

# Aastra's Social & Environment Compliance Strategy



## Holistic approach

Aastra is very aware of the demands being placed on most businesses today challenged to reduce green house gas emissions and energy costs. This is driven by increased regulations for businesses, taxes and other expenses associated with environmental issues as well as growing expectations from the market place, customers and other stakeholders.

At Aastra we are continually researching ways to address these global issues and we are committed to helping reduce environmental impact.

Aastra's **EthoSourcing Program™** demonstrates Aastra's innovative approach to sustainable and socially-responsible supply management. Aastra engages in a continuous evaluation of the complete supply chain to ensure that every stage of production meets our high standards for social responsibility.

Aastra's **EthoSourcing Program™** upholds top standards for a wide range of ethical issues such as health & safety, wages and benefits, forced and child labour, harassment, abuse and non-discrimination as well as good environmental practices.

Aastra has a large network of strategic Contract Manufacturing (CM) partners who not only supply best of breed technology but also recognise that environmental responsibility is integral to producing world class products.

We look for these values when aligning with our selected partners.

As a sign of continued commitment to global social responsibilities, Aastra's suppliers are also encouraged to join Aastra in actively supporting a number of global projects to help foster social responsibility around the world.



This program tightly adheres to the 10 Principles of the **United Nations Global Compact** which Aastra fully embraces.





## *Our EthoSourcing Code of Conduct ensures that:*

### **Environmental Permits & Reporting**

✦ Environmental Permits, registrations and reporting are obtained, maintained and kept current.

### **Pollution, Prevention & Resource Reduction**

✦ Wastes of all types are to be reduced or eliminated at the source or by practices such as production modification, maintenance and facility processes, materials substitution, conservation, recycling and re-using materials where possible.

### **Hazardous Substances**

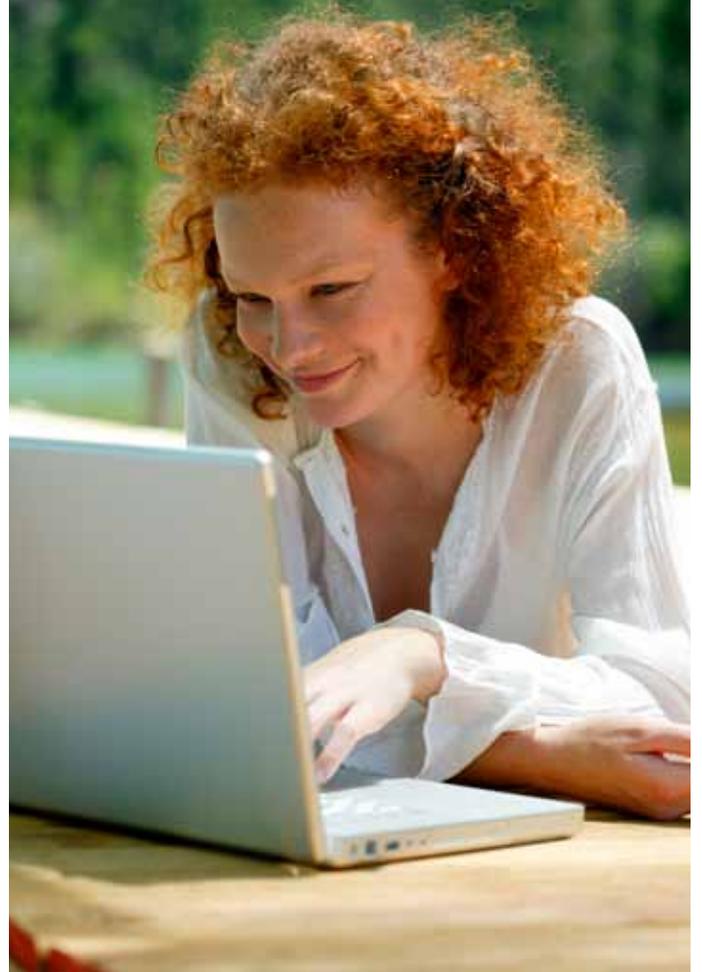
✦ Chemical and other materials posing a hazard if released to the environment are to be identified and managed to ensure their safe handling, movement, storage, recycling or reuse and disposal.

