

# Corporate Social Responsibility Report 2021

JUNIPER  
NETWORKS®



## About this Report

This document, Juniper Networks' sixth full Corporate Social Responsibility (CSR) Report (formerly referred to as our Corporate Citizenship and Sustainability Report), is a summary of the company's environmental, social and governance (ESG) activities, impacts and performance. The scope of this report includes the company's business operations and facilities (owned or maintained) during the reporting period, January 1, 2020 through December 31, 2020. Beginning with this report, our CSR reports will be titled after the year in which they are published, though they will cover data from the previous year. This report includes data from Juniper Networks® Mist AI acquisition, which was completed in 2020 and is the most significant change in reporting from the last reporting cycle. Included are links to useful information and publicly available resources related to our financial, corporate governance, social and environmental policies and performance. Juniper Networks reports on CSR activity on an annual cycle, with the next report covering 2021 performance. Our last CSR Report was released in September 2020.

## External Alignment

We recognize the importance of aligning our corporate social responsibility disclosures with reputable, globally recognized frameworks to address the expectations of our customers, stockholders, employees and the community. The topics covered in this report were recognized by our stakeholders as priorities through a third-party materiality assessment that addresses topics and guidelines from the Sustainability Accounting Standards Board (SASB) and the Global Reporting Initiative (GRI). We are working toward achieving further alignment with SASB and have focused our 2020 reporting on industry-specific (hardware) SASB topics. See our SASB index in [Appendix III](#) for more information. This Report has also been prepared in accordance with the GRI Standards: Core option, found in [Appendix II](#).

As the threats of climate change become increasingly salient to our business and our stakeholders, we track and report our progress on reducing our environmental footprint. Through our annual climate change and water reporting with CDP, our environmental disclosures address the Taskforce for Climate-related Financial Disclosure (TCFD) recommendations. Topics included in this report intersect with and reference our environmental management systems, and climate-related risks and opportunities to our business, however this report is not meant to fully align with TCFD. An archive of our annual CDP climate change and water disclosures can be accessed on the [CDP online platform](#). This report has not been externally assured.

## Report Availability and Contact

This report is available in its entirety on our website: <https://www.juniper.net/sustainability>.

We welcome your questions, comments and feedback at [corp-citizenship-sustainability@juniper.net](mailto:corp-citizenship-sustainability@juniper.net).

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# Letter from the CEO

As the world continues to respond and adapt to the global challenges of the COVID-19 pandemic, Juniper Networks remains diligently focused on serving our customers, protecting our employees and delivering an experience and products that help create a more connected, resilient and sustainable world. Our mission is to power connections and empower change—to be a responsible global citizen and influence meaningful differences in the world around us. We aim to act with a commitment to our customers, employees, partners and the planet.

Juniper is committed to simplifying network operations and driving superior experiences for end users. We leverage our industry-leading insights to deliver automation, security and AI solutions to drive business results. We believe that powering connections will bring us closer together while empowering us all to solve some of the world's greatest challenges of health and well-being, sustainability and equity. In 2021, we proudly joined as a signatory supporter of the United Nations Global Compact and supporter of the United Nations Women's Empowerment Principles, to align our business with universal principles on human rights, labor, environment and anti-corruption, and promote gender equality and women's empowerment in the workplace, economy and global communities.

In a time of disruption and climate uncertainty, it is imperative that we remain flexible, agile and

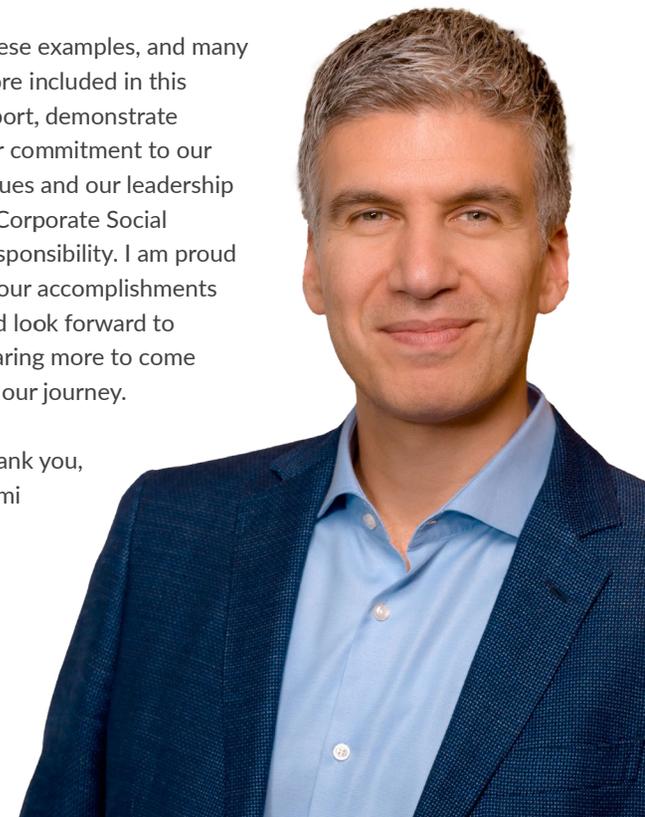
committed to creating sustainable products. In 2020, we launched our Technology Migration Incentive Program to offer new innovative ways for customers to engage with our Juniper Certified Pre-Owned Program. This program allows us to increase product recycling, refurbishment and reuse while continuing to lead the networking industry with robust circular economy initiatives. We will continue improving the sustainability of our products and reducing the footprint of our business to be more resilient and climate smart.

Diversity, inclusivity and flexibility are the hallmarks of a company prepared for the future of work. To further advance our efforts, we launched our global Inclusion and Diversity (I&D) Ambassadors program to extend the reach of our I&D efforts throughout Juniper. This also added new perspectives to the corporate team, lifted up the voices of employees and increased Juniper's access to diverse talent. Our global Women's Sponsorship Program, which aims to empower the next generation of women leaders, continued in its third year, providing our female employees with opportunities for development, visibility and growth. We are pleased that in 2020 Juniper became one of 380 companies across 11 sectors included in the [Bloomberg Gender-Equality Index](#), which tracks the performance of public companies committed to supporting gender equality through policy development, representation and transparency.

It is important that we support our local communities, while empowering our employees to engage meaningfully with causes they care about. We are proud sponsors of The Tech Interactive to advance STEM learning and help fund The Tech Challenge, a signature program that invites teams to use the engineering design process to solve real-world problems. We have also supported the Girls @ the Tech Program, which runs initiatives to build a pipeline of opportunities for girls that nurture their interests, boost their skills and solidify their confidence in STEM.

These examples, and many more included in this report, demonstrate our commitment to our values and our leadership in Corporate Social Responsibility. I am proud of our accomplishments and look forward to sharing more to come on our journey.

Thank you,  
Rami



# Company Profile and Vision

## Company Profile

Juniper Networks is dedicated to dramatically simplifying network operations and driving superior experiences for end users. Our solutions deliver industry-leading insight, automation, security and AI to drive real business results. We believe that powering connections will bring us closer together while empowering us all to solve the world's greatest challenges of well-being, sustainability and equity.

We seek to empower our global customers to be more agile, secure, cost-effective and efficient by designing, developing and selling products and services that support high-performance network

technology. We sell our products, including network hardware, software and service offerings across routing, switching and security, in more than 150 countries spanning the Americas, Europe, Asia Pacific, the Middle East and Africa.

The world's busiest wired and wireless carriers, content and Internet service providers, cloud and data center providers, and cable and satellite operators run on Juniper Networks, as do global financial services organizations, the world's top telecom companies, national government agencies and U.S. federal organizations, healthcare and educational institutions, and energy and utility companies.

### Juniper at a Glance

(as of December 31, 2020)

**Founded:** February 1996

**NYSE:** JNPR

**CEO:** Rami Rahim

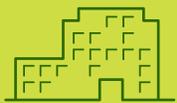
**Headquarters:** Sunnyvale, California

**Employees:** 9,950

**Offices:** 120 locations in 50 countries

**Revenue:** USD \$4.445 billion

## We Support



**10 out of Forbes 10**

Companies globally



**20 of the 20**

World's largest cloud providers



**49 out of 50**

Top global service providers



**18 of the 20**

Most prominent universities globally



**18 of the 20**

Largest global banks



**7 of the 10**

Top technology companies



**8 of the 10**

Top global retailers

### Our Vision

The world’s challenges will be solved one way: together. At Juniper, that means a collection of innovators coming together to connect the world so that our customers and the communities they build can continue to solve our greatest challenges of health, well-being, sustainability, and equity.

We continue to believe in the power of a connected world to bring us all closer together, and that when we’re all connected there’s nothing we cannot change for the better.

**Power connections. Empower change.**

**BE BOLD**  
Pursue Simplicity  
Seek Diverse Ideas  
Explore Fearlessly

**BUILD TRUST**  
Champion Authenticity  
Own It  
Create Customer Success

**DELIVER EXCELLENCE**  
Improve Relentlessly  
Obsess About Quality  
Act With Urgency

### Our Values: The Juniper Way

At Juniper, we believe that the network is the single greatest vehicle for knowledge, understanding, and human advancement that the world has ever known. The task of delivering a network in the digital transformation era pivots on the creativity and commitment of our people. It demands that we consistently put our values into practice. At our core we believe that excellence depends on seeking out diverse ideas and fostering a culture where all employees belong. In following these values, we’re reminded to be bold, build trust and consistently deliver excellence—that’s the Juniper Way.

#### The Just 100 2020

In 2020, [Forbes](#) and [JUST Capital](#) ranked Juniper as one of the top 100 companies that outperform peers on the priorities of the American people—including issues like fair pay, ethical leadership, good benefits and work-life balance, equal opportunity, customer treatment and privacy, community support, environmental impact, and delivering shareholder return. As a JUST 100 leader, we proudly demonstrate that we believe profits and purpose can go hand in hand.



Being bold, building trust and delivering excellence is the DNA of what we call the “Juniper Way”. These values drive our culture and carry us through to our success.

Eva Andres  
SVP, Chief Human Resources Officer



## Corporate Social Responsibility Strategy

We are committed to being a responsible corporate citizen. Our Corporate Social Responsibility (CSR) strategy defines our priorities and helps to direct our efforts to where we believe we can have a more meaningful impact. Organized into three pillars—Corporate Governance, Environmental Sustainability, and People and Communities—we aim to tackle issues that are most relevant to our business and to our stakeholders. In each section of this report, we discuss how our management systems and strong internal governance enable valuable outcomes for these issues.

## Three Pillars of Our Corporate Social Responsibility Program



- Business Integrity**
  - + Business Ethics and Anti-Corruption
- Product Responsibility**
  - + Customer Satisfaction
  - + Data Privacy and Product Security
  - + Product Safety and Compliance
- Supply Chain Management**
  - + Supply Chain Resilience
  - + Supply Chain Security



- Operational Footprint**
  - + Energy Management
  - + Greenhouse Gas Emissions
  - + Water and Wastewater Management
- Product Sustainability**
  - + Sustainable Design
  - + Lifecycle Management



- Our Employees**
  - + Inclusion and Diversity
  - + Employee Engagement
  - + Employee Wellness
- Our Partners in the Value Chain**
  - + Responsible Materials Sourcing
  - + Labor Practices and Human Rights
- Our Communities**
  - + Community Engagement

# ESG Prioritization and Management

## Governance Structure and Culture

Oversight of our CSR program starts with our Board, which believes that corporate social responsibility remains an ongoing priority for the company. Our Board's oversight of our CSR program extends through its committees:

- + Our Nominating & Corporate Governance (N&CG) Committee reviews the company's CSR program and strategy and the progress made across the various pillars.
- + Our Compensation Committee reviews the status of specific initiatives related to the People and Communities pillar of our CSR program, namely those related to employee inclusion and diversity.
- + Our Audit Committee reviews the status of specific initiatives related to the Corporate Governance pillar of our CSR program, namely those related to business ethics and anti-corruption and product responsibility.

Our leadership team has ultimate responsibility for our CSR program—we have a dedicated CSR Executive Committee comprised of senior executives representing the various business functions to ensure continued focus and alignment within the company on these important initiatives. The committee includes senior executives representing our

human resources, marketing, sales, engineering, manufacturing operations, legal, real estate and workplace services, and environmental, health, safety and security departments. This leadership committee directs the overall vision, strategy and execution of our CSR program, and further ensures alignment with corporate priorities and objectives, as well as our values, which we refer to as the Juniper Way—**Be Bold, Build Trust, and Deliver Excellence.**

## Materiality

We consider the needs of our stakeholders in everything we do. To assess whether our CSR strategy, programs and disclosures are in line with our stakeholders' expectations, we conduct an industry-aligned materiality assessment every three years or with significant changes to our business. This process enables us to identify and prioritize issues that are most important to our internal and external stakeholders and most salient to our business. We define topics as material if they have a direct or indirect impact on our ability to create, preserve or erode economic, environmental and social value for the company, stakeholders and society at large.

In this report, we are not using the terms “material” and “materiality” as they have been defined by securities laws in the United States or in the context of financial statements and financial reporting.

## Materiality Assessment Process

Our materiality assessment process follows the guidance from the Sustainability Accounting Standards Board (SASB) and the Global Reporting Initiative (GRI) for materiality and disclosure of ESG topics. Our process has three key steps:

1. The selection of important ESG topics, during which our CSR team identifies ESG topics and maps them to the materiality categories outlined by SASB. This selection takes into account previous assessment results, the current GRI guidelines and our industry's ESG landscape.
2. The selection and survey of internal and external stakeholders, who are chosen to represent broad experience, ESG issues and interest groups, and whose interests we believe will impact our long-term value. Surveys are conducted in an interview style, to gather both qualitative and quantitative feedback on topics that our stakeholders prioritize based on their relative importance and/or their perceived impact.
3. The documentation and analysis of the results by prioritizing and mapping material and non-material topics. These results are used to set company goals, drive programs and inform our sustainability disclosures.

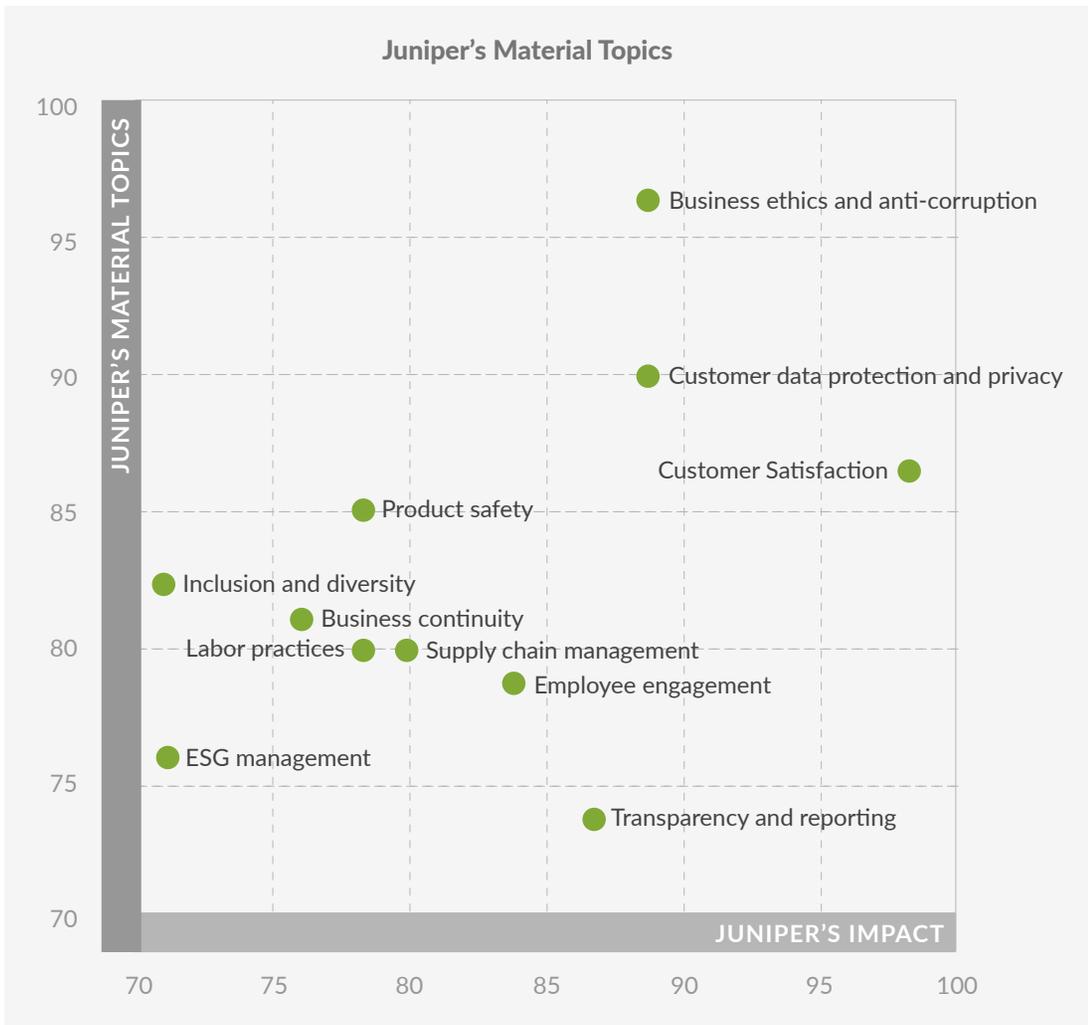


Figure 1.

