

# CSR Key Performance Indicators

The table below lists key performance indicators for activities relevant to Cisco CSR over the past year. Additional details can be found throughout this report.

	Indicators	FY05	FY06	FY07	FY08	FY09
<b>WORKPLACE</b>						
Employee satisfaction	Percentage of employees who agreed with seven statements about Cisco as a place to work (average)	81%	85%	86%	87%	90%
Voluntary employee attrition	Total voluntary attrition as percentage of ending headcount	4.59%	5.45%	4.52% <sup>1</sup>	5.01%	3.22%
Health and safety (U.S. and Canada operations only)	Number of nonfatal injuries and illnesses	129	107	93	137	145
<b>DIVERSITY</b>						
Women	Women as percentage of total global employees	21.8%	22.1%	23%	23.5%	23.4%
	Women in VP positions or above as percentage of global VP and above employees	13.2%	14.0%	12.7%	15.5%	15.5%
Ethnic minorities (U.S. only)	Ethnic minorities as percentage of total U.S. employees	42.3%	42.8%	43.7%	44.7%	45.6%
	Ethnic minorities in VP positions and above as percentage of total U.S. VP and above employees	17.6%	17.5%	15.6%	22.2%	20.8%

	Indicators	FY05	FY06	FY07	FY08	FY09
<b>SOCIAL IMPACT</b>						
Social investment	Total corporatewide and foundation cash and in-kind contributions	\$65 million	\$115.5 million	\$116.8 million	\$92 million	\$128.6 million
Employee volunteerism	Number of hours volunteered by employees	235,000 <sup>4</sup>	160,000	130,000	88,870	78,000
Cisco Networking Academy	Number of active students in Cisco Networking Academy courses <sup>5</sup>	596,840	597,085	637,304	716,936 <sup>5</sup>	810,000
Leadership Fellows	Cisco leaders who share their expertise with nonprofit organizations	5	8	17	20	13
Social and economic investment	Number of countries or regions where Cisco currently invests or manages programs <sup>6</sup>	160	160+	160+	160+	165+
Strategic partners	Significant collaborations with corporate partners, nonprofits, and NGOs	31	36	34	41	58

Indicators	FY06	FY07	FY08	FY09
<b>ENVIRONMENTAL MANAGEMENT</b>				
Number of Cisco sites with ISO 14001 EMS certification	19	25	25	26
Employee base covered by ISO 14001 EMS certification	75%	73%	71%	68%
<b>GHG EMISSIONS</b>				
Total gross <sup>7</sup> GHG emissions: Scope 1 (metric tonne CO <sub>2</sub> e)	27,586 <sup>9</sup>	52,498	52,084	53,216
Total gross <sup>7</sup> GHG emissions: Scope 2 (metric tonne CO <sub>2</sub> e)	317,666 <sup>9</sup>	467,478	550,312	579,183
Total contractual <sup>7</sup> GHG emissions: Scope 2 (metric tonne CO <sub>2</sub> e)	316,893 <sup>9</sup>	403,188	310,961	226,733
Total air travel GHG emissions: Scope 3 (metric tonne CO <sub>2</sub> e)	190,940	205,797	197,872	115,995
Change in air travel GHG emissions from FY06 (CGI global goal: 10% absolute reduction against FY06 baseline)		+8%	+4%	-39% (goal met)
Total contractual <sup>7</sup> GHG emissions: Scope 1, 2, and 3 metric tonne CO <sub>2</sub> e	535,419 <sup>9</sup>	661,483	560,917	395,944
Change in Scope 1, 2, and 3 from FY07 (EPA global goal: 25% absolute reduction against CY07 baseline <sup>9</sup> )			-15%	-40% (goal year is 2012)
<b>ENERGY AND ELECTRICITY USAGE</b>				
Energy usage (GWh)	889 <sup>10</sup>	1281	1438	1507
Electricity usage (GWh)	749 <sup>10</sup>	1053	1203	1275
<b>PRODUCT RETURN AND RECYCLING</b>				
Product return (million pounds)	**	**	22.1	23.6
Materials to landfill (percent of returned product not reused or recycled) <sup>11</sup>	**	**	0.46%	0.44%
<b>WATER CONSUMPTION<sup>12</sup></b>				
Total water consumption (m <sup>3</sup> )	Not available	1,725,618	1,570,831	1,654,030

- <sup>1</sup> FY07 percentage adjusted for acquisitions.
- <sup>2</sup> FY05 Scope 3 emissions could not be upgraded like air travel emissions for FY06–FY08, so the reported value is the same as previously reported and should not be trended with or compared to later years.
- <sup>3</sup> Recycled equipment represents material sent to Cisco's recycling vendors. Cisco collects equipment from customer and service returns as well as Cisco internal return and eScrap efforts. A portion of returned equipment is repaired if needed and repurposed, with the balance sent to a Cisco recycling vendor.
- <sup>4</sup> In FY05 volunteerism increased significantly as part of that year's 20 Years of Service campaign.
- <sup>5</sup> Data refers to the total number of active students in the region or subregion. Student counts represent unique students. However, students may be counted multiple times if they have been active at two academies located in different subregions, accounting for discrepancies between subregion totals and the overall region total.
- <sup>6</sup> For administrative purposes, we have defined some regions as countries that are not autonomous states or are not recognized as countries by international bodies such as the United Nations. Examples of these include American Samoa, Hong Kong, and Puerto Rico.
- <sup>7</sup> *Gross* and *contractual* are used consistent with Carbon Disclosure Project 7 survey terminology. *Gross* GHG emissions figures do not include reductions from Cisco's renewable energy purchases. *Contractual* GHG emissions figures include the impact of buying low-carbon electricity.
- <sup>8</sup> Cisco's EPA Climate Leaders 25 percent reduction goal is measured against a calendar-year baseline per EPA requirements, but all public Cisco reporting is on a fiscal-year basis. We are reporting progress against the EPA goal using fiscal-year emissions, although officially 2009 progress will be reported to EPA based on emissions tallied by calendar year. Cisco does not publically report calendar-year emissions to avoid confusion with previously reported fiscal-year data.
- <sup>9</sup> In our FY06 CSR report, we only reported Scope 1 and 2 emissions data actually collected from Cisco sites and separately noted the estimated completeness of the data. We now collect actual emissions data for over 90 percent of our real estate portfolio and estimate the balance based on building square footage and type of usage. We do not believe the Scope 1 and 2 data collected for FY06 is sufficient to support extrapolation to 100 percent. Therefore, FY06 Scope 1 and 2 data in the table should not be trended against FY07 or later data.
- <sup>10</sup> In Cisco's FY06 CSR report, we only reported electricity usage actually collected from Cisco sites and separately noted the estimated completeness of the data. We now collect actual electricity usage for over 90 percent of our real estate portfolio and estimate the balance based on building square footage and type of usage. We do not believe the data collected for FY06 is sufficient to support extrapolation to 100 percent. Therefore, FY06 electricity usage in the table should not be trended against FY07 or later data.
- <sup>11</sup> Landfilled material consists of nonrecyclable materials (such as broken pallets, wet cardboard, and shrink wrap).
- <sup>12</sup> Data for 11 Cisco sites.
- \*\* In previous reports, Cisco reported weight of material sent to Cisco's recyclers. Leveraging process improvements started last year, we are reporting weight of material received from end users, which is the metric of primary concern to stakeholders. Historical data, prior to FY08, is not sufficiently available and is not reported.