

Company Name Cisco Systems, Inc.
Industry ICT (Supply Chain only)
Overall Score (*) 31.3 out of 100

Theme Score	Out of	For Theme
2.0	10	A. Governance and Policies
9.8	25	B. Embedding Respect and Human Rights Due Diligence
5.4	15	C. Remedies and Grievance Mechanisms
2.2	20	D. Performance: Company Human Rights Practices
7.5	20	E. Performance: Responses to Serious Allegations
4.3	10	F. Transparency

(*) Please note that any small differences between the Overall Score and the added total of Measurement Theme scores are due to rounding the numbers at different stages of the score calculation process.

Please note also that the "Not met" labels in the Explanation boxes below do not necessarily mean that the company does not meet the requirements as they are described in the bullet point short text. Rather, it means that the analysts could not find information *in public sources* that met the requirements *as described in full* in the CHRB 2019 Methodology document. For example, a "Not met" under "General HRs Commitment", which is the first bullet point for indicator A.1.1, does not necessarily mean that the company does not have a general commitment to human rights. Rather, it means that the CHRB could not identify a public statement of policy in which the company commits to respecting human rights.

Detailed assessment

A. Governance and Policies (10% of Total)

A.1 Policy Commitments (5% of Total)

Indicator Code	Indicator name	Score (out of 2)	Explanation
A.1.1	Commitment to respect human rights	2	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> Met: General HRs commitment: The company indicates that "Cisco's Human Rights policy formalizes our long-standing commitment to uphold and respect human rights for all people". [Global Human Rights Policy, 10/12/2018: cisco.com] Score 2 <ul style="list-style-type: none"> Met: UNGPs: The company indicates that it "upholds and respects human rights as contained in the United Nations Universal Declaration of Human Rights (UDHR), the eight Core Labor Conventions developed by the International Labour Organization (ILO), the UN Global Compact, and the UN Guiding Principles on Business and Human Rights". [Global Human Rights Policy, 10/12/2018: cisco.com]
A.1.2	Commitment to respect the human rights of workers	0.5	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> Met: ILO Core: The Company indicates that it 'upholds and respects human rights as contained in (...) the eight Core Labor Conventions developed by the International Labour Organization (ILO)'. [Global Human Rights Policy, 10/12/2018: cisco.com] Score 2 <ul style="list-style-type: none"> Not met: Explicitly list ALL four ILO for ICT suppliers: The Company indicates that it 'has adopted the Responsible Business Alliance (RBA) Code of Conduct as our code of conduct for supply chain suppliers'. The RBA code includes provisions in relation to discrimination, child labour, forced labour. In relation to freedom of association and collective bargaining, this code states that 'in conformance with local law, participants shall respect the right of all workers to form and join trade unions of their own choosing, to bargain collectively and to engage in peaceful

Indicator Code	Indicator name	Score (out of 2)	Explanation
			<p>assembly as well as respect the right of workers to refrain from such activities'. The Code also says that 'if however, there are differing standards between the RBA Code and local law, the RBA defines conformance as meeting the strictest requirements'. The Company has provided comments to CHRB in relation to this indicator. However, no evidence found in publicly available sources that it will provide alternative mechanisms where there are restrictions to the exercise of these rights (freedom of association and collective bargaining). [Supplier Code of Conduct - Web, 15/04/19: cisco.com & RBA Code of Conduct 6.0, 01/2018: responsiblebusiness.org]</p> <p>Score 2</p> <ul style="list-style-type: none"> • Not met: Explicit commitment to All four ILO Core: The Company indicates that 'disruptive technologies and trends also bring new and previously unforeseen human rights risks as diverse as non-discrimination, privacy, child rights, security, freedom of expression, and access to employment, housing, credit, and public services'. Moreover, "new human rights risks and opportunities will arise as AI technologies develop. While not comprehensive, the human rights implications below illustrate the types of potential impacts companies, individuals, and governments will need to address". The company then states different human rights issues. However, no clear commitment to the core ILO principles was found, including an explicit commitment in relation to each of discrimination, child labour, forced labour, freedom of association and collective bargaining. [Human Rights Position Statements, 2018: https://cisco.com] • Met: Respect H&S of workers: The Company indicates that it 'is committed to providing a safe and healthy work environment, one that exceeds government-mandated requirements'. [Health and Safety Web, 15/04/19: cisco.com] • Met: H&S applies to ICT suppliers: The Company indicates that it requires their suppliers to be in full compliance with applicable local, provincial/state, and national/federal laws, regulations and directives. These include, but are not limited to, hazard identification and mitigation; personal protective equipment; electrical safety; radiation safety, blood-borne pathogen exposure, waste management; chemical handling; exposure to noise; use of safe work practices, obtaining all required permits and licenses, and making all required notifications and reports. Cisco also requires the supplier to provide required and appropriate health and safety training and refresher training to its employees and to retain records of such training. [Contractor Safety, n/a: cisco.com] • Not met: working hours for workers • Not met: Working hours for ICT suppliers: The Company states that 'working hours are not to exceed the maximum set by local law. Further, a workweek should not be more than 60 hours per week, including overtime, except in emergency or unusual situations. Workers shall be allowed at least one day off every seven days. However, no evidence found in relation to standard weekly hours. [RBA Code of Conduct 6.0, 01/2018: responsiblebusiness.org & Working Hours Guidance, 08/2019: responsiblebusiness.org]
A.1.3.ICT.a	Commitment to responsible sourcing of minerals	0.5	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not met: Responsible mineral sourcing in conflict areas: The Company indicates that 'Cisco commits to: Promote mineral procurement practices that support peaceful economic and community development in conflict-affected and high-risk regions'. No evidence found of commitment to responsible sourcing (not financing conflict and respecting human rights). [2019 Responsible Minerals Policy, 2019: cisco.com] • Met: Based on OECD Guidance: The Company indicates that 'Cisco commits to: Conduct due diligence to identify and mitigate risks in our supply chain for 3TG, following the OECD Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict-Affected and High-Risk Areas'. [2019 Responsible Minerals Policy, 2019: cisco.com] • Not met: Requires responsible mineral sourcing from suppliers: Cisco's Expectations of Suppliers include 'maintain a policy to assure that the 3TG in the products they manufacture does not directly or indirectly finance armed conflict in the DRC, as stipulated in our Supplier Code of Conduct; establish their own due diligence program to achieve responsible mineral supply chains'. The Company also states that it requires suppliers to 'source only from SORs validated as conformant to the Responsible Minerals Assurance Process' and 'establish their own due diligence program to achieve responsible mineral supply chain'. However, it is not clear it expects suppliers to source mineral responsibly not only from conflict affected areas (beyond DRC and adjoining countries), but also from high-risk areas following the OECD Guidelines. [2019 Responsible Minerals Policy, 2019: cisco.com]

