BlackBerry

Fiscal 2014 Corporate Responsibility Report

Cautionary Note Regarding Forward-Looking Statements

The 2014 Corporate Responsibility Report contains forward-looking statements within the meaning of the U.S. Private Securities Litigation Reform Act of 1995 and applicable Canadian securities laws. When used herein, words such as "expect", "anticipate", "estimate", "may", "will", "should", "intend", "believe", and similar expressions, are intended to identify forward-looking statements. Forward-looking statements are based on estimates and assumptions made by BlackBerry Limited (BlackBerry) in light of its experience and its perception of historical trends, current conditions and expected future developments, as well as other factors that BlackBerry believes are appropriate in the circumstances. Many factors could cause BlackBerry's actual results, performance or achievements to differ materially from those expressed or implied by the forward-looking statements, including those described in the "Risk Factors" section of BlackBerry's Annual Information Form, which is included in its Annual Report on Form 40-F and those factors described in the “Cautionary Note Regarding Forward-Looking Statements” section of BlackBerry’s MD&A (copies of which filings may be obtained at www.sedar.com or www.sec.gov). These factors should be considered carefully, and readers should not place undue reliance on BlackBerry's forward-looking statements. BlackBerry has no intention and undertakes no obligation to update or revise any forward-looking statements, whether as a result of new information, future events or otherwise, except as required by law.

Message From The CEO

Dear Stakeholders,

The entire BlackBerry organization has been hard at work this past year. We have experienced a period of difficult but necessary change to put the BlackBerry brand on the path to regaining its iconic status and to once again become the symbol of serious mobility for serious business.

BlackBerry has returned to its roots to focus on the enterprise market that made us a technology leader. We've organized the business to meet the modern demands of mobility, from devices and messaging to enterprise services and embedded technologies. As we have worked to realize this new strategy, we have not wavered from our commitments to employees, customers, partners, and the communities around the world in which we work and live.

It is important that we enable business, government and civic leaders to connect securely and reliably – and with the confidence that their mobile partner operates in the best interest of its stakeholders. To meet this expectation, BlackBerry's corporate responsibility initiatives are grounded by four pillars: community, environment, people and ethics. We are guided not only by our own principles; we also collaborate with industry-leading advocacy groups and charities to learn more about pressing social issues and how to address them. BlackBerry is committed to working with these organizations for the continuous improvement of our business practices and well-being of our employees, as well as the greater benefits that these activities bring to the industry at-large.

The 2014 Corporate Responsibility Report highlights the efforts we have made in our work toward becoming a more efficient and conscientious organization that serves our constituents while demonstrating care for our people, partners and environment. As we continue on our path to a successful turnaround, we remain equally committed to our corporate responsibility priorities.

Sincerely,

John Chen
Executive Chairman and CEO

Corporate Responsibility at BlackBerry

This report highlights BlackBerry's corporate responsibility activities during our 2014 fiscal year, running from March 3, 2013 until March 1, 2014. Unless otherwise stated, data was measured in fiscal 2014 and all currency values are reported in U.S. dollars.

In previous reports, BlackBerry has reported on four main pillars: **Community**, **People**, **Environment** and **Ethics**. We will continue to report on these four pillars for fiscal 2014. These focus areas were determined based on a materiality assessment model created by the Global e-Sustainability Initiative (GeSI), a leading source for impartial, credible information on existing and emerging issues in the area of information and communications technology (ICT) and sustainability. This model considers issues that are of importance to both the business and BlackBerry stakeholders, including customers, employees, investors, suppliers, civil society, governments and educational partners.

Community: We believe in the importance of making a positive contribution to the communities in which we operate, both through our volunteering programs and through our initiatives with third party organizations. In fiscal 2014, we continued to support programs that help and inspire the youth of today, particularly in the areas of science, technology, engineering and math (STEM). We also provide and encourage volunteering opportunities so that BlackBerry employees can proudly support the communities in which they live and work.

People: Our people are a key asset and we believe in providing not only a safe and healthy workplace, but also the opportunity to grow and develop with the company.

Environment: BlackBerry is committed to operating in a sustainable way that respects the environment, BlackBerry's employees, BlackBerry's business partners and the communities in which BlackBerry operates around the world.

Ethics: BlackBerry has a strong corporate governance ethic and is committed to acting with integrity across all of its operations.

To measure and report on our corporate responsibility performance, BlackBerry uses the Global Reporting Initiative (GRI) framework. GRI is an international not-for-profit organization; many companies use its framework to understand and communicate their sustainability performance. The GRI Index for fiscal 2014 indicators is located on page 37 of this report.

Ernst & Young LLP conducted a limited assurance review of three GRI indicators and three internally defined indicators. Data assured during this review is identified with this symbol ☑ . The assurance letter appears in Appendix A.

For the most up-to-date information, please visit http://ca.blackberry.com/company/about-us/corporate-responsibility.html.

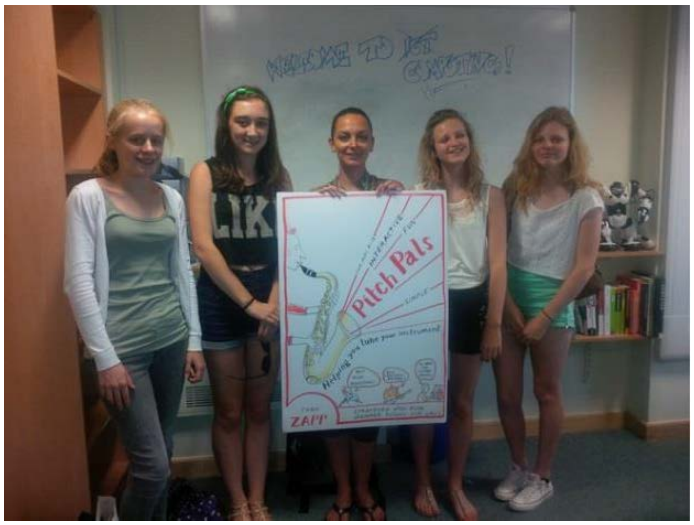
BlackBerry's Corporate Responsibility group welcomes comments and questions from stakeholders at corporateresponsibility@blackberry.com.

Community

We believe in the importance of making a positive contribution to the communities in which we operate, both through our volunteering programs and through our initiatives with third party organizations. In fiscal 2014, we continued to support programs that help and inspire the youth of today, particularly in the areas of science, technology, engineering and math (STEM).

STEM Education

Today's students are tomorrow's innovators. Helping students discover how fascinating STEM subjects can be is the aim of BlackBerry's investments to support STEM education.



The creators of "Pitch Pals," 14-year-old students from Stratford-Upon-Avon Grammar School, England

In fiscal 2014, BlackBerry supported partnerships with Apps for Good, Junior Achievement, The Canada Wide Science Fair and others, demonstrating our commitment to advancing this cause.

Apps for Good

BlackBerry maintained its partnership with Apps for Good, a UK charity program that aims to equip students with technical knowledge and apply it to various social activities. Hundreds of young developers took part in the program and worked alongside BlackBerry employees to build applications that offered creative solutions to real world problems. The program once again culminated with the 2013 Apps for Good Awards held in May, where students pitched their ideas to tech industry leaders.

"Pitch Pals" took the top spot at the awards, winning in the BlackBerry-sponsored category "Keep Moving – Doing Things on the Go." The application uses playful animal characters to make instrument-tuning fun for children. The student developers made considerable progress with appropriate design and branding for their young audience. "Pitch Pals" is currently available for download in BlackBerry World. It has a 5-star rating and has received hundreds of downloads.

Junior Achievement Youth Enterprise Innovation Camps

BlackBerry continued to be a proud partner of Junior Achievement (JA) and the European arm of the charity, Junior Achievement-Young Enterprise (JA-YE). JA is the world's largest organization dedicated to educating students about workforce readiness and financial literacy through experiential, hands-on programs. For the past three years, BlackBerry's partnership has supported the facilitation of day-long

STEM Innovation Camps, which have provided real-life mobile computing business challenges for the students to tackle with the help of employee volunteer mentors.

Finalists and judges at the second edition of JA-YE Innovation Camps in the fall of 2013

In fiscal 2014, more than 1,500 students and 87 BlackBerry employee volunteers took part in 23 BlackBerry and Junior Achievement Innovation Camps held in 15 different countries around the world. The first edition of the Innovation Camps took place between February and May 2013. Students from 101 different schools presented innovative applications that offered solutions to a diverse range of real world issues. A global online final was held in June 2013 where team "Smart Time" from Argentina took home first prize for their innovative idea – an application that uses gamification and incentives to encourage people back into work or training.

The second edition of the JA-YE partnership involved nine innovation camps taking place during October and November 2013. Students from 66 different schools displayed their ingenuity and creativity at each camp, which culminated with the Global Online Finals in December 2013.

The winner of the second edition Global Online Finals was team "Live" from Mexico. The team's mission was to create an innovative application that works like a social platform for environmentally conscious citizens to increase awareness on environmental issues and motivate people of all ages to get involved.

An employee volunteer from the UK who was a judge for the online finals reflected: "*It was a wonderful experience to be involved with exciting young people across the world who took part in this competition, and to learn about their innovative ideas in solving issues that they perceived around them. They have clearly shown us that the future is safe with them.*"

Youth Sciences Canada & the 2013 Canada-Wide Science Fair

For the second year in a row, BlackBerry was the presenting sponsor at the Canada-Wide Science Fair (CWSF) in Lethbridge, Alberta. Nearly 500 of Canada's top grade 7-12 young scientists gathered at the 52nd annual CWSF to present their science projects and hard work. At the awards ceremony, 40 gold medal winners each received a BlackBerry® PlayBook ™ tablet. BlackBerry provided further support with employee volunteers and judges, as well as supplying devices for volunteers to use during the event.

During the awards ceremony, BlackBerry also announced it would introduce a new award category for the 2014 CWSF, the BlackBerry Smartphone App Development Award. Geared toward students interested in computer sciences or application development, the award recognizes students that display their creativity and ingenuity in harnessing the power of smartphone technology to solve real world problems in the form of mobile applications.

Participants set up their projects at the 2013 Canada Wide Science Fair in Lethbridge, Alberta

BlackBerry Scholars Awards

BlackBerry sponsors 10 women as part of its BlackBerry Scholars Program, a global scholarship initiative for undergraduate students at accredited colleges or universities. The program is designed to help increase the number of women studying and pursuing careers in STEM fields, particularly those with an interest or aptitude in the mobile computing space.

The 2013-2014 academic year recipients received full, four-year university tuition scholarships to the school of their choice for degrees in STEM-related fields, as well as mentorship and professional opportunities. Empowered by BlackBerry's support, the young women not only advanced their own careers, but also helped inspire and encourage women in their communities and around the world to pursue STEM fields and education.

The scholars all completed their first-year with impressive academic results at reputable institutions in Canada, the U.S. and the UK, including the University of Waterloo, Harvard College, University of Texas,

Massachusetts Institute of Technology, Rochester Institute of Technology, Oklahoma State, Durham University and Coventry University. Scholars provided regular academic and personal updates, and connected quickly and effortlessly with the program team and mentors using email and BBM™ on their BlackBerry® Z30 smartphones.

Take Our Kids to Work Day

BlackBerry hosted more than 300 students in seven different offices across Canada and the U.S. in fiscal 2014 for Take Our Kids to Work Day. In Canada, the program was founded by The Learning Partnership, a charitable organization dedicated to advancing publicly funded education. BlackBerry proudly participated in Take Our Kids to Work Day by inviting the children of employees to participate in a corporate program aimed at teaching students about STEM and early career exploration. Through hands-on group activities, interactive presentations, and job shadowing, students learned about the importance of education and experienced real-life work scenarios in a practical and controlled environment. The programs had a strong impact on students and employees:

- 97.5 percent of the participants stated they would recommend the program to students next year
- A comparison of pre-program and post-program survey results indicated a 23 percent overall increase of interest in STEM education among students
- 95 percent of employees agreed that the program presented BlackBerry in a positive manner
- 91 percent of employees agreed that the program has increased their pride as a BlackBerry employee

University Relations

BlackBerry supports the efforts of universities and colleges by working with them to strengthen their ability to educate and innovate. This support is realized through a number of activities, including:

Providing the latest curriculum resources to help universities build and teach mobile education programs

Through the BlackBerry Academic Program, universities from around the world downloaded free curriculums on a variety of mobile development topics, helping them create courses to educate and train the next generation of application developers. The BlackBerry Academic Program resources were extended this fiscal year to allow students to train in the Spanish language for the first time. This was further augmented by the launch of new web-based training modules to support individual learning. Staff and students also had the opportunity to attend BlackBerry Jam Americas and BlackBerry Live events, held in the U.S., where they could network with other developers and become acquainted with the latest advancements on the BlackBerry 10 platform.

In addition, in-depth train-the-trainer seminars and student developer Jam camps were held in more than 20 locations across the world to build skills among university instructors and students in developing mobile applications.

Inspiring student developers through hands-on learning

Mobile application development continues to be a hot topic that has great appeal to technical and non-technical students alike. It is one thing to develop an application on a desktop emulator but it is quite another to demonstrate the power of that application on a mobile device. In fiscal 2014, the company provided more than 500 BlackBerry devices to academic institutions engaged with the BlackBerry Academic Program so that students could bring their technology ideas to life.

BlackBerry also continues to promote involvement of students in open source development projects by partnering with Undergraduate Capstone Open Source Project (UCOSP) in Canada and the U.S., which has brought together students from more than 20 universities over the past four years to gain real-world distributed development experience.

Supporting the innovation ecosystem

Sponsorship has continued for the BlackBerry Innovation Center, located at Institut Teknologi Bandung (ITB) in Bandung, Indonesia. The Center is delivering a wide range of education and research programs focused on enabling a smart society. BlackBerry's five-year support for the center commenced in October 2012 with the opening of a refurbished 100m^2 computing facility and the announcement of scholarship support for 30 students at the graduate, masters and doctoral levels to pursue programs of research and training in mobile computing.

Thirty more scholarships were awarded for students who commenced study in August 2013. The awards included tuition fees and a research bursary, as well as a laptop computer and a BlackBerry smartphone to support the students' learning.

> *"We are pleased to continue our partnership with BlackBerry. This is a great platform to encourage the next generation to pursue their passion for science and technology and an opportunity for our students to innovate and use their knowledge to develop solutions that fulfil the needs of everyday Indonesians,"* remarked Professor Suhono Supangkat, Chairman of the ITB's Innovation and Entrepreneurship Development Body, and Director of the BlackBerry Innovation Center.

During the fiscal year, other university based technology and innovation centers continued to be supported in partnership with leading universities in South Africa, India, Brazil, Argentina, Portugal, Poland and Colombia.

Through the centers located in Latin America, BlackBerry has proudly supported the empowerment of more than 10,000 mobile application developers by providing training and resources. It continues to offer a wide range of programs to foster collaboration and communication within the BlackBerry developer community.

Partnering with academic institutions on research problems of mutual interest

BlackBerry recognizes that universities play a pivotal role in innovation. They not only educate, but they also expand the scope of our knowledge by generating new ideas and insights. When students are engaged in cutting-edge research projects, education and innovation happen simultaneously. BlackBerry continues to support collaborative research programs with teams of faculty and students in universities across more than 50 initiatives globally. During fiscal 2014, new engagements commenced with researchers at the Canadian Universities of Waterloo, Guelph, Carleton, Concordia, Queens, Ontario College of Art & Design and École Polytechnique de Montréal as well as the Royal College of Art and Design in the UK.

