

2009

**Qualcomm Social Responsibility Report** 

Our Company Commitment to Our Workplace, Our Community and Our Environment





#### MESSAGE FROM OUR CHAIRMAN AND CHIEF EXECUTIVE OFFICER



As we celebrate our 25th anniversary, the people at Qualcomm can take pride in knowing their creative ideas have changed the lives of people everywhere. Through innovative thinking and a determination to make a difference, we have grown from a handful of people in San Diego to a global organization of more than 16,000 diverse individuals in over 30 countries. As we reflect back on our journey, it is fitting that we celebrate not just our achievements, but the principles that have guided us along the way and now serve as the foundation of our corporate social responsibility platform.

#### Our Mission Is Global And So Is Our Responsibility

Today, Qualcomm is focused on leading the wireless revolution and creating mobile technologies that positively transform life for people all around the world. The impact we have not just on the mobile industry but our global community is significant—and carries with it great responsibility. That's why throughout our heritage, we have endeavored to build a company that conducts business in a responsible and ethical manner, while enabling a culture that embraces diversity, respects the environment and supports the communities in which we work and live.

#### **Responsibility In Action**

Year after year we put our commitment toward these principles into action through a deliberate focus on our business, our workplace, our communities and the environment. In fact, we've made over \$150 million in donations over the past ten years through our corporate giving and matching grants programs, and every member of our executive team is active in the community. Our investments in energy efficiency yield nearly \$3 million in savings annually and our conservation efforts result in 17.8 million gallons of water saved each year. And with nearly 1,800 work/life balance programs, services and events available to our employees, along with close to 50,000 enrollments in training courses each year, we strive to create a supportive workplace for our employees. These are just a few of the highlights that demonstrate our commitment to making a difference as an employer and global citizen.

To find out more about Qualcomm's social responsibility story I invite you to review this year's report. I believe it reflects the strength of character of our people and our ongoing belief in our founding principles. Most importantly, you'll see firsthand our dedication to supporting our employees and working together to make a difference in our global community. On behalf of all of us here at Qualcomm, I'm pleased to reaffirm our commitment to continuing that tradition over the next 25 years.

-Dr. Paul E. Jacobs Chairman of the Board and Chief Executive Officer





#### REPORT PARAMETERS





#### **Reporting Period**

Qualcomm has produced social responsibility reports on an annual reporting cycle since 2006. Our 2009 Social Responsibility Report covers events and highlights occurring from September 29, 2008 to September 27, 2009 and coincides with our corporate fiscal year. This report builds upon data previously reported in our 2008 Social Responsibility Report, which covered the timeframe of October 1, 2007 to September 28, 2008. In some instances, data is collected and reported on a calendar rather than fiscal year basis. Such exceptions, as well as any other exceptions to the reporting period, will be noted within the report.

#### **Report Scope & Boundary**

This report includes Qualcomm and its subsidiaries. Financial data is reported in U.S. dollars. There have been no significant changes from previous reporting periods in the scope, boundary or measurement methods applied in the social responsibility report. We anticipate that multiple stakeholders, ranging from the general public to current and future Qualcomm employees, investors, customers and suppliers, will access and use our 2009 Social Responsibility Report. As such, we carefully considered what information to include and disclose in this report, taking into account what issues and topics are materially relevant to our business operations. Data and content determined to have the highest priority have been included in this report. More detailed information regarding our stakeholder engagement is located on page 13 of this report.

#### **Report Guidelines**

This report voluntarily complies with the Global Reporting Initiative (GRI) G3 Sustainability Reporting Guidelines. The GRI is the world's most widely used sustainability reporting framework, setting the principles and indicators that organizations use to measure and report their economic, environmental and social performance. For more detailed information on the GRI, please visit: <a href="https://www.globalreporting.org">www.globalreporting.org</a>

This report complies with the GRI's C+ Application Level and it has been third-party verified for accuracy. A GRI Content Index is provided at the end of this report as a cross-reference to the report content.

Any questions or feedback regarding this report or its contents should be sent to:

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Qualcomm is a global company who is the world-leading provider of wireless technology and services. We strive to meet and exceed industry standards for ethical business practices, product responsibility, supplier diversity, environmental stewardship and workplace safety.

# IT'S WHO WE ARE.

As the world leader in next generation mobile technologies, Qualcomm is driving wireless growth and helping to connect people to information, entertainment and one another through our ideas and innovations.

We believe that our success is the result of a ripple effect—a radiating effort formed from the solid partnerships we create with our employees, customers, suppliers and global communities.

As Qualcomm expands our influence, so does our dedication to contributing to the well-being of the people that inspire us, the communities that support us and the world that allows us to make it all happen.

The 2009 Qualcomm Social Responsibility Report reflects the spirit behind our company culture. It highlights the diversity of our workplace and the contributions we make to the communities in which we live.

For us, corporate citizenship and sustainability is much more than a responsibility. It's who we are.





#### **Company Overview**

Qualcomm Incorporated (Nasdaq: QCOM) is the world leader in next-generation mobile technologies. Qualcomm serves the global wireless industry with breakthrough technologies that are enabling the convergence of mobile communications and consumer electronics, making wireless devices and services more personal, affordable and accessible to people everywhere. The Company's technical advancements are driving the evolution of mobile networks, providing the speed and capacity necessary to effectively deliver data services such as mobile Internet access, music, games, video and more. Through its commitment to innovative research and development, Qualcomm has been at the forefront of providing solutions and services that enable operators to deploy, grow and capitalize on their 3G and 4G networks.

Since 1985, Qualcomm's visionary technology leadership has been carrying the world forward, changing it by improving the way people live, learn, work and play. The Company's current intellectual property portfolio includes approximately 68,000 United States and international patents and patent applications. Headquartered in San Diego, California, Qualcomm is included in the S&P 100 Index, the S&P 500 Index and is a 2009 FORTUNE® 500 company. For more detailed information, please visit: www.qualcomm.com

#### **Operational Structure**

From our beginnings in 1985, Qualcomm has grown from seven individuals meeting in a den to a world-leading provider of wireless technology and services. Qualcomm is a global company, a firm with many facets, with each business division changing the way we live and work through its own unique contributions. But no matter what each Qualcomm business does, all are united by a single, driving passion: to continue to deliver the world's most innovative wireless solutions.

# QCT

QUALCOMM CDMA TECHNOLOGIES

The world's largest provider of wireless chipset technology

#### Cellular Products Group (CPG)

Wireless modems with multimedia, GPS, application processors, RF, power management and CSM.

# Connectivity & Wireless Modules (CWM)

Embedded modules, Bluetooth®, WLAN, broadcast and tracking devices.

# Computing & Consumer Products (CCP)

Converged modem & GHz processor for new class of mobile computing devices.



#### OTI

QUALCOMM TECHNOLOGY LICENSING

Manages Qualcomm's extensive intellectual property portfolio

### OTHER BUSINESSES

# FLO Technologies The mobile broadcast platform for the delivery of high-quality entertainment and

# Qualcomm Flarion Technologies

information.

Focused on the creation of innovative next generation air interface technologies including Femtocell Station Modem™ (FSM™).

#### Qualcomm MEMS Technologies, Inc. The industry's first color micro electrical/ mechanical systems (MEMS) display

for mobile devices.

• mirasol®

### QWI

QUALCOMM WIRELESS AND INTERNET

#### Qualcomm Internet Services Next-generation wireless data applications, technologies and

value-added services.

- Brew®
- QPoint™
- Xiam®
- Plaza Suite
- QChat®

#### Qualcomm Government Technologies Secure communications

Secure communications solutions and services for federal, state and local agencies.

#### Qualcomm Enterprise Services

Integrated wireless systems and services for businesses.

#### Qualcomm Firethorn Holdings, LLC The premier wireless technology for mobile commerce.

# CORPORATE ACTIVITIES

#### Corporate R&D

Explores and develops next-generation wireless technologies and solutions.

# **Qualcomm Corporate Engineering Services**

Accelerates the adoption of Qualcomm technologies through industry initiatives, professional services, technical education, product engineering and regulatory approvals.



# QSI

QUALCOMM STRATEGIC INITIATIVES

Makes strategic investments in early-stage and other companies, including licensed device manufacturers, that we believe open new markets for advanced wireless technologies.

# Qualcomm Technology & Ventures

Strategic investments in privately-owned startup ventures to promote advanced wireless.

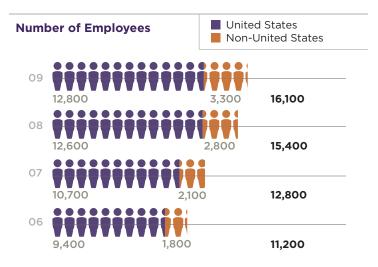
#### FLO TVTM

The world's largest mobile broadcast network, delivering TV and data to mobile devices.

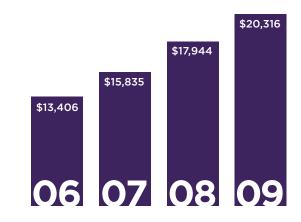




#### **Scale of Organization**



# Total Capitalization in millions — Stockholder's Equity

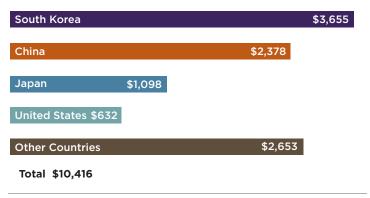


#### **Breakout by Employee Type**

**91%** Regular Employees **9%** Temporary Employees

#### **FY09 Total Consolidated Revenues** by Region in millions\*

\*The Company distinguishes revenues from external customers by geographic areas based on the location to which its products, software or services are delivered and, for QTL's licensing and royalty revenues, the invoiced addresses of its licensees.



#### FY09 Revenues in millions - \$10,416



#### **Quantity of Products Provided in FY09**

43,700 terrestrial-based and QES satellite-based telematics units shipped

QCT **317** million mobile station modem (MSM™) integrated circuits

Number of Licensees as of Sept. 27, 2009

Over 175 CDMA Licensees More than 105 WCDMA Licensees

# Our Company

Qualcomm's Leadership & Organizational Structure





#### **Corporate Governance & Ethics**

Qualcomm's Board of Directors provides sound corporate governance and sets high standards for our employees, officers and directors. It is the duty of the Board of Directors to serve as a prudent fiduciary for our stockholders and to oversee the Company's management. The Board of Directors periodically evaluates the size and structure of the Board. The Board has four committees consisting of Audit, Compensation, Governance and Finance. With the exception of the Finance Committee, members of all committees are "independent" under applicable guidelines. The Board considers its committee structure to be appropriate, but the number and scope of committees may be revised as needed to meet changing conditions and needs.

Qualcomm is committed to abiding by all applicable laws and regulations regarding political contributions throughout the world.

At the Federal level, Qualcomm does not make in-kind contributions to federal candidates or political committees. Federal contributions are made by the Qualcomm Political Action Committee (QPAC). Information regarding contributions by QPAC is publicly reported and available on the website of the Federal Election Commission. At the State level, Qualcomm has made contributions to candidates, ballot initiatives and political parties. At the local level, Qualcomm has made contributions to local parties and ballot initiatives.

Qualcomm also adheres to the Foreign Corrupt Practices Act (FCPA), a U.S. law that prohibits the providing of improper gifts to foreign officials. In addition, Qualcomm adheres to the Honest Leadership and Open Government Act (HLOGA), a U.S. law prohibiting any registered lobbyist, or any organization that employs a lobbyist (such as Qualcomm), from providing certain gifts to Congressional employees. HLOGA requires companies that employ lobbyists to certify semiannually that they have read the gift rules, and that no gifts that were known to be in violation of the Congressional gift rules have been given.

Employees may participate in political activities of their choice on an individual basis, with their own money and on their own personal time, subject to all applicable laws and company policies.

#### **Corporate Governance Highlights**

- Qualcomm generally files our 10-K and 10-Q SEC filings concurrently with our earnings release.
- We do not maintain a defined benefit pension plan.
- Our 401(k) employee retirement plan does not have direct ownership in Qualcomm stock.

#### **Executive Roles**

The roles of Chairman and Chief Executive Officer are one function. The Board elects the Chairman and Chief Executive Officer in the manner, and based on the criteria, that it deems appropriate and in the best interests of the Company given the circumstances at the time of such election.

#### **Board of Directors**

The Company has 10 out of 12 independent directors. The independent directors are not employees (or employees within the last three years) and do not have any business or consulting arrangements with the Company. We have a Presiding Director who is an independent director. The Presiding Director also serves as the chairperson of one of the three standing committees of the Board of Directors comprised solely of independent directors— Audit, Compensation and Governance. The Presiding Director presides at all meetings of the Board of Directors at which the Chairman of the Board is not present, including Executive Sessions of the independent directors.



#### **Stockholder Communications**

We have adopted a formal process for stockholder communications with the Board. Stockholders who wish to communicate to the Board may do so in writing to the Company's General Counsel. Our General Counsel logs all such communications and forwards those not deemed frivolous. threatening or otherwise inappropriate to the Chair of the Governance Committee for distribution.

In accordance with the procedures in the Company's Bylaws, stockholders may also submit proposals for consideration at the Company's annual stockholders' meeting.

#### Corporate Ethics

Qualcomm was founded with a commitment to the highest standards of integrity, workplace conduct and business ethics, and we are proud to operate under those principles today. In the spirit of this commitment, we have succeeded in creating a productive and positive environment where employees can freely share their ideas, opinions and concerns.