Indicator Code	Indicator name	Score (out of 2)	Explanation
			<p>Score 2</p> <ul style="list-style-type: none"> • Not met: Responsible conflict mineral sourcing covers all minerals • Not met: Suppliers expected to make similar requirements of their suppliers
A.1.3.ICT.b	Commitment to respect human rights particularly relevant to the industry (ICT)	0.5	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not met: Women's Rights: Although the Company has programmes to accelerate and develop diverse talents, which include women, and a commitment to pay parity, no evidence found of a publicly available statement of policy committing it to respecting women's rights. [CSR Report 2018, 03/2019: cisco.com] • Not met: Children's Rights: Although the company mentions children's rights as in potential risk with the increase of AI, no commitment to respect it was found. [Human Rights Position Statements, 2018: https://www.cisco.com] • Not met: Migrant worker's rights: The company requires its suppliers to conform to the RBA Code of Conduct which contains a commitment to migrant workers rights. However there is no evidence of this commitment in the company's own Code of Conduct. • Met: Expecting suppliers to respect these rights: The Company indicates that it has adopted the RBA Code of Conduct as its supply chain requirements, the RBA code contains the following commitment to migrant workers rights 'Participants are committed to uphold the human rights of workers, and to treat them with dignity and respect as understood by the international community. This applies to all workers including...migrant...and any other type of worker'. [RBA Version 6.0, 01/2018: responsiblebusiness.org & Supplier Code of Conduct - Web, 15/04/19: cisco.com] <p>Score 2</p> <ul style="list-style-type: none"> • Not met: CEDAW/Women's Empowerment Principles • Not met: Child Rights Convention/Business principles • Not met: Convention on migrant workers • Not met: Expecting suppliers to respect these rights
A.1.4	Commitment to engage with stakeholders	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not met: Commits to stakeholder engagement: The company indicates that "employees, partners, suppliers and contractors must (...) engage openly with stakeholders on issues that impact human rights". However, it is not a clear commitment that the company will engage with affected or potentially affected stakeholders . [Global Human Rights Policy, 10/12/2018: cisco.com] • Not met: Regular stakeholder engagement <p>Score 2</p> <ul style="list-style-type: none"> • Not met: Commits to engage stakeholders in design • Not met: Regular stakeholder design engagement
A.1.5	Commitment to remedy	1	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Met: Commits to remedy: The company indicates that "many leading companies, including Cisco, with global operations have committed to adhering to the Guiding Principles which include the development of a human rights policy, a framework to assess and mitigate known risks, and mechanisms to report and remedy grievances where they occur. Cisco is fully committed to this approach over the long-term". [Global Human Rights Policy, 10/12/2018: cisco.com] <p>Score 2</p> <ul style="list-style-type: none"> • Not met: Not obstructing access to other remedies • Not met: Collaborating with other remedy initiatives • Not met: Work with ICT suppliers to remedy impacts: The company indicates that it works with some suppliers closely "to remediate the existing issues and make sure they comply with the local environmental law". However, in this instance, this collaborations happens with environmental issue. No evidence of the company working with supplier to tackle and remedy human rights issues was found. [CSR Report 2018, 03/2019: cisco.com]
A.1.6	Commitment to respect the rights of human rights defenders	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not met: Zero tolerance attacks on HRs Defenders (HRDs): The Company indicates that it does 'not tolerate retaliation against individuals raising good faith reports of misconduct or allegations of policy violation'. Moreover, it states that 'for certain individuals, such as political activists, human rights defenders, and other vulnerable groups, encryption can help protect against surveillance and arbitrary interception of communications by governments'. However, no further evidence found of a commitment to zero tolerance to attacks against human rights defenders in relation to its own operations beyond those that formally complain

Indicator Code	Indicator name	Score (out of 2)	Explanation
			through grievance mechanisms. [CSR Report 2018, 03/2019: cisco.com & Human Rights Position Statements, 2018: https://www.cisco.com] Score 2 <ul style="list-style-type: none"> Not met: Expects ICT suppliers to reflect company HRD commitments: The Company indicates through the RBA Code, which is also its supplier code, that 'workers and/or their representatives shall be able to openly communicate and share ideas and concerns with management regarding working conditions and management practices without fear of discrimination, reprisal, intimidation or harassment'. However, no evidence found of expectation of a commitment non-retaliation against anyone who opposes company's activities in relation to human rights (human rights defenders) beyond workers and their representatives. [RBA Version 6.0, 01/2018: responsiblebusiness.org & Supplier Code of Conduct - Web, 15/04/19: cisco.com]

A.2 Policy Commitments (5% of Total)

Indicator Code	Indicator name	Score (out of 2)	Explanation
A.2.1	Commitment from the top	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> Not met: CEO or Board approves policy: The Chairman and CEO states that "respect for human rights plays an important role in maintaining these foundational principles. We are committed to respecting and upholding the human rights of all people". However, no evidence found that the company's human rights policy was approved by the CEO or the Board. [Global Human Rights Policy, 10/12/2018: cisco.com] Not met: Board level responsibility for HRs Score 2 <ul style="list-style-type: none"> Not met: Speeches/letters by Board members or CEO
A.2.2	Board discussions	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> Not met: Board/Committee review of salient HRs: Although the Audit Committee of the Board of Directors is referenced as a way of reporting concerns, no evidence of reviews of salient human rights by the board was found. [2019 Code of Business Conduct, 04/2019: cisco.com] Not met: Examples or trends re HR discussion Score 2 <ul style="list-style-type: none"> Not met: Both examples and process
A.2.3	Incentives and performance management	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> Not met: Incentives for at least one board member Not met: At least one key ICT HR risk, beyond employee H&S Score 2 <ul style="list-style-type: none"> Not met: Performance criteria made public

B. Embedding Respect and Human Rights Due Diligence (25% of Total)

B.1 Embedding Respect for Human Rights in Company Culture and Management Systems (10% of Total)

Indicator Code	Indicator name	Score (out of 2)	Explanation
B.1.1	Responsibility and resources for day-to-day human rights functions	1	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> Met: Commits to ILO core conventions: See indicator A.1.2 Met: Senior responsibility for HR: The company indicates the use of "a formal, company wide governance structure to implement our commitment to human rights. Mark Chandler, Executive Vice President, General Counsel and Chief Compliance Officer, is the executive sponsor of human rights at Cisco". [CSR Report 2018, 03/2019: cisco.com] Score 2 <ul style="list-style-type: none"> Not met: Day-to-day responsibility Not met: Day-to-day responsibility for ICT in supply chain
B.1.2	Incentives and performance management	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> Not met: Senior manager incentives for human rights Not met: At least one key ICT HR risk, beyond employee H&S Score 2 <ul style="list-style-type: none"> Not met: Performance criteria made public

Indicator Code	Indicator name	Score (out of 2)	Explanation
B.1.3	Integration with enterprise risk management	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not met: HR risks is integrated as part of enterprise risk system: The company indicates that "to understand our impact, we commissioned BSR to conduct our first Human Rights Impact Assessment (HRIA) of our supply chain. We wanted to identify our human rights impacts risks and opportunities, identify how they can be managed, and understand how we perform against the UN Guiding Principles on Business and Human Rights (UNGPs)". <p>Score 2</p> <ul style="list-style-type: none"> • Not met: Audit Ctte or independent risk assessment
B.1.4.a	Communication /dissemination of policy commitment(s) within Company's own operations	1	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Met: Commits to ILO core conventions: See indicator A.1.2 • Met: Communicates its policy to all workers in own operations: The Company indicates that 'Our Code of Business Conduct (COBC) reinforces our core values and defines our expectations of ethical behavior. The COBC is available in 16 languages and helps guide employee behavior and decisions in an engaging and interactive manner.(...) All regular employees are required to certify compliance with the COBC each year, subject to applicable laws'. The COBC contains the Company's approach to human rights. [CSR Report 2018, 03/2019: cisco.com & 2019 Code of Business Conduct, 04/2019: cisco.com] <p>Score 2</p> <ul style="list-style-type: none"> • Not met: Commits to all 4 ILO core conventions: See indicator A.1.2 • Not met: Communication of policy commitments to stakeholder • Not met: How policy commitments are made accessible to audience
B.1.4.b	Communication /dissemination of policy commitment(s) to business relationships	0.5	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not met: Commits to all 4 ILO core conventions for suppliers: See indicator A.1.2 • Met: Requiring ICT suppliers to communicate policy down the chain: The Company indicates, in its Supplier Ethics Policy, that 'Supply chain suppliers are expected to operate in accordance with the EICC Code of Conduct, which includes provisions covering responsible management in labor, health and safety, environment and ethics'. Also, in its Antislavery Statement, the Company indicates that 'Cisco suppliers are required to acknowledge the Code and re-acknowledge when it is updated, approximately every three years. Furthermore, it is a foundational element of our Supplier Ethics Policy'. In addition, the Company has adopted the RBA code of conduct for suppliers, and it requires its suppliers to have "a process for communicating clear and accurate information about Participant's policies, practices, expectations and performance to workers, suppliers and customers'. [Antislavery Statement 2019, 01/2019: cisco.com & Supplier Code of Conduct - Web, 15/04/19: cisco.com] <p>Score 2</p> <ul style="list-style-type: none"> • Not met: How HR commitments made binding/contractual • Not met: Including on ICT suppliers
B.1.5	Training on Human Rights	0.5	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not met: Scores at least 1 on A.1.2 • Met: Trains all workers on HR policy commitments: The Company indicates that 'protecting human rights, including digital rights, begins within our business. Human rights issues are overseen at the highest levels within Cisco, and we offer training to keep employees current on issues at the intersection of human rights and technology'. Moreover, 'this training empowers employees to incorporate human rights and data privacy considerations beginning with the earliest stages of the product design, sales, and data life cycle. We offer this training biannually to full-time employees and to new employees as they join. As of FY18, 97 percent of required employees completed this training'. [CSR Report 2018, 03/2019: cisco.com] <p>Score 2</p> <ul style="list-style-type: none"> • Met: Trains relevant ICT managers including procurement: The company indicates that 'we require all employees who work in business functions most likely to have direct engagement with human-rights-related business decisions, such as our, sales, services (includes part procurement), and supply chain teams (includes procurement), to undergo training'. [CSR Report 2018, 03/2019: cisco.com] <p>Score 2</p> <ul style="list-style-type: none"> • Not met: Score of 2 on A.1.2 • Met: Both requirements under score 1 met
B.1.6	Monitoring and corrective actions	0.5	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not met: Scores at least 1 on A.1.2

