Supply chain

A smarter, responsible supply chain

We seek diversity among IBM’s suppliers, require them to demonstrate a commitment to social and environmental responsibility, and collaborate to help advance these values in our industry.
Our supply chain

IBM’s 2017 global supply chain spend was $24.8 billion with over 13,000 first-tier suppliers in 100-plus countries. In our relationships with these suppliers, we require a commitment to social and environmental responsibility—as an extension of what IBM’s own clients expect of us. We establish meaningful requirements for suppliers and assess compliance, collaborate with industry groups to drive broader improvements, and work to increase the diversity of our supply chain. We recognize the potential for progress in a supply chain of this scale, and invest in a range of initiatives to promote sustainable performance as a shared objective.

The following lists of suppliers—with links to their responsibility reports and/or related websites—represent a significant portion of IBM’s global expenditures. In 2017, half of our suppliers listed below published corporate responsibility reports, and nearly 85 percent of those published are mapped to the Global Reporting Initiative guidelines. We encourage our suppliers without public reporting to take that step as a means to further expand the transparency of the supply chain.
In 2017, 90 percent of our global spending in Production and Logistics Procurement (supporting our hardware brands and product distribution operations) was with the following 50 firms:

- Acbel Polytech
- Applied Materials
- Artesyn
- BDT Media Automation
- Benchmark Electronics
- Broadcom
- Cavium
- Celestica
- Cisco Systems
- Compro Business Services
- Delta Electronics
- DFF Corporation
- DHL
- Finisar
- Flextronics
- Fuji Electric
- Fujifilm
- Geodis
- GlobalFoundries
- Hon Hai/Foxconn
- I3 Technologies
- Intel
- Jabil Circuits
- Kyocera
- Lenovo
- Mellanox Technologies
- Mercury Corporation
- Microsem
- Molex
- NEC Platform Technologies
- NetApp
- Nvidia
- Pontocom
- Quantum
- Redsys
- Samsung
- Seagate
- SK hynix
- Super Micro Computer
- Syncreon
- Teleplan
- Thermo Fisher Scientific
- Tokyo Electron
- Toshiba
- Trenton Systems
- Venture
- Western Digital
- Wistron
- Zollner Elektronik

In Services and General Procurement (supporting client services, software offerings, and internal operations) 46 percent of our global spending was with the following 50 firms:

- Adecco
- Akamai Technologies
- American Airlines
- American Express
- Apple
- Aricent Holdings
- Artech Info Systems
- AT&T
- Billfinger
- BMC Software
- CA Technologies
- Camelot Info. Systems
- CBRE Group
- CDI
- CenturyLink
- Cisco Systems
- Collabera
- Computer Task Group
- CVS Caremark
- Dell
- Delta Airlines
- Fluor
- George P. Johnson
- HCL Technologies
- Hilton
- Hitachi
- Infinite Computer Systems
- INTEC
- Internet Initiative Japan
- Jones Lang LaSalle
- Juniper Networks
- LeasePlan
- Lenovo
- Manpower
- Microsoft
- Mitsubishi
- NTT Group
- Oracle
- Persistent Systems
- Red Hat
- Rocket Software
- SAP
- SDI International
- SHL International
- Sumitomo Corporation
- The Employment Solution
- UNICOM Systems
- Westcon Group
- WPP
- Zebra Technologies
Supplier assessment and improvement plans

Commitment to continuous improvement is essential to sustained progress in supply chain social responsibility. In 2017, our ongoing efforts to lead and encourage our supply chain to embrace positive change generated many improvements. This section includes successes that IBM and our suppliers achieved, along with our approach to the challenges that still remain.

IBM’s Social and Environmental Management System for its suppliers

In 2010, IBM established a requirement that first-tier suppliers create a management system to address their social and environmental responsibilities. Our objective was to help our suppliers build their own capability to succeed in this area. In summary, suppliers are required to:

- Define, deploy and sustain a management system that addresses intersections with employees, society and the environment, and that addresses integration with and compliance to the Responsible Business Alliance (RBA) Code of Conduct.
- Measure performance and establish voluntary, quantifiable environmental goals in the areas of waste, energy and greenhouse gas emissions.
- Publicly disclose results associated with these voluntary environmental goals and other environmental aspects of their management systems.
- As part of their social and environmental management system, conduct self-assessments, audits and senior leadership reviews of their system.
- Cascade these requirements to their next-tier suppliers.

