A Message from the Co-CEOs

Efficiency and respect are two hallmarks of a responsible corporation and of RIM’s corporate culture.

In 1999, RIM launched the very first BlackBerry handheld device to enable instant, highly secure, wireless email for people on the move. The BlackBerry solution was a technological break-through that revolutionized the way people communicate and do business. From the beginning, it used network resources and power efficiently, and RIM continues to lead the industry with resource-efficient products and services today.

Wirelessly efficient products benefit the environment and enable our customers to enjoy a better mobile experience. The BlackBerry solution uses electrical power efficiently, which means devices last longer and require less frequent charging. It also uses the scarce radio spectrum efficiently, which can translate to more economical pricing options for users, and enables wireless carriers to support a larger number of customers on their networks.

At RIM, the value of respect is also paramount and it is extended to the environment, our employees, the communities in which we work, and our many business partners. In the design and manufacture of our products, RIM seeks to treat the environment with respect by lessening our impact on it. Our efforts include material selection procedures, supply chain audits, packaging assessment and reduction programs, and product sustainability programs. As a corporation, respect is formalized in our business standards and principles and in innovative HR practices and procedures. Respect for our employees has garnered recognition for RIM as an employer of choice and has enabled RIM to attract and hire the best people. Respect for our communities and a strong commitment to community engagement has made RIM an outstanding corporate citizen.

In this spirit of RIM’s historical efforts and continued commitment to improve its business practices, we are pleased to present RIM’s inaugural Corporate Responsibility Report. We look forward to building on this initial report to document and share details on our sustainability efforts.
Committed to Responsible Operations

Research In Motion® (RIM®) is focused on building ground-breaking wireless technology. It is dedicated to managing its business in a socially, economically, and environmentally responsible manner.

This Corporate Responsibility Report outlines RIM’s commitment to conscientious operations, corporate citizenship, and the efficient use of scarce and shared network resources. It highlights how RIM is confronting challenges currently facing the wireless industry, and describes activities and programs that RIM has in place to address them. It also discusses steps RIM is taking to reduce the company’s environmental footprint and improve documentation of existing practices.

In its fiscal year ending February 28, 2009, RIM established a dedicated Corporate Responsibility team to lead efforts in monitoring and extending the Company’s sustainability practices. The Corporate Responsibility team collaborates with internal and external stakeholders to consider varied interests.
In its fiscal year ending February 27, 2010 (Fiscal Year 2010), RIM focused on enhancing existing sustainability programs while planning and initiating new ones. In addition, the Corporate Responsibility team worked with many of RIM’s global partners and industry associations in advancing important sustainability ventures. Objectives for Fiscal 2011 include clear communication of RIM’s goals with key stakeholders and addressing those goals through implementing business strategies and practices.

The Corporate Responsibility team welcomes your feedback or comments on this report. You may contact the Corporate Responsibility Team at corporateresponsibility@rim.com.

About Research In Motion Limited
Research In Motion, a global leader in wireless innovation, revolutionized the mobile industry with the introduction of the BlackBerry® solution in 1999. Today, BlackBerry® products and services are used by millions of customers around the world to stay connected to the people and things that matter most throughout their day. For more information about RIM (TSX: RIM; NASDAQ: RIMM), visit www.rim.com or www.blackberry.com.
About This Report

This report outlines RIM’s performance in the area of corporate responsibility and sustainability for Fiscal 2010, which ran from March 2009 to February 2010. It also presents sustainability opportunities and risks. Information contained within this report has been structured using the Global Reporting Initiative (GRI) framework, which is used by organizations around the world to measure and report on economic, environmental, and social performance (www.globalreporting.org). The GRI Index is located at the end of this report.

Establishing Focus Areas

To help identify key sustainability issues discussed in this report, RIM compiled and evaluated various sources of information, including:

- an inventory of RIM’s current sustainability-related activities
- a benchmark review of peer practices
- a compilation of shareholder feedback
- a compilation of partner and end-user feedback
- reporting requirements associated with sustainability guidelines and established corporate responsibility indices
- common themes reported on by peers
- recommendations from the April 2008 Global e-Sustainability Initiative (GeSI) report entitled The Contribution the ICT Industry Can Make to Sustainable Development
Stakeholders

RIM works with a wide variety of stakeholders who provide valuable feedback on business performance, products, and services. This interaction also serves to help identify and address sustainability opportunities and risks. For a more comprehensive list of organizations with which RIM actively collaborates on matters of sustainability, see Appendix A.

Through RIM’s commitment to corporate responsibility, the Company works with organizations such as:

- Canadian Business for Social Responsibility (CBSR) – a non-profit, member-led, globally recognized organization that helps Canadian businesses improve their Corporate Social Responsibility performance
- Global e-Sustainability Initiative (GeSI) – a global initiative created by the Information and Communications Technology sector (ICT) that is committed to attaining sustainability through technology innovation
- Network for Business Sustainability (NBS) Leadership Council – an organization that helps to identify issues requiring further research and business sustainability priorities

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1GeSI consists of several groups that work on a wide variety of issues. RIM participates in groups on Supply Chain, Climate Change, e-Waste, Workers Rights, Public Policy, and Extractives.
1.0 Responsible Governance

Board Committees and Business Standards and Principles

RIM’s Board of Directors, various Board committees, and charters that support those Committees facilitate corporate governance at RIM. Seven of the nine members of RIM’s Board of Directors are independent, and all members of the Audit and Risk Management Committee, as well as our Compensation, Nomination, and Governance Committee, are independent. For more information on RIM’s Board of Directors, the Mandate of the Board of Directors and committee charters, visit www.rim.com/investors/governance/

RIM’s Business Standards and Principles recognize that how the Company achieves its goals can be as important as the end results. It’s important that RIM maintains a reputation as an organization with high standards of business behavior and integrity. The Business Standards and Principles outline the policies that all RIM employees are expected to uphold as they perform their daily work and reinforce the notion that everyone at RIM should help maintain the Company’s commitment to integrity.

RIM’s Business Standards and Principles include the following RIM policies and guidelines:

- Prevention of Improper Payments Policy
- Handling Financial Complaints Guidelines
- Employee/Consultant Confidentiality and Intellectual Property Agreement
- Insider Trading Policy
- Diversity Guidelines
- Anti-Discrimination and Anti-Harassment Guidelines
- Anti-Bullying and Anti-Violence in the Workplace Guidelines
- Corporate Security Policy
- Corporate Disclosure Policy
- Global Environment, Health and Safety Policy

All RIM employees are expected to read, understand, and conduct themselves according to the Business Standards and Principles. The policies and guidelines are reviewed annually by an internal cross-functional team and through an external consultation process, and then 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 Business Standards and Principles acknowledgement program.