Proud2Be

BlackBerry encourages its employees to improve their communities through volunteering. Through Proud2Be, BlackBerry supports volunteering efforts and amplifies their impact. In fiscal 2014, Proud2Be supported:

- **Grant Program** encourages — and amplifies — employee volunteer and fundraising efforts. This past calendar year, employees volunteered more than 5,000 hours of personal and corporate time, and BlackBerry donated a total of $140,000 to more than 200 organizations around the world on their behalf.
- **Give Your Way** provides an easy way for employees to make personal charitable contributions through payroll deduction. In fiscal 2014, employees donated $200,000 to 180 charities worldwide.
- **Spreading Cheer Program** is an annual holiday campaign that supports teamwork amongst employees and encourages them to give back to their community. The program achieved a strong global participation rate with more than 300 employees from 10 different operating locations, donating $10,000 and over 1,000 food and clothing items to charities worldwide.

Free The Children

BlackBerry's strong partnership with Free The Children continued in fiscal 2014. Free The Children is an international charity dedicated to providing children access to education and opportunities for them to reach their full potential. BlackBerry is a proud partner and supporter of Free The Children's overseas development programs and inspirational We Day events.

Adopt A Village and BlackBerry Build A Village Awards

In fiscal 2014, BlackBerry expanded its investment in Free The Children's Adopt A Village program, which entered its third year. With a focus in the charity's education pillar, BlackBerry helped foster positive

change in four adopted villages in India and Kenya. BlackBerry's contributions to the communities of Bagad and Verdara in India and Eor Ewuaso and Oloirien in Kenya provided the means for breaking down barriers to education and empowering the youth in the communities to take ownership of their holistic development. Throughout fiscal 2014, more than 10 classrooms were built, and more than 1,000 students enrolled in the four villages combined.

BlackBerry Build A Village Award winners pose outside a school building they helped construct in Kenya in the summer of 2013

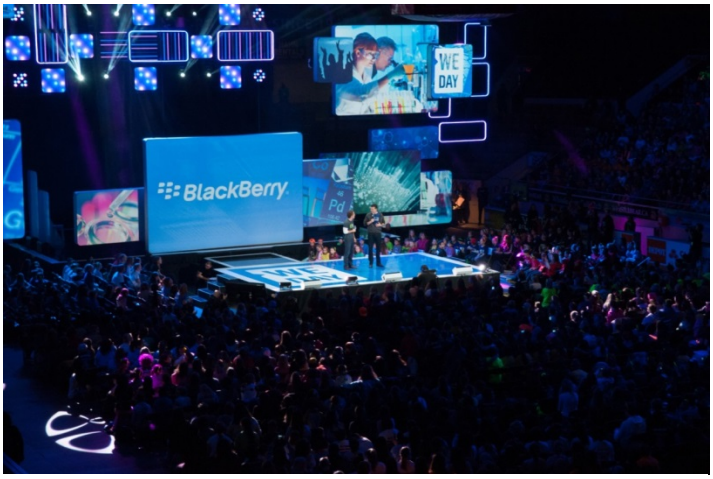
The BlackBerry Build A Village Awards Program is an extension of the Adopt A Village program, geared toward encouraging students to get involved in their communities. To date, BlackBerry has sent 150 students to Kenya and India, and 50 more students were selected in fiscal 2014. Twenty-five students were sent to India and 25 to Kenya to help build schools during July and August 2013. These young individuals immersed themselves in a new culture and community as they worked hard to bring about positive changes within two of BlackBerry's four adopted villages - Bagad, India and Eor Ewuaso, Kenya. The students helped provide locals access to basic necessities as determined by Free The Children's four pillars of community involvement: healthcare, water and sanitation, education and alternative incomes.

The students transformed and grew through their experiences abroad and applied these experiences within their own communities upon their return. Other impacts of the BlackBerry Build A Village Awards and BlackBerry's contribution to the Adopt a Village program include:

- 14 classrooms completed and furnished with three under construction
    - Seven completed classrooms in Eor Ewuaso, Kenya
    - Five completed classrooms in Bagad India
    - Two completed classrooms in Oloirien, Kenya
- 1,051 students currently enrolled in primary schools across the four villages in India and Kenya
- Eor Ewuaso Primary School ranked third best school overall among all Adopt A Village communities in Kenya

We Day

We Day is an extraordinary event that inspires the young hearts and minds of thousands of students across the nation. Motivational speakers, celebrity guests, and Free The Children co-founders work together to ignite passion and start a movement of leadership that is carried on by the attending students within their communities.



2013 We Day Waterloo, Canada

In fiscal 2014, BlackBerry expanded its We Day support to include sponsorship of five We Day events across Canada. A combined total of more than 50,000 youth attended the regional We Day events in Toronto, Vancouver, Waterloo and Halifax, with National We Day taking place in Ottawa in April of 2014.

BlackBerry's increased involvement in fiscal 2014 resulted in the following impacts:

- Engaged more than 200 BlackBerry employee volunteers
- Provided more than 300 BlackBerry employees the chance to attend We Day Waterloo with their families
- BBM activations where more than 1,000 youth became BBM™ friends with We Day and joined the conversation about education and community with BlackBerry

Accessibility

Through its products, BlackBerry helps people fully participate in the communities that are important to them by making it easier to connect with the information and people they care about. Through our product accessibility efforts, we are ensuring that all people can benefit from our technology.

Throughout fiscal 2014, BlackBerry continued to build upon the accessibility features (e.g. Voice Control, BlackBerry Magnify, face-to-face video chat via BBM™ Video, hearing aid compatibility, and more) within the BlackBerry® 10 operating system that benefit customers with and without disabilities.

In particular, BlackBerry launched the BlackBerry® Screen Reader, an integrated software application now available on all BlackBerry 10 models via the dedicated Accessibility Menu. The screen reader is

designed to help customers who are blind or visually impaired operate their BlackBerry® 10 smartphone by providing an audible output based on visual information displayed on their device.

BlackBerry also added closed captioning support to provide deaf and hard of hearing users a means to enjoy closed or open captioned multimedia content. The ability to leverage over-the-air software updates has enabled consumers with in-market BlackBerry 10 smartphones to upgrade their software to add capabilities for the integrated BlackBerry Screen Reader and closed captioning. The upgradeable nature of BlackBerry 10 demonstrates the flexibility of enhancing accessibility at the platform level utilizing the principles of universal design.

Learn more about BlackBerry accessibility at www.blackberry.com/accessibility.

People

Our people are a key asset and we believe in providing not only a safe and healthy workplace, but also the opportunity to grow and develop with the company.

Healthy and Safe Employees

BlackBerry works to build a safe workplace through several programs including manager and employee health and safety training, contractor training, online workstation set up training, and ergonomic services.

Returning to work after an illness can be daunting. To help ease the transition, BlackBerry offers the **Early and Safe Return to Work Program**. The program offers modified work, and promotes early intervention to expedite recovery, which helps employees return to their regular jobs faster. As a measure of this program's effectiveness, it has helped keep BlackBerry's lost time cases low, with a global rate of 0.60 (as measured against employee hours worked). Lost time days decreased to 71 days in fiscal 2014 from 323 days in fiscal 2013.

Of course, the best way to avoid lost time is to ensure employees remain healthy. To help BlackBerry employees work comfortably and injury-free, BlackBerry offers the **Musculoskeletal Disorders (MSD) prevention program**. In fiscal 2014, the MSD prevention program resulted in the completion of more than 250 assessments. These assessments focus on developing and delivering programs to reduce risk and injuries while incorporating ergonomic principals into new building designs and renovations.

Another way BlackBerry encourages employee health and well-being is through our **Wellness Program.** Focused on encouraging employees to lead healthy lifestyles, the program provides learning workshops, the new "Wellness Corner" monthly newsletter and health promotion resources. BlackBerry also contributes to eligible fitness and healthy living related expenses.

Employee well-being is also influenced by the satisfaction they receive from being appreciated for their contributions to BlackBerry's success. One way BlackBerry encourages a culture of appreciation is through its **global recognition and rewards program**, which gives employees at BlackBerry a way to recognize one another for going above and beyond expectations. All BlackBerry employees are eligible to recognize and be recognized through the program.

BlackBerry also strives to create an **accessible and inclusive work environment** where an employee's ability to contribute to the success of BlackBerry is limited only by their talents. To ensure all employees can contribute, BlackBerry staff complete annual building audits, provide physical and technological employee accommodations and incorporate accessibility standards into building designs and renovations.

Employees and the Environment

Supporting employees' efforts to make more environmentally-sustainable choices helps contribute to BlackBerry's overall environmental initiatives. In many cases, it also allows employees to make choices that contribute to their own health and the health of their communities.

Sustainable Transportation

In Waterloo, Canada, BlackBerry provides eligible employees the use of a free online carpool ride matching service to support the formation and success of carpooling groups. In addition, BlackBerry provides a free taxi service to eligible employees who use sustainable transportation modes such as carpooling for their daily travel to and from work, if they are unable to travel home via their regular sustainable transportation mode.

BlackBerry also co-chairs the Region of Waterloo's TravelWise Program — a Transportation Management Association (TMA) that provides tools and services to help employees across the Region find commuting solutions and reduce the number of employees driving alone to work. BlackBerry's involvement in the program also helps it develop sustainable transportation best practices that can then be deployed at sites around the world.

These efforts in Waterloo are part of BlackBerry's global EcoCommute Program. In fiscal 2014, BlackBerry asked employees globally to complete a sustainable transportation survey to let us know how they get to work. The data is being used to drive improvements to the EcoCommute Program. This program varies from region to region, but includes services such as:

- Bicycle facilities
- Carpool ride matching service
- Car sharing services
- Guaranteed ride home service
- Coach commuter service
- Train service

BlackBerry is part of the world's longest green highway project, the Sun Country Highway, which aims to develop a national infrastructure for green vehicles across Canada. BlackBerry installed 19 electric vehicle charging stations at our Waterloo, Cambridge and Ottawa locations. The stations are part of a network of more than 80 public access charging stations across Canada, spanning from St. John's, Newfoundland to Victoria, British Columbia. Anyone, including local residents and BlackBerry employees, can stop and take advantage of this charging station.

Employee Awareness

To help build environmental awareness among BlackBerry employees, the company held **Earth Day** events at four of our locations globally: Waterloo, ON, Canada; Ottawa, ON, Canada; Irving, TX, U.S.; and Slough, UK. The theme of the event was sustainable transportation, and BlackBerry invited local vendors to discuss options available to employees in their communities.

Accessory Giveaway

BlackBerry hosted an accessory giveaway for its employees in offices in Canada, including Waterloo, Cambridge, Mississauga and Ottawa. Over a 10-day period, more than 39,000 items were given away that would have otherwise been sent for recycling or disposal.

Environment

BlackBerry is committed to operating in a sustainable way that respects the environment, BlackBerry's employees, BlackBerry's business partners and the communities in which BlackBerry operates around the world.

BlackBerry is mindful that its products and operations carry environmental impacts. We take this responsibility seriously, and are committed to responsible product stewardship and operations. BlackBerry works to minimize environmental impacts through a variety of programs in product sustainability, supply chain and corporate carbon footprint. Product sustainability efforts include implementing design for environment principles, material selection processes, energy efficiency and packaging assessments, as well as product take-back programs.

Engagement

Addressing environmental issues is bigger than one company. That's why BlackBerry collaborates with industry and trade organizations and standards bodies to better understand the environmental issues facing our industry — and the role we can play in addressing them. Examples include:

- BlackBerry contributes to the development of common eco rating criteria and their application for mobile devices through its involvement in industry associations and standards development bodies.
- BlackBerry has been actively participating in the development of UL 110 – Sustainability for Mobile Phones with UL Environment, a global, independent safety science company. The proposed standard evaluates mobile devices in the following categories: materials, energy use, end of life management and extension of useful life, packaging, corporate practices, manufacturing, and operations.
- BlackBerry is also an active member of the Information Technology Industry Council (ITI), a policy organization for the world's leading innovation companies, and is involved in many public policy areas within the organization. This includes the Environment Leadership Council, where sustainability representatives from leading information and communication technology (ICT) organizations engage on issues such as product materials selection and design, green procurement standards and policies, product stewardship and e-recycling initiatives, and supply chain transparency and sustainability challenges.

Measuring and Reducing Our Carbon Footprint

Carbon Disclosure Project

To begin to reduce our carbon footprint, BlackBerry needs to track its outputs. To do this, BlackBerry participates in the Carbon Disclosure Project (CDP). CDP is an international, not-for-profit organization providing a system for companies to measure, disclose, manage and share emissions and climate change information. Since 2009, BlackBerry has annually disclosed and shared information about our GHG emissions.

BlackBerry's reporting is based on the Greenhouse Gas Protocol (GHG Protocol) and includes Scope 1, 2 and 3 emissions, as defined by the protocol. BlackBerry's CDP reports include all available data for BlackBerry operations worldwide.

- Scope 1 emissions: The total global direct emissions from sources owned or controlled by the reporting organization. For BlackBerry, this includes emissions associated with stationary fuel use, mobile fuel use, and refrigerant leaks (fugitive emissions).
- Scope 2 emissions: Indirect GHG emissions that the organization has caused through its consumption of energy in the form of electricity, heat, cooling or steam. For BlackBerry, this includes emissions associated with the purchase of electricity.
- Scope 3 emissions: Indirect emissions that arise as a consequence of an organization's activities from sources that are owned or controlled by others. For BlackBerry, this includes emissions associated with employee air travel, employee business vehicle rentals, employee expensed vehicle mileage, and employee business rail travel.

According to the GHG Protocol, a meaningful and consistent comparison of emissions over time requires that companies set a base year to compare current emissions against. For BlackBerry, the base year is currently calendar year 2008, the first year that we developed our emissions inventory. The following table summarizes BlackBerry's Scope 1 and Scope 2 emissions since 2008.

Scope 1 and Scope 2 emissions since 2008 (base year)

Annual Comparison	Scope 1 GHG Emissions (tonnes CO_2e)	Scope 2 GHG Emissions (tonnes CO_2e)
2008	9,313	27,620
2009	9,505	32,801
2010	13,688	50,180
2011	14,572	78,871
2012*	13,858	69,166
2013*	16,173	81,821

** International emission factors were updated by World Resources Institute (WRI), which attributed to inventory differences in emissions (particularly from leased international sites with unknown electricity consumption from 2011 to 2012).*
** In 2012, BlackBerry's access to higher resolution activity data for the data centers led to a decrease in Scope 2 emissions. This is due to previous over-estimation of data center electricity consumption based on estimates and proxy data in the previous inventory calculations (for conservativeness).*

BlackBerry is continuing to improve data collection and management procedures each year to increase the certainty and accuracy of each new GHG inventory. Incorporating additional facilities and emission sources into the inventory has resulted in year over year increases in reported emissions. In addition, corporate growth since 2008 also contributed to increased annual emissions. BlackBerry's emissions are expected to remain constant or slightly decrease due to an operations consolidation project currently underway.

For full copies of BlackBerry CDP reports, visit www.cdproject.net.

