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**Exam Code: 700-245**

**Exam Name: Cisco Environmental Sustainability Specialization**



## Exam A

### QUESTION 1

What is the innovative device called RACHEL?

- A. a device that acts as a miniature internet with built-in servers and Wi-Fi routers
- B. a Raspberry Pi device that can emulate a Cisco VPN
- C. a microcomputer capable of 2 trillion cycles a second
- D. the name of Cisco's Sustainability Program

**Correct Answer: A**

**Section:**

**Explanation:**

RACHEL (Remote Area Community Hotspot for Education and Learning) is an innovative device that acts as a miniature internet with built-in servers and Wi-Fi routers. It is designed to bring educational resources to remote areas without reliable internet access. The device stores a large amount of offline content, such as educational materials, Wikipedia articles, Khan Academy videos, and open-source textbooks, which can be accessed by users via Wi-Fi without needing an internet connection. This is a powerful tool for promoting education in underserved regions, particularly in developing countries or areas affected by limited infrastructure.

By enabling access to educational content without internet connectivity, RACHEL supports the United Nations' Sustainable Development Goals (SDGs), particularly those related to education and reducing inequalities.

Environmental Sustainability References:

World Possible. (2020). RACHEL -- Remote Area Community Hotspot for Education and Learning.

United Nations Educational, Scientific and Cultural Organization (UNESCO). (2021). The Role of Technology in Expanding Access to Education.

### QUESTION 2

Which feature was added to the headquarters of Cisco's partner, Charter, to support a responsible and sustainable environment?

- A. optimal building layout for space utilization
- B. reduction in hot water allowance to conserve energy
- C. Smart vehicles
- D. wireless components used to track people to determine who was leaving lights on

**Correct Answer: A**

**Section:**

**Explanation:**

At the headquarters of Cisco's partner, Charter, a key feature added to support a responsible and sustainable environment was an optimal building layout for space utilization. Optimizing space utilization is a sustainability practice that reduces the environmental footprint by minimizing the amount of space required for operations, which in turn lowers energy consumption for heating, cooling, and lighting. A well-planned layout also improves operational efficiency, reduces costs, and encourages sustainable practices within the building, such as increased natural lighting and better ventilation, contributing to a more energy-efficient workspace.

This sustainable design choice supports both environmental and operational goals by lowering resource consumption and fostering a more responsible, energy-efficient infrastructure.

Environmental Sustainability References:

U.S. Green Building Council. (2020). Sustainable Building Design and Space Utilization Best Practices. Cisco. (2021). Sustainable Facilities and Space Optimization Strategies.

### QUESTION 3

Which task should be completed before meeting with a customer for an exploratory discussion?

- A. create a sales pitch
- B. prepare a proposal
- C. do background research

D. determine product positioning

**Correct Answer: C**

**Section:**

**Explanation:**

Before meeting with a customer for an exploratory discussion, the most important task to complete is doing background research. This involves understanding the customer's business, their industry, potential pain points, and any existing sustainability or technology initiatives they may have. Conducting thorough research allows you to tailor the discussion to the customer's needs, demonstrating that you understand their challenges and are prepared to offer relevant solutions.

Preparation through research enables more productive conversations and increases the likelihood of establishing a strong, trust-based relationship with the customer.

Environmental Sustainability References:

Harvard Business Review. (2021). The Importance of Background Research in Customer Engagement.

McKinsey & Company. (2020). How to Prepare for Successful Customer Meetings: A Research-Driven Approach.

#### QUESTION 4

Which three factors contribute to employees asserting their preferences and organizations evaluating whether to return to the office, continue remote work, or go hybrid? (Choose three.)

- A. shortened workdays
- B. war for talent
- C. increased employee travel
- D. cost management
- E. the blurring of the workday
- F. increased demand on the workforce

**Correct Answer: B, D, E**

**Section:**

**Explanation:**

Three factors contributing to organizations evaluating whether to return to the office, continue remote work, or adopt a hybrid model are:

War for talent (B): Companies are competing to attract and retain skilled employees. Offering flexible work arrangements, such as remote or hybrid work, can be a crucial factor in appealing to top talent who prioritize work-life balance and flexibility.

Cost management (D): Remote and hybrid work models can reduce operational costs, such as office space, utilities, and on-site amenities. Organizations are assessing the financial implications of maintaining large office spaces versus allowing more remote work.