In support of RIM’s Business Standards and Principles, RIM encourages and enables employees to report any issues or concerns they may have. They can speak to their manager, to RIM’s Organizational Development group, or to the Legal department. As well, RIM has created an Ethics Link system so that anyone (including RIM employees) can report issues anonymously either by telephone or via a web-based portal. Complaints logged through the RIM Ethics Link will be investigated by internal cross-functional teams and, depending on the nature of the report, some may be referred directly to the Audit and Risk Management Committee.

Customer Privacy

RIM is committed to protecting the privacy of its partners and customers. RIM’s Privacy Policy outlines how the collection, use, and disclosure of personal information is to be managed. The Privacy Policy can be viewed at: www.rim.com/legal/privacy.shtml
Risk and Compliance Management

RIM’s Risk Performance and Audit group (RPA) provides independent assurance and advisory services to improve the Company’s risk management processes. The RPA brings a systematic approach to evaluating and improving 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 RIM’s Board of Directors which, in addition to oversight of the RPA, has other specific risk and compliance oversight responsibilities as set out in its mandate. In addition, RIM has a Risk and Compliance Council, consisting of senior management representing a broad spectrum of areas of the Company’s business, whose role is to oversee a compliance program for RIM and assist the Co-CEOs in fulfilling their responsibilities for assessing, managing, and monitoring risks and compliance. The Risk and Compliance Council also makes a report to the Audit and Risk Management Committee of RIM’s Board of Directors at its regularly scheduled quarterly meetings.

Public Policy and Regulatory Affairs

As a pioneer in wireless telecommunications and one of the world’s fastest-growing consumer electronics companies, RIM brings a unique perspective and valuable expertise to the public policy process. RIM actively participates in governmental proceedings, industry associations, and technology standards bodies that drive innovation and promote access to leading-edge technologies for people across the globe.

RIM is an active member in groups such as the Global System for Mobile Communications Association, the Institute of Electrical and Electronics Engineers and the Telecommunications Industry Association, where RIM can use its technological expertise to help develop policy. RIM provides direct input into government strategy, such as recent efforts to improve productivity, foster talent, and better utilize technology in Canada through the Canadian Government’s Digital Economy Strategy (www.digitaleconomy.gc.ca). RIM also works with governments across the globe to craft solutions for such diverse problems as greater access to mobile communications for people with disabilities, and intellectual property rules that protect and promote technological innovation.

In the United States, RIM has worked with regulators, wireless industry groups, and consumer groups to develop policies regarding making mobile handsets compatible with hearing aids more accessible. RIM has also worked with offices in the United States Congress to help craft policies to curb the trade in minerals from conflict areas around the world, as described below. RIM also works globally to educate policymakers on methods for lowering the costs of mobile broadband to consumers, such as RIM’s industry-leading technologies to compress and optimize the use of wireless data and spectrum.

Management Systems

RIM has implemented a series of management systems to improve product quality, foster innovative technologies, and reduce environmental impact, including the following International Organization for Standardization (ISO) certified systems:

- **ISO 14001:2004 Environmental Management Systems** certification in minimizing negative environmental impacts caused by business activities, and demonstrating commitments to continual improvement and environmental goals. This registration applies to RIM Manufacturing and Global Repair Services in Waterloo, Canada. Many of RIM’s outsourcing partners are also registered, or in the process of being registered to ISO 14001.
- **ISO 9001:2008 Quality Management Systems** recognize RIM’s ability to meet quality and regulatory requirements while enriching customer experiences and demonstrating an ongoing commitment to improved performance. Current registered locations include RIM’s facilities in Canada, the United Kingdom, Germany, United States, and Singapore.
- **ISO 27001:2005 Information Security Management Systems** certification in reducing information security risks through the implementation of protective processes, systems, and infrastructure. This registration relates to both BlackBerry services and RIM’s information assets, and applies to business conducted at the Waterloo, Canada, and Slough and Egham, United Kingdom locations.
Minimizing RIM’s Environmental Footprint

RIM is actively working to reduce its overall environmental footprint, including carbon. In Fiscal 2010, RIM was pleased to have participated in the Carbon Disclosure Project (www.cdproject.net). As well, RIM completed a Corporate Greenhouse Gas Inventory Report for Fiscal 2009, providing a comprehensive carbon footprint report for its facilities and related operations.

RIM’s current reduction initiatives include:
• creating a RIM EcoCommute program to support sustainable transportation methods
• replacing hardcopy documentation with electronic documentation
• encouraging video conferencing rather than in-person meetings to reduce corporate travel

Additionally, in Fiscal 2010, a multi-stakeholder Green Infrastructure team, comprised of members of RIM’s Information Technology (IT), Corporate Responsibility, and Facilities teams, was formed to act as the coordinating body for future initiatives.

Information Technology

RIM’s Green Infrastructure team is leading an assessment of the IT organization that will focus on:

• reviewing IT procurement standards to ensure the total cost of ownership of IT assets is recognized
• reviewing printing policies and measuring their effect on paper use
• reviewing data center designs to maximize energy efficiency without impacting the reliability of BlackBerry services

• educating employees on the efficient use of IT equipment
• working with industry peers and associations to study and evaluate best practices
• reviewing IT end-of-life solutions to maximize the redeployment of end-of-life assets
Facilities

As of March 2010, RIM occupies space in 105 locations across 19 countries worldwide. With this growing global presence, RIM recognizes opportunities to decrease the Company’s environmental footprint by designing, operating, and maintaining its facilities in a proactive, environmentally responsible manner.

RIM is in the process of developing formal sustainability criteria that will be reflected in the location selection process for leased locations, as well as the design and construction of RIM-owned facilities. These criteria include the adoption of the Leadership in Energy and Environmental Design (LEED) system. RIM currently has one location that has achieved LEED certification with two existing buildings near certification, and two new buildings designed in accordance with LEED principles currently under construction.

