2,200 EMPLOYEES RECOGNIZED

500,000 HOURS OF TRAINING

2013 CORPORATE SOCIAL AND ENVIRONMENTAL RESPONSIBILITY REPORT

JABIL

About Jabil

JABIL AT A GLANCE

More than **177,000** employees at more than **60** sites in **31** countries*

Founded in **1966** and headquartered in St. Petersburg, Florida, United States

$17.2 billion in revenue in Fiscal 2013

Among *Fortune* magazine's **most admired companies** of 2013, in the semiconductor industry category

*As of August 31, 2013.

OUR BUSINESS

Jabil is one of the world's leading providers of manufacturing services and solutions. We provide design, production and product management services to companies in a broad range of industries including aerospace, automotive, computing, consumer electronics, defense, industrial, healthcare, networking, packaging, solar, storage and telecommunications.

With facilities from the Ukraine to the United States and Brazil to China, Jabil provides a vital link in the global electronics supply chain.

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Jabil's business services fall into three segments: diversified manufacturing, enterprise and infrastructure, and high velocity.

Diversified manufacturing delivered a 24.6 percent compound annual revenue growth rate between 2010 and 2013 compared with 11.0 percent for Jabil overall. In addition to electronics manufacturing services, we help large businesses find operational efficiencies and better manage their supply chains by providing manufacturing technology solutions. Our Enterprise and Infrastructure and High Velocity Sector businesses offer integrated global manufacturing and supply chain solutions. They target, respectively, the computing/storage/networking/telecommunication sectors and the consumer electronics industry.

In July 2013, Jabil acquired Nypro, a U.S. provider of manufactured precision plastic products for customers in the healthcare, packaging and consumer electronics industries. This acquisition adds another 20 sites and 10,000 employees to Jabil's portfolio.

NET REVENUE BY SEGMENT

- Diversified Manufacturing 45%
- Enterprise and Infrastructure 30%
- High Velocity 25%
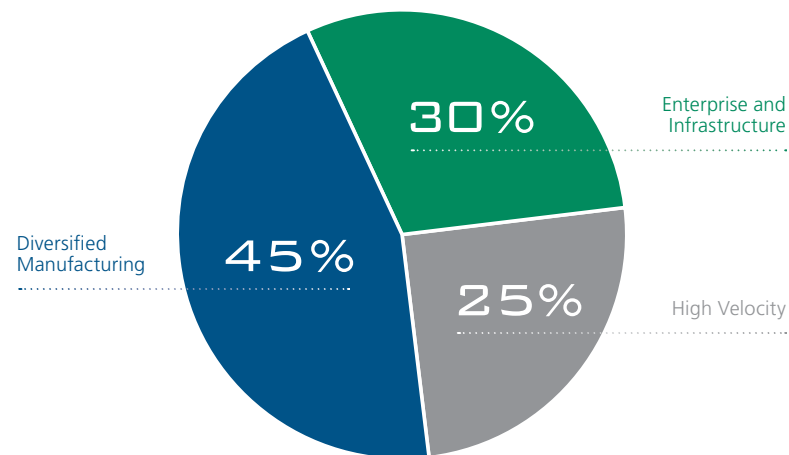
FINANCIAL SUMMARY OF OPERATIONS

FOR THE YEAR ENDED AUGUST 31 ($'s in 000's, except share data)	2010	2011	2012	2013
Net revenue	$12,607,799	$15,620,258	$16,140,705	$17,249,493
Net revenue year-over-year % change	14.9%	23.9%	3.3%	6.9%
Operating income (loss)	$248,528	$489,095	$549,570	$452,419
Operating margin	2.0%	3.1%	3.4%	2.6%
Net income (loss)	$95,543	$294,798	$332,281	$320,874
Income (loss) per share–basic	$0.45	$1.37	$1.61	$1.58
Income (loss) per share–diluted	$0.44	$1.34	$1.57	$1.54
Cash flows from operating activities	$427,410	$828,009	$634,226	$1,213,889
Capital expenditures	$398,425	$458,989	$497,697	$736,858
Cash dividends declared, per share	$0.28	$0.28	$0.32	$0.32

In line with U.S. GAAP (ASC 230), the Company elected to not adjust the cash flow statement for the sale of AMS. As such, have not adjusted for purposes of this table so that this table is consistent with the Company's financial statements for purposes of the reader. No adjustment to dividends declared as a result of the sale of AMS.

OUR VALUES

From our origins as an electronics assembly repair business in Detroit, Michigan, half a century ago, Jabil has thrived on a culture of empowerment and accountability. Our employees are the foundation of our company's global expansion, and we trust and enable them to develop innovative solutions and make smart, ethical business decisions. We hold them fully accountable for their interactions with one another and our customers.

Jabil's strong corporate culture supports our pursuit of excellence and continual improvement and is guided by five core values.

To guide their day-to-day actions and relations with customers, investors, suppliers, local communities and other stakeholders, we require all employees to follow our guidelines on ethical behavior, the Jabil Code and our Rules of the Road.

Jabil's strong values are also reflected in our role as a founding member of the Electronic Industry Citizenship Coalition (EICC). We strive to abide by its rigorous Code of Conduct, which covers performance related to the environment, ethics, health and safety, labor, and management systems. (For more, see Governance and Ethics).

FIVE CORE VALUES

1 **Integrity.** We conduct all interactions with customers, vendors, suppliers, shareholders and fellow employees with the utmost integrity, honesty and mutual respect.

2 **Determination.** We continually strive for excellence.

3 **Empowerment.** We work to build a global team of employees that is empowered, dedicated to self-improvement and professional growth, and committed to winning.

4 **Respect.** We seek to nurture and grow our strategic business relationships with all employees, customers, vendors and suppliers by conducting our daily business in a respectful, honest and competitive manner.

5 **Commitment.** We owe it to our investors to "do the right thing" in each facet of our business. We strive always to be at our best both competitively and ethically.

THE JABIL CODE
Jabil's guiding principles serve as our compass—directing our daily actions.

WATCH VIDEO

About this Report

This is Jabil's first corporate social and environmental responsibility report that covers all our social and environmental concerns and initiatives. It is about balancing growth with the needs of our more than 177,000 employees. And it is about nearly half a century of humbly caring for the communities where we live and work. As we strive to preserve and share our unique culture, we also strive for continual improvement to meet the needs of all our stakeholders. Thank you for engaging in our story.

GOVERNANCE AND ETHICS	EMPLOYEES	SUPPLY CHAIN	ENVIRONMENT	COMMUNITY
8	23	37	47	62

As part of our culture of continual improvement, CSER is an ongoing journey for us.

This report covers our global social and environmental performance for Fiscal 2013 running from September 1, 2012, to August 31, 2013, unless otherwise stated. Much of our environmental data is reported on a calendar year basis, and validated 2013 data will not be available until after the publication of this report. Where applicable, we have included our 2012 data and will report on 2013 in the future. Nypro and its operations, facilities and people are excluded from this report, except where noted. As of April 1, 2014, Jabil divested of its Aftermarket Services division.

This report covers five priority social and environmental responsibility issues: governance and ethics, employees, supply chain, the environment and community. Through this report, we will articulate our progress to date and future plans for social and environmental management. As part of our culture of continual improvement, social and environmental responsibility is an ongoing journey for us. We face many challenges but are proud of the progress we have made so far and the goals we have set for the future.

DATA COLLECTION AND ASSURANCE

The data contained in this report was collected and reviewed internally. Our energy and greenhouse gas emissions data are also reported publicly through the Carbon Disclosure Project (CDP) and audited against the ISO14064-3 Standard.

GLOBAL REPORTING INITIATIVE INDEX

This report contains Standard Disclosures from the Global Reporting Initiative (GRI) Sustainability Reporting Guidelines. We have included a GRI Index with G4 Standard Disclosures at the end of this report.

We evaluate materiality based on the EICC Code of Conduct's guidelines that cover the environment, ethics, health and safety, labor, and management systems. We are continually evolving our understanding of the most material issues based on EICC stakeholder engagement and customer requests for information. Read more about the EICC Code of Conduct and our participation in the EICC in Governance and Ethics.

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http://www.jabil.com/jabilcares/learn_more/

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"We'll build on the progress we've made and honor our objective to be the best at what we do, all while investing in doing what is right for our employees, customers, shareholders, and the environment."

Jabil is committed to taking GREAT care of our employees and the communities in which we operate, as well as being responsible corporate citizens in looking after the health of our planet. We make Social and Environmental Responsibility a natural part of our day-to-day business activities because we believe in "doing the right thing".

Eric Austermann, Jabil's Vice President of Social & Environmental Responsibility, leads our team in implementing and adhering to our global processes and management systems. I'm proud of Eric and endorse our first Social and Environmental Responsibility Report, which highlights our progress and illustrates the challenges that we face each and every day. My commitment is for us to address these challenges "head on", creating impactful resolutions and positively sustainable outcomes.

Visiting our many factories across the globe, I'm inspired and highly energized by employees working side-by-side with their colleagues to constantly improve our workplace. We strive to put safety first in all we do. In addition, so many of our employees are active in their respective communities and we recognize that our success is fueled by their passion and commitment.

As a worldwide leader in manufacturing services, Jabil is committed to protecting the incredible brands held by our customers. Brands we are so fortunate to serve.

We will constantly work to treat all of our employees with complete dignity and respect. We focus on providing a safe and healthy work environment. We take social and environmental responsibility seriously. We realize that this is a journey and we will never be satisfied with status quo.

Continuous improvement is our mantra.

We'll build on the progress we've made and honor our objective to be the best at what we do, all while investing in doing what is right for our employees, customers, shareholders, and the environment.

Warmest regards,

Mark T. Mondello
Chief Executive Officer

> "From our humble beginnings in a garage in 1966, to our current position as a global manufacturing services leader, our culture of caring for one another, our communities and the environment has guided our company."

Welcome to Jabil's first Corporate Social and Environmental Responsibility Report. Our story is supported by one central theme: Care. From our humble beginnings in a garage in 1966, to our current position as a global manufacturing services leader, our culture of caring for one another, our communities and the environment has guided our company.

This is especially evident among our employees. They are constantly innovating to develop sustainable solutions and giving their time to helping others in their communities. Although we are continuing to formalize our social and environmental responsibility strategy, Jabil's values and social and environmental responsibility (SER) commitments come to life locally, where it matters most.

Jabil also plays a significant role in helping protect our customers' brands through effective governance, managing emerging risk and partnering on projects with local impact. We take that trust in us seriously and aim to exceed expectations.

Since implementing global management systems focused on the environment in 2007 and social responsibility in 2008, we have made our approach consistent across our global footprint. Our work to become an increasingly responsible company continues, and each year we have new success stories.

Here are just a few of my favorite examples:

- To ensure our workforce is free of forced labor, we absorb recruitment fees for foreign workers in Malaysia.

- Our environmental programs resulted in: a 17 percent reduction in greenhouse gas emissions intensity from 2009 to 2011, aided by over 1,000 lean manufacturing projects that reduce energy consumption and waste; and the highest score among peer companies in the CDP rankings for carbon disclosure.

- We empower employees through professional development programs like the Jabil Employee Development International Institute in Guangzhou, China. Globally, we provided more than 500,000 hours of training in Fiscal 2013. And our Tiszaújváros, Hungary, site has expanded career opportunities for disabled people, increasing the number of disabled employees on-site by more than 90 percent in four year.

This report is just the beginning of what I hope will be a continuing dialogue. As you learn more about Jabil's commitment to social and environmental responsibility, I hope you find as much inspiration as I do.

Yours truly,

Eric Austermann
Vice President — Social & Environmental Responsibility

For more than 45 years, Jabil has striven
to be a good employer and the most trusted
manufacturing partner in our industry.

FIVE CORE VALUES

1 **Integrity**

2 **Determination**

3 **Empowerment**

4 **Respect**

5 **Commitment**

Overview

Respecting our employees, the environment and the communities in which we operate is central to Jabil's corporate identity. We attempt to embed this approach through strong governance systems and policies that provide structure and consistency for our global operations. Within this framework, our plant managers and regional leaders responsible for the day-to-day operation of our more than 60 global facilities[1] in 31 countries are able to make decisions aligned with our core strategy and values of integrity, determination, empowerment, respect and commitment.

By holding our people at every level accountable for living up to these values, we seek to establish trust with all our stakeholders, from customers and investors to employees and suppliers.

[1] Jabil's 2013 acquisition of Nypro adds an additional 20 facilities to the global portfolio.

Corporate Governance

We have adopted Corporate Governance Guidelines, which are available on our website at http://www.jabil.com. Strong corporate governance helps to drive Jabil's business success. We believe that having clear management systems and policies in place equips our people with the resources and knowledge to make the best decisions possible and ensures that our company is managed responsibly for the long term.

Our company provides comprehensive design, production and product management services to companies in the aerospace, automotive, computing, consumer electronics, defense, healthcare, networking, packaging, solar, storage and telecommunications industries. The highly diversified nature of our business makes us strive to be consistent as we implement our global policies and practices.

Our approach to managing all areas of our business, across all regions, is to balance oversight with empowerment. We want our leaders to make decisions consistent with Jabil's core strategy, values and expectations.

We continually evaluate our operations and cost structure relative to general economic conditions, market demands, tax rates, cost competitiveness and our geographic footprint as it relates to our customers' production requirements. We believe a key element for continual improvement is listening to stakeholders. We regularly engage customers, employees, nongovernmental organizations, government, and industry groups to learn and share best practices for managing our complex business and acting responsibly. By learning from others, we are building systems that align with our core business and the expectations of customers and other stakeholders.

CASE STUDY

Partnering with Customers to Deliver Social and Environmental Responsibility Results

We work closely with customers to implement social and environmental responsibility programs and work toward shared objectives. **Ernest Wong,** Hewlett-Packard's Project Manager for Asia Pacific Supply Chain Social and Environmental Responsibility, has been working with Jabil to implement social and environmental responsibility programs that address concerns throughout Asia.

We have collaborated with Ernest and his team to conduct training programs on topics such as foreign labor management, energy efficiency, personal finance and employee health and wellness.

The HER (Health Enables Returns) project is a signature program in our Huangpu plant. It was launched through a partnership with HP and the nonprofit BSR. The HERproject is providing thousands of our female employees with women's health training and services (see Employees, page 34).

When asked about factors that foster successful collaboration between Jabil and HP, Ernest says, "Collaboration has been an effective way to promote social and environmental responsibility in our supply chain. Each organization provides expertise and approaches concerns differently. Jabil has been open to innovative ideas and has participated in the social and environmental responsibility programs offered by HP. By working with us to implement our supply chain initiatives, Jabil can improve its own operations."

" Jabil has been open to innovative ideas and has participated in the social and environmental responsibility programs offered by HP. By working with us to implement our supply chain initiatives, Jabil can improve its own operations. "

ERNEST WONG
PROJECT MANAGER FOR ASIA PACIFIC SUPPLY CHAIN SOCIAL AND ENVIRONMENTAL RESPONSIBILITY, HEWLETT-PACKARD

OUR BOARD OF DIRECTORS

Jabil is governed by our Board of Directors, which holds our executives and management accountable for both shareholder returns and responsible operations. Seven of our Board's nine members are independent under the applicable New York Stock Exchange listing requirements. The Board has three standing committees: Audit, Compensation, and Nominating and Corporate Governance, which oversee certain of the company's corporate governance matters and are composed of independent directors. For more information, see our 2013 Proxy Statement.

RISK MANAGEMENT

Jabil faces a variety of risks, including various operational, financial and other risks, which we seek to anticipate and manage as prudently as possible. The Board of Directors oversees risk management directly. The standing Audit, Compensation, and Nominating and Corporate Governance committees conduct risk analysis relevant to their particular areas and report back to the Board periodically.

Jabil's management team is responsible for implementing the risk management strategy and developing policies, controls, processes and procedures to identify and manage risks. For more information on risk management, see our 2013 Proxy Statement. For business risks considered material to our investors, see the "Risk Factors" section of our 2013 Annual Report.

JABIL

OUR EMPLOYEES
AIM HIGHER

COMPLIANCE

Jabil is committed to complying with applicable laws and regulations in the geographic regions where we operate. Divisional leadership and their respective operational teams, including plant managers, have primary responsibility to ensure compliance and that customer-specific requirements are met. They are supported by key corporate and regional-level teams across Jabil's social and environmental responsibility, human resources and legal departments. Corporate social and environmental responsibility and plant-level environment, health and safety teams work with plant managers to achieve compliance with social, environmental and safety laws and regulations. In addition, corporate, regional and plant-level human resources teams oversee our factories' compliance with all labor and human resources-related laws and regulations. Jabil's Global Compliance department provides support, guidance and subject matter expertise to help our business comply with ethical and compliance obligations.

Our Risk and Assurance Department assesses our facilities and operations to identify and mitigate business risks related to bribery and corruption. Third-party auditors audited our internal control over financial reporting and concluded that we maintained effective internal control over financial reporting as of August 31, 2013.

Jabil is guided by the Electronic Industry Citizenship Coalition (EICC) Code of Conduct, which specifies standards related to the environment, ethics, health and safety, labor, and management systems. (For more information, see page 12).

We are challenged by navigating requirements in the 31 countries in which we operate. One area of particular focus for us has been management of overtime work for our sites in China. While we remain confident in our ability to manage operations according to national and local regulations, an area of opportunity for us is to consistently apply these requirements when faced with customer rush orders and high production demands. For more information about our efforts to manage working hours, see page 20.

BUSINESS CONDUCT AND ETHICS

To reinforce our values and ethical culture, we have formalized our expectations regarding business integrity and ethics in the Jabil Code. The Jabil Code is intended to help us understand how to make proper and ethical day-to-day business decisions.

In addition to the Jabil Code, our leadership commits to the Jabil Code of Ethics for the Principal Executive Officer and Senior Financial Officers. This code covers financial disclosure and our reporting obligations to the U.S. Securities and Exchange Commission and our other public communications.

Jabil provides training on the requirements of the Jabil Code—and related ethics and compliance topics—to all recently hired staff and annual refresher courses to existing employees. This training is provided both online and in a classroom setting. Employees can also obtain guidance on appropriate business conduct through our intranet, our public website and in printed materials available in their local languages. We take compliance with the Jabil Code seriously, and we take prompt action to address concerns raised. This includes conducting reviews and internal investigations where warranted and implementing remedial measures to address potential violations and internal control weaknesses.

Our Jabil Rules of the Road complement the Jabil Code, providing guidance to employees on our culture, norms and expectations. Introduced to all employees during new hire orientation, the Rules of the Road include the Jabil Cultural Creed, which explains how we seek to minimize bureaucracy and empower employees to make the best decisions for our business.

THE JABIL CODE
Jabil's guiding principles serve as our compass—directing our daily actions.

⏵ WATCH VIDEO

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REPORTING ETHICAL CONCERNS

Jabil seeks to promote a culture of openness across all businesses and regions. We have an open-door policy that encourages employees to approach management to discuss any concerns about possible violations of company policies and legal obligations. We recognize that some employees may be reluctant to discuss their concerns and may wish to report them anonymously. To cover such circumstances, we offer an anonymous integrity hotline, available to callers 24 hours a day in 31 countries via a website or local phone number. Calls are taken by a third-party provider, with translators available for all local languages.

All reports received through the hotline are sent to Jabil's Global Compliance Department, reviewed and, where appropriate, referred internally to local and regional teams for review or formal investigation. External resources may also be engaged to conduct a review or investigation, if appropriate.

We have an open-door policy that encourages employees to approach management to discuss any concerns about possible violations of company policies and legal obligations.

