

IV



IT Industry Investigative Report (Phase IV) Special Edition: Apple Inc.

The Other Side of Apple



Friends of Nature, IPE, Green Beagle

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Special Thanks to

Environmental Protection

South China Natural
Society

Friends of Green
Environment

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INTRODUCTION

Since 2007, Apple has used a combination of style, design and innovative technology to create a sales frenzy over its iPad, iPhone, and other products. Whenever new Apple products go on sale, crowds of fans eager to be the first to get their hands on them line up overnight in cities like New York, London, Tokyo and Shanghai.

Behind their stylish image, however, Apple products have a side that many do not know about—pollution and poison. This side is hidden deep within the company’s secretive supply chain, out of view from the public.

At the same time that Apple has been breaking sales records, workers making its products have been harmed by toxic chemicals. Many of the employees who have been sickened still suffer physically and emotionally. Their labor rights and basic dignity have been ignored and their communities have been burdened with polluted water and air.

The year 2010 witnessed a rash of suicides at the company Foxconn, a major Apple supplier. In all, twelve employees jumped from the tops of buildings, ten of them to their deaths. The grief and pain of these ten young lives cut short is still felt today. Given that Apple rarely discloses information regarding its supply chain, it is hard for the public to know Apple’s views, other than what was released in a simple statement which merely commented that it was *“saddened and upset by the recent suicides at Foxconn.”*

On the web, however, an e-mail conversation unfolded between Apple CEO Steve Jobs and an Apple customer about the employee suicides—offering a glimpse of Apple’s treatment of its suppliers and the value that it places on the lives of their employees.

The following conversation was posted on a blog named MacStories, a weblog with daily coverage of all things Apple. iOS and Mac news, reviews, rumors, tutorials. MacStories was launched in April 2009 and is written by the Apple obsessed, to the Apple obsessed.

An Apple device user, Jay Yerex, posted an e-mail from an NGO that called attention to the suicides at Foxconn related to iPad production. He had previously forwarded this letter to Steve Jobs, along with a screenshot of an accompanying message he sent to Jobs that read: *“Steve, Apple can do better!*

Sent from my iPhone.”

Figure 1: Steve Jobs' Response to Users Regarding the "Foxconn Incidents."¹



Shortly after, Jobs wrote back and said:

“Although every suicide is tragic, Foxconn’s rate is well below the China average. We are all over this.”

The internet user, Jay, did not really understand the part of the reply he got from Steve Jobs where Jobs uses the American expression: *“We are all over this”* so he sent another message asking him to clarify what he’d said. Mr. Jobs then sent this user of the Mac website a link to Apple’s Corporate Social Responsibility website (Apple – Supplier Responsibility²), and at the same time replied to his question saying: *“You should educate yourself. We do more than any other company on the planet.”*

The following is the link to Apple’s Corporate Social Responsibility website:

Apple – Supplier Responsibility. <http://www.apple.com/supplierresponsibility/>

The first thing you see when you open this webpage is this glorious promise from Apple: *“Apple is committed to ensuring the highest standards of social responsibility wherever our products are made.”*

¹ <http://www.macstories.net/stories/steve-jobs-email-conversation-about-foxconn-suicides/>

² <http://www.macstories.net/stories/steve-jobs-email-conversation-about-foxconn-suicides/>

Figure 2: Apple Inc. "Supplier Responsibility"³

Supplier Responsibility

Auditing for Compliance Beyond Compliance

Supplier Responsibility at Apple

Apple is committed to ensuring the highest standards of social responsibility wherever our products are made. We insist that our suppliers provide safe working conditions, treat workers with dignity and respect, and use environmentally responsible manufacturing processes.

Apple's program is based on our comprehensive Supplier Code of Conduct, which outlines our expectations for the companies we do business with. We evaluate compliance through a rigorous auditing program and work proactively with our suppliers to drive change.

Read about Apple's continuing commitment to social responsibility.
[2010 Supplier Responsibility Progress Report](#)

Auditing for Compliance

Apple requires suppliers to commit to our [Supplier Code of Conduct](#) as a condition of their contracts with us. To monitor compliance, we conduct onsite audits, approve corrective action plans, and verify implementation. As a result, worker protections and factory conditions have improved at many facilities throughout Apple's supply base. [Learn more](#)

Beyond Compliance

Apple's biggest impact comes when we empower workers and proactively address challenges. We provide train-the-trainer workshops to enable our suppliers to educate workers on their rights. At the same time, we are addressing industrywide issues through collaboration with suppliers, government agencies, NGOs, and other companies. [Learn more](#)

The first paragraph on the website "Apple's Supplier Code of Conduct" says:

"Apple is committed to ensuring that working conditions in Apple's supply chain are safe, that workers are treated with respect and dignity, and that manufacturing processes are environmentally responsible."

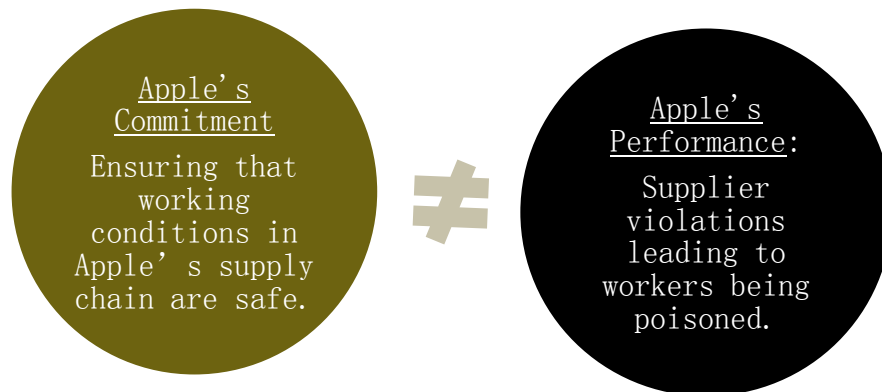
So, in practice does Apple really fulfill these kinds of promises? Has Apple really ensured the highest standards of social responsibility whenever making their products? With respect to Apple's social responsibility in its supply chain, do they really "do more than any other company on the planet" as their CEO has said?

After a difficult investigation we finally managed to clear away some of the dense fog that enshrouds Apple's supply chain. After comparing Apple's commitment with their actual performance we were surprised to find a brand with two such contrasting sides.

³ <http://www.apple.com/supplierresponsibility/>

1. APPLE'S SAFETY COMMITMENT VS. PERFORMANCE

1.1 SUPPLY CHAIN OCCUPATIONAL SAFETY



CASE STUDY 1. LIAN JIAN TECHNOLOGY⁴: POISONED EMPLOYEES ARE LEFT WITH LIFE-LONG ILLNESSES

Lian Jian Technology located in Suzhou Industrial Park was founded by their Taiwanese parent company Lian Jian Corporation in November, 1999. Numerous publically available articles show that this factory supplies touchscreens to Apple.

Lian Jian Technology originally used an alcohol-based solution to wipe clean display screens during production. In August, 2008, however, W (Suzhou) suddenly began requiring its employees to replace the alcohol-based cleaner with n-hexane.⁵ When interviewed, workers at the factory stated that n-hexane evaporated much more quickly than the alcohol-based cleaner, thereby increasing their efficiency rate. Additionally, the workers mentioned that the result from using n-hexane was clearly superior to using the alcohol-based cleaner, allowing them to significantly reduce the defect rate.