RIM’s New Data Center
LEEDs the Way

RIM completed a new data center that was built according to LEED green building specifications. The facility includes:

- a highly reflective roof membrane to reduce the heat island effect in the area
- water-efficient plumbing fixtures to reduce water usage by 30%
- building materials that contain a minimum of 20% recycled content
- recycling areas throughout the building
- preferred parking spaces for carpool vehicles
- interior lighting that uses occupancy sensors and individual task lighting
- bike racks and showers to encourage alternate modes of transportation
- vegetation that reduces the amount of water required for irrigation by 50%, and configured roof downspouts to replenish two 20,000 gallon cisterns that store water for irrigation purposes
RIM’s facility operations maintain sustainable practices wherever possible. Other initiatives that are ongoing include:

• use of green products at RIM’s Waterloo, Canada campus, including environmentally friendly cleaning supplies, environmentally friendly fertilizers for landscaping, and beet-based products for parking lot de-icing activities
• installation of natural gas-based back-up generators where feasible
• use of hybrid electric vehicles for in-house and contract guard security forces at RIM’s Waterloo, Canada campus

As RIM continues to expand, the company will continue to investigate ways to monitor, track, and improve green initiatives. RIM plans to explore new initiatives and environmental programs, including:

• investigation of a global building management system to provide enhanced monitoring and control of our building systems
• implementation of feasibility studies about the use of alternative technologies to reduce energy consumption in RIM offices, data centers, and manufacturing operations
• development of a series of facilities-based eco-efficiency metrics that will allow RIM to monitor and benchmark internal practices against published industry norms

The Waterloo Manufacturing and Repair Site

To manage and reduce the environmental impacts of manufacturing processes, RIM’s Waterloo, Canada Manufacturing and Repair site implemented a waste reduction program that received strong employee support and participation.

In February 2009, the building had a waste diversion rate of 75%; within six months, it achieved a monthly diversion rate as high as 93%, including all manufacturing waste and all general office waste. To achieve this diversion rate, the Waterloo Manufacturing and Repair site engaged in numerous activities, including reusing cardboard boxes within the plant, recycling shrink wrap, recycling plastic clippings by sending them to a waste-to-fuel facility, introducing a glove washing and reuse program, and the conversion of printers from default single-sided to duplex mode. The site also added composting to the general office waste stream.

In addition, the site’s cafeteria vendor converted all of the facility’s take-out plates, cutlery, and paper cups to compostable material versions, and now provides china service in the cafeteria. Waste bags are compostable for the waste stream, and biodegradable for all others, and all recycling stations and mini-bins are made from recycled plastic. Employees take their recycling to stations and sort them into compost, cardboard/boxboard, containers (including glass, metal and plastic), and waste streams.

To encourage proper use of the recycling stations, a tree is donated to a school yard in Southern Ontario for every 500 kg of waste diverted from landfill. Annual waste audits are also conducted to identify materials going to landfill, and results are reviewed to further drive waste reduction and diversion activities.
Global Repair Services

Global Repair Services (GRS) at RIM is a regional multi-carrier focused operation with 30 repair centers located worldwide. To help minimize RIM’s carbon footprint, the GRS Programs group is continually exploring new initiatives. A key initiative includes providing increased troubleshooting capability at the store level by offering: in-store battery swap and trackball replacement, Echat remote desktop control to assist customers with handheld software load upgrades, and in-store Web software load upgrades. By offering increased services at the store level, RIM is able to reduce the number of handhelds transported to repair centers, thus helping to reduce its overall carbon footprint.

SOUTHLAND TRANSPORTATION LTD.

Southland Transportation Ltd. is a family-owned transportation company that provides school bus and other transportation services. Southland has close to 900 vehicles and 1000 employees dispersed among eight Alberta offices.

The company created a solution to better service customers by communicating interruptions to bus schedules due to traffic, construction, driver availability, and weather.

They deployed BlackBerry smartphones with a custom-built application for drivers, so they can report road conditions and delays quickly and easily on the go. The solution provides timely and accurate updates for parents and students so children don’t have to wait out in the cold weather. The result is the delivery of unparalleled customer service by the transportation company.

For more information on how RIM’s customers use RIM products to deliver important community benefits, please visit: na.blackberry.com/eng/newsroom/success/bycustomer.jsp
Wall of Trees To promote further recycling and reduction of waste at RIM’s ISO 14001 registered manufacturing plant, trees are donated for the greening of school yards in Southern Ontario when a percentage of RIM waste is diverted from landfill. Employees and their families color pictures of trees that are then posted in the building for every tree donated. Each tree represents an additional 500 kgs of RIM waste diverted from the baseline.
Supply Chain

MANUFACTURING AT RIM HAS GROWN FROM ONE INTERNAL FACILITY TO ELEVEN PRODUCTION LOCATIONS AROUND THE WORLD. RIM PARTNERS WITH HIGHLY EXPERIENCED ELECTRONIC MANUFACTURING SERVICES (EMS) PROVIDERS TO DEVELOP A REGIONAL CUSTOMER-FOCUSED SUPPLY CHAIN MODEL THAT EFFECTIVELY AND QUICKLY ADDS THE CAPACITY REQUIRED TO MEET THE DEMANDS OF OUR CARRIER PARTNERS AND CUSTOMERS.

CURRENTLY, RIM HAS A HOLISTIC SUPPLY CHAIN APPROACH BASED ON THE NEEDS OF CUSTOMERS AND SUPPLY PARTNERS. AS WELL, RIM IS FOCUSING ON GLOBAL SUPPLY CHAIN MANAGEMENT AS A MEANS TO REDUCE ENVIRONMENTAL IMPACTS AND PROMOTE SUSTAINABILITY. THIS INCLUDES THE DEVELOPMENT OF A REAL-TIME, DEMAND-BASED REPLENISHMENT MODEL THAT REDUCES COSTS AND INVENTORIES WHILE INCREASING FLEXIBILITY, IMPROVING DELIVERY PERFORMANCE, AND REDUCING WASTE. ANOTHER KEY INITIATIVE IS TO ENSURE REGIONAL WORLD-CLASS MANUFACTURING AND SUPPLY CHAIN TEAMS NEAR OUR DESIGN CENTERS AND END CUSTOMERS TO EFFECTIVELY AND EFFICIENTLY DEVELOP AND LAUNCH NEW PRODUCTS. BY ESTABLISHING REGIONAL MANUFACTURING CENTERS, RIM IS ABLE TO SUPPORT LOCAL ECONOMIES THROUGH JOB CREATION, WHICH HAS NUMEROUS ENVIRONMENTAL AND COST BENEFITS.

Packaging

RIM actively works to reduce packaging waste by evaluating each aspect of packaging in terms of removal, reduction, reusability, and recyclability.

RIM strives to source and select sustainable packaging alternatives, expand the use and quantity of recycled materials, and reduce packaging size for our products.
Responsible Suppliers

Using a global audit team, RIM continuously reviews the performance of current suppliers. RIM also reviews and approves new suppliers based on their commitment to sustainability according to:

- their ability to provide parts that meet strict RIM quality and production requirements
- ISO 9001:2008 Quality Management System requirements
- a range of environmental and health and safety criteria
- working conditions of the employees within the supplier’s facility

RIM is strengthening its focus on responsible suppliers and has resolved to implement a supplier code of conduct – based on the Electronic Industry Code of Conduct (EICC) – that will guide suppliers in five critical areas of performance: labor, health and safety, environment, management systems, and ethics.