Greenhouse Gas Emission Reduction Initiatives

BlackBerry is improving processes and taking other measures to reduce its GHG emissions, including:

- **Process emission reductions:** Energy efficiency considerations for all new equipment are now part of BlackBerry's procurement process. This approach has already reduced GHG emissions through avoidance, reduction or measurement at BlackBerry's Wireless Handheld New Product Realization Center, BlackBerry Care - Repair Center, and Hardware Verification and Materials Testing Labs.
- **Energy efficiency building services:** Several initiatives are underway to improve the energy efficiency of building services. To control the amount of energy used, we monitor low-use and unoccupied areas and arrange automatic and manual scheduling to reduce lighting as well as heating, ventilation and air conditioning (HVAC) runtimes and setback of temperatures.
- **Data center efficiencies:** BlackBerry is actively engaged in initiatives to increase the energy efficiency of its data centers. One way to do that is to take advantage of improving hardware to reduce the size of data centers. In the past year, BlackBerry has consolidated approximately 55,000 square feet of data center operations globally. Another is to find efficiencies. In a typical data center, only about half of the power required is used by IT equipment, with the rest going mostly to cooling. Efficiency can be increased by eliminating cooling inefficiencies, upgrading the cooling system to allow for variable cooling and/or making greater use of outside air. For example, in one of BlackBerry's data centers, 70-80% of cooling air comes from outside.
- **Renewable energy:** BlackBerry purchased 2,200 megawatt hour (MWh) of Canadian-sourced renewable energy certificates (RECs) from Renewable Choice Energy for calendar year 2013. Whenever a MWh of electricity is produced by a certified renewable generation facility and injected onto the electricity grid, a REC is created to represent the positive environmental benefits associated with producing green power. Renewable Choice RECs are tracked and certified by the leading national third-party REC auditing organization, Green-e Energy. Green-e Energy is a program of the not-for-profit Center for Resource Solutions, which guarantees they are not double counted.

ISO 14001 Environmental Management Systems (EMS)

ISO 14001 sets out the criteria for an Environmental Management System (EMS), creating a framework that enables an organization to set up an effective EMS to measure and improve environmental performance.

BlackBerry's Wireless Handheld New Product Realization Center, BlackBerry Care - Repair Center, and Hardware Verification and Materials Testing Labs operations in Cambridge, Ontario are all certified to the ISO 14001 standard. Environmental management programs, including utility conservation and waste management, have been established to control and reduce significant environmental impacts.

BlackBerry is in the process of expanding the scope of its ISO 14001 EMS to encompass product design activities. Through use of product life cycle assessment (LCA) analysis, BlackBerry continuously seeks further opportunities to lower the overall environmental impact of our products.

Product Sustainability

In addition to working to reduce the impact of its operations, BlackBerry also pays close attention to how its products are designed, distributed and disposed of to reduce their environmental impact.

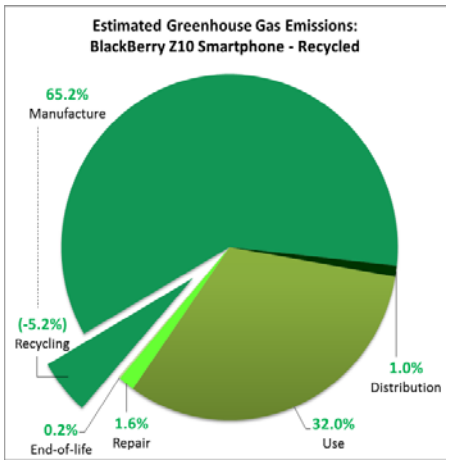
Product Life Cycle Analysis

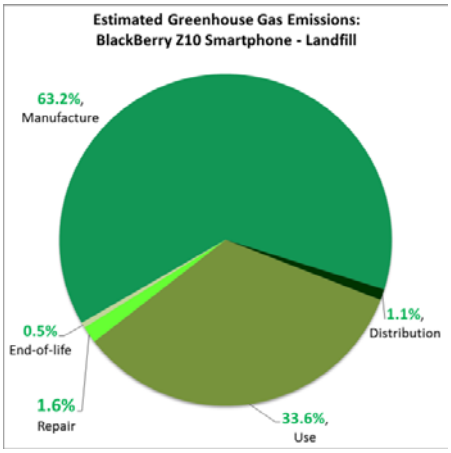
A vital first step to reducing environmental impact is to track and measure the impacts at each point in a product's lifecycle. Although BlackBerry uses a range of techniques to understand these impacts, Life Cycle Analysis (LCA) is the most comprehensive. The assessments provide an in-depth view of each product's environmental impacts at every stage in its lifecycle, from the materials used in the product, to production and distribution, throughout its use, and at the end of its useful life. To conduct the LCA studies on its products, BlackBerry works with PE International, an experienced sustainability management consulting firm. All of the LCAs developed to date are ISO 14004 and ISO 14044 compliant and have been critically reviewed by a researcher at the Massachusetts Institute of Technology, who is an expert in the LCA of consumer products. Results from the LCA studies help BlackBerry identify what we are doing well as well as identifying opportunities to lessen our environmental impacts. More detailed information on each product lifecycle phase is provided below in order to illustrate the various steps BlackBerry has taken to reduce its impact.

The following charts show the relative greenhouse gas (GHG) emissions of the BlackBerry® Z10 smartphone (based on 36 months of use).

Estimated greenhouse gas emissions: BlackBerry ® Z10 smartphone total greenhouse gas emissions:

- If disposed of in landfill: 57.6 kg CO_2e equivalent
- If recycled: 54.3 kg CO_2e. Recycling the device reduces the total GHG impact by 3.3 kg CO_2e equivalent per device.





Manufacturing phase – reducing the quantity of hazardous materials, natural resources, and emissions generated when manufacturing BlackBerry products

The manufacturing phase encompasses environmental impacts associated with gathering raw materials, fashioning these materials into electronic parts and assembling these parts into the final product. It is typical for electronics to have the greatest impact in this phase due to the sophisticated processes required to manufacture many electronic components such as silicon chips, memory and circuit boards.

BlackBerry carefully tracks and evaluates the materials we put into our products, taking into consideration durability and performance, as well as toxicity and environmental impact.

An increasing awareness of the health and environmental impacts of hazardous materials has made reducing the use of these materials a particular focus for BlackBerry in recent years. A number of government and regulatory agencies also share this focus. Working collaboratively, BlackBerry has worked with industry groups and regulatory agencies to help develop test methods for regulations such as the European Union's Restriction of Hazardous Substances (RoHS) and the Registration, Evaluation, Authorisation and Restriction of Chemicals ("REACH") and the Government of Canada's Chemicals Management Plan.

BlackBerry supports the precautionary principle in recognition that certain substances can have adverse effects on human health or the environment. We continually track trends in the use of hazardous substances and go beyond the regulations when the scientific community raises potential concerns by eliminating substances of concern and ensuring for their safe substitution.

Since 2006, BlackBerry has had an internally developed list of restricted substances for all parts, components, assemblies and materials used in BlackBerry products. The list is constantly evolving and is based on substances flagged as potentially hazardous by various regulatory authorities, industry bodies or the broader scientific community. BlackBerry's products have been incorporating the restrictions as they are updated. In 2013, to better manage the materials used in BlackBerry products and by suppliers of components, we have included the restricted substance list into a new BlackBerry Policy for Control of Substances in Products. All products manufactured must adhere to those requirements listed in the most recent published policy. This policy requires suppliers to disclose all of the substances present in parts they supply to BlackBerry.

The following timeline summarizes the improvements made to BlackBerry products and the changes made to its internal list of restricted substances.

July 2006	BlackBerry complies with the RoHS.
June 2010	BlackBerry starts extensive review of its supply chain to investigate use of phthalates.
July 2010	BlackBerry publically discloses its restricted substances list used with suppliers
March 2011	BlackBerry starts extensive review of its supply chain to investigate the use of polyvinyl chloride (PVC) and brominated flame retardants (BFRs).

April 2011	Phthalates identified by REACH are eliminated from all BlackBerry smartphones and accessories.
December 2011	Beryllium is banned from BlackBerry's smartphones and accessories.
September 2012	BlackBerry makes commitment to eliminate PVC and BFRs in new products by the end of 2013.
November 2012	BlackBerry starts extensive review of its supply chain to investigate use of antimony trioxide.
March 2013	BlackBerry publishes BlackBerry Policy on the Control of Substances in Products.
April 2013	BlackBerry eliminates PVC and BFRs in new smartphones at the device level.[1]
January 2014	BlackBerry eliminates the use of BFRs, PVC and all phthalates in BlackBerry products at the homogenous material level.[2]
By end of CY 2014	BlackBerry plans to eliminate the use of all antimony oxides in new smartphones.
By end of CY 2014	BlackBerry is investigating the possibility of increasing use of recycled plastic in BlackBerry smartphones up to a minimum of 10%.

[1] Containing less than 0.1% of any brominated or chlorinated substances, including BFRs, chlorinated flame retardants (CFRs) and PVC by overall device weight.

[2] According to the JEDEC JS-709A standard specifying a maximum 1000 ppm threshold.

Transport phase – reducing the emissions generated when BlackBerry products are shipped to the customer

The transport phase encompasses environmental impacts associated with transporting a product from the factory to the retail store. BlackBerry products are shipped in small, lightweight packaging, which reduces the impacts in this phase.

The following timeline highlights how BlackBerry has consistently improved the environmental performance of its packaging including improved transportation efficiencies and a reduction in e-waste.

2010	BlackBerry reduces box size from 5x7 to 5x5 inches
2011	BlackBerry introduces 5x3 box size and mini CD for electronic documentation. Compact package design permits more than twice as many smartphones to be included on a single shipping pallet. The compact BlackBerry® Charger also helps reduce box size. The charger can be used with both a BlackBerry® Micro-USB Cable and BlackBerry® Mini-USB Cable, eliminating the need for its own built-in cable and avoiding additional e-waste at the end of the product's useful life. The dual-function USB cable allows for connection to a computer for data transfer.
May 2012	BlackBerry eliminates petroleum-based inks from all product packaging. On-device electronic documentation reduces paper documentation shipped in the box. Lighter-weight paper used for printed information and bands made of recycled paper bind the printed material for most products.

June 2012	All BlackBerry smartphones are shipped with 100% fiber-based packaging that is fully recyclable.
January 2013	BlackBerry further reduces documentation shipped in a box. Introduced new tray made of bagasse fiber, which is a waste bi-product from processing sugar cane and does not impact food sources. Bagasse is environmentally safe and 100% biodegradable and recyclable.
October 2013	BlackBerry further reduces box size by 25% with a simple internal design and less paper documentation.

Use phase – reducing the energy consumed during use of BlackBerry products

BlackBerry's LCA study found that, once a product is in use by the customers, the regular daily charging cycles required over the course of a product's life represents its most significant environmental impact. That is why BlackBerry has focused on power management to increase the energy efficiency of products and accessories — to help its customers reduce their energy use.

Energy efficiency has always been a core focus of the BlackBerry design process, resulting in highly optimized software and an energy efficient charging system.

To help a user maximize their battery life and minimize the use of energy, the BlackBerry 10 operating system includes several power management settings. Users can choose to maximize battery life manually by modifying settings for the smartphone's screen backlight and brightness, notifications, screen lock timeout, network connections and applications. The new battery usage indicators and power monitoring options introduced in BlackBerry 10 OS version 10.2.1 helps users track and optimize power consumption to deliver the best possible performance. Thanks in part to these features, the BlackBerry Z30 smartphone offers up to 25 hours of battery life based on a mixed usage scenario.

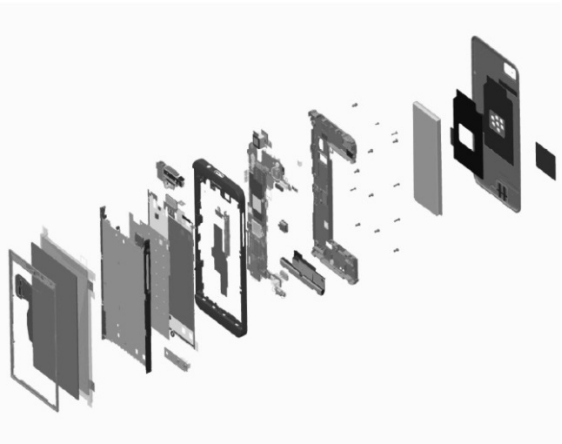
To minimize energy consumption, BlackBerry has worked to consistently reduce the footprint of its chargers and improve their energy efficiency. All of our chargers currently in market achieve Level V, the highest rating for the International Energy Efficiency Mark. In addition, all BlackBerry devices, batteries and chargers comply with the strict Battery Charging System efficiency requirements of the California Energy Commission.

The chart in Appendix C demonstrates BlackBerry's commitment to reducing the energy usage of its chargers both when charging a smartphone (active efficiency), and when not attached to a smartphone but still plugged in (no-load power consumption).

End-of-life phase – reusing and recycling the materials contained in BlackBerry products

The end-of-life phase can present opportunities if a device is reused, refurbished or recycled. BlackBerry devices are designed to last with software that can be upgraded over-the-air and hardware that facilitates repair. When a BlackBerry smartphone has truly reached the end of its life, BlackBerry provides its recyclers with instructions on how best to dismantle and recycle it in order to maximize the recovery of material and avoid any exposure to hazardous substances. All smartphones are designed to

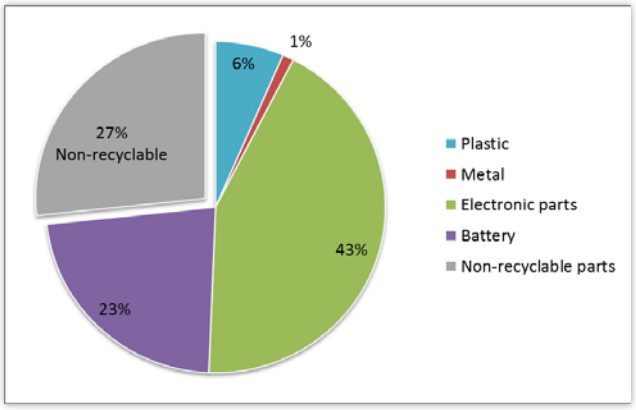
be easily disassembled with standard tools and all plastic parts are labeled with the type of resin used in order to maximize the efficacy of the recycling process.



Example disassembly diagram and material breakdown for the Z10

BlackBerry conducts a recyclability analysis on each of its smartphones to determine how easy it would be for a recycler to disassemble a smartphone and extract valuable materials. Each smartphone is dismantled as far as possible using commonly available tools. Each piece that cannot be broken down further is analyzed to determine if and how it would be recycled using typical recycling processes (e.g. plastic shredding, metal smelting, etc.).

The 'Recyclability Rate' is derived as a percentage calculated from the total mass of the recyclable components compared to the total mass of the smartphone.



Smartphone	Recyclability Rate
BlackBerry Z10	73%
BlackBerry Q10	86%
BlackBerry Q5	80%
BlackBerry Z30	81%

BlackBerry continues to offer a variety of options for customers to dispose of BlackBerry devices that have reached the end of their useful life. In addition to the take-back and recycling programs offered by BlackBerry's carrier partners globally, more than 260,000 BlackBerry smartphones have been collected in the U.S. and Canada from consumer and enterprise customers in calendar year 2013 through the BlackBerry Recycling Program and the BlackBerry Trade Up Program. In addition, BlackBerry is a member of the REPIC responsible recycling program, which enables customers to recycle in the UK. Furthermore, BlackBerry continues to be a member of the Call2Recycle stewardship program, which operates a

network of collection sites in the U.S. and Canada to recycle batteries and cellphones, and also remains a participant in the Recycle My Cell program in Canada.