Indicator Code	Indicator name	Score (out of 2)	Explanation
			<ul style="list-style-type: none"> • Not met: Monitoring implementation of HR policy commitments: The Company indicates that its Code of Business Conduct, with other guidelines, mentions the human rights policy, is 'monitored and updated by the Ethics Office'. However, no description of how it monitors the implementation of its human rights policy commitment(s) across its global operations was found. [2019 Code of Business Conduct, 04/2019: cisco.com] • Met: Monitoring ICT suppliers: The Company indicates that 'key suppliers use the RBA-ONLINE audit sharing database, which allows us to focus more resources on assessing and improving the working conditions of higher-risk suppliers or suppliers in lower tiers in the supply chain. Using the RBA's standard Validated Assessment Process (VAP) allows suppliers to make better use of their resources as well. VAP assessments are completed by independent third-party auditors who are specifically trained in social and environmental auditing'. The Company discloses figures related to supplier audits. [CSR Report 2018, 03/2019: cisco.com] <p>Score 2</p> <ul style="list-style-type: none"> • Not met: Score of 2 on A.1.2 • Not met: Describes corrective action process: The Company states that it reviews and approves 'supplier corrective action plans and monitor their progress until closure'. In the Antislavery statement, it indicates that 'Cisco works with suppliers to develop corrective action plans, identify the root cause off the non-conformance, and ensure that corrective actions are implemented in the shortest possible timeline'. 'Corrective actions are followed by preventative actions to ensure that non-conformances do no reoccur and to reduce future risk'. Also, 'the senior executive in charge of the supplier relationship is responsible for ensuring conformance with the Code, holding the supplier accountable for completing actions by specified deadlines'. No evidence found, however, about the number of incidences. [CSR Report 2018, 03/2019: cisco.com & Antislavery Statement 2019, 01/2019: cisco.com] • Met: Example of corrective action: The Company describes a hypothetical case providing example of corrective action process. 'Corrective actions may include the return of passports or reimbursement of paid recruitment fees'. They are followed by preventative actions: 'such actions may include ensuring the facility has a policy in place and workers are aware of the policy, and that contracts are clear and in a language workers can understand'. [Antislavery Statement 2019, 01/2019: cisco.com] • Not met: Discloses % of ICT supply chain monitored: The company provides the number of supplier audited, but it is not clear what proportion it corresponds to. [CSR Report 2018, 03/2019: cisco.com]
B.1.7	Engaging business relationships	1.5	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Met: HR affects ICT selection of suppliers: The company states that "as part of the supplier qualification process, suppliers must acknowledge that subcontractors, and any other parties they engage to provide services to Cisco, will act in accordance with the Supplier Ethics Policy. We also require our suppliers' suppliers to adhere to the supplier code of conduct". [CSR Report 2018, 03/2019: cisco.com & Supplier Ethics Policy, 2017: cisco.com] • Met: HR affects on-going ICT supplier relationships: The company indicates that its goal "is to help our suppliers and the electronics industry build their capacity and increase compliance with international standards. However, when standards are consistently not met, we may discontinue a supplier relationship". [CSR Report 2018, 03/2019: cisco.com] <p>Score 2</p> <ul style="list-style-type: none"> • Met: Both requirement under score 1 met • Not met: Working with ICT suppliers to improve performance: It also mentions that "to help support suppliers in making improvements and addressing specific audit findings, we direct them to use the RBA Learning Academy". The Company also offers "capacity building" as part of the supplier engagement process: "we offer training and continuous improvement to help suppliers better align with our values". However, no specific evidence found of the work carried out. [CSR Report 2018, 03/2019: cisco.com]
B.1.8	Approach to engagement with potentially affected stakeholders	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not met: Stakeholder process or systems: Although the company provides a list of stakeholders, it is not clear what the process of identification of these stakeholders was. It does list a series of internal and external stakeholders forums, but no evidence found on how engagement on human rights with affected and potentially affected stakeholders, including workers and local communities in its supply chain,

Indicator Code	Indicator name	Score (out of 2)	Explanation
			<p>took place in the past two years. [CSR Report 2018, 03/2019: cisco.com & CSR Report 2017, 10/2018: cisco.com]</p> <ul style="list-style-type: none"> • Not met: Frequency and triggers for engagement: The company indicates that "since 2002, we have been a strategic partner of the World Economic Forum (WEF), and our engagement with the WEF influences our CSR strategy and helps us learn from others and share best practices. At the 2018 meeting in Davos, Switzerland, we joined 10 other companies in launching SkillSET, a portal of training libraries". However, the it is not clear the frequency and triggers for engagement with human rights affected and potentially affected stakeholders. [CSR Report 2018, 03/2019: cisco.com] • Not met: Workers in ICT SC engaged: See above. • Not met: Communities in the ICT SC engaged: See above. <p>Score 2</p> <ul style="list-style-type: none"> • Not met: Analysis of stakeholder views and company's actions on them: The company says that "outside views help us identify and prioritize emerging issues, better align our business to society's and the planet's needs, share the findings of our research, and evolve our CSR strategy and programs". However, no summary analysis of the input/ views given by stakeholders on human rights issues and how the Company took those views into account was found. [CSR Report 2018, 03/2019: cisco.com]

B.2 Human Rights Due Diligence (15% of Total)

Indicator Code	Indicator name	Score (out of 2)	Explanation
B.2.1	Identifying: Processes and triggers for identifying human rights risks and impacts	0.5	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not met: Identifying risks in own operations: The Company states that 'we will continue to take "human rights by design" approach to disruptive technologies such as Artificial Intelligence (AI), machine learning and IoT by assessing the potential human rights risks and opportunities of new products and reviewing the long-term impacts of existing products'. However, no evidence found of a process to identify potential human rights risks and impacts material to this benchmark (key industry risks). • Met: Identifying risks in ICT suppliers: The Company indicates that 'to understand our impact' we commissioned BSR to conduct our first Human Rights Impact Assessment (HRIA) of our supply chain. We wanted to identify our human rights impacts risks and opportunities, identify how they can be managed, and understand how we perform against the UN Guiding Principles on Business and Human Rights (UNGPs)". [Conflict Mineral Report 2017, 29/05/2018: cisco.com & CSR Report 2017, 10/2018: cisco.com] <p>Score 2</p> <ul style="list-style-type: none"> • Not met: Ongoing global risk identification: The company indicates that 'a variety of disruptive technologies and trends are shaping our future, and in doing so will transform the business and human rights landscape. (...) However, these disruptive technologies and trends also bring new and previously unforeseen human rights risks as diverse as non-discrimination, privacy, child rights, security, freedom of expression, and access to employment, housing, credit, and public services. These developments are relevant across Cisco's value chain, including our supply chain, our own operations, and the use of our products, services, and technologies by our customers. In accordance with our Human Rights Policy, we are committed to identifying these human rights impacts, mitigating risks, maximizing opportunities, and fostering collaborative and transparent engagement with our stakeholders. This document describes the relevance of disruptive technologies and trends for human rights at Cisco and sets out our significant activities and point of view for each'. The Company then describes the context of each of these disruptive technologies, its human rights impacts and Cisco's approach. However, these don't refer to key industry risks covered by this benchmark. [Human Rights Position Statements, 2018: https://www.cisco.com] • Not met: In consultation with stakeholders [Human Rights Position Statements, 2018: https://www.cisco.com] • Not met: In consultation with HR experts • Not met: Triggered by new circumstances
B.2.2	Assessing: Assessment of risks and impacts identified (salient risks)	2	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Met: Salient risk assessment (and context): The Company indicates that 'Cisco conducted the first Human Rights Impact Assessment (HRIA) of our supply chain in FY17. The goal of this assessment was to identify impacts and opportunities, determine how they can be managed, and understand how we perform against the UN Guiding Principles (UNGPs) on Business and Human Rights. The study concluded