Earth Hour App

RIM sponsored the development and deployment of the WWF Canada Earth Hour App for 2010. With over 60,000 downloads in the three weeks leading up to Earth Hour, the Earth Hour App successfully demonstrated how the BlackBerry platform can enable users to discuss issues of global concern.
3.0 Product Sustainability

Materials

In accordance with a number of environmentally-oriented legislative product requirements, RIM’s suppliers are asked to declare their compliance with the following:

• European Union Directive 2006/95/EC on the Restriction of the use of certain Hazardous Substances in Electrical or Electronic Equipment (the RoHS Directive), and its amendments, including the latest EU Court of Justice ruling that annulled the Deca-BDE exemption to the Directive
• European Union Directive 2006/122/EC on the Restriction of the use of PFOS (perfluorooctane sulfonate, or perfluorooctanyl sulfonate)
• Restriction of lead (Pb) in Polyvinyl Chloride (PVC) as specified by the California Safe Drinking Water and Toxic Enforcement Act of 1986 (also known as Proposition 65) – RIM’s threshold level is lower than required by Proposition 65
• The Montreal Protocol and amendments on Substances that Deplete the Ozone Layer
• 2009/251/EC. Commission decision on Mar 17, 2009 requiring member states to ensure products containing the biocide dimethylfumarate are not placed or made available on the market
• EU-D 96/29 Euratom, and US NRC (non-use of radioactive materials)
• Prohibitions on parts containing tantalum (Ta) or niobium (Nb) (also called columbium) which are derived from coltan that has been illegally mined in the Democratic Republic of Congo
• RIM’s Restricted Substance List (Appendix B)

Adherence to these requirements is further enhanced by extensive testing of new components and finished BlackBerry® smartphones.

TRILLIUM HEALTH CENTRE

Trillium Health Centre is a regional centre for many specialties and a provincial centre for Cardiac Services. The hospital, just outside Toronto, Ontario, also has the busiest Emergency department in Canada, along with the largest freestanding day surgery facility in North America.

The employees for the Intensive Care Unit (ICU) at Trillium Health Centre knew there was a more efficient way for the clinical team to communicate than pagers, overhead speaker pages, and physical searches for members of the ICU team. The hospital installed the BlackBerry Enterprise Solution and gave 40 of its clinicians, including doctors, nurses, therapists, dieticians, and pharmacists, access to mobile email on BlackBerry smartphones.

For more information on how RIM’s customers use RIM products to deliver important community benefits please visit: na.blackberry.com/eng/newsroom/success/bycustomer.jsp
Extractives

RIM avoids usage of metals and minerals that are mined illegally. These include tin, tungsten, and tantalum from the Democratic Republic of Congo (DRC) which are commonly used in the production of certain electronics products. For purposes of compliance, RIM:

• does not directly purchase tin, tungsten, or tantalum that has been illegally mined in the DRC
• actively engages and receives written assurances from tantalum capacitor suppliers that they are not using tantalum that has been illegally mined in the DRC
• is an active member of the Global e-Sustainability Initiative (GeSI), which encourages greater supply chain transparency among electronics manufacturers, metal smelters, and mining companies
• is part of the Electronics Industry Citizenship Coalition (EICC) – GeSI Extractives Work Group that supports the development of a verifiable certification system that can document supply chain transactions for minerals used in electronics
• supports legislation that was introduced in the United States in 2009 to stop illegal trade, and require electronics manufacturers to disclose the origin of minerals or declare if the products are conflict-free
• provides sponsorship to the International Tin Research Institute (ITRI) for a pilot certification program for legally mined tin originating from the DRC

Efficiency

BlackBerry operates on a wireless infrastructure utilizing highly optimized protocols and methods of compression and rendering to efficiently send various types of data over wireless networks. In the constrained bandwidth environment of wireless data networks, benefits for carriers from spectral efficiencies include reduced capital expenditure requirements on wireless infrastructure, increased customer satisfaction, and better capacity utilization. For the end customer, spectral efficiency can result in reduced latency, better battery life, and lower-cost data plans and roaming charges.

Rysavy Research, a leading wireless research and consulting firm, reveals that network operators can support three BlackBerry smartphone browsing sessions for every one session on another platform. The relative bandwidth efficiency for BlackBerry email communication is even higher.
Employees are encouraged to provide suggestions for improving our environmental performance. A Green Champions program was recently established among manufacturing employees to bring forth new ideas and promote the protection of the environment.
Sustainable Lifecycle Management

RIM works with internal and external stakeholders to develop an integrated, sustainable product design strategy that includes weight reduction, device recyclability, and reduction of the use of hazardous and toxic substances.

Harmonized Charger

RIM is participating with other manufacturers in an initiative to support the adoption of the European Union Harmonized Charger. This initiative supports an electronic device charger that is currently being harmonized by European standardization organizations. New BlackBerry smartphones are already using this standard micro-USB platform, the benefits of which include:

- increased energy efficiency while charging devices
- significant electronic waste reduction
- conservation of resources used in manufacturing new chargers
- decreased demand for duplicate chargers
- reduced greenhouse gas (GHG) emissions due to decreased production requirements
- reduced emissions from processing less charger electronic waste

• a simplified mobile phone-charging experience for the end user

Accessibility

The RIM Accessibility Program is designed to help improve the ways in which BlackBerry products can address the needs of customers with disabilities. BlackBerry smartphones are designed with many features for customers with disabilities such as hearing, speech, visual, mobility, and cognitive impairments. Additionally, RIM works with consumer advocacy groups, assistive technology vendors, standards organizations, wireless carriers, platform vendors, and research organizations globally to review proposed accessibility-related legislation.

RIM works with assistive technology partners and provides toolkits and support for third-party developers to broaden the range of the accessibility solutions available for BlackBerry smartphones.

For more information about accessibility solutions for BlackBerry smartphones, visit: www.BlackBerry.com/accessibility
Maximizing RIM’s Positive Impact

Community Engagement and Involvement

The combination of RIM’s presence and its employees’ passion for their community can be a catalyst for positive change. The RIM Community Relations team builds upon this passion to create strong relationships with community and charitable organizations in the numerous areas in which RIM operates. By supporting the work of local organizations, RIM aims to positively affect the communities where employees work and live.

In Fiscal 2010, RIM expanded its Community Relations efforts to include:

- five new operating communities in the United States and growing communities in Europe, the Middle East, and Africa
- the first global charitable drive that allows RIM employees in communities around the world to work together to fulfill the needs of local food banks
- sponsorship of the 2009 Kitchener-Waterloo Community Foundation Vital Signs® Report to measure the health of Kitchener-Waterloo and give community leaders a path to create and action change
- visitor programs to host international delegates in support of the Government Relations, Community Relations, and University Relations teams
- the introduction of an internal Give As You Earn campaign, in partnership with the United Way and UK Charities Aid Foundation, to help over 50 organizations globally
- promotion of blood donation clinics globally

As the company continues to grow internationally, RIM is forging new relationships worldwide with:

- local Chambers of Commerce
- city councillors and municipal-level government
- economic development organizations
- educational institutions
- technology associations
- charitable organizations

RIM also supports two major global initiatives based in Waterloo: the Perimeter Institute for Theoretical Physics and the Centre for International Governance Innovation.