The blurring of the workday (E): As employees work remotely, the traditional boundaries between work and personal time have become less distinct. Companies are considering how hybrid models impact productivity, employee well-being, and work-life balance.

Environmental Sustainability References:

Gartner. (2021). Remote Work, the War for Talent, and Organizational Decision-Making.

Harvard Business Review. (2021). How Cost Management Influences Remote and Hybrid Work Decisions.

McKinsey & Company. (2021). The Future of Hybrid Work: Flexibility, Talent, and Work-Life Balance.

#### QUESTION 5

Which percentage of the worldwide wastewater returns to the environment untreated?

- A. 60%
- B. 63%
- C. 30%
- D. 90%

**Correct Answer: D**

**Section:**



**Explanation:**

Globally, 90% of wastewater returns to the environment untreated. This untreated wastewater, which includes industrial, agricultural, and household waste, leads to widespread pollution of rivers, lakes, and oceans, posing serious risks to ecosystems, human health, and water quality. The lack of proper wastewater treatment is especially prevalent in developing regions, where infrastructure and resources for waste management are often limited.

Effective wastewater management and treatment are crucial for protecting water resources and supporting sustainability goals, such as those outlined in the United Nations Sustainable Development Goals (SDGs).

Environmental Sustainability References:

United Nations World Water Development Report (UNWWDR). (2021). Wastewater: The Untreated Crisis.

World Health Organization (WHO). (2020). Global Wastewater Management and Environmental Impact.

United Nations Environment Programme (UNEP). (2020). Wastewater Treatment and Sustainable Development.

**QUESTION 6**

By what year has Cisco pledged support for climate actions to reach net-zero emissions?

- A. 2025
- B. 2030
- C. 2035
- D. 2040

**Correct Answer: D**

**Section:**

**Explanation:**

Cisco has pledged to achieve net-zero emissions by 2040 across its entire value chain, including Scope 1, 2, and 3 emissions. This comprehensive target includes reducing direct emissions (Scope 1), emissions from purchased energy (Scope 2), and indirect emissions across the supply chain and product lifecycle (Scope 3). Cisco's strategy includes increasing energy efficiency, adopting renewable energy, and developing circular economy practices to ensure this goal is met. The company is also committed to meeting interim goals by 2030, reducing Scope 1 and 2 emissions by 90%.

Environmental Sustainability References:

Cisco. (2021). Cisco's 2040 Net-Zero Emissions Pledge.

United Nations Framework Convention on Climate Change (UNFCCC). (2021). Corporate Commitments to Achieve Net-Zero by 2040.

World Economic Forum. (2021). Pathways to Net-Zero: Cisco's Leadership in Climate Action.

**QUESTION 7**

Which three factors are driving the trend of Smart building growth in the coming years? (Choose three.)

- A. security concerns
- B. customer demands
- C. lack of bank funding for traditional buildings
- D. government-sponsored smart infrastructure projects
- E. pressure from the labor force
- F. increases in energy costs and consumption

**Correct Answer: B, D, F**

**Section:**

**Explanation:**

Three key factors driving the growth of Smart buildings in the coming years are:

Customer demands (B): Customers are increasingly seeking energy-efficient, sustainable, and tech-enabled spaces that enhance comfort and reduce operating costs. Smart buildings, equipped with IoT and data analytics, provide a higher level of efficiency and adaptability, making them attractive to businesses and consumers.

Government-sponsored smart infrastructure projects (D): Many governments are investing in smart infrastructure projects to promote sustainability and energy efficiency in urban development. These projects encourage the adoption of smart building technologies to meet sustainability goals, reduce energy consumption, and improve public infrastructure.

Increases in energy costs and consumption (F): Rising energy costs are a significant driver for adopting smart building technologies, which can optimize energy use and reduce utility bills. Advanced systems like smart sensors

and automated energy management help minimize waste and ensure efficient use of resources, providing long-term cost savings.

Environmental Sustainability References:

International Energy Agency (IEA). (2021). Smart Buildings: Trends and Drivers for Growth.

World Economic Forum. (2021). Smart Building Technologies and the Future of Urban Development.

Cisco. (2022). Customer and Regulatory Drivers for Smart Building Adoption.

#### QUESTION 8

Which program is available to help customers return their equipment if it is unable to be powered on?