PUBLIC POLICY

Jabil supports certain public policies in areas that are relevant to our business. We participate in industry groups and consortia that seek to influence public policy on behalf of their members, such as the Information Technology Industry Council. Jabil exchanges data and practical advice with these organizations.
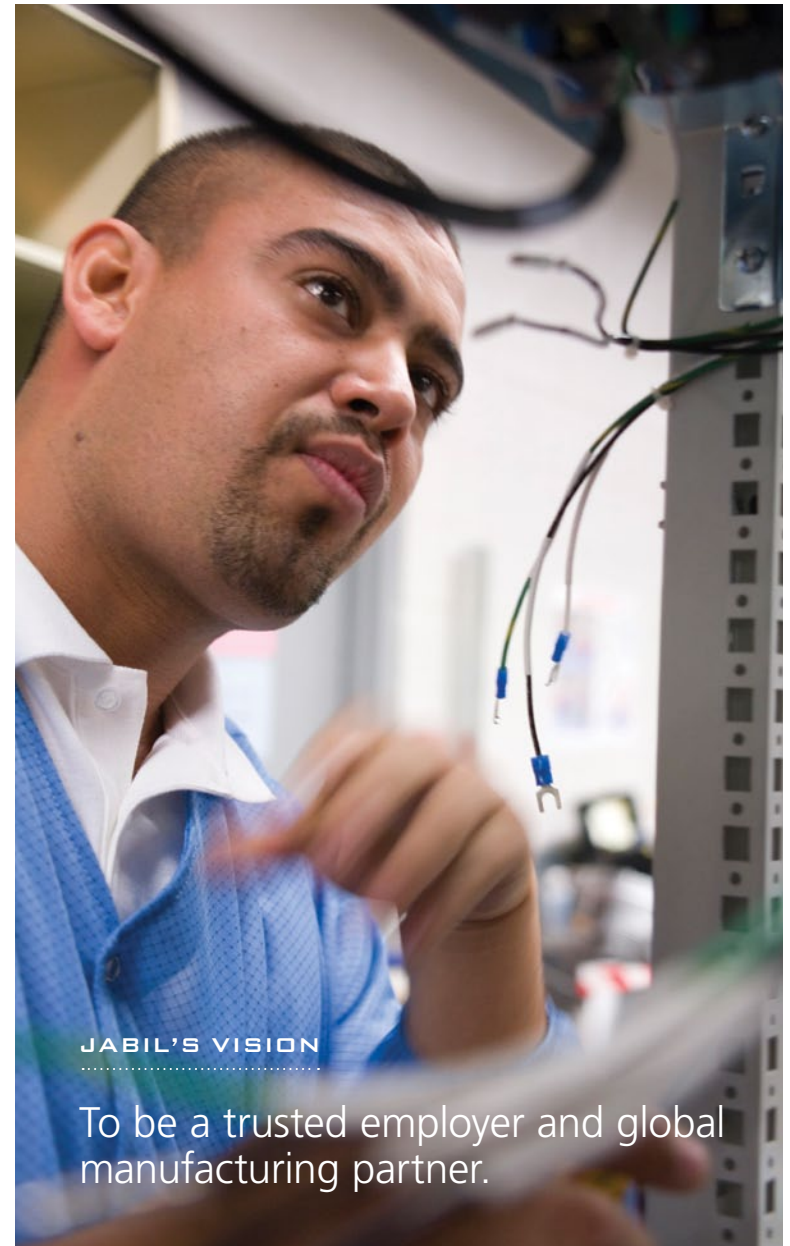
Social and Environmental Responsibility

As a manufacturing company with global operations, we focus on significant social and environmental issues, including climate change, energy costs and labor issues. Continual improvement is part of our culture, and we hope that by being transparent about our successes, challenges and performance, we share best practices and learn from others.

SOCIAL AND ENVIRONMENTAL STRATEGY

Our approach to social and environmental responsibility mirrors our overall corporate vision: to be a trusted employer and global manufacturing partner. Our social and environmental responsibility strategy is built on delivering positive value for our stakeholders and our business.

THREE PILLARS SUPPORT THIS STRATEGY:

1   **Employees.** We value employees, treat them fairly and with respect, and provide safe and dignified working environments as well as opportunities for personal and professional growth (see Employees).

2   **Environment.** We endeavor to be proactive stewards of the earth, continually working to find new and better solutions that will reduce the environmental impact of our operations, such as reducing carbon emissions and energy consumption (see Environment).

3   **Communities.** We fully endorse and support employee-led efforts to enhance local communities and support charitable organizations. While our employees' interests have historically dictated our community efforts, we intend to develop a defined global strategy during Fiscal 2014 and 2015 (see Community).

JABIL'S VISION

To be a trusted employer and global manufacturing partner.

SOCIAL AND ENVIRONMENTAL RESPONSIBILITY RISK MANAGEMENT

Social and environmental responsibility is embedded throughout Jabil's business management systems. Jabil's social and environmental responsibility team, first established in 2008, is led by a vice president of social and environmental responsibility, who reports directly to the chief operating officer. Our vice president, social and environmental responsibility is responsible for upholding Jabil's values and policies at an operational level and conducting due diligence for social and environmental responsibility issues across all our operations.

Senior functional experts support the vice president, social and environmental responsibility, and manage teams responsible for risk management and program implementation related to environment, health and safety, systems engineering, social responsibility and facilities management. See Figure 1 for an organizational chart of our social and environmental responsibility team.

These teams are responsible for managing the many social and environmental risks inherent in our industry (see Table 2). For more information on some of these and other risks, see our 2013 Form 10-K.
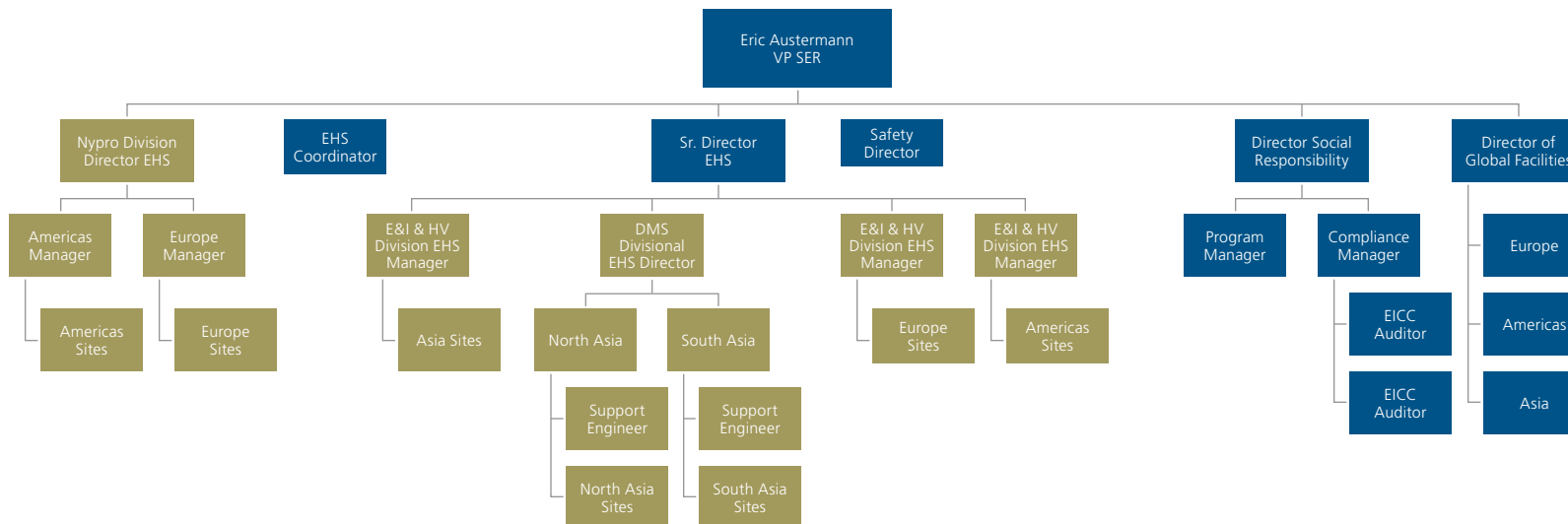
TABLE 2: Key Social and Environmental Responsibility Challenges

Category	Challenges
Environment	• Climate change • Energy costs • Banned and restricted substances • Water management
Social	• Lack of government oversight and intervention on human rights issues • Water scarcity • Political instability • Vulnerable labor groups • Contagious disease outbreaks • Compliance with labor regulations • Inadequate or lack of government standards for safety

We manage and mitigate environmental risks by systematically applying our global environmental management system (see Environment, page 49) and by adhering to our long-standing commitment to environmental stewardship. Social risks are managed by requiring compliance to the Jabil Code, Jabil Rules of the Road, and the EICC Code of Conduct.

Many of our customers and nonprofit partners also pay close attention to social and environmental risk management. In Fiscal 2013, most Jabil customers required disclosure of information on our social and environmental risks or the steps we take to mitigate them in their requests for proposal or contracts.

FIGURE 1   JABIL SOCIAL AND ENVIRONMENTAL RESPONSIBILITY ORGANIZATIONAL CHART

SUPPORTING INDUSTRY STANDARDS

The manufacturing services industry is under particular scrutiny for social and environmental performance. To play our part in improving conditions in the sector, we adhere to several industry standards.

The most recognized of these is the EICC Code of Conduct. As a provider of electronic manufacturing services, we are part of the supply chain for consumer-facing electronics companies, and these customers expect us to uphold this widely recognized industry standard. Jabil is a founding member of the EICC. Our vice president, social and environmental responsibility, has served on the EICC Board of Directors since 2008, helping to shape the coalition's approach. We also led a working group to develop the first EICC membership compliance requirements, which are now evolving into new transparency and accountability structures for our industry. In addition, Jabil is engaged in specific EICC initiatives including the Health and Welfare Taskforce. It seeks to better understand the factors that affect employee welfare and dissatisfaction in the sector, which may result in high turnover, and to develop initiatives to address these concerns.

In addition to the EICC code, Jabil embraces the following social and environmental standards:

IPC: IPC is the industry association for printed circuit board and electronics manufacturing service companies, their customers and suppliers. Jabil is a member and is engaged in working groups that develop industry standards, such as the IPC 1752 standard for material composition declaration.

ISO 14001: This leading site-based standard sets out criteria for certification of environmental management systems. At the end of Fiscal 2013, more than 90 percent of Jabil and Nypro facilities were certified to ISO 14001. For more information, see page 49.

OSHAS 18001: At the end of Fiscal 2013, 30 percent of Jabil facilities were certified to this standard for occupational health and safety management systems.

For more information about how we manage responsible social conduct in our own supply chain, see Supply chain, page 40.

"The EICC began 10 years ago, when a small group of progressive electronics companies came together to address social and environmental responsibility issues in their supply chains. Jabil has been part of that effort from the beginning. The long-term commitment of Jabil to building the EICC and supporting our shared mission is vital to achieving our vision of a global electronics industry supply chain that consistently operates with social, environmental and economic responsibility."

ROB LEDERER
EXECUTIVE DIRECTOR, ELECTRONIC INDUSTRY CITIZENSHIP COALITION

FACTORY AUDITS

Jabil conducts internal and external independent factory audits every year to ensure compliance with all our codes and policies. The auditors follow the EICC audit protocol to verify that we are meeting company commitments and to identify social and environmental responsibility risks or development needs. Issues that audits identify are promptly responded to at the site, regional, or corporate level. The social and environmental responsibility team and relevant functional deparments are ultimately responsible for resolving audit-related issues and for developing and executing capability-building programs to prevent recurrence.

Jabil's annual social and environmental responsibility audit plan typically conducts around 150 audits each year, with every site receiving at least one visit. The rigorous program combines four tiers of checks: customer audits, EICC audits, Jabil social and environmental responsibility audits, and risk and assurance audits conducted by our internal Risk and Assurance Services team. In Fiscal 2013, our internal team and third-party contractors conducted 75 social and environmental responsibility audits in 10 countries, 47 of which were in China. Auditors monitor Jabil factories' compliance with the EICC Code of Conduct, ISO 14001 certification, OSHAS 18001 certification, legal compliance and Sarbanes Oxley compliance, among other standards. Independent third-party organizations conduct around 50 percent of our annual site audits.

Jabil exceeded the average country scores across our industry on EICC audits by:

21% in China   **41**% in Mexico   **80**% in Singapore

We select sites using a risk-based approach that prioritizes facilities based on 10 criteria:

1. Site self-assessment results
2. Previous audit performance
3. Location
4. Strategic customer presence
5. Historical incidents
6. High-risk processes
7. Management experience
8. Product demand volatility
9. Country legal framework and enforcement
10. EICC compliance

We issue audit findings to the site operations manager, who then works with social and environmental responsibility and other functional teams to act on any violations found. Priority findings result in immediate action that must be corrected the same day. Major, minor and noncompliance risk findings must be corrected within 90, 180 and 270 days, respectively. When violations fail to be corrected at the local level or specific issues, such as excessive working hours, are discovered across many sites, the findings are escalated to regional senior operations teams who are overseen by corporate operations. In cases where violations continue to persist, Jabil's executive team makes a final decision on how to resolve the issue.

On EICC audits from Fiscal 2010 to 2013, Jabil exceeded the average country scores across our industry by 20–80 percent, depending on the location. For example, our facilities exceeded average sector scores in Singapore by 80 percent, in Mexico by 41 percent and in China by 21 percent.

CHALLENGES

Even though we exceed average EICC audit scores in the countries where we operate, we strive for continual improvement. As our company expands into more countries, we view our employee training and on-boarding processes as the first step toward strengthening our shared culture and values globally as part of our existing processes.

Another challenge is finding the right balance between empowered customer service and standards that incorporate a higher degree of diligence and oversight. We empower managers to meet customers' diverse and ever-changing needs, but occasionally this creates challenges in our factories. (See our response to the China Labor Watch report on a Jabil factory on page 21.) We are working to revise guidelines so that plant managers can make the right decisions about how to satisfy customer demands without compromising diligence toward our standards, which often exceed local norms.

Overcoming these challenges requires patience, consensus and capability building. Jabil will be investing resources in this area as we seek to educate our employees about social and environmental responsibility's critical role in our business success and to identify common, effective approaches to ensuring consistent application of our standards and expectations worldwide. A new Social and Environmental Responsibility Executive Committee, to be formalized in Fiscal 2015, will oversee these efforts, bringing together divisional chief executive officers and legal, human resources and compliance representatives. The Social and Environmental Responsibility department will lead the committee and report on progress to the chief operating officer.

Human and Labor Rights

Jabil believes that treating people with dignity and respect forms the basis for our approach to human and labor rights. We are always looking for ways to improve working conditions for our employees around the world and to overcome the challenges facing the manufacturing services industry in these areas.

HUMAN RIGHTS

Our corporate policies on human rights are outlined in our ethical codes of conduct, including the Jabil Code and the EICC Code. The essence of our policy is to value employees, treat them fairly and with respect, provide safe working environments and afford them opportunities for personal and professional growth.

We also are guided by the United Nations Guiding Principles on Business and Human Rights. In FY13, we conducted a gap analysis between these and our own policies and principles. It found areas for improvement, and we are revising our policies to close these gaps and ensure alignment with the United Nations standard.

All newly hired Jabil employees learn our approach to human rights issues as part of their on-boarding training on the Jabil Code and the EICC Code of Conduct. For company leaders and all managers, these messages are reinforced through mandatory Leadership Principles training.

Preventing forced and child labor

Preventing forced and child labor in our own operations and in our supply chain is very important to Jabil and to our customers.

We fully support the California Transparency in Supply Chains Act of 2010, which requires transparency about efforts to eradicate slavery and human trafficking in supply chains. To improve the transparency and accountability of our own operations, we have policies in place prohibiting the use of forced labor, we perform internal and third-party audits, and conduct worker engagement surveys.

CASE STUDY

Preventing Forced Labor in Malaysia

The thriving electronics manufacturing industry in Malaysia has attracted millions of people from throughout Asia seeking employment. Labor agents recruit and place many of these migrant workers in factories, requiring fees that workers often do not understand prior to their employment. Unable to pay these fees, many workers find themselves in a forced labor situation—indebted to labor agents and facing deportation.

Jabil has four factory campuses that employ approximately 6,000 people in Malaysia. In September 2012, we instituted a policy to absorb the recruitment costs for foreign workers in Penang, which eliminated more than $300,000 in payroll deductions and debt agreements with labor agents in its first year. We also took responsibility for all outstanding recruitment fees among our existing foreign workers, including those for repayment of loans in excess of the government's set maximum recruitment fee. We monitor this initiative through random payslip audits conducted monthly. In addition, we offer assimilation programs for foreign workers in Malaysia to help them transition to life and work in a new country.

Jabil enforces a strict minimum employment age of 18, which we confirm through background checks and identification verification.

In certain high-risk countries, such as Malaysia (see case study above), we take additional measures to prevent forced labor.

To ensure that our supply chain is also accountable, we include provisions about preventing forced labor in procurement contracts and conduct site audits of our suppliers. For more information about our Slavery and Trafficking policies, see Supply Chain, page 45.

MANAGING WORKING HOURS AND OVERTIME

Management of working hours is one of the most difficult challenges facing the electronics manufacturing industry today. Through our membership of the EICC, we collaborate with our industry peers to better understand and find solutions to this challenge. Our vice president, social and environmental responsibility sits on the Working Hours Task Force, which analyzes the influences on working hours and develops tools for members to evaluate the root causes and track performance of working hours issues. Working hours at our factories are governed by the Jabil Code, Rules of the Road, and EICC Code of Conduct, and reinforced through company audits and social and environmental risk-management systems, as described above.

Our overtime policy is designed to meet the EICC Code of Conduct guidelines on overtime while allowing flexibility essential to the manufacturing process or to accommodate more stringent requirements when requested by customers. We have set internal standards for plant average overtime, and we monitor on an individual level so that we can intervene when a person's overtime hours are consistently high.