DreamCatching 2009

RIM proudly sponsored the DreamCatching 2009 Conference for the first time. DreamCatching is facilitated by Mount Pleasant Educational Services (MPES), a federally-chartered, Aboriginal-owned, not-for-profit corporation located on the Mohawk Territory of Kahnawà:ke. Offering a variety of culturally relevant opportunities to improve educational outcomes, one of MPES’ signature initiatives is DreamCatching, a series of professional development math, science, and IT workshops for teachers of Aboriginal students in kindergarten through grade 12. DreamCatching brings local Indigenous knowledge into the math and science curriculum.

152 delegates attended the DreamCatching 2009 workshops and sessions, which were offered by more than 50 facilitators. Delegates came from nearly every province and territory in Canada, as well as several US states. For the first time, MPES received DreamCatching registrations from delegates outside of North America, with two delegates travelling all the way from Australia.
Youth sports are one of many organizations that will benefit from Proud2Be, RIM’s new philanthropic program that promotes acting together for a common cause and supporting the things that matter to RIM employees and communities.
Proud2Be

In Fiscal 2010, RIM developed Proud2Be, a new philanthropic program to support the goals of employees and the community.

RIM launched its first group of community-based employee engagement programs under the Proud2Be banner in January 2010, including:

• The Child and Youth Active Living Grant Program, which provides financial grants to community-, government- and school-based sports teams for children 18 years of age and under.

• The Employee Charity Council, which gives back to the communities in which RIM has a physical presence by providing financial support to local public initiatives.

• The Volunteer Recognition Program, which encourages employees to volunteer with organizations they’re personally passionate about, and provides financial grants to those with which a RIM employee volunteers at least 25 hours per year.

Partnering with Volunteer Canada, RIM is developing a Proud2Be employee portal to provide all employees globally with online training, searchable volunteer databases, and opportunities to share community experiences with one another.

RIM Academic Outreach

As a research and development-driven organization, RIM is passionate about nurturing new talent at the academic level. The University Relations group at RIM builds and maintains strategic partnerships with universities and academic institutions globally, through supporting RIM and university research collaboration, conducting educational outreach activities, and managing the BlackBerry Academic Program.

Research

Collaborative research projects that are formulated by RIM’s Research and Development teams and university researchers allow for joint exploration of ideas, while facilitating the development of specialized skills in the graduate students who conduct the research. The projects may originate from ideas in technical fields such as computer science or engineering, or the social sciences, industrial design, and business.

Scholarships

In addition to collaborative research, RIM provides scholarships at the graduate and undergraduate levels to select universities to attract top students in certain academic areas. The scholarships are generally awarded to students based on academic achievement and extracurricular involvement. Scholarship winners are selected by university committees.

Educational Outreach

RIM supports education by sponsoring student programs and outreach activities at all educational levels. An important effort being undertaken in many countries is the attraction of more students to the math, science, and engineering fields, as well as the encouragement of entrepreneurial endeavours.
RIM supports this goal by sponsoring engineering student technical clubs, high-school robotics competitions, and science fairs. RIM also offers a hands-on workshop in school classrooms to expose students to current technology and encourage them to continue to pursue post-secondary studies. In Fiscal 2010, the Educational Outreach team conducted over 44 workshops, reaching more than 1000 students. RIM’s Educational Sponsorship Program has reached over 650,000 Elementary and Secondary students, and 12,000 college and university students in Fiscal 2010. This program continues to expand globally.

**Employee Engagement**

Since 2006, RIM has conducted an annual Global Employee Survey designed to measure employee engagement in their work and in their commitment and dedication to RIM. The results are shared with employees and used to build organizational strategies and initiatives as well as new employee programs. Employee participation in the program is high at 89%, and results consistently exceed external benchmarks.

**BlackBerry Academic Program**

The BlackBerry Academic Program promotes mobile technology education, such as wireless networking and application development for mobile devices, and facilitates the training of the next generation of BlackBerry developers, technical support personnel, and system administrators. The program provides possible curriculum topics, as well as resources to enable colleges and universities to integrate mobile technology into their courses. Since its launch in 2009, more than 100 institutions globally have registered for the program.

**Global Environment, Health and Safety**

RIM has implemented a Global Environment, Health and Safety (EHS) Policy to reflect the Company’s commitment to environmental protection and the health and safety of RIM’s employees and communities. All employees are asked to review this policy on an annual basis. It forms the foundation of RIM’s proactive approach to minimizing injury and illness and optimizing employee health and safety.

Additionally, managers at RIM strive to create and preserve a positive working environment by evaluating and managing reasonably foreseeable risks to employee

RIM is proud to be a platinum sponsor of the Canada-Wide Science Fair.

The Canada-Wide Science Fair, which is organized by a volunteer host committee and run under the guidance of Youth Science Canada, is the largest extra-curricular youth-oriented science and technology activity in Canada. Its purpose is to encourage young Canadians to pursue excellence in science and technology. Students present their projects and compete for medals, prizes, and scholarships. This week-long event brings together winners from regional science fairs across Canada, as well as over 500 judges and representatives from supporting organizations and businesses. More than 1000 delegates attend the fair, including students, parents, teachers, and industry and government representatives. RIM provided volunteer judges and facilitated school tours and presentations about the importance of science and technology.
The program’s other initiatives include:

- smoking cessation services and information
- cognitive fitness resources and workshops
- healthy home resources
- resiliency building
- physical activity
- healthy eating resources and healthy food options
- seasonal flu prevention
- financial health resources
- blood donor promotional campaigns
- wellbeing rooms
- onsite massage therapy
- health fairs
- wellness workshops

RIM also offers a Global Employee Assistance Plan to provide employees with confidential counselling, information, and referrals to personalized community services. This plan is available to employees and their families 24 hours per day, 7 days per week.