BlackBerry joined the Programa Verde (Green Program) in Mexico, a program formed by the National Association of Telecommunications (ANATEL). Through Programa Verde, member companies encourage the recycling of mobile devices and promote a culture of recycling.

Repair, Refurbishment and Reuse

BlackBerry devices are designed to be easily repaired, containing many parts that professional repair facilities can quickly and simply swap. If there is a problem with a device, BlackBerry has a global network of repair centers to conduct basic and advanced repairs that augment the repair options provided by BlackBerry's carrier partners globally.

BlackBerry encourages the passing of products from one user to the next, being repaired and refurbished where necessary, and all BlackBerry products include a built-in secure data wipe feature to ensure that no data from the previous user remains on the device.

Understanding Supply Chain Impacts

When addressing their environmental impacts, many companies will understandably focus their initial attention on their own operations, where they have immediate control. However, for companies with extensive supply chains, much of the overall environmental impacts are actually embedded throughout the sourcing and production process. As an example, for GHG emissions, anything up to 80% of an organization's emissions can be embedded in their supply chain, yet typically only attract 20% of management attention. This situation is changing, as companies take a more holistic view of their value chain impacts, and as pressure from external stakeholders, including both business and consumer customers as well as environmental NGOs, increases for better oversight.

BlackBerry has been a leader in taking a very pragmatic approach to supply chain environmental reporting efforts, endeavouring to understand the scale rather than the minutiae, and focusing on areas of material importance.

As a first step, BlackBerry wanted to assess its total supply chain's dependence on natural capital, including an evaluation of both direct and indirect suppliers. Natural capital can be defined as the stock of natural ecosystems that yields a flow of valuable goods or services into the future. In other words, how are BlackBerry suppliers affecting the natural environment? This environmental performance data, accounting for more than 90% of total spend with suppliers, serves as a benchmark for us to measure our performance in relation to the industry overall and to assess the impact of improvement strategies over time.

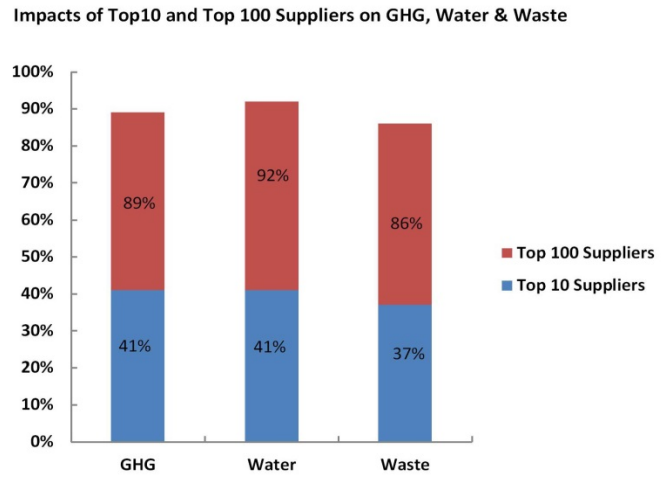
Beyond that, we also want to understand the major impacts within our supply chain, indicating which product and service categories and which suppliers were contributing most to carbon, water and waste footprints.

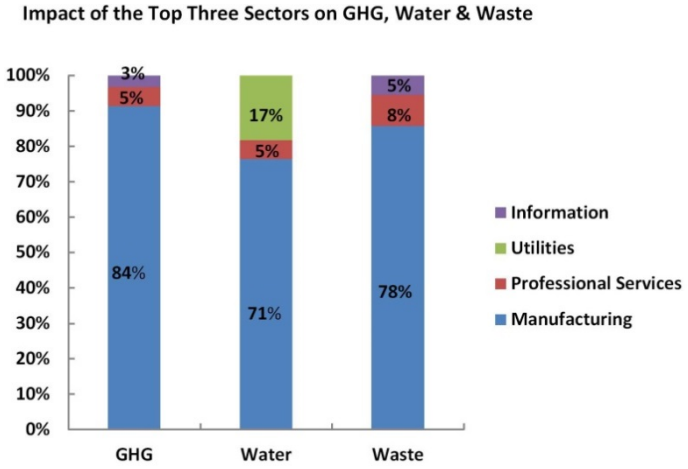
In 2013, BlackBerry engaged the environmental data experts at Trucost to carry out a more structured analysis of our supply chain environmental impacts. Trucost provided estimates of absolute supply chain GHG emissions, water usage and waste generation as well as intensity levels measured as outputs relative to expenditure with suppliers. In addition, Trucost was able to identify ”hotspots” within our supply chains, both in terms of the product and service categories as well as the suppliers contributing most to each of the environmental impacts. This included both suppliers for materials and components directly related to our end products, and also suppliers of indirect goods and services. ☑More than 90% total spend was covered by this analysis.

Footprint	Direct Supply Base	Indirect Supply Base	Total Supply Base
Carbon footprint (tCO_2e per $mn)	268	96	202
Water footprint (m3 per $mn)	20,971	15,679	18,942
Waste footprint (t per $mn)	11	6	9

The initial effort targeted suppliers of direct materials and components. Following identification of the top 10-15 suppliers, BlackBerry instituted a program to gain deeper understanding of what each supplier was doing in terms of environmental management. This included CDP investor submissions where available, and direct discussion with company sustainability specialists. Detailed data from selected suppliers was also requested through the Electronic Industry Citizenship Coalition (EICC) online supplier data management system, EICC-ON.

“BlackBerry worked with Trucost to quantify the natural capital impacts of its suppliers all the way back to raw materials, in order to build greater resilience into its supply chain. Trucost's supply chain tool has highlighted that the majority of the impact resides with a small number of suppliers, enabling BlackBerry to target effective interventions to reduce the environmental impact of its products,” said Richard Mattison, CEO Trucost.





The good news is that, in all cases, the top 10-15 contributing suppliers were well-established companies with relatively mature environmental management practices, and have strategies and reduction targets with supporting plans in place. However, the one area where most of these suppliers were not as advanced was in the management of the environmental aspects in their own supply chains. Given that typically 80% of a company's GHG emissions are embedded in the supply chain, this presents an opportunity — and it is an area that BlackBerry will emphasize in future discussions with suppliers.

Ethics

BlackBerry has a strong corporate governance ethic and is committed to acting with integrity across all of its operations.

BlackBerry is committed to ethical operations through strong corporate governance, responsible supply chain management, a diverse supply base, and active participation on important issues.

Corporate Governance

BlackBerry has a number of measures in place to build a strong culture of ethical behavior across the organization.

The Board of Directors

The BlackBerry Board of Directors, the various Board committees and their respective mandates and charters help to facilitate effective corporate governance at BlackBerry. The Board's management oversight role is also facilitated by the independence of the Lead Director as well as six of seven Directors. In addition, the Audit and Risk Management Committee and the Compensation, Nomination and Governance Committee are comprised entirely of independent Directors. For more information on each of the company's Board of Directors, its mandate and the charters of its committees, view the Corporate Governance documentation. Additional information on corporate governance practices at BlackBerry is set out in the disclosure of corporate governance practices in the BlackBerry Proxy Circular (Management Information Circular) for its annual meeting of shareholders.

Business Standards and Principles

To ensure that every employee understands what it means to behave ethically in their roles, BlackBerry has created Business Standards and Principles. Subject to the application of local laws, BlackBerry employees are expected to read, understand and comply with these standards and principles — and apply them as they perform their daily work. The Business Standards and Principles documents are reviewed annually by an internal cross-functional team and updated as necessary with the approval of the Board of Directors. Any changes to the Business Standards and Principles are also communicated to all employees as part of an annual acknowledgement program. In the spring of 2012, BlackBerry introduced a new Code of Business Standards and Principles. In 2013, BlackBerry added a new mandatory Business Standards and Principles Training Course that must be completed as part of an employee's Business Standards and Principles acknowledgement.

In support of the Business Standards and Principles, BlackBerry encourages and enables employees to report any issues or concerns to their manager, BlackBerry Human Resources, the Finance department or the Legal department. In addition, BlackBerry has created BlackBerry Ethics Link, a system that allows anyone, including BlackBerry employees, to report concerns anonymously, if desired, by telephone or a web-based portal. Reports made through Ethics Link are investigated by appropriate functional teams

and, depending on the nature of the report, some cases may be referred directly to the Chair of the Audit and Risk Management Committee of the Board of Directors.

Risk and Compliance Management

At BlackBerry, the Risk Performance and Audit (RPA) group provides independent assurance and advisory services to assist in the company's risk-management processes. The RPA group brings a systematic approach to evaluating and improving, if necessary, the effectiveness of risk management, decision-making and governance processes. To enhance the RPA's independence, it reports directly to the Audit and Risk Management Committee of the Board of Directors, which, in addition to oversight of the RPA, has other specific risk and compliance oversight responsibilities.

BlackBerry has a Chief Compliance Officer who reports to the Audit and Risk Management Committee of the Board of Directors at its quarterly meetings. The Chief Compliance Officer along with a Risk Management and Compliance Council, consisting of senior management representing a broad spectrum of areas of the company's business, oversees the compliance program for BlackBerry and assists in assessing, managing and monitoring risks, and compliance.

Supply Chain Social Responsibility

BlackBerry smartphones include many components sourced from suppliers located in various countries across the world. BlackBerry also purchases other products and services that are needed to support the day-to-day operations of the business. This extended supply chain has a tremendous impact on the communities in which they operate — and beyond.

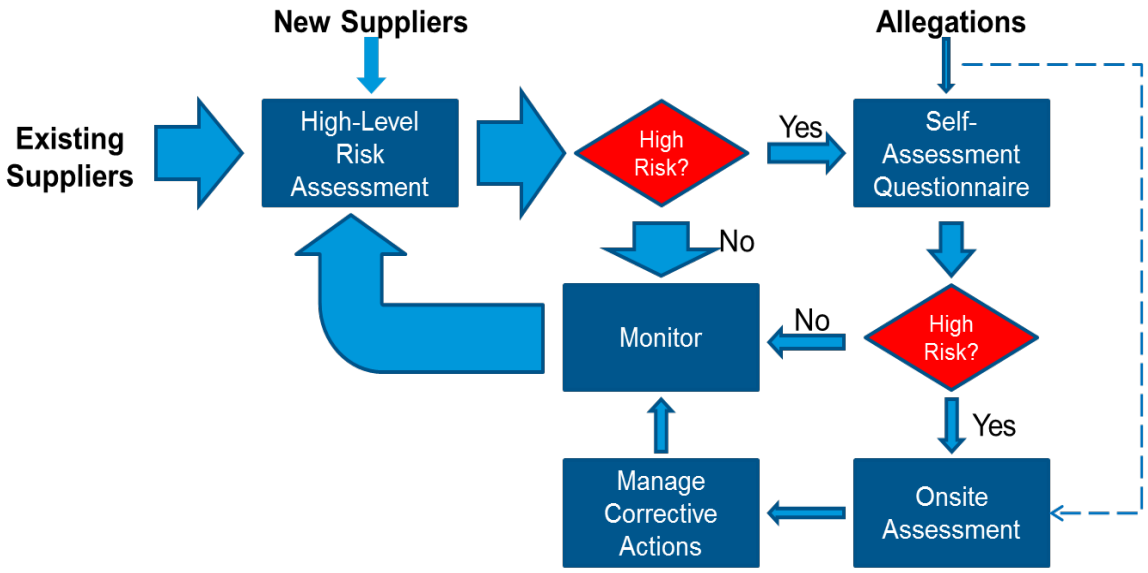
As a significant customer, we recognize the influence BlackBerry can have on this supply chain. We take that responsibility seriously and aim to ensure the respectful treatment of workers in our supply chain, as well as encouraging supplier operations that avoid harmful damage to the environment and that target the reduction in the use of natural resources.

BlackBerry has outlined its expectations of its suppliers in the BlackBerry Supplier Code of Conduct (Supplier Code). This Code is based on the Electronic Industry Citizenship Coalition (EICC) Code of Conduct, a set of standards on social, environmental and ethical issues in the electronics industry supply chain. It details the ethical, labor, health and safety, and environmental standards that BlackBerry expects its suppliers in which to comply. Suppliers are also expected to adopt similar standards within their own supply chains, with the intent of achieving a consistent approach to the management of social and environmental performance. All suppliers must commit to follow this code when signing new contracts.

Supplier Risk Management

Wherever in the world that BlackBerry suppliers are located, there is a potential for inappropriate behavior to occur, either in the form of illegal practices or violations of the Supplier Code of Conduct. To understand the extent of this potential, BlackBerry periodically executes a risk assessment of our supply base.

Supplier Risk Management Process



Since 2012, the company has been applying the Supplier Risk Management process to suppliers of the materials and components that are directly associated with the manufacturing of BlackBerry products.

The High Level Risk Assessment model, based on the EICC's Risk Assessment 1 ("RA1") tool, provides the first indicator. The model helps to calculate a relative risk score of suppliers using four main criteria:

- Geographic location of supplier facilities
- Commodity type (manufacturing process)
- Nature of the relationship with BlackBerry (longevity and spend)
- History of social and environmental issues and audit results

Having narrowed down those suppliers identified as carrying the highest risk, BlackBerry then conducts further due diligence through supplier self-assessment questionnaires and on-site audit activities. In doing so, BlackBerry employs tools and processes developed by the EICC.

Conflict Minerals

Conflict minerals are minerals or derivatives that, when sold, help finance conflict in the Democratic Republic of the Congo or an adjoining country. As part of its supply chain efforts, BlackBerry had been working on the sourcing of conflict free minerals prior to U.S. legislation in 2010.

That legislation — Section 1502 of the Dodd Frank Wall Street Reform and Consumer Protection Act (Dodd Frank) — requires public companies to annually report to the U.S. Securities and Exchange Commission (SEC) on their use of conflict minerals originating from the Democratic Republic of the

Congo (DRC) or an adjoining country. Under Dodd Frank, conflict minerals are defined as tantalum (columbite-tantalite), tin (cassiterite), tungsten (wolframite) and gold.

Peter Chapman, Executive Director, SHARE, commented:

"BlackBerry's own programs and leadership in broader industry initiatives to stop the use of conflict minerals, as well as its comprehensive public reporting, signals to investors that BlackBerry is paying close attention to addressing social and environmental risks in its supply chain. Applying that comprehensive approach to solving other industry-wide problems in electronics supply chains will cement BlackBerry's reputation as a leader in the field."

Fortunately, BlackBerry's ongoing efforts in this area ensured it was well prepared to fulfil its obligations under Dodd Frank. Not only is BlackBerry meeting it legislative obligations, it's also playing an active role working across industry groups to help address the issues of conflict minerals.

BlackBerry has been an active participant in the piloting of the Organisation for Economic Co-operation and Development (OECD) Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict-Affected and High-Risk Areas (the "OECD Guidance"). BlackBerry commented on and contributed to the development, implementation and testing of the OECD Guidance and has based its own Responsible Minerals Policy and the supply chain due diligence program on the five-step framework described in the OECD Guidance. Involvement in the pilot also provided an opportunity to share and learn from others as they were implementing their own due diligence programs.