However, this “miracle” substance that was so beneficial to Apple’s profits was actually a poison. Research shows that n-hexane leads to peripheral neuropathy, numbness of the limbs, and impedes movement and the sense of touch.⁶ By not reporting the use of toxic chemicals to the authorities, and

⁴ Suspected Apple supplier

⁵ CCTV's "Focus Interview": The Clean Workshop's Strange Disease, CCTV, February 21, 2010
<http://www.sipcdc.com/sformxx.aspx?newid=>

⁶ N-Hexane Poisoning Prevention, Suzhou Industrial Park Center for Disease Control, August 10, 2008
<http://www.sipcdc.com/sformxx.aspx?newid=437>

by not alerting their employees to the dangers of the chemical, Lian Jian Technology violated China's "Law on the Prevention and Control of Occupational Diseases."⁷

The production area at the Lian Jian Technology factory is an air tight clean room with poor air circulation. When local authorities inspected the production site, they discovered a buildup of volatile n-hexane in the air that greatly exceeded national safety limits. As the workers were not effectively protected, over time many in the production area were gradually poisoned.⁸

Since late 2009, many of the employees at Lian Jian Technology have been falling sick. Lacking physical strength, they would suddenly drop what they were holding or even faint and collapse in the production area. According to hospital tests and the doctors' diagnosis, these employees' upper and lower peripheral nerves had been damaged, causing the sickness and leading to slowed reactions and weakness in their limbs. Starting in August, 2009, the Suzhou No.5 People's Hospital admitted 49 Lian Jian Technology employees that had fallen sick.⁹

On December 15th, 2010, we visited and interviewed some of the recovering Lian Jian Technology workers. One of them was 22 year-old Sang Xiaolong from Henan province, who began working at Lian Jian Technology immediately after graduating from university. After less than a year, his legs ached painfully and he was admitted to the hospital. A diagnosis issued by the hospital shows that "both lower peripheral nerves were injured." During treatment Sang often had to endure stabbing pains. After he was released, he was qualified as having a Level 10 'Occupational Disability'.

Twenty-seven year old Guo Ruiqiang of Henan province said that when he was in the most pain his "hands and feet had no strength." When he would clean touchscreens during work, he said, "After a few swipes I could no longer feel the tips of my fingers." After treatment he was able to leave the hospital, but, he said, "When I go out I always feel tired after just walking for a while." When he was admitted to the hospital, it was determined that he was moderately poisoned. At first, he thought that he would be classified as a Level 9 'Occupational Disability', but ultimately it was determined that he was only Level 10.

According to the workers, several dozen of their sick colleagues had chosen to leave their jobs because "the company also hoped you would leave." According to the workers interviewed, those who quit had to sign an agreement that anything that happened to them after they left had nothing to do with the company. "They left with the eighty or ninety thousand yuan (approximately 12,000 -14,000 USD) that they got in exchange for their lives and health, with fees and medical costs they would have to pay for the rest of their lives. Many workers had little alternative but to leave."

⁷ CCTV's "Focus Interview": The Clean Workshop's Strange Disease, CCTV, February 21, 2010

⁸ CCTV's "Focus Interview": The Clean Workshop's Strange Disease, CCTV, February 21, 2010

⁹ CCTV's "Focus Interview": The Clean Workshop's Strange Disease, CCTV, February 21, 2010

In its “Supplier Responsibility” declaration, Apple states that it ensures the safety of its suppliers’ conditions. Apple’s supplier Lian Jian Technology, however, violated China’s “Law on the Prevention and Control of Occupational Diseases” by not alerting authorities or notifying its employees before they began using a toxic chemical. They also did not supply appropriate protection equipment to their workers.¹⁰

Some of the workers who became ill recall that Apple representatives had previously visited Lian Jian Technology, but they had never told the workers that using n-hexane, which was said to help increase output of Apple products, was dangerous or how to protect themselves from the substance. During the workers’ long and arduous recovery process, Apple never communicated with or visited a single one of them.

CASE STUDY 2. YUN HENG:¹¹ LAYER UPON LAYER OF SUBCONTRACTORS SPREADING POISON.

Yun Heng Hardware & Electrical is a factory with over thirty employees. On December 15th, 2010, we visited five female workers who were still in hospital because they had been poisoned with n-hexane. According to the explanation given by the workers, Yun Heng accepted a special order from the subcontractor named Yuhan Technology (Suzhou) Co., Ltd.¹² The main body of their work force would be cleaning Apple logos and affixing these logos to film. The poisoned female workers said that they had always been required to use n-hexane to clean Apple logos and when production was at its peak they were finishing 30,000 pieces per day.

On March 17th, 2010, Suzhou Work Safety Supervision and Management Bureau released a occupational hazards warning report saying that on January 26th, 2010, Wujiang Health Bureau received a report about some workers from Yun Heng Hardware & Electrical. The report said that due to exposure to toxic substances in the workplace employees had symptoms of numbness in their hands and feet and they had little strength. After receiving the above mentioned report, local Work Safety Bureau immediately started a thorough investigation.¹³

The document stated: *“It has already been found through investigation that during the period from April 2009 to January 2010, Yuhan Technology (Suzhou) Co., Ltd. illegally contracted out their cleaning work to this business, which illegally used n-hexane for “degreasing” wiping work. This*

¹⁰ CCTV’s “Focus Interview”: The Clean Workshop’s Strange Disease, CCTV, February 21, 2010

¹¹ Suspected Apple supplier

¹² Suspected Apple supplier

¹³ Occupational Hazards Warning Forecast Information (IV); Regarding the violation of 运恒五金机电(Yun Heng Hardware & Electrical), Wujiang City for using n-hexane in cleaning operations which led to the early warnings of occupational poisoning; Suzhou Municipal Safe Production Supervision Management Bureau, 17 / 3 / 2010

business' work area was an enclosed space with no ventilation or extraction facilities. The failure of the company to provide staff with effective individual protection equipment led to 8 employees successively suffering from suspected n-hexane occupational poisoning.¹⁴”



Figure 3: Yuhan Technology (Suzhou) Co., Ltd. Official Website¹⁵:

Throughout our investigation, the poisoned workers pointed out that no one (Yun Heng Hardware & Electrical, Yuhan Technology (Suzhou) Co., Ltd. or indeed Apple Inc.) had informed them of the dangers of n-hexane, nor had they provided them with effective preventative equipment. When we interviewed the five female factory workers, we discovered the eldest to be 28 years old and the

¹⁴ Occupational Hazards Warning Forecast Information (IV); Regarding the violation of 运恒五金机电(Yun Heng Hardware & Electrical), Wujiang City for using n-hexane in cleaning operations which led to the early warnings of occupational poisoning; Suzhou Municipal Safe Production Supervision Management Bureau, 17 / 3 / 2010

¹⁵ <http://www.szyuhan.com/Product.asp?Action=View&ProductID=96&Catalog=2>

youngest two women, Gu Yu and Xiao Zhan to be merely 19 years old. They were still at the Suzhou No.5 People's Hospital.

Gu Yu, who is still being treated at Suzhou No.5 People's Hospital, explained that in August 2009 she started working, cleaning Apple logos with n-hexane. Four months later she started to feel extremely unwell. According to Gu Yu's description, when her father, who is also a migrant worker, came to see her she was still capable of walking, *"then afterwards there was one time when I was getting on the bus and the step up was quite high. After I'd stepped up onto it I just crouched there and couldn't stand up. My dad supported me and helped me up and after I got up when I was getting off the bus, he also had to support me when I was stepping down. After I'd got off the bus when I was taking the stairs I would just fall to the ground with my trousers getting ruined."*



Figure 4. Images of products from YunHeng taken by poisoned employees.

Afterwards Gu Yu's father took her to many places looking for medical advice. She explained *"he didn't think about anything other than trying to find a cure for me. He too did not realize that it would be this serious and that we'd spend a lot of money."* *"We've already spent too much money I'm still not cured. We can't carry on like this..."*

The other 19 year old poisoned worker, Miss Zhan, in her most recent blog, on January 1st, 2011; describes the unbearable experiences of that period:



Figure 5: Xiao Zhan's Diary "Time Does Not Make Memories Fade"

Time Does Not Make Memories Fade

It is already 2011, but my memories of 2010 seem to be forever carved into my heart with a knife; it seems like it was only yesterday.

Around October 2009, it was a busy time for our factory, except that at that time the hands of all of the workers felt numb when they washed them or put them in water; everyone was the same. At that time I was already really worried ...

