

FUJIFILM Business Innovation Philippines Corp.
COMPANY PROFILE



OVERVIEW

FUJIFILM Business Innovation Philippines Corp. (FUJIFILM BI PH) is a business innovator, building on the expertise accumulated through decades of R&D, production, logistics, sales, and customer support since our founding. We continue to challenge ourselves to evolve further, with the unwavering mission of helping society and our customers solve their problems through better communication.

Established in December of 1965, FUJIFILM BI PH is a leading provider and trusted partner for quality document services and communications, enabling people and businesses to share knowledge across all platforms seamlessly. FUJIFILM BI PH currently employs approximately 200 staff, including a team of industry leading professionals who support our portfolio of document management technologies, IT solutions, and customer communication services.

For 60 years, FUJIFILM Business Innovation Philippines has brought a range of breakthrough products and services to the Philippine market in line with its long-term commitment to help businesses in the country grow.

Established: December 1965

Address: SM Aura Tower, BGC, Taguig City

HQ/Branch: 1 HQ & 4 branches

Employees: 200 (est.)

Website: fujifilm.com/fbph



OUR BUSINESS

Driving Business Innovation

The name embodies our commitment to be a true global leader, continuously delivering innovations to our customers' businesses.



- Creating a **communications environment** that enables customers to utilize information and knowledge, enabling them to focus more on their core businesses.
- Providing **innovative products, solutions and services** addressing the changing market needs under the Fujifilm brand.
- Achieving **corporate transformation through digital transformation (DX)** by adopting digital technologies and data, pursuing innovation, and expanding the creativity and productivity of our people.

Office Solutions

Office products such as multifunction printers for businesses of various size, from large to small-and-medium

- Multi-function Devices
- Network Printers
- Mobile Printing
- Doc Mgt Solutions
- Cloud Solutions
- Office Efficiency Software
- Office Productivity Solutions



Business Solutions

Provides high value-added solutions through system integration and cloud-based services.

- Document Management Software
- Workflow Management Software
- E-Signature Software



Document Processing and Outsourcing Services

- Managed Print Services
- Imaging & Archiving Services
- Transactional Printing Services



Graphic Communications

Professional printers for environments with high-volume printing requirements.

- Production Printers
- Wide-format Printers
- New Application Enablers
- Digital Acceleration Services

Others

- Scanners
- Shredders
- FSC Paper
- Printer Toner Cartridges
- Conferencing equipment
- Notebooks & Desktops
- Servers

COMPANY MILESTONES



- 1965** Fuji Xerox Co. Ltd of Japan signs dealership agreement with DRB Marketing Corporation to sell Fuji Xerox equipment in the Philippines
- 1976** Fuji Xerox of Japan increases its ownership to 40% ; company name is changed to Philippine Fuji Xerox Corporation
- 1988** Philippine Fuji Xerox introduces the first full-color copier in the country - the FX 6800
- 1989** Philippine Fuji Xerox launches the Electronic Printing Systems
- 1993** Philippine Fuji Xerox establishes the Rental Division
- 1996** Philippine Fuji Xerox becomes a 100 % subsidiary of Fuji Xerox Asia Pacific
- 1999** Adopts a new corporate name "Fuji Xerox Philippines, Inc." (FXP) to align its appellation with other Operating Companies under Fuji Xerox Asia-Pacific
- 1999** FXP supports community based activities by building 30 houses and one three -story multi-purpose hall to Gawad Kalinga.
- 2006** FXP ranked No. 1 Customer Satisfaction
- 2012** Fuji Xerox Philippines Inc. held the first DocuWorld, bringing products to wider audiences.
- 2015** On December 13, FXP celebrates its Golden Year Anniversary, Fuji Xerox Philippines Ranked No. 1 in Customer Satisfaction (2015 competitive bench marking survey conducted by TNS).
- 2016** Awarded ISO 207001 Certification
- 2021** Official company name change to FUJIFILM Business Innovation Philippines Corp. (FUJIFILM BI PH)
- 2022** FUJIFILM BI PH is granted by DENR permit for Extended Producers' Responsibility Program For The Management Of Waste Electrical And Electronic Equipment
- 2023** Awarded ISO 14001 Certification
- 2024** FUJIFILM BI PH held their first DX Leadership Summit - a prestige C-level event focusing on software solutions
- 2024** Commencement for the pilot batch for the first Internship Program

COMMITMENT TO CUSTOMER SATISFACTION

Meeting customer needs is just as important to FUJIFILM Business Innovation Philippines Corp. as maintaining the quality of its products. This means that the quality of service it provides is performed consistently and with an intention to improve.



TRADITION OF QUALITY

Even the best machines need to be maintained. Occasional repairs are inevitable. Realizing the urgency of having its equipment down time, FUJIFILM Business Innovation Philippines Corp. has an on-line "Self Help" tool which gives you direct access to a solutions database allowing you to find assistance in a fast, efficient and self-directed manner.

Self Help has walk through instructions on clearing paper jams, replacing toner, staple cartridges and a vast range of other helpful How to's.

For customer request, the customer shall experience state of the art support from our Customer Support Center. The CSC Agent shall attempt to resolve the customer issue as soon as they receive it. Aside from this, we have the Technical support Center which is set-up to cater to resolve the customer issue via telephone assistance or remote assistance if the customer permits.