In 2017, over 1,200 new suppliers — primarily from the Services and General Procurement sector of our supply chain — were afforded a period not to exceed 12 months to demonstrate compliance with these requirements. Suppliers are tracked monthly and action is taken to confirm plans reach acceptance. More information on these eight supplier requirements may be found on IBM’s supply chain environmental responsibility webpage.

Supply chain social responsibility

Supply chain social responsibility has been a key element of our procurement strategy since 2004, when IBM elevated this work based on the growing interest of stakeholders and our realization of the added responsibility that comes with having a supply chain dispersed over 100 countries. Today this work forms a segment of our larger risk management work that encompasses a 360-degree view of the supply chain. As a founding member of the Electronic Industry Citizenship Coalition (EICC), IBM endorses the EICC Code of Conduct for its internal operations and requires the same of our direct (first-tier) suppliers for hardware, software and services. IBM communicates our requirement for code compliance at the initial stages of supplier onboarding. Continuous focus on social responsibility as part of our daily business and the commitment of our suppliers has led to many improvements over the past decade and a half. Along with participating in EICC-generated education, audits and re-audits continue to play a valuable role in providing our suppliers with objective, third-party evidence to determine if their operations are code-compliant or need further improvement. As described in the “engagement and collaboration” section below, the EICC re-branded itself the Responsible Business Alliance (RBA) in October 2017. For purposes of this year’s report, we will retain use of EICC terminology since all audits were completed against the EICC code. For 2018 onward, the code and assessments will be performed under the RBA banner.

In this report, we share summarized results of the audits and improvements made by our suppliers, which can positively promote good working conditions for thousands of people employed in our extended supply chain. In 2017, audits to the EICC code took place simultaneously for both our Production and Logistics Procurement suppliers, and those in the Services and General Procurement supply chain. IBM has long maintained a dual path
of supplier audits and included its services and general purchasing suppliers. Our experience has been that risk of noncompliance is present in these sectors as well, as services suppliers may be less familiar with health and safety and environmental aspects of the code. By including both categories of suppliers, we have assessment coverage across our broad set of suppliers, which allows testing of code compliance across the spectrum of suppliers in critical emerging areas such as the prevention of human trafficking. For all supplier audits, IBM continued its long-standing use of the EICC’s Validated Audit Process (VAP), the standardized social responsibility audit developed by the electronics industry.

From 2004 through 2017, the total number of IBM driven full-scope audits (not counting re-audits) reached 1,966. These audits measure supplier compliance to the EICC code and in earlier years—prior to 2010 for Production Procurement suppliers, and 2012 for Services and General Procurement suppliers—to IBM’s Supplier Conduct Principles.

Since 2013, we directed 375 full-scope EICC audits. Data included in the 2013–17 cumulative and 2017 chart depicts the percentage of major and minor nonconformance regarding the five categories in the EICC code: labor, health and safety, environmental, ethics, and management system. (For reporting purposes, incidents of priority nonconformance found during audits are consolidated into major nonconformance depicted in the charts.)

In 2017, IBM had full-scope audits conducted on 45 of its first-tier suppliers: 30 were Production Procurement suppliers and 15 were Services and General Procurement suppliers. Data included in the 2017 chart depicts the percentage of major and minor nonconformance in each EICC category.

### 2013–17 distribution of nonconformances by section of EICC Code of Conduct
(375 full audits)
- 30% Health and Safety
- 29% Labor
- 24% Management Systems
- 9% Ethics
- 8% Environmental

### 2017 distribution of nonconformances by section of EICC Code of Conduct
(45 full audits)
- 33% Labor
- 33% Health and Safety
- 22% Management System
- 9% Environmental
- 3% Ethics
For a broader view of our 2017 assessment activity, IBM’s 45 full-scope supplier audits were combined with 34 re-audits for a total of 79 audits in 14 countries or territories — China was the most active for audits and re-audits, followed by Thailand, Singapore, Mexico, India, Taiwan, Malaysia and South Korea. Across these audits, 72 percent were with our Production and Logistics suppliers, and 28 percent with our Services and General Procurement suppliers.
In the 45 full-scope EICC audits in 2017, the 10 most frequent code nonconformance (major and minor) are provided in the chart to the left. To link the nonconformance to the five code sections, we have noted this via abbreviation: Lab (labor), H&S (health and safety), Env (environmental), Eth (ethics) and Mgt (management system).

