

KnowTheChain 2022 ICT Benchmark Additional Disclosure

Company Name: Cisco Systems Inc.

Date: September 7, 2022

Guidance:

- Please add any additional information you wish to provide under the relevant indicator elements below.
- We welcome examples of leading practices.
- Unless you are sharing leading practices, please limit the information to indicators for which KnowTheChain could not yet identify sufficient information on your website.
- Note KnowTheChain has already undertaken a review of your website. Should you wish to include links to existing disclosure, please specify the page number / section you are referring to.

INDICATOR 1: SUPPLIER CODE OF CONDUCT AND CAPACITY BUILDING

1.1 has a supplier code of conduct that requires suppliers to respect the ILO core labour standards, which include the elimination of forced labour; and requires suppliers to cascade/implement standards that are in line with the company's supplier code of conduct; and

Cisco disclosure:

We require that suppliers who directly contract with us to track and monitor their own suppliers' implementation of standards that align with Cisco's Code of Conduct which is the same as the RBA Code of Conduct ("RBA Code") which includes forced labor policies. Cisco's audit and corrective action plan procedures require suppliers to cascade these requirements to subsequent tiers. In Fiscal Year (FY)22, Cisco identified 55 audit nonconformances under the Supplier Responsibility subsection (E) of the RBA Code which requires suppliers to have a process to communicate the RBA Code to their next tier suppliers and assess and mitigate nonconformances with these suppliers. As part of our standard Corrective Action Plan management, we worked with suppliers to address these code non-conformances and improve their management of their suppliers.

1.2 engages in capacity building to enable its suppliers to cascade its supply chain policies that address forced labour to their own supply chains and/or trains suppliers below the first tier on such policies, and measures the effectiveness of capacity building.

Cisco Disclosure:

Cisco sources from a global network of third-party specialist suppliers and partners as listed in the categories below:

- Contract Manufacturing partners: a select group of suppliers that produce finished Cisco products;
- Component suppliers: a wide group of suppliers, often contracted directly by Cisco to provide parts to our manufacturing partners according to our specifications; and
- Logistics service providers that transport components and finished products.

In FY2020, we continued working with small set of component suppliers to better understand our next-tier supply base and to drive our standards deeper into the supply chain. We helped improve our suppliers' abilities to develop effective corrective action plans with their next-tier suppliers. Additionally, we monitored our suppliers' ability to close nonconformances with their suppliers. For example, Cisco worked with a supplier whose audit with a next-tier supplier turned up a Priority

Freely Chosen Employment nonconformance. More than 30 workers had paid health check fees equivalent to less than 2 percent of their monthly salary. Cisco was able to work with its direct supplier to ensure that the next-tier supplier reimbursed fees to workers in a timely manner and implemented standard policies and procedures. At our request, the supplier conducted a third-party closure audit of the next-tier supplier site. This audit validated that reimbursements were completed and that the nonconformance could be closed. Cisco aims to continue this work to promote conformance to the RBA Code in lower tiers of the supply chain where there is greater risk to workers and the environment.

After reviewing top findings from FY21 audits, Cisco conducted the following trainings in FY22 to drive compliance with the overall RBA requirements. Trainings were offered to both contract manufacturers, who assemble Cisco products and component suppliers who provide parts to contract manufacturers.

- **Newly-Onboarded Supplier RBA Code Training:** This training focused on helping newly-onboarded suppliers understand the RBA Code which Cisco has adopted as its own supplier code of conduct (the “RBA Code”) requirements, including elevating the top issues Cisco sees in RBA audits. In addition, the training offered newly-onboarded suppliers an overview of best practice of how to address common issues, including fees passed onto workers, and Cisco’s expectations on supplier social and environmental (“SER”) performance.
- **Next Tier Supplier Management Training:** This training offered next tier supplier management training in the latest Code as well as highlighting possible changes in the upcoming V7.1 version. The purpose of the training was to guide suppliers on how to build a next tier supplier management system based on code of conduct requirements, including communicating the RBA Code to their next tier and how to implement the RBA Code within their next tier. Based on pre- and post-assessments, suppliers gained better understanding on RBA code requirements, and next tier supplier management.

