BlackBerry

Corporate Responsibility Report

Fiscal 2015 / Fiscal 2016

Cautionary Note Regarding Forward-Looking Statements

The 2015/2016 Corporate Responsibility Report contains forward-looking statements within the meaning of the U.S. Private Securities Litigation Reform Act of 1995 and applicable Canadian securities laws. When used herein, words such as "expect", "anticipate", "estimate", "may", "will", "should", "intend", "believe", and similar expressions, are intended to identify forward-looking statements. Forward-looking statements are based on estimates and assumptions made by BlackBerry Limited (BlackBerry) in light of its experience and its perception of historical trends, current conditions and expected future developments, as well as other factors that BlackBerry believes are appropriate in the circumstances.

Many factors could cause BlackBerry's actual results, performance or achievements to differ materially from those expressed or implied by the forward-looking statements, including those described in the "Risk Factors" section of BlackBerry's Annual Information Form, which is included in its Annual Report on Form 40-F and those factors described in the "Cautionary Note Regarding Forward-Looking Statements" section of BlackBerry's MD&A (copies of which filings may be obtained at www.sedar.com or www.sec.gov). These factors should be considered carefully, and readers should not place undue reliance on BlackBerry's forward-looking statements. BlackBerry has no intention and undertakes no obligation to update or revise any forward-looking statements, whether as a result of new information, future events or otherwise, except as required by law.

REPORT OVERVIEW

Since 2010, BlackBerry has published a Corporate Responsibility Report showcasing the company's programs, achievements, efforts and beliefs. These reports have focused on aspects such as creating environmental sustainability and stewardship, enabling social wellbeing, driving economic prosperity and fostering ethical behavior.

This report intends to provide BlackBerry's stakeholders with a valuable resource detailing the company's corporate responsibility progress over the fiscal years of 2015 (FY15) and 2016 (FY16).

For the most up-to-date information, please visit:

BlackBerry
Corporate Responsibility
Online

BlackBerry's Corporate Responsibility group welcomes comments and questions from stakeholders at:

CorporateResponsibility
@BlackBerry.com

Reporting Period & Scope

The reporting periods of this report are from:

March 2, 2014 - February 28, 2015 (**FY15**)

March 1, 2015 - February 29, 2016 (**FY16**)

Reporting Standard

In the preparation and publication of this report, BlackBerry has fulfilled the "in accordance" criteria for the **CORE** option of the GRI-G4 Sustainability Reporting Guidelines.*

Third Party Assurance

Ernst & Young LLP conducted a limited assurance review of five GRIG4 indicators for FY16. Content that has been assured during this process is identified with this symbol ☑ .
The assurance letter appears in *Appendix B* of this report.

*See p.34

CONTENTS

Dear Stakeholders,

The past two fiscal years have seen tremendous momentum across BlackBerry. Most importantly, we've completed our transformation from a smartphone manufacturer to now, a leading software company with a standard of security that manages the network of endpoints within and across enterprises and organizations.

To that end, we made a number of strategic acquisitions in the security space that added value to the BlackBerry Secure platform such as Good Technology, WatchDox, AtHoc and Encription. In addition, we've ended all internal hardware development and are outsourcing that function and licensing our brand to third-party manufacturers including TCL, BB Merah Putih and Optiemus Infracom, who are manufacturing, distributing, marketing and selling BlackBerry smartphones. We are now expanding into the next phase of our licensing program, which will focus on a broader set of endpoints, such as tablets. We're also accelerating the exponential growth in autonomous and connected vehicles by providing software and expertise to automotive industry leaders like Ford Motor Company.

As we have shifted the economic model of the company from hardware to software, we have reconfigured ourselves from the inside out to support enterprise software, adjusted our R&D, personnel and operations to reflect the new business. Now, our growth is coming from the software and services portfolio. In Q2 2017, we more than doubled our software revenue year over year and delivered the highest gross margin in the company's history.

We have continued to embrace steadfast commitments to employees, customers, partners and communities where we live and operate. All of those stakeholders can be confident in BlackBerry as a technology partner and corporate steward grounded by three pillars: community, environment, and ethics.

As we look out at our impact on the environment, we understand that addressing environmental issues requires collaboration. To do our part, we work with industry and trade groups to better understand ways in which we can be more effective while still providing best-in-class security solutions and software. Our commitment to corporate ethics and integrity extends to a reasoned and important position on lawful access, which we outlined in December 2015.

As we look to the future, BlackBerry is no longer just about the smartphone, but the smart in the phone, and in cars and containers, medical devices and wearables, consumer appliances and industrial machinery, and ultimately the entire enterprise. Our software provides the embedded intelligence to secure the Enterprise of Things so that the Internet of Things can thrive. We are extremely excited about the prospects for a new BlackBerry and our mission to secure the Enterprise of Things.

Sincerely,

John Chen
Executive Chairman and CEO

CORPORATE RESPONSIBILITY AT BLACKBERRY

BlackBerry has focused on three main pillars of Corporate Responsibility:

COMMUNITY – ENVIRONMENT – ETHICS

BlackBerry collaborates with teams across the organization to identify its stakeholder community. Individual teams actively engage with stakeholders through various communication channels including written communications, surveys, focus groups and dedicated site visits. BlackBerry reviews the stakeholder list annually to ensure that the company is actively engaging a broad spectrum of stakeholders who can contribute to the direction and advancement of our Corporate Responsibility programs.

COMMUNITY

BlackBerry believes in the importance of making a positive contribution to the communities in which the company operates, both through volunteering programs and through initiatives with third party organizations. In FY15 and FY16, BlackBerry continued to support programs that help and inspire youth to achieve beyond their reach.

ENVIRONMENT

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

ETHICS

Ethical principles are central to BlackBerry's corporate governance and the company is committed to acting with integrity across all of its operations.

Aspect Materiality

For FY15 and FY16, BlackBerry conducted a materiality review based on the Global Reporting Initiative™ (GRI) G4 framework. GRI is an international not-for-profit organization and many companies use its framework to understand and communicate their sustainability performance. BlackBerry used the GRI G4 Sustainability Reporting Guidelines to measure and report on its corporate responsibility performance. The GRI Index on page 35 of this report directly correlates with the material aspects shown at the bottom of this page and those which are discussed throughout this report.

BlackBerry has correlated the applicable indicators deemed material into the respective pillars of its corporate responsibility initiatives. The materiality review considered issues that are of importance to both the business and BlackBerry's stakeholders which include customers, employees, investors, suppliers, civil society, governments and educational partners. BlackBerry has effectively identified the significance of each material aspect and how each aspect relates to the three pillars of BlackBerry's corporate responsibility initiatives:

<div align="center">

COMMUNITY   **ENVIRONMENT**   **ETHICS**

</div>

BlackBerry collaborates with teams across the organization to identify its stakeholder community. Individual teams actively engage with stakeholders through various communication channels including written communications, surveys, focus groups and meetings. BlackBerry reviews the stakeholder list annually to ensure that the company engages a broad spectrum of stakeholders who can contribute to the direction of the corporate responsibility program.

BlackBerry's materiality review process identified G4 indicators which are important to the company and, therefore, are imperative to report on. Each key stakeholder within the company who possesses expertise in each of the GRI G4 aspects had provided a response regarding specific indicators they felt to be appropriate to report. These responses were scored for materiality and, based on these scores, indicators were ranked accordingly.

BlackBerry GRI-G4 Aspect Materiality Matrix

Economic Aspects
A • Economic Performance

Environmental Aspects
B • Emissions
C • Energy
D • Environmental Compliance
E • Materials
F • Overall
G • Products and Services
H • Supplier Environmental Assessment

Social Aspects
I • Anti-corruption
J • Assessment
K • Child Labor
L • Customer Privacy
M • Employment
N • Forced or Compulsory Labor
O • Freedom of Association and Collective Bargaining
P • Local Communities
Q • Non-discrimination
R • Occupational Health and Safety
S • Product Compliance
T • Product and Service Labeling
U • Societal Compliance
V • Supplier Assessment for Labor Practices
W • Supplier Human Rights Assessment

Axes: IMPACT ON BUSINESS (vertical, LOW to HIGH); IMPACT ON STAKEHOLDERS (horizontal, LOW to HIGH)

COMMUNITY

BlackBerry believes in the importance of making a positive contribution to the communities in which the company operates, both through volunteering programs and through initiatives with third party organizations. In FY16, BlackBerry shifted focus to support disadvantaged youth in the areas of education, shelter, nutrition, health and wellbeing.

COMMUNITY

BlackBerry strives to make a positive, long-lasting impact in the communities in which it operates. BlackBerry builds meaningful relationships with community groups including chambers of commerce, technology associations and economic business groups. Maintaining relationships with such entities ensures that BlackBerry plays its part in assisting with the evolution and growth of communities. These include technology leadership conferences, award ceremonies for small businesses and networking events with industry and government officials.

Education

The aim of BlackBerry's investments in education has been to help students discover how fascinating Science, Technology, Engineering and Math (STEM) subjects can be. In FY15, BlackBerry demonstrated support for local, national, and global educational outreach initiatives.

Supporting Education Locally: Waterloo-Wellington Science and Engineering Fair

The Waterloo Region is full of budding young scientists as demonstrated at the 2014 Wellington-Waterloo Science and Engineering Fair (WWSEF). The WWSEF is one of the regional science fairs that sent winning students to a national level competition. Twenty BlackBerry employees volunteered their time as judges at the fair, conducting the difficult task of evaluating the 200 participating students. Nine exhibitors received the award of merit, sponsored by BlackBerry, which gives them the opportunity represent the Waterloo-Wellington community at the Canada Wide Science Fair. In addition to employee volunteers and funding, BBM™ was the communication channel of choice

allowing students to use their smartphones to engage in friendly trivia, fact-finding missions and conversations with their peers.

Supporting Education Nationally: Youth Sciences Canada & the 2014 Canada-Wide Science Fair

For the third year in a row, BlackBerry was the presenting sponsor at the Canada-Wide Science Fair (CWSF) in Windsor, Ontario. Nearly 500 of Canada's top young scientists ranging from grade seven to grade twelve gathered at the 53rd annual CWSF to present their science projects and hard work. At the awards ceremony, 40 gold medal winners each received a BlackBerry® Z10 smartphone. BlackBerry provided further support with employee volunteers and judges, as well as supplying devices for volunteers to use during the event.

Set-up day at the 2014 Canada-Wide Science Fair in Windsor, Ontario

During the awards ceremony, the first BlackBerry Smartphone App Development awards were given to three deserving students who displayed creativity and ingenuity in harnessing the power of smartphone technology to solve real world problems in the form of mobile applications. Their applications tackled the issues of distracted driving, proper recycling practices, and music editing. Each student received a BlackBerry 10 smartphone, a cash prize, as well as some one-on-one mentorship time with a BlackBerry app development expert.

Supporting Education Globally: BlackBerry Scholars Awards

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

The BlackBerry Scholar recipients received full, four-year university tuition scholarships (awarded in 2013) as well as mentorship and professional opportunities. The women are currently half-way through completing their undergraduate degrees in STEM-related fields. Empowered by BlackBerry's support, the young women have not only advanced their own careers, but have also helped inspire and encourage women in their communities and around the world to pursue STEM fields and education.

Each scholar has had impressive academic results at reputable institutions in Canada, the U.S. and the UK, including Coventry University, Durham University, Harvard College, Massachusetts Institute of Technology, Oklahoma State, and Rochester Institute of Technology. Each scholar provided regular academic and personal updates, and connected quickly and effortlessly with the program team and mentors using email and BBM™ on their BlackBerry® smartphones.

FY16: A fresh take on supporting Education

In FY16, BlackBerry shifted focus to give better support to disadvantaged youth. Specifically, BlackBerry provided over 100 STEM camp bursaries to children who needed it most in Canada and the US.

Proud2Be

BlackBerry encourages its employees to improve their communities through volunteering. The Proud2Be employee programs allow BlackBerry to support volunteering efforts and amplify their impact. In FY15 and FY16, Proud2Be supported:

- **Grant Program**
  This program supports employee volunteer and fundraising efforts around the world. In FY15 and FY16, employees volunteered more than 6,500 hours of personal and corporate time, and BlackBerry donated a total of $150,000 to more than 200 organizations around the world on their behalf.

- **Spreading Cheer Program**
  An annual holiday campaign that supports teamwork amongst employees and encourages them to give back to their community. In both FY15 and FY16, the program achieved a strong global participation rate with more than 400 employees teaming up to raise $20,000 (in dollars and items) to charities worldwide. The top three teams (as determined by employee votes) won a contribution to their cause from BlackBerry, matching the $20,000 raised.

A team of BlackBerry employees "stuffed their stockings" for a good cause!

WE Charity

BlackBerry maintained its strong, continuing partnership with WE Charity, formerly known as Free the Children. WE Charity is an international charity dedicated to providing children access to education and opportunities for them to reach their full potential. In FY15, BlackBerry was a proud partner and supporter of WE Charity's overseas development programs and WE Day events.

During BlackBerry's five-year partnership with WE Charity, the following has been achieved:

Adopt a Village & BlackBerry Build-a-Village Awards

BlackBerry worked with WE Charity to create tangible impacts overseas. BlackBerry's support of the Adopt a Village development model has created sustainable change for communities like Verdara, India.

Students in Verdara India are equipped to learn!

The community of Verdara is located in Rajsamand District, Rajasthan State in the northwest part of India. In partnership with the community of Verdara, the local government and BlackBerry, projects are already underway focusing on improving education and sanitation and the provision of clean water. BlackBerry's contribution funded the following projects:

- Installation of a clean water well that doubles the water capacity (from 30,000L to 60,000L) and comfortably serves a community of 75 villagers and their livestock;

- The rehabilitation of a secondary school classroom and removal of unsanitary latrine infrastructures

One of the wells installed in Kenya

*BlackBerry Build-a-Village Award winners in **India** (Summer, 2014)*

*BlackBerry Build-a-Village Award winners in **Kenya** (Summer, 2014)*

The BlackBerry Build-a-Village Awards Program is an extension of the Adopt-a-Village program and is geared toward encouraging students to get involved in their communities. To date, BlackBerry has sent 200 students to Kenya and India. These young individuals immersed themselves in a new culture and community as they worked hard to bring about positive changes within two of BlackBerry's four adopted villages -

Bagad, India and *Oloirien*, Kenya.