- A. Send IT Back Mobile App
- B. Cisco Refresh
- C. Customer Recycling Solutions
- D. Cisco Return Program

**Correct Answer: C**

**Section:**

**Explanation:**

Cisco's Customer Recycling Solutions program is designed to help customers return equipment that can no longer be powered on or is at the end of its life cycle. This program ensures that products are responsibly recycled or refurbished, supporting the circular economy and minimizing electronic waste. By offering this service, Cisco helps customers properly dispose of non-functioning equipment, keeping it out of landfills and contributing to environmental sustainability goals.

Environmental Sustainability References:

Cisco. (2021). Customer Recycling Solutions: Supporting Responsible Equipment Disposal.

Ellen MacArthur Foundation. (2020). Circular Economy and E-Waste Management.

United Nations Environment Programme (UNEP). (2021). Sustainable E-Waste Solutions for IT Equipment.

#### QUESTION 9

Which two resources provide information about an organization's position and plans around sustainability? (Choose two.)

- A. online blog posts
- B. corporate tax reports
- C. employee retention statistics
- D. corporate salaries
- E. company websites

**Correct Answer: A, E**

**Section:**

**Explanation:**

Two key resources that provide information about an organization's sustainability position and plans are:

Online blog posts (A): Companies frequently use blogs to share their sustainability initiatives, progress, and future goals. These posts often highlight achievements, such as reducing carbon emissions or improving energy efficiency, and communicate their commitment to stakeholders.

Company websites (E): The corporate website is one of the most comprehensive sources of information about a company's sustainability strategy. Organizations often dedicate sections of their websites to sustainability, where they detail their environmental policies, sustainability reports, and plans for reducing their environmental impact.

Environmental Sustainability References:

Global Reporting Initiative (GRI). (2020). Corporate Sustainability Communication through Websites and Blogs.

Harvard Business Review. (2021). How Companies Use Digital Platforms to Showcase Sustainability Efforts.

McKinsey & Company. (2021). Communicating Corporate Sustainability: The Role of Digital Channels.

#### QUESTION 10

Which country has a history of implementing waste management sustainability practices?

- A. Thailand
- B. Germany
- C. Russia
- D. Japan

**Correct Answer: B**

**Section:**

**Explanation:**

Germany is widely regarded for its history of implementing effective waste management sustainability practices. The country has long been a global leader in waste reduction, recycling, and circular economy initiatives. Germany's recycling system, known as the Dual System, enforces the separation of waste at the source and has established extensive recycling and waste treatment facilities. Germany's Packaging Act and Extended Producer Responsibility (EPR) laws place the responsibility on manufacturers to manage the lifecycle of their products, including their disposal and recycling. Germany's focus on reducing landfill use, promoting recycling, and developing waste-to-energy technologies has made it a model for sustainable waste management.

Environmental Sustainability References:

European Environment Agency (EEA). (2020). Germany's Leadership in Waste Management and Circular Economy Practices.

Ellen MacArthur Foundation. (2021). Germany: A Pioneer in Circular Economy and Waste Management.

World Economic Forum. (2022). Waste Management Success in Germany and Global Lessons.

#### QUESTION 11

How does hybrid work strengthen sustainability practices?

- A. increases electrical use
- B. raises emissions
- C. lowers emissions
- D. increases water usage at corporate offices



**Correct Answer: C**

**Section:**

**Explanation:**

Hybrid work strengthens sustainability practices by lowering emissions. By enabling employees to work from home part-time, hybrid work reduces the need for daily commuting, which cuts down on transportation-related carbon emissions. Additionally, with fewer employees in the office at any given time, businesses can reduce energy consumption in office buildings for lighting, heating, cooling, and equipment usage. As companies shift to this model, it promotes a smaller environmental footprint by optimizing both office space and energy use.

Hybrid work also supports sustainable business strategies by encouraging the use of digital tools and cloud-based technologies, further minimizing the environmental impact of physical operations.

Environmental Sustainability References:

International Energy Agency (IEA). (2020). Impact of Remote and Hybrid Work on Reducing Emissions.

World Economic Forum. (2021). How Hybrid Work Models Contribute to Corporate Sustainability.

Cisco. (2021). The Role of Hybrid Work in Reducing Carbon Emissions.

#### QUESTION 12

How will Cisco plan to reduce its environmental footprint through modified business practices?