Employee Wellness

RIM is committed to building healthy and engaging work environments, and to helping employees integrate health, safety, and wellness practices and programs into their work and personal lives. RIM has launched the Healthy@RIM program, which was recognized in Fiscal 2010 by the National Quality Institute (NQI) with the Silver Canada Award for Excellence. The Healthy@RIM program focuses on:

- health promotion and injury and illness prevention programs designed to help each employee live the best possible life through setting and meeting personal goals while focusing on the mind, body, and spirit
- ergonomics and workstation design programs centered on optimizing an employee’s potential and well-being through individual assessments and the design of workspaces, workstations, and equipment
- accommodation and accessibility programs to cultivate an inclusive workplace through universal design and individual accommodation

Training and Education

RIM encourages professional development for all employees, including on-the-job experiences, as well as networking, relationship-building, and formal skills training. RIM regularly offers courses on:

- time management
- communication and presentation skills
- language
Recognition as an Employer of Choice

RIM is pleased to be recognized as an Employer of Choice by the following organizations:

- National Quality Institute for Healthy Workplace Level 3 Recognition: RIM was recognized with the Silver Canada Award for Excellence (CEA) 2009 Silver Trophy.
- Canada’s Top 100 Employers: In 2010, RIM received this honor for the fourth year in a row. This award evaluates employers in eight categories: Physical Workplace, Work Atmosphere and Social, Health, Financial and Family Benefits, Vacation and Time Off, Employee Communications, Performance Management, Training and Skills Development, and Community.
- Financial Post’s Ten Best Companies to Work for: This award recognizes Canada’s ten fastest-growing companies that offer their employees exceptional career advancement opportunities and benefits. Employers are first evaluated in terms of both revenue growth and the size of their workforce, and then they are subjected to the eight criteria as identified for the Canada’s Top 100 Employers competition.

Inclusion at RIM

Enabling Employees

As a global company, it is critical for RIM to maintain a strong focus on inclusion. To accomplish this, organizational practices at RIM are developed to meet the needs of a diverse organization, with the need for inclusion as a fundamental consideration. For example, RIM offers language courses to enhance global employee communication, learning programs and tools to improve cross-cultural effectiveness, and leadership training to enhance management of our diverse workforce. RIM also offers rooms within our global offices for spirituality and well-being purposes, and has dedicated specialists to aid workplace adjustments to meet religious and disability workplace accommodation needs.

Managers are also encouraged to take part in leadership training. New managers and team leaders globally participate in a customized management training program called Lead (on), which was recently awarded the Gold Training Award by the Canadian Society for Training and Development.

• project and process management
• Six Sigma

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Global Reporting Initiative (GRI) Index

In the preparation of RIM’s first Corporate Responsibility Report, the GRI framework was used as a guideline to assist in transparent disclosure of information. In 2010, it is the intention of RIM’s Corporate Responsibility team to continue to collect information and help ensure RIM has the processes and systems to meet the GRI guidelines. The following GRI index presents the Company’s initial GRI indicators information.

<table>
<thead>
<tr>
<th><strong>Organizational Profile</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>2.1 Name of the organization, contact, and publishing information</td>
<td>Annual Report (AR) p.89</td>
</tr>
<tr>
<td>2.2 Brands, products, and/or services</td>
<td>Annual Information Form (AIF) p.6, AR p.8</td>
</tr>
<tr>
<td>2.3 Operational structure</td>
<td>AR p.28</td>
</tr>
<tr>
<td>2.4 Headquarter location</td>
<td>AR p.89</td>
</tr>
<tr>
<td>2.5 Countries in operation</td>
<td>p.9 AIF p.28-29</td>
</tr>
<tr>
<td>2.6 Nature of ownership</td>
<td>AIF p.5</td>
</tr>
<tr>
<td>2.7 Markets served</td>
<td>p.3</td>
</tr>
<tr>
<td>2.8 Scale of the organization</td>
<td>AIF p.28-29</td>
</tr>
<tr>
<td>2.9 Significant changes regarding size, structure, or ownership</td>
<td>AR p.72</td>
</tr>
<tr>
<td>2.10 Awards received</td>
<td>p. 24-25</td>
</tr>
</tbody>
</table>
## REPORT PARAMETERS

<table>
<thead>
<tr>
<th>3.1 Reporting period</th>
<th>p.4</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.2 Date of most recent previous report</td>
<td>This is RIM's first report</td>
</tr>
<tr>
<td>3.4 Contact point for questions</td>
<td>p.3</td>
</tr>
<tr>
<td>3.5 Process for defining report content</td>
<td>p.4</td>
</tr>
<tr>
<td>3.6 Boundary of the report</td>
<td>p.4</td>
</tr>
<tr>
<td>3.10 Effects of re-statement of information provided in earlier reports</td>
<td>Not applicable</td>
</tr>
<tr>
<td>3.11 Significant changes in the scope, boundary, or measurement methods</td>
<td>Not applicable</td>
</tr>
<tr>
<td>3.12 GRI Content Index</td>
<td>p.26</td>
</tr>
</tbody>
</table>

## GOVERNANCE, COMMITMENTS AND ENGAGEMENT

<table>
<thead>
<tr>
<th>4.1 Governance structure</th>
<th>AIF p.62-64, AR p.89</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.2 Indication of whether chairperson is also executive officer</td>
<td>AR, p.41; p.89 - lead Director is independent as well</td>
</tr>
<tr>
<td>4.3 Independent members at the board</td>
<td>p.6, AIF p.62-64</td>
</tr>
<tr>
<td>4.4 Mechanisms for shareholders and employees to provide recommendations to the board</td>
<td>p.6, RIM Ethicslink (<a href="http://www.rimethicslink.com">www.rimethicslink.com</a>)</td>
</tr>
<tr>
<td>4.6 Processes to avoid conflicts of interest at the board</td>
<td>RIM Code of Conduct p.1 <a href="http://www.rim.com/investors/governance/">www.rim.com/investors/governance/</a></td>
</tr>
<tr>
<td>4.8 Statements of mission, codes of conduct, and principles</td>
<td><a href="http://www.rim.com/investors/governance/">www.rim.com/investors/governance/</a></td>
</tr>
<tr>
<td>4.12 External charters, principles, or other initiatives</td>
<td>p.5</td>
</tr>
<tr>
<td>4.13 Memberships in associations</td>
<td>p.33</td>
</tr>
<tr>
<td>4.14 Stakeholder groups</td>
<td>p.4-5</td>
</tr>
<tr>
<td>4.15 Stakeholder identification and selection</td>
<td>p.4-5</td>
</tr>
<tr>
<td>4.16 Approaches to stakeholder engagement</td>
<td>p.4-5</td>
</tr>
<tr>
<td>4.17 Topics and concerns raised by stakeholders</td>
<td>p.4-5</td>
</tr>
</tbody>
</table>
## ECONOMIC PERFORMANCE INDICATORS

| EC1 | Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments | AR p.54, 56 |
| EC4 | Significant financial assistance received from government | AIF p.25 |