Indicator Code	Indicator name	Score (out of 2)	Explanation
	and key industry risks)		<p>our current supply chain assessment and audit process identifies actual and potential human rights impacts with a high degree of thoroughness and conforms to a majority of the expectations of the UNGPs'. Also, 'we evaluate and address risks of human trafficking and slavery through conformance to the Code using a risk-based approach. Cisco conducts an annual risk assessment by evaluating the supply base on social and environmental risk factors. This evaluation includes indicators for forced labor risks such as the potential presence of vulnerable worker groups or operations located within a country with weak government response'. [CSR Report 2018, 03/2019: cisco.com & Antislavery Statement 2019, 01/2019: cisco.com]</p> <ul style="list-style-type: none"> • Met: Public disclosure of salient risks: The Company indicates that 'we had identified the most severe risks as relating to working hours, emergency preparedness, freely chosen employment, young workers/child labor, and wages and benefits. BSR's assessment added privacy and raw materials sourcing to the list'. The assessment also highlighted opportunities. [CSR Report 2018, 03/2019: cisco.com & CSR Report 2017, 10/2018: cisco.com] <p>Score 2</p> <ul style="list-style-type: none"> • Met: Both requirements under score 1 met
B.2.3	Integrating and Acting: Integrating assessment findings internally and taking appropriate action	1	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not met: Action Plans to mitigate risks: Following the assessment carried out in 2017, the Company indicates in its 2018 CSR report that "the assessment informed the 3-year roadmap for our priority areas. We recognize these issues are constantly evolving but also systemic and will require several years of focus to address". These key supply chain areas to focus following the human rights impact assessment are "freely chosen employment, young workers and child labor, pollution prevention and hazardous materials, ethical sourcing of raw materials, women's empowerment and promoting reskilling for the future of work". However, no details found about the action plan to manage these priority issues. [CSR Report 2018, 03/2019: cisco.com] • Not met: Including in ICT supply chain • Met: Example of Actions decided: The Company indicates that 'Cisco issued a revised Responsible Minerals Policy in calendar year 2019 to acknowledge the change that was undertaken to conform the RMAP audit protocol to the updated OECD guidance addressing CAHRAs. The revised policy is also consistent with Cisco's commitment to human rights globally'. Also, 'in 2019, Cisco contributed financially to the RMI's Upstream Due Diligence Smelter Fund. RMI has expanded its RMAP audit practice to extend beyond the Covered Countries to include due diligence on all CAHRAs. The fund will support SORs that are making the due diligence transition in locations where there is not currently an existing upstream due diligence mechanism. Our intention with our contribution is to maintain the high level of SOR participation in RMAP; to support the application of RMAP assessment protocols beyond the Covered Countries and into other high-risk areas toward the goal of producing a more holistic due diligence program; and to offset the due diligence cost of sourcing responsibly from CAHRAs in order to support peaceful economic activity in those regions'. The company discloses are mitigation plans in relation to conflict minerals'. [Conflict Mineral Report 2018, 23/05/2019: cisco.com] <p>Score 2</p> <ul style="list-style-type: none"> • Not met: Both requirements under score 1 met
B.2.4	Tracking: Monitoring and evaluating the effectiveness of actions to respond to human rights risks and impacts	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not met: System to check if Actions are effective • Not met: Lessons learnt from checking effectiveness <p>Score 2</p> <ul style="list-style-type: none"> • Not met: Both requirement under score 1 met
B.2.5	Communicating : Accounting for how human rights impacts are addressed	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not met: Comms plan re identifying risks: See indicator B.2.1. The Company carried out an impact assessment in the supply chain. However, no further details found, including own operations and specific actions included in the identification process. [CSR Report 2017, 10/2018: cisco.com] • Not met: Comms plan re assessing risks: See indicator B.2.2. Although the Company discloses which are its salient risks in its supply chain, it is not clear the

Indicator Code	Indicator name	Score (out of 2)	Explanation
			<p>process it followed and factors taken into account in the assessment carried out. [CSR Report 2017, 10/2018: cisco.com & CSR Report 2018, 03/2019: cisco.com]</p> <ul style="list-style-type: none"> • Not met: Comms plan re action plans for risks • Not met: Comms plan re reviewing action plans • Not met: Including ICT suppliers <p>Score 2</p> <ul style="list-style-type: none"> • Not met: Responding to affected stakeholders concerns • Not met: Ensuring affected stakeholders can access communications

C. Remedies and Grievance Mechanisms (15% of Total)

Indicator Code	Indicator name	Score (out of 2)	Explanation
C.1	Grievance channel(s)/mechanism(s) to receive complaints or concerns from workers	1.5	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Met: Channel accessible to all workers: The company discloses various channels to report a concern or a grievance. In specific, the Online option explicitly states that it is for Cisco employees, as well as for other non-employees and anonymous reporting. [2019 Code of Business Conduct, 04/2019: cisco.com] <p>Score 2</p> <ul style="list-style-type: none"> • Not met: Number grievances filed, addressed or resolved: The company discloses the number of inquiries made to ethics office, and ethics allegations. However, it is not clear which of them were related to human rights. [CSR Report 2018, 03/2019: cisco.com] • Met: Channel is available in all appropriate languages: The company indicates that 'the multi-lingual EthicsLine is available 24 hours a day, seven days a week, worldwide, with country-based, tollfree phone numbers'. [2019 Code of Business Conduct, 04/2019: cisco.com] • Met: Expect ICT supplier to have equivalent grievance systems: The company states that 'the Supplier Code of Conduct requires our suppliers to have mechanisms in place to allow workers to file, track, and resolve formal grievances'. The RBA code, which is the code of conduct for suppliers requires them to have 'an effective grievance mechanism, to assess employees' understanding of and obtain feedback on or violations against practices and conditions covered by this Code and to foster continuous improvement'. Also, 'participants shall also requires its next tier suppliers to acknowledge and implement the code'. [CSR Report 2018, 03/2019: cisco.com & RBA Version 6.0, 01/2018: responsiblebusiness.org]
C.2	Grievance channel(s)/mechanism(s) to receive complaints or concerns from external individuals and communities	2	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Met: Grievance mechanism for community: The company indicates that 'employees, customers, partners, vendors, suppliers, service providers, shareholders and every other stakeholder or third party has a responsibility to promptly speak up about any issues or concerns they believe, in good faith, may constitute a violation of the Code of Business Conduct or any other Cisco policy'. There is a link for non-employees. [Share Your Concerns - Cisco, 16/04/19: cisco.com & Cisco System for Ethics web, 01/05/19: cisco3b.tnwreports.com] <p>Score 2</p> <ul style="list-style-type: none"> • Met: Describes accessibility and local languages: See above. It is available in 18 different languages and online. [Share Your Concerns - Cisco, 16/04/19: cisco.com & Non-employee grieving channel, 16/04/19: cisco3b.tnwreports.com] • Not met: Expects ICT supplier to have community grievance systems: The Company provided a link to the RBA VAP manual, however, no further information found in public sources in relation to this. It is not clear if this is a set of requirements and whether it has been consistently applied through the supply chain. [Code Interpretation Guidance - RBA, 08/2019: responsiblebusiness.org] • Met: ICT supplier communities use global system: As indicated, above, that 'employees, customers, partners, vendors, suppliers, service providers, shareholders and every other stakeholder or third party has a responsibility to promptly speak up about any issues or concerns they believe, in good faith, may constitute a violation of the Code of Business Conduct or any other Cisco policy'. There is a link for non-employees. [Share Your Concerns - Cisco, 16/04/19: cisco.com & Cisco System for Ethics web, 01/05/19: cisco3b.tnwreports.com]
C.3	Users are involved in the design and performance of the channel(s)/mechanism(s)	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not met: Engages users to create or assess system • Not met: Description of how they do this <p>Score 2</p> <ul style="list-style-type: none"> • Not met: Engages with users on system performance • Not met: Provides user engagement example on performance • Not met: ICT suppliers consult users in creation or assessment