In 2017, the two largest areas of noncompliance were labor, and health and safety. The environmental category improved its compliance level as a result of continued dialogue with our suppliers and our requirement that suppliers have a social and environmental management system in place.

Audits are a valuable tool, and if combined with long-term supplier relationships and suppliers’ agreements to invest in improvements toward code compliance, audits can help drive relative long-term improvement. For example, in the case of “working hours.” By comparing results over the near- and mid-term, we can see improved results. In 2017 data, combined major and minor nonconformance for working hours was 16 percent for audits conducted, down from 20 percent in 2016. Similarly, “hazardous substances” saw an improvement from 7 percent in 2016 to 3 percent in 2017.

IBM’s supplier assessment activity follows the methodology developed by the EICC, under which audited suppliers create and submit a Corrective Action Plan (CAP) for all nonconformances discovered in an assessment. This requirement is a core tenet of IBM’s supplier management system and is fully supported by IBM Global Procurement and its executive team. The CAP enables the audited company to create meaningful targeted improvements — and later, to test their effectiveness through a re-audit. During 2017, 57 supplier CAPs were reviewed and accepted within 90 days of submission, reflecting audits and re-audits that occurred in late 2016 and throughout 2017.

The EICC code requires an organization to have robust management systems to achieve and maintain ongoing compliance with the code provisions. Suppliers who fail to conform to the code often lack one or more elements of a strong management system—having documented goals, objectives, metrics, periodic reviews with in-line management and tracking of improvements. An EICC audit report identifies and describes nonconformance found during the audit with a cross-reference to the applicable provision of the EICC code. This level of detail is an important feature of an EICC audit and enables suppliers to isolate the root cause of any finding so they can work on improvements.
The effectiveness of our audit/CAP/re-audit system is demonstrated by comparing “before and after” results of suppliers undergoing a complete assessment cycle, as shown by the chart to the left. Re-audits conducted during 2017 at 34 Production and Services and General Procurement suppliers are compared with their full-scope audits (conducted over the 2015–17 timeframe). Major and minor noncompliance results are shown.

Within the 34 re-audits, there were 41 code provisions from the full-scope audits with major or minor nonconformance. The CAPs drove compliance improvement across all 41 code provisions. The chart to the left shows a sample of these improvements focusing on the 10 provisions having the highest nonconformance. All 10 provisions showed significant improvement, including working hours (30 percent improvement), emergency preparedness (88 percent improvement) and occupational safety (95 percent improvement). For the following 27 code provisions, all prior major and minor noncompliance were fully corrected in the CAP/re-audit process:

- Freely chosen employment (Lab)
- Young worker avoidance (Lab)
- Humane treatment (Lab)
- Non-Discrimination (Lab)
- Freedom of association (Lab)
- Industrial hygiene (H&S)
- Physically demanding work (H&S)
- Machine safeguarding (H&S)
- Health and safety communication (H&S)
- Pollution prevention and resource reduction (Env)
- Wastewater and solid waste (Env)
- Air emissions (Env)
- Product content restrictions (Env)
- Storm water management (Env)
- Energy consumption and greenhouse emissions (Env)
- Business integrity (Eth)
- No improper advantage (Eth)
- Disclosure of information (Eth)
- Intellectual property (Eth)
- Fair business, advertising, and competition (Eth)
- Company commitment (Mgt)
- Management accountability and responsibility (Mgt)
- Legal and customer requirements (Mgt)
- Training (Mgt)
- Worker feedback and participation (Mgt)
- Documentation and Records (Mgt)
- Corrective action process (Mgt)

In addition to the above improvements, 41 percent of the re-audited suppliers resolved all code nonconformance after completion of their re-audit cycle—a sizable accomplishment and testament to the results of following the full EICC process as well as the commitment of our suppliers to invest in lasting improvements. IBM Global Procurement has contingency plans for suppliers that remain noncompliant after a re-audit, and each is being handled with executive involvement. Our procurement executive team reviews the results of all supplier audits (full-scope and re-audits) on a monthly basis, and quarterly with IBM’s chief procurement officer.
From the results of 2017 EICC full-scope audits and re-audits, IBM is adjusting its communication plans with suppliers for 2018 audits. Our 2018 audit plan includes full-scope audits aligned with the Responsible Business Alliance (RBA) Code of Conduct version 6 (effective Jan. 1, 2018), and to further improve full-audit compliance, we will be extending to suppliers access to a core set of RBA learning academy courses designed to help them build capability in the provisions of the code.