We conducted our most recent assessment in 2018, which helped us determine that topics falling within the top 30% of stakeholder importance are considered material (Figure 1), and are included in our CSR programs, initiatives and disclosure, including the sections covered in this report. Details of these material topics are available in [Appendix I](#) of this report.

### Transparency and Reporting

We seek to empower our employees to be bold in the work they do, and we believe in leading by example. We are committed to being boldly transparent in our reporting and disclosures to demonstrate our strong ESG practices, and to foster meaningful dialogue with our stakeholders.

Each year, we publish our annual CSR report, which reports on topics identified in our materiality assessment process and leverages GRI and SASB guidance. We have also published an [annual diversity update](#) to share our progress and to set an example for driving change.

## Stakeholder Communication and Engagement

Our stakeholder engagement activities provide us with valuable insight and feedback from our customers, investors, employees and community members, which we use to assess potential risks and opportunities for our business. As a critical part of these activities, we conduct regular materiality assessments that help us determine the priorities of our key internal and external stakeholders. We also maintain an ongoing and inclusive dialogue with our stakeholders to communicate our progress on identified material ESG topics, as well as other salient issues. The feedback from our stakeholders is used to consistently improve how we manage, refine and respond to these issues in ways that meet their expectations. The table to the right outlines how we engage with our primary stakeholder groups and the key topics and concerns that are raised through various channels for engagement.



| Primary Stakeholder Groups        | Channels for Engagement  | Key Topics/Concerns  |
|-----------------------------------|--|--|
| <b>Customers</b>                  | Customer surveys; meetings and business reviews; security and corporate social responsibility audits and assessments; codes of conduct compliance  | Product innovation and compliance; security; circular economy and lifecycle assessment; responsible and ethical sourcing; environmental, health and safety; climate change and water security; risk management and business continuity |
| <b>Employees</b>                  | Surveys; meetings; internal corporate communication and engagement vehicles  | Employee and community engagement; inclusion and diversity; corporate citizenship; wellness and safety; strategy and objectives and key results (OKR)  |
| <b>Shareholders</b>               | Annual meetings; quarterly financial results; ESG surveys; shareholder outreach  | Financial strategy and metrics; transparency; governance; risk management; inclusion and diversity; climate change; water  |
| <b>Suppliers</b>                  | CDP Supply Chain initiative; Responsible Business Alliance (RBA); Responsible Minerals Initiative (RMI); code of conduct and compliance; audits and risk assessments; supplier business reviews; supplier forums | Supply chain transparency and compliance; responsible and ethical sourcing; climate change; security; creating shared value; human rights; collaboration; risk management and business continuity                                      |
| <b>Strategic Partners</b>         | Global Partner Conference; surveys; customer request for proposals   | Collaboration; partner and customer sustainability requirements  |
| <b>Governments</b>                | Industry organizations; government affairs   | Cybersecurity; regulations and standards; competition; responsible and ethical sourcing; product innovation and compliance   |
| <b>Communities and Nonprofits</b> | RBA and RMI; CDP; Juniper Networks Foundation; nonprofit partnerships  | Global and local impacts; climate change; responsible and ethical sourcing; collaboration  |

## Industry Groups and Associations

Juniper proudly supports several government and industry organizations, through leadership and participant roles, as we find this work essential to ensuring the advancement and security of the network that supports vital resources and sectors of our economy. Through our memberships with such organizations, Juniper provides key input and expertise for the development of federal, state and international policies. A full list of the entities we belong to and/or collaborate with is available in the [Memberships and Associations](#) section of this report.

## Public Policy and Advocacy

We support public policies that promote network investment, stimulate economic growth, and enable us to deliver high-performance connectivity to our customers and partners worldwide. Issues that threaten the integrity, security and advancement of the network are of essential importance to Juniper's business and our customers, and we work with governments in those areas to protect what matters most.

Throughout the years, we've demonstrated thought leadership and expertise in this space, collaborating with the public sector on issues such as:

- + Closing the digital divide for a more connected and empowered world
- + Cybersecurity, supply chain assurance, internet governance, and privacy
- + Protecting the freedom of the internet and the ability of the private sector to innovate
- + The rapidly changing Internet landscape (mobility, cloud computing, 5G)
- + Intellectual property
- + Social and environmental sustainability
- + Educating the next generation of IT leaders
- + Global economy, tax policy, and trade
- + Workforce and immigration

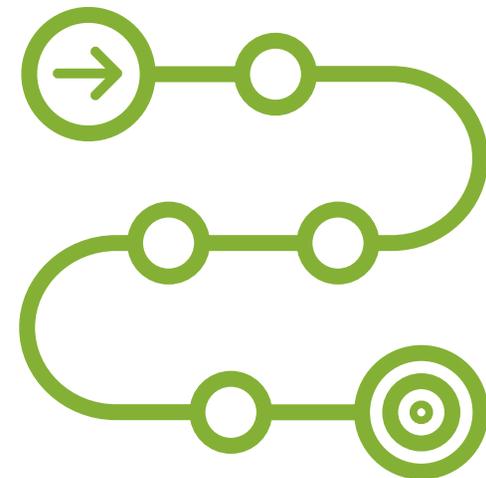
Our Board's N&CG Committee has oversight over Juniper's public policy, advocacy, and lobbying activity.

## Political Contributions

Juniper Networks does not donate corporate funds to political candidates, political parties or political action committees at the federal, state or local levels. Juniper does not have an employee-funded political action committee (PAC) that would make contributions to political candidates or political parties at the federal, state or local levels.

## Lobbying Activity

We rely upon direct engagement by Juniper leaders as well as indirect engagement through registered lobbyists and trade associations to represent the company's interests throughout the world. We retain registered lobbyists at the federal, state and local government levels to promote Juniper solutions for specific public sector procurement opportunities.



# Corporate Governance

Our company leadership is committed to innovating in ways that empower everyone, including our customers and our partners, in a connected world. We are committed to being accountable and transparent, dedicated to upholding high standards of ethics and compliance, and seek to maintain product quality, safety and customer satisfaction.



# Integrity and Compliance

## Business Integrity

We are committed to conducting business honestly and transparently and use our codes of conduct, policies, and values as guiding lights. Our compliance objective is simple: reduce the risk of noncompliance by implementing intuitive operating principles and comprehensive policies and procedures, and effective educational curriculum.

We require and expect the highest standards of integrity and conduct, both internally and from our customers, partners, and suppliers. Our [Worldwide Code of Business Conduct](#) (Code) outlines these expectations and provides ethical guidance for a range of stakeholders and business circumstances. The Code communicates the expectation that all parties will behave in a responsible, authentic, and trustworthy way and will comply with applicable laws and regulations. For our external business partners, we also maintain our [Business Partner Code of Conduct](#). Our employees and business partners are trained regularly on the values and principles outlined in these codes.

Regular corporate compliance training is required for all employees and is made available through online and in-person interactive sessions. To ensure that our curriculum is delivered effectively, we target compliance training based on risk profiles related to an employee's location, job function, and

department. Our Manager Toolkit Training builds on our Code training by providing additional messaging tools on core principles of priority topics enabling managers to cascade compliance requirements to their teams in a scalable and effective manner.

## A World-Class Compliance Program

In 2020, our Integrity & Compliance Group (ICG) worked to enhance our integrity and compliance program for a seamless, integrated employee experience. Integrity and Compliance 2.0, which officially rolled out in 2021, centers around five principles:

- + Fostering a strong speak-up culture
- + Building deeper integration with internal stakeholders
- + Aligning to the strategic direction of the company
- + Strengthening our core compliance program
- + Leading with data

**Juniper is committed to our values that remind each of us to be bold, build trust and deliver excellence. Our values fuel us to meet the evolving needs of our stakeholders by operating with the utmost integrity, providing clear and transparent disclosures and maintaining a robust system of internal governance.**

**Rob Mobassaly**  
SVP, General Counsel



Led by our Chief Compliance Officer, the ICG aims to be a trusted advisor to employees across the globe, fostering a culture where employees feel empowered to raise concerns, provide feedback, and share ideas. Every year, the ICG uses an integrity survey to assess and measure Juniper's culture of compliance, trust in senior management, training efficacy, fear of retaliation, and perception of company integrity. Results from these annual surveys have helped us further enhance our compliance training—including making it more interactive and mobile-friendly—and have helped us improve the accessibility of our company policies and procedures.

The ICG also works closely with internal partners and core functions to address the frictionless adoption of compliance protocols that align with the company's strategic vision. By being a strong internal partner, the ICG can support the development of training and policies that are relevant and address the core areas of compliance for each employee group.

## Raising Concerns

We aim to empower every Juniper employee to be a champion for honesty, integrity, and compliance. Recognizing the strength it takes to come forward with concerns, we foster an open and collaborative culture where employees trust management and are comfortable speaking up. Our data supports that most employees who raise concerns feel comfortable doing so, as only 11% of reports raised to the ICG in 2020 were submitted anonymously. In 2021,

we are focusing on improving our turnaround for addressing and resolving whistleblower reports, ensuring employees can reach out and raise concerns with ease.

## Ensuring Compliance

To support continued compliance, our ICG assesses our policies and procedures and works to mitigate potential issues, and makes specific recommendations to improve the company's broader enterprise risk management ecosystem. Policy development is informed by multiple independent sources, including Amnesty International, the United Nations, the Responsible Business Alliance, and the International Labor Organization. Every year, we conduct thorough reviews of our codes of conduct using our annual risk assessment results and make revisions as needed. There is more about our program on our [website](#).

We also rely on advanced data analytics to support our compliance efforts. Through our fraud and

anti-corruption data analytics program, we can examine transactional data in large volumes to identify anomalies and exceptions that may indicate compliance issues and gray market risks. In 2020, we also bolstered our brand protection program, emphasizing remediation through sales integrity agreements for offenders who violate their contractual agreements. This program and its supporting data analytics tool have been successful in monitoring and proactively addressing violations. These innovations have led to a monumental shift in our operations, further establishing the ICG members as company leaders and elevating the culture of compliance at Juniper.

We are committed to doing business responsibly and in compliance with all local laws and regulations—environmental, social, and otherwise. In 2020, we received no significant fines or sanctions for noncompliance with laws and regulations relating to environmental impacts or the provision and use of our products.



# Product Responsibility and Customer Satisfaction

Delivering excellence is the Juniper Way. From incorporating quality and sustainability into the earliest stages of design, to working to ensure responsible and safe production and on-time delivery, we seek to empower our customers to reach new levels of innovation for a connected world.

## We Care About Our Customers

Whatever the challenge, every day our customers set out to build the best, most secure networks for their unique needs. And we're there to help. At Juniper, we focus on understanding our customers' goals so we can dig in and solve the hardest problems they face—problems that others can't, or won't, approach. We persevere for solutions that remove complexity and give our customers true advantage over their competition.

Why do so many successful businesses rely on Juniper? Quite simply, because we provide the kind of performance, thought leadership and industry-leading services that enable the world's best networks.

## Juniper Customer Satisfaction Index

Each year, we conduct a global customer survey to obtain an objective assessment and insights into where we're performing well and where there are opportunities to improve.

We measure the satisfaction and loyalty of our customers through our Juniper Customer Satisfaction Index (JCSI)—a composite index that considers feedback on three key areas: overall satisfaction, likelihood to recommend and likelihood to repurchase. In 2020, networking was about more than just the network. To support our customers' needs, we expanded our survey to include topics about customer satisfaction during the COVID-19 pandemic. We're proud that our JCSI score increased in 2020.

## Data Privacy and Information Security

We take seriously the security and integrity of personal and confidential data. We aim to respect the privacy of the individuals who provide us with personal data, including our customers, vendors, partners and visitors to our facilities and website.

Our management approach is guided by our commitment to privacy, as described in our [Privacy Policy](#). The policy outlines, among other topics, individuals' rights to their personal information, how that personal information may be collected and used, and our process for notifying individuals about the information we may collect. We require employees who are most likely to have access to personal information to complete annual job-specific

**Our customers place enormous trust in us to deliver products and solutions securely. We honor that trust by placing privacy, security and data protection at the forefront of our business.**

**Sharon Mandell**  
SVP, Chief Information Officer



privacy trainings, and we require all employees to complete annual information security trainings. New employees are required to complete privacy and information security training. We regularly review our key suppliers' privacy and security controls as part of our vendor compliance process to confirm that they meet our high standards.

We strive to stay up-to-date with privacy regulation in this changing environment, and make our compliance policies, protocols and standards easily accessible to our customers and the public. To help our customers navigate the rapidly changing cybersecurity landscape and respond to evolving data protection regulations globally, we've produced insightful information about data protection strategies and compliance, as well as about the security of our products and services. Recently, we've published FAQs and whitepapers on the most pressing privacy regulations, including our response to [Post-Schrems II](#) and an example of our compliance with the privacy principles under the General Data Protection Regulation ([GDPR](#)). As our cloud and AI portfolio offerings grow, so do our privacy and infosec protocols. With the launching of our Contrail Service Orchestration software, we prepared a privacy and security [technical brief](#) to help customers understand the processing of their data.

## Product Security

Privacy and data security are as important to our customers as they are to us; this is why we extend our protection beyond our direct relationships, enabling designs, policies and procedures that facilitate our customers' protection of their customers' data. Leveraging strong partnerships between our information security, supply chain, and legal teams, we work diligently to maintain the security of our products and services. Our General Counsel and product security teams meet regularly to tackle product security issues and elevate the impact of our work. In 2020, we evolved our supply chain security practices to tackle emerging threats related to software, which further enhances the integrity and security of our products. We believe security is ingrained in core product functionality.

As our portfolio expands and diversifies from on-premise to cloud and SaaS solutions, we look forward to enhancing our protocols and overcoming challenges to maintain the security of the future of connectivity.

## Cybersecurity

In order to respond to the threat of security breaches and cyberattacks, we have developed a program, overseen by our Chief Information Officer in coordination with the company's Chief Information Security Officer, that is designed to protect and preserve the confidentiality, integrity and continued availability of information owned by, or in the care of, Juniper. This program includes a cyber incident response plan that provides controls and procedures



for timely and accurate reporting of material cybersecurity incidents and the company’s maintenance and response.

In support of the Board’s oversight of our cyber risk management program, the Audit Committee receives regular reports from the Chief Information Officer, the Chief Information Security Officer, and other senior executives at Juniper.

In 2020, as our workforce shifted to include more remote and work-from-home (WFH) environments, we worked to enhance our network security and support secure connections for all employees. We regularly implement security policies and practices including annual penetration testing, periodic vulnerability scanning and security awareness and best practices training for employees.

In 2020, we experienced no breaches of security that led to the accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or access to, personal data transmitted, stored or otherwise processed, as defined by GDPR.

### Secure Development Lifecycle and Incident Response

We are deeply committed to the integrity, security and reliability of our products, and as a major user of our own products, we understand the trust our customers are placing in Juniper when they buy our products. We provide training to engineers across the company on the fundamental principles of secure end-to-end design, and Juniper’s [Secure Development Lifecycle \(SDL\)](#) program helps keep vulnerabilities inside of Juniper through six practices shown in Figure 2 and Figure 3.

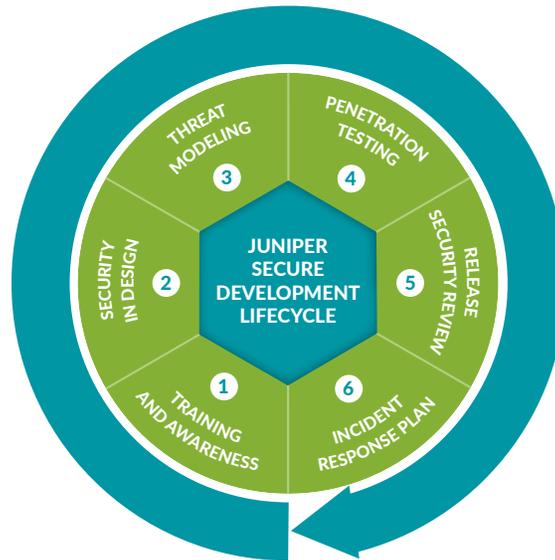


Figure 2. Juniper Networks Secure Development Lifecycle practices.

Through this program, we identify, address and mitigate security threats. We are committed to addressing security vulnerabilities promptly and appropriately and to notifying customers according to our Security Incident Response Team procedures. More security incident response information is available on our [Security Incident Response Team](#) blog.