### **Wastewater & Solid Waste**

✦ Wastewater and solid waste generated from operations, industrial processes and sanitation facilities are to be monitored, controlled and treated as required prior to discharge or disposal.

### **Air Emissions**

✦ Air emissions of volatile organic chemicals, aerosols, corrosives, particulates, ozone depleting chemicals and combustion by-products generated from operations are to be characterised, monitored, controlled and treated as required prior to discharge.



### **Product Content Restrictions**

Aastra's CM partners are to adhere to all applicable laws and regulations regarding prohibition or restriction of specific substances including labeling laws and regulations for recycling and disposal. Aastra's CM Partners are also to adhere to processes to comply with Aastra's restricted and hazardous materials lists which may be generated as required

While many technology companies pledge a greater commitment towards environmental sustainability, Aastra goes a step further in fostering ethical business practices across its value chain

## Global and regional compliance

Aastra's products are compliant with international directives such as RoHs or REACH and even go beyond, to deliver:

- ✦ compliant products available in geographies where these directives are not required
- ✦ compliant products in certain cases even when network infrastructure equipment could be exempt from the "lead in solder" requirement.

Aastra has recently launched a new global Environmental Compliance Policy and related **Environmental Compliance Committee (ECC)** which was created to meet and exceed the requirements as set out in various environmental legislations to achieve even tighter global standards.

Our strategic Contract Manufacturing (CM) Partners are required to obtain all environmental permits and registrations which are to be maintained and kept current with all operational and reporting requirements.

Aastra also requires that all strategic Contract Manufacturers obtain and maintain a Quality Management System that is certified to meet the requirements set forth in the ISO 9001 standards. They must also meet the global environmental management standards and as such are expected to be ISO 14001 registered.

In addition to its internal policies and programs at a group level, Aastra's local operations are also proactive in implementing environmental initiatives at a country level.

For example:

- ✦ Aastra France has obtained the ISO 14001 certification which not only requires a formal commitment to environmental protection and responsibilities; it also has support from Senior Management right down to frontline employees for continuous improvement.
- ✦ Aastra in Sweden is making environmental declarations for all its products. The eco-declaration lists environmental related standards, power consumption and information to the recycling industry.
- ✦ Paper consumption through online marketing collateral, ordering systems and IP fax has been significantly reduced.
- ✦ Where possible recycled goods are used for office stationery.
- ✦ Our regional distribution centres help to reduce shipping and delivery costs and distances, thereby reducing emissions, travel, and other related costs and through shorter delivery time frames.



## More efficient energy usage

When creating a new product, Aastra is following an **Eco-design** approach, in order to reduce as much as possible the impact on the planet. The impact is measured during the different phases of the product life (use of raw materials, manufacturing, transport, utilization of the product, recycling of electronic wastes). This approach consists then in evaluating the impact of the current products and assess how this impact can be lowered by changing some design rules (new materials, different operation modes) when creating new products.

As a result, our Research & Development teams are studying different ways to reduce the environmental impact of the Aastra product portfolio:

✦ Reduce the number of watts required on our servers and handset terminals. Stand by/sleep modes during idle periods on handsets and desktops mean less power is consumed per user.

Some examples for Aastra's SIP phones include:

- Reduction of energy use of Aastra's SIP terminal by 20% between the new terminals and the previous generation<sup>1</sup>
- LCD backlight is extinguished automatically after a period of inactivity. Previously, the backlight was permanently on with a provision, via the terminal settings, to be disabled or placed on a timer. This new scheme reduces the energy use by up to 20%. This may not sound like much but on an installation of 100 terminals over 5 years, this could result in a potential economization of up to almost 3,000KWh<sup>2</sup>
- ✦ Produce servers that occupy a lower footprint, therefore requiring reduced lighting and cooling



Aastra is committed to taking practical steps to increase the efficiency of energy usage, services and processes; and to meeting and exceeding global environmental standards.

