FY24 Purpose Report

Celebrating 40 Years of Impact

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CISCO

FORWARD-LOOKING STATEMENTS

This report contains forward-looking statements regarding future events. All statements other than statements of historical facts are statements that could be deemed forward-looking statements. These statements are based on current expectations, estimates, forecasts, and projections about the industries in which we operate and the beliefs and assumptions of our management. Readers are cautioned that these forward-looking statements are only predictions and are subject to risks, uncertainties, and assumptions that are difficult to predict, including those identified in our most recent filings with the Securities and Exchange Commission (SEC) on Form 10-K and Form 10-Q. Forward-looking statements speak only as of the date they are made, and we do not undertake any obligation to update any forward-looking statement.

Cisco continuously strives for transparency in our reporting on our Purpose initiatives, goals, and progress. We set ambitious timelines and goals in an effort to maximize progress, and we strive to transparently report on our progress.

It takes time to integrate data from recent acquisitions into the data streams that support our analyses. Therefore, unless otherwise noted, the information included in this report includes data for acquisitions completed before the end of our previous fiscal year. For purposes of this report, Splunk´s data is not integrated. Splunk´s fiscal 2024 highlights and accomplishments are included on .

The FY24 Purpose Report has been updated as of April 2025 to reflect changes based on limited assurance review of Scope 1-3 emissions, waste, and water usage data. More information on our independent third-party assurance process, including our fiscal 2024 assurance statement, is available on our Purpose Reporting Hub.

Cisco is the worldwide leader in technology that powers the Internet.

Our products and services include networking, collaboration, security and observability solutions, including artificial intelligence (AI)-native networking and cybersecurity solutions, to help our customers connect and protect their organizations.

Founded 1984

FY24 Highlights

US$53.8B revenue

90,400 employees

95 countries

ABOUT THIS REPORT

This Purpose Report shares Cisco's progress in its fiscal year (FY) 2024 toward its Purpose to Power an Inclusive Future for All. But it is not the full story of our progress. Throughout the report, we provide links to specific pages in our Purpose Reporting Hub, where additional details are available.

A Message from Chuck Robbins

This year, Cisco celebrates 40 years of serving customers, delivering ground-breaking innovation, caring for communities, and connecting businesses and people to opportunities around the globe.

Over the past four decades, we have witnessed incredible advancements that have shaped our world and opened the door to endless possibilities. We've also experienced the unprecedented and navigated the unimaginable. Through it all, we've seen technology's critical role in both business and society.

Our technology has been at the core of nearly every major technological shift–changing the way the world connects. At Cisco, we're proud of how our products and services have bridged gaps, enabled collaboration, and driven sustainability in meaningful ways.

Now AI and its limitless possibilities are rapidly taking shape. It's clear this will impact every organization, industry, community, and person– reimagining the world in countless ways. Some we can anticipate, and some we can't yet begin to imagine. Connection, security, and data will be paramount in realizing AI's potential, as will innovating in an ethical, responsible, and sustainable way.

With the recent acquisition of Splunk, Cisco is well positioned to help customers connect and protect their businesses in this AI era and drive digital resilience to prepare for what's to come. With the breadth of our portfolio, our passionate teams, and the trust we've earned, we will continue to innovate and focus on creating opportunities that will shape the future and bridge the digital divide, allowing more people to benefit from the global digital economy.

Beyond our innovation, we remain unwavering in our commitment to make a positive difference in the world. Last year, we reached our goal to impact one billion people globally and our teams continue to show up for communities. In fiscal 2024, for the fifth year in a row, more than 80% of employees took action, advocated for, and supported causes they care about. This exemplifies both our culture and our people who lead with intention and heart.

At Cisco, we prove every day that running a successful business with a commitment to do good makes progress possible. While this year marks an important milestone for our company, we recognize that our work is far from complete. There will always be more to do, more challenges to solve, more potential to realize. I believe that with our people, passion, and Purpose, we will always be a company that cares for our customers and partners, our communities and the planet, and one that innovates and works hard to create a better, more connected, and inclusive future for all.
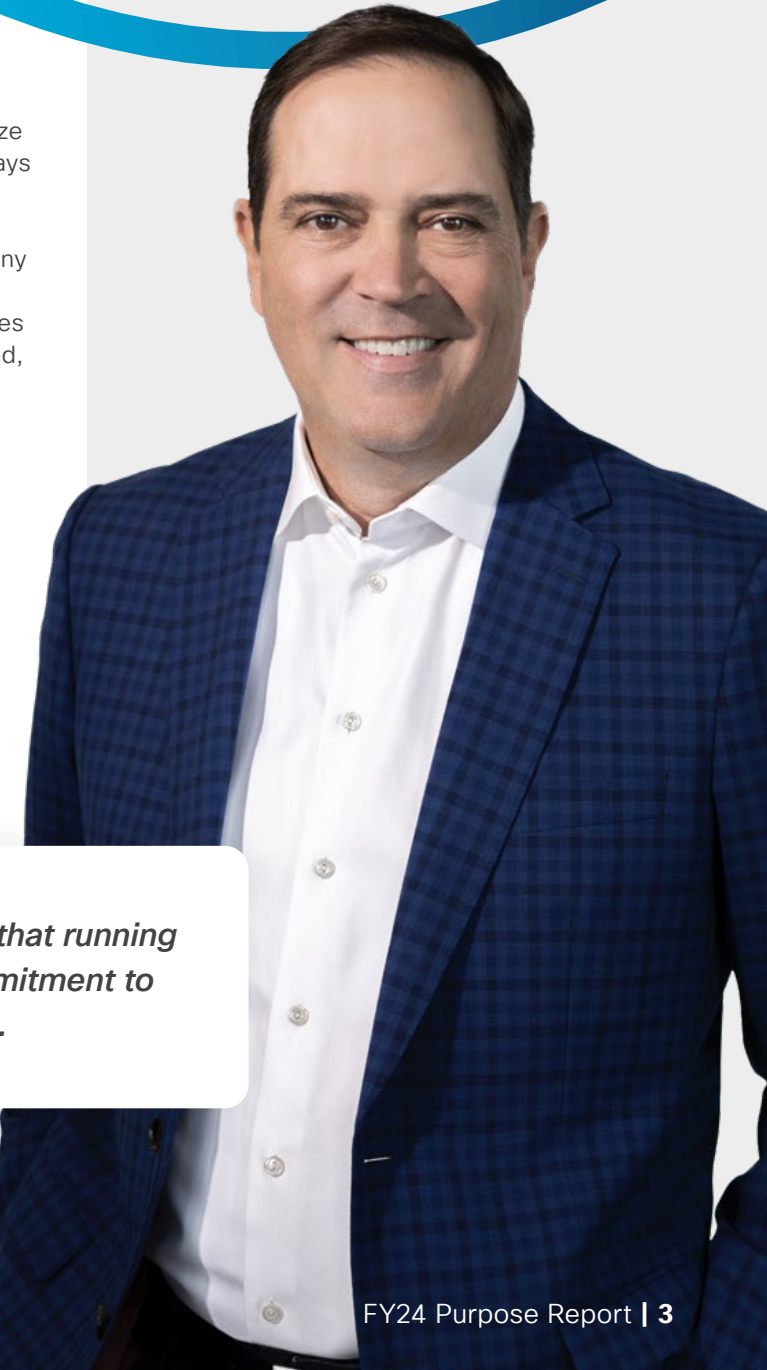
Chuck Robbins
Chair and Chief Executive Officer

> **"** *At Cisco, we prove every day that running a successful business with a commitment to do good makes progress possible.*

FY24 Purpose Report Highlights

40 Years of Impact
We leverage our technology, people, and broader networks to address society's greatest challenges

US$556M
in cash and in-kind contributions provided by Cisco and the Cisco Foundation

40 Communities
Announcing our next big ambition: over the next 10 years, we plan to engage, support, and invest in 40 communities around the globe

US$35M
approved to fund climate solutions through the Cisco Foundation since FY21

96%
of new Cisco products and packaging incorporate Circular Design Principles

720,000
employee volunteer hours

86%
of employees participated to drive community impact

4.7M
students reached through Cisco Networking Academy

#1
Best Company to Work For in 16 countries, according to Fortune and Great Place to Work

1,600
Country Digital Acceleration projects in 50 countries since 2015

96%
of electricity for Cisco facilities came from renewable sources

40 Years of Impact

Since Cisco was founded in 1984, Cisco's technology has been at the heart of connection.

From the very beginning, Cisco's founders, Leonard Bosack and Sandy Lerner, envisioned a world where technology could bridge gaps and create opportunities. Working in different buildings, Len and Sandy couldn't email one another because their computers were on different networks. Eventually, they figured out a way to connect their computers, developing the multiprotocol router. Little did they know that this act would change the world. They began laying down the digital highways that have become the backbone of modern communication, and this foundation has fundamentally changed how we all live, work, and connect.

Today, Internet access has become essential for human development and economic pathways, and lack of access means being cut off from health, education, and social opportunities that many in the world take for granted. Connection can no longer be a privilege for some, but a necessity for all.

That belief in connection is ingrained in our DNA. And while our technology drives that connection, our journey is about more than just technology; it's about the impact that we create for the betterment of people, communities, and the planet.

As Cisco has grown, so too has our commitment to positively impact the world around us.

We know that closing the digital divide would have a transformative impact on both the lives of individuals and the global economy. Studies show that global digital inclusion could bring millions out of absolute poverty and add trillions to global economic output. Longstanding programs like Cisco's Country Digital Acceleration and Cisco Networking Academy are helping to bridge this gap, and we know that this work can't be done alone. Expanding online access, harnessing connectivity around the world, and enabling the future of work with digital skills training requires collaboration across all sectors. When we accomplish this, we scale our impact and create lasting change.
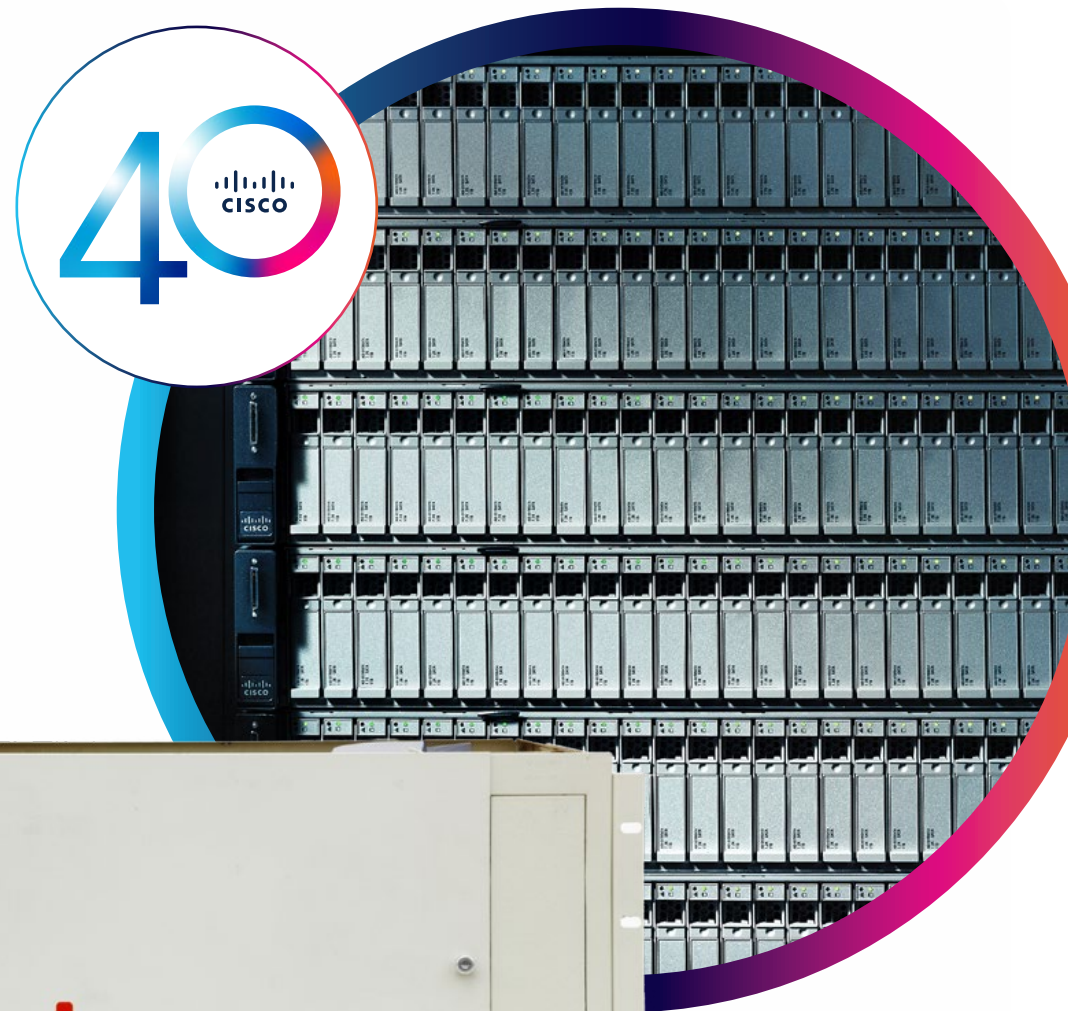
Cisco's modern data center in Allen, Texas
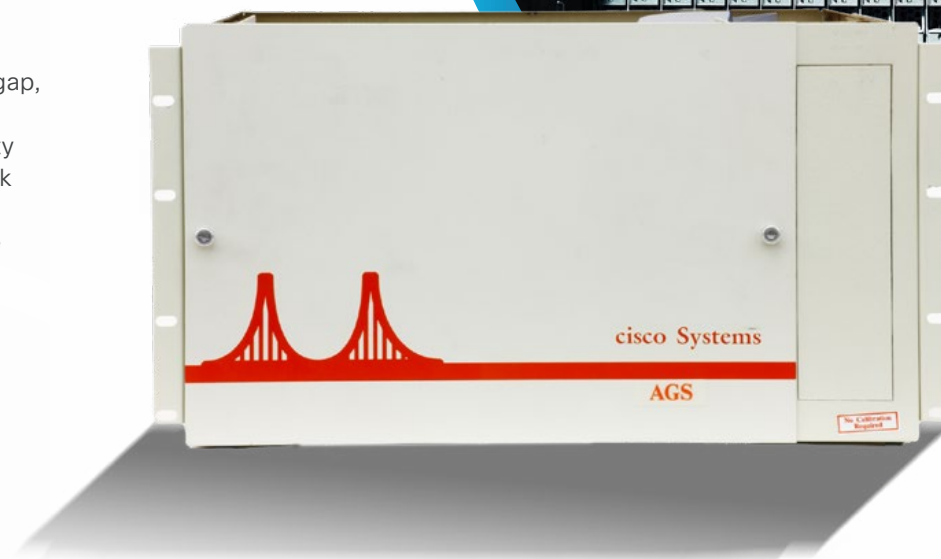
Cisco's first commercial router, the Advanced Gateway Server

Cisco's legacy is rooted in our trusted infrastructure, but our true impact lies in the deeper, more meaningful connections that we foster.

In 2005, Cisco deployed communications equipment for first responders in the U.S. Gulf Coast to help deliver critical humanitarian aid after the devastation of Hurricane Katrina. In the time since, we have built a proud legacy of being a private sector leader in responding to natural disasters and humanitarian crises, providing on-the-ground connectivity for populations around the world.

Our technology drives progress, and our impact benefits our stakeholders—including the planet. We set our first GHG emissions reduction goal back in 2006, and since then we've been setting and achieving a series of five-year goals to reduce our absolute Scope 1 and 2 GHGs.

2023 was the hottest year ever recorded, and the impact is being felt around the world—wildfires burned in the Brazilian Pantanal and parts of California, and extreme floods swept through areas ranging from Italy to Pakistan to Nigeria to China. We're at a pivotal moment where we need collective action to help mitigate the worst outcomes of climate change, and we help our customers and partners deploy technology that can advance a more sustainable future for our planet.

In 2016, we set an audacious goal to positively impact one billion lives—approximately one-eighth of the world's population—by 2025.

Through the exceptional work of our global nonprofit partners and signature programs, we achieved that goal last year—well ahead of schedule. But we're not resting on our laurels. In honor of our 40th anniversary, we're excited to launch our next big ambition: 40 Communities. Over the next 10 years, we intend to engage, support, and invest in 40 communities around the world.

As we celebrate 40 years of impact, we remain inspired by the possibilities ahead. We will continue to question ourselves along the way and focus on how we can use our unique core competencies to drive real impact.

And as technology and AI's promise is realized globally, we aim to act intentionally to help ensure no one is left behind—reinforcing our role as both a technology leader and a trusted, responsible partner to all.

Our Timeline of Impact

1984

Cisco Systems, Inc.

Developed by Sandy Lerner and Leonard Bosack with a team of colleagues at Stanford University, the multiprotocol router connected disparate computer networks and led to Cisco's founding.

1997

Cisco Foundation

Established to support programs that leverage the Internet to help people in need and drive positive change.

Cisco Networking Academy

Launched to educate high school and college students on how to design, install, and maintain computer networks.

1998

Cisco Community Investment Report

Published report detailing Cisco's philanthropic and community investment efforts.

1999

NetAid

Harnessed the Internet to raise US$830K to end global poverty. By live-streaming celebrated musicians across three locations, NetAid garnered 2.4M views across 80 countries and set a record for the largest Internet broadcast event for a single day.

2000

Habitat for Humanity

Provided funding and volunteer support to build homes and wire houses for Internet access.

2005

Corporate Citizenship Report

Made a formal commitment to transparency and accountability by publishing details on Cisco's Corporate Social Responsibility efforts.

Crisis Response

Deployed communications equipment to assist emergency personnel in the aftermath of Hurricane Katrina and formed a dedicated emergency response team.

2006

Goal to Reduce Emissions

Set our first GHG emissions-reduction goal.

2011

Veterans Program

Established program to help transitioning U.S. military veterans and families find employment and educational opportunities.

On-Campus Solar Energy

Installed first solar energy project at Cisco's Research Triangle Park campus.

2012

Global Human Rights Policy

Formalized our commitment to respect human rights for all people.

2014

Talos

Formed to provide accurate, rapid, and actionable threat intelligence for Cisco customers, products, and services.

2015

Country Digital Acceleration

Launched program to collaborate with government and private sector leaders in building sustainable, secure, and inclusive communities—all powered by innovative technology solutions.

2016

White House Equal Pay Pledge

Became a founding signer of the White House Equal Pay Pledge and committed to paying employees fairly and equitably.

2018

Homelessness Grant

Announced a five-year, US$50M commitment to help end homelessness in Santa Clara County.

2019

Global Citizen

Announced a partnership with Global Citizen to power the movement to end extreme poverty.