December came and my coworkers were starting to shake when they walked, and I couldn't believe why this all was happening so suddenly. What's more, one after another of my coworkers would ask for leave, and each time they left, it was for a long time. In January 2010, it happened to my own body, and by the time I realized it was already too late. I had not yet asked for leave, when my coworker gently pushed me, and I simply lost control and fell down to

the floor very hard. At first I wanted to ask for leave the week after. What I didn't expect was that my condition would worsen so badly that in one week I couldn't move, I had lost the strength to run; I didn't even have the strength to jog.

On January 25th I finally left on sick leave, I was so miserable because this was how it had all started.

On February 4th I was admitted to hospital and my life was completely disrupted. There were 8 coworkers there, some who were better than I was and some who were worse. At the hospital, every day was the same (a little after 8 in the morning we would get an IV drip, take medicine, in the afternoon we would have to go take oxygen, this type was hyperbaric oxygen, and then have physiotherapy). Every day passed like this, without any hope of leaving the hospital. The nurses who wouldn't stop talking, the doctors' visits—every day on repeat. Every day we had to get injections – I didn't know when they were going to end, and from time to time we had to get electromyography to judge our level of recovery. Every day was filled with painful treatments.

...

In January, 2011, three workers who had already been released from the hospital went to get their "Occupational Disability" level rated but were told that their sickness was not completely healed and they could not be certified. "My family cannot afford this anymore," said Miss Zhan. "After spending a year here, taking money from my family every month, we really cannot afford it anymore." She was out of the hospital but still needed to recuperate, and she no longer would receive her 500 RMB (approximately 77USD) in monthly pay from the factory she works for. The meager income she earned working overtime making Apple products had already been spent, and all that was left was her body's sickness. They sank deeper and deeper, not knowing what to do.

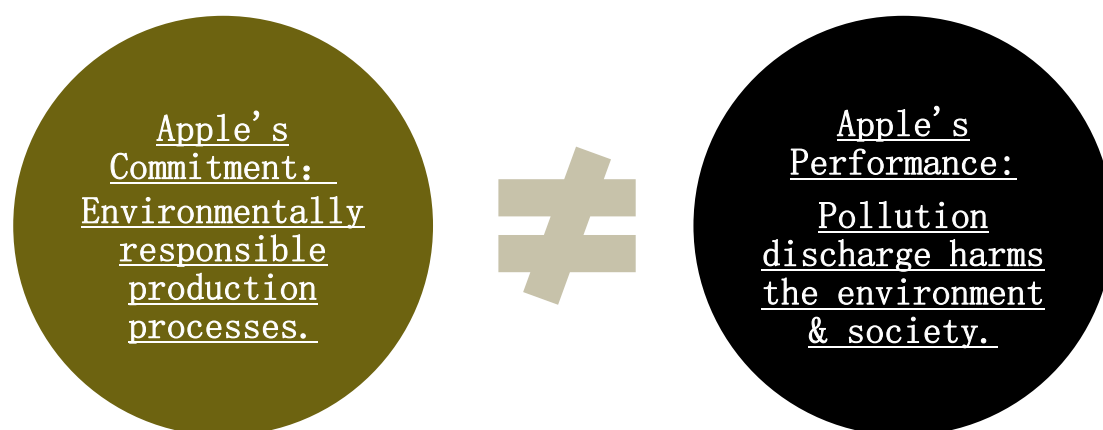
CASE STUDY 3. DONGGUAN WASHIDA¹⁶:

Another suspected key supplier of touchscreens is one of Lian Jian Suzhou's sister companies. This company, Dongguan Washida, also has potential occupational health hazards. While performing occupational hazard inspections in 2009, the Dongguan Health Bureau inspection group discovered that in July 2009, 234 Dongguan Washida employees who had a history of exposure to occupational hazards had occupational health checkups. At that time it was discovered that 30 people needed re-examining; of which 8 had hearing loss and 8 had anemia. The inspection group required that the local Dongcheng Hospital and The Hospital for Chronic Illness pay close attention to the results of the

¹⁶ Suspected Apple supplier

follow up examinations this was to ensure that the worker's rights and benefits were not compromised.¹⁷

1.2 SUPPLY CHAIN ENVIRONMENTAL PROTECTION



CASE STUDY 4. LIAN JIAN'S HAZARDOUS WASTE RUN-OFF

In September 2009 it was discovered that Lian Jian Technology had environmental violations, as they *"did not carry out the appropriate measures which resulted in hazardous waste material run off. They also had not filled out the hazardous waste transfer manifest documentation."*¹⁸ Therefore, Suzhou Municipal Environmental Protection Bureau fined them 80,000 RMB.

CASE STUDY 5. FUGANG (DONGGUAN)¹⁹: SERIOUS VIOLATION & 10,000 RMB FINE.

Fugang (Donguan) owns 15 electroplating production lines and was a municipal controlled polluting enterprise.²⁰ The case with this company was a significant environmental case for Dongguan Municipal Environmental Protection Bureau and they received the highest possible fine of 10,000 RMB.²¹

¹⁷ Be careful of the killer "chloroform" Dongguan Daily, August 20, 2009

http://epaper.timedg.com/html/2009-08/20/content_322723.htm

¹⁸ http://www.ipe.org.cn/pollution/com_detail.aspx?id=613939

¹⁹ Suspected Apple supplier

²⁰ <http://www1.dg.gov.cn/publicfiles/business/htmlfiles/dgepb/fjdt/201004/199194.htm>

²¹ http://www.ipe.org.cn/pollution/com_detail.aspx?id=592001

CASE STUDY 6. DONGGUAN WANSHIDA.²²

According to material from Dongguan Municipal Bureau for Foreign Trade and Economic Cooperation, Dongguan Wanshida Liquid Crystal Display Co., Ltd. *“Has over the past few years expanded production very rapidly. After the third phase expansion project was carried out, there was a huge disparity between the total amount and the level of waste water discharged and the requirements made by the Municipal Environmental Protection Bureau.”*²³

CASE STUDY 7. DONGGUAN SHENGYI ²⁴:

Dongguan Shengyi has had repeated complaints from the local community and has attracted a strong response from residents due to their emissions.²⁵ In 2009 this company produced 7831.98 tons of hazardous waste, making it Dongguan City’s number one company for producing hazardous waste, surpassing the number two and three companies collectively.²⁶

CASE STUDY 8. NANBO GROUP²⁷ THREE SUBSIDIARY COMPANIES EXCEED EMISSIONS STANDARDS

A subsidiary company of Nanbo Group in Guangzhou repeatedly exceeded discharge standards and was met with strong reactions from the public, while another subsidiary in Shenzhen²⁸ held a record for exceeding emissions standards. In 2008 their Dongguan subsidiary²⁹ was also penalized by the Dongguan Environmental Protection Bureau and given an administrative deadline to make rectifications.³⁰

²² Suspected Apple supplier

²³ http://www.ipe.org.cn/pollution/com_detail.aspx?id=650280

²⁴ Suspected Apple supplier

²⁵ http://www.ipe.org.cn/pollution/com_detail.aspx?id=650281

²⁶ Announcement of 2009 Dongguan Municipal Solid Waste Prevention and Treatment Information, Dongguan Municipal Environmental Protection Bureau, 06/28/2010

²⁷ Suspected Apple supplier

²⁸ http://www.ipe.org.cn/pollution/com_detail.aspx?id=625382

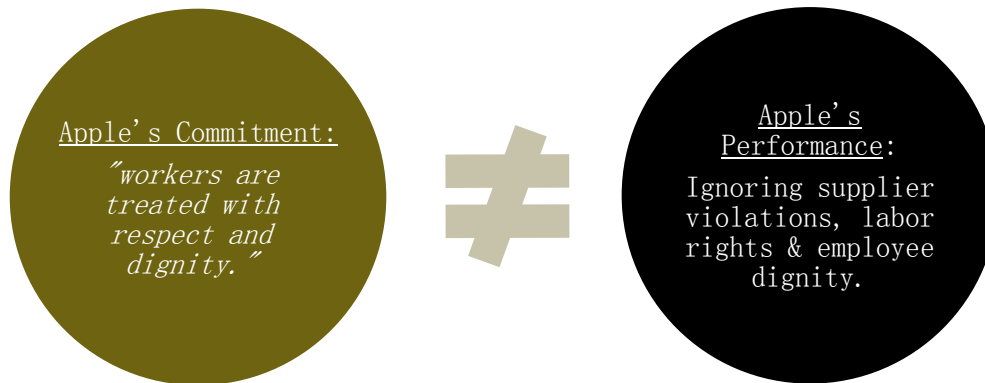
http://www.ipe.org.cn/pollution/com_detail.aspx?id=628977

http://www.ipe.org.cn/pollution/com_detail.aspx?id=606370

²⁹ http://www.ipe.org.cn/pollution/com_detail.aspx?id=642107

³⁰ http://www.ipe.org.cn/pollution/com_detail.aspx?id=635416

1.3 SUPPLY CHAIN LABOR RIGHTS AND DIGNITY



CASE STUDY 9. FOXCONN (SHENZHEN)³¹

From January to May 2009 Apple's largest supplier in China, Foxconn, had incidents whereby 12 employees successively jumped from buildings over a period of less than six months.