The participants of the 2014 BlackBerry Build-a-Village Award have joined a fantastic group of program alumni that have achieved inspiring changes. Between 2011 and 2014, BlackBerry celebrated the following accomplishments:

Local	Global
Over four years, brought the We Day inspiration to 35,000 youth and educators in the Kitchener-Waterloo region	4 communities adopted with holistic infrastructure (education, water, health and livelihood development)
Provided high quality We Act programming to almost 300 schools in the Kitchener-Waterloo area	23 classrooms built across seven countries to support the Year of Education in 2013-2014
Has provided employee engagement opportunities for hundreds of employees through We Day volunteering alone	200 youth sponsored to travel to Kenya and India on life-changing Me to We youth trips through the Build-A-Village Awards Program

WE Day

In November 2014, for the fifth year in a row, 7,000 students from across Waterloo Region came together for We Day Waterloo – an extraordinary event that inspires passion, creates social change agents, and starts a global community conversation.

We Day 2014 (Waterloo, Canada)

BlackBerry rallied the crowd through Build-a-Village award recipients who delivered empowering messages to their 'future selves'. Employees and their families attended for a day of social education.

Focus on Youth

In FY16, BlackBerry embarked in a new direction for giving: supporting disadvantaged youth in our local communities. Quarter by quarter, BlackBerry made strides to create positive impact within this new focus.

Food & Nutrition

Over 500 employees globally participated in food drives and events to raise awareness for hunger in our communities. BlackBerry supported the following organizations with volunteers, cash, and in-kind donations:

- The Food Bank of Waterloo Region
- Alameda County Community Food Bank
- The Kanata Food Bank
- Second Harvest Food Bank
- The Food Bank Singapore

BlackBerry raised enough food and funds to provide over 100,000 meals for families in need. This announcement was made on #GivingTuesday, following U.S. Thanksgiving.

The Proud2Feed Families in Need event welcomed BlackBerry employees and their families to raise awareness for hunger in our community.

Operation School Bell

BlackBerry supported the Operation School Bell® Program run by the Assistance League of Amador Valley. This program provides new clothes, shoes, and hygiene products to over 400 disadvantaged school kids. BlackBerry employees volunteered their time to help kids select appropriate items to purchase to ensure that they are ready for school.

BlackBerry employees pairing up with kids through the Operation School Bell Program

WE Schools

In the seventh year of partnership with WE Charity, BlackBerry supported the WE Schools program to better align with the company's new focus in support of disadvantaged youth. The We Schools program supports 250 local youth to learn about social justice and gain the confidence to take action both locally and globally.

Since 2010, BlackBerry has supported the WE Schools program in Kitchener-Waterloo Region.

Veterans

BlackBerry supports many government clients with hardware, software, and service solutions. These clients put their trust in BlackBerry and BlackBerry recognizes the important work they do in protecting our countries.

Veteran's Day Walk

BlackBerry employees in San Mateo, California coordinated a Walk-a-Thon in support of Fisher House Foundation, an organization that provides military families housing close to a loved one during hospitalization. With 20% of the BlackBerry employees in San Mateo being Veterans, the Walk-a-thon was well-attended. 328 miles were walked and BlackBerry contributed for each mile.

Employees at AtHoc (a subsidiary of BlackBerry) get ready at the starting line for the 2015 Veteran's Day Walk-a-thon supporting Fisher House Foundation.

Poppy Campaign

Across Canada and the UK, BlackBerry supports the annual Poppy Campaign raising funds for the Royal Canadian Legion and British Legion. During the Poppy Campaign, employees donate to purchase a poppy and BlackBerry matched the total contributions. Both Legions provide essential services for Veterans and their families.

BlackBerry Employees

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

Keeping Employees Healthy and Safe

BlackBerry actively works to build a safe workplace through several programs including job specific hazard training, manager focused learning, contractor management and ergonomic assessments.

Returning to work after an injury or illness can be daunting. To help ease the transition, BlackBerry offers the *Early and Safe Return to Work Program*. This program offers modified work and promotes early intervention to expedite recovery which aids employees in a faster return to their regular jobs. As a measure of this program's effectiveness, the program has helped BlackBerry keep cases with lost time to a minimum, with a global rate of 0.50 in FY15 dropping to just 0.03 in FY16 (as measured against employee hours worked). Lost time days decreased to 36 days in FY15 from 71 days in FY14 and from 323 days in FY13. FY16 saw the amount of lost time days' decrease even further to only 2 days.

The following table exemplifies these statistics in the form of rates:

	Location	Incident Rate	Lost Day Rate	Occupational Disease Rate
FY15	**Global**	**0.28**	**0.50**	**0.00**
	North America	0.23	0.13	0.00
	EMEA	0.62	3.49	0.00
	APAC	0.37	0.00	0.00
	LATAM	0.00	0.00	0.00
FY16	**Global**	**0.21**	**0.03**	**0.00**
	North America	0.22	0.04	0.00
	EMEA	0.17	0.00	0.00
	APAC	0.00	0.00	0.00
	LATAM	0.00	0.00	0.00

Note: This data includes independent contractors working at BlackBerry facilities (independent contractors are those individuals that own independent businesses and whom BlackBerry has hired to work full time at BlackBerry) and excludes injuries requiring only first aid treatment. "Days" refers to calendar days. "Lost days" begin on the first day missed after the injury day. BlackBerry records and reports incident statistics using the ILO Code of Practice with the following exceptions:

i. Incident, frequency and severity rates are reported globally and by region only;
ii. Lost time incidents are recorded by the total number of incidents and the total number of days lost
iii. Only information regarding BlackBerry employees is reported (contractors and temporary workers are not included); and
iv. BlackBerry does not report commuting accidents; unless required by local legislation.
v. See further reporting details in GRI Table under G4-LA6.

Traditionally, the most effective way to avoid lost time is to ensure employees remain healthy. To help BlackBerry employees work comfortably and remain injury-free, BlackBerry offers the *Musculoskeletal Disorders (MSD) Prevention Program*. These assessments focus on developing and delivering programs to reduce risk and injuries while incorporating ergonomics principles into new building designs and renovations.

Creating, encouraging, and maintaining a healthy workplace is a core focus of BlackBerry. For BlackBerry employees, this can often result in lower levels of stress, increased morale, and ultimately happier employees. For BlackBerry, healthy and happy employees mean improved productivity, decreased absenteeism, improved attraction and retention, fewer accidents, and reduced claims.

Ultimately, employees are happier!

At BlackBerry, there continues to be no high-risk professions related to exposure to communicable diseases. Assistance and monitoring programs (i.e. Pandemic planning) are in place for employees and employees' families in countries with high risk or incidence of communicable diseases and other serious diseases. Additionally, counselling services are available to employees and dependents through BlackBerry's global employee assistance provider. The BlackBerry Wellness Program provides online health promotion education, on-site training and education sessions, and awareness information available to all employees globally. BlackBerry also provides organizational health consulting services to support employees' healthy, early and safe return to work after occupational and non-occupational injuries and illnesses.

To keep all programs focused and results-oriented, this is the strategic approach BlackBerry takes with all of its programs, including health and wellness:

✓ **Lead by example**
Senior level approval, and partner with industry leaders as appropriate.

✓ **Communicate**

All programs are communicated to all employees globally (or regionally, as appropriate) using the following methods: Newsletters, health fairs, "Lunch & Learns", courses, and webinars.

✓ **Evaluate and Modify**
Measure success objectively, and modify program elements accordingly.

Employee well-being is influenced by the satisfaction they receive from being appreciated for their contributions to BlackBerry's success. One way BlackBerry encourages a culture of appreciation is through its G*lobal Recognition and Rewards program*, which gives managers at BlackBerry a way to recognize employees for going above and beyond expectations. Any leader is able to nominate any employee, either for an Individual or Team award.

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

Employees and the Environment

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

Sustainable Transportation

BlackBerry provides eligible employees information on the use of a free online carpool ride-matching service to support the formation and success of carpooling groups. This program has been expanded to eleven of BlackBerry's core operation locations within Canada and the U.S.. In addition, BlackBerry provides a free taxi service to eligible employees who use sustainable transportation modes such as carpooling for their daily travel to and from work, if they are unable to travel home via their regular sustainable transportation mode. BlackBerry won the Sustainable Waterloo

Region Team Travel Award for highest participation in Carpool Week in March 2015.

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

BlackBerry was the recipient of the *Travelwise Innovation Award* in April 2014 for its EcoCommute Program. Several innovative facets of the program include the automated *Guaranteed Ride Home Program*, the *Electric Vehicle Charging Program*, and a BlackBerry tool that used to survey employees about their commuting patterns.

BlackBerry employees completed a survey on commuting in 2015 that was used to develop the BlackBerry Commuting Action Plan which was finalized in February 2016. This plan includes programs for carpooling, public transit, biking, walking and electric vehicles. It focuses on reducing the number of single occupancy vehicle trips taken by employees by 15% in order to decrease the emissions associated with BlackBerry employee travel.

BlackBerry maintains five electric vehicle charging stations in Waterloo, Cambridge and Ottawa locations. One of the stations is part of the world's longest green highway project, the Sun Country Highway, which is a network of more than 80 public access charging stations across Canada, spanning from St. John's, Newfoundland to Victoria, British Columbia. Being part of the world's longest green highway project means that anyone, including local residents and BlackBerry employees, can stop and take advantage of this charging station. BlackBerry is recognized as a leader in workplace electric vehicle charging within the Waterloo Region and through our involvement with ChargeWR, we are educating other employers in the region about implementing charging programs.

In FY15, BlackBerry hosted an Electric Vehicle Summit in Waterloo, Ontario, which was attended by more than 60 local companies to foster greater community and corporate awareness within the Waterloo Region on electric vehicles and employer charging programs.

BlackBerry also donated three charging stations to the Region of Waterloo to be allocated throughout the community as part of ongoing efforts to build a coordinated public charging network within the region. In this fashion, BlackBerry is continuing to contribute to the development of the community and foster greater awareness of the benefits of electric vehicles as a means to help lower air pollution while providing cost savings on gasoline.

Employee Awareness

To help build environmental awareness among BlackBerry employees regarding the impacts of global climate change, the company participated in Earth Hour in March of 2014 and 2015 at 27 unique BlackBerry office locations across 14 countries.

Waste Management

BlackBerry has implemented various initiatives within its Waste Management Program to focus on the fundamental principles of Reduce, Reuse, and Recycle including:

- ✓ Partnership with an IT server manufacturer to reduce packaging by implementing the use of bulk versus individual packaging for servers purchased by BlackBerry.

- ✓ Striving to reduce the amount of e-waste by working with BlackBerry's e-waste vendors to facilitate the sale of unused accessories weighing 5,700 kg that would have otherwise been sent for recycling or disposal.

- ✓ Focusing on establishing regional recycling partners to enable local recycling of obsolete components or used equipment. Through this approach, BlackBerry can mitigate the emissions impact of shipping those assets greater distances to centralized locations.

- ✓ Implementing a process to divert IT packaging materials (shrink wrap and foam) from landfill, resulting in the recycling of three tractor trailer loads of materials from one of our locations.

- ✓ BlackBerry encourages employees in Canada to bring Alkaline batteries from home so we can ensure they are recycled properly through our approved vendor.

Accessibility

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

BlackBerry continues to offer a robust set of accessibility features on its family of BlackBerry® 10 smartphones that benefit customers with and without disabilities. Some of these features include the BlackBerry® Screen Reader (providing audible output based on visual information displayed on their device) BlackBerry Assistant for message dictation, phone calls and other voice commands, BlackBerry Magnify, face-to-face video chat via BBM™ Video, closed captioning support, hearing aid compatibility, and more.

In CY2015, BlackBerry introduced its first BlackBerry® Secure Smartphone powered by Android. The PRIV device leverages core Android accessibility features in addition to providing users with BlackBerry keyboard typing options, keyboard shortcuts and customizable notifications.

The ability to leverage over-the-air software updates has enabled consumers with in-market BlackBerry® smartphones to upgrade their software to benefit from software improvements. The upgradeable nature of the software demonstrates the flexibility of enhancing accessibility at the platform level utilizing the principles of universal design.

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

ENVIRONMENT

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

ENVIRONMENT

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

BlackBerry continuously monitors environmental regulations that are applicable to BlackBerry's products in the markets in which they are being sold globally. These regulations are generally focused on restricted and hazardous substances, energy efficiency, eco-design, and e-waste product takeback for devices, batteries and packaging. Pertinent implications from these regulations are channeled to the appropriate product development teams for inclusion in future products or for modifications to existing products as applicable.

Engagement

Addressing environmental issues is bigger than one company. That's why BlackBerry collaborates with industry and trade organizations and standards bodies to better understand the environmental issues facing the technology and telecommunications industries — as well as the role BlackBerry plays in addressing them.