Indicator Code	Indicator name	Score (out of 2)	Explanation
C.4	Procedures related to the mechanism(s)/channel(s) are publicly available and explained	0.5	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not met: Response timescales: The company indicates that it 'strives to respond to policy violations consistently. Depending on the type of issue, the right organization(s) will get involved; it may be the Ethics Office, Legal, HR or other organization'. However, an actual response timescale was not found. [CSR Report 2018, 03/2019: cisco.com] • Met: How complainants will be informed: The company indicates that "all matters are addressed promptly, but it may not be possible for the results to be communicated back to you due to privacy/confidentiality requirements. If the concern was reported anonymously using the Ethics Web Form, you can check on the status of your submission using your Ethics Web Portal login credentials, which you create when using the anonymous site. Follow up questions will also be sent leveraging the portal. Calls to the multilingual EthicsLine (managed by a third-party) are assigned to a case number, so you can remain anonymous to Cisco, but still have the ability to obtain a follow-up on your concern". [CSR Report 2018, 03/2019: cisco.com] • Met: Who is handling the complaint: The Ethics Office handles the complaints. [CSR Report 2018, 03/2019: cisco.com] <p>Score 2</p> <ul style="list-style-type: none"> • Not met: Escalation to senior/independent level: The company indicates that "for full transparency and integrity, the Ethics Office reports all cases to the Audit Committee of the Board of Directors, to the Executive Compliance Committee, and to our independent auditors". However, it is not clear that these cases are reported in senior levels or to external parties to make decisions on the complaint. [CSR Report 2018, 03/2019: cisco.com]
C.5	Commitment to non-retaliation over complaints or concerns made	0.5	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Met: Public statement prohibiting retaliation: The Company states that it does 'not tolerate retaliation against individuals raising good faith reports of misconduct or allegations of policy violation'. As indicated in previous indicators, mechanisms are open to anyone. [CSR Report 2018, 03/2019: cisco.com] • Not met: Practical measures to prevent retaliation: The company indicates that 'you may also share concerns anonymously through the Ethics Web Form, or the multi-lingual EthicsLine phone service'. However, 'some countries do not allow such concerns to be reported anonymously. Details of these restrictions are provided in the country-specific dialling instructions where they apply'. Not clear how practical measures are implemented to prevent retaliation in such cases. [2019 Code of Business Conduct, 04/2019: cisco.com & Share Your Concerns - Cisco, 16/04/19: cisco.com] <p>Score 2</p> <ul style="list-style-type: none"> • Not met: Has not retaliated in practice • Met: Expects ICT suppliers to prohibit retaliation: As indicated above, the channels are open to any stakeholder and the Company states that it does 'not tolerate retaliation against individuals raising good faith reports of misconduct or allegations of policy violation'. [CSR Report 2018, 03/2019: cisco.com]
C.6	Company involvement with State-based judicial and non-judicial grievance mechanisms	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not met: Won't impede state based mechanisms • Not met: Complainants not asked to waive rights <p>Score 2</p> <ul style="list-style-type: none"> • Not met: Will work with state based or non judicial mechanisms • Not met: Example of issue resolved (if applicable)
C.7	Remedying adverse impacts and incorporating lessons learned	1	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Met: Says how it would remedy key sector risks: The Company provides and example of approach to take for cases of imposing financial burdens on workers (in the supply chain): 'Cisco works with suppliers to develop corrective action plans, identify the root cause of the non-conformance, and ensure that corrective actions are implemented in the shortest possible timeline. Corrective actions may include the return of passports or reimbursement of paid recruitment fees. Corrective actions are followed by preventative actions to ensure that non-conformances do not reoccur and to reduce future risk. Such actions may include ensuring the facility has a policy in place and workers are aware of the policy, and that contracts are clear and in a language workers can understand.' [Antislavery Statement 2019, 01/2019: cisco.com]

Indicator Code	Indicator name	Score (out of 2)	Explanation
			Score 2 <ul style="list-style-type: none"> • Not met: Changes introduced to stop repetition • Not met: Approach to learning from incident to prevent future impacts • Not met: Evaluation of the channel/mechanism

D. Performance: Company Human Rights Practices (20% of Total)

Indicator Code	Indicator name	Score (out of 2)	Explanation
D.4.1.b	Living wage (in the supply chain)	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> • Not met: Living wage in supplier code or contracts: The company expects that the "compensation paid to workers shall comply with all applicable wage laws, including those relating to minimum wages, overtime hours and legally mandated benefits". However, it is not clear if the company is referring to a living wage, which should be sufficient to cover essential needs for workers and their officially entitled dependents and provide some discretionary income. [RBA Code of Conduct 6.0, 01/2018: responsiblebusiness.org] • Not met: Improving living wage practices of suppliers Score 2 <ul style="list-style-type: none"> • Not met: Both requirements under score 1 met • Not met: Provide analysis of trends demonstrating progress
D.4.2	Aligning purchasing decisions with human rights	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> • Not met: Avoids business model pressure on HRs • Not met: Positive incentives to respect human rights Score 2 <ul style="list-style-type: none"> • Not met: Both requirements under score 1 met
D.4.3	Mapping and disclosing the supply chain	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> • Not met: Identifies suppliers back to product source: Although the Company discloses a world map indicating absolute figures and pointing out country locations of manufacturing sites, logistic hubs and global repair sites, it is not clear if it identifies the location of both direct and indirect suppliers (including components). [CSR Report 2018, 03/2019: cisco.com] Score 2 <ul style="list-style-type: none"> • Not met: Discloses significant parts of supply chain and why: Only a list of suppliers that could potentially be supplying products/components that contain 3TG was found. [Conflict Mineral Report 2017, 29/05/2018: cisco.com]
D.4.4.b	Prohibition on child labour: Age verification and corrective actions (in the supply chain)	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> • Not met: Child Labour rules in codes or contracts: The company expects child labor 'not to be used in any stage of manufacturing'. RBA Code Interpretation guidance states as part of its record review that 'there is an adequate process in place to verify the reliability of age documents. Age verification must include visual verification of a government recognized photographic identification document' and 'there is a procedure to assist underage children found working for the Audited that is designed to provide for the welfare of the child'. However, it is not clear that verifying the age of job applicants and workers and remediation programmes are a requirement, as the Code Interpretation Guidance cannot be used as a proxy for age verification and a remediation programme. This guidance is optional for companies, so it is not clear whether it is an actual set of requirement implemented globally. [RBA Code of Conduct 6.0, 01/2018: responsiblebusiness.org & Code Interpretation Guidance - RBA, 08/2019: responsiblebusiness.org] • Not met: How working with suppliers on child labour Score 2 <ul style="list-style-type: none"> • Not met: Both requirements under score 1 met • Not met: Provide analysis of trends demonstrating progress: In the CSR Report 2016, there were 4 cases of Findings Identified as Priority related to child labour/young workers in its and 7 considered Findings Identified as Major. In the CSR Report 2017, there were 1 cases of Findings Identified as Priority related to child labour/young workers in its and 2 considered Findings Identified as Major. In the CSR Report 2018, '100% of priority and major findings in FY18 were downgraded or closed within the RBA prescribed timeframe'. The latter report does not report incidents with child labour, only with young workers. However, CHRB is looking for an analysis of trend year-on-year done by the Company itself, no further information found. [CSR Report 2017, 10/2018: cisco.com & CSR Report 2018, 03/2019: cisco.com]