Figure 6: Foxconn's Employees who Fell from Buildings in 2010³²

Foxconn's Employees who Fell from Buildings in 2010	
26 / 05 / 2010,	Surnamed HE, (23)male employee. Jumped from a building and died.
25 / 05 / 2010,	LI Hai, (19) male employee. Fell from a building and died.
26 / 05 / 2010,	NAN Gang, (21) male employee. Jumped from a building and died.
14 / 05 / 2010,	LIANG Chao, (21) Jumped from a building and died.
11 / 05 / 2010,	ZHU Chenming, (24) Jumped from a building and died.
06 / 05 / 2010,	LU Xin, (24) Jumped from a building and died.
07 / 04 / 2010,	22 year old male employee. Jumped from a building and died.
07 / 04 / 2010,	Surnamed NING, (18) female employee. Jumped from a building and died.
06 / 04 / 2010,	RAO Shuqin, (18) female employee. Fell from building, sent to hospital.
29 / 03 / 2010,	23 year old male employee. Fell from a building and died.
17 / 03 / 2010,	TIAN Yu, female employee. Jumped from a building and suffered injuries.
23 / 01 / 2010,	Ma Xiangqian, (19)employee. Fell from a building and died.

³¹ Suspected Apple supplier

³² Apart from the March 26th, record from <http://news.sohu.com/20100527/n272375649.shtml> the other records are from http://gd.nfdaily.cn/content/2010-05/27/content_12296125.htm

At the same time that these “12 jumps” shocked the nation/Chinese people the Chinese society began to rethink how best to give workers proper respect and not just treat them as if they were machine parts in an assembly line, reliant on long hours of overtime to scrape together a meager salary.

Xinhua News Agency published the breakdown of a Foxconn employee paycheck:³³

Date:	November 2009
Basic Salary:	900RMB (approx \$135)
Normal Workdays:	21.75
Normal Overtime:	60.5 Hours, Overtime Pay: 469 RMB (approx \$68)
Weekend Overtime:	75 Hours, Overtime Pay: 776 RMB (approx \$110)
Total Pay:	2145 RMB (approx \$320)

60% percent of this worker’s monthly income was reliant on him doing overtime. He worked a total of 136 overtime hours, which is 100 hours more than the maximum legal amount of overtime stipulated by labor laws.

Random checks of 5,044 Foxconn workers by the Shenzhen Human Resources and Social Security Bureau showed that 72.5% of workers worked overtime exceeding the limit, with each worker working 28.01 more hours than the legal overtime limit.³⁴

CASE STUDY 10: DONGGUAN WANSHIDA³⁵

In April 2009, seven thousand Dongguan Wanshida workers halted production and went on strike to protect their rights.³⁶ A June 2009 investigation from the University of Hong Kong Students and Scholars Against Corporate Misbehavior (SACOM) movement showed that: “*Workers at Dongguan’s Wanshida factory were required to complete high volume production quotas, working for as long as thirteen hours a day, five of which were overtime.*” “*Since March of this year, workers have not stopped working overtime, averaging 280 hours of work a month.*”

³³ Second generation migrant workers have a lower salary compared to their parents' generation (when adjusted for cost of living then and today). Oriental Morning Post, 06/07/2010

³⁴ Second generation migrant workers have a lower salary compared to their parents' generation (when adjusted for cost of living then and today). Oriental Morning Post, 06/07/2010

³⁵ Suspected Apple supplier

³⁶ <http://chinese.irib.ir/index.php/component/content/article/16-2010-08-04-10-31-59/8266-7000-.html?tmpl=component&print=1&page=>

SACOM's investigation report also pointed out that Article 36 of the "Labor Law of the People's Republic of China" stipulates that a workday generally consists of eight hours, forty hours per week. Article 41 stipulates that overtime work should not exceed three hours per day or 36 hours per month. According to the report, the Wanshida factory had seriously violated these laws; from March to June of 2009, workers in the factory averaged 280 hours per month. Moreover, internal management rules used fines to force workers to consent to overtime work.³⁷

CASE STUDY 11. DAFU (CHANGSHU) CO., LTD.³⁸: FEMALE WORKERS FORCED TO UNDO BELTS FOR INSPECTION

On December 23rd, 2009, the "Southern Daily" published a report investigating an online post that generated widespread attention: Dafu (Changshu), a subsidiary of a Fortune 500 company, required its female workers to undo their belts and submit to a body inspection when they left work, humiliating them in full view of all bystanders. The internet user who made the post said that she had left her job because she could not stand this type of humiliation.

According to the description given in the internet post, after reading the rule the author still refused to undo her belt. The male guard's attitude was unyielding, however, and also refused to return the cell phone that the author had handed over when she signed into work. After being in deadlock for about two hours, other workers began to get off work one by one. They all followed the guard's demands and lowered their belt. *"Watching a younger girl stand on the inspection platform with her pants suddenly falling down and run away as everyone laughed at her, my eyes filled with tears and I did not laugh. That day, I don't know how I ended up leaving. To this day I still do not dare recall those humiliating memories."*³⁹

³⁷ Problems at Nike's subsidiary factory: over the past 3 years overtime increased rather than decreased, First Financial Daily, February 10th, 2010.

<http://finance.sina.com.cn/chanjing/gnews/20100210/03597398579.shtml>

³⁸ Suspected Apple supplier

³⁹ Provincial Cities Investigations of "Female Worker's Belts"; Demands according to the Council to effectively safeguard employee's legal rights; Jiangsu Worker's Report; 31/ 12/ 2009



Figure 7: Take off your belt !⁴⁰

Over the space of just a few days 3000 internet users had posted replies; many indignantly denouncing the factory for not seeing the workers as human beings, and over a period of time “*the thing I held up wasn’t my belt, it was my dignity*” became a popular phrase on the internet. After the incident, Jiangsu Province and Suzhou Municipal Federation of Trade Unions carried out an on-site investigation to confirm that this company really was forcing female workers to lower their belts and be subjected to physical examinations. The investigation group explicitly demanded that the company establish trade unions according to the law and conscientiously defend the workers’ lawful rights.

2. THE SECRETS BEHIND THE "SUCCESS"

From the above-mentioned case we can see that in Apple’s supply chain there have been workers made disabled through poisoning, the surrounding environment and communities have been polluted and worker’s rights and dignity have been violated.

Apple have broken their promise in three aspects of ‘*being socially responsible in their supply chain*’. Some of the actions in Apple’s manufacturing process are direct breaches of environmental protection, occupational health and labor rights laws. Under these circumstances the extravagant claims they

⁴⁰ <http://review.cnfol.com/091225/436,1702,7021217,00.shtml>

make for instance: “*Apple is committed to ensuring the highest standards of social responsibility wherever our products are made*” are merely empty promises.

The conclusions of this investigation caused us to be taken aback and will make many consumers who are loyal to Apple feel really surprised, so much so that they may find them difficult to accept. Many people will be unable to imagine that a dazzling brand with such fashionable technology and that appears to be so socially responsible is actually making its products through polluting and poisoning.