In FY22, Cisco sponsored four suppliers, including one component supplier and its labor recruitment agency, to attend RBA’s RLI Forced Labor and Responsible Recruitment Due Diligence Trainings in Taiwan. These trainings focused on the RBA Code’s requirements for preventing forced labor, the RBA Definition of Fees, regulatory requirements for both host and sending countries and how they may or may not align with expectations outlined in the RBA Code. Additional training was provided to guide suppliers through a variety of exercises to identify recruitment agents in both sending and receiving countries and how to implement an effective grievance mechanism. At the end of the trainings, participants were surveyed on their understanding of the content and what improvement actions they would take. Attendees provided feedback that the exercises were relevant to their roles.

INDICATOR 2: MANAGEMENT AND ACCOUNTABILITY

2.1 has a committee, team, program, or officer responsible for the implementation of its supply chain policies that address forced labour; and discloses how incentives for staff (e.g. bonuses, part of employee performance reviews) are tied to improvements in working conditions in supply chains;

Cisco Disclosure: Our employees are important drivers of circularity and responsible sourcing in our procurement and supply chain. Each quarter, we recognize [Champions of Sustainability](#)— individuals who have proudly integrated our sustainability and circularity goals into their day-to-day roles. These Champions drive circularity through logistics and manufacturing, create streamlined processes for ethical case data, reimagine how we design our products, advance supplier diversity, and uphold

Cisco's human rights and safety practices. Our website is updated with new stories and recognized individuals each quarter.

No additional disclosure

2.2 discloses how it trains relevant decision-makers within the company on risks and policies that address forced labour; and

No additional disclosure

2.3 has tasked a board member or board committee with oversight of its supply chain policies that address forced labour, and describes how the experiences of affected workers or relevant stakeholders (such as civil society, unions, and workers or their representatives) informed board discussions.

No additional disclosure

INDICATOR 3: TRACEABILITY AND SUPPLY CHAIN TRANSPARENCY

3.1 the names and addresses of first-tier suppliers;

No additional disclosure

3.2 the names and locations of below-first-tier suppliers (this does not include raw material suppliers); and

No additional disclosure

3.3 the sourcing countries of at least three raw materials at high risk of forced labour.

No additional disclosure

INDICATOR 4: RISK ASSESSMENT

4.1 details on how it conducts human rights supply chain risk or impact assessments that include forced labour risks or assessments that focus specifically on forced labour risks, including through engaging with relevant stakeholders (such as civil society, unions, and workers or their representatives) in countries in which its suppliers operate;

No additional disclosure

4.2 details on forced labour risks identified in different tiers of its supply chains; and

Cisco Disclosure:

Cisco aims to gain insight into forced labor risks through various tiers of the supply chain. Cisco's supply chain is made up of manufacturing partners that produce finished products and component suppliers that provide parts to our manufacturing partners.

In addition to audits, we conduct a targeted risk assessment of manufacturing and components suppliers who employ vulnerable populations. We select sites for targeted engagement based on risk. For example, if the supplier is located in a country that legally permits recruitment fees such as

Taiwan or Malaysia, and the suppliers’ self-assessment questionnaire indicates foreign migrant workers on-site, then these sites receive an additional survey asking them about their recruitment practices and forced labor due diligence. Even if the practice of charging recruitment fees is permitted under local law, we make it clear to suppliers that we expect them to have processes to implement “no fees” policies, conduct due diligence on their labor agents, and ensure Freedom of Movement for workers.

In FY2020, most of the suppliers we assessed had policies and procedures to prevent risks of forced labor and bonded labor. However, this targeted effort effectively identified four suppliers that required further onsite assessment. One assessment found that workers paid application and service processing fees of less than 50 percent of their monthly salary. These practices were addressed, and workers were repaid during FY2020.

Our learnings also prompted us to conduct deeper due diligence on supplier sites in countries such as Taiwan where recruitment and labor agent fees are legal and foreign migrant workers could be subject to them.

In our FY2022 assessment, we engaged 6 components supplier sites. 4 of the 6 were found to be conformant to the forced labor expectations in the RBA Code, and two required further engagement to meet conformance. One had a grievance mechanism in place, but did not provide anonymity to workers. So, we worked with the supplier to implement one that all workers could access anonymously. The other site was found to have excessive working hours and overtime. We have opened Corrective Action Plans for those findings, which are currently in progress.