BlackBerry contributes to the development of common eco rating criteria and their application for mobile devices through its involvement in industry associations and standards development bodies.
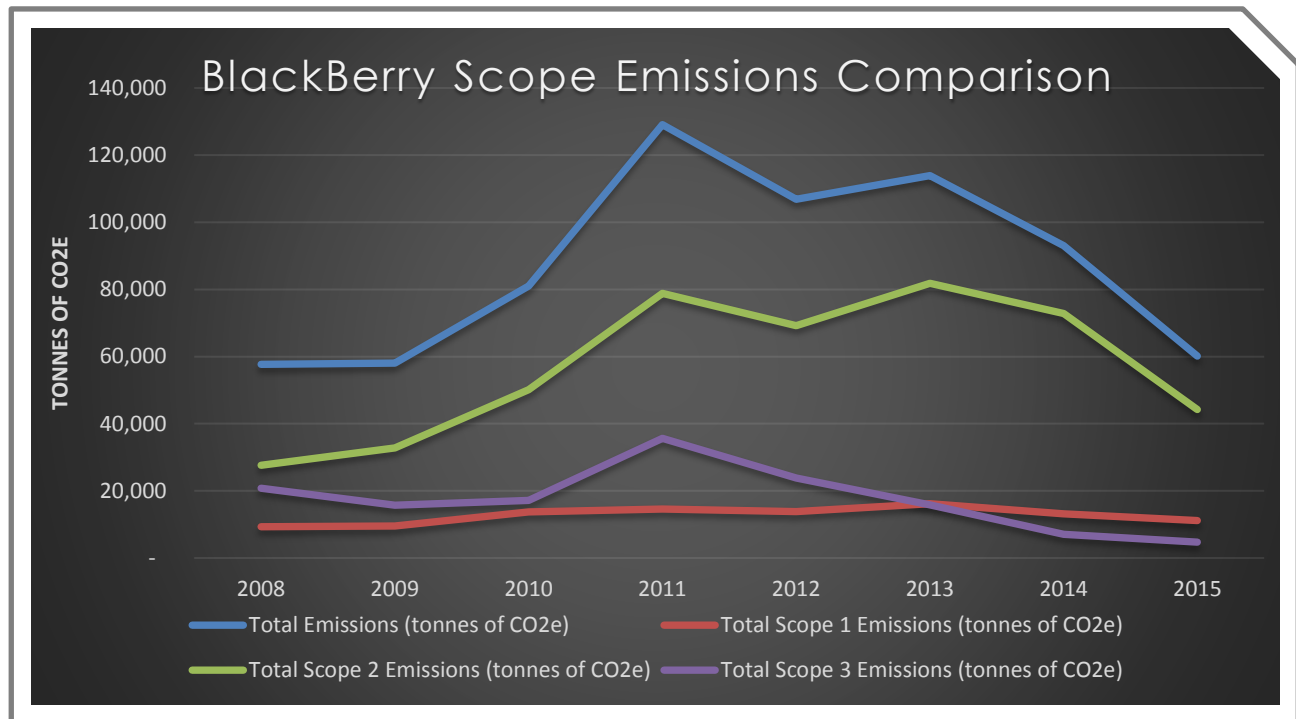
UL 110 Sustainability for Mobile Phones

BlackBerry actively participates with UL – a global, independent safety science company in the development of the UL 110 Standard for Sustainability for Mobile Phones. The proposed standard evaluates mobile devices in the following categories: materials, energy use, end of life management and extension of useful life, packaging, corporate practices, manufacturing and operations. In FY15, the BlackBerry® Classic™ and BlackBerry® Passport™ were certified to the UL 110 standard, as was the BlackBerry® PRIV™ in FY16.

The BlackBerry Passport achieved the highest tier of achievement designated as Platinum Certification. The device featured 40% recycled content, a recyclability rate of 91% and 100% fiber based packaging.

BlackBerry Scope Emissions Comparison

Chart: TONNES OF CO2E (y-axis: -, 20,000, 40,000, 60,000, 80,000, 100,000, 120,000, 140,000) vs years 2008–2015

- Total Emissions (tonnes of CO2e)
- Total Scope 1 Emissions (tonnes of CO2e)
- Total Scope 2 Emissions (tonnes of CO2e)
- Total Scope 3 Emissions (tonnes of CO2e)

Measuring and Reducing Our Carbon Footprint

Carbon Disclosure Project

Throughout FY15 and FY16, BlackBerry focused its efforts on improving its greenhouse gas (GHG) data collection and management procedures, in order to increase the certainty and accuracy of its GHG inventory, and to enable the company's ability to determine areas of opportunity for reducing the company's carbon footprint. Additionally, BlackBerry participates in the Carbon Disclosure Project (CDP), an international, not-for-profit organization providing a system for companies to measure, disclose, manage and share emissions and climate change information. Since CY2009, BlackBerry has annually disclosed and shared information about its GHG emissions.

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

Scope 1 emissions

The total global direct emissions from sources owned or controlled by the reporting organization. *For BlackBerry, this includes emissions associated with stationary fuel use, mobile fuel use, and refrigerant leaks (fugitive emissions).*

Scope 2 emissions

Indirect GHG emissions that the organization has caused through its consumption of energy in the form of electricity, heat, cooling or steam. *For BlackBerry, this includes emissions associated with the purchase of electricity.*

Scope 3 emissions

Indirect emissions that arise as a consequence of an organization's activities from sources that are owned or controlled by others. *For BlackBerry, this includes emissions associated with employee air travel, employee business vehicle rentals, employee expensed vehicle mileage, and employee business rail travel.*

According to the GHG Protocol, a meaningful and consistent comparison of emissions over time requires that companies set a base year in order to compare current emissions. For BlackBerry, the base year is CY2008 which is the first year that the company developed an emissions inventory. The following table summarizes BlackBerry's Scope 1 and Scope 2 emissions since CY2008.

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

Annual Comparison	Scope 1 GHG Emissions (tonnes CO_2e)	Scope 2 GHG Emissions (tonnes CO_2e)
2008	9,313	27,620
2009	9,505	32,801
2010	13,688	50,180
2011	14,572	78,871
2012*	13,858	** 69,166
2013	16,173	81,821
2014	13,178	72,804
2015	11,170	44,266

* International emission factors were updated by World Resources Institute (WRI), which attributed to inventory differences in emissions (particularly from leased international sites with unknown electricity consumption from 2011 to 2012).

** In 2012, BlackBerry's access to higher resolution activity data for the data centers led to a decrease in Scope 2 emissions. This is due to previous over-estimation of data center electricity consumption based on estimates and proxy data in the previous inventory calculations (for conservativeness).

Incorporating additional facilities and emission sources into the inventory due to corporate growth and improved data collection techniques resulted in year over year increases in reported emissions through CY2013. BlackBerry experienced a decrease in emissions in CY2014 and CY2015 as an outcome of an operational consolidation initiative. Moving forward, BlackBerry anticipates a further reduction in its overall emissions as a function of additional operational consolidation, as well as continual greenhouse gas emission reduction initiatives.

Click for full copies of BlackBerry's previous CDP reports.

BlackBerry
CDP
Submissions

### Greenhouse Gas Emission Reduction Initiatives

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

Energy Efficiency of Building Services

Several initiatives are underway to improve the energy efficiency of building services. To control the amount of energy used, BlackBerry monitors low-use and unoccupied areas and arranges automatic and manual scheduling to reduce lighting. This is in addition to reducing heating, ventilation and air conditioning (HVAC) runtimes as well as setbacks of temperature.

Waste Diversion

BlackBerry's waste diversion target for CY2015 encompassed non-hazardous, hazardous and e-waste at its Cambridge, Ontario facility. BlackBerry continues to make tremendous efforts in its waste diversion programs, including expanding successful programs to other BlackBerry locations. In

BlackBerry Emissions from Employee Expensed Mileage

BlackBerry Emissions from Employee Air Travel
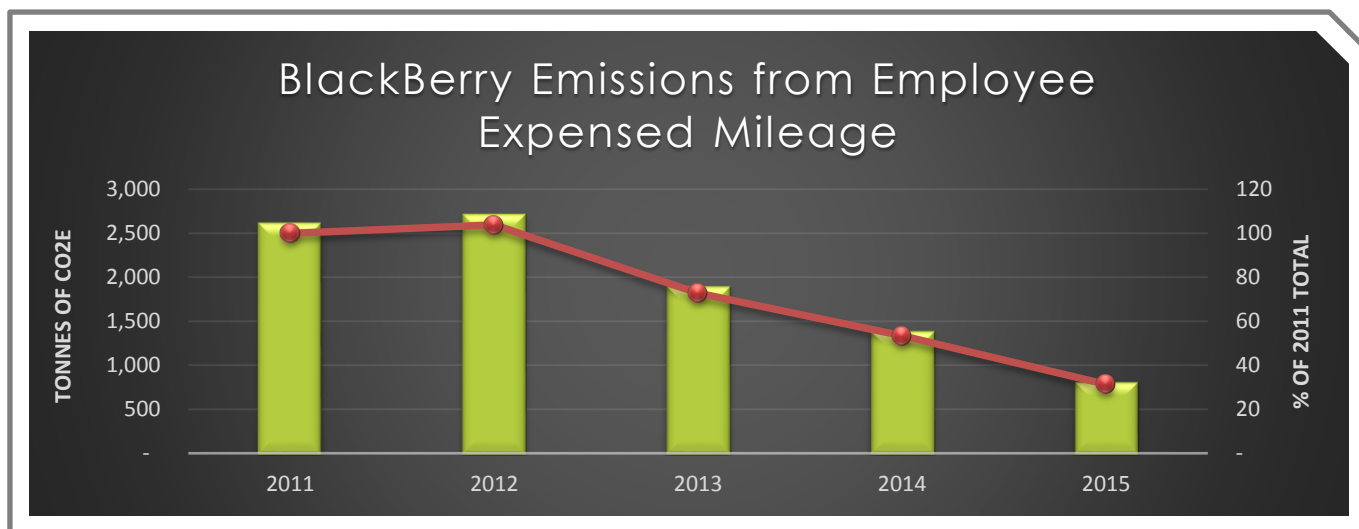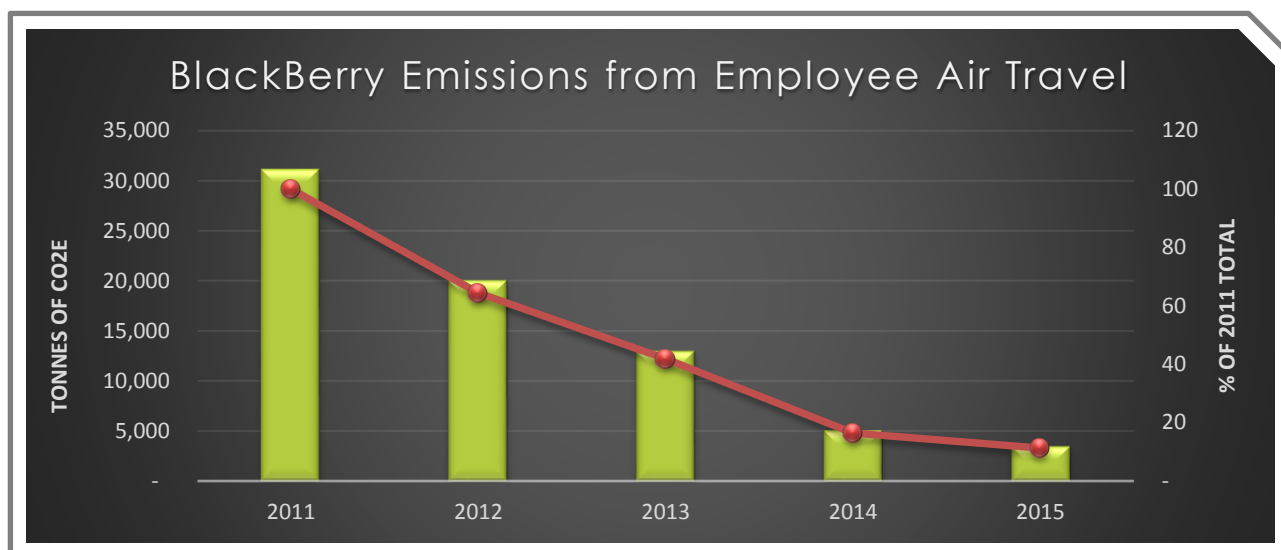
CY2015, a waste diversion target of 92% was set, representing a 2% increase in diversion rate over the prior year. BlackBerry surpassed this target with a diversion rate of 93.68%. BlackBerry achieved the majority of this success by working directly with vendors to assess waste streams and find opportunities for diversion. In CY2015, BlackBerry saw a reduction in the total amount of waste generated and diverted at the site from 93.18 MT to 71.49 MT. This was a result of down-scaling certain operations in addition to a focus on reusing assets internally and finding resale or donation opportunities.

Data Centre Efficiencies

BlackBerry continues to work to improve upon its data centre operational efficiencies. In FY15, BlackBerry consolidated and closed eight data centre locations totaling over 55,121 ft^2 for a 38% reduction of active data centre space. These activities achieved an annual cost savings of over $40 million representing a 38% annual reduction of BlackBerry's overall data centre yearly cost.

During FY16, the company consolidated and closed five of its data centre locations, totaling over 13,000 ft^2 of technical real estate. This was completed through right-sizing and re-engineering IT platforms into cloud technology instead of the existing legacy bare metal hardware.

Renewable Energy

BlackBerry purchased over 3,500 megawatt hours (MWh) of North American-sourced renewable energy certificates (RECs) from Renewable Choice Energy for FY14 and FY15. Whenever a MWh of electricity is produced by a certified renewable generation facility and injected onto the electricity grid, a REC is created to represent the positive environmental benefits associated with producing green power. Renewable Choice RECs are tracked and certified by the leading national third-party REC auditing organization, Green-e Energy. Green-e Energy is a program of the not-for-profit Center for Resource Solutions, which guarantees that RECs are not double counted.

Scope 3 Emissions Reductions

In recent years, BlackBerry targeted scope 3 emissions as a large opportunity for emissions reductions. Employees are encouraged to explore alternative modes of transportation when travelling on behalf of the company. As a result of this campaign, emissions from employee expensed mileage have been greatly reduced as employees have opted for more sustainable travel methods, such as carpools and public transportation. Emissions from employee air travel have seen a large decline, as employees are encouraged to meet virtually.
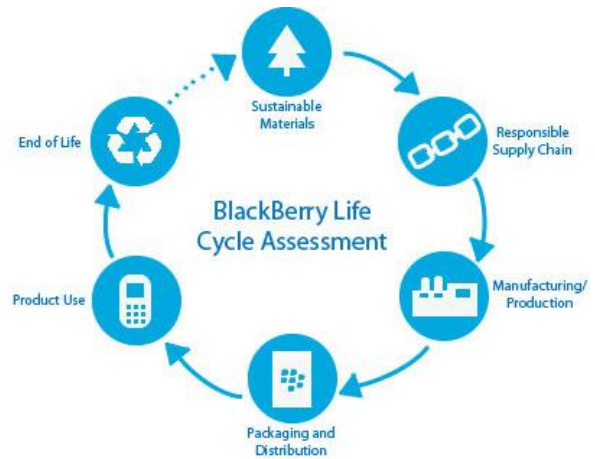
Product Sustainability

In addition to managing programs to reduce the impact of its operations, BlackBerry carefully contemplates how its products are designed, distributed and disposed of in order to reduce their environmental impact.