We cannot avoid these issues because evading them cannot change the facts of what has already happened. We should not ignore them, because if we do not pay attention to these issues then the tragedies and harm may continue to happen over and over again.

We need to face up to the other side of Apple, even if that side is a very different one to the one we have been used to for a long time. At present, we cannot help but think of more questions like: How has a company with such a poor records, for such a long time, been able to “*successfully*” maintain its near perfect corporate socially responsible image.

2.1 CULTURE OF “SECRECY”

Many people attribute Apple’s corporate success to its culture of “*secrecy*.” They explain that, starting with Apple’s unique and inimitable operating system, the company has developed a convention of secretive work. This convention has contributed to the uniqueness of the company’s technology and products, and helped it to make greater profits than its competitors.

It seems that Apple has also extended this convention of secrecy to its supply chain management. Compared to other brands, and even to other I.T. brands, Apple’s supply chain management is extremely secretive, to the point that it is difficult to understand who exactly its suppliers are. When you cannot even determine who Apple’s suppliers are, it is even harder to figure out the social and environmental performance of its supply chain.

Apple has published its own internal investigations of the social responsibility of its supply chain. It broadly introduces issues or problems that have arisen with its suppliers, but does not name any single factory. Because of this, it has “*successfully*” won a reputation as a socially responsible corporation and can deflect any accusation of flaws in its supply chain, thereby avoiding any effective outside supervision of the environmental and social performance of its suppliers.

2.2 “CLEVER” DODGE

A culture of secrecy means that a company does not voluntarily disclose information to the public. Apple’s lack of response to the public goes beyond non-disclosure. In 2010, a coalition of 34 Chinese environmental protection organizations communicated on multiple occasions with 29 IT brands in order to promote solutions to pollution problems within the IT industry. During this nine month process, both foreign and Chinese organizations, as well as the poisoned workers, experienced firsthand Apple’s ability to evade and deflect questions.

- **April 15th, 2010:** NGO groups sent the first notice letter drawing Apple’s attention to its supply chain management
- **May 25th, 2010:** Pacific Environment sent a letter to Apple’s supplier responsibility manager. Pacific Environment pointed out to Apple in the letter that Chinese environmental protection groups had already sent a letter to Apple’s CEO Steve Jobs about the supplier’s environmental violations. Pacific organization also expressed their disappointment at not having received a reply from Apple.
- **May 26th, 2010:** Apple’s supplier responsibility manager replied saying that Apple (America):
 1. Had not received the letter that Chinese Environmental protection groups had sent to them about the environmental violations of its suppliers.
 2. That they could not confirm or deny that the company with violations referred to by the Chinese environmental protection groups was or was not one of their suppliers.
 3. That they would carry out an investigation into the violating companies that the Chinese environmental protection groups had brought to their attention, but they could not give any details or a time frame for the investigation.
- **June 4th, 2010:** Because Apple only responded to one question out of the five, Pacific Environment again sent them a similar letter asking Apple to reply and say whether or not they had other suppliers with environmental violation problems. (The question was taken from a letter to Apple about their suppliers’ violations that was sent from 34 Chinese environmental protection organizations on April 16th, 2010.) Apple did not reply to this letter.
- **June 29th, 2010:** Pacific Environment launched a ‘Consumer Action’ appealing to American consumers to call on Apple to reply to the letter about violations by their suppliers that was sent by 34 Chinese environmental protection organizations.
- **As of July 6th, 2010:** More than a thousand consumers had written to Apple asking them to reply to the letter concerning their supplier’s violations sent to them by 34 Chinese environmental protection organizations. Apple still did not give any sort of reply.

- **July 6th, 2010:** Pacific Environment got through to Apple's supplier responsibility manager on the phone and once again urged Apple Inc. to reply to the letter sent by the 34 Chinese environmental protection organizations.
- **On July 7th, 2010:** Apple contacted the Business & Human Rights Resource Center giving only a very short and simple statement saying "We don't use these suppliers."
- **July 15th, 2010:** Apple replied to Pacific Environment and the Chinese NGOs stating: Apple Inc. will not disclose any information about suppliers including anything about an investigation, its timing and/or the results of the investigation.
- **July 22nd, 2010:** The NGOs wrote back to Apple Inc. and informed them that at present, for environmental information disclosure purposes and to carry out management of their suppliers, a number of companies had started using the IPE '*China Pollution Map Database*'. If Apple were having any trouble using the database then the NGO would be willing to help.
- **August 12th, 2010:** The problems that had arisen at Lian Jian Technology were communicated to Apple with the hope that they would carry out some supervision of this supplier and provide an explanation to the general public. Apple Inc. did not respond. In the same month an international organization named the Business and Human Rights Resource Center also sent a letter to Apple concerning the problems that existed at Lian Jian Technology hoping that Apple Inc. would reply. Apple was however, once again evasive.
- **December 22nd, 2010:** Apple Inc. had given a response saying that "*Apple has a long standing practice of not disclosing our supply base*". The response said that "we could still not find a connection for Apple to drive corrective action" and asked NGOs to provide more information on how you were able to link the suppliers in your report to Apple.
- **December 23rd, 2010:** The Pacific Environment Organization replied to Apple's correspondence pointing out to Apple Inc. that there was a large amount of publicly available material showing that Lian Jian Technology was a supplier of touchscreens to Apple.
- **January 13th, 2011:** The environmental protection organizations received the reply from Apple. In the reply Apple once again said very clearly that: As we said in our previous responses, Apple has a long standing practice of not disclosing our supply base.

- **January 1st, 2011:** A number of poisoned Lian Jian Technology employees wrote a letter to Steve Jobs (*see attachment 1 for the letter the poisoned employees sent to Steve Jobs*). In the letter they wrote the following: *“We all may hold different posts within the company but we all break sweat for Apple Inc... unfortunately we have now become direct victims.” “The ventilation was not good and the air had a concentration of n-hexane, five times over the national authorized standard with only the lungs of 3000 workers being relied upon to filter it.” “We just want to take our sadness and turn it into a way of solving this problem and to ask you whether or not you should be responsible for the supplier companies you have chosen” “We hope that Apple Inc. will strictly monitor the violating behavior of OEM companies, as well as push for due compensation for victims.”*
- **As of January 20th, 2011:** *The employees have still not received any reply from Apple Inc.*

2.3 SUPER "CONFIDENCE"

As CEO of Apple, Mr. Jobs has not only created one of the best brands in the IT industry, he has also brought Apple out of its former difficulties, increasing its market value rapidly and allowing it to become the number one I.T. Brand in the world.



Figure 8: Apple Inc. CEO Steve Jobs with an iPhone (Photograph: Robert Galbraith/Reuters)

Mr. Jobs’ personal commitment and self-confidence have played an important role in this process and the massive, unimaginable success of Apple over the past few years has further boosted his confidence. Knowingly or unknowingly, he is now shifting such confidence from technology and products to supply chain’s environment and social responsibility. Steve Jobs’ confidence is the only explanation as to why he gave this response to the Apple user who raised questions: *“You should educate yourself. We do more than any other company on the planet.”*

This unquestionably, firm self-confidence had an immediate effect. Jay Yerec, who had already had some doubts, immediately responded: *“I have. Which is why I have always purchased Apple products and admired you.”*⁴¹ The dazzling personal charisma and unshakable self-confidence of its CEO have long been integrated into Apple’s corporate culture. As a result, although serious problems with Apple’s suppliers have occasionally been exposed, as long as Apple confidently claims that there is no problem, the public may continue to react just like Jay, choosing to believe Apple, to buy its products, and to admire it.

2.4 POISONING & POLLUTION ARE NOT COMMERCIAL SECRETS

We believe that a company can independently decide the way in which it does research and development, as well as its approach to sales. We have no intention of interfering in the commercial secrets of any company. However, when it comes to pollution emissions, occupational injuries, and harm to labor rights, it is another matter. First of all, these problems are not related to the creation of original technology and materials and given that they affect other people, they should not be treated as commercial secrets.