Also in FY22, our regular due diligence processes also identified workers paying recruitment fees in Taiwan and Malaysia. We also found workers paying smaller health check fees in China, and we identified fee-related issues for the first time in our due diligence in Japan.

4.3 how it has consulted with relevant stakeholders (such as civil society, unions, and workers or their representatives) in steps taken to address the risks identified.

No additional disclosure

INDICATOR 5: DATA ON SUPPLY CHAIN RISKS

5.1 the percentage or number of supply chain workers who are women;

Cisco Disclosure:

Number of workers covered by RBA Audits in FY22				
	Male	Female	Total	Foreign Migrant Workers
Manufacturing Partners	24,812	25,899	50,711	5,366
Components Suppliers	156,016	189,904	345,920	13,310
Logistics Suppliers	233	84	317	0
Grand Total	181,061	215,887	396,948	18,676

5.2 the percentage or number of supply chain workers who are migrant workers' and

Cisco Disclosure: See Disclosure 5.1 above

5.3 the percentage or number of supply chain workers that are being paid a living wage.

No additional disclosure

INDICATOR 6: PURCHASING PRACTICES

6.1 commits to responsible buying practices in its contracts with suppliers;

Cisco Disclosure:

Suppliers who provide hardware components for inclusion into Cisco products are required to abide by the policies posted on the [Supplier Web Portal](#) as part of their standard terms and conditions. The Supplier Ethics Policy and the RBA Code are posted to the Supplier Web Portal and are among the policies that suppliers must comply with.

6.2 describes how it has adopted responsible purchasing practices in the first tier of its supply chains, which includes planning and forecasting, and how it ring-fences labour costs; and

Cisco Disclosure:

With the unprecedented volatility in the supply chain and supply shortages in recent years, it has never been more important for Cisco to collaborate closely with our manufacturing partners. On a quarterly basis, we review the business landscape and provide forecasts to manufacturing partners to secure capacity. Demand forecasts are also reviewed on a monthly basis and adjusted as needed. We actively work to reduce changes to orders, especially last-minute changes, and to provide advance notice whenever possible. Each quarter, we review whether our projects were built according to original planned forecasts and actively work to adjust our strategies and forecasts moving forward.

Supply volatility also proved a challenge for securing capacity for particular manufacturing partners. As such, during FY22, we worked with key partner sites to address certain labor costs independently of production costs, in essence trying to help ring-fence the workforce from supply volatility. Doing this, Cisco has seen how these efforts can address labor shortages while providing workers with more financial stability. Moving into FY23, Cisco is continuing to work with manufacturing partners to factor labor costs, overhead, among other items into the price paid to partners.

6.3 discloses two quantitative data points demonstrating that it has responsible purchasing practices in place that address the risk of forced labour.

Cisco Disclosure: See Disclosure 6.2 above

INDICATOR 7: RECRUITMENT-RELATED FEES

7.1 requires that no worker in its supply chains should pay for a job—the costs of recruitment-related fees should be borne not by the worker but by the employer ("Employer Pays Principle");

No additional disclosure

7.2 provides detail on the implementation of the Employer Pays Principle in its supply chains by demonstrating how it works to prevent the charging of fees to supply chain workers in different supply chain contexts; and

Cisco Disclosure:

Cisco works on multiple fronts to prevent the practice of charging of fees to supply chain workers. For FY22, we added additional assessments to increase proactive measures for new and affiliate supplier sites. The process evaluates suppliers who want to join the Cisco supply chain or existing suppliers who want to add an affiliate site. The process works as follows:

- Relevant suppliers notify risk assessment program managers of a desire to join or expand their presence in the Cisco supply chain.
- The program manager then verifies if the supplier has already been vetted or needs a new evaluation.
- If the supplier is new, the evaluation team sends a questionnaire that will determine next steps that could include additional surveys, a self-assessment questionnaire, and/or adding the supplier to Cisco's audit cycle. The program manager also checks if a site audit has already been performed and, if so, leverages those results.
- Overall, the new evaluation process aims to ensure new and additional affiliate suppliers mitigate relevant risks before fully onboarding into Cisco's supply chain.