2020

COVID-19 Response

Introduced US$2.5B financing program to support customers and keep businesses running; donated US$50M in cash and personal protective equipment (PPE) to organizations supporting vulnerable citizens; and provided funding to deploy COVID-19-related technology solutions.

Community Enablement Commitment

Transformed longstanding advocacy for community enablement into a global, companywide commitment.

2021

Cisco Foundation Climate Commitment

Committed US$100M over the next 10 years to address climate change.

Net Zero

Announced a goal to reach net-zero GHG emissions across our value chain by 2040.

2022

Responsible AI

Launched our Responsible AI (RAI) Principles and RAI Framework to formalize our commitment to build safe and trustworthy AI.

2023

One Billion Lives

Exceeded our goal—ahead of schedule—to positively impact one billion people globally from FY16-FY23 through Cisco Networking Academy and social innovation grants.

2024

40 Communities

Announced our next big ambition: over the next 10 years, we intend to engage, support, and invest in 40 communities around the globe, striving to create a more connected, resilient, and thriving world.

Goals and Progress

We measure progress on advancing our Purpose to Power an Inclusive Future for All through quantitative enterprise goals that we report against each year. Here's where we stand on these goals in fiscal 2024.

Our People

In FY24: Sustain 80% community impact participation, as measured by employees' actions, including donating, volunteering, participating in programs that positively impact communities, and advocating for causes they care about.

> ⊘ Maintained **>80% participation** in community impact for fifth year in a row

Digital Impact

By FY32: Provide digital and cybersecurity skills training to 25 million more learners over 10 years through Cisco Networking Academy (FY23 base year).

> **7.7 million** learners trained

Note: Progress against all goals listed by fiscal year is measured through the end of the fiscal year.

Climate Change and GHG Emissions

Net-zero goal:

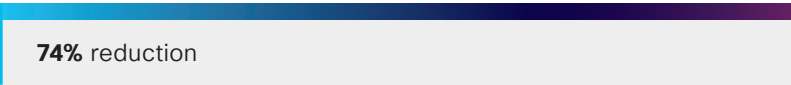By 2040: Reach net-zero GHG emissions across our value chain by reducing absolute Scope 1, 2, and 3 emissions by 90% (FY19 base year).[1]

We are reporting progress through the near-term targets below:

By FY25: Reduce absolute Scope 1 and Scope 2 emissions by 90% (FY19 base year).[1,2]
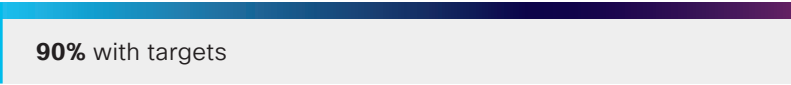
74% reduction

By FY30: Reduce absolute Scope 3 emissions from purchased goods and services, upstream transportation and distribution, and use of sold products by 30% (FY19 base year).[3]
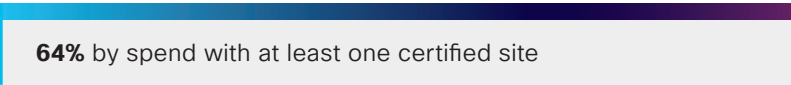
35% reduction[4]

Supplier Climate Targets

By FY25: 80% of Cisco component, manufacturing, and logistics suppliers by spend have a public, absolute GHG emissions-reduction target.[5]
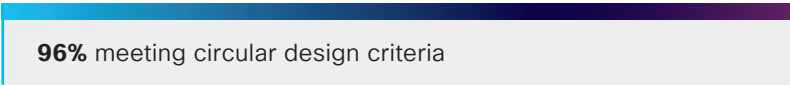
90% with targets

By FY25: 70% of Cisco component and manufacturing suppliers by spend achieve a zero-waste diversion rate at one or more sites.[2,6]
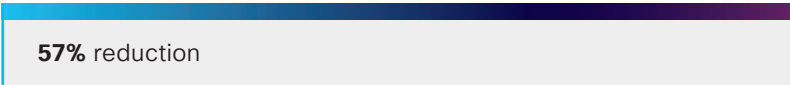
64% by spend with at least one certified site

Circular Design, Products, and Packaging

By FY25: 100% of new Cisco products and packaging incorporate Circular Design Principles.[7]

96% meeting circular design criteria

By FY25: Reduce foam used in Cisco product packaging by 75% as measured by weight (FY19 base year).[2]

57% reduction

By FY25: Increase product packaging cube efficiency by 50% (FY19 base year).[8]

76% cumulative improvement

By FY25: 50% of the plastic used in our products (by weight) will be made of recycled content.[9]

41% recycled content
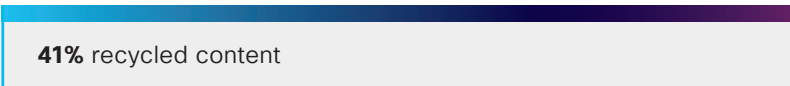
Note: Progress against all goals listed by fiscal year is measured through the end of the fiscal year.

[1] We intend to neutralize the remaining 10% of emissions by removing an equal amount from the atmosphere.

[2] We continue to make strides towards this fiscal 2025 goal. However, like other companies with ambitious targets, we are facing headwinds. Regardless, we will continue to drive meaningful action and innovate toward our goals.

[3] The baseline and progress reported for our fiscal 2030 goal includes a subset of Scope 3 Category 1 (purchased goods and services from manufacturing, component, and warehouse suppliers), a subset of Scope 3 Category 4 (upstream transportation and distribution from Cisco purchased air transportation), and all of Scope 3 Category 11 (use of sold products).

[4] We expect our progress to fluctuate year-over-year based on the number and type of products we sell each year.

[5] Suppliers are expected to set public absolute GHG emissions-reduction targets or intensity targets that produce an absolute emissions reduction during the target period. Cisco encourages suppliers to set targets in line with an approved science-based methodology. Progress toward this goal is quantified using Cisco's supply chain spend, which can vary annually. Cisco will continue to work with suppliers to set their own absolute GHG emissions-reduction targets, and to report progress toward this goal annually through fiscal 2025.

[6] According to current standard definitions used in certification protocols, "zero-waste" diversion is defined as a 90% or greater overall diversion of solid, nonhazardous wastes from landfill, incineration (waste-to-energy), and the environment. Diversion methods can include reduction, reuse, recycling, and/or compost.

[7] The scope of this goal is limited to hardware products and associated packaging, excluding: standalone components (e.g., chassis, application-specific integrated circuits (ASICs), optical modules); standalone basic product accessories (e.g., power cables, brackets); Original Equipment Manufacturer products (where Cisco does not own the design); and products and packaging of nonintegrated acquisitions. Product and packaging designs achieving a score of 75% or higher are counted toward the goal.

[8] Packaging efficiency is measured by comparing the size of the product relative to the packaging, using dimensional weight. Dimensional weight uses volume and a standard dimensional factor to calculate the weight of a package. In this methodology, the packaging efficiency metric is based on the difference of the normalized dimensional weight (by volume) between the baseline and current year. This goal applies to high-volume packaging requiring redesigns.

[9] The scope of this goal excludes plastics contained in commodity components (e.g., plastic screws, fans, and cables) and in products designed and manufactured by our Original Design Manufacturers.

Power

Power connectivity—and empower our communities

A lot has happened in 40 years of technology: the Internet, mobile, social media, cloud computing, AI. Securely powering that technology has only grown more critical—and more complex—over time. That's where Cisco comes in. We build and deliver technology that powers the world's connectivity, whether that's between computers, throughout communities, or across continents. And we do so with the highest standards of ethics and integrity in mind—for ourselves, for our customers and partners, and for their users. That's the power, and importance, of connection.
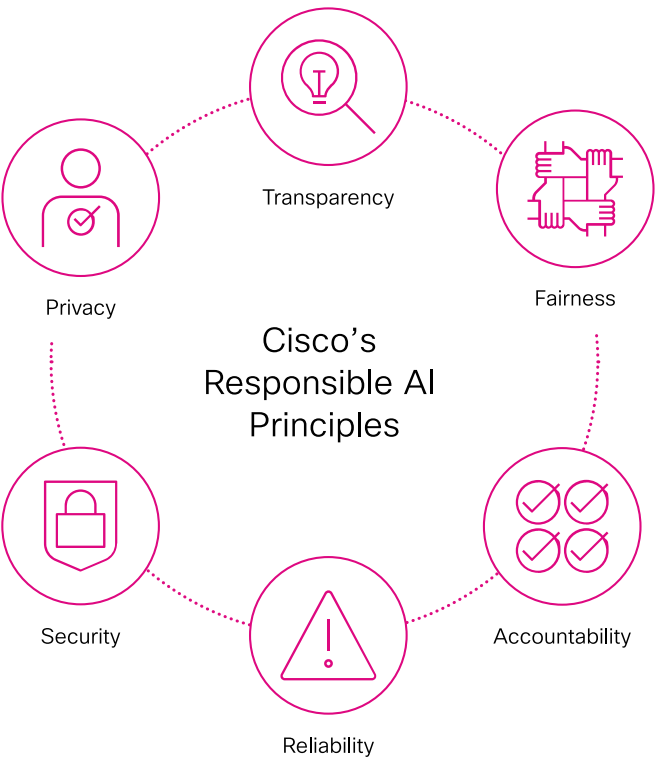
Responsible AI

Responsible AI practices are at the core of Cisco's products and operations.

As we continue to navigate the opportunities and challenges of AI, Cisco remains committed to the responsible, ethical use of technology. In 2018, Cisco published our commitment to respect human rights in the design, development, and use of AI. In 2022, we formalized this commitment by launching our Responsible AI (RAI) Principles, which we operationalize through our RAI Framework. Over the last two years, as generative AI has become more prolific, we have built upon our Principles and Framework to evolve and mature our AI risk assessment process. That process is specifically designed to ensure that our RAI Principles carry through our AI use and development, including as AI is incorporated into our products, internal operations, and by our vendors.

Cisco's RAI Principles also drive our advocacy with governments and regulators, in an era when public-private sector collaboration will be critical. Cisco Chair and CEO Chuck Robbins serves on the U.S. Department of Homeland Security AI Safety and Security Advisory Board, and Cisco participates in the U.S. Department of Commerce's National Institute of Standards and Technology (NIST) AI Safety Institute Consortium and the Seoul AI Business Pledge, among others. In April 2024, Chuck Robbins signed the Vatican-led Rome Call for AI Ethics, which is supported by more than 100 organizations. In September 2024, Cisco became a proud signatory to the European Union (EU) AI Pact to further underscore our commitment to trustworthy and safe AI development.

A critical component to trustworthy and safe AI is equipping the workers of today and tomorrow with the skills necessary to be successful in this next frontier of technology. In partnership with industry peers, Cisco leads the work of the AI-Enabled information and communication technology (ICT) Workforce Consortium, to provide organizations with knowledge around the impact of AI on the workforce and equip workers with relevant upskilling. The Consortium released "The Transformational Opportunity of AI on ICT Jobs" report, finding that 92% of jobs analyzed are expected to undergo either high or moderate transformation due to advancements in AI. Through the Cisco Networking Academy, we aspire to train 25 million more people across the world in digital skills, including AI, by 2032.

Cisco Chair and CEO Chuck Robbins signs the Rome Call for AI Ethics to bring awareness to the need for ethical principles in AI

Cisco's Responsible AI Principles

- Transparency
- Fairness
- Accountability
- Reliability
- Security
- Privacy

Look for this icon throughout the report to discover other ways we integrate AI into our strategy, products, and services.

Security, Privacy, and Trust

Cisco is committed to being trustworthy, transparent, and accountable with the data entrusted to us and the solutions we deliver to customers.

Our solutions are built to protect personal data, translating into a competitive advantage for our customers that helps make their critical infrastructure, applications, and data more secure. We build trust and confidence with our customers and stakeholders by sharing our approach across our portfolio, through solutions designed with global standards, certifications, and government regulations in mind.

Our security and privacy experts help drive business resilience and continuity by proactively detecting, notifying, responding to, and remediating security incidents. We share cyber-resilience principles, strategies, and frameworks with organizations around the world to collectively raise the bar for heightened global cybersecurity.

The Cisco Trust Center offers thought leadership that demonstrates our approach across our three key principles of trustworthiness, transparency, and accountability.

Driving Transparency in Product Life Cycles

Cisco collaborated with Dell, Microsoft, and others to launch OpenEoX, a global initiative to standardize the exchange of end-of-life and end-of-support information within the software and hardware industries. OpenEoX addresses inconsistencies, enables automation with other tools, and helps reduce cybersecurity risks, streamlining the oversight of life cycles of products that businesses and individuals rely on.

Embedding Privacy by Design

Cisco regards privacy as both a fundamental human right and a business imperative. This approach is consistent with customer priorities. According to Cisco's 2024 Data Privacy Benchmark Study, 94% of organizations surveyed said their customers wouldn't buy from them if their data was not properly protected.

Our Privacy by Design approach, which reflects our commitment to responsible use of personal data, helped make Webex the first collaboration and conferencing solution to achieve Level 3 adherence with the EU Cloud Code of Conduct. The same privacy practices verified in support of Level 3 adherence led to the EU Data Protection

Supervisor approving Webex for use across European Union institutions, including the EU Court of Justice, demonstrating its trust in Cisco's ability to securely process and store personal and highly sensitive data.

Securing Global Data Flow

Data is a critical resource for economic resilience and growth in the digital age, and the data needs to be managed and used in a way that protects personal privacy while maintaining organizational and national security.

Cisco helps drive the development and adoption of Data Free Flow with Trust (DFFT) and actively participates in the Organisation for Economic Co-operation and Development (OECD) DFFT Experts Community. We support DFFT and its goal to establish common guidelines for G20 nations to govern cross-border data flows, along with vital privacy, security, and intellectual property protection initiatives. Cisco's own privacy program was certified under the EU/UK/Swiss-US Data Privacy Framework and the Asia Pacific Economic Cooperation Cross Border Privacy Rules and Privacy Recognition for Processors, enabling international data transfers with greater trust and certainty.

Cisco Talos Turns 10

For a full decade, Talos has powered the Cisco portfolio with threat intelligence—observing over 800 billion security events per day.[1]

Talos' mission is to solve security problems, help secure networks, and protect Cisco's customers and the Internet at-large. With a dedicated team made up of threat researchers, vulnerability analysts, developers, and even a few rocket scientists, Talos threat intelligence is deployed directly through Cisco products to block the latest attacks.

We have over 60 law enforcement, government, and industry partners, and we make our open-source tools available for any security defender to download for use within their organization or to upskill themselves. In addition, Talos Incident Response offers trusted proactive and reactive services to help customers prepare, respond, and recover from a breach.

Learn more about the moments that made Talos.

Since the official launch of Talos, the threat landscape has changed dramatically—and we continue to be at the forefront of cybersecurity defense. Some notable examples over the past 10 years include:

· **October 2015:** Talos shuts down the Angler exploit kit by updating Cisco products to stop redirects to the Angler proxy servers. We estimated that Angler was targeting more than 90,000 users a day and generating US$30 million annually.

· **May 2018:** Talos publishes findings on VPNFilter, a massive malware campaign from Russian state-sponsored actors. We estimated that VPNFilter affected more than 500,000 Internet-connected devices.

· **February 2022:** Talos responds to assist Ukraine, helping keep critical infrastructure online and users protected from a barrage of cyber attacks. Talos is currently helping to protect 45,000 critical infrastructure endpoints in Ukraine.

· **Fiscal 2024:** Talos led Project PowerUp, an initiative to help keep the lights on in Ukraine in the face of electronic warfare. We tell the story in our documentary, "The Light We Keep: A Project PowerUp Story."

Using AI in Security Response

Since the beginning, we have used AI and machine learning (ML) to create security detections at scale and to assist security analysts. We use ML in spam detection, email classification, malicious domains, and more. Our latest ML-based system, SnortML, detects variations in attacks and automatically blocks them at the source.

To increase collaboration, Cisco developed the AI Security Incident Collaboration Playbook with the U.S. Cybersecurity & Infrastructure Security Agency, fellow AI providers and security vendors, and critical infrastructure owners and operators. This playbook will help coordinate AI security incident response between governments, industry peers, and global partners to drive toward a more secure future.

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[1] 800 billion security events per day is a count of security events from SSE, SSX (FW), CSE (Endpoint), Meraki, DUO, ESA (Email), and integrations into our URL and reputation services.

Human Rights

Cisco is committed to upholding human rights throughout our entire value chain.

This includes striving to ensure decent working conditions for everyone involved in the production of our products and promoting the responsible design and use of our products. We published our Global Human Rights Policy more than a decade ago and continue to update it regularly to reflect new developments.

Strengthening Human Rights Management and Governance

The Business and Human Rights Team guides the implementation of our Global Human Rights Policy, while the Supply Chain Sustainability Team conducts human rights due diligence in our supply chain. Together, they integrate a human rights approach into existing and developing policies, programs, and services; conduct due diligence to identify actual and potential human rights impacts; and work to ensure that relevant teams and employees understand their roles to further Cisco's commitment to respect the human rights of all people. This work is overseen by our Chief Legal Officer, and periodic reports are made to Cisco's Board of Directors' Public Policy Committee on material risks identified by Cisco's management and the steps taken to help address them.

This past fiscal year, our Human Rights Advisory Committee and Supply Chain ESG Committee provided guidance on human rights risks and strategy. In addition, Cisco's Supply Chain Operations organization launched a dedicated human rights steering committee to further integrate human rights into supply chain

processes and strategies, aiming to more proactively reduce harm, prevent risk, and achieve positive outcomes for workers.

Identifying Salient Risks

Our world is changing fast, particularly with the adoption of new technologies, like AI. Though this presents opportunities for innovation, it also comes with a responsibility to identify potential adverse human rights impacts.

Cisco conducts due diligence to identify salient human rights impacts, including, but not limited to, those related to:

- Labor practices
- Health and safety
- Privacy
- Freedom of expression
- Freedom from discrimination
- Responsibly sourced minerals

We work to address human rights risks by establishing human rights policies; engaging with potentially affected stakeholders and their legitimate representatives; conducting human rights due diligence and audits; providing training to relevant employees and business partners to prevent risks; working to remediate actual impacts; and incorporating our learnings into our policies and management systems for continuous improvement. We publicly report this information on Cisco's Purpose Reporting Hub.

This past year, we conducted human rights due diligence to identify potential human rights impacts and opportunities to promote human rights connected to our business presence, product offerings, and supplier relationships in light of the evolving human rights landscape and legal requirements in relevant geographies.

Mitigating Risk for Data Enrichment Workers

In fiscal 2024, we conducted a human rights impact assessment to proactively identify risks to data enrichment workers—individuals tasked with enhancing, refining, and augmenting raw data, including for AI, to make it more valuable and actionable. Despite the crucial role of these workers, they may face low wages, job insecurity, excessive working hours, mental and physical stress, and other potential risks. This assessment provided us with valuable insights and recommendations to prevent and mitigate risks to these workers, and we are partnering on various industry initiatives to elevate these learnings and best practices.