Apple Inc. has consistently manage its supply chain with a high level of secrecy which enables it to avoid public supervision. When confronted with suspicions, Apple Inc. states that *“Apple has a long standing practice of not disclosing our supply base”* as an excuse to refuse to respond? We can only deduce from this that Apple uses the complexity and secrecy of its supply chain to avoid undertaking its environmental and social responsibilities.

Apple produces a large number of products annually but it does not have any large-scale factories of its own. Components of Apple products are almost entirely purchased from suppliers with Apple Inc. being merely an operator of the Apple brand. This is why, when Apple cannot effectively manage the behavior of its suppliers, its commitments to environmental and social responsibilities are merely hollow promises.

Apple Inc. responded to NGOs questions saying that it does not disclose any information related to its suppliers and when a problem occurs they will deal with it themselves. With all the above-mentioned cases exposed and despite Apple’s secrecy, one cannot help wondering what other problems may exist in the environmental management of Apple’s vast supply chain, which includes first, second and third tier suppliers. Confronted with the company’s secrecy in operations which curtails public supervision, we are unable to have confidence in the fact that Apple can resolve the

⁴¹ <http://www.macstories.net/stories/steve-jobs-email-conversation-about-foxconn-suicides/>

serious problems that exist in its supply chain. We cannot trust that the company can prevent this kind of serious harm from re-occurring.

3 APPLE'S RANKING ON THIS PLANET

Mr. Jobs says that with regards to supply chain social responsibility, “*we do more than any other company on the planet.*” When he says this with so much certainty it looks as if he really does believe this.

But what is the reality of the situation?

3.1 THE PERFORMANCE OF A SOME OTHER INTERNATIONAL BRANDS

Based on government environmental information, on March 22nd, 2007, twenty-one Chinese environmental protection groups jointly launched the Green Choice Alliance (GCA) and developed a green choice supply chain management system. The GCA works together with multinational companies to undertake independent investigations of their Chinese suppliers, as well as encourage these suppliers to make corrective measures and disclose corporate information. Nike, GE, Wal-Mart, Esquel, Unilever and a number of large enterprises are currently working together with the GCA, using the NGO's ‘*China Pollution Map Database*’ to strengthen the environmental management of their supply chain.

Amongst these multinational companies, many best practice cases have already emerged. (For more details see: <http://www.ipe.org.cn/Upload//2010-08/7b2d7a8c07f1400a993cb55876c714eb.pdf>)

Since July 2008, Walmart insisted that every month they would check and compare their own list of suppliers against a list of companies compiled by NGOs. If any problems were discovered Walmart would urge the companies to make improvements and make a statement to the general public about the problems and the corrective actions taken. They have also pushed quite a few suppliers to go through NGO supervised third party audits so as to prove to the public that they have resolved the non-compliance issues.

Nike not only carried out regular comparisons with its list of suppliers but has also explored extending it to its second tier suppliers. They encouraged some of their own first tier suppliers to carry out similar searches further down the supply chain. Among these, two important supplier companies have already started this work and have pushed for suppliers lower down to communicate with environmental protection organizations.

Esquel is a Hong Kong based company and became the first company to develop the supplier search mechanism and since joining the GCA they have already pushed 19 companies to take corrective action and make public explanations. As a large scale manufacturing company, Esquel's hard work has positively influenced the heavily polluting chemical dyeing industry suppliers.

GE has already pushed 15 companies to issue statements and make improvements. They have had several rounds of communications with the NGOs to review third party audit standards and to discuss how its internal audit team could use the NGOs database to identify violations. Moreover, GE will also check the NGO database before signing a new contract with a supplier.

Unilever recently started to use the list of companies with public supervision records compiled by the NGOs to carry out strict searches of its supply chain while making rigid requirements that any companies with records of exceeding pollution standards have to give public explanation. They have pushed large scale suppliers like COFCO to provide explanations for their subsidiary companies' pollution problems and the improving measures they have taken.

As of January 2011, under public pressure and commercial pressure over 330 companies with environmental violations have made public their environmental performance records, with almost half of them being pushed to make changes through their client companies. For more information of suppliers that gave public explanations see here: <http://www.ipe.org.cn/alliance/supplier.aspx?mode=1>

3.2 29 CHINESE & FOREIGN I.T. BRANDS' PERFORMANCE

Perhaps you could say that these other companies are not I.T. brands and that Apple is not comparable. So, we will now contrast the performance of Apple with the performance of their fellow I.T. brands.

Since 2009 there have been a series of heavy metal pollution incidents in China with thousands of people being left poisoned. During our investigation we found that the I.T. production process creates large amounts of heavy metal emissions which have a very serious effect on the environment and the general public. At the same time we discovered that many of the companies with violations for exceeding pollution standards were an important part of the supply chain for large I.T. brands. Since April 2010, to promote I.T. companies to resolve their pollution problems, 34 environmental protection organizations have carried out rounds of discussions and communications with 29 I.T. brands.

Such a large number of brands had similar problems in their supply chain means that:

- 1) This is not an isolated case and that it is ubiquitous throughout the I.T. industry.
- 2) Other I.T. brands are not perfect, just as Apple is not perfect.

But the major difference between Apple and other I.T. brands is that none of the others were as evasive and resistant. Instead, some leading I.T. brands have taken positive steps to promote transformation of suppliers, generating the much-needed motivation for pollution control.

According to incomplete statistics, after the I.T. heavy metal pollution research program began on April 22nd, 2010, environmental NGOs have communicated with I.T. brands over one hundred times through emails, letters, phones and meetings. During this process, more and more brands have emerged from their silence and chosen to communicate with the environmental NGOs. Increasingly more brands have chosen to bravely face their issues and to not stick their head in the sand.

For example, on July 5th, 2010, Vodafone responded via the Business and Human Rights Resource Center, stating that *“Vodafone seriously regrets any incidents involving its supplier’s operations that result in environmental pollution and in particular any harm to people’s health. Vodafone recognises the seriousness of the pollution incident associated with Shanghang Huaqiang Battery Co. Ltd and the impact on the families and community involved and we regret that our supplier Narada failed to monitor its supplier base effectively.”*⁴²

“Unfortunately, in this case our 1st tier supplier, Narada Ltd, didn’t identify the risk from its supplier, Shanghang Huaqiang Battery Co. Ltd., in time to avert this pollution incident.”

In addition to only identifying issues, Vodafone informed NGOs that it was taking measures to improve management of its supply chain. *“As a result of the situation in Shanghang we carried out a further investigation including another audit of Narada in May 2010. An outcome of this is to develop a plan relating to Narada’s supply chain management that includes requirements to develop and deploy a risk based CR assessment tool and to any audit high risk suppliers this identifies. Vodafone will provide Narada with expertise and assistance in developing the tool and will accompany Narada auditors in the capacity of observers. This is an approach we have adopted with other suppliers to help them build experience in monitoring their suppliers.”*

*“We are reviewing how we can improve our engagement with NGOs so we can better identify concerns and incidents in sub-tiers of our supply chain. We are open to, and would welcome any constructive dialogue to help us improve in this important area.”*⁴³

After the I.T. investigation phase three report was published, communication between I.T. brands and environmental protection organizations made new progress.

⁴² <http://www.business-humanrights.org/Documents/ITfirmsChinapollution>

⁴³ <http://www.reports-and-materials.org/Vodafone-re-Chinese-NGOs-re-heavy-metal-polluters-in-supply-chain-5-Jul-2010.pdf>

- ◆ Sharp, Toshiba and other companies introduced the IPE pollution map and databases to their subsidiary companies and urged them to improve environmental management of their supply chains.
- ◆ Siemens promised to establish an independent means of surveying suppliers' environmental performance, as well as regularly compare their supplier list to the list of companies with violation records.
- ◆ Sony changed its formerly evasive attitude and actively communicated with NGOs, ultimately expressing that it would establish an independent means of surveying suppliers' environmental performance, as well as include official company supervision records into its supply chain management system.
- ◆ The American and Chinese branches of Lenovo have actively communicated with environmental protection NGOs and have discussed ways of implementing pollution control in its supply chain.
- ◆ The most positive development from the third-phase report was that Hewlett-Packard had pushed its suppliers in Huizhou to undertake third-party audits. The third-party audit was performed by a professional auditing company, under the supervision of local NGOs, in order to determine whether or not the company had corrected its previous violation issues, whether or not it has an environmental management system in place, and whether or not it had sufficient wastewater treatment capability. The audit showed that the company had adopted positive response measures to correct its excessive discharge of heavy metals, but also found that there were still issues with the treatment of its industrial and domestic wastewater. Urged by its client Hewlett-Packard, the company is currently continuing to make improvements.