Product Life Cycle Assessment

BlackBerry examines sustainability comprehensively and looks at where our environmental footprint can be reduced at each stage of our product life cycle. Life Cycle Assessments (LCA) are used to provide detailed information from the materials used in the product, to production and distribution, throughout its use and at the end of its useful life. All of the LCAs developed to date are ISO 14004 and ISO 14044 compliant and several have been critically reviewed by an external expert in the LCA of consumer products. Results from
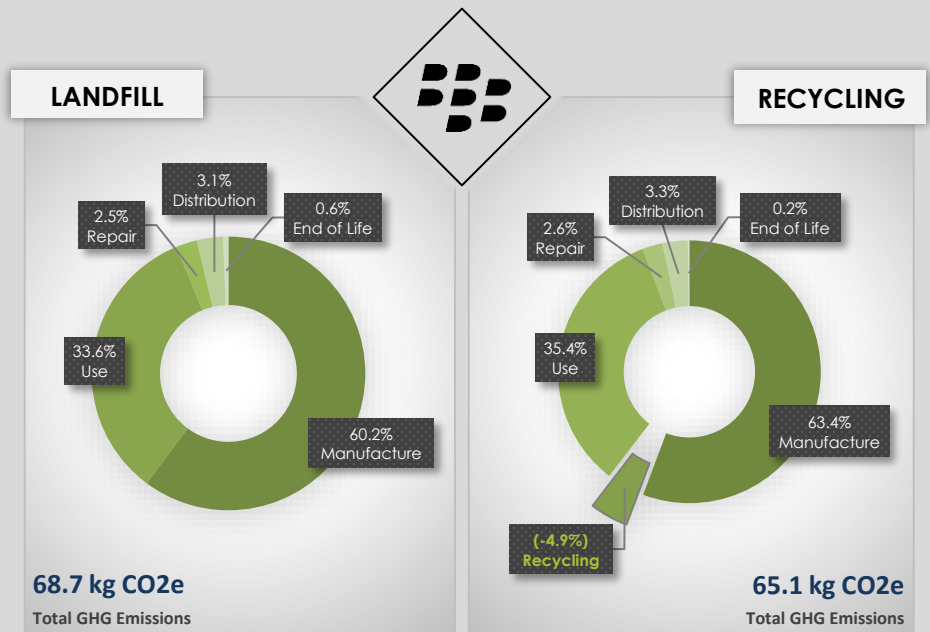
the LCA studies help BlackBerry identify our strengths as well as opportunities where we can lessen our environmental impacts. Detailed information on each product life cycle stage has been provided below in order to illustrate the various steps BlackBerry has taken to reduce its impact.

BlackBerry Life Cycle Assessment: Sustainable Materials → Responsible Supply Chain → Manufacturing/Production → Packaging and Distribution → Product Use → End of Life

---

The following charts show the relative greenhouse gas (GHG) emissions of the BlackBerry® **Priv**, BlackBerry® **Classic**, and BlackBerry® **Passport** smartphones*

*based on 36 months of use

PASSPORT

LANDFILL

- 3.1% Distribution
- 0.6% End of Life
- 2.5% Repair
- 33.6% Use
- 60.2% Manufacture

68.7 kg CO2e
Total GHG Emissions

RECYCLING

- 3.3% Distribution
- 0.2% End of Life
- 2.6% Repair
- 35.4% Use
- 63.4% Manufacture
- (-4.9%) Recycling

65.1 kg CO2e
Total GHG Emissions

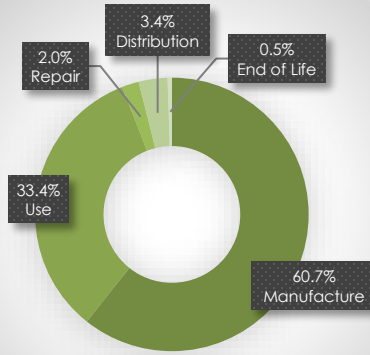**Estimated BlackBerry® PASSPORT smartphone GHG emissions (per device):**

- If disposed of in landfill, GHG impact is **68.7 kg CO2e**
- If recycled, GHG impact is **65.1 kg CO2e**

Recycling the device reduces the total GHG impact by **3.6 kg CO₂e** per device (4.9% of overall CO₂e)
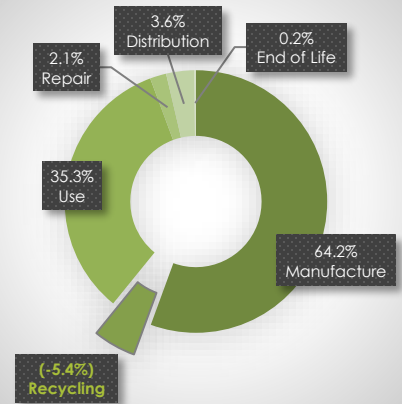
CLASSIC

LANDFILL

- 3.4% Distribution
- 0.5% End of Life
- 2.0% Repair
- 33.4% Use
- 60.7% Manufacture

66.5 kg CO2e
Total GHG Emissions

RECYCLING

- 3.6% Distribution
- 0.2% End of Life
- 2.1% Repair
- 35.3% Use
- 64.2% Manufacture
- (-5.4%) Recycling

62.8 kg CO2e
Total GHG Emissions

Estimated BlackBerry® CLASSIC smartphone GHG emissions (per device):
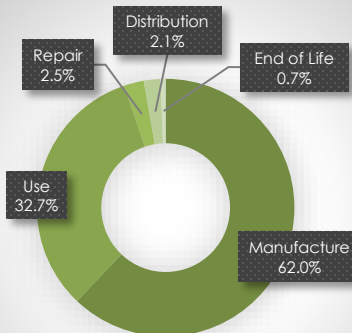
- If disposed of in landfill, GHG impact is **66.5 kg CO₂e**
- If recycled, GHG impact is **62.8 kg CO₂e**

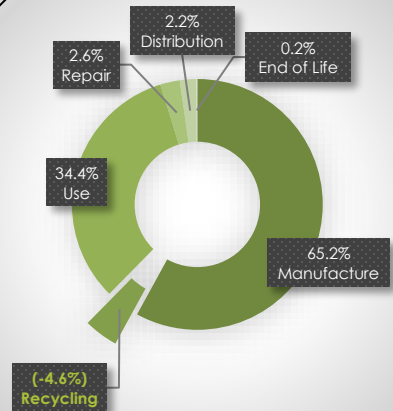Recycling the device reduces the total GHG impact by **3.7 kg CO₂e** per device (5.4% of overall CO₂e)

PRIV

LANDFILL

- Distribution 2.1%
- End of Life 0.7%
- Repair 2.5%
- Use 32.7%
- Manufacture 62.0%

83.9 kg CO₂e
Total GHG Emissions

RECYCLING

- 2.2% Distribution
- 0.2% End of Life
- 2.6% Repair
- 34.4% Use
- 65.2% Manufacture
- (-4.6%) Recycling

79.9 kg CO₂e
Total GHG Emissions

Estimated BlackBerry® PRIV smartphone GHG emissions (per device):

- If disposed of in landfill, GHG impact is **83.9 kg CO₂e**
- If recycled, GHG impact is **79.9 kg CO₂e**

Recycling the device reduces the total GHG impact by **4.0 kg CO₂e** per device (4.6% of overall CO₂e)

BlackBerry Life Cycle Phases

1. Manufacturing Phase

Reducing the environmental impacts from the manufacturing process of BlackBerry products.

The environmental impacts associated with the manufacturing phase are comprised of gathering raw materials, transforming these materials into electronic parts and assembling these parts into final products. Due to the sophisticated processes that are necessary to manufacture many of the electronic components such as silicon chips, memory and circuit boards, it is commonplace to have the greatest impact at this phase.

BlackBerry recognizes the importance of carefully tracking and evaluating the materials it puts into its products. The company considers the durability and performance of materials as well as their toxicity and impact on the environment. With this in mind, BlackBerry takes a precautionary approach to the management of chemicals, in recognition that certain substances can have adverse effects on human health or the environment. Trends in the use of hazardous substances are continually tracked and BlackBerry aims to exceed the regulations and expectations when the scientific community raises potential concerns, by eliminating substances of concern and ensuring their safe substitution.

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

Since 2006, BlackBerry has actively utilized an internally developed list of restricted substances for all parts, components, assemblies and materials used in BlackBerry products. The list consists of substances that are flagged as potentially hazardous by various regulatory authorities, industry bodies and the broader scientific community. In CY2011, BlackBerry conducted

an extensive review of its supply chain to investigate the use of beryllium, phthalates, polyvinyl chloride (PVC) and brominated flame-retardants (BFRs). Within 12 months of the supply chain review, beryllium and phthalates that were identified by the EU REACH (Registration, Evaluation, Authorisation and Restriction of Chemicals)- regulation were removed from all BlackBerry® smartphones and accessories. In CY2013, BlackBerry eliminated the use of PVC and BFRs in new products at both the device and homogenous material level. By the end of 2014, BlackBerry eliminated the use of antimony oxides in new smartphones and a new initiative encouraging the use of recycled plastics where possible was launched.

The restricted substances list first published in CY2010 has since evolved to become the BlackBerry Policy for Control of Substances in Products which was finalized in CY2013. A revision of this policy was published in December 2014. The policy requires suppliers to disclose all substances that are present in parts that they supply to BlackBerry.

2. Transport Phase

Reducing the emissions that are generated when BlackBerry products are shipped to customers.

The transport phase encompasses environmental impacts associated with transporting a product from the factory to the retail store. BlackBerry ships its products in small, lightweight packaging which allows more boxes to be shipped at a time and reduces the emissions generated during transport. BlackBerry packaging is 100% fiber-based, therefore it can be fully and easily recycled by the customer. BlackBerry continues to incorporate the use of recycled fiber content in its packaging and avoids the use of petroleum based inks and adhesives. Additionally, printed paper documentation that ships with our products has been reduced in quantity and user guides are available electronically. On an ongoing basis, BlackBerry looks for ways to reduce packaging size where feasible. The company was able to redesign the BlackBerry® Passport Silver Edition box which resulted in a 25% decrease in size over the original BlackBerry® Passport packaging. Decreased packaging has also resulted in smaller and lighter printed documentation since they are sized and formatted to fit with each box design. BlackBerry designs its packaging to be durable to ensure that the product is not damaged as it is shipped to the

customer. Our packaging goes through a rigorous testing process where it is dropped, baked, frozen and shaken according to the international standard, International Safe Transit Association (ISTA) 2A.

3. Use Phase

Reducing the energy that is consumed during the use of BlackBerry products.

The BlackBerry® Passport™ box size was reduced by 25% upon the introduction of the BlackBerry® Passport™ *Silver Edition*.

Based on the LCA studies that BlackBerry has conducted it is determined that once a product is in use by the customer, the regular daily charging required over the course of a product's life represents its most significant environmental impact. That is one key reason why BlackBerry has chosen to focus on power management to increase the energy efficiency of its products and accessories – to help its customers reduce their energy use.

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

To help maximize battery life and minimize the use of energy, the BlackBerry® 10 operating system includes several power management settings. Battery usage indicators and power monitoring options were introduced in BlackBerry® 10 OS version 10.2.1 which allows users to track and optimize power consumption to deliver the best possible performance. Battery

Saving Mode was also introduced with the release of BlackBerry® 10 OS 10.3.1 that came loaded with the BlackBerry® Classic smartphone. This mode lets users customize settings such as when to lower screen brightness, turning off location services and limiting maximum CPU performance to conserve battery power.

There is also a unique power saving function where users can flip their phone face down on a flat surface to automatically enter standby mode, thereby extending battery life. The flip to save power feature is also available on the Android™ OS that comes loaded on the BlackBerry® PRIV.

Thanks in part to these features, the BlackBerry Passport smartphone offers up to 30 hours of battery life, the BlackBerry® Classic smartphone offers up to 22 hours of battery life, the BlackBerry® Leap™ smartphone offers up to 25 hours of battery life, and the BlackBerry® PRIV smartphone offers up to 22.5 hours of battery life, all based on a mixed usage scenario.

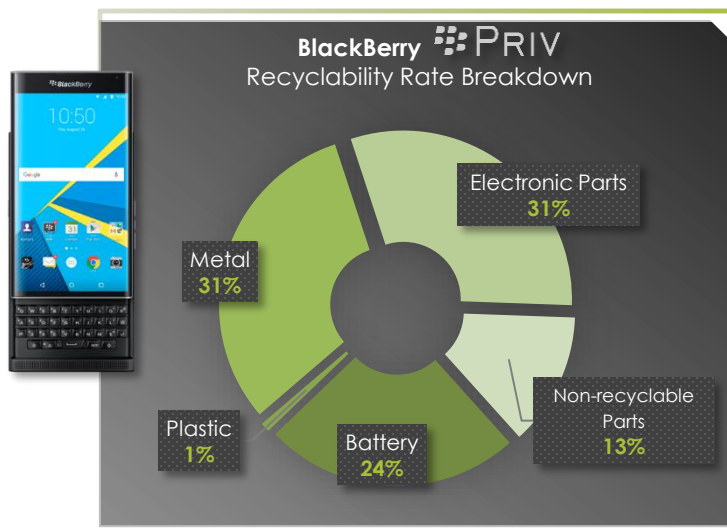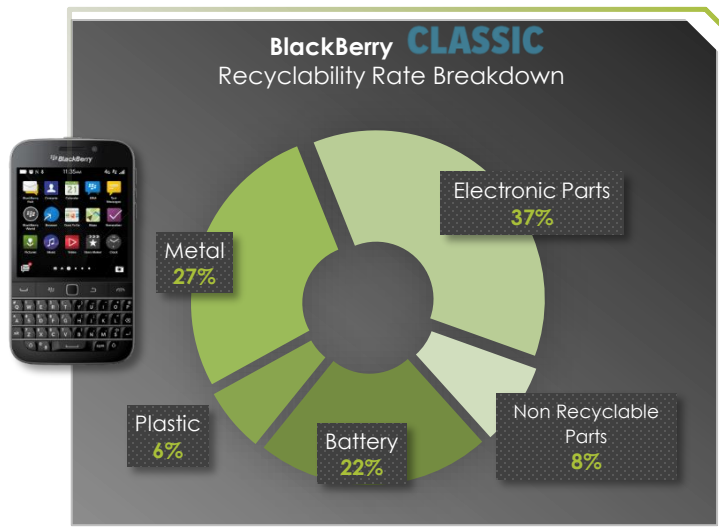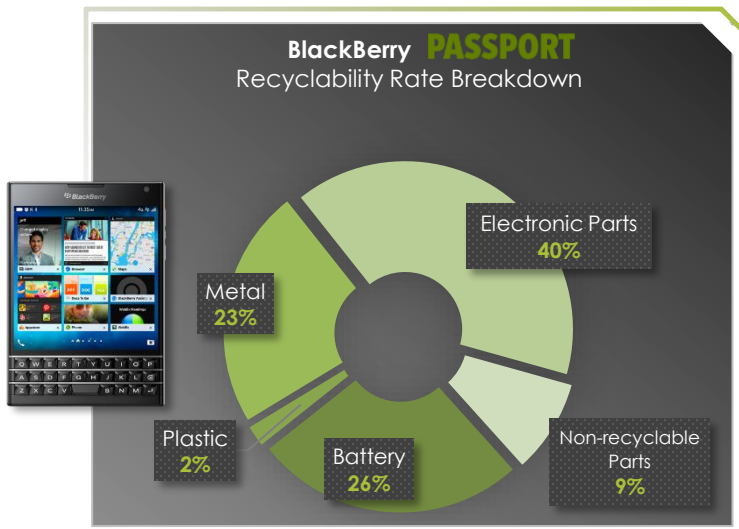### Extending the useful life of BlackBerry products.

