



Sony Ericsson

May 2009

Dear Customer,

Thank you for your mail. Sony Ericsson shares your concern on the complicated but important matter.

Sony Ericsson does not purchase raw materials such as tin, tantalum, tungsten or gold, but it does purchase components which may contain small amounts of tin, gold and tantalum. We have more influence on companies and organizations where there is a direct relationship and agreement structure in place. The further away from a direct relationship the less impact you have.

However, we have specifically followed up our suppliers whose components contain some of the materials that may come from the Democratic Republic of the Congo or surrounding area. We explicitly reminded them that it was unacceptable to provide components containing metals where child labor, other abuses, or illegal activities have taken place in any step of the value chain. Assurances from the suppliers have been given that this is not the case.

Sony Ericsson also supports business initiatives such as [Global e-Sustainability Initiative](#) (GeSI) and [Electronics Industry Citizenship Coalition](#) (EICC) that are trying to create better conditions for controlling work standards and raw materials production. Sony Ericsson, together with its parent company LM Ericsson, has recently indicated to GeSI its support for a specific project to improve conditions in the mining industry generally.

When Sony Ericsson was established in 2001, we have adopted Ericsson's Code of Conduct, and later developed into our own code called [Sony Ericsson Supplier Social Responsibility Code](#). Thus, Sony Ericsson evaluates its suppliers to ensure compliance with its Code and works closely with them to improve their standards. In order to gain true awareness among our supply chain, we started to spend more time increasing knowledge, competence and trust in our suppliers.

Sony Ericsson welcomes initiatives as they highlight issues that are important for us, and our customers. We are open to continue the dialogue and cooperation with non-governmental organizations, industry bodies, and relevant authorities to find solutions to the complex issues surrounding metals extraction. If you would like to continue this dialogue, or make any suggestions, please do not hesitate to contact us at [Sustainability@sonyericsson.com](mailto:Sustainability@sonyericsson.com).

Further information on our Sustainability topics can be found at [www.sonyericsson.com/sustainability](http://www.sonyericsson.com/sustainability).

Sincerely yours,

A handwritten signature in blue ink, appearing to read 'Mats Pellbäck Scharp', written over a light blue circular stamp.

Mats Pellbäck Scharp  
Head of Corporate Sustainability Office

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