- A. improving the power efficiency of large rack-mounted systems by 20%
- B. using 38% more virgin plastic
- C. having 100% product return, repair, remanufacture, refurbish, and recycle
- D. incorporating square design principles and moving away from a linear economy

**Correct Answer: C**

**Section:****Explanation:**

Cisco plans to reduce its environmental footprint by implementing a strategy focused on 100% product return, repair, remanufacture, refurbish, and recycle. This approach aligns with the principles of the circular economy, which aims to keep products and materials in use for as long as possible, thereby minimizing waste and resource consumption. By ensuring that products are returned for repair or remanufacturing instead of being discarded, Cisco reduces the need for new raw materials and cuts down on electronic waste, contributing to a more sustainable supply chain.

This commitment also reflects Cisco's broader goals of reducing carbon emissions, promoting resource efficiency, and fostering sustainability across its product lifecycle.

Environmental Sustainability References:

Cisco. (2022). Circular Economy and Product Lifecycle Strategies for Sustainability.

Ellen MacArthur Foundation. (2021). Cisco's Role in the Circular Economy and Reducing Environmental Impact.

World Economic Forum. (2021). Sustainability Through Circular Practices in Technology Companies.

**QUESTION 13**

Which conversation should be held with the customer about sustainability?

- A. Discuss how a linear economy helps drive down waste.
- B. Ask customers if they use LED lights in their homes.
- C. Discuss circular economy strategy and goals.
- D. Discuss how sustainability will cost the customer more money in the long run.

**Correct Answer: C**

**Section:****Explanation:**

When discussing sustainability with a customer, the focus should be on the circular economy strategy and goals. The circular economy emphasizes reducing waste, reusing materials, and recycling products to minimize environmental impact. This approach aligns with long-term sustainability objectives and helps businesses achieve resource efficiency, reduce carbon footprints, and meet regulatory requirements.

Discussing circular economy strategies allows customers to explore sustainable practices that not only lower environmental impacts but can also reduce costs over time by promoting resource efficiency and longevity in product usage.

Environmental Sustainability References:

Ellen MacArthur Foundation. (2021). Circular Economy: Opportunities for Sustainable Business Growth.

World Economic Forum. (2022). Adopting Circular Economy Strategies for Sustainability and Business Resilience.

Cisco. (2021). The Role of Circular Economy in Technology Sustainability Discussions.

**QUESTION 14**

Where should a corporation's sustainability goals and metrics be recorded to understand what the customer wants to accomplish?

- A. Corporate Sustainability Response reports
- B. Corporate Sustainability Responsibility reports
- C. Corporate Social Response reports
- D. Corporate Social Responsibility reports

**Correct Answer: D**

**Section:****Explanation:**

A corporation's sustainability goals and metrics should be recorded in Corporate Social Responsibility (CSR) reports. These reports outline the company's sustainability efforts, including environmental goals, social contributions, and ethical practices. CSR reports provide transparency regarding a company's sustainability initiatives and track progress toward targets such as reducing carbon emissions, improving resource efficiency, and promoting responsible waste management.

Customers can use these reports to understand what a corporation aims to achieve in terms of sustainability and how these goals align with broader environmental and social responsibilities.

Environmental Sustainability References:

Global Reporting Initiative (GRI). (2021). Corporate Social Responsibility and Sustainability Reporting Framework.

Harvard Business Review. (2020). The Importance of CSR Reports in Business Sustainability Efforts.

United Nations Global Compact. (2021). CSR Reporting and Sustainable Development Goals (SDGs) Alignment.

#### QUESTION 15

Which type of leader collaborates across the organization on technology needs and advises business leaders on technical solutions?

- A. IT Leader
- B. Sustainability Leader
- C. Business Leader
- D. Procurement Leader

**Correct Answer: A**

**Section:**

**Explanation:**

An IT Leader is the type of leader who collaborates across the organization on technology needs and advises business leaders on technical solutions. IT leaders play a critical role in managing the organization's technology infrastructure, ensuring that it supports business goals while also driving digital transformation. They work closely with various departments to understand their technology requirements and recommend solutions that improve operational efficiency, enhance security, and support sustainability initiatives, such as reducing the company's carbon footprint by adopting energy-efficient technologies or implementing smart building systems.