We updated the communication progress chart by sorting and analyzing the measures these 29 companies had taken to interact with NGOs.

Obviously, in comparison with their I.T. peer brands, Apple's closed environment and social responsibility supply chain management system lacks basic transparency, let alone being publically responsible. In terms of this aspect they occupy the last place in within all 29 I.T. brands.

Company Name	Replied to NGO Letter	Checked Study Purpose	Conducted Checks on Supplier Violation Cases		Use Public Information to Enhance Supply Chain Management	Push for Suppliers to Make Corrective Action & Disclose Information	Further Extension of Environmental Management into the Supply Chain			
			Initial Checks	In-depth Checks			Suppliers to Screen Level Two Suppliers	Directly Extended Management to Main Materials Suppliers		
					Decided to Establish Search Mechanism	Considered Establishing Search Mechanism	Regular Disclosure of Discharge Data	Corrective Action & Explanation	Push for Suppliers to Make Corrective Action & Disclose Information	Suppliers to Screen Level Two Suppliers
BT	√	√	√	√	√	√	X	X	X	√
HP	√	√	√	√	√	X	√	X	X	X
Samsung	√	√	√	√	√	X	√	X	X	X
Sanyo	√	√	√	X	√	X	√	X	X	X
Sony	√	√	√	√	√	√	X	X	X	X
Siemens	√	√	√	√	√	√	X	X	X	X
Alcatel	√	√	√	√	√	√	X	X	X	X
Sharp	√	√	√	X	√	√	X	X	X	X
Lenovo	√	√	√	X	√	√	X	X	X	X
Toshiba	√	√	√	√	√	X	X	X	X	X
Vodafone	√	√	√	√	X	X	√	X	X	X
Panasonic	√	√	√	√	√	X	X	X	X	X
Seiko	√	X	√	√	√	X	X	X	X	X
Intel	√	√	√	X	√	X	X	X	X	X
BYD	√	√	√	X	√	X	X	X	X	X
Hitachi	√	√	√	√	X	X	X	X	X	X
Canon	√	X	√	√	X	X	X	X	X	X
Philips	√	X	√	√	X	X	X	X	X	X
Motorola	√	√	√	X	X	X	X	X	X	X
Haier	√	√	√	X	X	X	X	X	X	X
TCL	√	√	√	X	X	X	X	X	X	X
Foxconn	√	√	√	X	X	X	X	X	X	X
SingTel	√	√	√	X	X	X	X	X	X	X
Cisco	√	X	√	X	X	X	X	X	X	X
IBM	√	X	√	X	X	X	X	X	X	X
Nokia	√	X	√	X	X	X	X	X	X	X
LG	√	X	√	X	X	X	X	X	X	X
Ericsson	√	X	√	X	X	X	X	X	X	X
Apple	√	X	√	X	X	X	X	X	X	X

3.3 RULES & REGULATIONS OF THE “SWEAT BRAND”

There are still people that raise the question: *“If the problem is with the supplier, why target Apple?”*

This is because Apple outsources most of its manufacturing processes. This creates fierce competition among the enterprises, placing Apple in a strong position as a large buyer. If Apple’s purchasing only considered quality and price and not social responsibility, they would actually put pressure on the supply chain, making them sacrifice the environment, health, and worker standards to reduce costs and to win Apple’s business.

You may still have questions: If Apple has strict requirements for their supply chain and believe in social responsibility, which suppliers do not carry out, is it Apple’s responsibility?

Yes, Apple is still responsible. Since their products are such hot commodities, they have gained a super pricing power, even rendering suppliers’ social responsibility powerless. The famous economist Lang Xianping made this analysis on his blog:

“In the first half of 2006, Apple sales were 8.5 billion, an increase of 61%, and more than 10 billion dollars in revenue. Apple made so much money, now I ask you, how much did Foxconn make? With every Apple product Foxconn earns 4 US dollars, and Apple takes other 99%. What does this 4 US dollars include? It covers electricity expenses, equipment expenses, and the cost of materials. Labor costs are calculated by Apple according to where Foxconn is situated – in Shenzhen, the minimum amount of payment is multiplied by each product’s maximum working hours. Foxconn’s decisions such as labor costs, raw materials, and manufacturing processes all involve decisions made by Apple.”

This is a common challenge in globalized manufacturing and sourcing: developing countries make and export cheap products, however the pollution is then dumped in their own backyards. Now some brands have made positive strides through proactively responding to public questions and integrating environmental requirements into their sourcing codes of conduct.

However, Apple remained evasive and is not willing to face all the problems hidden in their supply chain. Such a practice allows people to wonder whether they are trying to take advantage of the lack of transparency in globalized sourcing. This would allow them to externalize costs on the environment, the workers and the communities to maximize its super profits.

According to Wall Street Journal, Mr. Jobs defended Foxconn in the D8 digital conference, saying that it is not a sweat shop. From the analysis of the economist Lang Xianping, the poor performance of Foxconn may be linked back to its buyer Apple. In another words, if Foxconn is not a sweat shop factory, then Apple, as the rule setter, shall be the “sweat shop brand.”

4. YOU CAN MAKE APPLE CLEAN !

Unmasking the other side of Apple is by no means an attempt to undermine the brand; on the contrary, we want to see this brand with such technology, design and creative spirit to be able to change and improve.

We believe Apple's consumers will not be willing to learn that their products are made through polluting and poisoning processes.

For this reason, we call upon that Apple's consumers' be able to express their expectations and requirements for Apple. As Apple's most important stakeholders, a clear expression from Apple consumers may generate great incentives for Apple to improve and strengthen their environmental supply chain management.

Consumers have every right to express these wishes, since Apple has made a high-profile commitment to their supply chain and social responsibility. This means when a consumer buys an Apple product, they are also buying this commitment; a commitment that should not be violated.

For the environment and public health, for factory workers who have been poisoned, and to give our children safe and habitable land, let Apple hear your voice.

YOU can make Apple clean!

Write to Apple Now!

E-mail: supplierresponsibility@apple.com

Website: www.apple.com

Address: 1 Infinite Loop, Cupertino, CA 95014 USA

APPENDIX 1: LIAN JIAN POISONED EMPLOYEES LETTER TO APPLE'S CEO

January 1st, 2010

A letter to the CEO of Apple

Hello,

First of all, thank you for taking time out from your busy schedule to read our letter. Although we have never met, it is of no great importance. We are the employees of Lian Jian (China) Technology Co. Ltd. We all may hold different posts within the company but we all break sweat for Apple Inc. We once felt lucky to have this job but unfortunately we have now become direct victims. At this moment, we write to you with complex emotions, with words from the bottom of our hearts.

In the period before May 2009 there was a phenomenon at Lian Jian Technology that many employees were falling unconscious. At the same time many employees needed to see medical staff for examinations, and at that point it became known that in order to improve efficiency, the company was using a chemical named n-Hexane. This chemical is a killer, and an invisible killer at that. Our one good fortune is that we discovered this before even more serious harm was done to ourselves.