To be clear, the standard RBA VAP audit assesses whether suppliers effectively implement the Employer Pays Principle aligned to the RBA Code. When workers have been identified to be paying fees, we work to ensure the supplier, as the employer, implements an Employer Pays model, to prevent any forthcoming recruitment fees being charged to workers. In addition, the RBA Code sets the expectation for suppliers to reimburse workers they have paid during the recruitment process. Audits during FY22 identified component suppliers in mainland China and a component supplier's next-tier supplier in the Philippines allowing workers to pay health check fees. We required the suppliers to stop this practice and to make payments directly to the hospitals or clinics. The suppliers also repaid workers for the fees incurred. When we identified workers being charged recruitment fees in countries such as Taiwan, we required the suppliers to set up a process to verify with their labor agencies and workers where and when fees have been paid during the recruitment process. The suppliers are then expected to work with labor agencies to ensure workers are not charged during the hiring process and that affected workers are reimbursed.

Please see additional disclosure provided for 4.2 above on our annual vulnerable worker risk assessment which is conducted in addition to our standard audit program. See also Disclosure 11.1.

7.3 in the event that it discovers that fees have been paid by workers in its supply chains, provides evidence of re-payment of recruitment-related fees to workers. The company describes how it engages with affected workers in the remediation process.

Cisco Disclosure: Please see additional text in Disclosure 1.2 above and 11.1 and 11.2 below.

INDICATOR 8: RESPONSIBLE RECRUITMENT

8.1 discloses information on the recruitment agencies used by its suppliers; and

No additional disclosure

8.2 provides details of how it supports responsible recruitment in its supply chains (e.g. by collaborating with relevant stakeholders to engage policy makers to strengthen recruitment standards).

Cisco Disclosure: Cisco continues to leverage the Responsible Labor Initiative (RLI) as a workgroup to share and learn best practices. Working with the RBA and with other RBA members remains an important aspect of addressing serious human rights issues.

During FY 2020, Cisco participated in the RLI to update the Definition of Fees to improve clarity and the policy's ability to preventing forced labor through debt bondage.

INDICATOR 9: FREEDOM OF ASSOCIATION

9.1 works with independent local or global trade unions and/or other legitimate worker representatives to improve freedom of association in its supply chains;

No additional disclosure

9.2 discloses that it is party to a global framework agreement that covers its supply chains and/or an enforceable supply chain labour rights agreement with trade unions or worker organisations; and

No additional disclosure

9.3 discloses the percentage of supply chains covered by collective bargaining agreements.

No additional disclosure

INDICATOR 10: GRIEVANCE MECHANISM

10.1 takes steps to ensure a formal mechanism to report a grievance to an impartial entity regarding labour conditions in the company's supply chains is available to its suppliers' workers and their legitimate representatives across supply chain tiers; and

Cisco Disclosure: In FY22, SER team at Cisco received one complaint through Cisco's grievance mechanism, EthicsLine. A supply chain worker alleged that their employer was a supplier to Cisco and that they were subjected to a variety of forced labor issues including passport withholding, paying recruitment fees, and facing penalties for resigning.

Cisco reviewed the worker's allegations and opened a formal channel to directly communicate with the worker to gather more information and receive periodic updates. In conjunction with this conversation, Cisco reviewed its business relationships with the supplier and identified it as a "low spend" components supplier – a supplier that provided parts to Cisco's manufacturing partners. Due to low spend and lack of visibility into sub-tier relationships and data on worker characteristics, Cisco had not included the supplier in its vulnerable worker risk assessment as part of its usual course risk-based process. However, in light of the worker complaint, Cisco engaged with the supplier and was able to confirm multiple elements of the allegation.

Cisco took immediate action to address the allegations including putting the supplier on a Supplier Improvement Plan which is an internal Cisco process aimed at improving supplier performance to comply with our standards and policies. In order to ensure a comprehensive investigation and thorough mitigation plan, Cisco alerted and engaged the RBA which conducted a [Specialty Validated Assessment Program \(SVAP\)](#) on Forced Labor. The RBA was able to garner industry support and use collective leverage to show the supplier that they would have to conform to a consistent set of conditions and industry standards. The industry approach minimized confusion for the supplier and meant a single entity would drive the fulfillment of the Corrective Action Plan.

Cisco is continuing to work with the RBA to address the forced labor risks at the supplier site and see that the affected workers are remedied. We hope to provide more updates in our ESG Hub when the issue is resolved, and closure is validated. This case brought forward a host of lessons learned. We continue to find power in collective action, especially when it comes to driving change with suppliers whom we have low leverage. We are also continuing to explore how broader education of suppliers and direct engagement with labor brokers and affected workers can drive elimination of forced labor within the supply chain, especially where local law on issues such as charging recruitment fees conflicts with international standards and best practices.