Working to Uphold Human Rights Across Our Value Chain

Cisco considers potential human rights impacts at every stage of our value chain. We assess potential impacts on our stakeholders, including vulnerable workers in our supply chain, users of our products and solutions, and other impacted populations.

Sourcing Minerals Ethically

The extraction of minerals presents risk for people and ecosystems. Although Cisco does not source its minerals from mines, or the smelters or refiners (SORs) that process them, we work with our suppliers to prevent sourcing minerals connected to armed conflict, human rights violations, or environmental degradation. Cisco's Responsible Minerals Policy outlines our expectations. In fiscal 2024, Cisco joined the Initiative for Responsible Mining Assurance to support the visibility, accountability, and inclusion of rightsholders as decision-makers at all levels of the mineral supply chain.

This past fiscal year, Cisco also expanded the scope of our minerals due diligence. Our program now includes tantalum, tin, tungsten, gold (3TG), cobalt, lithium, nickel, aluminum, copper, graphite, and other critical minerals. This due diligence allows us to monitor risks, help meet regulatory requirements, improve the resilience of Cisco's supply chain, and engage upstream to improve on-the-ground conditions in mining communities. In Cisco's supply chain, 70% of the 3TG SORs and 64% of the cobalt refiners reported by our in-scope suppliers were conformant to or active to a third-party standard in 2023.

Collaborating with Suppliers

We view collaboration with manufacturing partners as pivotal to addressing systemic issues, including forced labor, in the sub-tier supply chain. In fiscal 2024, we engaged with manufacturing partners in Taiwan to train their suppliers on risk identification and prevention of forced labor. Thirty participants from 19 suppliers attended these training sessions, 12 of which were sub-tier suppliers to Cisco. We also facilitated the return of US$1.7 million to more than 2,000 workers in remediation for forced labor. We are continuing to work with our manufacturing partners and industry peers to support the identification and remediation of forced labor.

In addition, in fiscal 2024, we worked with nine supplier sites to have management engage workers in improving personal protective equipment (PPE) for employees. The resulting health and safety improvements impacted approximately 1,300 workers. This strategy helps resolve specific health and safety issues and empowers workers to voice concerns, innovate, and foster positive relationships with management.

Visit the Supply Chain Sustainability section of our Purpose Reporting Hub for more information on our programs and progress.

Promoting Decent Working Conditions

Supply chain workers in manufacturing facilities face various potential risks, including forced labor, occupational injury, excessive working hours, and more. Cisco's due diligence program helps identify, prevent, and mitigate these risks through assessments, audits, stakeholder engagement, and continuous monitoring.

Cisco is a founder and active member of the Responsible Business Alliance (RBA), and we adopted the RBA Code of Conduct as our Supplier Code of Conduct. We assess our suppliers' conformance to the Code for labor, health and safety, environment, and ethics by requesting self-assessments and conducting third-party audits. In fiscal 2024, we conducted more than 160 RBA audits of supplier sites to assess working conditions for approximately 490,000 workers in our supply chain.[1] If nonconformances to our standards are found, we work with those suppliers to identify the root cause and implement corrective actions.

Discover other ways we integrate AI into our strategy, products, and services.

Identifying Risks in Product Design

Cisco works with product and engineering teams to identify and address potential human rights risks in the design of our products. We consider the needs of vulnerable users, intended and unintended uses of our products, and unique use cases to address potential risks. In fiscal 2024, we saw an increased interest in and demand for AI-enabled features and technology to meet our customer and business needs. We continued to invest in our AI Governance program and AI Impact Assessments, which we use to identify potential risks associated with AI, including human rights risks. In fiscal 2024, we completed more than 275 AI Impact Assessments.

Reporting Concerns

Cisco's EthicsLine is the primary grievance mechanism for rightsholders and other stakeholders to report actual or potential human rights concerns. In fiscal 2024, we invested in expanding the number of languages in order to make the EthicsLine tool more accessible to the workers in geographies where our suppliers operate. We added 12 language options, including Tagalog, Thai, and Vietnamese. Reporters can now choose among 27 languages when submitting a report.

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[1] The RBA is an industry standard scheme which allows suppliers of multiple customers to demonstrate conformance to a single responsible business conduct standard. Number of workers represent the total supply chain workers in the entire supplier facility audited.
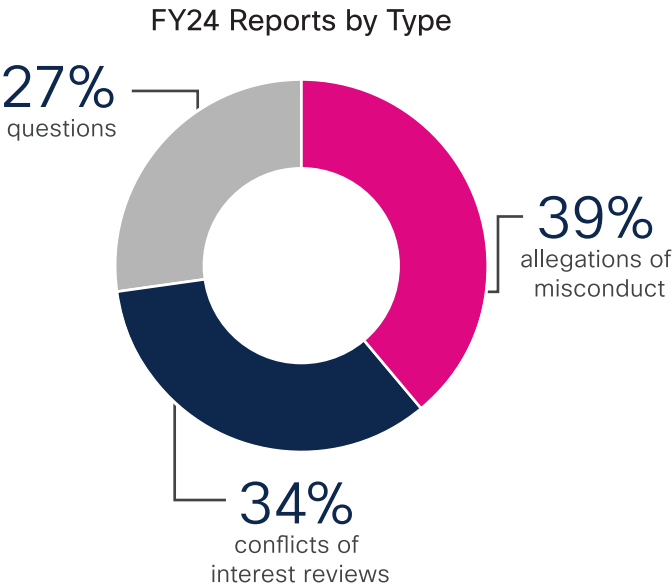
Ethics and Integrity

At Cisco, our commitment to doing business with integrity is a critical component of the trust we've earned with customers, partners, and stakeholders over the past 40 years. We safeguard this trust by expecting all employees to be personally responsible for ethics and compliance.

Cisco's Code of Business Conduct (our Code) embodies the principles and high standards that guide our daily actions and decisions. Employees complete training on our Code and certify their commitment to comply with it. In fiscal 2024, 99.9% of Cisco employees completed their annual certification. Employees are encouraged to reach out to the Ethics Office with concerns or questions. Learn more about how to report a concern.

FY24 Reports by Type

27% questions

39% allegations of misconduct

34% conflicts of interest reviews

Reports to Ethics Office

FY22	FY23	FY24
1,646	1,644	1,784

Detecting Risks with the Power of ML

Data analytics has become an indispensable tool in the realm of corporate ethics and compliance programs. In fiscal 2024, Cisco further enhanced its high-risk deal identification process to harness the power of ML, leveraging vast amounts of data to identify patterns and anomalies in sales transactions that may indicate process issues or noncompliant behavior.

The potential for advanced analytics to detect and prevent compliance issues could lead to a new era of corporate governance, in which technology plays a central role in maintaining the integrity of business operations.

Digital Inclusion

To compete in today's global economy, every nation needs modernized digital infrastructure and a digitally empowered workforce.

Country Digital Acceleration

Since 2015, Cisco Country Digital Acceleration (CDA) has collaborated with government and private sector leaders to build more sustainable, secure, and inclusive communities powered by innovative technology solutions. Here are a few ways that CDA projects are making a difference.

1,600

active, completed, or in-pipeline projects in 50 countries

Cisco Networking Academy's "Amazon Floating School"

Connectivity in the Amazon

Cisco and Senac Brasil are bringing education and technology to remote regions in the Amazon, many of which are only accessible by boat, through the "Amazon Floating School." This is the first floating Cisco Networking Academy and marks Cisco's 30 years of digital partnership in Brazil. The ferry school is equipped with Cisco's advanced connectivity technology and offers a range of professional IT training to support the country's digitization. The vessel also provides free WiFi within a 30-meter radius, which promotes digital inclusion for the communities being served by the ferry.

Digital Classrooms in the United Kingdom

In partnership with The ICT Service, Cisco equipped 50 Cambridgeshire schools with Meraki sensor and networking technology to boost student engagement while cutting energy consumption, costs, and emissions. This technology optimizes the learning environment by providing connectivity, monitoring air quality, and maintaining comfortable and consistent classroom temperatures. With features like nighttime WiFi shutdown and centralized network management, the program has already reduced energy use by a third, demonstrating its impact on both the environment and education.

Transport for New South Wales

In Australia, Transport for New South Wales (NSW) is partnering with Cisco to reduce congestion and create safer journeys using AI, sensors, ML solutions, WiFi, and Cisco Internet of Things (IoT) Edge Computing. We're using technology to enable a real-time view of supply and demand and performance across buses, ferries, and light rail vehicles, and, with this data, creating a foundation for new services and travel options for the NSW community. We aim to accelerate the benefits of a digital transport system that will shape NSW cities, centers, and communities for generations to come.

Inclusive

Fostering a culture where everyone can thrive

The workforce of 2024 is not the same as the workforce of 1984. It's more global and more skilled—and it expects more from its employers. Just as the workforce has evolved, so too has Cisco. Today, we're recognized as one of the world's best workplaces, and we have an unrelenting focus on employee wellbeing, benefits, giving, and inclusion for all. For our Cisconians, we strive to create the best possible employee experience, because we know our greatest asset is our people.

Inclusion and Collaboration

Our business has always been about enabling people to connect and collaborate across distance and difference.

In fiscal 2024, we continued our work cultivating inclusive, collaborative, accessible, and resilient communities to accelerate business growth and Power an Inclusive Future for All. Our strategy integrates inclusive principles into our operations, workforce strategy, external ecosystems, and brand—and it will take all of us to reach that vision.

We continue to evolve and are thrilled that, this year, for the first time ever, Cisco was named one of the Top 100 Best Companies by Seramount, with standout recognition for paid time off, benefits and work-life programs, and best workplace practices.

Driving Mindsets, Skillsets, and Toolsets

We strive to create a culture where everyone takes responsibility for fostering an inclusive, collaborative, and respectful environment for all, and they have the skills and tools to make it happen.

We offer development opportunities for leaders at all levels to drive inclusion and create true connection within the company. Participant feedback suggests that the quality and efficacy of our development opportunities is one of the factors that contributes to people choosing to stay and grow their careers at Cisco.

Getting closer to different perspectives, experiences, and identities gives us better insight to foster our company culture. Our Proximity Initiative brings together leaders and employees for one-on-one dialogues to learn about each other's lived experiences and work together to weave inclusive behaviors in the business. In fiscal 2024, approximately 400 leaders and 900 employees participated in the program globally.

To scale our impact, we take our own best practices and share them with others. Our Proximity team traveled to Europe to share our framework and training with one of our largest customers and its 180,000 employees around the world.

Accelerating Careers with The Multiplier Effect

Our learning and development programs offer support for employees across the full spectrum of diversity to accelerate their careers, build relationships, and innovate at Cisco. 100% of Cisco Leaders at the Vice President level and above have pledged with The Multiplier Effect to sponsor an employee for the career advancement of talent across the full spectrum of diversity. Since its inception, 2,000 sponsors and 3,000 sponsees have participated in this transformative program, driving a future where diversity thrives at every level.

Snorre Kjesbu, Senior Vice President and General Manager of Collaboration Devices, sponsored Anna Gjerlaug, Chief of Staff of Collaboration Devices. Anna was eager to participate to gain visibility into leadership roles and grow her skills. For Snorre, he was driven to support a future of leadership that is diverse in skillsets and backgrounds. The benefits of sponsorships went both ways. Anna learned more about the business, and Snorre received helpful feedback from Anna on how their customer engagement was impacting their business results. With her background in human resources, Anna also helped Snorre grow a culture of vulnerability and psychological safety within his leadership team.
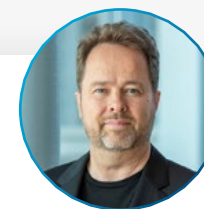
> " *At Cisco, we have the opportunity to shape the next generation of leaders. By supporting our leaders, we not only expand the influence of those we sponsor but also promote a future of leadership that reflects the diverse skills and backgrounds of our people.*
>
> - **Snorre Kjesbu,** Senior Vice President and General Manager, Collaboration Devices

Fostering Inclusive Communities For All

Nearly a third of our employees are members of at least one Cisco Inclusive Community. These Inclusive Communities drive their own initiatives and create spaces for employees to network, develop leadership skills, serve as change agents, and learn to be informed allies to various cultures and perspectives.

In fiscal 2024, Cisco and Splunk brought together representatives, leaders, and sponsors across Cisco and Splunk to reinforce our shared commitment to foster an inclusive culture for all and elevate our impact through collaboration. During this two-day summit, teams participated in a hack-a-thon and a giveback activity to create 1,000 care packages for Compass Family Services, supporting youth in the San Francisco Bay Area.

Here are two examples of our Inclusive Communities at work:

- **Native American Network:** Cisco's Native American Network (NAN) supports opportunities to close the digital divide across Tribal Communities, where digital equity remains a significant challenge. In fiscal 2024, NAN helped deploy 18 sovereign broadband access points on Zuni tribal lands in New Mexico to enhance educational opportunities, deliver social and telehealth services, and provide economic opportunities.

- **Women of Cisco:** Women of Cisco connects and celebrates women in the workforce, with over 12,500 members in fiscal 2024. Their Global Executive Shadow Program, launched as a pilot in 2009, offers members the opportunity to shadow experienced Cisco leaders. In 2024, the program surpassed 1,000 shadow members globally.

31
Inclusive Communities

1,300
volunteer leaders

335
chapters across

77
countries

Adult Caregivers Network	Alzheimer's Support Network	Back to Business Network	Cancer Support Network	Cisco HAVEN	Conexión Latin Network	Connected Asian Affinity Network	Connected Black Professionals	Connected Disability Action Network	Connected Jewish Network
Diabetes Network	Emerging Talent at Cisco	Filipino Professional Network	Finance Women's Network	Green Team Network	Indians Connecting Network	Interfaith Network	Iranians & Friends Network	iWISE: Supply Chain	Lebanese at Cisco	Men for Inclusion
Mindfulness & Resilience Network	Native American Network	Palestinian Network at Cisco	PRIDE LGBTQ+ & Allies	Special Children's Network	Veteran Enablement & Troop Support	Women in Cybersecurity	Women in Science & Engineering	Women of Cisco	Women's Inventor Network

Employee Community Impact

At Cisco, serving our local communities is a core part of the employee experience.

In fiscal 2024, for the fifth year in a row, more than 80% of employees participated in community impact by giving their time, money, talent, and skills, as well as by advocating for causes, taking pledges to act, and participating in sustainability efforts. In addition to making a difference in the world, research shows that employees, leaders, and teams who give back to their communities are linked to lower attrition, higher recognition, and higher rewards.

Our Community Impact Portal is a key entry point for employees to find opportunities and track their impact, and we offer customization in 20 languages, tax receipts, a mobile app, and peer matching for fundraisers. New this year, we took a more inclusive approach to cause eligibility and increased the number of nonprofits and nongovernmental organizations (NGOs) eligible for the Matching Gifts Program from 7,000 to 90,000 to give our employees much more choice in which causes to support.

In 2024, our Matching Gifts Program provided up to US$25,000 per year in matching gifts per employee, and Cisco matches employees' donations of cash, stock, and volunteer time. Cisco also offers 80 hours of paid time off for community service per employee, per calendar year, as part of the Time2Give program.

Giving Back

Our employees are multipliers for positive change, and they're encouraged to power our Purpose through their own grassroots initiatives. For example, inspired by Cisco's longstanding value of giving back and the desire for more in-person connection, a team of Cisco employees developed their own "Global Week of Giving." With quarterly themes—from sustainability to education—their fiscal 2024 efforts led to 6,000 employees volunteering and generating US$180,000 in matching donations.

Participating in Pro Bono Programs

Pro bono work allows employees to use their time, skills, and expertise to help communities around the globe. The Cisco Legal Department uses their specialized skills to expand access to justice, with 91% of our U.S-based attorneys participating in Pro Bono at Cisco in fiscal 2024—up from 56% in fiscal 2023. Volunteers engage in traditional legal pro bono work for attorneys and business/technical professionals, assist legal aid providers in scaling their operations, and identify ways to leverage Cisco technology to enhance access to legal services and courtrooms.

FY24 Impact

86%	**720,000**	**US$35M**
of employees participated in community impact— the highest level yet	employee volunteer hours	in employee donations and matching gifts

Employee Experience

We empower individuals and teams to harness their strengths and improve the way we work.

Through virtual and in-person tools for strengthening manager-employee and interpersonal relationships, we help teams work in harmony and increase their impact. A two-way exchange—sharing resources with employees and listening closely to their feedback—gives everyone a voice and a stake in our success.

Supporting Leaders and Teams

At Cisco, leaders play a critical role in driving team and organizational growth. We develop comprehensive programs and experiences that cater to leaders at all levels, from new to the more experienced, offering a range of self-driven micro learnings, virtual cohort sessions, one-on-one engagements, professional coaching, and peer collaboration. These initiatives are carefully crafted to empower Cisco leaders with the tools and knowledge needed to excel in their roles.

We strengthen teams through tools like Team Space, a platform for both individual and team engagement. It enables the behaviors and rituals (One-Time Standout Assessment, Weekly Check-Ins, and Quarterly Engagement Pulse) that scale team excellence and unlock the power of teams. Weekly Check-Ins are the most powerful ritual of the best teams and team leaders. They are the main lever for team effectiveness, nourishing the very best relationships between team members and team leaders.

AI in the Workplace

We are in the midst of an AI revolution—and Cisco is turning its cutting-edge AI technology internally to support our employees. In fiscal 2024, we launched BridgeIT, a Cisco Enterprise Chat AI that is fully integrated within Webex suite solutions. BridgeIT can help answer questions about Cisco products, offer support solutions, and even develop presentation outlines.