The BlackBerry® Virtual Expert is a simple, self-guided diagnostic application designed to help identify hardware-related problems. With the launch of BlackBerry® 10.2.1, the BlackBerry® Virtual Expert on-device diagnostic app was integrated with the on-device Help Application. The BlackBerry® Virtual Expert diagnostics app home screen displays health information in an interactive device information panel which connects to on-device settings and the new device monitor. If the BlackBerry® smartphone does not pass any of the tests, the user can contact their wireless service provider for additional customer support, allowing them to get back to using their BlackBerry® smartphone quickly and efficiently.

4. End-of-Life Phase

Reusing and recycling the materials that BlackBerry products contain.

BlackBerry® devices are designed and built to last. Studies conducted by Kantar Worldpanel in 2014 and 2015 reported that BlackBerry users hold on to their phones the longest, at 26.3 to 32 months, compared to the average time of 20 to 22 months. This can be attributed to over-the-air software updates that help to extend the product's useful life by providing additional features after the device is purchased and hardware that facilitates repair.

Device	Recyclability Rate
BlackBerry® Z10	73%
BlackBerry® Q10™	86%
BlackBerry® Q5™	80%
BlackBerry® Z30™	81%
BlackBerry® Passport	91%
BlackBerry® Classic	92%
BlackBerry® Priv	87%

BlackBerry PASSPORT
Recyclability Rate Breakdown

Electronic Parts 40%
Metal 23%
Plastic 2%
Battery 26%
Non-recyclable Parts 9%

BlackBerry CLASSIC
Recyclability Rate Breakdown

Electronic Parts 37%
Metal 27%
Plastic 6%
Battery 22%
Non Recyclable Parts 8%

BlackBerry PRIV
Recyclability Rate Breakdown

Electronic Parts 31%
Metal 31%
Plastic 1%
Battery 24%
Non-recyclable Parts 13%

The end-of-life phase can present opportunities if a device is reused, refurbished or recycled. When a BlackBerry® smartphone has truly reached the end of its life, BlackBerry provides its recyclers with instructions on how best to dismantle and recycle it in order to maximize the recovery of material and avoid any exposure to hazardous substances. BlackBerry® smartphones are designed to be easily disassembled with standard tools and plastic parts are labeled with the type of resin used in order to maximize the efficacy of the recycling process.

BlackBerry conducts a recyclability analysis on each of its smartphones to determine what percentage of the smartphone is easily recyclable. Each smartphone is disassembled using commonly available tools. The components are grouped into four main recyclable material groupings – where the 'Recyclability Rate' is then calculated as the percentage of the total mass of the recyclable components compared to the total mass of the smartphone. Each piece that cannot be broken down is then further analyzed to determine if and how it would be recycled using typical recycling processes (e.g. plastic shredding, metal smelting, etc.).

BlackBerry encourages customers to dispose of their smartphones responsibly once they have reached the end of their useful life by providing a variety of recycling options. In addition to the take-back and recycling programs offered by BlackBerry's carrier partners globally, BlackBerry collects and recycles smartphones from consumer and enterprise customers in the U.S. through the BlackBerry® Recycling Program.

U.S. and Canadian customers can also recycle their used batteries and smartphones through an extensive network of collection sites managed by the Call2Recycle® stewardship program, of which BlackBerry is a member. BlackBerry continues to be a participant of Recycle My Cell, an industry initiative led by the Canadian Wireless Telecommunications Association (CWTA), which accepts smartphones and batteries through a mail back program and drop off locations throughout Canada. BlackBerry is a steward under the Ontario Electronic Stewardship program that allows for customers in Ontario to recycle a variety of electronics, including smartphones. In addition, BlackBerry is a member of the REPIC responsible recycling program in the UK, Bitkom Servicegesellschaft in Germany, and the European Recycling Platform in Spain, which enable customers to recycle their smartphones.

5. Repair, Refurbishment and Reuse

Repairing BlackBerry® products whenever possible to enable its refurbishment and eventual reuse.

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

BlackBerry encourages products to be passed on from one user to the next, being repaired and refurbished as necessary. All BlackBerry® smartphones include a built-in secure data wipe feature to ensure that no data from the previous user remains on the device.

More Energy, Less Waste

The consumer use phase can have one of the highest environmental impacts in terms of greenhouse gases, compared to other phases of the product lifecycle, as charging cycles continuously draw energy from the electricity grid over the course of the smartphone's entire life. By adopting Design for Environment principles and formalizing energy considerations in the Research and Development stage, BlackBerry designs its products to use energy efficiently. Extending battery life means fewer charging cycles, which is more convenient for users and decreases the smartphone's overall power usage and greenhouse gas emissions throughout its lifetime.

A New Way to Charge

The current BlackBerry® charger features improved energy efficiency and no-load power consumption (the amount of power consumed when the charger is plugged in but not charging the smartphone).

Getting More from Your Battery

Energy efficiency has always been a core focus of the BlackBerry design process resulting in highly optimized operating systems that maximize battery life. The actual battery life is heavily dependent on how a BlackBerry® device is used and therefore BlackBerry® operating systems include several settings to allow a user to fine-tune their experience.

Battery saver mode helps the BlackBerry® smartphone conserve energy and extends the amount of time between charges. When battery saver is turned on, the device conserves battery power by reducing device performance and limiting vibration, location services and background data capabilities. To save more battery power, users can adjust additional device settings (e.g. screen and keyboard settings,

connectivity settings, closing apps not actively being used) to help conserve battery power.

Users can also choose to maximize battery life manually by modifying settings for the smartphone screen backlight and brightness, notifications, screen lock timeout, network connections, applications and game refresh settings.

The battery usage indicators and power monitoring options in BlackBerry® 10 OS version 10.2.1 and onward help users further optimize power consumption to deliver the best possible performance. The features are available under the Settings menu and provide users with a detailed view of which applications are consuming the most power and indicate how to reduce the power consumption to maximize battery life.

View battery power saving tips for your favorite BlackBerry® smartphones here:
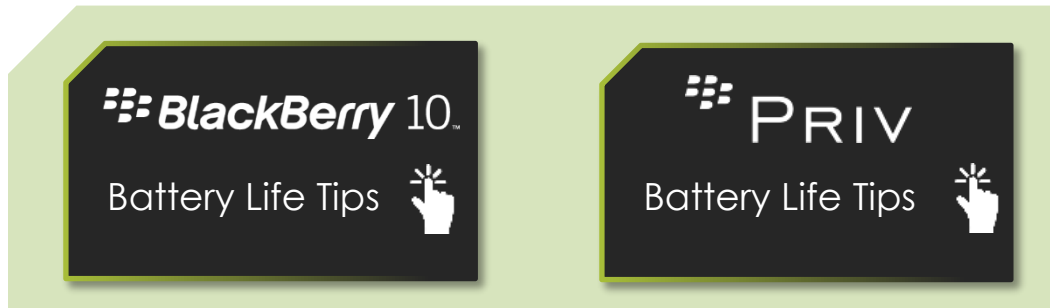
ETHICS
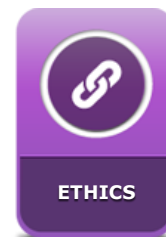
Ethical principles are central to BlackBerry's corporate governance and the company is committed to acting with integrity across all of its operations.

ETHICS

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

Corporate Governance

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

The Board of Directors

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

Click below to view the BlackBerry Management Information Circular publications relevant to this report.

BlackBerry
Management
Information Circular

FISCAL 2015

BlackBerry
Management
Information Circular

FISCAL 2016

Business Standards and Principles

To ensure that every employee understands what it means to behave ethically in their roles, BlackBerry has created the BlackBerry Code of

BlackBerry Code of
Business Standards
and Principles

Business Standards and Principles. Subject to the application of local laws, BlackBerry employees are expected to read, understand and comply with these standards and principles — and apply them as they perform their daily work. The Business Standards and Principles, and its included policies, were comprehensively reviewed and revised in FY14 by an internal cross-functional team and updated with the approval of the Board of Directors. Before beginning work at BlackBerry, all new hires are required to read and certify compliance with the Business Standards and Principles. In FY14 and into FY15, BlackBerry added a new mandatory Business Standards and Principles Training Course that must be completed as part of a separate, post-hire employee's Business Standards and Principles acknowledgement. All employees receive continuing training on Business Standards and Principles via periodic reminder messages and through annual refresher training.
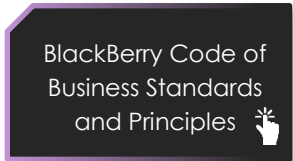
In support of the Business Standards and Principles, BlackBerry encourages and enables employees to report any issues or concerns to their manager, BlackBerry Human Resources, the Finance department or the Legal department. In addition, BlackBerry has created BlackBerry Ethics Link, a system that allows anyone, including BlackBerry employees, to report concerns anonymously by telephone or a web-based portal if they desire to do so. Reports made through BlackBerry Ethics Link are investigated by appropriate
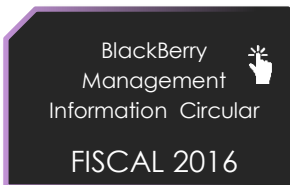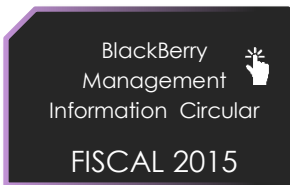
functional teams and, depending on the nature of the report, some cases may be referred directly to the Chair of the Audit and Risk Management Committee of the Board of Directors.

Risk and Compliance Management

At BlackBerry, KPMG provides internal audit services under the supervision of the head of internal audit as approved by the Audit and Risk Management Committee of the Board of Directors. The internal audit program at BlackBerry provides independent assurance and advisory services to assist in the company's risk-management processes. To enhance the internal audit program's independence, the head of internal audit reports directly to the Audit and Risk Management Committee of the Board of Directors, which, in addition to oversight of the risk management process, has other specific risk and compliance oversight responsibilities.

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

🔗 Supply Chain Social Responsibility

In the course of delivering quality products and services to its customers, BlackBerry maintains relationships with hundreds of product and service providers located throughout the globe including North and South America, Asia-Pacific and Europe. In FY15 and FY16, BlackBerry® devices and accessories were manufactured on behalf of BlackBerry by electronics manufacturing services providers, original design manufacturers and accessory suppliers. The raw materials consumed by BlackBerry suppliers and sub-tier suppliers in the manufacturing of components used in BlackBerry® products originate from six of the seven continents.

BlackBerry has a strong commitment to social responsibility across all of its operations, including the supply chain. This commitment is rooted in the organization's core beliefs, as spelled out in the BlackBerry Code of Business Standards and Principles, and is supported by BlackBerry's customers and other stakeholders.

With respect to the company's expectations for the members of its supply chain, BlackBerry has affirmed its standards in the following policies:

BlackBerry Supplier Code of Conduct

The BlackBerry Supplier Code of Conduct (Supplier Code) describes the standards that BlackBerry expects its suppliers to comply with in terms of labor, ethics, health and safety and the environment. The Supplier Code closely follows the Electronic Industry Citizenship Coalition (EICC) code of conduct. In FY15, BlackBerry conducted a review of its Supplier Code and identified improvement opportunities that included: an expansion of scope to clearly include both suppliers of products and services; increased restrictions to better address human trafficking and slavery; and the adoption of changes to the EICC Code of Conduct approved by EICC membership in CY2014.
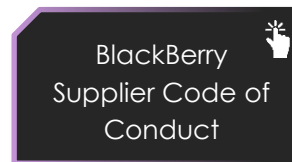
BlackBerry released the updated Supplier Code in early FY16. To improve supplier engagement, the company enhanced the notification process to include a signed response from our suppliers indicating they understand and agree to comply with BlackBerry's expectations as detailed in the Supplier Code. Suppliers are expected to adopt similar standards within their own supply chains with the intent of achieving a consistent approach to the management of social and environmental performance. Additionally, all suppliers must commit to follow the requirements of the Supplier Code when signing new contracts.

UN Guiding Principles on Human Rights and Business

BlackBerry has been assessing the United Nations Guiding Principles on Human Rights and Business as a tool for managing human rights in its global operations. The company was a member of the Business for Social Responsibility (BSR) Human Rights Working Group and participated in similar benchmarking activities run by the EICC.

> **BlackBerry Supplier Code of Conduct**

BlackBerry Responsible Minerals Policy

BlackBerry does not support the use of minerals that are illegally mined, transported or traded, nor the use of metals derived from such minerals. The BlackBerry Responsible Minerals Policy requires suppliers to prohibit use of any minerals or derived metals where the mining, transportation or trade activities have contributed to armed conflict, extortion, human rights abuses or any other violation of the BlackBerry Supplier Code of Conduct. In FY15 BlackBerry applied a fresh industry perspective by conducting a new review of the policy against the model policy set forth in the OECD Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict-Affected and High-Risk Areas ("OECD Guidance") document. BlackBerry published an updated version of the BlackBerry Responsible Minerals Policy in July of 2014, implementing a number of additional opportunities to improve the communication of our commitment to responsible minerals sourcing.

> BlackBerry Responsible Minerals Policy

Supplier Risk Management

Regardless of where BlackBerry suppliers are located in the world, there is a potential for inappropriate behavior to occur resulting in violations of the Supplier Code. To understand the extent of this potential, BlackBerry periodically executes a risk assessment of our supply base.

Since CY2012, the company has been applying a risk-based management process to suppliers of the materials and components that are directly associated with the manufacturing of BlackBerry® products.

