

IBM Canada Ltd.

Celebrating More than Eight Decades of Commitment to Canada

IBM Canada Ltd. is one of Canada's leading provider of advanced information technology products and services. We are dedicated to helping our customers pursue new market opportunities and become more productive through the end-to-end transformation of their business models and the innovative application of e-business on demand technology and solutions.

Headquartered in Markham, Ontario, IBM Canada has nationwide responsibilities for marketing and service. Our manufacturing and development operations include a semiconductor packaging plant in Bromont, Quebec, a worldclass software development laboratory in Markham, Ontario and three Centres for e-business Innovation located in Burnaby, B.C.; Edmonton, Alberta and Toronto, Ont.

IBM Canada is a key contributor to the Canadian economy through significant R&D investment, job creation, use of Canadian suppliers and extensive participation in university research programs. IBM Canada is one of the country's largest R&D investors, contributing more than \$300 million dollars in 2002. Our export revenue for the same year was \$1.6 billion. In 2002, IBM Canada and our wholly-owned subsidiaries hired 3,178 employees bringing our total Canadian workforce to 19,835. In a recent KPMG / Ipsos-Reid Survey, IBM Canada was ranked 10th among Canada's most respected companies and we were also named in the Maclean's Magazine annual ranking of the 100 best companies to work for in Canada.

Our corporate donation strategy combines our leading-edge technology and our people in effective partnerships to bring solutions to the systemic problems that impact society, business and quality of life. IBM's focus is primarily K-12 and pre-school education, and workforce development. We also support selected programs in the areas of health, human welfare and the arts. Our corporate contributions valued at more than \$2.8 million, in the form of IBM technology and cash, benefited Canadian communities in 2002.

In addition, our employees and retirees pledged some \$3.0 million in personal donations to be distributed to more than 1,000 registered charities across Canada through our Employee Charitable Fund Campaign. In addition, IBM employees volunteered their time for a number of Women in Technology initiatives (Exploring Interests in Technology and Engineering - EXITE summer camp; e-Mentoring) for Grade 7 and 8 girls, designed to stimulate their ongoing interest in maths and sciences. In total, IBMers volunteered more than half a million hours of their personal time supporting their communities this past year.

