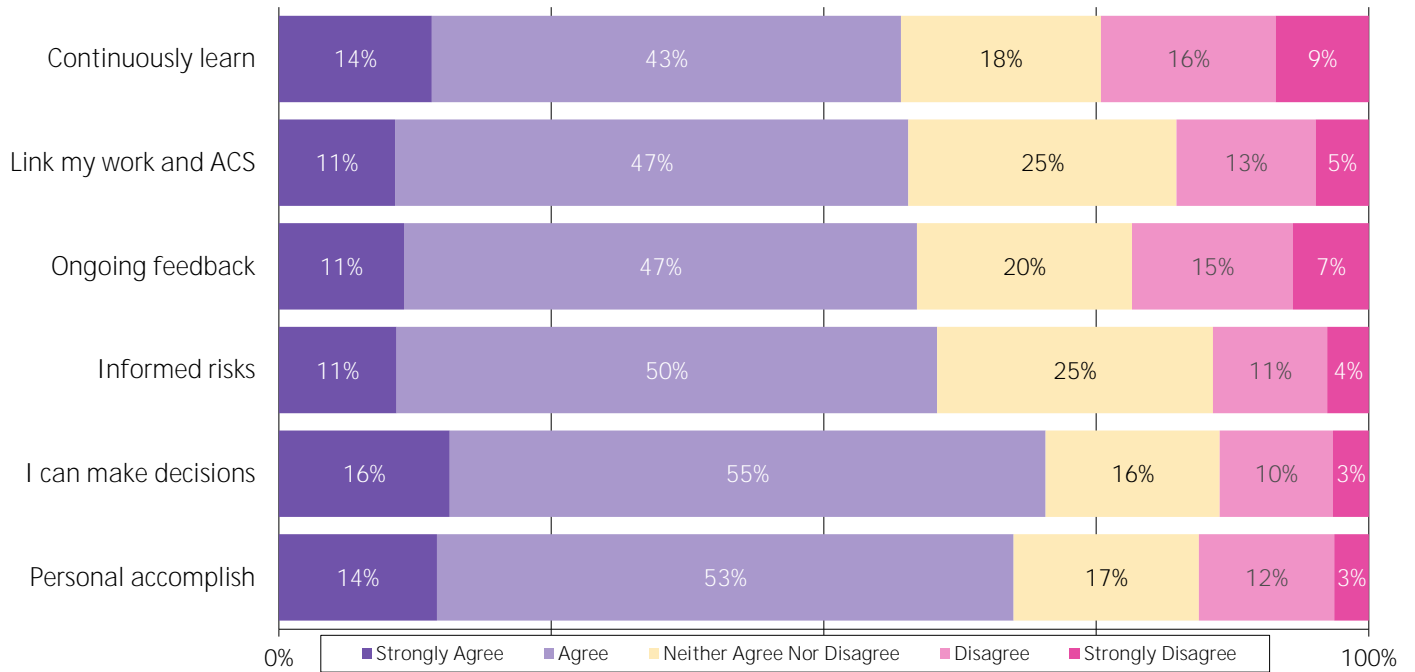


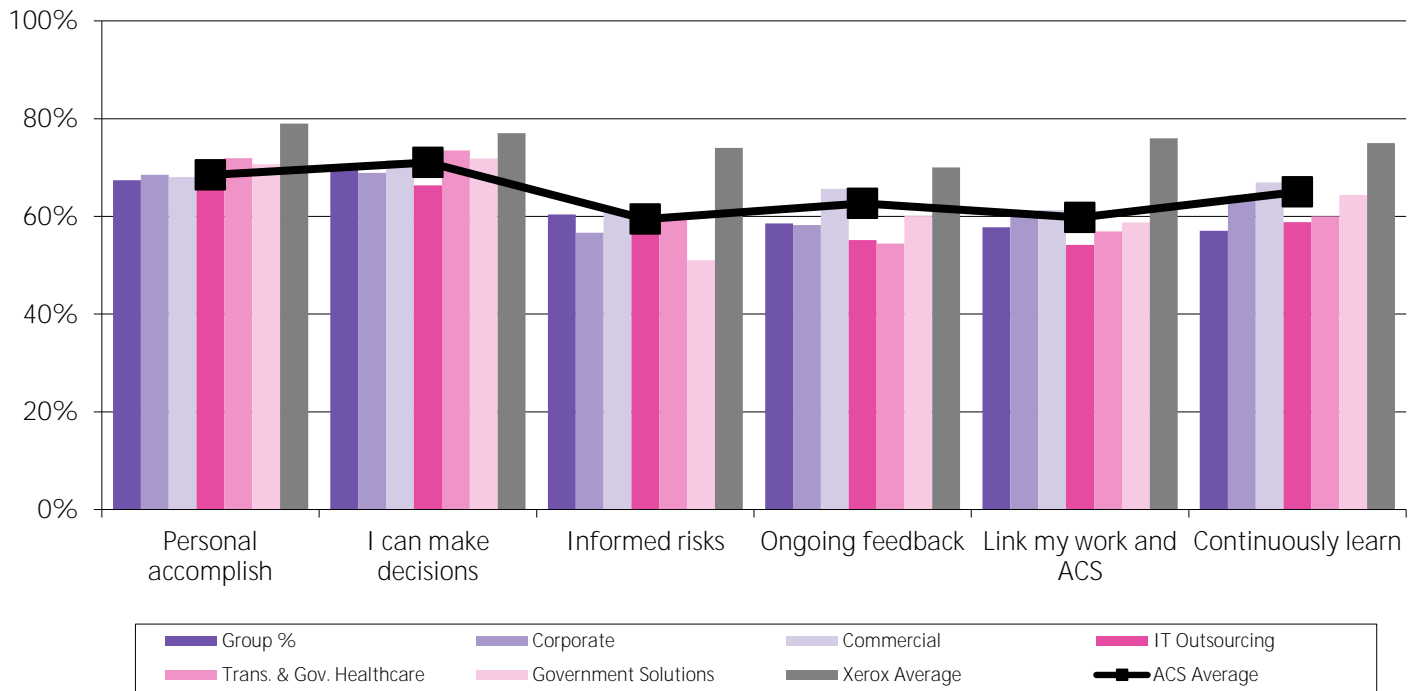
Human Resource Services - HRS - Human Resources Outsourcin