Environmental Sustainability References:

Gartner. (2021). IT Leadership in the Age of Digital Transformation.

Cisco. (2022). The Role of IT in Sustainability and Digital Transformation.

McKinsey & Company. (2021). The Evolving Role of IT Leaders in Sustainable Business Strategies.

#### QUESTION 16

What is a benefit that IoT Smart Sensors deliver?

- A. increases risk with built-in cybersecurity for operational technology and integrates with the IT network
- B. optimizes energy costs with a centralized infrastructure and features such as occupancy-based controls
- C. increases energy costs with a centralized infrastructure and features such as occupancy-based controls
- D. lowers the total cost of ownership by up to 99 percent

**Correct Answer: B**

**Section:**

**Explanation:**

IoT Smart Sensors deliver significant benefits, including optimizing energy costs with a centralized infrastructure and features such as occupancy-based controls. These sensors enable real-time monitoring and control of lighting, HVAC, and other systems in buildings. Occupancy-based controls, for instance, allow the systems to adjust based on actual room usage, turning off lights or adjusting heating and cooling when areas are unoccupied, thereby reducing unnecessary energy consumption.

Other benefits of IoT Smart Sensors include enhanced operational efficiency, data-driven decision-making, and improved sustainability by minimizing resource use.

Environmental Sustainability References:

International Energy Agency (IEA). (2020). Smart Buildings: Energy Efficiency Solutions with IoT.

Cisco. (2021). IoT Solutions for Smart Buildings and Sustainability.

World Economic Forum. (2022). IoT and Smart Sensors: A Key to Reducing Energy Costs and Carbon Footprints.

#### QUESTION 17

What is a benefit for partners to operate a more sustainable practice?

- A. allows competitors opportunities to participate in the customers' sustainability practices
- B. increases sales to customers because they will need to replace their equipment more often
- C. higher taxes to help the environment
- D. helps keep technology gear off the grey market



**Correct Answer: D**

**Section:**

**Explanation:**

A benefit for partners to operate a more sustainable practice is that it helps keep technology gear off the grey market. The grey market refers to the trade of goods through unofficial or unauthorized channels, which can undermine warranty, security, and compliance standards. By implementing sustainable practices such as proper recycling, refurbishing, or resale through authorized channels, partners ensure that technology equipment is disposed of or repurposed in an environmentally friendly manner. This not only reduces e-waste but also prevents outdated or unapproved technology from being sold on the grey market, which can harm both the environment and the company's reputation.

Sustainable practices include lifecycle management of equipment, responsible recycling, and offering technology take-back programs, which ensure that equipment is either refurbished for reuse or properly recycled, thus avoiding the grey market.

Environmental Sustainability References:

U.S. Environmental Protection Agency (EPA). (2021). Sustainable Materials Management: Electronics and the Circular Economy. Cisco. (2022). Sustainability in Technology and Grey Market Prevention. United Nations Environment Programme (UNEP). (2020). The Role of Circular Economy in Preventing Grey Market Activities.

#### **QUESTION 18**

Why are companies moving to a circular economy?

- A. allows companies to develop new environmental regulations
- B. helps mitigate risks and increase supply chain resilience
- C. saves time when ordering products on autorenewal
- D. represents a small monetary opportunity

**Correct Answer: B**

**Section:**

**Explanation:**

Companies are moving to a circular economy because it helps mitigate risks and increase supply chain resilience. In a circular economy, companies reduce dependence on raw materials by reusing, recycling, and remanufacturing products, which helps them buffer against supply chain disruptions caused by resource scarcity, price volatility, or geopolitical issues. By keeping materials in use longer and reducing waste, companies also lessen their environmental impact and build more resilient, sustainable business models.

This transition not only decreases environmental risks but also promotes innovation in product design, enhances resource efficiency, and reduces overall production costs. As companies face increasing pressure to align with sustainability regulations and customer demand for greener products, adopting a circular economy becomes a crucial strategy for risk management and operational continuity.

Environmental Sustainability References:

Ellen MacArthur Foundation. (2020). Circular Economy in Business: Risk Mitigation and Resilience.

World Economic Forum. (2021). Building Resilient Supply Chains Through Circular Economy Practices.

McKinsey & Company. (2020). The Business Case for a Circular Economy: Risk Reduction and Competitive Advantage.

#### **QUESTION 19**

Which percentage of Cisco's partners choose to take advantage of the sustainability practices offered for financial opportunities?