We don't know, Mr. C.E.O whether or not you are aware of, or tolerate the conduct of Lian Jian Technology in using this chemical. If you have known about it, then this would make us very sad. It is only for this that we have given up our youthful lives and well-being to earn all but 2000 RMB (305USD) a month. If you didn't know about this, then we hope that you can step up and using a fair approach resolve this issue. When someone says that Apple products are produced at the expense of employee's health, what do you think? No matter whether you are in this country or abroad, we don't know whether your legs are like those of our poisoned workers, unable to stand firm. Maybe there are many words that you do not want to hear, perhaps there are things that you were kept in the dark about, so let us tell you now. When each and every employee drags their heavy feet and exhausted bodies to the hospital, do you think about the fact that Apple's huge and sudden (poisoned) profits came from the use of n-Hexane or that the increase of Lian Jian Technology and Apple's monthly profits by tens of millions is at the expense of employee's health. When you look down at the Apple phone you are using in your hand and you swipe it with your finger is it possible that you can feel as if it is no longer a beautiful screen to show off, but the life and the blood of us employees and victims. Did you supervise the auditing staff to ensure that they were responsible and diligent?

After being poisoned our bodies steadily deteriorated and although most of us are young people in our

twenties, we feel like fifty or sixty year olds. We had no idea what to do, our whole bodies were so tired, and from time to time we would break out in a sweat from head to toe with joint pain so bad it was hard to endure. We don't know whether you are in good health or not but for us to have good health is nothing but wild wishes. When the company started to use n-Hexane cleaning products who of us knew that it is prohibited for use by the national standard? We were not given any proper personal protective equipment to use, the ventilation was not good and the air had a concentration of n-Hexane, five times over the national authorized standard with only the lungs of 3000 workers being relied upon to filter it. You only saw an abundance of money but did you ever think that it was generated from a factory that "Kills". Do you still have peace of mind?!

You will never feel these employees' pain: dizziness, headaches or numb limbs, all so serious that atrophy and paralysis of the nervous system and muscle is likely. These symptoms can eventually lead to death. Some of our colleagues cannot take care of themselves, they have lost the ability to hold objects and in some serious cases they rely on family members for feeding. Until we were discharged from the hospital the company paid for our medical bills but even now we still have difficulties walking. We are children from poor families who rely on you to provide us with job opportunities to make a living. But now life is one of extreme suffering, so much so that we have even lost our motivation for life. For us young people to rely on our aging parents to live, our hearts cannot be at peace.

The United States of America is a democratic society; we now look upon this issue with suspicion. Although we complain about this matter we just want to take our sadness and turn it into a way of solving this problem and to ask you whether or not you should be responsible for the supplier companies you have chosen?

Apple Inc. is globally acknowledged as a leading green and environmentally friendly technology company and has always maintained a good corporate image in society. Globally Apple has a strong sense of social responsibility by putting the interests of employees as a first priority. When you see the above mentioned issues do you think about our future lives? Our poor families have to bear the burden of this traumatic experience, how could we bear the physical pain and the pressures from the outside world? We hope that Apple Inc. will strictly monitor the violating behavior of OEM companies, as well as push for due compensation for victims.

On behalf of those victims of poisoning at Lian Jian (China) Technology Co. Ltd.:

Jia Jingchuan, Hu Zhiyong, Guo Ruiqiang, Sang Xiaolong and Cui Guangshuang.

致 APPLE 公司老董的一封信

您好:

首先感谢您百忙之中,抽出时间来阅读我们的信件,其实我们虽不曾相识,不过也没有关系。我们是联建科技有限公司-苏州分公司的员工,在公司的不同岗位上为 APPLE 公司付出汗水的员工,很有幸从事这份职业,很不幸,我们却成为了最直接的受害者,现在怀着一种复杂的心情向你倾诉我们的心声!

2009 年 5 月份以前联建苏州有限公司出现许多员工昏迷现象,于此同时,有许多员工去医院检查得知公司为提高效益,使用正己烷,这是一杀手,杀人于无形之中,幸好我们发现的及时,才不至于对自己造成更严重的危害!

不知总裁先生您是否知道.或者是默认了联建使用这种化学产品的行为。知道的话,我们很可悲,我们拿着我们年轻的生命健康一个月才能挣来 2.000 人民币,如果不知道,我们希望您能站在一个公平的角度上去解决这件事情,当有人说 APPLE 的产品是用员工的健康换来的时候,您是怎么样的感想,不管是国内还是国际上,不知道您的脚也会像我们中毒的员工一样站立不稳,也许很多话您不太愿意看到,或许有些事情您不愿蒙在鼓里,就让我们为您娓娓道来,当一个员工拖着沉重的脚步和疲惫的身躯走进医院的时候,您是否也在反省,APPLE(中毒)暴利,自从用正己烷后,联建公司与 APPLE 公司的利润月增进几千万的背后,是用员工的生命健康累积的结果!当您看着您手中正在使用的 APPLE 手机的时候,能否感受到你滑动的是员工的鲜血和生命,不在是美丽炫耀的屏幕而是受害者的生命.您是否督促稽核人员尽职尽责了吗?

中毒后身体每况愈下,二十几岁的年轻人却像五六十岁的老头子,彷徨的不知所措,浑身乏力,身体不时的出虚汗,关节疼痛难忍,不知道您是否安康,我们对健康是种奢望,当公司使用正己烷擦拭产品的时候,谁知道它就是国家明令禁止使用的?没有为我们提供任何防护用品.没有良好的通风设施,空气中含有严重超过国家标准的正己烷化学成份 5 倍,只靠三千多名员工用肺来过滤,您看到的只是大把的钞票,你可想过它的背后就是:“杀人”工厂您可心安!

您不曾体会中毒员工的痛苦，头晕 头痛 四肢麻木 严重的甚至导致神经系统及肌肉萎缩，瘫痪甚至死亡，生活不能自理，手拿不了东西，严重的需要家人照顾进食，虽然公司配合我们治疗，但行走仍吃力，我们是穷人家的孩子，靠着你们提供的工作机会挣钱维持生活，然而，现在生活极度煎熬，甚至失去了生活的动力，如此年轻的生命却依赖着年过半百的父母，靠父母生活，心何以安！

美国是民主社会却让我们用怀疑的眼光去重新审视这个问题。虽然我们很埋怨这个事情，但事已至此我们只能转移悲伤，您是否该为您选择的代工企业去负责任呢？

苹果公司是世界公认高科技绿色环保龙头企业，在社会上一直保持着良好的企业形象，面向国际有很强的社会责任感。把员工的利益放在首要位置。当您看到这些的时候，您是否想到我们以后的生活。一个贫穷的家庭却要背负如此大的心理阴影，让我们今后怎样面对身体的痛苦和外界的压力。希望苹果公司严格监管代工企业的违法行为以及为我们受害者出面争取应有的赔偿。

联建(中国)科技有限公司中毒受害者代表：贾景川 胡志勇 郭瑞强 桑小龙 崔广双

APPENDIX 2 : NGOS PARTICIPATING GREEN CHOICE INITIATIVE

NO	NGOs Participating Green Choice Initiative
1	Friends of Nature
2	Global Village Beijing
3	Green Earth Volunteers
4	Global Environmental Institute
5	Huai River Water Liuing Circumstance Scientific Research Center
6	Gansu Green Camel Bell
7	Friends of Green in Tianjin
8	Beijing Promotion Association for Sustainable Development
9	Center for Legal Assistance to Pollution Victims
10	Chongqing Green Volunteer Federation
11	Nanjing Green Stone Environmental Action Network
12	Nature Watcher Volunteer
13	Hubei Green Hanjiang
14	Environment Protection Commonweal Association
15	Xinjiang Conservation Funds
16	Hebei Green Friend Association
17	Yunnan Green Watershed
18	Wenzhou Green Eyes
19	Wild China
20	Green Island
21	Green Beagle
22	Shanghai Oasis Ecological Conservation and Communication Center
23	Volunteers Association of Red Phoenix Project in Shaanxi
24	Friends Of Green Environment
25	Green Longjiang
26	Green Anhui
27	Green Zhujiang
28	Green River
29	Dalian Environmental Resource Center
30	Center for Rural Development and Biodiversity Protection of Lanzhou University
31	South China Nature Society
32	Green Kunming
33	The Youth Environmental Association in Chongqing
34	Institute for Environment & Development
35	Fujian Green Home Environ. Friendly Center
36	Institute of Public and Environmental Affairs