

Key Performance Data

In an effort to provide easy reference to other social and environmental reports, we have summarized key performance data and included a numerical cross-reference to GRI indicators. Reference to these indicators is provided for purposes of cross-reference only and should not be construed as an endorsement of GRI initiatives to the exclusion of other standards and guidelines, where relevant and appropriate.

Marketplace		
<i>Core Indicator</i>	<i>Cisco Information</i>	<i>GRI Reference</i>
Net sales	FY'03: \$18.9 billion http://www.cisco.com/warp/public/749/ar2003/online/financial_review/	EC1
Geographic breakdown of markets	FY'03 (millions) Americas: \$10,544, EMEA: \$5,202, APAC: \$1,860, Japan: \$1,272 http://www.cisco.com/warp/public/749/ar2003/online/financial_review/	EC2
Cost of all goods, materials, and services purchased	Total cost of sales FY'03: \$5,645 million http://www.cisco.com/warp/public/749/ar2003/online/financial_review/	EC3
Increase/decrease in retained earnings at end of period.	FY'03 increase from FY'02: \$1,685 million http://www.cisco.com/warp/public/749/ar2003/online/financial_review/	EC7
Total sum of taxes of all types paid	Income tax expense is based on pre-tax financial accounting income. Deferred tax assets and liabilities are recognized for the expected tax consequences of temporary differences between the tax bases of assets and liabilities and their reported amounts. Deferred income tax -\$14m, income taxes payable -\$125m, provision for income taxes \$1,435m. http://www.cisco.com/warp/public/749/ar2003/online/financial_review/	EC8.1
Subsidies received	None	EC9.1

Environment		
<i>Core Indicator</i>	<i>Cisco Information</i>	<i>GRI</i>
Direct energy use	Cisco Systems, Inc has implemented or utilized many energy saving measures in San Jose. To validate the implementation these energy efficiency measures, Cisco Systems earned rebates from PG&E amounting to \$5.9 million. The annual energy cost savings is about \$4.5 million. The annual energy savings are about 49,000,000 kwh, enough to power 5000 homes. In addition, the Energy Management Team has initiated several programs designed to reduce energy usage in Cisco buildings, including The 78 Degree Plan and various Energy Efficiency Measures for labs.	EN3.1

Environment continued		
Direct energy use segmented by primary source	The networking industry sector is not known to be a significant consumer of energy by direct or indirect operations. Cisco's ordinary business operations include management of energy use.	EN3.2, also see EN3.1.
Indirect energy use	The networking industry sector is not known to be a significant consumer of energy by direct or indirect operations. Cisco's ordinary business operations include management of energy use.	EN4, also see EN3.1
Total water use	The networking industry sector is not known to be a significant consumer of water by direct or indirect operations. Cisco's ordinary business operations include management of water use. Irrigation associated with site maintenance and beautification (grounds and fountains) are substantially comprised of recycled waste water.	EN5
Location and size of land owned, leased, or managed in biodiversity-rich habitats	The Site 6 development required filling 0.39 acres of jurisdictional wetlands. As mitigation for this impact, Cisco constructed 0.77 acres of wetlands on the 21.7-acre habitat preserve that Cisco created on the site. The habitat preserve includes not only the replacement wetlands, but also approximately 1/2 of the wetlands that existed on the site prior to the project. The habitat area also provides mitigation for Burrowing Owls and Congdon's tarplant that were impacted by grading for site development. Cisco retained a qualified biologist to develop a long-term maintenance and monitoring program for the habitat preserve and to construct and maintain the habitat preserve area. Cisco intends to retain ownership of the area until the "success criteria" established by the resource agencies in the Biological Mitigation and Monitoring Plan is met. While several years remain before the end of the five-year monitoring period, the biologist implementing the plan cannot foresee a circumstance in which the success criteria would not be met.	EN6
Greenhouse gas emissions	The networking industry sector is not known to be a significant emitter of greenhouse gases by direct or indirect operations. Cisco's ordinary business operations include management of energy use.	EN8, also see EN3.1, EN9, EN9.1, and EN9.2
Direct greenhouse gas emissions	The networking industry sector is not known to be a significant emitter of greenhouse gases by direct or indirect operations. Cisco's ordinary business operations include management of energy use.	EN8.1, also see EN3.1, EN9, EN9.1, and EN9.2.

