


Our Commitment to the Environment

Annual Report



At **BÖWE BELL + HOWELL**, we recognize the importance of environmental stewardship. We actively work to reduce our environmental impact in the communities in which we operate, in the products we develop, and in the solutions we offer. We are invested in finding creative new solutions that reduce costs, eliminate waste and help our customers achieve their business and environmental goals.

How we manage our operations

We manage our operations in an eco-efficient manner by applying an Environmental Management System in compliance with ISO 14002:2004. This system supports us in identifying and controlling the environmental impact of our activities, processes and services throughout the entire supply chain.

Our Corporate Quality Policy Manual defines the safety and environmental standards, production process compliance to environment and external agency standards, and our stated goal of always striving for continual improvement.

BÖWE BELL + HOWELL (BBH) shows its commitment to sustainability through our requirements for eco-friendly suppliers who promote the use of recycled and biodegradable materials, and reduce or eliminate substances that have been shown to cause harm to people and the environment, and in our own development of systems that reduce the use of paper and electricity in the production mail process.

The long useful life of our products not only benefits customers, but has a positive environmental effect. Our potential impact on landfills is low based on the lifecycle of the products and the amount of metal used in the system, all of which can be recycled.



How we operate our facilities

- In 2009, we relocated and centralized our parts distribution center to our Durham facility, which not only had a direct economic impact, but created a large reduction in fuel consumption and handling.
- We apply best logistics practices to minimize freight associated with the restocking of parts at our 450 storage locations.
- We reuse incoming packaging for outbound shipments. Because we use a contract carrier, we also avoid the waste associated with creating our own custom packaging.
- At BBH, we recycle all paper and waste created during product testing and demonstration.
- Associates in our offices and manufacturing facilities are aware of the personal roles they play in recycling useful materials and actively participate in these programs.