One hundred percent of our business units are evaluated for risks related to corruption. There has never been any legal case for corruption brought against our employees or us. Qualcomm achieves this by regularly training one hundred percent of employees who are deemed relevant to anti-corruption concerns on applicable policies and procedures such as our Code of Business Conduct, Sarbanes-Oxley Act requirements and U.S. Foreign Corrupt Practices Act.





#### Code of Ethics

Qualcomm's Code of Ethics was created to ensure the preservation of our high standards for workplace integrity, conduct and ethics. Theft, fraud and other dishonest or unethical behaviors are not tolerated. Qualcomm relies on our employees to report unethical behavior and encourages them to seek assistance and direction on any workplace concerns from their manager, Human Resources, the Legal Department or any other appropriate person in the Company.

#### **Code of Ethics Awareness Campaign**

As part of a continuing education campaign, our CEO sends out twice a year a company-wide email restating the responsibility of all employees to uphold our ethics standards and encouraging employees to take our online ethics training.

#### **Code of Ethics Hotline**

If employees do not feel comfortable coming forward with a concern, we have established the Code of Ethics Hotline, which allows employees to make anonymous reports.

#### **Open Door Policy**

Our open door policy provides support to employees and a process for raising concerns, complaints and suggestions to management. Open communication is encouraged and expected among all levels of our staff.

#### **Protection Against Retaliation**

In order to encourage an environment of open, honest communication, Qualcomm does not tolerate any retaliation for reporting a concern or initiating or assisting in any action resulting in an investigation. Discipline for violating this policy includes potential termination.

For the most recent information regarding Qualcomm Governance and Ethics and our complete documents for our Code of Ethics, Governance Principles and Practices and Board committee charters, please visit our Investor Relations website http://investor.gualcomm.com/governance.cfm

# **Qualcomm's Foreign Corrupt Practices Act Policy**

It is the policy of Qualcomm, our subsidiaries and divisions, to comply with anti-corruption laws, including the U.S. Foreign Corrupt Practices Act (FCPA), other applicable U.S. laws and the anti-corruption laws and regulations of the countries where we do business. It is the Company's policy to obey laws, including those laws that regulate our conduct in the marketing of our products, services and technologies in the international marketplace.

All employees, agents, consultants and representatives, wherever they are located, who are deemed relevant to anti-corruption concerns and FCPA-type risks are expected to review, understand and follow Qualcomm's FCPA Policy in their daily activities. These individuals annually certify that they understand this Policy and are aware of no violations of the Policy.

In the most recent certification process, we identified active employees who might implicate Qualcomm to FCPA-type risks (46 percent of our workforce) and 99.9 percent of those employees certified the Policy.







#### **Customer Privacy Protection**

Qualcomm is committed to protecting personal information and privacy of the consumers who benefit from our innovations in wireless technology and services. Respect for privacy helps Qualcomm build and maintain the trust of our business partners and customers, protects our brand and reputation, provides business advantages by distinguishing our products and services and helps ensure legal compliance. Qualcomm has not received any complaints regarding breaches of customer privacy or data in 2009 or the prior two years. We established a cross-divisional privacy steering committee to help guide the activities of the Company that impact privacy.



#### **Stakeholder Engagement**

Qualcomm works diligently to foster clear and transparent communication with all of our global stakeholders. We feel that it is the best way to educate, inspire and learn from the people who are connected to us. Below are our stakeholders and the ways we engage with them:

### **Employees**

- · Open Door policy.
- Regular executive breakfasts open to all employees.
- Regular Qualcomm employee climate surveys and other division specific surveys.
- · Semi-annual employee all-hands meetings, which are webcast globally and include employee Q&A sessions.
- Daily internal e-newsletter "QC Daily News".
- Employee Resource Groups formed around a common interest or shared background and used as open forums for discussion and dialogue on relevant topics.
- · Monthly internal presentation series helps employees understand what's happening in various parts of the Company.
- · Internal communication vehicles and programs provide the opportunity for leadership to communicate any type of news or business information to employees around the world.
- · Annual on-site fairs/tradeshows for employees to learn about our company, benefits and technology, such as the product demonstration tradeshow, QLife festival and Sustainability Fair. These events are available for viewing company-wide via our internal intranet.
- · Annual Qualcomm Innovation Network Venture Fest, a competition to encourage innovation by our employees and provide a mechanism for senior leadership to review their ideas.

#### Investors

- · Securities and Exchange Commission filings.
- Quarterly earnings conference calls and communications.
- · Annual stockholder meeting.
- · Annual analyst meeting.
- Presentations and participation at various financial investor conferences and tradeshows.
- Non-deal roadshows and in-house investor group meetings with management.
- Hosting investor meetings and investor outreach.
- Quarterly employee earnings videos presented by CFO.

### Customers & Suppliers

- Active participant at key industry association conferences and tradeshows.
- Online diverse supplier registry portal.
- · Voluntary involvement with local supplier development councils and participation and support to share Qualcomm's supplier diversity practices at various outreach events.

#### Government

- Host subject specific informational sessions and conferences.
- Participate in working groups and agency taskforce initiatives.
- · Work with government stakeholders, as part of our Wireless Reach initiative, to assist in using wireless technology to implement programs.

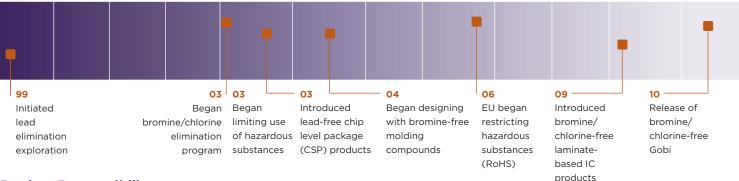
#### Communities

- Host semi-annual community involvement workshops.
- · Anonymous feedback mechanisms available.
- Engagement with nonprofit organizations through various Qualcomm community involvement programs.
- · Participate in philanthropic collaboratives with other grantmaking entities, public-private alliances and information exchanges with nonprofit sector to ensure open dialogue amongst our colleagues.
- Programs with educational institutions worldwide.

# **Our Company**

Qualcomm's Leadership & Organizational Structure

#### A History of Qualcomm's Product Responsibility



#### **Product Responsibility**

Qualcomm continuously monitors the processes and materials that go into our products in order to find opportunities to improve them and make them as sustainable as technically and commercially possible. Through our environmental management system (EMS) and various hazardous substance elimination programs, we address the environmental, health and safety impacts of all our products. One hundred percent of our products are subject to our EMS and various Qualcomm environmental requirements.

# **Environmentally & Socially Conscientious Chip Design**

Qualcomm's commitment to responsible product design has a long history. We began exploring elimination of lead from our integrated circuit (IC) products in 1999—long before the European Union's Restriction on Hazardous Substance (RoHS) Directive came into force in July 2006. In 2003, we became one of the leading IC manufacturers that successfully introduced the lead-free chip level package (CSP) products.

In 2003, we began prohibiting the use of various hazardous substances (22 substances as of 2009) in our IC product designs. Although legislation does not require elimination of all halogenated flame retardants and polyvinyl chloride (PVC) from our products, Qualcomm has been proactive in eliminating these substances.

We began our bromine/chlorine elimination program in 2003, starting with incorporation of bromine-free mold compounds. All new IC products designed beginning January 2009 incorporate the bromine/chlorine-free package design strategy.

Our bromine/chlorine-free design will also extend to our non-IC products, including embedded Gobi, 3G module for notebooks and netbooks designed to untether users from Wi-Fi hotspots. New Gobi designs introduced from January 2010 will be bromine/chlorine-free.

As a fabless manufacturer of IC products, Qualcomm's partnership with our manufacturing suppliers plays an integral role in our commitment to providing environmentally and socially conscientious products. In addition to requiring that each IC manufacturing supplier has an ISO14001 certified environmental management system, Qualcomm CDMA Chip Technologies (QCT) works with each IC manufacturing supplier in all stages of design to ensure compliance with applicable global environmental legislation and various industry and Qualcomm environmental initiatives.

Qualcomm is concerned about the social and environmental conditions associated with the electronics industry supply chain, including mining activities in regions of conflict. It is Qualcomm's intent not to contribute to financing of armed conflict, human rights violations and environmental degradations in such regions. Qualcomm recognizes the importance of cooperation and commitment from the supply base and, thus, is working with suppliers to ensure greater transparency of certain metals present in our products, in particular those metals which are known to come from regions of conflict.







### Qualcomm has been proactive at eliminating halogenated flame retardants and polyvinyl chloride from our products.



#### **Exemplary Environmental Governance**

All of our IC, Gobi and new European fleet management products are in compliance with the EU RoHS Directive and perfluorootanoic acid/perfluorootanoic sulfonate (PFOA/PFOS) Directive. No EU REACH Substance of Very High Concern (SVHC) is used in the manufacture of our IC products. Gobi or commercial vehicle telematics products. Additionally, QES products manufactured and shipped for the European market are Waste Electrical and Electronic Equipment (WEEE) Directive compliant.

QCT products fully comply with Phase 1 of China's Management Methods on control of Pollution from Electronic Information Products (also known as China RoHS). Qualcomm chipsets will comply with the material restriction requirements that apply to the draft Catalogue listed products.

Additionally, Qualcomm had no significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.

For more detailed information on Qualcomm's responsible product design, please visit our website at www.gctconnect.com

Qualcomm has a robust packaging material control program that is applicable to all Qualcomm IC business operations and the entire supply base. All Qualcomm IC business operations and the supply base are required to use packaging materials that are on the approved packaging materials list. The listed materials meet Qualcomm's packaging program objectives which include addressing environment, health and safety legislation requirements and concerns. The program resulted in elimination of formaldehyde from pallets used by Qualcomm IC operations and the supply base. All pallets used today are made from 100 percent recyclable material, either corrugated cardboard and/or compressed wood chips. We were able to successfully convince over 65 percent of our IC customers to accept loose carton shipments that require much less packaging materials.

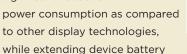
Furthermore, Qualcomm continues to look for opportunities to reduce and eliminate unnecessary packaging materials. Through calculating and tracking the amount of packaging material used per shipment over the last three years, Qualcomm has implemented a new packaging inner box which is 40 percent less in volume and has a reduced material density which has eliminated the use of bubble wraps within the inner box. As a result, Qualcomm is able to pack more product within the same outer cartons thereby consolidating shipments and reducing the size of the carbon footprint caused by our products.

#### **Enabling Energy Efficiency** of Wireless Consumer Electronics

Qualcomm's efforts to design environmentally sustainable products also extend to the groundbreaking Snapdragon™ platform, targeted for mobile wireless computing devices. Our Snapdragon chipsets are industry-leading in their power consumption optimizations. Snapdragon chipsets make wireless devices more environmentally sound by enabling the battery to last longer, increasing the amount of time the device can be in use before needing recharging.

# mirasol Technologies

Qualcomm's mirasol displays are a technology breakthrough that deliver substantial performance benefits. The reflective displays, based on interferometric modulation technology, offer a significant reduction in





life, enabling new features and reducing environmental impact. Moreover, these displays require no supplemental lighting in most ambient lighting environments and can be viewed in bright sunlight. Improving energy efficiency is an essential first step in creating greener mobile devices. Pike Research's analysis indicates that reflective display technologies such as interferometric modulator displays (IMOD) provide a significant energy efficiency advantage over incumbent technologies such as LCD or OLED. In Pike's analysis, a mobile device using an IMOD display would consume 33.7 percent less energy, which extends the battery life by 51 percent, when compared with a similar mobile device that uses a conventional LCD display. Based on a simple lifecycle analysis, this would result in 94 percent less carbon dioxide emitted in the use phase for the display. In addition, this efficiency advantage results in about 58 fewer recharge cycles over the course of a year and would extend the life of the battery for an additional 1.25 years.

www.mirasoldisplays.com/green

# Our Company

Qualcomm's Leadership & Organizational Structure

# Sustainability Helps Qualcomm Lead the Wireless Industry

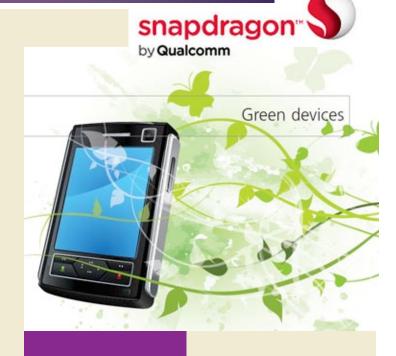
Being socially responsible isn't only good for the environment, it's good for business. The "greening" of the mobile phone was a major theme at the 2009 Mobile World Congress in Barcelona, with more efficient and renewable power sources dominating the environmental agenda.

For many wireless manufacturers "going green" has taken incentives from the marketplace, but for Qualcomm, it has always been a core corporate value. We've been working towards a more "green" mobile device since the 1990's-long before sustainability was fashionable.

It's this innovative attitude that has kept us ahead of the curve. When the Mobile World Congress focused on power saving solutions, Qualcomm already had an answer. For Qualcomm, the development of enhanced chipsets, such as Snapdragon, is playing a considerable role in reducing the power demands placed on mobile devices.

"Snapdragon chips allow low-power consumption on mobile devices and electronic equipment," said Michelle Lee, Staff Engineer for environmental management systems at Qualcomm CDMA Technologies. "From a sustainability perspective, Snapdragon is making devices more environmentally sound by enabling the battery to last longer, thereby increasing the amount of time that the device can be used before requiring a recharge."