Member cfsi An initiative of the EICC and GeSI

BlackBerry has informed direct suppliers of the Responsible Minerals Policy, which supplements the existing Supplier Code, and all new supplier agreements contractually require supplier conformance.

BlackBerry is also an active member of the Conflict Free Sourcing Initiative (CFSI, formerly the EICC and GeSI Extractives Work Group), and believes that this kind of industry collaboration and multi-stakeholder engagement is essential for developing the capability to validate the responsible sourcing of minerals within the supply chain.

A key program established by the CFSI is the Conflict-Free Smelter Program (CFSP). This is a voluntary program which involves a third party independent audit of a smelter's or refiner's purchasing practices to determine whether or not materials they have processed have come from conflict-free sources.

This approach is important because the smelter or refiner represents the "choke point" in the supply chain — the point to which purchasers of refined material can look for assurances about the conflict-free status of the material they are purchasing. In addition to supporting development, refinement, and expansion of this program through direct engagement and visits to smelters and refiners, BlackBerry holds one of six seats on the CFSP Audit Review Committee. This group reviews audit reports for quality and consistency with the CFSP audit protocols and procedures, before recognizing smelters and refiners as being CFSP-compliant. The names of smelters validated as CFSP-compliant are published on the CFSI website, which helps companies to source refined material in a responsible way.

Through the CFSI, BlackBerry has had a leadership role in developing and refining the Conflict Minerals Reporting Template (CMRT), a key due diligence tool for downstream companies in gathering supply chain sourcing data, including the names and locations of smelters and/or refiners that are supplying them with material containing any of the conflict minerals. This is in line with OECD Guidance; supports compliance with Section 1502 of Dodd Frank; has become the de facto standard for conflict minerals data collection; and is being adopted as good practice across numerous industry sectors.

Following the pilot implementation of the CMRT, BlackBerry continued supply chain due diligence program activities relative to products manufactured in calendar year 2013. ☑ We collected data from 126 suppliers, representing more than 90% of direct spend. Program improvements for this year include:

- Increase of supplier outreach through mechanisms such as supplier webinars and written communications, in order to encourage improved due diligence and more comprehensive reporting.
- Greater smelter outreach through onsite engagement, regional and industry dialogue, and virtual support. In calendar year 2013, BlackBerry team members visited five smelters and supported the engagement of many others via their active efforts in CFSI workshops and outreach meetings or conferences with the purpose of encouraging and facilitating smelter and refinery participation in the CFSI.
- Improved transparency through the onsite posting of the list of smelters and refiners reported by BlackBerry suppliers.

BlackBerry will continue to engage with relevant first-tier suppliers to improve the due diligence processes exercised regarding the source and chain of custody of the conflict minerals used in the parts and components they supply to us. We will continue to impress upon them the expectation that they apply the OECD Guidance in good faith.

"BlackBerry has been among the top companies working on conflict minerals, receiving a top six ranking in our survey of top brands. Their hard work on the industry audit system and participation in clean minerals projects in Congo have been important, as they offer pilot clean supply chains for consumers and Congolese miners. But we're not done yet -- more efforts by companies are needed to move beyond the pilots and develop larger-scale responsible minerals projects in Congo to boost the conflict-free trade.," said Sasha Lezhnev, Associate Director of Policy for Congo, Great Lakes Region and LRA, Enough Project.

BlackBerry will also continue to focus efforts on working with industry peers through the CFSI to improve the systems of transparency and control and leverage those systems within our own supply chain.

One important output of our conflict minerals diligence efforts is the list of facilities verified by the CFSI as "smelters" or "refiners" which have been reported by BlackBerry suppliers as processing gold, tantalum, tin and/or tungsten within their respective supply chains. BlackBerry first published this list in calendar year 2013 on the external website, and will provide updates to this list as new information becomes available.

An ambition of many consumers of tantalum, tin, tungsten and gold is to help ensure that the DRC and surrounding countries remain viable sources of conflict-free minerals, and that legitimate trade in such materials supports their economies. To that end, BlackBerry continues to participate in a number of in-region sourcing support activities, and through these and supply chain mapping, is confident that conflict free material from the DRC region is entering our supply chain.

During fiscal 2014, BlackBerry:

- Continued to be a member and supporter of the Public-Private Alliance for Responsible Minerals Trade, a joint initiative between governments, companies and civil society launched by the U.S. State Department in 2011 to support supply chain solutions to conflict minerals challenges in the DRC and the Great Lakes region of Africa. The aim is to help the governments of the DRC and other countries in the region break the link between the illicit minerals trade and ongoing violence and human rights abuses.
- Continued to be a participant in the Solutions For Hope project, launched in 2011 by AVX Corporation, a leading tantalum capacitor manufacturer, and Motorola Solutions, as an initiative to source conflict-free tantalum from the DRC through a "closed-pipe" supply line.

- Continued as a participant in the Conflict Free Tin Initiative (CFTI) established by members of the industry convened by the Dutch Government, and aimed at sourcing conflict free tin from mines in the South Kivu province of the DRC.
- Became an Associate Member of the ITRI Tin Mining Supply Chain Initiative (iTSCi), the "bag and tag" traceability scheme that supports both Solutions for Hope and the CFTI, and in alignment with the OECD Guidelines.

Tin Mining in Indonesia

In 2012, media reports and investigations carried out by the group Friends of the Earth highlighted environmental and social harm occurring on Bangka Belitung in Indonesia that was being attributed to tin mining operations. Tin mining is an important contributor to the Indonesian economy, producing approximately one third of the world's mined tin each year, and supplies material for use in various industry sectors including electronic products such as smartphones and tablets.

The Indonesian tin mining industry is an important part of BlackBerry's supply chain. We are very concerned about the reported environmental and health risks associated with the industry and are committed to the multi-stakeholder, public-private Indonesian Tin Working Group (TWG) convened by the Sustainable Trade Initiative (IDH) which we joined in fiscal 2014.

Representatives from BlackBerry visited Bangka Belitung in calendar year 2013 and were able to see first-hand some of the mining operations, and to talk with some of the local workers.

The TWG includes members of the EICC, Friends of the Earth and the non-profit Industrial Technology Research Institute (ITRI), and was brought together to determine how and whether the downstream supply chain could have a positive impact on the social and environmental circumstances surrounding tin mining on Bangka Belitung.

One of the first actions of the TWG was to commission a research study to better understand the Indonesian tin mining industry, with an analysis of the particular situation on Bangka Belitung, as a means to explore ways to support sustainable growth through responsible sourcing. Estelle Levin LLP, a specialist consultancy dedicated to responsible mining and sourcing conducted and completed the research in late 2013. Since then, the TWG has been working to establish a plan of action based on the research findings and subsequent stakeholder consultations.

Supplier Diversity

BlackBerry has several initiatives in place to use its purchasing power to support diversity within its supply chain. Diverse suppliers include small businesses, businesses owned by veterans, minorities, or women and those in historically underutilized business zones. Our goal is to provide opportunities to diverse suppliers who satisfy BlackBerry's purchasing and contractual standards. We strive to create vendor–buyer relationships that allow diverse organizations to continue to develop, while offering quality products at competitive prices. Sourcing departments in the BlackBerry organization are encouraged to identify and include diverse suppliers and consultants in the procurement process.

Mentoring

BlackBerry offers a mentoring program for its employees where they have the opportunity to provide assistance and expertise to diverse suppliers in the areas of business planning, product/service pricing, financial planning, marketing, technical knowledge, brochures, the bidding process, paperwork simplification and workflow. We also encourage some of our largest suppliers to mentor diverse suppliers.

The objective of this developmental program is to better prepare potential suppliers to meet the business needs of BlackBerry, and to create conditions for them to competitively seek contracts and business opportunities.

Expanding our commitment

BlackBerry spent nearly $270 million in fiscal 2014 with diverse suppliers in addition to supporting their development through training, council engagements and mentoring programs.

Still in the early stages of supplier diversity program development, we have increased our diverse supply base and our diverse spend year over year. We encourage diverse supplier capability building by hosting workshops through certification councils and regular mentoring meetings.

With the implementation of our Supplier Diversity Policy, we give regular supplier diversity training and updates to BlackBerry employees through internal media outlets. We have been recognized for our support and commitment to supplier diversity through certifying councils and the supplier diversity industry.

Membership of Diversity Councils

National Minority Supplier Development Council (NMSDC)

Women Business Enterprise National Council (WBENC)

Canadian Aboriginal and Minority Supplier Council (CAMSC)

Women Business Enterprises Connect, Canada

Recognition

For the second successive year, BlackBerry was a recipient of the AT&T Supplier Diversity Crystal Award, which is presented to a select group of their prime suppliers who attained or exceeded 21.5 percent diverse supplier spend in calendar year 2013. BlackBerry was commended for its "Outstanding Performance," and the award is recognition of our commitment to collaborating with our customers, suppliers and local communities together with AT&T.

Security

ISO 27001 – Information Security Management System

BlackBerry's business is built on our ability to secure our customer's mobile data. One way we demonstrate our commitment to security is by strictly following the standards outlined by ISO 27001 Information Security Management System. ISO 27001 provides a model for establishing an Information Security Management System (ISMS), which aligns people, resources and controls to create a series of measureable security practices for protecting information assets. BlackBerry uses BSI Group, an independent and external company, to certify and validate that BlackBerry has an appropriate ISMS in place for the processes, systems, and infrastructure that support the BlackBerry services.

BlackBerry also obtained certification for our Secure Element Manager (SEM) solution for Near Field Communication (NFC) mobile payments to enable carriers to support Visa and MasterCard issuing banks and financial institutions by allowing them to use their device to make purchases.

BlackBerry is in the processes of obtaining Service Organization Controls 2 (SOC 2), Type I report (Security Trust Principle). SOC 2 reporting assures our customers that BlackBerry has adequate control systems in place to safeguard their data and information. The scope of the SOC2 report is focused on Enterprise Cloud Services provided by BlackBerry to its customers. The Cloud Services in scope are hosted in data centers located in the U.S., Canada and Europe.

Customer Privacy

BlackBerry has a long history in providing privacy-enhanced mobile communications that are designed to be secure, and is committed to protecting the privacy of our customers' personal information. Through the BlackBerry Code of Business Standards and Principles, BlackBerry employees are made aware of the importance of appropriately and securely handling personal information, keeping such information in secure locations and systems and limiting access to personal information on a "need to know" basis for business reasons. Our Privacy Policy and end user agreements inform our customers about how we collect, use and disclose their personal information, and is updated occasionally as necessary to keep current with changing technologies, laws, our evolving business practices and the needs of our customers.

Lawful Access

BlackBerry's efforts to protect and secure the data of its customers are balanced by the requirement to supply "lawful access." Lawful access is a request by government authorities to telecommunications carriers or technology suppliers, such as BlackBerry, for access to subscriber information or communications for the purposes of investigation or prosecution. A common requirement around the world, lawful access may be required for reasons such as investigating, solving or prosecuting crime, or for ensuring national security.

In responding to lawful access requests, BlackBerry is guided by appropriate legal processes and publicly disclosed lawful access principles in this regard, as we balance any such requests against our priority of maintaining privacy rights of our users. We do not speculate or comment upon individual matters of lawful access. Additionally, BlackBerry follows its lawful access principles consistently in all of the markets we serve, and we clearly stipulate that BlackBerry does not have the ability to support the access of BES communications as only our enterprise clients have control over the encryption keys for these communications.

Providing a Quality Product

ISO 9001 – Quality Management System

One of the most important ways BlackBerry can demonstrate its trustworthiness is by providing customers with reliable products. To help ensure we do that, BlackBerry adheres to ISO 9001.

ISO 9001 is the most widely adopted international quality standard with more than 1.1 million certificates issued worldwide. The standard is based on a number of quality management principles including a strong customer focus, the process approach and continual improvement and provides the structural foundation for other ISO standards such as ISO 14001 and ISO 27001.

Originally certified in 2005, BlackBerry's Quality Management System (QMS) undergoes annual audits by accredited external auditors and continues to be certified to ISO 9001:2008. Activities from across various business units were sampled as part of this fiscal year's surveillance audit with interviews conducted in multiple global locations. The auditors noted a strong commitment to customer satisfaction and continual product and process improvement as part of their findings.

GRI Index

Fiscal 2014 Global Reporting Initiative Index

GRI 3.1 Indicator	Fiscal 2014 Response
Strategy and Analysis	
1.1 Statement from the most senior decision-maker of the organization (e.g. CEO, chair or equivalent senior position) about the relevance of sustainability to the organization and its strategy.	CR Report, p. 2
Organizational Profile	
2.1 Name of the organization.	BlackBerry Limited
2.2 Primary brands, products and/or services.	Fiscal 2014 Annual Financial Information, pp. 14-16
2.3 Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	AIF, pp. 5, 12-16
2.4 Location of organization's headquarters.	AIF, p. 5 2200 University Avenue East, Waterloo Ontario, Canada
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.	AIF, pp. 24-25
2.6 Nature of ownership and legal form.	AIF, pp. 5, 9
2.7 Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	AIF, pp. 18-19
2.8 Scale of the reporting organization, including: number of employees, net sales/net revenue, total capitalization broken down in terms of debt and equity and quantity of products or services provided.	AIF, pp. 14, 19, 24-25
2.9 Significant changes during the reporting period regarding size, structure or ownership including: the location of or changes in operations, including facility openings, closings and expansions; and changes in the share capital structure and other capital formation, maintenance and alteration operations.	AIF, pp. 5-9

GRI 3.1 Indicator	Fiscal 2014 Response
2.10 Awards received in the reporting period.	2013 AT&T Supplier Diversity Crystal Award University of Surrey Professional Training and Careers Committee - Employer of the Year Award 2012-2013 University of Guelph Engineering Hall of Honor 2014 Carleton University Task Eternal Society 2014
Report Parameters	
3.1 Reporting period (e.g. fiscal/calendar year) for information provided.	March 3, 2013 - March 1, 2014
3.2 Date of most recent previous report.	2013
3.3 Reporting cycle (annual, biennial, etc.).	Annual
3.4 Contact point for questions regarding the report or its contents.	corporateresponsibility@blackberry.com
3.5 Process for defining report content including: determining materiality; prioritizing topics within the report; and identifying stakeholders the organization expects to use the report.	CR Report, p. 3
3.6 Boundary of the report (e.g. countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers).	CR Report, p. 3 AIF, pp. 5-7
3.12 Table identifying the location of the Standard Disclosures in the report. Identify the page numbers or web links where the following can be found: Strategy and Analysis, Organizational Profile, Report Parameters, Governance, Commitments and Engagement, Disclosure of Management Approach, per category; Core Performance Indicators, Any GRI additional indicators that were included.	CR Report, pp. 37-52
3.13 Policy and current practice with regard to seeking external assurance for the report. If not included in the assurance report accompanying the sustainability report, explain the scope and basis of any external assurance provided. Also explain the relationship between the reporting organization and the assurance provider(s).	CR Report, Appendix A, pp. 53-55

