

Employees

	2004	2005	2006	2007	2008
Learning Investments					
Worldwide (\$M)	697	648	682	622	648
Learning Hours					
Worldwide (M)	15.3	18.0	19.6	22.3	23.2
Learning Hours					
Per Employee	46	55	55	58	61
Employee Satisfaction (%)	65	65	67	69	67
Women Global Executives (%)	18.7	19.4	19.7	20.3	20.1
Women in IBM Workforce (%)					
Asia Pacific	n/a	26.6	27.2	28.4	28.4
Europe/Middle East/Africa	n/a	25.6	25.9	26.4	27.0
Americas	n/a	31.0	30.9	30.6	30.7
Women Managers in IBM Workforce (%)					
Asia Pacific	n/a	23.4	20.3	21.2	21.0
Europe/Middle East/Africa	n/a	19.5	20.4	21.2	21.7
Americas	n/a	28.6	28.9	29.2	28.9
Global Illness/Injury Rate					
Total Number (per 100 employees)	0.39	0.35	0.32	0.30	0.27
Retiree and Employee On Demand Community (ODC)					
(Hours in thousands)					
Asia Pacific	87.9	114.0	134.1	163.0	143.0
Europe, Middle East, Africa	192.2	274.0	283.5	210.2	175.2
Latin America	23.6	32.6	31.3	41.6	40.8
North America	865.3	1,244.8	1,263.3	1,303.0	1,170.1
Total ODC registrations inception through 2008 was 127,209. (Employees: 114,628, Retirees: 12,581)					

Giving

	2004	2005	2006	2007	2008
Global Corporate Contributions by Issue (\$M)					
K-12 Education	47.7	55.6	49.4	41.7	45.4
Higher/Other Education	54.7	44.7	51.5	49.2	82.6**
Culture	13.3	11.2	12.3	11.9	10.5
Human Services	15.2	18.9	19.8	16.7	15.3
Health	3.2	9.7	10.6	4.6	4.0
Other	8.9	7.8	7.9	40.7*	19.3*
Environment	0.7	0.6	0.6	1.8	2.2
Total	143.7	148.5	152.1	166.6	179.3
Global Corporate Contributions by Geography (\$M)					
United States	99.9	103.0	95.7	91.8	94.6
Europe, Middle East, Africa	23.1	23.9	26.1	40.8	44.4
Asia Pacific	12.9	13.5	19.9	22.3	24.4
Latin America	4.4	4.5	6.4	8.1	12.5
Canada	3.4	3.6	4.0	3.6	3.4
Total	143.7	148.5	152.1	166.6	179.3
Global Corporate Contributions by Type (\$M)					
Cash	28.2	38.8	48.8	43.8	42.9
Technology	70.5	64.4	59.2	55.8	93.8
Technical Services	45.0	45.3	44.1	67.0	42.6
Total	143.7	148.5	152.1	166.6	179.3
Employee Charitable Contribution Campaign (U.S.)					
Amount Donated (\$M)	33.1	34.6	34.7	35.1	36.1
Employee Participation Rate (%)	58	58	57	58	57
Recipient Agencies	11,300	12,104	12,315	14,035	17,430
Employee Charitable Contribution Campaign (Canada)					
Amount Donated (\$M)	2.3	3.6	3.4	3.3	3.0
Employee Participation Rate (%)	55	55	52	49	49
Recipient Agencies	1,199	1,246	1,275	1,323	1,150

*Include Community and Economic Development activity for Carson, SMB and Corporate Service Corps.

**Include Academic Initiatives software donations.

Environment

2004 2005 2006 2007 2008

Energy conservation

Annual savings as % of total use – against annual goal of 3.5%	7.7	5.5	3.9	3.8	6.1
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Renewable Energy Procured

% of total electricity use	4.0	2.7	7.3	8.5	8.6
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CO2 Emissions Reduction

See page 27

PFC Emissions Reduction

See page 27

Product Energy Efficiency

See IBM and the Environment Report***

Recycled Plastics

% of total procured through IBM contracts for use in its products – against annual goal of 5% of total plastics procured	3.8	8.1	11.7	10.6	10.3
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Product End-of-Life Management (% of total processed)

Recycled	51.8	47.8	51.4	52.0	54.4
Resold for Reuse	28.0	37.3	32.1	33.7	31.4
Reused	14.5	8.7	9.3	8.7	7.1
Waste-to-Energy	3.4	4.0	2.9	3.3	4.0
In Process	0.0	0.0	3.2	1.5	2.5
Landfilled and incinerated*	2.3	2.2	1.1	0.8	0.6

Hazardous Waste Reduction

(Metric Tons x 1,000) Indexed to output – against goal of continual reduction	-33.0	-19.0	-8.1	-8.4	-10.9
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Non-Hazardous Waste Recycling

% recycled of total generated – against goal of 67% (2004–2006) and 75% (2007–2008).	76	77	76	78	79
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Percentage of IBM Locations Meeting Annual Recycling Goal

	59	60	63	52	41
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Total Chemical Quantities Worldwide**

(Metric Tons x 1,000) Against goal of continual reduction	5.3	4.9	6.0	4.3	3.6
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Water Conservation—Microelectronics Manufacturing

Savings as % of use – against goal of 2% average savings as measured over a rolling 5-year period	7.4	7.2	7.0	6.0	4.6
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*Against annual goal to not exceed a combined 3% of the total amount processed.

**Number for prior years have been revised.

***The 2008 IBM and the Environment Report may be found at ibm.com/environment/annual/

Additional information on all of the above topics also may be found in the 2008 IBM and the Environment Report.

Supply Chain

2004 2005 2006 2007 2008

Supplier Spending by Category

Services and General (%)	55	62	64	67	68
Production (%)	43	35	33	31	30
Logistics (%)	2	3	3	2	3
Services and General (\$B)	24.2	23.2	23.2	25.0	26.1
Production (\$B)	19.4	13.3	11.7	11.4	11.4
Logistics (\$B)	1.0	1.0	0.9	0.9	1.0
Total (\$B)	44.6	37.5	35.8	37.3	38.5

Supplier Spending by Location

North America (%)	39	40	42	43	39
Asia Pacific (%)	34	27	27	26	30
Europe, Middle East, Africa (%)	23	27	26	27	25
Latin America (%)	4	6	5	4	6
North America (\$B)	17.2	15.2	15.0	16.0	14.9
Asia Pacific (\$B)	15.3	10.1	9.7	9.8	11.4
Europe, Middle East, Africa (\$B)	10.1	10.1	9.2	9.9	9.8
Latin America (\$B)	2.0	2.1	1.9	1.6	2.4
Total (\$B)	44.6	37.5	35.8	37.3	38.5

Total U.S. Spending (First Tier) (\$B)

Projected	12.6	13.0	12.8	12.5	12.0
Actual	12.7	12.4	12.7	12.6	12.5

Diverse U.S. Spending (First Tier) (\$B)

Projected	1.3	1.2	1.3	1.3	1.3
Actual	1.0	1.2	1.3	1.4	1.5

Diverse Non-U.S. Spending (First Tier) (\$M)

Projected	n/a	630	597	609	560
Actual	519	590	615	709	745

Audits Completed (Cumulative)

	n/a*	200	317	450	553
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Number of countries in which audits are conducted

	n/a*	6	7	12	15
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*Reporting on these amounts did not start until 2005.