What's more, Snapdragon, like all of Qualcomm's integrated circuit and module products, is RoHS (Restrictions on Hazardous Substances) compliant. It meets the European Parliament and Council of the European Union requirements, enabling extensive roll out of Snapdragon-based devices across the continent.



There is also increasing scrutiny on substances used within electronic devices and heightened restrictions on their usage, with bromine-based flame retardants one key focus for mobile devices.

"Brominated flame retardants have played an important role in ensuring that electric equipment does not ignite while being used by a consumer, but there has been considerable pressure to remove bromine and chlorine from our chipsets," Lee said. "We need to be green, and that means removing brominated flame-retardants. Our engineering team has been working diligently to ensure our chips contain no or little environmentally adverse substances."

As of January 2009, Qualcomm started designing all of its products without bromine and chlorine, and has committed to introducing a bromine- and chlorine-free Gobi module by January 2010. ■



#### **Supplier Diversity**

Diversity is a strong component of Qualcomm's unique culture. In accordance with this, the Small Business Administration's subcontract reporting requirements to the government and reporting requirements to our commercial customers, Qualcomm established the Supplier Diversity Program. The program ensures that we maintain our commitment and obligations to all classifications of small and diverse business suppliers.

The Supplier Diversity Program procedures are in full compliance with public laws, and both the Federal and Defense Acquisition Regulations as imposed upon us by the United States government. Since implementing the Supplier Diversity Program at the end of 2006, Qualcomm continually strives to increase the amount we spend with small and diverse businesses.

#### **Improved Supplier Database Resources**

Qualcomm has an online registration where small and diverse suppliers can register their company profiles. This database may be used by all internal employees when seeking new suppliers.

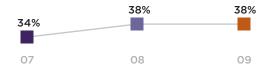
# **Number of Diverse Suppliers Registered**

(United States Only)



#### **Spending on Government Subcontract Work**

Small Businesses (United States Only)



Government's Minimum Requirement: 23 percent

Our Supplier Diversity Program ensures that we maintain our commitment and obligations to small and diverse business suppliers.

#### **Supplier Diversity Program Policy**

Qualcomm's company-wide Supplier Diversity Program policy has been established to promote participation of United States small and diverse business concerns when sourcing suppliers to fulfill subcontracting requirements. Recognizing the value of supplier diversity, it is our intent to place a fair proportion of our total purchases of goods and services with all classification types of diverse business concerns. These include small, minority, disadvantaged, woman-owned, veteran-owned and disabled-owned businesses situated in a HUBZone and all other related socio-economic subsets.

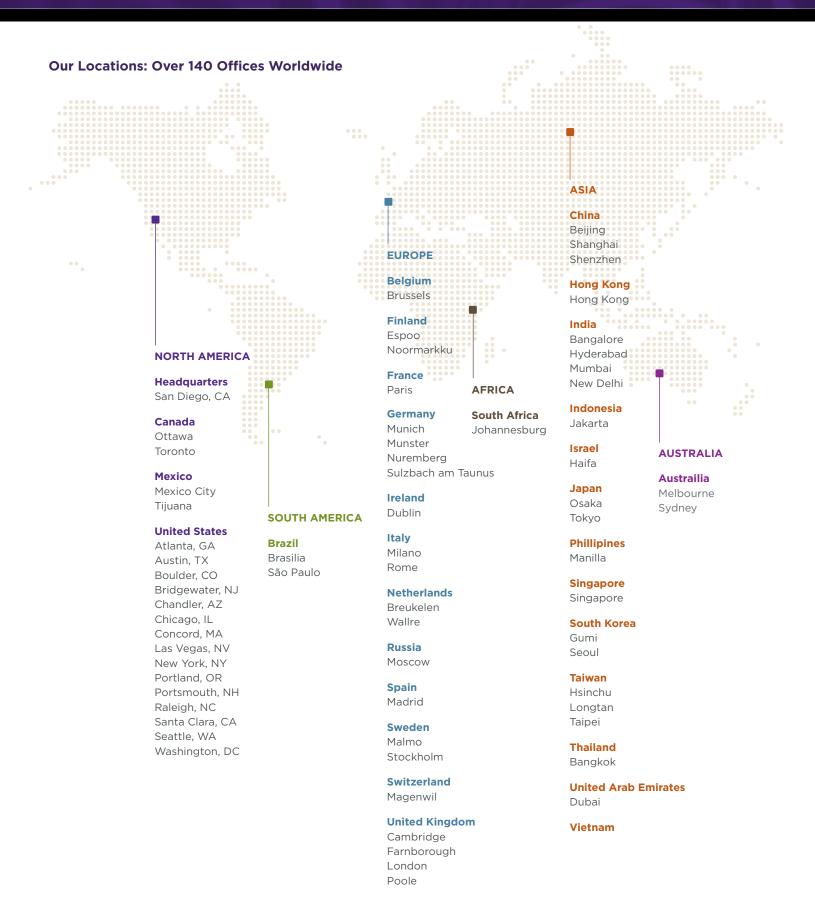
Our Supplier Diversity Program has been established in accordance with these guidelines:

- In the acquisition of supplies and services, a good faith effort shall be made to encourage participation by such small and diverse business concerns.
- In dealing with established and potential suppliers, small and diverse business concerns shall be afforded an equitable opportunity to compete for contracts that are within their capabilities to perform.
- · Guidelines established under our negotiated contracts, including our Corporate Procurement Policies and Procedures, ensure full compliance with public laws that relate to all classification types of small and diverse business concerns.

#### **New Training Outreach Efforts**

During 2009, Qualcomm's Supplier Diversity Program offered a unique value-add to many business units by providing comprehensive in-house training with presentations including aspects from both the Company's and the diverse supplier's perspective. Numerous outreach efforts are incorporated to increase management and company-wide awareness about the benefits of utilizing diverse suppliers.

Program managers and procurement personnel receive personalized assistance from having business classifications added to their preferred supplier bid lists, thus resulting in recommended diverse supplier selections qualified to fulfill subcontracting requirements.



### Qualcomm has been ranked on FORTUNE's list of "100 Best Companies to Work For" for 11 years in a row.



#### **Awards & Recognition**

#### Corporate Success

- BusinessWeek Infotech 100
- Forbes "Global 2000"
- FORTUNE 500
- Financial Times "Most Valuable Global 500 Companies"
- Financial Times "Top 500 U.S. Companies"
- Industry Week: U.S. 500
- Information Week "Top 500 Technology Companies"
- Institutional Investor "Best CEO & Best CFO, Telecom Equipment/Wireless"
- Institutional Investor "Most Shareholder Friendly, Telecom Equipment/Wireless"

#### Company Culture

- 2008 California Fit Business Award
- Computerworld "100 Best Places to Work in IT"
- FORTUNE "100 Best Companies to Work For"
- FORTUNE "World's Most Admired Companies"
- Great Place to Work® Institute India "Best Workplaces in India"
- Hewitt Best Places to Work Korea 2009
- Outside Magazine "Best Places to Work"

#### **Human Resources**

- "Best Place to Work for New Grads" Experience.com
- Executive Excellence Magazine "Top Leadership Development Program"
- FORTUNE "Most Diverse Company List"
- Institute for Corporate Productivity "2009 Productivity Pioneer Award"
- Training Magazine "Training Top 125"
- Urban League of San Diego County President's Award

#### **Environmental Stewardship**

- American Lung Association of California "Clean Air Award"
- · City of San Diego "Recycling Award"
- Computerworld "Top 12 Green IT Companies"
- FTSE4Good Index
- Industrial Environmental Association "Environmental and Sustainability Award"
- San Diego Coast Keeper: Coastal Champion Business Award
- Uptime Institute Global Green 100
- US Green Building Council LEED Gold Award

#### Technology & Innovation

- 2008 Heavy Duty Trucking "Nifty Fifty" Award
- Bank Technology News "The Innovators" Firethorn
- Electronic Design News: Innovation Award
- PC Magazine "25th Annual Technical Excellence Awards"
- · Wall Street Journal Technology Innovation Award

For a full list of awards and recognition, please visit: www.qualcomm.com/news/awards/index.html















Qualcomm's most important resource is our people. We are proud to be an award-winning diverse, inclusive and inspiring place to work. We provide a safe and healthy work environment with opportunities for training, growth and advancement.



# 2009 HIGHLIGHTS



#### **Workplace Data**

Our employee voluntary turnover rate is 2.5 percent, roughly 5 percent lower than the industry average.



#### **Workplace Safety**

Qualcomm is 20 percent below our industry peers in total injury and illness incident rate.



#### **Education & Training**

Qualcomm recorded over 48,400 enrollments in classroom training courses.



#### **Global Workforce Inclusion**

102 nationalities are represented and 66 languages and dialects are spoken in our diverse workplace.



#### Work/Life Balance

QLife offered 1,789 programs, events and services to our employees to ensure a healthy work/life balance.

We are a high-energy company filled with people who want to be challenged and rewarded for meeting those challenges. Our continuing commitment to diversity, education and work/life balance fosters a well-rounded, innovative culture that leads our industry.

#### **Survey Of The Corporate Climate**

An essential element of Qualcomm's culture is our open flow of communication. Employee feedback has always been critical to our ongoing success and is encouraged on a day-to-day basis as well as through more formal channels, such as the bi-annual Qualcomm Climate Survey. The survey is used to gauge employees' perceptions toward the Company's management, performance, operations and workplace environment.

Employees realize that their input is valued; 90 percent of the Company responded to our most recent Climate Survey. As has been the trend for years, the feedback was overwhelmingly positive. Our next Climate Survey will take place in early 2010.

#### **Survey Highlights**

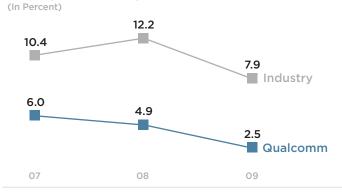
percent of employees surveyed are committed to the success of Qualcomm

percent believe Qualcomm provides a working environment that is accepting of cultural and ethnic differences

percent believe Qualcomm provides a working environment that is accepting of gender differences

percent feel proud to work for Qualcomm

## **Employee Voluntary Turnover Rate**



# **Our Workplace**

Qualcomm's People & Culture

#### **Workplace Data**

#### Employee Wage Level

For all positions and locations, our standard entry level wage is higher than the local minimum wage.

#### **Employee Benefits**

Our benefits package is very competitive and comprehensive, providing regular employees with extensive protection and security, along with quality, life-enhancing programs. We offer medical, dental and prescription drug programs as well as other benefits. Currently, we do not offer benefits to temporary employees. We pro-rate various full-time employee benefits for our part-time employees, which are calculated based upon their standard work hours.

#### **Collective Bargaining Agreements**

There are no United States employees covered by collective bargaining agreements. Less than 3 percent of our total employee population are covered by collective bargaining agreements in countries other than the United States. We insure that we are compliant to all collective agreements regarding significant operational changes as required by country law/regulation.

#### Trade Union Agreements

Qualcomm does not have formal agreements with trade unions.

#### **Employee Performance Reviews**

Qualcomm's Total Rewards Review Cycle allows for performance and development reviews/discussions twice a year. Eighty percent of employees receive regular formal performance and career development reviews with the opportunity to provide feedback to management.

#### **Employment Claims**

Qualcomm has never been found to have unlawfully discriminated against any of our employees.

#### **OFCCP Audit**

As a government contractor, Qualcomm is required to have an affirmative action plan and is subject to random audits. Qualcomm recently completed the "Glass Ceiling Review" audit performed by the Office of Federal Contract Compliance Programs (OFCCP) and received exemplary results with no negative findings.

#### Ratio of Basic Salary of Men to Women

During salary reviews, performance, years of experience and level are considered. We continue to maintain an equal ratio between male and female salaries.

#### **Human Rights**

Qualcomm has reviewed our operations to identify those that are at significant risk for incidents of child labor and forced or compulsory labor, or where the right to exercise freedom of association and collective bargaining may be at significant risk. For these, as well as all Qualcomm operations, the Company provides a workplace environment that is safe, hygienic and humane and which upholds the dignity of all our employees. As an employer we encourage diversity in our workplace. We respect the freedom of association and have a number of effective grievance redressal systems that are available to employees, vendors and customers.

### **Qualcomm India**

## **Equal opportunities**

Through our employment practices and adherence to local statutes in all jurisdictions throughout India, as well as effective vendor due diligence and contractual safeguards, we ensure that no child labor are employed or forced labor encouraged. Qualcomm India is proud to provide and maintain equal opportunities without any discrimination on any grounds ranging in recruitment and during the course of employment. Our philosophy and adherence in practice extends to all our suppliers and partners.



### Qualcomm provides a workplace environment that is safe, hygienic and humane and which upholds the dignity of all our employees.



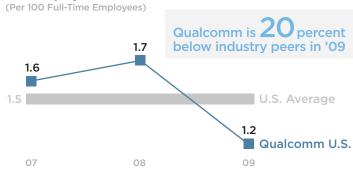




#### **Workplace Safety**

Qualcomm assigns high priority to safety in the workplace as evidenced by our total injury and illness incidence rate. Qualcomm's safety performance outperforms our peers in the telecom industry thanks to a proactive safety management system.

#### **Total Injury & Illness Incident Rate\***



(Compared to Telecommunications Industry with 1000 or More Employees)

\*Work-related injury that required treatment beyond first aid or resulted in lost time or restricted job duties for one or more workers as defined by the U.S. Occupational Safety and Health Administration.

