



Supply Chain

We work closely with our suppliers to maintain high standards for ethics, labor rights, health, safety, diversity, and environmental sustainability



The manufacturing and distribution of our products is entirely outsourced to 600 suppliers worldwide; we expect them to operate with concern for people, communities, and the environment



In 2013 Cisco received the U.S. EPA Climate Leadership Award for our efforts to manage greenhouse gas emissions in our supply chain

More than 600 suppliers provide components for, manufacture, test, deliver, take back, and recycle Cisco products. These suppliers constitute our “extended operations” and we expect them to meet the same standards for ethics, labor practices, health and safety, and environmental sustainability that we apply to our own company. All suppliers are expected to follow our Supplier Code of Conduct, which outlines our expectations in these areas. We work closely with suppliers to assess their performance on sustainability issues and help them build their capacity for successful and transparent reporting of their practices.

Embedding Sustainability in Supplier Business Practices

Suppliers must have an acceptable level of sustainability performance to do business with Cisco. To foster this, we embed sustainability into our routine supplier business practices.

- We use a business scorecard to monitor key suppliers’ performance on a range of criteria, and sustainability represents as much as 8 percent of the total score.
- Suppliers must formally acknowledge their commitment to our Supplier Code of Conduct, usually as part of their contractual agreements with Cisco.
- We encourage suppliers to be transparent about their sustainability performance by publishing an annual CSR Report, reporting their greenhouse gas (GHG) emissions to CDP (Carbon Disclosure Project), and setting emissions reduction targets.
- Cisco supplier managers complete formal training so they can effectively educate suppliers about our requirements and the business benefits of sustainability.

Collaborating with Suppliers

We work closely with our suppliers to help them comply with our Code of Conduct and continually enhance their sustainability capabilities.

- Suppliers that represent the top 80 percent of our supply chain expenditures complete self-assessments and undergo audits if they are at high risk for labor and environmental issues.
- When issues are identified, we work with suppliers to assess the adequacy of their corrective action plans and monitor their implementation.
- We use Cisco TelePresence, WebEx, and other collaboration technologies to provide training and face-to-face tailored support with suppliers around the world.
- Our online supplier sustainability portal gives suppliers easy access to a virtual training library.

you + networks = impact^x



Our annual "Excellence in Sustainability" award is given to a supplier that reports to CDP, issues a public CSR report, demonstrates industry leadership, achieves high sustainability scores on their business scorecards, and partners with Cisco to improve the sustainability of our supply chain or products.



45%

of our key suppliers have set a GHG emissions reduction target



86%

of key manufacturing partners published a CSR report in FY13



490+

suppliers attended at least one of our webinars on CSR and CDP reporting, health and safety, and conflict minerals

More Information

To learn more please read the Supply Chain section of the CSR Report at:

csr.cisco.com/pages/csr-reports

Promoting Supplier Diversity

Through our Global Supplier Diversity Business Development program, we promote the use of diverse suppliers, namely woman- and minority-owned businesses.

- We offer mentoring and networking opportunities to help diverse suppliers develop their global business capacity and competitiveness.
- We encourage our key suppliers to buy components, products, and services from diverse suppliers and to report those expenditures on our supplier scorecard.

Leading by Example

Cisco is at the forefront of promoting sustainable and ethical business practices in the supply chain.

- In 2013 we received the U.S. Environmental Protection Agency Climate Leadership Award for our efforts to manage GHG emissions in our supply chain.
- Cisco is a member of the Electronic Industry Citizenship Coalition and is actively involved in task forces and work groups on issues such as transparency, conflict minerals, working hours, student labor, and environmental impacts.
- We contribute to the development of common industry training, tools, and standards to support suppliers in improving sustainability performance.

Reducing Environmental impact

Helping suppliers improve their management of environmental issues and reduce their impact can, in turn, help us reduce the overall impact of our products throughout their lifecycle.

- Our trade-in, takeback, and recycle programs give our customers a means to dispose of end-of-life products or upgrade to new equipment. Some of the equipment returned to us is refurbished and resold.
- We design our packaging to use as little material as possible, to protect against product damage (which results in negative business and environmental impacts), and to be easily separable and recyclable.
- We promote e-delivery of our products, which reduces use of paper, CDs, and packaging, as well as GHG emissions from transport.

Cisco Corporate Social Responsibility

csr.cisco.com



We create opportunities to transform lives, communities, and the environment through the combined power of human collaboration and networked connections. We call this "impact multiplied." Together with others, we apply technology to unlock the intelligence and fuel the innovation needed to address some of the world's most pressing problems.

Our Corporate Social Responsibility efforts focus on five areas: improving the well-being of people and communities around the world; using our technology to improve environmental sustainability; conducting our business ethically; creating a workplace where our employees thrive; and maintaining our high standards for ethics, labor rights, health, safety, and the environment throughout our supply chain. Learn more at csr.cisco.com