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

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

BlackBerry's Supplier Risk Management Process
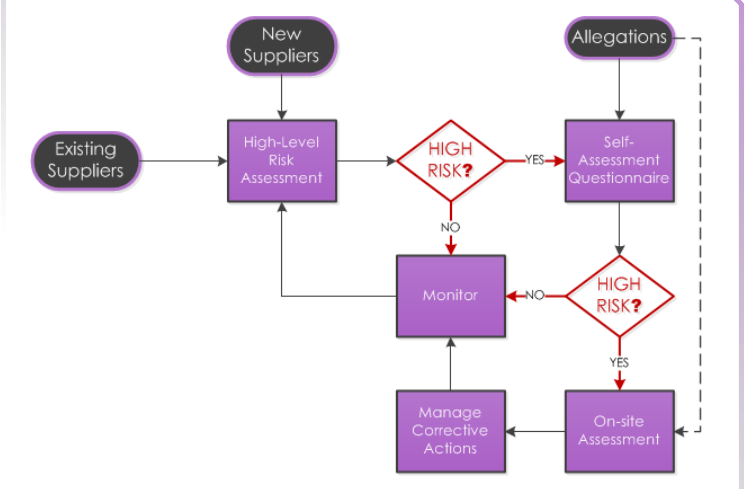
Having narrowed down those suppliers identified as carrying the highest risk, BlackBerry then conducts further due diligence through supplier self-assessment questionnaires and on-site audit activities. In doing so, BlackBerry is leveraging tools and processes it helped develop as an active member of the EICC.

Conflict Minerals

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

In FY15 and FY16, BlackBerry successfully filed its first and second public disclosure, respectively, to the U.S. Securities and Exchange Commission (SEC) in accordance with the SEC rules which implement that legislation — Section 1502 of the Dodd Frank Wall Street Reform and Consumer Protection Act (Dodd Frank). Under Dodd Frank, "conflict minerals" are defined as any tantalum (columbite-tantalite), tin (cassiterite), tungsten (wolframite) and gold, regardless of origin. For both reporting years, 100% of the tantalum smelters identified by BlackBerry's suppliers had been validated to meet the requirements of the 3rd party audit program of the Conflict Free Sourcing Initiative ("CFSI") and therefore are reasonably assumed to be "conflict-free".

Fortunately, BlackBerry's ongoing efforts as an active member of the industry initiative (CFSI), ensured it

was well prepared to fulfil its obligations under Dodd Frank for the first reporting year and establish a strong foundation for future years. Not only is BlackBerry meeting its legislative obligations, it is also playing an active role working across industry groups to help address the challenges of conflict minerals globally.

BlackBerry has based its Responsible Minerals Policy and supply chain due diligence program on the five-step framework described in the OECD Guidance.

BlackBerry has informed direct suppliers of the Responsible Minerals Policy, which supplements the existing Supplier Code, and all new supplier agreements contractually require supplier conformance. To improve supplier engagement, BlackBerry enhanced the communication process in FY16 to include a signed response from its suppliers indicating that they understand and agree to comply with BlackBerry's expectations as detailed in the policy.

As an active member of the CFSI, BlackBerry believes that this kind of industry collaboration and multi-stakeholder engagement is essential for developing the capability to validate the responsible sourcing of minerals within the supply chain.

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

This approach is important because the smelter or refiner represents the "choke point" in the supply chain — the point at which purchasers of refined material can look for assurances about the conflict-free status of the material they are purchasing. In addition to supporting development, refinement, and expansion of this program through direct engagement with smelters and refiners, BlackBerry was an original member of the CFSP Audit Review Committee (ARC). The ARC was tasked with ensuring the continued credibility of the CFSP audit process during the early years of the program. As an indicator of the successful migration

of the CFSP to a more independent organization, BlackBerry supported the transition of the ARC in 2014 to a more independent body, comprised of third party, non-supply chain members. The CFSI publishes the names of smelters validated as CFSP-compliant on the CFSI website, which helps all companies to source tin, tantalum, tungsten and gold in a responsible way. The CFSI makes additional information supporting company "Reasonable Country of Origin Inquiries" ("RCOI"), an SEC term, available to CFSI members under disclosure provisions of their membership agreements. BlackBerry leverages the RCOI information as a key input into its responsible sourcing and SEC-compliance program.

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

Following completion of its first SEC filing, BlackBerry continued supply chain due diligence program activities relative to products manufactured in CY2014 and CY2015. In CY2014 for example, BlackBerry collected data from 89 of its suppliers; representing 92% of direct spend. BlackBerry will continue to engage with relevant first-tier suppliers to improve the due diligence processes exercised regarding the source and chain of custody of the conflict minerals used in the parts and components they supply to the company. BlackBerry will continue to impress upon them the expectation that they apply the OECD Guidance in good faith.

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

An important output of BlackBerry's conflict minerals diligence efforts is the list of facilities verified by the CFSI as "smelters" or "refiners" which have been reported by BlackBerry suppliers as processing gold,

tantalum, tin and/or tungsten within their respective supply chains. BlackBerry first published this list in CY2013 on its external website, and has included this level of detail in its SEC filing.

An ambition of many consumers of tantalum, tin, tungsten and gold is to help ensure that the DRC and surrounding countries remain viable sources of conflict-free minerals, and that legitimate trade in such materials supports their economies. To that end, BlackBerry continued its support for in-region sourcing activities including: the Public-Private Alliance for Responsible Minerals Trade; the Solutions For Hope project; the Dutch Government led Conflict-Free Tin Initiative; and Associate Member of the iTSCi (ITRI Tin Supply Chain Initiative). Through these and other supply chain due diligence methods, BlackBerry is confident that any material entering the company's supply chain from the DRC region is conflict-free.

Tin Mining in Indonesia

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

Open pit tin mining on Bangka Island, Indonesia conducted informally by artisanal miners.

industry sectors including electronic products such as smartphones and tablets.

The Indonesian tin mining industry has been an important part of BlackBerry's supply chain. Based on information received from our suppliers, a number of Indonesian-based tin smelters likely processed tin, which ultimately has found its way into BlackBerry® products. Refer to a copy of BlackBerry's latest SEC filing, available here, for the actual list of reported tin smelters.

BlackBerry is significantly concerned about the reported environmental and health risks associated with the industry and continue to actively support the multi-stakeholder, public-private Indonesian Tin Working Group (TWG) convened by the Sustainable Trade Initiative (IDH) which we first joined in CY2013.

The TWG includes members of the EICC, Friends of the Earth and the non-profit membership-based organization, the Industrial Technology Research Institute (ITRI). The ITRI represents the tin industry and was brought together to determine how and whether the downstream supply chain could have a positive impact on the social and environmental circumstances surrounding tin mining on Bangka Belitung. For an update on progress of the TWG, please visit: Indonesian Tin Working Group (TWG).

Supplier Diversity

BlackBerry has several initiatives in place to use its purchasing power to support diversity within its supply chain. Diverse suppliers include small businesses,

> BlackBerry Supplier Diversity Policy

businesses owned by veterans, minorities, or women and those in historically underutilized business zones. BlackBerry's goal is to provide opportunities to diverse suppliers who satisfy BlackBerry's purchasing and contractual standards such as the BlackBerry Supplier Diversity Policy. In FY15 and FY16, BlackBerry focused on refining data collection and reporting processes to further support customer supply chain diversity programs.
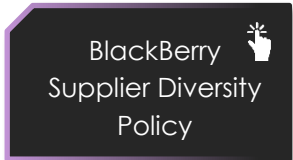
Recognition

For the fourth consecutive year, BlackBerry was a recipient of the AT&T Supplier Diversity Crystal Award,

which is presented to a select group of their prime suppliers who attained or exceeded 21.5 percent diverse supplier spend in CY2015. BlackBerry was commended for its "Outstanding Performance," and the award is recognition of BlackBerry's commitment to collaborating with its customers, suppliers and local communities together with AT&T.

Security

ISO 27001
Information Security Management System

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

BlackBerry also obtained and maintained certification for its Secure Element Manager (SEM) solution for Near Field Communication (NFC) mobile payments to enable carriers to support Visa and MasterCard issuing banks and financial institutions by allowing them to use their device to make purchases. BlackBerry is also certified to the Payment Card Industry Data Security Standard (PCI DSS).

Customer Privacy

BlackBerry has a long-standing commitment to privacy and is a global leader in secure and privacy-enhanced mobile communications. The commitment to privacy and fair information principles are core company values--measured not only by compliance with regulatory frameworks but also in the company's continued development of new technologies and the following of best practices to maintain the privacy and security of personal information. BlackBerry incorporates principles of Privacy by Design into BlackBerry® products and services from concept to execution. In the BlackBerry Privacy Policy, the

company supports the universal right to privacy and the policy describes how BlackBerry collects, uses and discloses personal information. Abiding by these fair information principles in every jurisdiction in which the company operates underscores BlackBerry's position as a global leader in privacy and data security.

BlackBerry Privacy Policy

Lawful Access

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

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

Providing a Quality Product

ISO 9001
Quality Management System

As part of our commitment to consistently develop and deliver high quality products and services, BlackBerry's Quality Management System (QMS) has been certified to ISO 9001 since 2005. Management and staff participate in internal audits throughout the year in order to provide assurance that the organization is capitalizing on improvement opportunities and to

ensure that policies and processes are kept current. Additionally, the organization undergoes annual external audits by accredited auditors with activities from various business units being sampled across multiple global locations.

ISO 9001 is the most widely adopted international quality standard with more than 1.1 million certificates issued worldwide. The standard is based on a number of quality management principles including a strong customer focus, the implementation of a process approach to manage activities and continual improvement.

APPENDIX A

Global Reporting Initiative GRI-G4 Index

Fiscal 2015 / Fiscal 2016

		GENERAL STANDARD DISCLOSURES				
Sub-category	**Indicator Number**	**Indicator Description**	**Location / Details of Disclosure**	**Page**	**Additional Information/ Omissions**	**External Assurance**
Strategy and analysis	G4-1	Provide a statement from the most senior decision-maker of the organization (such as CEO, chair, or equivalent senior position) about the relevance of sustainability to the organization and the organization's strategy for addressing sustainability.	CR Report: **Letter to Stakeholders** (John Chen, Executive Chairman & CEO)	4		
	G4-2	Provide a description of key impacts, risks, and opportunities.	CR Report: **Letter to Stakeholders** (John Chen, Executive Chairman & CEO)	4		
Organizational Profile	G4-3	Report the name of the organization.	BlackBerry Limited			
	G4-4	Report the primary brands, products and/or services.	The Company primarily generates revenue from the sale of smartphones and enterprise software and services. The Company also generates revenue from the embedded market through licensing QNX software products and providing professional services to support customers in developing their products. Revenue is also generated from its secure messaging products and services sold by AtHoc, Good, Wathdox, Secusmart and through its BBM service. **BlackBerry® Smartphones & Software Services** (BlackBerry.com)			

Sub-category	Indicator Number	Indicator Description	Location / Details of Disclosure	Page	Additional Information/ Omissions	External Assurance
			AIF (FY15) *[Annual Information Form Fiscal Year 2015]*	10-12		
			AIF (FY16)	10-12		
	G4-5	Report the location of organization's headquarters.	2200 University Avenue East, Waterloo Ontario, Canada			
	G4-6	Report the number of countries where the organization operates, and names of countries where either the organization has major operations or that are specifically relevant to the sustainability issues covered in the report.	BlackBerry operates in 26 countries around the world with major operations located in Canada, United States and United Kingdom.			
			AIF (FY15)	17		
			AIF (FY16)	17		
	G4-7	Report the nature of ownership and legal form.	**AIF** (FY15)	4, 7		
			AIF (FY16)	4, 7		
	G4-8	Report the markets served.	**AIF** (FY15)	12-13		
			AIF (FY16)	12-13		
	G4-9	Report the scale of the reporting organization, including: a. Total number of employees b. Total number of operations c. Net sales/net revenue d. Total capitalization broken down in terms of debt and equity e. Quantity of products or services provided.	**AIF** (FY15)	16, 17		
			AIF (FY16)	16, 17		
			Notes to the Consolidated Financial Statements (FY15)	35		
			Notes to the Consolidated Financial Statements (FY16)	39		
			Management's Discussion and Analysis of Financial Condition and Results of Operations (FY15)	14		
			Management's Discussion and Analysis of Financial Condition and Results of Operations (FY16)	16		

Sub-category	Indicator Number	Indicator Description	Location / Details of Disclosure			Page	Additional Information/ Omissions	External Assurance
	G4-10			**FY15**	**FY16**			
		a. Report the total number of employees by employment contract and gender. b. Report the total number of permanent employees by employment type and gender. c. Report the total workforce by employees and supervised workers and by gender. d. Report the total workforce by region and gender. e. Report whether a substantial portion of the organization's work is performed by workers who are legally recognized as self-employed, or by individuals other than employees or supervised workers, including employees and supervised employees of contractors. Report any significant variations in employment numbers (such as seasonal variations in employment in the tourism or agricultural industries).	**Headcount Total** Percentage Headcount by Region • Asia Pacific • Europe, Middle East & Africa • Latin America • North America Percentage of Headcount by Employment Type • Full-Time Regular • Part-Time Regular • Students • Contract *Gender specific data is not disclosed externally as per BlackBerry policy	**6,490** 3.3% 10.7% 0.9% 85.1% 95.4% 0.3% 4.1% 0.2%	**4,810** 2.8% 11.6% 0.3% 85.3% 94.4% 0.6% 4.6% 0.4%			
	G4-11	Report the percentage of total employees covered by collective bargaining agreements.	Percentage of total employees covered by collective bargaining agreements: 0%					
	G4-12	Describe the organization's supply chain.	BlackBerry's supply chain in FY15 and FY16 encompassed the chains of hundreds of electronics component and handheld device accessory suppliers who provided such materials used by BlackBerry and its manufacturing partners and Original Design Manufacturers (ODMs) to produce finished BlackBerry devices and accessories. BlackBerry's supply chain can be described as global in nature, with materials, subassemblies and components being sourced from all regions including the Americas, EMEA, and Asia-Pacific. Final product assembly was primarily conducted in Canada, China and Mexico.					