### Thought Leadership in Information Security

We are proud to be thought leaders in the areas of privacy and information security, and to engage collaboratively with industry groups and government initiatives to enhance the security of ICT products, networks and critical infrastructure. We engage with organizations such as the [Forum of Incident Response and Security Teams \(FIRST\)](#) and the [Industry Consortium for the Advancement of Security on the Internet \(ICASI\)](#) to respond to international cybersecurity incidents, fight cybercrime and improve the state of the art. For over eight years, Juniper has engaged with FIRST in a leadership capacity, developing standards such as the common vulnerability scoring system (CVSS), and developing programs for multi-stakeholder forums and conferences. Currently, to help standardize and consolidate industry best practices, we are also working to help facilitate and advise on the merger between ICASI and FIRST.

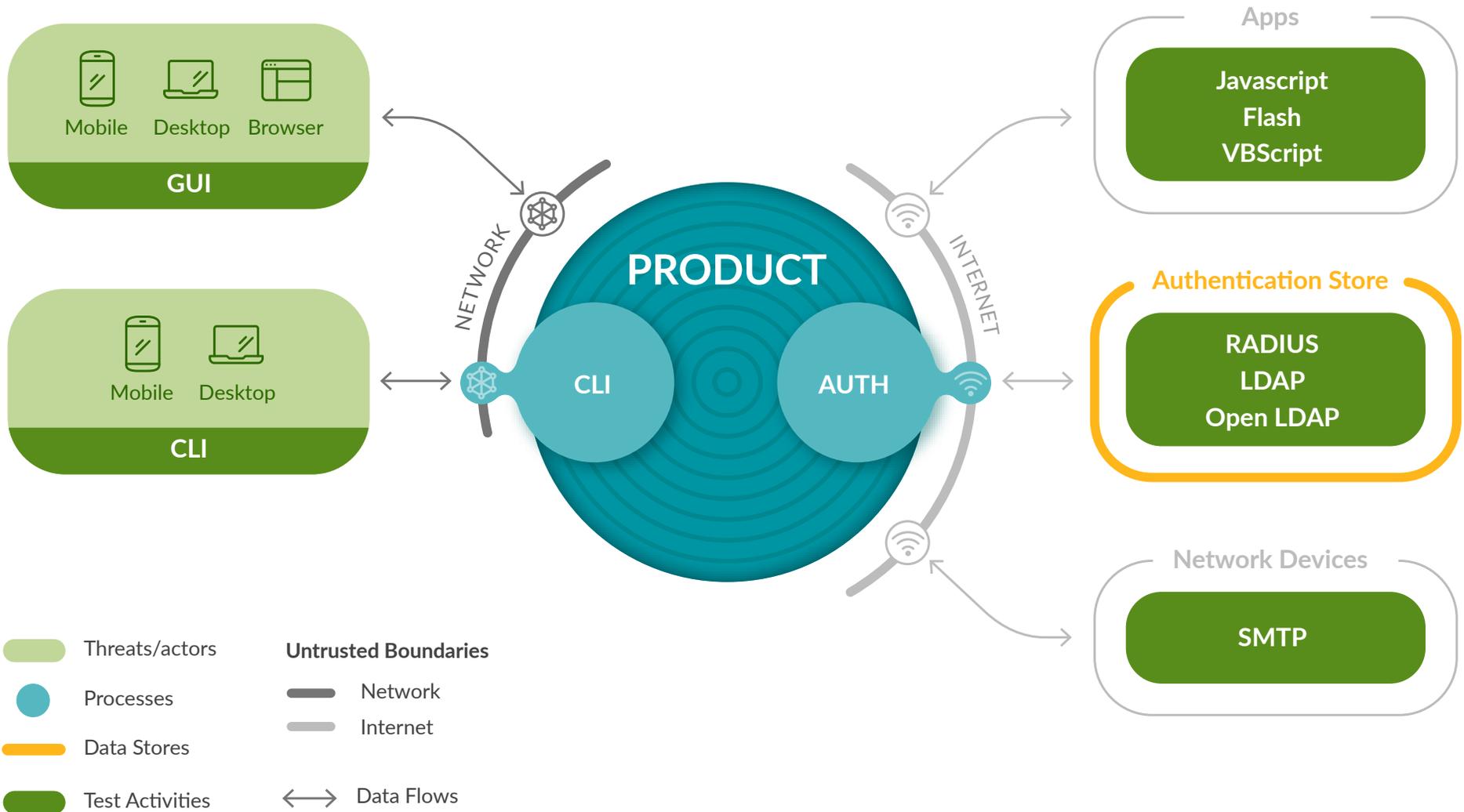


Figure 3. A threat model for an application running in a networked environment, and illustrates how developers relate element of the threat model when evaluating product security.

# Product Quality, Safety and Compliance

## Product Safety and Compliance

We are committed to building reliable, safe products and to maintaining compliance with all applicable federal, state, local and international regulations. These regulations include, but are not limited to, the following (applicable in the European Union):

- + The Directive on the Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment (RoHS)
- + The regulation concerning the Registration, Evaluation, Authorization, and Restriction of Chemicals (REACH)
- + The Waste Electrical and Electronic Equipment (WEEE) Directive
- + Substances of Concern in Products (SCIP)

We follow the precautionary principle in our product design and business operations and take into consideration the materials we use and product lifecycle impacts. We ensure proper labelling of all products in accordance with applicable laws.

As leaders in technology, we remain engaged with our industry to evaluate and prioritize the elimination of hazardous substances and provide expertise to inform future environmental product compliance requirements.

## Product Quality

At Juniper, our quality management system (QMS) focuses on fostering the culture of continuous improvement for our products and services so that we can achieve the highest levels of satisfaction for our customers. Our QMS is composed of robust processes, qualified resources and tools that are designed to enable us to responsibly build trust with our customers and deliver excellence every step of the way.

Our QMS is certified and continually reviewed by a third-party certification body against the [ISO 9001](#) and [TL9000](#) standards, both of which are internationally recognized sets of requirements and measurements, commonly accepted as best practices for quality management.

Having these proven controls, checks and balances in place help us meet the needs of our customers and build the best networks possible.

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We focus on fostering the culture of continuous improvement for our products and services so that we can achieve the highest levels of satisfaction for our customers.

# Supply Chain Management

At Juniper, our hardware, software and cloud solutions are developed and produced within a global network of software developers, contract manufacturers (CMs), original design manufacturers (ODMs), component suppliers, warehousing and logistics providers, and recruiting firms. Our partners around the world play important roles in maintaining development environments, executing on manufacturing activities, procuring materials and distributing products.

We are committed to meeting our customers' expectations of responsible sourcing practices and transparency throughout this entire networked ecosystem. We communicate these expectations to our partners and suppliers through codes of conduct and audits based on industry-leading frameworks. We have adopted the social, environmental and ethical principles of the [Responsible Business Alliance](#) and the [Joint Audit Cooperation \(JAC\)](#). We are committed to working with our suppliers and conducting due diligence to help maintain compliance with these responsible sourcing standards.

## Supply Chain Resilience

Our ability to respond to unexpected challenges has been tested throughout the COVID-19 pandemic. We are proud of the way in which our supply chain resilience programs and systems have allowed us to respond and deliver on our commitments to customers. Years of collaborating and maintaining close relationships with our industry partners, customers and governments has allowed us to detect and react quickly to emerging information in January 2020, and we promptly activated our response plans. With employee safety and well-being as our top priority, we leveraged remote work, distributed personal protective equipment (PPE), and implemented alternative management approaches to manufacturing and shipping oversight operations. Despite unprecedented interruption and uncertainty, we delivered high customer satisfaction and drew record participation levels within our supplier networking summits.

We set clear expectations for our suppliers and evaluate performance across nine areas, with the goal of creating productive, long-term relationships that align with our vision, values and business objectives.

- + Quality
- + Delivery lead time
- + Competitiveness
- + Account support
- + Compliance, sustainability and risk
- + Speed and agility
- + Service
- + Measurable execution
- + Innovation

**Our Global Supplier Management team engages with our suppliers to continuously foster an ecosystem of social responsibility, product security and unwavering quality.**

**Steve Darendinger**  
Corporate Vice President, Supply Chain Operations



## Business Continuity Maturity Matrix

Juniper ranks and tracks supplier performance to manage business continuity, measuring suppliers in four areas:

- + Management commitment to a business continuity program (BCP)
- + BCP readiness in production, key personnel and test equipment
- + Selection and readiness of alternative locations
- + BCP structure, documentation and training



## Supply Chain Security

We seek to protect the integrity of Juniper's brand through all stages of the product lifecycle. We employ threat modeling to identify and proactively address potential vulnerabilities, from product development through production, to distribution and delivery. We guard against the introduction of counterfeit components and the vulnerabilities they could create in our products. By looking holistically at the entire product lifecycle, and by protecting software development environments with the same rigor as we do physical manufacturing spaces, we believe we are able to maintain a high level of security within our supply network.

Our supply chain integrity program also serves to protect our partners and customers by addressing component integrity, and the prevention of the introduction of counterfeit or gray market components, and facilitating failure analysis on products or processes when quality problems arise. Our multiyear investment in data analytics focused on component-level risk allows us to predict the

likelihood and timeframes of risk impacts and to manage environmental compliance and other sourcing risks. By incorporating an enhanced understanding of key risk factors into our lifecycle approach, we benefit from risk reduction and revenue protection throughout the design and production processes.

We work with the United States government and regulatory bodies around the world to meet and exceed security standards and ward off attempts by adversaries to influence the integrity of our products. In 2020, new requirements were introduced for the Customs-Trade Partnership Against Terrorism (C-TPAT) program. We were able to quickly adapt and implement these new measures while maintaining business continuity and communicating key updates throughout our supplier network. Going forward, we are focused on assuring compliance with these new requirements and with existing Authorized Economic Operator (AEO) standards and security requirements, which support the U.S. federal government's and European Union's efforts to improve the security of private companies' supply chains and cargo movement.

# Environmental Sustainability

Our vision of environmental stewardship centers around making our products and our operations less resource intensive, more cost efficient, and, ultimately, more sustainable for future generations. In this section, we'll share our progress on initiatives to reduce our energy consumption and carbon footprint and to design our products to reduce their impact on the environment.



# Operational Footprint

We consistently look for ways to make our facilities more cost and energy efficient, less resource intensive, and ultimately more sustainable. Specifically, we're focusing on reducing our energy usage, greenhouse gas (GHG) emissions, waste to landfill, and water usage. To keep ourselves accountable, and to manage our sustainability performance, we use data management systems that allow us to collect data accurately and efficiently in key impact areas. We also disclose against many of the TCFD recommendations through our participation in the [CDP](#) annual reporting process, making our energy usage, GHG emissions, and water usage data publicly available.

## Energy Management

We are striving to do our part in mitigating the impacts of climate change through responsible energy management. Our approach relies on two key strategies: reducing our energy consumption and leveraging clean energy sources. Since Juniper sites with labs account for up to 85% of our global energy usage, we've focused our energy management effort on various lab environments housed within our operating facilities worldwide such as research and development and sales and customer service labs.

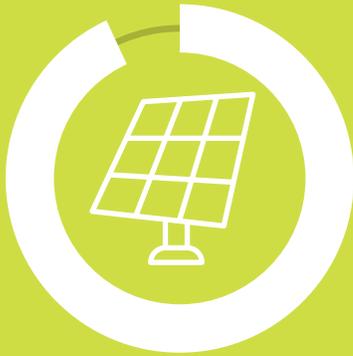
## Reducing Energy Consumption

At various sites around the world, we've worked to reduce our energy consumption by using sophisticated monitoring and management methods and changing user behavior. Our Automated Management Tool has been instrumental for saving considerable amounts of energy in our labs, enabling shutoffs during low power-use time. A few years ago, the tool was supplemented with an aggressive education program to reshape behavioral energy efficiency among lab equipment users. By coupling technology and infrastructure solutions with policy and behavior-related tools, we are making important progress toward reducing energy consumption.



## Leveraging Renewable Power Sources

We are focused on identifying ways to reduce our company's environmental footprint, including sourcing our energy with impact in mind. We have implemented several strategic initiatives at our key sites around the world to embrace clean technology and renewable and low-carbon energy sources.



# 92%

### Solar—Bangalore, India

Since 2016, our Bangalore site, which has our single largest energy demand, has relied on renewable solar energy sourced through two power purchase agreements. In 2020, 92% of Bangalore's energy requirement was supplied through these renewable energy agreements, an increase of 14% from 2019. This allows us to greatly reduce the greenhouse gas emissions we produce over time.



# 11%

### Fuel Cell—Sunnyvale, California

Our Sunnyvale campus leverages a variety of renewable and low carbon energy options, including an onsite fuel cell system. This fuel cell allowed us to generate 7,086,684 kWh of energy in 2020, which represented approximately 11% of our Sunnyvale campus's total electricity consumption.



# 70%

### Hydropower—Quincy, Washington

In 2016, Juniper opened our Geo-DC facility in Quincy, Washington. This data center-style lab draws from Quincy's electric grid, which obtains greater than 70% of its electricity from hydropower sources. The Geo-DC facility has been awarded the [U.S. Environmental Protection Agency's Energy Star certification](#) with a score of 100 points.

### Energy Efficiency in Building Design

Energy efficiency is an integral part of our campus and office design process. From our 635,000 square foot corporate campus in Sunnyvale, California to our India Excellence Center in Bangalore, our design, construction, and facilities management approach has integrated [LEED](#)'s principles of energy efficient systems, resource conservation and environmentally preferred materials, achieving both Platinum and Gold LEED certifications at select locations. We have also adopted innovative solutions to saving energy in our buildings, such as chiller-less operations that use natural outdoor air to achieve significant gains in energy efficiency. Juniper's building operations, from lighting controls to cooling systems in the labs, are designed and managed to operate efficiently and effectively.

### Juniper's Overall Energy Footprint

In our reporting of our total electricity consumption, we focus on facilities with R&D labs, server labs and customer support labs. Since our measurements have shown that locations with labs account for approximately 85% of our total global energy consumption, we only include Juniper facilities with labs in our energy footprint calculations.

### Greenhouse Gas Emissions

Climate change is one of the greatest threats of our time. At Juniper, we recognize the need for timely action and our immense responsibility and opportunity to play a role in mitigating its impact.

Our goals are twofold: to credibly and transparently account for our carbon emissions, and to significantly reduce the carbon footprint of not only our own operations, but those of our customers and suppliers as well. An intense and complex multi-year process, we're measuring the energy efficiency of each of our products, as well as the carbon emissions inherent in their production, delivery and implementation. We recognize that opportunities to reduce carbon emissions exist in our own facilities and operations, in those of our suppliers, and through the design of the products we sell. From concept design to reuse and recyclability, we constantly look for ways to reduce our environmental footprint and energy consumption while meeting the ever-growing demands on the new network.

To meet our goals, Juniper works with [CDP](#), a non-profit organization that advises businesses on how to improve sustainability practices through the collection and public disclosure of self-reported data on climate change, water, and forest risk. For more than 15 years, we've engaged with CDP, and we have been reporting our climate change data to them since 2006. In that time, working with CDP has helped us identify better ways to measure and manage our GHG footprint and improve energy efficiency. For comprehensive reports on Juniper's climate change and GHG management program, please refer to [our CDP disclosures](#).

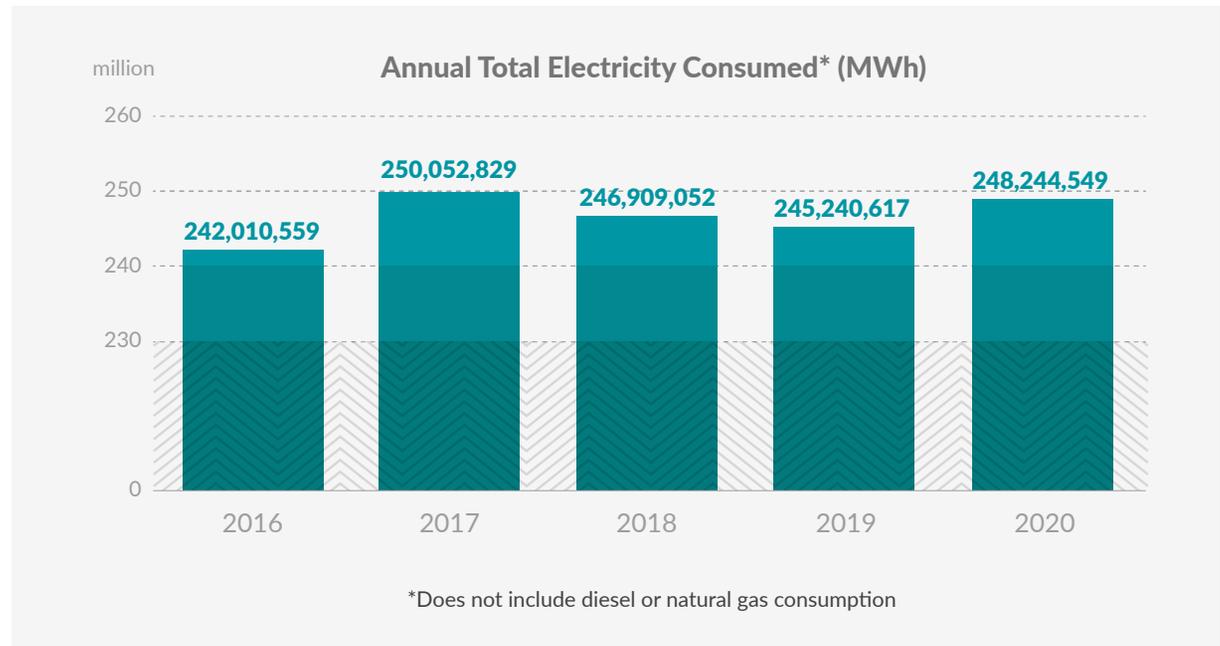


Figure 4.