|             |   | Your Team's Responses |       |                            |          |                   | #    | Your Team's Percentage |       |                            |          |                   | % Agr. | Benchmarking        |                   |                                |           |            |                |                         |                      |
|-------------|---|-----------------------|-------|----------------------------|----------|-------------------|------|------------------------|-------|----------------------------|----------|-------------------|--------|---------------------|-------------------|--------------------------------|-----------|------------|----------------|-------------------------|----------------------|
|             |   | Strongly Agree        | Agree | Neither Agree Nor Disagree | Disagree | Strongly Disagree |      | Strongly Agree         | Agree | Neither Agree Nor Disagree | Disagree | Strongly Disagree |        | My Team % Agreement | Total ACS Average | Difference average & your team | Corporate | Commercial | IT Outsourcing | Trans & Gov. Healthcare | Government Solutions |
| My Work     | 1 My work gives me a feeling of personal accomplishment.  | 146                   | 533   | 171                        | 125      | 32                | 1007 | 14%                    | 53%   | 17%                        | 12%      | 3%                | 67%    | 68%                 | -1%               | 69%                            | 68%       | 66%        | 72%            | 71%                     | 79%                  |
|             | 2 I can make decisions that improve the quality of my work.   | 157                   | 548   | 160                        | 104      | 33                | 1002 | 16%                    | 55%   | 16%                        | 10%      | 3%                | 70%    | 71%                 | -1%               | 69%                            | 72%       | 66%        | 74%            | 72%                     | 77%                  |
|             | 3 I feel free to take informed risks in getting my work done.   | 108                   | 496   | 253                        | 105      | 38                | 1000 | 11%                    | 50%   | 25%                        | 11%      | 4%                | 60%    | 59%                 | 1%                | 57%                            | 61%       | 58%        | 60%            | 51%                     | 74%                  |
|             | 4 I receive ongoing feedback that helps me improve my performance.  | 114                   | 468   | 196                        | 147      | 69                | 994  | 11%                    | 47%   | 20%                        | 15%      | 7%                | 59%    | 63%                 | -4%               | 58%                            | 66%       | 55%        | 54%            | 60%                     | 70%                  |
|             | 5 I see a clear link between my work and ACS' objectives.   | 107                   | 473   | 247                        | 128      | 49                | 1004 | 11%                    | 47%   | 25%                        | 13%      | 5%                | 58%    | 60%                 | -2%               | 60%                            | 61%       | 54%        | 57%            | 59%                     | 76%                  |
|             | 6 I have the opportunity to continuously learn.   | 140                   | 429   | 183                        | 160      | 85                | 997  | 14%                    | 43%   | 18%                        | 16%      | 9%                | 57%    | 65%                 | -8%               | 64%                            | 67%       | 59%        | 60%            | 64%                     | 75%                  |
|             | <b>My Work Averages</b>   |                       |       |                            |          |                   |      | 13%                    | 49%   | 20%                        | 13%      | 5%                | 62%    | 64%                 | -2%               | 63%                            | 66%       | 60%        | 63%            | 63%                     | 75%                  |
| My Manager  | 1 My manager lets me know he/she values me and my contributions.  | 195                   | 446   | 182                        | 108      | 65                | 996  | 20%                    | 45%   | 18%                        | 11%      | 7%                | 64%    | 67%                 | -3%               | 65%                            | 68%       | 66%        | 66%            | 66%                     | 78%                  |
|             | 2 My manager makes his/her expectations clear.  | 187                   | 486   | 173                        | 97       | 49                | 992  | 19%                    | 49%   | 17%                        | 10%      | 5%                | 68%    | 72%                 | -4%               | 69%                            | 73%       | 69%        | 66%            | 72%                     | 83%                  |
|             | 3 My manager seeks out and considers new ideas.   | 175                   | 445   | 211                        | 121      | 44                | 996  | 18%                    | 45%   | 21%                        | 12%      | 4%                | 62%    | 65%                 | -2%               | 61%                            | 66%       | 63%        | 62%            | 62%                     | 78%                  |
|             | 4 My manager creates an environment of openness and trust.  | 216                   | 412   | 192                        | 93       | 76                | 989  | 22%                    | 42%   | 19%                        | 9%       | 8%                | 63%    | 66%                 | -3%               | 65%                            | 67%       | 65%        | 63%            | 64%                     | 78%                  |
|             | 5 My manager shares the information I need to do my job.  | 188                   | 512   | 172                        | 78       | 42                | 992  | 19%                    | 52%   | 17%                        | 8%       | 4%                | 71%    | 73%                 | -2%               | 69%                            | 74%       | 70%        | 67%            | 71%                     | 82%                  |
|             | 6 My manager inspires high performance through his/her personal leadership.   | 178                   | 416   | 225                        | 108      | 71                | 998  | 18%                    | 42%   | 23%                        | 11%      | 7%                | 60%    | 63%                 | -4%               | 60%                            | 64%       | 60%        | 58%            | 63%                     | 74%                  |
|             | 7 My manager's behaviour is consistent with what he/she says.   | 190                   | 449   | 191                        | 101      | 58                | 989  | 19%                    | 45%   | 19%                        | 10%      | 6%                | 65%    | 67%                 | -2%               | 66%                            | 67%       | 67%        | 65%            | 67%                     | 80%                  |
|             | 8 My manager engages the right people to make decisions.  | 165                   | 424   | 246                        | 103      | 53                | 991  | 17%                    | 43%   | 25%                        | 10%      | 5%                | 59%    | 63%                 | -3%               | 63%                            | 63%       | 62%        | 61%            | 61%                     | 76%                  |
|             | <b>My Manager Averages</b>  |                       |       |                            |          |                   |      | 19%                    | 45%   | 20%                        | 10%      | 6%                | 64%    | 67%                 | -3%               | 65%                            | 68%       | 65%        | 64%            | 66%                     | 79%                  |
| Our Team    | 1 I understand how my performance contributes to our team's effectiveness.  | 279                   | 619   | 63                         | 26       | 8                 | 995  | 28%                    | 62%   | 6%                         | 3%       | 1%                | 90%    | 89%                 | 1%                | 88%                            | 89%       | 87%        | 88%            | 88%                     | 92%                  |
|             | 2 Our team is effective in drawing out the ideas of all the team members in making decisions.                                       | 133                   | 491   | 231                        | 111      | 27                | 993  | 13%                    | 49%   | 23%                        | 11%      | 3%                | 63%    | 64%                 | -1%               | 65%                            | 66%       | 63%        | 62%            | 56%                     | 72%                  |
|             | 3 When I look at what our workgroup accomplishes, I feel a sense of pride.  | 210                   | 473   | 197                        | 82       | 34                | 996  | 21%                    | 47%   | 20%                        | 8%       | 3%                | 69%    | 70%                 | -2%               | 70%                            | 72%       | 67%        | 68%            | 67%                     | 77%                  |
|             | 4 The people I work with collaborate effectively as a team.   | 189                   | 508   | 188                        | 79       | 33                | 997  | 19%                    | 51%   | 19%                        | 8%       | 3%                | 70%    | 69%                 | 1%                | 71%                            | 70%       | 69%        | 68%            | 64%                     | 75%                  |
|             | <b>Our Team Averages</b>  |                       |       |                            |          |                   |      | 20%                    | 53%   | 17%                        | 7%       | 3%                | 73%    | 73%                 | 0%                | 73%                            | 74%       | 72%        | 71%            | 69%                     | 79%                  |
| Our Company | 1 Management provides a clear direction for the company.  | 63                    | 414   | 294                        | 160      | 70                | 1001 | 6%                     | 41%   | 29%                        | 16%      | 7%                | 48%    | 52%                 | -4%               | 50%                            | 54%       | 44%        | 44%            | 50%                     | 66%                  |
|             | 2 I understand ACS' goals and objectives.   | 90                    | 527   | 235                        | 106      | 36                | 994  | 9%                     | 53%   | 24%                        | 11%      | 4%                | 62%    | 66%                 | -4%               | 63%                            | 68%       | 59%        | 59%            | 64%                     | 76%                  |
|             | 3 I have confidence in the ACS/Xerox business strategy.   | 89                    | 397   | 329                        | 115      | 69                | 999  | 9%                     | 40%   | 33%                        | 12%      | 7%                | 49%    | 53%                 | -4%               | 54%                            | 56%       | 47%        | 45%            | 48%                     | 60%                  |
|             | 4 If I were offered a comparable position with similar pay and benefits at another company, I would not leave ACS, A Xerox Company. | 147                   | 280   | 267                        | 140      | 168               | 1002 | 15%                    | 28%   | 27%                        | 14%      | 17%               | 43%    | 45%                 | -2%               | 44%                            | 47%       | 40%        | 39%            | 40%                     | 59%                  |
|             | <b>Our Company Averages</b>   |                       |       |                            |          |                   |      | 10%                    | 40%   | 28%                        | 13%      | 9%                | 50%    | 54%                 | -4%               | 53%                            | 56%       | 48%        | 47%            | 50%                     | 65%                  |

