 'Blue Angel Mark' for digital multi-functional devices includes strict standards for hazardous substances, emissions, waste minimisation, energy efficiency during usage and the utilisation of used products. Machines are tested in a controlled climate where criteria such as dust/ozonestylene and noise levels are tested to ensure they do not exceed set limits. Konica Minolta requires all our multi-functional products to meet the Blue Angel criteria as standard. Our commitment to this standard is clearly shown through the fact that for each of the three revisions of the Blue Angel standard, the first manufacturer to achieve it for products has been Konica Minolta.



Parts Reuse

In designing new models, we promote re-use by adopting designs that employ 'standard re-usable parts' such as motors, that can be utilised in next generation products.

In order to re-use parts from end-of-life models, new products should be capable of using the same types of parts as in old models.

Recycled Plastics

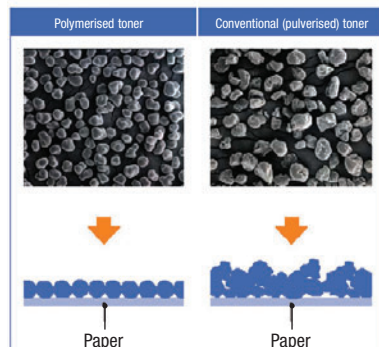
We are promoting a 'closed-loop recycling system', in which plastic parts collected from used multi-function devices are remoulded for use as parts in new products. By installing plastic pulverising equipment at our manufacturing site, and improving the quality and uniformity of recycling materials, we can now use recycled plastic for exterior parts of products.

All outer casing parts for every MFP (photocopiers and printers) are made from the same two types of plastic, so as to foster a closed material-recycling loop for recycling plastics from end-of-life MFPs and incorporating them into the manufacture of newer models. We focus particularly on recycling into outer casing parts, which require high levels of appearance, strength and flame resistance.

Our toner recycling system collects, recycles and re-uses toner that is not transferred to paper when making a copy. In 1996, we became the first company in the world to incorporate this capability into our models resulting in zero toner waste. Without this system, about 20% of the toner put into the device goes to waste and requires disposal.

Simitri – Pioneering technology for unique imaging

Konica Minolta has always played a pioneering role in the development of high-quality polymerised toners. Now Simitri, the innovative toner for the bizhub and selected magicolor products, increases imaging possibilities to new heights. Simitri provides image output of the highest quality.



The manufacturing of polymerised toner is kinder to the environment as it requires at least 30% less energy compared to conventional methods because, unlike with pulverised toner, grinding is unnecessary. The elimination of this step thus reduces the amount of CO2 emitted. Moreover, with the introduction of an upgraded polymerised toner Konica Minolta succeeded in reducing energy consumption during use by upto 50%, on top of the energy saved during manufacture, as it requires less heat to fix the toner.

RECYCLING

We are committed to continually improving and minimising our impact on the environment and carefully consider each stage in our product's lifecycle, from raw material/part procurement to manufacture, transportation, sale, reuse/recycling and final disposal.

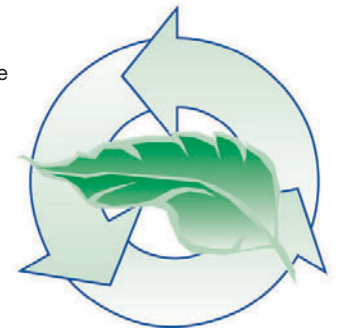
Konica Minolta Business Solutions offers specific toner recycling programs tailored to the nature of the product.

CLEAN PLANET Konica Minolta magicolor and PagePro Desktop Printers

Konica Minolta printer supplies are developed to the highest standards and engineered for both optimal output and engine longevity. They have undergone rigorous testing prior to approval for use in our printers.

The Clean Planet program is Konica Minolta's way of recognising its responsibility towards the environment.

Our customers can play a valuable role in preserving the environment by sending us their used genuine toner cartridges. The cartridges are recycled efficiently and cleanly, preserving precious resources. What is more, returning the cartridges is quick, easy and completely free.



Once the toner cartridge is ready for replacement a return label can be downloaded from our website. For further information and to download a label: <http://www.konicaminoltaprinters.co.uk/about/environmental.html>

Konica Minolta bizhub Products

World on Loan

Our toner bottles are made using in excess of 25% recycled plastic and can be returned to us either using the World on Loan program or via your local recycler who is able to recycle them within the mixed plastic waste stream.

A 'World on Loan' program is designed specifically for our bizhub products, where the toner bottles are a different product from cartridges, large in size and require a different recycling scheme.



A World on Loan is designed to help our customers meet and exceed their environmental targets for recycling and to protect the environment.

The scheme provides our customers with a process to return and recycle used consumables. You can be assured that your waste products are recycled and recovered into raw materials for other industrial use.

Konica Minolta Business Solutions has invested heavily in providing a unique tailor-made recycling solution whereby the returned articles are cleaned and processed into raw materials which can then be recycled into new products.

Konica Minolta are at the forefront of introducing this unique scheme for truly recycling toner bottles. While there is currently a small cost to our customers which is charged directly from our recycling partner, we intend to reduce this further as the demand volume increases and the facility expands.

For further information visit:

<http://www.konicaminolta.co.uk/worldonloan>

WEEE

As a manufacturer of business equipment, Konica Minolta has taken steps to ensure we are fully compliant with the WEEE (Waste Electrical and Electronic Equipment) Regulations that came into effect on the 1st July 2007.