## Scope 1 and Scope 2 GHG Emissions

When measuring and reporting GHG emissions, our scope includes all our facilities with labs, which accounts for approximately 85% of Juniper's total energy consumption. In 2016, we established an absolute target to reduce our Scope 1 and Scope 2 (market-based) GHG emissions by 5% by the year 2020 (against our 2011 baseline of 92,864 metric tonnes of CO<sub>2</sub>e). We were able to achieve this goal in 2019 ahead of our target date. As a result, and to further our continued commitment, we embarked on establishing an absolute Scope 1 and Scope 2 reduction target using the [Science Based Targets initiative \(SBTi\)](#) absolute contraction approach methodology. We selected to adhere to the well below two degrees scenario and established 5-year and 15-year targets: (1) reduce absolute Scope 1 and Scope 2 emissions by 17.5% by 2025 from 2018 baseline and (2) reduce absolute Scope 1 and Scope 2 emissions by 42.5% by 2035 from 2018 baseline. Our Scope 1 and Scope 2 (market-based) 2018 baseline is 56,514 metric tonnes of CO<sub>2</sub>e.

The COVID-19 pandemic significantly influenced our work environment in 2020, moving many of our employees offsite to work remotely. Though this global shift may have helped reduce the electricity consumption associated with administrative activities at our facilities, our lab environments (accounting for approximately 85% of our energy use) were in full operation. This, along with the inclusion of refrigerant use in Scope 1 emissions, contributed to the increase in overall emissions in 2020 compared to 2019.

### Juniper's GHG Emissions Profile

|                          | Unit of Measure                 | 2018      | 2019    | 2020      |
|--------------------------|---------------------------------|-----------|---------|-----------|
| Scope 1                  | Metric tonnes CO <sub>2</sub> e | 3,859     | 4,517   | 8,867     |
| Scope 2 (Market-based)   | Metric tonnes CO <sub>2</sub> e | 52,655    | 46,307  | 43,859    |
| Scope 2 (Location-based) | Metric tonnes CO <sub>2</sub> e | 56,003    | 48,655  | 46,324    |
| Scope 3                  | Metric tonnes CO <sub>2</sub> e | 1,529,699 | 426,468 | 1,165,100 |

Note: Calculations are performed using the [World Resources Institute GHG Protocol](#).

### Juniper's GHG Emissions Profile

Direct (Scope 1) emissions result from sources owned or controlled by the organization.

Indirect (Scope 2) emissions result from the generation of purchased or acquired electricity, heating, cooling and steam consumed within the organization. Other Indirect (Scope 3) emissions are all indirect emissions (not included in Scope 2) that occur outside of the organization. Activities accounted for in Scope 3 emissions include purchased goods and services, upstream and downstream transportation and distribution, business travel, employee commuting and use of sold products.

The reported GHG emissions inventory scope includes only facilities with R&D labs, server labs and customer support labs.

We recognize that a large portion of Juniper's emissions from our facilities are Scope 2: emissions that are produced from the electricity purchased to power our operations. To mitigate these Scope 2 emissions, most of the investments that we've made and continue to make focus on energy efficiency, process optimization measures, and clean energy procurement. In 2020, we focused the majority of our efforts on the Sunnyvale and Bangalore campuses—our two largest facilities based on square footage, employee headcount, and energy consumption—and continued executing and expanding on initiatives implemented in the previous years.

In 2018, we implemented the Automated Power Management Tool in our labs, which continues to save an estimated 7,500 metric tonnes of CO<sub>2</sub>e annually, and in 2017, the onsite Bloom fuel cell system supporting our Sunnyvale headquarter campus underwent a \$1.2 million upgrade to improve the system's output, contributing to an emissions reduction of approximately 2,700 metric tonnes of CO<sub>2</sub>e annually. In Bangalore, we increased our solar power usage, fulfilling 92% of the site's energy demand.

In 2020, we reconfirmed the topic of climate change as a top environmental sustainability priority for the company. The additional focus has enabled internal dialogue and inclusion of climate change considerations into business decisions, such as in the expansion of onsite power generation and power purchase agreements.

### Scope 3 GHG Emissions

We recognize that the most significant impact to our overall carbon footprint comes from our Scope 3 emissions—activities outside of our direct operations such as business travel, employee commuting, our product distribution, and emissions resulting from our suppliers' operations. Scope 3 emissions account for approximately 95% of our total GHG inventory in 2020.

Due to the shift to remote work for many of our employees, we experienced significant reductions in our emissions associated with employee commute and business travel in 2020.

Supply chain-related emissions represent approximately 94% of our total reported Scope 3 emissions. Due to the magnitude, we believe that strong partnership and communication throughout our supply chain provides us the greatest opportunity to make an impact where it counts. As part of our Scope 3 management approach, we actively engage

with our suppliers and communicate our expectation that they measure and disclose their GHG emissions. Over the past few years, many of our suppliers have started doing just this, making it possible for Juniper to include their emissions calculations in our Scope 3 disclosures, specifically associated with purchased goods and services.

As a result of overall improved supplier data submissions and internal data validation processes, we were able to identify outliers to the emissions that suppliers allocated to Juniper in 2019. The removal of outliers from our 2019 inventory is the primary cause of the decrease in the total reported Scope 3 emissions data compared to 2018. In response, we engaged with our suppliers in 2020 and 2021 through supplier business reviews, ongoing Juniper engagements and collaborative efforts with other ICT companies to further build our suppliers' capability and communicate expectations. Our greater confidence in the 2020 supplier data allowed Juniper to report a more comprehensive Scope 3 inventory.

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In 2020, we reconfirmed the topic of climate change as a top environmental sustainability priority for the company.

## Supplier Engagement for Scope 3 GHG Reduction

Since 2009, we have invited our direct material suppliers, identified as those tier one component suppliers, logistic partners, contract manufacturers and original design manufacturers who represent approximately 99% of total annual direct material expenditure, to measure and report on their GHG emissions. As a lead member of CDP's Supply Chain program, we have built a strong supplier engagement platform that drives disclosure and action on climate-related risks.

We strive to achieve an 80% response rate on the CDP Supply Chain questionnaires, increase the overall average supplier CDP scores to B, and increase the overall number of suppliers reporting on key data points in the CDP Supply Chain climate change and water questionnaires. We are focused on five key areas in the CDP Supply Chain climate change questionnaire:

- + Scope 1 and 2 emissions
- + Identification of active emissions reduction targets
- + Emissions reduction activities
- + Allocation of emissions to Juniper Networks
- + Proposal of potential opportunities for joint emissions reduction projects

In 2020, 72% of suppliers contacted by Juniper responded to our request for climate change information, with 65% of them reporting active emissions reduction targets. Those suppliers that responded allocated 1,099,175 metric tonnes of CO<sub>2</sub>e to Juniper.

We're proud of these strong partnerships with our suppliers and are committed to supporting them on their environmental sustainability journey. We expect that through improved measurement and disclosure, our suppliers will identify opportunities to reduce their emissions, share collaborative opportunities, and ultimately reduce emissions across the entire value chain. We recognize we have opportunities to drive supplier participation and action and are expanding our supplier engagement to address these opportunities. Our GHG reduction goals are integrated into annual business reviews and our supplier vetting process. As of 2019, they have also been integrated into our new direct material supplier scorecard, which helps set expectations with suppliers to reduce their environmental footprint, allow for continued performance monitoring and benchmarking, and increase transparency in areas for improvement. Additionally, through our partnership with CDP, we are providing suppliers free training and resources to support them in the submission of their CDP climate change and water security disclosures and development of their internal programs. We are committed to ensuring that we are partnering with suppliers who share our goals and will work collaboratively to mitigate risks and identify opportunities.



# 99%

We engage those tier one component suppliers, logistic partners and manufacturing partners who represent 99% of total annual direct material expenditure.



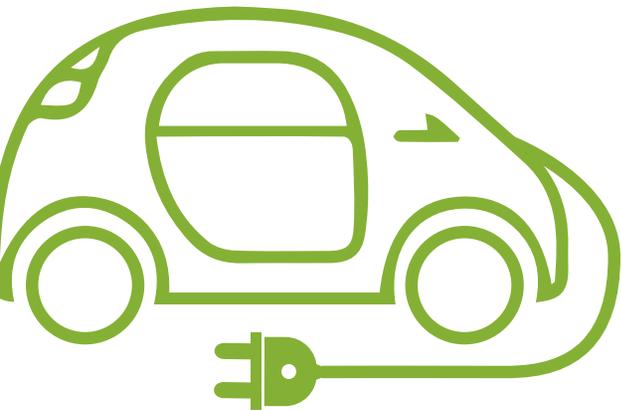
# 72%

72% of suppliers contacted by Juniper responded to our request for climate change information, with 65% of them reporting active emissions reduction targets.

## Employee Commuting

For nearly 20 years, we have made efforts to empower our employees to make sustainable travel decisions that can benefit their health and our planet. Today our alternative employee commuting programs are a key part of our GHG reduction strategy and help us make progress on reducing our Scope 3 GHG emissions.

The Juniper Networks Employee Transportation Program provides incentives for employees to reduce single-passenger auto trips. Annually, we survey our employees on their commuting methods to track our progress and learn how we can better encourage the use of more sustainable transportation. Employee feedback from these surveys has led us to increase our transportation amenities, providing employees with preferred electric vehicle (EV) parking and charging, mobile fueling and rideshare services, and rewards for active commuting.



Through efforts such as our Sunnyvale Active Commute Rewards (ACR) program and the expansion of EV charging stations on campus, we have succeeded in getting more employees to adopt more environmentally friendly modes of transport to and from Juniper. Over the last three years, employees have expressed significant interest in this program, and we have worked to expand the incentives and rewards offered to encourage even greater adoption and use of the ACR. We currently offer monetary rewards and non-monetary incentives, including secured bicycle storage lockers, emergency bicycle repair, and cycling apparel gear and merchandise.

In 2019, we expanded the ACR program, recognizing that employees all over the world use many methods of green transport. This expansion now includes rollerblades, skateboards, and manual scooters as methods of transport, and includes employees at our India and Amsterdam sites. Currently, we're working on ways to continue the expansion of this program once the global pandemic has passed and enhance the program to address how people will work post-pandemic.

## Water and Wastewater Management

As a global company headquartered in California, we recognize our responsibility to protect the earth's most valuable resource—water—and we are committed to practicing responsible consumption and stewardship of this precious resource. Juniper's water management protocols are guided by our comprehensive [Environmental, Health, Safety, and Security Policy](#), which outlines our principles and goals for resource use and conservation. Our operational goal is to use water as efficiently as possible and to use reclaimed water wherever possible. We have adopted and follow the [RBA Code of Conduct](#), which outlines standards for water use, discharge and conservation.

Water stewardship is a priority for us at all of our facilities around the globe. In our Sunnyvale, CA facilities, our LEED-certified buildings are equipped with low-flow fixtures, and water used for our toilets, urinals, and landscaping is all reclaimed—former wastewater from a local renewable supply that does not deplete the area's limited potable water. Our partnership with water efficiency consultants provides us with regular water use metrics and insights to reduce our water consumption and optimize landscaping for maximum water efficiency.

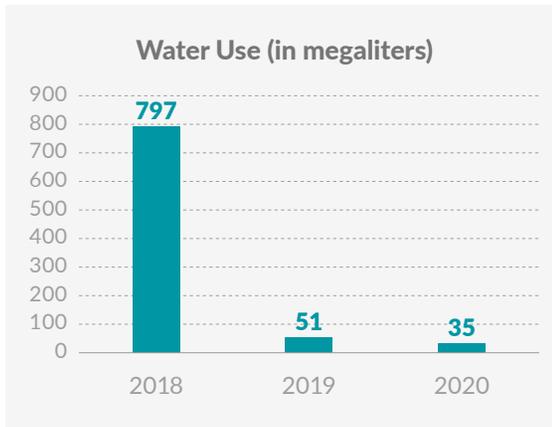


Figure 5.

These practices were critical to achieving LEED Platinum and Gold certifications for our Sunnyvale campus and qualified us for the Bay Area Green Business certification. Independent third-party certifications such as LEED, [ISO 14001](#), and Bay Area Green Business confirm our commitment to conservation and responsible corporate citizenship.

We track the annual water use data from our major facilities—which we define as those with more than 100 employees—in China, India, Japan, the Netherlands, and the U.S., where the primary potable water uses are for canteen and breakroom operations and cooling systems. We work to continuously improve our tracking of water data for our in-scope facilities to provide robust reporting of water withdrawal, discharge, and consumption. In 2019, we identified a gap in our data collection methodology,

which resulted in significant overreporting of water consumption for our in-scope facilities in the past. In 2020, due to the COVID-19 pandemic most of our employees transitioned to remote work. Because of this, our facility cafes, breakrooms and restrooms were closed, causing the further reduction in year-over-year water use. For comprehensive reports on Juniper’s water management program, please refer to our annual [CDP](#) disclosures.

Similar to the impact of our suppliers’ activities on our overall carbon footprint, we recognize that the most significant impact from water consumption and discharge, and the importance of accessibility to sources of high quality, clean water, reside in our supply chain. Therefore, we utilize the CDP Supply Chain platform and the water security questionnaire to survey our tier one component suppliers, contract manufacturers and original design manufacturers who represent approximately 99% of total annual direct material expenditure. The engagement provides Juniper visibility to our suppliers’ water practices and the potential risks and opportunities to Juniper’s business.

## Sustainability on Campus

We design our campuses to provide a seamless experience for our employees to focus on what matters most. At Juniper, sustainable practices are a key component of that employee experience. For years, Juniper has implemented sustainable processes in our operational design—from our drought-tolerant landscaping to our local organic sourcing, we partner with vendors who practice good environmental stewardship.

We also reduce waste through composting and recycling. In 2019, we conducted a major waste reduction project for materials that were no longer of use at our facilities. By recycling e-waste such as racks, servers, and towers, we were able to divert over 20 tonnes of e-waste from landfills. The process of collecting this waste helped us identify inefficiencies in past ordering, enabling us to be a more responsible consumer. In 2020, we achieved approximately an 80% landfill diversion rate for our major facilities with more than 100 employees.

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Our operational goal is to use water as efficiently as possible and to use reclaimed water wherever possible.

# Product Sustainability

We are committed to re-imagining groundbreaking ways to deliver automated, scalable and secure networks that move at the speed of business. By removing complexity and focusing on the critical processes at every stage of our products' life cycle, we can innovate and rethink our interactions with Juniper customers and partners. Doing so allows us to create a win-win for our stakeholders and for the environment. Our product sustainability approach is comprised of three key strategies:

- + Design products with the environment in mind
- + Provide solutions for responsible end-of-life management
- + Empower our customers to save energy and reduce their network-related carbon emissions

## Eco-Design Program

From the materials used to create our products, to their energy efficiency during their useful lives, to their reparability and recyclability, we consider sustainability at the earliest stages of design. Through a company-wide eco-design program integrated into our new product introduction (NPI) process, our product designers and suppliers seek to identify, prioritize and recommend environmental improvements. Our eco-design management approach follows guidelines developed to meet evolving customer expectations and regulatory requirements and is influenced by the expertise of our employees and our supplier network. The priorities of the Juniper Networks eco-design initiative include materials innovation, recyclability, and energy efficiency.

### Materials Innovation

To the extent possible, Juniper uses materials that have the least possible impact on the environment. We collaborate with our network of suppliers to source recycled gold, copper and aluminum content, empowering their procurement decisions and creating demand for less intensive production.

By prioritizing lighter, recycled, recyclable, and biodegradable packaging materials, we're also focused on reducing the environmental impact of logistics and shipping and reducing waste related to shipping damage.

### Recyclability

Juniper's modular product design makes repair simple and scalability possible. Our regional Global Return Centers for product repair limit travel cost and time, logistic miles, and air emissions. Our Juniper Certified Pre-Owned program extends the life of hardware products with the warranty and support that Juniper customers expect. For components and products that can no longer be used, we partner with an industry leader in responsible electronics recycling to mitigate the resulting e-waste.

### Energy Efficiency

Every Juniper product is measured in throughput per watt—a metric we've improved with each product iteration. We require all products that go through our NPI process to have a quantitative assessment to track improvements in energy usage. Juniper products are also independently tested by a third party for compliance with industry energy-efficiency standards.