Working hours at our factories are governed by the Jabil Code, Rules of the Road, and EICC Code of Conduct, and reinforced through company audits and social and environmental risk-management systems.
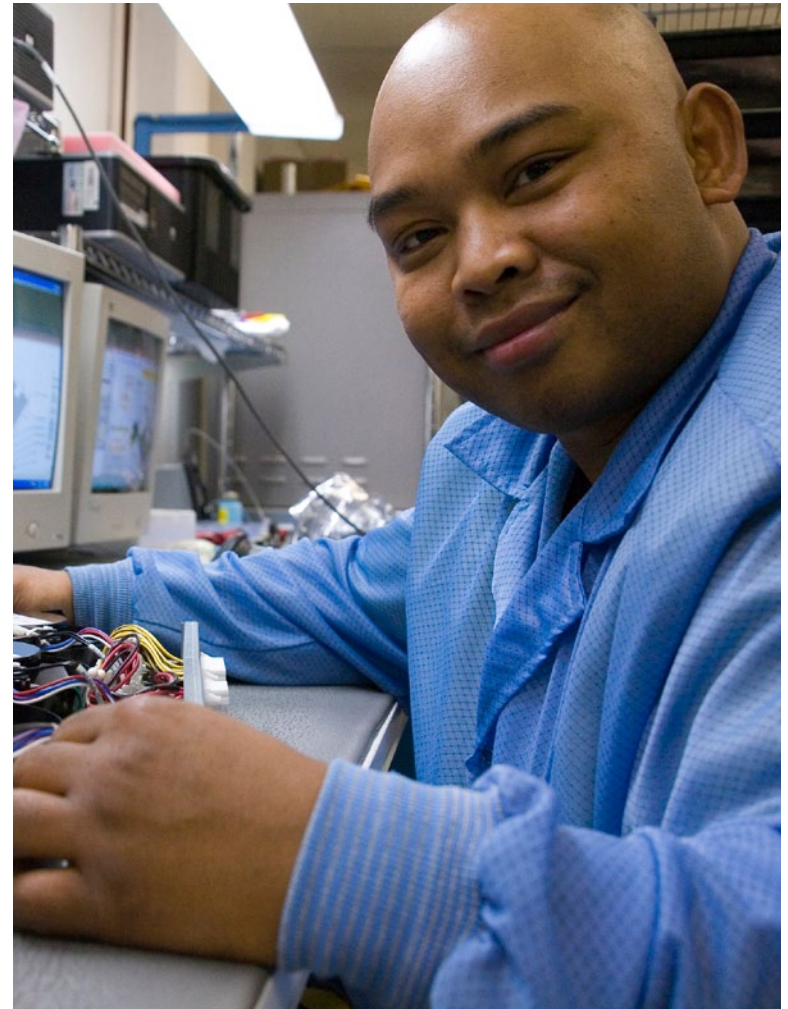
REPORTING AND RESPONDING TO LABOR VIOLATIONS

Our open-door policy for reporting ethical concerns also applies to human and labor rights. Employee training provides instructions for reporting grievances directly to supervisors, local human resources representatives, or through our anonymous hotline. This policy is reinforced through communications channels including plant-wide meetings, focus groups, suggestion and complaint boxes, HR booths in canteens, employee surveys and other channels.

Most human rights grievances can be resolved by plant managers, site-level human resources representatives and, where applicable, union representatives. Issues not resolved in a timely manner follow the same resolution mechanisms described in Reporting Ethical Concerns.

Responding to challenges

In September 2013, Jabil was the subject of a report by the nonprofit organization China Labor Watch. The report alleged labor violations at our Jabil Green Point injection molding and metal work plant in Wuxi, China, and brought public attention to industry-wide challenges we are working to address.

Jabil and our customers have audited the Wuxi plant annually, and our vice president of social and environmental responsibility had recently conducted a site visit. However, the report highlighted that challenges remain. Following its publication, we took immediate action by dispatching auditors to review the plant's labor policies and management systems. Our executive team reviewed the findings and we are addressing several of the report's claims as a priority in the following ways:

PRE-SHIFT MEETINGS: We dealt with this immediately by instructing plant managers and supervisors to no longer hold pre-shift meetings. In some cases, supervisors had asked employees to report to their shifts early to get motivated and informed for the day ahead. Jabil does not support this practice and all meetings are now held after shifts begin.

EXCESSIVE OVERTIME: Working hours exceeding our overtime policy occurred as an isolated event at this factory. The situation was due to a new product launch for a significant Jabil customer that

approved the overtime to meet its order requirements. Moving forward, we are working more closely with customers to improve planning and avoid the need for excessive overtime.

EMPLOYEE TRAINING: We are assessing the content and provision of our employee on-boarding processes and will make all needed improvements to ensure that employees have the skills and resources to complete their work safely an d in a respectful environment.

LABOR AGENCY MANAGEMENT: We are in the process of developing a new company-wide labor agency governance process that will require such agencies wishing to do business with us to meet strict requirements. (See the Malaysia case study on page 19).

The situation that arose at our Wuxi plant is a lesson from which we are determined to learn. Jabil is strongly committed to improving working conditions for our employees worldwide to ensure that we meet our commitment to providing a safe workplace where all employees are treated with dignity and respect. The challenges we face are not unique to our operations, and we will continue to work closely with industry groups such as the EICC to develop policies and codes of conduct to ensure the health and safety of workers throughout the industry. We view the China Labor Watch report as the beginning of a dialogue about labor rights in all manufacturing sectors and are open to a collaborative approach to developing solutions to these challenges.

ORGANIZED LABOR POLICIES

In all 31 countries where we operate, we believe our open-door policy and culture has created strong worker-management relations. All Jabil factories operate according to local and national regulations regarding freedom of association and collective bargaining.

The EICC Code of Conduct supports the right of all workers to choose freely whether or not to join unions. In China, all employees are part of a government union.

Regardless of whether our facilities have unions, we strive to maintain an open-door culture that supports continuing communications between workers and management. Where there are cultural barriers to this approach, such as in China, we use programs such as Tea Talks to gain feedback and discuss labor issues (see Employees, page 25).

CONFLICT MINERALS

Many of the electronics products we manufacture include rare metals and minerals such as tungsten, tin, tantalum and gold (known collectively as 3TG). Mining of these metals has been linked to financial support for the civil war and violence in the Democratic Republic of Congo. Jabil does not directly source these minerals, but we set rigorous ethical sourcing expectations for our relevant suppliers. For more information, see Supply Chain, page 43.
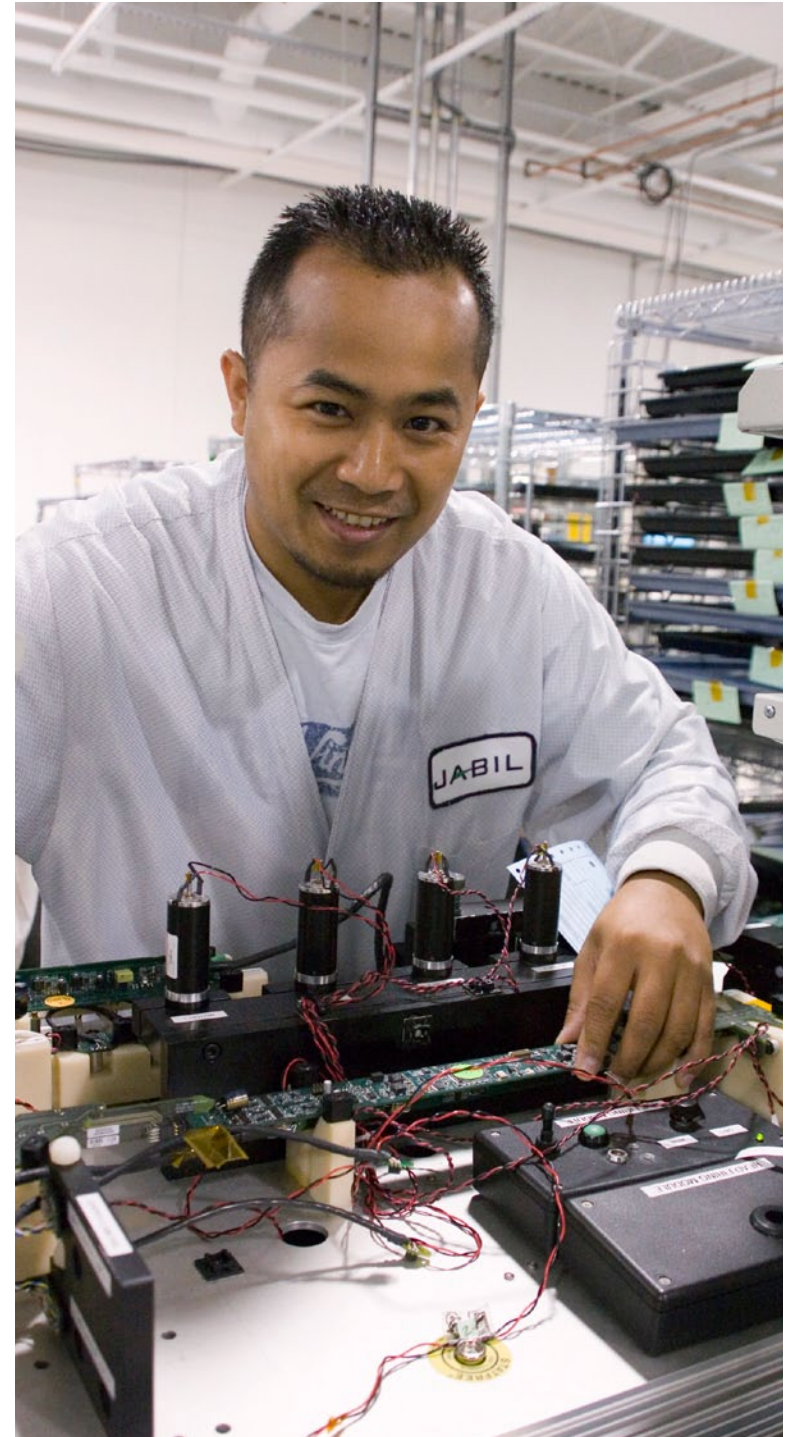
Jabil's employees drive our collective success.
We work to treat them fairly and respectfully, to provide
all employees with safe working environments and to
offer opportunities for professional growth.

**AWARDS AND
RECOGNITION**

Listed on *Fortune* magazine's
**World's Most Admired
Companies** in 2012 and 2013

Ranked among **Expansion
Group's Super Companies
in Mexico** listing for best practices
in human resources, organizational
culture and work environment

Recognized by Chinese state
governments, including Guangzhou,
for **best-in-class factory
dormitories**

Overview

Our hardworking and creative employees have made Jabil one of the world's
leading global manufacturing partners. We employ a diverse, highly skilled
workforce across 31 countries. We empower our employees to make daily
decisions that inspire innovation and operational excellence and expect them
to act with integrity and treat each other, our customers and our partners
with respect. In return, we invest in employee development and strive to
provide a supportive work environment free from safety and health hazards,
intimidation and harassment.

OUR GLOBAL WORKFORCE

Jabil's skilled employees provide design, production and product-management services
to companies in many industries. They work in laboratories, factories and offices across
Asia, Europe, North America and South America.

More than two-thirds of our 177,000 employees work in Jabil's factories in Asia, and
many of them live in on-site housing. Around 82 percent of our employees are direct labor
(contributing directly to the manufacture of our products) and 18 percent are indirect
labor (management and support).

JABIL'S WORKFORCE BY LABOR CATEGORY AND REGION				
	AMERICAS	ASIA	EUROPE	GLOBAL
Direct Labor	69.5%	86.6%	68.7%	82.1%
Indirect Labor	30.5%	13.4%	31.3%	17.9%
Total by Region	**17.8%**	**73.7%**	**8.4%**	

Total by region adds to 99.9 percent due to rounding.

CREATING A POSITIVE WORK ENVIRONMENT

We believe engaged employees are more productive and will stay with us longer. That's why Jabil aims to provide positive working and living environments, including a respectful and fair workplace, social and recreational opportunities and, where applicable, clean and safe housing. Many of our production sites feature exercise facilities and parks, sporting and social events, cultural groups and community service activities. In addition, some locations with worker housing offer on-site preventative and immediate medical care as well as psychological support for young employees working away from home.

Our Employee Engagement and Experience philosophy is a holistic approach to meeting employee needs. This framework seeks to improve the experience of direct and indirect labor through continuous engagement. Global and regional Human Resources teams work to achieve our Employee Engagement and Experience vision.

Beyond the basic needs of employees, such as safety and respect, we focus on more aspirational elements of the employee experience, such as learning and development and community involvement. These efforts aim to boost employee satisfaction and increase retention. We also aim to build long-term loyalty. These initiatives, most of which focus on indirect employees, include compensation and career development efforts that help ensure that our employees build careers at Jabil.

Frequent, open and honest communications between management and members of the workforce helps to maintain a positive working atmosphere. We have invested heavily in employee communication and support initiatives, and we pride ourselves on our efforts in this area. These include soliciting employee feedback through frequent, informal meetings, an open-door policy that encourages all employees to speak up, and access to a global 24-hour hotline to report concerns.

Jabil aims to provide positive working and living environments, including a respectful and fair workplace, social and recreational opportunities, and where applicable, clean and safe housing.
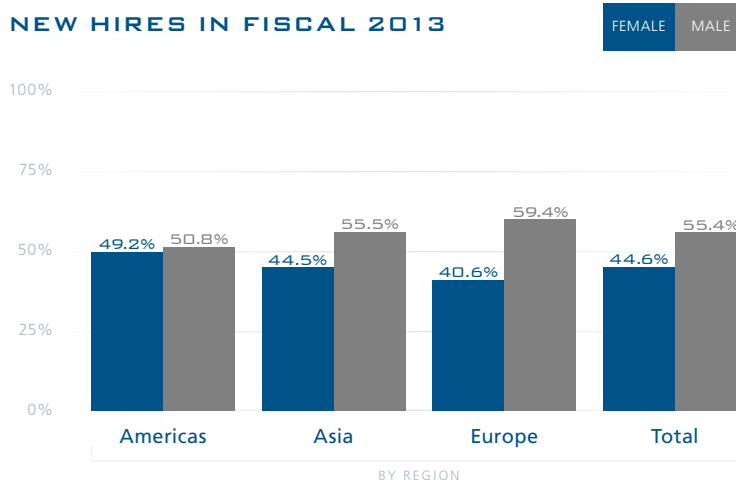
WORKFORCE POLICIES AND MANAGEMENT

Jabil has made a public commitment to strive to comply with the Code of Conduct established by the Electronics Industry Citizenship Coalition, which aims to improve conditions in the industry's supply chain. Our internal codes of conduct—the Jabil Code and our Rules of the Road—guide our company culture and day-to-day business activities, and we expect all employees to follow these guidelines. For more information, see Governance and Ethics.

In line with our approach of enabling site autonomy, some Jabil facilities have undertaken individual efforts to further improve work-force management and relations. For example, in 2013 our factory in Shenzhen, China, joined the Dutch Sustainable Trade Initiative, which works with electronics manufacturers to foster constructive workplace dialogue and enhance working conditions.

Employee turnover

High turnover is a challenge across our industry, particularly in Asia, where annual turnover rates for direct labor employees can regularly exceed 100 percent. Jabil is working to reduce our turnover rate by investing in employee-retention programs and activities to help us meet the changing needs of our workforce as part of the Employee Engagement and Experience strategy. Our large production and residential site in Huangpu, China, has led the way in successfully applying this approach (see case study on the right).

NEW HIRES IN FISCAL 2013

FEMALE   MALE

	Americas	Asia	Europe	Total
Female	49.2%	44.5%	40.6%	44.6%
Male	50.8%	55.5%	59.4%	55.4%

BY REGION

Celebrating the New Year at Jabil Huangpu

Many employees at our facility in Huangpu, China, live and work apart from their families. The Chinese New Year is a time of exceptionally high turnover for Jabil and many other companies, as many workers leave and return to their distant home-towns rather than miss their families over the holiday. To make the holiday season more welcoming and to encourage more employees to stay on-site, the site management has organized a series of New Year festivities. Employees made special video recordings to be sent home, and videos of their families were played at parties held on-site. In addition, Jabil brought the families of some employees to Huangpu to celebrate, providing financial and logistical assistance and treating them to parties and guided tours.

Our efforts have paid off. Nearly 7,000 employees attended Jabil's inaugural New Year celebration in 2012, and more than 8,000 in 2013.

COMPENSATION AND BENEFITS

We recognize the important role employees play in Jabil's success, and we design our compensation and benefit packages to attract and retain a talented and loyal workforce.

Our worldwide locations and diverse employee base guide our compensation and benefit packages. In each country, we endeavor to offer employees compensation and benefits reflective of local customs, practices and laws, and competitive for the local market. Depending on the country, Jabil compensation and benefit packages may consist of a base salary, company-sponsored incentive plans, health and wellness benefits, paid holidays and vacations, retirement plans and other financial assistance such as tuition reimbursement.

EMPLOYEE RECOGNITION

Jabil depends on a foundation of great people and this is the underlying philosophy of our business. We believe that every employee, whatever his or her job, can and should make a difference to our company. To foster a self-starting, can-do culture, we recognize and reward employees through two popular global programs.

WATCH VIDEO

Respect. Recognize. Reward.

Jabil's quarterly global employee recognition program—Respect. Recognize. Reward.—highlights employees from all locations, departments and levels for superior performance and commitment in helping others. This program empowers employees, builds loyalty and commitment, and reinforces to employees that their actions can positively influence our business. As a global program, it builds on existing local recognition programs by having sites select candidates from a pool of locally recognized employees for global recognition each quarter.

In addition to receiving a cash reward, globally recognized employees are announced on Jabil's intranet site and receive a personal email in their local language from senior management. Since the program launched in 2010, more than 2,600 employees have been recognized for their contributions, actions and performance.

Recognizing Success at Jabil

Many Jabil employees put in extraordinary time and effort to deliver on our promise to customers of continual improvement, innovation and quality service. One such employee is **Michael Menezes**, a Maintenance, Repair and Operations Buyer in Brazil. In 2013, Michael was recognized in our Respect. Recognize. Reward. program for excelling in his work, producing cost reductions and going above and beyond to assist Jabil employees outside of his unit.

" Jabil's culture makes employees very comfortable giving ideas and suggesting changes and improvements. It was very rewarding to be recognized for my work and it motivated me to keep working hard to exceed standards. "

MICHAEL MENEZES
MAINTENANCE, REPAIR AND OPERATIONS BUYER
JABIL, BRAZIL

Focus On Employees

Respect. Recognize. Reward.

▶ WATCH VIDEO

Deliver Best Practices

Jabil's annual Deliver Best Practices competition recognizes, supports and promotes our employees' innovative process advancements. Each year, hundreds of teams from around the world submit projects in four categories: customer satisfaction, human development, operational excellence, and social and environmental responsibility. In 2013, employees submitted nearly 900 entries. Thirty-two teams representing 22 sites across 11 countries presented their projects at the global competition at our St. Petersburg, Florida, headquarters. The first place team winners in each category received a $10,000 prize.

The winning teams celebrate their victories in various ways: Some teams donated prize money to community groups. The team from Jabil's Venray site in the Netherlands donated their regional competition cash prize to KidzBase, a Dutch foundation supporting young children who have been placed in foster care. Two winning teams from the St. Petersburg corporate office donated their prize money as well, helping the Wounded Warrior Project, which serves wounded military veterans, and Jabil Cares. Through these employee efforts, both Jabil's business and our communities benefit.

900

Jabil employees submitted nearly 900 entries and presented their projects at the 2013 Deliver Best Practices global competition.

Deliver Best Practices

Reducing Waste in Taiwan

Inspired by cost-savings and compliance requirements, Administration Supervisor Edward Liu's team at Jabil Taiwan created a process that significantly reduced the amount of wasted tungsten on the production line by enhancing cutting accuracy. Jabil Taiwan shared this innovation with our Green Point plant in Wuxi, China, which incorporated the new process into a design navigation system to guide cutter designers step by step. Edward's team was rewarded with Jabil's 2013 Social and Environmental Responsibility Deliver Best Practices Award. He described the process that led to his discoveries as "transforming responsibility to accountability."

**2013 DELIVER
BEST PRACTICES**
Jabil announces this year's
competition winners.

WATCH VIDEO

Diversity and Nondiscrimination

We believe the wide range of nationalities, skills, abilities, experiences and backgrounds shared by our employees strengthens Jabil. We support diversity in all areas of our company, striving to foster a culture of understanding and acceptance at every site. We encourage collaboration among facilities to share diversity best practices.

We offer equal employment opportunities to qualified individuals without regard to their race, religion, color, national origin, age, gender, citizenship, marital status, disability, sexual orientation, or other factors not related to their job performance.

We encourage employees to report suspected violations of the Jabil Code, including those related to discrimination, to their manager or human resources representative or to report such incidences confidentially through the Jabil Integrity Hotline. Employees who report wrongdoing in good faith do not face retaliation. All complaints are investigated and verified violations are punished appropriately. Read more about the Jabil Integrity Hotline in .