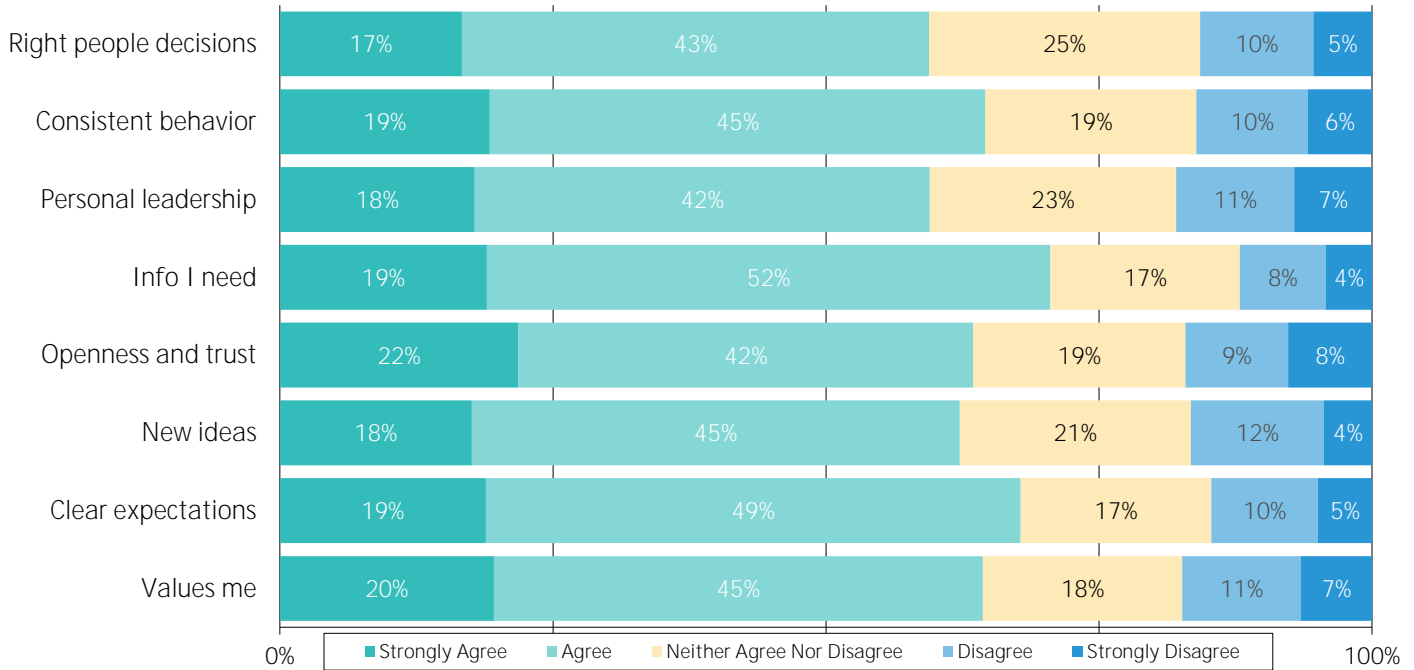
Group %: My Work



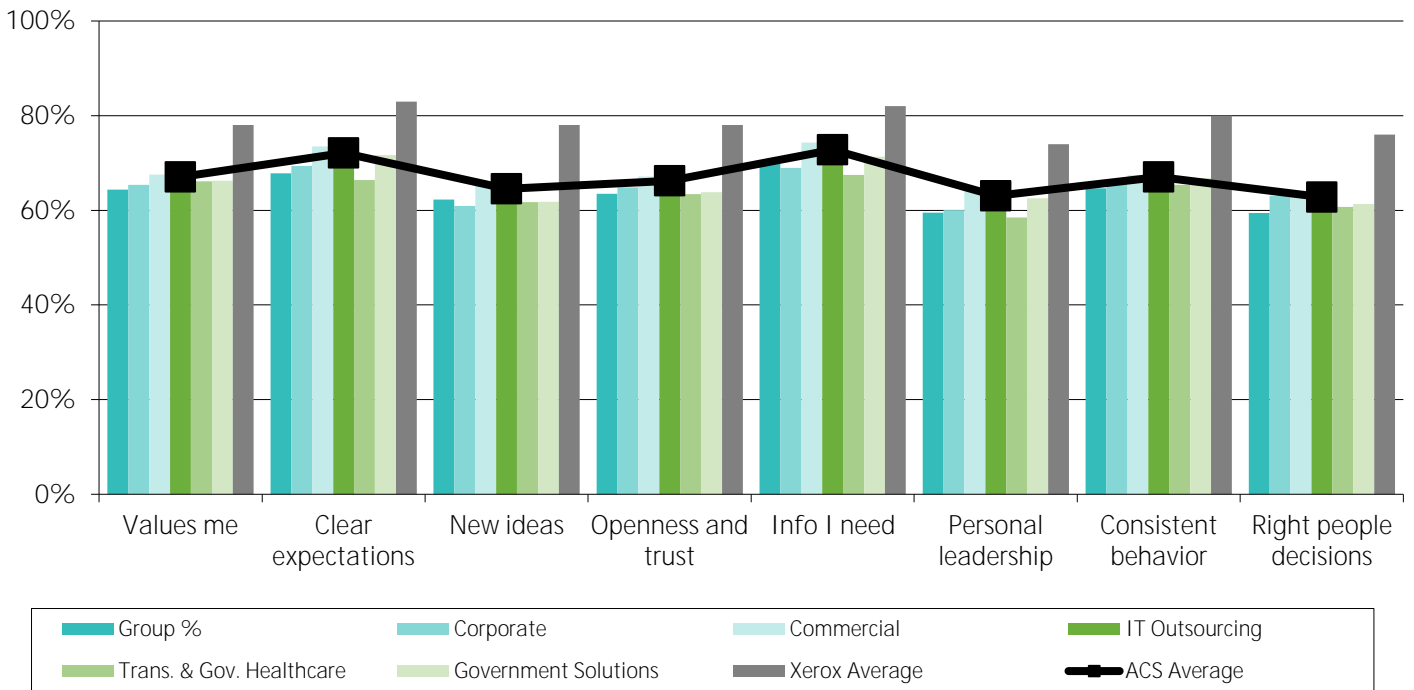
Percentage Agreement V. Benchmarks



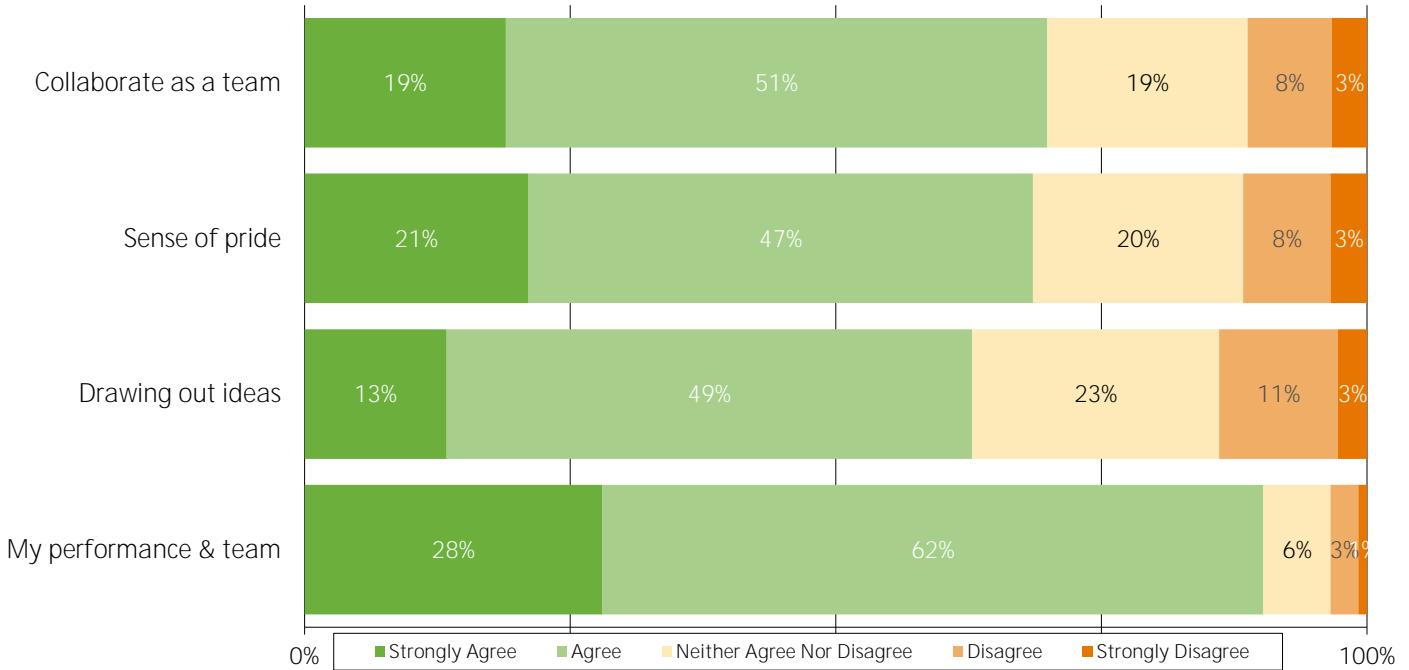
Group %: My Manager



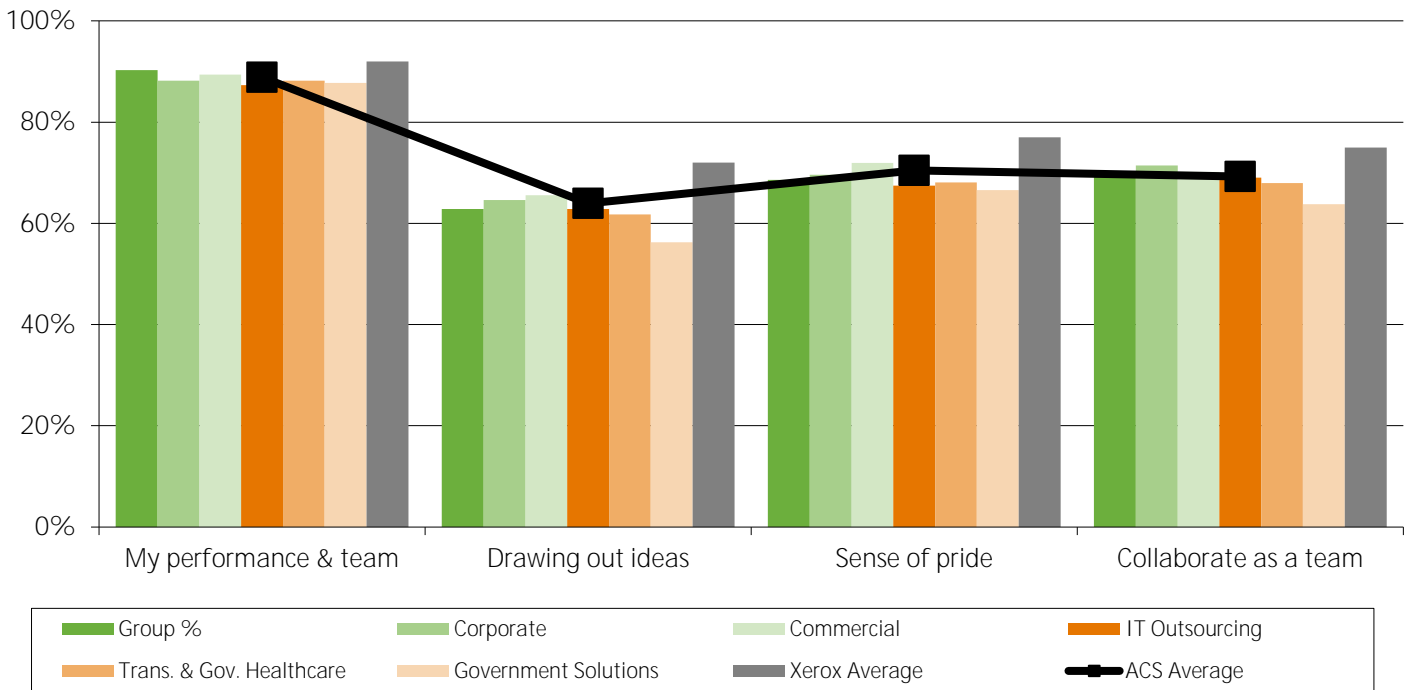
Percentage Agreement V. Benchmarks



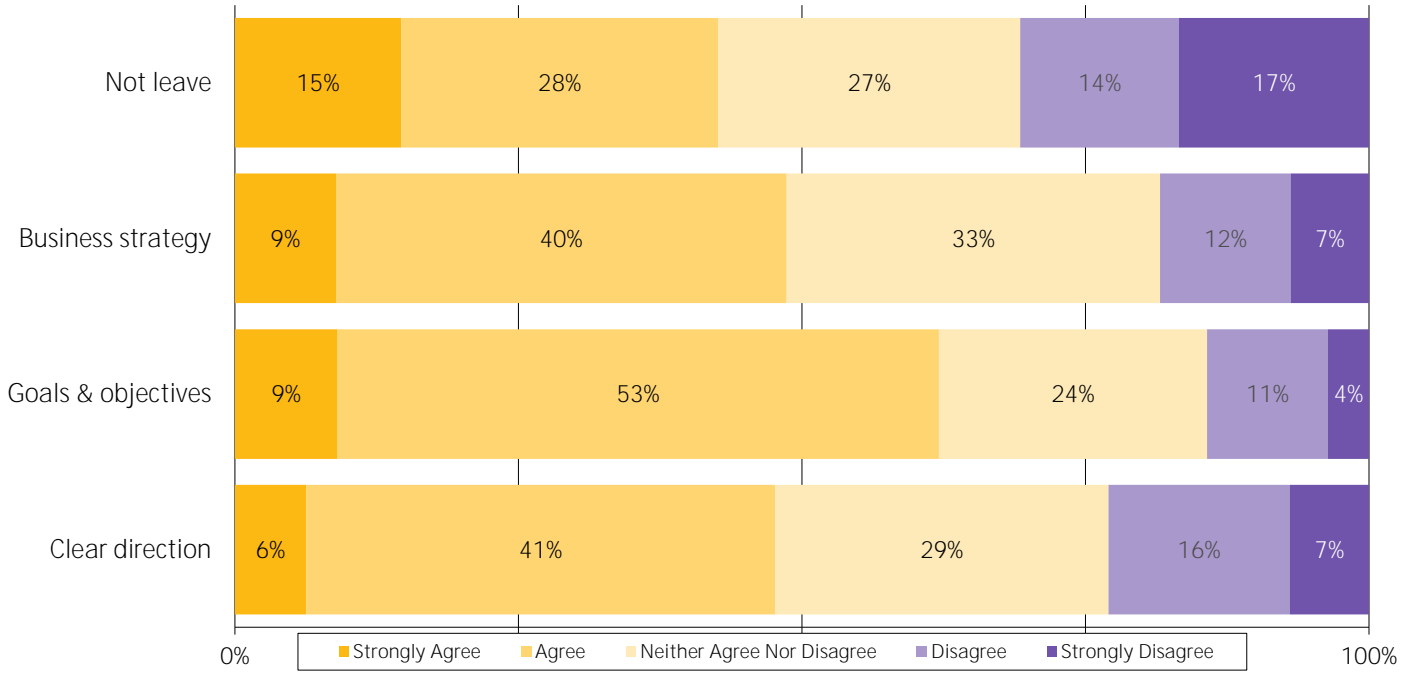
Group %: Our Team



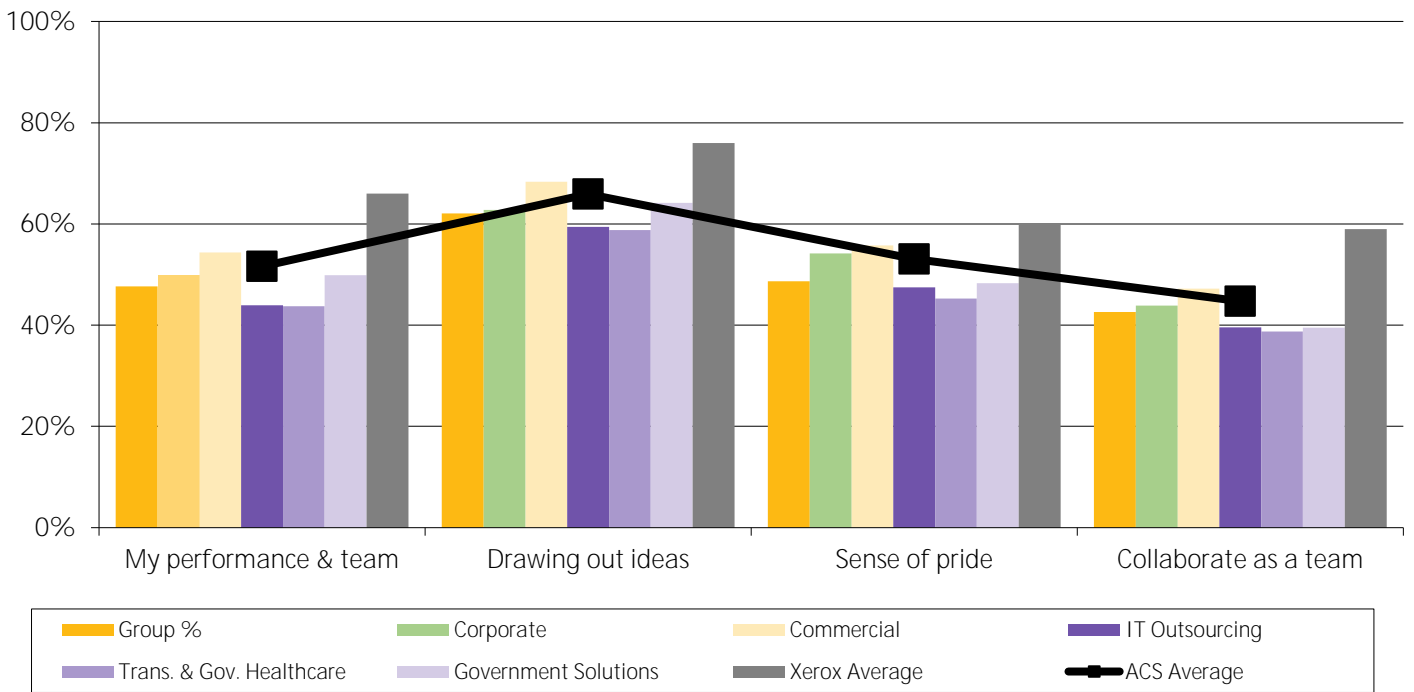
Percentage Agreement V. Benchmarks



Group %: Our Company



Percentage Agreement V. Benchmarks



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|                            | Your Team's Responses  |       |                            |          |                   | #  | Your Team's Percentage |                |       |                            |          | % Agr. | Benchmarking      |                     |                   |                                |               |            |                |                          |                      |
|----------------------------|--|-------|----------------------------|----------|-------------------|----|------------------------|----------------|-------|----------------------------|----------|--------|-------------------|---------------------|-------------------|--------------------------------|---------------|------------|----------------|--------------------------|----------------------|
|                            | Strongly Agree   | Agree | Neither Agree Nor Disagree | Disagree | Strongly Disagree |    | Total Responses        | Strongly Agree | Agree | Neither Agree Nor Disagree | Disagree |        | Strongly Disagree | My Team % Agreement | Total ACS Average | Difference Average & your team | ACS Corporate | Commercial | IT Outsourcing | Trans. & Gov. Healthcare | Government Solutions |
| My Work                    | 1 My work gives me a feeling of personal accomplishment.   | 7     | 29                         | 11       | 15                | 4  | 66                     | 11%            | 44%   | 17%                        | 23%      | 6%     | 55%               | 64%                 | -10%              | 71%                            | 59%           | 65%        | 78%            | 100%                     | 79%                  |
|                            | 2 I can make decisions that improve the quality of my work.  | 6     | 40                         | 8        | 9                 | 3  | 66                     | 9%             | 61%   | 12%                        | 14%      | 5%     | 70%               | 67%                 | 2%                | 67%                            | 65%           | 66%        | 77%            | 67%                      | 77%                  |
|                            | 3 I feel free to take informed risks in getting my work done.  | 7     | 25                         | 18       | 12                | 3  | 65                     | 11%            | 38%   | 28%                        | 18%      | 5%     | 49%               | 55%                 | -5%               | 56%                            | 53%           | 52%        | 62%            | 100%                     | 74%                  |
|                            | 4 I receive ongoing feedback that helps me improve my performance.   | 6     | 28                         | 11       | 15                | 3  | 63                     | 10%            | 44%   | 17%                        | 24%      | 5%     | 54%               | 43%                 | 11%               | 47%                            | 48%           | 33%        | 40%            | 25%                      | 70%                  |
|                            | 5 I see a clear link between my work and Xerox's objectives.   | 6     | 22                         | 17       | 14                | 6  | 65                     | 9%             | 34%   | 26%                        | 22%      | 9%     | 43%               | 43%                 | 0%                | 52%                            | 41%           | 39%        | 49%            | 75%                      | 76%                  |
|                            | 6 I have the opportunity to continuously learn.  | 3     | 24                         | 11       | 20                | 7  | 65                     | 5%             | 37%   | 17%                        | 31%      | 11%    | 42%               | 43%                 | -2%               | 62%                            | 46%           | 30%        | 42%            | 75%                      | 75%                  |