Indicator Code	Indicator name	Score (out of 2)	Explanation
D.4.5.b	Prohibition on forced labour: Debt bondage and other unacceptable financial costs (in the supply chain)	1	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Met: Debt and fees rules in codes or contracts: The company indicates in its Code that 'forced, bonded (including debt bondage) or indentured labor, involuntary or exploitative prison labor, slavery or trafficking of persons shall not be used'. Moreover, 'workers shall not be required to pay employers' or agents' recruitment fees or other related fees for their employment. If any such fees are found to have been paid by workers, such fees shall be repaid to the worker'. [RBA Code of Conduct 6.0, 01/2018: responsiblebusiness.org & Supplier Code of Conduct - Web, 15/04/19: cisco.com] • Not met: How working with suppliers on debt & fees: The Company indicates that it 'takes multiple approaches to protect workers from forced labor, slavery and human trafficking in our own business and supply chain, including verification, auditing, certification, accountability and training'. However, it is not clear if it works specifically with suppliers on debt and fees. [Antislavery Statement 2019, 01/2019: cisco.com] <p>Score 2</p> <ul style="list-style-type: none"> • Not met: Both requirements under score 1 met • Not met: Provide analysis of trends in progress made: The Company has disclosed figures of 'freely chosen employment' for the past three CSR Reports, and indicates that '100% of priority and major findings in FY18 were downgraded or closed within the RBA prescribed timeframe'. It is not clear the relation between the latter piece of information and the elimination of financial burdens on workers. Also, CHRB is looking for an analysis of trend year-on-year done by the Company itself, no further information found. [CSR Report 2017, 10/2018: cisco.com & CSR Report 2018, 03/2019: cisco.com]
D.4.5.d	Prohibition on forced labour: Restrictions on workers (in the supply chain)	1.5	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Met: Free movement rules in codes or contracts: The Company indicates that 'there shall be no unreasonable restrictions on workers' freedom of movement in the facility in addition to unreasonable restrictions on entering or exiting company provided facilities. (...) All work must be voluntary and workers shall be free to leave work at any time or terminate their employment Employers and agents may not hold or otherwise destroy, conceal, confiscate or deny access by employees to their identity or immigration documents, such as government-issued identification, passports or work permits, unless such holdings are required by law'. [RBA Code of Conduct 6.0, 01/2018: responsiblebusiness.org & Supplier Code of Conduct - Web, 15/04/19: cisco.com] • Met: How these practices are implemented and monitored for agencies, labour brokers or recruiters: The Company describes preventative actions to ensure that non-conformances do not reoccur and to reduce future risk. Such actions may include ensuring the facility has a policy in place and workers are aware of the policy, and that contracts are clear and in a language workers can understand. [Antislavery Statement 2019, 01/2019: cisco.com] <p>Score 2</p> <ul style="list-style-type: none"> • Met: Both requirements under score 1 met • Not met: Provide analysis of trends in progress made: The Company has disclosed figures of 'freely chosen employment' for the past three CSR Reports, and indicates that '100% of priority and major findings in FY18 were downgraded or closed within the RBA prescribed timeframe'. However, indicator looks for year-on-year figures provided together by the Company itself for comparison. [CSR Report 2018, 03/2019: cisco.com & CSR Report 2017, 10/2018: cisco.com]
D.4.6.b	Freedom of association and collective bargaining (in the supply chain)	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not met: FoA & CB rules in codes or contracts: The company indicates that 'in conformance with local law, participants shall respect the right of all workers to form and join trade unions of their own choosing, to bargain collectively and to engage in peaceful assembly as well as respect the right of workers to refrain from such activities. Workers and/or their representatives shall be able to openly communicate and share ideas and concerns with management regarding working conditions and management practices without fear of discrimination, reprisal, intimidation or harassment'. However, it is not clear whether the Company is requiring to respecting those rights in all contexts, as it indicates 'in conformance with local law. The Company provided comments to CHRB in relation to this indicator. However, these have not been found in publicly available sources. [RBA Code of Conduct 6.0, 01/2018: responsiblebusiness.org & Supplier Code of Conduct - Web, 15/04/19: cisco.com] • Not met: How working with suppliers on FoA and CB

Indicator Code	Indicator name	Score (out of 2)	Explanation
			<p>Score 2</p> <ul style="list-style-type: none"> • Not met: Both requirements under score 1 met • Not met: Provide analysis of trends in progress made: Although the Company has disclosed figures related to 'Freedom of association' for the past three CSR Reports, CHRB is looking for an analysis of trend done by the Company itself, year-on-year. No further information found. [CSR Report 2018, 03/2019: cisco.com & CSR Report 2017, 10/2018: cisco.com]
D.4.7.b	Health and safety: Fatalities, lost days, injury rates (in the supply chain)	0.5	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Met: Sets out clear Health and Safety requirements: The company sets out clear health and safety requirements. They include occupational safety, emergency preparedness, industrial hygiene, etc. [RBA Code of Conduct 6.0, 01/2018: responsiblebusiness.org & Supplier Code of Conduct - Web, 15/04/19: cisco.com] • Not met: Injury rate disclosures: The company reported 0,24 incidents. However, these figures seem to refer to the Company's own activities, not the supply chain. [CSR Report 2018, 03/2019: cisco.com] • Not met: Lost days or near miss disclosures: The company reports 0,95 lost work days. However, these figures seem to refer to the Company's own activities, not the supply chain. [CSR Report 2018, 03/2019: cisco.com] • Not met: Fatalities disclosures: The company indicates that it " does not report on number and rate of work-related fatalities, does not provide detail of high-consequence work-related injuries, the main types of work-related injuries or number of hours worked". [CSR Report 2018, 03/2019: cisco.com] • Not met: Occupational disease rates <p>Score 2</p> <ul style="list-style-type: none"> • Not met: How working with suppliers on H&S • Not met: Provide analysis of trends in progress made: The Company reports figures in relation to health and safety findings (injury and illness, industrial hygiene, occupational safety, etc.) for each year in its CSR report. However, the indicator looks for evidence of the Company explaining itself the progress year-on-year, or disclosing figures together to allow comparison. [CSR Report 2017, 10/2018: cisco.com & CSR Report 2018, 03/2019: cisco.com]
D.4.8.b	Women's rights (in the supply chain)	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not met: Women's rights in codes or contracts: The company indicates that it is 'committed to a workforce free of harassment and unlawful discrimination. Companies shall not engage in discrimination based on (...), gender, sexual orientation, gender identity and expression (...) in hiring and employment practices such as wages, promotions, rewards, and access to training'. Also, 'there is to be no harsh and inhumane treatment including any sexual harassment, sexual abuse, corporal punishment, mental or physical coercion or verbal abuse of workers; nor is there to be the threat of any such treatment'. However, no requirement to suppliers to provide pay equal pay for equal work, and to have measures to ensure equal opportunities throughout all levels of employment and to eliminate health and safety concerns that are particularly prevalent among women workers was found. Moreover, in the Code Interpretation Guidance, it is stated that 'health tests, pregnancy testing, or contraception are not used as a condition of employment'. However, the source cannot be used as a proxy for women's rights, as it is a guidance material, and not clear that it is a set of requirements.. [RBA Code of Conduct 6.0, 01/2018: responsiblebusiness.org & Code Interpretation Guidance - RBA, 08/2019: responsiblebusiness.org] • Not met: How working with suppliers on women's rights <p>Score 2</p> <ul style="list-style-type: none"> • Not met: Both requirement under score 1 met • Not met: Provide analysis of trends in progress made: The Company has disclosed figures of non-conformances related to occupational safety, discrimination and humane treatment for the past three CSR Reports, and indicates that '100% of priority and major findings in FY18 were downgraded or closed within the RBA prescribed timeframe'. It is not clear the relation between the latter piece of information and Women's rights. Also, CHRB is looking for a trend year-on-year done by the Company itself, no further information found. [CSR Report 2017, 10/2018: cisco.com & CSR Report 2018, 03/2019: cisco.com]