#### Total Lost Time Injury & Illness Rate\* (Per 100 Full-Time Employees)



\*Work-related injury that resulted in days away from work, restricted work activity and/or job transfer.

#### Safety Committee

At Qualcomm, we have a safety committee comprised of volunteers from all 40 buildings at our San Diego location. Representatives from each building accompany our Health and Safety department during building safety inspections, participate in building evacuations and attend monthly safety committee meetings.

#### Safety Training

Qualcomm's commitment to environmental, health and safety (EHS) is demonstrated through a variety of safety related trainings with the goal of reducing our environmental footprint, preventing injury and promoting business continuity. Last year, 1,344 EHS trainings were offered and 2,290 employees participated in these trainings. Training topics included: Hazardous Waste Operations and Emergency Response, Driver Safety, New Hire EHS Orientation, Forklift Operation, Lab Safety and Warehouse Safety.

#### 2009 Workplace Safety Training

**2.290** Employees Trained

1.344 Training Sessions Offered

Our comprehensive ergonomics program includes one-on-one training and ergonomic assessments of work environments. Our EHS team performed 659 ergonomic assessments in 2009. Qualcomm's light duty work program has successfully accommodated many employees so they may continue working while recovering from injury. Qualcomm experienced no work-related fatalities in 2009.





# **Our Workplace**

Qualcomm's People & Culture

#### **Education & Training**

Qualcomm continues our best-in-class approach to learning. Our Learning Center's new initiatives focused on identifying and nurturing our future leaders as well as expanding project management best practices. The Company's library, which is part of the Learning Center, continued to expand its research and database capabilities to provide the latest in-depth engineering, business and marketing reports and analysis to our employees.

#### Emerging Leader Program

For years, Qualcomm has provided management at all levels with thorough management and leadership training. In response to senior management's request to identify and grow future leaders, the Learning Center created an innovative blended learning program called the Emerging Leader Program. This invitationonly program was designed specifically for Qualcomm's individual contributors who have the potential and desire to be future leaders of Qualcomm. Over a 12-week span, participants take part in a combination of instructor-led virtual, classroom and team learning sessions. The program includes a 180-degree assessment of the participant to help him/her assess those skills that are critical for their success in a future leadership role.

#### Project Management

Good project management can make or break a budget and product timelines. It can mean the difference between being the market leader or losing your competitive edge. To find project management best practices, the Learning Center decided that some of the best role models were to be found within our own company. As a result, a new project management web site was developed where new and current project managers can read and watch interviews of their peers who describe their best practices. The interviews put their best practices into the context of real work situations, making it easier for learners to make the connection to their own situations. The web site also includes links to updated articles on project management that enhances the overall program.



# 2009 Training Highlights

### 48,400 enrollments

Qualcomm recorded over 48,400 enrollments in classroom training courses.

# 360 sessions | 700 courses

The Learning Center offered over 360 instructor-led sessions and 700 online courses.







#### Learning Center

Qualcomm offers two mandatory training programs: Sexual Harassment for managers and Secure Code for software developers. The company offers the following annual per person hours of training.



#### Enterprise 2.0 Series

Social media programs have not only become a primary means for communicating among friends, they are also becoming an increasingly important channel for internal collaboration and reaching out to a company's partners and customers. To keep Qualcomm's employees ahead of the curve on social media, the Learning Center's Learning Technology team created a series of popular lectures that brought to Qualcomm some of the field's most influential experts on this topic. They also worked closely with Qualcomm's IT department to help implement an internal social media channel which allows employees to communicate globally with other employees in a more open and dynamic way.







#### **Global Workforce Inclusion**

Our innovative workforce consists of people with a unique blend of talents, backgrounds and experiences all working together to create some of the best technology in the world. Through our Global Workforce Inclusion initiatives we provide a wide variety of opportunities for all employees.

#### Veterans' Initiatives

Qualcomm takes many proactive steps to attract qualified veterans through job placement associations.

To advance, educate and prepare transitioning veterans for the job market, Qualcomm recruiters and human resource representatives have worked with the State of California's Employment Development Department (EDD), Veterans Affairs (VA) and Transition Assistance Program (TAP). Our Company has participated in a number of outreach events this year including:

- Employers Panel presented by the EDD and TAP. This panel helped over 100 transitioning military veterans gain insight to job opportunities at Qualcomm, learn how to successfully present themselves for consideration and build confidence in their transferable skills and experiences.
- · Presented to the San Diego VA office staff. This event trained the VA staff on ways to help veterans seek and prepare for jobs at Qualcomm and other Fortune 500 companies.

#### **2009 Cultural and Diversity Facts**

Languages & Dialects Spoken

Nationalities Represented

**641** U.S. Military Veterans Employed

**57** Percent of Employees are Engineers

18-75 Years of Age Represented

#### Women's Initiatives

Qualcomm developed a Women's Mentoring Program to promote professional development of female employees to build their professional skills and networks.

- 100 percent of mentees stated that mentorship created problem solving opportunities.
- 91 percent of mentees stated that they benefitted from the program.
- 91 percent of mentees recommended mentorship to others.
- 90 percent of mentors and mentees committed to continue their relationship beyond the formal program.

Qualcomm has partnered with National Center for Women and Information Technology (NCWIT) on initiatives to increase women's participation in technology along the entire pipeline, from K-12 through industry. We are creating opportunities and providing tools for female employees because we believe gender diversity means a larger and more competitive workforce. We are demonstrably committed to advancing women. Qualcomm's Board of Directors is comprised of 23 percent women. In 2009, Catalyst figured women constituted only 14 percent of Fortune 500 company board seats, and 40 percent of Fortune 500 companies have no women on their boards. We are proud to have many women leaders within our senior executive ranks. In 2009, there were over 100 women promoted and 20 hired into Director or above roles.

#### Disability Initiatives

2009 marked the 6th year Qualcomm was one of the presenting sponsors for the San Diego Jobtoberfest Job Fair for people with disabilities. We have also been actively involved on the job fair planning committee as a member of the San Diego Committee on the Employment of People with Disabilities. Additionally, we have included disability service providers in our on-site employee resource fair to integrate disability awareness into our corporate culture.

Qualcomm has been involved in the U.S. Business Leadership Network (USBLN) by having an employee serve on their Board of Directors and sponsoring their 2009 Conference. The USBLN recognizes and promotes best practices in hiring, retaining and marketing to people with disabilities. The USBLN uses a "business to business" approach to educate about the imperative of including people with disabilities in the workforce. As a lead employer for the San Diego BLN Chapter, Qualcomm hosted an employer forum with the former U.S. Assistant Secretary of the Office of Disability Employment policy to raise awareness to other employers in the San Diego region regarding the business case for employing people with disabilities.

# **Our Workplace**

Qualcomm's People & Culture





#### **Staffing Programs**

# National Consortium for Graduate Degrees in Engineering and Science (GEM)

Qualcomm is a proud member of the National GEM Consortium. This collaboration between industry and university seeks to address the critical shortfall in production of engineering and scientific talent by providing graduate fellowships in engineering and science to highly qualified individuals from underrepresented engineering populations. In 2009, Qualcomm supported fellowships to three students providing them with the funding to seek an advanced degree coupled with an engineering internship with the Company.

#### Qualcomm Career Experience

Since 1994, the Qualcomm Career Experience has exposed minority high school students to high tech careers and the paths needed to achieve them. The experience provides students with an overview of life at Qualcomm and exposure to the types of opportunities a career in the high tech industry can provide. The experience typically includes a corporate overview, a panel discussion with six to eight Qualcomm employees, group breakout sessions with individual employees and a tour of our facilities.

Our participation is focused on high schools with the most diverse populations. At the heart of the Career Experience is the panel discussion. Volunteer employees range from high-level executives to recent college graduates, and we strive to recruit a volunteer panel that accurately reflects our highly diverse employee population. Employees from a variety of backgrounds share insight on their careers, including job description, career paths, educational background and lessons learned. Students break out into focus groups with individual employees to learn more about careers of particular interest.

#### Targeted Recruiting on University Campuses

Through our participation at minority and female-centered career fairs, we observed that a large percentage of visitors were college students. In efforts to reach this diverse student population, we increased our interaction and sponsorships with on-campus diversity engineering chapters of the National Society of Black Engineers, the Society of Women Engineers and the Society of Hispanic Professional Engineers at key universities.

#### Workforce Development Lab

Qualcomm's Staffing team launched the Workforce Development Lab Program during 2009 with a purpose of expanding workforce development through community engagement. There are five different types of labs the Workforce Development Lab's team is using as teaching tools to help build career development skills for community organizations and schools and the clients they serve.

#### Hire-a-Youth Program

This summer, our Workforce Development Lab's team collaborated with the San Diego Workforce Partnership to provide low-income youth with the opportunity to work in the business sector and build work experience and leadership skills through the Hire-a-Youth Program. Fifteen Qualcomm managers from seven divisions worked with 21 high school students at Qualcomm during the summer for six weeks. Each Monday, students attended a two-hour Workforce Development Lab, hosted by our Staffing team. Topics covered included resume writing and interview skills, networking and job search and professional and effective communication.



# Workforce Development Lab Highlights

# **Qualcomm** experience

To provide a "day in the life" business experience to young adults.

# **Career explorations**

To help young adults understand the concept of career exploration and how they can be innovative when assessing their career paths.

#### **Resumes & interviews skills**

To assist students and adult professionals in sharpening their interview and resume writing skills.

# Networking & job search

To provide individuals with effective networking and job search skills.

#### **Professional communication**

To help young adults understand the concept of professional communication and how it can impact their future success in the business world.



#### Work/Life Balance



Qualcomm's culture is fueled by a diverse offering of innovative workplace programs that inspire our employees to

succeed in work, life and the community in which they live. In 2009, QLife offered 1,789 programs, events and services to our employees.

#### Commuter Benefits

Commuters are encouraged to explore any number of alternatives to the one car/one driver mode. Our United States employees are eligible to receive a 25 percent subsidy and pre-tax purchase of transit passes and vouchers for bus passes, train tickets or vanpools. Over the course of 2009, our employees purchased a total of 4,360 transit passes from 16 different transit authorities in 9 separate regions of the United States.

#### **Group Exercise Classes**

A key ingredient to a healthy life is to lead an active life. To that end, several Qualcomm locations across the globe offer group activity fitness classes on-site. From Cardio-Challenge to Yoga, Boot Camp workouts to Zumba and nearly everything in between, classes are provided by professional, certified instructors. In 2009, 2,862 classes across 7 Qualcomm locations worldwide recorded 28,132 participants.



# Firethorn® Technology

# On-the-go banking made easy

To make our busy employees' lives easier, Qualcomm offers mobile banking from Firethorn Holdings, LLC, a Qualcomm company. As a single, secure platform for managing multiple financial relationships, Firethorn provides Qualcomm employees the ability to manage their banking needs on-the-go, including checking, savings and credit card accounts with more than 3.700 United States-based financial institutions from one mobile application. Employees and consumers can visit www.mobilebanking.com, download the latest application and enroll their accounts directly from their mobile devices, including iPhone, Blackberry and Android as well as other handsets supported by AT&T, Verizon and other wireless carriers.

# 2009 QLife Highlights

2,453

Seasonal flu shots at 8 locations worldwide.

Kids across the United States and Canada participated in Take Your Kids to Work Day.

137

Participants in Bike to Work Day across five United States locations.

Years of participation in the San Diego Asian Film Festival.

10.000

Health clubs accessible at discounted rates through GlobalFit in the United States.

157

Reimbursements for health club memberships.

#### LifeCare

QLife recognizes the importance of balancing work and personal life to meet the needs of our dedicated and diverse employees. QLife's online referral service called LifeCare® offers work/life assistance with eldercare/child care, finance, legal, adoption, emotional health and mothers at work. In 2009, over 8,000 employees across all offices in the United States utilized LifeCare for specialist requests, educational material and webinars. This year also saw the first extension of these offerings outside the United States to our Canadian employees.

#### **QLife Campaigns**

QLife's monthly global campaigns strive to provide a theme for overall work/life effectiveness year around. Via parenting workshops, blog responses or events, QLife facilitates conversations and engages employees directly in managing their work and life challenges 365 days-a-year by featuring topics such as Do One Good Thing for Your Health, Managing Holiday Budgets and Taking Control of Your Commute. A unique feature of these campaigns are the comments shared by Qualcomm employees from around the globe. It is fascinating to see how the common themes unite us and the similarity of approaches used by employees in vastly different parts of the world.



Qualcomm is a global company that has deep, local roots. We are committed

to growing our relationships with a wide range of local groups, organizations and programs that build strong communities.



# 2009 HIGHLIGHTS



#### **Community Involvement**

Over the past 10 years, Qualcomm has donated over \$150 million through our corporate giving and matching grant programs.



#### Volunteerism

One hundred percent of our executive leadership team is active in the community.



#### Matching Grant Program

Qualcomm made 5,330 matching grants to 1,416 nonprofit organizations.



#### Wireless Reach

Qualcomm's Wireless Reach has collaborations with 100 partners on 56 projects in 28 countries.



#### **Global Emergency Management**

The Qualcomm Emergency Operations Team helps protect our people, business and assets through effective emergency planning, response and recovery.

Over the last ten years, Qualcomm has supported a broad range of nonprofit organizations in the following areas:

- million donated to educational programs and institutions
- million donated to help promote the health and well-being of our community and to protect our global environment
  - million donated to arts and cultural organizations

#### **Community Involvement**

The mission of Qualcomm's community involvement is to develop and strengthen communities worldwide. Qualcomm invests its human and financial resources in inspirational, innovative programs that serve diverse populations. Specifically, Qualcomm aims to create:

**Educated Communities** Qualcomm is committed to improving science, technology, engineering and math education for students during their primary, secondary and higher education years, and to expanding educational opportunities for under-represented students.