GRI 3.1 Indicator	Fiscal 2014 Response
Governance, Commitments and Engagement	
4.1 Governance structure of the organization, including commitments under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	AIF, pp. 58-62 Proxy Circular (Management Information Circular) Fiscal 2014 pp. 59-64 and Schedules D and E.
4.2 Indicate whether the Chair of the highest governance body is also an executive officer (and, if so their function within the organization's management and the reason for this arrangement).	AIF, pp. 58-62 Proxy Circular, pp. 59-64 and Schedules D and E.
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.	AIF, pp. 58-60 Proxy Circular, pp.7-12
4.4 Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	BlackBerry is committed to fostering and maintaining strong principles and standards of business behaviour and integrity. In conducting business for BlackBerry, members of the Board of Directors, officers, employees and contractors of BlackBerry must not only comply with applicable laws, but must also engage in, and promote, honest and ethical conduct, including abiding by BlackBerry's "Business Standards and Principles" document (see 4.6 below for link). The reputation and success of BlackBerry is highly dependent on maintaining these high standards of conduct. BlackBerry has selected EthicsPoint to provide employees and shareholders with a secure and independent resource to ask questions or voice potential concerns about any conduct of BlackBerry's Board, officers, employees or contractors that is not consistent with these standards. The information provided will be sent by EthicsPoint to BlackBerry personnel to investigate and respond to the submitted question or concern. Although employees or shareholders are encouraged to provide their personal contact information, questions or concerns can also be submitted anonymously. In either case, BlackBerry will not retaliate in any way against anyone making a good-faith report.
4.5 Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements) and the organization's performance (including social and environmental performance).	Proxy Circular, pp. 20-64
4.6 Processes in place for the highest governance body to ensure conflicts of interest are avoided.	BlackBerry Code of Business Standards and Principles

GRI 3.1 Indicator	Fiscal 2014 Response
4.8 Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental and social performance and the status of their implementation.	BlackBerry Corporate Governance Documentation
4.12 Externally developed economic, environmental, and social charters, principles or other initiatives to which the organization subscribes or endorses.	AIF, pp.17-18
4.13 Memberships in associations (such as industry association) and/or national/international advocacy organizations in which the organization: has positions in governance bodies, participates in projects or committees; provides substantive funding beyond routine membership dues or views membership as strategic.	AIF, pp. 17-18
4.14 List of stakeholder groups engaged by the organization.	CR Report, p. 3
Economic Performance Indicators	
EC1 Direct economic value generated and distributed, incl. Revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	Link to financial documents (http://ca.blackberry.com/company/investors/documents.html)
EC2 Financial implications and other risks and opportunities for the organization's activities due to climate change.	BlackBerry reports risks and opportunities posed by climate change in the annual CDP investor response. This report, Climate Change 2014, can be found here at (https://www.cdp.net).
EC3 Coverage of the organization's defined benefit plan obligations.	Specific benefit offerings vary from country to country depending on local legislation and government programs. Benefits are available to full time permanent and part-time permanent employees. While BlackBerry does not have a defined benefit plan, the company contributes via a percentage of salary matching programs. These percentages vary by country. The level of participation by country is: US – 82% Canada – 90% UK – 90% Germany – 83% France – 46% Spain – 47% South Africa – 100% Belgium – 100% Netherlands – 100% Luxembourg – 100% Italy – 11%

GRI 3.1 Indicator	Fiscal 2014 Response
EC4 Significant financial assistance received from government.	AIF, pp. 20-22
EC8 Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	BlackBerry seeks to make a positive impact on our communities by engaging the talents and resources of our people and partners to embrace mobile technology. BlackBerry employees around the world have volunteered their time during work hours as well as their personal hours to contribute to improving children's lives and their communities through various programs: Free The Children: approximately 2500 employee volunteer hours and 70,000 students reached, Junior Achievement: 1500 students reached in 15 countries, 700 employee volunteer hours, Canada-Wide Science Fair (CWSF): 463 students reached from across Canada and approximately 50 employee volunteer hours, Waterloo-Wellington Science & Engineering Fair (WWSEF): over 200 students reached and 150 employee volunteer hours. FIRST: over 700 students reached and 50 employee volunteer hours, Apps for Good: approximately 1200 students reached, Proud2Be (volunteer grant program): over 5000 volunteer hours to communities worldwide.
Environmental Performance Indicators	
☑ EN3 Direct energy consumption by primary energy source.	Total energy consumed by Fuel Type, measured in megawatt hour (MWh) and gigajoule (GJ): Non-Renewable Natural gas: 61,790 MWh (222,444 GJ) Diesel/Gas oil: 10,533 MWh (37,918.8 GJ) Jet gasoline: 5,656 MWh (20,361.6 GJ) Motor gasoline: 428 MWh (1,540.8 GJ) Other: Heating Oil: 1,259 MWh (4,532.4 GJ) Note 1: Motor gasoline energy data is based on consumption estimates which vary by lease terms for available BlackBerry leased vehicles in Europe. To convert kilometers travelled to litres of fuel used, a conservative factor ranging from 9-17L/100km based on vehicle and fuel type was employed. Note 2: Change in reporting boundary - Natural gas consumption for leased buildings was added to BlackBerry's reported energy consumption this year and it was not accounted last year. This represents an additional 6% of the total energy consumption. Note 3: Part of the generators' diesel consumption data has been estimated due to unavailability of data. Estimates were based on maintenance procedures for generators (hours of operation) and historical data. BlackBerry is continuing to refine our methodologies in an effort to increase data integrity and reduce measurement uncertainties.
☑ EN4 Indirect energy consumption by primary source.	Indirect energy (electricity) consumed, measured in megawatt hour MWh and gigajoule (GJ): Non-Renewable Electricity: 327,569 MWh (1,179,248.4 GJ) REC's: 2,200 MWh (7,920 GJ)

GRI 3.1 Indicator	Fiscal 2014 Response
EN5 Energy saved due to conservation and efficiency improvements.	BlackBerry continues to develop emissions tracking and data management across the organization, which will help identify opportunities and risks and provide quantitative processes. In order to limit the absolute growth of GHG emissions, BlackBerry is actively engaged in initiatives to increase the energy efficiency of BlackBerry products, data centers and buildings. **Process emissions reductions** Energy efficiency considerations for all new equipment have been embedded within our procurement process. Process and monitoring changes have also resulted in improved emissions through avoidance, reduction or measurement at BlackBerry Wireless Handheld New Product Realization Center, BlackBerry Care - Repair Center, Hardware Verification and Materials Testing Labs. **Energy efficiency: building services** Lighting reduction in low use areas. Monitor low use areas and reduce lighting through scheduling or de-lamping/manual shut-off. Multi-site scheduling modification of operational hours and/or heating, ventilation and air conditioning (HVAC) runtimes. HVAC load reduction at targeted sites for unoccupied areas and setback of space temperatures. This initiative impacts Scope 1 and 2 emissions. BlackBerry facilities / operations consolidation project is currently underway and incorporating building efficiencies in part of consolidation planning. **Data Center efficiencies** BlackBerry is actively engaged in initiatives to increase the energy efficiency of its data centers. Data center efficiency is measured and monitored at all of our entire data centers globally. In a typical data center about half of the power available is used by the IT equipment, with the rest going mostly to cooling. Much of that power can be reclaimed by eliminating cooling inefficiencies, upgrading the cooling system to allow for variable cooling and/or making greater use of outside air. In one of BlackBerry's owned data centers, 70-80% of outside air is used for cooling. In the past year, BlackBerry has consolidated approximately 55,000 square feet of data center operations globally. **Behavioral change** Continuous behavior modification for conscientious sustainable programs including energy conservation and waste management practices globally. This initiative impacts Scope 1, 2 and 3 emissions.

GRI 3.1 Indicator	Fiscal 2014 Response
EN6 Initiatives to provide energy-efficient or renewable energy-based products and services, and reductions in energy requirements as a result of these initiatives.	BlackBerry is currently in the process of expanding the scope of its ISO 14001 EMS to encompass product design activities. Through use of product life cycle assessment (LCA) analysis, BlackBerry continuously seeks further opportunities to lower the overall environmental impact of our products. Energy efficiency has always been a core focus of the BlackBerry design process resulting in highly optimized operating systems that maximize battery life – e.g., up to 25hrs on the BlackBerry Z30 smartphone based on a mixed usage scenario. The actual battery life is heavily dependent on how a BlackBerry device is used and therefore BlackBerry's operating systems include several settings to allow a user to fine-tune their experience. Users can choose to maximize battery life manually by modifying settings for the smartphone screen backlight and brightness, notifications, screen lock timeout, network connections, applications and game refresh settings. The new battery usage indicators and power monitoring options in the BlackBerry 10 operating system version 10.2.1 help users further optimize power consumption to deliver the best possible performance. The features are available under the settings menu and provide users with a detailed view of which applications are consuming the most power and indicate how to reduce the power consumption to maximize battery life. Product emission reductions include: - BlackBerry 10 Smartphones and all accessories are PVC and BFR free and do not contain antimony oxides according to the JEDEC JS-709A standard specifying a maximum 1000 ppm threshold. - BlackBerry chargers have improved their energy efficiency to meet the strictest global standards, such as Level V, according to the Internal Energy Efficiency mark with a maximum no-load power of only 0.05W - Fully recyclable BlackBerry Smartphone packaging that is 100% fiber based. - Inks used on BlackBerry Smartphone packaging and documentation are non-petroleum based - Smaller packaging by reducing certain in box items for BlackBerry 10 Smartphones - Easy to disassemble and range from 73-86% of the materials used in the BlackBerry 10 Smartphone device can be recycled. - Device monitor application provides detailed power consumption and battery usage information to help users maximize battery life included in all versions of BlackBerry 10 smartphones greater than 10.2.1.

GRI 3.1 Indicator	Fiscal 2014 Response
EN7 Initiatives to reduce indirect energy consumption and reductions achieved.	BlackBerry supports employees in making environmentally sustainable transportation choices, benefitting the environment and communities in which BlackBerry does business. Examples in our Waterloo region Include: - Free online carpool ride matching service - Free taxi service to eligible employees who use sustainable transportation modes (e.g.. carpool) for their daily travel to and from work and who are unable to travel home via their regular sustainable transportation mode. - Employee discounted monthly transit passes for the public transit system. BlackBerry is part of the world's longest green highway project, the Sun Country Highway. BlackBerry installed 19 electric vehicle charging station at our Waterloo, Cambridge and Ottawa locations. The station is part of a network of more than 80 public access charging stations across Canada, spanning from St. John's, Newfoundland to Victoria, British Columbia. Being part of the world's longest green highway project means that anyone, including local residents and BlackBerry employees can drop by and take advantage of this charging station. BlackBerry's waste management program diversion target is specific to waste (non-hazardous and hazardous) at the Waterloo 8 and Cambridge 1 facilities only. BlackBerry has made tremendous efforts in our waste diversion programs but, despite our efforts, the targeted diversion rates were not achieved at our Cambridge 1 facility. Waterloo 8: Diversion Rate Target = 90%, Actual = 90.29% Cambridge 1: Diversion Rate Target = 92%, Actual = 86.77% Waste diversion targets have been established for 2014. BlackBerry continues to develop emissions tracking and data management processes across the organization. BlackBerry uses a Greenhouse Gas (GHG) assessment of its operations as an internal benchmark to measure GHG improvements and reductions from year to year, and will use this information to establish reduction targets. BlackBerry plans to implement a CR data management and reporting system in order to streamline the data collection and analysis processes for GHG tracking and reporting.
EN8 Total water withdrawal by source.	The information provided for this indicator is partial data and may not account for the entire calendar year 2013, nor does it represent all BlackBerry locations globally. Region of Waterloo – Municipal Supplied – 100,931 cubic meters/year Ottawa - ID (Single Site) – Municipal Supplied – 10,092 cubic meters/year Halifax (Single Site) – Municipal Supplied – 3,693 cubic meters/year Mississauga (Single Site) – Municipal Supplied – 5,477 cubic meters/year Unnamed Site – Municipal Supplied – 12,716,500 gallons/year Unnamed Site - Well Water- 58,310 gallons/year The majority of new buildings (built in the last 5 years) collect rainwater for irrigation purposes. No BlackBerry sites use waste water from another organization.
EN9 Water sources significantly affected by withdrawal of water.	All BlackBerry locations are serviced by municipal suppliers operating under government authorizations. BlackBerry complies with all water usage requirements including but not limited to conservation requirements. BlackBerry's consumption does not meet any of the "significant withdrawal" criteria. To the best of our knowledge, based upon information provided to BlackBerry from these water suppliers regarding their respective water source(s), none of these water sources are significantly affected by BlackBerry's consumption.
EN11 Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	None that BlackBerry is aware of.

GRI 3.1 Indicator	Fiscal 2014 Response
EN12 Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	None that BlackBerry is aware of.
EN13 Habitats protected or restored.	None that BlackBerry is aware of.
EN14 Strategies, current actions and future plans for managing impacts on biodiversity.	None that BlackBerry is aware of.
EN15 Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	None that BlackBerry is aware of.
EN16 Total direct and indirect greenhouse gas emissions by weight.	Scope 1 and Scope 2 emissions for BlackBerry calendar year 2013 are as follows and measured in Greenhouse Gas Emissions (tonnes CO_2e): Scope 1 Emissions from Stationary Fuel Use - Natural Gas (Owned Sites): 10,429 Emissions from Stationary Fuel Use - Natural Gas (Leased): 836 Emissions from Stationary Fuel Use - Generators: 1,160 Emissions from Stationary Fuel Use - Heating Oil: 399 Emissions from Corporate Jets 1,420 Emissions from Company Owned Vehicles 1,778 Emissions from Refrigerant Leaks (Fugitive Emissions) 151 Scope 2 Emissions from Purchased Electricity at Owned Sites: 22,478 Emissions from Purchased Electricity at Leased Sites with Known Electrical Usage: 14,029 Emissions from Purchased Electricity at Leased Sites with Unknown Electrical Usage: 6,235 Emissions from Purchased Electricity at BlackBerry Confidential Data Centers: 39,270 Emission Reductions from Green Power Purchases – 191 Note: Some energy and emissions data is based on consumption estimates. BlackBerry is continuing to refine our methodologies in an effort to collect actual data and reduce measurement uncertainties.
EN17 Other relevant indirect greenhouse gas emissions by weight.	Scope 3 emissions for BlackBerry calendar year 2013 are as follows and measured in Greenhouse Gas Emissions (tonnes CO_2e): Scope 3 Emissions from Employee Business Travel Vehicle Rentals: 875 Emissions from Employee Expensed Mileage: 1,903 Emissions from Employee Business Rail Travel 35 Emissions from Employee Business Commercial Air Travel: 13,050 Note: Some energy and emissions data is based on consumption estimates. BlackBerry is continuing to refine our methodologies in an effort to collect actual data and reduce measurement uncertainties.