Center of Excellence for Product Environmental Compliance
IBM’s Center of Excellence (CoE) for Global Product Environmental Compliance helps IBM to meet environmental regulations in all countries where IBM does business, by rolling out consistent methodologies to deliver environmentally compliant products. The CoE’s mission includes comprehensive and detailed reviews of regulations, the development of compliance strategies, processes and deployment plans, as well as education and training materials for IBM’s employees and suppliers. The CoE is also an active member on many industry and regulatory bodies around the world.

As governments worldwide become increasingly concerned about the environment and health and safety of their citizens, the number of product environmental laws has grown exponentially over the last several years and we expect this trend to continue. Not only are such laws growing in number, they are also increasingly detailed and the scope of what constitutes an environmental law has continued to expand. The product-oriented laws directly pertain to all hardware products IBM designs, manufactures or contracts to manufacture, and/or purchases for resale. The scope of IBM’s product environmental compliance work includes but is not limited to:

- Validating that all IBM hardware products do not contain prohibited substances, or do not exceed certain maximum thresholds of reportable substances, as specified by EU RoHS and REACH regulations, in addition to non-EU RoHS and REACH-type regulations.
- Meeting eco-design directives as well as power and energy reduction regulations and voluntary standards such as the U.S. Environmental Protection Agency’s ENERGY STAR program.
- Complying with the U.S. Toxic Substances Control Act, nanomaterials reporting requirements, battery laws, product takeback regulations and annual reporting.
- Delivering supplier education via dedicated global webinars.

Globally in 2017, we identified 160 new or modified product-related regulations and acted upon them to meet the milestones and requirements defined by the regulations.

Engagement and collaboration
Collaborating with industry groups, academics, nongovernmental organizations and other professional organizations is a way of leveraging multiple efforts for the benefit of the whole. IBM openly shares our work and learns from these others in order to make ongoing investments in supply chain social responsibility.

In October 2017, our primary supply chain social responsibility collaboration group, the EICC, re-branded itself as the Responsible Business Alliance (RBA). This change in name was the culmination of over a year and a half of work by the Board, its officers, and focus groups comprised of members and their management. More than just a new name and logo, this change reflects the dynamic nature of the group—which has continued to grow in scope and membership during each year of its existence.

At year-end, the EICC/RBA had grown to over 120 members across automotive, communications, consumer electronics, computer brands, contract manufacturing, hardware components, industrial equipment, logistics, software, retail, and (new for 2017) toy and other service industries—representing multiple distinct tiers of the extended supply chain. IBM is also an active member of the Responsible Minerals Initiative (RMI), which is
focused on the topic of conflict minerals and staying ahead of other emerging issues in extraction (such as cobalt).

IBM’s involvement with the EICC/RBA remained strong in terms of support, participation and utilization of the organization’s growing base of collateral. As a founding member, IBM encourages its suppliers of products and services to join the group and participate in the development and deployment of resources aimed at driving improvements in social responsibility.

Each member of IBM’s global Supply Chain Social Responsibility team is part of one or more of the EICC/RBA’s workgroups. This allows us to remain engaged in, contribute to and learn from other companies that constitute the various groups:

- Code revision workgroup
- Validated audit process workgroup
- Audit manual sub-workgroup
- Capability building workgroup
- Indirect spend workgroup
- China smelter engagement team
- Europe smelter engagement team
- Asia/Indonesia smelter engagement team
- Global smelter engagement team
- Gold subteam
- Conflict minerals reporting template team

Building upon its long history of working with indirect suppliers (in our services and software businesses), IBM co-leads the indirect spend workgroup. This group is engaging members that deploy the EICC/RBA Code of Conduct to indirect suppliers that support the electronics industry. Suppliers in this sector are varied and range from large global firms to locally owned, small enterprises, which presents a challenge in communicating and assessing compliance to the code.

The EICC/RBA annual report provides an in-depth review of the organization’s accomplishments. This report is highly recommended for anyone with an interest in the areas the group is engaged in and the collateral being developed for members and suppliers to use in making improvements across the five pillars of the RBA Code. Readers are encouraged to link to the RBA website and explore the varied topics this important group is engaged in, at responsible-business.org.

In addition to its involvement with the EICC/RBA, IBM continues its engagement activities with local and nongovernmental organizations around the globe. For example, as a key member of the electronics industry in Mexico, IBM collaborates with industry chambers and nonprofit organizations that share our passion for a sustainable and responsible supply chain.