10.2 discloses data about the practical operation of the mechanism, such as the number of grievances filed, addressed, and resolved; and

Cisco Disclosure: See Disclosure 10.1 above

10.3 takes steps to ensure that its suppliers' workers or their legitimate representatives are involved in the design and/or performance of the mechanism, to ensure that the workers trust the mechanism.

No additional disclosure

INDICATOR 11: MONITORING

11.1 its methodology for monitoring the implementation of its supply chain policies addressing forced labour;

Cisco Disclosure:

Upholding workers' rights to be free from forced labor of any kind is embedded within the RBA Code. The RBA Code aligns with the [ILO Indicators of Forced Labour](#) so that when supplier sites are assessed for RBA Code conformance, indicators such as deception during recruitment, identity document retention, wage withholding, debt bondage, abusive conditions, and restriction of movement are examined. To minimize the risk of forced labor through debt bondage, we aim to uphold the [RBA Definition of Fees](#) in all the geographies where we operate. The policy requires that workers do not pay fees to obtain, maintain, or leave employment, even if permissible by local law. Aligned to the UNGPs, Cisco requires suppliers to mitigate risks that could potentially lead to forced labor conditions and remediate impacts to affected workers. For an overview of Cisco's process for addressing forced labor risks in our [Statement on the Prevention of Slavery and Human Trafficking](#).

In addition to audits, we annually conduct a targeted risk assessment of manufacturing and components suppliers who employ vulnerable populations such as migrant workers, young workers, and student workers. Most of the suppliers we have assessed tend to have policies and procedures to prevent risks of forced labor and bonded labor. However, we periodically identify suppliers that require further assessment.

For supplier sites that identified charging recruitment fees to workers, we asked the suppliers to partner with workers to investigate the relevant amounts owed. This kind of investigation includes face-to-face interviews and surveys. To be validate the supplier has adequately addressed these issues, Cisco requires proof of suppliers' reimbursements in the form of payslips and worker signatures confirming payment. We also require closure audits performed on-site to verify the fee issues were properly mitigated.

Each year, when conducting risk assessments, we adjust the assessment to account for trends identified from the previous year. For FY23, we intend to assess more supplier sites we have little spend with, especially if they are based in countries that legally permit recruitment fees. Though we have less leverage with smaller businesses in lower tiers of the supply chain, they can have weaker management systems for preventing forced labor.

In addition to the above, during FY22, Cisco partnered with RBA and commissioned RBA Advisory Services for four suppliers in Taiwan that were allowing foreign migrant workers to pay recruitment fees. On our behalf, the RBA conducts interviews with relevant labor agencies in both origin and destination countries, as well as with onsite human resources management teams, and with affected workers. These interviews help determine at how much and at point during the migration journey workers paid fees, in addition to uncovering conditions that workers were subjected to during the recruitment process. Next, the suppliers work with RBA personnel to develop and implement a reimbursement plan. At the end of this process, a 3rd party audit is conducted to validate that the affected workers were adequately remedied.

FY22, we drove more than \$1,723,000 in fee reimbursements to 2,817 workers. This included smaller health check fees in mainland China and the Philippines. Cisco also saw recruitment fees occurring in Taiwan, Malaysia, Japan, and Singapore.

11.2 the findings of monitoring reports, including details regarding any violations revealed in relation to forced labour and indicators of forced labour, across supply chain tiers; and

Cisco Disclosure:

Cisco periodically publishes case studies on forced labor issues identified during our due diligence process. A case study can be read on page 99 of our [FY20 CSR Report](#). See additional text provided in Disclosure 1.2 and 10.1 above.

In our minerals due diligence, we constantly monitor for potential forced labor violations across supply chain tiers. We have robust review process that investigates public abuse allegations in minerals supply chains. Our assessment investigates whether these violations are in Cisco's supply chain. If Cisco finds abuses, the company puts its mitigation efforts into place. In addition, Cisco regularly monitors the minerals grievance platform to be able to promptly address allegations across all tiers of its supply chain.

11.3 the use of worker-driven monitoring (i.e., monitoring undertaken by independent organisations that includes worker participation and is guided by workers' rights and priorities).