Employees are also leveraging AI to shape the way teams work together. This year, we launched "Teaming with AI," a pilot program that enabled teams to experiment with new ways of working to drive their productivity and efficiency. We also hosted an "InnoVerse: AI" hackathon, challenging employees to find new ways to leverage AI in their roles, while also receiving training and guidance along the way. These programs are just two examples of how we're using AI to upskill our employees and spark creativity and innovation.
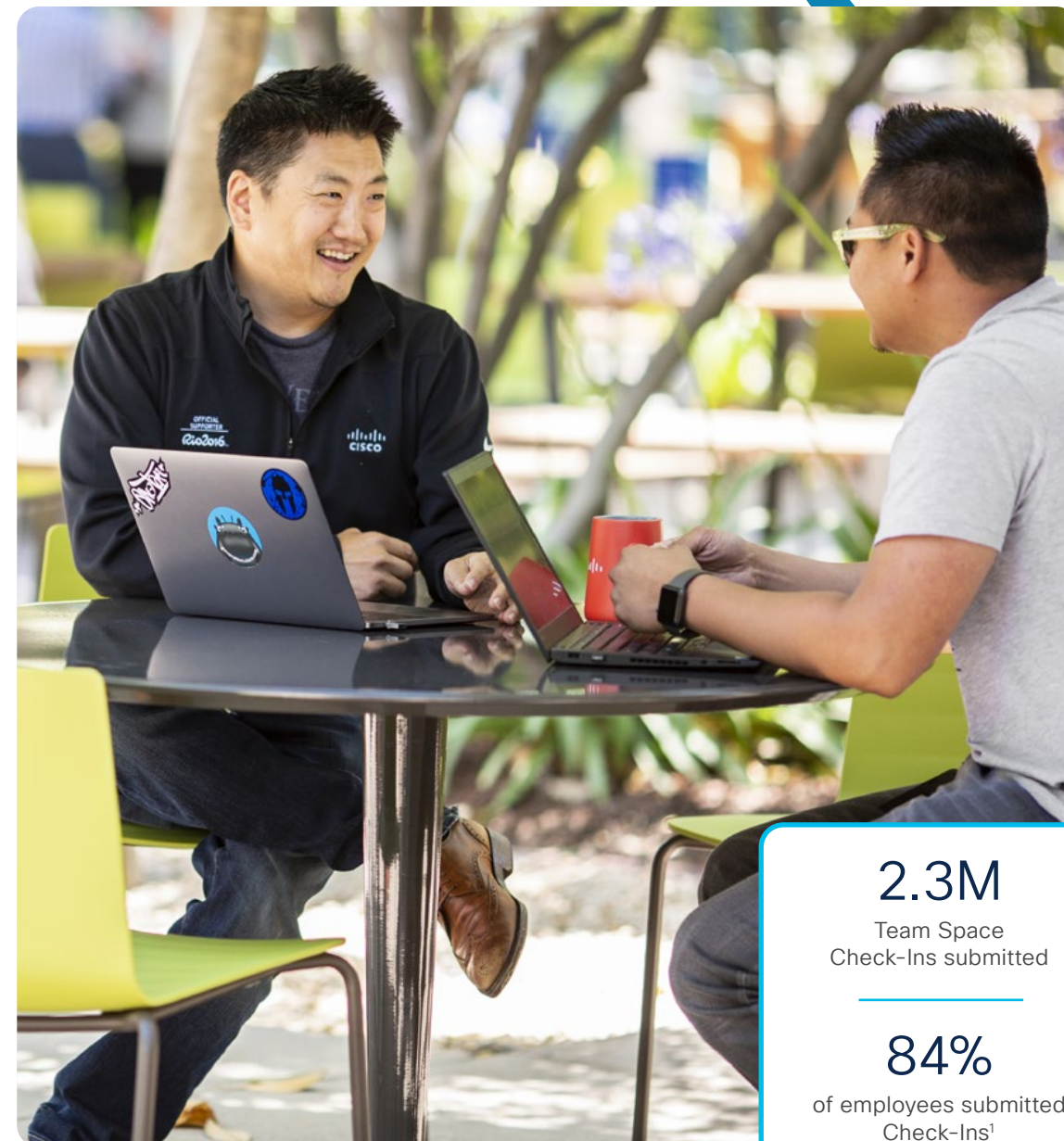
2.3M
Team Space
Check-Ins submitted

84%
of employees submitted
Check-Ins[1]

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[1] This percentage excludes employees from acquisitions made in fiscal 2024, as they did not have access to Team Space yet.

Health and Wellbeing

As the pace of life accelerates, Cisco understands that the mental and physical health of our employees is a business imperative.

Cisco has a legacy of pioneering innovative wellbeing initiatives. We were one of the first corporations to offer advanced, onsite primary medical care with multidisciplinary offerings, such as physical therapy, chiropractic care, and acupuncture at our headquarters in San Jose, California. We were also one of the first technology corporations to offer both onsite vision and dental care, setting a high standard for comprehensive employee health services.

Cisco is reimagining work by focusing on the critical intersection of people, places, and technology, with wellbeing at the core. Our health, safety, and wellbeing programs provide holistic solutions to support physical health, mental health, social connections, financial stability, purpose and meaning, and the environment—all of which increase employee engagement and productivity.

Empowering Leaders

Leaders drive a high-performance culture—offering direction, vision, motivation, inspiration, and collaboration. The role of leaders has significantly expanded in the past few years as they navigate pressures such as hybrid work, attrition, and employee wellbeing. In fiscal 2024, we offered curated training to help leaders understand and alleviate their unique stressors. These learning experiences helped our leaders prioritize self-care, while creating a culture of wellbeing for their teams. Included in these sessions were ready-to-use team rituals to increase engagement, deepen trust, and enhance resilience.

Embedding Wellbeing in Technology

We see opportunity to put wellbeing at people's fingertips by embedding support into Cisco platforms and collaboration tools. In fiscal 2024, we launched "WellNest" on Webex, a pilot to offer resources to support physical, mental, social, and financial wellbeing, all through an intuitive AI-powered platform. The bot helps employees access and engage with tailored solutions, and it highlights strengths and opportunities for improvement.

Recognizing Menopause

At Cisco, we are committed to fostering a supportive environment that acknowledges the unique challenges faced by employees. Menopause is a significant and natural phase in the lives of many that can be burdensome if untreated. This year, in the United States, we introduced a coaching solution with personalized support from an advocate connecting participants to the care and education they most need.

Supporting Neurodivergent Adults

People think, learn, and work differently. Honoring our uniqueness creates a more collaborative environment. In fiscal 2024, Cisco introduced a new global solution to support employees with ADHD, autism, and other types of neurodivergence. We offer courses designed in partnership with neurodivergent professionals, offering evidence-based insights, personal stories, and content that is neuro-affirming and inclusive. Our neurodivergent employees get 1:1 expert coaching and tips on how to best leverage unique strengths and address any workplace challenges. Managers and colleagues can learn to foster inclusive environments and better support and communicate with neurodivergent teammates.

Learn more about our health, wellbeing, and benefits solutions that help employees be their best.

Future

Help advance a more sustainable future

Together, we can Power an Inclusive Future for All—but that future cannot happen without a healthy planet. And our planet needs us now more than ever, with 2023 being the warmest year on historical record. Cisco has long been committed to reducing its environmental impact, and there's more to be done. Our environmental sustainability strategy, The Plan for Possible, guides us as we advance sustainability in products, accelerate clean energy access, support suppliers' reduced environmental impacts, and foster climate resilience in communities.

Clean Energy Transitions

To power the world with renewables, the grid requires updated digital infrastructure to connect diverse, decentralized sources of clean energy. However, as the world electrifies, we must simultaneously reduce the amount of energy used by a connected economy.

Throughout our 40-year history, our environmental sustainability journey has been marked by continuous innovation and ambitious goal-setting around GHG emissions reduction. Since 2008, we have been setting and achieving a series of five-year goals to reduce our absolute Scope 1 and 2 GHG emissions.

Our 2040 net-zero goal and our near-term targets for fiscal years 2025 and 2030 are examples of our rigorous and transparent approach to goal-setting and reporting. Our 2040 net-zero goal was approved by the Science Based Targets initiative (SBTi) in 2022 under its Corporate Net-Zero Standard. Cisco was one of the first technology hardware and equipment companies to have its net-zero goal validated under the SBTi Net-Zero Standard. We are also proud to be featured on the CDP Climate A List for the eighth time in the nine years the list has existed, as leaders in their reporting and actions to reduce GHG emissions.

To make progress toward our net-zero goal, we are focused on energy-efficiency innovation; connecting clean energy; and collaborating with our customers, partners, and suppliers to accelerate the transition to renewable sources of energy.

Net-Zero Goal

By 2040: Reach net-zero GHG emissions across our value chain by reducing absolute Scope 1, 2, and 3 emissions by 90% (FY19 base year).[1]

Near-Term Targets

By FY25: Reduce absolute Scope 1 and Scope 2 emissions by 90% (FY19 base year).[1,2]

74%
reduction

By FY30: Reduce absolute Scope 3 emissions from purchased goods and services, upstream transportation and distribution, and use of sold products by 30% (FY19 base year).[3]

35%[4]
reduction

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[1] We intend to neutralize the remaining 10% of emissions by removing an equal amount from the atmosphere.

[2] We continue to make strides towards this fiscal 2025 goal. However, like other companies with ambitious targets, we are facing headwinds. Regardless, we will continue to drive meaningful action and innovate toward our goals.

[3] The baseline and progress reported for our fiscal 2030 goal includes a subset of Scope 3 Category 1 (purchased goods and services from manufacturing, component, and warehouse suppliers), a subset of Scope 3 Category 4 (upstream transportation and distribution from Cisco purchased air transportation), and all of Scope 3 Category 11 (use of sold products).

[4] We expect our progress to fluctuate year-over-year based on the number and type of products we sell each year.

One of Cisco's power purchase agreements (PPAs) is with Mesquite Star wind farm in Texas (Photo credit: Clearway Energy Group)

Our Carbon Footprint

Cisco's fiscal 2024 emissions and decarbonization strategies by category.[1]
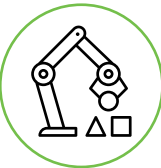
~25%

PROCUREMENT AND PRODUCT MANUFACTURING
(Scope 3 Categories 1 and 2)

About one-fourth of our emissions comes from purchased goods and services (including capital goods). For Cisco, this includes manufacturing and warehousing of Cisco components and products, and procurement of goods that support Cisco's business. We are engaging with our suppliers to better understand their use of renewable energy, to set emissions-reduction goals, and to help them engage with their own suppliers to tackle emissions.
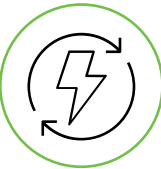
~70%

PRODUCT USE
(Scope 3 Category 11)

The largest portion of our emissions results from the energy our products consume during use. We are addressing this by increasing the energy efficiency of our products and engaging with customers to lower their overall energy use by optimizing their networks.
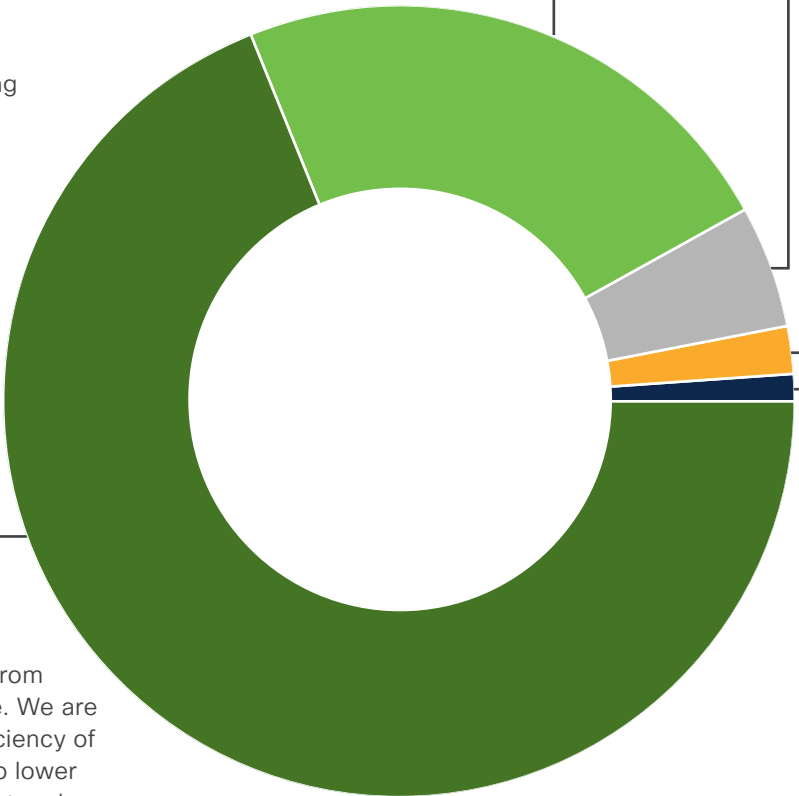
~4%

LOGISTICS
(Scope 3 Category 4)

We are addressing emissions produced by upstream transportation and distribution of our products by prioritizing ocean over air and engaging with suppliers to shift to lower-emissions modes of transport.
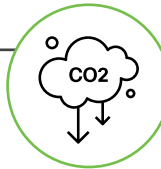
~2%

ALL OTHER SCOPE 3 EMISSIONS

A small percentage of our emissions come from other Scope 3 categories, such as employee business travel and commuting, downstream product transport, and end-of-use product treatment. We continue to explore opportunities to reduce emissions in these categories.

<1%

DIRECT OPERATIONS
(Scope 1 and 2)

Emissions from the operation of Cisco facilities and assets account for less than 1% of our emissions— but they are also within our direct control. We are addressing them through investments in renewable energy, energy efficiency projects, and building and fleet electrification.

Note: Numbers are approximate and may not add up to 100% due to rounding.

[1] Data, data sources, and methodologies used in quantifying and reporting GHG emissions are continuously evolving. We strive to monitor developments regarding these matters with a view to enhancing our calculations and data on an ongoing basis in accordance with Cisco's policies. Visit the Scope 1-3 emissions summary section of our Purpose Reporting Hub for more information.

Designing Energy-Efficient Products

Much of our digital economy relies on large, energy-intensive data centers that need to be operational 24/7 and require cooling systems to prevent overheating—and the growth of AI is increasing this demand. We believe the IT industry needs to stay one step ahead of this technological shift so sustainability is not an afterthought.

Large, global companies like Cisco have a critical role to play in balancing the demand for AI and digitalization with improvements in energy efficiency. This includes modernizing data centers, adopting energy management solutions that provide real-time energy usage insights, building a smart and resilient energy grid, and accelerating the transition to clean energy. Cisco prioritizes these efforts within our environmental sustainability strategy, The Plan for Possible, and we continue to advance our work in these areas as adoption of AI evolves.

At Cisco, smart energy consumption is a core element of our Circular Design Principles, and we are working to increase the energy efficiency of our products. For example, the Cisco UCS X-Series Modular System, which provides computing power for modern, AI-ready data centers, has been designed to improve energy efficiency and cooling when compared with previous UCS rack server releases. Cisco UCS X-Series is 54% more energy efficient at the processing (CPU) level than previous generations. And it is managed through the Cisco Intersight IT operations platform, which enables customers to dynamically adjust power for better efficiency.

As technology evolves rapidly, staying informed about the environmental performance of the latest devices and solutions can be challenging. For many years, Cisco has used voluntary third-party ecolabels, such as ENERGY STAR® and Electronic Product Environmental Assessment Tool, to indicate when certain products meet energy efficiency criteria and other environmental and social criteria associated with product design and our corporate Purpose.

In fiscal 2024, several of our Catalyst 9000 switches received ENERGY STAR certification in the Large Network Equipment category, empowering our customers to choose solutions that align with their own sustainability goals and can help reduce their environmental footprint while maintaining performance in their technology infrastructure. Cisco is one of the first companies to have ENERGY STAR-certified products in this category.

Having reliable environmental sustainability-related data, such as product energy consumption and product life cycle emissions, is important for many reasons. For example, it helps our customers better understand the environmental footprint of their networks and report their environmental impact.

To address this need, Cisco developed the Sustainability Data Foundation (SDF), an internal enterprise data platform that serves as our main source for environmental sustainability-related data for a range of use cases.

The SDF is part of our commitment to strong governance of our environmental sustainability efforts, which underpins The Plan for Possible. In fiscal 2024, we began using the SDF for several purposes, including generating customer-facing product carbon footprint reports and automating our own emissions accounting, which are important to evolving regulatory and reporting requirements. We continue to expand the data within the SDF and its application across our business.

The Cisco UCSX 9508-U Modular Chassis incorporates a number of Circular Design Principles

Cisco office in Paris

Sustainability in Our Direct Operations

Cisco has been developing and executing on initiatives to reduce the environmental impact of our facilities for nearly 20 years. Our strategy is focused on optimizing our portfolio for hybrid work, advancing sustainability and efficiency within our operations, sourcing renewable energy, and engaging with our stakeholders on our efforts.

To reduce Scope 1 and 2 emissions and make progress on our near-term target, we plan to invest approximately US$39 million in renewable energy, energy efficiency, and building and fleet electrification projects from fiscal 2023 through the end of fiscal 2025. In fiscal 2024, we implemented 27 energy efficiency projects that avoid approximately 1.3 gigawatt-hours of energy consumption and 850 metric tonne carbon dioxide equivalent each year.

In fiscal 2024, 96% of our global electricity came from renewable sources, through a combination of onsite solar, green power contracts, unbundled energy attribute purchases, and longer-term contracts such as power purchase agreements (PPAs) that add new renewable energy capacity to the grid. For example, the virtual power

purchase agreement (VPPA) Cisco signed last year with Spanish renewable energy provider IGNIS began producing power in March 2024. The 37 megawatt (MW) solar plant is expected to produce approximately 60,000 megawatt-hour per year of solar energy for Cisco—equivalent to 100% of the annual electricity needs for our European operations for the next 15 years.[1]

This year, we also signed several new PPAs. In India, we signed a long-term PPA that will drive the development of a new 92 MW solar and wind generation facility in fiscal 2025 and deliver renewable electricity to one of our largest campus sites located in Bangalore, India. We also served as the anchor buyer for an aggregated VPPA, partnering with six other companies to drive a new 180 MW solar development in Texas, which is expected to achieve commercial operation in fiscal 2026. We also funded a new 100 kilowatt rooftop solar system at our leased site in Krakow, Poland.

We are embedding environmental sustainability into our operations by creating and maintaining workplaces that support our employees' wellbeing and productivity.

Our hybrid work strategy has enabled us to close underused offices and consolidate existing spaces, while reinvesting in key locations critical to our growth, creating a more efficient real estate footprint for Cisco. As of the end of fiscal 2024, we have 36 Cisco facilities with green building certifications, such as Leadership in Energy and Environmental Design (LEED®) and the WELL Building Standard, with six more in progress. These certified spaces make up 19% of our building portfolio. In fiscal 2024, we achieved LEED Platinum for our new office in Atlanta and are pursuing Building Research Establishment Environmental Assessment Methodology (BREEAM) and WELL certification for our new modern customer showcase center in Paris.

While we are proud of the progress we have made, we know there is more work to do with our peers, customers, suppliers, and stakeholders to support equitable access to clean energy.

Learn more about how we're expanding our sustainability efforts across operations.

96%
of electricity for Cisco facilities came from renewable sources

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[1] Excluding Poland, Romania, and the United Kingdom which are not Association of Issuing Bodies countries and are therefore not covered by the scope of the VPPA.

Making Our Offices "Smart"

Data is critical for managing real estate space, and smart building technology makes workplaces more secure and helps advance sustainability. In the Cisco Atlanta office, 8,000 data points capture a constant stream of insights to enable precise, real-time visibility of lighting, air quality, temperature, room usage, and more. All of this is managed by intelligent, automated systems.