## ENVIRONMENTAL PERFORMANCE INDICATORS

| EN3 | Direct energy consumption by primary energy source | Carbon Disclosure Report | www.cdproject.net |
| EN4 | Indirect energy consumption by primary source | Carbon Disclosure Report | www.cdproject.net |
| EN6 | Initiatives to provide energy-efficient or renewable energy-based products and services, and reductions in energy requirements as a result of these initiatives | p.17 |
| EN7 | Initiatives to reduce indirect energy consumption and reductions achieved | p.17 |
| EN9 | Water sources significantly affected by withdrawal of water | None that RIM is aware of |
| 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 RIM is aware of |
| 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 RIM is aware of |
| EN13 | Habitats protected or restored | None that RIM 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 RIM is aware of |
| EN16 | Total direct and indirect greenhouse gas emissions by weight | Carbon Disclosure Report | www.cdproject.net |
| EN17 | Other relevant indirect greenhouse gas emissions by weight | Carbon Disclosure Report | www.cdproject.net |
| EN20 | NOx, SOx, and other significant air emissions by type and weight | No |
| EN23 | Total number and volume of significant spills | No significant spills |
| EN24 | Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally | None |
| EN26 | Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation | p.16-17, 19 |
| EN29 | Significant environmental impacts of transporting products and other goods and materials used for the organization’s operations, and transporting members of the workforce | Carbon Disclosure Report | www.cdproject.net |
| LA1 Total workforce by employment type, employment contract, and region | Employees by Gender: Male= 71.6% (n=10541); Female= 28.4% (n=4186) Employee by Age Groups: Gen Y= 15% (n=2272); Gen X= 69% (n=10102); Baby Boomer = 15% (n=2272); Traditionalist = 1% (n=83) Employees by Contract: Perm FT = 94% (n=13843); Perm PT = 0.5% (n=37); Contract = 1% (n=86); Campus = 5% (n=761) Employees by Region: Americas= 86% (n=12658); EMEA= 10% (n=1514); APAC= 4% (n=555) |
| LA2 Total number and rate of employee turnover by age group, gender, and region | Turnover by Region: America = 5.3% (n=578); EMEA = 6.3% (n=86); APAC= 8.4% (n=41) Turnover by Gender: Female= 6.7% (n=251); Male = 5.0%  (n=454) Turnover by Age Group: Gen Y= 5.2% (n=81); Gen X = 5.3% (n=488); Baby Boomers= 6.6% (n=129); Traditionalists= 9.3% (n=7) |
| LA4 Percentage of employees covered by collective bargaining agreements | Approximately 4.0% or 550 employees in France, Germany, Spain, Italy, and Brazil are governed by a collective agreement. These collective agreements have been established as a requirement within certain geographic regions. We understand freedom of association is a human right; in jurisdictions where these collective agreements have not been established, employees have freedom of choice. As a Canadian company, we believe in a positive working environment, good industrial relations, and overall employee engagement. |
| 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, RIM 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 | Canada 198 (1.75% - includes Waterloo Ontario (HQ), Ottawa, Mississauga, Halifax, USA 47 (2.3% of all USA site locations); EMEA 29 (1.86% of Europe, Middle East & Africa populations); APAC 17 (2.77% of Asia Pacific populations); Overall 1.86% of all global workforce |
| LA7 Rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities by region | Number of Injuries: Canada – 26; USA – 4; APAC – 1; EMEA – 1; Lost Time in Days: Canada – 66; USA – 29; APAC – 3; EMEA – 3; Occupational Illness = 0; Fatalities = 0 |
| LA8 Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases | p.24 |
| LA10 Average hours of training per year per employee by employee category | The average number of training hours at 20 hours per employee. There are numerous training organizations in RIM and not all of them utilize the learning management system for tracking what courses and participate rates, so this is only partial information. |
| LA11 Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings | Internal training courses (available on the LMS) and funding support for external training and education (Training and Conference, Education Assistance and MBA Assistance) |
| LA12 Percentage of employees receiving regular performance and career development reviews | 35.45 % based on employee numbers for FY09 - this data reflects ONLY performance reviews that have been submitted to OD for filing. We estimate that a higher percentage of employees have completed their reviews - but not necessarily sent to OD, as Performance Reviews have not been mandated to date. |
| 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 |
### HUMAN RIGHTS PERFORMANCE INDICATORS

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>HR5 Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights</td>
<td>None</td>
</tr>
<tr>
<td>HR6 Operations identified as having significant risk for incidents of child labor, and measures taken to contribute to the elimination of child labor</td>
<td>None</td>
</tr>
<tr>
<td>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</td>
<td>None</td>
</tr>
</tbody>
</table>

### SOCIETY PERFORMANCE INDICATORS

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>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</td>
<td>RIM recognizes the impact of operations in all of our communities and looks for ways to ensure RIM is engaged as a positive community partner. We engage with local community Chambers of Commerce and Economic Development organizations to support community activities as a corporate sponsor. The Community Relations team works with local non-profit organizations to identify areas of specific need in each community. We look for ways to integrate our skilled-work force to give back through volunteerism and truly believe that a business needs a healthy, thriving community in order to be successful. While operating in the community, our team keeps close relationships with local municipal governments and citizens to ensure we are communicating site development plans and addressing individual concerns.</td>
</tr>
<tr>
<td>SO3 Percentage of employees trained in organization’s anti-corruption policies and procedures</td>
<td>All employees have received the Anti-Corruption Policy; most VPs and the China business unit have been trained - with training of other select business units and the rest of the VPs to follow in Fiscal 2011.</td>
</tr>
<tr>
<td>PRODUCT RESPONSIBILITY PERFORMANCE INDICATORS</td>
<td></td>
</tr>
<tr>
<td>------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td><strong>PR3</strong> Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements</td>
<td>p.16</td>
</tr>
<tr>
<td><strong>PR5</strong> Practices related to customer satisfaction, including results of surveys measuring customer satisfaction</td>
<td>Within RIM’s Customer Support Operations, we have a series of survey programs designed to measure customer satisfaction with respect to customer technical support experience. The following customer groups are surveyed: Technical Support Customers; Carrier End-User Customers (from the following Carriers only: AT&amp;T, TMobile, Verizon, Sprint, Bell, Telus); and BlackBerry Incident Based Support Customers. We capture and report a customer satisfaction score and a Net Promoter Score – based on the customers’ likelihood to recommend BlackBerry Technical Support. We also measure satisfaction with the various attributes of a support ticket (i.e. knowledge and professionalism of the RIM representative, resolution time, etc). We only survey the same customer (determined by the customers email address) once every 30 days. Our survey is managed by a third-party vendor. We practice standard survey methodologies: survey the right customer at the right time; survey questions are designed in partnership with our vendor who provides consulting services; allow customers to opt out of the survey; use accurate and reliable data in our survey program – no bias in the data; use a statistically relevant sample of our customer population; close the loop with the customer on negative survey responses; and provide qualitative and quantitative analysis and results. Customers have the ability to provide feedback on their technical support experience via the survey which is emailed to them. Results, key conclusions, trends etc. from the survey programs are centered primarily around the BlackBerry Technical Support experience and all survey results managed through this program are about the BlackBerry Technical Support Services.</td>
</tr>
<tr>
<td><strong>PR8</strong> Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data</td>
<td>None</td>
</tr>
<tr>
<td><strong>PR9</strong> Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services</td>
<td>None</td>
</tr>
</tbody>
</table>
Glossary of Terms