To empower our customers' decision making and energy management, product energy consumption specifications are made available on product technical sheets.

## Lifecycle Management

### Juniper's Circular Economy Model for Product Sustainability

Our circular economy model includes six stages, described below:

- + **Engineer:** We design products with sustainability in mind, so they are more environmentally responsible, more reliable, and longer lived.
- + **Manufacture:** We carefully select suppliers and business partners who share our values and commitment to environmental sustainability.
- + **Use:** Our products are built for flexibility, interoperability, and scalability, which we believe drive long-term customer value.
- + **Repair:** Our modular design makes our products easy to dismantle and repair.
- + **Refurbish:** The Juniper Certified Pre-Owned Program lets our customers extend the life of their existing Juniper architecture. This helps save e-waste from landfills and reduces carbon emissions.
- + **Recycle:** Juniper designs products to be easily dismantled, and our parts are labeled to encourage recycling. For components and products in the EU that can no longer be used, Juniper partners with an industry leader in responsible electronics recycling.

Details of our circular economy model are available on our [website](#).

### Juniper's Certified Pre-Owned Program

The durability and quality of Juniper's hardware products present an opportunity for extended life, which supports a circular economy and promotes environmental sustainability, while making available the benefits of networking to more users around the world. [The Juniper Certified Pre-Owned \(JCPO\)](#) program allows our customers to extend the life of their existing Juniper architecture by offering end-of-life hardware products with manufacturer support and warranty. Since the program's inception, we've expanded our JCPO offering to meet a growing variety of customer needs, on an increasingly larger scale.

In 2020, we launched our [Technology Migration Incentive Program](#) to offer additional and innovative ways for customers to engage with the JCPO program. We are excited to see that demand is growing for product recycling, refurbishment, and reuse, and we're committed to continuing to lead the networking industry with our robust circular economy initiatives.

# >150

Over 150 tonnes of e-waste prevented since program inception to end of 2020

# 777k

Approximately 777,000 lbs of carbon emissions spared in 2020 (an increase of 66% from 2019)

# 1k

Approximately 1,000 lbs of CO<sub>2</sub> and about 20 lbs. of e-waste prevented per recycled router or switch



## Customer Empowerment

We strive to engineer our products for longevity, flexibility and interoperability so they can scale to meet growing demands in an environment of rapid change, allowing us to adapt to our customers' evolving needs without requiring equipment replacement. We focus on lowering our products' total cost of ownership by improving product energy efficiency, reducing operational expenses, and offering cloud-based solutions that allow our customers to access applications and services without buying and managing on-premises infrastructure. We also help enable our customers to become more efficient and scale their systems without overloading the network.



### Smart Cities Run on Juniper Networks

More than 1.5 million people call the City of Philadelphia home. It's the birthplace of liberty and cheesesteaks. Philadelphia is also an innovator in delivering technology to enable smart city operations and digital services. The city's Office of Innovation and Technology (OIT) delivers IT services to support 30,000 workers across dozens of departments. More than five years ago, OIT built CityNet, its advanced multiprotocol label switching (MPLS) network based on Juniper routing platforms, and recently, that network was upgraded to 40 Gbps to meet rising digital demands. CityNet now provides an agile foundation to launch smart city services, and the city is rolling out 100,000 smart LED streetlights to support safer neighborhoods while shrinking energy expenses. Based on proven success, Philadelphia relies on Juniper solutions to connect and secure its operations, services, and citizens.

## Product Packaging

For many years, we've been building on our efforts to reduce the environmental impacts of Juniper packaging. We have worked closely with our network of expert partners to implement greater use of recycled and recyclable content. We have also collaborated with our customers to meet their needs for effective, innovative and environmentally sustainable packaging. Our customers value packaging solutions that deliver known materials with measurable improvements in environmental impacts as well as easily sorted and recycled packaging systems. We play a critical role in the network of packaging and materials experts, the supply of recycled content and the demand for sustainable solutions.

In 2020, we continued to make an impact in our sustainable packaging innovations. With the increased use of 100% recycled cardboard packaging, we avoided using nearly 50,000 pounds of virgin paper, and with a preference for 65-100% recycled polyethylene (PE) foam packaging for multiple products, we avoided the need for approximately 24,000 pounds of virgin plastic. We also continued to increase our use of 100% recycled high-density polyethylene (HDPE) by approximately an additional 400,000 pounds, which brings our cumulative total to over two million pounds.

In 2020, we also developed a new base pallet design that eliminates low-density polyethylene (LDPE), which is not recyclable and had previously been layered between two pieces of wood. The new design, created in partnership with Nefab, can now be detached from the wood components and recycled.

Most critical to our future success in this area is the mindset that Juniper's packaging and product design experts have embedded throughout the company. While in the past we've had great successes in re-designing existing packaging solutions to be more environmentally sustainable, we now deploy a model where we design for the environment from the outset. Packaging experts work throughout the early NPI process to create more sustainable solutions and engage our network of experts early on to impact environmental performance for future shipments.

## Ocean-Bound Plastics in Packaging

We proudly promote the value of leveraging ocean-bound plastic (OBP) in packaging solutions. These are plastic materials that have been collected from waste streams where they would otherwise enter our oceans, beaches, rivers and waterways. We were the first company to use packaging cushions made from 100% recycled OBP, and we've been expanding their use ever since through numerous products. An important benefit to using OBP is the relative reliability of supply—a criterion that packaging designers and users value. We want to play a global leadership role in green packaging, and we aim to continue to reduce our environmental footprint while empowering our customers and suppliers to benefit from more efficient and sustainable solutions.

**We design our products with the end in mind by minimizing their environmental impact, extending their useful lives and empowering our customers to save energy and reduce their carbon emissions.**

**Andy Athreya**  
EVP, Chief Development Officer



## Sustainable Packaging in 2020

# 100%

We continued to make an impact in our sustainable packaging innovations with 100% recycled cardboard packaging.

# 24,000lbs

We avoided the need for approximately 24,000 pounds of virgin plastic.

# 50,000lbs

We avoided using nearly 50,000 pounds of virgin paper.

# 100%

We were the first company to use packaging cushions made from 100% recycled OBP.



# People and Communities

Our vision is to create an inclusive, authentic community that empowers innovation, diversity of thought and collaboration. Throughout this section, we share the efforts we're making to build a more inclusive community, how we invest in and empower our employees, and how we strive to maintain ethical supply chain management and resilience.



# Our Employees

## Inclusion and Diversity

Connection is about more than networks: it's about how people connect with each other. At Juniper, we are devoted to building an inclusive and diverse community, where our employees have a sense of connection and belonging and are treated with respect and validation. We believe that the spirit of inclusion and appreciation of diversity should be integrated into all aspects of our employee experience and throughout our business operations.

We are committed to being transparent as we work toward fostering an inclusive and diverse workplace, where our employees of different races, ethnicities, ages, genders and sexual orientations are free from discrimination and where they feel seen and heard. Every year, we publish information on gender globally and race in the U.S., allowing us to track our progress year-over-year and providing transparency for our stakeholders. While we acknowledge that we have a long way to go to achieve equity, we are proud that our efforts toward improvement are taking us in the right direction.

## An Inclusive Workplace

We aim to build an inclusive and diverse network of employee talent at Juniper, and recognize that in order to succeed, we must be engaged and accountable at the highest levels of leadership. Our senior executives are committed to this work, and to empowering employees with the tools they need to thrive as their authentic selves.

In 2020, we kicked off our global Inclusion and Diversity (I&D) Ambassadors program to extend the

reach of our I&D efforts throughout Juniper, add new perspectives to the corporate team, uplift the voices of employees and increase Juniper's access to diverse talent. Our first cohort of ambassadors included 38 employees from seven countries around the world. We hosted roundtable discussions about the impacts of COVID-19 on families and caregivers, which helped to empower employees to share their experiences and foster togetherness, connection and support.

**Juniper's ongoing success is a reflection, in part, of the emphasis we place on seeking diverse ideas and fostering a culture of inclusion and engagement. We're proud that through our dedicated programs and continuous investment of resources we are strengthening the performance of our company and empowering the success of our employees.**

**Hillary Weingast**

*Vice President, Global Head of Inclusion and Diversity*



## Inclusion Across the Employee Lifecycle

From the very beginning of their experience at Juniper, we strive to ensure that employees feel valued, respected and empowered to be their authentic selves. In the past year, our talent management team has worked to improve our promotion framework to ensure equal opportunity for our employees and our total rewards teams has conducted targeted pay equity analysis to ensure equal pay for all employees.

It is also important that employees are managed by leaders who foster an inclusive workplace culture. Our People Manager Network helps managers explore new approaches to recognizing and counteracting unconscious bias—including learning how bias can affect decisions and behaviors and how managing inclusively can help a team reach new performance and engagement levels.

For the last few years, we have also worked diligently to offer inclusive benefits that meet the unique needs of our employees across the world. We continue to offer sixteen weeks of paid new parent leave globally that is inclusive of all ways of becoming a new parent (birth, surrogacy, adoption, fostering). In 2019, we expanded our benefit offering to include Cleo, a global concierge resource for new and expecting parents to enable them to succeed as working parents. The resource includes preconception counseling, lactation consultation, child CPR, birth preparation and emotional wellness.

It is intended for birth, adoptive, single, same sex and transgender parenting. In the U.S, our medical coverage includes diagnosis and treatment for services related to transgender care, including gender affirmation surgery.

## Cultivating Diverse Talent and Belonging

At our core, we believe that excellence depends on seeking out diverse ideas and fostering a culture where all employees belong and are engaged. We're committed to attracting, developing and retaining a uniquely innovative workforce, and we're taking steps designed to ensure that employees at every level of leadership are empowered to fulfill this commitment.

To promote awareness and accountability among leadership, we implemented I&D dashboards for Juniper leaders in 2020. These I&D dashboards give leaders a comprehensive statistical view of their

organization, including a demographic breakdown of the race and gender of their employee base with respect to hires, promotion, attrition and other qualitative data from the Juniper Voice survey. By understanding this data, we believe leaders can evaluate the successes and the gaps in increasing diversity and equal opportunity among their teams.

Amidst the recognition of racial injustices and social unrest of 2020, we stood in solidarity with our employees of color and strived to ensure that every employee received the support they needed. We also created opportunities for meaningful dialogue to occur around the company, including through employee panels that highlighted diverse perspectives and experiences. We proudly co-sponsored [Black Boys](#), a film that illuminates the full humanity of Black men and boys in America. By taking actions like supporting the film *Black Boys*, we intend to do our part to raise awareness about the racial injustices of our society and advocate for a stronger, more inclusive future.

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At our core, we believe that excellence depends on seeking out diverse ideas and fostering a culture where all employees are engaged.

To exemplify our commitment to our employees of color, we signed The Hispanic Promise, the first-of-its-kind U.S. national pledge to hire, promote, retain and celebrate Hispanics in the workplace. [The Hispanic Promise](#) is a sign of intention and a call to action for business leaders and companies of corporate America to create a more inclusive work environment for Hispanics.

In 2020, Juniper became one of 380 companies across 11 sectors included in the [Bloomberg Gender-Equality Index \(GEI\)](#). The Index tracks the financial performance of public companies committed to disclosing their efforts to support gender equality through policy development, representation and transparency. Bloomberg's gender reporting framework is the only international standardized reporting and disclosure method for workplace gender data.

## Celebrating Differences Together

We value what makes us different, because together, those differences make us better. Throughout 2020, we celebrated these differences through virtual events marking holidays and awareness months such as Black History Month, Women's History Month, Asian/Pacific American Heritage Month, Mental Health Awareness Month, LGBTQ Pride Month, Hispanic Heritage Month, Veteran's Day, National Native American Heritage Month and International Day of People with Disabilities.

## Women's Sponsorship Program

We are working to promote gender parity at Juniper, specifically in positions of leadership, through our global Women's Sponsorship Program, which aims to empower the next generation of women leaders. In this year-long program, soon to enter its third year, participants are selected through a nomination process and work closely with leadership to apply. Through program activities and collaboration, participants are provided with opportunities for development, visibility and growth.

We are proud that our graduating cohort of 2020 consisted of 22 women, 30% of whom were promoted by the start of 2021. We are excited that some of these graduates are inspired to enrich this program by becoming peer mentors for future cohorts.

Due to the impacts of the pandemic, we pivoted our program to be fully virtual this past year, and we will continue to deliver the program virtually in 2021.

## Watermark Conference for Women

The Watermark Conference for Women is a conference focused on empowering women to make their mark in the world by providing leadership training, personal development and unparalleled access to Changemakers leading the way. As part of Juniper's sponsorship of the 2020 conference, we donated four booths in the exhibit hall's Community Connections Pavilion to local nonprofits that focus on STEM for underserved young women: Techbridge Girls, Black Girls Code, Technovation Girls and The Tech Interactive. We were proud to continue our support with some of our previous grant participants through this booth sponsorship.

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We value what makes us different, because together, those differences make us better.

## Employee Engagement

### Career Development

At Juniper, we know that in order to be successful, we must empower our employees to perform their best. Professional development is about more than just performance: it's about emboldening our employees to be their authentic selves and thrive. In the past year, because of the pandemic, we have focused more than ever on ensuring the health and wellbeing of our employees. We have also trained and supported managers to lead with compassion and empathy during these difficult periods.

We see professional development as an opportunity to facilitate the personal growth of our employees, as well as assess and support people managers to be better leaders. In early 2020, we launched our People Manager Network to drive global consistency in how we lead our teams and support our employees. Our managers are equipped with the training and resources that we believe are needed to foster employee career growth, confidence, and innovation. Since its inception, the program has seen enormous success, with over 90% of our people managers attending at least one voluntary training session.

Additionally, managers are encouraged to facilitate Conversation Days each quarter with their direct reports to identify opportunities to align their individual work to team and company objectives. This also allows managers to better support their employees and to encourage them to set goals and objectives for professional development and personal growth. Conversation Days have been critical in

fostering clarity and alignment as well as openness, collaboration and purpose within the company.

Many of our employees also have professional growth objectives that are tied to our corporate objectives and key results in order to support improvement, enable career advancement, and gain the right support from management teams. We believe that teams and managers are more engaged when managers participate in the People Manager Network, hold regular Conversation Days, and establish employee goals.

### Juniper Voice Survey

Our employees' satisfaction is extremely important to us, and we regularly obtain input from our employee community to better understand and improve their experience. To capture employee feedback in areas such as manager effectiveness, company confidence, trust in leadership and workplace inclusivity, we annually conduct an employee engagement survey called the Juniper Voice.

In 2020, it was more critical than ever for us to listen to our employees and learn how to best support them amidst an ever-evolving and challenging time. To keep a consistent open dialogue and collect feedback in real-time, we sent out COVID-related surveys every quarter, asking questions to help gauge how well employees felt supported, how effective our COVID-related communications were, employee work/life balance and to better understand how well our leaders maintained company confidence during the pandemic. We saw unprecedented levels of engagement, with a 90% response rate in 2020.

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Our employees' satisfaction is extremely important to us, and we regularly obtain input from our employee community to better understand and improve their experience.

**Training and Development**

We invest in our employees and empower them with the tools they need to foster growth and development. We value training as an integral component of our workforce development strategy and strive to ensure that our course offerings expand our employees' leadership, technical and personal skills. To support an inclusive and open environment, we regularly collaborate with our training partners to identify trainings that promote respect and awareness and encourage empathy, compassion and emotional intelligence. Employees also receive

role-specific training in addition to other topics such as human rights, environmental performance, compliance with the Juniper Worldwide Code of Business Conduct, engineering and other compliance and industry-specific subjects.

We regularly solicit input on our trainings from employees to assess whether we are meeting their needs. In response to feedback that requested more content focused on personal and skill growth, last year, we successfully launched LinkedIn Learning

for all employees. LinkedIn Learning is an online educational platform that helps users develop business, technology and creative skills through expert-led video courses. As of March 2021, over 50% of our employees had accessed and utilized LinkedIn Learning to improve on skills of their own interest. To help employees cope with the impacts of COVID-19 this past year, we also enhanced our course offerings to include more content on personal management and mental health and well-being, including self-care and managing feelings of burnout.

**In 2020, employees received:**

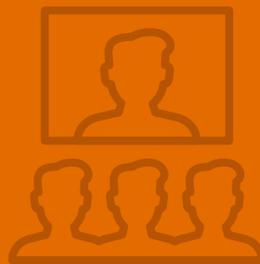
**30.4 hours**

An average of 30.4 hours of training



**1k**

Access to over 1,000 instructor-led in-person and online courses



**Training**

Training in courses on leadership, information security, technical skills, compliance and more



## Employee Wellness and Experience

### Global Health, Safety and Security

Juniper strives for excellence in global environmental, health, safety and security management. Our management system provides the framework for us to be a responsible corporate citizen and make meaningful differences. It is guided by our [Environmental, Health, Safety, and Security \(EHSS\) Policy](#), which articulates our commitment to maintaining healthy, safe and secure working conditions—a workplace where our employees are treated with respect and dignity—and ensuring that our products and operations are environmentally responsible. In 2019, we refreshed our EHSS Policy to ensure clarity that it applies to all Juniper entities around the world.