**Healthy Sustainable Communities** Qualcomm supports initiatives that result in clean, safe, healthy places to live and work. We strive to better the livelihood of underserved populations by providing basic human needs, with a focus on enhancing the welfare of children. Qualcomm is committed to being a positive and creative force in the protection and enhancement of our global environment.

**Culturally Vibrant Communities** Through Qualcomm's support of arts education and outreach programs, the company helps young people develop innovative minds, and expands cultural enrichment opportunities to in-need populations.

Qualcomm's community involvement is primarily targeted in geographic regions where the Company has a business presence.



# Our Community

Qualcomm's Contributions & Emergency Operations



QCares, Qualcomm's community involvement program, enables our

workforce to grow professionally and personally by connecting employees with nonprofit organizations worldwide. By participating in a variety of volunteer projects, employees enhance their leadership and communications skills and learn to work collaboratively with others. Whether an employee serves on a nonprofit's Board of Directors or coordinates a volunteer project, they gain invaluable experience in leading others and managing projects—qualities that are directly applicable to any career at Qualcomm.

#### Volunteerism

At Qualcomm, volunteerism starts at the top. One hundred percent of our executive leadership team is active in the communities where we live. This leadership inspires a commitment from all Qualcomm employees to contribute their time and energies to causes, programs and organizations that are important to them.



### **Executive Spotlight**

Peggy Johnson, Executive Vice President for the Americas and India, exemplifies our executive commitment to the community.

In 2009, during a business trip to India, Peggy joined Mumbai employees and Kanwalinder Singh, Senior Vice President and President, Qualcomm India, to inaugurate Save the Children India's new classrooms and build the Qualcomm—Save the Children India Wall of Partnership. Qualcomm has helped this organization over the past few years by funding ten community centers that provide life skills training to underprivileged girls and Mumbai employee volunteers set up a library for underprivileged children. Per Mana Shetty, Trustee, Save the Children India, "Qualcomm India has been more than just a funding partner—their involvement has always been holistic and one filled with genuine concern for growth and development."

"Qualcomm and our employees collectively work to support and improve the societies in which we live and work," said Peggy Johnson. "Constant endeavors are made through our human, financial and technical resources to support various services and ongoing projects. We applaud and appreciate all the efforts put in by Save The Children India to empower underprivileged children with education and social skills, and we are glad to support this cause."

#### **Board Service**

Qualcomm's board and committee service program engages our employees in skills-based volunteer opportunities by placing employees of all levels on nonprofit Boards of Directors and Advisory Committees. Through board/committee service, Qualcomm executives and employees bring a breadth of experience and knowledge that not only expands a nonprofit's ability to achieve its mission, but also builds their capacity to create a sustainable, financially-sound organization. Simultaneously, employees develop and hone new business skills while giving back to our communities.

QCares actively solicits board and committee service needs from nonprofit organizations which are posted to our internal database of available opportunities. Employees search to identify an opportunity that best fits their interests and skill set. Additionally, QCares hosts quarterly board service classes, provides board service responsibility books through our library and financially supports qualifying organizations where an employee serves on the governing board.



### **Employee Spotlight**

Qualcomm Human Resource Representative Judy Sandweiss identified Outdoor Outreach's board opportunity through our searchable database.

Outdoor Outreach is a San Diego-based nonprofit organization whose mission is to empower at-risk and underprivileged youth to make positive, lasting changes in their lives through comprehensive outdoor programming. Judy has been on their Board of Directors for over two years and now leads their Human Resources (HR) Committee. Her expertise has helped create new systems to assist Outdoor Outreach as they continue to expand, including a new organizational structure and several HR programs to support employees.

"To hear the kids rave about their experiences on a rock or in the surf, and to see the hope and excitement in their eyes—it's truly incredible," says Judy. "This organization is changing kids' lives, enabling them to break out of the negative cycles of poverty, drugs, gangs, and violence and become healthy members of our community."

### Over 62,000 hours were volunteered by our employees in 2009.

#### **Matching Grant Program**

Qualcomm offers its employees a dollar-for-dollar matching grant program with a typical annual benefit of \$1,000. The program's broad parameters—matching grants to a wide variety of nonprofit organizations-reflect Qualcomm's respect for employees' interests in diverse community causes.

#### 2009 Matching Grants By Program Area



# **Number Of Grants**



#### **Number Of Employees Participating**



#### **Number Of Organizations Helped**







#### **Used Computer Donations**

Qualcomm regularly donates used laptop and desktop computers to local nonprofit organizations and schools where our employees are involved.



#### **Youth Sports Sponsorships**

Qualcomm provides sponsorships for community youth sports leagues. A team that an employee is coaching or an employee's child is participating on may be eligible.



Over \$35,000 donated in 2009









# **Our Community**

Qualcomm's Contributions & Emergency Operations



#### Healthy Sustainable Communities

#### India: MV Foundation

The MV Foundation (MVF) strives to eradicate child labour by enrolling children into the mainstream education system through residential bridge camps thereby leading to successful integration into the school system. MVF was founded in 1981 and has positively impacted close to 600,000 children by mainstreaming them into regular schools. Relying mainly on community initiatives, MVF aims at motivating the community, parents and children to utilize the formal school as a medium for the child's advancement. Qualcomm has joined with MVF to set up their first residential bridge camp in the city of Hyderabad and aims to enroll 2,500 children.

#### Taiwan: St. Joseph Social Welfare Foundation

The St. Joseph Social Welfare Foundation offers a variety of programs to train and assist physically and mentally disabled adults and children. Qualcomm's donation purchased new devices to replace old and insufficient equipment in order to better serve the Foundation's clients. These new devices will be used at their Sunshine Development Center, which is located within walking distance of Qualcomm's Hsinchu office in Taiwan and will offer volunteer projects in the coming year to engage our employees.

#### United Kingdom: Julia's House

Julia's House is the only hospice in Dorset, England dedicated to enriching the quality of life for children and young people with life-limiting or life-threatening conditions. They provide support from diagnosis to death and beyond for the whole family and offer multi-disciplinary end of life care onsite or in the family's home. Qualcomm's contributions to Julia's House have provided the organization with the ability to provide additional respite care services, necessary equipment and nurse/caregiver training required to give the children and their families the best quality of life. Qualcomm employees also support the organization through various fundraising efforts and in June 2009, employees ran in the Poole Festival of Running which solely benefits Julia's House.











#### **Culturally Vibrant Communities**

#### Israel: Tirat Carmel Conservatory

Qualcomm has supported the Tirat Carmel Conservatory for the past five years. During this time, our financial contributions have enabled low-income students in grades 7-9 to participate in two choirs and an orchestra at no charge. The aim of the "Musicomm" program, as named by the children, is to support each musical group for three consecutive years so that the participating students are able to truly experience the joy of artistic expression. Twice a year, the kids present their accomplishments to our employees and their families by performing at an evening concert.

#### South Korea: Kok-Tae-Marl Learning Center

World Vision Korea's Kok-Tae-Marl Learning Center provides much needed educational and artistic opportunities to lowincome children in Taebaek city, Kang Won province. Located in a remote area of South Korea, Taebaek offers few cultural activities and events to its citizens. Qualcomm's funding will support the Center's Nanta performance project, which will teach students this Korean, non-verbal percussion dance, as well as teamwork and improved self confidence. It will also purchase much needed resources for the school such as musical instruments, bookshelves and computer equipment. The year-long project will culminate with a public performance by the students that Qualcomm employees will be invited to attend with their families. A variety of volunteer activities will be offered to our employees throughout the upcoming school year.

#### United States: Museum of Contemporary Art San Diego (MCASD)

To develop young arts enthusiasts and cultivate future museum members and supporters, Qualcomm was instrumental in the development of the Free Under 25 program at the Museum. The Company's lead sponsorship of this new initiative provides free admission to all visitors ages 25 and under. It has been very successful, with over 35,000 young people enjoying free admission since 2007 and a 124 percent increase in attendance by 18- to 25-year olds since its inception.

"We recognize that young adults often have limited disposable income, and through Qualcomm's leadership and generosity, we are able to eliminate any challenges this group may have with admission. The program has been a tremendous success and would not have been possible without Qualcomm's commitment to corporate philanthropy," says Dr. Hugh Davies, The David C. Copley Director of MCASD.



# Our Community

Qualcomm's Contributions & Emergency Operations





#### **Educated Communities**

#### China: Lizhi Rehabilitation Kindergarten

Lizhi Rehabilitation Kindergarten is a new school that provides services to mentally disabled children ages 0-7 in Beijing, China. Qualcomm's charitable contribution purchased essential items for establishing the new school such as furniture, musical instruments, books, outdoor toys, hygiene equipment and computer equipment. In February 2009, over forty employees from our Beijing offices volunteered their time to paint and decorate the kindergarten.

#### United Kingdom: Prince's Trust

The Prince's Trust's Business Program, which offers young entrepreneurs loan funding, advice and the support of a business mentor, has helped over 70,000 disadvantaged young people to set up in business. In 2009, Qualcomm helped implement changes to the model which will now offer support to more young people by helping them choose the next appropriate step which is best for them, rather than assuming they are ready to start a business. The Trust will help those ready to start a business to plan and test their ideas more thoroughly, improving the quality of their business propositions and therefore increasing their chances of success. Qualcomm is also an active supporter of The Prince's Trust's Technology Leadership Group which brings together leaders from the technology industry to share best practices, network and engage with this cause. Staff from each Qualcomm UK office have volunteered as 'Charity Champions' to help promote the partnership and to encourage others to get involved.

#### United States: Promoting Math and Science Education for Young People

Qualcomm is committed to improving science, technology, engineering and math education for students during their primary, secondary and higher education years, and to expanding educational opportunities for under-represented students. Research shows that a declining number of American students are pursuing college degrees in technological fields, and that there is a critical misalignment between K-12 science and math education programs and the knowledge and skills needed to perform jobs in the high tech industry. Qualcomm addresses this problem by focusing on community involvement opportunities that support our commitment to cultivating a qualified workforce, such as:

#### **Encorps Teachers Program**

Qualcomm is proud to support the Encorps Teachers Program, a nonprofit organization that was developed with guidance from the California Governor's Committee on Educational Excellence. Encorps recruits retiring math, science and technology professionals to teach at California's under-resourced public high schools. Recently released national test scores place California near the bottom in science and math education. In light of these scores and consistent research demonstrating teacher quality as the most important factor in student achievement, radical new thinking is needed to improve math and science teaching. EnCorps tackles this crisis in California public education, by tapping the knowledge of experienced math and science professionals to teach a new generation. In 2009, EnCorps attracted over 1,100 applicants and recruited over 100 math and science professionals.

EnCorps addresses educational disparities by attracting individuals with a dramatically different perspective of math and science connections in the real world; professionals with math and science expertise. EnCorps believes mathematicians, scientists, engineers and technology experts with years of applied knowledge have unique abilities to show children how their fields work and inspire them to pursue similar careers. With the help of EnCorps, professionals can become teachers in as little as a year. EnCorps also provides assistance, support and mentoring to these new teachers for the first two years of their teaching careers.



#### **Qualcomm Institute for Innovation and Educational Success**

We established the Qualcomm Institute for Innovation and Educational Success at San Diego State University (SDSU) with a contribution of \$14.5 million in 2004 and have continuously supported its four main programs, including:

#### Project Lead The Way (PLTW)

Operated by SDSU's College of Engineering, this program trains middle and high school teachers to implement problem-based, pre-engineering coursework into their classes. PLTW is a national nonprofit organization that has developed a sequence of courses that emphasizes hands-on, rigorous and relevant experiences in Science, Technology, Engineering and Mathematics (STEM) and biomedical sciences in an effort to prepare students for academic and professional success in these disciplines. PLTW aims to encourage an increasingly diverse group of students to consider careers as scientists, technology experts, engineers, mathematicians, healthcare providers and researchers. Students who move through PLTW curriculum are well-prepared for college engineering programs and more likely to be successful in pursuing engineering as a career. The PLTW program has been endorsed by the National Academies of Engineering and Science as the exemplary program for K-12 curriculum modeled on world-class standards. PLTW will serve over 12,000 students in 160 California schools in the upcoming year.

#### Improving Student Achievement in Mathematics (ISAM)

Administered by SDSU's College of Education, ISAM improves students' mathematics understanding and achievement by enhancing teachers' content knowledge of mathematics and mathematics teaching effectiveness in grades K-12. Since 2000, ISAM has served 2,370 teachers and 208,930 students throughout San Diego County. Over 400 teachers have earned a math specialist certificate. The results have been amazing record numbers of students are now passing state mathematics exit exams and enrollment in mathematics courses is soaring.

#### University of California at San Diego's **COSMOS Program**

For the past five years, Qualcomm has supported COSMOS a month-long residential program at University of California at San Diego for California high school students who have a demonstrated interest and achievement in math and science. COSMOS provides students with the opportunity to participate in an intensive academic experience delivered by distinguished educators and scholars. Qualcomm hires COSMOS alumni as summer interns to further grow their education and interest in STEM fields. In addition, Qualcomm employees speak at COSMOS events to encourage students to continue their education and interest in these critically important subjects.