|                            | <b>My Work Averages</b>  |       |                            |          |                   |    |                        | 9%             | 43%   | 19%                        | 22%      | 7%     | 52%               | 53%                 | -1%               | 59%                            | 52%           | 47%        | 58%            | 74%                      | 75%                  |
| My Manager                 | 1 My manager lets me know he/she values me and my contributions.   | 12    | 27                         | 11       | 10                | 5  | 65                     | 18%            | 42%   | 17%                        | 15%      | 8%     | 60%               | 63%                 | -3%               | 69%                            | 64%           | 57%        | 62%            | 100%                     | 78%                  |
|                            | 2 My manager makes his/her expectations clear.   | 9     | 31                         | 12       | 10                | 3  | 65                     | 14%            | 48%   | 18%                        | 15%      | 5%     | 62%               | 62%                 | 0%                | 69%                            | 62%           | 59%        | 61%            | 75%                      | 83%                  |
|                            | 3 My manager seeks out and considers new ideas.  | 8     | 34                         | 8        | 12                | 3  | 65                     | 12%            | 52%   | 12%                        | 18%      | 5%     | 65%               | 60%                 | 5%                | 65%                            | 61%           | 54%        | 60%            | 100%                     | 78%                  |
|                            | 4 My manager creates an environment of openness and trust.   | 18    | 21                         | 11       | 8                 | 6  | 64                     | 28%            | 33%   | 17%                        | 13%      | 9%     | 61%               | 58%                 | 2%                | 64%                            | 59%           | 56%        | 57%            | 100%                     | 78%                  |
|                            | 5 My manager shares the information I need to do my job.   | 13    | 36                         | 13       | 4                 | 0  | 66                     | 20%            | 55%   | 20%                        | 6%       | 0%     | 74%               | 64%                 | 10%               | 63%                            | 66%           | 62%        | 60%            | 75%                      | 82%                  |
|                            | 6 My manager inspires high performance through his/her personal leadership.  | 9     | 20                         | 20       | 8                 | 9  | 66                     | 14%            | 30%   | 30%                        | 12%      | 14%    | 44%               | 50%                 | -6%               | 61%                            | 51%           | 43%        | 50%            | 75%                      | 74%                  |
|                            | 7 My manager's behaviour is consistent with what he/she says.  | 10    | 26                         | 16       | 10                | 4  | 66                     | 15%            | 39%   | 24%                        | 15%      | 6%     | 55%               | 63%                 | -8%               | 69%                            | 62%           | 61%        | 63%            | 100%                     | 80%                  |
|                            | 8 My manager engages the right people to make decisions.   | 6     | 26                         | 18       | 7                 | 6  | 63                     | 10%            | 41%   | 29%                        | 11%      | 10%    | 51%               | 57%                 | -6%               | 63%                            | 54%           | 59%        | 60%            | 100%                     | 76%                  |
| <b>My Manager Averages</b> |  |       |                            |          |                   |    | 16%                    | 43%            | 21%   | 13%                        | 7%       | 59%    | 60%               | -1%                 | 65%               | 60%                            | 56%           | 59%        | 91%            | 79%                      |                      |