At Juniper, our EHSS management system offers a framework to reduce and eliminate potential hazards, risks and negative impacts to our employees, partners, customers, our communities and the environment. It is developed and implemented in conformance with the globally-recognized ISO

45001 and ISO 14001 standards. Our [Sunnyvale](#) and [Amsterdam](#) facilities, our Corporate and Sales Headquarters and APAC and EMEA Headquarters, respectively, maintain certified ISO 14001 management systems, and our Amsterdam facility is also [ISO 45001](#) certified. We comply with all applicable local rules and regulations. To date, Juniper has not received any fines or citations for non-compliance with laws and regulations relating to environmental, health or safety.

Our Corporate EHSS Department is responsible for the management, execution and monitoring of the performance of our EHSS management system. Juniper has formal safety committees in all locations with a headcount of over 50 employees and in locations required by law, which represents nearly 80% of our office-based workforce. Additionally, our EHSS Department is authorized to conduct corporate environmental, health, safety and security investigations on behalf of our management and report investigative findings and recommendations to the appropriate management personnel.

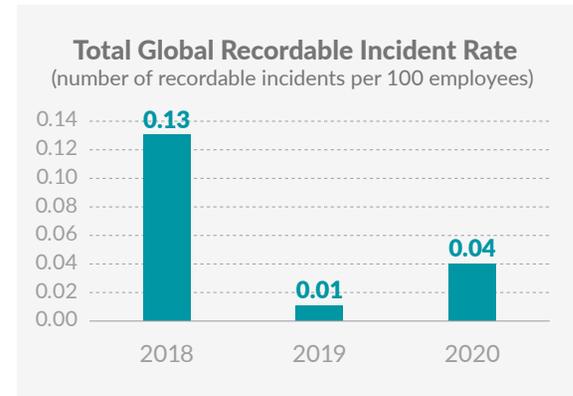


Figure 6.

To assess the performance of our EHSS management system, we measure and monitor workplace safety with our Total Global Recordable Incident Rate. Juniper has consistently maintained a low global incident rate due to the policies, processes and controls we have implemented to eliminate and manage identified workplace hazards. The predominant recordable injury is associated with exposure to ergonomic risk factors. In 2020, that was still true and as our employees transitioned to working remotely, we modified how we interacted and supported our employees to ensure a productive and comfortable work environment wherever they are located. We provided virtual ergonomic assessments, office equipment and furniture.

To date, Juniper has not experienced a fatality. All injuries and incidents, including near-misses, are investigated and corrected to prevent recurrence, and where present reported to the local safety committee.

### Keeping our Employees Safe from COVID-19

More than ever, we're committed to connecting institutions and organizations that deliver critical services to those most in need. As we work to deliver the world's network, the health and safety of our people is our top priority.

In January 2020, we activated our crisis team to deploy our Pandemic Preparedness Plan, which provided us with critical guidelines for managing our employees' health and safety, including social distancing protocols, proper hygiene, and the deployment and use of PPE. Keeping PPE stocked proactively enabled us to immediately send masks to the homes of our employees to keep themselves, their families, and their communities safe. It also enabled us to donate approximately 6,000 masks to affected communities in the U.S. and the Netherlands.

To help slow the spread of COVID-19, we implemented contact tracing using our Juniper Networks® Mist AI solutions at many of our sites globally. Leveraging Bluetooth detection beacons, we're able to collect geographic information about our on-site employees (with their consent), and isolate employee contacts in the event of a confirmed COVID-19 case. Combined with our remote working policies, this has been very effective at slowing and mitigating the spread of the virus in our facilities.

Our network is built to be secure and reliable even when the world is full of uncertainty. With over 90% of our employees working remotely at the end of

2020, our network has remained stable and secure, allowing us to stay connected and help each other during this most challenging time.

### Employee Experience and Workplace Environment

We think of our company as a community, and our employee experience as an opportunity to connect our individual employees to a larger societal purpose. It is important to us that our employees are able to show up and be their best selves in a place where they are treated with respect and dignity. Our campuses are designed with the goal of fostering community, communication and collaboration, so that our employees feel inspired to find the new best solution. Through activities like book fairs, fitness challenges, games, events and Juniper-sponsored forums, our employees can connect with each other, and build a stronger sense of community.

Last year, as the pandemic impacted our ability to meet in person, we made efforts to support each of our employees through this transition and to continue providing a working environment that is inclusive and respectful. We listen closely to employee feedback to understand what our employees need to thrive in a virtual setting. We believe remote working has enabled our employees to engage with each other in new ways, and on a level playing field, as everyone sees each other through the same-sized box on their screens at home. As we evaluate our work from home policy moving into the future, we will make decisions that are best for our employees, customers and business.

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We think of our company as a community, and our employee experience as an opportunity to connect our individual employees to a larger societal purpose.

## Employee Benefits and Work-Life Balance

We are proud of our diverse workforce and understand that to meet the unique needs of our employees, it is important for us to provide benefits that enable each person to be their most authentic self and do what is right for them. We aim to provide our employees with benefits and programs that are holistic, flexible and inclusive. From offering childcare and working mother support, to expanding medical coverage for infertility and gender-affirming procedures, to foster and adoptive parent assistance, we have provided benefit offerings that are intended to be as inclusive and diverse as our employees' needs.

We recognize that this past year was a difficult one for every person across the globe due to the COVID-19 pandemic, and the impact on Juniper employees was no exception. To help our employees cope, we implemented new global programs to support them during the workplace transition, including:

- + **Crisis Leave:** We provide an additional 10 paid days off to employees who are impacted by COVID-19 in any way.
- + **Employee Assistance Program (EAP):** We enhanced our EAP to further assist employees coping with anxiety, stress, parenting, and teaching children during the pandemic. In 2020, we held more than 70 enrichment sessions that reached 4,000 participants. The EAP also provided a crisis hotline for urgent issues, which is made available to employees, their friends, and their family members in need of support.
- + **Remote Work Reimbursement:** We understand that working remotely was a change for many people. To help ease the transition and provide employees with what they need to succeed, we provide reimbursements for certain office products and service essentials.
- + **TaskHuman:** In 2020, we prepared to globally launch TaskHuman, a virtual wellness coaching application. TaskHuman covers hundreds of wellness topics—from yoga and nutrition to financial guidance. Employees have unlimited access to the platform, and we proudly provided over 22,000 minutes of coaching in the first month alone.



### University Talent Program

We believe in providing educational and professional support to the next generation of potential Junivators to continue to create a more connected world. Through our University Talent Program (UTP), we are proud to provide opportunities for talented individuals from around the world to work with us.

In 2020, the impact of the pandemic did not slow down our program, but instead allowed us to creatively reimagine how to implement our internships given the circumstances. By pivoting to a remote program in a short period of time, our team demonstrated innovation that we believe ultimately boosted the Juniper brand. The summer intern experience—from social events to the Intern Showcase—was redesigned and executed with a high level of engagement, demonstrating Juniper's commitment to professional development and growth.

We welcomed nearly 200 interns globally and our internal managers worked hard to provide an exceptional intern experience. To build cohesion and collaboration, we implemented a new cohort structure to foster community and collaboration among interns who start the program together. We also effected a new mid-point presentation, in the form of trailer videos, for interns to be able to give and receive feedback on their experience halfway through the program. The remote structure allowed our interns to be exposed to more projects, learning opportunities and mentors in the company. We believe our participants walked away knowing that they gained valuable skills and contributed to and completed meaningful projects with us for the summer.

### Intern Showcase

Every year, the Intern Showcase is an opportunity for interns to present their projects and for Juniper employees to come together to learn from the interns and celebrate their hard work. In 2020, we replaced the traditional poster session format and transitioned to online presentations, coupled with an online gallery of projects from all of our interns. There were 150-350 attendees at each showcase session; we believe our interns were grateful to see so many engaged Junivators and receive live feedback. We are inspired by the work of our summer interns and proud of their contribution to their teams and Juniper culture.




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We believe in providing educational and professional support to the next generation of potential Junivators.

# Our Commitment to Human Rights

We are committed to upholding human rights, supporting good labor practices, and eradicating human trafficking, modern slavery, and forced and child labor. We collaborate with our business partners to drive performance and compliance with critical corporate social responsibility policies.

In 2007, we adopted the RBA [Code of Conduct](#), and in 2015, we proudly became a member of the RBA. As a member of the RBA, we support the development of industry guidelines and resources designed to ensure that working conditions in the electronics industry supply chain are safe, that workers are treated with respect and dignity and that manufacturing processes are environmentally responsible. Juniper fully supports the vision, mission and principles of the RBA and is committed to the

industry's collaborative approach in applying leading standards and practices throughout the supply chain. More information on our commitment to human rights in the supply chain is available [on our website](#).

We strive to maintain high ethical standards and expect our global supply chain and business partners to follow ethical business practices and comply with all applicable laws. Our Juniper [Business Partner Code of Conduct](#) outlines these expectations, lays out our zero-tolerance policy for human trafficking, involuntary servitude and child labor, and articulates our alignment with the RBA Code of Conduct on fair labor practices and human rights. It is reviewed annually and is woven into our supplier contracts when entering into or renewing supplier master agreements.

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We are committed to supporting responsible labor practices, and eradicating human trafficking, modern slavery, and forced and child labor.



## Responsible Sourcing

We engage with our supply chain partners to work together towards the management of a resilient and responsible supply chain. We encourage the adoption of responsible and sustainable business practices among our direct and indirect suppliers. Over 90% of all our suppliers are managed through a direct agreement and have been selected using sourcing strategies drafted in coordination with our engineering teams.

Our Supplier Management Program is based on several key elements, including:

- + **Performance Evaluation:** We use our Supplier Excellence Framework to evaluate suppliers, from the onboarding process and throughout our engagement. We monitor performance through verification and audit mechanisms, and communicate results during business reviews.
- + **Verification and Audit:** We conduct assessments and announced onsite audits of our CMs, ODMs, and critical partners to assess and evaluate their performance compared to Juniper standards.
- + **Certification:** Supplier must certify that they have read, understood and are committed to complying with Juniper's [Business Partner Code of Conduct](#), which communicates our expectations on

important corporate social responsibility standards and is informed by the RBA Code of Conduct and the [Ten Principles of the United Nations Global Compact](#).

- + **Accountability:** Both Juniper employees who manage supplier relationships and our suppliers are held accountable for upholding the Juniper Business Partner Code of Conduct and executing on the Supplier Excellence Framework. If suppliers do not follow Juniper's policies or meet Juniper's performance expectations, we may escalate the matter in the supplier business review process and take the non-compliance into account in supplier performance scorecards. Supplier non-compliance and poor performance on scorecards may result in a determination to suspend, disengage or take other corrective actions with respect to the supplier.

### Our Partners in the Value Chain

At Juniper, we develop trust with our customers, our employees and our suppliers by being honest, respectful and reliable in all our business dealings. We expect ethical business practices throughout the value chain and encourage our suppliers to adopt critical corporate social responsibility policies that help ensure working conditions in the electronic industry supply chain are safe and workers are treated with respect and dignity.

Our sourcing and manufacturing activities are outsourced to a worldwide network, the key elements of which are comprised of: CMs, ODMs, component suppliers, warehousing and logistic firms, and recruiting firms. Our outsourced model provides a tremendous opportunity and responsibility to encourage the adoption of responsible business practices.



# 90%

Over 90% of all our suppliers are managed through a direct agreement and have been selected using sourcing strategies drafted in coordination with our engineering teams.

### Vetting and Monitoring Suppliers

At Juniper, we work to maintain a culture of integrity and ethics to inspire confidence throughout our ecosystem. It is important that our suppliers are committed to promoting fair labor practices, upholding ethical human rights standards and making a positive impact on society. We screen all new direct material suppliers and manufacturing partners to confirm their commitment to these important principles through our robust vetting process for new suppliers, which looks at financials, compliance and comprehensive risk assessments and background checks.

We also monitor Tier 1 suppliers who represent at least 80% of our direct material expenditure in the relevant calendar year (based in part on forecasted spend), 100% of our CMs and ODMs and all direct material suppliers who provide what are identified as the most critical technologies and can have a broad impact across Juniper. We verify their compliance with the RBA Code of Conduct and the Juniper Business Partner Code of Conduct. Additionally, we conduct C-TPAT security audits and business continuity program reviews at critical supplier sites, and use supplier self-assessments, risk assessments, declarations and certifications and announced onsite audits to ensure supplier conformity.

Scheduled onsite audits at our CM, ODM and critical component supplier facilities are crucial to the success of our supplier program. Annually, based on risk assessment results and incident and performance trends, we conduct, or partner with a third-party to conduct, CSR, security and loss prevention audits at select CM and ODM, Tier 1 component and logistics supplier sites. Due to the global travel restrictions during the COVID-19 pandemic, Juniper pivoted to virtual audits to continue to monitor our suppliers' performance. This process is aligned with industry standards, including the RBA risk [assessment](#) and [Validated Assessment Process \(VAP\)](#) which require an audit of 25% of suppliers categorized as high risk. All audit findings are tracked to closure in accordance with our corrective action process.

In 2020, Juniper utilized the RBA risk assessment process to evaluate CSR compliance risks at 195 supplier facilities, compared to 105 in 2019. Of the assessed facilities, 0 of the supplier facilities were identified as high risk.

### Conflict Minerals

We're committed to upholding human rights, and diligently work to eliminate materials from sources that could support conflict and negatively impact health, safety and human rights from our products and our supply chain. Conflict minerals, also known as 3TG, include columbite-tantalite (coltan); cassiterite; wolframite; their derivatives tantalum, tin, and tungsten; and gold. While these materials are necessary for successful technological advancement, they are at risk of financing conflict in the Democratic Republic of the Congo or an adjoining country.

We believe the only way to accomplish a conflict-free supply chain is with multi-lateral support and industry alignment. We actively support and engage in industry-wide, multi-stakeholder efforts to promote responsible sourcing. For more than eight years, Juniper has supported the development of industry tools and programs that facilitate the reporting and collection of due diligence information on the source and chain of custody of 3TG through our membership and participation in the [RMI](#) and a number of its workgroups.

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We believe the only way to accomplish a conflict-free supply chain is with multi-lateral support and industry alignment.

We expect our suppliers to exercise due diligence and source responsibly from certified conflict-free smelters. We conduct due diligence by working closely with our suppliers to collect information about the sourcing of 3TG used in components, as we do not have direct relationships with the smelters or refiners. We are dedicated to the ongoing engagement with our manufacturing partners and first-tier suppliers in order to share best practices, advance knowledge and build capacity, so they can source responsibly and provide complete and accurate information on the origin and chain of custody of 3TG used in the products provided to Juniper.

We expect our suppliers to exercise due diligence and source responsibly from certified conflict-free smelters. They are expected to support Juniper's compliance obligations, including trade compliance laws and trade restrictions from sanctioned entities and persons. More information on our conflict minerals program is available [here](#).

## Community Engagement

As a global leader in technology, we are proud of our ability to create a network of opportunities for the world's next generation of innovators, critical thinkers and problem solvers. Every day, we strive to empower and enrich people around the globe through education programs, donations, volunteer work and disaster relief aid. We are committed to ensuring that our community engagement approach empowers employees to participate authentically, so they can make an impact where it matters most to them. We continue to focus on connecting people globally and addressing the digital divide that our society faces, and that the pandemic made more apparent than ever. Despite the challenges of the past year, we at Juniper focused on doing our part to provide relief and support to the communities to which we so proudly belong.

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Every day, we strive to empower and enrich people around the globe through education programs, donations, volunteer work and disaster relief aid.



### Global COVID-19 Relief

In 2020, we engaged locally and gave globally, by donating \$1 million to numerous COVID-19 relief efforts around the world, including through various employee matching campaigns. We are delighted to have donated to the following organizations that provide relief to children, refugees, the economically disadvantaged and small businesses in the U.S. and internationally:

#### International Causes

- + [World Central Kitchen](#)
- + [Give2Asia](#)
- + [Médecins Sans Frontières](#)  
(aka [Doctors Without Borders](#))
- + UNHCR (The UN Refugee Agency)
- + Save The Children
- + Good Neighbors
- + AID India

#### U.S. Causes

- + [Greater Lowell Community Foundation](#)
- + Regional Response Fund
- + Regional Nonprofit Emergency Fund
- + Small Business Relief Fund

In recognition of the digital divide that has been exacerbated during the pandemic, we've donated hotspots in locations throughout the U.S. to provide internet service support, empowering these communities to continue to stay connected during this difficult time. We also donated refurbished laptops to communities in Lebanon and Singapore to support low-income families, enabling students to maintain their connections for online schooling.