The space leverages Power over Ethernet (PoE). Cisco developed and first delivered a proprietary version of PoE in 2000, transporting both power and data across a single cable. This both reduced cabling needs and improved safety and simplified installation, saving time and reducing costs.

This means nearly everything—lights, window shades, motors, cameras, sensors, and other devices—runs off low-voltage DC power, supplied by the network itself. This saves energy, and it removes a large amount of high-voltage copper and steel conduit from the structure, materials responsible for carbon emissions in their manufacture and transport.

These data endpoints provide constant insights into what's working and what isn't in the Atlanta space, which add up to efficiency, sustainability, and great design.
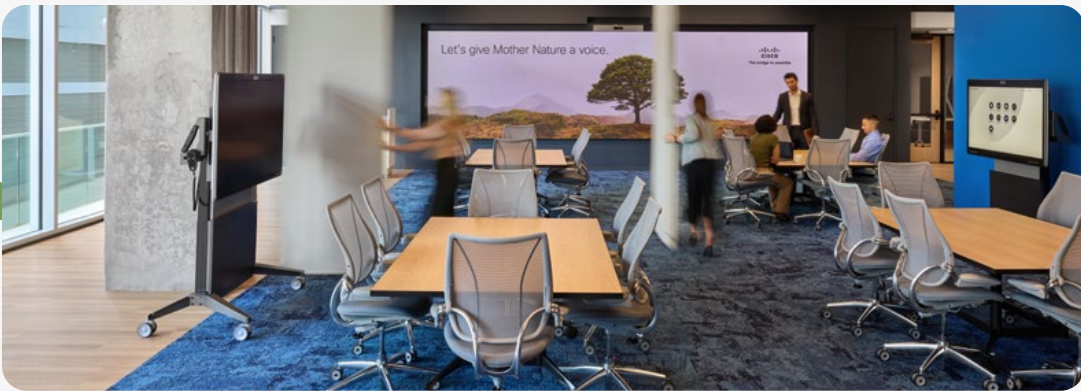
Cisco Atlanta Collaboration Center

Engaging Our Suppliers

To reduce the Scope 3 GHG emissions that arise from manufacturing and transporting our products, we engage with our suppliers to help reduce their emissions. We set standards for all suppliers and target deeper engagement on emissions "hot spots." Cisco's Supply Chain Operations' Net Zero Operating Committee develops and drives strategy to integrate GHG emissions considerations into business decisions.

Cisco's suppliers are required to set an absolute GHG emissions-reduction goal, and in fiscal 2024, 90% of our suppliers by spend had done so. We also require suppliers to report their GHG emissions to CDP. Using data from CDP and other analyses, we identify focus areas for further action.

In fiscal 2024, we worked with our manufacturing partners to increase energy efficiency in their operations, and with our logistics partners to shift modes of transport from air to ocean.

We set expectations for our suppliers and work with them to meet those expectations. In fiscal 2024, we assessed the renewable energy usage at our manufacturing partner sites and are now engaging with them on roadmaps to increase it. We co-sponsored the inaugural Intel Sustainability Summit in March 2024, which convened more than

140 companies, academics, NGOs, customers, and other stakeholders to share best practices and set action plans for GHG emissions reduction. In Hanoi, Vietnam, we co-hosted an environmental seminar for 70 representatives—from suppliers, NGOs, and academics—that included best practices in energy management and discussion on the renewable energy transition.

Many suppliers face challenges with renewable energy availability and affordability. Cisco is a founding member of the Asia Clean Energy Coalition, which works to shift energy policy in key Asian markets. In fiscal 2024, we became a sponsor of Catalyze, which helps suppliers in the semiconductor and ICT supply chain transition to renewable energy through education and training resources and access to renewable energy procurement opportunities.

Supplier Climate Target

By FY25: 80% of Cisco component, manufacturing, and logistics suppliers by spend have a public, absolute GHG emissions-reduction target.[1]

90%
with targets

Learn more about how the Cisco Foundation supports efforts to accelerate the clean energy transition through its US$100 million climate commitment.

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[1] Suppliers are expected to set public absolute GHG emissions-reduction targets or intensity targets that produce an absolute emissions reduction during the target period. Cisco encourages suppliers to set targets in line with an approved science-based methodology. Progress toward this goal is quantified using Cisco's supply chain spend which can vary annually. Cisco will continue to work with suppliers to set their own absolute GHG emissions-reduction targets, and to report progress toward this goal annually through fiscal 2025.

Circular Transformation

Cisco is focused on evolving from a linear economy that extracts resources and eventually wastes them, to a circular one that finds new uses for products and their inputs. We aim to transform our business to extend the useful life of our products and provide ongoing services.

As Cisco takes a holistic approach to reducing the environmental impact of our products across the product life cycle, we have three areas of focus:

- **Circular Design:** Apply Circular Design Principles to our products and packaging to extend the life cycle of our products from the outset.

- **Circular Offerings:** Enable customers and partners to adopt circular practices through a portfolio of offers, including Cisco Refresh, Cisco Green Pay, and our Takeback Incentive.

- **Recover and Redeploy:** Recapture hardware to advance a circular life cycle and extend the lifespan of products.

This approach can help minimize waste streams, optimize material use, and extend the useful life of our hardware products. This circular approach is both good for business and good for the planet.

Circular Economy Goals and Progress

By FY25: 100% of new Cisco products and packaging incorporate Circular Design Principles.[1]

96%

meeting circular design criteria

By FY25: Reduce foam used in Cisco product packaging by 75% as measured by weight (FY19 base year).[2]

57%

reduction

By FY25: Increase product packaging cube efficiency by 50% (FY19 base year).[3]
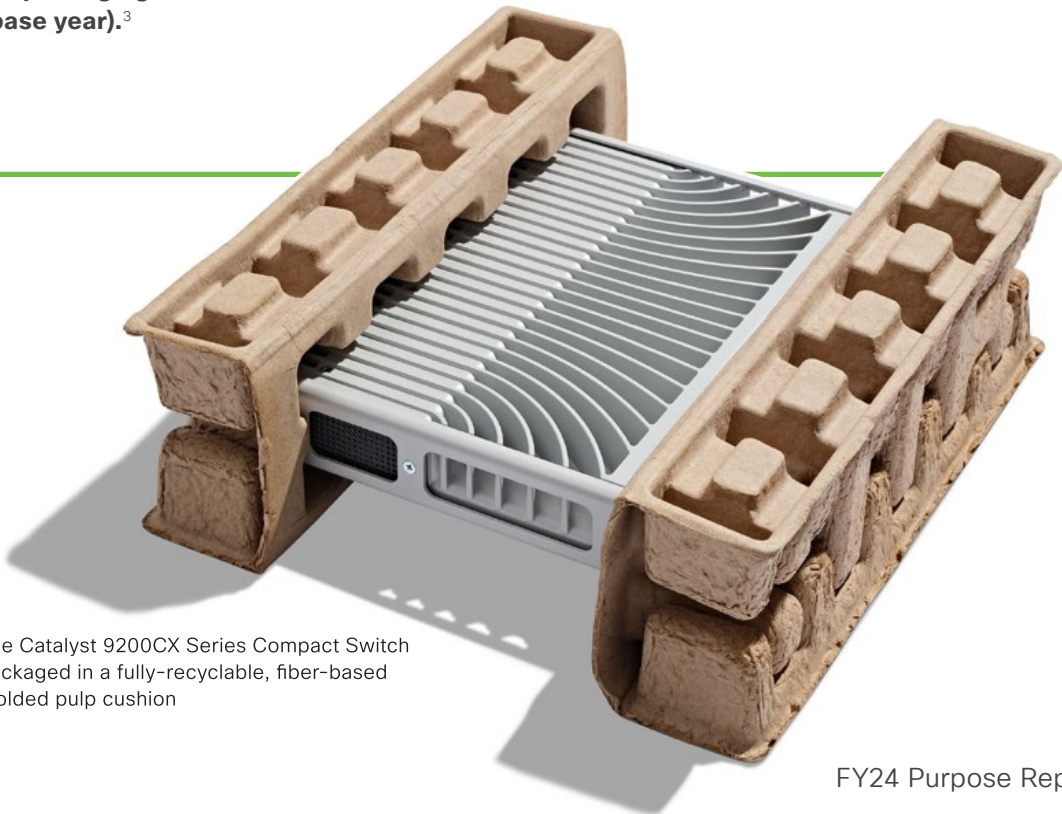
76%

cumulative improvement

By FY25: 50% of the plastic used in our products (by weight) will be made of recycled content.[4]

41%

recycled content

By FY25: 70% of Cisco component and manufacturing suppliers by spend achieve a zero-waste diversion rate at one or more sites.[2,5]

64%

by spend with at least one certified site

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[1] The scope of this goal is limited to hardware products and associated packaging, excluding: standalone components (e.g., chassis, ASICs, optical modules); standalone basic product accessories (e.g., power cables, brackets); Original Equipment Manufacturer products (where Cisco does not own the design); products and packaging of nonintegrated acquisitions. Product and packaging designs achieving a score of 75% or higher are counted toward the goal.

[2] We continue to make strides towards this fiscal 2025 goal. However, like other companies with ambitious targets, we are facing headwinds. Regardless, we will continue to drive meaningful action and innovate toward our goals.

[3] Packaging efficiency is measured by comparing the size of the product relative to the packaging, using dimensional weight. Dimensional weight uses volume and a standard dimensional factor to calculate the weight of a package. In this methodology, the packaging efficiency metric is based on the difference of the normalized dimensional weight (by volume) between the baseline and current year. This goal applies to high-volume packaging requiring redesigns.

[4] The scope of this goal excludes plastics contained in commodity components (e.g., plastic screws, fans, and cables) and in products designed and manufactured by our Original Design Manufacturers.

[5] According to current standard definitions used in certification protocols, "zero-waste" diversion is defined as a 90% or greater overall diversion of solid, nonhazardous wastes from landfill, incineration (waste-to-energy), and the environment. Diversion methods can include reduction, reuse, recycling, and/or compost.

The Catalyst 9200CX Series Compact Switch packaged in a fully-recyclable, fiber-based molded pulp cushion

Circular Design

Circular design means designing products, packaging, and systems that enable reuse, minimize environmental impacts, drive innovation, and realize value for our stakeholders. We design our products and packaging with circularity in mind, aligning them to 25 Circular Design Principles organized across five focus areas.

We developed a circular design evaluation methodology and web-based tool to help us track progress toward our circular design goal. Every new product and packaging design must be scored in the evaluation tool and achieve a score of at least 75% before its release to production. A score of 75% or higher represents substantial incorporation of our Circular Design Principles into our new products and packaging and counts toward our circular design goal. We formalized processes and dashboards to support and enforce the mandatory scoring requirement, resulting in all new designs released in fiscal 2024 being evaluated in the tool.
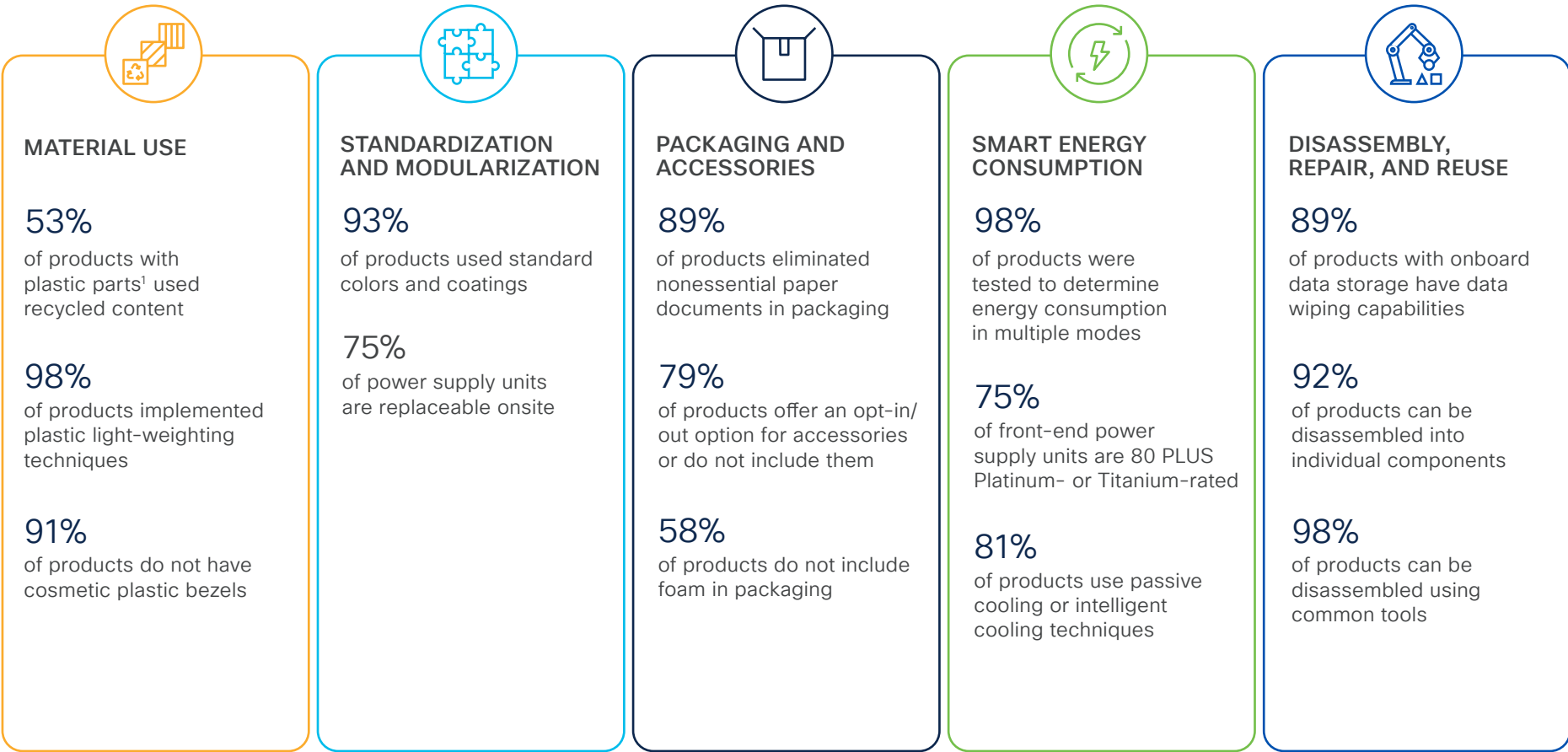
Cisco's products are designed to convey our brand of quality and innovation. In fiscal 2024, Cisco updated the industrial design guidelines to incorporate brand requirements and Circular Design Principles, including guidelines such as avoiding the usage of solely cosmetic and nonfunctional plastic parts and optimizing the product packaging. In fiscal 2025, we will review the Circular Design Principles, methodology, and tool based on key learnings, stakeholder feedback, and external requirements, to identify opportunities to further our efforts.

FY24 Accomplishments

THE PERCENTAGES BELOW ARE BASED ON NEW PRODUCT AND PACKAGING DESIGNS RELEASED IN FISCAL 2024.

MATERIAL USE

53%
of products with plastic parts[1] used recycled content

98%
of products implemented plastic light-weighting techniques

91%
of products do not have cosmetic plastic bezels

STANDARDIZATION AND MODULARIZATION

93%
of products used standard colors and coatings

75%
of power supply units are replaceable onsite

PACKAGING AND ACCESSORIES

89%
of products eliminated nonessential paper documents in packaging

79%
of products offer an opt-in/out option for accessories or do not include them

58%
of products do not include foam in packaging

SMART ENERGY CONSUMPTION

98%
of products were tested to determine energy consumption in multiple modes

75%
of front-end power supply units are 80 PLUS Platinum- or Titanium-rated

81%
of products use passive cooling or intelligent cooling techniques

DISASSEMBLY, REPAIR, AND REUSE

89%
of products with onboard data storage have data wiping capabilities

92%
of products can be disassembled into individual components

98%
of products can be disassembled using common tools

PINNACLE AWARDS

A cross-functional team from Supply Chain and Engineering won the Sustainability Impact Award at the 2024 Cisco Pinnacle Awards, the highest recognition of product and engineering innovation at Cisco, for helping transform our company strategy and meaningfully accelerating Cisco and our customers toward key environmental sustainability goals.

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[1] Excludes plastics contained in commodity components (e.g., plastic screws, fans, and cables).

Assessing Our Products' Environmental Impacts

A life cycle assessment (LCA) is used to model the environmental impacts of a product across multiple impact categories over the product life cycle, from cradle to grave. We use LCAs to quantify key environmental impacts of our products, identify hot spots for continuous product design and operational improvement, and opportunities to reduce resources used throughout our supply chain.

In fiscal 2024, to address the need for LCAs across our product portfolio, we developed a scalable LCA model including environmental impact reports aligned to the International Organization for Standardization (ISO) 14040/44 standards. The intent of this model is to improve the quality and decrease the resource-intensiveness of performing LCAs. It can be used for most Cisco hardware products to address internal and external stakeholder interest. With the large number of products in our portfolio, we started by using this model for representative products across Cisco product families. In fiscal 2024, we published our first LCA report using the scalable LCA model.

Visit the Purpose Reporting Hub to learn more about our LCA model.

Circular Offerings

We have a long history of empowering our customers to participate in the circular economy. The Cisco Refresh program has existed for more than 20 years and offers Cisco-certified remanufactured equipment, providing a second life to products and reducing waste. In fiscal 2024, Cisco Refresh launched the Cisco Circularity Promotion, a discounted offer to support more businesses in joining the circular economy and realizing the financial benefits as they work toward their environmental sustainability goals.

Recover and Redeploy

Recovering our equipment is an important piece of our circular transformation because it enables us to extend a product's life cycle through reuse, remanufacturing, and recycling. We continue to offer our product takeback programs, including the Cisco Takeback and Reuse program, to enable customers and partners to participate in this important aspect of circularity. We consistently reuse and recycle more than 99% of the products that are returned to us.

> **"** *Increasingly, we're seeing people ask for circularity, and that's really where Cisco Refresh is probably one of Cisco's best-kept secrets. Cisco Refresh can reduce the environmental footprint from purchased products and provide competitive pricing.*
>
> – **Anthony Levy,** Founder and Chairman, Cistor

Supporting Customers with Cisco Refresh

Based in the United Kingdom, Cistor is one of Cisco's global Circular Economy Partners. Cistor was an early adopter of Cisco Refresh. Over the past 15 years, Cistor has collected some diverse use cases related to Cisco Refresh, from deploying remanufactured equipment on aircraft carriers to critical care units in hospitals, as well as in banks and stock exchanges.

Introducing Cisco Refresh to Cistor's customers and their fellow partners can help them address their sustainability goals and contribute to the health of the planet.

Cisco Refresh certified remanufactured equipment

Resilient Ecosystems

Thriving economies depend on stable environments and inclusive societies.