GRI 3.1 Indicator	Fiscal 2014 Response
EN18 Initiatives to reduce greenhouse gas emissions and reductions achieved.	BlackBerry's utility management target is specific to reducing electricity and natural gas consumption at the Waterloo 8 facility. Targets were based on an energy report conducted at the building. Projects were established and progressing towards completion, however due to an operations consolidation project this building was removed from BlackBerry's real estate portfolio. **Process emission reductions** Energy efficiency considerations for all new equipment have been embedded within the procurement process. Process and monitoring changes have also resulted in improved emissions through avoidance, reduction or measurement at BlackBerry Wireless Handheld New Product Realization Center, BlackBerry Care - Repair Center, Hardware Verification and Materials Testing Labs. **Energy efficiency building services** Several initiatives are underway to improve the energy efficiency of building services. To control the amount of energy used, BlackBerry monitors low-use and unoccupied areas and arrange automatic and manual scheduling to reduce lighting as well as heating, ventilation and air conditioning (HVAC) runtimes and setback of temperatures. Certain of BlackBerry's data centers and other buildings are designed to meet Leadership in Energy and Environmental Design (LEED) specifications. LEED is an internationally recognized green building program. It provides building owners and operators with a framework for identifying and implementing practical and measurable green building design, construction, operations and maintenance solutions. **Data Center efficiencies** BlackBerry is actively engaged in initiatives to increase the energy efficiency of its data centers. Data center efficiency is measured and monitored at all BlackBerry data centers globally. In a typical data center, about half of the power available is used by the IT equipment, with the rest going mostly to cooling. Much of that power can be reclaimed by eliminating cooling inefficiencies, upgrading the cooling system to allow for variable cooling and/or making greater use of outside air. In one of BlackBerry's owned data centers, 70-80% of outside air is used for cooling. In the past year, BlackBerry has consolidated approximately 55,000 square feet of data center operations globally.
EN19 Emissions of ozone-depleting substances by weight.	Scope 1 emissions (in metric tonnes CO_2e): 16,173 Scope 2 emissions (in metrics tonnes CO_2e): 81,821
EN20 NOx, SOx, and other significant air emissions by type and weight.	Based on BlackBerry's organizational structure, this quantification was completed for Scope 1 and Scope 2 (from Canadian and U.S. facilities only) emissions. The boundaries selected for NOx and SOx reporting include the following emissions sources: - Scope 1 emissions associated with stationary fuel use (natural gas, diesel, and fuel oil combustion generally in either commercial grade boilers or back-up generators) and mobile fuel use (gasoline and diesel combustion in BlackBerry-owned vehicles and jet fuel combustion in BlackBerry-owned corporate jets); and - Scope 2 emissions associated with the purchase of electricity at U.S. and Canadian facilities only (all other international facilities have been excluded due to the unavailability of accurate NOx and SOx emission factors) BlackBerry's overall NOx and SOx emissions for the 2013 calendar year were determined to be 70,143 kg of NOx and 188,462 kg of SOx. Since direct measurement and site specific data for NOx and SOx emissions were not available for BlackBerry operations, quantification was completed using default emissions factors for each activity type. Where applicable, regional or state/provincial emission factors for NOx and SOx were used. However, national-level emission factors were generally the only factors available from a qualified source (e.g. generator diesel consumption).

GRI 3.1 Indicator	Fiscal 2014 Response
EN21 Total water discharge by quality and destination.	BlackBerry locations do not discharge any water besides rainwater and domestic sewage. Discharges comply with government requirements and undergo treatment by the same government authorities and/or designates.
EN22 Total weight of waste by type and disposal method.	Calendar year 2013 waste metrics: Waterloo 8 facility Waste - garbage (MT) = 30.68 Recycled (MT) = 268.91 Organics (MT) = 25.88 Total waste (MT) = 325.47 Total diverted (MT) = 294.79 Calendar year 2013 waste metrics: Cambridge 1 facility Waste - garbage (MT) = 10.76 Recycled (MT) = 60.90 Organics (MT) = 9.65 Total waste (MT) = 81.30 Total diverted (MT) = 70.55
EN23 Total number and volume of significant spills.	There were no significant spills in calendar year 2013
EN25 Identity, size, protected status and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of waste and runoff.	To the best of our knowledge, based upon information provided to BlackBerry from government authorities, our water discharges are not significantly impacting any water bodies and habitats. Our discharges consist of precipitation runoff and sanitary domestic sewage. All government requirements relating to these discharges are complied with. All discharges are to municipal infrastructure.
EN26 Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	BlackBerry is mindful that its products and operations carry environmental impacts. BlackBerry takes this responsibility seriously and is committed to responsible product stewardship and operations. BlackBerry works to minimize environmental impacts through a variety of programs in product sustainability, supply chain and corporate carbon footprint. BlackBerry continues to develop emissions tracking and data management processes across the organization, which will help identify opportunities and risks. In order to limit the absolute growth and decrease the intensity of GHG emissions, BlackBerry is actively engaged in initiatives to increase the energy efficiency of BlackBerry products, data centers and buildings. BlackBerry has dedicated teams that manage sustainability initiatives and implement programs across the organization to identify, execute and measure sustainable initiatives as well as monitor environmental regulations. BlackBerry has also established a number of internal committees to review energy usage and emissions. BlackBerry is currently in the process of expanding the scope of its ISO 14001 EMS to encompass product design activities. Through use of product life cycle assessment (LCA) analysis, BlackBerry continuously seeks further opportunities to lower the overall environmental impact of our products. Ongoing and planned product emissions reductions Include: - Investigating the potential to include a minimum of 10% recycled plastic by overall weight of plastic in devices by end of 2014. - Investigating the use of recycled plastic in its accessories. - Power management optimization approaches/features for giving users control over energy consumption and maximizing battery life.
EN27 Percentage of products sold and their packaging materials that are reclaimed by category.	CR Report, p. 23
EN28 Monetary value of significant fines and total number of non-monetary sanctions for noncompliance with environmental laws and regulations.	BlackBerry did not have any significant fines and non-monetary sanctions for non-compliance in calendar year 2013.

GRI 3.1 Indicator	Fiscal 2014 Response
Labor Practices and Decent Work Performance Indicators	
☑ LA1 Total workforce by employment type, employment contract and region.	As of fiscal 2014 year end (March 1, 2014): Employment Contract: permanent full-time = 95.0% (n= 7994); permanent part-time = 0.0% (n= 32), student/intern = 4% (n= 359), contract = 0.0% (n= 31) Region: Americas = 82% (n=6860), EMEA = 14% (n=1151), APAC = 4% (n=317), LATAM = 1% (n=88) Gender: female = 22% (n=1883), male = 78% (n=6533) Generation: traditionalist = 0% (n=1), baby boomer = 6% (n=531), gen X = 71% (n=5968), millennial = 23% (n=1916)
LA2 Total number and rate of employee turnover by age group, gender and region.	Overall Headcount: By generation: traditionalist =21% (n=2), baby boomer=39% (n=481), gen X = 34% (n=3627); millennial=39% (n=1093). By gender: female=42% (n=1578), male=33% (n=3612). By region: Americas=35% (n=4157), EMEA=36% (n=654), APAC = 45% (n=305), LATAM=50% (n=89) New Hire-Specific Turnover Data: By generation: traditionalist =0% (0), baby boomer=36% (n=35), gen X = 33% (n=324); millennial=29% (n=132). By gender: female=36% (n=133), male=30% (n=351). By region: Americas=30% (n=321), EMEA=38% (n=113), APAC = 27% (n=44), LATAM=42% (n=14) New Hire-Specific Entering Employment Data: By generation: traditionalist =11% (n=1), baby boomer=7% (n=80), gen X = 7% (n=748); millennial=10% (n=282). By gender: female=7% (n=254), male=8% (n=858). By region: Americas=6% (n=773), EMEA=10% (n=174), APAC = 20% (n=137), LATAM=16% (n=28) Note: Average headcount is used to determine the turnover and new hire rates. This allows for consistent external benchmarking and allows us to account for significant fluctuations in headcount historically.
LA3 Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	Specific benefit offerings vary from country to country depending on local legislation and government programs. Benefits are available to full-time permanent and part-time permanent employees. Major benefit offerings available to permanent employees typically include: Life Insurance, Extended Health and Dental, Short-Term and Long-Term Disability, Accidental Death & Dismemberment/Disability, and Retirement benefits.
LA5 Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	To be competitive in an industry, organizations need to constantly benchmark a number of factors including, but not limited to, pay, benefits and severance obligations. Organizations must also review these benchmarks and compare them to the minimum requirements under the law. Based on the information from various markets, organizations would adjust their practices as needed, to meet what is deemed to be best practice in the industry. Based on these market conditions, BlackBerry meets and/or exceeds minimum notice requirements.
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.	Formal committees in place to represent sites with 20 or more employees. Sites with 5-19 employees have a representative in place. The percentage represented by Joint Health and Safety Committees (JHSC) for fiscal 2014 is 86.76.

GRI 3.1 Indicator	Fiscal 2014 Response
LA7 Rates of injury, occupational diseases, lost days and absenteeism, and total number of work-related fatalities by region.	Injury Rate: 0.30 Regional breakdown: Canada (0.31), USA (0.13), EMEA (0.41), APAC (0.41), LATAM (0.00) Lost-days rate: 0.60 Regional Breakdown: Canada (0.07), USA (0.00), EMEA (4.47), APAC (0.00), LATAM (0.00) Occupational diseases rate: 0 Fatalities: 0 Note: This data includes independent contractors working at BlackBerry facilities (independent contractors are those individuals that own independent businesses and whom BlackBerry has hired to work full time at BlackBerry) and excludes injuries requiring only first aid treatment. 'Days' refers to calendar days. 'Lost days' begin on the first day missed after the injury day. BlackBerry records and reports incident statistics using the ILO Code of Practice with the following exceptions: (i) incident, frequency and severity rates are reported globally and by region only; (ii) lost time incidents are recorded by the total number of incidents and the total number of days lost; (iii) only information regarding BlackBerry employees is reported (contractors and temporary workers are not included); and (iv) BlackBerry does not report commuting accidents, unless required by local legislation.
LA8 Education, training, counselling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	No high-risk professions related to exposure to communicable diseases. Assistance and monitoring programs (i.e. Pandemic planning) are in place for employees and employees' families in countries with high risk or incidence of communicable diseases and other serious diseases. Counselling services are available to employees and dependants through BlackBerry's global employee assistance provider. The BlackBerry wellness corner program provides online health promotion education, on-site training and education sessions, and awareness information available to all employees globally. The health and safety team provides organizational health consulting services to support employees' healthy and their early and safe return to work when suitable.
LA9 Health and safety topics covered in formal agreements with trade unions.	BlackBerry follows local laws in countries where BlackBerry has trade union like agreements in place.
LA10 Average hours of training per year per employee by employee category.	The BlackBerry learning center portal provides employees with access to thousands of learning opportunities. In fiscal 2014, 302,451 online courses were accessed by over 9,000 unique users. In addition, BlackBerry offered 103 instructor-led learning opportunities with 982 enrollments. BlackBerry continued to offer an online learning library, which provides approximately 2,746 online learning courses covering business professional, leadership, desktop, and IT professional offerings. BlackBerry also expanded the eBook library and now has approximately 19,500 resources available (includes full text professional eBooks and technical videos). These resources were accessed approximately 69,000 times by approximately 5,000 unique employees. These online resources are available to all BlackBerry employees 24x7. Additional training and learning opportunities are offered by various business units throughout the organization.
LA11 Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	Internal education is offered to employees through a range of online courses, eBooks, instructor-led courses and on-the-job experiences. Resources are also available for employees to build their own learning content to share with others. A dedicated career portal is available 24X7 to all employees providing them extensive information and resources to manage their careers. A variety of webinars were delivered in fiscal 2014 to coach and support employees in their career development.
LA12 Percentage of employees receiving regular performance and career development reviews.	BlackBerry continues to utilize its online performance management tool to facilitate the annual performance management cycle. This year, 97% of employees received feedback and a formal appraisal of their performance in fiscal 2014.

GRI 3.1 Indicator	Fiscal 2014 Response
LA13 Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership and other indicators of diversity.	See LA1. Other indicators of diversity are not tracked nor stored in BlackBerry's human resources information systems.
LA14 Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation.	BlackBerry annually benchmarks its salary ranges against its competitors in the industry to ensure it is compensating competitively. BlackBerry offers fair compensation irrespective of gender, ethnicity, religion, social status or age and ensures it is compliant with pay legislation on a global basis.
Human Resources Performance Indicators	
HR3 Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	BlackBerry created the BlackBerry Code of Business Standards and Principles to foster and maintain ethical behavior and integrity. Subject to the application of local laws, BlackBerry employees are expected to read, understand and comply with these standards and principles and apply them as they perform their daily work. The Business Standards and Principles documents are reviewed annually by an internal cross-functional team and updated as necessary with the approval of the Board of Directors. Any changes to the Business Standards and Principles are also communicated to all employees as part of an annual acknowledgement program. In the spring of 2012, BlackBerry introduced a new Code of Business Standards and Principles. In 2013, BlackBerry added a new mandatory Business Standards and Principles Training Course that must be completed as part of the employee's acknowledgement process.
HR5 Operations and significant suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and actions taken to support these rights.	BlackBerry Code of Business Standards and Principles, p. 28 Any violation of BlackBerry's Business Standards and Principles can be reported at BlackBerry Ethics Link.
HR6 Operations identified as having significant risk for incidents of child labor, and measures taken to contribute to the elimination of child labor.	No operations identified. BlackBerry considers child labor as a 'zero tolerance' issue. Measures taken to contribute to elimination include: - - BlackBerry Code of Business Standards and Principles (any violation can be reported at BlackBerry Ethics Link. - BlackBerry Supplier Code of Conduct - Report sections: [Supplier Risk Management, Audit Process]
HR7 Operations identified as having significant risk for incidents of forced or compulsory labor, and measures taken to contribute to the elimination of forced or compulsory labor.	No operations identified. BlackBerry considers forced/compulsory labor as a 'zero tolerance' issue. Measures taken to contribute to elimination include: - BlackBerry Code of Business Standards and Principles (any violation can be reported at BlackBerry Ethics Link. - BlackBerry Supplier Code of Conduct - BlackBerry Statement Regarding Freely Chosen Employment In Our Supply Chains - Report sections: [Supplier Risk Management, Audit Process]
HR8 Percentage of security personnel trained in the organizations policies or procedures concerning aspects of human rights that are relevant to operations.	All security personnel at BlackBerry have undergone required training related to human rights which BlackBerry pushes out to its entire employee base.

GRI 3.1 Indicator	Fiscal 2014 Response
Society Performance Indicators	
SO1 Nature, scope and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operating and exiting.	BlackBerry recognizes the impact of operations in all of its communities and looks for ways to ensure that it is engaged as a positive community partner. BlackBerry engages with local community Chambers of Commerce and economic/technology development hubs to support activities. In fiscal 2014, the Citizenship team worked with local and national non-profit or charitable organizations to help support educational programs. BlackBerry actively looks for ways to integrate its skilled workforce to give back through volunteerism and financial contributions, and BlackBerry believes that a business needs a healthy, thriving community in order to be successful.
SO2 Percentage and total number of business units analyzed for risks related to corruption.	BlackBerry competes in the marketplace through the quality of our products, the skill and know-how of our employees and our ability to provide goods and services at competitive prices. We do not "buy" business by making special arrangements with public officials or other persons that we deal with in the course of our business activities. Our dealings with public officials and representatives of the companies and organizations that we do business with must be in accordance with legitimate business purposes and in full compliance with all applicable laws and international treaties in relation to bribes, kickbacks, secret commissions and other improper payments. BlackBerry takes a corporate-wide, comprehensive approach to analyzing risks related to corruption. The BlackBerry Business Standards & Principles that includes a Prevention of Improper Payments Policy was drafted to ensure compliance with all applicable anticorruption laws wherever we do business. These policies are regularly reviewed to ensure BlackBerry has adequate procedures that prevent corruption. BlackBerry factors corruption risk in corporate wide reviews of risks facing the company. We use available data from internal and external sources to identify business initiatives and countries of high-risk. In addition, BlackBerry encourages all employees from each business unit to report any perceived corrupt practices. Such reports can be made through BlackBerry Ethics Link, a website and hotline for making anonymous reports. BlackBerry promptly investigates and resolves the reports, then uses what we learn to improve the anti-corruption program going forward.
SO3 Percentage of employees trained in organization's anti-corruption policies and procedures.	With the exception of employees in Germany and France, all employees have received the anti-corruption policy as part of an annual employee acknowledgement process. A computer-based training schedule was finalized at the end of fiscal 2013 with a fiscal 2014 Quarter 1 global implementation (with the exception of Germany and France) as part of the company's anti-corruption program.
SO4 Actions taken in response to incidents of corruption.	BlackBerry has the following platforms in place: Code of ethics, anti-corruption, anti-bribery policy; anti-harassment and anti-discrimination guidelines; anti-bullying and anti-violence guidelines; diversity guidelines; BlackBerry Ethics Link. BlackBerry Corporate Governance Documentation.
SO7 Total number of legal actions for anticompetitive behavior, anti-trust, and monopoly practices and their outcomes.	None that BlackBerry is aware of.
SO8 Monetary value of significant fines and total number of non-monetary sanctions for noncompliance with laws and regulations.	BlackBerry is unaware of any significant fines for noncompliance that BlackBerry has been subject to related to the areas of Accessibility or Environmental Sustainability.