No additional disclosure

INDICATOR 12: REMEDY AND RESPONSE TO ALLEGATIONS

A(1) a process for responding to potential complaints and/or reported violations of policies that address forced labour and how it engages affected stakeholders as part of this process; and

Cisco Disclosure:

When we become aware of a potential violation of the RBA Code or Supplier Ethics Policy, we take action to investigate, assess, mitigate, and remedy human rights impacts. Some concrete examples of actions we have taken are described below. If we are not able to satisfactorily address an issue with a supplier, we may terminate the supplier relationship. In addition to exercising leverage directly with our suppliers, we also collaborate with industry peers through the RBA and its Responsible Labor Initiative (RLI), a multi-industry, multi-stakeholder initiative focused on ensuring the rights of workers vulnerable to forced labor. Our participation in these industry initiatives helps drive consistent expectations for due diligence and remediation, as appropriate, across the industry.

Cisco has a robust process for handling reported forced labor violations. (Please read Disclosure 10.1 above). The intake of such an allegation can come in through either the company's EthicsLine or via an external report. Regardless, Cisco takes note of the nature of the complaint and its connection to the company's supply chain. For example, Cisco identifies if it has a direct relationship with the supplier in question or if instead it has an indirect connection through others. These suppliers are called sub-tier suppliers. Cisco leverages tools such as its supplier database, sub-tier supplier mapping tool, and minerals supply chain database to determine its relationship to the relevant supplier.

If Cisco has a connection to the supplier noted in the allegation, the Supply Chain Social and Environmental Responsibility (SER) team reviews the allegation and alerts appropriate business managers. The Cisco SER team promptly contacts the relevant supplier and if warranted, Cisco will require an on-site investigation or audit. These investigations include worker interviews and on-site inspections of production areas and dormitories. If nonconformances to the RBA Code are identified, we work with the supplier to develop a Corrective Action Plan with clear requirements and goals for the supplier to meet. If the supplier does not comply, we follow a standard escalation path.

If Cisco receives an allegation pertaining to the minerals supply chain, Cisco follows a similar process as outlined above. In the case a smelter receives a forced labor allegation, Cisco reviews the allegation with the RBA Responsible Minerals Initiative and monitors the smelter's progress towards resolution. If a smelter is identified and is uncooperative, they will be put on a "high risk smelter" list and pushed for potential removal from Cisco's supply chain.

Lastly, Cisco internally reports allegations and progress towards resolution to its Supply Chain Human Rights Governance Committee, which meets quarterly and is composed of senior executives. The committee is notified of open issues, mitigation processes in place and is also informed of lessons learned. The committee also reviews changes to programs and policies to better support Cisco's work to quickly identify, act upon, and mitigate human rights risks.

A(2) at least two examples of outcomes of its remedy process in practice, covering different supply chain contexts, for its suppliers' workers.

Cisco Disclosure:

Please see Disclosures 1.2, 4.2, 10.1, 10.2, and 11.2 above.

In addition, where an allegation is identified in a company's supply chains:

- B.1.1 that it engages in a dialogue with the stakeholders reportedly affected in the allegation(s)
- B.1.2 outcomes of the remedy process in the case of the allegation(s); and
- B.1.3 evidence that remedy(ies) are satisfactory to the victims or groups representing the victims.

Where an allegation is identified in the company's supply chains, but is denied by the company:
B.2.1 a description of what actions it would take to prevent and remediate the alleged impacts; and
B.2.2 as part of this process, it would engage with affected stakeholders and their representatives.

NON-SCORED RESEARCH

Reporting Legislations

UK Modern Slavery Act: Where applicable, the company discloses at least one statement under the UK Modern Slavery Act.

Yes/No. Please provide link to a publicly available statement.

California Transparency in Supply Chains Act: Where applicable, the company has a disclosure under the California Transparency in Supply Chains Act.

Yes/No. Please provide link to a publicly available statement.

Australia Modern Slavery Act: Where applicable, the company discloses at least one statement under the Australia Modern Slavery Act.

Yes/No. Please provide link to a publicly available statement.

High Risk Sourcing

Please indicate whether your company sources from China or Malaysia. Note where a company does not provide this information, KnowTheChain will review the company's website as well as third party sources to identify relevant information.