Our value chains benefit from resilient ecosystems, both financially and ecologically. Helping to safeguard the water, land, and ecosystems that communities depend on is one of our environmental sustainability priorities.

Within our operations, we prioritize water conservation, waste reduction, and protecting wildlife habitats near our office locations. We also work with our suppliers to promote environmental stewardship throughout our value chain. On a broader scale, customers and partners can use our products and investments to help monitor and manage their local resources and ecosystems.

Fostering Water Stewardship

Cisco recognizes that water is a vital resource that we share with the communities where we operate, but the impacts of climate change—like droughts, extreme weather, flooding, degraded water quality, and water scarcity—are intensifying and becoming more widespread. Our approach to water stewardship is aligned with the Alliance for Water Stewardship (AWS) framework and UN SDG 6: Clean Water and Sanitation.

This includes two focus areas:

- **Our Operations**: Our work toward reducing water use and related impacts in our direct operations

- **Our Supply Chain:** Our work toward improving water stewardship in our supply chain

As a member of the AWS, we are proud to be part of a global movement to advance good water stewardship practices. We are also a founder and active member of the RBA and have adopted the RBA Code of Conduct as our Supplier Code of Conduct, which includes water management. As the RBA partners with the AWS to advance engagement and practices within our industries, we continue to develop tools and resources to build water stewardship capacity and knowledge.

In our direct operations, we have implemented many water conservation projects that are still conserving water today, like our comprehensive water management system at our Bangalore campus. In fiscal 2024, we withdrew approximately 2,690 cubic meters of water in our direct operations globally.

We engage with our suppliers to improve the river basins and ecosystems where they operate, focusing on both internal and external water management. In collaboration with ICT peers and other stakeholders, we work to advance best practices at high-water-consuming suppliers in water-stressed regions.

In fiscal 2024, Cisco joined the AWS Impact Accelerator project with nine sites in the Wusong River basin in China. The project aims to build capacity and knowledge on the catchments they operate in, and then turn that knowledge into action by preparing for certification against the AWS Standard. By bringing sites together in the same basin, the AWS Impact Accelerator project helps promote water stewardship at scale throughout value chains. The goal is to amplify the catchment impact through collaboration with stakeholders in the same basin.

In fiscal 2024, we cohosted a "water field trip" with an industry peer for high-water-consuming suppliers at China's Qiandao Lake to educate participants about the importance of wetland and water source protection. Through experiential learning, suppliers better understood their roles in protecting water sources and collaborating within their industries to amplify their impact.
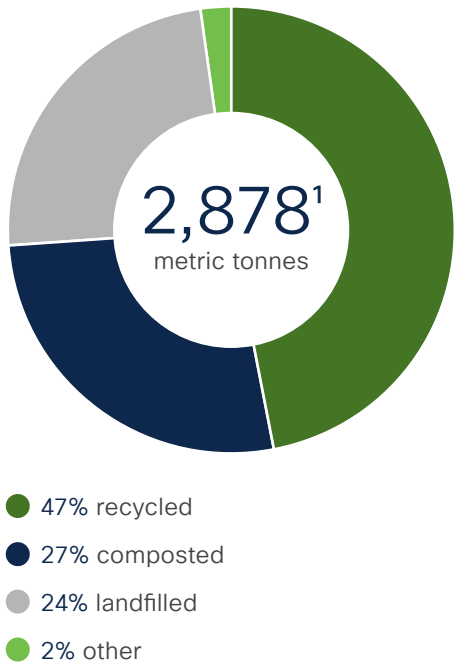
97%

of Cisco key suppliers[1] responded to the water section of the 2024 CDP questionnaire

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[1] "Key suppliers" refers to Cisco Contract Manufacturers, Strategic Original Design Manufacturers, and Hardware Suppliers in the top 80% of spend in fiscal 2024.

Reducing Waste in Our Operations

Our facilities take steps to reduce their operational waste and reuse and recycle materials. In fiscal 2024, we diverted approximately 75%[1] of the waste generated at our facilities from landfill globally. We achieved this diversion rate through reuse, recycling composting, and donations.

FY24 Operational Waste Streams

2,878[1]
metric tonnes

- 47% recycled
- 27% composted
- 24% landfilled
- 2% other

Connected Conservation

Africa, home to a quarter of the world's biodiversity, faces pressures from climate change and population growth. Many remote protected areas lack the basic digital infrastructure needed to manage these lands for the benefit of wildlife and communities. In fiscal 2024, Cisco partnered with Connected Conservation Foundation to donate Cisco Meraki routers to African Parks, a nonprofit conservation organization, to enable them to harness Starlink satellite technology for reliable Internet connectivity. The project strengthened digital infrastructure in 19 parks in 10 countries, providing communication and data-driven intelligence for rapid response to threats, plus peacebuilding and engagement within local communities so people and wildlife can coexist and thrive.

Learn more about how the Cisco Foundation helps to protect and regenerate ecosystems and support communities in adapting to the effects of climate change through its US$100 million climate commitment.

[1] This figure does not include eWaste generated within Cisco sites, which is managed separately and recycled using Cisco's reverse logistics recycling partners. In fiscal 2024, total eWaste generated in operations was 2,753 metric tonnes, which makes up approximately 50% of total operational waste generated including eWaste. With the inclusion of eWaste, Cisco diverted 87% of waste from landfill.

Cisco partnered with Connected Conservation to enable Internet connectivity in African Parks, supporting communities and wildlife–like western lowland gorillas in Odzala–Kokoua National Park, Congo (Photo credit: Andrew Beck)

For All

Creating a better future for all, by all

Last year, we reached the historic milestone of positively impacting one billion lives. But our journey to create positive impact hasn't slowed. Through our technology, our people, and our broader networks, we continue to create solutions that help address the world's most critical challenges. While those challenges—from the AI skills gap to social inequities to environmental crises around the globe—change and grow, Cisco continues to show up to create a better future for all, by all, with all stakeholders who share our vision.

Learning and Digital Skills

Education is the ultimate equalizer. Together with our partners in government, academic institutions, and nonprofits around the world, we strive to reach underserved and underrepresented people who might not otherwise have access to life-changing educational pathways.

Cisco Networking Academy is one of the longest-standing IT skills-to-jobs programs in the world. We provide inclusive access to quality education through our learning platform, designed to enable instructor-led, self-paced, and hybrid learning at scale. Courses cover key topics in technology, including cybersecurity, networking, AI and data science, programming, IT, digital literacy, and professional skills. Learners can prepare for industry certifications and get access to career resources and job-matching services to support their career journeys. For educators, we offer instructor professional development, comprehensive teaching features and resources, equipment discounts, and connection to a global educator community.

Digital Skills Africa enables access to Cisco Networking Academy certification paths

> " *When learners gain the skills they need to earn well-paying jobs in in-demand fields, we can lift families, communities, and society.*

– **Par Merat,** Vice President of Cisco Networking Academy,
Learning & Certifications, and Cisco U.

WOMENROCK-IT

Celebrating 10 Years of Women Rock-IT

A decade ago, we set out to show more young women that there is a future for them in technology.

Women Rock-IT is a series of programming—including Learn-A-Thons, volunteer events, and live virtual broadcasts featuring prominent women IT leaders—all carefully designed to show women around the globe that they, too, can have a career in technology.

Each year, Women Rock-IT's marquee event falls on International Girls in ICT Day. This fiscal year, our event focused on the rise of AI and the role that gender plays in this emerging technology. According to a recent Cisco Networking Academy student survey, 53% of males are already harnessing AI at work, compared to just 44% of females—but more women than men are eager for AI education.

We've continued to increase the presence of women and girls in Cisco Networking Academy courses. This year, our Girls in ICT Day programming featured a live broadcast, Global Learn-A-Thon, and Cisco employee volunteer events, with 1.2 million reached on social media.

We know that addressing the gender imbalance in STEM is critical as we continue to Power an Inclusive Future for All, and Women Rock-IT will continue to be a key component of these efforts.

10 Years of Women Rock-IT (since 2014)

2M
participants

1.1M
course enrollments

Cisco Networking Academy

Goals and Progress

By 2025, 97 million new jobs are projected to be created due to advances in technology and automation, and Cisco Networking Academy is helping millions of people around the globe gain access to those jobs by empowering the workforce of the future with education and career opportunities.

Since Cisco Networking Academy began in 1997, we have reached more than 24 million students. And at the end of fiscal 2024, we mark our progress toward our ambitious goal of reaching 25 million more learners by the end of fiscal 2032.

Our Roadmap Toward 25 Million More Learners[1]

GLOBALLY

Train 25M more people in digital and cybersecurity skills by 2032.
Progress: 7.7M people

AMERICAS

Train 6.2M people in Latin America in digital and cybersecurity skills by 2032.
Progress: 2M people

Train 200,000 people in the United States with cybersecurity skills by 2025.
Progress: 115,000 people

Train 100,000 people with digital and cybersecurity skills in partnership with Senac Networking Academy Support Centers by 2027.
Progress: 30,000 people

EUROPE, MIDDLE EAST, AND AFRICA (EMEA)

Train 10M people in EMEA in digital and cybersecurity skills by 2032.
Progress: 3M people

Train 3M people in Africa in digital and cybersecurity skills by 2032— representing an estimated US$200M in in-kind contributions.
Progress: 1M people and US$64M in in-kind contributions

Train 2.6M people in the European Union with digital and cybersecurity skills by 2032.
Progress: 900,000 people

Train 250,000 people in the European Union with cybersecurity skills by 2025.
Progress: 245,000 people

ASIA PACIFIC, JAPAN, AND CHINA

Train 6.7M people with digital and cybersecurity skills across the region by 2032.
Progress: 2M people

Train 500,000 people in India with cybersecurity skills by 2025.
Progress: 437,000 people

Train 141,000 people in Malaysia with digital and cybersecurity skills by 2032.
Progress: 57,000 people

Provide digital upskilling training for 50,000 women annually across Brunei, Fiji, India, Indonesia, Malaysia, the Philippines, Thailand, and Vietnam through 2032.
Annual goal met: 135,000 women

Impact Since 1997

24M
students reached globally

232,000
students have self-reported a disability[2]

96%
of students surveyed say that Cisco Networking Academy helped them obtain a job and/or educational opportunity[3]

27%
female students

IN FISCAL 2024

4.7M
students

31,300
instructors

23%
female instructors

12,100
academies

191
countries

52
courses aligned to 19 certifications offered in up to 18 languages

94%
of instructors say that Cisco Networking Academy helped them become a better educator[4]

[1] Unless otherwise noted, goals listed have a base year of fiscal 2023, and progress against all goals is cumulative and measured through end of fiscal 2024.
[2] Since July 2019 when Cisco started collecting this data; self-reporting is optional.
[3] Based on student outcome surveys of students participating in Cisco certification-eligible courses between fiscal 2005 (when exit surveys began) and fiscal 2024.
[4] Based on instructor survey participants in fiscal 2024 who were actively teaching.

Partnering with the National Football League

The Cisco Networking Academy NFL Apprenticeship Program was born out of a shared vision between Cisco and the NFL to create opportunities for individuals from all backgrounds to jumpstart their careers in technology and sports. Emilie Dionisio didn't pursue a traditional college degree or harbor a lifelong desire to work in sports, but she jumped at the opportunity to gain invaluable hands-on experience and forge relationships to further her career in the industry.

Read more about Emilie's apprenticeship experience.

Expanding Cybersecurity Skills Around the World

As digital threats continue to evolve, nations are being challenged to safeguard their networks from cybersecurity threats and attacks. In fiscal 2024, Cisco announced plans to establish a Cybersecurity Center of Excellence in Tokyo to enhance Japan's cybersecurity defenses and digital resilience. Beginning in fiscal 2025, and building on the success of Cisco Networking Academy, we have also set ambitious targets to train 20,000 people in South Korea in digital and cybersecurity skills over the next three years, and an additional 100,000 IT and cybersecurity learners in Japan over the next five years.

To increase the pool of skilled professionals in the field, we offer cybersecurity learning pathways aligned to entry-level and associate-level industry certifications for learners to start their training without any prior knowledge required. Our Introduction to Cybersecurity course is an easy entry point to build cybersecurity awareness for the general public and is currently translated into 14 languages, including Arabic, Japanese, and Ukrainian.

Advancing Skills with AI

AI is accelerating the pace of change for the global workforce, presenting an opportunity for individuals to advance their skills. Cisco Networking Academy develops and partners with industry leaders to offer engaging, self-paced AI learning content, like AI Fundamentals with IBM SkillsBuild, that teaches the basics of AI to empower our learners with new skills that are reshaping the future of work. We also led the launch of the AI-Enabled ICT Workforce Consortium with Accenture, Eightfold, Google, IBM, Indeed, Intel, Microsoft, and SAP to assess AI's impact on technology jobs and identify skills development pathways. The collaborative effort enables these organizations to coalesce insights, recommend action plans, and act on findings, so that the AI revolution leaves no one behind.

> " *Working alongside my Director and Senior Network Engineers within the NFL has been an empowering experience. Their mentorship and support have been instrumental in boosting my confidence and expanding my skills. It's been inspiring to see these leaders champion diversity and actively work toward creating an inclusive environment.*

– **Emilie Dionisio,** Cisco Networking Academy Apprentice

Cisco Foundation and Social Impact Investments

We envision a world of resilient and empowered communities where everyone has the opportunity to thrive.

In 1997, the Cisco Foundation was established by a gift from Cisco Systems, Inc. to help address basic human needs in the San Francisco Bay Area. Over the past 27 years, that localized support has grown to a global mission across multiple areas of need.

Today, the Cisco Foundation and our corporate Social Impact Investments together leverage our people, technology, and funding to promote a healthy planet and increase the wellbeing of people and communities everywhere. We provide catalytic capital to high-potential organizations for ideation, innovation, and experimentation of tech-driven solutions, and we help scale those solutions for measurable and sustained impact. These efforts are underpinned by technology donations, capacity building support, and more.

We invest along a continuum of needs in Crisis Response, Education, Economic Empowerment, and Climate Regeneration. This investment model was critical to achieving Cisco's goal to positively impact One Billion Lives, and it continues to guide our approach today. In fiscal 2024, our early investments drove ecosystem-level impact, and we saw nearer-term positive results from investments in new solutions, such as AI for Good. Together, we aim to catalyze an ecosystem of changemakers and create positive impact globally.

Learn more about Cisco Foundation's legacy, strategy, and impact in the FY24 Cisco Foundation Report.

FY24 Cisco and Cisco Foundation Highlights

170M	US$20M	US$12M	81%	70%
people positively impacted	cash grants to nonprofit organizations	in-kind technology donations	of people supported through our partners are underserved[1]	of solutions we support have been successfully replicated beyond initial country/ies of operation

[1] Defined as low-income, underresourced, or vulnerable people and/or populations.

Driving Impact in India

Through Cisco's India Cash Grant Program, Cisco partners with NGOs and government agencies to create technology-based solutions focusing on critical human needs and crisis response, education, and economic empowerment.

Our partnership with Piramal Swasthya helps bridge healthcare gaps by facilitating telemedicine, rapid diagnostics, maintenance of patient health records, and data collection. By partnering with government agencies in India and globally, we are providing real-time, verifiable, actionable data that governments can rely on and jointly delivering programs to people and communities in need.

Technology-based solutions enable our partners to bridge healthcare gaps

Leveraging AI for Good

As our world and workforce continue to evolve with AI, our strategic approach and investments must evolve alongside it. Today, our partners are actively creating, testing, and applying AI to bridge the digital and data divide, and we're proud to support our partners' critical work, including:

- Bridges to Prosperity's Fika Map uses ML to identify the most impactful places to build trail bridges for maximum education, health, and economic opportunities.

- charity: water's AI-powered algorithm uses data from rural water pump sensors to predict when water pumps are likely to fail.

- CareerVillage's AI-powered Career Coach provides qualified career coaching to more students and teachers at scale.

Improving Education

We support students, teachers, and schools around the world—helping to increase engagement, build skills, promote subject mastery for students, and teacher professional development. For example, we partner with Human-I-T to expand access to Internet connectivity at home and provide refurbished devices for Los Angeles and Detroit schools. We also support Glific.org—an open-source, two-way communication platform that bridges the gap between nonprofits and their beneficiaries. With Cisco's support, Glific education partners are leveraging technology to improve teacher capacity and student outcomes across Asia, Latin America, Africa, the Middle East, and Europe.

Supporting Climate Action

In 2021, the Cisco Foundation committed US$100 million over the next 10 years to support climate action. Our funding applies a diversified, blended approach: climate impact investments in early-stage, for-profit climate startups and climate venture capital funds, and grant funding for nonprofits.
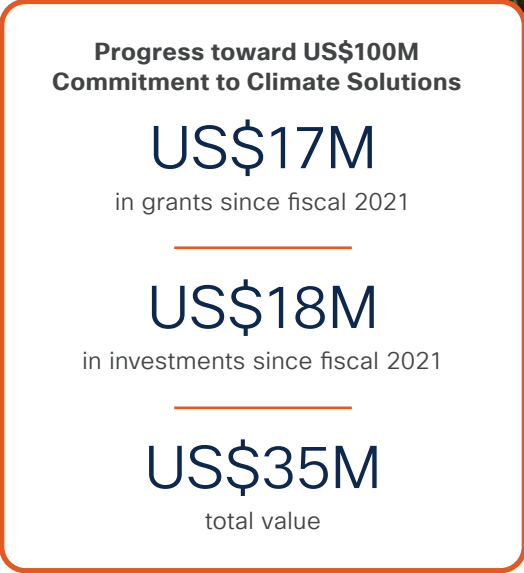
One of the Foundation's clean energy impact investments was made in support of Jaza Energy, which works to integrate solar powered hubs and telecommunications towers. Another supports Aikido Technologies, which is developing floating offshore wind turbines.

Our Foundation's climate grants also support protection and regeneration of natural ecosystems. For example, we supported Amazon Sacred Headwaters Alliance to promote a regenerative bioeconomy and protect 86 million acres of rainforest where 600,000 people from 30 Indigenous nationalities live. We also supported Kara Solar, an Indigenous-led organization in South America that provides solar river transport solutions, community energy grids, and training programs for local technicians.

Driving Economic Empowerment

Our investments support skills development, entrepreneurship, and access to financial services that enable individuals and families to achieve economic security and contribute to local community growth.

Our skills-to-career partner Defy Ventures equips formerly incarcerated individuals with skills to obtain jobs or start businesses. Our support helped them engage 7,000 individuals, launch 175 new businesses, and achieve an 84% post-release employment rate. In addition, our entrepreneurship partner, Agora Partnerships, created an interactive platform to help small and medium businesses across Central and South America build innovative climate solutions to improve efficiencies and outcomes.