Conflict minerals

In 2017, we continued our efforts to achieve an upstream supply chain using tantalum, tin, tungsten and gold mined and processed in a responsible manner. These four minerals (also known as 3TG) are referred to as conflict minerals, with focus placed on sources emanating from the Democratic Republic of Congo or adjoining countries (DRC). With proper care, however, market access to legitimate sources of supply from within the DRC is possible to support a compliant supply chain. Like most companies using these four materials, IBM is not a direct purchaser and is four to six supplier tiers downstream from the smelters or refiners (SORs) of these minerals.

IBM’s conflict minerals program is executed by a geographically dispersed, dedicated team of experienced supply chain professionals within the IBM Global Procurement organization. That team reports to IBM’s vice president and chief procurement officer.
IBM participates in the Responsible Minerals Initiative (RMI), along with over 350 other companies and industry groups, focused on working to resolve challenges associated with this issue. IBM and RMI members are working together to identify, vet, converse with and lead the entire portfolio of member-identified SORs to participate in the Responsible Minerals Assessment Program (RMAP). RMAP was created for SORs that play a crucial role in the extended supply chain, as they are the point at which concentrated ores are refined into the higher-level materials that cascade into technology products. Readers are encouraged to access the RMI website for information on the many tools and programs being driven by this important initiative at responsiblemineralsinitiative.org.

IBM’s due diligence measures for conflict minerals conform to the framework set forth in the Organisation for Economic Co-operation and Development (OECD) Due Diligence Guidance for Responsible Supply Chain of Minerals from Conflict-Affected and High-Risk Areas. Our work to date can be summarized in four categories:

1) Establishing a supply chain standard for conflict minerals.

2) Performing a Reasonable Country of Origin Inquiry (RCOI) regarding the potential sources of conflict minerals in our products.

3) Performing due diligence by surveying our in-scope direct suppliers using the RMI’s Conflict Mineral Reporting Template (CMRT) to ascertain the SORs present in the supply chain.

4) Working with those SORs to gain their engagement in RMAP or equivalent programs. In the spirit of collaborative work, IBM accepts the LBMA Good Delivery List, Responsible Jewellery Council Chain of Custody Certification, TI-CMC as proof of conflict-free stature.

To determine information about its upstream sources of 3TG, IBM used multiple iterations of the RMI CMRT with its in-scope direct suppliers. The CMRT was developed to provide companies with a common format for their upstream suppliers to identify the use of 3TG, the SORs used in the extended supply chain and, where possible, the country of origin of 3TG. In the fourth quarter of 2017, IBM deployed the CMRT to our in-scope suppliers representing greater than 95 percent of our total supply chain expenditures for our covered products. We received responses from all of the in-scope suppliers containing SORs that are not progressing toward conflict-free are required to have a plan to remove those SORs from products provided to IBM. The IBM Conflict Minerals team and the IBM Global Procurement organization work closely with suppliers to help them achieve this goal. Recognizing that a well-informed supply base is required to sustain this complex challenge, IBM has provided conflict minerals education to our suppliers through webinars and RMI online courses. The work to attain a conflict-free supply chain is difficult, yet our suppliers recognize the expertise of the team and our commitment to their success.

Another aspect of our efforts to drive change is direct interaction with SORs and trade groups that are associated with the processing of these materials. Our global Conflict Minerals team works in association with the RMI smelter engagement team to contact SORs and bring them into the RMAP process. In 2017, IBM global team members along with other member companies of RMI met with SORs in China, Czech Republic, India, Netherlands and Vietnam to advance their participation in RMAP. This work takes us to production facilities where we promote RMAP participation and help them to prepare for their assessments. To remove the cost barrier of RMAP audits, IBM donated to the RBA Foundation and Initial Audit Fund, which offers SORs an incentive for participating in the RMAP by fully paying for the cost of their initial audit. Our outreach efforts extended to minerals conferences in China, Dubai, India and Indonesia, which we attended to meet with SOR and industry contacts, to further RMAP participation and understanding.

In 2018, we are continuing our work to reach conflict-free on 3TG and have started exploring our supply chain for cobalt, which may become the next material of interest.
**Supplier diversity**

IBM has long recognized that diversity is critical to fostering innovation, impacting our bottom line and delivering value to clients — and that supplier diversity adds to our competitive advantage while stimulating growth in a global marketplace and driving development in growing economies.