Sub-category	Indicator Number	Indicator Description	Location / Details of Disclosure	Page	Additional Information/ Omissions	External Assurance
			SEC Conflict Minerals Disclosure and Report (FY15)			
			CR Report: **Supply Chain Social Responsibility**	28-32		
	G4-13	Report any significant changes during the reporting period regarding the organization's size, structure, ownership, or its supply chain, including: f. Changes in the location of, or changes in, operations, including facility openings, closings, and expansions g. Changes in the share capital structure and other capital formation, maintenance, and alteration operations (for private sector organizations) h. Changes in the location of suppliers, the structure of the supply chain, or in relationships with suppliers, including selection and termination	**AIF** (FY15) **AIF** (FY16)	4-6 4-6		
	G4-14	Report whether and how the precautionary approach or principle is addressed by the organization.	CR Report: **Manufacturing Phase** **BlackBerry Policy for Control of Substances in Products**	22 2		
	G4-15	List externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses.	**AIF** (FY15) **AIF** (FY16) CR Report: **Supply Chain Social Responsibility** CR Report: **Engagement** CR Report: **Product Life Cycle Assessment** CR Report: **Conflict Minerals**	16 16 28-32 16 20-21 29-31		

Sub-category	Indicator Number	Indicator Description	Location / Details of Disclosure	Page	Additional Information/ Omissions	External Assurance
	G4-16	List memberships of associations (such as industry associations) and national or international advocacy organizations in which the organization: • Holds a position on the governance body, • Participates in projects or committees, • Provides substantive funding beyond routine membership dues, • Views membership as strategic	Some of the key organizations which BlackBerry was an active member of supporting its supply chain Corporate Responsibility efforts included the Conflict-Free Sourcing Initiative (CFSI), Electronics Industry Citizenship Coalition (EICC), Global e-Sustainability Initiative (GeSI) (through the end of CY2014), and the IPC — Association Connecting Electronics Industries®. BlackBerry held leadership roles on various committees in all of these organizations as described in the text of the report and has consistently remained very active. Additionally, BlackBerry provided financial support to the Public Private Alliance for Responsible Minerals Trade, and ITRI's Tin Supply Chain Initiative (iTSCi) and other non-financial support to the Solutions For Hope project and the Dutch Government led Conflict-Free Tin Initiative in the interest of advancing industry responsible sourcing capabilities.			
Identified Material Aspects and Boundaries	G4-17	a. List all entities included in the organization's consolidated financial statements or equivalent documents. b. Report whether any entity included in the organization's consolidated financial statements or equivalent documents is not covered by the report.	**AIF** (FY15) **AIF** (FY16)	4, 8-12 4, 8-12		
	G4-18	a. Explain the process for defining the report content and the Aspect Boundaries. b. Explain how the organization has implemented the Reporting Principles for Defining Report Content.	CR Report: **Aspect Materiality**	6		
	G4-19	List all the material Aspects identified in the process for defining report content.	CR Report: **Aspect Materiality**	6		
	G4-20	For each material Aspect, report the Aspect Boundary within the organization, as follows: a. Report whether the Aspect is material within the organization b. If the Aspect is not material for all entities within the organization (as described in G4-17), select one of the	CR Report: **Aspect Materiality**	6		

Sub-category	Indicator Number	Indicator Description	Location / Details of Disclosure	Page	Additional Information/ Omissions	External Assurance
		following two approaches and report either: ○ The list of entities or groups of entities included in G4-17 for which the Aspect is not material or ○ The list of entities or groups of entities included in G4-17 for which the Aspects is material c. Report any specific limitation regarding the Aspect Boundary within the organization d. Report any specific limitation regarding the Aspect Boundary within the organization				
	G4-21	For each material Aspect, report the Aspect Boundary outside the organization, as follows: a. Report whether the Aspect is material outside of the organization b. If the Aspect is material outside of the organization, identify the entities, groups of entities or elements for which the Aspect is material. In addition, describe the geographical location where the Aspect is material for the entities identified c. Report any specific limitation regarding the Aspect Boundary outside the organization	CR Report: **Aspect Materiality** **AIF** (FY15) **AIF** (FY16)	6 17 17		
	G4-22	Report the effect of any restatements of information provided in previous reports, and the reasons for such restatements.	None that BlackBerry is aware of.			
	G4-23	Report significant changes from previous reporting periods in the Scope and Aspect Boundaries.	CR Report: **Letter to Stakeholders** (John Chen, Executive Chairman & CEO)	4		
Stakeholder Engagement	G4-24	Provide a list of stakeholder groups engaged by the organization.	CR Report: **Aspect Materiality**	6		
	G4-25	Report the basis for identification and selection of stakeholders with whom to engage.	CR Report: **Aspect Materiality**	6		

Sub-category	Indicator Number	Indicator Description	Location / Details of Disclosure	Page	Additional Information/ Omissions	External Assurance
	G4-26	Report 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.	CR Report: **Aspect Materiality**	6		
	G4-27	Report 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. Report the stakeholder groups that raised each of the key topics and concerns.	CR Report: **Aspect Materiality**	6		
Report Profile	G4-28	Reporting period (e.g. fiscal/calendar year) for information provided.	CR Report: **Report Overview** March 2, 2014 - February 28, 2015 (FY15) March 1, 2015 - February 29, 2016 (FY16)	2		
	G4-29	Date of most recent previous report.	February, 2015: **BlackBerry Fiscal 2014 Corporate Responsibility Report**			
	G4-30	Reporting cycle (annual, biennial, etc.).	Biennial			
	G4-31	Contact point for questions regarding the report or its contents.	CR Report: **Report Overview** **corporateresponsibility@blackberry.com**	2		
	G4-32	a. Report the 'in accordance' option the organization has chosen. b. Report the GRI Content Index for the chosen option (see tables below). c. Report the reference to the External Assurance Report, if the report has been externally assured. GRI recommends the use of external assurance but it is not a requirement to be 'in accordance' with the Guidelines.	BlackBerry has fulfilled the "in accordance" criteria for the CORE option of the GRI-G4 Sustainability Reporting Guidelines in the preparation and publication of this report. CR Report: **Appendix A** (GRI Index) CR Report: **Appendix B** (E&Y Assurance Letter)	34-53 54-56		
	G4-33	a. Report the organization's policy and current practice with regard to seeking external assurance for the report. b. If not included in the assurance report accompanying the sustainability	CR Report: **Report Overview** CR Report: **Appendix B** (E&Y Assurance Letter)	2 54-56		

Sub-category	Indicator Number	Indicator Description	Location / Details of Disclosure	Page	Additional Information/ Omissions	External Assurance
		report, report the scope and basis of any external assurance provided. c. Report the relationship between the organization and the assurance providers. d. Report whether the highest governance body or senior executives are involved in seeking assurance for the organization's sustainability report.				
Governance	G4-34	Report 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.	**BlackBerry Corporate Governance** (BlackBerry.com) **Mandate of The Board of Directors of BlackBerry Limited** **Management Information Circular** (FY15) **Management Information Circular** (FY16)	All 58-63 59-67		
	G4-37	Report 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.	CR Report: **Ethics** **BlackBerry Ethics Link** **BlackBerry Code of Business Standards and Principles**	27-33 15		
	G4-38	Report the composition of the highest governance body and its committees by: a. Executive or non-executive b. Independence c. Tenure on the governance body d. Number of each individual's other significant positions and commitments, and the nature of the commitments e. Gender f. Membership of under-represented social groups g. Competences relating to economic, environmental and social impacts h. Stakeholder representation	**Management Information Circular** (FY15) **Management Information Circular** (FY16) **AIF** (FY15) **AIF** (FY16) **BlackBerry Executive Team** (BlackBerry.com)	7-12 7-14 45-47 40-42		

Sub-category	Indicator Number	Indicator Description	Location / Details of Disclosure	Page	Additional Information/ Omissions	External Assurance
	G4-39	Report whether the Chair of the highest governance body is also an executive officer (and, if so, their function within the organization's management and the reason for this arrangement).	John Chen is the Chief Executive Officer (CEO) as well as Executive Chairman/Director of BlackBerry			
			Management Information Circular (FY15)		Schedule C	
			Management Information Circular (FY15)		Schedule D	
			Management Information Circular (FY16)		Schedule B	
	G4-41	Report processes for the highest governance body to ensure conflicts of interest are avoided and managed. Report whether conflicts of interest are disclosed to stakeholders, including, as a minimum: i. Cross-board membership ii. Cross-shareholding with suppliers and other stakeholders iii. Existence of controlling shareholder iv. Related party disclosures	**BlackBerry Code of Business Standards and Principles**	26		
	G4-49	Report the process for communicating critical concerns to the highest governance body	CR Report: **Corporate Governance**	27-28		
			BlackBerry Ethics Link			
			BlackBerry Code of Business Standards and Principles	15		
	G4-51	a. Report the remuneration policies for the highest governance body and senior executives for the below types of remuneration: i. Fixed pay and variable pay: - Performance-based pay - Equity-based pay - Bonuses - Deferred or vested shares ii. Sign-on bonuses or recruitment incentive payments iii. Termination payments iv. Clawbacks v. Retirement benefits, including the difference between benefit schemes and contribution rates for the highest governance body,	**Management Information Circular** (FY15)	18-60		
			Management Information Circular (FY16)	18-67		

Sub-category	Indicator Number	Indicator Description	Location / Details of Disclosure	Page	Additional Information/ Omissions	External Assurance
		senior executives, and all other employees b. Report how performance criteria in the remuneration policy relate to the highest governance body's and senior executives' economic, environmental and social objectives.				
	G4-52	Report the process for determining remuneration. Report 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.	**Compensation, Nomination and Governance Committee Charter**			
	G4-53	Report how stakeholders' views are sought and taken into account regarding remuneration, including the results of votes on remuneration policies and proposals, if applicable.	**Compensation, Nomination and Governance Committee Charter**			
Ethics and Integrity	G4-56	Describe the organization's values, principles, standards and norms of behavior such as codes of conduct and codes of ethics.	CR Report: **Corporate Governance** **BlackBerry Code of Business Standards and Principles** **BlackBerry Ethics Link**	27-28 14		
	G4-57	Report 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.	CR Report: **Corporate Governance** **BlackBerry Code of Business Standards and Principles** **BlackBerry Ethics Link**	27-28 14		
	G4-58	Report 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.	CR Report: **Corporate Governance** **BlackBerry Code of Business Standards and Principles** **BlackBerry Ethics Link**	27-28 14		

SPECIFIC STANDARD DISCLOSURES

Sub-category	Indicator Number	Indicator Description	Disclosure Location / Details	Page	Additional Information / Omissions	External Assurance
ECONOMIC						
Economic Performance	G4-DMA	Generic Disclosure on Management Approach	**Management's Discussion and Analysis of Financial Condition and Results of Operations** (FY15)	34-35		
			Management's Discussion and Analysis of Financial Condition and Results of Operations (FY16)	29-30		
	G4-EC1	Direct economic value generated and distributed	**Management's Discussion and Analysis of Financial Condition and Results of Operations** (FY15)	22-23		
			Management's Discussion and Analysis of Financial Condition and Results of Operations (FY16)	18-19		
			Notes to the Consolidated Financial Statements (FY15)	27		
			Notes to the Consolidated Financial Statements (FY16)	30		
ENVIRONMENTAL						
Energy	G4-DMA	Generic Disclosure on Management Approach	**CR Report: Environment**	16-26		
			CR Report: Measuring and Reducing Our Carbon Footprint	17-19		
	G4-EN3	Energy consumption within the organization	Total non-renewable energy consumed by Fuel Type, measured in megawatt hour (MWh).			√

Sub-category	Indicator Number	Indicator Description	Disclosure Location / Details	Page	Additional Information / Omissions	External Assurance
			FY15 **FY16** **TOTAL** 320,194 212,798 Natural gas 58,207 47,095 Diesel/Gas oil 3,891 3,664 Jet gasoline 4,403 4,440 Motor gasoline 328 282 Electricity 252,461 156,413 *Other*: Heating Oil 904 904 *Notes: FY15 results are based on CY2014 data from BlackBerry's 2015 CDP submission. FY16 results are based on CY2015 data from BlackBerry's 2016 CDP submission.* *Some energy data is based on consumption estimates. BlackBerry is continuing to refine our methodologies in an effort to collect actual data and reduce measurement uncertainties.* *Total energy consumption is based on non-renewable sources. No renewable sources were used in the reported values.* *FY16 Heating oil consumption is based on the FY15 Heating oil consumption, as the oil consumption for FY16 was not available.* *Full details regarding the source of the emission factors used are described in BlackBerry's CDP filings for CY2014 and CY2015, available* here. *Please refer to the CDP response for details on standards, methodologies, and assumptions used to calculate the indicator value. Currently, BlackBerry is transitioning to GRI G4 Guidelines and this is BlackBerry's first year of reporting under it; as a result, GRI G4-EN3 indicator is being informed by GRI G4 Guidelines rather than adhering to it.*			
Emissions	G4-DMA	Generic Disclosure on Management Approach	CR Report: **Environment** CR Report: **Measuring and Reducing Our Carbon Footprint**	16-26 17-19		
	G4-EN15	Direct greenhouse gas (GHG) emissions (scope 1)	**Scope 1** emissions for BlackBerry are as follows where Greenhouse Gas Emissions (GHG) are measured in metric tonnes of carbon dioxide equivalents (CO_2e): **FY15** **FY16** **TOTAL SCOPE 1 EMISSIONS** 13,179 11,268 • Emissions from Stationary Fuel Use (*Natural Gas*) 10,612 8,606 • Emissions from Stationary Fuel Use (*Heating Oil*) 287 289			√

Sub-category	Indicator Number	Indicator Description	Disclosure Location / Details			Page	Additional Information / Omissions	External Assurance
			• Emissions from Stationary Fuel Use (*Generators*)	231	484			
			• Emissions from Corporate Jets	1,105	1,124			
			• Emissions from Company Owned Vehicles	922	587			
			• Emissions from Refrigerant Leaks (*Fugitive Emissions*)	22	178			
			Full details regarding the source of the emission factors used are described in BlackBerry's CDP filings for CY2014 and CY2015, available **here**.					
			NOTES: *Some energy and emission data is based on consumption estimates. BlackBerry is continuing to refine our methodologies in an effort to collect actual data and reduce measurement uncertainties. Base year for data is 2008. BlackBerry had no biogenic CO_2 emissions for the reporting period.* *FY16 Heating oil consumption is based on the FY15 Heating oil consumption, as the oil consumption for FY16 was not available.*					
	G4-EN16	Direct greenhouse gas (GHG) emissions (scope 2)	**Scope 2** emissions for BlackBerry are as follows where Greenhouse Gas Emissions (GHG) are measured in <u>metric tonnes</u> of carbon dioxide equivalents (CO_2e):					√
				FY15	**FY16**			
			TOTAL SCOPE 2 EMISSIONS	**72,805**	**40127**			
			Emission Reductions from *Green Power Purchases*	0	0			
			Emissions reductions from purchased electricity at:					
			• Owned Sites with Known Electrical Usage	3,642	0			
			• Leased Sites with Known Electrical Usage	7,701	8190			
			• Owned and Leased Sites with Estimated Electrical Usage	10,130	3,531			
			• BlackBerry Confidential Data Centers	51,332	28,406			