### Donations from Juniper Networks

# 35

35 laptops were sent to Lebanon to support Sabine El Kahi's mentorship program

# 18

18 laptops were provided to teach digital skills to youth

# 200

More than 200 students in Beirut were able to continue their education

**Juniper donated laptops after the Beirut Blast—** After surviving the Beirut Blast in August of 2020, Sabine El Kahi, founder of [The Makers Hub](#), who completed training at Juniper in 2014, reached out to her mentor Rebecca Biswas asking for used laptops to help support teachers and students in the Beirut area. Juniper was proud to show immediate support by sending 35 laptops to Lebanon.

**Teachers using the laptops—**In the aftermath of the blast, teachers visited The Makers Hub to make use of the donated laptops and the internet connection to deliver online classes to their students. Because of our donation, 15 teachers were able to continue instruction for more than 200 students in Beirut.



**Opportunity for Students—**University students also benefited from these donated laptops. Due to the severe inflation, it has become challenging for students to purchase laptops out of pocket. Because of this, university students who need a laptop are able to borrow the donated laptops for up to two years or until they complete their studies. Many of these students have used the laptops for freelance tech work, allowing them to purchase their own laptops outright.

### Juniper Networks Foundation

The Juniper Networks Foundation strives to make a positive impact in our local communities while empowering employees to make a difference around the world. Since our foundation's inception in 2000, we have granted over \$18 million to nonprofit organizations around the world. As part of our mission to support a talented and diverse global workforce, we've concentrated on funding education nonprofits, especially those that focus on empowering girls as well as underprivileged and underrepresented students. We're proud to support incredible initiatives that make a lasting and meaningful difference in students' lives, some of which are listed below:

- + [Girlstart](#)
- + [Iridescent](#)
- + [Merrimack Valley Robotics, Inc.](#)
- + [Project Learn](#)
- + [Silicon Valley Education Foundation](#)
- + [SMASH Academy](#)
- + [The Hidden Genius Project](#)
- + [Techbridge Girls](#)
- + [Code for Fun](#)
- + [City Year](#)

It is important for us to engage employees, connect them to causes that speak to them, and empower them to make meaningful change. That's why, in 2020, through Juniper's Matching Gift Program and our special COVID-19 program, we matched a total of \$727,044 of employee donations in the U.S. and Canada for causes that are close to our employees' hearts.

We are proud of our diverse talent and strive to continue to fight inequities in our communities around the world. In 2020, we donated \$20,000 to the NAACP to support social justice and racial equity initiatives. To celebrate Pride Month, Juniper donated to "Out in Tech," which unites the LGBTQ+ tech community by creating opportunities for their members to advance their careers, grow their networks and leverage tech for social change.

Across the world in 2020, communities were affected by the impacts of climate change through large numbers of wildfires. To help mitigate these heartbreaking impacts, we donated \$10,000 to the Australia bushfire relief and \$10,000 to California wildfire relief.

### Getting our Junivators Outside and Helping Communities

While we all had to learn to work from home this past year, we continued to encourage our employees to creatively give back to their communities. We hosted global fundraising events that not only helped employees to get outside and be active, but also allowed them to fundraise for their communities. Together, Junivators from our Bangalore, North Sydney, Kuala Lumpur, Hong Kong, Amsterdam, Addlestone, Kanata, Westford and Sunnyvale offices raised more than \$12,000 for diabetes research and the fight against world hunger.

- + Juniper ranked in the top 10 companies to fundraise for the "Tour de Cure" event, a cycling fundraiser benefiting the American Diabetes Association held in September 2020.



## SECOND HARVEST of SILICON VALLEY

To help address a dramatic increase in food insecurity related to the COVID-19 crisis, Juniper donated \$5,000 and more than 4,000 pounds of food to [Second Harvest of Silicon Valley](#), which provides nutrition to 500,000 people in California's Santa Clara and San Mateo counties each month.

- + We also participated in Rise Against Hunger's "Race to School Challenge", a 5k and 10k walk and run challenge, in October 2020.

We proudly offer five paid working days per year for employees to give back to their communities and engage with causes of their choice. Last year, since in-person volunteering was impacted, we encouraged employees to virtually volunteer by curating and offering a list of 40 virtual volunteering opportunities, empowering employees to give back without having to leave their homes.

### Investing in the Future of Innovation

We believe that to empower our future innovators, education is among the most important investments we can make in our local communities. We also recognize that education is a topic that aligns with our employees' values and inspires them to engage. Last year, we supported multiple college readiness and work-readiness programs, including those at Cristo Rey High School and Eastside College Preparatory School in Silicon Valley. Through our Summer Intern Volunteer Program, we also empowered interns to mentor underserved high school students through Pivotal (which supports foster youth), Silicon Valley Education Foundation and Eastside College Preparatory School.

### Empowering our Communities: Digital India

It is our mission to power connections and empower change. Since 2015, Juniper has been working to close the digital divide and remedy social inequalities through our partnership with Orohalli, a village just 30 kilometers away from our home in Bangalore, India. Though the physical distance between Bangalore and Orohalli is small, the difference in quality of life is vast. Like many of India's population, the residents of Orohalli live in poverty, often

without access to basic needs, education or opportunities for economic growth. Despite these challenging circumstances, we believe that through the power of the network and the hard work and innovation of our people, we can build opportunities to promote development and improve quality of life.

With collaboration from local NGOs, Juniper has created a plan to address four development priorities: education, healthcare, occupational opportunities and network connectivity. In our first few years of engagement, we focused our efforts on education and public health, aiming to provide the residents of Orohalli with access to basic needs. These activities set a strong foundation for us to work to expand the opportunities for livelihood enrichment and economic growth in the past two years. Now, we're able to focus on sharing best practices for resource management, teaching trade skills and employee-readiness courses, and sustainable agriculture practices.

Our CSR team in Juniper's India Excellence Center has created meaningful and lasting connection with the Orohalli people, and we are proud to work together to build promising futures for the residents as connected, empowered citizens of Digital India.



## The Tech Interactive

In 2020, we sponsored two programs at The Tech Interactive to advance STEM learning:

- + We gifted \$10,000 for [The Tech Challenge](#), a signature program of The Tech Interactive that invites teams of students in Grades 4–12 to use the engineering design process to solve a real-world problem. Participants spend months collaborating and becoming deeply engaged in the challenge, while documenting their progress and designs. The program culminates in an inspiring two-day showcase where teams put their solutions to the test in front of judges.
- + We donated \$5,000 for the [Girls @ the Tech Program](#), which runs initiatives to build a pipeline of opportunities for girls that nurture their interests, boost their skills and solidify their confidence in STEM.

# Memberships and Associations

Juniper is engaged with numerous associations through which we show our support. The lists below include organizations of which we are members and/or supporters.

## Trade Associations and Public Advocacy Groups

Alliance for Gray Market and Counterfeit Abatement

+ [www.agmaglobal.org](http://www.agmaglobal.org)

Armed Forces & Communications

Electronics Association

+ [www.afcea.org/site](http://www.afcea.org/site)

ASIS International

(American Society for Industrial Security)

+ [www.asisonline.org](http://www.asisonline.org)

CDP

+ [www.cdp.net](http://www.cdp.net)

Cellular Operators Association of India

+ [www.coai.com](http://www.coai.com)

Civic Alliance

+ [www.civicalliance.com](http://www.civicalliance.com)

Forum of Incident Response and Security Teams

+ <https://www.first.org>

Gartner—Corporate Executive Board

+ [www.gartner.com](http://www.gartner.com)

Information Technology Industry Council

+ [www.itic.org](http://www.itic.org)

International Security Management Association

+ [www.isma.com](http://www.isma.com)

National Association for Environment, Health,  
Safety and Sustainability Management

+ [www.naem.org](http://www.naem.org)

Open RAN Policy Coalition

+ <https://www.openranpolicy.org>

Responsible Business Alliance

+ <http://www.responsiblebusiness.org>

Responsible Minerals Initiative

+ <http://www.responsiblemineralsinitiative.org>

Silicon Valley Leadership Group

+ [www.svlg.org](http://www.svlg.org)

United States-India Business Council

+ <http://www.usibc.com>

United States-India Strategic Partnership Forum

+ [www.usisppf.org](http://www.usisppf.org)

## Technical Standards Bodies

3rd Generation Partnership Project

+ [www.3gpp.org](http://www.3gpp.org)

Alliance for Telecommunications Industry Solutions

+ [www.atis.org](http://www.atis.org)

Broadband Forum

+ [www.broadband-forum.org](http://www.broadband-forum.org)

Ethernet Alliance

+ <https://ethernetalliance.org>

European Telecommunications Standards Institute

+ [www.etsi.org/WebSite/homepage.aspx](http://www.etsi.org/WebSite/homepage.aspx)

International Telecommunication Union

+ [www.itu.int/ITU-T](http://www.itu.int/ITU-T)

Internet Engineering Task Force

+ [www.ietf.org](http://www.ietf.org)

Internet Society

+ [www.isoc.org](http://www.isoc.org)

Metro Ethernet Forum

+ <http://www.mef.net/about-mef>

Next Generation Mobile Networks Alliance

+ [www.ngmn.org](http://www.ngmn.org)

Optical Internetworking Forum

+ [www.oiforum.com](http://www.oiforum.com)

PCI-SIG

+ <http://www.pcisig.com/home>

QuEST Forum

+ <https://www.questforum.org>

Society of Cable Telecommunications Engineers

+ <https://www.scte.org/what-we-do>

Storage Networking Industry Association

+ <http://www.snia.org>

Trusted Computing Group

+ [www.trustedcomputinggroup.org](http://www.trustedcomputinggroup.org)

## Critical Infrastructure Protection, Incident Response, and/or Government-Industry Partnership Organizations

Communications Sector Coordinating Council

+ <http://www.comms-scc.org>

Cybersecurity Tech Accord

+ <https://cybertechaccord.org>

DHS National Coordination Center for Communications

+ <https://www.cisa.gov>

Information Technology Sector Coordinating Council

+ [www.it-scc.org](http://www.it-scc.org)

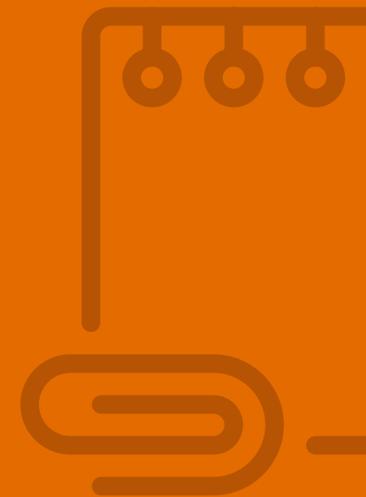
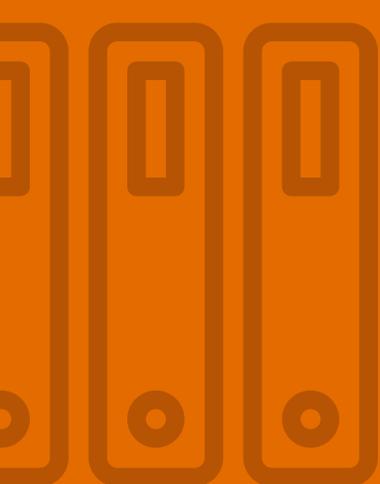
Information Technology Sector Information Sharing and Analysis Center

+ [www.it-isac.org](http://www.it-isac.org)

National Cybersecurity Excellence Partnership

+ <https://www.nccoe.nist.gov/partners>

# Appendix



# Appendix I—Material Topics and Material Aspects

Our material topics were identified in our 2018 materiality assessment. The topic boundary is inclusive of the company, the explanation of the material topics is included in the 'Topic Description' below. There are no significant changes in the list of material topics and material topic boundaries from the previous reporting period.

| Juniper CCS Material Issue                  | Topic Description   | Report Section                                   | GRI Category             | GRI Disclosure |
|---|---|--|--------------------------|----------------|
| <b>Business Ethics and Anti-corruption</b>  | Upholds high standards for business ethics across Juniper's operations and supply chain, including addressing corruption as a risk factor and providing employee training on anti-corruption practices.   | Business Integrity                               | Anti-corruption          | GRI 205        |
| <b>Customer Satisfaction</b>                | Refers to the degree to which end-users feel Juniper products meet or exceed performance expectations and emphasizes sustained product quality.   | Product Responsibility and Customer Satisfaction | N/A                      | N/A            |
| <b>Customer Data Protection and Privacy</b> | Ensures Juniper takes measures to uphold the security of personal data that is collected, stored, processed, or disseminated.   | Data Privacy and Information Security            | Customer Privacy         | GRI 418        |
| <b>Product Safety</b>                       | Addresses Juniper's ability to offer manufactured products that meet customer expectations and legal requirements with respect to the health and safety of the end-user.  | Product Safety and Compliance                    | N/A                      | N/A            |
| <b>Employee Engagement</b>                  | Refers to company-provided training and programs for upgrading employee skills and ensures employees are receiving regular performance and career development reviews.  | Employee Engagement                              | Training and Education   | GRI 404        |
| <b>Energy Management</b>                    | Includes the types and amount of energy consumed within the business operations, the reduction of energy usage, and the reduction in energy required to produce products and services. Includes the use of renewable energy, and the improvement rate of product energy efficiency compared to previous year. | Energy Management                                | Energy                   | GRI 302        |
| <b>Greenhouse Gas (GHG) Emissions</b>       | Refers to the effort made to mitigate the effects of climate change through the reduction of GHG emissions, as well as the disclosure of the use and the mitigation of ozone-depleting substances (ODS), nitrogen oxides (NOX), and sulfur oxides (SOX).  | Greenhouse Gas Emissions                         | Greenhouse Gas Emissions | GRI 305        |

*Continued on the next page.*

| Juniper CCS Material Issue                          | Topic Description  | Report Section  | GRI Category  | GRI Disclosure                         |
|---|--|---|---|--|
| <b>Water and Wastewater Management</b>              | Includes reporting on water withdrawal by source, water sources significantly affected by withdrawal of water, and water recycling and reuse. Emphasizes the reduction or elimination of wastewater.   | Water and Wastewater Management                           | Water   | GRI 303                                |
| <b>Product Sustainability</b>                       | Refers to resource reduction and materials innovation in the production and use of the product, and design for low-carbon, energy-efficient output of the product. Includes managing the lifecycle impacts of products and services, such as those related to packaging, distribution, use-phase resource intensity, and other environmental and social externalities that may occur during their use or at the end of life. | Product Sustainability                                    | N/A   | N/A                                    |
| <b>Supply Chain Management</b>                      | Emphasizes a robust supply chain management system, including mechanisms such as supplier scorecards and screening, comprehensive codes of conduct, and supplier audits and monitoring.  | Supply Chain Management<br>Our Commitment to Human Rights | N/A   | N/A                                    |
| <b>Labor Practices</b>                              | Ensures company activities have no negative impacts on the labor rights of workers, including the right to form or join trade unions and to bargain collectively, ensures compliance with local labor laws throughout the supply chain. Emphasizes Juniper's efforts to remove operations and suppliers at significant risk for incidents of forced, compulsory, or child labor.   | Our Commitment to Human Rights                            | Freedom of Association and Collective Bargaining<br>Child Labor<br>Forced or Compulsory Labor | GRI 407<br>GRI 408<br>GRI 409          |
| <b>Business Continuity</b>                          | Includes planning and preparation to ensure Juniper's continued operation in case of serious incidents or disasters throughout the value chain.  | Supply Chain Management                                   | N/A   | N/A                                    |
| <b>Transparency and Reporting</b>                   | Emphasizes transparency in reporting Juniper's corporate citizenship and sustainability goals, progress, and programs through clear, accessible public disclosures.  | Transparency and Reporting                                | N/A   | N/A                                    |
| <b>Environmental, Social, Governance Management</b> | Promotes the engagement of Juniper's leadership team on material ESG topics, including decision-making, management, review, and disclosure. Ensures the consultation of stakeholders on these topics.  | Governance Structure and Culture                          | Governance  | GRI 102-29<br>GRI 102-31<br>GRI 102-32 |
| <b>Inclusion and Diversity</b>                      | Ensures that Juniper's culture and hiring practices embrace the building of a diverse and inclusive workforce. Includes compliance with non-discriminatory laws and addresses the issues of discriminatory practices on the basis of race, gender, ethnicity, religion, sexual orientation, and other factors.   | Inclusion and Diversity                                   | Non-discrimination  | GRI 406                                |

## Appendix II—Global Reporting Initiative (GRI) Content Index

| GRI Indicator | General Standard Disclosure  | Report Section  | Page Number                              |
|---------------|--|---|--|
| 102-1         | Name of the organization   | Company Profile and Vision  | <a href="#">5</a>                        |
| 102-2         | Activities, brands, products, and services, including an explanation of any products or services that are banned in certain markets      | Company Profile and Vision  | <a href="#">5</a>                        |
| 102-3         | Location of headquarters   | Company Profile and Vision  | <a href="#">5</a>                        |
| 102-4         | Location of operations   | <a href="#">Annual Report (10-K)</a>  | N/A                                      |
| 102-5         | Ownership and legal form   | <a href="#">Annual Report (10-K)</a>  | N/A                                      |
| 102-6         | Markets served   | Company Profile and Vision  | <a href="#">5</a>                        |
| 102-7         | Report the scale of the organization, including:   | Company Profile and Vision  | <a href="#">5</a>                        |
| 102-8         | Information on employees and other workers   | Company Profile and Vision<br><a href="#">“Inclusion and Diversity: Juniper by the Numbers”</a> | <a href="#">5</a><br>N/A                 |
| 102-9         | Supply chain   | Supply Chain Management<br>Our Commitment to Human Rights                                       | <a href="#">20</a><br><a href="#">46</a> |
| 102-10        | Report any significant changes during the re-orting period regarding the organization's size, structure, ownership, or its supply chain. | About This Report   | <a href="#">2</a>                        |
| 102-11        | Report how the Precautionary Approach or Principle is addressed by the organization.   | Product Safety and Compliance   | <a href="#">19</a>                       |