Aastra is also committed to:

- Utilize raw materials that reduce the harmful chemicals (plastic parts are free of brominates and halogenated flame retardants)
- Offer products that are easily recyclable (design incorporating an easier dismantling, plastic parts marked for recycling according to DIN standards, product packaging is 100% recycled, non plastic materials which satisfy national recycling initiatives such as Germany's "Green dot")
- Improve manufacturing processes. Aastra aims to increase the number of common components across the product portfolio, e.g. Aastra's SIP phones now all share common components within the product design, thus reducing manufacturing and logistic requirements

Aastra now also uses less power, raw materials and manufacturing resources due to increased applications development as opposed to pure hardware. This includes efforts to virtualise call servers and applications. Sharing one hardware server by several virtualised application is more and more required to save energy (less power for servers and to cool them).

<sup>1</sup> Specific example based on power consumption, idle state backlight on measured between the 9112i terminal and the 6755i and 6757i.

<sup>2</sup> Specific example based on: maximum power consumption for an Aastra 6755i idle state backlight on: 4.2W, same terminal idle state backlight off: 3.3W. with 25% of time when the phone is in use (handset call)

## How Aastra can Help

### How Aastra Solutions can help your Business support Environmental & Social Responsibilities

#### Teleworking

Teleworking provides a virtual office environment for an employee, wherever they are, at home or working off site. Regardless of their location, employees can continue to work seamlessly and engage with colleagues and customers. Presence management offers a better call management, VoIP and IM avoids to rely on mobile phones and their recurring costs, document sharing and video conferencing facilitate better collaboration.

Teleworking enables benefits such as:

- ✦ Reduction of commuting time which results in saved time, reduced expenditures for fuel, car parking and maintenance, as well as reduced CO2 emissions by having fewer people on the roads.
- ✦ Offering flexible working hours for employers and employees which increases productivity by reducing stress, allowing fewer disruptions and providing more time with the family
- ✦ Reduction of real estate and other operation costs for employers

Enabling remote working can also contribute to company business continuity plans.

#### Unified Communications

Voice over IP (VoIP) offers companies the opportunity to combine voice and data applications on one network, presenting a more centralised and unified front to the end user. This merging of the two networks generally means that businesses can use some or their entire existing voice & data infrastructure across one network to share the applications and the benefits they bring to a larger number of employees at a fraction of the cost.

Unified Communications brings many benefits to an organisation in terms of environmental and cost efficiency. The applications and solutions that form part of Unified Communications such as collaboration tools, multimedia contact centre, integrated mobility in and outside the office and videoconferencing enable many benefits. For example, on top of improved efficiencies (time and cost savings), video-conferencing can replace travel and reduce the carbon foot print generated by business activities.

*Aastra's EthoSourcing Program™ upholds top standards for a wide range of ethical issues*