| Our Team                   | 1 I understand how my performance contributes to our team's effectiveness.   | 13    | 41                         | 5        | 3                 | 1  | 63                     | 21%            | 65%   | 8%                         | 5%       | 2%     | 86%               | 86%                 | -1%               | 85%                            | 87%           | 86%        | 88%            | 75%                      | 92%                  |
|                            | 2 Our team is effective in drawing out the ideas of all the team members in making decisions.                        | 4     | 37                         | 9        | 12                | 1  | 63                     | 6%             | 59%   | 14%                        | 19%      | 2%     | 65%               | 62%                 | 4%                | 65%                            | 62%           | 54%        | 67%            | 75%                      | 72%                  |
|                            | 3 When I look at what our workgroup accomplishes, I feel a sense of pride.   | 14    | 26                         | 13       | 9                 | 3  | 65                     | 22%            | 40%   | 20%                        | 14%      | 5%     | 62%               | 64%                 | -3%               | 60%                            | 61%           | 65%        | 74%            | 75%                      | 77%                  |
|                            | 4 The people I work with collaborate effectively as a team.  | 17    | 33                         | 7        | 6                 | 2  | 65                     | 26%            | 51%   | 11%                        | 9%       | 3%     | 77%               | 71%                 | 6%                | 72%                            | 71%           | 73%        | 71%            | 75%                      | 75%                  |
|                            | <b>Our Team Averages</b>   |       |                            |          |                   |    |                        | 19%            | 54%   | 13%                        | 12%      | 3%     | 72%               | 71%                 | 1%                | 71%                            | 70%           | 70%        | 75%            | 75%                      | 79%                  |
| Our Company                | 1 Management provides a clear direction for the company.   | 1     | 15                         | 21       | 18                | 10 | 65                     | 2%             | 23%   | 32%                        | 28%      | 15%    | 25%               | 34%                 | -9%               | 39%                            | 32%           | 33%        | 34%            | 100%                     | 66%                  |
|                            | 2 I understand Xerox's goals and objectives.   | 2     | 25                         | 17       | 15                | 6  | 65                     | 3%             | 38%   | 26%                        | 23%      | 9%     | 42%               | 43%                 | -1%               | 43%                            | 45%           | 40%        | 40%            | 75%                      | 76%                  |
|                            | 3 I have confidence in Xerox's business strategy.  | 2     | 13                         | 26       | 15                | 9  | 65                     | 3%             | 20%   | 40%                        | 23%      | 14%    | 23%               | 31%                 | -8%               | 39%                            | 28%           | 32%        | 37%            | 33%                      | 60%                  |
|                            | 4 If I were offered a comparable position with similar pay and benefits at another company, I would not leave Xerox. | 9     | 13                         | 21       | 5                 | 17 | 65                     | 14%            | 20%   | 32%                        | 8%       | 26%    | 34%               | 36%                 | -2%               | 36%                            | 36%           | 30%        | 41%            | 33%                      | 59%                  |
|                            | <b>Our Company Averages</b>  |       |                            |          |                   |    |                        | 5%             | 25%   | 33%                        | 20%      | 16%    | 31%               | 36%                 | -5%               | 39%                            | 35%           | 34%        | 38%            | 60%                      | 65%                  |