Progress toward US$100M Commitment to Climate Solutions

US$17M
in grants since fiscal 2021

US$18M
in investments since fiscal 2021

US$35M
total value

Bridges to Prosperity uses AI to identify the best location to build bridges to better lives in rural communities

Crisis Response

We help local agencies and communities prepare for, respond to, and sustainably rebuild from crises.

Today, connectivity is no longer a form of aid; instead, it's often necessary to even receive aid. Beneficiary registration, digital cash, relief benefits, and social service applications all require secure connectivity—and Cisco helps deliver this essential need.

Cisco Crisis Response (CCR) is a leader in the private sector in responding to humanitarian challenges and works directly with government agencies, humanitarian and emergency response organizations, and those affected by crises.

CCR's support includes on-the-ground connectivity, collaboration solutions, and security solutions for both communities and support agencies. In addition, we provide training to help build preparedness, response capabilities, and long-term resilience to NGOs supporting crisis-affected communities. CCR also offers cash and technology donations to humanitarian nonprofit partners, as well as pro bono consulting on network design and emergency connectivity solutions.

FY24 Impact

Responded to more than 30 natural disasters and humanitarian crises with:

FUNDING   **EQUIPMENT**   **PERSONNEL**   **NETWORK SUPPORT**

US$6.9M
in cash grants

770
CCR volunteers

US$3.4M
in product donations

70
solutions consulting engagements

US$1.2M
in disaster campaigns (employee donations and matching gifts)

Powering Communications on the Ground

Cisco's Network Emergency Responsible Vehicles (NERVs) provide fast and secure communications when existing communications may be disrupted or degraded. Offered free of charge, onboard NERV features include: fully redundant Cisco Meraki networking components for mission-critical communications; hyperconverged Cisco UCS compute cluster; Cisco Industrial IoT solutions for monitoring and control of vehicle systems; and a high-capacity, rechargeable, hybrid power system that powers mission workloads and improves readiness, deployment longevity, and sustainability.

New in fiscal 2024, CCR introduced features to help reach, power, and connect to even more communities in need. This includes Line-of-Sight 2.0 kits—comprised of Cisco's Ultra Reliable Wireless Backhaul products—which extend the reach of the NERV to remote networks beyond the limitations of WiFi or when wired networks are not feasible. We also incorporated a Starlink High-Performance solution to add to the suite of backhaul options.

Take a virtual reality tour of the NERV and learn more about the set-up and features.

> " *During the Maui wildfires, all our distribution sites were in areas without cellular service. Being able to leverage satellite communications allowed us to ensure nourishing food reached anyone in need.*
>
> - **Brian Chan,** IT Systems and Networking Engineer, World Central Kitchen

Responding to Wildfires in Maui

In August 2023, wildfires broke out in Hawaii, prompting evacuations and causing widespread damage. The lack of connectivity left many unable to use credit or debit cards, access ATMs, or pay for essential items like gas, food, and medication. CCR mobilized to restore critical Internet, wireless, and phone connectivity for government agencies and nonprofits. We also launched an employee donation-matching disaster campaign that raised US$360,000 to support the American Red Cross, Americares, the Maui Food Bank, and World Central Kitchen.

Combatting Homelessness

In 2018, Cisco committed US$50 million in grant funding over five years—the largest corporate donation of its kind at the time—to address homelessness in Santa Clara County, California. We have far exceeded our original commitment and geographic scope—investing US$130 million to address housing and homelessness globally. This includes US$22 million in product donations to homeless service organizations and supportive housing developments around the world. In Santa Clara County, Cisco's flexible, private funding has leveraged over US$1.5 billion in public funding to create 3,500 homes, and our homelessness prevention efforts with Destination: Home have prevented 7,200 households from becoming homeless.

Protecting Against Hackers

Many nonprofits and NGOs lack enterprise-grade cybersecurity, giving bad actors the opportunity to either disrupt rescue operations or steal personal, financial, or government data. CCR and NetHope work together to boost nonprofits' cybersecurity capabilities and provide the technology, cooperation, and expertise that will thwart hackers, even during vulnerable crisis situations.

In addition to the world-class security that is built into every product, Cisco provides innovative mobile networking kits that are highly effective—and secure—in crisis situations. We also use AI to analyze network activity for malicious patterns that allow our response partners to identify and neutralize threats faster, minimizing risk and protecting vulnerable populations' data.

Learn more about Cisco's efforts to address homelessness.

Cisco Crisis Response restored critical connectivity in Hawaii following wildfires in Maui

Community Enablement

We leverage our unique strengths as a company to create a better world, striving to connect everyone, everywhere and break down barriers to education, technology, and opportunity.

Dismantling Barriers Through Technology

Technology plays a critical role in educational institutions everywhere, enhancing learning experiences, facilitating information access, and preparing students for our digital-first world. Cybersecurity is also foundational to a safe and prosperous future for all educational organizations, including Historically Black Colleges and Universities (HBCUs).

America's HBCUs are treasured institutions and cornerstones of educational excellence and cultural heritage in the United States. In additional to financial support, Cisco works with our partners to support these institutions through our technology and services. For example, at Denmark Technical College, a two-year HBCU located in South Carolina, Cisco

and a partner donated equipment and services to upgrade IT infrastructure. This ensured Denmark Tech could meet National Institute of Standards and Technology (NIST) cybersecurity standards, locking in their eligibility for critical Title IV Federal Student Aid. Since fiscal 2020, we completed 63 NIST assessments and helped to preserve US$1.5 billion in Title IV Federal Funding at HBCUs.

Cisco also connected Denmark Tech with Fusion Cyber, a company that collaborates with colleges and universities to offer comprehensive online cybersecurity training. This career-oriented program encompasses certification, mentorship, and job coaching to equip students for careers in cybersecurity. Graduates of the program can stay in their community, positively impacting the local economy and bringing a renewed sense of hope and optimism to the region.

See how Cisco is helping Denmark Technical College upgrade its IT infrastructure.

A teacher and students at Denmark Technical College, an HBCU with donated equipment and services from Cisco

Expanding Partnerships and Impact

Our inaugural work with HBCUs serves as a blueprint that we are now using to expand to tribal colleges and Hispanic-serving institutions. In fiscal 2024, we completed a NIST assessment and plan to launch Cisco Networking Academy at Ilisagvik College, a tribal college located in Utqiaġvik (Barrow) Alaska. Students at the college have access to a high-quality education in a learning environment that supports Iñupiaq culture, language, values, and traditions.

Justina Wilhelm, President of Ilisagvik College, in Utqiaġvik (Barrow), Alaska

Accessibility

Cisco is enhancing the digital experience for individuals with disabilities by embedding accessibility into our products, websites, and documentation.

While technology has the potential to create greater value for people with disabilities, lack of accessible design in digital products, websites, and resources remains a major barrier. We aim to revolutionize the digital experience so that everyone, everywhere can participate fully in the digital economy and society.

Office of Accessibility

In fiscal 2024, we created the Office of Accessibility to bring greater focus, coordination, and collaboration to our efforts to accelerate embedding accessibility into our business. Our vision is to create a future where every digital service and product is designed with inclusivity to dismantle barriers, fuel innovation, and enable individuals with disabilities to thrive.

We work in partnership across the company, including with our disabled and neurodivergent communities, to build solutions that meet the needs of people of all different abilities—from ideation through development, content creation, and user testing.

The Office of Accessibility enhances the experience for individuals with disabilities, fosters innovation, and drives business success through three primary functions:

- **Strategy and Governance:** Incorporate accessibility as a key consideration in business decisions, embedding accessibility principles at every stage of the product life cycle, as well as in procurement, mergers and acquisitions, and the employee experience.

- **Education and Consulting:** Increase our ecosystem's understanding of accessibility, and promote best practices for making our products, websites, and documentation more accessible.

- **Advocacy:** Represent Cisco's accessibility commitment and efforts to all stakeholders.

Emerging trends and innovations in AI can significantly impact and advance universal design and accessibility. We evaluate new AI tools by gauging their accessibility and evaluating how we can use them to give neurodivergent users and users with other disabilities more options to interact with Cisco products in the way that best suits their needs.

It's important to note that while these innovations offer significant potential, they also come with challenges related to privacy, ethics, and ensuring that the benefits of AI are equitably distributed. Active engagement from diverse stakeholders, including the disability community, is crucial to ensure that these emerging technologies are developed and implemented in ways that truly enhance accessibility and universal design.

Incorporating Accessibility into our Products

In Webex, we launched innovative features, like the Webex AI assistant, that can inform end users about what they've missed if they arrive late, list action items, and provide meeting summaries. These features make it easier for some neurodivergent users to participate fully in meetings and collaborate effectively with their teams. Our new Sign Language Interpreter feature allows hosts, participants, and interpreters to easily locate and view each other, enabling those who need to see an interpreter to customize their view to always have the interpreter video visible.
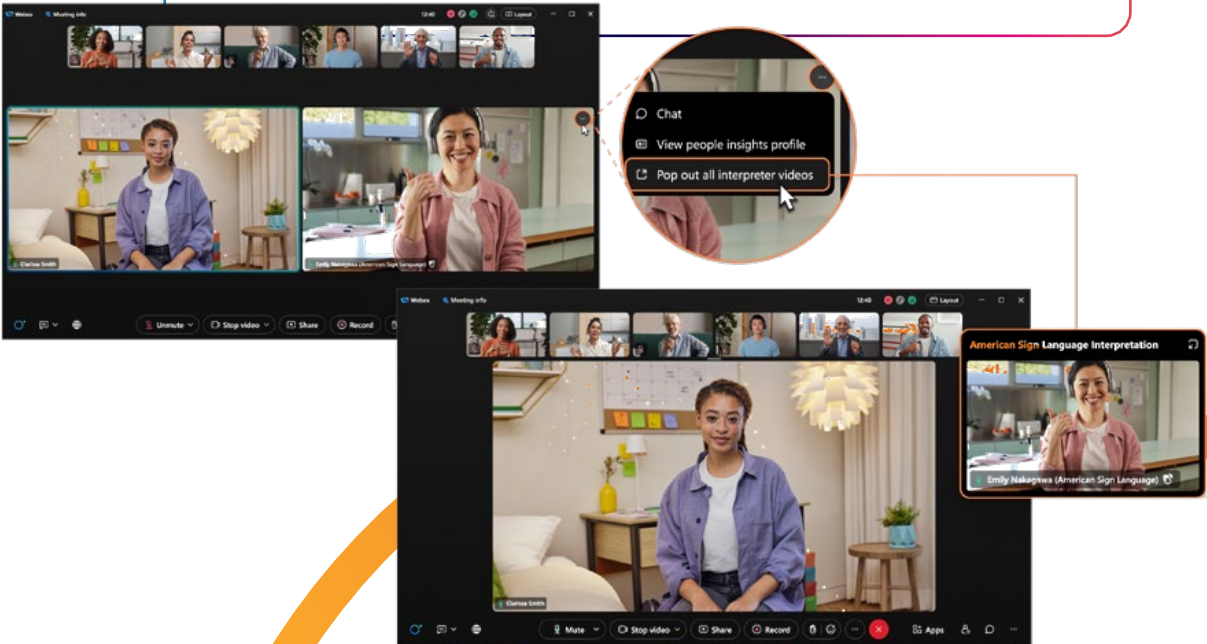
Sign language interpretation feature in Webex

Public Policy and Advocacy

There was a historic number of elections in 2024, with more than 60 countries, representing half the world's population, going to the polls and ushering in new governments and policies.

Our Government Affairs team plays a strategic role in partnering with governments to help them advance their digitization goals, shape laws and regulations, and support ICT adoption—fostering an environment where Cisco's technologies facilitate inclusive access and opportunity.

Learn more about how we use public policy for Responsible AI.

Bolstering Educational Institutions

As a leading networking and security provider, Cisco is well-positioned to anticipate evolving threats and the need for adaptive policy measures. We played a pivotal role in advocating for the U.S. Federal Communications Commission's (FCC) US$200 million K-12 Cybersecurity Pilot Program, which could open the door to permanently modernize the FCC's US$4 billion E-Rate program that subsidizes networking connectivity in schools and libraries. The K-12 Cybersecurity Pilot Program will assess the impact and cost of equipping educational institutions with important cybersecurity tools, including next-generation firewalls, multifactor authentication, endpoint protection, and cloud-based applications to defend against cyber attacks. This initiative will help determine how to make digital learning environments safer, as well as how to enable children to access and utilize digital resources without the risk of compromising their personal data or the integrity of their learning platforms.

Expanding Broadband Access

Internet access is a catalyst for economic opportunity, educational experiences, and community resilience—particularly in historically underserved regions. To create a more inclusive society through enhanced connectivity, Cisco advocated for the U.S. Infrastructure Investment and Jobs Act in 2021, which included a historic allocation of more than US$42 billion to revolutionize broadband access and strengthen the nation's digital infrastructure. Fast forward to today, and the law's Broadband Equity, Access, and Deployment Program is deploying those funds to enable broadband planning, infrastructure deployment, and adoption programs across the United States. Cisco is proudly engaging U.S. federal, state, and local governments to empower them in navigating the program and helping communities unlock the program's full potential for transformative impact.

Ensuring Education Access in Ukraine

In other parts of the world, our work and purpose take a different yet vitally important shape. Amid the war in Ukraine, we partnered with the United States Agency for International Development (USAID) to keep education alive. Through efforts by our Country Digital Acceleration and Government Affairs teams, Cisco and USAID delivered critical telecommunications equipment to Ukrainian universities and established trainings for the next generation of cybersecurity experts. We also helped provide continued access to education by distributing Wi-Fi routers to 1,600 schools and 1,000 video camera kits to enable remote learning due to unsafe conditions.

Government Affairs Priorities

- Catalyze innovation and investment
- Put the power of the Internet in the hands of more people
- Securely connect the future
- Build next-gen wireless networks
- Champion free and inclusive trade
- Invest in people and knowledge
- Enable sustainability

> " *Looking to the next 40 years and beyond, our unwavering commitment to collaborating with governments and global leaders will remain a cornerstone of Cisco's work to ensure that everyone, everywhere, can access and benefit from the opportunities of the digital age.*

– **Jeff Campbell,** SVP and Chief Government Strategy Officer, Cisco

Looking Ahead

We've made an impact for 40 years— and we're not slowing down

Each year, we look back and ask ourselves: What have we accomplished? What have we learned? And, most importantly, what are our biggest opportunities for impact ahead? To celebrate our 40th year, we're already looking ahead to the future with Splunk and how we can drive even greater success for our customers, our partners, our employees, and our communities together. There's no better way to celebrate our anniversary than setting our next big ambition to propel us into the future.

Cisco and Splunk: Better Together

For two decades, Splunk and its dedicated team, affectionately known as 'Splunkers,' have made significant contributions to the global communities where they live and work. Over the last 10 years alone, Splunk has invested more than US$62 million in grants, donations, product offerings, and technology training, underscoring our commitment to giving back.

Throughout its recent history, Splunk has focused on closing the data divide—the gap between those who can effectively leverage data and those who cannot. By supporting ethical and inclusive growth, upholding the highest standards of data responsibility, privacy, and ethical AI usage, and striving to reduce their environmental impact, Splunk has been a pioneer in fostering a responsible data-driven future.

A cornerstone of its impact efforts is the Splunk for Good initiative, which saw Splunkers support over

4,000 nonprofits through giving and volunteering in fiscal year 2024. This initiative exemplifies Splunk's dedication to creating positive social change and its belief in the power of technology to improve lives.

As we look to the future, the synergy between Splunk's people, energy, and technology and Cisco's commitment to Power an Inclusive Future for All holds immense potential. Together, we can amplify our impact, leveraging our combined strengths to drive innovation, bridge the digital and data divide, and foster a more inclusive and sustainable world. The partnership between Cisco and Splunk is both a union of two industry leaders and a powerful force for good, poised to create lasting, positive change in the communities we serve.

We are excited about the bright future ahead, where the integration of Splunk's cutting-edge data solutions and Cisco's innovative technologies and expansive reach can help us set even more ambitious goals and continue to make a meaningful difference in the world.

> **"** *Splunkers share a deep belief in giving back, and we have been on a transformational journey to drive positive impact for our customers, our team, and in global communities. Now, as part of Cisco, I'm excited that we have the opportunity to do even more on an incredible global scale.*
>
> – **Gary Steele,** President, Go-to-Market and General Manager, Splunk
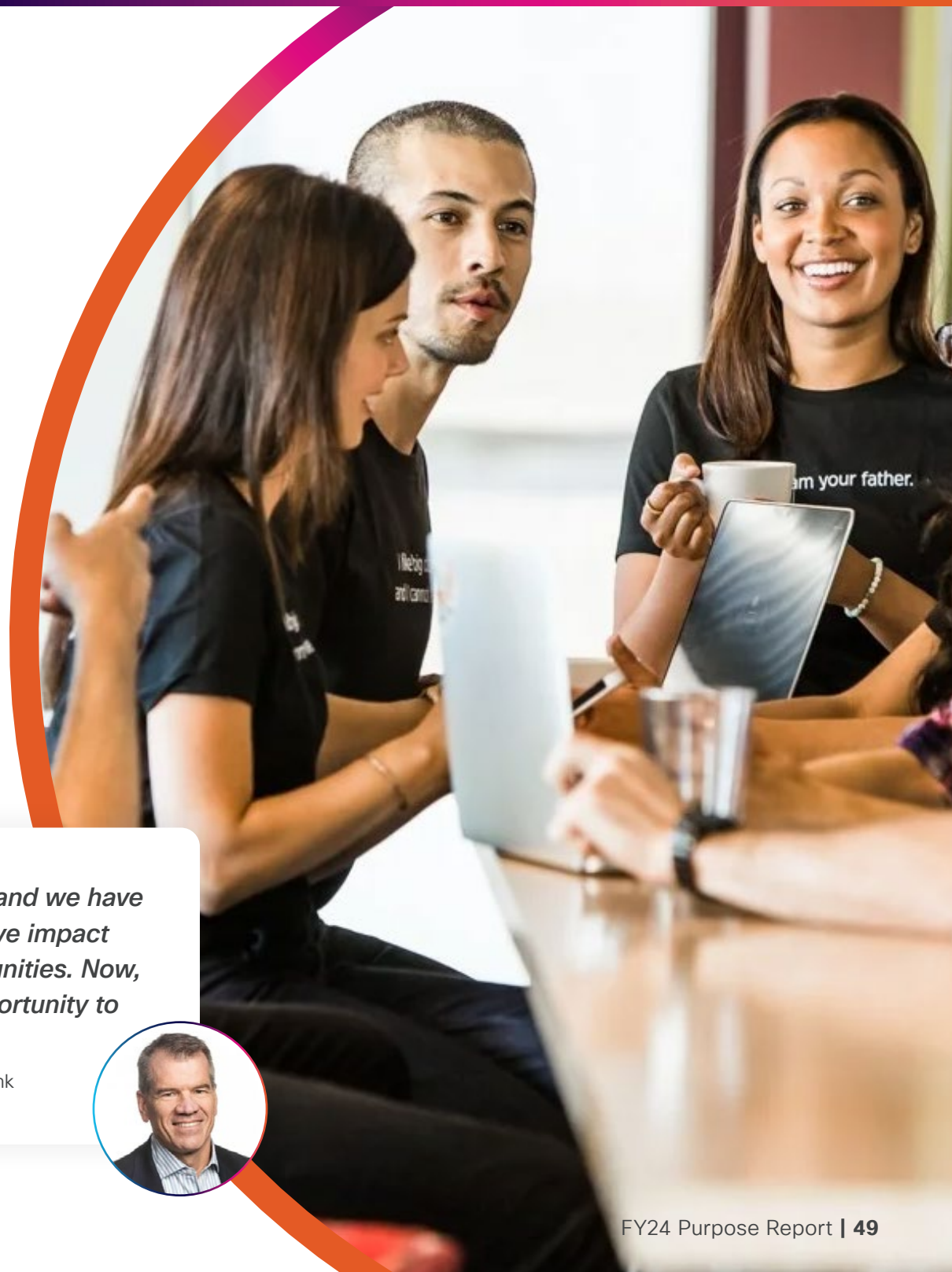
Splunk's Fiscal 2024 Highlights and Accomplishments

As part of Cisco, Splunk's positive global impact continues and helps support Cisco's Purpose initiatives.