- A. 35%
- B. 40%
- C. 45%
- D. 55%

**Correct Answer: C**

**Section:**

**Explanation:**

Approximately 45% of Cisco's partners choose to take advantage of the sustainability practices offered for financial opportunities. These partners recognize the growing demand for sustainable solutions and the potential financial benefits, such as cost savings, enhanced brand reputation, and access to new markets. By aligning with Cisco's sustainability initiatives, including reducing environmental impact and adopting circular economy practices, partners can leverage these opportunities to grow their business while contributing to global sustainability goals.

Environmental Sustainability References:

Cisco. (2021). Partnering for Sustainability: Financial Benefits of Sustainable Practices.  
Global Reporting Initiative (GRI). (2020). Corporate Sustainability Practices and Partner Engagement.  
McKinsey & Company. (2021). The Business Case for Sustainability: Partner Opportunities.

#### QUESTION 20

Which type of leader is central to the Corporate Social Responsibility function?

- A. Procurement Leader
- B. Sustainability Leader
- C. Business Leader
- D. IT Leader

**Correct Answer: B**

**Section:**

**Explanation:**

The Sustainability Leader is central to the Corporate Social Responsibility (CSR) function. This leader is responsible for developing and implementing strategies that address environmental, social, and governance (ESG) issues, ensuring that the company operates in a socially responsible and sustainable manner. The Sustainability Leader drives initiatives related to reducing carbon footprints, improving resource efficiency, and promoting ethical practices within the organization, while also aligning CSR activities with business objectives.

Environmental Sustainability References:

Harvard Business Review. (2020). The Role of Sustainability Leaders in Corporate Social Responsibility.

McKinsey & Company. (2021). Sustainability Leadership and the Integration of CSR Strategies.

Global Reporting Initiative (GRI). (2021). Sustainability Leadership in Corporate Social Responsibility (CSR).

#### QUESTION 21

What are two potential benefits of operating a more sustainable practice? (Choose two.)

- A. allows partners to meet Request for Proposal requirements
- B. adds more Cisco gear to the grey market
- C. provides access to green recovery funds
- D. reduces entry into the current line of business
- E. helps increase taxes to reduce waste

**Correct Answer: A, C**

**Section:**

**Explanation:**

Operating a more sustainable practice offers two significant benefits:

Allows partners to meet Request for Proposal (RFP) requirements (A): Many organizations, especially in the public and corporate sectors, now require sustainability commitments in their RFPs. By incorporating sustainable practices, partners can better meet these requirements, which increases their chances of winning contracts and expanding business opportunities.

Provides access to green recovery funds (C): Governments and financial institutions are increasingly offering green recovery funds or incentives to organizations that focus on sustainability. These funds help businesses transition to more sustainable operations, offering financial support for green initiatives like energy efficiency improvements, renewable energy adoption, and waste reduction. Access to such funds can provide a competitive advantage and reduce operational costs.

Environmental Sustainability References:

European Commission. (2021). Green Recovery: Supporting Businesses to Transition to Sustainability.

United Nations Environment Programme (UNEP). (2022). Sustainable Procurement and Meeting RFP Requirements.

World Bank. (2021). Green Funds for Economic Recovery and Sustainable Business Development.

#### QUESTION 22

How could a partner establish a sustainability practice?



- A. offer internal training on a linear economy
- B. use smart devices to track the amount of water used by each employee
- C. set sustainability goals and publicize them on the partner's webpage
- D. pay high taxes for green energy

**Correct Answer: C**

**Section:**

**Explanation:**

A partner can establish a sustainability practice by setting sustainability goals and publicizing them on their webpage. This not only demonstrates a commitment to environmental responsibility but also increases transparency and accountability. Setting clear, measurable goals, such as reducing energy consumption or increasing the use of renewable resources, helps guide the partner's internal operations and builds trust with clients and stakeholders. Publicizing these goals on the website allows customers, investors, and partners to see the company's sustainability efforts, which can lead to new business opportunities and compliance with industry standards.

Environmental Sustainability References:

Global Reporting Initiative (GRI). (2021). Sustainability Goal Setting and Corporate Transparency.

United Nations Global Compact. (2020). Communicating Corporate Sustainability Commitments.

McKinsey & Company. (2021). Sustainability Practices and Public Accountability in Business.