Indicator Code	Indicator name	Score (out of 2)	Explanation
D.4.9.b	Working hours (in the supply chain)	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> Not met: Working hours in codes or contracts: The company states that 'working hours are not to exceed the maximum set by local law. Further, a workweek should not be more than 60 hours per week, including overtime, except in emergency or unusual situations. Workers shall be allowed at least one day off every seven days'. However, no evidence found of references to international standards, standard weekly hours. In addition, it is not clear what 'exceptional or unusual situations' would be. No further information found in the RBA Working Hours Guidance. [RBA Code of Conduct 6.0, 01/2018: responsiblebusiness.org & Supplier Code of Conduct - Web, 15/04/19: cisco.com] Not met: How working with suppliers on working hours: The Company indicates that 'for issues such as the monitoring of working hours, suppliers provide long-term improvement plans'. The Company also discloses data about performance. However, it is not clear how it actively works with suppliers to improve their practices in relation to working hours. [CSR Report 2018, 03/2019: cisco.com] <p>Score 2</p> <ul style="list-style-type: none"> Not met: Both requirements under score 1 met Not met: Provide analysis of trends in progress made: Although the Company has disclosed figures related to 'working hours' for the past three CSR Reports. However, each report provides figures only for that reporting year. This indicator looks for evidence of the company making itself the comparison year-on-year. [CSR Report 2018, 03/2019: cisco.com & CSR Report 2017, 10/2018: cisco.com]
D.4.10.a	Responsible Mineral Sourcing: Arrangements with Suppliers and Smelters/Refiners in the Mineral Resource Supply Chains	0.5	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> Not met: Responsible mineral sourcing due diligence in supplier contracts: The Company indicates that 'to support our ethical procurement practices, we have developed a set of due diligence and stakeholder engagement activities based on the guidelines prepared by the OECD. We require suppliers to: source only from smelters and refiners validated as conformant to the Responsible Minerals Assurance Process third-party assessment program; maintain a policy to assure that the 3TG in the products they manufacture does not directly or indirectly finance armed conflict in the DRC, as stipulated in our Supplier Code of Conduct; establish their own due diligence program to achieve responsible mineral supply chains; respond to Cisco inquiries for due diligence information, and promptly implement corrective actions identified and requested by Cisco'. Also, 'suppliers shall comply with all laws, regulations, and policies applicable to them and their dealings with Cisco, including all applicable government contractual requirements, which apply through contracts with Cisco. These laws, rules, regulations, and policies include: Equal employment, Anti-discrimination and harassment, Human rights, Anti-corruption and bribery, Conflicts of interest, Health and safety, Environment, Codes of business conduct'. However, no evidence found in publicly available sources in relation to whether suppliers are contractually required to conduct due diligence in accordance with the OECD Guidance and the commitment to source responsibly also covers high risk areas in addition to DRC. [2019 Responsible Minerals Policy, 2019: cisco.com & Supplier Ethics Policy, 2017: cisco.com] Met: Builds capacity with smelters/refiners: The company indicates that 'in 2019, Cisco contributed financially to the RMI's Upstream Due Diligence Smelter Fund. RMI has expanded its RMAP audit practice to extend beyond the Covered Countries to include due diligence on all CAHRAs. The fund will support SORs that are making the due diligence transition in locations where there is not currently an existing upstream due diligence mechanism. Our intention with our contribution is to maintain the high level of SOR participation in RMAP; to support the application of RMAP assessment protocols beyond the Covered Countries and into other high-risk areas toward the goal of producing a more holistic due diligence program; and to offset the due diligence cost of sourcing responsibly from CAHRAs in order to support peaceful economic activity in those regions'. [Conflict Mineral Report 2018, 23/05/2019: cisco.com] <p>Score 2</p> <ul style="list-style-type: none"> Not met: Disclosure of smelter information in supplier requirements: As indicated above, supplier code (RBA Code) states that 'participants shall exercise due diligence on the source and chain of custody of these minerals and make their due diligence measures available to customers upon customer requires'. However, it is not clear if this is part of commercial contracts/agreements between the Company and its suppliers. [Supplier Code of Conduct - Web, 15/04/19: cisco.com] Not met: Responsible conflict mineral sourcing covers all minerals

Indicator Code	Indicator name	Score (out of 2)	Explanation
D.4.10.b	Responsible Mineral Sourcing: Risk Identification in Mineral Supply Chain	0.5	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not met: Risk identification and disclosure in line with OECD Guidance: The Company discloses its process to identify and assess risk in the supply chain which involves in-scope supplier identification, in-scope supplier CMRT data collection, in-scope supplier CMRT analysis and research, in-scope supplier tracking and monitoring and in-scope supplier smelter analysis and RCOI determination. However, no further details found, including which are the risks identified. [Conflict Mineral Report 2018, 23/05/2019: cisco.com] • Met: Identification of smelter/refiners and OECD due diligence: The company indicates that it 'to determine supplier risk levels, we first identify In-Scope Suppliers. A survey of In-Scope Suppliers is conducted using the CMRT, which provides a mechanism for In-Scope Suppliers to provide details regarding the SORs from which they source 3TG'. Cisco's In-scope suppliers identified 315 unique SORs. 'Of such 315 unique SORs, 251 are conformant with the RMAP's assessment protocols (collectively, "Conformant" smelters and refiners), and six are "Active" according to the RMAP'. [Conflict Mineral Report 2018, 23/05/2019: cisco.com] <p>Score 2</p> <ul style="list-style-type: none"> • Not met: Discloses smelters/refiners judged in line with OECD due diligence: The Company discloses a list including all those "conformant" or "active". However, no clarification found on which of those are "conformant" and which "active" [Conflict Mineral Report 2018, 23/05/2019: cisco.com] • Not met: Responsible conflict mineral sourcing covers all minerals
D.4.10.c	Responsible Mineral Sourcing: Risk Management in the Mineral Supply Chain	0.5	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Met: Describes mineral risk management plan for supply chain: The company indicates that 'we intend to take the following steps to improve our due diligence measures and to further mitigate the risk that the 3TG contained in our products could benefit armed groups in the Covered Countries': Policy Management; Due Diligence Plan; Collaboration and Community; Advancing Mineral Supply Chain Transparency; Communicating Impact. Each of these step are described in the Report. It also states that it maintains a risk management plan and metrics for mitigation efforts based on the supplier-survey data. [Conflict Mineral Report 2018, 23/05/2019: cisco.com] • Not met: Monitoring, tracking and whether better risk prevention/mitigation over time: The company indicates that 'we track and monitor the completion of CMRTs by In-Scope Suppliers using internal tools. We escalate missing CMRTs to our Global Supplier Management Team in an effort to reach closure. Our policy is to conduct follow-up communications with In-Scope Suppliers whose CMRTs report SORs that are not RMAP "Conformant" (as defined hereinafter) or "Active" (as defined hereinafter), including conducting meetings with them to discuss progress toward removing non-Conformant SORs from their supply chains'. However, no evidence found of a description of the processes to monitor and track performance of risk prevention and mitigation measures. [Conflict Mineral Report 2018, 23/05/2019: cisco.com] <p>Score 2</p> <ul style="list-style-type: none"> • Not met: Supplier and stakeholders engaged in risk management strategy: The company points out that 'our policy is to conduct follow-up communications with In-Scope Suppliers whose CMRTs report SORs that are not RMAP "Conformant" (as defined hereinafter) or "Active" (as defined hereinafter), including conducting meetings with them to discuss progress toward removing non-Conformant SORs from their supply chains'. However, it is not clear how it consults with suppliers and stakeholders to agree on its strategy for risk management. [Conflict Mineral Report 2018, 23/05/2019: cisco.com] • Not met: Responsible conflict mineral sourcing covers all minerals

E. Performance: Responses to Serious Allegations (20% of Total)

Indicator Code	Indicator name	Score (out of 2)	Explanation
E(1).0	Serious allegation No 1		<ul style="list-style-type: none"> • Headline: Workers at CommScope, Foxconn, and others protest sexual harassment, discrimination, and other workplace issues • Area: FoA & CB • Story: In Mexico, workers at large assembly plants owned by Commscope, Eaton, Foxconn (supplier of Cisco) and Lexmark, producing electronics, auto parts and printing supplies for U.S. market, have launched a series of protests against low wages, unsafe working conditions, sexual harassment and discrimination. In several cases, workers have attempted to form independent unions to defend their rights and have a voice at work. According to a press, hundreds of workers are facing unjust dismissals, threats and lawsuits because of these union activities. One of the leaders of the workers' protest, engineer Carlos Octavio Serrano, was one of the workers who were fired following the strike. • Sources: [Truthout, 13/01/16: truthout.org][Good Electronics, 03/11/15: goodelectronics.org]
E(1).1	The Company has responded publicly to the allegation	2	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Met: Public response available: CHRB could not find the evidence of the Company's response in public regarding this case. However, the Company's supplier (Foxconn) responded as follows; "It is unfortunate that a small number of the company's employees have chosen to try to disrupt its operations to promote their personal agendas outside of the law and the approved and recognized channels of communication [...] The company has, in the past, dismissed employees for gross violations of the company code of conduct and also taken legal action to address employee violations of Mexican law." [Foxconn's response on working conditions in Mexico, Dec 2015: business-humanrights.org] <p>Score 2</p> <ul style="list-style-type: none"> • Met: Response goes into detail: The Company's supplier (Foxconn) discloses the details of the case; "The record will show that the management of Scientific-Atlanta of Mexico has always respected the rights of its employees to express their views and there are clear channels in place for them to register suggestions or complaints regarding all aspects of the operations of that company. All complaints are investigated and, if violations of the company code of conduct are found, disciplinary action is taken even if the employee in question is a member of supervisory or management staff."
E(1).2	The Company has appropriate policies in place	1	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Met: Company policies address the general issues raised: The Company states that "Cisco upholds and respects human rights as contained in the United Nations Universal Declaration of Human Rights (UDHR), the eight Core Labor Conventions developed by the International Labour Organization (ILO), the UN Global Compact, and the UN Guiding Principles on Business and Human Rights." [Global Human Rights Policy, 10/12/2018: cisco.com] • Met: Policies apply to the type of business relationships involved: The Company states that "The scope of Cisco's human rights policy applies to all employees, partners, suppliers, and contractors, and supports the human rights of all Cisco stakeholders including internet users." [Global Human Rights Policy, 10/12/2018: cisco.com] <p>Score 2</p> <ul style="list-style-type: none"> • Not met: Policies address the specific rights in question: Although the company is a member of the RBA, this is not sufficient to satisfy the requirements of this indicator. Additionally the CHRB could not find evidence of Cisco's measures to prohibit retaliation or intimidation against workers' union activities.
E(1).3	The Company has taken appropriate action	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not met: Engages with affected stakeholders: CHRB did not find the evidence of the Company's engagement with affected stakeholders. • Not met: Encourages linked business to engage affected stakeholders: CHRB could not find the evidence of the Company's encouraging its business partners to engage with the affected stakeholders. • Not met: Provides remedies to affected stakeholders: CHRB did not find evidence of the Company providing remedies. • Not met: Has reviewed management systems to prevent recurrence: CHRB did not find evidence of the Company reviewing the system followed by the case. <p>Score 2</p> <ul style="list-style-type: none"> • Not met: Remedies are satisfactory to the victims

Indicator Code	Indicator name	Score (out of 2)	Explanation
			<ul style="list-style-type: none"> • Not met: Has improved systems and engaged affected stakeholders: CHRB did not find evidence of the Company's improving the system or engaging with stakeholders followed by the case.

F. Transparency (10% of Total)

Indicator Code	Indicator name	Score	Explanation
F.1	Company willingness to publish information	2.27 out of 4	Out of a total of 44 indicators assessed under sections A-D of the benchmark, Cisco Systems, Inc. made data public that met one or more elements of the methodology in 25 cases, leading to a disclosure score of 2.27 out of 4 points.
F.2	Recognised Reporting Initiatives	2 out of 2	<p>The individual elements of the assessment are met or not as follows: Score 2</p> <ul style="list-style-type: none"> • Met: Company reports on GRI: The company indicates that "this team engages with internal and external stakeholders and leads CSR materiality assessment and reporting activities, which are aligned with standards set by the Global Reporting Initiative (GRI)". [Annual Report 2018, 10/2018: cisco.com]
F.3	Key, High Quality Disclosures	0 out of 4	<p>Cisco Systems, Inc. met 0 of the 8 thresholds listed below and therefore gets 0 out of 4 points for the high quality disclosure indicator. Specificity and use of concrete examples</p> <ul style="list-style-type: none"> • Not met: Score 2 for A.2.2 : Board discussions • Not met: Score 2 for B.1.6 : Monitoring and corrective actions • Not met: Score 2 for C.1 : Grievance channel(s)/mechanism(s) to receive complaints or concerns from workers • Not met: Score 2 for C.3 : Users are involved in the design and performance of the channel(s)/mechanism(s) Discussing challenges openly • Not met: Score 2 for B.2.4 : Tracking: Monitoring and evaluating the effectiveness of actions to respond to human rights risks and impacts • Not met: Score 2 for C.7 : Remedying adverse impacts and incorporating lessons learned Demonstrating a forward focus • Not met: Score 2 for A.2.3 : Incentives and performance management • Not met: Score 2 for B.1.2 : Incentives and performance management

Disclaimer

A score of zero for a particular indicator does not mean that bad practices are present. Rather it means that we have been unable to identify the required information in public documentation.

See the 2019 Key Findings report and technical annex for more details of the research process.

The Benchmark is made available on the express understanding that it will be used solely for general information purposes. The material contained in the Benchmark should not be construed as relating to accounting, legal, regulatory, tax, research or investment advice and it is not intended to take into account any specific or general investment objectives. The material contained in the Benchmark does not constitute a recommendation to take any action or to buy or sell or otherwise deal with anything or anyone identified or contemplated in the Benchmark. Before acting on anything contained in this material, you should consider whether it is suitable to your particular circumstances and, if necessary, seek professional advice. The material in the Benchmark has been put together solely according to the CHRB methodology and not any other assessment models in operation within any of the project partners or EIRIS Foundation as provider of the analyst team.

No representation or warranty is given that the material in the Benchmark is accurate, complete or up-to-date. The material in the Benchmark is based on information that we consider correct and any statements, opinions, conclusions or recommendations contained therein are honestly and reasonably held or made at the time of publication. Any opinions expressed are our current opinions as of the date of the publication of the Benchmark only and may change without notice. Any views expressed in the Benchmark only represent the views of CHRB Ltd, unless otherwise expressly noted.

While the material contained in the Benchmark has been prepared in good faith, neither CHRB Ltd nor any of its agents, representatives, advisers, affiliates, directors, officers or employees accept any responsibility for or make any representation or warranty (either express or implied) as to the truth, accuracy, reliability or completeness of the information contained in this Benchmark or any other information made available in connection with the Benchmark. Neither CHRB Ltd nor any of its agents, representatives, advisers, affiliates, directors, officers and employees undertake any obligation to provide the users of the Benchmark with additional information or to update the information contained therein or to correct any inaccuracies which may become apparent (save as to the extent set out in CHRB Ltd's appeals procedure). To the maximum extent permitted by law any responsibility or liability for the Benchmark or any related material is expressly disclaimed provided that nothing in this disclaimer shall exclude any liability for, or any remedy in respect of, fraud or fraudulent misrepresentation. Any disputes, claims or proceedings this in connection with or arising in relation to this Benchmark will be governed by

and construed in accordance with English law and submitted to the exclusive jurisdiction of the courts of England and Wales.

As CHRB Ltd, we want to emphasise that the results will always be a proxy for good human rights management, and not an absolute measure of performance. This is because there are no fundamental units of measurement for human rights. Human rights assessments are therefore necessarily more subjective than objective. The Benchmark also captures only a snap shot in time. We therefore want to encourage companies, investors, civil society and governments to look at the broad performance bands that companies are ranked within rather than their precise score because, as with all measurements, there is a reasonably wide margin of error possible in interpretation. We also want to encourage a greater analytical focus on how scores improve over time rather than upon how a company compares to other companies in the same industry today. The spirit of the exercise is to promote continual improvement via an open assessment process and a common understanding of the importance of the UN Guiding Principles on Business and Human Rights.