Jabil Guangzhou Sign Language Club Wins Third Place in Competition

To celebrate the 22nd International Day of Persons with Disabilities, the Guangzhou Disabled Persons Federation and the Guangzhou Sign Language Society recently hosted the "Communication Through Shadows, Singing of the China Dream" 2013 Guangzhou Sign Language Song Contest. Twenty-seven teams entered the competition, with participants coming from every city district's Disabled Federations, government political academies, local corporations and major universities' sign language clubs. Against professional competitors, Jabil's Sign Language Club won third place for its novel and creative performance of the Chinese national anthem.

We support diversity in all areas of our company, striving to foster a culture of understanding and acceptance at every site.

RECRUITING DIVERSE EMPLOYEES

Jabil's goal is to find and select the most qualified candidates for open positions worldwide by developing and promoting our own employees and posting job postings in a variety of places. We consider any applicant who meets the qualification requirements, and ensure fair and equitable access to job postings and promotion opportunities.

To help us attract diverse applicants in the United States, we may send our openings to organizations including local employment offices, local veterans' offices, disability groups, women's organizations and associations, local colleges and universities, and local vocational and rehabilitation centers.

We strive to maintain close partnerships to boost our diversity recruitment, especially in the United States. In Florida, we attend hiring events at MacDill Air Force Base and at our local veterans' employment office and recruit through our membership in the state Diversity Career Network. To attract a diverse entry-level talent pool, we partner with educational institutions, including the University of Florida, the University of Tampa, the University of South Florida, Georgia Tech, the University of Central Florida and Penn State.

Jabil's goal is to find and select the most qualified candidates for open positions worldwide by developing and promoting our own employees and posting job postings in a variety of places.

RECRUITING PHYSICALLY CHALLENGED EMPLOYEES

In recent years, Jabil has launched a range of initiatives with a goal to hire employees with physical challenges, and to have our facilities share lessons learned with one another.

For example, when our Huangpu, China, plant wanted to update its facilities to support physically challenged employees, managers turned to our plant in Guadalajara, Mexico, and its People with Disabilities program, now is in its ninth year. Guadalajara actively hires professionals with physical, auditory and visual disabilities by providing an accommodating work environment and opportunities for career success. The program has supported 213 employees in Guadalajara through 2013. The site's managers provided handbooks to their counterparts in Huangpu on how to develop training and appropriate workstations for blind employees.

Jabil's site in Tiszaújváros, Hungary, also shared lessons learned. Since November 2010, the facility has hired 82 talented individuals who have disabilities through special recruitment fairs. Mentors helped these new employees integrate smoothly into Jabil's culture, and the factory organized sign language classes for hearing impaired employees. In the program's three years, the site's disabled workforce has grown by 90 percent and earned recognition from the Hungarian government's 2011 Corporate Social Responsibility Hungary Prize and MTD Community Advisory's 2011 Top 10 Diversity Award, 2011 Equality Prize and Acknowledgement Award, and 2013 Top 10 Diverse and Family-Friendly Organization Award.

With assistance from its colleagues in Guadalajara and Tiszaújváros, Jabil Huangpu has to date hired more than 120 physically challenged employees. Most of these individuals work on the production floor performing jobs similar to those of other employees. The site hopes to expand the hiring of physically challenged employees by 10 each quarter in the coming year.

In December 2013, we worked closely with the Hungarian Association of the Deaf and Hard of Hearing and helped organize the country's biggest job fair for disabled people. It was the first time we participated in this job fair, which is a collaboration of civil organizations and companies from across Hungary. We hope to continue our participation in this annual event.

CASE STUDY

Empowering the Visually Disabled in Guadalajara, Mexico

When Jesús Cabrera, who is blind, learned that Jabil Guadalajara had a program for hiring physically challenged people, he didn't hesitate to apply. Four years later, he is known about campus as an unofficial spokesperson for Jabil's Inclusive Company program, which has the goal of providing a discrimination-free work environment.

Jesús is one of more than 200 physically challenged employees who benefit from the site's program, which offers accessible facilities and ergonomically appropriate work spaces. The site has adapted policies and training documents to make them accessible to physically challenged employees.

Jesús has been promoted twice and is now in charge of maintaining feeders and other equipment. "Coming to Jabil was a big challenge for me. I was very excited and scared because it was the first time I would work after losing my sight," he says. "I gave my best and I can say that Jabil is full of opportunities."

2006

Every year since 2006, our Guadalajara site has received Inclusive Company recognition from the Mexican Federal Government.

Health and Safety

The health and safety of our employees is of paramount importance. We work continually to ensure that our facilities abide by global health and safety standards as well as local laws and regulations. We encourage a work environment that is free from safety and health hazards, intimidation and harassment, or any other behavior that does not support these objectives.

MANAGEMENT AND POLICIES

Jabil's Health and Safety program is designed to protect employees' health and well-being, and includes workplace safety training, rigorous risk/hazard assessments, and appropriate engineering controls or protective gear where necessary.

Jabil has dedicated Health and Safety personnel at every manufacturing site, and we conduct more than 50 health- and safety-focused facility audits a year. As of the end of Fiscal 2013, 15 of our sites, including one Nypro site, held OSHAS 18001 certification, covering around 80,000 employees.

New Global Safety Policy

To date, Jabil's global health and safety reporting and targets have focused on incident reporting and lost time injury rate targets. In Fiscal 2014, we plan to release a Global Health and Safety policy aimed at making efforts across sites more consistent, reducing injuries and supporting continual improvement. It will cover all Jabil companies and be issued alongside an Environment, Health and Safety (EHS) Leadership Standard. The latter will include environment, health and safety behavioral expectations for all employees and managers/supervisors at Jabil. Acting as an Environment, Health and Safety Rules of the Road, the standard and policy combined will provide a platform for a global safety-awareness campaign launch in calendar year 2014.

Over the next 12–24 months, the global environment, health and safety team is working to enhance Jabil's existing safety program by focusing on three key areas:

1   **Risk:** Developing and implementing a global strategy to quantify and mitigate environment, health and safety risk in all Jabil operations.

2   **Value:** Providing value to the organization by delivering meaningful performance measures, targets and a system that provides visibility, transparency and reporting.

3   **Culture:** Building on Jabil's existing environmental stewardship culture to enhance employee health and safety.

Safety Equipment

Jabil takes the evaluation and mitigation of workplace hazards very seriously. Sites perform risk assessments to identify engineering and administrative controls as well as appropriate personal protective equipment. Site-level procedures govern the use of these controls and personal protective equipment, including assessing and calibrating the right equipment for each job and implementing disciplinary measures when rules are not followed. Jabil tracks all risk-assessment findings related to engineering/administrative controls and the use of personal protective equipment, and escalates issues or concerns with appropriate management for increased visibility and accountability when required.

All Jabil employees are provided with the proper personal safety equipment, relevant training and grievance procedures, including our anonymous integrity hotline.

Combustible Dust

Jabil has invested in a continuing global assessment of all operations that generate dust to determine where there are combustible elements that could cause a hazard. The corporate environment, health and safety and facilities management teams work hand in hand to facilitate regular site assessments, and in the United States we conduct additional safety assessments against National Fire Protection Association combustible dust-control requirements. In addition, Jabil also engages third-party experts to ensure that our site staff and global environment, health and safety teams are thoroughly trained in combustible dust control.

Emergency Preparedness

We require all our sites to conduct emergency preparedness drills regularly. Our corporate environment, health and safety teams track these drills and sites' performance as part of our internal risk-rating system. In addition to requiring annual evacuation drills, a targeted effort is made during internal and external audits to ensure that all evacuation pathways and exit doors are clear and accessible in the event of an emergency. The drills and evacuation pathway audits are documented, and any deficiencies are corrected immediately.

Performance Indicators

During Fiscal 2012 and Fiscal 2013, Jabil enhanced its global injury reporting and made the internal reporting process more rigorous. The result of this effort was a lost time injury rate baseline and a global injury rate-reduction objective and target for the year. Our lost time injury rate in Fiscal 2013 was 0.21.

By the end of Fiscal 2015, we plan to expand the scope of injury reporting to include all injuries and illnesses that require medical attention beyond first aid (total recordable injuries). Targets and objectives for Fiscal 2014 and Fiscal 2015 will include a year-over-year lost time rate performance-improvement target and the establishment of a global total recordable injury rate baseline.

Although we believe it is possible to eliminate all injuries in the workplace, this goal can only be accomplished by mitigating the leading causes of all injuries in the company, not only those resulting in lost time.

FEATURE

Learning from Health and Safety Practices at Nypro

One thing we learned from our acquisition of Nypro is how it manages health and safety. In Fiscal 2014, we plan to adapt and implement Nypro's health and safety management system across our sites and divisions. The Nypro model builds off a conventional continual improvement model, and seeks to instill a sense of personal responsibility for health and safety. The Nypro system helps all employees understand their roles in managing health and safety and creates a common, aspirational vision for the company. The system provides visibility into site-level health and safety risks as well as the tools and resources to close the gap between current and aspirational performance.

Nypro's executive team developed the system through an in-depth benchmarking and review process. It has been implemented across Nypro by tapping into the competitive spirit of site operations managers. The Nypro system reduced total recordable injuries by 45 percent between 2008 and 2013.

Although Jabil's business is more diverse than Nypro, in geography, business processes, and health and safety risk factors, Jabil plans to undertake a similar review process with senior leadership. Our goal is to devise a flexible continual improvement plan based on common standards that help sites identify and understand their greatest health and safety risks and correct them aggressively with a sense of personal responsibility for the health and safety of our employees at all levels and in all places.

In addition to expanding the scope of incident reporting, the organization plans to focus on the timely dissemination of information following a recordable injury and subsequent incident investigation. To enhance our capabilities in this area, we plan to focus on robust root-cause analysis, streamlining knowledge-management systems, and enhancing cross-functional risk-assessment techniques and skills.

HEALTH AND WELLNESS PROGRAMS

We are always open to new ways to improve the well-being of employees and their families. Prevention is the cornerstone of our program, with activities varying between countries and facilities. Offerings include on-site fitness sessions, wellness education, stress-reduction activities, weight loss challenges, women's health education, and country and site-specific education programs. Our sites follow an ergonomics strategy developed by certified engineers.

In addition, many Jabil sites that include residential facilities offer employees access to on-site doctors and/or nurses and counseling.

Promoting Women's Health

In our Asian factories, many female employees come from rural areas and start working at a relatively young age without higher education. At factories such as Jabil Huangpu, relevant managers lead educational programs promoting awareness of women's and family health issues among female employees, many of whom live alone.

WATCH VIDEO

For example, since 2009, more than 10,000 female Jabil Huangpu employees have taken part in the HER (Health Enables Returns) project, a Business for Social Responsibility (BSR) program that seeks to improve women's awareness of general and reproductive health and provide access to basic health services. Launched in partnership with Hewlett-Packard, the program expands female employees' knowledge of a variety of health issues and teaches them about team building, coaching, empowerment and accountability. Thirty-four certified peer educators reinforce classroom lessons with daily, informal inter-actions during meal breaks or social gatherings outside of work.

The result of such programs is improved quality of life and a better work experience for female employees, which leads to reduced absenteeism and turnover and enhanced productivity. Ling He, training manager at Jabil Huangpu, who leads our implementation of the HERproject, says it expands women's knowledge and strengthens their leadership skills: "A tiny piece of knowledge can change a person's whole life."

Babies on Board in Guadalajara, Mexico

When female employees at Jabil's site in Guadalajara are pregnant, they can take comfort in additional support from our Baby on Board program, which focuses on the well-being of pregnant women in the workplace.

The program, which began four years ago with 70 employees, has served more than 500 women. Participants receive medical attention and opportunities to share tips and information about pregnancy.

Pregnant woman such as María de los Ángeles Pérez are given the option to wear a special armband so other employees can identify them. This measure helps to ensure that employees are careful not to perform any duties that might put expectant mothers in harm's way. "As soon as everybody knew I was pregnant, they looked after me. They make sure I don't lift heavy material or do anything that would put me or my baby at risk," says Maria.

The program also helps Dr. Lizette Gómez, who leads the program, find pregnant women easily, should they need medical attention. She says, "Baby on Board is all about the safety of the mothers and their babies."

Learning and Development

Jabil is committed to the development of all our employees, and we make every effort to nurture their professional growth through learning opportunities and support services. To support our policy of promoting from within, Jabil offers specialized career-development programs for employees of all types and educational assistance to help complete specific course work or full-degree programs.

Our Human Development process is designed to identify, develop and reward high-potential employees, ensuring that future leaders within Jabil have diverse professional backgrounds and global experience. This process applies to all company managers, including the chief executive officer. It provides resources to identify leadership gaps and create development plans.

LEARNING AND DEVELOPMENT MANAGEMENT

Jabil's Learning and Development Department provides a variety of learning experiences and services through which employees can assess, develop and apply their knowledge and skills. Employees have access to job-specific training and support tools, as well as thousands of resources and programs supporting broader personal and professional development. In addition, we work with third-party learning organizations such as Lean Six Sigma to provide specialized training.

As part of our integrated talent management approach, our learning management system allows employees and managers to plan, track and manage all their educational opportunities. All training time is paid. In Fiscal 2013, Jabil direct labor employees completed an average of 80 hours of training, and indirect labor employees completed an average of 40 hours of training.

Jabil offers specialized career-development programs for employees of all types and educational assistance to help complete specific course work or full-degree programs.

The Jabil Employee Development International Institute

Established in 2011 in Guangzhou, China, the Jabil Employee Development International Institute provides early career development and training for Jabil employees in China. We launched the Institute as a platform to develop an internal talent pipeline to support Jabil's continuing growth. Each year, up to 400 employees live on campus and study full-time, developing job-specific skills along with professional capabilities such as communication, teamwork and business English skills. Recreational and team-building opportunities further enhance employees' professional and personal development.

The Institute's early career development programs for employees-in-training prepare recent college graduates to transition into productive working life with Jabil. The skills development programs at the Institute help some direct labor employees transition to indirect labor roles in Jabil. Admission to all programs by application, test and interview is competitive and based on an assessment of professional knowledge, career development interests and English-language skills.

As part of Jabil's global Learning and Development group, the Institute leverages expertise and best practices to provide highly effective learning programs designed with a strong practical purpose. Around half of each training course is conducted in a workshop, computer room, or on the job in a work cell. Institute students receive much practical knowledge not obtainable from a traditional Chinese university education.

The goal is to develop capable and motivated employees committed to continual improvement, learning and critical thinking. For its founder, TP Yuen, Jabil's senior vice president of strategic planning for Jabil Green Point, the institute is the realization of a long-held dream. "The Institute will provide opportunities for employees that they might otherwise never have been able to realize in their lifetimes," says the lifelong Star Wars fan, who refers to the institute by its acronym, JEDII.

TALENT AND PERFORMANCE MANAGEMENT

For our fast-growing company to succeed, we need a pipeline of talented and skilled managers, professionals and leaders. Our human development process is designed to identify, develop and reward high-potential employees, ensuring that future leaders within Jabil have diverse professional backgrounds and the global experience needed to meet our aggressive growth plans. Our human resources teams use tools to identify employee strengths, areas for development, motivational needs and career goals.

Our global performance management process outlines how employees and their supervisors partner to set individual goals, create personal development plans and conduct meaningful, two-way performance discussions at least yearly. These services help align company and individual goals, provide clear job expectations and ensure that employees obtain the right skills and experience they need to be successful at Jabil.

Developing Local Leadership

Jabil seeks to develop and hire managers from within and use local managers at sites when possible. We use leadership development tools to analyze and improve the skill sets of local managers. This strategy helps us develop talented leadership around the globe.

"I appreciate the learning opportunities that Jabil offers us. The program gives us a chance to demonstrate our abilities and to learn and grow."

LIU ZENGCHAO
TEST ENGINEERING TECHNICIAN I
JABIL, HUANGPU

CASE STUDY

Making the Leap from Technician to Engineer

Liu Zengchao joined Jabil in March 2005 and worked as a test technician for more than eight years. Wishing to improve himself, he applied to the Jabil Employee Development International Institute Technician to Engineer program in 2013. After passing the test of English and professional knowledge, Liu was selected for a six-month training program designed to turn him into a professional engineer.

Within six months, Liu received 12 modules of engineering training along with the soft skills training related to communication and management necessary to make the career jump from technician. "I appreciate the learning opportunities that Jabil offers us," says Liu. "The program gives us a chance to demonstrate our abilities and to learn and grow."

Sound supplier management is at the heart of Jabil's business. We promote responsible practices within our extensive network of global suppliers and deliver value to our customers by helping manage their global supply chains.
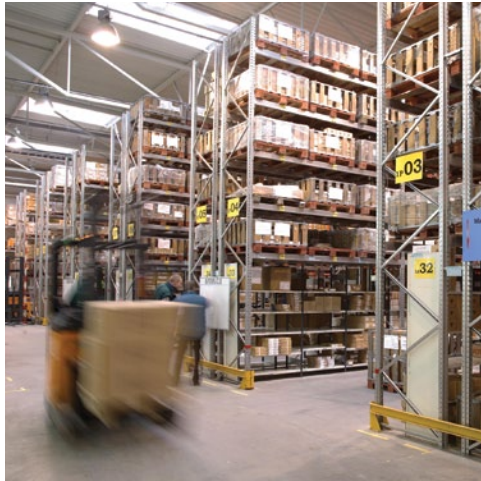
Our services allow customers to reduce manufacturing costs, improve supply chain management, reduce inventory obsolescence, lower transportation costs and reduce product fulfillment time.

Overview

Jabil has a unique and growing role in supply chain management. For many of our customers, we are both a key supplier of their products and a provider of supply chain management services. Our services allow customers to reduce manufacturing costs, improve supply chain management, reduce inventory obsolescence, lower transportation costs and reduce product fulfillment time. We have identified our global presence as a key to assessing our business opportunities. We also have our own complex supply chain.

One of Jabil's key differentiators is our ability to provide customers with "supply chain intelligence." Because we both operate our own global factories and manage suppliers, we have a deep knowledge of supply chain issues. Historically, we focused this expertise on providing customers with supply chain performance management and financial management services. Today, customers increasingly rely on us to provide more comprehensive supplier management services, including oversight of social and environmental responsibility issues (such as compliance with conflict mineral regulations and Electronic Industry Citizenship Coalition (EICC) standards). We communicate supply chain risks to customers and help them identify and manage lower-risk alternatives.

Within the Jabil supply chain, we work diligently to manage human rights issues and are building capacity to monitor suppliers' environmental performance. In the past year we have launched an enhanced supplier compliance program and implemented formal standards for supplier conduct.

Much of our work in supply chain responsibility oversight is in its early stages, but we see these initiatives as important to our future business and, as such, we continue to develop new programs in this area.

JABIL

Jabil's Supply Chain

The Jabil supply chain is extremely diverse, encompassing everything from raw materials suppliers to manufacturers of fully assembled technologies like wafer circuits and motors, to professional service firms. We use a classification system to help identify the suppliers most critical to our business and direct our supplier development efforts accordingly. We procure components from a broad group of suppliers. Almost all the products manufactured by Jabil require one or more components that are available from only a single source.

We consider many of our suppliers worldwide to be qualified "in-strategy," meaning that these suppliers have met critical performance requirements (see sidebar) and have contracts in place with us. We have invested in significant supplier development efforts with these companies and we hold them to especially high standards.

We classify our highest-performing suppliers as "strategic," indicating that they have excelled as an "in-strategy" supplier for at least nine months and have entered into more robust contractual agreements with us. We sometimes recommend these suppliers to customers.