Environment continued		
Indirect greenhouse gas emissions	The networking industry sector is not known to be a significant emitter of greenhouse gases by direct or indirect operations. Cisco's ordinary business operations include management of energy use.	EN8.1, also see EN3.1, EN9, EN9.1, and EN9.2.
Use and emissions of ozone-depleting substances.	In San Jose, Cisco utilizes R-123 Refrigerant, a hydrochlorofluorocarbon, or HCFC, in its building chiller systems. The HCFCs are one class of chemicals utilized as an alternative to chlorofluorocarbons (CFCs), a more destructive ozone depleting substance (ODS). They contain chlorine and thus deplete stratospheric ozone, but to a much lesser extent than CFCs. HCFCs have ozone depletion potentials (ODPs) ranging from 0.01 to 0.1; R-123 has an ODP of 0.02. The refrigerant is in a sealed system for the life of the chiller machine. Emissions of R-123 are expected to be negligible.	EN9 EN9.1 EN9.2
NOx, SOx, and other significant air emissions by type	Significant sources of air emissions from Cisco Systems in San Jose include the use of stand-by emergency power diesel generators, and employee commuting. There are currently 20 generators operating in support of Cisco San Jose. Generator use results in the emission of CO, NOx, Particulate Matter (PM) and Total Hydrocarbons (THC). Employee commuting produces indirect emissions resulting from the use of personal vehicles. Cisco offers employees incentives to utilize Alternative Transportation, not only in their daily commute, but also during working hours. For commuters, Cisco offers three programs: Commuter Checks, which are good toward the purchase of a monthly transit pass in the Bay Area, ECO-Pass, which gives commutes a free pass to use certain public transit systems, and Emergency Ride Home, which provides a guaranteed ride home to employees who use alternate transportation to commute to work at least 2 days/week. Shuttles are offered to transport employees from certain public transportation stations to various Cisco buildings. During working hours, the Smart Cart program offers employees inter-site transportation to cut down on vehicle use.	EN10

Environment continued		
Total amount of waste	<p>Cisco maintains a recycling and waste-reduction program based on reducing, reusing, and recycling at all corporate sites in the Americas. Cisco measures recycling progress by auditing many variables, including the diversion rate (i.e., how much material is kept out of landfills) and program cost per employee. Since the recycling and waste-reduction program began, the diversion rate at corporate sites has risen from less than 30% to more than 60%, and the program cost has fallen from \$7.50 to less than \$3 per employee.</p> <ul style="list-style-type: none"> ▪ In FY 01 4,510 tons of materials were diverted from the waste landfill for a cost avoidance of \$678,473 at Cisco San Jose. ▪ In FY 02, Cisco San Jose recycled 3508 tons of materials with an overall diversion rate of 64% for the year. This generated \$678,126 in cost avoidance and revenue. ▪ In FY03, Cisco San Jose successfully recycled at an average rate of 55%. Cost avoidance and revenue totaled \$450,721. <p>Hazardous Waste generated on the Cisco San Jose campus is managed in accordance with all local, state, and federal regulations. Typical hazardous waste generated by Cisco operations include, but is not limited to:</p> <ul style="list-style-type: none"> ▪ Wipes, rags and PPE contaminated with flammable liquid and/or lead ▪ Waste oil (recycled) ▪ Spent lead-acid batteries (recycled) ▪ Used refrigerant (recycled) ▪ Used cooking oil 	EN11.1 EN11.2
Significant discharges to water by type	None	EN12
Significant spills of chemicals, oils, and fuels in terms of total number and total volume	None	EN13
Significant environmental impacts of principal products and services	Networking products and services are not known to significantly or materially impact the environment.	EN14
Percentage of the weight of products sold that is reclaimable at the end of the products' useful life and percentage that is actually reclaimed	Not currently available	EN15

Environment continued		
Incidents of and fines for non-compliance with all applicable international declarations/conventions/treaties, and national, sub-national, regional, and local regulations associated with environmental issues	Cisco San Jose has received a total of 4 Notices of Violation (NOV) for air-related issues at Cisco's Silvercreek Facility, located at 4949 Hellyer Drive in San Jose. The NOV's were issued by the Bay Area Air Quality Management District (BAAQMD) for failure to comply with air regulations. Written documentation is on file to confirm that based on actions taken in response to the NOV's, Cisco was deemed "in compliance" with the regulations at the Silvercreek facility.	EN16
Significant environmental impacts of transportation used for logistical purposes	No known significant impact. Cisco's ordinary business operations include management of transportation used for logistical purposes -- ensuring optimal routing and minimizing environmental impact.	EN34

Workplace		
Core Indicator	Cisco Information	GRI
Percentage of employees represented by independent trade union organizations or other bona fide employee representatives broken down geographically OR percentage of employees covered by collective bargaining agreements broken down by region/country	Cisco has no policy excluding unions. There are no Cisco employees represented by a trade union.	LA3
Provision for formal worker representation in decision making or management, including corporate governance	No specific policy to provide for worker representation in decision-making. In countries where Work Councils are allowed, representatives may participate in some management discussions	LA13
Practices on recording and notification of occupational accidents and diseases, and how they relate to the ILO Code of Practice on Recording and Notification of Occupational Accidents and Diseases	Cisco's ordinary business operations include management of recording and notification of occupational accidents and diseases in accordance with applicable laws and regulations.	LA5
Standard injury rate (including subcontracted workers)	Cisco's ordinary business operations include management of recording and notification of occupational accidents and diseases in accordance with applicable laws and regulations.	LA7.1
Lost day rate (including subcontracted workers)	Cisco's ordinary business operations include management of recording and notification of occupational accidents and diseases in accordance with applicable laws and regulations.	LA7.1
Absentee rates (including subcontracted workers)	Cisco does not account for employee sick time separately from other paid time off.	LA7.3