CBSR Canadian Business for Social Responsibility: www.cbsr.ca


DRC Democratic Republic of Congo

EICC Electronics Industry Citizenship Coalition: www.eicc.info

EHS Environment, Health and Safety

GeSi Global e-Sustainability Initiative: www.gesi.org

GRS Global Repair Systems

GRI Global Reporting Initiative: www.globalreporting.org/Home

GHG Greenhouse Gas

ICT Information and Communication Technologies

IT Information Technology

ISO International Organization for Standardization: www.iso.org/iso/home.html

ITRI International Tin Research Institute: www.itri.co.uk


NQI National Quality Institute: www.nqi.ca

NBS Network for Business Sustainability: www.nbs.net

NGO Non-Governmental Organization


RIM Research In Motion: www.rim.com

RPA Risk Performance and Audit Group

SRI Socially Responsible Investment

USB Universal Serial Bus
Appendix A

Some of RIM’s industry collaborations include:

3G Americas
3rd Generation Partnership Project 2
AeA
Alliance for Telecommunications Industry Solutions (ATIS)
Australian Mobile Telecommunications Association
BITKOM
Bluetooth SIG
Canadian Business for Social Responsibility (CBSR)
Canadian Manufacturers & Exporters
Canadian Chamber of Commerce
Canadian Wireless Telecommunications Association (CWTA)
CDMA Development Group
Consumer Electronics Association
Digital Europe (formerly EICTA)
European Telecom Standards Institute (ETSI)
GSM Association
Global e-Sustainability Initiative (GeSI)

IEEE
Industry Forum (UK)
Information Technology Association of Canada
Information Technology Industry Council (USA)
Intellect (UK)
Intellectual Property Owner’s Association
International Telecommunication Union
Java Community Process
Network for Business Sustainability (NBS)
Open Mobile Alliance
Rechargeable Battery Recycling Corp (RBRC)
US Information Technology Office (USITO) (China)
Wi-Fi — Alliance
Wireless World Research Forum
World Wide Web Consortium
# Appendix B  RIM RESTRICTED SUBSTANCES LIST

<table>
<thead>
<tr>
<th>Material/Substance</th>
<th>Threshold Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cadmium/Cadmium Compounds</td>
<td>100 ppm in homogeneous material (*)</td>
</tr>
<tr>
<td>Lead/Lead Compounds</td>
<td>1000 ppm in homogeneous material (*)</td>
</tr>
<tr>
<td>Mercury/Mercury Compounds</td>
<td>1000 ppm in homogeneous material (*)</td>
</tr>
<tr>
<td>Hexavalent Chromium/Hexavalent Chromium Compounds</td>
<td>1000 ppm in homogeneous material (*)</td>
</tr>
<tr>
<td>Polybrominated Biphenyls (PBB)</td>
<td>1000 ppm in homogeneous material (*)</td>
</tr>
<tr>
<td>Polybrominated Diphenylethers (PBDEs) including Deca-BDE</td>
<td>1000 ppm in homogeneous material (*)</td>
</tr>
<tr>
<td>Perfluorooctanesulfone (PFOS)</td>
<td>999 ppm</td>
</tr>
<tr>
<td>Lead in PVC</td>
<td>100 ppm</td>
</tr>
<tr>
<td>Ozone Depleting Substances</td>
<td>Any content</td>
</tr>
<tr>
<td>Dibutyl phthalate (DBP)</td>
<td>0.1% of product weight</td>
</tr>
<tr>
<td>Bis (2-ethyl(hexyl) phthalate) (DEHP)</td>
<td>0.1% of product weight</td>
</tr>
<tr>
<td>Benzyl butyl phthalate (BBP)</td>
<td>0.1% of product weight</td>
</tr>
<tr>
<td>Certain Shortchain Chlorinated Paraffins (C10-C13)</td>
<td>0.1% of product weight</td>
</tr>
<tr>
<td>Niobium (columbium) or Tantalum derived from Coltan which is illegally mined in the Democratic Republic of Congo (DRC)</td>
<td>Any content</td>
</tr>
<tr>
<td>Radioactive Substances</td>
<td>Any content</td>
</tr>
</tbody>
</table>

**Note:** phthalates apply to BlackBerry units only

(*) Homogeneous material means a material that cannot be mechanically disjointed into different materials.
<table>
<thead>
<tr>
<th>Material/Substance</th>
<th>Threshold Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Polychlorinated Biphenyls and Terphenyls (PCBs, PCTs)</td>
<td>Any content</td>
</tr>
<tr>
<td>Polychlorinated Naphthalenes</td>
<td>Any content</td>
</tr>
<tr>
<td>Asbestos</td>
<td>Any content</td>
</tr>
<tr>
<td>Antimony/Antimony Compounds</td>
<td>1000 ppm</td>
</tr>
<tr>
<td>Arsenic/Arsenic Compounds</td>
<td>1000 ppm</td>
</tr>
<tr>
<td>Beryllium/Beryllium Compounds</td>
<td>1000 ppm</td>
</tr>
<tr>
<td>Bismuth/Bismuth Compounds</td>
<td>1000 ppm</td>
</tr>
<tr>
<td>Brominated Flame Retardants (other than PBBs or PBDEs)</td>
<td>1000 ppm</td>
</tr>
<tr>
<td>Nickel/Nickel Compounds</td>
<td>In applications where Nickel compounds are likely to result in prolonged skin exposure</td>
</tr>
<tr>
<td>Polyvinyl Chloride (PVC)</td>
<td>Any content</td>
</tr>
<tr>
<td>Selenium/Selenium Compounds</td>
<td>1000 ppm</td>
</tr>
<tr>
<td>Perfluorooctanoic acid (PFOA)</td>
<td>Any content</td>
</tr>
</tbody>
</table>

With growing legislative restrictions around hazardous materials, RIM also asks that the presence of the aforementioned materials be reported by its suppliers so that RIM can prepare for future regulations.
Looking Ahead

RIM is a proven leader in wireless innovation. We look forward to sharing our progress in corporate responsibility as we find and build other innovative sustainability programs within our organization and industry.