Human Resource Services - HRS - Human Resources Outsourcin

|                            | Your Team's Responses  |       |                            |          |                   | #   | Your Team's Percentage |                |       |                            |          | % Agr. | Benchmarking      |                     |                   |                                |               |            |                |                          |                      |
|----------------------------|--|-------|----------------------------|----------|-------------------|-----|------------------------|----------------|-------|----------------------------|----------|--------|-------------------|---------------------|-------------------|--------------------------------|---------------|------------|----------------|--------------------------|----------------------|
|                            | Strongly Agree   | Agree | Neither Agree Nor Disagree | Disagree | Strongly Disagree |     | Total Responses        | Strongly Agree | Agree | Neither Agree Nor Disagree | Disagree |        | Strongly Disagree | My Team % Agreement | Total ACS Average | Difference Average & your team | ACS Corporate | Commercial | IT Outsourcing | Trans. & Gov. Healthcare | Government Solutions |
| My Work                    | 1 My work gives me a feeling of personal accomplishment.   | 107   | 371                        | 126      | 85                | 20  | 709                    | 15%            | 52%   | 18%                        | 12%      | 3%     | 67%               | 68%                 | -1%               | 68%                            | 67%           | 66%        | 71%            | 70%                      | 79%                  |
|                            | 2 I can make decisions that improve the quality of my work.  | 110   | 379                        | 118      | 78                | 22  | 707                    | 16%            | 54%   | 17%                        | 11%      | 3%     | 69%               | 71%                 | -2%               | 69%                            | 71%           | 65%        | 73%            | 72%                      | 77%                  |
|                            | 3 I feel free to take informed risks in getting my work done.  | 66    | 357                        | 185      | 72                | 27  | 707                    | 9%             | 50%   | 26%                        | 10%      | 4%     | 60%               | 56%                 | 4%                | 54%                            | 57%           | 56%        | 59%            | 50%                      | 74%                  |
|                            | 4 I receive ongoing feedback that helps me improve my performance.   | 80    | 318                        | 142      | 112               | 50  | 702                    | 11%            | 45%   | 20%                        | 16%      | 7%     | 57%               | 60%                 | -4%               | 57%                            | 63%           | 54%        | 55%            | 60%                      | 70%                  |
|                            | 5 I see a clear link between my work and Xerox's objectives.   | 73    | 334                        | 182      | 89                | 31  | 709                    | 10%            | 47%   | 26%                        | 13%      | 4%     | 57%               | 58%                 | -1%               | 60%                            | 60%           | 53%        | 57%            | 58%                      | 76%                  |
|                            | 6 I have the opportunity to continuously learn.  | 101   | 293                        | 132      | 114               | 61  | 701                    | 14%            | 42%   | 19%                        | 16%      | 9%     | 56%               | 63%                 | -7%               | 63%                            | 65%           | 58%        | 61%            | 64%                      | 75%                  |
|                            | <b>My Work Averages</b>  |       |                            |          |                   |     |                        |                | 13%   | 48%                        | 21%      | 13%    | 5%                | 61%                 | 63%               | -2%                            | 62%           | 64%        | 58%            | 63%                      | 62%                  |
| My Manager                 | 1 My manager lets me know he/she values me and my contributions.   | 155   | 294                        | 133      | 75                | 45  | 702                    | 22%            | 42%   | 19%                        | 11%      | 6%     | 64%               | 66%                 | -2%               | 66%                            | 66%           | 66%        | 66%            | 66%                      | 78%                  |
|                            | 2 My manager makes his/her expectations clear.   | 143   | 326                        | 127      | 67                | 35  | 698                    | 20%            | 47%   | 18%                        | 10%      | 5%     | 67%               | 71%                 | -4%               | 68%                            | 72%           | 69%        | 67%            | 72%                      | 83%                  |
|                            | 3 My manager seeks out and considers new ideas.  | 133   | 302                        | 148      | 91                | 30  | 704                    | 19%            | 43%   | 21%                        | 13%      | 4%     | 62%               | 63%                 | -1%               | 61%                            | 64%           | 63%        | 62%            | 61%                      | 78%                  |
|                            | 4 My manager creates an environment of openness and trust.   | 157   | 281                        | 138      | 67                | 56  | 699                    | 22%            | 40%   | 20%                        | 10%      | 8%     | 63%               | 64%                 | -2%               | 66%                            | 65%           | 66%        | 64%            | 64%                      | 78%                  |
|                            | 5 My manager shares the information I need to do my job.   | 138   | 346                        | 124      | 55                | 33  | 696                    | 20%            | 50%   | 18%                        | 8%       | 5%     | 70%               | 71%                 | -1%               | 70%                            | 72%           | 69%        | 68%            | 71%                      | 82%                  |
|                            | 6 My manager inspires high performance through his/her personal leadership.  | 137   | 283                        | 162      | 74                | 46  | 702                    | 20%            | 40%   | 23%                        | 11%      | 7%     | 60%               | 62%                 | -2%               | 60%                            | 63%           | 60%        | 59%            | 62%                      | 74%                  |
|                            | 7 My manager's behaviour is consistent with what he/she says.  | 143   | 309                        | 139      | 66                | 38  | 695                    | 21%            | 44%   | 20%                        | 9%       | 5%     | 65%               | 66%                 | -1%               | 67%                            | 66%           | 67%        | 66%            | 67%                      | 80%                  |
|                            | 8 My manager engages the right people to make decisions.   | 126   | 289                        | 181      | 70                | 33  | 699                    | 18%            | 41%   | 26%                        | 10%      | 5%     | 59%               | 62%                 | -2%               | 65%                            | 62%           | 63%        | 61%            | 61%                      | 76%                  |
| <b>My Manager Averages</b> |  |       |                            |          |                   |     |                        | 20%            | 43%   | 21%                        | 10%      | 6%     | 64%               | 66%                 | -2%               | 65%                            | 66%           | 65%        | 64%            | 66%                      | 79%                  |
| Our Team                   | 1 I understand how my performance contributes to our team's effectiveness.   | 200   | 436                        | 46       | 17                | 5   | 704                    | 28%            | 62%   | 7%                         | 2%       | 1%     | 90%               | 88%                 | 2%                | 88%                            | 89%           | 86%        | 88%            | 88%                      | 92%                  |
|                            | 2 Our team is effective in drawing out the ideas of all the team members in making decisions.                        | 99    | 332                        | 172      | 80                | 19  | 702                    | 14%            | 47%   | 25%                        | 11%      | 3%     | 61%               | 61%                 | 1%                | 62%                            | 62%           | 60%        | 61%            | 55%                      | 72%                  |
|                            | 3 When I look at what our workgroup accomplishes, I feel a sense of pride.   | 149   | 325                        | 143      | 60                | 25  | 702                    | 21%            | 46%   | 20%                        | 9%       | 4%     | 68%               | 68%                 | 0%                | 68%                            | 69%           | 65%        | 67%            | 66%                      | 77%                  |
|                            | 4 The people I work with collaborate effectively as a team.  | 138   | 349                        | 134      | 55                | 25  | 701                    | 20%            | 50%   | 19%                        | 8%       | 4%     | 69%               | 67%                 | 2%                | 70%                            | 68%           | 67%        | 67%            | 63%                      | 75%                  |
|                            | <b>Our Team Averages</b>   |       |                            |          |                   |     |                        |                | 21%   | 51%                        | 18%      | 8%     | 3%                | 72%                 | 71%               | 1%                             | 72%           | 72%        | 70%            | 71%                      | 68%                  |
| Our Company                | 1 Management provides a clear direction for the company.   | 44    | 291                        | 203      | 120               | 47  | 705                    | 6%             | 41%   | 29%                        | 17%      | 7%     | 48%               | 49%                 | -1%               | 49%                            | 51%           | 42%        | 44%            | 49%                      | 66%                  |
|                            | 2 I understand Xerox's goals and objectives.   | 65    | 355                        | 175      | 80                | 23  | 698                    | 9%             | 51%   | 25%                        | 11%      | 3%     | 60%               | 63%                 | -3%               | 62%                            | 66%           | 57%        | 60%            | 64%                      | 76%                  |
|                            | 3 I have confidence in Xerox's business strategy.  | 56    | 271                        | 242      | 86                | 48  | 703                    | 8%             | 39%   | 34%                        | 12%      | 7%     | 47%               | 50%                 | -3%               | 52%                            | 52%           | 44%        | 45%            | 48%                      | 60%                  |
|                            | 4 If I were offered a comparable position with similar pay and benefits at another company, I would not leave Xerox. | 89    | 192                        | 189      | 113               | 122 | 705                    | 13%            | 27%   | 27%                        | 16%      | 17%    | 40%               | 40%                 | 0%                | 40%                            | 42%           | 36%        | 38%            | 39%                      | 59%                  |
|                            | <b>Our Company Averages</b>  |       |                            |          |                   |     |                        |                | 9%    | 39%                        | 29%      | 14%    | 9%                | 48%                 | 50%               | -2%                            | 51%           | 53%        | 45%            | 47%                      | 50%                  |