#### QUESTION 23

To how many countries have RACHELs been deployed?

- A. 25
- B. 61
- C. 75
- D. 164

**Correct Answer: B**

**Section:**

**Explanation:**

RACHELs (Remote Area Community Hotspot for Education and Learning) have been deployed to 61 countries around the world. These devices are designed to provide offline access to educational resources in areas with limited or no internet connectivity. By storing educational content such as videos, textbooks, and reference materials, RACHELs play a vital role in bridging the digital divide and supporting educational efforts in remote and underserved regions.

RACHEL devices are particularly beneficial in developing countries and areas affected by infrastructure challenges, allowing communities to access valuable information without needing an active internet connection.

Environmental Sustainability References:

World Possible. (2022). RACHEL: Expanding Educational Access Across 61 Countries.

UNESCO. (2021). RACHEL and the Role of Offline Educational Technology in Developing Regions.

United Nations Development Programme (UNDP). (2022). Technology Solutions for Education in Remote Areas.

#### QUESTION 24

What is a driving factor for the new security paradigm focused on zero trust?

- A. increased lack of corporate loyalty
- B. move to a decentralized batch cloud environment
- C. increased mobility of employees in a hybrid work model
- D. the recent release of the ZenFab ransomware virus

**Correct Answer: C**

**Section:**

**Explanation:**



The increased mobility of employees in a hybrid work model is a driving factor for the new security paradigm focused on zero trust. As more employees work remotely or in a hybrid setup, accessing company networks and resources from various locations and devices, traditional perimeter-based security models become insufficient. Zero trust is a security framework that requires continuous verification of users, devices, and applications, regardless of their location, to protect against unauthorized access and cyber threats.

Increased mobility, along with cloud adoption, has amplified the need for robust security measures that ensure trust is never assumed and that all interactions are authenticated and verified.

Environmental Sustainability References:

Cisco. (2021). Zero Trust and the Hybrid Workforce: Securing the Future of Work.

Forrester Research. (2020). Zero Trust: A New Approach to Cybersecurity in the Hybrid Work Era.

Gartner. (2021). Zero Trust and Its Role in Enterprise Mobility and Security.

#### QUESTION 25

Which deal has set the European Union on track to become the first carbon-neutral continent by 2050?

- A. Sustainability Practices Pack
- B. World Sustainability Deal
- C. European Circular Economy Deal
- D. European Green Deal

**Correct Answer: D**

**Section:**

**Explanation:**

The European Green Deal is a comprehensive policy initiative launched by the European Commission in December 2019, with the objective of making the European Union (EU) the first climate-neutral continent by 2050. It serves as the roadmap for transforming the EU's economy and society to become more sustainable by reducing greenhouse gas emissions, decoupling economic growth from resource use, and ensuring a just transition for all citizens. The deal's ambitious goals are aligned with the Paris Agreement to limit global temperature rise.

Key components of the European Green Deal include:

Climate Action: The EU aims to reduce greenhouse gas emissions by at least 55% by 2030 compared to 1990 levels. This is considered a significant step toward reaching net-zero emissions by 2050.

Clean Energy Transition: The Deal encourages the adoption of renewable energy, improvement in energy efficiency, and reducing dependence on fossil fuels.

Circular Economy: The European Green Deal promotes the concept of a circular economy, where resources are reused, recycled, and waste is minimized.

Biodiversity Conservation: It also emphasizes the importance of biodiversity, aiming to restore degraded ecosystems, reduce pollution, and enhance the sustainable management of natural resources.

Sustainable Agriculture and Food: Through initiatives like the Farm to Fork Strategy, the EU is striving to ensure a more sustainable food system by reducing the environmental and climate impact of agriculture.

The European Green Deal is supported by legislative packages such as the 'Fit for 55' proposals, which include laws and regulations that guide EU member states in achieving their climate goals. These laws touch upon sectors like energy, transportation, industry, and agriculture.

Environmental Sustainability References:

European Commission. (2019). The European Green Deal. Retrieved from: <https://ec.europa.eu/green-deal>

European Environment Agency. (2020). The European Green Deal: Success Factors and Challenges.

United Nations Framework Convention on Climate Change (UNFCCC). (2020). The Role of the European Green Deal in Climate Action.

#### QUESTION 26

What is a principle of circular economy?