Hawaii-based Splunk employees volunteering at the Honolulu food bank

DATA RESPONSIBILITY

- Developed and released **Trustworthy AI Principles** to guide Splunk's AI usage and development. An internal AI committee oversaw the adoption of trustworthy AI across the company.
- Met **U.S. Executive Order 14028** by providing software bill of materials documentation and identifying open-source software that might be vulnerable to cybercrimes and attacks.
- Engaged national and global organizations around **data privacy and security**.

ENVIRONMENTAL SUSTAINABILITY

- Identified the **carbon footprint of our purchased goods and services** and developed a supplier engagement plan to reduce environmental impacts.
- Offered customers **Splunk's Sustainability Toolkit**, a free customer application that provides a detailed view into customers' carbon footprint.
- Activated **employees** through Splunk Earth Alliance-led initiatives, Earth Week programming, and workshops.

ETHICAL & INCLUSIVE GROWTH

- Hosted an **internal career mobility platform** that received more than 1,400 applications, creating opportunities for meaningful careers and development.
- Launched **Splunk Cafe**, our global mentorship and networking platform, with approximately 2,600 Splunkers participating.
- Upgraded structures, systems, and processes for Splunk's nine **Inclusive Communities**, each paired with a sponsor from Splunk's Executive Leadership Team, hosted Splunk's first Inclusive Communities summit and invested in leader development.

SOCIAL IMPACT

- Achieved 62% employee participation in **Splunk giving and volunteer programs**, doubling participation over three years.
- Reached US$5.7 million in **technology and training donated** to help close the data divide—the gap between those who have access to high-quality data and those who do not.
- Recognized a 45% year-over-year increase in the number of learners reached through our **workforce development program**.

To learn more, check out these stories of impact:

- [Help Me See: Expanding access to life-changing vision surgery](#)
- [Splunk's Sustainability Toolkit: A view into customers' carbon footprint](#)
- [Trevor Project: Using Technology to help end LGBTQ+ Youth Suicide](#)
- [Splunking the London to Paris Cycle for Prostate Cancer](#)

40 Communities
Connected. Resilient. Thriving.

Our Next Big Ambition: 40 Communities

We've had four decades of immense impact—and we're just getting started.

Nearly a decade ago, CEO Chuck Robbins posed a simple question: How many lives could we impact if we pushed ourselves to truly create a better world for all? That question led to us positively impacting over one billion lives between fiscal 2016-2023—well ahead of schedule.

So, over the past year, we have been asking ourselves an even simpler question: What's next?

Taking knowledge from our last 40 years of purpose-driven innovation, paired with our learnings from our One Billion Lives goal, we have been challenging ourselves to think bigger, more creatively, and more communally. We began to imagine what could be accomplished if we zoomed out from the individual level and instead focused on the community level. And that's exactly what we intend to do next.

In honor of our 40th anniversary, we're excited to introduce our next big ambition: 40 Communities. **Over the next 10 years, we intend to engage, support, and invest in 40 communities around the world.**

To do so, we plan to expand upon existing offerings and contributions—including funding, technology, and expertise—in both communities where Cisco is currently engaged and newly identified communities. But, most importantly, we'll tap into our community partners—on-the-ground experts who truly understand a community's biggest needs, goals, and opportunities, and who can help us best determine how we can create the greatest impact.

Together, we'll strive to drive impact and create communities that are:

- **Connected:** We'll aim to reduce the digital and data divide by ensuring inclusive and equitable access to technology, knowledge, resources, and opportunities.

- **Resilient:** We'll act to address systemic inequities and build capabilities through digital infrastructure, cybersecurity, capacity building, humanitarian relief, education, and more.

- **Thriving:** We'll work to strengthen communities by supporting economic security, independence, and self-determination through access to resources, including funding, technology, and advisory support.

Of course, there is much planning still to come—and that's by design. There is no one-size-fits-all approach when it comes to our 40 communities; each of them will require an intentional, tailored, and localized approach for sustained impact. And we are prepared to be there alongside these communities—from planning to execution—and sharing our progress every step of the way.

We are immensely proud of the impact we've made over the past 40 years, and we are even more hopeful about what's to come. Together with our communities, we'll continue striving for a more connected, resilient, and thriving world.

A Message from Fran Katsoudas

By putting Cisco's Purpose into practice, we drive growth for our business, people, and communities.

At this pivotal moment for Cisco, I find myself reflecting on how much our Purpose work—ranging from digital skilling to Circular Design Principles—has evolved in the past four decades and shifted even in the last few months. As our industry has transformed, so has Cisco. Today, technology is a foundational pillar for our society, people, governments, and environment. It has also become the backbone of resilience, providing the access and capabilities that ecosystems need to not just survive, but thrive.

The difficult truth, however, is that much of the world's population still cannot be described as "resilient" and the gap is widening as innovation and change accelerate. Our work to fulfill Cisco's Purpose—to Power an Inclusive Future for All—has never been more urgent.

We're at a pivotal moment when it comes to Purpose.

We're at a pivotal moment when it comes to the need for our Purpose-driven work. According to the UN's latest report, the world is "severely off track" when it comes to accomplishing the UN SDGs.

In 2023 we saw a record number of billion-dollar natural disasters in the U.S. and the trend continued into this year. We're facing geopolitical conflicts, a polarizing political landscape, and digital divides. As we harness the benefits and opportunities of AI, we must carefully consider the impact of the energy demands on our planet.

We navigate these global dynamics anchored by a deep belief that Purpose and profit are not mutually exclusive. By putting our Purpose into practice, we drive growth for our business, people, and communities. Through this framework we've seen that what's good for the world is good for business. Cisco's Purpose is woven internally across our company and scaled externally by our partner ecosystem. One example of our collective impact has been education as a pathway to participation.

We are investing in upskilling ourselves, our partners, and vulnerable communities.

At Cisco, we are taking critical steps to embrace the AI revolution through skilling, and we are helping communities, and our industry do the same. AI is shaping our approach to learning and

influencing how we create an AI-ready workforce (enablement for AI, by AI), and we see the potential to exponentially increase the quality, speed, and scale of our impact.

Our work to meet this opportunity is starting to take hold. We have already reached 7.7 million learners over the past two fiscal years, well on our way towards our goal of 25 million more learners by the end of fiscal 2032. We are empowering learners globally with Cisco Networking Academy's self-paced AI learning content, AI Fundamentals with IBM SkillsBuild, and with over 350 AI classes offered on Cisco U. In addition, our newly-launched AI-Enabled ICT Workforce Consortium assesses AI's impact on technology jobs and identifies new skills pathways. We also made an US$80 million investment in digital skills for our Partner ecosystem, showing our commitment to learning as foundational to our shared future.

As a technology company, we know the importance of user experience and in this spirit, we're working to understand the impact of AI on real jobs and employees. Our new Teaming with AI program enables teams to experiment with AI to find new ways of driving productivity and innovation—findings we hope to apply more broadly. One of the most important findings has been the power of community when pushing boundaries and crossing into new frontiers.

> " *While we will never be able to anticipate all the ways our societies will shift, we can commit to being driven by our Purpose and helping communities around the world build a more resilient and inclusive future for all.*

There's immense opportunity in AI, and we must bring others along.

The adage that "talent is equally distributed, but opportunity is not" remains more relevant than ever in the age of AI. The ability to access and leverage digital technologies is only becoming more critical as AI develops, for us individually and collectively.

As we look at emerging markets around the globe, the potential economic impact of AI is immense. Recent estimates suggest AI could increase Africa's economy by US$2.9 trillion by 2030 and that India's AI services could be worth US$17 billion by 2027. But this incredible potential can only be realized if work is done to close the digital and data divide along the way. Many other developing economies lag far behind in resilience and connectivity, curtailing access to education, healthcare, jobs, and more.

In fact, 2.6 billion people around the world are still without Internet access, and even among those that are connected, there are disparities in quality and affordability. Fixed-broadband Internet needed for data-intensive apps is prohibitively expensive, if available at all. And 3G—not even 4G—remains by far the prevalent mobile technology in less economically developed countries. Reliably and securely connecting populations is the first step toward inclusion, and we should all feel the imperative to connect the unconnected and battle this growing divide.

Our next big ambition is to help 40 Communities thrive.

As the world enters the intelligent age and Cisco enters its next decade, we have an incredible opportunity to lead the industry ethically, responsibly, and sustainably—and to bring others along with us. Last year, we exceeded our goal (well ahead of schedule) to positively impact one billion lives, and we learned that when we access the power of One Cisco, we can create impact at scale.

As we celebrate 40 years of impact, we have set our next big ambition: over the next decade, we intend to engage, support, and invest in 40 communities around the globe.

We are excited to work hand-in-hand with local community partners to drive connected, resilient, and thriving communities.

To drive change, we must have public-private partnerships built on trust.

Our continued success is dependent on ongoing learning, leadership enablement, and collaborative partnerships. But the critical work ahead can only be done when one key element is present: trust. Trust with our customers, government leaders, our people, and our communities. We know that trust is our most valuable currency—and we are committed to leading with secure, trusted solutions, just as we have for 40 years.
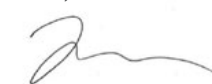
The 2024 Edelman Trust Barometer found that businesses are most trusted to integrate innovations into society—more than NGOs, government, or the media. It's a privilege to have that trust and a responsibility that Cisco doesn't take lightly.

**Looking back while looking ahead.**

I've been lucky to have a front-row view of Cisco's innovation, technology, and growth for nearly 30 of the past 40 years, watching the company evolve from connecting computers to connecting communities across the world. As we've showcased in this year's Purpose Report, our progress is accelerating especially as AI helps us become more human, more creative, and more productive.

And yet, there is still so much more for us to do. Looking ahead, we'll never be able to anticipate all the needs or how our societies will shift. But we can commit to being powered by our Purpose and helping communities around the world build a more resilient and inclusive future for all.

Best,

Fran Katsoudas
Executive Vice President and Chief People, Policy, & Purpose Officer
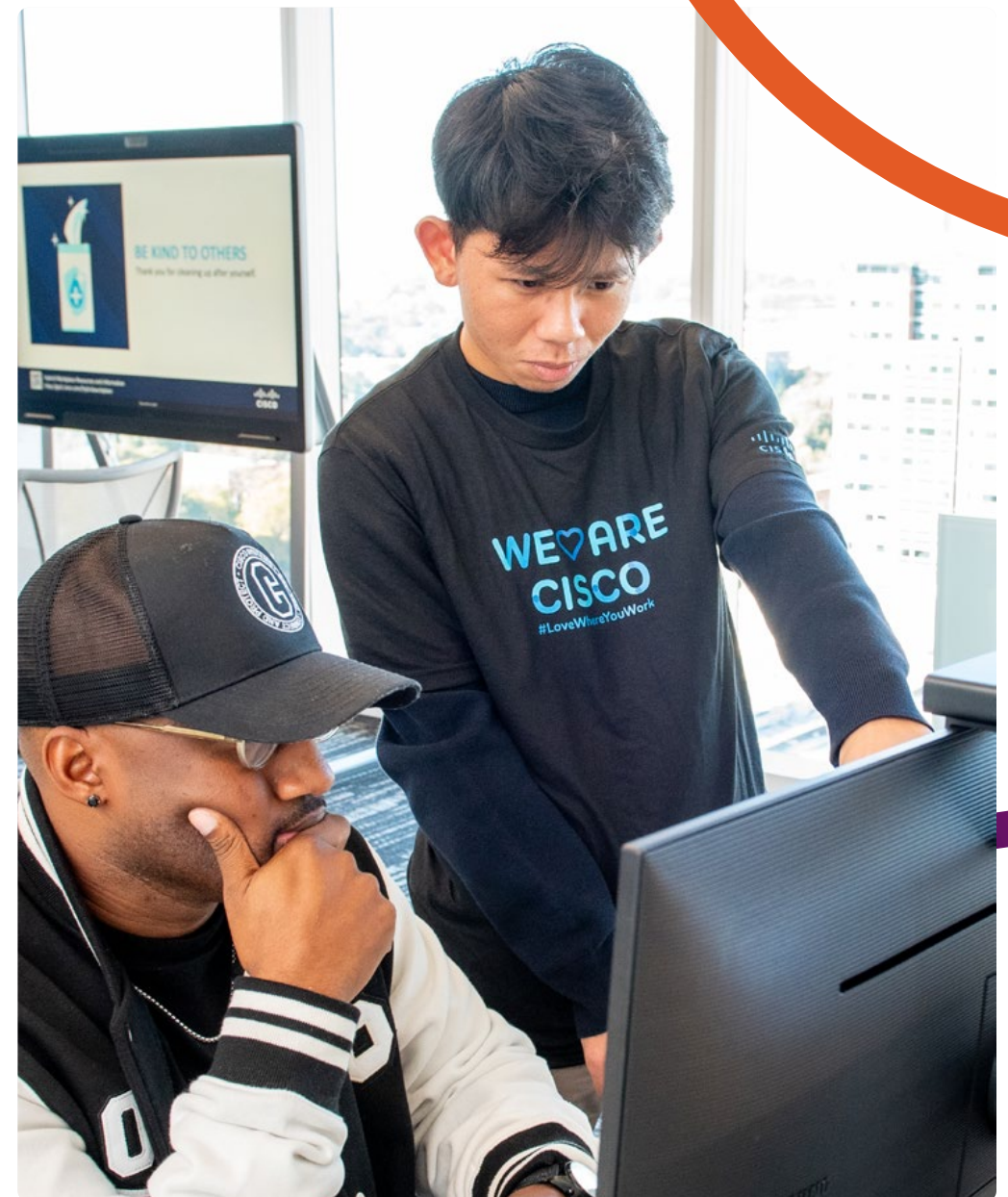
Purpose Reporting at Cisco

Our reporting is informed by an ESG materiality assessment[1] and aligns with many globally recognized frameworks. We also support the United Nations' Sustainable Development Goals (UN SDGs) and share the UN's vision for peace and prosperity for people and the planet. We have been a participating company in the UN Global Compact since 2001. Our Purpose strategy and priorities, which are shaped by our stakeholder engagement and ESG materiality assessment initiative, align with and support the UN SDGs. Below, explore examples of our frameworks:

Global Reporting Initiative

Sustainability Accounting Standards Board

Task Force on Climate-related Financial Disclosures

CDP (formerly Carbon Disclosure Project)

UN SDGs

Awards and rankings

We participate in and monitor our performance through ratings and rankings to understand our strengths and areas for improvement. Examples in fiscal 2024 include:

- CDP Climate Change A List
- EcoVadis Gold Medal
- Ranked #1 in Institute of Public & Environmental Affairs (IPE) Supply Chain Corporate Information Transparency Index (CITI)-IT Industry
- Ranked #2 in the Gartner® 2024 Supply Chain Top 25
- World Index and North America Index of Dow Jones Sustainability Index

Visit Cisco's Purpose Reporting Hub for more information on:

- Our strategy

- Stakeholder engagement and ESG materiality[1]

- Key ratings and rankings

- Policies, positions, and guides

[1] ESG materiality, as referred to in this report, and our ESG materiality assessment process are different from "materiality" in the context of SEC disclosure obligations and/or other applicable regulatory disclosures globally. Issues deemed material for our voluntary Purpose reporting and for determining our Purpose strategy may not be considered material for SEC and/or other regulatory purposes, nor does inclusion of information in our voluntary reporting indicate that the topic or information is material to Cisco's business or operating results.

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Cisco has approximately 400 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco website at www.cisco.com/go/offices.

Version 2, April 2025

Forward-Looking Statements

This report contains forward-looking statements that are subject to the safe harbors created under the Securities Act of 1933, as amended, and the Securities Exchange Act of 1934, as amended. All statements other than statements of historical facts are statements that could be deemed forward-looking statements. These statements are based on current expectations, estimates, forecasts, and projections about the industries in which we operate and the beliefs and assumptions of our management. Words such as "expects," "anticipates," "targets," "goals," "projects," "intends," "plans," "believes," "momentum," "seeks," "estimates," "continues," "endeavors," "strives," "may," "aim," variations of such words, and similar expressions are intended to identify such forward-looking statements. In addition, any statements that refer to (1) our goals, commitments, and programs; (2) our business plans, initiatives, and objectives; (3) our assumptions and expectations; (4) the scope and impact of our corporate responsibility risks and opportunities; and (5) standards and expectations of third parties are forward-looking. Readers are cautioned that these forward-looking statements are only predictions and are subject to risks, uncertainties, and assumptions that are difficult to predict, including those identified in our most recent filings with the Securities and Exchange Commission on Form 10-K and Form 10-Q. Forward-looking statements speak only as of the date they are made, and we do not undertake any obligation to update any forward-looking statement.

Cisco continuously strives for transparency in our reporting on our Purpose initiatives, goals, and progress. We set ambitious timelines and goals in an effort to maximize progress, and we strive to transparently report on our progress.

It takes time to integrate data from recent acquisitions into the data streams that support our analyses. Therefore, unless otherwise noted, the information included in this report includes data for acquisitions completed before the end of our previous fiscal year. For purposes of this report, Splunk´s data is not integrated. Splunk´s fiscal 2024 highlights and accomplishments are included on page 54.

The FY24 Purpose Report has been updated as of April 2025 to reflect changes based on limited assurance review of Scope 1-3 emissions, waste, and water usage data. More information on our independent third-party assurance process, including our fiscal 2024 assurance statement, is available on our Purpose Reporting Hub.