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|                      | Your Team's Responses  |       |                            |          |                   | #  | Your Team's Percentage |                |       |                            |          | % Agr. | Benchmarking      |                     |                   |                                |               |            |                |                          |                      |
|----------------------|--|-------|----------------------------|----------|-------------------|----|------------------------|----------------|-------|----------------------------|----------|--------|-------------------|---------------------|-------------------|--------------------------------|---------------|------------|----------------|--------------------------|----------------------|
|                      | Strongly Agree   | Agree | Neither Agree Nor Disagree | Disagree | Strongly Disagree |    | Total Responses        | Strongly Agree | Agree | Neither Agree Nor Disagree | Disagree |        | Strongly Disagree | My Team % Agreement | Total ACS Average | Difference Average & your team | ACS Corporate | Commercial | IT Outsourcing | Trans. & Gov. Healthcare | Government Solutions |
| My Work              | 1 My work gives me a feeling of personal accomplishment.   | 21    | 117                        | 29       | 24                | 8  | 199                    | 11%            | 59%   | 15%                        | 12%      | 4%     | 69%               | 81%                 | -12%              | 84%                            | 82%           | 75%        | 80%            | 76%                      | 79%                  |
|                      | 2 I can make decisions that improve the quality of my work.  | 30    | 115                        | 28       | 16                | 8  | 197                    | 15%            | 58%   | 14%                        | 8%       | 4%     | 74%               | 86%                 | -12%              | 81%                            | 87%           | 79%        | 76%            | 77%                      | 77%                  |
|                      | 3 I feel free to take informed risks in getting my work done.  | 27    | 99                         | 40       | 21                | 8  | 195                    | 14%            | 51%   | 21%                        | 11%      | 4%     | 65%               | 77%                 | -12%              | 72%                            | 78%           | 72%        | 64%            | 68%                      | 74%                  |
|                      | 4 I receive ongoing feedback that helps me improve my performance.   | 22    | 105                        | 37       | 17                | 16 | 197                    | 11%            | 53%   | 19%                        | 9%       | 8%     | 64%               | 78%                 | -14%              | 68%                            | 80%           | 68%        | 61%            | 66%                      | 70%                  |
|                      | 5 I see a clear link between my work and Xerox's objectives.   | 15    | 100                        | 47       | 23                | 12 | 197                    | 8%             | 51%   | 24%                        | 12%      | 6%     | 58%               | 74%                 | -16%              | 71%                            | 76%           | 66%        | 56%            | 71%                      | 76%                  |
|                      | 6 I have the opportunity to continuously learn.  | 25    | 101                        | 33       | 23                | 17 | 199                    | 13%            | 51%   | 17%                        | 12%      | 9%     | 63%               | 76%                 | -13%              | 71%                            | 78%           | 67%        | 61%            | 72%                      | 75%                  |
| My Work Averages     |  |       |                            |          |                   |    |                        | 12%            | 54%   | 18%                        | 10%      | 6%     | 66%               | 79%                 | -13%              | 74%                            | 80%           | 71%        | 66%            | 72%                      | 75%                  |
| My Manager           | 1 My manager lets me know he/she values me and my contributions.   | 19    | 112                        | 31       | 21                | 14 | 197                    | 10%            | 57%   | 16%                        | 11%      | 7%     | 66%               | 75%                 | -8%               | 70%                            | 76%           | 71%        | 64%            | 69%                      | 78%                  |
|                      | 2 My manager makes his/her expectations clear.   | 24    | 114                        | 28       | 19                | 11 | 196                    | 12%            | 58%   | 14%                        | 10%      | 6%     | 70%               | 77%                 | -7%               | 79%                            | 78%           | 74%        | 63%            | 73%                      | 83%                  |
|                      | 3 My manager seeks out and considers new ideas.  | 25    | 98                         | 46       | 17                | 11 | 197                    | 13%            | 50%   | 23%                        | 9%       | 6%     | 62%               | 75%                 | -12%              | 68%                            | 76%           | 69%        | 65%            | 71%                      | 78%                  |
|                      | 4 My manager creates an environment of openness and trust.   | 29    | 98                         | 36       | 16                | 14 | 193                    | 15%            | 51%   | 19%                        | 8%       | 7%     | 66%               | 73%                 | -8%               | 68%                            | 74%           | 69%        | 64%            | 70%                      | 78%                  |
|                      | 5 My manager shares the information I need to do my job.   | 26    | 114                        | 29       | 18                | 9  | 196                    | 13%            | 58%   | 15%                        | 9%       | 5%     | 71%               | 79%                 | -8%               | 71%                            | 80%           | 77%        | 72%            | 76%                      | 82%                  |
|                      | 6 My manager inspires high performance through his/her personal leadership.  | 24    | 100                        | 36       | 22                | 16 | 198                    | 12%            | 51%   | 18%                        | 11%      | 8%     | 63%               | 71%                 | -9%               | 65%                            | 73%           | 66%        | 57%            | 65%                      | 74%                  |
|                      | 7 My manager's behaviour is consistent with what he/she says.  | 24    | 103                        | 30       | 23                | 16 | 196                    | 12%            | 53%   | 15%                        | 12%      | 8%     | 65%               | 72%                 | -7%               | 64%                            | 73%           | 68%        | 60%            | 64%                      | 80%                  |
|                      | 8 My manager engages the right people to make decisions.   | 21    | 100                        | 38       | 23                | 14 | 196                    | 11%            | 51%   | 19%                        | 12%      | 7%     | 62%               | 72%                 | -10%              | 65%                            | 73%           | 65%        | 55%            | 67%                      | 76%                  |
| My Manager Averages  |  |       |                            |          |                   |    |                        | 12%            | 53%   | 17%                        | 10%      | 7%     | 66%               | 74%                 | -9%               | 69%                            | 75%           | 70%        | 62%            | 69%                      | 79%                  |
| Our Team             | 1 I understand how my performance contributes to our team's effectiveness.   | 49    | 128                        | 11       | 6                 | 2  | 196                    | 25%            | 65%   | 6%                         | 3%       | 1%     | 90%               | 93%                 | -3%               | 95%                            | 93%           | 92%        | 90%            | 88%                      | 92%                  |
|                      | 2 Our team is effective in drawing out the ideas of all the team members in making decisions.                        | 24    | 105                        | 40       | 19                | 7  | 195                    | 12%            | 54%   | 21%                        | 10%      | 4%     | 66%               | 80%                 | -14%              | 79%                            | 81%           | 78%        | 75%            | 76%                      | 72%                  |
|                      | 3 When I look at what our workgroup accomplishes, I feel a sense of pride.   | 34    | 107                        | 35       | 13                | 6  | 195                    | 17%            | 55%   | 18%                        | 7%       | 3%     | 72%               | 82%                 | -10%              | 82%                            | 83%           | 78%        | 80%            | 78%                      | 77%                  |
|                      | 4 The people I work with collaborate effectively as a team.  | 24    | 115                        | 35       | 17                | 6  | 197                    | 12%            | 58%   | 18%                        | 9%       | 3%     | 71%               | 83%                 | -12%              | 82%                            | 83%           | 78%        | 82%            | 79%                      | 75%                  |
| Our Team Averages    |  |       |                            |          |                   |    |                        | 17%            | 58%   | 15%                        | 7%       | 3%     | 75%               | 85%                 | -10%              | 84%                            | 85%           | 81%        | 82%            | 80%                      | 79%                  |
| Our Company          | 1 Management provides a clear direction for the company.   | 11    | 94                         | 59       | 21                | 13 | 198                    | 6%             | 47%   | 30%                        | 11%      | 7%     | 53%               | 69%                 | -16%              | 64%                            | 71%           | 55%        | 46%            | 65%                      | 66%                  |
|                      | 2 I understand Xerox's goals and objectives.   | 13    | 129                        | 39       | 10                | 7  | 198                    | 7%             | 65%   | 20%                        | 5%       | 4%     | 72%               | 80%                 | -8%               | 74%                            | 82%           | 75%        | 62%            | 73%                      | 76%                  |
|                      | 3 I have confidence in Xerox's business strategy.  | 19    | 101                        | 52       | 14                | 12 | 198                    | 10%            | 51%   | 26%                        | 7%       | 6%     | 61%               | 74%                 | -13%              | 72%                            | 75%           | 68%        | 54%            | 65%                      | 60%                  |
|                      | 4 If I were offered a comparable position with similar pay and benefits at another company, I would not leave Xerox. | 36    | 65                         | 51       | 20                | 27 | 199                    | 18%            | 33%   | 26%                        | 10%      | 14%    | 51%               | 63%                 | -12%              | 57%                            | 63%           | 61%        | 53%            | 61%                      | 59%                  |
| Our Company Averages |  |       |                            |          |                   |    |                        | 10%            | 49%   | 25%                        | 8%       | 7%     | 59%               | 71%                 | -12%              | 67%                            | 73%           | 65%        | 54%            | 66%                      | 65%                  |