In addition to our "in-strategy" and "strategic" suppliers, our supply base includes many transactional suppliers. In some cases, our customers seek for us to work with their own network of suppliers. In these cases, the customers typically set expectations and provide supplier oversight. However, many of our supplier social and environmental responsibility efforts, such as our conflict mineral oversight program, focus on all categories of suppliers.

We also work with service suppliers, such as local labor agencies and recycling companies. Because we are a vertically integrated company, operating our own component manufacturing division, we have a large quantity of suppliers in each of these categories.

JABIL SUPPLY CHAIN CATEGORIES

"STRATEGIC" SUPPLIER

QUALIFIED "IN-STRATEGY"

TRANSACTIONAL

To qualify as one of Jabil's "in-strategy" suppliers, a company must demonstrate that they have each of the following requirements in place:

✓ ISO 14001-compliant environmental system

✓ Process for determining, defining and meeting product-level regulatory requirements, and for determining and verifying product compliance

✓ Subsupplier management process including communication of requirements and measured compliance

✓ Training programs for regulatory compliance and a legal/regulatory monitoring system

✓ Corrective action and escalation process for nonconformance

✓ EICC compliance self-evaluation and a compliance audit program

✓ Ethics policy and program (working hours, anti-discrimination and right of association)

✓ Effectiveness measurement process for policies and practices, and policy training programs

✓ Safety and health policies, subjected to periodic testing

✓ All employees in scope (permanent, contract and temporary)

✓ Employee age verification and compliant wage programs

✓ Complaint review process

Suppliers must respond to questionable findings in any of these areas through corrective or preventative action, and Jabil must verify these actions before the supplier is approved for "in-strategy" status.

SUPPLY CHAIN MANAGEMENT

Historically, most of our clients managed their supply chains directly and placed orders with component manufacturers. Supply chains have grown more complex as the electronics industry has matured, and many of our customers now enlist our help to manage their supply chains. Our capabilities in this area continue to evolve, and supply chain management and supplier social and environmental responsibility oversight are a growing part of our business.

In 2005, we embedded social and environmental responsibility elements into the qualification process we use for all suppliers, using requirements based on EICC guidelines, and have made periodic updates to the scope and requirements in the years since. In 2006, we prioritized social and environmental responsibility issues in our audits and corrective action processes. Certain findings can disqualify a potential supplier from doing business with Jabil, and no supplier can be added to our "in-strategy" group unless it meets all our responsibility requirements.

As the complexity of the global supply chain and the expectations for supplier social and environmental performance increase, we must evolve our approach and processes. We are aggressively expanding our programs to manage social and environmental responsibility-related risks and compliance in our supply base. During Fiscal 2013, we formed a centralized Supply Chain Compliance team within our Supplier Quality group to manage key social and environmental issues such as compliance with the EICC Code of Conduct and responsible sourcing of raw materials. This team includes EICC-certified auditors and experts in materials compliance and commodities. We also began developing new tools, systems and analytics to glean insights from supplier data, and we will continue this work in Fiscal 2014.

Jabil's global Supplier Quality group is overseeing the continued development and implementation of our social and environmental responsibility programs. We believe our enhanced capabilities will help us provide increased value to customers and promote responsible business practices.

> "Jabil is committed to doing business with socially and environmentally responsible suppliers and subcontractors. We continue to increase investment and resources to manage "in-strategy" suppliers, providing social and environmental responsibility visibility to our customers and stakeholders."
>
> **DON HNATYSHIN**
> CHIEF PROCUREMENT OFFICER

To help monitor our efforts and ensure their effectiveness we have set the following supply chain key performance indicators:

• Number of social and environmental responsibility risk assessments completed

• Number of social and environmental responsibility audits planned/performed

• Number of suppliers that have provided a completed conflict minerals declaration

• Percentage of supply chain spend that has completed a conflict minerals declaration

We use monthly, quarterly and/or annual targets for all key performance indicators, and our Supplier Quality team provides a quarterly progress update to Jabil senior leadership. To encourage supplier engagement and assist with capacity building, this team plans to launch a quarterly newsletter focused on social and environmental activities.

SUPPLIER STANDARDS AND RISK MANAGEMENT

In October 2013, Jabil launched a new supplier standards program. This program requires suppliers to commit to the EICC Code of Conduct and complete an EICC risk assessment. The EICC Code provides operating principles related to:

- Environment
- Ethics
- Health and Safety
- Labor
- Management Systems

All our suppliers must comply with Jabil's Supplier Requirements Manual, which outlines expectations for environmental regulatory compliance, ethical conduct and other social and environmental responsibility areas. We requested associated acknowledgement forms from 1,399 suppliers in Fiscal 2013, and received 893 signed forms. We aim to verify compliance from the rest of this group in Fiscal 2014. Through these commitments, we establish a baseline of responsible practices in our supply chain.

In addition, we ask suppliers to complete self-assessment questionnaires as part of our new supplier qualification process. These assessments include questions on ethical issues such as labor practices. In Fiscal 2013, more than 300 suppliers completed assessments. Our new supplier social and environmental responsibility management tools will allow us to systematically track data from these assessments. We are asking "in-strategy" suppliers and 80 percent of total suppliers by spend to verify their compliance with the EICC-ON system, which helps gauge supplier risk and manage audits and corrective plans. By the end of Fiscal 2014, our goal is to verify compliance with this and other baseline requirements for every one of our "in-strategy" suppliers.

To assess and reduce supplier-related risks, we conduct our own risk analyses in addition to the EICC risk assessment process, focusing on three major dimensions:

1. **Business risk** based on supplier product type and company details.

2. **Operational risk** based on factory location, country corruption index, outsourcing, use of labor agencies/migrant workers and related factors.

3. **Trust risk** based on EICC membership, quality/delivery history and related factors.

We audit suppliers based on these risk analyses, placing significant emphasis on suppliers identified as high-risk in EICC risk assessments. Our goal is to audit at least 25 percent of high-risk suppliers each year, either through our own audits or EICC Validated Audit Program audits conducted by third parties. After identifying eight high-risk suppliers in 2013, we conducted audits of two of these companies and received EICC Validated Audit Program results from six. We rejected three potential suppliers from qualification based on responsibility factors.

By the end of Fiscal 2014, we hope to have integrated all "in-strategy" suppliers into our supplier standards program.

SUPPLIER AUDITS

Audits help us verify supplier compliance with our standards and policies, and provide further insight about potential risks in our supply chain. Our newly formed global team of four EICC-certified auditors conducted its first site visits in late 2013. In addition to the audits conducted by this team, we make use of audits by outside groups, often through the EICC Validated Audit Program. When a noteworthy supplier risk is identified, we typically ask for the results of the supplier's recent EICC Validated Audit Program audit, or else arrange for an audit.

We conduct supplier quality audits of "in-strategy" suppliers and others being considered for qualification (in addition to many other types of supplier audits conducted by other Jabil functions).

We conducted a reduced number of these audits in 2013 because we took time to restructure our oversight efforts, which now operate by sector rather than region. We believe this new model will better serve our overall supply chain strategy going forward.

Where audit findings are unsatisfactory we follow up with corrective action plans, and return to sites to validate that they were implemented. After closely analyzing audit findings, we designate many suppliers for targeted development efforts. In extreme cases, audit results can prompt us to remove a supplier from our supply chain. No existing suppliers were removed in 2013.

Building on our risk-driven audits, we aim to launch a targeted program of social and environmental responsibility-related supplier qualification and quality audits for "in-strategy" suppliers during Fiscal 2014. These will include factory visits. We anticipate performing 50 labor agency audits in 2014, as well as 10 social and environmental responsibility-focused component supplier audits on high-risk suppliers and others in our supplier qualification process.

SUPPLIER QUALITY AUDITS CONDUCTED
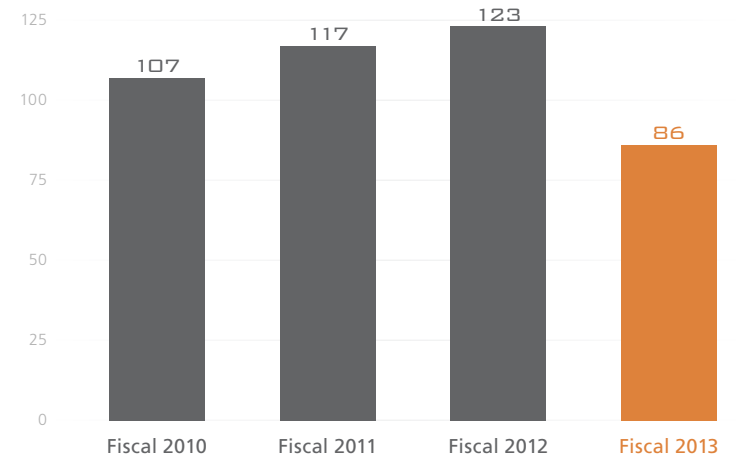
	Fiscal 2010	Fiscal 2011	Fiscal 2012	Fiscal 2013
	107	117	123	86

Audits help us verify supplier compliance with our standards and policies, and provide further insight about potential risks in our supply chain.

Supply Chain Human Rights

Our human rights oversight efforts include a robust conflict minerals initiative as well as policies on labor practices, human trafficking and other issues in the EICC Code of Conduct. Our Supplier Quality team is creating formal processes and procedures to ensure that Jabil's supply chain complies with this Code.

CONFLICT MINERALS

The trade of certain rare earth minerals—tin, tantalum, tungsten, and gold, known as "3TG"—has helped finance a violent civil conflict in the Democratic Republic of the Congo. Under the U.S. Dodd-Frank Wall Street Reform and Consumer Protection Act of 2010, we are subject to due diligence, disclosure and reporting requirements for manufacturing products that include components containing certain minerals. These regulations may result in a decrease in the supply of such minerals, an increase in their cost and/or a disruption to our supply chain. Jabil fully supports this legislation and is committed to responsibly sourcing these minerals, which are commonly used in electronics manufacturing.

Jabil does not directly source these minerals from mines, smelters or refiners, and is generally several levels removed from companies that do. We expect all suppliers to assist us in complying with regulations by declaring any components, parts and products that contain 3TG and providing information on their origins. We also embrace the EICC's due diligence and reporting processes that seek to ensure supply chain transparency by obtaining 3TG country of origin information from all suppliers directly managed or sourced by Jabil. In addition, Jabil expects our suppliers to implement controls on their own supply chains consistent with our own responsible sourcing commitment.

Suppliers that provide us with components, parts or products containing 3TG are expected to source those minerals from ethically and socially responsible sources that do not directly or indirectly contribute to conflict. The framework for our oversight program comes from the Organisation for Economic Co-operation and Development's (OECD) Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict-Affected and High-Risk Areas (see Compliance Process chart below).

JABIL'S CONFLICT MINERALS COMPLIANCE — SIX-STEP PROCESS

1

Diversified Manufacturing

We determine which materials are applicable to conflict mineral regulations and document any exclusions.

2

3TG Disclosure

We conduct an inquiry to identify which actual components contain 3TG, often using existing data.

3

Determine Country of Origin

Where 3TG is present, we require suppliers to complete an EICC Conflict Minerals Declaration to clarify the country of origin and other information. We consistently work to educate our supplier base on the requirements involved.

4

Determine Conflict Status

When 3TG originates from the Democratic Republic of the Congo or adjoining countries, we determine the applicable conflict status, using resources from the EICC Conflict Free Smelter Program.

5

U.S. Securities and Exchange Commission Reports

We prepare and file appropriate Securities and Exchange Commission reports, tracking product descriptions and conflict status.

6

Audit

We use audits to verify declaration data (Jabil conducts some supplier audits and we use third-party organizations for smelter audits, in line with the EICC Conflict-Free Smelter program). The processes above are designed with audits in mind.

Responsible Sourcing Progress

Our conflict minerals oversight program, launched in 2011, covers more than 8,000 in-scope suppliers. Our centralized Supply Chain Compliance team reviews conflict minerals declarations from our global supply base and conducts training and education initiatives with materials suppliers around the world. The team tracks our conflict minerals program's efficiency and progress. By the end of 2013, we had received 1,302 total declarations. We aim to have declarations from the rest of this group in 2014.

Starting in 2014, suppliers who do not comply with our expectations will be evaluated for future business and sourcing decisions. More information is available in our Conflict Minerals Policy, published in July 2013.

CUSTOMER ENGAGEMENT

In Fiscal 2013, we helped around 50 customer companies to better understand conflict minerals regulatory requirements by providing insights and resources. We partnered with three customers to jointly gather materials composition data from suppliers. During the year, we responded to more than 100 customer inquiries related to conflict minerals.

CASE STUDY

Customer Collaboration to Eliminate Conflict Minerals

During Fiscal 2013, Jabil began collaborating with a customer on a multipronged effort to help ensure that the customer's supply chain is free of conflict minerals. We managed the process of gathering supplier declarations from its supply base, using the EICC Conflict Mineral Declaration template. We then began performing a data quality review of the declarations, summarizing key issues and concerns. Additionally, we provided training and education to several of its suppliers. Each month, we provided a summary of significant issues and key performance indicators to track progress.

Based on the initial success of this work, the customer asked Jabil to expand the project. In Fiscal 2014, we will be performing these services for an additional set of its suppliers, covering products that Jabil does not manufacture for them. Through this work, the Jabil team is helping promote responsible business practices within our supply base and beyond.

3,000
1,000
50%

Through our conflict minerals compliance program, Jabil has contacted more than 3,000 suppliers, trained nearly 1,000 companies, and received declarations covering roughly 50 percent of our in-scope materials suppliers spend.

SLAVERY AND HUMAN TRAFFICKING POLICY

Jabil strives to ensure that our operations and supply chain are free of slavery and human trafficking. Our Slavery and Human Trafficking Policy describes our efforts to eradicate these illegal activities from our supply chain, in accordance with the California Transparency in Supply Chains Act. These include internal policies and practices based on international labor and human rights standards. We endeavor to use companies in our supply chain that allow workers to freely choose employment, associate freely, and voluntarily decide whether or not to join labor unions and worker councils.

To verify the absence of forced labor, slavery and human trafficking in our operations and supply chain we take multiple actions, including:

- Slavery and human trafficking avoidance policies
- Provisions in supplier contracts
- Awareness training
- Third-party validated audits
- On-site supplier audits.

120–130

Our supplier assessment process helps us evaluate supplier working conditions and labor practices at a high level, and we conduct roughly 120–130 of these evaluations per year.

LABOR PRACTICES

We are aware of increased scrutiny of labor practices within our industry, including but not limited to working conditions, compliance with employment and labor laws and compensation. Jabil is committed to providing a fair and safe working environment for our employees and we work to ensure that our suppliers do the same. Our social and environmental responsibility and operations groups handle most of our efforts in this area.

Our supplier assessment process helps us evaluate supplier working conditions and labor practices at a high level, and we conduct roughly 120–130 of these evaluations per year. We also communicate labor requirements to all "in-strategy" suppliers. In Fiscal 2014, we will begin expanding these requirements to the remainder of our supply base. We plan to verify compliance with our labor requirements through EICC audits.

In Fiscal 2013, we expanded our supplier social and environmental responsibility activities to include labor agencies, and began developing standards and audit protocols for them. We conducted our first three audits of labor agencies in December 2013. Identifying suppliers that use agency labor and ensuring that suppliers manage their labor agents properly is part of our expanded supply chain management and risk identification strategy, and we plan to use audits in the future to verify that supplier labor practices meet our standards.

A 2013 China Labor Watch report referred to conditions that allegedly breached labor rights standards at one of our factories. This episode reaffirmed Jabil's belief that fairness in working conditions such as pay, hours, overtime calculations and wage deductions are critical human rights issues in our own operations and those of our suppliers. We already devote significant focus to these issues and they will play a key role in our expanding supply chain management efforts. For our response to the China Labor Watch report, see Governance and Ethics.

Sustainability in Our Supply Chain

Jabil's supply chain environmental program is in its early stages, as the initial focus of our supplier social and environmental responsibility efforts has been conflict minerals and human rights. We expect supplier sustainability initiatives to become part of our standard capacity building efforts, but we have a great deal of work to do in this area.

Some of our customers have launched programs to improve environmental performance in their supply base, often targeting reductions in waste and energy consumption. Jabil sometimes works at the site level to implement these improvement programs for our customers.

TRACKING SUPPLIER ENVIRONMENTAL DATA

Jabil does not systematically track environmental performance in our supply base. In Fiscal 2013, we used the EICC's environmental data tracking tools to gather data from roughly 50 suppliers as a test case. In Fiscal 2014, we will explore the feasibility of using the EICC tools to implement a broader environmental data collection program. We face a number of challenges in this area, as the required level of data collection is cost prohibitive for many suppliers and our own supply chain management program is still building the capacity required for this type of data tracking.

In addition, we are beginning to systematically track public information about the environmental and social performance of our suppliers, through analysis of news, government records, nongovernmental organization reports and other information sources. This will help us identify problematic suppliers and target them for supplier development initiatives or removal from our supply chain.
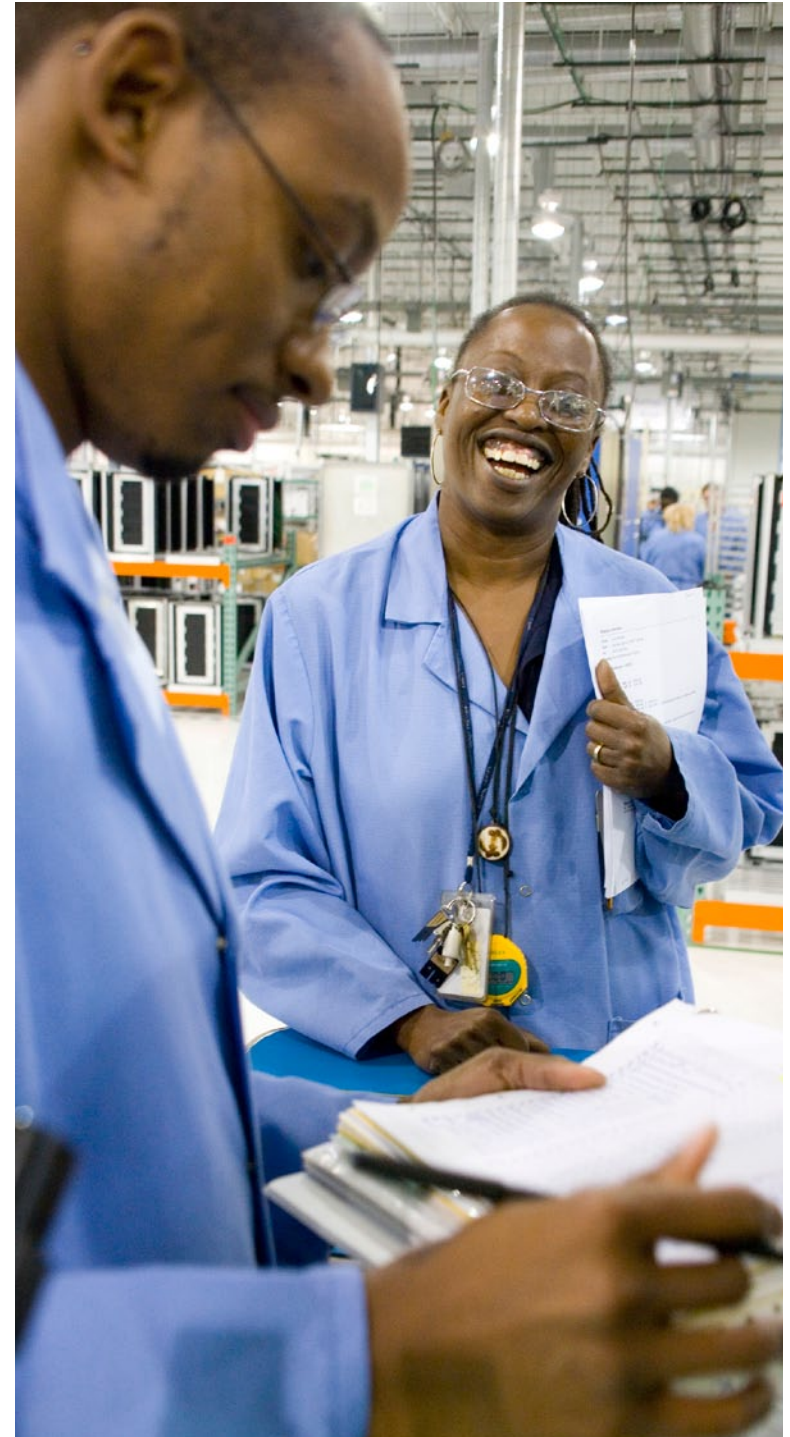
Jabil endeavors to be a proactive steward of the environment and we continually seek solutions that will reduce the impacts of our operations.
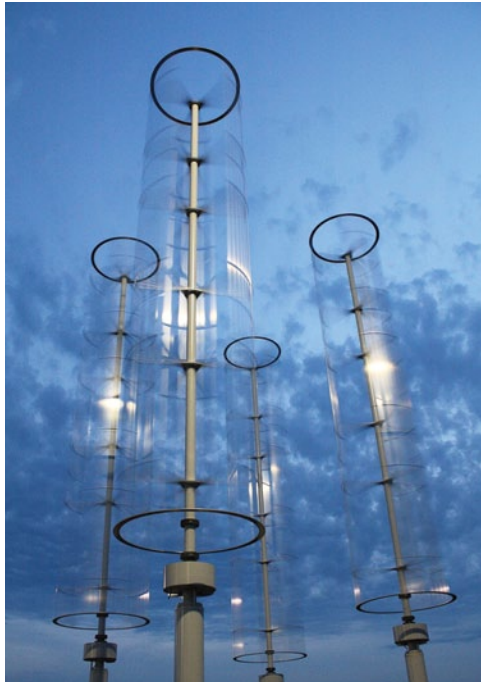
Overview

Recognizing the environmental responsibility that comes with being a leading global manufacturer, Jabil has made the protection of natural resources a priority.