FUJIFILM BI PH operates a nationwide network of 12 sales offices and service depots (including seven dealer outlets nationwide) to respond to a wide range of customer requirements.

CORPORATE SOCIAL RESPONSIBILITY

FUJIFILM Business Innovation Philippines Corp. is working extensively towards the goal of contributing to the sustainability of stakeholders and , beyond that, to the sustainability of society and the earth itself by promoting mutual understanding in society through the evolution of communication.

FUJIFILM BI PH. supports Gawad Kalinga in building FUJIFILM Village in Taguig, which was completed in December 2007. It comprises 30 homes and a two-storey Multi-purpose Hall. The homes house 34 families, with 120 residents in total. Groups of four homes shares a communal kitchen and bathing facilities.

Committed to help save the environment, FUJIFILM Business Innovation Philippines Corp. joined the "FRIENDS OF THE FOREST" a tree planting program at paradise Ranch in Clark, Pampanga.

FUJIFILM BI PH is taking a serious effort to help address the following challenges: global warming, diffusion of hazardous substances and the depletion of our natural resources. The goal of building a sustainable society is a basic principle of our corporate responsibility.



SUSTAINABILITY

FUJIFILM Business Innovation aims to develop into a company that contributes to the achievement of a sustainable society, by resolving social issues through our offerings.

Manufacturing

➤ Zero emission by FY2040

Products end-of-life

- **International Resource Recycling System**
(11 countries / regions in Asia Pacific)
Used printer and toner cartridges are collected and treated in partnership with our local recycling partner

Value Chain

- **Ethical Procurement**
Sustainable procurement considering the environment, ethics and human rights
- **Sustainability Disclosure**
Upholding an open, fair and clear corporate culture through regular reporting holdings.fujifilm.com/en/sustainability/report

Customers' Office

> Green Value Products

- Energy Star equivalent
- RealGreen Technology (EA-Eco Toner, IH-Fuser, Smart WelcomEyes)

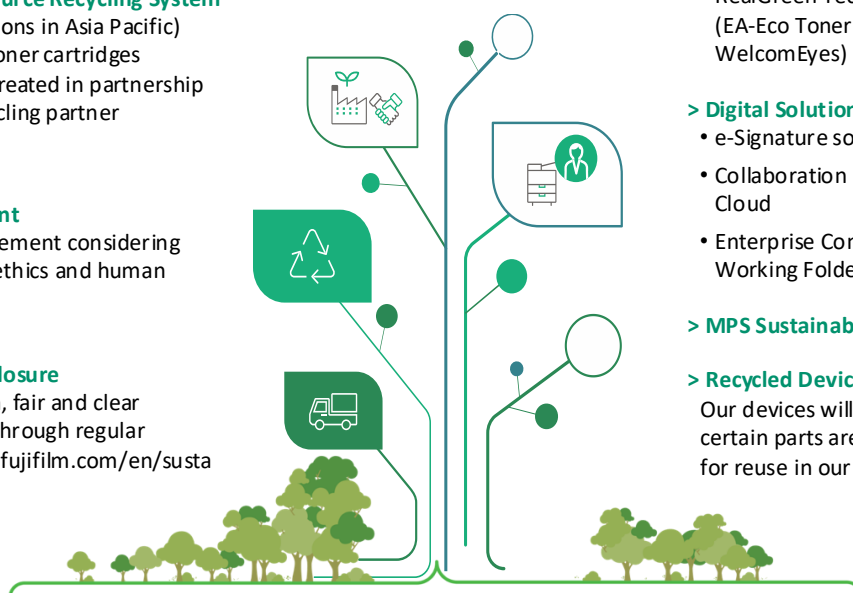
> Digital Solutions

- e-Signature solution
- Collaboration Platform - DocuWorks Cloud
- Enterprise Content Management - Working Folder

> MPS Sustainability Report

> Recycled Devices

Our devices will be recycled whereby certain parts are cleaned and inspected for reuse in our recycling plants



SALES AND SERVICE BRANCHES



MAIN Branch

25th Floor, SM Aura Tower,
26th St. Corner McKinley Parkway,
Taguig City 1630 Philippines
(632) 8878-5200

SOUTH LUZON Branch:

Unit 103 Admiralty Bldg., 1101 Alabang Zapote Road,
Brgy New Alabang Village, Muntinlupa City
(632) 8878-5285

NORTH LUZON Branch:

FM- 32 2nd Flr. ONE NORTH MALL,
McArthur Hiway, Dau, City of Mabt., Pampanga
Tel: (045) 624- 0234

CEBU Branch:

Unit 2, G/F Mercedes Benz-Tower, Mindanao Ave.,
Cebu Business Park, Cebu City, Cebu
Tel: (032) 505-7816 to 18

DAVAO Branch:

Unit 202, Casabella Bldg. II, Quimpo Boulevard
fronting SM City Davao Ecoland,
Davao City, 8000 Davao del Sur, Philippines
Tel: (082) 226- 8991

CAGAYAN DE ORO Branch:

2/F Door 210 De Leon Square Bldg., cor. Pabayo-
Cruz Taal St., Cagayan de oro City, Misamis Oriental
Tel: +6388-850-0010

fujifilm.com/fbph

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FUJIFILM
Value from Innovation