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|             |  | Your Team's Responses |       |                            |          |                   | #<br>Total Responses | Your Team's Percentage |       |                            |          |                   | % Agr.<br>My Team % Agreement | Benchmarking      |                                |               |            |                |                          |                      |               |
|-------------|--|-----------------------|-------|----------------------------|----------|-------------------|----------------------|------------------------|-------|----------------------------|----------|-------------------|-------------------------------|-------------------|--------------------------------|---------------|------------|----------------|--------------------------|----------------------|---------------|
|             |  | Strongly Agree        | Agree | Neither Agree Nor Disagree | Disagree | Strongly Disagree |                      | Strongly Agree         | Agree | Neither Agree Nor Disagree | Disagree | Strongly Disagree |                               | Total ACS Average | Difference average & your team | ACS Corporate | Commercial | IT Outsourcing | Trans. & Gov. Healthcare | Government Solutions | Xerox Average |
| My Work     | 1 My work gives me a feeling of personal accomplishment.   | 11                    | 16    | 5                          | 1        | 0                 | 33                   | 33%                    | 48%   | 15%                        | 3%       | 0%                | 82%                           | 58%               | 24%                            | 53%           | 58%        | 61%            | 67%                      | 100%                 | 79%           |
|             | 2 I can make decisions that improve the quality of my work.  | 11                    | 14    | 6                          | 1        | 0                 | 32                   | 34%                    | 44%   | 19%                        | 3%       | 0%                | 78%                           | 57%               | 21%                            | 55%           | 57%        | 59%            | 60%                      | 33%                  | 77%           |
|             | 3 I feel free to take informed risks in getting my work done.  | 8                     | 15    | 10                         | 0        | 0                 | 33                   | 24%                    | 45%   | 30%                        | 0%       | 0%                | 70%                           | 56%               | 14%                            | 52%           | 56%        | 56%            | 62%                      | 100%                 | 74%           |
|             | 4 I receive ongoing feedback that helps me improve my performance.   | 6                     | 17    | 6                          | 3        | 0                 | 32                   | 19%                    | 53%   | 19%                        | 9%       | 0%                | 72%                           | 59%               | 13%                            | 57%           | 60%        | 57%            | 63%                      | 67%                  | 70%           |
|             | 5 I see a clear link between my work and Xerox's objectives.   | 13                    | 17    | 1                          | 2        | 0                 | 33                   | 39%                    | 52%   | 3%                         | 6%       | 0%                | 91%                           | 53%               | 38%                            | 52%           | 53%        | 54%            | 60%                      | 75%                  | 76%           |
|             | 6 I have the opportunity to continuously learn.  | 11                    | 11    | 7                          | 3        | 0                 | 32                   | 34%                    | 34%   | 22%                        | 9%       | 0%                | 69%                           | 64%               | 4%                             | 61%           | 64%        | 64%            | 76%                      | 75%                  | 75%           |
|             | <b>My Work Averages</b>  |                       |       |                            |          |                   |                      | 31%                    | 46%   | 18%                        | 5%       | 0%                | 77%                           | 58%               | 19%                            | 55%           | 58%        | 59%            | 65%                      | 75%                  | 75%           |
| My Manager  | 1 My manager lets me know he/she values me and my contributions.   | 9                     | 13    | 7                          | 2        | 1                 | 32                   | 28%                    | 41%   | 22%                        | 6%       | 3%                | 69%                           | 64%               | 4%                             | 56%           | 65%        | 59%            | 76%                      | 75%                  | 78%           |
|             | 2 My manager makes his/her expectations clear.   | 11                    | 15    | 6                          | 1        | 0                 | 33                   | 33%                    | 45%   | 18%                        | 3%       | 0%                | 79%                           | 74%               | 5%                             | 65%           | 75%        | 66%            | 74%                      | 75%                  | 83%           |
|             | 3 My manager seeks out and considers new ideas.  | 9                     | 11    | 9                          | 1        | 0                 | 30                   | 30%                    | 37%   | 30%                        | 3%       | 0%                | 67%                           | 62%               | 4%                             | 50%           | 63%        | 58%            | 71%                      | 75%                  | 78%           |
|             | 4 My manager creates an environment of openness and trust.   | 12                    | 12    | 7                          | 2        | 0                 | 33                   | 36%                    | 36%   | 21%                        | 6%       | 0%                | 73%                           | 68%               | 5%                             | 58%           | 68%        | 64%            | 74%                      | 100%                 | 78%           |
|             | 5 My manager shares the information I need to do my job.   | 11                    | 16    | 6                          | 1        | 0                 | 34                   | 32%                    | 47%   | 18%                        | 3%       | 0%                | 79%                           | 75%               | 4%                             | 63%           | 76%        | 69%            | 79%                      | 100%                 | 82%           |
|             | 6 My manager inspires high performance through his/her personal leadership.  | 8                     | 13    | 7                          | 4        | 0                 | 32                   | 25%                    | 41%   | 22%                        | 13%      | 0%                | 66%                           | 63%               | 3%                             | 51%           | 63%        | 59%            | 73%                      | 75%                  | 74%           |
|             | 7 My manager's behaviour is consistent with what he/she says.  | 13                    | 11    | 6                          | 2        | 0                 | 32                   | 41%                    | 34%   | 19%                        | 6%       | 0%                | 75%                           | 67%               | 8%                             | 60%           | 67%        | 64%            | 69%                      | 75%                  | 80%           |
|             | 8 My manager engages the right people to make decisions.   | 12                    | 9     | 9                          | 3        | 0                 | 33                   | 36%                    | 27%   | 27%                        | 9%       | 0%                | 64%                           | 59%               | 5%                             | 50%           | 59%        | 59%            | 77%                      | 67%                  | 76%           |
|             | <b>My Manager Averages</b>   |                       |       |                            |          |                   |                      | 33%                    | 39%   | 22%                        | 6%       | 0%                | 71%                           | 66%               | 5%                             | 56%           | 67%        | 62%            | 74%                      | 80%                  | 79%           |
| Our Team    | 1 I understand how my performance contributes to our team's effectiveness.   | 17                    | 14    | 1                          | 0        | 0                 | 32                   | 53%                    | 44%   | 3%                         | 0%       | 0%                | 97%                           | 88%               | 9%                             | 83%           | 88%        | 89%            | 89%                      | 100%                 | 92%           |
|             | 2 Our team is effective in drawing out the ideas of all the team members in making decisions.                        | 6                     | 17    | 10                         | 0        | 0                 | 33                   | 18%                    | 52%   | 30%                        | 0%       | 0%                | 70%                           | 62%               | 8%                             | 61%           | 62%        | 68%            | 70%                      | 75%                  | 72%           |
|             | 3 When I look at what our workgroup accomplishes, I feel a sense of pride.   | 13                    | 15    | 6                          | 0        | 0                 | 34                   | 38%                    | 44%   | 18%                        | 0%       | 0%                | 82%                           | 72%               | 10%                            | 68%           | 72%        | 71%            | 71%                      | 75%                  | 77%           |
|             | 4 The people I work with collaborate effectively as a team.  | 10                    | 11    | 12                         | 1        | 0                 | 34                   | 29%                    | 32%   | 35%                        | 3%       | 0%                | 62%                           | 65%               | -3%                            | 64%           | 65%        | 68%            | 63%                      | 50%                  | 75%           |
|             | <b>Our Team Averages</b>   |                       |       |                            |          |                   |                      | 35%                    | 43%   | 22%                        | 1%       | 0%                | 77%                           | 72%               | 6%                             | 69%           | 72%        | 74%            | 73%                      | 75%                  | 79%           |
| Our Company | 1 Management provides a clear direction for the company.   | 7                     | 14    | 11                         | 1        | 0                 | 33                   | 21%                    | 42%   | 33%                        | 3%       | 0%                | 64%                           | 49%               | 15%                            | 44%           | 49%        | 48%            | 63%                      | 75%                  | 66%           |
|             | 2 I understand Xerox's goals and objectives.   | 10                    | 18    | 4                          | 1        | 0                 | 33                   | 30%                    | 55%   | 12%                        | 3%       | 0%                | 85%                           | 65%               | 19%                            | 61%           | 66%        | 65%            | 72%                      | 100%                 | 76%           |
|             | 3 I have confidence in Xerox's business strategy.  | 12                    | 12    | 9                          | 0        | 0                 | 33                   | 36%                    | 36%   | 27%                        | 0%       | 0%                | 73%                           | 51%               | 22%                            | 50%           | 50%        | 51%            | 74%                      | 100%                 | 60%           |
|             | 4 If I were offered a comparable position with similar pay and benefits at another company, I would not leave Xerox. | 13                    | 10    | 6                          | 2        | 2                 | 33                   | 39%                    | 30%   | 18%                        | 6%       | 6%                | 70%                           | 48%               | 22%                            | 50%           | 48%        | 43%            | 61%                      | 75%                  | 59%           |
|             | <b>Our Company Averages</b>  |                       |       |                            |          |                   |                      | 32%                    | 41%   | 23%                        | 3%       | 2%                | 73%                           | 53%               | 20%                            | 51%           | 53%        | 52%            | 68%                      | 88%                  | 65%           |