We strive to conduct our business in a sustainable manner with the lowest possible environmental impact. To achieve this, we ensure strict compliance with environmental standards at all our plants, integrate sustainable technology practices into our operations and pursue green product design. Through employee education, we foster efforts aimed at reducing our environmental footprint and increasing operational efficiency.

Our strategy for minimizing operational impacts focuses on: carbon and energy, waste, chemical safety and water.

OUR FOCUS:

1 **Carbon and Energy**

2 **Waste**

3 **Chemical Safety**

4 **Water**

Do Your 2
For The Environment

Environmental Policy and Management

Jabil's Global Environmental Management System (EMS) was established in 2008 and makes use of the internationally recognized ISO 14001 standard. Our site in Livingston, Scotland, was the first to achieve ISO 14001 registration in 1999. Today, all Jabil locations have implemented an Environmental Management System, and more than 80 percent of our 60 core manufacturing sites worldwide have received multi-site ISO 14001 certification.

Jabil's ISO 14001 system is one of the largest multi-site certified systems in the manufacturing industry. The backbone of our environmental management approach, it sets global expectations for our business units and has helped us manage and reduce our global carbon dioxide emissions and energy consumption. Given the continued fluctuation of our business portfolio, our present goal is to maintain 75 percent of our core manufacturing facilities under a multi-site ISO 14001 certification.

Every Jabil site is responsible for conducting an environmental review of its operations and products at least once a year. The goal is to identify potential impacts to the environment, the health and safety of our employees and the surrounding community. Whenever a site changes its product or service offerings, we review environmental aspects that may be affected. Additionally, our regional environment, health and safety managers perform regular risk-analysis reviews at all Jabil sites.

We partner with our employees, suppliers and contractors to implement our environmental policies, procedures and practices and train employees in our environmental standards. We also provide guidance to help suppliers conform with our environmental objectives and hold them accountable for environmental performance (for more details, see Supply Chain).

80%

Today, all Jabil locations have implemented an Environmental Management System, and more than 80 percent of our 60 core manufacturing sites worldwide have received multi-site ISO14001 certification.

COMPLIANCE

Jabil strives to comply with all applicable laws and regulations in each of the countries where we operate. We monitor environmental risks to our operations at the global and site level, and we have procedures in place to minimize pollution risks.

We perform a combination of internal and external audits at all our core production sites at least once a year to ensure compliance with all pertinent environmental regulations. Either Jabil's environment, health and safety staff or outside environmental consultants conduct these audits. In addition, we seek external counsel from environmental services firms to assess and help update our site-compliance procedures.

AWARDS

Since 2009, Jabil has been the highest-ranking electronics manufacturing services provider in the Carbon Disclosure Project (CDP) annual survey. We received a supply chain score of 86 in 2012, compared with an average IT sector score of 48.

Since 2009, Jabil has been the highest-ranking electronics manufacturing services provider in the Carbon Disclosure Project annual survey.

CDP
DRIVING SUSTAINABLE ECONOMIES

Lean and Green Manufacturing

Among the many Jabil sites around the world that demonstrate environmental leadership, our manufacturing facility in Venray, the Netherlands, stands out. The site's managers have embarked on a Lean and Green transformation with Connekt, a Netherlands-based nonprofit that helps companies save costs by reducing their environmental impacts.

In 2010, Jabil Venray set an ambitious goal of reducing its carbon dioxide emissions by 35 percent by 2015. Managers focused on energy-saving measures including:

- Building a case to convince its landlord to invest money in an improved heating and cooling system.

- Using software to control energy consumption and synchronize with shifts in production.

- Replacing the facility's legacy lighting with a more environmentally friendly system.

- Optimizing warehouse occupancy, resulting in the shutdown of part of the building.

- Replacing old monitors in production with more energy efficient monitors.

- Promoting the *Do Your 2* program, which encourages employees to adopt green behaviors, and using security to ensure that lights and monitors are switched off after hours.

The results have been impressive. In 2011, Venray realized a 23 percent CO_2 emissions reduction versus 2010, and in 2012, it realized a further 26 percent reduction from 2011. After switching to water-generated electricity from Norway in 2013, the site achieved a 96 percent reduction in the carbon emissions from purchased electricity.

In addition, Jabil Venray has introduced programs to recycle 97 percent of its waste, responding to our company-wide drive to provide leaner, less-wasteful manufacturing processes. Employee awareness and commitment to environmental responsibility has been a key driver of success for these recycling initiatives.

Do Your 2
For The Environment

Energy and Emissions

Jabil is making significant investments to help reduce our energy use and carbon footprint and sets internal targets with a goal of achieving a 1 to 5 percent reduction over our baseline year, prior to setting a new baseline. We recognize that our customers demand increased attention to this issue, and we strive to be an industry leader in energy conservation and climate change-related business strategies.

We began measuring our greenhouse gas emissions in 2009, but have undergone significant changes to our business in 2012 and 2013. In 2012, we redoubled our business portfolio focus on growth in the diversified manufacturing segment, which is much more energy intensive than our more conventional operations. Additionally, in 2013 we acquired Nypro, which has significantly increased the size of our physical and GHG footprints. In light of these changes, we are resetting our emissions baseline in 2014. We will measure, set targets and track our progress against this new baseline going forward.

As a founding member of the Electronic Industry Citizenship Coalition (EICC), Jabil is using the trade association's broad membership to positively influence our sector's supply chain. Our goal is to encourage suppliers, including our own, to become more transparent about the carbon footprint of their component manufacturing and logistical services.

Jabil's corporate Social and Environmental Responsibility (SER) team oversees our carbon-reduction programs, but implementation is a local as well as a global effort. By establishing energy initiatives and related cost-saving targets at each plant we operate, we seek to make energy and emissions reduction the responsibility of every employee worldwide.

5%

Jabil sets an energy and emissions reduction goal of between 1 and 5 percent over our baseline year, normalized by revenue.

ENERGY

Jabil's approach to conserving energy is motivated by business and environmental considerations. Purchased electricity accounts for around 80 percent of our annual greenhouse gas emissions. By driving down our energy use during production, we can reduce greenhouse gas emissions and costs, gaining a competitive edge.

$88,831

In 2012, we enlisted Energenz and Turner & Townsend to audit our site in Shenzhen, China. Their report identified 24 energy- and cost-saving recommendations. By implementing many of these, the plant realized an estimated annual savings of US$88,831.

We apply our lean strategy in our facilities to identify energy efficiency opportunities and reduce energy loss problems related to switch/running gear, disconnects, and building heat loss from windows and doors. In 2013, we implemented more than 144 projects that yielded savings of over 9,000 metric tons of carbon dioxide equivalent (CO_2e). Based on projects implemented to date, we have created energy efficiency tools to help facilities managers assess and implement energy efficiency opportunities.

In addition, Jabil factories often participate in local government programs that promote and help fund alternative energy development and conservation projects. At a number of our facilities, we are taking advantage of local tax incentives to implement energy-reduction projects.

Shenzhen, China

ISO 50001:2011

In 2013, our Jabil Nypro Knittlingen, Germany, facility was ISO 50001:2011 certified. This certification is a newly developed international standard for an energy management system. ISO 50001 provides a framework for establishing energy management best practices to help Jabil improve its energy efficiency in a logical, controlled and systematic way.

JABIL

Engaging Employees in Energy Efficiency

To meet our ambitious energy goals, we need the active support and participation of our employees. Jabil's global Social and Environmental Responsibility team and regional managers (see Governance and Ethics, page 15) oversee a range of engagement activities including our popular *Do Your 2* program, which challenges every employee to make two behavioral changes to support our carbon- and energy-reduction goals. This call to action has spurred employees to find new ways to reduce energy use in both manufacturing systems and everyday operations, helping Jabil to reduce costs and emissions.

Jabil awards cash prizes to site project teams through a global competition called Deliver Best Practices, which includes a social and environmental responsibility project category. (Read more about Deliver Best Practices in Employees, page 28).

Do Your 2
For The Environment

CASE STUDY

Making Solar Panels to Help Customers Go Green

Jabil is a leading manufacturer of outsourced solar energy equipment. We design supply chain solutions that supply reliable solar products, helping customers successfully harness renewable energy. Jabil's international footprint enables access to global markets at optimal cost, and our internal clean-tech lab and material technology capabilities ensure long-term reliability and innovative manufacturing automation. This allows our solar customers to reduce costs and risk and achieve greater predictability within their green technology business.

In Fiscal 2013, we manufactured more than 850,000 photovoltaic solar panel units at our facilities in Pune, India, and Kwidzyn, Poland—representing a total power output of 215 MW. In 2014, Jabil will focus on the acquisition of emerging, strategically positioned companies with demonstrated leadership in the clean-tech sector.

CLEAN-TECH
Since 2007, Jabil has expanded its dominance in the clean-tech industry.

WATCH VIDEO

850,000

In Fiscal 2013, we manufactured more than 850,000 photovoltaic solar panel units at our facilities in Pune, India, and Kwidzyn, Poland—representing a total power output of 215 MW.

GREENHOUSE GAS EMISSIONS

The reporting and reduction of greenhouse gases is a critical driver of Jabil's global environmental management system and a priority for our executive leadership. Our social and environmental responsibility team has worked to integrate greenhouse gas emissions reporting and reduction into our overall business strategy as an efficiency driver and a point of distinction with our customers.

We use a greenhouse gas Inventory Management System to track data and aid our reporting efforts. The social and environmental responsibility team meets annually to plan the execution of our greenhouse gas tracking and determine reporting boundaries.

20,000

Our greenhouse gas-reduction projects worldwide will save an estimated 20,000 metric tons of CO_2e annually.

Reduction Programs

Eighty percent of Jabil's carbon emissions come from purchased energy used to run our facilities. We seek to reduce greenhouse gas emissions primarily through energy efficiency measures. In addition to those described above, we have undertaken energy-saving initiatives in our buildings and manufacturing processes. For example, we have painted roofs with white sealing compound to reflect solar energy and reduce heating, ventilation and air conditioning costs across multiple sites in temperate regions. To reduce heat-related energy consumption in our manufacturing processes, most of our factories have introduced auto-shutdown mechanisms for high-temperature molding equipment and solder pots.

By late 2013, we had completed and documented 105 greenhouse gas-reduction projects worldwide and begun implementing more than 1,200 others. Together, these projects will save an estimated 20,000 metric tons of CO_2e annually.

CASE STUDY

Cutting Our Greenhouse Gas Emissions in Shanghai

Liquid nitrogen is used in the manufacturing processes for testing electronic products and components and running certain types of related equipment. The liquid nitrogen process, from purchase and storage to generation for factory use, causes high energy consumption and greenhouse gas emissions.

To reduce nitrogen use, Jabil Shanghai implemented a Liquid Nitrogen Consumption Reduction program. By replacing the site's liquid nitrogen cooling chamber with a water-chiller system and installing a nitrogen gas generator system on-site, site managers were able to:

- Reduce energy consumption in cooling chambers by 71 percent.

- Eliminate the use of liquid nitrogen by 100 percent.

- Reduce factory equipment power consumption by nearly 50 percent.

- Reduce the site's carbon emissions by more than 12,500 metric tons per year.

Performance

Our progress in reducing GHG emissions is closely linked with developments in our fast-growing business and rapidly changing industry. Every three years, Jabil conducts an assessment of industry trends to determine baseline numbers for an accurate assessment of our carbon-reduction progress. This assessment is conducted through our global environmental management system and annual management reviews.

During the three-year period from 2009 through 2011, we achieved an emissions-intensity reduction of around 17 percent. Since early Fiscal 2012, our production in the energy-intensive medium-to-heavy industry sector has expanded by more than 50 percent, while our business in the pure electronics sector, which uses comparatively less energy, has contracted. This trend, propelled by rising global demand for smartphone and tablet devices, has led to increases in energy consumption and related carbon emissions across our operations.

The Greenhouse Gas Protocol

Jabil adheres to the Greenhouse Gas Protocol, the most widely accepted international greenhouse gas accounting tool, to measure and track our carbon footprint. This conformance is independently validated in accord with ISO14064.

We measure direct and indirect emissions, categorized as follows:

SCOPE 1: All direct greenhouse gas emissions.

SCOPE 2: Indirect greenhouse gas emissions from consumption of purchased electricity, heat or steam.

SCOPE 3: Other indirect emissions, such as transport-related activities in non-Jabil vehicles.

Our absolute greenhouse gas emissions in 2012 were 821,481 metric tons CO_2e. This 16 percent increase from 2011, as noted, is due to significant growth in our energy-intensive diversified manufacturing business. Our verified 2013 greenhouse gas emissions data will be available after the publication of this report and will be publicly available through our 2013 CDP submission. We expect to see increases in 2013 as well, given our acquisition of Nypro, and will begin reporting from a 2014 baseline year in the future.

17% From 2009 through 2011, we achieved an emissions-intensity reduction of around 17 percent.

ENERGY CONSUMPTION AND GREENHOUSE GAS EMISSIONS (CALENDAR YEAR DATA)

		2009	2010	2011	2012
ENERGY USE	Electricity (MWh)	676,026	840,400	877,646	995,301
	Fuel (MWh)	184,294	107,316	74,009	185,810[1]
	Steam (MWh)	0	0	0	34
	TOTAL	860,320	947,716	951,655	1,181,145
GREENHOUSE GAS EMISSIONS	Scope 1 Emissions (MT CO_2e)	22,850	23,564	27,571	22,146
	Scope 2 Emissions (MT CO_2e)	416,264	506,661	585,145	680,868
	Scope 3 Emissions (MT CO_2e)	84,499	98,502	92,766	118,467
	TOTAL	523,613	628,727	705,482	821,481
PERFORMANCE	Emissions Intensity (Kg CO_2e per $1,000 sales[2])	41.5	36.5	34.4	39.2
	Energy Intensity (kWh per $1,000 sales[2])	68.5	54.6	46.4	56.4

1. 2013 CDP submission will address required update to 2012 CDP submission for 2012 fuel.
2. Calendar year revenue, including intercompany activity.

Waste Reduction

Responsible waste management is a key part of Jabil's environmental management strategy.

Our efforts are guided by our lean approach to manufacturing, which seeks to maximize value for our customers by reducing waste of all kinds. To foster continual improvement, our Lean Six Sigma Team provides our employees with a combination of internal (online and classroom) and third-party training. Different levels of the organization undergo different certifications: Shop Floor, Bronze, Silver, Champion, or Black Belt. The Shop Floor certification is geared to all direct labor employees and provides foundational Lean Six Sigma knowledge. The Bronze certification is focused on providing general awareness of Lean Six Sigma principles, systems and tools for eliminating waste and is directed at indirect labor employees (supervisors, engineers, managers and directors). The Silver certification is geared to managers and develops leadership skills and an in-depth knowledge of Lean Six Sigma principles and tools. The Champion certification is a one-day program aimed at senior leaders, supplying them with knowledge to facilitate change management within the company. The Black Belt training is directed at management and develops in-depth knowledge of Six Sigma principles for reducing variation. Applying Lean management principles company wide has enabled us to improve our manufacturing efficiency and reduce product variations, defects and costs as well as better manage our waste.

WATCH VIDEO

We encourage employees to problem-solve, and many of our most successful waste-management initiatives are site specific, developed by local teams around the world. Our overall approach is to recycle as much waste as possible and minimize landfill and incineration.

CASE STUDY

Reusing Cups to Reduce Waste in Guadalajara, Mexico

A waste-stream analysis in the cafeteria of one of our buildings in Guadalajara, Mexico, revealed that around 20 percent of the total waste being generated was from plastic and foam cups being used in the dining room. The team there wanted to reduce the cafeteria's waste and installed a dishwasher that enabled them to begin using reusable cups on-site.

The cafeteria in Guadalajara, Mexico, has reduced its total landfilled waste by 13 percent and saves around US$2,500 per month on cups, even after accounting for water consumption.

We require all sites to report waste generation with the same tools they use to report carbon emissions and apply this data to initiate projects to reduce solid waste through our lean manufacturing programs.

In 2012, we began our efforts to collect global waste data aggregated from all reporting manufacturing sites. We continue to strive toward accuracy in these numbers. Based on our initial efforts, in calendar year 2012 we generated an estimated 43,814 metric tons of waste, while recycling an estimated 51 percent of it. Our 2013 waste data will be available in 2014, after the publication of this report.

Applying Lean management principles company wide has enabled us to improve our manufacturing efficiency and reduce product variations, defects and costs as well as better manage our waste.

eWASTE

In 2011, as a global initiative under the ISO14001 Environmental Management System Objectives and Targets, Jabil launched an electronics reuse and recycling program. Our objective was to reduce eWaste at our core manufacturing sites by 2 percent.

Around the same time, we launched the Jabil Asset Recovery System. In the system, components used to repair mobile phones and tablets are themselves repaired in-house or locally, reducing the cost and lead time to procure new components overseas. Later, this program was expanded to begin reselling these components.

In addition, we have initiated a robust vendor-management effort to ensure sound eWaste disposal by companies we contract to do this job. We maintain a regional approved vendor list for eWaste disposal, subject to a stringent approval process that includes on-site auditing by our corporate social and environmental responsibility team and by site environment, health and safety teams. Vendors are audited against international standards before being approved by Jabil corporate.