GRI 3.1 Indicator	Fiscal 2014 Response
Product Responsibility Performance Indicators	
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.	The following life cycle stages are assessed for possible improvements specific to the health and safety impacts of products and services: Development of Product Concept R&D Certification Manufacturing & Production Use and Service Disposal, reuse or recycling
PR2 Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life-cycle, by type of outcomes.	None that BlackBerry is aware of.
PR3 Type of product and service information required by procedures and percentage of significant products and services subject to such information requirements.	Information about safety precautions (including safe use and disposal) of BlackBerry smartphones and tablets can be found in the Safety and Product Information manual specific to each device model. Available online at (http://docs.blackberry.com/en/smartphone_users/?userType=1). Information about product recycling is available online at www.blackberry.com/recycling.
PR4 Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	None that BlackBerry is aware of.
PR8 Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	None that BlackBerry is aware of.
PR9 Monetary value of significant fines for noncompliance with laws and regulations concerning the provision and use of products and services.	BlackBerry is unaware of any significant fines for noncompliance that BlackBerry has been subject to related to the areas of Accessibility or Environmental Sustainability.

APPENDIX A

Independent assurance statement

To the Board of Directors and Management of BlackBerry Limited ("BlackBerry")

Our responsibilities

We have carried out a limited assurance engagement in relation to selected performance indicators in BlackBerry's 2014 Corporate Responsibility Report for the year ended March 1, 2014 (the "Report").

Our assurance engagement has been planned and performed in accordance with the International Standard on Assurance Engagements ISAE 3000 *Assurance Engagements other than Audits or Reviews of Historical Financial Information*.

Scope of our engagement

We have carried out a limited assurance engagement, as agreed with management, in relation to selected performance indicators as reported in the Report and as listed below for the fiscal year ended March 1, 2014, unless otherwise indicated (the "Subject Matter"):

- EN3 - Direct energy consumption by primary energy source (for the year ended December 31, 2013)
- EN 4 - Indirect energy consumption by primary source (for the year ended December 31, 2013)
- LA1 - Total workforce by employment type, employment contract and region
- BlackBerry reported % spend (direct and indirect) analysed for carbon, water & waste supply chain impacts (for the year ended December 31, 2012)
- BlackBerry reported % spend (direct) covered by conflict minerals reports received from suppliers
- BlackBerry products do not contain Beryllium

Subject Matter and criteria

The Subject Matter consists of selected performance indicators relating to environment, labour and human rights, and other indicators as described above.

The criteria used to evaluate the Subject Matter consisted of the relevant guidance contained within the Global Reporting Initiative's ("GRI") G3.1 Guidelines, as well as internally developed criteria.

BlackBerry management responsibilities

The Report was prepared by the management of BlackBerry, who are responsible for the Subject Matter in the Report and the criteria used in determining that the information is appropriate for the purpose of disclosure in the Report. In addition, management is responsible for maintaining adequate records and internal controls that are designed to

support the reporting process. There are currently no legislative or regulatory requirements requiring BlackBerry to prepare, publish or have verified a sustainability report.

Level of assurance

Our procedures were designed to obtain a limited level of assurance on which to base our conclusion. The procedures performed do not provide all the evidence that would be required in a reasonable assurance engagement and, accordingly, we do not express a reasonable level of assurance. While we considered the effectiveness of management's internal controls in determining the nature and extent of our procedures, our limited assurance engagement was not designed to provide assurance on internal controls and, accordingly, we express no conclusions thereon.

Work performed

In order for us to express a conclusion in relation to the above Subject Matter, we have considered the following questions:

- Has BlackBerry fairly presented the Subject Matter with respect to the organizational and operational boundaries and time period defined in the Report?
- Has BlackBerry accurately collated corporate data relating to the Subject Matter from all material entities in its defined boundary?
- Has BlackBerry collated corporate data relating to the Subject Matter from all relevant operations level data?
- Is the Subject Matter accurate and sufficiently detailed for stakeholders to assess BlackBerry's performance?

The procedures we undertook to form our conclusion included, but were not limited to:

- Interviewing selected personnel to understand the key sustainability issues related to the data and processes for the collection and accurate reporting of the Subject Matter
- Where relevant, performing walkthroughs of systems and processes for data aggregation and reporting
- Inquiring of management regarding key assumptions and the evidence to support the assumptions
- Validating the accuracy of calculations performed, on a sample basis, primarily through inquiry and analytical procedures
- Validating that data and statements had been correctly transcribed from corporate systems and/or supporting evidence into the Report through observation

Limitations of our work performed

Our procedures did not include providing conclusions in relation to:

- The completeness or accuracy of data sets or information relating to areas other than the Subject Matter, and any sub-entity information
- Information reported by BlackBerry other than in its Report, such as information contained on its website, except where explicitly indicated in the GRI table appended to the Report for the Subject Matter specified above

- Management's forward looking statements
- Any comparisons made by BlackBerry against historical data
- The Report being in accordance with requirements of the GRI G3.1 Guidelines other than those contained within the scope of our work, as set out above, or to a particular application level

Additionally, environmental and energy-use data are subject to inherent limitations given the nature and the methods used for determining such data. The selection of different but acceptable measurement techniques can result in materially different measurements. The precision of different measurement techniques may also vary.

Our conclusion

Subject to the limitations of our scope noted above, and based on our work as described in this report, we conclude that nothing has come to our attention that causes us to believe that the Subject Matter is not, in all material respects, fairly presented in accordance with the GRI G3.1 Guidelines and internally developed criteria.

Ernst & Young LLP

Chartered Accountants
Licensed Public Accountants

Toronto, Canada

January 19, 2015

APPENDIX B

Lists of Banned, Restricted and Reportable Substances

Mandatory List (Banned and Restricted)

Substance	Control Category	Upper Limit (ppm in Homogeneous Level Material unless otherwise noted)	Application	Reference
Perfluorooctanoic acid (PFOA) CAS# (335-67-1)	Restricted	50	All	BlackBerry Requirement
Cadmium/Cadmium Compounds	Restricted	100	All, except batteries and packaging	EU RoHS Directive Recast 2011/65/EU
Lead/Lead Compounds	Restricted	20	Batteries	EU Battery Directive 2006/66/EC
		1000 (*)	All, except batteries and packaging	EU RoHS Directive Recast 2011/65/EU
Mercury/Mercury Compounds	Restricted	40	Batteries	EU Battery Directive 2006/66/EC
		1000	All, except batteries and packaging	EU RoHS Directive Recast 2011/65/EU
Hexavalent Chromium/ Hexavalent Chromium Compounds	Restricted	5	Batteries	EU Battery Directive 2006/66/EC
		1000	All, except packaging	EU RoHS Directive Recast 2011/65/EU
Polybrominated Biphenyls (PBB)	Restricted	1000	All	EU RoHS Directive Recast 2011/65/EU
Polybrominated Diphenylethers (PBDEs) including Deca-BDE	Restricted	1000	All	EU RoHS Directive Recast 2011/65/EU
Perfluorooctanesulfone (PFOS) and its salts	Restricted	< 1000	All, except textiles or coated materials	EU PFOS Directive EUOF 2006/122/EC
Azocolourants	Restricted	<1 μg/m²	Textiles or coated materials	EU PFOS Directive EUOF 2006/122/EC
		30	Textiles and leather	EU 2002/61/EC
Antimony Trioxide (CAS# 1309-64-4)	Restricted	1000	All	BlackBerry Requirement
Antimony Pentoxide (CAS# 1314-60-9)	Restricted	1000	All	BlackBerry Requirement
Dimethylfumarate (CAS# 624-49-7)	Restricted	0.1 mg/kg	All	EU 2009/251/EC
Lead in PVC	Restricted	100	All	BlackBerry Requirement
☑ Beryllium/Beryllium Compounds	Restricted	50	All	BlackBerry Requirement

Substance	Control Category	Upper Limit (ppm in Homogeneous Level Material unless otherwise noted)	Application	Reference
Chlorine (Cl) Including all CFRs (**), PVCs and PVC-copolymers. Certain Shortchain Chlorinated Paraffins (C10-C13).	Restricted	1000	All, except, printed board laminates	JEDEC/ECA JS709A
		900	Printed board laminates	
Bromine (Br) + Chlorine (Cl) All BFRs/CFRs (**)/PVCs and PVC-copolymers. Certain Shortchain Chlorinated Paraffins (C10-C13).	Restricted	1500	Printed board laminates	JEDEC/ECA JS709A
All unreacted borates and boron oxides	Restricted	0.1% of Article weight	All	EU REACH
Unreacted Tetraboron disodium heptaoxide, hydrate CAS# (12267-73-1)	Restricted	0.1% of Article weight	All	EU REACH
Bis (2-ethyl(hexyl) phthalate) (DEHP) (CAS# 117-81-7)	Restricted	0.1% of Article weight	All	EU REACH
Bis (2-methoxyethyl) phthalate (BMEP) (CAS# 117-82-8)	Restricted	0.1% of Article weight	All	EU REACH
Benzyl butyl phthalate (BBP) (CAS# 85-68-7)	Restricted	0.1% of Article weight	All	EU REACH
Dibutyl phthalate (DBP) (CAS# 84-74-2)	Restricted	0.1% of Article weight	All	EU REACH
Diisobutyl Phthalate (DIBP) (CAS# 84-69-5)	Restricted	0.1% of Article weight	All	EU REACH
1,2-Benzenedicarboxylic acid, di-C7-11-branched and linear alkyl esters (DHNUP) (CAS# 68515-42-4)	Restricted	0.1% of Article weight	All	EU REACH
1,2-Benzenedicarboxylic acid, di-C6-8-branched alkyl esters, C7-rich (DIHP) (CAS# 71888-89-6)	Restricted	0.1% of Article weight	All	EU REACH
1,2-Benzenedicarboxylic acid, dipentylester, branched and linear) (CAS# 84777-06-0)	Restricted	0.1% of Article weight	All	EU REACH
Dipentyl Phthalate (DPP) (CAS# 131-18-0)	Restricted	0.1% of Article weight	All	EU REACH
N-pentyl-isopentyl Phthalate (CAS# 776297-69-9)	Restricted	0.1% of Article weight	All	EU REACH
Diisopentyl Phthalate (DIPP) (CAS# 605-50-5)	Restricted	0.1% of Article weight	All	EU REACH
Diisononyl Phthalate (DINP) (CAS# 28553-12-0)	Restricted	0.1% of Article weight	All	EU REACH
Organo-substituted tin compounds (for example, dibutyltin dichloride (DBT) or any trisubstituted tin halide)	Restricted	0.1% of Article weight	All	EU REACH

Substance	Control Category	Upper Limit (ppm in Homogeneous Level Material unless otherwise noted)	Application	Reference
Hexabromocyclododecane (HBCDD) and all major diastereoisomers	Restricted	0.1% of Article weight	All	EU REACH
Ammonium pentadecafluorooctanoate (APFO) (CAS# 3825-26-1)	Restricted	0.1% of Article weight	All	EU REACH
Ozone Depleting Substances	Restricted	Intentionally Added	All	Montreal Protocol and EPA ODS
Radioactive Substances	Restricted	Intentionally Added	All	IEC 62474
Lead, Cadmium, Mercury, and Hexavalent Chromium compounds	Restricted	100 (the sum of concentration levels of the listed substances in each packaging or packaging component)	Packaging	EU 94/62/EC

(*) Except for valid exemptions pursuant to the EU RoHS Directive Recast 2011/65/EU

(**) Including but not limited to Polychlorinated Biphenyls (PCBs), Polychlorinated Terphenyls (PCTs), and Polychlorinated Naphthalenes (PCN).

Reportable List

Substance	Control Category
Polycyclic Aromatic Hydrocarbons (PAHs)	Reportable
Asbestos	Reportable
Arsenic/Arsenic Compounds	Reportable
Bismuth/Bismuth Compounds	Reportable
Nickel/Nickel Compounds	Reportable
Selenium/Selenium Compounds	Reportable
Bisphenol A (CAS# 80-05-7)	Reportable
Cobalt/Cobalt Compounds	Reportable
Any other phthalates not listed in the Mandatory List	Reportable
Rare Earth Elements (Scandium, Yttrium and Lanthanides family e.g. Lanthanum, Cerium, Neodymium, etc.)	Reportable
Molybdenum (Mo)/Molybdenum Compounds	Reportable
Non-Ozone Depleting Global Warming Chemicals (e.g. Fluorinated Greenhouse Gases (PFC, SF6, HFC))	Reportable
Gold/Gold Compounds	Reportable
Tantalum/Tantalum Compounds	Reportable
Tin/Tin Compounds	Reportable
Tungsten/Tungsten Compounds	Reportable

APPENDIX C

BlackBerry Charger Efficiency

Date Released	Status	Charger model	Region	Measured Efficiency	International Energy Efficiency Mark1	No –load Power Consumption2	EU IPP Rating3
2007	Discontinued	HDW-14917-003	Worldwide Travel Charger	63%	IV	0.2	**/***
2007	Discontinued	HDW-17955-001	North America	63.6%	IV	0.12	****
2008	Discontinued	HDW-17957-003	Worldwide Travel Charger	69%	V	0.18	***
2010	Discontinued	HDW-24481	North America	66%	V	0.14	****
		HDW-29714	UK	73%	V	0.03	*****
		HDW-29713	Europe	75%	V	0.03	*****
		HDW-31284	Australia	70%	V	0.02	*****
		Global average:		71%	V	0.06	****
2012	Discontinued	HDW-44303-001	North America	67	V	0.04	****
		HDW-44303-002	Europe	67	V	0.04	****
		HDW-44303-003	UK	67	V	0.04	****
		Global average:		67	V	0.04	****
2012	In-market	HW-47725-001	North America	69	V	0.03	*****
		HW-53513 HW-53515 HW-53516	EU, Brazil,	74	V	0.03	*****
		HW-53514	UK	73	V	0.03	*****
		Global average:		72	V	0.03	*****
2013	In-market	HDW-46445 HDW-46448 HDW-46449 HDW-46450	North America, China, Australia, Argentina	67	V	0.05	****
		HDW-46446	EU, Brazil, SK	72	V	0.05	****
		HDW-46447	UK	73	V	0.05	****
		Global average:			V	0.05	****