We have entered into arrangements with appropriately licensed recycling companies to facilitate the optimised retrieval of recyclable content from, and environmental friendly disposal of, the materials and components of our products which reach end of life, and also of the many competitor products which we upgrade to Konica Minolta. We are a registered producer under the terms of the legislation; our Registration Numbers are WEE/JH0052TQ.

Customers can be assured that not only do we fully adhere to the requirements of the Directive, but also seek to exceed its requirements in any way possible that further protects the environment.

You can find more information about the WEEE implications on the Konica Minolta website: <http://www.konicaminolta.co.uk/more-information/environment.html>

RoHS Declaration – Eliminating Hazardous Substances in Products

The RoHS Directive was adopted by the European Union to eliminate six hazardous chemical substances that could result in health and environmental risks, even if the products were properly disposed of. This directive prohibits the use of lead, mercury, cadmium, hexavalent chromium, and polybrominated biphenyl (PBB), and polybrominated diphenyl ether (PBDE) flame retardants in electrical and electronic equipment sold on and after July 1, 2006. In response to the RoHS Directive, Konica Minolta raised the goal of compliance not only for products marketed in Europe but worldwide. As of January 2006, the Group uses only parts that do not contain such substances in its manufacturing processes.



Packaging & Waste Management

Konica Minolta recognises its responsibility for achieving recycling and recovery targets and fully complies with Producer Responsibility Obligations (Packaging Waste) Regulations.

greenhub

To exceed legislative requirements and reinforce its focus on environmental best practices, Konica Minolta has invested in its waste management processes by installing new machinery at its central UK warehouse to facilitate reuse and recycling of packaging waste to achieve zero waste to landfill.

All of our machines are imported into the country to our UK central hub warehouse (based in Basildon, Essex). Machines arrive on pallets in cardboard, polystyrene, and shrink wrap packaging. This packaging is removed from the machine and is separated at our 'greenhub' recycling centre.



Polystyrene Briquetting

Polystyrene is condensed into briquettes for reuse as other products, which diverts on average 1.5 tonnes per month from landfill. All of our packaging waste is reused or recycled.



Cardboard Shredding Machine

Konica Minolta recycles its own cardboard by shredding machine boxes to be used as packing material.



Cardboard/Plastic Compactor

The cardboard and plastic packaging used in our products is baled and fully recycled, resulting in approximately 46.8 tonnes of cardboard being diverted from landfill each year.

Education

We conduct a variety of environmental awareness training courses for staff around the UK to ensure that we achieve our environmental goals. We also liaise with community-based groups to promote and raise awareness of good environmental practice.

Environmental Community Support

Whilst we think 'global' we act 'local'. Konica Minolta is committed to building strong ties with local communities. The Quality & Environment Team has formed links with local schools, charities, community organisations and a work place for adults with learning disabilities. Our waste stream has also provided valuable materials for fundraising, arts and crafts and general support. Through this we have raised environmental awareness throughout our community and provided valuable links between these organisations.

Konica Minolta uses waste streams such as: old mobile phones, drink cans & cups, stamps, and computers to help raise funds for local charities and groups.

Social Responsibility

Konica Minolta not only has an environmental responsibility but also a social responsibility to our local community. Charity events are organised through the company sports and social club, bizclub, which has resulted in considerable donations to local and national good causes.



Konica Minolta Staff and Family even took on the challenge to abseil down a 13 storey building in the name of charity! The group raised a large sum towards a defibrillator for the gynaecological and obstetrics ward at Southend University Hospital.

The Company's staff social club, the bizclub, also raised sufficient funds to sponsor Lea Davis to compete for Great Britain in the Multi-disabled World Bowls Championships in Sydney, Australia.



Carbon Emissions

Konica Minolta strives to minimise its environmental footprint. As CO2 emissions are believed to play a key role in global warming, reducing such emissions is an important environmental objective worldwide. Konica Minolta has set the goal of reducing the total volume of CO2 emissions associated with its business operations and use of its products to 20% below the fiscal 2000 level by 2010.

To attain this goal, Konica Minolta is working to reduce the power consumption of its products as well as improving the energy efficiency of manufacturing operations.

Konica Minolta is continually striving for reductions in its carbon footprint throughout both its local and global business activities.

Refurbishment programme

Konica Minolta also operates a machine refurbishment programme bringing cost and environmental benefits to our customers.

For more information, you can contact our Quality & Environment team on greenhub@konicaminolta.co.uk

Global Promotion of Green Procurement

To ensure that products are environmentally sound, it is necessary to check the environmental impact of the raw materials and parts that go into those products. This is why Konica Minolta promotes its Green Procurement policy globally. To our raw materials and parts procurement assessment criteria (quality, cost and delivery) we have added environmental factors to ensure emphasis on materials and parts with less environmental impact. We have also augmented our Green Procurement criteria with substance assessment, whereby we evaluate substances contained in raw materials and parts to be procured, both inside and outside Japan. We also use corporate assessment surveys to evaluate our suppliers in terms of their environmental management systems.

Quality Management System

Konica Minolta Business Solutions (UK) Ltd is committed to providing a quality service to our customers that will ensure their satisfaction is achieved by meeting their requirements through the implementation of a Business Management System that complies with the requirements of ISO 9001:2000.

Customer Feedback

The Quality & Environment team monitors customer feedback to ensure that all feedback from customers is logged efficiently and effectively.

Quality related problems are quickly addressed and corrected in line with Konica Minolta's "customer first" philosophy and we welcome feedback from our customers to aid us with our goal of continuous improvement.





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