Sub-category	Indicator Number	Indicator Description	Disclosure Location / Details	Page	Additional Information / Omissions	External Assurance
			Full details regarding the source of the emission factors used are described in BlackBerry's CDP filings for CY2014 and CY2015, available **here.** **NOTE:** *Some energy and emission data is based on consumption estimates. BlackBerry is continuing to refine our methodologies in an effort to collect actual data and reduce measurement uncertainties. Base year for data is 2008. BlackBerry had no biogenic CO_2 emissions for the reporting period.*			
	G4-EN17	Other Indirect Greenhouse Gas (GHG) Emissions (Scope 3)	**Scope 3** emissions for BlackBerry are as follows where Greenhouse Gas Emissions (GHG) are measured in <u>metric tonnes</u> of carbon dioxide equivalents (CO_2e): **FY15** **FY16** **TOTAL SCOPE 3 EMISSIONS** **7,046** **4,723** • Business Travel Vehicle Rentals 529 388 • Expensed Mileage 1,398 820 • Rail Travel 8 1 • Air Travel 5,111 3514 Full details regarding the source of the emission factors used are described in BlackBerry's CDP filings for CY2014 and CY2015, available **here.** **NOTE:** *Some energy and emission data is based on consumption estimates. BlackBerry is continuing to refine our methodologies in an effort to collect actual data and reduce measurement uncertainties. Base year for data is 2008. BlackBerry had no biogenic CO_2 emissions for the reporting period.*			√
Effluents and Waste	G4-DMA	Generic Disclosure on Management Approach	CR Report: **Waste Diversion**	18-19		

Sub-category	Indicator Number	Indicator Description	Disclosure Location / Details		Page	Additional Information / Omissions	External Assurance
	G4-EN22	Total water discharge by quality and destination	BlackBerry locations do not discharge any water besides rainwater and domestic sewage. Discharges comply with government requirements and undergo treatment by the same government authorities and/or designates.				
Products and Services	G4-DMA	Generic Disclosure on Management Approach	CR Report: **Product Sustainability**		20-26		
	G4-EN27	Extent of impact mitigation of environmental impacts of products and services	CR Report: **Product Sustainability**		20-26		
			CR Report: **Measuring and Reducing Our Carbon Footprint**		17-19		
			CR Report: **More Energy, Less Waste**		25-26		
Compliance	G4-DMA	Generic Disclosure on Management Approach	CR Report: **Environment**		16-26		
	G4-EN29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	BlackBerry did not have any significant fines and non-monetary sanctions for non-compliance in FY15 and FY16.				
Overall	G4-DMA	Generic Disclosure on Management Approach	CR Report: **Environment**		16-26		
			CR Report: **Life Cycle Phases**		22-25		
			CR Report: **Waste Diversion**		18-19		
	G4-EN31	Total environmental protection expenditures and investments by type		**FY15**	**FY16**		
			Total e-waste product takeback/ recycling charges:	$70,982	$56,555		
			Total prevention and environmental management costs:	$72,951	$55,956		

SOCIAL							
Labor Practices and Decent Work							
Occupational Health and Safety	G4-DMA	Generic Disclosure on Management Approach	CR Report: **Keeping Employees Healthy and Safe**	12-14			

Sub-category	Indicator Number	Indicator Description	Disclosure Location / Details	Page	Additional Information / Omissions	External Assurance
	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	BlackBerry's formal joint health & safety committee operates at the facility level. **Region** / **% Represented** Canada 98.38% USA 21.10% EMEA 67.15% APAC 46.30% LATAM 0.00% Home Office 0.00% **TOTAL 66.43%**			
	G4-LA6	Type and rates of injury, occupational diseases, lost work days, absenteeism, and total number of work-related fatalities; by region and by gender	CR Report: **Keeping Employees Healthy and Safe** Injury types included in the aggregated calculation of Lost Time rates in the Report body: a) Medical Aid required b) First Aid required c) Injury – No treatment required. Employees and independent contractors were not reported separately. No fatalities were experienced in FY15 or FY16. **Note:** *Absentee days are not reported on and thus have not been subject to external assurance.* *Currently, BlackBerry is transitioning to GRI G4 Guidelines and this is BlackBerry's first year of reporting under it. As a result, GRI G4-LA6 indicator is being informed by GRI G4 Guidelines rather than adhering to it.*	12-14		√
	G4-LA7	Workers with high incidence or high risk of diseases related to their occupation	CR Report: **Keeping Employees Healthy and Safe**	12-14		
	G4-LA8	Health and safety topics covered in formal agreements with trade unions	BlackBerry follows local laws in countries where BlackBerry has trade union-like agreements in place.			
		Human Rights				
Freedom of Association and Collective Bargaining	G4-DMA	Generic Disclosure on Management Approach	BlackBerry Code of Business Standards and Principles defines at a high level how BlackBerry will manage its own operations and its supplier relationships with respect to ethical conduct and social responsibility. Furthermore, our Human Rights Policy and our Supplier Code of Conduct describe our requirements to support Freedom of Association and Collective Bargaining across our organization and supply chain, respectively. **BlackBerry Human Rights Policy**			

Sub-category	Indicator Number	Indicator Description	Disclosure Location / Details	Page	Additional Information / Omissions	External Assurance
			BlackBerry Code of Business Standards and Principles			
	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	Based on published reports, there is a risk for conditions which limit individual rights to Freedom of Association and Collective Bargaining within the electronics industry supply chain. This includes specific Latin American and Asia-Pacific countries. Through BlackBerry's implementation of its risk-based assessment process, it did not identify any such conditions within its specific supply chain during the reporting period. BlackBerry has taken specific actions during the reporting period to reduce the risk of such conditions within its supply chain including the implementation of its assessment process and the revision of its Supplier Code of Conduct and subsequent application of an improved supplier notification process as described in this report. **BlackBerry Human Rights Policy** **BlackBerry Code of Business Standards and Principles**			
Child Labor	G4-DMA	Generic Disclosure on Management Approach	BlackBerry Code of Business Standards and Principles describes at a high level BlackBerry's prohibition of child labor within its operations and across its supply chain. Furthermore, our Human Rights Policy and our Supplier Code of Conduct provide more detail on managing this requirement across our organization and supply chain, respectively. **BlackBerry Human Rights Policy** **BlackBerry Code of Business Standards and Principles**			
	G4-HR5	Operations and suppliers identified as having significant risk for incidents of child labour, and measures taken to contribute to the effective abolition of child labour	Based on published reports, there is a risk of the improper management of young workers through internships within the electronics industry supply chain. Published reports also have historically identified to a lesser extent the risk of underage workers. Both have been reported with respect to factories in specific Asia-Pacific countries. Through BlackBerry's implementation of its risk-based assessment process, it did not identify any such situations within its supply chain during the reporting period.			

Sub-category	Indicator Number	Indicator Description	Disclosure Location / Details	Page	Additional Information / Omissions	External Assurance
			BlackBerry has taken specific actions during the reporting period to reduce the risk of such conditions within its supply chain including the implementation of its assessment process and the revision of its Supplier Code of Conduct and subsequent application of an improved supplier notification process as described in this report.			
Forced or Compulsory Labor	G4-DMA	Generic Disclosure on Management Approach	BlackBerry Code of Business Standards and Principles describes at a high level BlackBerry's prohibition of forced labor within its operations and across its supply chain. Furthermore, our Human Rights Policy and our Supplier Code of Conduct provide more detail on managing this requirement across our organization and supply chain, respectively. **BlackBerry Human Rights Policy** **BlackBerry Code of Business Standards and Principles**			
	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	Based on published reports, there is a risk of conditions which limit individual rights to freely chosen employment within the electronics industry supply chain. Of special concern are foreign contract workers in specific Asia-Pacific countries. Through BlackBerry's implementation of its risk-based assessment process, it did not identify any such conditions within its specific supply chain during the reporting period. BlackBerry has taken specific actions during the reporting period to reduce the risk of such conditions within its supply chain including the implementation of its assessment process and the revision of its Supplier Code of Conduct and subsequent application of an improved supplier notification process as described in this report.			
	Society					
Local Communities	G4-DMA	Generic Disclosure on Management Approach				

Sub-category	Indicator Number	Indicator Description	Disclosure Location / Details	Page	Additional Information / Omissions	External Assurance
	G4-SO1	Operations with implemented local community engagement, impact assessments, and development programs	CR Report: **Community** BlackBerry recognizes the impact of operations in all of its communities and looks for ways to ensure that it is engaged as a positive community partner. BlackBerry engages with local community Chambers of Commerce and economic/technology development hubs to support activities. In FY15 and FY16, the Community Affairs team worked with local and national non-profit or charitable organizations to help support education, disadvantaged youth and Veterans. BlackBerry actively encourages its workforce to give back through volunteerism and financial contributions, and BlackBerry believes that a business needs a healthy, thriving community in order to be successful.	7-14		
	Product Responsibility					
Customer Health & Safety	G4-DMA	Generic Disclosure on Management Approach	BlackBerry conducts Lifecycle Assessments (LCA) on its smartphones. Health and safety considerations are factored into the analysis of the various product life cycle stages.			
	G4-PR1	Percentage of significant products and services categories for which health and safety impacts are assessed for improvement	100% of BlackBerry's hardware products (e.g. smartphones) are assessed for health and safety improvements. The following product life cycle stages are assessed for possible improvements specific to health and safety impacts: • Research and Development • Manufacturing • Transportation • Use • End-of-Life • Repair, Refurbishment and Reuse			
Product and Service Labeling	G4-DMA	Generic Disclosure on Management Approach	BlackBerry incorporates safety considerations into the design of all of its hardware products and publishes all appropriate information and precautions about the safe use and disposal of the product in the product documentation and on the website **here.**			

Sub-category	Indicator Number	Indicator Description	Disclosure Location / Details	Page	Additional Information / Omissions	External Assurance
	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	Information about safety precautions (including safe use and disposal) of BlackBerry® smartphones can be found in the Safety and Product Information manual specific to each device model. Available **here**. Information about product recycling is available **here**.			
Compliance	G4-DMA	Generic Disclosure on Management Approach	CR Report: **Corporate Governance**	27-28		
	G4-PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	BlackBerry is unaware of any significant fines for noncompliance that BlackBerry has been subject to related to the areas of Accessibility or Environmental Sustainability.			

APPENDIX B

Independent Assurance Statement

EY
Building a better
working world

Independent Limited Level Assurance Report

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

Our responsibilities

We have carried out a limited assurance engagement in relation to selected performance indicators in BlackBerry's 2016 Corporate Responsibility Report for the year ended February 29, 2016 (the "Report").

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

Scope of our engagement

We have carried out a limited assurance engagement, as agreed with management, in relation to selected performance indicators as reported in the Report and as listed below for the fiscal year ended February 29, 2016, unless otherwise indicated (the "Subject Matter"):

- EN3 – energy consumption within the organization (for the year ended December 31, 2015)

- EN15 – direct greenhouse gas (GHG) emissions (scope 1) (for the year ended December 31, 2015)

- EN16 – energy indirect greenhouse gas (GHG) emissions (scope 2) (for the year ended December 31, 2015)

- EN17 - other indirect greenhouse gas (GHG) emissions (scope 3) (for the year ended December 31, 2015)

- LA6 – type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities by region and gender

Subject Matter and criteria

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

The criteria used to evaluate the Subject Matter consisted of the relevant guidance contained within the Global Reporting Initiative's ("GRI") G4 Guidelines, as well as internally developed criteria.

BlackBerry management responsibilities

The Report was prepared by the management of BlackBerry, who are responsible for the Subject Matter in the Report and the criteria used in determining that the information is appropriate for the purpose of disclosure in the Report. In addition, management is responsible for maintaining adequate records and internal controls that are designed to support the reporting process. There are currently no legislative or regulatory requirements requiring BlackBerry to prepare, publish or have verified a sustainability report.

Level of assurance

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

Work performed

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

- Has BlackBerry fairly presented the Subject Matter with respect to the organizational and operational boundaries and time period defined in the Report?

- Has BlackBerry accurately collated corporate data relating to the Subject Matter from all material entities in its defined boundary?

- Has BlackBerry collated corporate data relating to the Subject Matter from all relevant operations level data?

- Is the Subject Matter accurate and sufficiently detailed for stakeholders to assess BlackBerry's performance?

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

- Interviewing selected personnel to understand the key sustainability issues related to the data and processes for the collection and accurate reporting of the Subject Matter

- Where relevant, performing walkthroughs of systems and processes for data aggregation and reporting

- Inquiring of management regarding key assumptions and the evidence to support the assumptions

- Validating the accuracy of calculations performed, on a sample basis, primarily through inquiry and analytical procedures

- Validating that data and statements had been correctly transcribed from corporate systems and/or supporting evidence into the Report through observation
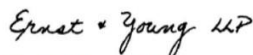
Limitations of our work performed

Our procedures did not include providing conclusions in relation to:

- The completeness or accuracy of data sets or information relating to areas other than the Subject Matter, and any sub-entity information

- Information reported by BlackBerry other than in its Report, such as information contained on its website, except where explicitly indicated in the GRI table appended to the Report for the Subject Matter specified above

- Management's forward looking statements

- Any comparisons made by BlackBerry against historical data

- The Report being in accordance with requirements of the GRI G4 Guidelines other than those contained within the scope of our work, as set out above.

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

Our conclusion

Subject to the limitations of our scope noted above, and based on our work as described in this report, we conclude that nothing has come to our attention that causes us to believe that the Subject Matter is not, in all material respects, fairly presented in accordance with the GRI G4 Guidelines and internally developed criteria.

Ernst & Young LLP

Ernst & Young LLP
Chartered Professional Accountants
Licensed Public Accountants

May 4, 2017
Toronto, Canada

::: BlackBerry