Workplace continued		
Work-related fatalities (including subcontracted workers)	Cisco's ordinary business operations include management of recording and notification of occupational accidents, diseases, and fatalities in accordance with applicable laws and regulations.	LA7.4
Description of policies or programs (for the workplace and beyond) on HIV/AIDS	Cisco Systems prohibits harassment and discrimination on the basis of physical disability or medical condition, which would include HIV/AIDS. Cisco's Workplace Resources Group provides on-line links to HIV/AIDS education resources.	LA8
Description of formal agreements with trade unions or other bona fide employee representatives covering health and safety at work and proportion of the workforce covered by any such agreements	There are no Cisco employees represented by a trade union.	LA15 also see LA3
Average hours of training per year per employee by category of employee	Training data captured by Education Management System for calendar year 2003: Individual Contributor 1.32 hours, Manager 2.92 hours, Director 2.43 hours, VP 2.10 hours, SVP .75 hours	LA9
Description of programs to support the continued employability of employees and to manage career endings	Cisco provides job search strategies and career guidance to support successful career transitions. Career transition services are provided globally and include: access to a physical or virtual career center, an extensive two-day seminar providing a foundation for an effective job search, career coaching tailored to individual needs, including resume development and interviewing advice, around-the-clock use of a career services global web site.	LA16
Specific policies and programs for skills management or for lifelong learning	Cisco supports development that is mutually beneficial for the company and the individual. At Cisco, development is a shared responsibility between employee and manager. Employees work with managers to discuss and assess their abilities and identify development needs. Managers provide coaching and resources to help align employee and business needs. Each employee should create a development plan focused on learning priorities and career aspirations. Ultimately, employees "drive" their own development to enable career growth.	LA17
Description of equal opportunity policies or programs, as well as monitoring systems to ensure compliance and results of monitoring	It is the policy of Cisco Systems to base all employment decisions on the principles of equal employment opportunity. http://www.cisco.com/en/US/about/ac49/ac55/about_cisco_our_commitment.html	LA10
Composition of senior management and corporate governance bodies (including the board of directors), including female/male ratio and other indicators of diversity as culturally appropriate	Cisco's Board of Directors is made up of 12 individuals, 10 men and 2 women. The officers of Cisco Systems are 8 men and 1 woman. http://newsroom.cisco.com/dlls/tln/exec_team/index.html	LA11

Workplace continued		
Description of global policy and procedures/programs preventing all forms of discrimination in operations, including monitoring systems and results of monitoring	Cisco encourages a creative, diverse, and enthusiastic work environment that is characterized by respect for each individual. We strive to provide an employment environment free of illegal discrimination and provide all employees the opportunity to maximize their individual performance and development. All employees and managers have the responsibility to treat each employee and applicant for employment on the basis of merit and ability without unlawful regard to sex, race, color, national origin, ancestry, citizenship, religion, age, physical or mental disability, medical condition, sexual orientation, gender identity, veteran or marital status.	HR4
Awards received relevant to social, ethical, and environmental performance	Working Mother Best Companies, Fortune 100 Best Companies to Work For, Business Ethics Magazine 100 Best Corporate Citizens, Latina Style Top 50 Places to Work, 100 Best Employers UK, Hewitt Best Employers in Asia: Australia, Hong Kong and Singapore	SO4
Description of the policy, procedures/management systems, and compliance mechanisms for organizations and employees addressing bribery and corruption	Cisco requires full compliance with the Foreign Corrupt Practices Act (FCPA) by all of its employees, consultants, agents, distributors, and resellers. The anti-bribery and corrupt payment provisions of the FCPA make illegal any corrupt offer, payment, promise to pay, or authorization to pay any money, gift, or anything of value to any foreign official, or any foreign political party, candidate or official. Cisco also published its Code of Business Conduct on its external website at www.cisco.com .	SO2
Description of policy, procedures/management systems, and compliance mechanisms for managing political lobbying and contributions	No Cisco assets--including employees' work time, use of Cisco premises, use of Cisco equipment, or direct monetary payments--may be contributed to any political candidate, political actions committees (aka "PACs"), party, or ballot measure without the permission of the SVP, Government Affairs. Of course, Cisco employees may participate in any political activities of their choice on an individual basis, with their own money and on their own time. Cisco also created an ePAC (Political Action Committee) to provide employees at the director level and above the opportunity to participate more closely in the political process as well as provide information on how government and politics affects the continued expansion of the marketplace and the economy.	SO3

Community		
Core Indicator	Cisco Information	GRI
Donations to community, civil society, and other groups	http://www.cisco.com/go/corp_citi_community	EC10.1
Donations to community, civil society, and other groups broken down in terms of cash and in-kind donations per type of group	Not currently available	EC10.2

NOTE: This information is subject to change at any time without notice.