WATCH VIDEO

Worldwide, 20 to 50 million metric tons of electronic waste are disposed of each year and more than 80 percent is discarded in landfills or incinerators. What if products were designed for complete recycling, repair or reuse?

HAZARDOUS WASTE

Managing and reducing hazardous material in our products and manufacturing processes is a key priority, but also a challenge as we face different regulatory requirements in each country. We work aggressively with our sites and suppliers to reduce hazardous content in our supply chain, and our engineers seek solutions to reduce or eliminate the use of hazardous materials in our products and production processes.

PACKAGING

To meet our environmental goals and the desires of customers and consumers, we seek to use environmentally friendly packaging whenever possible. We are engineering sustainable packaging solutions that incorporate the use of renewable and/or recycled source materials and are themselves recyclable.

To meet our environmental goals and the desires of customers and consumers, we seek to use environmentally friendly packaging whenever possible.

Memphis Employees Think Inside the Box to Reduce Packaging Waste

By "thinking inside the box" in the 2010 Deliver Best Practices competition, Jorge Camarena and his team in Memphis, Tennessee, devised a packaging solution that is a triple win for Jabil, our customers, and the environment.

The project, titled "Fill it up with air," replaces foam packaging for set-top boxes with inflatable air cushions. Jorge's team worked with packaging engineers to design the air cushions, which are shipped to Jabil and inflated in our plant. The new air cushions are smaller and lighter-weight, which improves truck-load efficiency to and from Memphis. They require less storage space and labor in our Memphis plant and cost less than the old foam packaging. The packaging, labor, storage and transportation cost savings are estimated at around $300,000 per month, and the greenhouse gas reductions are estimated at around 255 tons per month—all for a single product at the Memphis plant alone.

This air cushion technology is versatile and can be adapted for other products in other plants across Jabil's operations.

JABIL THINKING INSIDE THE BOX
Jabil Cares: Fill it Up with Air
Waste Reduction Initiative

WATCH VIDEO

SITE-LEVEL HIGHLIGHTS

Jabil's culture of environmental stewardship has led many sites to initiate successful programs. Some highlights from around the world include:

- In Taichung, Taiwan, a team devised a novel process to collect scrap copper from the electrode manufacturing process, then mill, track and store the material for reuse, eliminating 251 tons of copper waste in just eight months.

- A human resources generalist in Guadalajara, Mexico, led a team to find ways to cut back on disposable items in the site cafeteria, reducing their use by 33 percent.

ESTIMATED TOTAL WASTE BY TYPE AND REGION

REGION	WASTE	2012 VOLUME (IN METRIC TONS)
AMERICAS	eScrap/eWaste	1,545
	Hazardous Waste	239
	Incinerated/ Destroyed Waste	362
	Landfilled Waste	3,396
	Other Wastes	261
	Recycled Waste	12,069
AMERICAS TOTAL		**17,873**
ASIA	eScrap/eWaste	776
	Hazardous Waste	1,184
	Incinerated/ Destroyed Waste	292
	Landfilled Waste	8,865
	Other Wastes	100
	Recycled Waste	4,196
ASIA TOTAL		**15,413**
EUROPE	eScrap/eWaste	620
	Hazardous Waste	108
	Incinerated/ Destroyed Waste	197
	Landfilled Waste	1,388
	Other Wastes	1,877
	Recycled Waste	6,338
EUROPE TOTAL		**10,527**
GLOBAL TOTAL		**43,814**

Chemical Safety and Management

Jabil takes a global approach to managing chemicals used at our sites. We use our global environmental management system to ensure effective chemical management, and we've made a focused effort over the past year through internal and external audits to confirm the effectiveness of the program. Over the next two years, we plan to implement further controls and approval processes for chemicals used at our manufacturing facilities.

CHEMICAL SAFETY

Jabil is committed to protecting the safety of our employees, the communities in which we operate and the end users of our products. To that end, we work to assess and mitigate any potential risks presented by chemicals used in our manufacturing processes, as well as eliminate chemical emissions and ensure their safe storage and disposal.

OUR CHEMICAL SAFETY EFFORTS FOCUS ON:

1 **Strict adherence** to internal bans

2 **Control** of chemicals and internal transparency on which chemicals are used at each site

3 **Real-time maintenance** of material safety data worldwide to ensure that the most up-to-date information is captured

4 **Compliance** with evolving environmental regulations such as the European Union's Registration, Evaluation, Authorization and Restriction of Chemical Substances (REACH) legislation

5 **Substance disclosures** for more than 225,000 electronic components to identify Banned and Restricted Substances, including rare materials linked to conflict mineral trade

At each Jabil plant, the site operations manager is responsible for ensuring that all chemicals have been approved for use, tracking chemical usage, training employees on handling chemicals, and oversight of chemical use, disposal and cleanup. Our chemical management system outlines detailed requirements and responsibilities for the sourcing, intake, storage, use and disposal of chemicals in our manufacturing plants.

VOLATILE ORGANIC COMPOUNDS

Jabil has invested in volatile organic compound monitoring in operations around the world where these toxic compounds are emitted. These real-time systems trigger an alarm when internationally recognized standards are exceeded, enabling managers to protect workers while corrective action is executed. We train environment, health and safety staff at all factories with volatile organic compound-emitting processes and have global in-house expertise on the corporate environment, health and safety team.

BANNED AND RESTRICTED SUBSTANCES

Many countries, including those in the European Union, have set restrictions on the use, takeback, and recycling of certain substances with environmental impacts. Jabil's approach on these Banned and Restricted Susbtances requires compliance with all applicable laws and regulations. Our formal policies require our suppliers to comply with relevant regulations and to report data on restricted substances to Jabil. European regulations subject to our banned and restricted substance requirements include REACH and the Restriction on Hazardous Substances (RoHS).

Jabil is an industry leader in component-level substance transparency, requiring full disclosure of all substances from all suppliers, unlike other companies who request information on specific substances.

COMPLIANCE

Jabil sees chemical safety as a responsibility we share with our customers, and we maintain an active discourse with them to meet all relevant regional regulations. Our customers bear primary responsibility for ensuring legal compliance, since they specify the bill of materials, including chemicals, for each product that we manufacture. In Fiscal 2013, Jabil did not incur any fines related to chemical safety or management non-compliance.

Water Management

At Jabil, we consider ourselves stewards of the environmental re-sources that support the communities where we operate — including the local water supply. We seek to reduce the water we consume in our operations and to protect local waterways from accidental chemical or waste discharge.

Some of our facilities, including many that are leased and most of those in Europe, do not have the ability to track and measure their water consumption. Since 2012, we have focused efforts on installing meters at locations that do not have them. In 2014, we will determine a purchased water baseline, based on 2012 and 2013 tracking, which is the first step toward understanding our water usage. We are now establishing systems for the accurate accounting of purchased water consumption by all sites. Over the next three to five years, we will report water-conservation efforts and results in our corporate social and environmental responsibility report.

Jabil's culture of employee empowerment fuels our community engagement strategy. Around the world, our employees lead our efforts to benefit their communities through volunteering, philanthropic initiatives and educational partnerships.

CASE STUDY
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The Hong Lok Yuen Disabled Agricultural Rehabilitation Center

To provide basic skills for people with physical and emotional disabilities and integrate them into the larger community, Jabil Green Point Wuxi in China teamed with the Shuo Fang Association for the Handicapped to build the Jabil Green Point Hong Lok Yuen Disabled Agricultural Re- habilitation Center. With a total area of 2,500 square meters, the center includes a farm, a workshop for mak- ing crafts and fitness facilities. Since opening in May 2012, the center has helped 60 disabled people live inde- pendently while providing them with basic farming and crafting skills and a rich social life. In addition to con- tributing funds to help build the Center, we provide those people helped by the center with a living allowance and medical insurance.

Overview

Jabil empowers our employees living and working in very different countries around the world to support the causes and initiatives most relevant to them and their communities. This approach is consistent with our culture of empowerment and organizational structure, which relies on significant autonomy.

As we develop our social and environmental responsibility program beyond environmental sustainability and labor rights—the issues most material to our business—we are turning our attention to community engagement. Our goal is to develop a formal community engagement strategy with global objectives that continue to support a grassroots approach to volunteerism and philanthropy by reflecting our employees' concerns and interests. The programs and systems we launch in the coming years will draw on data analysis of the effectiveness of our philanthropic efforts to date and on extensive feedback from our facilities worldwide. (See for our plans for Fiscal 2014 and Fiscal 2015).

MAKING A DIFFERENCE

Our existing, locally based community engagement efforts center on:

- Volunteering
- Charitable Giving
- Educational Partnerships

Employees typically suggest and lead community involvement opportunities and recommend organizational partners. Site operations managers often support those efforts with company resources.

Employee Volunteering

Our employees donate their time and skills to local organizations and causes they feel strongly about. Volunteering enables personal and professional growth, allowing employees to showcase their expertise in a public forum, develop their leadership skills and build strong ties to the community. Many of our employee-organized volunteer programs combine fundraising and personal involvement, with staff from the boardroom to the factory floor participating.

Volunteer programs usually originate when an employee connected to a community organization asks his or her site operations manager for funds to support an event or initiative. On a site-by-site basis, Jabil managers may also grant employees time off during work hours to pursue these efforts.

We are in the process of developing volunteering data-collection systems to better track and support the efforts of our committed employees around the world. Among the third of our sites that voluntarily report their volunteer hours, employees volunteered more than 97,000 hours in their communities in Fiscal 2013.

97,000

Employees volunteered more than 97,000 hours in their communities in Fiscal 2013.

CASE STUDY

Volunteering in Shanghai, China

Group volunteering is not a common tradition in China. But the younger generation entering the workforce has embraced community engagement. Responding to this trend and requests from employees, Jabil Shanghai started a Volunteer Center in October 2011. Young workers responded enthusiastically, and by the end of 2013 almost 500 of the 3,500 employees had become volunteers. The center focuses on three main causes that align with local government priorities: autism, the elderly, and children with physical challenges. Each month, volunteers join one organized event for each cause. Highlights have included reading programs for children, visits to the elderly, autism awareness initiatives and charity fundraising.

Charitable Giving

Each Jabil site supports local efforts and organizations that matter most to the people who live there, through corporate and personal giving. We donate company funding to amplify local initiatives to assist neighbors in need and enhance community well-being, including education. We also help people affected by natural disasters, donating funds at the corporate and site level.

Around a third of our sites worldwide voluntarily report their philanthropic giving. In Fiscal 2013, reporting sites donated US$77,074 in corporate dollars and US$95,357 in employees' personal funds. Company-wide reporting is one of our objectives for better data collection in Fiscal 2014 and beyond. Our sites supported a wide range of causes, from a wheat festival in China to senior centers across the globe. A particular focus of our charitable giving is supporting programs that benefit children and schools.

Some of our sites offer matching gift campaigns for their employees, providing company funds to match employee donations to nonprofit organizations and charities.

CASE STUDY

Supporting Disabled Children in Kwidzyn, Poland

For the last few years, the employees of Jabil Kwidzyn have been running a foundation to provide financial assistance to the disabled children of their colleagues. Through voluntary donations, a lottery and an internal auction, the foundation raised more than US$6,500 in 2013. To date, the program has assisted 44 children and their families.

One family, who used the funds to purchase a new wheelchair for their son, thanked the Jabil Kwidzyn team, saying "Our most important duty toward children is to give them happiness. We hope this new wheelchair will help him for several years."

We donate company funding to amplify local initiatives to assist neighbors in need and enhance community well-being, including education. We also help people affected by natural disasters, donating funds at the corporate and site level.

In Reynosa, Mexico, employees organize an annual fundraising campaign that benefits different organizations selected by the employees each year, with the site matching all funds. Employees support the fundraising effort by donating new or gently used clothing, toys and other items for auctions and raffles in the plant cafeteria. They can also donate time by volunteering with local schools and community efforts, and Jabil "pays" for their time with an additional contribution to the campaign. In 2012, the campaign raised over US$24,000 for two orphanages.

Jabil sites make prompt charitable donations whenever natural disasters strike the communities where we operate. In May 2013, we provided more than US$150,000 to victims of the April 2013 Ya'an earthquake in China, half donated by employees at our Asian sites and half from Jabil's matching corporate funds.

Jabil sites make prompt charitable donations whenever natural disasters strike the communities where we operate.

Jabil Employees Support Orphans in Need

For the last year and a half, our team in Tver, Russia, has been collecting donations to support the orphanage at the Children's Regional Hospital, which cares for abandoned newborns. Donations are collected around every six months, and they help the orphanage buy supplies like diapers and skincare products. A recent donation of US$850 bought 31 large packs of diapers and 15 packs of skincare products.

In Vietnam, employees at Jabil's Ho Chi Minh City factory donated money, clothes, shoes, and food to more than 300 orphans who call the Que Huong Orphanage home. In 2013, our donations helped 27 children from the orphanage to attend elementary school.

"It's heartbreaking seeing so many unfortunate children," says Tam Li, Jabil Ho Chi Minh City human resources manager. "I'm so proud of the way our employees reached out to make them happy. It's a way to demonstrate that Jabil cares about the communities in which it operates and gives back."

Educational Partnerships

Education has emerged as a priority for our volunteerism and charitable giving efforts around the world.

To develop future industry leaders, sites have co-designed study programs with educational institutions such as the University of Florida and provided scholarships for exceptional students to schools such as Shanghai Institute of Technology and Shanghai University.

In addition to benefiting the community, these efforts connect us with potential future employees. For example, in Uzhgorod, Ukraine, where we built a plant in 2004, Jabil supports an educational initiative to aid local workforce development and has donated equipment to facilitate the training of recent engineering graduates from the Uzhgorod National University.

WATCH VIDEO

Jabil's Great People program is designed to help break the cycle of poverty among young girls in Belo Horizonte, Brazil. Located on the Jabil campus, Great People is designed to educate and provide job training to impoverished girls. As a supplement to their regular schooling, girls in the program learn life skills such as ethics, values, and how to be a professional in the workplace. In addition, they learn an appreciation for the arts and are taught how to play a musical instrument.

WATCH VIDEO

Girls are eligible to join the program at age 14 and, after spending their first two years in the classroom, begin monitored learning around the campus until they turn 18. After they complete the program, Jabil hires many of these young women. Today, 74 women have gone through the Great People program, four of whom are currently employed by Jabil. In Fiscal 2013, there were 11 young women enrolled in Great People.

Education has emerged as a priority for our volunteerism and charitable giving efforts around the world.

CASE STUDY
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Encouraging Education for Children of Employees

In Chihuahua, Mexico, Jabil encourages children of employees to do well in school by rewarding them for good grades. For each student who earns a grade point average of 90 percent or above, Jabil gives them a new backpack and a certificate. In 2013, Jabil distributed backpacks and certificates to 305 students.

Looking Ahead

We are proud of the positive, even life-changing impacts our employees make in communities around the world. But we recognize that our efforts can be enhanced.

During Fiscal 2015, our social and environmental responsibility team will conduct an assessment of our volunteering and philanthropy initiatives to determine the types of efforts most relevant to our company and employees. This process will include significant employee outreach and data collection. We will use the information we collect to develop a formal community engagement strategy and management approach.

We want to ensure that sites retain their autonomy and ability to give their time and money where it makes the most sense for their employees and community. We plan to use our assessment to develop a corporate platform that further empowers sites by providing guidance on best practices for community engagement. Our goal is to design a global corporate community strategy that supports employees' passions and retains local flexibility while magnifying our philanthropic impact.

The Global Reporting Initiative is an internationally recognized set of guidelines for reporting on governance, social, labor, environmental and economic issues. This report contains Standard Disclosures from the Global Reporting Initiative Sustainability Reporting Guidelines.

JABIL

GRI G4 CONTENT INDEX

GENERAL STANDARD DISCLOSURES		REPORTED	LOCATION IN DOCUMENT
STRATEGY AND ANALYSIS			
G4-1	Statement from most senior decision maker.	Fully	Introduction/Letter from Mark Mondello, CEO, pg. 6
G4-2	Key impacts, risks and opportunities.	Fully	Introduction/Letter from Mark Mondello, CEO, pg. 6; Employees/Overview, pg. 24; Environment/Overview, pg. 48; Governance/Overview, pg. 9
ORGANIZATIONAL PROFILE			
G4-3	Name of the organization.	Fully	Jabil Circuit, Inc.
G4-4	Primary brands, products and services.	Fully	Introduction/About Jabil, pg. 1
G4-5	Location of the organization's headquarters.	Fully	10560 Dr. Martin Luther King, Jr. Street North St. Petersburg, Florida 33716
G4-6	Number of countries where the organization operates, and names of countries where either the organization has significant operations or that are specifically relevant to the sustainability topics covered in the report.	Fully	2013 Form 10-K
G4-7	Nature of ownership and legal form.	Fully	2013 Form 10-K
G4-8	Markets served (including geographic breakdown, sectors served, and types of customers and beneficiaries).	Fully	2013 Form 10-K
G4-9	Scale of organization.	Fully	2013 Form 10-K
G4-10	Total workforce by employment contract and gender.	Partially	Employees/Our Global Workforce, pg. 24
G4-11	Percentage of total employees covered by collective bargaining agreements.	Partially	Governance/Human and Labor Rights, pg. 12–13
G4-12	Describe the organization's supply chain.	Fully	Supply Chain/Jabil's Supply Chain, pg. 39–42
G4-13	Significant changes during the reporting period regarding the organization's size, structure, ownership, or its supply chain.	Fully	Introduction/About Jabil, pg. 1; 2013 Form 10-K
G4-14	Whether and how the precautionary approach or principle is addressed by the organization.	Not Reported	
G4-15	Externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses.	Fully	Governance/Social and Environmental Responsibility, pg. 14–18
G4-16	Memberships in associations (such as industry associations) 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.	Fully	Governance/Social and Environmental Responsibility, pg. 14–18; Supply Chain/Jabil's Supply Chain, pg. 39

GRI G4 CONTENT INDEX (CONTINUED)

GENERAL STANDARD DISCLOSURES	REPORTED	LOCATION IN DOCUMENT
IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES		
G4-17 All entities included in the organization's consolidated financial statements or equivalent documents and whether any of these entities is not covered by the report.	Fully	Introduction/About Jabil, pg. 1
G4-18 Explain the process for defining the report content and the Aspect Boundaries and how the organization has implemented the Reporting Principles for Defining Report Content.	Partially	Introduction/About Jabil, pg. 3
G4-19 All the material Aspects identified in the process for defining report content.	Not Reported	
G4-20 The Aspect Boundary within the organization for each material Aspect.	Not Reported	
G4-21 The Aspect Boundary outside the organization for each material Aspect.	Not Reported	
G4-22 The effect of any restatements of information provided in previous reports, and the reasons for such restatements.	Not Reported	Not Applicable
G4-23 Significant changes from previous reporting periods in the Scope and Aspect Boundaries.	Not Reported	Not Applicable
STAKEHOLDER ENGAGEMENT		
G4-24 A list of stakeholder groups engaged by the organization.	Fully	Governance and Ethics/Social and Environmental Responsibility, pg. 14–18; Employees/Health and Safety/Health and Wellness Programs, pg. 34; Supply Chain, pg. 37–46; Environment/Environmental Policy and Management, pg. 49–50; Community, pg. 63–68
G4-25 The basis for identification and selection of stakeholders with whom to engage.	Not Reported	
G4-26 The organization's approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group, and an indication of whether any of the engagement was undertaken specifically as part of the report preparation process.	Partially	Governance/Corporate Governance, pg. 10
G4-27 Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting. The stakeholder groups that raised each of the key topics and concerns.	Not Reported	