# Our Community

Qualcomm's Contributions & Emergency Operations









#### Wireless Reach

With 56 projects in 28 countries, Qualcomm's Wireless Reach initiative is a strategic program that demonstrates how access to advanced wireless technology improves people's lives. Wireless Reach supports programs and solutions that bring the benefits of 3G connectivity to communities globally. Collaborating with more than 100 partners from governments, nonprofit organizations and the private sector. Wireless Reach invests in projects that foster the growth of entrepreneurs, aid in public safety programs, enhance the delivery of health care, enrich teaching and learning in classrooms and help the environment.

#### India: vBay, Real-Time Mobile Classifieds for Agri-Entrepreneurs

India's population is roughly 1.15 billion people and more than half of the work force is in agriculture.1 According to the Indian Society of Agribusiness Professionals (ISAP), most of the agriculture population lives in rural areas with minimal access to market information. To help support the agriculture industry and reach the rural population. Wireless Reach engaged in a pilot project with ISAP and United Villages Networks to develop vBay, a BREWenabled mobile classifieds application for rural agri-entrepreneurs to be deployed in the villages of Orissa and Rajasthan. Providing a convenient online hub for market, product and service information on mobile phones, vBay will offer entrepreneurs in rural communities the ability to post and browse across a network of villages and improve their productivity by providing daily commodity price updates in addition to job postings. This is rural India's first mobile-enabled classified system designed to empower entrepreneurs by broadening their access to market information. Training for entrepreneurs is also part of the project. helping them to successfully grow their businesses while using the vBay system.

<sup>1</sup>https://www.cia.gov/library/publications/the-world-factbook/geos/in.html

#### India: Fisher Friend, Bringing Helpful Information to Rural Fishermen

In 2007, fishermen in the tsunami-affected Tamil Nadu region of India were provided mobile phones with a BREW® application called Fisher Friend, which gave them instant access to helpful information such as weather conditions, where they can and cannot fish and market prices—all in their local language. Today the application is commercially available on Tata's CDMA network for approximately US\$.60/month. Local fishermen reported that the application has made them more efficient, feel safer in the water and has improved their daily revenue. One fisherman said his income has gone from US\$3-\$6/day to \$10-\$16/day. The program is the result of a collaboration with M.S. Swaminathan Research Foundation (MSSRF), a non-profit organization that is instrumental in providing information about the fishing communities; Tata Teleservices; Astute Systems Technology, the BREW developer; and Wireless Reach.

#### Indonesia: Village Phone Microfranchising Program Gives Entrepreneurs New Tools for Success

For the last three years, Wireless Reach and the Grameen Foundation have collaborated with Indonesian organizations to evaluate, test and build the foundation for a Village Phone Microfranchising Program in the country. The initiative combines the power of microfinance with the benefits of expanding access to communications, generating broad positive economic and social returns that can bolster an entire community. Village Phone helps Indonesians in two important ways: (1) by extending affordable telecommunication access to people who cannot afford their own mobile device and (2) by offering a profitable business opportunity to the base of the pyramid by eliminating barriers to entry: primarily in the areas of financing, confidence building, training and access to the supply chain. The project demonstrates an innovative and sustainable solution that meets the growing demand for affordable access to telecommunication services through a microfranchise model that is market-oriented and builds on the strength of microfinance, one of the most robust poverty alleviation strategies in existence today, according to the Grameen Foundation. The core concept is simple, effective and sustainable: a local small-business entrepreneur purchases a pre-packaged kit that includes a mobile phone with a microfinance loan and then retails the "minutes" to neighbors. The program provides a business opportunity for the base of the pyramid in underserved communities.

#### ITU: Providing Disaster Relief Telecommunications Services

Wireless Reach donated a Qualcomm Deployable Base Station (QDBS) to the International Telecommunication Union (ITU) to improve emergency communications for disaster preparedness and to coordinate relief activities in the aftermath of a disaster. The base station allows relief organizations to communicate and coordinate with each other, when there is no other means of telecommunications. Based on 3G CDMA technology, the QDBS is a compact, quickly deployable and easy to operate mobile solution with 50 phones providing first-responder communications. The QDBS will be housed at ITU's headquarters in Geneva until it is deployed again.







### Kenya: Timely Medicine Helping People with HIV/AIDS

Wireless Reach has teamed with partners to develop a technology intervention program that creates a more efficient process in the supply management of antiretroviral medicines (ARVs) using 3G wireless connectivity. As part of the project, participating antiretroviral therapy (ART) sites in Nairobi, Kenya, have been equipped with computers, software and support equipment for wireless connectivity on Telkom Kenya's 3G CDMA EV-DO Rev. A network. The software developed in the project is designed to automate the manual reporting system for managing ARVs. These newly converted electronic reports can reach the Kenya Medical Supplies Agency (KEMSA) quickly and efficiently, providing a more accurate inventory of ARVs in clinics and pharmacies. The project provides a simple, practical solution to a real problem that can be greatly improved using wireless technology. With the immediate increased efficiency and more accurate reporting, pharmacists are able to concentrate on more in-depth tracking of ART adherence and patient care.





## Portugal: Mobile Solutions for People with Disabilities

In Portugal, Wireless Reach is working with Portugal Telecom Foundation and local hospitals and rehabilitation clinics on a three-pronged project that helps connect people with disabilities, mainly focused on those with paralysis and Cerebral Palsy. Each of the three projects addresses a different group of people in need with specially developed text-to-speech software and hardware to provide them with connectivity and the ability to communicate. Portugal Telecom's GRID software is used on mobile phones and laptops that can be attached to wheelchairs, which allows people to type using symbols and communicate with care givers and loved ones. For the severely paralyzed, special eye-tracking devices and control buttons used with one's cheek are helpful, allowing participants to type using the GRID and text-to-speech capabilities.

## United States: Project K-Nect, Wireless Social Networking and Teaching Enhances Student Achievement

Working with the North Carolina Department of Public Instruction and Digital Millennial Consulting, Project K-Nect is a Wireless Reach funded pilot program that began during the 2007-2008 school year to discover if 24/7 connected smartphones could play a role in enhancing student engagement and learning. The project addresses the need to improve math skills among at-risk students in North Carolina who scored poorly in math and did not have access to the Internet at home. Algebra I digital content aligned with the teacher's lesson plan was created and students were encouraged to learn from each other in and out of the classroom using collaborative learning applications, as well as other Internet resources such as algebra.com. In 2009, Project K-Nect was incorporated into algebra II, geometry and biology classes. The project also added two more school districts, including an eighth and tenth grade class totaling 150 students. For two consecutive years, the project has shown success in students' achievement. In classes participating in Project K-Nect, student proficiency rates on the state end of course exam increased 30 percent when compared to classes taught by the same teacher but not participating in the project. And these numbers have not gone unnoticed. Based on positive results from Project K-Nect, the Department of Defense Education Activity granted a participating school district \$2.5 million to expand Project K-Nect to all algebra I students.

### Vietnam: Transforming the Future Workforce

Vietnam's Prime Minister Nguyen Tan Dung is focused on making the country strong in the development of information technology and communication. He has asked the Information and Communication Ministry of Vietnam to map out a master plan to prioritize the further integration of technology in various areas including developing a labor force competent to compete globally.<sup>2</sup> In order to support the government's goal of boosting 21st century skills within its labor force, Wireless Reach is focusing on Vietnam's future group of skilled workers. Collaborating with Room to Read, a non-profit dedicated to promoting and enabling global education, and S-Fone, a local 3G CDMA operator, Wireless Reach is supporting a project that has established computer labs in six secondary schools throughout southern Vietnam in the Can Tho province. Through the project, the Room to Read computer labs were each equipped with 20-25 computers and EV-DO connectivity using wireless modems. S-Fone is providing the schools with free Internet access until 2012. Along with training sessions for teachers, students are now able to attend classes where they learn how to use various computer applications and basic skills using the Internet. With most of the student population at the participating schools coming from low income families, and one school in a region where there is no landline connectivity, the computer labs and access to the Internet has been a welcome change in their lives.

<sup>2</sup>Tong, Xiong. "Vietnamese PM Calls for Developing IT." China View. 15 Jan 2010. http://news.xinhuanet.com/english/2010-01/15/content\_12816987.htm

## Our Community

Qualcomm's Contributions & Emergency Operations





## **Global Emergency Management**

The Qualcomm Emergency Operations Team's (EOT) mission is to protect our people, business and assets through effective emergency planning, response and recovery. The team consists of cross functional representation from IT, HR, Employee & Corporate Communications, Safety, Security, Legal and Facilities. The EOT has a number of on-going initiatives and tools to ensure that we can uphold the duty of care which our employees expect.

### Qualcomm Community Emergency Response Team (QCERT)

This program trains employees to respond to a disaster during working hours; trainings have been conducted in San Diego, CA and Raleigh, NC. Several employees in Santa Clara, CA have taken the training on their own time. The QCERT members are trained in search and rescue, fire suppression, first aid/triage and on the Incident Command System. Annually, the San Diego team participates in a full scale exercise to refresh their skills. The QCERT members are also invited to participate in the CPR/First Aid and AED training and other disaster exercises. Qualcomm has a total of 126 trained employees, with 93 in San Diego, 30 in Raleigh and 3 in Santa Clara. Many of the QCERT members join and get involved with their local community teams, assisting local first responders when requested.



### Personal Emergency Training Classes

### · Creating a Family Survival Plan

The objectives of this training, held quarterly in San Diego and in other Qualcomm locations such as India, Singapore, Atlanta, Santa Clara and Portland offices, are to educate employees on how to prepare themselves and their families for a disaster. The training covers how to create a communication plan, how to document and practice evacuation plans and how to a build a disaster survival kit. Over the past two years, over 370 employees have completed the training.

#### · Ready or Not Survival Training

Local San Diego survivalists, Tom Beasley and Susan Conniry, presented their Ready or Not Survival training at Qualcomm in 2009; a total of 88 employees attended this interactive and engaging program. This training goes above and beyond the Family Survival Plan training, teaching employees how to build a shelter, collect and filter drinking water, start a fire and store food. This training will be offered twice a year at our San Diego facilities.

### **Emergency Operations Toolset**

The EOT employs the use of several cutting edge software systems (or tools) to ensure they are kept informed of worldwide events and emergencies.

### • Emergency Notification System

This system communicates with employees during an emergency. This automated, two-way system delivers messages in a variety of formats (cell phone, home phone, email, SMS text) and confirms message delivery and acknowledgement from the recipient.

### · Operational Risk Management

An automated system sends SMS pages and emails to the EOT, alerting the team in near real time about emergencies or events such as fire, terrorism or extreme weather that are occurring close to our facilities worldwide.

## • Employee Traveler Location System

A system to locate travelers during an emergency; flight and hotel information is loaded into the system from our global travel providers. This allows the EOT to act immediately during a critical event by identifying at-risk travelers.

### · Emergency Supply Kits

EOT procures and maintains emergency supply kits for the San Diego offices and assists with the procurement of the kits for our regional and international offices. The kits are intended to be used during a disaster when employees must seek shelter at Qualcomm facilities.

### Mumbai Terrorist Attack Response

In November 2008, both our Corporate EOT and our India EOT were activated for several days when the city of Mumbai was attacked by a group of terrorists. During the activation, we contacted Mumbai employees to ensure their safety as well as employees traveling to Mumbai to provide factual information and ascertain status and to ensure their security. We also launched a comprehensive internal communication campaign to inform our employees about the safety of their co-workers.

### Red Cross Ready When the Time Comes

The program trains and certifies employees to help out the American Red Cross during a disaster in the San Diego area. Employees have been trained in two disciplines—Sheltering and Response Center Enterprise (assisting with the American Red Cross national call center). The training program, which started in 2008 and continued in 2009, added an additional 47 employees to bring our total trained volunteers to 63 employees.

### Sorrento Valley Consortium

The Consortium, co-founded and led by Qualcomm, is a group of 14 Sorrento Valley-based companies who meet monthly to discuss emergency scenarios, share emergency plans, discuss available resources and resource sharing and determine how we can improve our partnership with city and county governments during a regional disaster. In 2009, one of the Consortium's significant accomplishments was strengthening their relationship with the San Diego County Office of Emergency Services (OES). This relationship will improve communication between OES and Consortium members, allowing members to receive early notification when the OES activates their Emergency Operation Center. The Consortium was proud to receive a proclamation from the County of San Diego Board of Supervisors, which recognizes them for their extraordinary efforts in advancing disaster preparedness and their continuous commitment to the community.





## 2009 H1N1 Influenza **Pandemic Mobilization**

## A quick response

At the end of April, the Corporate EOT activated for the influenza outbreak of H1N1 in Mexico City. We held daily conference calls to actively monitor the quickly evolving situation, which required flexibility and quick decision making from the team. As H1N1 spread, we instituted visitor screening at Qualcomm facilities worldwide. As the uncertainties regarding the mortality rates and the actual death toll from the outbreak continued, the team instituted restrictions on non-essential travel to Mexico and finally restricted all travel to Mexico including a full ban effective for three days. From an educational perspective, the team launched a mini influenza campaign, much like our normal fall influenza campaign, including the distribution of posters and hand sanitizers. We also increased cleaning of all facilities and distributed masks to several of our international locations who were impacted by government restrictions and public fear.

## Qualcomm health center

Our on-site medical clinic was involved with the Corporate EOT from the outset providing guidance and advice from a medical perspective. Our Medical Director was instrumental in guiding policy and procedures applicable to Qualcomm employees across the globe. She participated in the production of a video addressing those concerns with the best information available. Posted on the Qualcomm intranet, it was viewed over 1.784 times from 37 different Qualcomm locations worldwide. The team continues to meet and monitor the worldwide situation with a goal of ensuring our employees are informed and exposure to H1N1 is kept at a minimum at our facilities.