*Continued on the next page.*

| GRI Indicator | General Standard Disclosure  | Report Section  | Page Number        |
|---------------|--|---|--------------------|
| 102-12        | List externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or which it endorses.  | About This Report   | <a href="#">2</a>  |
|               |  | Transparency and Reporting  | <a href="#">9</a>  |
|               |  | Supply Chain Management   | <a href="#">20</a> |
|               |  | Our Commitment to Human Rights  | <a href="#">46</a> |
|               |  | Responsible Sourcing  | <a href="#">47</a> |
| 102-13        | List memberships of associations (such as industry associations) and national or international advocacy organizations.<br>This refers primarily to memberships maintained at the organizational level.           | Memberships and Associations  | <a href="#">53</a> |
| 102-14        | Statement from senior decision-maker   | Letter From Our CEO   | <a href="#">4</a>  |
| 102-16        | Describe the organization's values, principles, standards, and norms of behavior such as codes of conduct and codes of ethics.   | Company Profile and Vision  | <a href="#">5</a>  |
|               |  | Integrity and Compliance  | <a href="#">13</a> |
| 102-18        | 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 topics. | ESG Prioritization and Management   | <a href="#">8</a>  |
| 102-40        | Provide a list of stakeholder groups engaged by the organization.  | Stakeholder Communication and Engagement  | <a href="#">10</a> |
| 102-41        | Report the percentage of employees covered by collective bargaining agreements.  | We are not able to disclose the percentage of employees covered by collective bargaining agreements at this time. | N/A                |
| 102-42        | Report the basis for identification and selection of stakeholders with whom to engage.   | Materiality   | <a href="#">8</a>  |
|               |  | Stakeholder Communication and Engagement  | <a href="#">10</a> |

*Continued on the next page.*

| GRI Indicator | General Standard Disclosure   | Report Section   | Page Number                             |
|---------------|---|--|---|
| 102-43        | 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.                   | Stakeholder Communication and Engagement                       | <a href="#">10</a>                      |
| 102-44        | 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. | Materiality<br>Stakeholder Communication and Engagement        | <a href="#">8</a><br><a href="#">10</a> |
| 102-45        | List all entities included in the organization's consolidated financial statements or equivalent documents. Report whether any entity included in the organization's consolidated financial statements or equivalent documents is not covered by the report.                  | <a href="#">Annual Report (10-K)</a>                           | N/A                                     |
| 102-46        | Explain the process for defining the report content and the material boundaries. Explain how the organization has implemented the Reporting Principles for Defining Report Content.   | Materiality<br>Stakeholder Communication and Engagement        | <a href="#">8</a><br><a href="#">10</a> |
| 102-47        | List all the material topics identified in the process for defining report content.   | Materiality<br>Appendix I—Material Topics and Material Aspects | <a href="#">8</a><br><a href="#">56</a> |
| 102-48        | Report the effect of any restatements of information provided in previous reports, and the reasons for such restatements.   | No restatements  | N/A                                     |
| 102-49        | Report significant changes from previous reporting periods in the list of material topics and material topic boundaries.  | Appendix I—Material Topics and Material Aspects                | <a href="#">56</a>                      |
| 102-50        | Reporting period (such as fiscal or calendar year) for information provided.  | About This Report  | <a href="#">2</a>                       |

*Continued on the next page.*

| GRI Indicator | General Standard Disclosure  | Report Section   | Page Number        |
|---------------|--|--|--------------------|
| 102-51        | Date of most recent previous report (if any).  | About This Report  | <a href="#">2</a>  |
| 102-52        | Reporting cycle (such as annual, biennial).  | About This Report  | <a href="#">2</a>  |
| 102-53        | Provide the contact point for questions regarding the report or its contents.  | About This Report  | <a href="#">2</a>  |
| 102-54        | Report the “in accordance” option the organization has chosen.   | About This Report  | <a href="#">2</a>  |
| 102-55        | Report the GRI Content Index for the chosen option. Index must include disclosure numbers and page numbers (or direct URLs).   | Appendix II—GRI Content Index  | <a href="#">58</a> |
| 102-56        | Report the organization’s policy and current practice with regard to seeking external assurance for the report. If not included in the assurance report accompanying the sustainability report, report the scope and basis of any external assurance provided. Report the relationship between the organization and the assurance providers. Report whether the highest governance body or senior executives are involved in seeking assurance for the organization’s sustainability report. | This report was not externally assured and there are currently no plans to seek external assurance. The report content was thoroughly reviewed by internal subject matter experts and senior management to ensure the accuracy of statements and data. | N/A                |

| Topic Specific Disclosures                                  |   |   |                    |
|---|---|---|--------------------|
| GRI Standard  | GRI Topic   | Report Section  | Page Number        |
| <b>Management Approach</b>                                  |   |   |                    |
| 103-1   | Explanation of the material topic and its boundary  | Appendix I—Material Topics and Material Aspects                                   | <a href="#">56</a> |
| 103-2   | Management approach and its components  | Please refer to the “Report Section” column in Appendix I for each material topic | <a href="#">56</a> |
| 103-3   | Evaluation of the management approach   | Please refer to the “Report Section” column in Appendix I for each material topic | <a href="#">56</a> |
| <b>Material Topic: Business Ethics and Anti-corruption</b>  |   |   |                    |
| 205-1   | Operations assessed for risks related to corruption   | Integrity and Compliance  | <a href="#">13</a> |
| <b>Material Topic: Consumer Data Protection and Privacy</b> |   |   |                    |
| 418-1   | Substantiated complaints regarding breaches of customer privacy and losses of customer data   | Data Privacy and Information Security   | <a href="#">15</a> |
| <b>Material Topic: Product Safety</b>                       |   |   |                    |
| 416-2   | Incidents of non-compliance concerning the health and safety impacts of products and services | Ensuring Compliance   | <a href="#">14</a> |
| <b>Material Topic: Employee Engagement</b>                  |   |   |                    |
| 404-1   | Average hours of training per year per employee   | Training and Development  | <a href="#">41</a> |
| <b>Material Topic: Energy Management</b>                    |   |   |                    |
| 302-1   | Energy consumption within the organization  | Energy Management   | <a href="#">23</a> |
| 302-4   | Reduction of energy consumption   | Energy Management   | <a href="#">23</a> |

*Continued on the next page.*

| Topic Specific Disclosures                             |  |   |  |
|--|--|---|--|
| GRI Standard   | GRI Topic  | Report Section  | Page Number                              |
| <b>Material Topic: Greenhouse Gas Emissions (GHGs)</b> |  |   |  |
| 305-1  | Direct (Scope 1) GHG emissions   | Greenhouse Gas Emissions                                      | <a href="#">25</a>                       |
| 305-2  | Energy indirect (Scope 2) GHG emissions  | Greenhouse Gas Emissions                                      | <a href="#">25</a>                       |
| 305-3  | Other indirect (Scope 3) GHG emissions   | Greenhouse Gas Emissions                                      | <a href="#">25</a>                       |
| <b>Material Topic: Water and Wastewater Management</b> |  |   |  |
| 303-5  | Water consumption  | Water and Wastewater Management                               | <a href="#">29</a>                       |
| <b>Material Topic: Supply Chain Management</b>         |  |   |  |
| 308-1  | New suppliers that were screened using environmental criteria                                      | Vetting and Monitoring Suppliers                              | <a href="#">48</a>                       |
| 414-1  | New suppliers that were screened using social criteria   | Vetting and Monitoring Suppliers                              | <a href="#">48</a>                       |
| <b>Material Topic: Labor Practices</b>                 |  |   |  |
| 401-2  | Benefits provided to full-time employees that are not provided to temporary or part-time employees | Employee Benefits and Work-Life Balance                       | <a href="#">44</a>                       |
| 403-1  | Occupational health and safety management system   | Global Health, Safety and Security                            | <a href="#">42</a>                       |
| 403-3  | Occupational health services   | Global Health, Safety and Security                            | <a href="#">42</a>                       |
| 403-5  | Worker training on occupational health and safety  | Training and Development<br>Global Health Safety and Security | <a href="#">41</a><br><a href="#">42</a> |
| 403-6  | Promotion of worker health   | Employee Benefits and Work-Life Balance                       | <a href="#">44</a>                       |

*Continued on the next page.*

| Topic Specific Disclosures                        |   |   |                    |
|---|---|---|--------------------|
| GRI Standard                                      | GRI Topic   | Report Section  | Page Number        |
| 403-7   | Prevention and mitigation of occupational health and safety impacts directly linked by business relationships | Our Commitment to Human Rights  | <a href="#">46</a> |
|   |   | Responsible Sourcing  | <a href="#">47</a> |
| 403-8   | Workers covered by an occupational health and safety management system  | Global Health, Safety and Security  | <a href="#">42</a> |
| <b>Material Topic: Business Continuity</b>        |   |   |                    |
| 201-2   | Financial implications and other risks and opportunities due to climate change                                | Greenhouse Gas Emissions  | <a href="#">25</a> |
|   |   | For more information, see our <a href="#">CDP Climate Change responses</a>                              | N/A                |
| <b>Material Topic: Transparency and Reporting</b> |   |   |                    |
| 417-1   | Requirements for product and service information and labeling   | Product Safety and Compliance   | <a href="#">19</a> |
|   |   | Product Sustainability  | <a href="#">31</a> |
| <b>Material Topic: ESG Management</b>             |   |   |                    |
| 307-1   | Non-compliance with environmental laws and regulations  | Ensuring Compliance   | <a href="#">14</a> |
| 308-1   | New suppliers that were screened using environmental criteria   | Our Commitment to Human Rights  | <a href="#">46</a> |
|   |   | Responsible Sourcing  | <a href="#">47</a> |
| <b>Material Topic: Inclusion and Diversity</b>    |   |   |                    |
| 405-1   | Diversity of Governance Bodies and Employees  | Inclusion and Diversity   | <a href="#">37</a> |
|   |   | For more information see: <a href="#">Equal Employment Opportunity—2020 Employer Information Report</a> | N/A                |

## Appendix III—Sustainability Accounting Standards Board (SASB) Index

| Topic                                     | Accounting Metric   | Category                | Unit of Measure | Code         | Report Reference / Direct Response   |
|---|---|-------------------------|-----------------|--------------|--|
| <b>Product Security</b>                   | Description of approach to identifying and addressing data security risks in products   | Discussion and Analysis | n/a             | TC-HW-230a.1 | Please see <a href="#">“Data Privacy and Information Security”</a> for more details.   |
| <b>Employee Diversity &amp; Inclusion</b> | Percentage of gender and racial/ethnic group representation for (1) management, (2) technical staff, and (3) all other employees  | Quantitative            | Percentage (%)  | TC-HW-330a.1 | Please see <a href="#">“Inclusion and Diversity: Juniper by the Numbers”</a> on our website.   |
| <b>Product Lifecycle Management</b>       | Percentage of products by revenue that contain IEC 62474 declarable substances  | Quantitative            | Percentage (%)  | TC-HW-410a.1 | 100%   |
|   | Percentage of eligible products, by revenue, meeting the requirements for EPEAT registration or equivalent  | Quantitative            | Percentage (%)  | TC-HW-410a.2 | 100% of qualifying products  |
|   | Percentage of eligible products, by revenue, meeting ENERGY STAR criteria   | Quantitative            | Percentage (%)  | TC-HW-410a.3 | 100% of qualifying products  |
| <b>Supply Chain Management</b>            | Percentage of Tier 1 supplier facilities audited in the RBA Validated Audit Process (VAP) or equivalent, by (a) all facilities and (b) high-risk facilities   | Quantitative            | Percentage (%)  | TC-HW-430a.1 | Please see <a href="#">“Vetting and Monitoring Suppliers”</a> for more details.  |
|   | Tier 1 suppliers’ (1) non-conformance rate with the RBA Validated Audit Process (VAP) or equivalent, and (2) associated corrective action rate for (a) priority non-conformances and (b) other non-conformances | Quantitative            | Rate            | TC-HW-430a.2 | 1A) 13% Priority nonconformance rate of audited facilities<br>1B) 520% Other nonconformance rate of audited facilities<br>Supplier corrective action rate is not currently available for disclosure. |
| <b>Materials Sourcing</b>                 | Description of the management of risks associated with the use of critical materials  | Discussion and Analysis | n/a             | TC-HW-440a.1 | Please see <a href="#">“Responsible Sourcing”</a> and <a href="#">“Conflict Minerals”</a> for more details.  |

| Activity Metric                                | Category     | Unit of Measure   | Code        | Report Reference   |
|--|--------------|-------------------|-------------|--|
| Number of units produced by product category   | Quantitative | Number            | TC-HW-000.A | We are not able to report the number of units produced by product category, however, we are able to report the product category by percentage of total product revenue per the below:<br>Routing: 57%<br>Switching: 32%<br>Security: 11% |
| Area of manufacturing facilities               | Quantitative | Square feet (ft.) | TC-HW-000.B | 0 square feet. Juniper does not own any manufacturing facilities   |
| Percentage of production from owned facilities | Quantitative | Percentage (%)    | TC-HW-000.C | 0%   |

# Appendix IV—Taskforce for Climate-related Financial Disclosure

Every year, we report on our climate activities through CDP. Our most recent response to the Climate Change will become publicly available by the end of 2021. Please refer to our 2020 disclosure if the 2021 response is not yet available.

| Governance  | Strategy   | Risk Management  | Metrics and Targets   |
|---|--|--|---|
| In section C1 of our <a href="#">2020 CDP Climate Change Questionnaire</a> , we discuss how our board provides oversight of climate-related risks and opportunities.          | In section C2 of our <a href="#">2020 CDP Climate Change Questionnaire</a> , we describe our climate-related risks and opportunities over the short, medium and long term.   | In section C2 of our <a href="#">2020 CDP Climate Change Questionnaire</a> , we share our processes for identifying and assessing climate-related risks.   | In section C4 of our <a href="#">2020 CDP Climate Change Questionnaire</a> , we disclose our metrics to assess climate-related risks and opportunities in line with our strategy and risk management process. |
| In section C1 of our <a href="#">2020 CDP Climate Change Questionnaire</a> , we describe management’s role in assessing and managing climate-related risks and opportunities. | In section C2 of our <a href="#">2020 CDP Climate Change Questionnaire</a> , we discuss the impact of climate-related risks and opportunities on our businesses, strategy and financial planning.                          | In section C2 of our <a href="#">2020 CDP Climate Change Questionnaire</a> , we share our processes for managing climate-related risks.  | In section C6 of our <a href="#">2020 CDP Climate Change Questionnaire</a> , we disclose our Scope 1, Scope 2 and Scope 3 greenhouse gas (GHG) emissions, and the related risks.                              |
|   | In section C3 of our <a href="#">2020 CDP Climate Change Questionnaire</a> , we describe the resilience of our strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario. | In section C2 of our <a href="#">2020 CDP Climate Change Questionnaire</a> , we disclose our processes for identifying, assessing and managing climate-related risks which are integrated into our company’s overall risk management system. | In section C4 of our <a href="#">2020 CDP Climate Change Questionnaire</a> , we share our targets to manage climate-related risks and opportunities.  |

## Forward-looking Statements

This report contains forward-looking statements regarding future events or future expected results of Juniper Networks, Inc. that involve a number of uncertainties and risks because they are based on our current expectations, estimates, forecasts, and projections about our business, economic and market outlook, the industry in which we operate and the beliefs and assumptions of our management. Words such as “expects,” “anticipates,” “targets,” “goals,” “projects,” “would,” “could,” “intends,” “plans,” “believes,” “seeks,” “estimates,” variations of such words, and similar expressions are intended to identify such forward-looking statements. These statements may include information with respect to Juniper’s future strategies; technology; competitive landscape; partners, customers and suppliers;

product portfolio and pipeline; performance; and overall prospects and are forward-looking statements within the meaning of the Private Securities Litigation Reform Act. Actual results or events could differ materially from those anticipated in these forward-looking statements.

Further information on these and other factors that could affect the company’s financial results is included in the company’s report on Form 10-K, Form 10-Q and other filings we make with the Securities and Exchange Commission from time to time. All statements contained in this report are made only as of the date of this report, and Juniper Networks undertakes no obligation to update the information in this report in the event facts or circumstances may change after the date of this report.

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