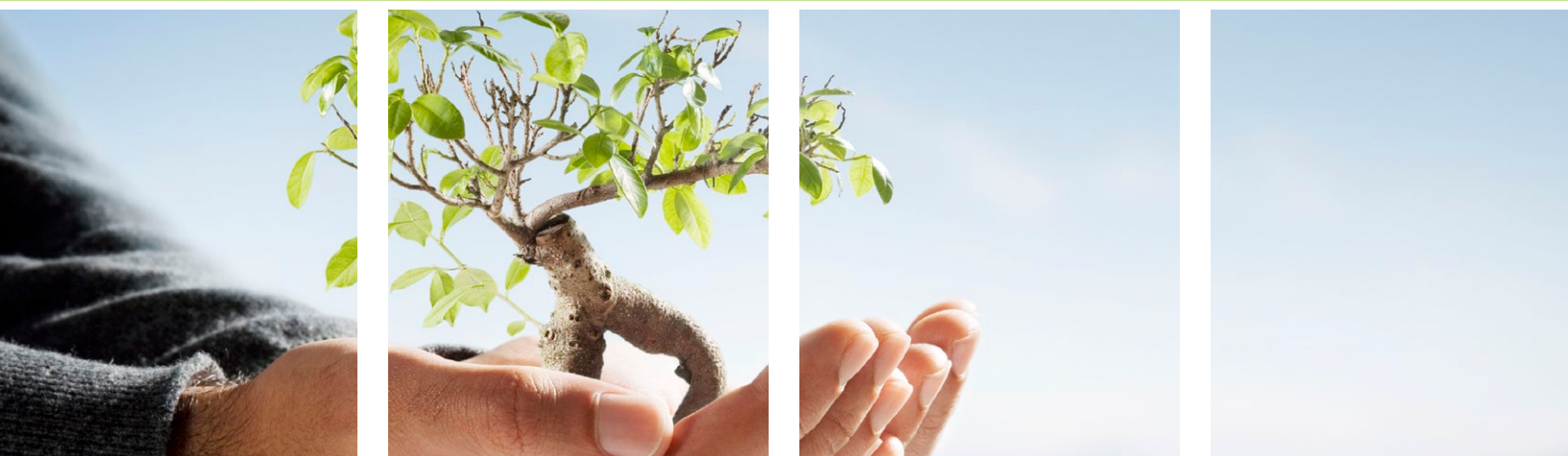
How we market

- We've reduced the number of products we display at trade events, relying on alternative, eco-friendly media such as the web, video and interactive kiosks. This affects the direct transportation of the systems and manpower required to run them, and also reduces power consumption and paper use.
- We've also discontinued the costly and wasteful process of printing and stocking collateral, opting to distribute marketing materials on request via print-on-demand and electronically via PDF files.
- We expanded our video library of applications and have made them available online and on CD, helping to reduce the need for carbon-loaded plane trips to view machine demos.
- Virtual tours of our facilities and manufacturing sites are also now being made available online, further reducing the need for travel.
- We have made an investment in the use of video conferencing technology to support internal meetings. The majority of our sales and technical training sessions are now held via webinars and conference calls.

How we innovate

BÖWE BELL + HOWELL recognizes the growing importance of green initiatives and advocates the development and implementation of solutions that improve efficiency and have a dramatic, positive impact on waste reduction and the emission of greenhouse gases.

- In 2009, BBH introduced the Inveloper, a unique mailing system that uses up to 40% less paper, consumes less energy, and dramatically reduces greenhouse gas emissions.
- BBH vision systems help reduce waste by immediately stopping production when quality issues are identified, preventing large quantities of mail from being destroyed.
- BCC Software, a BBH company, has solutions that confirm addresses on mailpieces prior to induction by the US Postal Service, therefore reducing the waste and expense associated with returned mail.
- Our flexible data management systems allow companies to create personalized, high-impact documents without the need for pre-printed marketing inserts. As a result, companies can reduce the waste from storing, managing and using paper inserts, and the destruction of dated ones.
- BBH provides electronic presentment solutions and services for companies who want to offer 100% digital services that completely eliminate paper and related processes.
- Reliability Centered Maintenance programs, delivered through our BBH Services unit, continually monitor machine performance, leading to increased cost effectiveness, machine uptime and a greater understanding level of operating risk.
- Remote maintenance through the ProServ product minimizes travel from both our home and field service offices.
- Companies in the production mail industry use tremendous volumes of paper, and to encourage adoption of eco-friendly envelopes, BBH has participated in the evaluation and validation of these new formats. These eco-envelopes dramatically reduce the use of virgin paper products and carbon footprint associated with the production of paper.



Our commitment to you

Every day, we help customers identify ways to enhance their operations and their bottom line. We look at every challenge as a new opportunity, and are relentless in our pursuit of developing solutions that help them succeed. From hardware, software, vision and reading, to support and service, we provide answers that meet operational goals and environmental standards.

We remain committed to implementing processes and systems that reduce waste and minimize our carbon footprint. Call us to learn how we can help you, too.

BÖWE BELL + HOWELL, US

Sorting & Postal

760 South Wolf Road
Wheeling, IL 60090
Phone: 847-675-7600
Email: marketing@bowebellhowell.com

Inserting & Field Services

3791 S. Alston Avenue
Durham, NC 27713-1803
Phone: 800-220-3030 (or 1-919-767-4401)
Email: marketing@bowebellhowell.com

Business Continuity & Production Services

2655 Brodhead Road
Suite 150
Bethlehem, PA 18020
Phone: 610-317-4300
Email: marketing@bowebellhowell.com

Product Reconditioning

2625 Brodhead Road
Bethlehem, PA 18020
Phone: 610-317-4300
Email: marketing@bowebellhowell.com

BÖWE BELL + HOWELL, Canada

30 Mural Street
Unit #6
Richmond Hill, Ontario Canada, L4B 1B5
General Inquiry: 800-889-6245
Customer service (English): 800-850-3023
Customer service (French): 800-850-3018
Fax: 416-228-2438
Email: infocan@bowebellhowell.com

BELL + HOWELL, International

3791 S. Alston Avenue
Durham, NC 27713-1803
Phone: 800-220-3030 (or 1-919-767-4401)
Email: marketing@bowebellhowell.com