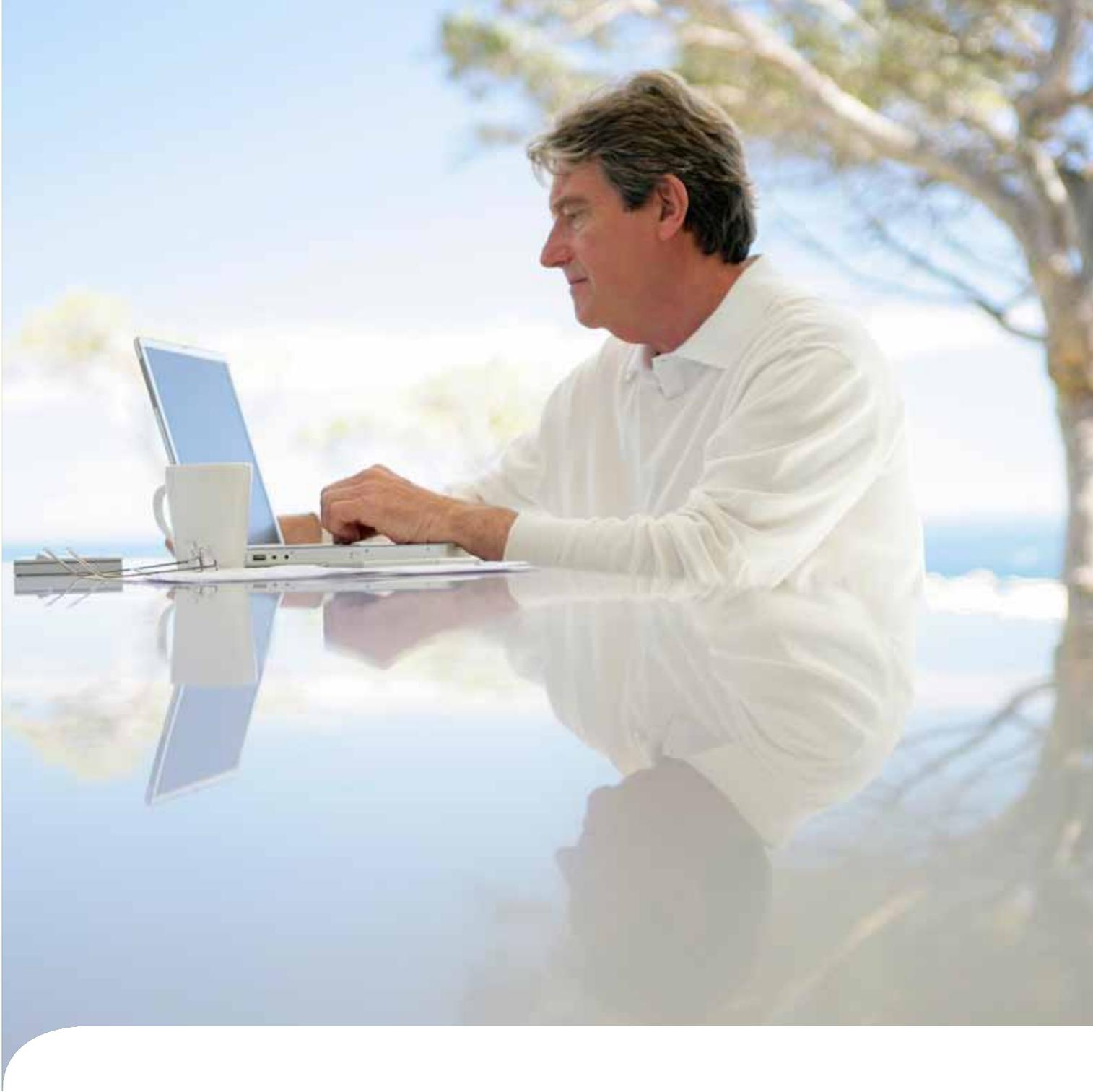


*The good news for Aastra's customers is not only do these policies help protect our wellbeing and planet: in most cases these new approaches can help businesses save money and re-engineer the way we work to operate more efficiently*

#### Remote Maintenance

Remote Maintenance provides a business with a centralised solution to manage, maintain and resolve faults that may occur for both voice and data. This means that problems and faults can be rectified without the need for technical staff to travel on most occasions. This reduces fuel, parking and travel costs, as well as emissions on the roads.

Power over Ethernet (POE) reduces negative environmental impact during manufacturing, recycling, packaging and overall thermal dissipation by not having to use a power adaptor at each desktop. This reduces cabling costs and benefits the manufacturing processes.



At Aastra we are continually researching ways to address these global issues and we are committed to helping reduce negative environmental impact.



## About Aastra

Aastra Technologies Limited (TSX: "AAH"), is a leading company at the forefront of the enterprise communication market. Headquartered in Concord, Ontario, Canada, Aastra develops and delivers innovative communications products and applications for businesses. Aastra's operations are truly global with more than 50 million installed lines around the world and a direct and indirect presence in more than 100 countries. Aastra is entirely dedicated to enterprise

communications and offers one of the most complete portfolios of unified communications solutions individually tailored to satisfy its customers' requirements. These range from feature-rich call managers for small and medium businesses and highly scalable ones for large enterprises, integrated mobility, call centers solutions to a wide selection of terminals. With a strong focus on open standards, Aastra enables enterprises to communicate and collaborate more efficiently.

For additional information on Aastra, visit our website at: [www.aastra.com](http://www.aastra.com)

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### Aastra Technologies

155 Snow Blvd.  
Concord, Ont., L4K 4N9 - Canada  
T 1 905 760 4200  
F 1 905 760 4233  
[www.aastra.com](http://www.aastra.com)