GRI G4 CONTENT INDEX (CONTINUED)

GENERAL STANDARD DISCLOSURES	REPORTED	LOCATION IN DOCUMENT
REPORT PROFILE		
G4-28 Reporting period for information provided.	Fully	Introduction/About This Report, pg. 4
G4-29 Date of most recent previous report (if any).	Fully	Introduction/About This Report, pg. 4
G4-30 Reporting cycle.	Not Reported	
G4-31 The contact point for questions regarding the report or its contents.	Fully	Introduction/About This Report, pg. 5
G4-32 Report the 'in accordance' option the organization has chosen; the GRI Content Index for the chosen option and the reference to the External Assurance Report, if the report has been externally assured.	Fully	Introduction/About This Report, pg. 4–5
G4-33 The organization's policy and current practice with regard to seeking external assurance for the report.	Fully	Introduction/About This Report, pg. 4–5
GOVERNANCE		
G4-34 The governance structure of the organization, including committees of the highest governance body. Identify any committees responsible for decision-making on economic, environmental and social impacts.	Fully	Governance/Corporate Governance, pg. 10; Corporate Governance
G4-35 The process for delegating authority for economic, environmental and social topics from the highest governance body to senior executives and other employees.	Not Reported	
G4-36 Whether the organization has appointed an executive-level position or positions with responsibility for economic, environmental and social topics, and whether post holders report directly to the highest governance body.	Fully	Governance/Social and Environmental Responsibility, pg. 15
G4-37 Processes for consultation between stakeholders and the highest governance body on economic, environmental and social topics. If consultation is delegated, describe to whom and any feedback processes to the highest governance body.	Not Reported	
G4-38 Report the composition of the highest governance body and its committees by: • Executive or non-executive, • Independence, • Tenure on the governance body, • Number of each individual's other significant positions and commitments, and the nature of the commitments, • Gender, • Membership of under-represented social groups, • Competences relating to economic, environmental and social impacts, • Stakeholder representation.	Fully	Proxy Statement
G4-39 Whether the Chair of the highest governance body is also an executive officer (and, if so, his or her function within the organization's management and the reasons for this arrangement).	Fully	Proxy Statement

GRI G4 CONTENT INDEX (CONTINUED)

GENERAL STANDARD DISCLOSURES		REPORTED	LOCATION IN DOCUMENT
GOVERNANCE (continued)			
G4-40	The nomination and selection processes for the highest governance body and its committees, and the criteria used for nominating and selecting highest governance body members.	Fully	Proxy Statement
G4-41	Processes for the highest governance body to ensure conflicts of interest are avoided and managed. Report whether conflicts of interest are disclosed to stakeholders.	Fully	Proxy Statement
G4-42	The highest governance body's and senior executives' roles in the development, approval, and updating of the organization's purpose, value or mission statements, strategies, policies, and goals related to economic, environmental and social impacts.	Not Reported	
G4-43	The measures taken to develop and enhance the highest governance body's collective knowledge of economic, environmental and social topics.	Fully	Governance/Social and Environmental Responsibility, pg. 15
G4-44	a. The processes for evaluation of the highest governance body's performance with respect to governance of economic, environmental and social topics and whether such evaluation is independent or not, and its frequency. b. Actions taken in response to evaluation of the highest governance body's performance with respect to governance of economic, environmental and social topics, including, as a minimum, changes in membership and organizational practice.	Fully	Proxy Statement
G4-45	a. The highest governance body's role in the identification and management of economic, environmental and social impacts, risks, and opportunities. Include the highest governance body's role in the implementation of due diligence processes. b. Whether stakeholder consultation is used to support the highest governance body's identification and management of economic, environmental and social impacts, risks, and opportunities.	Fully	Proxy Statement
G4-46	The highest governance body's role in reviewing the effectiveness of the organization's risk management processes for economic, environmental and social topics.	Fully	Governance/Corporate Governance/Risk Management, pg. 11
G4-47	The frequency of the highest governance body's review of economic, environmental and social impacts, risks, and opportunities.	Fully	Governance/Social and Environmental Responsibility, pg. 14–15
G4-48	The highest committee or position that formally reviews and approves the organization's sustainability report and ensures that all material Aspects are covered.	Fully	Chief Executive Officer
G4-49	The process for communicating critical concerns to the highest governance body.	Fully	Proxy Statement
G4-50	The nature and total number of critical concerns that were communicated to the highest governance body and the mechanism(s) used to address and resolve them.	Not Reported	

GRI G4 CONTENT INDEX (CONTINUED)

GENERAL STANDARD DISCLOSURES		REPORTED	LOCATION IN DOCUMENT
GOVERNANCE (continued)			
G4-51	a. The remuneration policies for the highest governance body and senior executives. b. How performance criteria in the remuneration policy relate to the highest governance body's and senior executives' economic, environmental and social objectives.	Partially	Proxy Statement
G4-52	The process for determining remuneration. Whether remuneration consultants are involved in determining remuneration and whether they are independent of management. Report any other relationships which the remuneration consultants have with the organization.	Partially	Employees/Overview, pg. 24; Proxy Statement
G4-53	How stakeholders' views are sought and taken into account regarding remuneration, including the results of votes on remuneration policies and proposals, if applicable.	Not Reported	
G4-54	The ratio of the annual total compensation for the organization's highest-paid individual in each country of significant operations to the median annual total compensation for all employees (excluding the highest-paid individual) in the same country.	Not Reported	
G4-55	The ratio of percentage increase in annual total compensation for the organization's highest-paid individual in each country of significant operations to the median percentage increase in annual total compensation for all employees (excluding the highest-paid individual) in the same country.	Not Reported	
ETHICS AND INTEGRITY			
G4-56	The organization's values, principles, standards and norms of behavior such as codes of conduct and codes of ethics.	Fully	Introduction/About Jabil, pg. 2–3; Governance/Corporate Governance, pg. 10–13
G4-57	The internal and external mechanisms for seeking advice on ethical and lawful behavior, and matters related to organizational integrity, such as helplines or advice lines.	Fully	Governance/Corporate Governance/Reporting Ethical Concerns, pg. 13
G4-58	The internal and external mechanisms for reporting concerns about unethical or unlawful behavior, and matters related to organizational integrity, such as escalation through line management, whistleblowing mechanisms or hotlines.	Fully	Governance/Corporate Governance/Reporting Ethical Concerns, pg. 13

GRI G4 CONTENT INDEX (CONTINUED)

SPECIFIC STANDARD DISCLOSURES		REPORTED	LOCATION IN DOCUMENT
	Material Aspects List identified material Aspects.	Not Reported	
DMA	Disclosure of Management Approach: Economic	Fully	Governance and Ethics
DMA	Disclosure of Management Approach: Environment	Fully	Environment
DMA	Disclosure of Management Approach: Social	Fully	Governance and Ethics Employees Supply Chain Community
	Indicators by Aspects		
	CATEGORY: ECONOMIC		
	Economic Performance		
G4-EC1	**a.** The direct economic value generated and distributed (EVG&D) on an accruals basis including the basic components for the organization's global operations as listed below. If data is presented on a cash basis. **b.** EVG&D separately at country, regional, or market levels, where significant, and the criteria used for defining significance.	Fully	Introduction/About Jabil, pg. 2
G4-EC2	Risks and opportunities posed by climate change that have the potential to generate substantive changes in operations, revenue or expenditure.	Fully	Annual Report
G4-EC3	Coverage of the organization's defined benefit plan obligations.	Fully	Employees/Compensation and Benefits, pg. 27
G4-EC4	Financial assistance received from government.	Not Reported	
	Market Presence		
G4-EC5	Ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation.	Not Reported	
G4-EC6	Portion of senior management hired from the local community at significant locations of operation.	Partially	Employees/Diversity and Nondiscrimination, pg. 29
	Indirect Economic Impacts		
G4-EC7	Development and impact of infrastructure and services supported.	Not Reported	
G4-EC8	Significant indirect economic impacts, including the extent of impacts.	Partially	Introduction/About Jabil, pg. 1–3
	Procurement Practices		
G4-EC9	Proportion of spending on local suppliers at significant locations of operation.	Not Reported	

GRI G4 CONTENT INDEX (CONTINUED)

SPECIFIC STANDARD DISCLOSURES		REPORTED	LOCATION IN DOCUMENT
CATEGORY: ENVIRONMENTAL			
Materials			
G4-EN1	The total weight or volume of materials that are used to produce and package the organization's primary products and services during the reporting period.	Not Reported	
G4-EN2	The percentage of recycled input materials used to manufacture the organization's primary products and services.	Not Reported	
Energy			
G4-EN3	Energy consumption within the organization.	Fully	Environment/Energy and Emissions, pg. 51
G4-EN4	Energy consumption outside of the organization.	Not Reported	
G4-EN5	Energy Intensity.	Fully	Environment/Energy and Emissions, pg. 51
G4-EN6	Reduction of energy consumption.	Fully	Environment/Energy and Emissions, pg. 51
G4-EN7	Reduction in energy requirements of products and services.	Partially	Environment/Energy and Emissions, pg. 54–55
Water			
G4-EN8	Total water withdrawal by source.	Not Reported	
G4-EN9	Water sources significantly affected by withdrawal of water.	Not Reported	
G4-EN10	Percentage and total volume of water recycled and resused.	Not Reported	
Biodiversity			
G4-EN11	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	Not Reported	
G4-EN12	Significant impacts of actitives, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	Not Reported	
G4-EN13	Habitats protected or restored.	Not Reported	
G4-EN14	Total numer of IUCN red list species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	Not Reported	

GRI G4 CONTENT INDEX (CONTINUED)

SPECIFIC STANDARD DISCLOSURES	REPORTED	LOCATION IN DOCUMENT
Emissions		
G4-EN15 Direct greenhouse gas (GHG) emissions (Scope 1).	Fully	Environment/Energy and Emissions, pg. 55
G4-EN16 Energy indirect greenhouse gas (GHG) emissions (Scope 2).	Fully	Environment/Energy and Emissions, pg. 55
G4-EN17 Other indirect greenhouse gas (GHG) emissions (Scope 3).	Fully	Environment/Energy and Emissions, pg. 55
G4-EN18 Greenhouse gas (GHG) emissions intensity.	Fully	Environment/Energy and Emissions, pg. 55
G4-EN19 Reduction of greenhouse gas (GHG) emissions.	Fully	Environment/Energy and Emissions, pg. 55
G4-EN20 Emissions of ozone-depleting sustances (ODS).	Not Reported	
G4-EN21 NO_X, SO_X, and other significant air emissions.	Fully	Annual CDP Reports
Effluents and Waste		
G4-EN22 Total water discharge by quality and destination.	Not Reported	
G4-EN23 Total weight of waste by type and disposal method.	Fully	Environment/Waste Reduction, pg. 56
G4-EN24 Total number and volume of significant spills.	Not Reported	
G4-EN25 Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention2 Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.	Fully	Environment/Waste Reduction, pg. 56
G4-EN26 Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff.	Not Reported	
Products and Services		
G4-EN27 Extent of impact mitigation of environmental impacts of products and services.	Fully	Environment/Energy and Emissions, pg. 51–55; Environment/Waste Reduction, pg. 56–59
G4-EN28 Percentage of products sold and their packaging materials that are reclaimed by category.	Not Reported	
Compliance		
G4-EN29 Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	Not Reported	
Transport		
G4-EN30 Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	Fully	Annual CDP Reports

GRI G4 CONTENT INDEX (CONTINUED)

SPECIFIC STANDARD DISCLOSURES	REPORTED	LOCATION IN DOCUMENT
Overall		
G4-EN31 Total environmental protection expenditures and investments by type.	Partially	Environment/Energy and Emissions, pg. 51; Environment/Waste Reduction, pg. 56; Environment/Chemical Safety and Management, pg. 60
Supplier Environmental Assessment		
G4-EN32 Percentage of new suppliers that were screened using environmental criteria.	Partially	Supply Chain/Jabil's Supply Chain, pg. 39–40; Supply Chain/Sustainability in Our Supply Chain, pg. 46
G4-EN33 Significant actual and potential negative environmental impacts in the supply chain and actions taken.	Fully	Environment/Environmental Policy and Management, pg. 49–50; Environment/Energy and Emissions, pg. 51–55; Environment/Waste Reduction, pg. 56–59
Environmental Grievance Mechanisms		
G4-EN34 Number of grievances about environmental impacts filed, addressed, and resolved through formal grievance mechanisms.	Not Reported	

CATEGORY: SOCIAL

LABOR PRACTICES AND DECENT WORK

Employment		
G4-LA1 Total number and rates of new employee hires and employee turnover by age group, gender, and region.	Partially	Employees/Our Global Workforce, pg. 24; Employees/Employee Turnover, pg 26
G4-LA2 Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operations.	Partially	Employees/Compensation and Benefits pg. 27
G4-LA3 Return to work and retention rates after parental leave, by gender.	Not Reported	
Labor/Management Relations		
G4-LA4 Minimum notice periods regarding operational changes, including whether these are specified in collective agreements.	Not Reported	
Occupational Health and Safety		
G4-LA5 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.	Not Reported	
G4-LA6 Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender.	Partially	Employees/Health and Safety, pg. 32–34
G4-LA7 Workers with high incidence or high risk of diseases related to their occupation.	Not Reported	
G4-LA8 Health and safety topics covered in formal agreements with trade unions.	Not Reported	

GRI G4 CONTENT INDEX (CONTINUED)

SPECIFIC STANDARD DISCLOSURES	REPORTED	LOCATION IN DOCUMENT
Training and Education		
G4-LA9 Average hours of training per year per employee by gender, and by employee category.	Partially	Employees/Learning and Development, pg. 35
G4-LA10 Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	Fully	Employees/Learning and Development, pg. 35–36
G4-LA11 Percentage of employees receiving regular performance and career development reviews, by gender and by employment category.	Not Reported	
Diversity and Equal Opportunity		
G4-LA12 Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.	Not Reported	
Equal Remuneration for Women and Men		
G4-LA13 Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation.	Not Reported	
Supplier Assessment for Labor Practices		
G4-LA14 Percentage of new suppliers that were screened using labor practices criteria.	Partially	Supply Chain/Jabil's Supply Chain, pg. 41
G4-LA15 Significant actual and potential negative impacts for labor practices in the supply chain and actions taken.	Fully	Supply Chain/Jabil's Supply Chain, pg. 40–42; Supply Chain/Supply Chain Human Rights, pg. 43–45; Governance/Corporate Governance, pg. 10
Labor Practices Grievance Mechanisms		
G4-LA16 Number of grievances about labor practices filed, addressed, and resolved through formal grievance mechanisms.	Not Reported	
HUMAN RIGHTS		
Investment		
G4-HR1 Total number and percentage of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening.	Partially	Supply Chain/Jabil's Supply Chain, pg. 41–42
G4-HR2 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.	Partially	Governance/Corporate Governance/Business Conduct and Ethics, pg. 12; Employees/Learning and Development, pg. 35

GRI G4 CONTENT INDEX (CONTINUED)

SPECIFIC STANDARD DISCLOSURES	REPORTED	LOCATION IN DOCUMENT
Non-discrimination		
G4-HR3 Total number of incidents of discrimination and corrective actions taken.	Not Reported	
Freedom of Association and Collective Bargaining		
G4-HR4 Operations and suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk and measures taken to support these rights.	Partially	Supply Chain/Supply Chain Human Rights, pg. 43
Child Labor		
G4-HR5 Operations and suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor.	Partially	Governance/Human and Labor Rights, pg. 19
Forced or Compulsory Labor		
G4-HR6 Operations and suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor.	Partially	Governance/Human and Labor Rights, pg. 19
Security Practices		
G4-HR7 Percentage of security personnel trained in the organization's human rights policies or procedures that are relevant to operations.	Not Reported	
Indigenous Rights		
G4-HR8 Total number of incidents of violations involving rights of indigenous people and actions taken.	Not Reported	
Assessment		
G4-HR9 Total number and percentage of operations that have been subject to human rights reviews or impact assessments.	Partially	Supply Chain/Jabil's Supply Chain, pg. 41–42
Supplier Human Rights Assessment		
G4-HR10 Percentage of new suppliers that were screened using human rights criteria.	Partially	Supply Chain/Jabil's Supply Chain, pg. 41
G4-HR11 Significant actual and potential negative human rights impacts in the supply chain and actions taken.	Fully	Supply Chain/Jabil's Supply Chain, pg. 40–42; Supply Chain/Supply Chain Human Rights, pg. 43–45; Governance/Corporate Governance, pg. 12
Human Rights Grievance Mechanisms		
G4-HR12 Number of grievances about human rights impacts filed, addressed, and resolved through formal grievance mechanisms.	Not Reported	

GRI G4 CONTENT INDEX (CONTINUED)

SPECIFIC STANDARD DISCLOSURES		REPORTED	LOCATION IN DOCUMENT
SOCIETY			
Local Communities			
G4-SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs.	Fully	Community/Overview, pg. 63
G4-SO2	Operations with significant actual and potential negative impacts on local communities.	Partially	Supply Chain/Jabil's Supply Chain, pg. 40–42; Supply Chain/Supply Chain Human Rights, pg. 43–45; Governance/Corporate Governance, pg. 11
Anti-corruption			
G4-SO3	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified.	Fully	Governance/Corporate Governance, pg. 11
G4-SO4	Communication and training on anti-corruption policies and procedures.	Fully	Governance/Social and Environmental Responsibility, pg. 14
G4-SO5	Confirmed incidents of corruption and actions taken.	Not Reported	
Public Policy			
G4-SO6	Total value of political contributions by country and recipient/beneficiary.	Not Reported	
Anti-competitive Behavior			
G4-SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.	Not Reported	
Compliance			
G4-SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	Not Reported	
Supplier Assessment for Impacts on Society			
G4-SO9	Percentage of new suppliers that were screened using criteria for impacts on society.	Partially	Supply Chain/Jabil's Supply Chain, pg. 41–42
G4-SO10	Significant actual and potential negative impacts on society in the supply chain and actions taken.	Fully	Supply Chain/Jabil's Supply Chain, pg. 40–42; Supply Chain/Supply Chain Human Rights, pg. 43–45; Governance/Corporate Governance, pg. 12
Grievance Mechanisms for Impacts on Society			
G4-SO11	Number of grievances about impacts on society filed, addressed, and resolved through formal grievance mechanisms.	Not Reported	

GRI G4 CONTENT INDEX (CONTINUED)

SPECIFIC STANDARD DISCLOSURES	REPORTED	LOCATION IN DOCUMENT
PRODUCT RESPONSIBILITY		
Customer Health and Safety		
G4-PR1 Percentage of significant products and service categories for which health and safety impacts are assessed for improvement.	Partially	Supply Chain/Jabil's Supply Chain, pg. 41; Environment/Chemical Safety and Management, pg. 60
G4-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.	Not Reported	
Product and Service Labeling		
G4-PR3 Type of product and service information required by the organization's procedures for product and service information and labeling, and percentage of significant product and service categories subject to such information requirements.	Not Reported	
G4-PR4 Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	Not Reported	
G4-PR5 Results of surveys measuring customer satisfaction.	Not Reported	
Marketing Communications		
G4-PR6 Sale of banned or disputed products.	Fully	Jabil does not sell banned or disputed products
G4-PR7 Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.	Not Reported	
Customer Privacy		
G4-PR8 Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	Not Reported	
Compliance		
G4-PR9 Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	Not Reported	

JABIL