At Qualcomm, sustainability is a core business value. As we expand globally, we continue to be an industry leader in energy conservation and climate protection. Qualcomm is committed to growing our operations while consciously minimizing our carbon footprint, conserving water and reducing our waste.



## 2009 HIGHLIGHTS



### **Energy Efficiency & Cost Savings**

Our energy efficiency investments have saved more than 22.5 million kilowatt hours of electricity annually, valued at over \$2.92 million savings.



#### Water Conservation & Reuse

17.8 million gallons of water saved annually through conservation efforts.



### **Green Cleaning**

Reduced number of cleaning products used from 29 to 4 and generated a \$2.2 million year over year savings for Qualcomm.



### **Sustainable Kitchen Practices**

Served 22,000 lbs organic line-caught salmon, 55,000 lbs organic hormone-free chicken, 15,000 lbs organic vegetables and 8,500 lbs organic lettuces.



### **Recycling & E-waste**

1.4 million pounds of total recycled materials and recycled 77 percent of our hazardous waste.

Qualcomm is committed to protecting and enhancing our environment. As a Company, we consistently strive to minimize hazardous materials and reduce consumption of our natural resources. Using education and administrative controls, we continuously assess our processes and practices to identify opportunities for reducing energy, waste and toxic emissions. We have implemented best management practices and engineering controls to reduce the risk of chemical spills. As a result of the prevention measures implemented, Qualcomm experienced no significant spills last year. During 2009, Qualcomm had no significant fines for non-compliance with environmental laws and regulations. Environmental information about our products is detailed in the Product Responsibility section of this report, beginning on page 14.

## **Energy Efficiency & Energy Cost Savings**

Qualcomm invests in highly efficient energy, lighting, HVAC (heating, ventilation and air conditioning) systems, cogeneration and renewable energy (photovoltaics) to reduce energy consumption, lower building operating expenses and minimize greenhouse gas (GHG) emissions. The cost savings continue for years to come as the energy saved translates into dollar savings on our monthly utility bills.

To date, Qualcomm's energy efficiency investments in over four million square feet of building space in California alone have saved more than 22.5 million kilowatt hours of electricity annually, valued at over \$2.92 million savings each year. This is equivalent to avoiding 7,390 metric tons of GHG emissions or eliminating the annual emissions of 1,343 cars.

### **U.S. Green Building Council**

In August 2009, Qualcomm joined the U.S. Green Building Council (USGBC), reaffirming our commitment to energy and water efficient green buildings. The USGBC is a member-driven nonprofit organization best known for the development of the LEED (Leadership in Energy and Environmental Design) green building rating system. Qualcomm's one million square foot W Campus was certified LEED Gold last year and the Company continues to implement LEED methodology in our ongoing construction projects. Our W Campus represents what we are doing company-wide to build energy efficiencies and optimize resource conservation in our facilities, which ultimately reduces our operating costs and contributes to the financial bottom line.



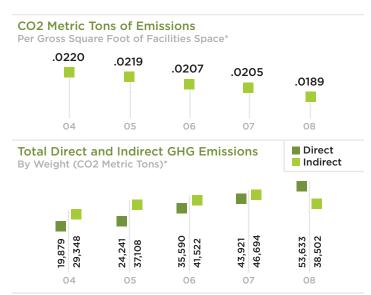




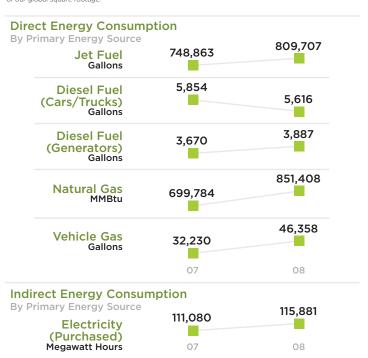
Qualcomm's Sustainability Initiatives

### **Greenhouse Gas Emissions**

Since 2002, Qualcomm has been a member of the California Action Registry, a nonprofit voluntary registry for GHG emissions and has earned the distinction of "Climate Action Leader" for our early and voluntary participation in reporting GHG emissions in California. Our overall emissions (per square foot of our facilities space) have continued to decrease. While some of our direct and indirect consumption metrics have increased, this is a reflection of continued growth in our operations and revenues. We do our best to minimize the impact our operations have on our global environment.



\*Figures represent 2008 calendar year for California facilities only which make up roughly 72 percent







### **Air Emissions**

Qualcomm was recognized for our 2009 efforts to improve air quality. We are the first company to be given the new Blue Sky Leadership Award, an honor created by the San Diego County Air Pollution Control District in partnership with the Industrial Environmental Association to highlight a local company that demonstrates a commitment to improving air quality and provides inspiration for others to do the same. The Blue Sky Leadership Award is given to the top performer among local companies and organizations named as Clean Air Champions throughout the year.

Qualcomm's two newest cogeneration turbines are fueled by natural gas and are highly efficient. These units produce electricity for our operations, and the heat generated by them is used to run two large chillers for our air conditioning system. The turbines reduce airborne pollutants by 35 percent compared to the ones they replaced.

Qualcomm further improves air quality through our energy conservation efforts. We have installed solar panels on building rooftops, own a fleet of hybrid vehicles and encourage and incentivize our employees to utilize alternative modes of transportation for their daily commute, such as offering transit subsidies, shuttle services and bike lockers.



Source: San Diego Air Pollution Control District Annual Emissions Report on Qualcomm San Diego, CA Facilities.



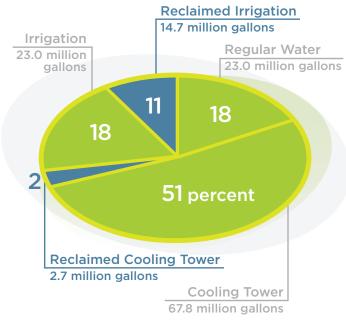
#### Water Conservation & Reuse

Communities worldwide are experiencing an unprecedented water supply crisis. Qualcomm is proactively doing our part to conserve scarce water resources. We have incorporated water saving fixtures and drought resistant plants at our various building sites, as well as drip irrigation and the use of reclaimed water for irrigation. In May 2009, Qualcomm converted our San Diego Building AA cooling towers from potable water to reclaimed water which will save over 2,684,000 gallons of potable water annually. Qualcomm is striving to reduce potable water use and maximize the use of reclaimed water wherever possible.

As shown in the chart below, reclaimed water utilized for both cooling towers and irrigation comprises 13% of Qualcomm's water usage. Plans began in 2009 to convert another cooling tower to reclaimed water that will save over 29 million gallons of potable water annually. Additionally, Qualcomm carefully manages our cooling tower cycles to optimize operations and use less water. In 2009, we saved 17.8 million gallons of water from our cooling tower operations and from our low flow restroom fixtures, as well as other conservation programs.

## 2009 Water Usage = 131.2m gallons

(San Diego, CA facilities only)



million gallons of water saved through conservation efforts annually



## 2009 Water Reduction & **Reuse Highlights**

## 2,684,000 gallons

Continued to invest in reclaimed water projects, such as converting one of our San Diego office building's cooling towers to reclaimed water in May 2009, thus saving over 2,684,000 gallons of potable water annually.

## 14,703,000 gallons

Saved 14,703,000 gallons of potable water by using reclaimed water for irrigation.

## **Drought-resistant plants**

Maintained our facilities' landscape with droughtresistant plants and drip irrigation where possible.

## 80,000 gallons

Initiated pilot project for waterless urinals which save 40,000 gallons of potable water per unit annually. We currently have 2 units and are expanding this project in the coming year.

## Reduced water consumption

Reduced our water consumption by 128,700 gallons year over year by implementing a water broom wash-down system for cleaning exterior surfaces.





Qualcomm's Sustainability Initiatives







## **Green Cleaning**

Qualcomm's dedication to a greener, safer environment extends into all aspects of day-to-day operations. In 2007, Qualcomm's Building Services team instituted a new cleaning system, ManageMen's® Operating System 1 (OS1)®, as part of our Green Cleaning Program. Since then, we have transitioned all our San Diego buildings to the OS1 cleaning system, which encompasses approximately 4.3 million square feet and services over 10,000 employees. By instituting this new cleaning regimen, we have:

- Reduced the number of cleaning products used from 29 to 4.
- Cut chemical use from 3,335 active cleaning units to 303.
- Decreased the volume of chemical containers sent to landfills by 97 percent.
- Reduced our annual water and electricity usage.
- Reduced the amount of paper towel disposal sent to landfills by 11.47 tons per year and cut consumption by 16 percent by replacing paper towels with microfiber cloths.
- Generated a \$2.2m year over year savings for the Company.
- Improved worker's compensation costs by 91 percent.
- Achieved a 98.8 percent customer satisfaction rate in office cleaning requests.

In 2010, we will expand this initiative to include the OS1 Floor care cleaning system at our San Diego office buildings.

### Sustainable Kitchen Practices

In 2009, Qualcomm cafés achieved Charter Membership Certification and are now Certified Green Restaurants™. Through diligent work toward bettering the environmental impact of our cafés, our Food Services team has completed a rigorous 18-step process that has improved our water efficiency, implemented a full-scale recycling program, introduced chlorine-free paper products and made a commitment to sourcing local, sustainable and organic foods. We are proud of our environmental efforts in our kitchen facilities and look forward to improving and implementing even more "green" efficiency in the years to come.

## Making A Difference





## Averages Qualcomm

Restaurants throw away 100,000 pounds (per location) of garbage per year.

Qualcomm is reducing our garbage output by implementing a full-scale recycling program so that waste can now be reduced. reused and recycled.

Restaurants use 300,000 gallons (per location) of water per year.

Qualcomm installed low-flow faucet aerators and pre-rinse spray valves in our kitchens that use about a half a gallon of water per minute, which is over 75 percent more efficient than most faucets.

The average United States food product is shipped 1,500 miles before it reaches our plates.

Qualcomm is proud to source local, sustainable and organic foods from our own community, helping to significantly reduce our environmental impact and support local growers.

Styrofoam is made from petroleum, an unsustainable and heavily polluting resource.

Qualcomm is proud to not use any styrofoam in our food service operations.

Waste reduction can be about breaking bad habits like grabbing too many packets of ketchup or taking too many napkins.

Qualcomm is reducing waste by ordering condiments in bulk sizes, eliminating the use and waste of individually packaged items and encouraging diners to only use what they need.





## 2009 Sustainable Kitchen **Highlights**

## 50 percent

Qualcomm significantly reduces its carbon footprint by using Ecoflame warming gels at all our Food Services' caterings, cutting our carbon dioxide emissions by at least 50 percent in comparison to other available fuels.

## **Buying bulk**

Bulk purchasing of food and condiments has greatly reduced the waste associated with our café operations, conserving scarce landfill space.

## 135,000 gallons

Our Food Services purchased and installed low flow spray valves, sink faucet aerators and kitchen aerators to further reduce our water consumption in Qualcomm's kitchens. By installing the low flow spray valves, which run at 1.28 gallons per minute, our Food Services saves 135,000 gallons of water a year, as well as reduces the amount of energy used to heat the water.

## Biodiesel

100 percent of all oil and grease used at Qualcomm's San Diego cafés—which was over 1,200 gallons last year is converted into biodiesel, reducing toxic emissions by 75 percent on average compared to petroleum diesel.

## 4 kilowatts

Qualcomm continues to use Melink VFD (variable frequency drives for commercial kitchen ventilation systems), which works with UV light to reduce chlorofluorocarbons (CFCs). These eco-friendly solutions enable Qualcomm to reduce high energy consuming HVAC. The Melink VFD utilizes an average of 4 kilowatts per hour, versus 14 kilowatts per hour for standard systems.

## 660,000 gallons

Qualcomm's air-cooled ice machines use less energy and water and make ice more quickly and efficiently than standard ice machines. By installing these new machines, the Company saves roughly 660,000 gallons of water each year.

## 90 percent

Air curtains are installed at Qualcomm kitchen facilities' doorways in an effort to save energy and maintain employee comfort. These curtains prevent up to 90 percent of the energy loss that occurs at an opening, compared to an open door.

## Reduce cold loss

All walk-in refrigerators and freezers at Qualcomm have strip curtains to cover the doorway. Strip curtains reduce cold loss by approx 50 to 60 percent, significantly cutting down on Qualcomm's walk-in refrigerator and freezer energy consumption.

## **Organic food**

Qualcomm aims to serve as much organic food as possible. In 2009, we served 22,000 lbs of organic line-caught salmon, 55,000 lbs of organic hormone-free chicken, 15,000 lbs of organic vegetables and 8,500 lbs of organic lettuces.









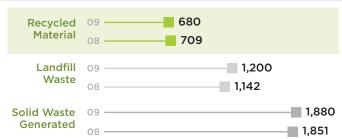


Qualcomm's Sustainability Initiatives

### **Recycling & E-waste**

Since 2007, the California Integrated Waste Management Board has used the per capita disposal measurement system to measure waste diversion and recycling efforts. Qualcomm's per capita disposal rate of 1.12 pounds/person/day (PPD) is evidence of our environmental stewardship. The average San Diego business per capita disposal rate is 11.4 PPD in 2008. Qualcomm was able to achieve our ongoing goal of remaining in the lower 10 percentile of per capita disposal rate relative to other San Diego businesses.

Total Weight of Waste & Disposal Method\* (In Tons)





Total Recycled Material (In Millions of Pounds)

2007 2008 Qualcomm's hazardous waste is processed at a California EPA registered Treatment, Storage and Disposal Facility. Qualcomm performs due diligence audits to ensure hazardous waste is managed responsibly and is recycled when possible. Our hazardous waste is recycled using solvent recovery and fuel blending methods.



\*Figures represent 2008 calendar year for California facilities only which make up roughly 72 percent of our global square footage.

## 2009 Recycling & Source **Reduction Highlights**

## 69 tons

In 2009, Qualcomm's employee shuttle service experienced a 10 percent increase in miles driven with over 400,000 miles driven across the San Diego campus. By selecting hybrid vehicles to replace gasoline powered vans, approximately 69 tons of greenhouse gases were prevented. Nearly half of the shuttle fleet is comprised of hybrid vehicles with plans on replacing older vans with Ultra Low Emissions Vehicles in 2010.

## Reusable water bottles

Adminstrative Services distributed reusable water bottles to all Qualcomm employees in San Diego followed by a campaign asking employees to reduce consumption of disposable plastic water bottles.

## 100% e-waste recycling

Our San Jose facility has implemented an aggressive e-waste recycling program that involves a 100 percent recycling program for all silicon and glass wafers. This recycling program also includes proprietary destruction and recycling of electronic components, wafer cassettes and storage boxes, product wrappings and containers used for consolidation.

## San Diego employees recycled 14,110 pounds of electronic waste in one day during Qualcomm's on-site collection event.





## 2009 Sustainability Highlights

### Hong Kong

Our Hong Kong office implemented a recycling program to collect mixed paper and other materials in recycling bins, as well as copier toners and batteries. Program guidelines were based on United States recycling guidelines. An employee education campaign was conducted about the program to encourage greater involvement and participation.

#### India

Our local employees are encouraged to initiate sustainable environmental practices; Mumbai employees are moving away from the use of packaged water bottles to reusable bottles thus reducing environmental waste and conserving resources. Additionally, Qualcomm's employee volunteer program promotes projects that improve our natural surroundings and we financially support nonprofit organizations that support sustainable environmental programs. For example, Qualcomm supports TERI's Light a Billion Lives Campaign, which brings solar energy to villages which would otherwise be in the dark for another decade.

Designing greener facilities with renewable energy sources is an important practice followed by the Company; this is especially important because buildings account for 40 percent of the world's energy use (Source: World Business Council for Sustainable development, "Transforming the Market: Energy Efficiency in Buildings"). Qualcomm aims to seek an India Gold "Leadership in Energy and Environmental Design (LEED)" certification for the new building under construction in Bangalore, our solely-owned property in India. The Company is leveraging best practices from the construction of our United States Gold LEED certified facility in San Diego.

### Korea

Twenty-two Korean employees and their families volunteered to clean-up the YangJae stream in Seoul, Korea by removing invasive species along the stream. This will enable beneficial reeds to flourish in this area, resulting in a healthier ecosystem.



### Singapore

Our Singapore Distribution Center has fully embraced Qualcomm's commitment to sustainability. Some of the Singapore Distribution Center's efforts include reusable cages or trolleys, which are used for in-country transport from suppliers in order to reduce packaging material and improve operational efficiency. We also led an initiative to reduce the packaging material required for Qualcomm's finished goods, resulting in 15,000 pounds less cardboard used per year.

#### Taiwan

Qualcomm made a donation to Longtan Elementary School to assist in transforming the school's campus into a butterfly habitat. The donation will provide a complete butterfly ecosystem and encourage students to observe and record the lifecycle of butterflies by following scientific methods. Taiwan was renowned for being a butterfly kingdom in the past and this donation will create a very unique place in Longtan. The park helps to promote environmental awareness and appreciation of the country's natural resources to Taiwan's youth.





Qualcomm's Sustainability Initiatives

#### **United States**

Qualcomm supported a variety of events to better educate both our employees and the community as a whole about various environmental issues, highlighting actions that individuals, companies and governments can take to make a difference including:

## • San Diego Earth Fair

Qualcomm employees presented the Fair's 75,000 attendees with information about the Company's many sustainability programs.

### • Employee Sustainability Fair

To coincide with Earth Day, Qualcomm set up a Sustainability Fair on our San Diego campus with representatives from divisions company-wide as well as presentations by local sustainability experts. The Fair engaged our employees globally via recorded environmental lectures and a 'green ideas' contest.

### San Diego Solar Energy Week 2009

Activities focused on bringing together residents and business owners with solar experts, suppliers and installers to explore the benefits of using sunlight for electricity and water heating. Hundreds of visitors checked out the 30+ companies and organizations that exhibited solar-related products and services.

### Coastal Cleanup Day

Qualcomm adopted a site as part of California's Coastal Cleanup Day. Over 85 employees, families and friends cleaned 6 miles near Qualcomm's campus, collecting 3,200 pounds of trash and 75 pounds of recyclables.

## Qualcomm Recycling Day

Qualcomm hosted a free on-site recycling collection day, giving San Diego employees the opportunity to recycle personal electronics, donate used eyeglasses and cell phones and exchange inefficient light bulbs for energy saving compact fluorescent light bulbs.

"We are incredibly pleased to be partnering with Qualcomm to speak to the community about solar energy, clean air and renewable lifestyles."

-Irene Stillings, California Center for Sustainable Energy **Executive Director** 

## The San Diego Foundation's **Climate Initiative**

Qualcomm provided financial support for The San Diego Foundation's regional Climate Initiative. Launched in 2006, this initiative is dedicated to advancing comprehensive action throughout San Diego County to reduce local greenhouse gas emissions and enhance the region's resilience to climate change.

## **Achievements**

With critical support from Qualcomm and other donors in the community, the Climate Initiative has made many achievements over the past 18 months:

- Providing technical assistance for nine cities and the County of San Diego to develop greenhouse gas emissions inventories, to provide the basis for future climate action planning.
- Partnering with the City of Chula Vista to develop a local climate adaptation plan, to provide a model for other cities.
- Supporting five university students to work as Climate Fellows with the nonprofit organization, ICLEI Local Governments for Sustainability.
- Supporting innovative research as a scientific foundation for effective public policy, including The San Diego Foundation's Focus 2050 Study: Climate Change Related Impacts in the San Diego Region by 2050 (www.sdfoundation.org) and the Energy Policy Initiatives Center's San Diego County Greenhouse Gas Emissions Inventory and Policy Reports (www.sandiego.edu/epic/publications).
- Convening public officials to identify crucial areas for regional coordination.
- Building public awareness through educational outreach.

## Support

Qualcomm's support will allow The Foundation to build on these recent achievements and to promote more comprehensive regional action on climate change by working with key policy-makers in a high-level "Regional Collaborative" around climate change, regional transportation, conservation and land-use planning. The Foundation is complementing this process by convening the region's relevant nonprofit community to enhance partnerships, inform public policy and identify pressing unmet needs to accompany government actions.



# **Global Reporting Initiative (GRI)**

Content Index

Standard Disclosure	Description	Pages	Further Explanation		
1 Strat	1 Strategy and Analysis				
1.1	Statement from the most senior decision-maker of the organization.	3			
2 Orga	nizational Profile				
2.1	Name of the organization.	7			
2.2	Primary brands, products, and/or services.	<u>7, 8</u>	Additional information available in our <u>Corporate Overview</u> .		
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	<u>8</u>	Additional information available on our <u>corporate structure</u> and <u>businesses</u> .		
2.4	Location of organization's headquarters.	<u>7, 18</u>			
2.5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	<u>18</u>			
2.6	Nature of ownership and legal form.	<u>7</u>			
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	9	Additional information available in <u>10-K/Annual Report</u> .		
2.8	Scale of the reporting organization.	9	Additional information available in 10-K/Annual Report.		
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	4			
2.10	Awards received in the reporting period.	<u>19</u>	Current list of <u>awards</u> .		
3 Repo	rt Parameters				
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	4			
3.2	Date of most recent previous report (if any).	4			
3.3	Reporting cycle (annual, biennial, etc.).	4			
3.4	Contact point for questions regarding the report or its contents.	4			
3.5	Process for defining report content.	4			
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers).	4			
3.7	State any specific limitations on the scope or boundary of the report.	4			
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.	4			

Standard Disclosure	Description	Pages	Further Explanation
3 Repo	rt Parameters (continued)		
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g.,mergers/acquisitions, change of base years/periods, nature of business, measurement methods).	4	
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	4	
3.12	Table identifying the location of the Standard Disclosures in the report.	50-54	
4 Gove	rnance, Commitments, and Engagement		
4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	10	Additional information available on our corporate governance.
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	<u>10</u>	Additional information available on our corporate governance
4.3	For organizations that have a unitary board structure, state the number of members of the highest governance body that are independent and/or non-executive members.	10	Additional information available on our corporate governance
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	11	Additional information available on our corporate governance
4.14	List of stakeholder groups engaged by the organization.	<u>13</u>	
4.15	Basis for identification and selection of stakeholders with whom to engage.	<u>4, 13</u>	
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	<u>13</u>	
C Econ	omic		
EC1*	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	9, 29	Additional information available in <u>10-K/Annual Report</u> .
EC3	Coverage of the organization's defined benefit plan obligations.	<u>10</u>	
EC5*	Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation.	22	General entry wage level information provided.
EC6	Policy, practices, and proportion of spending on locally- based suppliers at significant locations of operation.	<u>17</u>	
EC8*	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	32-37	General public benefit information provided.
EC9*	Understanding and describing significant indirect economic impacts, including the extent of impacts.	32-37	General indirect economic impact information provided.

<sup>\*</sup>Partially covered in report.

3rd PARTY CHECKED

# **Global Reporting Initiative (GRI)**

Content Index

Standard Disclosure	Description	Pages	Further Explanation
EN Envir	onmental		
EN1*	Materials used by weight or volume.	<u>14-15</u>	
EN2*	Percentage of materials used that are recycled input materials.	<u>14-15</u>	
EN3	Direct energy consumption by primary energy source.	<u>42</u>	
EN4	Indirect energy consumption by primary source.	<u>42</u>	
EN5	Energy saved due to conservation and efficiency improvements.	<u>41, 45</u>	
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	<u>15-16</u>	
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	<u>27,</u> <u>45-46</u>	
EN8*	Total water withdrawal by source.	<u>43</u>	Water usage for Headquarters provided.
EN10*	Percentage and total volume of water recycled and reused.	<u>43</u>	Recycled water and reusage for Headquarters provided.
EN13*	Habitats protected or restored.	<u>47-48</u>	
EN16	Total direct and indirect greenhouse gas emissions by weight.	<u>42</u>	
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	<u>41-48</u>	
EN20	NOx, SOx, and other significant air emissions by type and weight.	<u>42</u>	
EN22	Total weight of waste by type and disposal method.	<u>46</u>	
EN23	Total number and volume of significant spills.	<u>41</u>	
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	<u>14-16</u>	
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	<u>41</u>	
LA Socia	I: Labor Practices and Decent Work		
LA1*	Total workforce by employment type, employment contract, and region.	9	Total workforce by region and employment type provided.
LA2*	Total number and rate of employee turnover by age group, gender, and region.	<u>21</u>	General information on voluntary turnover provided.
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	<u>22</u>	
LA4	Percentage of employees covered by collective bargaining agreements.	22	
LA5*	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	<u>22</u>	General information provided.

<sup>\*</sup>Partially covered in report.

Standard Disclosure	Description	Pages	Further Explanation
LA Socia	II: Labor Practices and Decent Work (continued)		
LA6*	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.	23	General information provided.
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region.	23	
LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	23, 38	
LA9	Health and safety topics covered in formal agreements with trade unions.	22	
LA10	Average hours of training per year per employee by employee category.	24	
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	24, 25, 30	
LA12	Percentage of employees receiving regular performance and career development reviews.	22	
LA13*	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity.	<u>25</u>	Breakdown of employees provided by gender, age group, minority group membership, and other indicators of diversity.
LA14	Ratio of basic salary of men to women by employee category.	22	
HR Socia	ıl: Human Rights		
HR4	Total number of incidents of discrimination and actions taken.	22	
HR5	Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights.	22	
HR6	Operations identified as having significant risk for incidents of child labor, and measures taken to contribute to the elimination of child labor.	22	
HR7	Operations identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of forced or compulsory labor.	<u>22</u>	
SO Socia	II: Society		
SO2	Percentage and total number of business units analyzed for risks related to corruption.	11	
SO3	Percentage of employees trained in organization's anti-corruption policies and procedures.	12	

<sup>\*</sup>Partially covered in report.

# **Global Reporting Initiative (GRI)**

Content Index

Standard Disclosure	Description	Pages	Further Explanation		
SO Socia	SO Social: Society (continued)				
SO4	Actions taken in response to incidents of corruption.	<u>11</u>			
SO5*	Public policy positions and participation in public policy development and lobbying.	<u>10</u>	General information for United States provided.		
SO6*	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	10	Detailed information for United States provided.		
PR Socia	PR Social: Product Responsibility				
PR1*	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	<u>14-15</u>	General discussion of our product responsibility reported. Percentage of significant products subject to procedures reported.		
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	14-15			
PR6*	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	<u>12</u>	General information provided.		
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	<u>12</u>			
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	<u>15</u>	CDI PED		

<sup>\*</sup>Partially covered in report.







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