IBM created its supplier diversity program in 1968, predating the existence of the U.S. Department of Commerce’s Minority Business Development Agency; the National Minority Supplier Development Council (NMSDC); and the Women’s Business Enterprise National Council (WBENC). With half a century of engagement in this area, our program’s perennial goal is to provide opportunities to diverse suppliers that can add value to our supply chain in every region where we operate. Suppliers qualify as diverse by being at least 51 percent owned by people from an ethnic minority (as defined in each country or region), or by women, military veterans, people with disabilities or LGBT individuals.

In 2000, IBM was the first information technology firm to join the Billion Dollar Roundtable, an organization that encourages businesses to increase their spending with diverse suppliers. Since then, IBM has annually conducted greater than $1 billion in business with first-tier diverse suppliers in the United States. (Companies with which IBM has direct business relationships are considered...
“first-tier” suppliers.) With the growth of IBM’s diverse supplier initiative outside the United States, IBM since 2006 has conducted more than $2 billion in business annually with first-tier diverse suppliers globally. In 2017, IBM purchased $2.6 billion in goods and services from first- and second-tier diverse suppliers globally, of which nearly $1.4 billion was with first-tier diverse suppliers in the United States and $657 million with first-tier diverse suppliers in other countries.

In 2003, IBM expanded the program beyond the United States to seek relationships with diverse suppliers in every country where we operate. Each geographic region has its own program manager, and each has established locally relevant criteria for diverse suppliers. IBM’s representatives actively engage in collaborations with external organizations involved with outreach programs to facilitate diverse supplier identification and development. We have also expanded our second-tier program beyond the United States, requiring our direct suppliers to seek diversity through their supply chains. Our goal is to seek suppliers that can provide value to our supply chain, and to promote economic opportunities for historically disempowered groups wherever we operate.

IBM is a member of many international affiliates of the NMSDC, including the Canadian Aboriginal and Minority Supplier Council (CAMSC), Minority Supplier Development China (MSD-China), Minority Supplier Development U.K. (MSDUK), South Africa Supplier Development Council, Supply Nation, and WEConnect International. IBM employees are on the boards of CAMSC, MSDUK, MSD-China, and WEConnect International, where an IBMer is also chair of its board.

IBM works with its diverse suppliers to help them expand their capabilities and delivery models so they can respond more effectively to IBM’s requirements. For example, SuperSeva Services Pvt. Ltd, a certified WEConnect International India member, received their first Request For Proposal (RFP) from IBM in 2007. Over the next two years they honed their skills and obtained their first IBM purchase order in 2009. From this point they worked with IBM’s Asia Pacific procurement team to understand our growing customer requirements and were awarded an additional contract in late 2009. During this time we recommended they pursue WEConnect certification, which they did in 2011. This certification accelerated the number of RFPs from IBM. By 2015 they had won Employee Transport Management contracts with IBM, with support workers numbering 140. By year-end 2017, they were managing various business projects for IBM — including Employee Transport Management, Asset Management, Workplace Security, SSP Operations, Class Management and Stamp Paper Services — with approximately 400 workers supporting this work, illustrating the growth of this one supplier over a 10-year period with us.

During our 50-year history of supplier diversity, IBM has been a leader in inclusion. We have always understood that our actions on this front resonate, not just within the walls of IBM but throughout the world economy. Within our supply chain, IBM’s Global Supplier Diversity organization has been widely considered an industry leader globally. Our supplier diversity organization and IBM employees were recognized approximately 30 times in 2017. The most prestigious awards were:

- WBENC Top Corporation, Platinum Level —14th consecutive year IBM has received “top corporation” status
- NMSDC Global Link Award — Best International Program in the world
- European Diversity Awards — Supplier Diversity Program of the Year Award
- Business Equity Network — Inaugural Eminence Award for our work with LGBT suppliers

NMSDC included IBM Program Director of Global Supplier Diversity Michael Robinson on its list of the 45 Most Influential People who have impacted diversity, and their organizations, in the NMSDC’s 45-year history. He also received the National LGBT Chamber of Commerce Legacy Award for his contributions to LGBT suppliers. These corporate and individual awards are a demonstration of IBM’s commitment and leadership in the industry. They are not limited to the U.S. or to a specific constituency, and illustrate the program’s global impact.

As IBM marks the 50th anniversary of our supplier diversity program in 2018, we will continue to foster diversity in our global supply chain as business needs evolve, and will work with external organizations to support the identification and development of diverse firms in countries where we have purchasing needs.