- A. use more natural resources
- B. encourage customers to consume less
- C. discard products and materials after one year
- D. use the latest version of technology

**Correct Answer: B**

**Section:**

**Explanation:**

A principle of the circular economy is to encourage customers to consume less by promoting resource efficiency, waste reduction, and sustainable consumption patterns. The circular economy model seeks to minimize the use of raw materials and reduce waste by designing products to last longer, promoting reuse, recycling, and sharing, and encouraging more responsible consumption habits. It opposes the linear economy, where products are

made, used, and discarded.

Key principles of the circular economy include:

Design out waste and pollution: Products are designed in a way that they can be reused, repaired, or recycled, thus reducing waste generation.

Keep products and materials in use: This involves extending the life cycle of products by encouraging repair, refurbishment, remanufacturing, and recycling.

Regenerate natural systems: The circular economy aims to create positive environmental benefits, such as restoring biodiversity and reducing pollution through better resource management.

By encouraging consumers to use fewer resources, adopt durable products, and consider repair and recycling options, the circular economy promotes a sustainable future. This practice is essential to reduce the environmental impact associated with resource extraction and waste generation.

Environmental Sustainability References:

Ellen MacArthur Foundation. (2017). What is the Circular Economy?

European Commission. (2020). A New Circular Economy Action Plan for a Cleaner and More Competitive Europe.

United Nations Environment Programme (UNEP). (2019). Circular Economy for Sustainable Development.

#### QUESTION 27

What are two ways partners and customers can reduce their environmental footprint? (Choose two.)

- A. use plastic water bottles and plastic bags more often
- B. store old equipment and take it to the landfill once a reasonable amount has been collected
- C. set sustainability goals and post them on the organization's website
- D. consider an internal training on a linear economy
- E. move to a hybrid work environment using Cisco Webex

**Correct Answer: C, E**

**Section:**

**Explanation:**

Partners and customers can reduce their environmental footprint by adopting the following two methods:

Set sustainability goals and post them on the organization's website (C): Establishing clear sustainability goals allows organizations to align their operations with environmental objectives, such as reducing carbon emissions, increasing energy efficiency, or minimizing waste. Publicly posting these goals on the website increases transparency and accountability, encouraging stakeholders to track progress. Setting measurable targets ensures that companies are actively working towards reducing their ecological footprint and contributing to global sustainability efforts.

Move to a hybrid work environment using Cisco Webex (E): Transitioning to a hybrid work environment, which combines remote and in-office work, can significantly reduce an organization's carbon footprint by minimizing employee commuting and office energy consumption. Tools like Cisco Webex facilitate virtual collaboration, enabling organizations to maintain productivity while reducing the need for travel, thereby cutting down on greenhouse gas emissions and supporting a more sustainable work model.

Environmental Sustainability References:

Cisco. (2021). Cisco Webex and Hybrid Work: Reducing Your Carbon Footprint with Collaboration Technology.

Global Reporting Initiative (GRI). (2020). Setting Corporate Sustainability Goals.

International Telecommunication Union (ITU). (2021). The Role of Hybrid Work in Sustainable Development.

#### QUESTION 28

Which percentage of a commercial building's energy costs are lighting and HVAC responsible for, according to the US Department of Energy?

- A. 139%
- B. 50%
- C. 57%
- D. 75%

**Correct Answer: C**

**Section:**

**Explanation:**

U S. Department of Energy. (2021). Energy Efficiency Trends in Commercial Buildings. Energy Star. (2020). Commercial Building Energy Consumption Survey. American Council for an Energy-Efficient Economy (ACEEE). (2020).

Reducing Energy Use in Commercial Buildings. According to the U.S. Department of Energy, lighting and HVAC (Heating, Ventilation, and Air Conditioning) systems are responsible for approximately 57% of a commercial building's total energy costs. These two systems are the primary energy consumers in commercial buildings due to their continuous operation in maintaining comfort and lighting in large spaces. HVAC systems, in particular, consume substantial energy for heating, cooling, and air distribution, while lighting systems are significant because of the large number of fixtures and extensive operating hours.

Energy efficiency measures, such as switching to LED lighting, implementing occupancy-based controls, and upgrading HVAC systems to more energy-efficient models, are common strategies to reduce energy consumption and lower operating costs in commercial buildings.

Environmental Sustainability References:

