



Our purpose in action

FY22 Environmental, Social and Governance Report

DELLTechnologies



OUR COMMITMENT

At Dell Technologies our purpose is to create technologies that drive human progress

Our commitment to environmental, social and governance is this purpose in action. It brings together who we are with what we do. We apply our innovative technology, global reach and talented workforce to drive measurable societal impact focused on advancing sustainability, driving diversity, equity and inclusion, and transforming lives through access to technology, volunteering and giving programs supporting education and healthcare. Our promise to uphold ethics and data privacy provides the foundation, establishing trust in everything we do.



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I believe the future is what we make it

At Dell Technologies, we see a future that propels human progress, one that delivers business and societal impact for everyone. We are driving innovation, partnerships and technology to connect people with opportunities, reduce environmental impact and build trust.

18th consecutive year

The Human Rights Campaign Foundation has given us a perfect score on the Corporate Equality Index

Thanks to our customers and partners, this past year was one of the best ever in Dell's history. And our emphasis on environmental, social and governance (ESG) measures ensures that while we accomplished our business goals, we also delivered positive results for all of our stakeholders.

This report details our progress toward achieving our ambitious 2030 goals. There's much work to be done, and as we apply our spirit of innovation

and purpose-driven culture to the challenge, I'm particularly proud that:

- We have joined other members of Business Roundtable and Information Technology Industry Council in support of rejoining the Paris Climate Agreement.
- We will deliver on our commitment to achieve net zero greenhouse gas (GHG) emissions across our entire value chain by 2050.
- For the 10th time Ethisphere® has listed Dell Technologies as one of the World's Most Ethical Companies®.
- And for the 18th consecutive year the Human Rights Campaign Foundation has given us a perfect score on their Corporate Equality Index, which recognizes the Best Places to Work for LGBTQ+ equality.

But we certainly won't stop there. We are focused on driving positive impact for the planet and for all of its people through the twin engines of human inspiration and technology innovation.

I'm excited to share our progress, our purpose in action, with you now in this report.



Michael Dell
Chairman and CEO
Dell Technologies




“Our emphasis on environmental, social and governance (ESG) measures ensures that while we accomplished our business goals, we also delivered positive results for all of our stakeholders.”

Our business


Dell Technologies provides the essential infrastructure for organizations to build their digital future, transform IT and protect their most important asset information.




133,000
Approximate number of full-time employees¹



\$101.2B
FY22 revenue



180
Approximate number of countries Dell operates in globally




96%
% of Fortune 500 companies serviced by Dell in FY22 Q2



3
Dell Technologies named a Leader in 3 2021 Gartner® Magic Quadrant™ reports*


GLOBAL FOOTPRINT



20+
Manufacturing locations (9 Dell owned)



140+
Fulfillment and logistics centers



750+
Parts distribution centers globally



2,400+
Vendor-managed service centers and 80+ global repair centers



\$7.5B
Invested in R&D over the last 3 years

* Gartner, Magic Quadrant for Primary Storage, October 2021; Magic Quadrant for Distributed File Systems and Object Storage, October 2021; Magic Quadrant for Enterprise Backup and Recovery Software Solutions, July 2021. GARTNER is a registered trademark and service mark of Gartner, Inc. and/or its affiliates in the U.S. and internationally and is used herein with permission. All rights reserved. Gartner does not endorse any vendor, product or service depicted in its research publications, and does not advise technology users to select only those vendors with the highest ratings or other designation. Gartner research publications consist of the opinions of Gartner's research organization and should not be construed as statements of fact. Gartner disclaims all warranties, expressed or implied, with respect to this research, including any warranties of merchantability or fitness for a particular purpose.

Awards & Achievements

#2

Newsweek's America's Most Loved Workplaces 2021

Newsweek

#2

in the computer industry on Fortune's Most Admired Companies 2021

FORTUNE

#7

Forbes World's Best Employers 2021

Forbes

43

STAR Awards from the Technology & Services Industry Association (TSIA) for commitment to outstanding innovation, leadership and excellence in the technology services industry

Highlights in numbers

 **179.8M**

Kilograms (396.5M pounds) of sustainable materials in our products and packaging

 **82%**

Increase in electricity generated by on-site solar panel installations compared with FY20

 **55%**

Electricity across Dell Technologies facilities from renewable sources

 **90.2%**

Packaging across our entire product portfolio made with recycled or renewable materials

 **26%**

Year-over-year increase in the percentage of products sold taken back for reuse or recycling

 **33.9%**

of team members and 28.2% of people leaders identify as women globally

 **15.4%**

of team members and 12.2% of people leaders identify as Black/African American or Hispanic/Latino in the U.S.

 **99.6%**

Team members completed Be the Change focused on understanding topics related to inclusion

 **47%**

Team members are in at least one Employee Resource Group (ERG)

 **159,742,242**

People have benefited from our strategic giving and volunteering programs

 **18,000+**

Nonprofits supported via giving and volunteering

 **222**

Nonprofits supported on their digital transformation journey

 **135M**

Individuals enrolled with Digital Lifecare in India

 **10x**

Recognized as one of the World's Most Ethical Companies® by the Ethisphere® Institute

 **1**

Centralized location for customers to learn more about our privacy practices

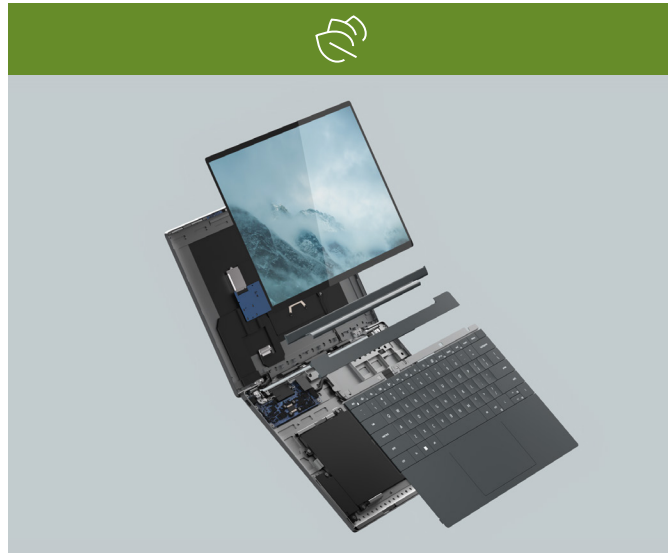
 **3**

Mechanisms for people to speak up and report a concern

 **100%**

Employees agreed to the Dell Technologies Code of Conduct

Key impact stories



Investing in circular innovation

Reducing resource use and addressing growing concerns connected to e-waste are important to our stakeholders and critical to the future of our business. In FY22, Dell Technologies unveiled Concept Luna, a prototype to inspire future sustainable laptop design, exploring revolutionary ideas to make components readily accessible, replaceable and reusable. Created to test what could be possible, if all the design ideas in Concept Luna were realized, we could expect to see an estimated 50% reduction in overall product carbon footprint when compared to a similar Dell laptop in our current portfolio.²



Championing new ways of working

Dell has been a leader in flexible work for more than a decade. We prioritize outcomes and connections, where team members can drive results and access opportunities. In FY22, we learned remote work helps level the playing field and that 90% of our team members want to remain hybrid or fully remote. Culture, belonging and career growth are vital as we envision work in a hybrid environment. We continue to believe work is an outcome — not a time or place. Technology enables team member collaboration, connection and productivity, while culture and guidance help our people and company thrive.



Advancing digital inclusion

Solar Learning Labs are a force for digital inclusion. To date, they have helped over 34,000 students, introducing them to science, technology, engineering and mathematics (STEM) and the economic opportunities technology can offer. This year Dell transitioned our learning labs to [Solar Community Hubs](#), offering community support beyond education. Depending on community needs, we will work with local partners to offer access to water and electricity, healthcare services and/or biodiversity preservation, as is the case with the Solar Community Hub in the [Amazon rainforest](#), which opened in July 2021.



Leveraging innovative tools

Regulators' expectations for ethics and compliance teams to leverage data analytics is on the rise. One way we are addressing the need is with Dell Image Analysis (DIA), a fraud prevention tool that analyzes images to detect falsification at the metadata level. Our teams are using DIA to confirm promotion and other marketing event photos submitted by third parties depict the actual events described, including date, location and spend accuracy. DIA uses programmer feedback and machine learning to enhance accuracy over time. Since implementing DIA, Dell has avoided several millions of dollars in fraud loss annually.

Recognition

Dell Technologies is advancing initiatives across our ESG reporting. The following awards represent our commitment to social impact and highlight areas of excellence and areas where we will continue to enhance our performance. Explore more of our awards and recognition.



2022 WORLD'S MOST ETHICAL COMPANIES®

Score: 10-Time honoree

Recognized in 2022 as one of the World's Most Ethical Companies® by the Ethisphere® Institute for the 10th time, affirming Dell's robust programs and commitment to integrity.



INSTITUTIONAL SHAREHOLDER SERVICES ESG

Score: Prime status

Achieved prime status by fulfilling the ISS' strong ESG requirements regarding sustainability performance in our sector in 2021.



KNOWTHECHAIN

Score: 6th out of 49 companies

Ranked sixth in the Information and Communications Technology Sector. Began reporting to KnowTheChain in 2020 to operate more transparently and responsibly in addressing forced labor in global supply chains.



2021 BEST PLACES TO WORK

Score: 100%

The DEI serves as a benchmark that helps companies build a road map of measurable, tangible actions they can take to achieve disability inclusion and equality.



CORPORATE EQUALITY INDEX

Score: Perfect score 100 points

This was our 18th consecutive year to receive a perfect score on this index, which recognizes the Best Places to Work for LGBTQIA+ equality. This index is the national benchmark for LGBTQIA+-related corporate policies and practices.



SUPPLIER ENGAGEMENT LEADERBOARD

Leader status

Recognized as a leader among the top 8% of companies assessed for supplier engagement on climate change, based on our 2021 CDP disclosure. CDP's Supplier Engagement Rating measures how effectively companies are engaging their suppliers on climate change.



ECOVADIS

Platinum medal

Awarded a platinum EcoVadis medal in 2021 for scoring in the top 1% of companies assessed across four major themes: environment, labor and human rights, ethics, and sustainable procurement.



GLOBAL TOP 25 SUPPLY CHAIN

Ranked among the 2022 leaders

For 2022, the Top 25 and Masters companies embraced four macro trends: The CSCO as Chief Ecosystems Officer, Self-Stabilizing Supply Chains, Progress on Broader Sustainability Agenda and Human-Centric Digital Automation.*



AMERICA'S MOST LOVED WORKPLACES

Score: 2nd out of 100 companies

This list recognizes companies that prioritize their employees as noted through employee surveys and analysis of employee benefits. Dell is committed to doing right by all of our stakeholders, including our team members.

* Gartner Press Release, Gartner Announces Rankings of the 2022 Global Supply Chain Top 25, May, 2022, <https://www.gartner.com/en/newsroom/press-releases/2022-05-26-gartner-announces-rankings-of-the-2022-global-supply-chain-top-25>



Meaningful impact doesn't happen without a plan

To create our plan, we closely examined the growing societal issues the world is facing and where we have the biggest opportunity to apply our technology, people and scale to activate change by 2030 and beyond. We also listened — to our customers, partners, investors, team members and communities — to learn where they wanted us to focus our efforts.

Our plan to activate change in the areas of advancing sustainability, cultivating inclusion and transforming lives, underpinned by a commitment to uphold ethics and privacy, is the result. We recognize that going beyond the incremental to drive measurable outcomes requires setting ambitious, time-bound goals and being transparent along the way. Our annual Environmental, Social and Governance Report shares not only where we are making headway, but where we need to increase focus, drive innovation and partner with others to accelerate progress toward our goals.

Cassandra Garber
VP, ESG (Environmental, Social and Governance)
Dell Technologies

Where we will make an impact



Advancing Sustainability

We have a responsibility to protect and enrich our planet, and we work with our customers, partners, suppliers, team members and communities to drive impact on the most pressing environmental issues. Core to our business, the power and scale of our global supply chain allow us to drive the highest standards of [sustainability and ethical practices](#), holding ourselves accountable for our actions while driving improvements wherever and whenever possible.

Cultivating Inclusion

Dell Technologies strives to cultivate inclusion in everything we do for our people, customers and communities. We view diversity, equity and inclusion as a business imperative and are focused on attracting, building, developing and retaining a diverse workforce through an inclusive culture. Additionally, we are expanding our impact beyond our walls to build stronger customer relationships and an external community aligned with our shared values.

Transforming Lives

We believe our scale, team members and the innovative application of our portfolio can play an important role in advancing fundamental human rights and in addressing complex societal challenges, including improving health, education and driving digital inclusion for all. We endeavor to harness the power of technology to create a future that is capable of fully realizing human potential.

Upholding Ethics & Privacy

Ethics and privacy play a critical role in establishing a strong foundation for positive social impact. In this time of rapid innovation, big data, an evolving regulatory environment and increasing expectations from our ecosystem, we are committed to continuing to lead in ethics and privacy. Our constant push for [higher ethics and privacy standards](#) will be a guidepost for how we will create a positive, lasting impact on humankind and the planet.

[Explore our Environmental, Social and Governance Plan for 2030](#)

Governance is foundational to our ESG strategy

Knowing that Dell Technologies is managing relevant environmental, social and governance (ESG) issues is of increasing importance to our stakeholders. That is why we are committed to advancing these initiatives across our company and integrating the measurement and management of ESG topics into our strategic planning and operations. We understand that ESG is a business imperative, which is why we have formalized ESG as an organization within our company with governance extending to the very top. The ESG organization has the opportunity to add long-term value, minimize risk, attract top talent and drive societal progress by:

- Meeting expectations of stakeholders.
- Bringing transparency to and improving our ESG performance.
- Governing ESG strategy, risks and performance.

We have two governance bodies responsible for oversight of ESG issues at Dell: our ESG Steering Committee and ESG Interlock Team. Each has its own roles and responsibilities and mirrors and aligns with how we manage risk in the company. We have continued to evolve the responsibilities of these governance bodies to match our growing ESG efforts and follow emerging trends.





These governance bodies are composed of members from various teams across Dell who create an integrated perspective and approach to ESG.

These governance bodies are composed of members from various teams across Dell who create an integrated perspective and approach to ESG. They include representatives from the following business units and corporate functions: sustainability; diversity and inclusion; human resources; giving and social innovation; ethics and privacy; supply chain; corporate affairs; government affairs; internal audit; legal; risk management; investor relations; accounting; and security. Together these governance bodies help us develop, manage and measure our ESG strategy and performance.

About Dell Technologies' Board of Directors

The Dell Technologies [Board of Directors](#) is committed to operating in a responsible manner. A strength of the board stems from the diversity of perspectives and understanding that arises from discussions involving individuals of varied backgrounds and experience. Although the board of directors has not established any formal diversity policy to be used to identify director nominees, when assessing a candidate's background and experience, the board of directors takes into consideration a broad range of factors, including a candidate's gender, age, race and ethnicity. We currently have two

members on our eight-member board who self-identify as women, and we will continue to ensure a diverse pool of candidates is considered for each seat. Five of our board members are classified as independent, according to New York Stock Exchange guidelines.

Role of the Board of Directors in ESG practices and risks

Our board oversees the establishment and maintenance of our governance, which uses compliance and risk oversight processes and procedures to promote responsible, ethical business conduct that is rooted in integrity. Representatives from our ESG Steering Committee report regularly to the board of directors. Awareness of key risks associated with ESG, such as adapting to climate change is a key responsibility of the board. We provide the board with regular updates on progress against our ESG goals and initiatives.

Explore [Dell Technologies' Board of Directors governance](#) information.

Key responsibilities of our ESG bodies

ESG Steering Committee

- Sets and leads our annual ESG strategy.
- Establishes the necessary resources to support ESG efforts.
- Reviews progress of our ESG goals periodically.
- Supports efforts to improve performance against priority ESG ratings, rankings and awards.
- Monitors regulatory updates to regional- and country-specific ESG requirements.

ESG Interlock Team

- Enables the execution of our ESG strategy.
- Stays aligned and informed on key risks, emerging trends and stakeholder priorities.
- Influences decisions that could impact the company's ESG strategy.
- Monitors performance against our ESG goals and priority ESG ratings, rankings and awards.
- Serves as a conduit to other councils and/or stakeholders groups.

A comprehensive approach to identifying and managing risks and opportunities

Risk management comprises processes to identify potential, significant risks — and manage those risks — to enhance the likelihood of achieving Dell's business objectives. We leverage ESG-related governance bodies to identify and manage risks that may impact our ESG-related business objectives. Please refer to our [SEC Form 10-K, Item 1A – Risk Factors](#), for a description of important risks that may impact the company's performance.

In 2020, we carried out a scenario analysis in alignment with the guidance of the [Task Force on Climate-related Financial Disclosures \(TCFD\)](#). In doing so, we assessed the potential impacts to Dell and its stakeholders in the context of future climate-related scenarios. This analysis informed our climate strategy and helped us enhance climate-related engagement internally. We continue to leverage the TCFD framework to review and communicate our governance, risk and opportunity management of climate issues. More detail on our climate risks and opportunities can be found in our CDP [climate change questionnaire](#), section C2.



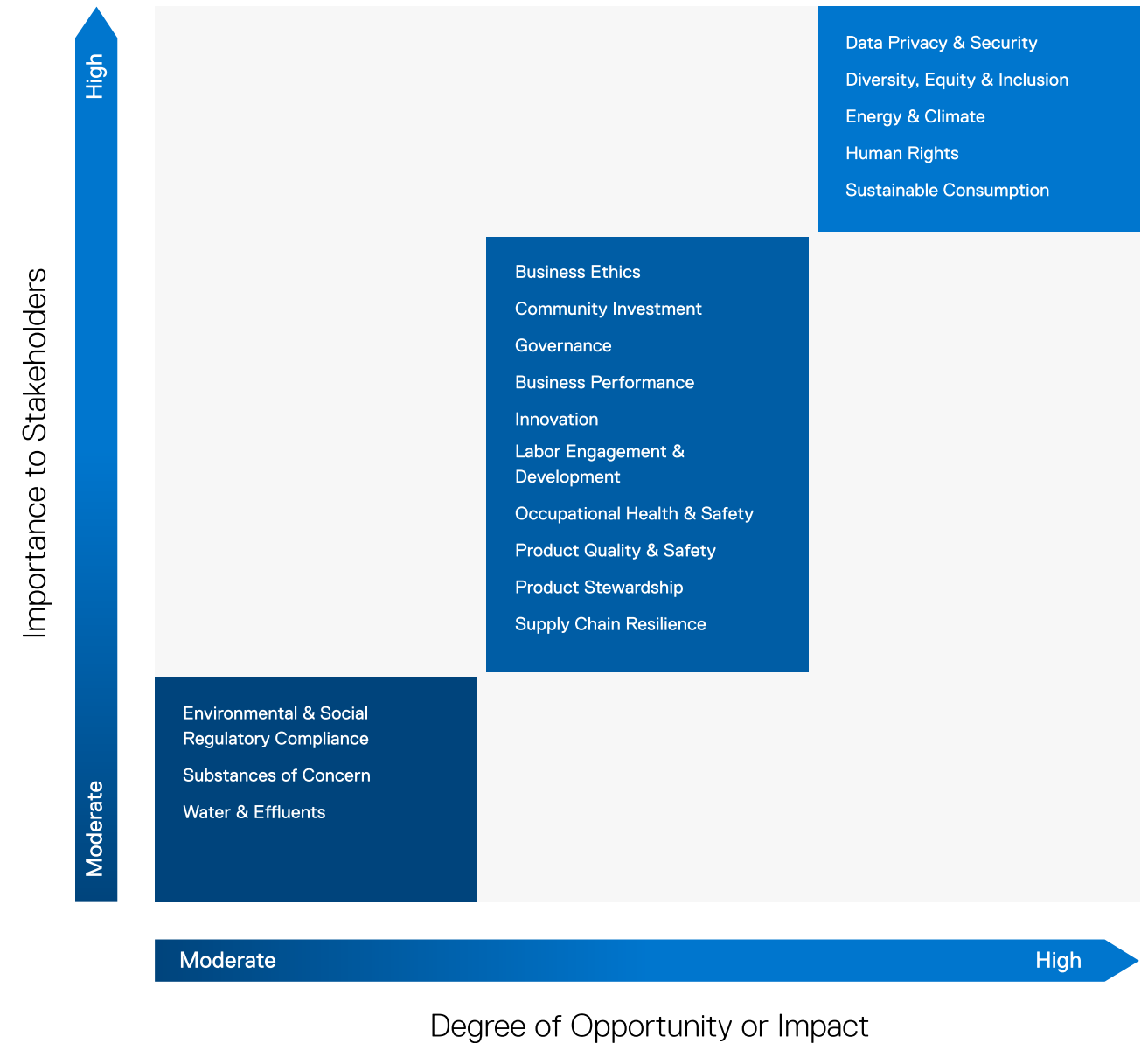
Stakeholder engagement and ESG materiality*

Stakeholder engagement and a global understanding of the ESG topics that are most important to our stakeholders are critical inputs that inform our broader ESG strategy.

We have conducted an ESG materiality assessment to identify the ESG topics that are most important to stakeholders, as well as those where Dell Technologies can play the most meaningful role. We used this analysis to guide our [ESG Plan for 2030](#) to focus resources on areas where we have the greatest opportunities for growth and leadership or the biggest ESG risks to mitigate.

We regularly refresh this analysis to capture the changing circumstances of the previous year and to adopt a more dynamic approach to identifying key ESG topics. Experts across the business and within our [ESG governing bodies](#) determined the opportunities and risks associated with each of these topics.

Going forward we will continue to align our ESG performance and reporting with these topics through our 2030 goals and our referencing of frameworks, such as the [Global Reporting Initiative \(GRI\) Standards](#) and the [SASB Standards](#). We continue to work on becoming increasingly aligned with GRI Standards and SASB Standards metrics, as informed by our analysis.



* ESG Materiality: References to information in this report should not be construed as a characterization regarding the materiality of such information to our business or financial results or for purposes of U.S. securities or other applicable law. Any references in this report to "materiality" refer to such term in the context of ESG reporting and strategy.

[Please see the Glossary for definitions of these material topics →](#)

At Dell Technologies, we believe reporting is key to accountability in ESG

We're constantly working to improve our ESG reporting with this in mind. One of the key aspects of our reporting is the consideration of internationally recognized frameworks and guidelines.

We publish stand-alone indexes based on the [Global Reporting Initiative \(GRI\)](#) and the industry-specific standards for technology and communications hardware and software established by the [Sustainability Accounting Standards Board \(SASB\)](#).

Dell, alongside 25 other companies, was one of the initial signatories of the initiative by the [World Economic Forum \(WEF\)](#) to align and focus corporate ESG disclosures. As part of this, Dell has committed to reporting on the WEF framework's core Stakeholder Capitalism Metrics, which offer a set of 21 universal, comparable disclosures focused on people, planet, prosperity and principles of governance. This common metrics standard, as defined by the WEF's International Business Council, is helping to create consistency and simplify the way all of our stakeholders can evaluate us.

[Our GRI, SASB and WEF indexes are available here.](#)

Additionally, we describe how our business activities contribute to the [U.N. Sustainable Development Goals](#). More details on this are available on [page 16](#) of this document and throughout our goals dashboard on [pages 26-34](#).

We have also adopted the recommendations of the [Task Force on Climate-related Financial Disclosures \(TCFD\)](#) in our climate change-related reporting (see [pages 11-13](#) for details on our ESG governance). We've carried out a scenario analysis in alignment with TCFD's guidance that is detailed in our CDP [climate change questionnaire](#), section C3.1b. Additionally, our GRI Index provides mapping of GRI disclosures to TCFD's recommendations.

There are several efforts underway to simplify the reporting landscape and standardize the way companies disclose their ESG information. For instance, the recently created International Sustainability Standards Board (ISSB) aims to create sustainability disclosure standards to provide stakeholders with comparable, reliable and transparent disclosures.

In parallel, there is a growing trend to mandate ESG disclosures. In several countries, rules are being prepared that will require companies to

include some climate-related data in their periodic financial reports.

In both instances, we have proactively sought out opportunities to have a seat at the table to support the initiatives and influence the new rules and guidelines. We are working to have a voice on this and are actively preparing to comply with the upcoming regulations.

For Dell Technologies, reporting on metrics that matter most to our stakeholders is a continuation of something we've understood for a long time: A sustainable, successful company has to deliver value on multiple fronts and transparently disclose its performance to its stakeholders.

View the current and archived copies of [all our ESG reports](#).



Our support for the U.N. SDGs



The [Sustainable Development Goals \(SDGs\)](#) adopted by the U.N. Member States in 2015 set forth a global vision for peace and prosperity for people and the planet. We believe technology will play a key role in many of these 17 ambitious, interrelated goals, and we see opportunities aligned with our own commitments to create a positive social impact.

All of our goals for 2030 and beyond are mapped to the specific SDGs that we believe they support. We see the potential to contribute to the SDGs in the following areas, with our unwavering commitment to ethics and privacy embedded throughout:

Advancing Sustainability

Our sustainability goals deliver on SDG targets by working to minimize impact and support positive environmental outcomes. For example, we are contributing to responsible consumption and production by accelerating the circular economy.



Cultivating Inclusion

Reducing inequalities begins with a corporate culture that is diverse, inclusive and supportive of all team members. With expanded recruiting and innovative hiring, we will attract future talent to drive economic opportunities.



Transforming Lives

Our transforming lives goals deliver on SDG targets by enabling a future that realizes better health and improved education for all in a digital economy. For example, we are driving better health with Digital LifeCare.





ADVOCACY

Engaging with stakeholders on matters of public interest

As countries, communities and businesses continue to respond to mounting concerns around environmental, social and economic challenges, we recognize that both governments and companies have roles to play. That's why we seek to partner with the public sector on a variety of issues.

As we formulate our positions on policy-related issues and decide where and when to engage on matters of public interest, we engage our stakeholder groups: team members, customers, partners, communities, investors and policymakers. Here we share highlights from our FY22 advocacy work.

Advancing Sustainability

With growing concerns around climate change and the environmental impacts of e-waste, we continued engagement to make our position on these issues clear.

- Published our Circular Economy Principles that also articulated our position on repair and launched them externally at the start of FY23.
- Joined Business Roundtable (BRT) and Information Technology Industry Council (ITI) members in support of rejoining the Paris climate agreement and the bipartisan Infrastructure Investment and Jobs Act of 2021.
- In advance of COP26, Michael Dell joined more than 90 CEOs as members of the World Economic Forum's Alliance of CEO Climate Leaders in signing a [public letter](#) sharing their readiness to work side by side with governments in a joint public-private effort to accelerate the race to net zero.
- Joined Digital Climate Alliance to help identify ways technology can be leveraged to address climate change.
- Continued membership in GridWise Alliance to elevate the use of technology to modernize electrical grids.
- Expanded and published an updated [Dell Human Rights Policy](#).

Cultivating inclusion

We feel a deep obligation to act where we can and use our platform to promote positive change for all. Since helping found the steering committee for [America Competes](#) in 2020, Dell has been an active member of this national business coalition. America Competes focuses on making the economic case for LGBTQ equality, particularly in federal law and policy.

- Signed the [America Competes letter](#) of businesses speaking out against legislation that singles out LGBTQ individuals for exclusion or different treatment.
- Continued serving on the [Texas Competes](#) steering committee. Opposed the transgender youth sports ban legislation in Texas, including testifying before a legislative committee on Senate Bill 29 and again on House Bill 25.
- Continued support of the Time to Vote coalition, ensuring our team members in the U.S. had access to time off and resources to vote in their communities. And as an extension of our commitment to access, we spoke out regarding restrictive voting legislation in our home state.
- Additionally, Dell Technologies and Michael Dell alongside 100+ US corporations signed onto the ["We Stand for Democracy" letter](#).

Accelerating digital inclusion

Dell Technologies advocated for passage of the U.S. bipartisan infrastructure bill and similar policies that provide equal access to technology and advanced connectivity such as 5G. We recognize that access to connectivity is key to education, healthcare and a globally competitive and diverse workforce. We believe that the private and public sectors can work together to address digital inequities. In FY22, we:

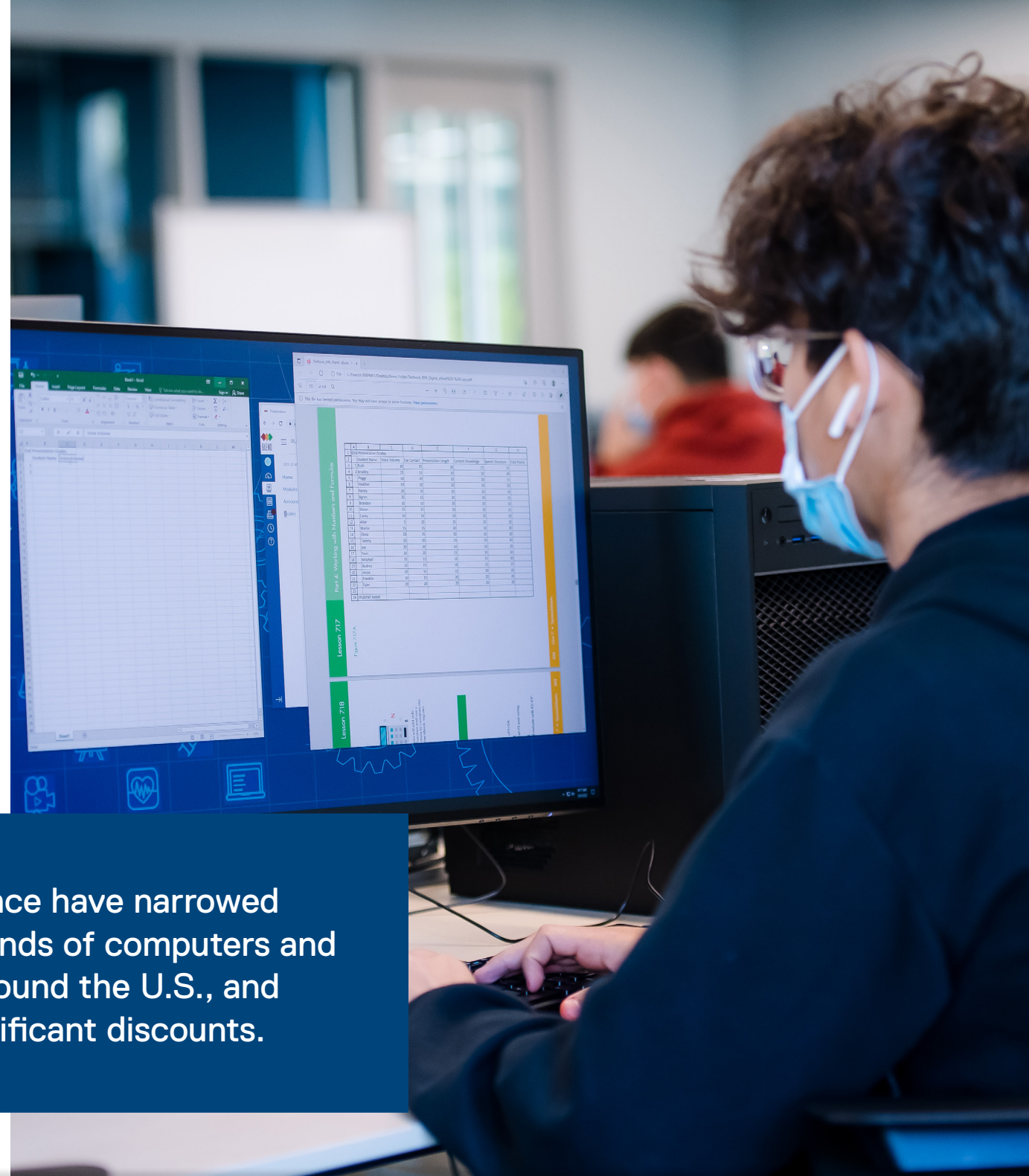
- Collaborated with the Global Business Coalition for Education to sponsor the [Big Ideas, Bright Cities Challenge](#), which encourages bold ideas from cities across the U.S. to address the skills gap. The challenge awards cash grants and in-kind business support to cities with the most powerful ideas to make their communities more “skills friendly.”
- Announced the Digital Inclusion Impact Group in which Dell and the U.K. government, as well as others from business and civic society come together to support initiatives helping communities experiencing digital exclusion. The pilot project, Dell Donate to Educate, helps support U.K. children and their families with access to the right technology at school and home.
- Engaged as a member of the Take on Race corporate coalition for advancing racial equity. Together our efforts have narrowed the digital divide by donating thousands of computers and tablets to students in kindergarten through

12th grade around the U.S., and providing many more devices at significant discounts. Families in cities from New York to Oakland, Calif., and in rural areas like the Rio Grande Valley, are now equipped at home for virtual learning and more.

- Supported Giga, an initiative launched by UNICEF USA and International Telecommunication Union, to connect every school to the internet, as well as create stronger infrastructures of hope and opportunity. Giga maps schools’ internet access in real time, creates models for innovative financing and supports governments contracting for connectivity.
- Joined the World Economic Forum’s EDISON Alliance, whose mission is to mobilize global and cross-sectoral action for social and economic outcomes through connectivity and rapid digital development.

Visit [Dell Technologies social impact public policy advocacy](#) for information.

Together our efforts with Take on Race have narrowed the digital divide by donating thousands of computers and tablets to students in grades K-12 around the U.S., and providing many more devices at significant discounts.



We respect and support the internationally recognized human rights of all people

At Dell Technologies, upholding and advancing respect for the fundamental human rights of all people is core to our business strategy, purpose, and commitment to drive human progress and create a positive and lasting social impact.

We strive to align our approach and actions to fulfill this commitment with the United Nations Guiding Principles on Business and Human Rights and the Principles of the United Nations Global Compact, to which Dell is a signatory. We are committed to making certain we are not complicit in human rights violations, and we hold our suppliers and other business partners to this same standard.

Our approach

We believe everyone deserves to be treated equally with dignity and respect, and we are committed to responsible, ethical, inclusive and sustainable business practices. These commitments are embedded in the Dell Human Rights Policy, which reflects our global commitment to respect the rights of all our stakeholders, including Dell team members, our suppliers, our contractors and subcontractors at any tier, partners, resellers, and others impacted by our value chain.

In FY22 we updated the [Dell Human Rights Policy](#) to further reinforce and clarify alignment with expectations of the U.N. Guiding Principles. To implement our commitment to respect human rights, we have also formalized and embedded other policies, human rights due diligence and governance protocols throughout our business. These are addressed in the Dell Human Rights Policy and also referenced throughout this report.



Governance

Many internal organizations across Dell are engaged to operationalize fulfillment of our commitments across our value chain.

Board of Directors

Dell's Board of Directors oversees the establishment and maintenance of our governance, compliance and risk management processes and procedures to promote business conduct with the highest standards of responsibility, ethics, integrity and respect for human rights.

Our chief executive officer, who is also chair of our Board of Directors, approves Dell's Human Rights Policy.

Environmental, Social and Governance (ESG) Steering Committee

This management committee is made up of internal leaders from Dell's corporate sustainability; diversity and inclusion; human resources; giving and social innovation; ethics and privacy; supply chain; corporate affairs; government affairs; internal audit; legal; risk management; investor relations; accounting; and security organizations. The ESG Steering Committee leads the programs and policies to uphold these standards and to advance Dell's ESG strategy.

ESG Interlock Team

This team ensures cross organizational awareness and engagement on relevant priorities and policies, and an integrated approach to fulfillment of our related commitments.



COMMITMENT TO HUMAN RIGHTS

Awareness of salient risks

We periodically engage third-party experts to conduct human rights impact assessments (HRIAs) to ensure and advance our understanding of human rights risks and impacts. These assessments inform Dell's policies, support risk mitigation and governance practices, and inform our strategic priorities.

Our last corporate-level HRIA, completed in FY19, confirmed our awareness of our salient human rights risks and impact areas (see table), and that we have the essential structures in place to monitor and address our most significant risk areas.

We are dedicated to continually increasing our understanding and effective mitigation of actual, potential or emerging risks. The continued effectiveness and evolution of our human rights strategy is built on finding opportunities to accelerate positive impacts, as well as address risks. In FY23, we plan to initiate our next HRIA to deepen our awareness of evolving risks and opportunities, and leverage insights to accelerate positive outcomes across our value chain.

The table provides an overview of the most significant human rights impact areas across our value chain, respective governing policies and expectations, and additional resources and references that further address these topics.

Salient Risks	Value Chain Impact Area(s)	Policies	Additional Resources and Reporting
Discrimination	Own Operations, Supply Chain, Products (Accessibility)	Dell Code of Conduct Dell Diversity & Equal Opportunity Employment Policy Dell Human Rights Policy Responsible Business Alliance (RBA) Code of Conduct	Cultivating Inclusion section of this report Dell's Guiding Principles on Accessibility Dell Supplier Principles
Child Labor, Forced Labor	Supply Chain	Dell Human Rights Policy RBA Code of Conduct Dell Vulnerable Worker Policy Dell Responsible Sourcing Policy	Supply Chain Sustainability section of this report Dell Statement Against Slavery and Human Trafficking Dell Supplier Principles
Health & Safety	Own Operations, Supply Chain, Products	Dell Human Rights Policy Global Occupational Health and Safety Policy RBA Code of Conduct Dell Product Regulatory Compliance Policy	Health and Safety Metrics included in By the Numbers section of this report Supply Chain Sustainability section of this report Dell Product Safety Information Dell Supplier Principles
Privacy	Own Operations, Supply Chain, Products	Dell Code of Conduct Dell Human Rights Policy Dell U.S. Privacy Statement RBA Code of Conduct	Upholding Ethics & Privacy section of this report Dell Supplier Principles
Working Hours/Wages	Supply Chain	Dell Human Rights Policy RBA Code of Conduct	Supply Chain Sustainability section of this report Dell Supplier Principles



Employees

Expectations to comply with laws and ethical business practices, including acting with integrity and respecting the fundamental human rights of others are embedded in Dell Technologies' culture and policies and clearly set out in the [Dell Technologies Code of Conduct](#). Dell team members are required to complete annual Code of Conduct training and adhere to our code and the policies, including the [Dell Human Rights Policy](#) and standards that flow from it.

For FY22 updates and additional insights on our team member commitments and expectations, refer to the [Upholding Ethics & Privacy section](#) of this report.

Business partners

We also expect our business partners to maintain a culture that embraces diversity, equity and inclusion and respects cultural differences, while operating at the highest level of integrity and accountability. These expectations are clearly defined in the Dell Technologies [Code of Conduct for Partners](#).

Supply chain

Dell is a founding member of the Responsible Business Alliance (RBA), which embeds requirements to uphold and ensure respect for human rights in the [RBA Code of Conduct](#). Dell adheres to these standards and also expects its

suppliers to comply with the RBA code and other requirements set out in our [Dell Supplier Principles](#).

Our global commitment to respecting human rights extends to the responsible sourcing of materials used in our products and is underscored in the [Dell Responsible Sourcing Policy](#). We are also involved in building an industry-wide approach to responsible sourcing of minerals through groups like the Responsible Minerals Initiative. Comprehensive insights and FY22 progress on human rights due diligence and other action we undertake to assess and address actual or potential risks, and advance positive outcomes for people in our supply chain are featured in the [Supply Chain Sustainability section](#) of this report.

Public policy advocacy

We see an opportunity to help drive lasting, positive change by helping to shape public policies that support and promote the full realization of fundamental human rights for all people. Our team works with various governmental bodies and engages with policymakers and elected representatives to discuss issues that disproportionately impact underrepresented groups, such as the digital divide. Our public policy advocacy efforts also focus on how technology can be leveraged to address economic injustices, racial bias, health inequities and workforce readiness. For FY22 updates related to Dell's Government Affairs and Human Rights, refer to the [advocacy section](#) of this report.

Collaboration

We believe unique and diverse perspectives are essential to expand and deepen our understanding of actual and potential impacts, and they help guide our actions to drive meaningful progress and positive outcomes. We value constructive engagements with, and insights from, stakeholders across our business and value chain. We also believe some human rights issues can be addressed most effectively by working in partnership with others. To drive progress on complex challenges, we engage and participate in collaborative initiatives with suppliers, business partners, customers, local communities, industry and cross-sector working groups, and other organizations. Examples of our work and progress are featured in other sections of this report, including Supply Chain Sustainability, Advocacy and Transforming Lives.



What's next

Through our ongoing due diligence and governance practices we maintain focus on current human rights risks and continually monitor for emerging or changing conditions. In FY22, we continued to integrate our human rights impact priorities into internal, cross-functional ESG governance forums. In FY22, these forums, and contributions of the many engaged functions, were leveraged to complete updates to and approval of the Dell Human Rights Policy.

In FY23, aligned with our commitment to continuous learning and improvement, members of these ESG forums and other subject matter experts from across our business, will be engaged on our next human rights impact assessment. This collaboration across the business is essential to our ambition and ability to drive a more holistic approach to mitigating risks and promoting positive impacts across our value chain.

Our goals for 2030 and beyond

With our plan, we are taking our next bold step toward driving positive impact for people and the planet. We are using these goals to build our impact strategies over the next decade. Please see our [Goals Dashboard](#) for our progress toward these goals.

ADVANCING SUSTAINABILITY

Moonshot Goal

By 2030, for every product a customer buys, we will reuse or recycle an equivalent product. 100% of our packaging will be made from recycled or renewable material. More than half of our product content will be made from recycled or renewable material.

CULTIVATING INCLUSION

Moonshot Goal

By 2030, 50% of our global workforce and 40% of our global people leaders will be those who identify as women.

TRANSFORMING LIVES

Moonshot Goal

With our technology and scale, we will advance health and education through digital inclusion initiatives aimed at delivering enduring results for 1 billion people by 2030.

UPHOLDING ETHICS & PRIVACY

Moonshot Goal

By 2030, we will fully automate our data control processes, making it easier for our customers to control their personal data.

ADDITIONAL IMPACT GOALS

- We will reach net zero greenhouse gas emissions across scopes 1, 2 and 3 by 2050.
- We will reduce scopes 1 and 2 greenhouse gas emissions by 50% by 2030.
- We will source 75% of electricity from renewable sources across all Dell Technologies facilities by 2030 — and 100% by 2040.
- We will partner with our direct material suppliers to meet a science-based greenhouse gas emissions reduction target of 60% per unit revenue by 2030.
- We will drive sustainability improvements in our global workplaces through 2030.
- Each year through 2030, we will show continued commitments to provide healthy work environments where people can thrive.
- Each year through 2030, we will deliver future-ready skills development for workers in our supply chain.
- Each year through 2030, we will continue engagement with the people who make our products.

ADDITIONAL IMPACT GOALS

- By 2030, 25% of our U.S. workforce and 15% of our U.S. people leaders will be those who identify as Black/African American or Hispanic/Latino.
- Each year through 2030, 90% of our employees will rate their job as meaningful.
- By 2030, 50% of our employees will participate in Employee Resource Groups to drive social impact.
- Each year through 2030, 75% of our employees will believe their leader is inspiring.
- By 2030, 95% of our employees will participate in annual foundational learning on key topics such as unconscious bias, harassment, microaggression and privilege.

ADDITIONAL IMPACT GOALS

- Each year through 2030, 50% of the people empowered by our social and education initiatives will be those who identify as girls, women or underrepresented groups.
- By 2030, we will use our expertise and technology to help 1,000 nonprofit partners digitally transform to better serve their communities.
- Each year through 2030, 75% of our employees will participate in giving or volunteerism in their communities.

ADDITIONAL IMPACT GOALS

- Each year through 2030, 100% of our employees will demonstrate their commitment to our values.
- By 2030, 100% of the partners we do business with will demonstrate their commitment to our values.



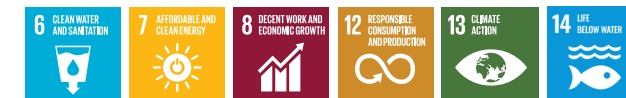
Goals Dashboard

Our Goals Dashboard focuses on year-over-year goal progress as compared to our baseline data for our 2030 goals. We provide our goal methodologies at the back of this section.

Baselines for all of our goals reflect progress already achieved or establish a point by which to measure our progress as of February 2020, unless otherwise stated.

The metrics and information presented throughout our ESG reports and plans address outcomes we are working to achieve for Dell Technologies (“Dell,” “we” or “our”). Data for RSA, Secureworks, Boomi, Virtustream and Dell Financial Services is included where relevant. Data for RSA is included only until the date of the divestiture, Sept. 1, 2020. Data for Boomi is included only until the date of the divestiture, Oct. 1, 2021. Data for VMware is excluded for all periods presented within this report. Dell completed its spin-off of VMware on Nov. 1, 2021.

Advancing Sustainability Goals



Goal	Unit of Measure	FY20	FY21	FY22	About Our Performance in FY22
MOONSHOT GOAL					
By 2030, for every product a customer buys, we will reuse or recycle an equivalent product. 100% of our packaging will be made from recycled or renewable material. More than half of our product content will be made from recycled or renewable material.					
By 2030, for every product a customer buys, we will reuse or recycle an equivalent product	Percentage of product collected (total units captured for recycling and reuse over the amount of products sold)	9.1%	9.6%	12.1%	In FY22, Dell recovered 12.1% of products sold to our customers (measured as total units collected for recycling and reuse, divided by total number of units sold). This represents a 2.5 percentage point improvement from the previous year. We attribute the growth to the introduction of new and scaling of existing recycling services. ³
By 2030, 100% of our packaging will be made from recycled or renewable material	Percentage of recycled/renewable material content in packaging	85.0%	87.0%	90.2%*	In FY22, 90.2% of our packaging was made from recycled or renewable materials. This represents 3.2 percentage point improvement from the previous year. We attribute this increase to improved sourcing options, material selection and to the introduction of alternatives to virgin plastic bags for laptops. This metric only applies to known Dell customer packaging programs. ⁴
By 2030, more than half of our product content will be made from recycled or renewable material	Percentage of recycled/renewable content in products	3.5%	3.9%	5.9%	In FY22, 5.9% of the material used in our products was made from recycled or renewable material content. This represents a 2.0 percentage point improvement from the previous year. We attribute this increase to the validation and inclusion of sustainable materials not previously accounted for (for example, certain recycled plastics, bioplastics, recycled steel and recycled aluminum) and the addition of adaptors for laptops and desktops.

*We commissioned an external third party to perform limited assurance procedures with respect to this metric. [View full details and data methodology.](#)

Advancing Sustainability Goals



Goal	Unit of Measure	FY20	FY21	FY22	About Our Performance in FY22
We will reach net zero greenhouse gas emissions across scopes 1, 2 and 3 by 2050					
Scope 1: Direct emissions	Metric tons CO ₂ equivalent (MTCO ₂ e)	57,000	44,200	45,600*	In FY22, our scope 1 emissions increased by 1,400 metric tons. This represents a 20.0% decrease from our adjusted FY20 baseline. We attribute the FY22 changes to a minor increase in fuel consumption compared to the previous year. ⁵
Scope 2: Indirect emissions, market-based	MTCO ₂ e	233,300	172,200	158,100*	In FY22, we reduced our scope 2 market-based emissions by 14,100 metric tons. This represents a 32.2% decrease from our adjusted FY20 baseline. We attribute the FY22 decrease to added renewable electricity purchases and to energy conservation activities, real estate right-sizing and the continuing impacts of COVID-19. ⁶
Scope 3, Category 1: Purchased goods and services	MTCO ₂ e	8,758,600	8,767,800*	N/A	In FY21, we are reporting an increase in scope 3, category 1 emissions of 9,200 metric tons compared to our FY20 baseline. This increase is due to product demand shifts during the first year of the pandemic. For FY22, we have improved our calculation methodology and reporting approach to scope 3, category 1. Our revised approach now incorporates our fiscal year spend with our indirect and direct suppliers' scope 3 category 1 reports, where available. This ensures our calculations use our most recent supplier emissions data, as well as direct and indirect spend from the same reporting period. As a result, we are not reporting FY22 progress as this information is dependent on supplier emissions data that will not be available until January 2023. ⁷
Scope 3, Category 3: Upstream fuel- and energy-related activities	MTCO ₂ e	131,700	105,500	143,000*	In FY22, the scope 3 fuel- and energy-related activities emissions increased by 37,500 metric tons. This represents a 8.6% increase from our FY20 baseline. While this category is related to the purchase of fuels and electricity, it also depends on 3rd party emission factors. We attribute the FY22 increase mainly to the year over year changes in the published emission factors.
Scope 3, Category 4: Upstream transportation/distribution	MTCO ₂ e	763,400	1,098,200	1,350,600*	In FY22, our scope 3 upstream transportation/ distribution travel emissions increased by 572,754 metric tons compared to our starting year, FY20. This represents a 75.0% increase. We attribute this to increased shipments by air and an increase in accuracy through additional information sharing with our logistics carriers.
Scope 3, Category 6: Business travel	MTCO ₂ e	314,300	61,400	19,600*	In FY22, our scope 3 business travel emissions were reduced by 41,800 metric tons. This represents a 93.8% decrease from our FY20 baseline, even while adding two additional categories of emissions, hotel stays and rental cars starting with our FY21 numbers. We attribute the FY22 decrease to additional reduced business travel due to COVID-19.
Scope 3, Category 11: Use of sold product	MTCO ₂ e	14,750,000	13,100,000	13,590,000*	In FY22, our scope 3 emissions from use of sold product decreased by 1,116,000 metric tons. This represents a 7.9% decrease from our starting year, FY20. We attribute this decrease to improvements in global grid emissions factors. ⁸

*We commissioned an external third party to perform limited assurance procedures with respect to these metrics. [View full details and data methodology.](#)

Advancing Sustainability Goals



Goal	Unit of Measure	FY20	FY21	FY22	About Our Performance in FY22
We will reduce scopes 1 and 2 greenhouse gas (GHG) emissions by 50% by 2030	MTCO ₂ e of scopes 1 and 2 (market-based) GHG emissions	290,300	216,300	203,700	In FY22, we reduced our combined scopes 1 and 2 (market-based) greenhouse gas emissions by 12,600 metric tons. This represents a 29.8% decrease from our adjusted FY20 baseline. We attribute the FY22 decrease to additional renewable electricity purchases, energy conservation activities, real estate right-sizing and the continuing impacts of COVID-19. ⁹
We will source 75% of electricity from renewable sources across all Dell Technologies facilities by 2030 — and 100% by 2040	Percentage of electricity generated from renewable sources	46%	54%	55%*	In FY22, we increased our electricity from renewable sources to 55%. This represents a 9 percentage point increase above our adjusted FY20 baseline. We attribute this increase to additional renewable electricity purchases in the U.S., Europe and India, additional on-site solar in Asia, and reduced electricity consumption in our operations due to energy conservation activities, real estate right-sizing and the continuing impacts of COVID-19 on our facility-based operations. ¹⁰
We will partner with our direct material suppliers to meet a science-based GHG emissions reduction target of 60% per unit revenue by 2030	MTCO ₂ e of Scope 3, Category 1 GHG emissions per \$MM	43.7 ¹¹	43.8 ¹²	42.4*	We have reduced our emissions from direct material suppliers per \$MM 3.0% from our FY20 baseline (a MTCO ₂ e to \$MM ratio of 42.4 in FY22, vs. 43.7 in FY20).
We will drive sustainability improvements in our global workplaces through 2030					
We will reduce freshwater use in our Dell Technologies-owned facilities by 25% in locales with high water stress	Megaliters of fresh water used in high water stress locales	68	45	39*	In FY22, we decreased the use of freshwater in high water stress locales by 6 megaliters. This represents a 42.6% decrease in these locales from our FY20 baseline. We attribute this decrease to conservation activities and the continuing impacts of COVID-19 on our facility-based operations.
We will reduce freshwater use in our Dell Technologies-owned facilities by 10% elsewhere	Megaliters of fresh water used in other locales	1,358	1,161	1,098*	In FY22, we decreased the use of freshwater in other locales by 63 megaliters. This represents a 19.1% decrease in these locales from our FY20 baseline. We attribute this decrease to conservation activities, real estate right-sizing and the continuing impacts of COVID-19 on our facility-based operations.
We will reduce workplace plastic waste by 90%	Metric tons of plastic waste in our workplaces	N/A	N/A	N/A	Our goal focuses on reducing plastic and plastic foam waste from food service and other general workplace activities. With team member presence at our workplaces impacted by the pandemic, any reduction reported would not reflect business-as-usual plastic consumption levels. As changes to where and how our team members work evolve, we will evaluate reporting on this or an alternative metric in the future. ¹³

*We commissioned an external third party to perform limited assurance procedures with respect to these metrics. [View full details and data methodology.](#)

Advancing Sustainability Goals



Goal	Unit of Measure	FY20	FY21	FY22	About Our Performance in FY22
Each year through 2030, we will show continued commitments to provide healthy work environments where people can thrive	Total hours of social and environmental responsibility training provided to the people in Dell's global supply chain	41,733 (CY19)	61,124 (CY20)	61,587	In FY22, Dell provided 61,587 hours of social and environmental training to supply chain team members. We attribute our progress to improved communication.
Each year through 2030, we will deliver future-ready skills development for workers in our supply chain	Total number of future-ready skills training hours at in-house manufacturing locations	12,723 (CY19)	6,592 (CY20)	13,045	In FY22, Dell-badged team members completed 13,045 hours of future-ready skills training at our in-house factories. We attribute our progress to growth in both virtual and in-person training methodologies and expansion in reach and impact of our training skills development opportunities.
	Total number of future-ready skills training hours in supply chain	N/A	99,271 (CY20)	144,658	In FY22, Dell recorded 144,658 future-ready skills training hours through our pilot program with two suppliers. We attribute our progress to better engagement with our supplier partners.

Advancing Sustainability Goals



Goal	Unit of Measure	FY20	FY21	FY22	About Our Performance in FY22
Each year through 2030, we will continue engagement with the people who make our products	Number of feedback interviews conducted with supply chain workers	12,487 (CY19)	11,699 (CY20)	12,641	In FY22, 12,641 feedback interviews were conducted with supply chain workers during Responsible Business Alliance (RBA)-certified, third-party factory audits. We attribute our progress to an ability to increase the number of supplier audits we were able to complete as COVID-19 restrictions eased.
	Percentage of manufacturing facilities with feedback channels in place	99% (CY19)	100% (CY20)	100%	In FY22, 100% of our manufacturing facilities had feedback channels in place.
	Number of ideation sessions in-house	303	271	271	In FY22, Dell factory team members participated in 271 ideation sessions at in-house factories. We are committed to holding events that drive creative best practice sharing while adhering to COVID-19 health and safety protocols.
	In-house innovation ideas implemented as projects	620	826	1,405	In FY22, we implemented 1,405 Dell factory team member innovation ideas as projects. We attribute our progress to the maturation of our innovation process through centralized tools, resources and event planning led by our Culture of Innovation team.
	Level of participation in in-house ideation sessions	97%	86%	92%	In FY22, 92.0% of Dell factory team members participated in in-house ideation sessions. We attribute our recent progress to stronger coordination across all our Dell factory locations to create meaningful, exciting and innovation-focused events for frontline team members and managers.
	Number of ideas submitted in supply chain	N/A	N/A	8,131	In FY22, 8,131 ideas were submitted by workers to management as part of a pilot program with two suppliers to support worker engagement and drive innovation.
	Number of ideas implemented in supply chain	N/A	N/A	7,763	In FY22, 7,763 ideas were implemented as part of a pilot program with two suppliers to drive innovation through worker engagement.

Cultivating Inclusion Goals



Goal	Unit of Measure	FY20	FY21	FY22	About Our Performance in FY22
MOONSHOT GOAL					
By 2030, 50% of our global workforce and 40% of our global people leaders will be those who identify as women					
By 2030, 50% of our global workforce will be those who identify as women	Percentage of global workforce who identify as women	31.1%	31.8%	33.9%	In FY22, 33.9% of our global workforce identified as women. This represents an annual addition of 2.1 percentage points toward our goal. We attribute this progress toward our goal to continued focus on our 2030 Cultivating Inclusion goals by Dell Technologies' leadership and team members, as well as inclusive culture practices in hiring, developing and retaining talent.
By 2030, 40% of our global people leaders will be those who identify as women	Percentage of people leaders in global workforce who identify as women	24.4%	25.8%	28.2%	In FY22, 28.2% of our people leaders identified as women. This represents an annual addition of 2.4 percentage points toward our goal. We attribute this progress to our continued focus on our 2030 Cultivating Inclusion goals by Dell Technologies' leadership and team members, as well as inclusive culture practices in hiring, developing and retaining talent.
By 2030, 25% of our U.S. workforce and 15% of our U.S. people leaders will be those who identify as Black/African American or Hispanic/Latino					
By 2030, 25% of our U.S. workforce will be those who identify as Black/African American or Hispanic/Latino	Percentage of U.S. workforce who identify as Black/African American or Hispanic/Latino	13.3%	14.2%	15.4%	In FY22, 15.4% of our U.S. workforce identified as Black/African American or Hispanic/Latino. This represents an annual addition of 1.2 percentage points toward our goal. We attribute this progress to our continued focus on our 2030 Cultivating Inclusion goals by Dell Technologies' leadership and team members, as well as university relations strategy and alignment to historically Black colleges and universities, minority-serving institutions, Hispanic-serving institutions, and expansion to community colleges.
By 2030, 15% of our U.S. people leaders will be those who identify as Black/African American or Hispanic/Latino	Percentage of people leaders in the U.S. workforce who identify as Black/African American or Hispanic/Latino	9.9%	11.4%	12.2%	In FY22, 12.2% of our U.S. people leaders identified as Black/African American or Hispanic/Latino. This represents an annual addition of 0.8 percentage points toward our goal. We attribute this progress to our continued focus on our 2030 Cultivating Inclusion goals by Dell Technologies' leadership and team members, as well as inclusive culture practices in hiring, developing and retaining talent.

Cultivating Inclusion Goals



Goal	Unit of Measure	FY20	FY21	FY22	About Our Performance in FY22
Each year through 2030, 90% of our employees will rate their job as meaningful	Percentage of employees who rate their job as meaningful	93%	91%	88%	In FY22, 88% of our employees rated their job as meaningful (measured in FY23). This represents a 3-percentage point decrease compared to our FY21 performance. This could be partly attributed to our shift to measure employees' sense of personal accomplishment in their work, as we've seen this is a primary driver of energy and engagement. Other data from our annual engagement survey indicates employees believe in our overall purpose – 88% of employees said Dell Technologies is contributing to the world and driving human progress more than other companies, and 92% saw a clear link between their work and Dell Technologies' objectives. ¹⁴
By 2030, 50% of our employees will participate in Employee Resource Groups (ERGs) to drive social impact	Percentage of employees participating in ERGs	33%	44%	47%	In FY22, 47% of employees participated in one or more ERG. This represents an annual addition of 3.0 percentage points toward our goal. We attribute this progress to our continued focus on our 2030 Cultivating Inclusion goals by Dell Technologies' leadership and team members, as well as extensive ERG efforts connecting and engaging team members during the pandemic, the expansion of ERGs into new regions, and cross-ERG collaborations on key events and initiatives.
Each year through 2030, 75% of our employees will believe their leader is inspiring	Percentage of employees who believe their leader is inspiring	83%	83%	87%	In FY22, 87% of our employees believed their leader was inspiring (measured in FY23). This represents a 4-percentage point increase compared to our FY21 performance. Through a challenging past few years, our leaders still consistently inspire their team members. In our annual engagement survey, two of our highest scoring questions were about our leaders – 93% of employees believed their leader has the skills, knowledge and experience to lead their team into the future, and 93% of employees said their leader cared about their well-being, both personally and professionally. ¹⁵
By 2030, 95% of our employees will participate in annual foundational learning on key topics, such as unconscious bias, harassment, microaggression and privilege	Percentage of employees participating in annual foundational learning	15%	33%	99%	In FY22, 99.6% of our employees participated in annual foundational learning on topics related to inclusion. The 66.6 percentage point increase allowed us to surpass our goal of 95%. We attribute this increase to our launch of an innovative, new e-learning experience titled Be the Change, available to all employees in various languages. Transitioning to a shorter, self-paced learning model enabled us to broadly scale our foundational learning program across the company. In addition, we provided leader resources to drive more inclusive conversations between leaders and team members.

Transforming Lives Goals



Goal	Unit of Measure	FY20	FY21	FY22	About Our Performance in FY22
<p>MOONSHOT GOAL</p> <p>With our technology and scale, we will advance health and education through digital inclusion initiatives aimed at delivering enduring results for 1 billion people by 2030</p>	Total number of people reached (cumulative)	46,588,226	93,565,402	159,742,242	In FY22, an additional 66 million people were reached through health and education initiatives. With this, cumulatively, we have reached approximately 160 million people. The increase from the year prior (approximately 47 million people reached in FY21) is due to increased impact of our Digital LifeCare program and increased reach from our strategic giving nonprofit partners. ¹⁶
Each year through 2030, 50% of the people empowered by our social and education initiatives will be those who identify as girls, women or underrepresented groups	Percentage of people reached who identify as girls, women or underrepresented groups	51.7%	56.1%	54.1%	In FY22, 54.1% of the people empowered by our social and education initiatives were girls, women or underrepresented groups. This represents a 2 percentage point decrease compared to the year prior. We attribute our continued progress to our strategic giving and Digital LifeCare programs reaching more people in FY22. The inclusion of DWEN metrics and other Employee Resource Group (ERG) initiatives offer more comprehensive demographic reach data than our other programs. In FY22, we updated this definition to reflect more inclusive wording. ¹⁷
By 2030, we will use our expertise and technology to help 1,000 nonprofit partners digitally transform to better serve their communities	Total number of nonprofit partners supported in their digital transformation journey (cumulative)	11	77 ¹⁸	222	In FY22, 146 nonprofits received support through Dell. Cumulatively, this addition marks 222 unique nonprofits supported toward our goal of 1,000 over a FY20–FY30 time period. This improvement over the year prior (65 nonprofits supported in FY21) is attributed to a significant increase in the reach of our Pro Bono Consulting Workshop program, which was rolled out globally in FY22. ¹⁹
Each year through 2030, 75% of our employees will participate in giving or volunteerism in their communities	Percentage of employees participating in giving/volunteerism	59%	51%	50%	In FY22, 50% of our global Dell team members participated in giving or volunteering. This represents a loss of 1 percentage point from the year prior. We attribute this decrease to the continued negative impact that COVID-19 had on in-person volunteerism and multiple Dell offices remaining closed throughout FY22.

Upholding Ethics & Privacy Goals

Goal	FY20	FY21	FY22
<p>MOONSHOT GOAL</p> <p>By 2030, we will fully automate our data control processes, making it easier for our customers to control their personal data</p>			
Create a customer-facing privacy digital trust center as part of My Account features	Focused on design and proof of concept. The features to deactivate and reactivate an online My Account were completed for 27 countries by end of FY20.	Launched the new privacy trust center for registered Dell My Account users to be able to easily manage their data.	In FY22 we launched the privacy trust center to be accessible to users in 27 countries without requiring that they be logged into their Dell My Account, providing transparency to Dell's privacy practices to broad audiences.
Expand our operational privacy compliance digital solution (i.e., RSA Archer) to integrate with the newly created privacy digital trust center in My Account	The features to deactivate and reactivate an online My Account were completed for 27 countries by end of FY20. FY20 was focused on design and proof of concept for the features to access and delete personal data.	Strengthened our internal procedures by embedding operational privacy compliance controls and processes.	Through Dell Technologies' global privacy program an additional six countries were included in the automated data subject rights workflow integrating Archer with the privacy trust center.
Enhance our online dell.com privacy statement to provide greater transparency on Dell Technologies' data collection and privacy practice	In FY20, we updated Dell's U.S. privacy statement to provide greater transparency on Dell's data collection and privacy practice.	This item was completed in FY20. On an ongoing basis, we continue to monitor and update our statements in accordance with market developments and regulatory transparency requirements.	

Upholding Ethics & Privacy Goals

Goal	Unit of Measure	FY20	FY21	FY22	About Our Performance in FY22
Each year through 2030, 100% of our employees will demonstrate their commitment to our values	Percentage of Dell employees who completed assigned ethics and compliance training	100%	100%	100%	In FY22, 100% of Dell employees completed assigned ethics and compliance training. In FY21, we reported 100% completion. We attribute this continued success to improvements that made training completion more accessible to a growing remote workforce, for example, through our My Ethics app.
	Percentage of Dell employees who agreed to the Dell Technologies Code of Conduct	100%	100%	100%	In FY22, 100% of Dell employees agreed to the Dell Technologies Code of Conduct. In FY21, we reported 100% agreement. We attribute this continued success to enhancements that make the Code of Conduct accessible and understandable, including through searchable and modular content in the My Ethics app.
By 2030, 100% of the partners we do business with will demonstrate their commitment to our values	Percentage of partners that agreed to the Code of Conduct for Partners	N/A	96%	94%	In FY22, 94% of partners agreed to our values and expectations as defined in the Code of Conduct for Partners. FY21 represents our baseline for this goal. In FY22, we focused on tracking the agreement data from metal-tiered Solution Providers and Authorized Distributors in the Dell Technologies Partner Program (DTPP).
	Percentage of partners that completed assigned ethics and compliance training	N/A	100%	100%	100% of partners that passed the Dell Technologies Partner Program (DTPP) annual audit completed the Compliance Training for Dell Partners course where required. FY21 represents our baseline for this goal. In FY22, we focused on tracking the completion data for metal-tiered Solution Providers and Authorized Commercial Distributors in the DTPP.

Goals Methodology

Our 2030 ESG plan lays out ambitious goals for the decade²⁰ and beyond. We believe how we track our progress is critical, and have invested significantly in identifying key performance indicators and measurement approaches. Here we describe the methodologies that support each of our goals.

Advancing Sustainability

We constantly work to refine how we measure to drive results and increase accuracy in reporting. As we continue to advance our data collection processes, sharpen our measurement and GHG emissions reporting methodologies improve across our wider supply chain, our historical emissions numbers may be restated. We will do this to provide the most accurate data possible while continuing to evolve to match best practices.

By 2030, for every product a customer buys, we will reuse or recycle an equivalent product. 100% of our packaging will be made from recycled or renewable material. More than half of our product content will be made from recycled or renewable material.

Metric: By 2030, for every product a customer buys, we will reuse or recycle an equivalent product.

Methodology: In the past, we reported solely on the weight of used materials collected. Our current methodology has progressed to allow for the combination of units collected and converted units from weight of material collected. We will continue to enhance the methodology toward a more accurate unit measure. We're intensively collaborating with recycling partners to provide more granular reports with details for product categories collected.

Metric: By 2030, 100% of our packaging will be made from recycled or renewable material.

Methodology: The scope includes packaging of all Dell Technologies-branded materials sent to customers. This measurement is based on survey responses from packaging suppliers across multiple lines of business, used to determine approximate percentages of recycled and virgin content in our packaging by volume.

Metric: By 2030, more than half of our product content will be made from recycled or renewable material.

Methodology: We report the estimated amount of recycled and renewable materials as a percentage of total weight of materials used in all Dell Technologies-branded products sold within the reporting period. We continue to analyze our current material usage to refine the percentage-based metric and work to develop standardized reporting processes within the material supply base. We're collaborating with suppliers, material and recycling experts, and others to build out the data set and to drive for an industry-wide definition of renewable and recycled materials.

We will reach net zero greenhouse gas (GHG) emissions across scopes 1, 2 and 3 by 2050

Measurement: MTCO₂e of scope 1: Direct emissions

Methodology: GHG emissions are calculated according to the GHG Protocol accounting standards and guidance.

Measurement: MTCO₂e of scope 2: Indirect emissions, market-based

Methodology: GHG emissions are calculated according to the GHG Protocol accounting standards and guidance.

Measurement: MTCO₂e of scope 3, category 1: Purchased goods and services

Methodology: To calculate scope 3 category 1, we use a hybrid method that considers both supplier-reported allocated emissions and commodity-level EEIO emissions factors to ensure the most accurate possible estimate of our share of supplier footprints. By considering both methodologies per supplier, our approach aims to eliminate underestimation. This calculation is run for all suppliers, direct and indirect, with whom Dell has any spend and then totaled to arrive at our scope 3 category 1 number.

GOALS METHODOLOGY: ADVANCING SUSTAINABILITY

Measurement: MTCO₂e of scope 3, category 3: Upstream fuel- and energy-related activities

Methodology: GHG emissions are calculated according to the GHG Protocol accounting standards and guidance. This category includes emissions related to the production of fuels and energy purchased and consumed by Dell that are not included in scope 1 or scope 2.

Measurement: MTCO₂e of scope 3, category 4: Upstream transportation/distribution

Methodology: GHG emissions are calculated according to the GHG Protocol accounting standards and guidance. This includes inbound logistics, outbound logistics, transportation/distribution, and downstream transportation/distribution from customer pickup orders.

Measurement: MTCO₂e of scope 3, category 6: Business travel

Methodology: GHG emissions are calculated according to the GHG Protocol accounting standards and guidance, considering business air, rail, car and hotel travel. This category does not include emissions from Dell-owned vehicles or use of our corporate jets, as these are included in our scope 1 calculations. The FY20 baseline emissions included air and rail travel. In FY21, emissions for hotel stays and rental cars were added. Emissions from business air travel are adjusted to incorporate radiative forcing uplift.

Measurement: MTCO₂e of scope 3, category 11: Use of sold product

Methodology: Calculations for this goal are done through a three-step process.

First, we calculate the aggregate energy footprint for each product type. For client systems (inclusive of desktops and notebooks), monitors, servers and networking systems, this calculation is based on the expected lifetime energy use for representative models and the number of units sold during the reporting period for each of these models. For storage systems, this calculation is based on the number of drive units sold for each product line, the lifetime expected energy use of those drives, and a product line specific multiplier that accounts for the extra power required by the platform to support the drives in use.

Second, the aggregate energy use for all product types is summed to give an aggregate energy footprint for all Dell hardware sold during the reporting period.

Third, we calculate region-specific carbon footprints using IEA published emissions factors and a set of weighting factors that allocate energy use across those regions. The IEA emissions factors are then adjusted to account for GWP factor differences between IPCC AR4 and AR6. We sum the region-specific carbon footprints to estimate a worldwide scope 3, category 11 figure for Dell's hardware portfolio.

For FY22 calculations, we have calculated emissions factors for our four regions of interest (OECD Americas, OECD Asia Oceania [minus China], OECD Europe, China) from the provisional CY2020 emissions factors published by the IEA for the OECD Americas and OECD Europe regions, and the CY2019 emissions factors published by the IEA for OECD Asia Oceania (minus China) and China. The IEA has published provisional CY2020 emissions factors for OECD Asia Oceania, however, the published numbers look to be clear outliers and are not confirmed through a detailed look at other IEA emissions factors.

We will reduce scopes 1 and 2 greenhouse gas emissions by 50% by 2030

Methodology: This goal furthers the reduction efforts from our Legacy of Good 2020 Plan. GHG emissions are calculated according to the GHG Protocol accounting standards and guidance. The GHG emissions in this goal are the sum of our scope 1 emissions plus the scope 2 market-based emissions.

We will source 75% of electricity from renewable sources across all Dell facilities by 2030 — and 100% by 2040

Methodology: The quantity of renewable electricity includes purchased electricity generated from wind, solar, hydroelectric and other renewable sources plus renewable electricity generated on-site, such as in solar panels. Calculations follow the GHG Protocol accounting standards and guidance.

We will partner with our direct material suppliers to meet a science-based greenhouse gas emissions reduction target of 60% per unit revenue by 2030

Methodology: Dell uses financial allocation to help identify what share of our suppliers' GHG emissions are created through the production of Dell products. We compare these emissions year-over-year per unit revenue to understand the emissions intensity of our supply chain.

GOALS METHODOLOGY: ADVANCING SUSTAINABILITY

We will drive sustainability improvements in our global workplaces through 2030

Metric: We will reduce freshwater use in our Dell-owned facilities by 25% in locales with high water stress

Methodology: Water is used at Dell facilities primarily for domestic purposes, such as drinking, cooking, cleaning and toilet flushing, for cooling and for landscape irrigation; water is not used in our assembly processes. Freshwater use at each facility includes high-quality municipal and private source water, as well as water withdrawn from surface, groundwater and rainwater sources. Each facility's water stress level is identified using the Aqueduct Water Risk Atlas' overall water risk score. This goal applies to buildings that are owned and operated by Dell and are located in communities with overall water risk scores of "high" or "very high."

Metric: We will reduce freshwater use in our Dell-owned facilities by 10% elsewhere

Methodology: See above. This goal applies to buildings that are owned and operated by Dell and are located in communities with overall water risk scores below "high."

Metric: We will reduce workplace plastic waste by 90%

Methodology: This goal references the annual weight of plastic and plastic foam waste generated in Dell's operational and office-based activities (including Dell-provided food service) that is disposed, composted or sent off-site to be recycled. Due to the COVID-19 pandemic, we were unable to conduct a planned study of plastic waste generation in our office facilities, so this baseline may be adjusted in the future once operations return to normal.

Each year through 2030, we will show continued commitments to provide healthy work environments where people can thrive

Methodology: The scope is the total number of hours of both online and face-to-face training provided to Dell factory employees and suppliers on topics such as health and safety, energy efficiency, water management, forced labor and more. In previous reports, results for this goal were calculated using calendar year data. Beginning with reporting for FY22, results will be calculated using fiscal year data.

Each year through 2030, we will deliver future-ready skills development for workers in our supply chain

Methodology: The scope is the total future-ready skills training data for two key suppliers in our pilot program.

Each year through 2030, we will continue engagement with the people who make our products

Measurement: Feedback interviews conducted with supply chain workers

Methodology: The scope is the total number of interviews conducted during Responsible Business Alliance (RBA) audits of factories. These interviews are conducted in confidence by independent, third-party auditors. In previous reports, results for this goal were calculated using calendar year data. Beginning with reporting for FY22, results will be calculated using fiscal year data.

Measurement: Manufacturing facilities with feedback channels in place

Methodology: This metric represents the percentage of Dell Technologies and high-risk supplier factories who underwent audits and complied with the RBA Code requirement to have feedback channels in place. Data reported to track progress toward this goal is expected to evolve as we further develop our work in this area. In previous reports, results for this goal were calculated using calendar year data. Beginning with reporting for FY22, results will be calculated using fiscal year data.

Measurement: Ideation sessions in-house

Methodology: The scope includes data collected by the Culture of Innovation Program at all Dell factories.

Measurement: In-house innovation ideas implemented as projects

Methodology: This reflects the number of in-house innovation ideas being implemented as projects. The scope includes data collected by the Culture of Innovation Program at all Dell Technologies factories.

Measurement: Level of participation in in-house ideation sessions

Methodology: The scope includes data collected by the Culture of Innovation Program at Dell factories.

Measurement: Number of ideas submitted in the supply chain

Methodology: This reflects the number of ideas submitted by workers at two supplier sites participating in a Dell pilot project. The scope includes data collected by the two participating suppliers.

Cultivating Inclusion

By 2030, 50% of our global workforce and 40% of our global people leaders will identify as women

Metric: By 2030, 50% of our global workforce will be those who identify as women

Methodology: Applies to our global workforce. The scope includes the percentage of individuals who self-identified as women.

Metric: By 2030, 40% of our global people leaders will be those who identify as women

Methodology: Applies to our global workforce. The scope includes the percentage of individuals who self-identified as women who are people leaders.

By 2030, 25% of our U.S. workforce and 15% of our U.S. people leaders will be those who identify as Black/African American or Hispanic/Latino

Metric: By 2030, 25% of our U.S. workforce will be those who identify as Black/African American or Hispanic/Latino

Methodology: Applies to our U.S. workforce. The scope includes the percentage of individuals who self-identified as Black/African American or Hispanic/Latino.

Metric: By 2030, 15% of our U.S. people leaders will be those who identify as Black/African American or Hispanic/Latino

Methodology: Applies to our U.S. workforce. The scope includes the percentage of individuals who self-identified as Black/African American or Hispanic/Latino who are people leaders.

Each year through 2030, 90% of our employees will rate their job as meaningful

Methodology: Data for the reporting year is collected in the following year (e.g., FY22 is collected and measured in FY23), since this optional survey asks employees to consider their previous year of employment. This goal's metric is based on the percent of favorable responses received for the survey query, "my work gives me a sense of personal accomplishment" during our annual, internal and optional employee opinion survey of Dell Technologies full- and part-time employees.

By 2030, 50% of our employees will participate in Employee Resource Groups to drive social impact

Methodology: Currently, we report participation in Employee Resource Groups (ERGs) as the count of employees signed up for any of our 13 ERGs divided by the total employee population in scope.

Each year through 2030, 75% of our employees will believe their leader is inspiring

Methodology: Data for the reporting year is collected in the following year (e.g., FY22 is collected and measured in FY23), since this optional survey asks employees to consider their previous year of employment. This goal's metric is based on the percent of favorable responses received for the survey query, "my leader inspires me" during our annual, internal and optional employee opinion survey of Dell Technologies full- and part-time employees.

By 2030, 95% of our employees will participate in annual foundational learning on key topics such as unconscious bias, harassment, microaggression and privilege

Methodology: This measurement is based on the percentage of Dell global employees who have completed Be the Change, which provides self-guided, on-demand foundational learning experiences regarding unconscious bias, intersectionality, in-groups and out-groups, equity, and microaggressions.

Transforming Lives

With our technology and scale, we will advance health and education through digital inclusion initiatives aimed at delivering enduring results for 1 billion people by 2030

Methodology: The scope includes the total number of individuals reached directly or indirectly through Dell programs such as strategic giving and social innovation (e.g., Digital LifeCare). Due to the vast geographical spread of data and limited capacity of partners to verify data at the granularity of each beneficiary, our direct and indirect impact metrics are not a unique representation of lives impacted. Going forward we will be tracking unique representation for our direct impact. Indirect impact will not be tracked uniquely due to the nature of the community outreach, and this practice is in line with common measurement and evaluation practices across the industry.

Each year through 2030, 50% of the people empowered by our social and education initiatives will be those who identify as girls, women or underrepresented groups

Methodology: This metric captures the percentage of those who identify as girls, women or underrepresented groups out of the total number of individuals reached within the reporting year. “Girls” and “women” are individuals who self-identify as female. The term underrepresented includes but is not limited to the following groups: girls or women, racial/ethnic minorities, beneficiaries requiring an accommodation (mental, physical, sensory, cognitive and neurodiverse disability), LGBTQIA+ persons, low socioeconomic groups.

By 2030, we will use our expertise and technology to help 1,000 nonprofit partners digitally transform to better serve their communities

Methodology: Currently, this measurement covers the number of nonprofit organizations that have participated in a Tech Pro Bono program. We are developing measurements to include nonprofits that are supported through other Dell efforts, including direct business unit giving and those organizations that benefit from organic, skill-based employee volunteering.

Dell has invested in the development of a Digital Assessment Tool that is now available to nonprofits globally. This tool enables nonprofits to measure and determine their current digital capacity, identify digital transformation priorities and recommended resources, and track their progress against those priorities over time. The Digital Assessment Tool was developed by TechSoup, a third-party provider.

Each year through 2030, 75% of our employees will participate in giving or volunteerism in their communities

Methodology: The scope includes the participation of Dell full-time badged employees who self-reported through a third-party giving and volunteering platform.

Upholding Ethics & Privacy

By 2030, we will fully automate our data control processes, making it easier for our customers to control their personal data

Metric: Create a customer-facing privacy digital trust center as part of My Account features

Methodology: We will provide annual updates on our progress in moving toward full automation.

Metric: Expand our operational privacy compliance digital solution (i.e., RSA Archer) to integrate with the newly created privacy digital trust center in My Account

Methodology: We will provide annual updates on our progress to fully delivering this goal.

Metric: Enhance our online dell.com privacy statement to provide greater transparency on Dell's data collection and privacy practice

Methodology: We will provide annual updates on our progress.

Each year through 2030, 100% of our employees will demonstrate their commitment to our values

Measurement: Dell employees who completed assigned ethics and compliance training

Methodology: The measurement is the number of Dell global employees who complete their assigned courses in the Learning Management System, compared to the total number of active employees on file as of a specific date each year. Additionally, Dell new hires are required to complete their training within 90 days of hire.

Measurement: Dell Technologies employees who agreed to the Dell Code of Conduct

Methodology: The measurement is the number of Dell employees who self-certify that they will uphold the Dell Technologies Code of Conduct with their completion of the annual online Code of Conduct training course, compared to the total number of active employees on file as of a specific date each year.

By 2030, 100% of the partners we do business with will demonstrate their commitment to our values

Methodology: The measurement is the total number of partners who have agreed to the Code of Conduct for Partners via the Dell Technologies Partner Program (DTPP) agreement, compared to the total number of partners participating in the DTPP.

The measurement is the total number of partners that complete the Compliance Training for Dell Partners course, compared to the total number of partners.



 ADVANCING SUSTAINABILITY

We have a responsibility to protect our planet

We work with our customers, partners, suppliers and communities to make an impact on the most pressing environmental issues. Core to our business, the power and scale of our global supply chain allow us to drive the highest standards of sustainability and ethical practices, holding ourselves accountable for our actions while driving improvements wherever possible.

At the core of everything we do

Our Advancing Sustainability goals align to these focus areas:



We take action on climate change for our company, our customers and society

Climate change is an economic, social and environmental challenge with increasingly evident consequences. Our focus on climate change spans decades and is a priority for our company and those we serve. Dell Technologies works throughout our entire value chain to reduce emissions across all scopes while validating and incorporating additional carbon removal strategies that are effective, quantifiable and verifiable. Recognizing the critical role that technology can play in addressing climate change, we are driving innovation to help our customers make progress on their emissions goals and support research and conservation efforts around the world.



We accelerate the circular economy

The global population is growing, and with this growth people are consuming more materials, which in turn could lead to negative environmental impacts related to the extraction of raw material processing and increased carbon emissions. This reality is raising concerns about climate change, waste and resource constraints. But there is a choice. We can choose to change the system. By leaving behind the linear economy and embracing a circular one, we can design to reduce and reuse waste, and extend the useful life of products and materials to reduce environmental impact. At Dell, we believe technology will play a key role in this shift, and we see the circular economy as a critical business model for our collective future.



We champion the many people who build our products

With the power of our global supply chain, Dell has the scale and ability to drive responsible manufacturing. We insist upon ethical practices, respect and dignity for everyone creating our products; this is a condition for doing business with us. We partner with many of our suppliers to help them develop the necessary insights and capabilities, reinforced by a comprehensive assurance program — including audits — that accelerates and maintains improvements. We are also a founding member of the Responsible Business Alliance, supporting the rights and well-being of workers and communities contributing to the global technology supply chain.

Focus on climate change is growing, along with a sense of urgency to act

The attention generated by the 26th U.N. Climate Change Conference of the Parties (COP26), combined with the release of the first Intergovernmental Panel on Climate Change (IPCC) report, dramatically increased awareness of what is at stake if we don't act now to offset the worst impacts of global warming.

There is no question that zeroing out emissions is the strongest commitment countries and businesses can make to slow down global warming. We are committed to delivering on our net zero goal with the right actions, technology, measurement, partnerships and people to get us there.

With the term “net zero” growing in use comes the challenge that not everyone is defining or measuring it in the same way. At Dell, we are currently working to align our net zero goal with the [latest guidelines](#) from the Science Based Targets initiative (SBTi) — a globally recognized partnership between CDP, the United Nations Global Compact, World Resources Institute (WRI) and the Worldwide Fund for Nature (WWF). Our net zero goal:

- Contains near-term goals based on SBTi guidance in line with the latest climate science necessary to meet the goals of the Paris climate agreement, providing a clearly defined pathway for companies to reduce emissions, helping prevent the worst impacts of climate change. In 2015, we were one of the first 12 companies to have our emissions reduction targets validated by the SBTi.

- Supports the climate mitigation hierarchy, committing to address our own value chain emissions and working to achieve these targets as our first priority while evaluating projects and timeline to mitigate emissions outside of our value chain.
- Extends across our entire value chain, counting not only the scope 1 (direct emissions, for example, facilities) and scope 2 (indirect purchased emissions, for example, electricity) but also scope 3 emissions created on a company's behalf, such as those coming from its supply chain (upstream) and the use of its products by consumers (downstream). These scope 3 emissions often make up the majority of a company's carbon footprint.

We will continue to engage and evaluate as measurement guidelines and standards evolve. This may mean adjusting how we measure and report in the future to ensure our net zero goal is as comprehensive as possible to deliver on our commitment to achieve a true net zero greenhouse gas emissions target by 2050.

Greenhouse gas emissions by scope

SCOPE 1

Direct emissions from Dell Technologies-owned and -controlled resources



SCOPE 2

Indirect emissions related to the consumption of purchased electricity, steam, heating and cooling

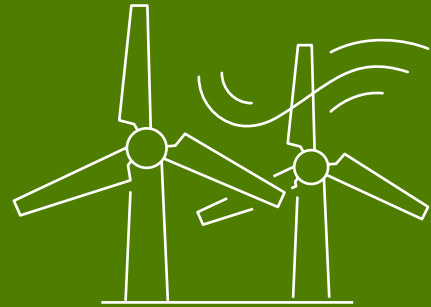
SCOPE 3

Indirect emissions associated with our supply chain, the use of our products by customers, and things like business travel and transportation of goods and services



On the road to net zero

SCOPES 1, 2 AND 3



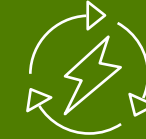
We will reach net zero greenhouse gas (GHG) emissions across scopes 1, 2 and 3 by 2050

SCOPES 1 AND 2



We will reduce scopes 1 and 2 GHG emissions by 50% by 2030

SCOPE 2



We will source 75% of electricity from renewable sources across all Dell facilities by 2030 — and 100% by 2040

SCOPE 3



We will partner with our direct material suppliers to reduce GHG emissions by 60% per unit revenue by 2030

SCOPE 3



In FY23 we will release a new 2030 goal to reduce the carbon emissions associated with the use of sold product

We will reach net zero greenhouse gas (GHG) emissions across scopes 1, 2 and 3 by 2050

Our net zero goal is an extension of our existing climate-related goals and reflects our strong commitment to taking action on climate change. Achieving this goal will require global cooperation across many aspects of our business and our broader value chain, a science-based approach and consistently meeting our time-bound interim goals. Most importantly, our 2030 emissions targets are key to achieving the goal. To reach net zero emissions, we must significantly reduce or eliminate our scopes 1 and 2 and material scope 3 emissions, and then focus our efforts, where possible, on balancing the remaining GHG emissions via carbon removal activities. We know that this is an ambitious plan. Technology innovation, increased adoption of renewable electricity and climate science all impact the rate at which the world makes the net zero transition. We'll continue to evaluate and be agile to make the most of these to accelerate our progress while supporting our customers and partners with their own climate goals.

In FY22, we maintained focus on reducing emissions, increasing the use of renewable electricity and partnering across our value chain. We continue to see a significant opportunity to increase efforts in scope 3 emissions related to the use of our products. In FY21, we retired [our goal](#) to reduce the energy intensity of our products by 80% (FY12–FY21), achieving a 76.7% reduction across our entire portfolio. To continue to drive progress in this area, we are establishing a new 2030 goal to reduce the carbon emissions associated with the use of sold product, which we will share in FY23.

*Please see our [2030 Goals Dashboard](#) for more on the progress, scope and measurement of this goal.





National Geographic Explorer, Mike Libeck uses Dell Rugged Extreme laptops to support climate and microplastics research on an expedition to Antarctica.

RECENT HIGHLIGHTS

World Economic Forum's Alliance of CEO Climate Leaders

In advance of COP26, Michael Dell joined more than 90 CEOs of large multinational organizations as members of the World Economic Forum's Alliance of CEO Climate Leaders in [signing a public letter](#) sharing their readiness to work side by side with governments in a joint public-private effort to accelerate the race to net zero.

CDP Supplier Engagement Leaderboard

Dell was included on the CDP Supplier Engagement Leaderboard, which provides a rating for how effectively companies are engaging their suppliers on climate change. CDP assessed performance on supplier engagement using a company's response to selected questions on governance, targets, scope 3 emissions and value chain engagement in the CDP 2021 climate change questionnaire. We also scored an A- in the climate category for the quality and comprehensiveness of information we provided.

“The world is waking up to the reality that achieving net zero greenhouse gas emissions is not optional. We will decarbonize our business by 2050 through strong short- and long-term goals driven by technological innovation, increased adoption of renewable electricity and climate science. But no company is an island. Avoiding the worst impacts of global warming takes everyone. It's why we are also putting our technology to work to help our customers, value chain and society transition to net zero.”

JJ DAVIS
CHIEF CORPORATE AFFAIRS OFFICER,
DELL TECHNOLOGIES

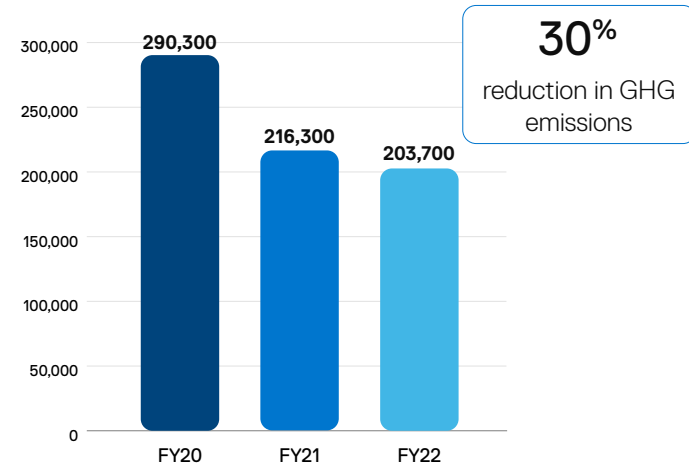
CLIMATE ACTION GOALS

We will reduce scopes 1 and 2 (market-based) greenhouse gas (GHG) emissions by 50% by 2030

Taking responsibility for the GHG emissions generated by our company facilities; vehicles; purchased electricity, heating, and cooling is the first step on the journey to net zero. Electricity use in our buildings is the largest source of GHG emissions from our own operations, with smaller quantities coming from fuels and refrigerants used in buildings and in company vehicles. To achieve a 50% reduction by 2030, we are focusing on efficiency in our electricity use and increasing our use of renewable energy. Our 2030 scope 1 and scope 2 GHG reduction targets have been accepted by the Science Based Targets initiative (SBTi) as consistent with reductions required to keep global warming to 1.5 degrees Celsius, the most ambitious goal of the Paris climate agreement.

PERFORMANCE TO DATE*

Reduction measured from FY20 baseline.²¹



MTCO₂e of scopes 1 and 2 (market-based) GHG emissions

*Please see our [2030 Goals Dashboard](#) for more on the progress, scope and measurement of this goal.

RECENT HIGHLIGHTS

Reduced our scopes 1 and 2 GHG emissions by 86,600 metric tons since FY20

In FY22, we achieved the ISO 50001 energy management systems standard certification for two additional Dell facilities. As a result of these certifications, all 10 of our Dell-owned manufacturing facilities are now certified. Through this and other programs, we continue to implement projects to improve energy efficiency and reduce greenhouse gasses in the buildings we operate.



CLIMATE ACTION GOALS

We will source 75% of electricity from renewable sources across all Dell Technologies facilities by 2030 — and 100% by 2040

The transition to renewables is essential to decarbonize our economy and mitigate the effects of climate change. We are making progress and will continue our work to source renewable electricity alternatives to reach 100% by 2040. This goal contributes to scope 2 emissions reductions and supports our scopes 1 and 2 GHG emissions reduction goal.

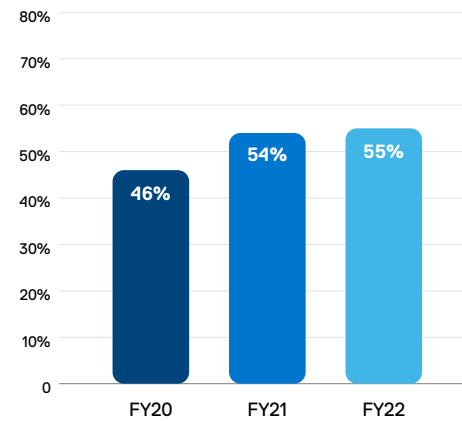
RECENT HIGHLIGHTS

Maintained focus on energy improvements in our owned buildings and leased spaces

To support our long-term global renewable electricity strategy, in FY22 we added additional renewable electricity to our facilities in India, France and the U.S. We also conducted several detailed opportunity assessments of near-term and alternative solutions for buildings and leased spaces, which we will use to help plan our long-term global renewable electricity strategy.

*Please see our [2030 Goals Dashboard](#) for more on the progress, scope and measurement of this goal.

PERFORMANCE TO DATE*



Total electricity used generated from renewable sources





CLIMATE ACTION GOALS

We will partner with our direct material suppliers to reduce GHG emissions by 60% per unit revenue by 2030

We understand that part of our overall carbon impact on the environment includes carbon emissions that occur when our suppliers manufacture key components and provide vital services to us. Our current near-term supplier emissions reduction target demonstrates our commitment to addressing climate change throughout the value chain and has been approved by the Science Based Targets initiative (SBTi). We continue to evolve how we hold ourselves and our suppliers accountable to maximize our impact.

We demonstrate this by engaging with suppliers to help them reduce their GHG emissions and track progress. We constantly work to refine how we measure to drive results and increase accuracy in reporting. Over the last year, our suppliers improved their GHG emissions reporting practices, and we have further enhanced the data collection methodologies used in calculating results for our direct material suppliers goal.

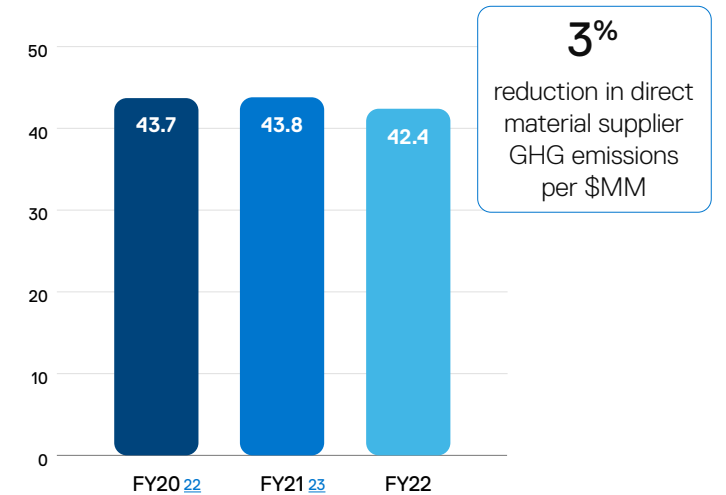
These changes are reflected in our FY22 results. In addition, we are restating our goal baseline and initial reporting results. Our updated FY21

numbers show we were level with our baseline where we previously reported a decrease in direct supplier emissions per million dollars (\$MM) of revenue.

Over the last year, we deepened engagement with our direct material suppliers and supported them in their efforts to set aggressive and ambitious GHG emissions reduction targets. Through direct engagement with supplier sustainability teams, we worked to understand the barriers suppliers face in setting reduction targets and shared best practices to help overcome them. We also provided them with global standards and methodologies for setting GHG goals and referred suppliers to the public tools we used to develop our own targets. All of these activities are critical to driving long-term GHG emissions reductions with our direct material suppliers and successful achievement of our goal.

PERFORMANCE TO DATE*

Reduction measured from FY20 baseline.



MTCO₂e GHG emissions per \$MM

*Please see our [2030 Goals Dashboard](#) for more on the progress, scope and measurement of this goal.



RECENT HIGHLIGHTS

Supported suppliers with climate reporting

Encouraged suppliers to complete the CDP climate questionnaire and then provided detailed feedback to each supplier, including how to expand and provide more in-depth responses for the climate questionnaire in the future. We include this practice as part of our ongoing approach for GHG emissions reduction discussions with suppliers. This resulted in an increased level of specificity from suppliers in describing their programs qualitatively, not just with numerical data. This [case study](#) shares more about how we engage with suppliers to help drive GHG emissions reductions.

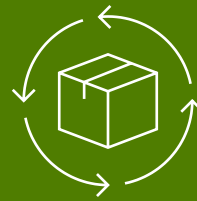
Continuing our focus on scope 3 emissions associated with the use of sold product

When we look at our GHG emissions, we take responsibility all the way through to the use of our products by our customers and partners. Our now retired goal to reduce the energy intensity of our entire product portfolio by 80% (FY12–FY21) was an ambitious one focused on driving down the energy intensity of our entire product range, from laptops all the way through to servers and storage. We are proud that we achieved a 76.7% reduction and are now turning our attention to our next aggressive target. To continue to drive progress in this area, we are establishing a new 2030 goal to reduce the carbon emissions associated with the use of sold product, which we will share in FY23.

Accelerating the circular economy



By 2030, for every product a customer buys, we will reuse or recycle an equivalent product



By 2030, 100% of our packaging will be made from recycled or renewable material



By 2030, more than half of our product content will be made from recycled or renewable material

CIRCULAR ECONOMY MOONSHOT GOAL

By 2030, for every product a customer buys, we will reuse or recycle an equivalent product. 100% of our packaging will be made from recycled or renewable material. More than half of our product content will be made from recycled or renewable material.

As we work to tackle global challenges like climate change, waste and pollution, the circular economy — reducing waste and emissions and reusing products and materials at their highest value — is critical to help solve these issues. Our circular economy goal calls for taking back as much as we produce and significantly scaling our adoption of recycled and renewable materials. These two actions, along with Dell’s design methodology to optimize product reusability and recyclability, support the future of the circular economy.

In FY22, we used over 179.8M kilograms (396.5M pounds) of sustainable materials in our products and packaging. But our approach goes beyond materials. By considering sustainability at every stage of a product’s life cycle, we are further reducing its carbon footprint. Designing products to last longer and be easier to repair, refurbish or recycle takes pressure off sourcing new materials and emissions related to manufacturing.

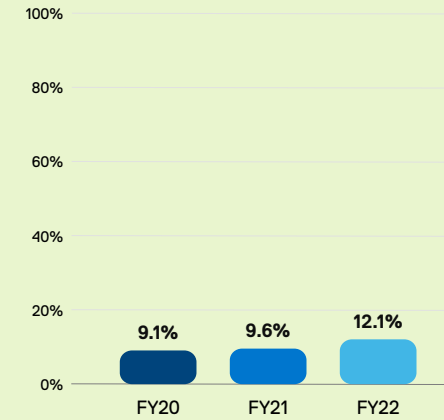
Understanding the challenges to sustainable materials use, recycling and reuse are key to this goal. In FY22, we focused efforts on partnering with others to uncover new materials and drive innovative design ideas like [Concept Luna](#). We also built upon our 25 years of recycling leadership to [scale existing services](#) and pilot new ways to incentivize return streams. This will be an area where we will continue to drive investment to evolve current and introduce new programs that respond to changing consumer and business behaviors. We will partner with others to achieve our goal and reduce environmental impact.

[Explore more on Dell’s perspective on circularity →](#)

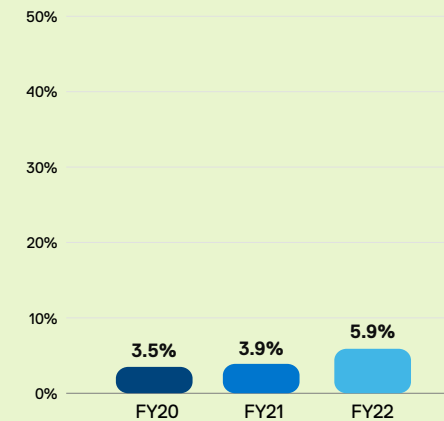
*Please see our [2030 Goals Dashboard](#) for more on the progress, scope and measurement of this goal.

†We commissioned an external third party to perform limited assurance procedures with respect to this metric. [View full details and data methodology.](#)

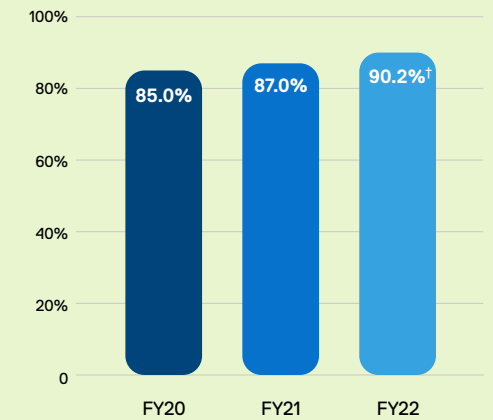
PERFORMANCE TO DATE*



Percentage of product collected (total units captured for recycling and reuse over the amount of products sold)



Percentage of recycled/renewable content in products



Percentage of recycled/renewable material content in packaging



RECENT HIGHLIGHTS

Repair leadership

Repair is essential to keep products in use longer and out of landfills. At Dell Technologies, we have long supported customers' choice to repair their own device or seek out another convenient repair option. Continuing to engage in the growing conversation around repair is important. We see opportunities to evolve Dell's leadership, providing additional routes to make repair more accessible and affordable.

[You can read more about our work to support repair here →](#)

Rethinking recycling

Achieving our goal to reuse or recycle as much as we produce means trying new ways to engage individuals, partners and businesses to turn in their out-of-use technology. We recently expanded our Dell Trade-In Program, which allows consumers to trade in eligible technology they are no longer using (of any brand) and receive instant credit toward new Dell products. We also collaborated with Google, Apple, Amazon and Microsoft to launch a year-long citywide doorstep electronics recycling pilot for consumers from Denver, Colo. Developed in partnership with recycling start-up [Retrievr](#), this pilot is helping collect insights to better understand the most

critical factors affecting consumer behavior and apply them to improve processes for recycling electronic waste. We have also expanded our commercial Asset Recovery Services (ARS) to 36 countries, helping customers receive value from existing IT assets and implement sustainable recycling and recovery services at scale.

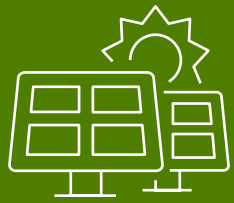
Expanding the use of ocean-bound plastics

In FY22, we exceeded our commitment [in support of U.N. Sustainable Development Goal 14](#) to increase our annual use of ocean-bound plastic tenfold by 2025, based on our 2017 baseline (10 x 16,000 pounds). Using over 227,000 pounds of ocean-bound plastic in our packaging in a single year enabled us to achieve this goal four years ahead of schedule. We also recently announced an important milestone that expands use of ocean-bound plastic beyond packaging into products. The Latitude 5000 series and Precision 3570/3751 Mobile Workstations now feature ocean-bound plastics in the fan housing (28%) and in the fan and fan housing (13%) in our OptiPlex Micro desktops and Precision Workstations. Dell's EcoLoop Pro series of backpacks, sleeves and briefcases also now features 100% ocean-bound plastic in the exterior main fabric.

“Early on, Dell recognized the need for cross-industry collaboration to address the scale of the ocean-bound plastic problem, and fueled the development and launch of NextWave Plastics, the only consortium of global companies working together to build a network of ocean-bound plastic suppliers and bring value to the communities from which this material is sourced. Extending the use of this material across new products demonstrates Dell’s long-term commitment to addressing the 14 million metric tons of new plastic entering the ocean every year.”

DUNE IVES
CEO OF LONELY WHALE

Championing the people who build our products



We will drive sustainability improvements in our global workplaces through 2030



Each year through 2030, we will show continued commitments to provide healthy work environments where people can thrive



Each year through 2030, we will deliver future-ready skills development for workers in our supply chain



Each year through 2030, we will continue engagement with the people who make our products

We will drive sustainability improvements in our global workplaces through 2030

Championing sustainability starts at home. We work on a local level to reduce environmental impact in our workplaces around the world, but the actions that are prioritized for one country may differ from another. Our factories in Xiamen, China, for example, face very different water-related issues than our offices in Montpellier, France, or our U.S. data centers in Durham, N.C. While we track our efforts against two global efforts — reducing freshwater use and reducing workplace plastic waste — we also look at broader sustainability efforts. In an environment where hybrid work has continued to scale and new ways of working continue to evolve, we will evaluate how the focus areas for this goal will shift in the future.

We will reduce freshwater use in our Dell Technologies-owned facilities by 25% in locales with high water stress, and by 10% elsewhere

Dell uses fresh water for domestic purposes, such as drinking, cooking, cleaning and flushing toilets, as well as for cooling and landscape needs. Water stress — any situation in which water is insufficient for a region's needs — is chronic in some parts of the world. Although water resources are precious everywhere, living and operating in those areas require special consideration. We view our goal to reduce freshwater use as part of being a good citizen of those communities. Our FY22 results show a decrease across both of these targets, largely as a result of the dramatic reduction of our workforce going into Dell-owned facilities. As new ways of working continue to evolve, we will evaluate the impact on this goal.

We will reduce workplace plastic waste by 90%

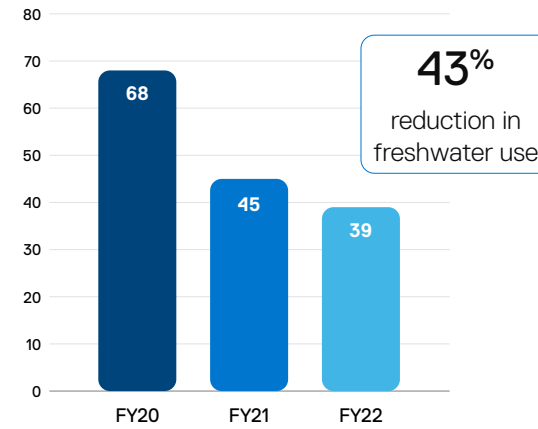
Single-use plastics — those used once and then discarded — are examples of the linear economy in action. We want to break free from this use. Our goal focuses on reducing plastic and plastic foam waste from food service and other general workplace activities. With team member presence at our workplaces impacted by the pandemic, any reduction reported would not reflect business-as-usual plastic consumption levels. As changes to where and how our team members work evolve, we will evaluate reporting on this or an alternative metric in the future.



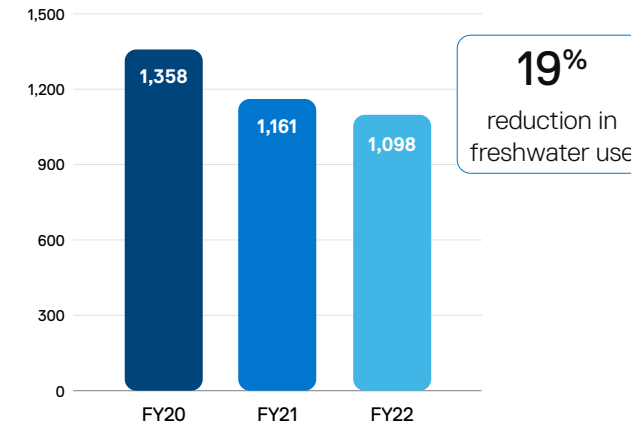


PERFORMANCE TO DATE*

Reduction measured from FY20 baseline.



Megaliters of fresh water used in high water stress locales



Megaliters of fresh water used in other locales

RECENT HIGHLIGHTS

Sustainable workplaces by design

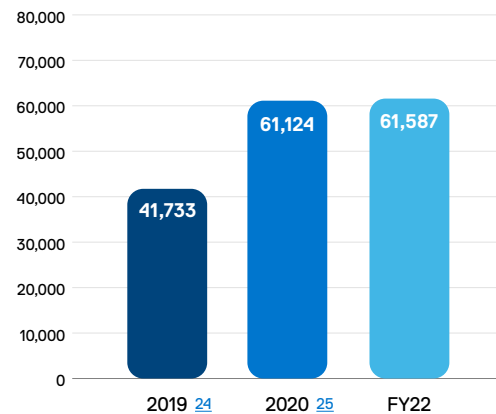
Secured a LEED Interior Design and Construction (LEED ID+C) Silver award for our new Japan headquarters. Our facilities design team incorporated water conservation, energy efficiency, indoor air quality features and other measures in these leased spaces, supporting our sustainability objectives to protect people and the planet.

*Please see our [2030 Goals Dashboard](#) for more on the progress, scope and measurement of this goal.

Each year through 2030, we will show continued commitments to provide healthy work environments where people can thrive

Dell expects a safe, healthy workplace where people can thrive. Delivering such a workplace involves a commitment to health and safety, training, and management. We expect the same within our supply chain, and we reinforce the responsible operation of our factories and those of our suppliers. We evolve our approach to ensure we continue to deliver meaningful impact.

PERFORMANCE TO DATE*



Total hours of social and environmental responsibility training provided to the people in Dell's global supply chain

*Please see our [2030 Goals Dashboard](#) for more on the progress, scope and measurement of this goal.

RECENT HIGHLIGHTS

Workplace engagement pilot

Worked with Social Accountability International (SAI) to pilot its TenSquared program in our supply chain. A structured, 100-day workplace engagement program, TenSquared united teams of supplier employees and their managers to address root causes of workplace challenges, overcome institutional hurdles to change and create a culture of continuous improvement. Frontline supplier employees participated in the process of root cause analysis, solution discussion, execution progress evaluation and impact measurement. Participants learned a robust methodology for problem-solving, organizational communication and leadership that they can apply to future challenges. [Learn more about the TenSquared program in this case study.](#)

Implementing new processes

Continued our commitment to the health and safety of everyone in our supply chain by prioritizing high-risk manufacturing processes. We implemented a hierarchy of control for processes, such as aluminum-magnesium smelting, electroplating, painting and solvent cleaning. Processes include elimination and substitution, as well as engineering and administrative controls. We also assessed supplier management systems, machine safeguarding, process operation and material management for high-risk processes.

New ways to engage suppliers

Partnered with suppliers to increase their own health and safety practices, facilitating workshops and developing a short video series focused on chemical safety and wearing proper personal protective equipment (PPE). This series is available on Dell's mobile training platform, making it easy for workers to access. [Learn more about how we enable digital learning through mobile phones.](#)





CHAMPIONING PEOPLE GOALS

Each year through 2030, we will deliver future-ready skills development for workers in our supply chain

Through our global supply chain, thousands of people work to bring Dell's products and services to life. Delivering meaningful work, developing new skills and progressing in their careers are critical to their success. We are working to identify critical skills for the future, provide team members with the skills and training they need to unlock opportunities and advance their careers, and support our suppliers' efforts to do the same. To offer skills development at scale, in FY22 we implemented additional innovative solutions for both online learning and in-person training opportunities.

RECENT HIGHLIGHTS

Developing communication and digital skills

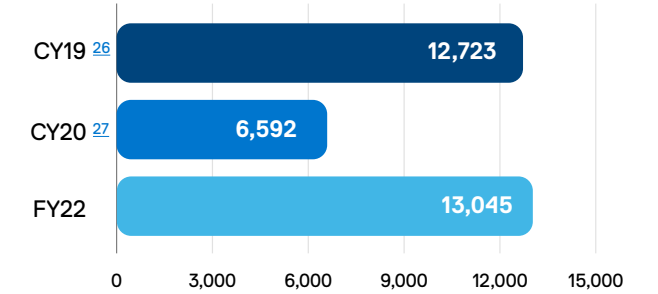
Supported the growth of our in-house manufacturing teams by implementing future-ready training focused on addressing personal and interpersonal effectiveness, such as communication and having a growth mindset, as well as cognitive skill topics, such as decision-making, critical thinking, creativity and innovation. With digital skills foundational to business, we also focused on training and developing confidence in this key area.

Future-ready skills pilot program

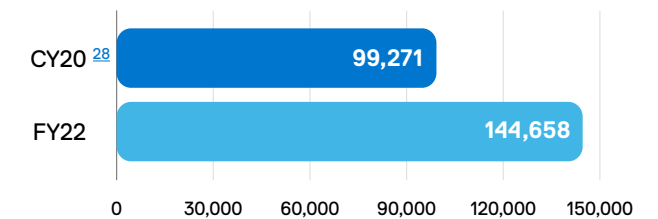
Developed and successfully implemented a future-ready skills pilot with two key suppliers. Dell collaborated with these suppliers to benchmark their existing training and development programs against Dell and industry standards, created a frontline worker talent development road map strategy, built customized training tool kits, shared best practices and monitored progress. Going forward, we aim to promote supplier-led future-ready skills development programs across our supply chain.

*Please see our [2030 Goals Dashboard](#) for more on the progress, scope and measurement of this goal.

PERFORMANCE TO DATE*



Total number of future-ready skills training hours at in-house manufacturing locations



Total number of future-ready skills training hours in supply chain

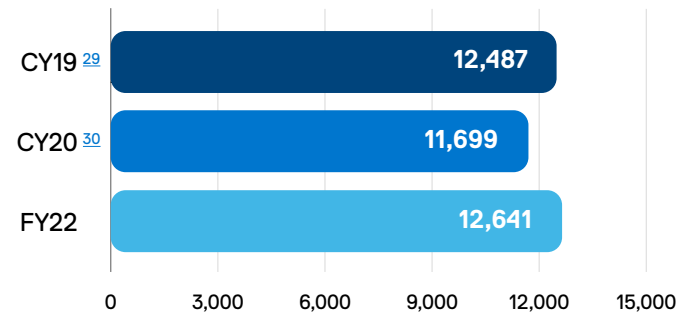
CHAMPIONING PEOPLE GOALS

Each year through 2030, we will continue engagement with the people who make our products

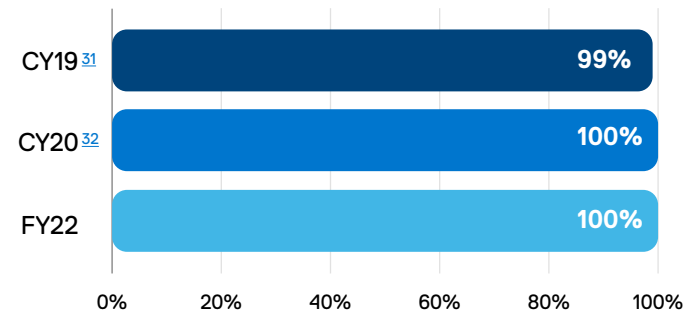
The people who make our products are critical to our success. Listening to feedback and enlisting their unique insights creates a better workplace and drives our business forward. Our in-house experience — through our manufacturing team's Culture of Innovation Program — demonstrates how a positive and inclusive environment enables innovation to thrive through individual engagement, skills development, dedicated events and recognition. This experience forms the basis of Dell's engagement with suppliers to support their own similar programs.



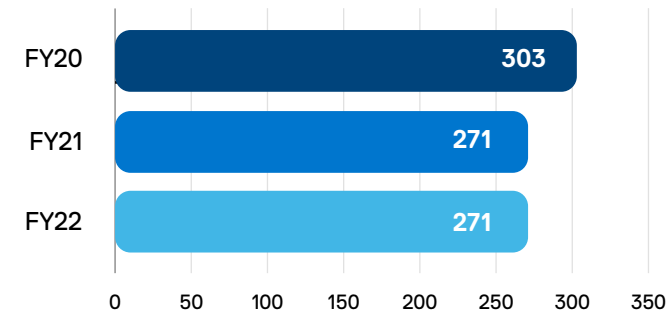
PERFORMANCE TO DATE*



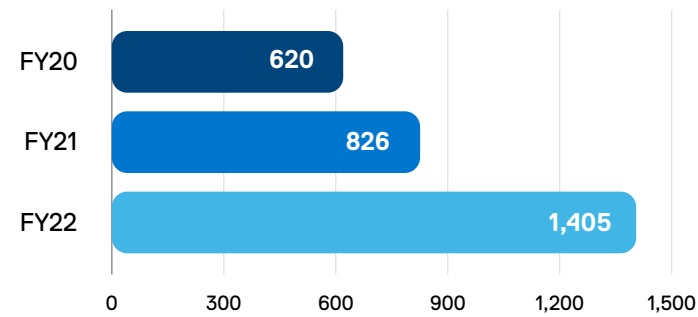
Number of feedback interviews conducted with supply chain workers



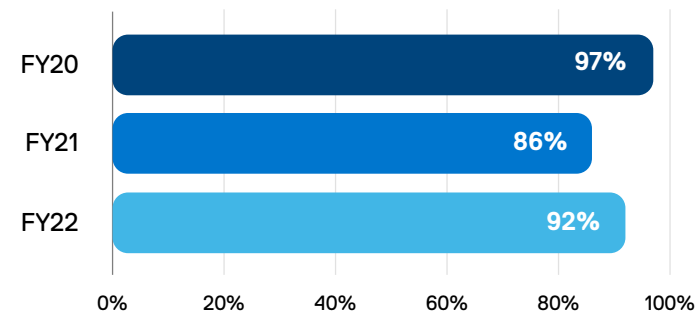
Percentage of manufacturing facilities with feedback channels in place



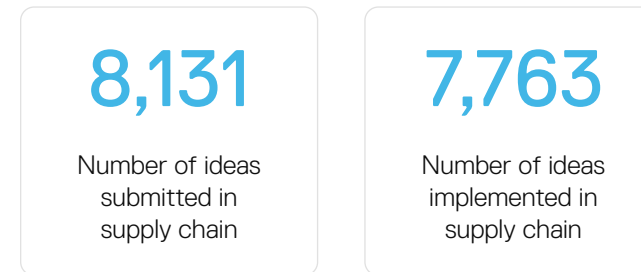
Number of ideation sessions in-house



In-house innovation ideas implemented as projects



Level of participation in in-house ideation sessions



RECENT HIGHLIGHTS

Ideation and innovation seminars

Launched capability-building seminars in partnership with our Culture of Innovation Teams. Seminars support ideation and innovation in our 10 manufacturing sites. Sessions focus on best-in-class practice sharing that helps scale and mature supply chain innovation among site leads. Instruction includes guidance on the ideal framework structure: ideation methodologies, prioritization and implementation of the best ideas.

Virtual brainstorming sessions

Facilitated online brainstorming sessions to enable idea sharing across global facilities. Our Culture of Innovation Teams enhanced our engagement strategy by launching more virtual events, using collaboration platforms that allowed frontline worker participation in real-time ideation, problem-solving and recognition. We plan to continue expanding virtual events across our Global Manufacturing Teams in FY23.

*Please see our [2030 Goals Dashboard](#) for more on the progress, scope and measurement of this goal.



Product Sustainability



Reducing the environmental impact of our products for a healthier planet

People and organizations around the globe use our technology to drive innovation and progress. With the growing use of technology comes a constant need to reduce the environmental impact of creating our products, as well as the energy use footprint when our customers use our products. At Dell Technologies, sustainability is part of every product decision we make in service of achieving our circular economy and net zero greenhouse gas emissions goals. We consider the environment across the entire life cycle of a product from design, sourcing materials, manufacturing, shipping and the eventual end of life of those products.

Sustainable design not only extends the life of products and materials, reducing emissions and waste for the planet, but also meets our customers' increasing demands for sustainable products. A recent global research study conducted by the Economist Intelligence Unit (EIU)³³ and commissioned by Worldwide Fund for Nature (WWF) shows a staggering 71.0% rise in popularity of searches for sustainable goods over the past five years.

Beyond our products, we are evolving our services and programs to increase our take back of out-of-use or legacy IT equipment. We are helping customers take advantage of the business and sustainability outcomes of as a service. Through these efforts, we are delivering powerful technology and services our customers are looking for, while constantly driving innovation to reduce our environmental impact.

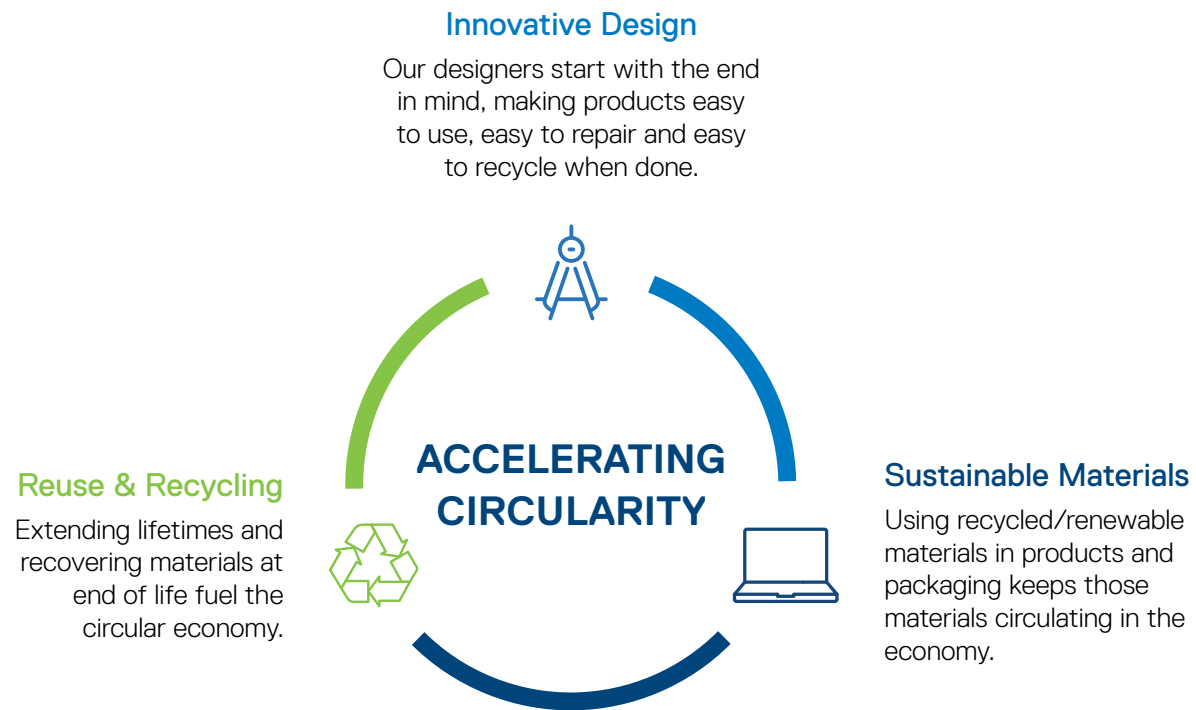


Sustainable materials exploration

PRODUCT SUSTAINABILITY

Circular design

Dell Technologies' [circular design principles](#) encourage a reduction in the size and number of needed components, the amount of material needed for each component, and the complexity of system assembly, making them easier to repair, reuse and recycle. Examples of this in action include using standard tools and fasteners as well as snap-fits or uniform screws instead of adhesives.



Concept Luna

In FY22, we introduced [Concept Luna](#), a prototype that [pushes the boundaries of future laptop design](#). Concept Luna drives innovation by exploring how to make components more accessible, replaceable and reusable to reduce resource use and keep circular materials in the economy. This ambitious work stream is experimenting, proving and assessing sustainable design ideas to help identify those with the greatest potential to scale across our portfolio. When compared with a similar laptop in Dell's current portfolio³⁴, Concept Luna demonstrates:

- 50.0% overall reduction in carbon footprint.
- 10x fewer screws for easy access to internal components.
- Keystone innovation locks components without adhesives.
- 75.0% reduction in the size of the motherboard.³⁵
- Aluminum chassis processed using hydropower.

Sustainable materials

Dell prioritizes the use of recycled and renewable materials in both products and packaging. Recycled and renewable materials can dramatically reduce the environmental impact of manufacturing when compared to the emissions generated to create new materials.

Our extensive work to scale our use of sustainable materials means we are not reliant on one material or supplier to reach our goal to have 50% of our products and 100% of packaging made with recycled or renewable materials by the year 2030.

Recycled material we are using today:

- **Closed-loop:** Taking back out-of-use technology and recycling materials to make parts for new devices. For example, in 2021 OptiPlex became the first PCs to use hard drives made with closed-loop recycled aluminum sourced from old disk drives.³⁶
- **Carbon fiber:** Recycling carbon fiber materials sourced from the aerospace and other industries for use in our products. This thermoplastic carbon fiber-based material can be ground up, remelted back into thermoplastic resin and molded into new parts, while maintaining its recyclability.
- **Ocean-bound plastic:** Since 2017, we have used over 443,000 pounds of ocean-bound plastics in our packaging. We recently extended use of this material in select Latitude, Precision and OptiPlex products, as well as our EcoLoop™ line of carrying cases.
- **Post-consumer Recycled (PCR) Plastic:** We use PCR plastic made from a variety of sources, such as 5-gallon water cooler jugs and single use plastics across our product and packaging portfolio.

We also look for materials that have as little carbon footprint as possible in production, assembly or transportation. Our work with aluminum is a great example. Traditionally, aluminum has a high carbon footprint due in large part to the smelting process, which typically occurs in coal-powered facilities. To help reduce carbon footprint, our XPS 13 Plus chassis is made with aluminum produced with hydropower. This chassis offers a 70% reduction in carbon emissions versus a coal-powered chassis. We will extend this material to additional product lines in 2022.

Renewable materials we are using today:

- **Bioplastics made with tall oil:** A by-product of the paper-making process, tall oil³⁷ is mixed with other new and recycled materials for use in the lids of Latitude 5000 and Precision 3000 notebooks.
- **Bio-based rubber using castor oil:** A nonfood crop, castor oil³⁸ is used to create a rubber material for the bottom bumpers on new Latitude 5000/7000/9000 series laptops and in Precision 3000 series mobile workstations laptops.
- **Renewable packaging materials:** Recycled corrugate and paper, bamboo, and most recently, bagasse, a sugar cane byproduct, are materials we use in select packaging.



Dell Latitude 5000 series

The new Dell Latitude 5000 series products are made with the industry's most innovative use of sustainable materials in mainstream business laptops with recycled, reclaimed and renewable materials throughout the chassis.

List of sustainable materials:

- **Laptop lid** – 71% PCR plastic, reclaimed carbon fiber and bio-based plastic³⁹
- **Palm rest** – 35% PCR plastic
- **Inner frame** – 35% PCR plastic
- **Battery frame** – 50% PCR plastic
- **LCD cover frame** – 30% PCR plastic
- **AC adapter exterior** – 30% PCR plastic
- **Fan-housing** – 28% ocean-bound plastic
- **Laptop base** – 20% reclaimed carbon fiber
- **Rubber feet** – up to 39% bio-based rubber

PRODUCT SUSTAINABILITY

Energy intensity

Reducing the energy intensity of our products while continuing to maximize performance is critical to support our customers with their business and climate goals.

For example, managing massive quantities of data requires significant compute power. We aim to provide maximum performance per watt, which allows us to consolidate infrastructure and reduce energy and cooling needs. This also makes it possible to shrink the physical and carbon footprint in the data center. Since 2013, we have reduced the energy intensity of our PowerEdge servers by 83%. Through continued innovation, what required six servers in 2013 can now be accomplished with one server today.

Thermals play a big role in energy because of the cooling needs required to manage the heat generated by the equipment. Our engineers redesigned the chassis of our latest PowerEdge servers for optimal thermal performance. This new layout places power supply units (PSUs) on opposite sides of the chassis to create efficient airflow channels to allow hot air to exit quickly. OpenManage Enterprise with Power Manager can also help customers gain insights into the power and thermal performance of equipment in their data center to maximize efficiency and reduce energy waste.

*We commissioned an external third party to perform limited assurance procedures with respect to this metric. [View full details and data methodology.](#)

Eco labels

Eco-labeling standards drive sustainability by helping customers understand electronic products and the companies that make them. A few examples of the programs Dell participates in include:

- ENERGY STAR®
- EPEAT
- TCO
- 80 PLUS
- China Environmental Labeling Program (CELP)

Packaging innovation

How we package and ship products to our customers plays an important role in reducing our impact. Dell is a leader in responsible packaging, reducing waste and driving innovation to find recycled and renewable alternatives to protect our products while in transit. Once the packaging has fulfilled its purpose, it also needs to be simple to recycle. Our design and packaging engineers are constantly exploring and testing new materials and designs to deliver packaging made with 100% recycled or renewable material across our entire product portfolio by 2030.

Today 90.2%* of our packaging across our entire product portfolio is made from recycled or renewable materials. Closing the final 10.0% will

be our biggest challenge, but through continued innovation, testing and scaling, we will achieve our goal. Our packaging goal includes our PC business, displays, peripherals and enterprise products, including servers, storage and networking — each with unique packaging needs.

Our latest packaging innovations include:

- **100% recycled or renewable packaging:** This new packaging will be rolled out on the majority of laptops launching in the next year. Made with up to 95% recycled content and up to 22% renewable content in the form of recycled paper, bamboo and sugarcane (bagasse) fibers, in 2022 we introduced this packaging on new Latitude, Precision and XPS devices. We will continue to roll out this new packaging on the majority of laptops over the next year and beyond.⁴⁰ Accessing the device is also easier and faster with the introduction of a paper tape tab that replaces traditional plastic tape.
- **Multipack shipping:** In FY22, we announced our multipack offerings across select client and server products. This allows us to ship larger quantities of products in a single box. Without individual packaging, it is easier for commercial customers to deploy new devices with less waste. Multipack shipping saves space, materials and time, reducing our transportation footprint by maximizing devices per pallet.





PRODUCT SUSTAINABILITY

Recycling and take back services

E-waste is one of the fastest-growing waste streams today. According to The Global E-waste Monitor 2020, only 17.4% of e-waste is formally documented as being collected and recycled. The report estimates that globally, e-waste will reach 74Mt by 2030, nearly double the amount since 2014. The environmental impacts alone are multifaceted and of great concern, but there are also financial implications. The same report shows that the amount of iron, copper, gold and other minerals discarded in e-waste is valued at over \$57 billion. Recovering those materials through proper recycling benefits the planet and our business. Our goal to reuse or recycle an equivalent product for every product we sell by 2030 can only be achieved if we make it easy for our customers to return their devices to us after use.

Some of our recently revamped commercial and consumer recycling services are key to making that possible.

- **Dell Trade In:** In FY22, we launched Dell Trade In in the U.S., enabling consumers to register eligible personal electronics — of any brand, in any condition — for instant credit. A completely free service, consumers simply enter the details of their eligible device online, receive a quote for the credit they will receive and drop it off at a FedEx location or drop box. As soon as the box is scanned, the value is instantly emailed to the customer in a virtual prepaid debit card that can be used to purchase Dell products and services. Dell Trade In is set to expand globally in FY23.
- **Asset Recovery Services (ARS):** Commercial customers represent the most significant opportunity to scale the take back of out-of-use and legacy equipment. We recently revitalized this offering, which now supports 36 countries across the globe. Through Asset Recovery Services, Dell manages the entire asset disposition process, regardless of the brand. We sanitize devices in strict alignment with the (National Institute of Standards and Technology) NIST SP-800-88-r1 standards and prioritize reuse to minimize waste and maximize value back to the customer. Assets with no value are responsibly recycled, creating a feedstock for the circular economy. We provide a comprehensive report of the process, including the ability to manage and track the entire process online via our TechDirect portal.

PRODUCT SUSTAINABILITY

Evolving business models

In order to scale sustainability outcomes for our customers, we need to continue to evolve and drive innovative new business models.

A recent Forrester Consulting study, commissioned by Dell, evaluated how companies view and leverage as a service models to achieve their environmental, social and governance goals. Nearly half of respondents believe as a service models will provide clear sustainability benefits, such as:

- Reducing sustainability-related management costs (40.0%).
- Reducing overall e-waste generation (45.0%).
- Lowering the cost of managing end-of-life equipment (39.0%).
- Anticipated cost savings of more than 10.0% (65.0%).

APEX and as a service offerings(aaS):

Dell's as a service (aaS) offerings, including APEX, optimize customers' IT operations, which can also help them achieve their sustainable IT goals. Research shows that on average customers overprovision their data centers by 37.0%, which can lead to energy wasted to power and cool that equipment. APEX allows customers to maximize performance, while rightsizing their current IT environments, with the flexibility to grow and shrink as needed. As part of the as a service model, customers can also return their devices at the optimum time to be reused or recycled, extending life cycles for our products and helping ensure proper recovery and disposal of materials.



Environmental Protection Agency (EPA) recognition

In FY22 the EPA Sustainable Materials Management Awards recognized Dell with three awards:

- Cutting Edge Champion Award for our use of bio-based plastics.
- Sustained Excellence Award for our closed loop aluminum pilot.
- Gold Tier Recycling Award for our recycling services.

These awards mark eight consecutive years that Dell has been recognized by the EPA for its commitment to sustainable materials management and recycling electronics responsibly.



 CULTIVATING INCLUSION

At Dell Technologies, we value diversity of thought and experience

At Dell Technologies, we are a diverse team that values diversity of thought and experience to create innovative technologies that drive human progress. We are unwavering in our commitment to equality, trust and advocacy for one another because we believe everyone deserves access to opportunity, balance and fulfillment, connection with the world around them, respect, and most of all to be included.

At the core of everything we do

Our Cultivating Inclusion goals align to these focus areas:



Representation

Dell believes in the importance of attracting and retaining a diverse workforce that reflects the customers and communities we serve. From recruiting and educational programs focused on reaching underrepresented groups, to innovative hiring programs and partnerships, we are committed to broadening our reach to ensure we engage talent where they are learning, growing and thriving.

Building community

Being part of a community can give a sense of belonging and enhance our well-being. The connections we foster with team members help drive engagement and collaboration. We are creating connections that reach around the globe through our Employee Resource Groups (ERGs), our Culture, Diversity & Inclusion (CD&I) Champions and other team member advocacy groups.

Foundational learning

Dell is committed to cultivating an inclusive work environment. We provide all our team members with foundational learning on inclusive principles and practices annually. We also provide opportunities, tools and resources to encourage inclusive conversations for team members and leaders.

Meaningful work & inspiring leaders

We believe everyone should have access to and play a role in helping create an inclusive work environment. Through our People Philosophy and Culture Code, we are creating a culture where our people feel empowered to achieve, a sense of balance, connected with those around them and accepted for who they are. Our leadership principles set expectations for championing equity, valuing different backgrounds and celebrating unique perspectives.

Representation



REPRESENTATION

Building a culture of inclusion

True inclusion requires intentional actions, which is why Dell Technologies' 2030 goals include a commitment to become a more diverse workforce. We look to these goals as a central guidepost as we monitor, adjust and improve our efforts to create an inclusive culture for our team members, customers and communities we serve.

These goals also represent an opportunity to help close the technology talent gap by providing access to career and growth opportunities for women globally and for underrepresented groups in the U.S.

To help build our pipeline of future talent, we continue to pilot and innovate our hiring programs and processes. This includes removing barriers to inclusion by continuously improving our accessibility practices, expanding our recruiting efforts to underrepresented groups and evaluating our internal processes. We help prepare students to be STEM-ready with curriculum, applied learning, internships and job opportunities to provide a meaningful pathway to our future workforce.

REPRESENTATION

Empowering women in the workforce

Expanding our professional hiring programs is imperative to reaching our moonshot goals. We have the Career ReStart Returnship Program for people who have had a career gap, along with opportunities to refresh job skills and participate in structured onboarding. Though not limited to women, these programs recognize the unique challenges women have historically faced as primary caregivers, as well as the impact of the recent pandemic on women in the workforce.

Rejoining the workforce

Sandra Norris had a 20-year career in program and project management with Fortune 500 clients before stepping away to take care of her family and moving around Europe and the U.S. in support of her husband’s career. Seventeen years later, Sandra’s world had changed. She was no longer married and taking care of young children. Wanting more for herself, Sandra decided to rejoin the workforce but struggled to find an organization that could see past her 17-year career gap.

Dell’s Career ReStart Returnship Program gave her that chance. This 16-week program matches candidates with roles that build on their core talents, training for new skills as needed and mentors to support them at every step. Career ReStart helps fill the talent gap with more experienced team members whose fundamental skill sets make them invaluable additions to their teams.

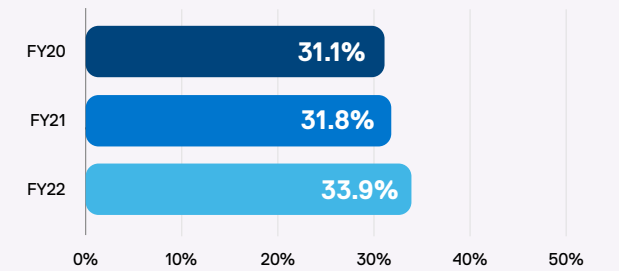


“I knew if I could just get to the interview stage, they would see my value.”
SANDRA NORRIS
PROJECT MANAGER (NORTH AMERICA)

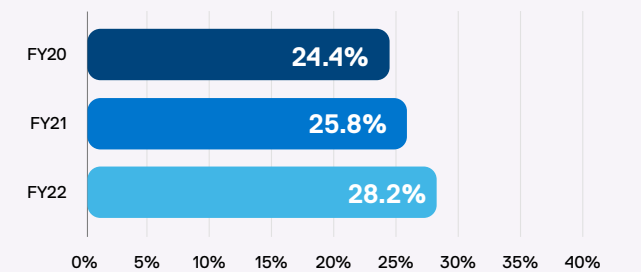
CULTIVATING INCLUSION GOAL

By 2030, 50% of our global workforce and 40% of our global people leaders will be those who identify as women

PERFORMANCE TO DATE*



Percentage of global workforce who identify as women



Percentage of people leaders in global workforce who identify as women

* Please see our [2030 Goals Dashboard](#) for more on the progress, scope and measurement of this goal.

REPRESENTATION

Diversity that reflects communities and customers

Dell believes in the importance of attracting and retaining a diverse workforce that reflects the customers and communities we serve. We are committed to broadening our reach to ensure we engage talent where they are learning, growing and thriving. This includes our recruiting and educational programs focused on reaching underrepresented populations in professional and technical fields.

Globally, we're addressing gender disparities in the workforce with regionally targeted recruiting campaigns, career development programs and mentoring circles. In the U.S., we're continuing to expand our partnerships with minority-serving institutions (MSIs), historically Black colleges and universities (HBCUs), Hispanic-serving institutions (HSIs) and community colleges to provide curriculum, professional development, mentoring, internships and employment opportunities.



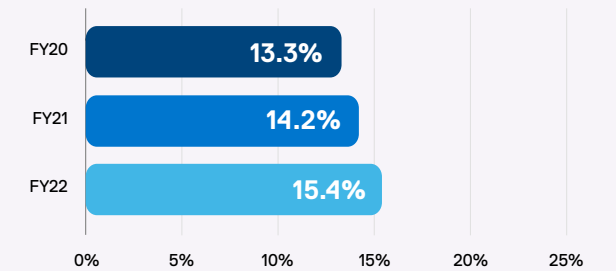
“I love helping the next generation of professionals see that the technology industry can be accessible to them. Students have told us they feel valued, appreciate the level of expertise and insight they gain, and know that we are rooting for them! The industry can feel very intimidating, but we know that together, we can change the face of tech.”

SOPHIE BARRATT
SENIOR DIRECTOR, EDUCATION SERVICES (NORTH AMERICA)

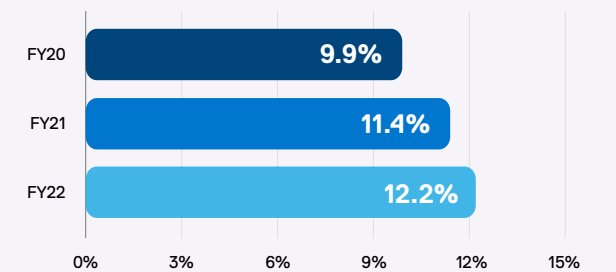
CULTIVATING INCLUSION GOAL

By 2030, 25% of our U.S. workforce and 15% of our U.S. people leaders will be Black/African American or Hispanic/Latino

PERFORMANCE TO DATE*



Percentage of U.S. workforce who identify as Black/African American or Hispanic/Latino



Percentage of people leaders in the U.S. workforce who identify as Black/African American or Hispanic/Latino

* Please see our [2030 Goals Dashboard](#) for more on the progress, scope and measurement of this goal.

REPRESENTATION

Expanding Our Talent Reach

Our innovative hiring programs and partnerships extend beyond women and underrepresented groups. We also focus on hiring veterans, people with career gaps and those who are neurodiverse. After the hiring process, many of our programs continue to provide additional support as we onboard, train and develop program participants. This helps us reach and retain the best talent.

Embracing neurodiverse talent

Richard Erskine sees the world differently. He knows as a neurodiverse person, the world sometimes sees him differently, too. Being seen differently can be a challenge when it comes to starting a career. On paper, he had everything recruiters wanted to see. Unfortunately, the interviews presented a barrier.

“I would get really nervous and a slight speech impediment would show up. The interviewer would get uncomfortable or maybe not understand me, and then I wouldn’t get called back.”



“I know I’ll never get bored. This is where the jobs of the future will be.”

RICHARD ERSKINE
REGULATORY AUDIT SENIOR ANALYST,
GLOBAL AUDIT & TRANSFORMATION
(NORTH AMERICA)

Dell’s neurodiversity hiring program offered Richard the opportunity to showcase his talents through a two-week workshop that included a sample peer project, mentors, career development skills and hiring managers with training on unconscious bias.

Richard joined Dell full time at the end of the two-week workshop. We provided a structured onboarding process, including mentors and routine check-ins to ensure his success.

His advice to managers considering hiring neurodiverse talent?

“I would say give it a shot! It’s an opportunity to diversify your team with individuals who may be able to offer different perspectives.”

Innovative hiring

Our hiring programs help women, underrepresented groups, veterans and neurodiverse people access employment opportunities, and include adaptive interviewing formats, expanded onboarding, skills development and training, community and mentoring support.

85%

In the U.S. it’s estimated that 85.0% of people on the autism spectrum are unemployed, yet their strengths in diverse thinking can yield innovative thoughts and solutions.⁴¹

90%

Nearly 90.0% of career reentry candidates are women who left the workforce for various reasons. Dell believes they have the desired skills and experience to be successful hires.⁴²

2.9x

Veterans offer distinct advantages to employers, including 2.9 times more work experience (for those with a bachelor’s degree), 8.3% longer retention and 39.0% more promotability than nonveterans.⁴³

Knowing and growing our talent

Recognizing the potential of our people starts with knowing our talent. To help retain and fully engage them, we have developed equitable tools and processes to help them find and work toward the best intersection of their strengths and aspirations within our company.

Our people leaders play an important role in building an inclusive culture, including developing and retaining talent and recognizing performance. They're also encouraged to build a deep understanding of their people and to really check in with their team members about their needs, concerns and well-being.

We are also focused on understanding the gap between the capabilities our team members have and those they need so we can proactively upskill and refresh skills to help ensure we have the best talent in the right roles. We are embedding mentorship and allyship in our corporate culture and expanding leadership potential through sponsorship and coaching.

We understand there is still opportunity; that's why we are constantly listening to our people and adjusting accordingly.

We keep a pulse on workforce sentiments through our annual employee engagement survey, and in 2021, we hosted a series of listening sessions with our diverse populations across all levels. Knowing and understanding our people helps create a safe, engaging and inclusive environment, where team members want to work and where they can be their authentic selves.



Building community & belonging

A sense of belonging

Being part of a community can give a sense of belonging and enhance our well-being. The connections we foster with our team members help drive productivity and innovation. Our Employee Resource Groups (ERGs) are essential to how we drive connection and engagement for our people.

These internal organizations provide professional development, community giving, volunteering opportunities and social engagements. ERGs also serve as a great tool for increasing global cross-cultural understanding and communication skills that provide a critical advantage, benefiting both our team members and our customers. We encourage team members to join at least one ERG outside their backgrounds and interests to expand their awareness and provide opportunities to practice allyship.

With 47.0% of our team members participating in at least one ERG, we are on track to achieve our 2030 goal ahead of our projected timeline.

Advocating for change

Mara Del Valle regularly faces injustices and transphobia in her daily life. But in her work life, she feels embraced, supported and empowered to help her community overcome prejudice and challenges. Mara joined the Mexico chapter of Pride, Dell's LGBTQIA+ ERG, on her very first day of work. A few years later, she became Pride Mexico chapter lead, a position she held for two years. Mara gets great satisfaction from advocating positive change and making a difference in people's lives.

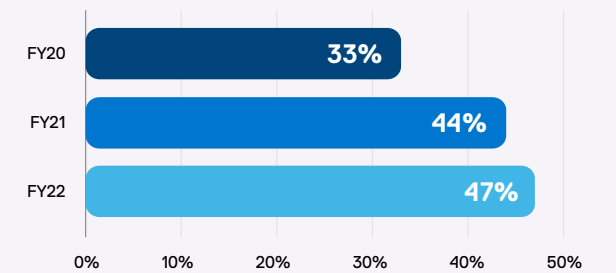
“After ERG events, I often hear from people who felt they could come out at work — or apply for a particular role or speak out about an issue — because of our example.”

MARA DEL VALLE
SENIOR ANALYST, LOGISTICS (LATIN AMERICA)



By 2030, 50% of our employees will participate in Employee Resource Groups to drive social impact

PERFORMANCE TO DATE*



Percentage of employees participating in ERGs

* Please see our [2030 Goals Dashboard](#) for more on the progress, scope and measurement of this goal.



BUILDING COMMUNITY & BELONGING

Champions for corporate culture

Dell's corporate culture benefits from the dedicated efforts of some of our most engaged team members, the Culture, Diversity & Inclusion (CD&I) Champions. This group of more than 1,300 team members puts their beliefs into action, serving as brand enthusiasts who understand the business imperative behind diversity and inclusion. They work to amplify our stories and messages on social channels, support corporate observances and raise awareness about educational opportunities and CD&I programs.

"I believe people who participate in ERGs help to shift corporate culture for all team members. Belonging to a nonaffiliate ERG helps me in my career and my understanding, as much as it helps the women we support."

VICTOR YEUNG
SENIOR MANAGER, ACCOUNT SERVICES MANAGEMENT
(ASIA PACIFIC, JAPAN AND CHINA)

Learning about differences

Victor Yeung began working for Dell 14 years ago and credits Dell's people-first philosophy for his longevity. It's also a strength he's seen shine through the challenges of the past few years. Victor knew his experience launching the Greater China chapter of the Conexus ERG would be beneficial when he heard the Women in Action ERG's APJ & Greater China chapters were looking for leadership.

Victor also sees a distinct business advantage to participating in ERGs. "ERGs are a great resource for learning how different cultures operate, even within the same region. For example, some cultures are shy and others are very outspoken. When you learn about those differences, you can adapt your behavior to help improve communication strategies and outcomes across them, with coworkers and customers, too."

Employee Resource Groups

Dell has 13 ERGs with more than 470 chapters in 76 countries across four regions.

ERGs saw significant gains in participation during the global pandemic as the need for community and connection increased.

Exponential growth noted for Planet ERG (over 6,000) and GenNext ERG (over 5,000.)

ERGs partner with Dell on corporate observances including Black History Month, International Women's Day, Asian Pacific American Heritage Month, Pride Month, Earth Day, International Day of Persons with a Disability, Veterans Day and Hispanic Heritage Month.

Foundational learning

Advancing inclusivity through education and conversation

Dell is committed to cultivating an inclusive work environment. To advocate this, we provide all our team members with foundational learning on inclusive principles and practices annually. We also provide opportunities, tools and resources to encourage collaborative conversations on these topics across all teams, levels and business areas throughout the year.

A great leader at Dell understands the importance of achievement, balance, connection, diversity and inclusion. They also understand the importance of moving beyond awareness of biases to understanding how inclusion and belonging impact our culture, our ability to collaborate and drive results — internally and externally. We will help strengthen this focus by continuing to assess and integrate inclusive principles and practices into all our leadership development programs and trainings.



Coming together to learn

Tonya Drummonds has worked for Dell for 24 years. As a leader and a CD&I Champion, Tonya has invested heavily in connection and education in her own organization.

Tonya hosts monthly cultural events in which team members learn all about new regions and traditions. She also facilitates training that goes well beyond the foundational requirements, inviting experts to share best practices. She even built a resource page to support her team.

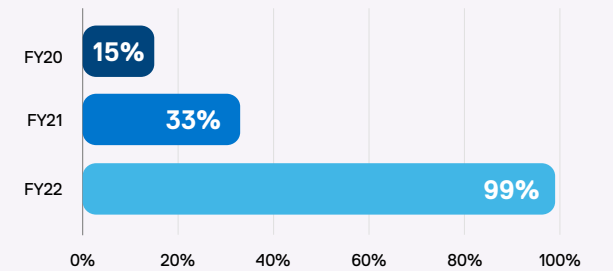
“In [the field of] security, there’s not a lot of opportunity to pivot because our roles are so specialized, so it’s crucial to build that sense of belonging and inclusion in our corporate culture. It’s so much fun! It’s a genuine celebration when we come together to learn.”

“I truly enjoy working at Dell. It’s always felt like a small company. There’s a level of communication that lets us know what’s going on and feel connected. There have always been challenges as a woman in a male-dominated industry, but it’s been a great journey, and I’ve always felt relevant.”

TONYA DRUMMONDS
DIRECTOR, SECURITY & RESILIENCY
(NORTH AMERICA)

By 2030, 95% of our employees will participate in annual foundational learning on inclusive principles and practices

PERFORMANCE TO DATE*



Percentage of employees participating in annual foundational learning

* Please see our [2030 Goals Dashboard](#) for more on the progress, scope and measurement of this goal.

Meaningful work & inspiring leaders

Meaningful work drives innovation

We believe everyone should have access to an inclusive work environment and has the responsibility to create it. Our Culture Code outlines what we believe, how we work and how we lead. We are “a diverse team with unique perspectives and committed to equality, trust and advocacy for one another.”



“If it’s a problem for me, it’s a problem for my team members. If it’s a problem for them, it’s likely a problem for my customers. And if it’s a problem for my customers, I bet it’s a problem for people everywhere. So how can I use my skill sets to fix it?”

ANNE-MARIE MCREYNOLDS
TECHNICAL PRODUCT OWNER, CHIEF TECHNOLOGY & INNOVATION OFFICE (NORTH AMERICA)

Innovation and allyship

Anne-Marie McReynolds took the path less traveled to arrive at her career in tech. Seven years of night school brought her from journalism to engineering. Her nonlinear path and intrinsic empathy allow her to tackle problems from a unique and effective point of view.

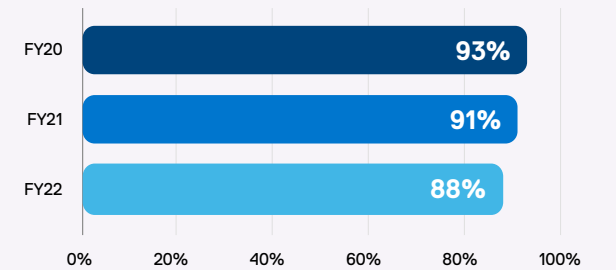
Anne-Marie’s role is to create artificial intelligence (AI) that thinks like a human. Her focus is creating AI that behaves like a caring, unbiased human who can recognize frustration and intent and respond accordingly. She views her work as a form of extreme empathy and allyship in action.

With five U.S. Patent and Trademark Office (USPTO) pending patents based on this approach, Anne-Marie is leveraging her talent and skills to truly help drive human progress. She engages in inspirational work within Dell with our Black Networking Alliance ERG, and outside of Dell with organizations dedicated to equitable and accountable AI.

“Allyship through ERGs has really made my experience by far more inclusive; it empowered me through internal networking and allowed me to do the same for others.”

Each year through 2030, 90% of our employees will rate their job as meaningful

PERFORMANCE TO DATE*



Percentage of employees who rate their job as meaningful

* Please see our [2030 Goals Dashboard](#) for more on the progress, scope and measurement of this goal.

Driving inclusion through leadership

We are focused on inclusive leadership practices, from education around topics of inclusion, to being collaborative and culturally intelligent. Our leadership principles set expectations for championing equality, valuing different backgrounds and appreciating unique perspectives.

Our People Philosophy is based on the idea that when we grow as individuals, we grow together. We believe that we can help all our talent achieve their best, balance life, and connect with others by creating a culture that fosters diversity and enables team members to rise to their full potential through representation, inclusion, sponsorship and equity.



“We are very focused on ensuring culture, diversity and inclusion don’t become just metrics, but instead truly become part of our everyday work and personal life.”

WENDY SEWGOBIND
REGIONAL HR DIRECTOR (EUROPE, MIDDLE EAST AND AFRICA)

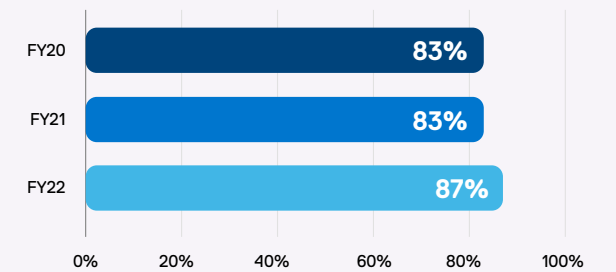
Supporting leaders to enhance diversity and inclusion

Wendy Sewgobind is passionate about working with leaders around the globe to enhance diversity and inclusion within their organizations. “We found leaders need support to bring our foundational training to life and ensure completion didn’t become a ‘tick the box’ activity.”

Wendy leads workshops guiding leaders through real-life scenarios to help them respond thoughtfully to team members’ unique needs and concerns. The workshops include resources leaders can use and share to help drive inclusion awareness, inspire team members and empower everyone to be their authentic selves.

Each year through 2030, 75% of our employees will believe their leader is inspiring

PERFORMANCE TO DATE*



Percentage of employees who believe their leader is inspiring

* Please see our [2030 Goals Dashboard](#) for more on the progress, scope and measurement of this goal.



 TRANSFORMING LIVES

At Dell Technologies, we've always believed in the power of technology to solve the biggest challenges facing society

Since the beginning, we have focused on making access to technology affordable and available to all. As a global leader we have limitless possibilities to transform lives when we apply our scale, portfolio and partnerships to create a digitally inclusive future where everyone can realize their full potential.

At the core of everything we do

Our Transforming Lives goals align to these focus areas:



We enable equal access to digital opportunities

Society is undergoing a rapid digital transformation, and communities are struggling to keep pace. Over the past decade, emerging technologies have enabled businesses to become untethered to a place, disrupting economic growth trends. New jobs are emerging that demand quick uptake of new skills. Basic participation in school systems and the workforce requires access to devices and connectivity, as well as digital skills that many families don't have today. All these dynamics have created a digital divide, separating those who have the means to seize opportunities in a digital economy and those who don't. The digital divide has had a disproportionate impact on underserved communities around the world. Those impacted lack access to basic digital needs — devices, broadband, digital literacy and critical skills for the digital economy — putting them at risk of falling further behind. Dell is using our technology, scale and expertise to bring more people into the digital world by providing access to technology and skill building opportunities to communities.

We use technology to enable quality healthcare

Technology has become a critical component in healthcare, helping to store, share and analyze vast amounts of data to improve the quality of care given. At Dell, we support the expansion of research access and computing capacity through our work with partner organizations. We invest to promote innovative healthcare approaches, including the use of emerging technologies, such as mobile solutions for rural health workers and advanced data analytics to promote evidence-based decision-making. Our technology is used to enable precision medicine to fight children's cancers and rare diseases. We are helping to create collective data sets that enable individualized patient treatment, and we're helping those living with motor neurone disease to communicate in their own voice and prepare their loved ones for what's to come. When we help communities and individuals live healthier lives, they can focus on education and seizing economic opportunities.

We help communities with our giving and volunteering programs

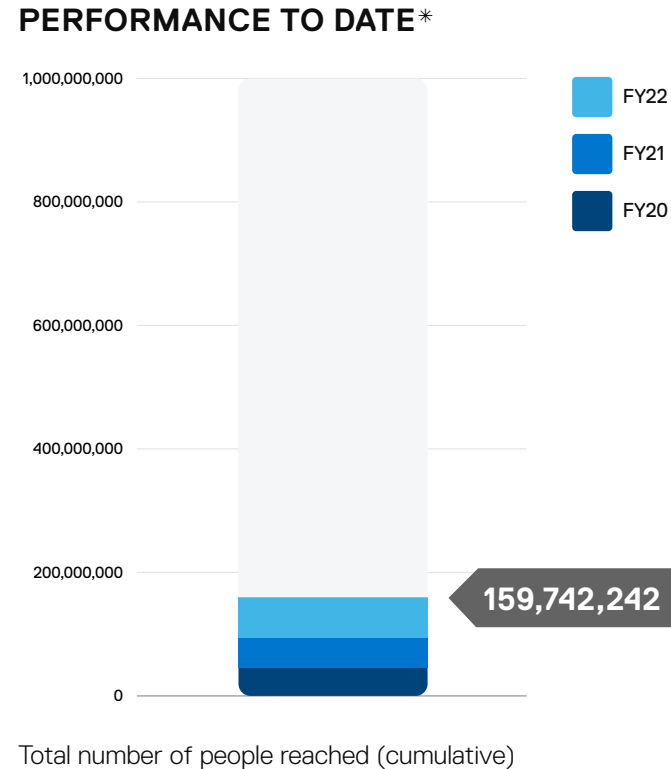
Dell team members around the globe are dedicated to the communities in which they live and work. We empower them to use their skills, knowledge, time and personal contributions to create the changes they want to see in the world. As part of our initiatives, we collaborate with several nonprofits to donate technology to those in need. We partner with communities to lend our time for cleanup and community projects, and we volunteer our time and expertise to help nonprofits digitally transform their organizations. Our team members are passionate and engaged in our commitment to create a better world for everyone. It's why we provide them with the tools, resources and opportunities to give back and volunteer.

With our technology and scale, we will advance health and education through digital inclusion initiatives aimed at delivering enduring results for 1 billion people by 2030

In today’s digital economy, technology is no longer a luxury, but a necessity that is becoming more essential with each passing year. As a global technology leader, Dell plays a critical role in helping to build a digitally inclusive future. We’re committed to transforming the lives of 1 billion people by 2030 by using our technology, our scale and our team members to address the digital divide and create a digitally inclusive world.

In the past year, we have made strides in transforming lives around the globe. We’ve cumulatively reached nearly 160 million people through initiatives like [Digital LifeCare](#), [Solar Community Hubs](#) and [Student TechCrew](#), as well as through our Tech Pro Bono program, which is aimed at helping nonprofits digitally transform so they can continue their important work.

We believe technology does and will dramatically improve lives, but it is imperative that everyone has access to technology and the skills needed to make the most of a digital world and reach their full potential.



*Please see our [2030 Goals Dashboard](#) for more on the progress, scope and measurement of this goal.

“Climate action, circularity and digital inclusion are high-priority areas where we seek to make an outsized impact in the world. Through our robust digital inclusion portfolio of programs, we’ve helped transform the lives of nearly 160 million people! I am proud of what we’ve accomplished so far and eager to reach our goal of transforming 1 billion lives by 2030. By working together with our customers, partners, suppliers, communities and team members, we can deliver both business and societal value, truly creating a digitally inclusive future for all.”

CASSANDRA GARBER
VP, ESG (ENVIRONMENTAL, SOCIAL AND GOVERNANCE), DELL TECHNOLOGIES

RECENT HIGHLIGHTS

Digital LifeCare is transforming the management of NCDs

[Digital LifeCare](#) is a comprehensive technology solution to support the Government of India's program for screening and managing noncommunicable diseases (NCDs). New this year are a mobile app and the Digital LifeCare (DLC) Dashboard, which provides insights into the data collected, Geographical Visualization (GIS maps) for performance tracking, and easy-to-download views and reports. Both features make it easier for nurses and doctors to monitor a patient's journey from assessment to treatment and follow-up.

Since its launch, 135 million individuals have been enrolled in the system, and our partner Tata Trusts has trained over 94,000 healthcare professionals. This year we plan to continue to build on the success of this program, to help improve NCD management for millions.

BBC StoryWorks went to India to meet Mrs. Ravanamma, an auxiliary nurse midwife who leverages the Digital LifeCare system to stay connected to her patients, no matter where they are located. [Learn more.](#)

135M+

citizens enrolled
(as of FY22)

48M+

screenings
(as of FY22)

33

actives states
(as of FY22)

593

districts
(as of FY22)

94,562

users trained
(as of FY22)

135,217

on-boarded users (health
workers, doctors, officials)
(as of FY22)





RECENT HIGHLIGHTS

Skill building for a digitally inclusive future

To deliver digital inclusion, we must go beyond the device and high-speed broadband to ensure we're creating solutions with lasting benefits. That not only includes providing skill building opportunities that help people understand the basics of computer technology and how to use it, but also involves training in soft skills, such as critical thinking, communication and collaboration.

Since 2013, Dell has invested over \$90 million to advance STEM initiatives globally. We're also creating innovative partnerships and programs to create pathways for talent to enter — and reenter — STEM-related jobs, regardless of whether they are students or seasoned professionals, have different skills or are from another industry.

Through our partnerships we've helped create open-to-all digital literacy programs, such as the [Get Digital Skills](#) website and [Develop with Dell](#). We've developed resources to help educators incorporate digital skill building into their curriculum with [Blended Learning](#), and we provide certification and skill building opportunities with [Student TechCrew](#), [Girls Who Game](#) and [Solar Community Hubs](#), formerly Solar Learning Labs. These programs help deliver digital literacy, as well as life and career skills aimed at preparing students and community members for the future.

Partnering to map global school locations and internet status to help drive digital inclusion

Dell and [UNICEF USA](#) have teamed up to tackle one of the biggest issues facing children's learning globally: connecting every school to the internet. Together, we know that when all children have access to equitable learning, kids can survive and thrive. This two-year partnership supports [Giga](#), a joint initiative of UNICEF and the International Telecommunication Union (ITU). It aims to connect every school in the world to the Internet by 2030. Giga maps schools' Internet access in real time, creates models for innovative financing, and supports governments contracting for connectivity.

Dell is proud to be a part of this incredibly important initiative. By understanding where young people do or do not have access to the internet, we can better identify gaps and work toward closing the digital divide.



“We are very excited to have Dell join the Giga global network of partners. They will add significantly to Giga’s open-source efforts to identify, finance and connect every school in the world to the internet.”

CHRIS FABIAN
GIGA CO-FOUNDER AND LEAD



RECENT HIGHLIGHTS

Combining the best of classroom teaching with the flexibility of online learning

In 2021 the Aiken County Public School District announced a new bold initiative to bring STEM education into their schools through new learning initiatives. In partnership with Dell and the North Augusta Chamber of Commerce, we launched the [Student TechCrew](#) program.

Student TechCrew is a skill building program developed for high school students that promotes future career skills and learning via hands-on experience. Through the program students help their peers and school staff members with technology issues through a student-led help desk. As part of the program Dell provides students and teachers the curriculum, mentorship and tools necessary for course completion. Upon completion, students become Dell TechDirect certified, helping make them employable for tech jobs.

“The Dell TechCrew program has created a Silicon Valley in the midst of a thriving cyber community by providing students with the skills needed to be competitive in a regional and global environment. The students have gained a sense of pride not only in themselves but within their school and their community,” says Mr. Kenneth Lott, CTE Director, Principal, Aiken County Career and Technology Center, Aiken County Public School District.

Dell Technologies awarded the prestigious India CSR Award

In December 2021, Dell received the prestigious India CSR Award for Technology in CSR. This award recognizes Dell for its contributions to technology in CSR for the Student Entrepreneurship Program and SheCodes Innovation Program in partnership with Atal Innovation Mission, NITI Aayog, Government of India and Learning Links Foundation.



Dell Technologies received the prestigious India CSR Award for Technology in CSR in December 2021

Receiving this award is testament to our environmental, social and governance (ESG) work and how we’re using our expertise and technology to build a digitally inclusive world. We are providing students and young girls the futuristic skills they need to reach their full potential.



Each year through 2030, 50% of the people empowered by our social and education initiatives will be those who identify as girls, women or underrepresented groups

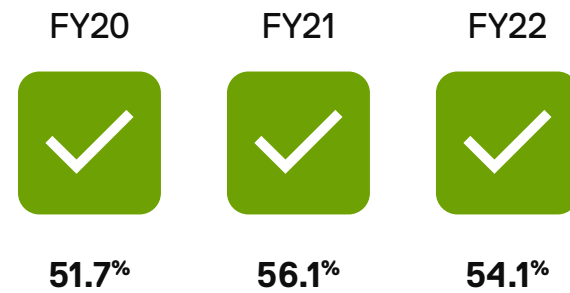
Dell is helping to create a more inclusive and equitable world by bringing digital literacy and life and career skills to girls, women and underserved communities. One program that is helping accelerate these efforts is [Girls Who Game](#).

Launched in 2019 in partnership with Microsoft and Intel, Girls Who Game is a skill building program that offers a personalized, safe and supportive community for girls to learn about STEM. Together with coaches, mentors and role models, participants join a cohort to build their self-efficacy and confidence through gaming challenges.

This year, we introduced Sister Clubs through which Girls Who Game clubs from different regions come together to collaborate, experience different cultures, and understand different geographies, views and perspectives.

Since its launch, Girls Who Game has supported 221 clubs, with over 2,200 girls who have participated. Club activities inspire, educate and equip girls with the skills and insights they need to be successful in STEM. Girls Who Game is building a pipeline of future female engineers and leading young women to discover technology in a supportive and fun environment.

PERFORMANCE TO DATE*



Percentage of people reached who identify as girls, women or underrepresented groups

“We started this program in 2019 in Canada with 50 girls (five clubs) as part of the first cohort. Now we’ve expanded across three countries and three languages. Our hope with Girls Who Game is to spark an everlasting interest in science, technology, engineering and mathematics (STEM).”

KATRINA PAPULKAS
SR. EDUCATION STRATEGIST, DELL TECHNOLOGIES

This goal aligns with both the Cultivating Inclusion and Transforming Lives focus areas by reaching those who identify as girls, women and underrepresented groups or minorities through our social and education initiatives.

*Please see our [2030 Goals Dashboard](#) for more on the progress, scope and measurement of this goal.



RECENT HIGHLIGHTS

Girls Empowerment Workshop

In October of 2021, Dell hosted a special Girls Empowerment Pro Bono Consulting Workshop in partnership with our Women In Action ERG. This unique workshop celebrated the International Day of the Girl and supported Dell's ongoing commitment to cultivating inclusion and building a digitally inclusive world.

The workshop connected 35 Dell team members across the U.S. with seven nonprofit organizations facing critical capacity-building challenges. Over two half-day virtual sessions, Dell team members and nonprofits collaborated to create deliverables and implementation plans to address the challenges.

"There is nothing more inspiring than helping a girl realize her potential to accomplish anything," says Carla Richardson, a Dell volunteer and member of the Girls Empowerment planning committee.

"The Pro Bono team provides amazing support throughout, providing all the tools necessary for success. At the conclusion of the workshop, I walked away with an increased sense of pride in being a Dell employee, and happy knowing I made a difference in my community," says JoAnne Vaughn, another volunteer and member of the Girls Empowerment planning committee.

Of the nonprofits that participated, 91.0% said they found their goals for participating in the Pro Bono Consulting Workshop were met or exceeded and that they were confident in their ability to implement their workshop deliverable.



TRANSFORMING LIVES GOAL

By 2030, we will use our expertise and technology to help 1,000 nonprofit partners digitally transform to better serve their communities

Each year, Dell contributes to more than 18,000 nonprofit organizations globally through our funds, technology and expertise. Nonprofits play a crucial role in driving positive social change in the world. They are instrumental to our own work in driving environmental, social and governance (ESG) impact. Yet we know from our own study that many lag in their own digital transformation. This can, in turn, have an impact on their ability to help communities and generate positive change for the groups they support.

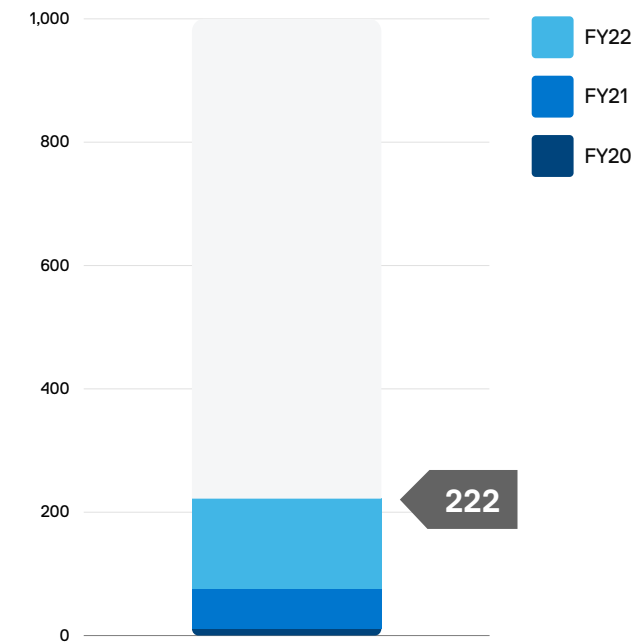
At Dell we understand the importance of digital transformation and the need to keep up with industry trends. We understand the negative impact old technology and business complexities can have on progress. That's why we're committed to helping 1,000 nonprofits digitally transform their business by 2030.

One way we are achieving this goal is with our Tech Pro Bono program. Tech Pro Bono is a portfolio of pro bono programs that connect our talented and diverse employees with nonprofits around the world who need help with digital

transformation. Nonprofits can be nominated by our employees, partners, or they can come to us directly. Today we engage with them in two ways: Pro Bono Consulting Workshops and Pro Bono Projects. Workshops will focus on multiple topics. Each nonprofit will work on a challenge specific to them, while a project is customized to one nonprofit. Projects will be for a set period of one to six months during which our team members volunteer to lend their time and expertise.

To date we have hosted 21 workshops, in support of 222 nonprofits globally.

PERFORMANCE TO DATE*



Total number of nonprofit partners supported in their digital transformation journey (cumulative)



“Making a difference is at the heart of the Dell Tech Pro Bono program. The program is expertly managed, which makes it easy to lean in with other Dell volunteers and share needed skills and expertise. It’s a pleasure to be a part of this.”

MEGAN BRANCH
TECH PRO BONO VOLUNTEER & PLANNING
COMMITTEE MEMBER

*Please see our [2030 Goals Dashboard](#) for more on the progress, scope and measurement of this goal.



RECENT HIGHLIGHTS

MetLife & London School of Hygiene & Tropical Medicine

In late 2019, Dell participated in a volunteering event hosted by MetLife. The event was MetLife’s “Opportunity Workshop,” which has since inspired our own Pro Bono Consulting Workshop program.

Since then, we have partnered with MetLife on four more collaborative Pro Bono Consulting Workshops, including the first ever joint international workshop in the United Kingdom and Ireland.

One of the organizations that was nominated by one of Dell’s team members to participate in the joint United Kingdom and Ireland workshop was the Cancer Survival Group at the London School of Hygiene & Tropical Medicine, a university research group. During the workshop in December 2021, Dell and MetLife volunteers developed a solution to help the Cancer Survival Group process and analyze huge data volumes faster and more efficiently, as well as to improve cybersecurity and to enable users to access the results of the analyses online in flexible tables and dynamic graphics. From that workshop, the Cancer Survival Group and Dell will partner on a Pro Bono Project to help them implement those solutions. This project is a great example of how the Tech Pro Bono program is transforming lives and helping nonprofits digitally transform.

“Nonprofit organizations play a vital role in building healthy, resilient communities. Pairing skilled MetLife and Dell Technologies volunteers with nonprofits in the U.S., U.K. and Ireland helped drive innovation and solutions for greater quality, reach and impact.”

APRIL HAWKINS
ASSISTANT VP, METLIFE CORPORATE
GIVING AND EMPLOYEE VOLUNTEERISM

TRANSFORMING LIVES GOAL

Each year through 2030, 75% of our employees will participate in giving or volunteerism in their communities

At Dell, our team members play a critical role in helping to drive environmental and social impact. They are passionate about helping the communities in which they live, work and play. We help feed this passion by empowering them to use their skills, knowledge, time and personal contributions to help make a difference.

In the past five years, our team members have volunteered over 5 million hours of their time and effort to help nonprofits and communities grow. Their support includes global relief donations, volunteering initiatives close to home and working with nonprofits to help them digitally transform. Dell also gives to relief efforts and matches our team members' monetary donations — up to \$10,000 per employee per year — to the causes they care about. And for team members who volunteer 10 hours or more in a fiscal quarter, Dell provides them with a \$150 “cause card” that they can donate to the vetted charity of their choice.

Just as we believe technology is the engine of human progress, we know that when our team

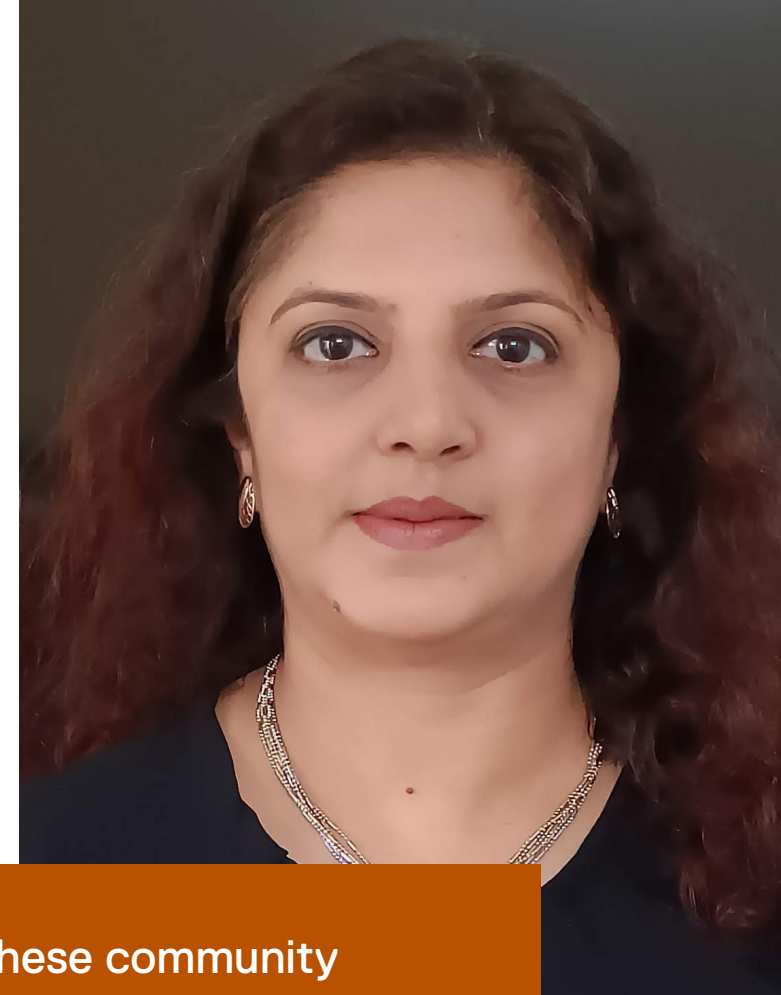
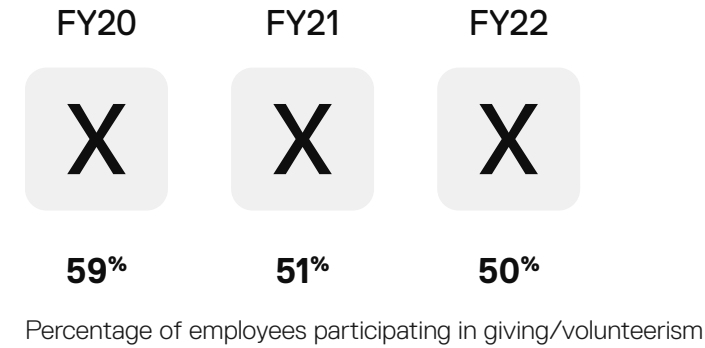
members get involved in supporting nonprofits and communities, they are happier, and the impact of our work can go even further.

RECENT HIGHLIGHTS

How our Bangalore team is empowering girls and the planet

Since 2012, the Dell Bangalore team has championed the Girls Empowerment Program and the overall development — from education to career readiness — of girls from rural India, providing over 13,500 instances of support. Several team members are leading the Tree Plantation Initiative for the Dell India team through our Planet ERG. Since May 2019, they have planted 265,000 trees across India.

PERFORMANCE TO DATE*



“I feel great while working on these community engagement activities while working at Dell, and I feel delighted to see the impact I could create leading these activities along with my day job. Support from the manager, ERG leaders and all the ERG members makes it possible to be a part of something bigger than myself. Thank you, Dell.”

ARCHANA JAIN
SENIOR ADVISOR, PROJECT/PROGRAM MANAGEMENT
& TEAM MEMBER VOLUNTEER, DELL TECHNOLOGIES

*Please see our [2030 Goals Dashboard](#) for more on the progress, scope and measurement of this goal.



 UPHOLDING ETHICS & PRIVACY

Ethics and privacy are essential to building trust, upholding integrity and establishing a foundation for positive social impact

We embed our ethical culture and values in the way we conduct business not because it is required, but because it's the right thing to do.

Upholding the highest standards of integrity

Our Ethics & Privacy goals align to these focus areas:



We continue our enduring commitment to transparency and choice

We will continue our enduring commitment to transparency so that customers are informed of our personal data practices, and may then easily exercise their choices about personal data processing. Our global privacy program is a source of pride and inspiration within the company. At Dell Technologies, we ground our long-standing privacy commitment in respecting customers' interests in their data and delivering on our privacy promises.



We ignite and inspire passion for integrity in all of our team members

We are committed to ensuring that new talent and existing team members align to our strong culture. We cultivate our team members' desire to do the right thing by providing concise policies, innovative digital tools and interactive awareness to transform Dell's values into everyday actions and decisions. Leader commitment to integrity and accountability is managed by robust executive promotion reviews and measured by our Tell Dell and ethical culture surveys.



We drive a high standard of responsibility in our third-party ecosystem

We hold our partners, suppliers, vendors and other third parties to the same high ethical standard we set for ourselves. Our expectations for third parties are clearly set forth in our [Code of Conduct for Partners](#) and [Supplier Principles](#). We help our third parties digest our expectations with interactive and memorable awareness materials using best-in-class learning software, such as our new Articulate-based Compliance Training for Dell Partners course, developed in 2021.

UPHOLDING ETHICS & PRIVACY MOONSHOT GOAL

By 2030, we will fully automate our data control processes, making it easier for our customers to control their personal data

Ultimately, transparency drives customers' trust. Good business practices around use of personal data must consider, first and foremost, the human impact of personal information collection and use. As a global company, we comply with privacy laws all over the world and help shape these laws with our customers' privacy preferences in mind.

RECENT HIGHLIGHTS

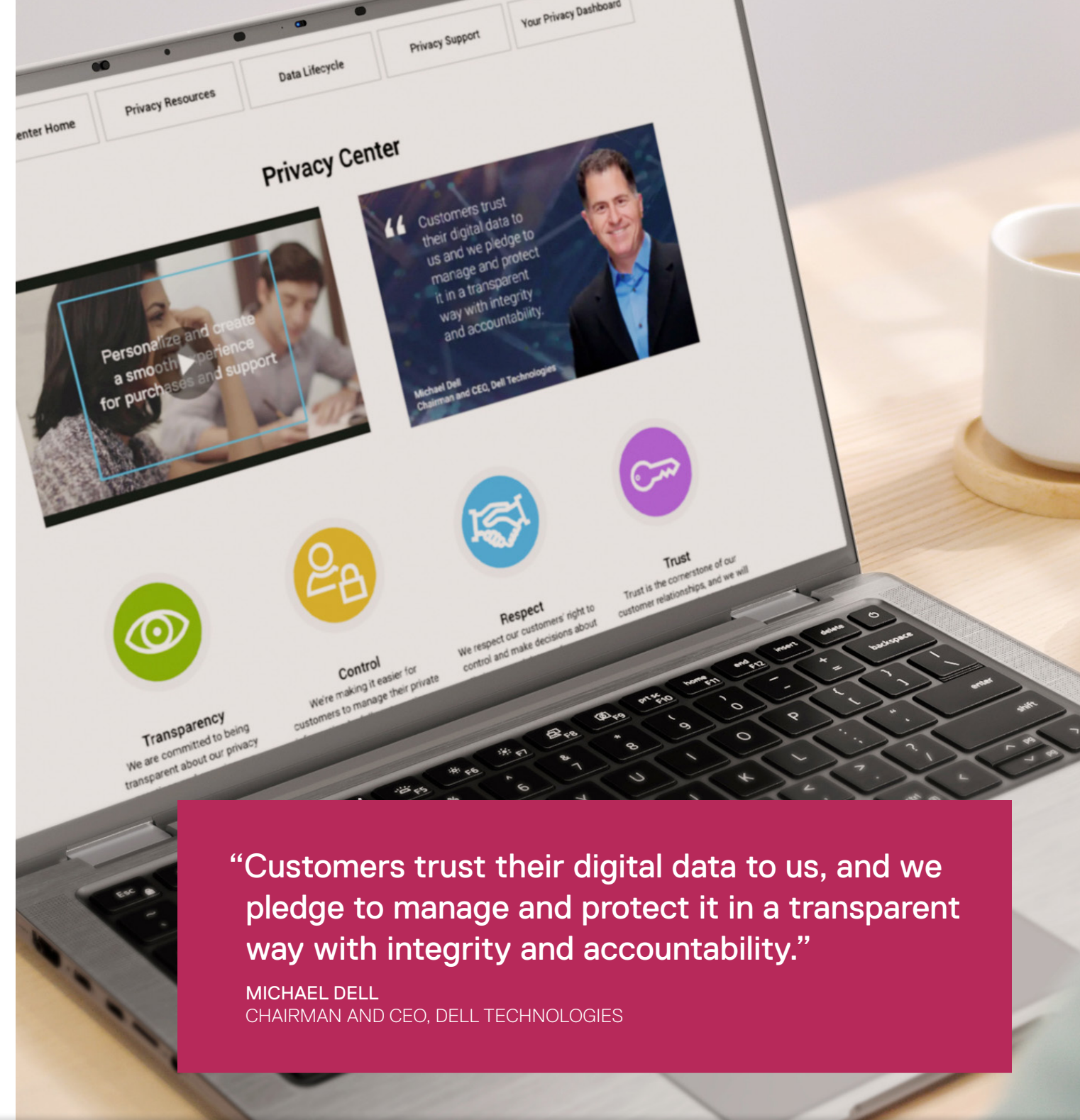
Improving customer experience with the Privacy Trust Center

Dell's new Privacy Trust Center was launched in 2021 as our centralized location for customers to learn more about our privacy practices and data life cycles, view their privacy dashboard and submit privacy requests.

Visit the [Privacy Trust Center](#) for information and a video tour.

Respecting privacy and protecting team members in the pandemic

During the pandemic, companies and government agencies have had to protect public health while also protecting personal data. Dell worked with ServiceNow to address privacy and security requirements concerning vaccination tracking for Dell facilities. We also partnered with [Intel and Leidos](#)® to create a secure contact tracing solution the Centers for Disease Control and Prevention used during the pandemic.



“Customers trust their digital data to us, and we pledge to manage and protect it in a transparent way with integrity and accountability.”

MICHAEL DELL
CHAIRMAN AND CEO, DELL TECHNOLOGIES

Upholding personal data ethics

At Dell, we believe processing personal data based on a customer's preferences is critical to building and maintaining trust. Delivering on our privacy commitments is a core part of how we operate.

Transparent and accountable personal data values and requirements are embedded in our Code of Conduct, as well as our Global Data Privacy, Information Governance and Information Security policies, which apply to all team members. These policies are grounded in core principles contained in global privacy frameworks (e.g., OECD, APEC) and privacy laws (e.g., GDPR, LGPD, CCPA/CPRA).

We require all team members to receive training on these policies, and offer additional material based on role. We supplement our awareness efforts with special events, such as observing International Data Privacy Week. Anyone — including customers, team members and people outside of Dell — may report privacy concerns via privacy@dell.com.

“An enduring commitment to privacy is an essential part of any trusted customer relationship. Driving greater transparency and control to customers every day helps us meet this commitment in a meaningful way.”

DEANNA DRAPER
SENIOR VP, LEGAL FOR PRIVACY AND SECURITY, DELL TECHNOLOGIES

We are automating our data control processes to make it easier for customers to control their own data.



TRANSPARENCY

We give clear notice to customers of what data we collect, the processing purpose and related details, plus how to exercise choices concerning our personal data processing. When we update our privacy notices, we only apply material changes to data collected from customers after the changes' effective date, or in instances the customer consented to the change per applicable laws.



USE

We are committed to use customer personal data in compliance with global laws. We require team members to limit customer personal data processing to activities required to fulfill the objectives outlined in our notices.



CHOICE

We recognize customers' interests in their personal data and respond to their data-related requests, regardless of whether they are located in a jurisdiction where this is required by law.



GOVERNANCE

Dell has a global privacy program, led by the chief privacy officer, which includes an executive stakeholder committee composed of cross-functional leadership. The program conducts meetings on an established cadence and generates metrics for reporting to senior leadership or inclusion in board of directors reporting as appropriate. Operationally, the privacy program is supported by dedicated legal and program teams, investigators, as well as multiple business-specific privacy groups supporting operationalization of privacy program components.



UPHOLDING ETHICS & PRIVACY GOAL

Each year through 2030, 100% of our team members will demonstrate their commitment to our values

We embed business integrity and compliance within our everyday business practices. Our expectation is that our team members demonstrate commitment to our ethical principles and that they are empowered to report suspected misconduct.

“Integrity is synonymous with Dell Technologies because it’s embedded in everything we do. We continuously and consciously set high ethical standards and give our team the digital tools and resources to hold ourselves and our partners accountable in their everyday actions.”

MIKE MCLAUGHLIN
CHIEF ETHICS & COMPLIANCE OFFICER, DELL TECHNOLOGIES

PERFORMANCE TO DATE*



100% 100% 100%

Percentage of Dell employees who completed assigned ethics and compliance training



100% 100% 100%

Percentage of Dell employees who agreed to the Dell Technologies Code of Conduct

* Please see our [2030 Goals Dashboard](#) for more on the progress, scope and measurement of this goal.



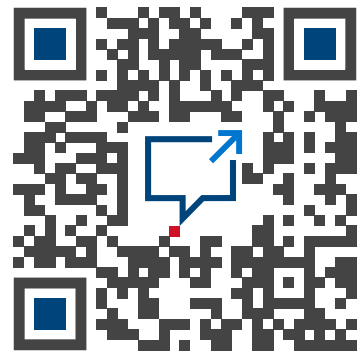
RECENT HIGHLIGHTS

My Ethics app

At the core of our digital suite is the My Ethics app, which allows for completion of assigned training, navigation of the Dell Technologies Code of Conduct, and a streamlined Speak Up capability wherever Dell team members are located and on any mobile device. Featured in the LRN-powered My Ethics app is our award-winning course Standing Strong Together: Confronting Racial Inequity.

Reporting ethics concerns

Dell enhanced mechanisms for confidentially reporting ethics concerns by adding a QR code as an additional way to Speak Up. When reporting a concern, team members, contractors, third parties and others may select from multiple languages and opt to submit anonymously.



Scan the QR code to try it for yourself!

Sharing our digital transformation journey

Dell team members presented to audiences at the 2021 Global Ethics Summit, Trace International Anti-Bribery Forum, Ethics & Compliance Initiative (ECI) Impact 2021, and shared insights in Compliance and Ethics Professional Magazine by Society of Corporate Compliance and Ethics (SCCE). Our goal is to help empower organizations by sharing our digital transformation journey in the ethics and compliance space. Dell is at the forefront of developing and leveraging the power of artificial intelligence (AI) and machine learning tools such as, Dell Image Analysis (DIA) to detect and address compliance risks.

Interactive scenarios

We designed and launched a series of highly interactive scenario-based ethics and compliance training modules. These bite-sized microlearning courses were delivered at the time of need and resulted in highly rated learner satisfaction and engagement scores.



127,556

2021 total team member completion (unique learners)



4.7/5

2021 new course feedback rating



636,406

2021 total course completion

By 2030, 100% of the partners we do business with will demonstrate their commitment to our values

Our key strategic partners* are an extension of our business, and therefore, our reputation and impact. It is essential these partners operate lawfully, ethically and in line with our expectations as outlined in the [Dell Technologies Code of Conduct for Partners](#).

For our go-to-market partners, we go an extra step to help ensure Dell products and services are purchased with integrity and transparency. In 2021, we continued to team with industry experts to provide our partners with digital tools to assess and improve their own anti-corruption programs. We also leverage business intelligence to continuously evaluate our direct partners to help ensure we flag potential areas for inquiry in a proactive and timely manner.

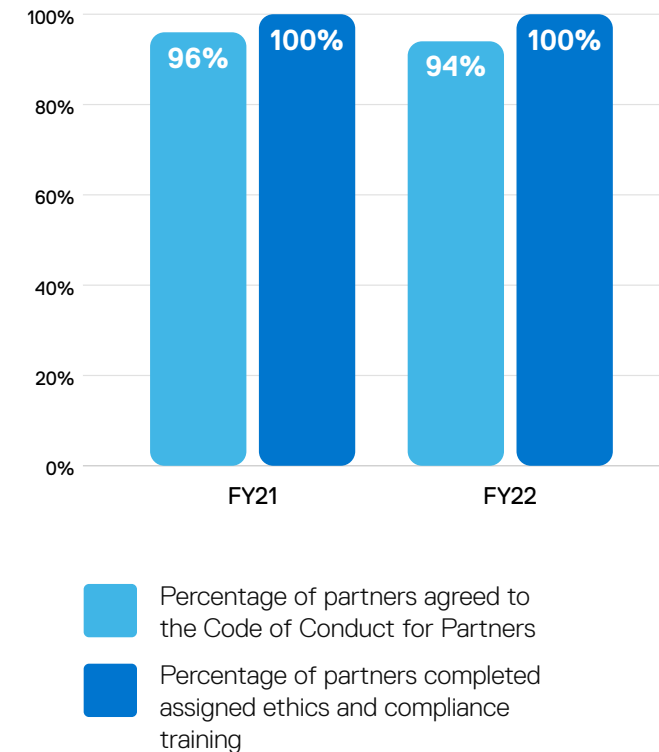
RECENT HIGHLIGHTS



Dell Image Analysis supports loss avoidance

We're creating transparent and trusting relationships with our business partners through creation and implementation of Dell Image Analysis (DIA), our innovative fraud prevention tool. DIA uses machine learning, AI and programmer feedback to analyze images to detect falsification at the metadata level. Team members created this innovative tool, which received the GameChangers 2021 Award. This event and award, sponsored by Dell's GenNext Employee Resource Group (ERG), gives team members an opportunity to showcase their entrepreneurial spirit and deliver game-changing ideas already impacting our customers. [Read more here.](#)

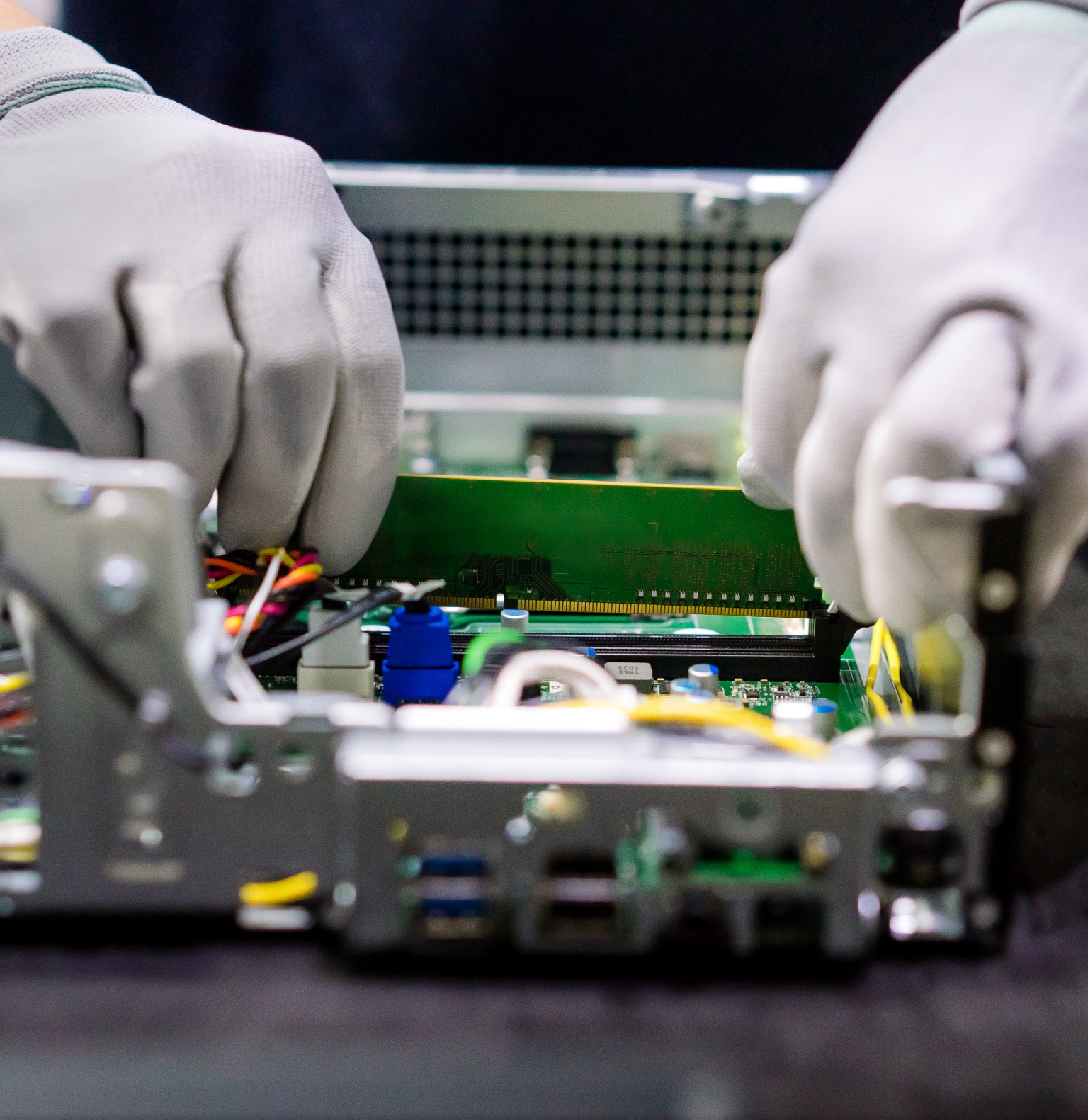
PERFORMANCE TO DATE†



*Partner refers to audited metal-tiered solution providers and authorized commercial distributors in the Dell Technologies Partner Program.

† Please see our [2030 Goals Dashboard](#) for more on the progress, scope and measurement of this goal.





SUPPLY CHAIN SUSTAINABILITY

Operating our supply chain responsibly is a priority for our business

Responsible and sustainable manufacturing processes not only enable meaningful progress, but they also protect our brand and strengthen our customer relationships.

Our approach to supply chain sustainability

Sustainability in our supply chain

We partner with thousands of companies in our global supply chain to create technologies that drive human progress.

In recent years, global challenges have required new levels of resilience and innovation from Dell Technologies and from our suppliers. Amid these challenging times, our commitment to social and environmental due diligence has not changed.

Dell operates one of the largest social and environmental responsibility (SER) assurance and engagement programs in the technology sector. Through our SER initiatives, we proactively identify and mitigate issues throughout the tiers of our supply chain, including final assembly, direct and sub-tier suppliers.

We focus on the most salient human rights and environmental issues, using insights gained through our own operations, collaboration with industry partners, and engagement with stakeholders that empower us to drive responsible manufacturing practices and diversity and inclusion in our supply chain. Our collective insights underscore the need for strong partnerships with our suppliers.

Our supplier expectations for responsible and ethical business practices are informed by international standards, including the [U.N. Guiding Principles on Business and Human Rights](#), the [U.N. Universal Declaration of Human Rights](#), the [U.N. Convention on the Rights of the Child](#) and other relevant U.N. conventions.

Adherence to our [Supplier Principles](#) is a condition of doing business with Dell. The Supplier Principles form the basis for our social and environmental due diligence programs and include the following:

- All applicable laws, regulations and purchasing requirements.
- Responsible Business Alliance [Code of Conduct](#).
- [Dell Code of Conduct](#).⁴⁴
- [Dell Human Rights Policy](#).
- [Dell Responsible Sourcing Policy](#).
- [Dell Statement Against Slavery and Human Trafficking](#), compliant with the Australia Modern Slavery Act, the U.K. Modern Slavery Act and the California Transparency in Supply Chain Act.
- [Dell Vulnerable Worker Policy](#).
- Relevant [International Labour Organization](#) (ILO) conventions, including the eight fundamental conventions and conventions 1, 102, 131, 155 and 170.
- Relevant International Organization for Standardization (ISO) management systems.
- [National Institute of Standards and Technology](#) (NIST) Cybersecurity Framework.

We work closely with our suppliers to help them develop the necessary insight and capabilities to meet these requirements. Our supplier relationships and history of collaboration proved critical as we worked together amid ongoing

pandemic and supply chain challenges to find new ways to address issues and help maintain and build SER capability.

This update (previously shared in our standalone, annual [Supply Chain Sustainability Progress Reports](#)) presents a comprehensive view of the work we do to advance SER performance. One other change — we are moving from calendar year to fiscal year reporting. Beyond this, our FY22 Environmental, Social and Governance (ESG) Report captures our activities across our entire value chain to drive positive impact for people and the planet.

“Our social and environmental responsibility programs enable us to sense risk in our supply chain and adjust as needed in an ever-changing world. This makes it possible for us to continue to advance each of our commitments to responsible operations: championing the people in our supply chain, protecting our planet and building diversity among our supply base.”

KEVIN BROWN
EXECUTIVE VP, CHIEF SUPPLY CHAIN OFFICER, DELL TECHNOLOGIES

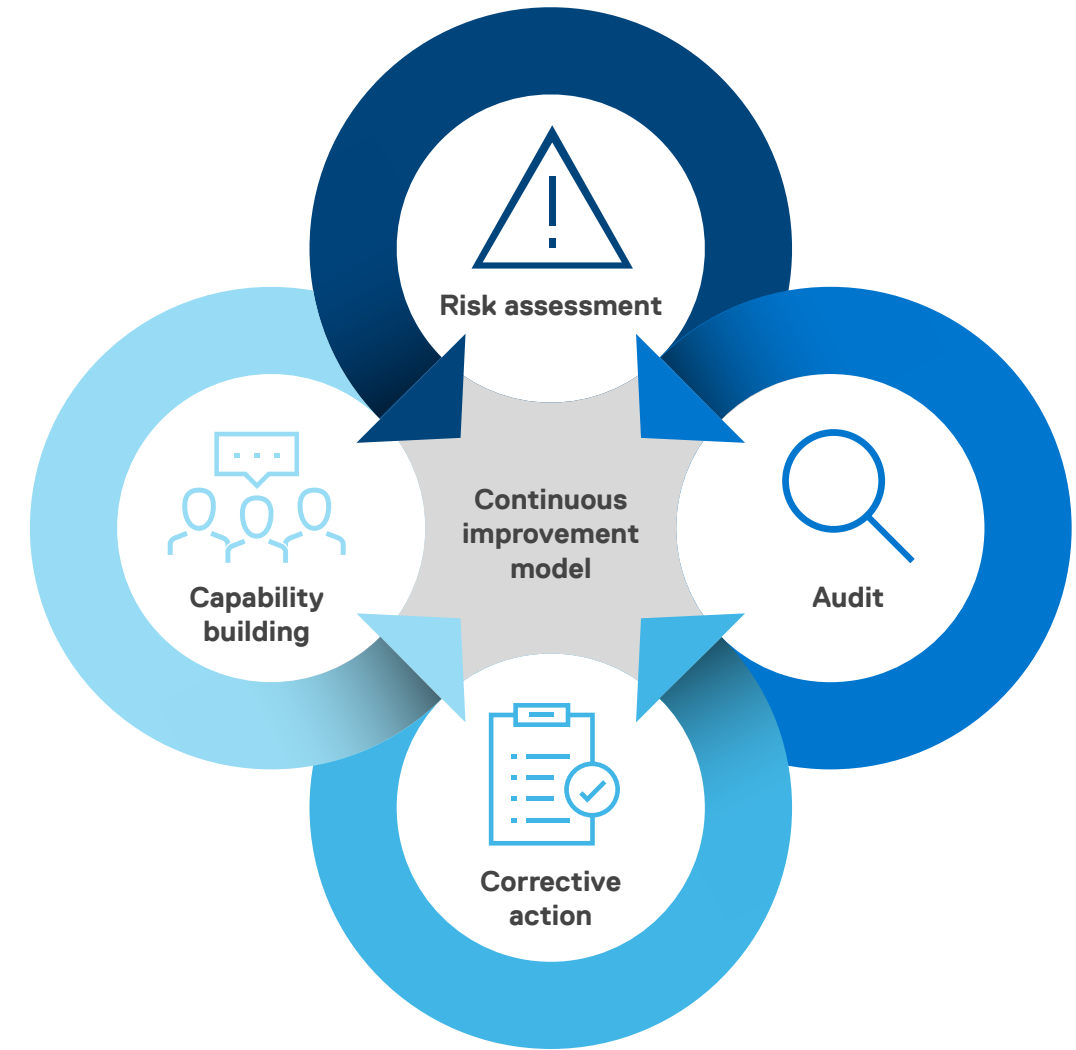
Our four-element approach to a sustainable supply chain

Dell Technologies works with suppliers that demonstrate varying levels of maturity in their own social and environmental responsibility (SER) programs. Recognizing this, we focus on building sustainable progress with our suppliers through continuous improvement.

Although we apply principles of continuous improvement across our extended due diligence efforts, we use a specific four-element approach in our audit program. This continuous improvement model is a framework for advancing supplier performance that includes risk assessment, supplier audits, corrective action plans and capability building. We refer to each activity in the model as an element rather than a phase or step because suppliers do not always move through the elements sequentially. For example, the results of a risk assessment may indicate an audit is not needed but there is a need to drive improvement in a targeted area.

In addition, ongoing communication is critical to driving continuous improvement in supplier SER performance. This includes communication among our suppliers, SER specialists and auditors. We also share SER performance metrics alongside other key indicators, such as cost and quality as part of our supplier quarterly business reviews (QBRs). Key executives attend QBRs and help determine future business awards, supplier resources and policy, as well as address progress toward aligned goals.

We strive to work with our suppliers to improve their SER performance. However, in rare circumstances where it is evident that continued poor performance will not be resolved through further engagement, we may end our business relationship with the supplier.





Risk assessment

Our engagement with suppliers at any tier — including final assembly, direct and sub-tier⁴⁵ — begins with an assessment of their social and environmental risks. We conduct initial risk assessments for our suppliers as part of their onboarding process before they begin to do business with Dell.

Suppliers complete a self-assessment questionnaire (SAQ) that enables us to determine risk level using the following criteria:

- **Geographic location:** This considers risks at the country and/or local level around social concerns, such as child labor and forced labor, and environmental risks, such as water quality and air pollution.
- **Commodity:** This considers specific risks associated with manufacturing, such as labor intensity, manufacturing processes and paints or chemicals involved in the production of a commodity.

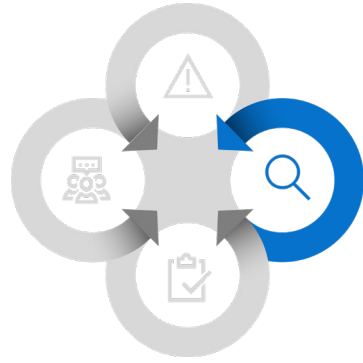
- **Prior responsible manufacturing performance:** This includes previous audit results and participation in our capability building efforts.
- **Additional insight:** This refers to information obtained by Dell social and environmental responsibility (SER) team members during regular factory visits or from independent sources, such as regulatory and third-party organizations.
- **Amount of spend with the supplier:** This is an indicator of our influence with the supplier and the relative size of their operations.

Based on the results of the SAQ and additional insight, we classify suppliers as low-, medium- or high-risk. Suppliers that are determined to be high risk are required to complete a third-party audit that looks at conformance to the Responsible Business Alliance [Code of Conduct](#) as part of our SER qualification process.

Our risk assessment efforts do not end here. We also monitor SER risk for our Dell factories and suppliers on an annual basis. Continuous improvement is important for our own operations, as well as those of our suppliers.



CONTINUOUS IMPROVEMENT MODEL — 2ND ELEMENT



we continued to conduct remote audits in some circumstances, as allowed by RBA guidance. These temporary measures initiated for remote audits during the pandemic have enabled us to continue to protect the health and safety of the people in our supply chain, assure the responsible manufacturing of our products, and meet customer demands while adhering to recommended COVID-19 containment measures.

Third-party, RBA-certified auditors conduct our supplier audits, which cover more than 40 topics across five areas: labor (including risks of forced labor, child labor and nonconformance with weekly working hours requirements); employee health and safety; environment; ethics; and management systems.

As part of the audit process, auditors review documents, observe daily work practices, and interview supplier management and workers independently to assess the implementation of the SER standards in the RBA Code of Conduct. In FY22, auditors conducted 12,641 confidential feedback interviews as part of the audit process.

Upon the completion of an audit, auditors issue final reports to identify areas of nonconformance with the RBA Code of Conduct. The number and severity of these audit findings — classified as priority, major, minor and risk of nonconformance — will impact a supplier's overall audit score, which ranges from zero to 200. Audit findings can lead to the third and fourth elements of the continuous improvement model: corrective action and capability building.

Audit

Dell Technologies' audit program is one of the largest in the technology sector — both in terms of number of audits conducted and reach across the supply chain. It is designed to identify sustainability risks in our supply chain and enable suppliers to both mitigate issues and build their social and environmental responsibility (SER) capabilities. In addition, we engage our suppliers in targeted assessments and programs to drive more opportunities for improvement.

We expect our suppliers to adhere to the Responsible Business Alliance (RBA) [Code of Conduct](#). Audits help monitor suppliers' compliance with the RBA Code of Conduct and highlight any areas of concern, which in turn helps Dell work with suppliers to take action and to improve their performance. In FY22⁴⁶, 317 factories in our supply chain across 16 countries underwent audits.

Typically, our audits are all completed on-site. However, due to the ongoing impact of COVID-19,

Improvements in supplier factory audit performance, FY22

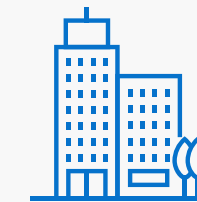


Overall **70%**

of factories that went through at least their second audit cycle improved their audit scores between cycles⁴⁷

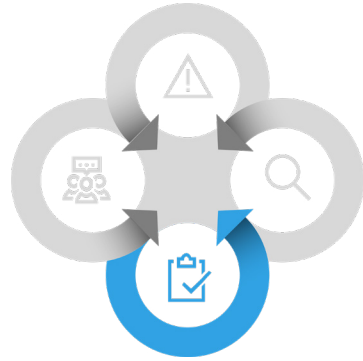


High-performing supplier factories



68%

of factories are high performing based on their audit scores (at least 180 out of 200 for final assembly factories or 160 out of 200 for other factory tiers and no priority findings)

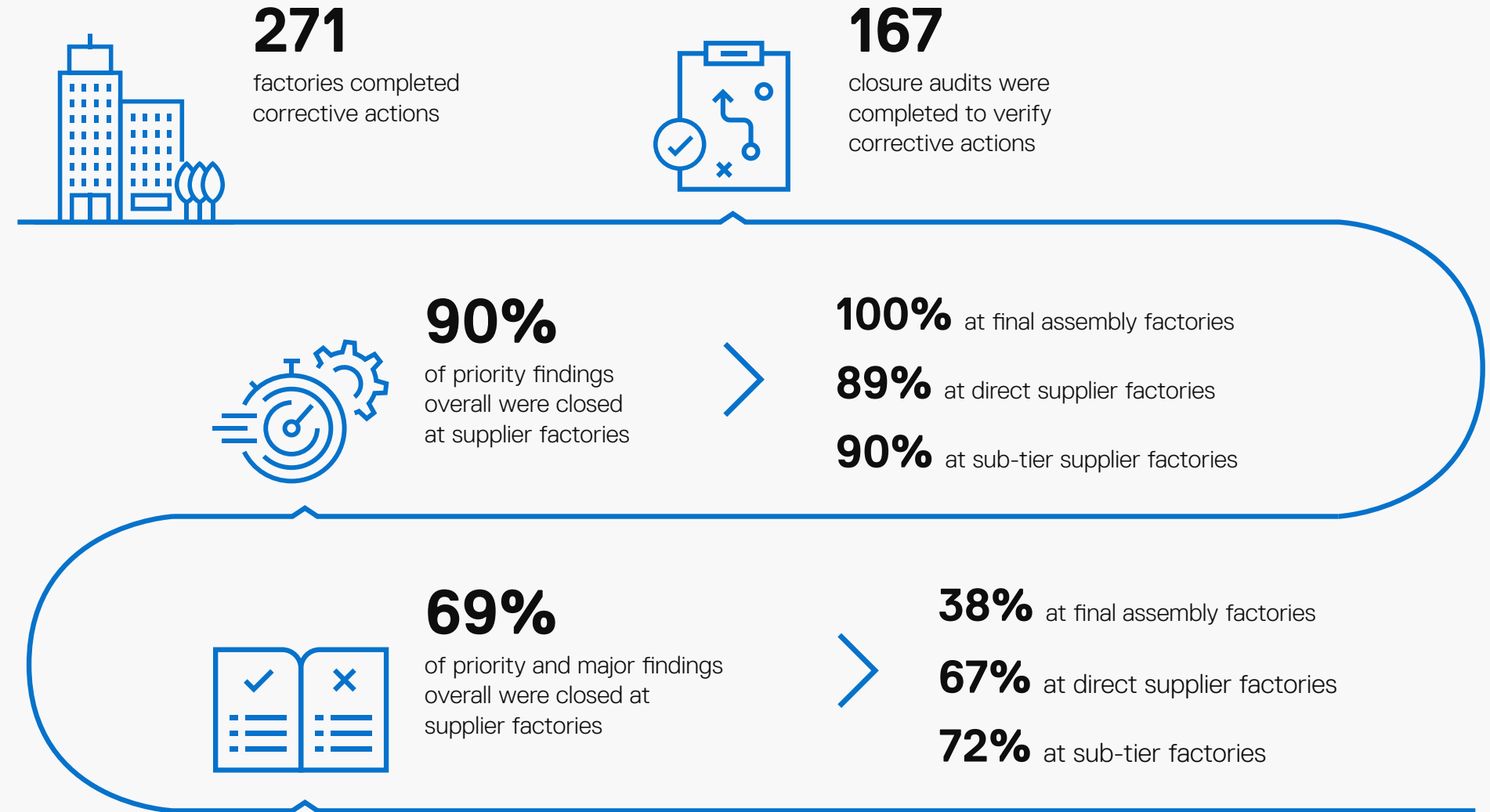


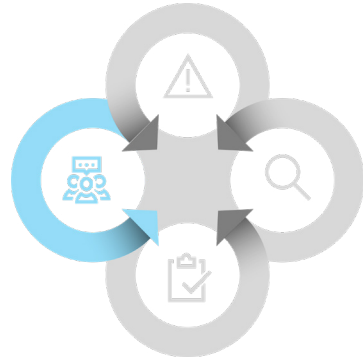
Corrective action

The next element of our framework is corrective action. When areas of nonconformance with the Responsible Business Alliance (RBA) [Code of Conduct](#) are discovered through an audit, our Dell social and environmental responsibility (SER) specialists work with the supplier to create a corrective action plan (CAP) to resolve the issues within RBA-defined timelines. Through the CAP, our team supports the supplier in identifying root causes and implementing mitigations that foster enduring improvement.

Audit findings are classified from most severe to least severe as follows: priority, major, minor and risk of nonconformance. The severity of priority and major findings requires prompt resolution. Once the supplier addresses an audit finding, it must be closed either by a second successful audit or Dell SER specialists who validate that the issue has been resolved.

Corrective actions and findings closed, FY22





Capability building

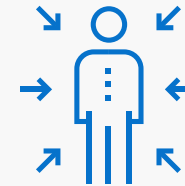
For the final element of our continuous improvement model, we provide resources for our suppliers to help build their knowledge and skills — in areas such as forced labor, health and safety, and energy efficiency — to proactively address social and environmental risks:

- **Factory consultations:** Our social and environmental responsibility (SER) specialists work directly with supplier factories to better monitor and reduce risk. Engagements are customized to support long-term improvements. In previous years, consultations were primarily held on-site at factory locations. We continued to conduct factory consultations virtually in FY22 as warranted, due to COVID-19 restrictions.
- **Dell-led trainings and webinars:** We leveraged our digital tools experience to maintain training, roundtable sessions, interactive webinars and virtual networking sessions. Targeted to supplier management and SER professionals, these

events connect suppliers with others working in sustainability, examine emerging trends and risks, and share insight into best practices.

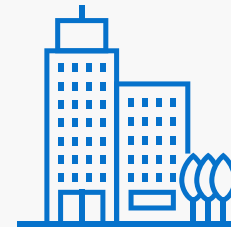
- **Self-paced online trainings:** Most supplier factories can access Dell’s online training platforms (either by computer or mobile phone), which offer digital learning opportunities for supplier management in a variety of languages. In FY22, 590 factories had access to more than 218 training sessions. We use our online trainings to both encourage proactive knowledge and performance growth and drive corrective action.
- **Frontline worker training:** We recognize that workers are important partners for us, both in monitoring factories that may not meet Dell’s expectations and in participating in actions to help factories meet our standards.
- **Dell-developed tools and resources:** We share tools we have developed with factories, often to help automate monitoring areas of concern where the local team may not have the resources. An example of this includes our corrective action toolkits that provide resources to help suppliers address some of the most common audit findings. In FY22, we added the following topics to our toolkit catalog⁴⁸: ozone depletion substances management guidance process; reimbursement requirement for prohibited recruitment fees; early engagement audit checklist; and on-site assessment guidance for solid waste vendors.

In FY22



1,616

unique participants attended our capability building programs



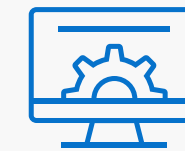
407

unique supplier factories were represented



11,791 hours

of training on social and environmental responsibility topics were completed



5,267 hours

online training



6,524 hours

in-person training sessions and webinars

Innovative change management process leads to improved safety

As part of our ESG goals, we are committed to ongoing engagement with the people who make our products. This commitment requires ongoing support and partnership with our suppliers.

In FY22, we worked with Social Accountability International (SAI) to leverage a unique change management program. Using the TenSquared approach, a peer-elected team of supplier employees and managers collaboratively work to identify root causes of workplace challenges and then identify ways to resolve them. The timeline is 100 days; the goal is to find innovative solutions to drive continuous improvement.

We engaged one of our suppliers in China to partner with us in using the TenSquared approach to identify and address their environmental, health and safety (EHS) management concerns. The supplier's peer-elected team found several challenges to address, including workers not wearing personal protective equipment (PPE) and not following other safe working procedures.

During the 100 days, our supplier's team applied the TenSquared tools and methods they learned to their internal training and evaluation processes. The team also followed a work plan, offered each other timely feedback and clearly defined the division of responsibilities. The weekly coaching meeting was especially helpful as it provided

them with time to discuss upcoming change management work and any challenges and/or achievements in implementation.

With each step in the process, the team actively communicated information about the TenSquared program with other departments and senior management to obtain maximum support and cooperation. The 100 days of focus paid off in improved occupational health standards (OHS), as well as new processes and procedures:

- “Blue Vest” observer roles were implemented. These workers, wearing blue vests, are responsible for reminding and assisting colleagues who are not fully meeting OHS personal behavior standards. New hires and recent graduates have especially benefited from the reminders these role models provide.
- Inspired by the program's momentum, top management also invested in developing efficient monitoring equipment. This technology helps take the program results to the next level by enabling improved safety practices for shifts around the clock.
- Launch and mid-point workshops for other factories in the area included best practice sharing. After observing the improvements this supplier experienced, other factories in the area have been inspired to implement similar approaches.

Throughout the process, our social and environmental responsibility specialists offered

coaching and tracked supplier progress. To leverage the learning as much as possible, Dell promoted industry best practice sharing and cross-learning among suppliers in the area. The innovative TenSquared framework for challenges is more sustainable than a traditional approach and has increased the mutual trust between Dell and our suppliers.

As a result of the efforts and OHS innovation, the supplier increased the rate of workers' compliance with safety behaviors from 79.0% to 95.2%, which they maintained into FY23. The program has also encouraged workers to engage in fixing OHS issues and has inspired more communication, respect and recognition.



“The 100-day project with Dell’s supplier resulted in several successes. Managers were very responsive and workers showed great passion for jointly identified improvement goals. Thanks to mutual respect, partnership and collaboration this supplier quickly identified and addressed critical safety issues. We appreciate Dell’s leadership in making this opportunity available in their supply chain.”

JANE LIU
SOCIAL ACCOUNTABILITY
INTERNATIONAL

Our progress in FY22

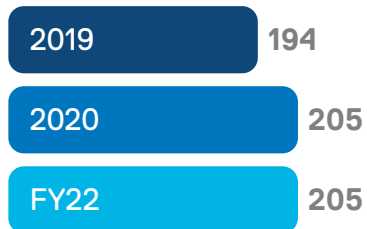
Key performance indicators*



205

Initial audits

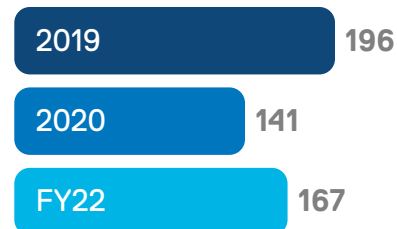
We audit high-risk factories on a two-year cycle. Selected other sites, including new supplier factories, are also audited.



167

Closure audits

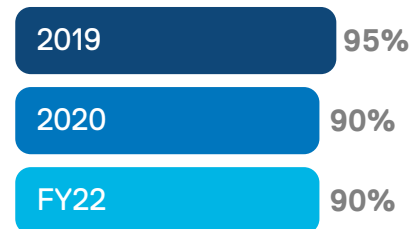
We work with suppliers to correct audit findings and arrange closure audits to confirm findings are remediated.



90%

Priority audit findings closed or downgraded⁴⁹

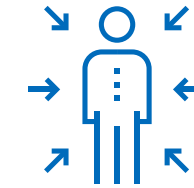
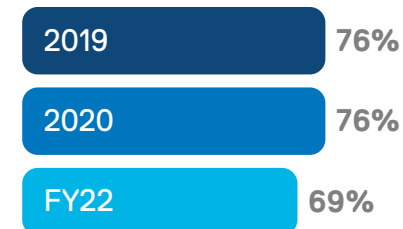
The most severe findings are prioritized for resolution. Performance is tracked cumulatively.



69%

Audit findings closed or downgraded⁵⁰

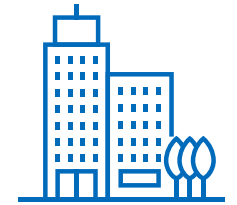
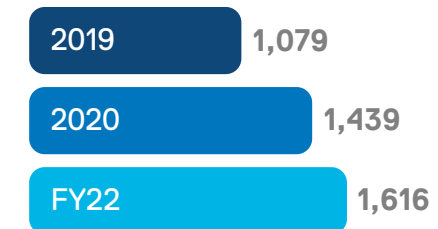
We collaborate with suppliers to remediate priority and major findings. Performance is tracked cumulatively.



1,616

Unique participants attending capability building programs

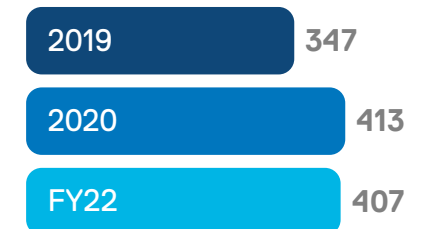
Capability building engages participants across final assembly, direct and sub-tier suppliers who can share the insights provided by training throughout their factories.



407

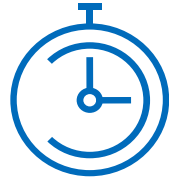
Unique factories participating in capability building programs

We track the reach of our capability building programs by the number of factories participating in our training.



* In previous years, Dell reported supply chain metrics on an annual basis. Going forward these will be reported on a fiscal year basis, unless otherwise noted.

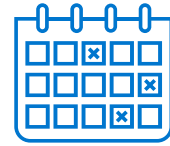
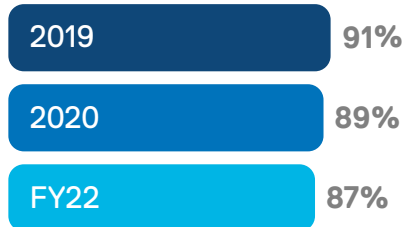
Key performance indicators*



87%

Workers who do not exceed 60 working hours per week

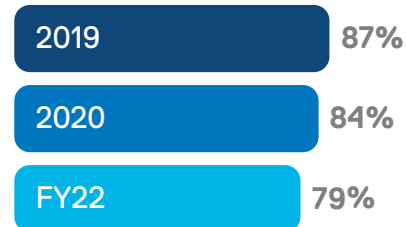
We monitored 214,919 workers in our supply chain, of which 87% did not exceed 60 working hours per week.



79%

Workers with one day of rest per week

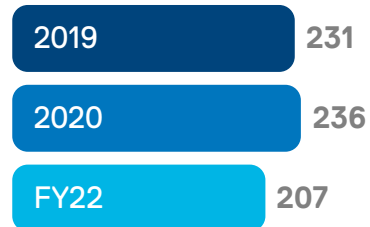
Of the 214,919 workers we monitored, 79% took at least one day of rest per week.



207

Factories with active water risk mitigation plans

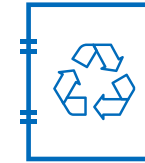
207 supplier factories in areas of water stress or with water intensive processes had active water risk mitigation plans.



305,898 MTCO₂e

Emissions avoided through energy reduction projects⁵¹

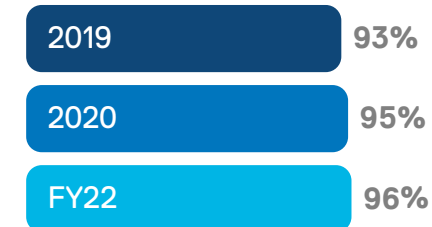
We encourage our suppliers to implement energy reduction projects and track their progress.



96%

Suppliers with sustainability reports

We encourage our suppliers to publish annual sustainability reports that meet the Global Reporting Initiative (GRI) requirements. This number represents suppliers by spend with sustainability reports.



>\$3B

Diverse supplier spend⁵²

Dell is committed to spend \$3 billion or more annually with diverse suppliers.



* In previous years, Dell reported supply chain metrics on an annual basis. Going forward these will be reported on a fiscal year basis, unless otherwise noted.

Bettering the lives of people in our supply chain

It takes hundreds of thousands of people around the world to make our products. We are committed to partnering with our suppliers to help protect human rights for all in our supply chain. This includes treating all people with respect and dignity, not tolerating forced labor in any form and consistently providing safe working conditions.

Our [2030 ESG plan](#) demonstrates the focus Dell places in these areas. Protecting human rights and promoting the well-being of people in our supply chain are imperative. We have set specific goals to support our work in this area, including providing safe and healthy work environments where people can thrive; delivering future-ready skills development for employees in our supply chain; and engaging with the people who make our products.

To learn more about these efforts, please view [pages 57-60](#) of our FY22 ESG Report.

In FY22, we continued to face COVID-19 impacts and global supply chain issues head-on. Despite these ongoing disruptions, Dell remained focused on our work to champion the people in our supply chain.

One area we made progress in is our suppliers' target audit score attainment rate. Dell sets target audit scores for suppliers (at least 180 out of

200 for final assembly factories and 160 out of 200 for other factory tiers), which align to high performance based on the Responsible Business Alliance's (RBA's) [Validated Assessment Program](#).

In our 2020 Supply Chain Sustainability Progress Report, we reported a target audit attainment rate of 61.0%. In FY22, our social and environmental responsibility (SER) specialists worked closely with suppliers to help identify root causes of issues and drive improvement. Additionally, we engaged across our procurement organization and directly with suppliers' senior level leadership to emphasize SER expectations. This resulted in a target audit attainment rate of 68.0%.

The human rights due diligence efforts we undertake to assess and address actual or potential risks to people in our supply chain are being recognized. In our first-ever inclusion in this assessment, Dell was ranked number six out of the 49 largest information communications and technology companies (based on market capitalization) in the 2020/2021 [KnowTheChain](#) supply chain responsibility [benchmark](#). KnowTheChain is a coalition of nongovernmental organizations that use the U.N. Guiding Principles on Business and Human Rights to evaluate technology companies' actions and commitments to responsibly produce products.



“The Responsible Business Alliance relies on member engagement to drive social and environmental responsibility in global supply chains. Our Responsible Labor Initiative is an example where members like Dell Technologies are key in helping to promote due diligence and protect the rights of workers vulnerable to forced labor.”

ROB LEDERER
CEO, RESPONSIBLE BUSINESS ALLIANCE



BETTERING THE LIVES OF PEOPLE IN OUR SUPPLY CHAIN

Driving ethical recruitment practices

It is important to us that people working in our supply chain are treated fairly. In some cases, individuals who migrate away from their home countries for work are forced to pay for various aspects of their recruitment, including costs related to labor agents who facilitate their hiring, obtaining visas or undergoing required preemployment health exams. As a result, these workers may find themselves indebted to their employers or at risk of falling victim to forced labor.

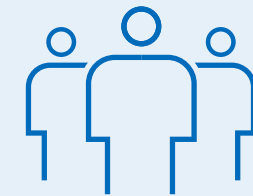
Dell does not tolerate forced labor of any kind and abides by the Responsible Business Alliance (RBA) [Code of Conduct](#), which prohibits our suppliers from charging recruitment fees to their workers, even in locations where these practices are legal. Through our social and environmental responsibility (SER) specialists' direct engagement with factories and our third-party audits, we work with supplier management and workers to identify and resolve potential issues around fees.

Due diligence efforts in this area include conducting confidential interviews with supplier management, and separately with workers as part of regular audits. We also take immediate action to investigate any allegations related to recruitment fees that are received through our helpline, media sources or nongovernmental organization reports.

If we learn that a supplier is not following recruitment fee practices as required by the RBA Code of Conduct, we:

- Educate the supplier on why such fees are unacceptable.
- Coach the supplier on effective ways to return withheld fees. For instance, if fees are returned to affected workers through paychecks, it is important that nonaffected individuals understand why their pay does not change.
- Track the supplier's remediation progress.

Fees returned, FY22



\$505,031

in fees returned to workers

Audits reinforce responsible recruitment

Upholding and advancing respect for the fundamental human rights of all people is a priority for Dell. The Responsible Business Alliance (RBA) [Code of Conduct](#) does not allow suppliers to charge recruitment fees to their workers, even if allowed by local law. Dell partners with our suppliers to make sure they comply with the RBA Code of Conduct. If we find that recruitment fees are being charged, we expect that suppliers will reimburse the fee payment within 30 days and validate this through an RBA closure audit within 90 days.

In FY22, we found that workers at a small connector supplier in Taiwan were required to pay recruitment fees during the onboarding process. To address these findings, our SER specialists partnered with the supplier to revise their recruitment policy and onboarding processes and enhance their internal audit checklist to avoid similar findings in the future. In addition, we ensured impacted workers were reimbursed \$325,797 in fees paid.

By addressing fee payment issues when they occur in our supply chain and reinforcing responsible employment and recruitment practices, we continue to drive improvement in this area.



Taking action to address weekly working hours challenges

Dell adheres to the social and environmental standards required through the Responsible Business Alliance (RBA) [Code of Conduct](#). The RBA Code of Conduct limits factory line workers to a maximum of 60 working hours per week or the limit stipulated by local law (whichever is stricter) and requires that employees and contractors have one rest day per week.

Breaches of working hours limits are the most common audit findings among supplier factories in our industry.⁵³ Although overtime is voluntary, excessive working hours impact work-life balance, and in some cases, increase health and safety risks. As such, this is an important area of focus for us, and we are committed to working with our suppliers to improve overall compliance with the industry standard.

Our strategy with suppliers includes the following actions:

- Weekly monitoring of factories with known risks of nonconformance based on past audit performance. This provides an early indicator of potential deviation from the standard.
- Collaboration to address identified risks of nonconformance and provide support in balancing orders based on supplier labor capacity.
- Capability building to provide suppliers with knowledge and tools to improve working hours performance through management systems.

Consistently meeting this standard is an ongoing challenge across manufacturing and is affected by a number of factors, including but not limited to fluctuations in customer demand, workers' earning potential, transportation issues and unexpected issues, such as the pandemic and recent global supply chain issues.

In FY22, individuals and organizations around the world continued to face numerous uncertainties and disruptions; our suppliers were no exception. For example, COVID-19 travel restrictions made it more difficult for suppliers to meet labor requirements for production demand.

As a result, we continued to see a decline in suppliers meeting the standard for weekly working hours. In FY22, our tracking covered 214,919 workers at 119 supplier factories. The vast majority of these workers — nearly 86.6% — worked 60 hours per week or less, compared with 91.0% in 2019 and 89.0% in 2020. Additionally, just over 79.0% of these workers took at least one rest day per week in FY22.



Weekly working hours compliance, FY22



214,919
employees

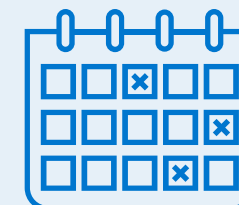
workers were monitored at 119
supplier factories



86.6%

of workers met the
60-hours-or-less-per-week
standard

Days of rest compliance, FY22



79%

of workers monitored took at least one rest day per week



Improved communication process creates shared commitment and progress for weekly working hours

Managing weekly working hours is a persistent challenge for suppliers and was made more difficult by the ongoing impacts of the pandemic. Not only were labor shortages an issue, but many factories were also under pressure to produce a higher product volume to meet higher demand. In addition, factories increased their reliance on external labor agencies to quickly secure the labor they needed to maintain production levels.

An audit of one of Dell's display suppliers indicated a priority finding regarding weekly working hour requirements. Dell's social and environmental responsibility (SER) specialists immediately began work with the supplier to address issues impacting weekly working hours and drive improvement.

First, our SER specialists worked with the supplier to raise the issue to senior management and gain their commitment to address the issue. Next, SER specialists identified that a key issue was communication within the supplier organization. Sales teams were agreeing to product delivery dates without understanding production constraints or labor limitations. Our specialists worked with the supplier to help them establish a better communication process between their

sales, production and human resources (HR) teams to avoid the overtime issues.

From their discussions with the supplier, our SER specialists determined that prediction and planning based on the standard of 60 hours per week was not in place. They helped the factory establish a system to accurately plan human resources and arrange a reasonable production plan and rhythm using the 60-working-hours-per-week standard. This system enabled the effective management and implementation of control standards for working hours at the operational level.

Now when the sales team receives client orders, they check with production to confirm capacity before committing to order timing. Thanks to this communication, sales can schedule a client delivery date that is based on capacity and upholds reasonable working hours. Likewise, when production receives sales forecast data, they immediately inform HR about labor needs so HR can recruit the necessary talent to meet production demands.

This improved communication process not only addressed the issue but also created a shared responsibility and commitment to limit overtime hours. As a result, the supplier's audit finding was downgraded from priority to major. The December 2020 audit showed that 68.0% of workers exceeded the 60 hours per week standard; the November 2021 closure audit showed this decreased to 13.0%.

Helping ensure safe use of chemicals

Our work with suppliers to improve health and safety in the workplace includes taking action on the use of process chemicals. We are reducing exposure to potentially harmful process chemicals through our [Chemical Use Policy](#). We have also developed [Guidelines for Management of Manufacturing Process Chemicals](#) to help suppliers implement best practices for managing chemicals that pose risks for the environment or health. In addition, we survey key suppliers to understand and monitor chemical use in our supply chain. For example, in FY22, we asked our suppliers about their understanding of our policy. Through further engagement regarding the survey results, we discovered two sites were each using one banned chemical in a support area outside of the primary production area. While each site followed the hierarchy of controls and provided appropriate personal protective equipment, we engaged their chemical management staff to offer safer alternatives, which are currently being assessed.

Dell also collaborates with the [Clean Electronics Production Network](#) (CEPN) to further industry efforts to protect people in our supply chain from potentially harmful process chemicals. CEPN brings together stakeholders from across

the industry to identify priority chemicals that could pose a high risk of harmful impacts. Our ongoing involvement with CEPN includes active participation in the Worker Engagement and Process Chemical Reporting workgroups. These efforts helped drive the development of the Toward Zero Exposure program, of which Dell is a signatory.

The Toward Zero Exposure program:

- Creates a road map for process chemical management informed by suppliers, nongovernmental organizations and subject matter experts.
- Supports companies in assessing use of process chemicals, strengthening the culture of worker safety and engagement, reducing worker exposure to identified priority chemicals, and substituting them with safer alternatives.
- Measures and reports outcomes, expands the impact and reaches into deeper supply chain tiers.



Delivering health, safety and employee rights knowledge through mobile phones

Digital learning through mobile phones enables many of the people working in our supply chain to have consistent access to important training. This continues to be a valuable tool in how we work with suppliers to help ensure their workers receive training on areas such as health and safety protocols and awareness of labor rights.

Mobile phone learning is a collaborative initiative between Dell and our suppliers. We cover the costs of developing the training modules; our suppliers make them available to their workers and cover the cost of Wi-Fi to ensure internet access. All frontline workers, including direct, temporary, student and migrant, are eligible and encouraged to participate.

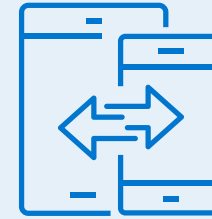
Ongoing training topics include:

- Labor rights: Policies banning recruitment fees; contract requirements; pay structures; rules around voluntary overtime; requirements for factories to pay social insurance benefits; rights to paid leave and holidays; grievance mechanisms; and right to resign from work.

- Health and safety: Safety training; guidelines on the use of process chemicals; how to use personal protective equipment; the importance of daily machine safety checks; and fire and emergency procedures.
- Personal development (optional for workers): Financial literacy, career development and communication skills.
- COVID-19 prevention: Dell continued to offer workplace safety modules designed to address ongoing challenges of the pandemic.

Mobile phone learning opportunities increase knowledge and skills and improve safety. In addition, workers are empowered by ensuring their understanding of their rights and the availability of grievance mechanisms to help identify areas of nonconformance with standards in their factories.

Mobile phone training, FY22



49,796

training hours

completed through mobile phone training courses

100

factories participated in mobile phone training courses

101,876

workers completed mobile phone training courses



Driving engagement through open communication

The people in our supply chain are in a unique position to provide insight on day-to-day factory operations. This feedback is critical in helping us validate supplier compliance with the Responsible Business Alliance (RBA) [Code of Conduct](#) and build greater context around issues and how they are being addressed.

Dell maintains a free phone helpline to ensure the people in our supply chain, as well as individuals and organizations representing them have a reliable, confidential communications channel through which to share concerns or suggestions.

A third-party, nongovernmental organization with expertise in worker feedback channels manages the helpline on our behalf. Available 24 hours a day, seven days a week, supplier employees and contractors can access the helpline outside the workplace, reinforcing the confidentiality of their feedback.

In addition, workers who participate in audit interviews are provided with information cards that include the helpline number and details as an alternative way to provide anonymous feedback.

Any allegations received through the helpline are investigated immediately and thoroughly by Dell. Methods to research allegations include unannounced visits by our social and environmental responsibility (SER) specialists and/or third-party auditors. Depending on the nature of any findings, SER specialists will work with suppliers to develop corrective action plans to address areas of nonconformance. In cases of severe (priority and/or major) findings, suppliers may be required to complete a third-party closure audit to resolve the issue.



Helpline supports enforcement and education

Dell is committed to acting on concerns raised in our supply chain. Last year, we received a complaint via the helpline from an employee of one of our suppliers in China. The caller expressed concern that her request for a transfer to a different role was denied. The employee noted that her transfer request was due to her pregnancy status and the desire for a less strenuous role.

China has clear requirements regarding how employers treat pregnant and nursing workers, including bans on pregnancy-based discrimination in employment. These regulations stipulate that if a pregnant worker informs her employer that she is not able to perform her usual job, those duties must be modified.

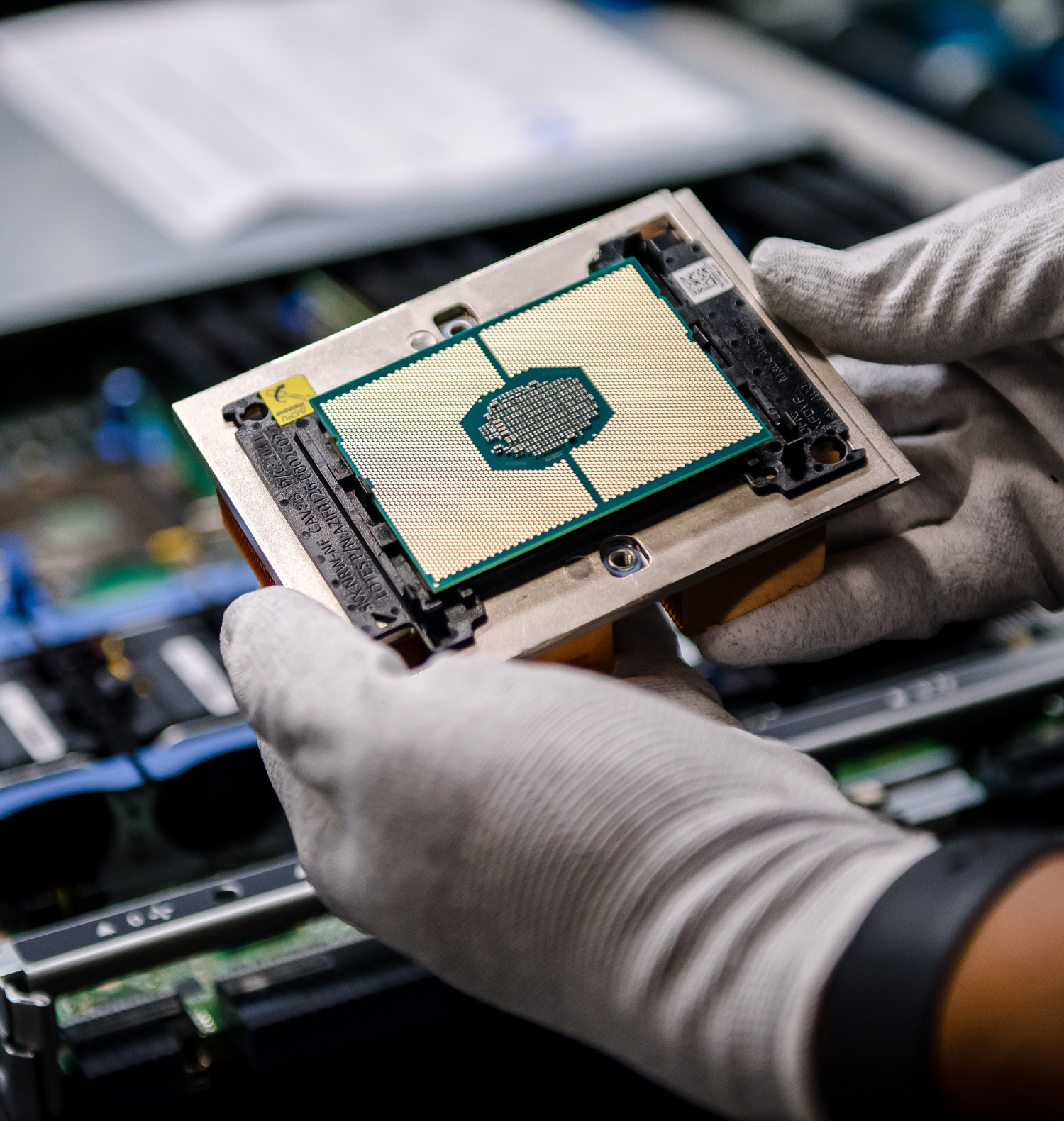
Upon learning of this employee's concern, Dell's social and environmental responsibility (SER) specialists began work with the supplier to address the health, safety and legal issues in this situation. As a first step, our specialists informed the supplier about Chinese pregnancy, confinement and nursing period laws.

We also worked with the supplier to identify if any other female workers were experiencing similar issues. Dell addressed the situation by providing the supplier with education and training materials about pregnant and nursing employee rights. We also asked the site to revise their policy and processes to implement protections for female workers.

In addition to updating the policy and processes, we collaborated with the supplier to create a checklist related to female worker rights. Using this checklist, the human resources team can identify whether similar issues arise and is empowered to act quickly to protect the workplace rights of pregnant and nursing workers.

As a result of the education and assistance our specialists provided, the pregnant employee's transfer request was approved, and she moved to a less physically demanding role.





BETTERING THE LIVES OF PEOPLE IN OUR SUPPLY CHAIN

Responsible sourcing of minerals in our supply chain

Minerals are used in many Dell products. For example, gold is used in circuit boards, and tantalum is used in capacitors. Some of these minerals are mined in conflict-affected and high-risk areas. While we do not purchase minerals directly from mines, smelters or refiners, our expectations for responsible sourcing extend throughout our supply chain.

It is our goal to avoid purchasing materials containing minerals whose mining and sale are not aligned with our responsible sourcing commitments. These commitments are underscored in the [Dell Responsible Sourcing Policy](#). We also work in coordination with industry-wide groups such as the [Responsible Minerals Initiative](#) (RMI) to promote a common approach, tools and processes that support sourcing decisions that drive improved regulatory compliance.

Our responsible sourcing efforts focus on key “conflict minerals” (tin, tungsten, tantalum and gold — known as 3TG) and follow the recommendations established by the [Organisation for Economic Co-operation and Development Due Diligence Guidance](#) (OECD). These include risk assessment, assurance and transparent reporting. We also track other minerals of concern, including cobalt, which is used in lithium-ion batteries.

Emphasis is placed on the identification and assurance of smelters or refiners (SORs) used to process material supplied by mines or mineral agents. This includes an independent, third-party assessment of management systems and sourcing practices to validate conformance with the [Responsible Minerals Assurance Process](#) (RMAP). The sector-wide RMAP standards meet the requirements of the OECD Due Diligence Guidance, the [Regulation \(EU\) 2017/821 of the European Parliament](#) and the [U.S. Dodd-Frank Wall Street Reform and Consumer Protection Act](#). Dell annually files a [Conflict Minerals Disclosure report with the U.S. Securities and Exchange Commission](#).

To track conformance rates, we require suppliers who use 3TG and/or cobalt within their supply chain to complete the Conflict Minerals Reporting Template or the Cobalt Reporting Template to report on SORs within their own supply chains.

Given the many supply chain tiers involved and the size of smelting and refining operations, multiple suppliers will likely include some of the same SORs in their reporting. We collaborate with suppliers to develop their own capabilities and help them to remediate issues with SORs that are not participating in any third-party assurance program to achieve conformance or remove them from their supply chains. More information is available in our [Conflict Minerals Disclosure report](#).

Reducing our supply chain's impact on the planet

Dell is committed to protecting our planet and collaborating with stakeholders to address the impacts of climate change. We drive sustainability efforts through every aspect of our business and hold our suppliers to the same level of accountability.

Despite the ongoing challenges of the pandemic, we maintained our supply chain environmental programs and continued to see progress in the areas of greenhouse gas (GHG) emissions reduction, water stewardship and waste management through partnership with our suppliers.

To underscore the positive impact of our supply chain environmental practices, the [Institute of Public & Environmental Affairs](#) (IPE) in China ranked Dell as a [Green Supply Chain Corporate Information Transparency Index](#) (CITI) Master for 2020 and 2021. We are one of only two companies to earn this recognition.

To qualify as a CITI Master, a company must:

- Rank as a top performance brand in the annual CITI ranking.
- Maintain high performance standards in their supply chain environmental management.⁵⁴
- Show that all key suppliers track their environmental performance through data systems.



Reducing greenhouse gas (GHG) emissions in our supply chain

Our carbon footprint includes emissions that our suppliers generate as they provide products or services to us. As part of our goal to achieve net zero emissions by 2050, we are partnering with our direct suppliers to reduce GHG emissions by 60% per unit revenue by 2030.⁵⁵ This target meets the Science Based Targets initiative (SBTi) criteria for ambitious value chain goals, meaning our near-term emissions reductions target is in line with current best practices. This goal is part of Dell's recently released strategy to achieve net zero GHG emissions by 2050. Our progress is detailed on [page 49](#) of this report.

To achieve this goal, we are building on work we started in 2017 to help suppliers reduce energy consumption, improve energy efficiency and source cleaner energy. Our supplier engagement strategy includes working with suppliers to set ambitious science-based targets. We collaborate with energy experts to evaluate our suppliers' data disclosed through the CDP and analyze direct feedback from internal surveys and on-site visits to develop training, consult on opportunities for improvement and share best practices. In FY22, we partnered with four key suppliers to help them identify factory energy usage, learn about renewable energy options and leverage industry tools for the development of science-based targets.

We continue to work with Dell teams around the globe to identify renewable energy options in areas where such sources are limited. As expected, this is proving to be a key challenge for our suppliers.

Although there is still much to be done, we are proud of the recognition we have received over the past year for progress we are making through collaboration with our suppliers:

- [CDP](#) Supplier Engagement Leader: Our efforts to cascade climate action across our supply chain helped Dell earn this ranking.
- [Climate Action Transparency Index](#) (CATI): Ranked No. 1 out of 662 companies across all industries and 48 information technology companies. Developed by IPE in 2021, this assessment focuses on brands' performance on corporate and value chain-level climate action performance.

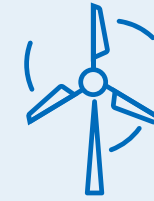
Greenhouse gas emissions reductions, FY22



305,898 metric tons

of carbon dioxide equivalent of greenhouse gas emissions were avoided through energy consumption reduction projects at supplier factories

Amount of renewable energy used in Dell Technologies' supply chain



2,383,210,656 kilowatt-hours

“Dell Technologies is working with suppliers to reduce GHG emissions in a way that aims to drive positive climate action throughout its supply chain. We are pleased to recognize Dell at the top of our inaugural CATI ranking.”

MA JUN

FOUNDER AND DIRECTOR, INSTITUTE OF PUBLIC & ENVIRONMENTAL AFFAIRS

Collaboration drives energy efficiency one supplier at a time

Not every supplier has experience in sustainability. That's why Dell's social and environmental responsibility (SER) specialists collaborate with our suppliers and industry organizations to drive environmental improvements. These are long-term engagements focused on achieving sustainable results.

In 2018, one of our printed circuit board (PCB) suppliers joined Dell's supply chain energy efficiency program. Energy management was new to this supplier. They did not have experience in developing an energy management system that would serve as the foundation for key activities, such as setting GHG emissions reduction targets and gaining alignment with internal stakeholders to meet those targets.

Our SER specialists consulted directly with the supplier to understand the current energy usage at factory sites and made recommendations for improvement. Dell's energy-saving suggestions included:

- Installing a heat recovery system for air compressors.
- Increasing cooling tower efficiency by replacing heat exchange filters.
- Updating workshop exposure machine lighting to LED and LED illuminant replacements.

These energy-saving efforts have paid off for the supplier and for the environment. In FY22, the supplier reported a 15.0% overall reduction in energy usage since we began our engagement with them. In addition, the supplier's factories received their [ISO 50001 certification](#), which is specifically targeted to support the development of energy management systems.



REDUCING OUR SUPPLY CHAIN'S IMPACT ON THE PLANET

Working with stakeholders to support water stewardship

Water stewardship — the responsible planning and management of resources⁵⁶ — is vital to a sustainable future. In addition to water use considerations around the manufacturing of our products, a number of our suppliers operate in areas of water stress.

Dell partners with suppliers in China who have water-intensive processes or operate factories located in water-stressed areas where at least 20% of renewable surface and groundwater is withdrawn annually and is insufficient to meet a region's needs.⁵⁷ For the past seven years, we have worked closely with these suppliers to analyze their water use, offer training, and develop and implement water management plans to achieve reductions in water use and wastewater discharge.

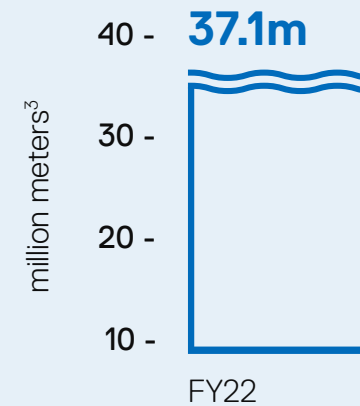
In FY22, 207 of our supplier factories implemented water management plans. Through this work, these suppliers saved 40.9 million cubic meters of fresh water and reduced the amount of wastewater they discharged by 37.1 million cubic meters.

In addition to considering our own supply chain's water use, we recognize the importance of understanding shared risk and engaging with stakeholders across the full catchment area. Reflective of this, factory water risk mitigation plans include engagement with stakeholders, such as municipal water providers, local community members and wastewater treatment plants.

Freshwater saved in FY22



Water discharge reduced

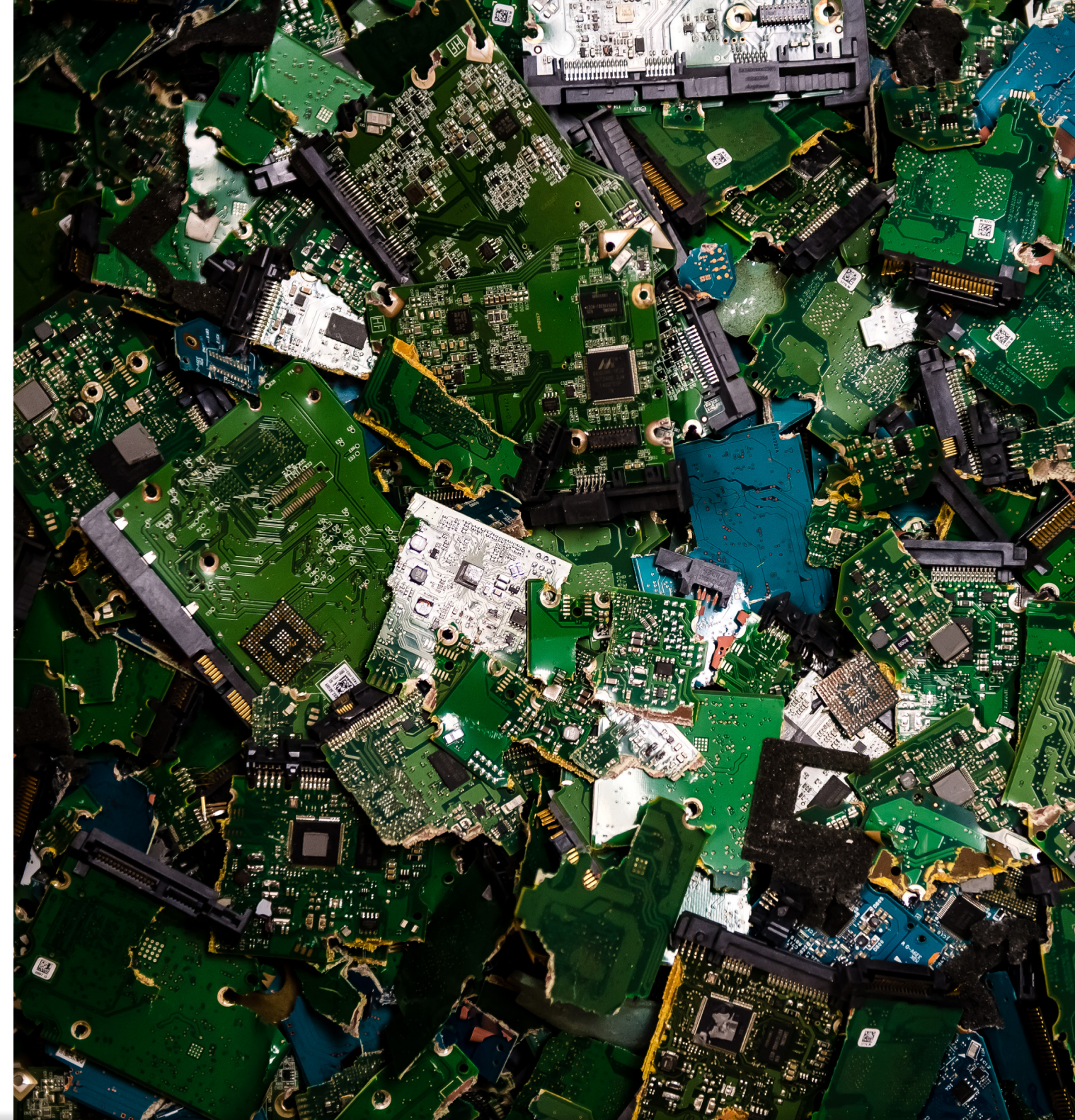


Addressing waste

Sustainable management of resources is critical to the long-term resiliency of our business and the overall health of the environment. As part of our efforts in this area, we collaborate with suppliers to identify alternatives to reduce or reuse waste that would otherwise be sent to landfills. In FY22, Dell helped 21 suppliers in China reduce the amount of waste disposed of in landfills through our Zero Waste Program. These supplier sites were chosen to support this program as key strategic partners to Dell.

As part of the Zero Waste Program, our social and environmental responsibility specialists provide expertise to help suppliers ensure safe disposal practices and reduce waste. Beyond following disposal standards for solid and hazardous waste, we help suppliers implement solutions that include reuse, recycling, composting, anaerobic digestion and incineration. Suppliers participating in these efforts diverted 93.1% of their solid waste from landfills, either through recycling or reuse, in FY22.

In addition to our Zero Waste Program, we expect our suppliers to align with our expectations for transparency about their environmental impacts by publishing sustainability reports in accordance with the [Global Reporting Initiative \(GRI\)](#). Last year, 95.9% of our direct material suppliers (by spend) reported sustainability initiatives in accordance with GRI standards. Based on this information, 67.6% of Dell's direct material suppliers (by spend) reported progress in reducing waste from their operations.





REDUCING OUR SUPPLY CHAIN'S IMPACT ON THE PLANET

Driving supplier diversity beyond spend

As part of our commitment to responsible business practices, Dell looks for opportunities to drive diversity within our supply chain. We have well-established initiatives to identify and support qualified businesses that are owned by individuals of diverse backgrounds to deliver products that meet the needs of our global customer base.

One key measurement of our success is how much we spend with diverse suppliers. In FY22, Dell spent more than \$3 billion⁵⁸ with diverse and small businesses. And for the 12th consecutive year, Dell also earned recognition through the [Billion Dollar Roundtable](#) (BDR). BDR recognizes and celebrates corporations that spend at least \$1 billion annually with minority- and women-owned businesses.

In addition, we prioritize sourcing from suppliers that demonstrate a strong commitment to supplier diversity within their own organizations. To drive accountability in our supply chain, we monitor the amount our key suppliers spend with diverse suppliers themselves. Last year, our suppliers spent more than \$921 million⁵⁹ with diverse companies.

Spend is an important indicator of our engagement with our diverse suppliers. However,

it is only one of the ways we work to drive meaningful impact and inclusion. We continually look for strategic opportunities within our supply chain to promote diversity and inclusion beyond spend. A foundational element of our diversity initiatives includes supporting skill development for diverse suppliers.

Dell offers two opportunities for diverse suppliers to build their business competencies: our Supplier Diversity Development Program and our Women in Technology Program. Expanded capabilities enable suppliers participating in these programs to improve operational performance, which may position them to pursue new growth opportunities. The Supplier Diversity Development Program focuses on refining skill sets for our diverse suppliers at multiple levels of maturity. The goal is to help drive overall operational effectiveness and better position them for success with Dell and other large corporations.

In addition, we continually look for opportunities to give equal access to and promote small and diverse businesses that are:

- Women-owned and enterprises certified by the [Women's Business Enterprise National Council](#).
- Minority-owned and enterprises certified by the [National Minority Supplier Development Council](#).
- LGBTQIA+-owned and certified by the [National LGBT Chamber of Commerce](#).

- Disability-owned and certified by [Disability:IN](#).
- Veteran-owned and certified by the [National Veteran Business Development Council](#).
 - Qualified under the [U.S. Small Business Administration](#): Small disadvantaged businesses.
 - [Historically Underutilized Business Zone program](#).
 - Women-owned businesses.
 - Veteran-owned businesses.
 - Service-disabled veteran-owned businesses.
- International women-owned businesses certified by [WEConnect International](#).
- Chinese minority-owned businesses verified through Minority Supplier Development in China.

Supplier diversity program supports capability building for women-owned businesses

We recognize that resiliency in our supply chain depends on engaging with and supporting diverse suppliers. One way Dell achieves this is by supporting women-owned businesses and enterprises certified by the Women's Business Enterprise National Council (WBENC).

In partnership with WBENC, Dell created the Supplier Diversity Women in Tech (WiT) program to bring together women-owned suppliers in the tech sector. These businesses are all certified through WBENC and represent various aspects of technology, including cybersecurity, software, Internet of Things and IT manufacturing.

In 2021, a WiT member organization responded to a Dell request for proposal (RFP). The company is a Florida-based Agile software development and cloud services firm with a nearshore development hub in Colombia. Their specialty is in helping clients use the latest web, mobile, cloud, AI and data technologies. Based on how this company delivers enterprise scale digital capabilities, they became the obvious supplier choice for the project.

Our work with this supplier helped Dell expand the capabilities of our IT infrastructure analysis software tool by implementing Rapid Discovery. This new feature helps Dell's internal engineering team and external customers rapidly scan network environments and discover devices quickly and efficiently. Thanks to implementing this approach, our engineering teams can make better selling and purchasing decisions.

"The Women in Tech program, the resources, learning and networking, caused a shift in how we think about scaling and strategy," according to the supplier's CEO. "We have expanded our list of clients, including large corporations like Dell, and have experienced significant growth, resulting in being featured for the last four years on the Inc. 5000 list of the fastest-growing private companies in the U.S."

As well as gaining valuable business and educational opportunities, this supplier said they value the opportunity to become part of a supportive community of women tech entrepreneurs. They also appreciated the Dell team members, "who are there for us every step of the way."

Based on the success of the first project, Dell is planning to partner with this supplier on a second project in FY23.



Supply chain — audit results

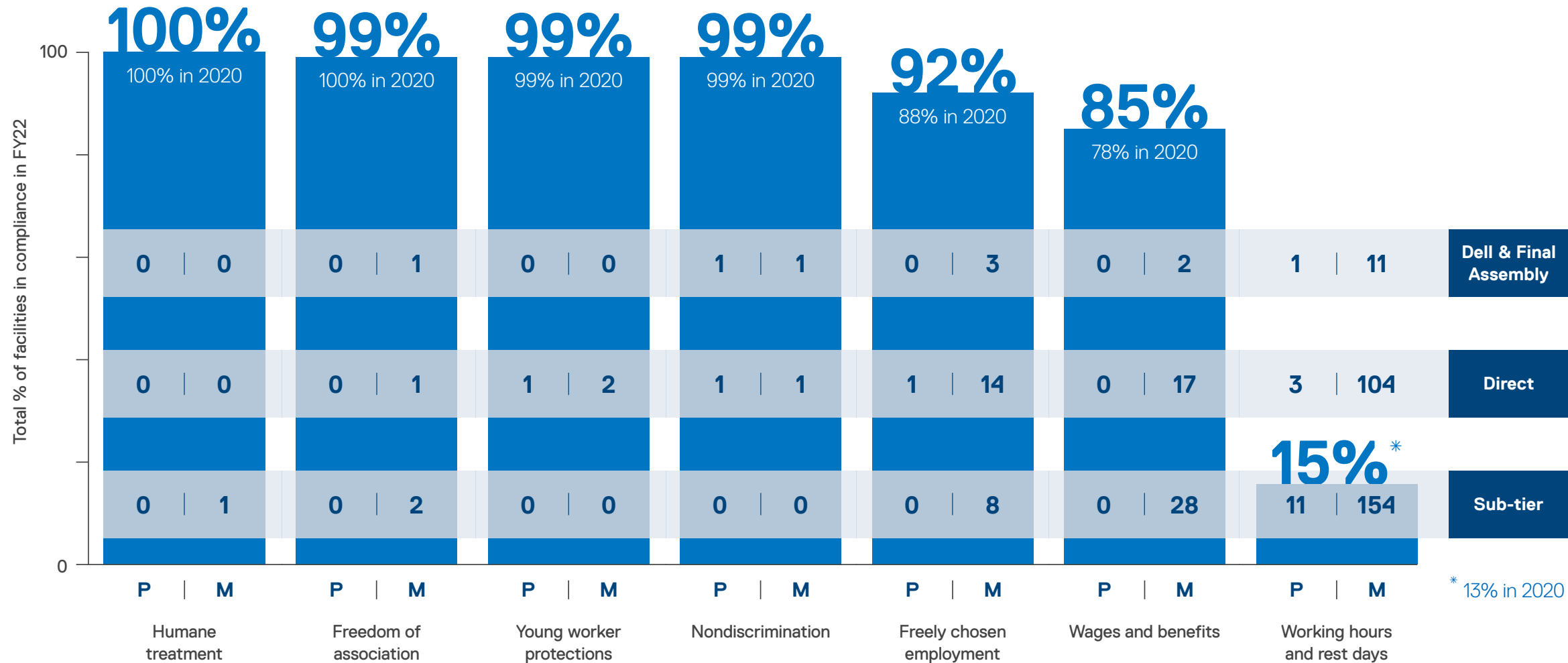
Labor and human rights

Percentage of audited factories in compliance, with breakdown of major and priority findings of noncompliance according to supply chain tier⁶⁰

Key

- P** Priority Findings
- M** Major Findings

Results are based on audits of 317 factories. When an issue is identified, we work with the factory to correct it. At the end of FY22, 90% of priority and 69% of priority and major findings (cumulatively) had been closed.



* In previous years, Dell reported supply chain metrics on an annual basis. Going forward these will be reported on a fiscal year basis, unless otherwise noted.

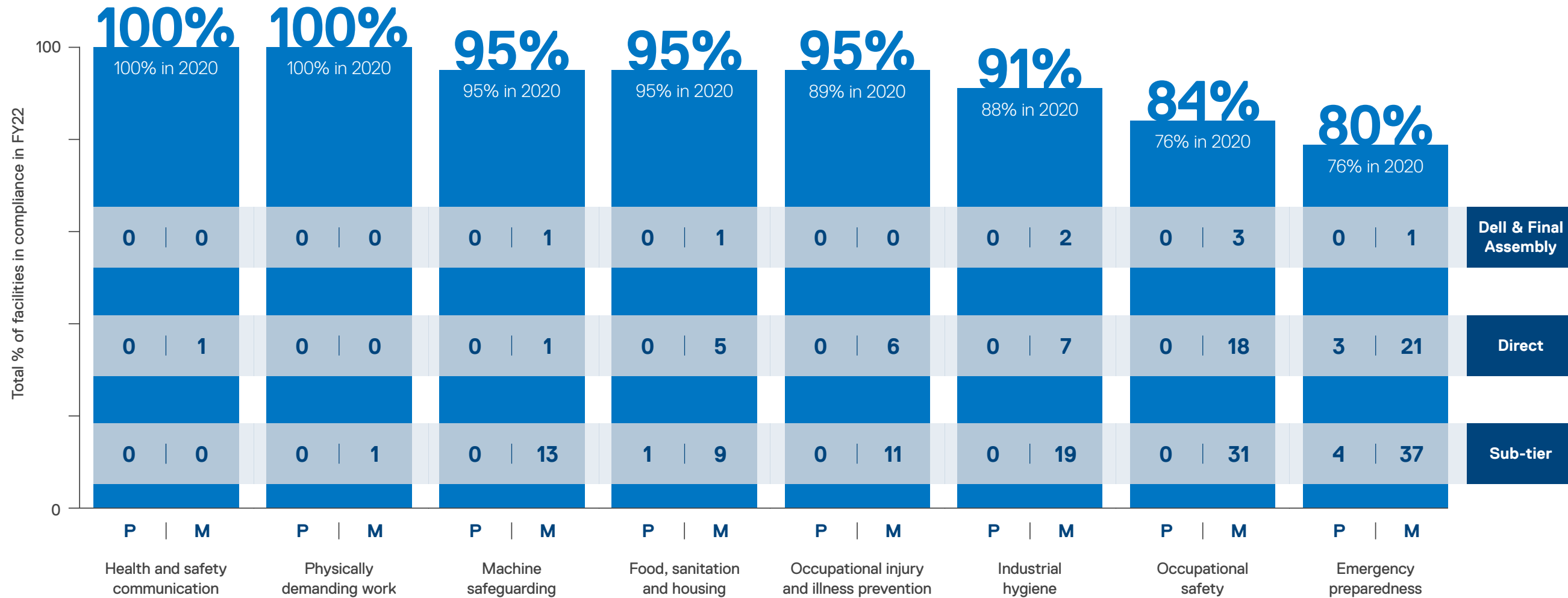
Employee health and safety

Percentage of audited factories in compliance, with breakdown of major and priority findings of noncompliance according to supply chain tier⁶¹

Key

- P** Priority Findings
- M** Major Findings

Results are based on audits of 317 factories. When an issue is identified, we work with the factory to correct it. At the end of FY22, 90% of priority and 69% of priority and major findings (cumulatively) had been closed.



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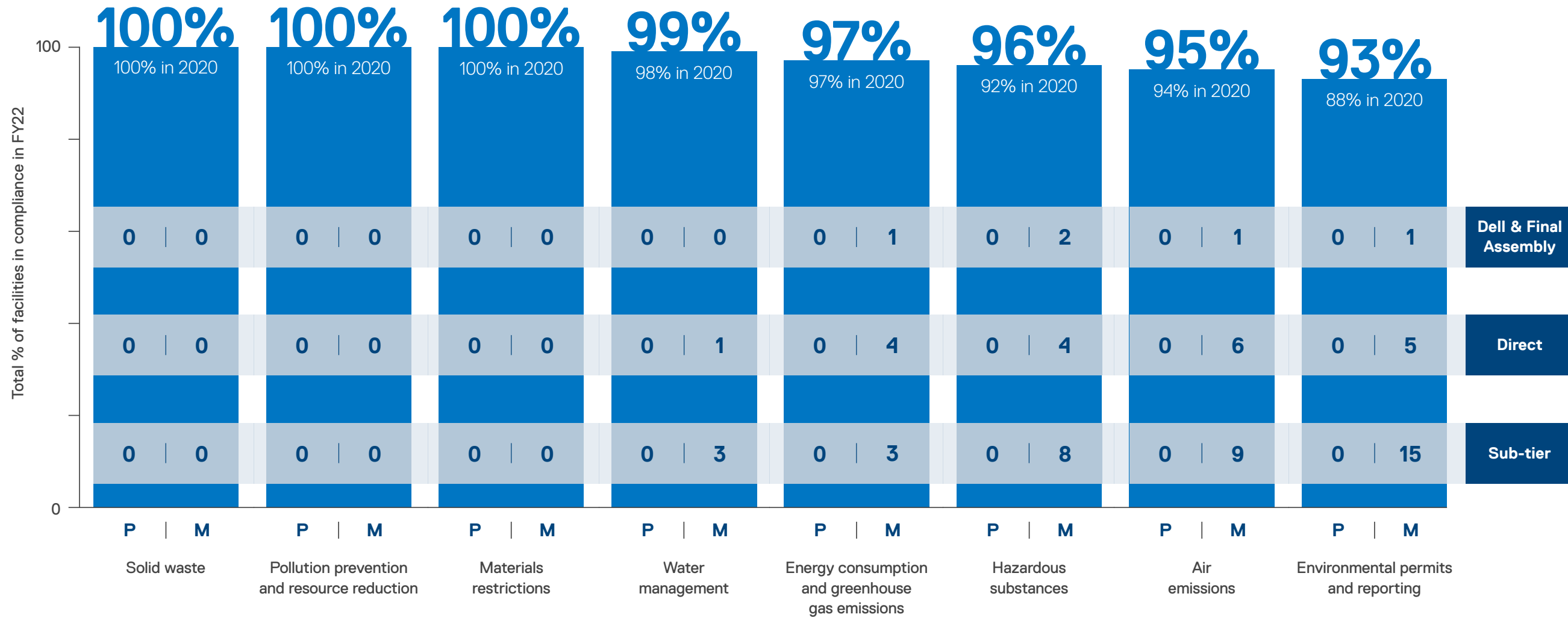
Environment

Percentage of audited factories in compliance, with breakdown of major and priority findings of noncompliance according to supply chain tier⁶²

Key

- P** Priority Findings
- M** Major Findings

Results are based on audits of 317 factories. When an issue is identified, we work with the factory to correct it. At the end of FY22, 90% of priority and 69% of priority and major findings (cumulatively) had been closed.



* In previous years, Dell reported supply chain metrics on an annual basis. Going forward these will be reported on a fiscal year basis, unless otherwise noted.

Ethics

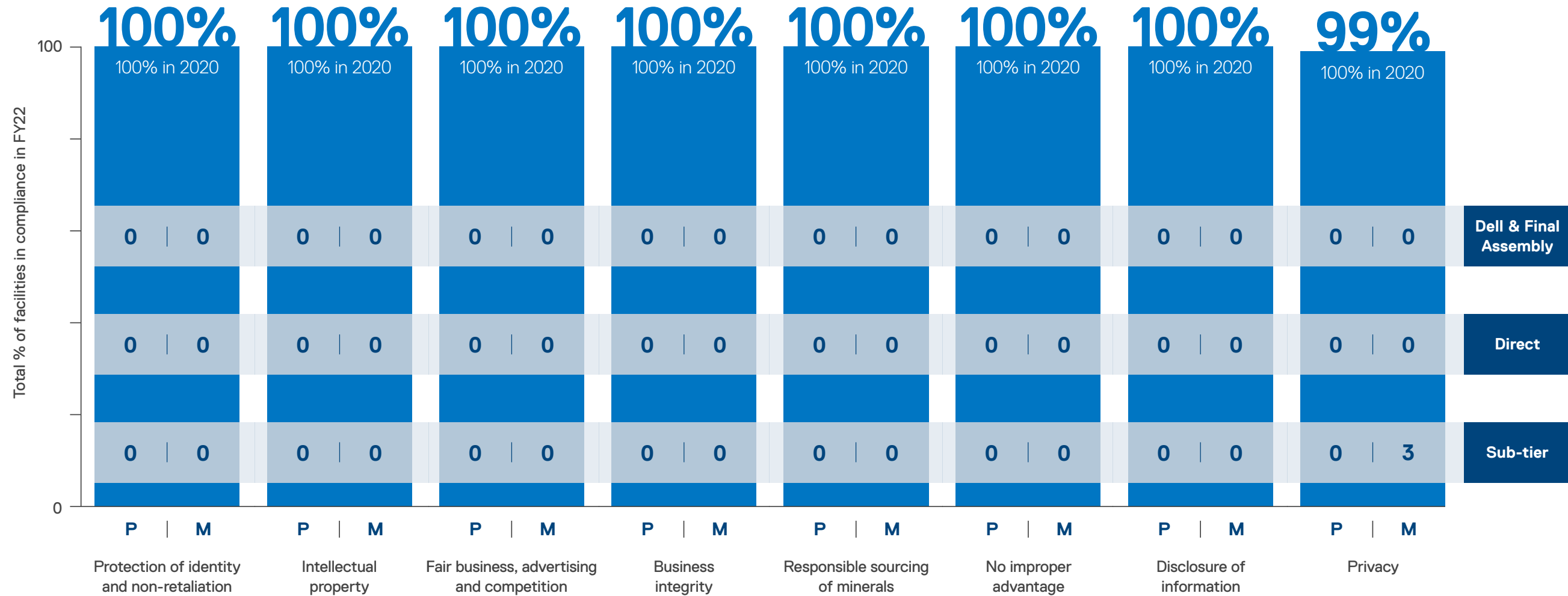
Percentage of audited factories in compliance, with breakdown of major and priority findings of noncompliance according to supply chain tier⁶³

Key

- P** Priority Findings
- M** Major Findings

Results are based on audits of 317 factories. When an issue is identified, we work with the factory to correct it.

At the end of FY22, 90% of priority and 69% of priority and major findings (cumulatively) had been closed.



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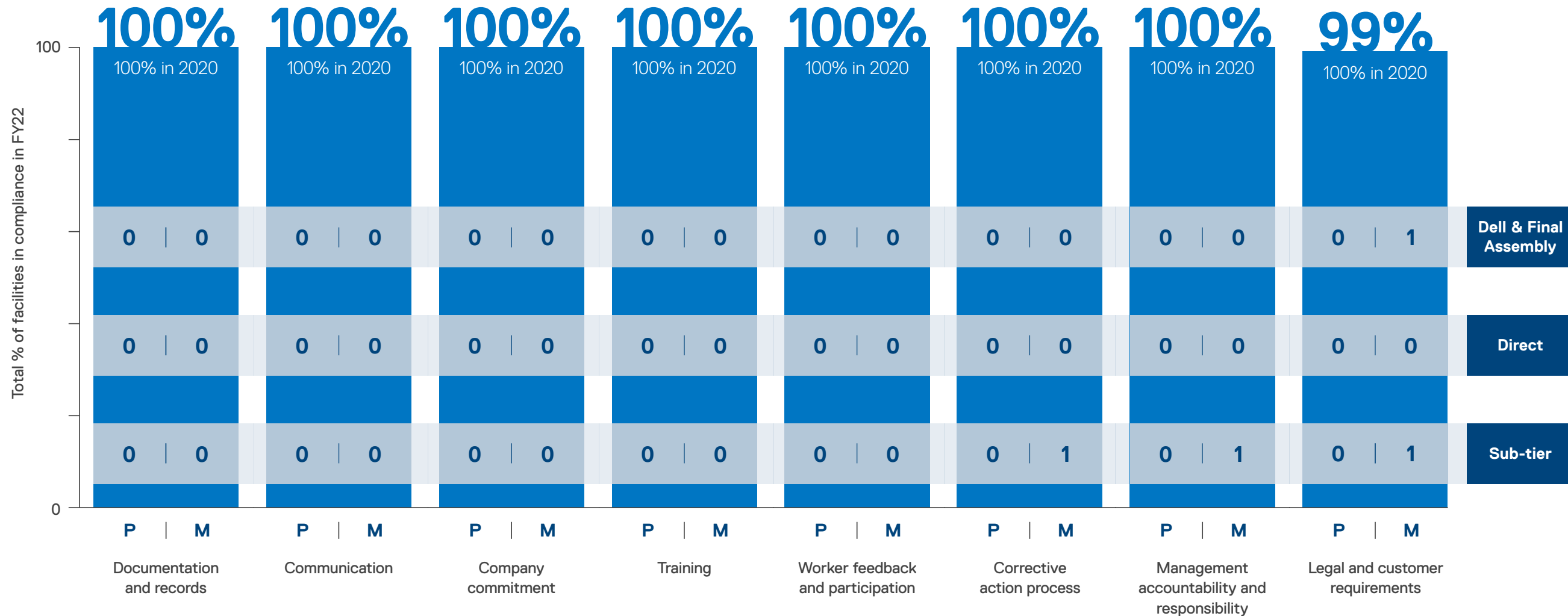
Management systems

Percentage of audited factories in compliance, with breakdown of major and priority findings of noncompliance according to supply chain tier⁶⁴

Key

- P** Priority Findings
- M** Major Findings

Results are based on audits of 317 factories. When an issue is identified, we work with the factory to correct it. At the end of FY22, 90% of priority and 69% of priority and major findings (cumulatively) had been closed.



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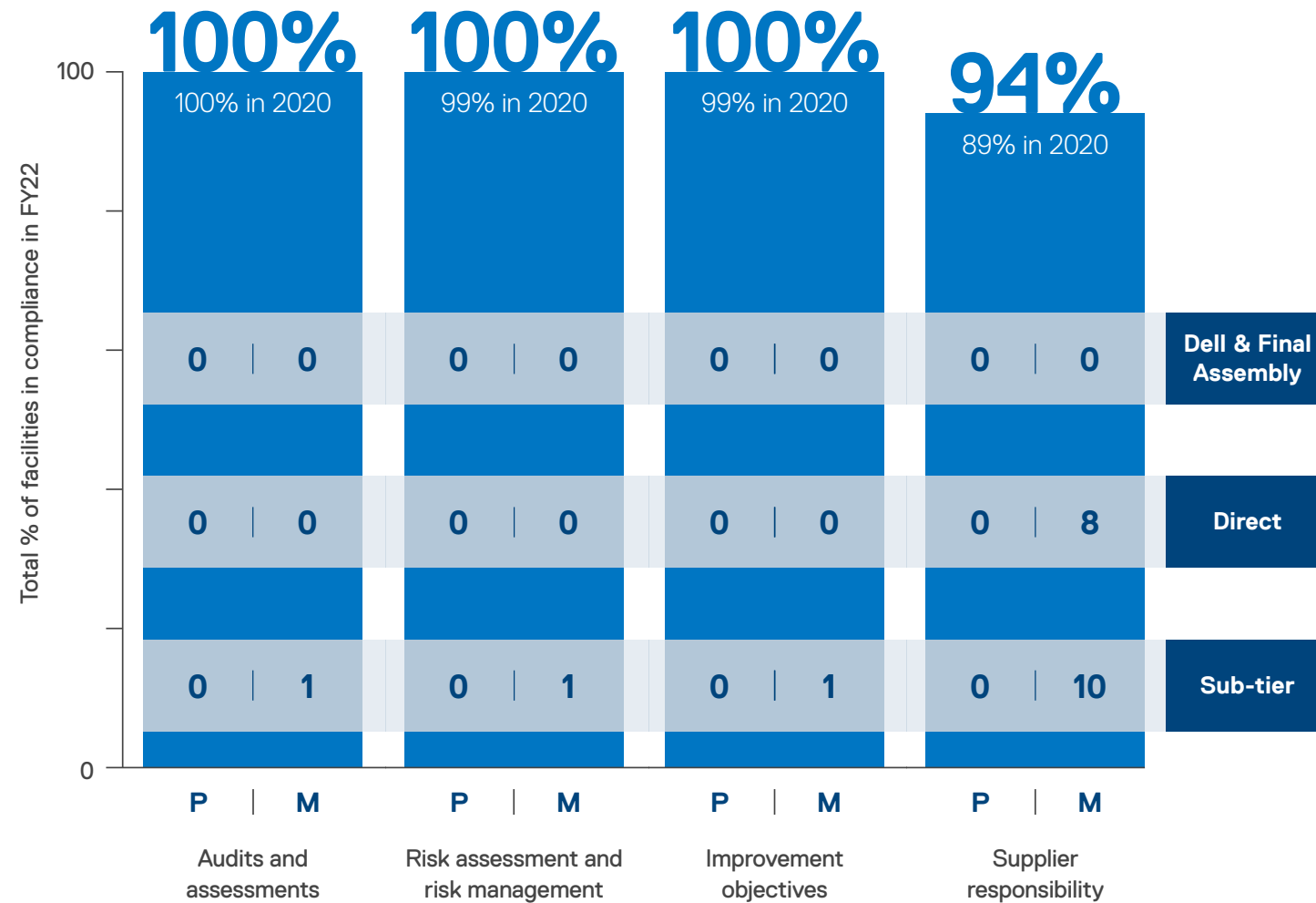
Management systems (continued)

Percentage of audited factories in compliance, with breakdown of major and priority findings of noncompliance according to supply chain tier⁶⁵

Key

- P** Priority Findings
- M** Major Findings

Results are based on audits of 317 factories. When an issue is identified, we work with the factory to correct it. At the end of FY22, 90% of priority and 69% of priority and major findings (cumulatively) had been closed.



* In previous years, Dell reported supply chain metrics on an annual basis. Going forward these will be reported on a fiscal year basis, unless otherwise noted.



By the Numbers

Detailed three-year performance trends on key metrics provide an additional layer of transparency into our work and allow readers to follow our progress. Each year, we report on material indicators from across our business. Some tie directly to the goals set forth in our environmental, social and governance (ESG) plan for 2030, while others provide additional insight into other business indicators relevant to various stakeholders. We complement this information with our framework reporting per the [Global Reporting Initiative \(GRI\)](#) standards, by the [SASB Standards](#) and on the World Economic Forum's core Stakeholder Capitalism Metrics. Our GRI Index also provides mapping of GRI disclosures to the Task Force on Climate-Related Financial Disclosures' recommendations. In addition, we respond to CDP water security and climate change questionnaires, rounding out our robust ESG reporting.

ADVANCING SUSTAINABILITY

Metrics	FY20	FY21	FY22	Notes
Sustainable Materials in Products				
Measured in kilograms unless otherwise noted				
Total sustainable materials used	11,521,288	12,594,607	25,258,183	Sustainable materials value went up due to validation efforts of steel and aluminum. Plastic values also increased due to being able to claim more products.
Recycled plastics used	11,217,311	12,007,480	19,223,743	PCR plastics have increased year over year due to being able to claim more parts and obtain additional validation.
Reclaimed carbon fiber used	303,977	582,591	682,157	Reclaimed carbon fiber showed slight increase year over year correlated with increases in production demands.
Bioplastics used		4,536	280,876	A different methodology was implemented to claim bioplastics. A shift from product basis to raw material purchased was implemented.
Recycled steel used			4,945,428	Dell worked within supply chain to verify recycled content used in steel parts in our products. Verification was done by an independent third party to a recycled content standard that conforms to ISO 14021. In FY22 Dell is only reporting verified recycled content for steel.
Sustainable Materials in Packaging				
Measured in pounds unless otherwise noted				
Ocean-bound plastic used	73,366	118,875	227,595	Represents the amount of ocean-bound plastic incorporated into new Dell Technologies-branded product packaging, shipped to original design manufacturers. FY22 fiscal year reporting is dated 1/31/22.
Responsible Electronics Disposition				
Percentage of product collected	9.1%	9.6%	12.1%	This percentage is the total units collected for recycling and reuse over the amount of products sold.

ADVANCING SUSTAINABILITY

Metrics	FY20	FY21	FY22	Notes
Greenhouse Gas (GHG) Emissions				
Measured in metric tons of carbon dioxide equivalent (MTCO ₂ e)				
Scope 1 and scope 2 market-based greenhouse gas (GHG) emissions	290,300	216,300	203,700*	All facilities globally, including leased spaces, plus company vehicles and aircraft. ⁶⁶
Scope 1 GHG emissions	57,000	44,200	45,600*	
Scope 2 GHG emissions, market-based	233,300	172,200	158,100*	All facilities globally, including leased spaces. ⁶⁷
Scope 2 GHG emissions, location-based	405,400	356,900	337,600*	
Scope 3 GHG emissions — category 1, purchased goods and services	8,758,600	8,767,800*	N/A	In FY21, we are reporting an increase in scope 3, category 1 emissions of 9,200 metric tons compared to our FY20 baseline. This increase is due to product demand shifts during the first year of the pandemic. For FY22, we have improved our calculation methodology and reporting approach to scope 3, category 1. Our revised approach now incorporates our fiscal year spend with our indirect and direct suppliers' scope 3 category 1 reports, where available. This ensures our calculations use our most recent supplier emissions data, as well as direct and indirect spend from the same reporting period. As a result, we are not reporting FY22 progress as this information is dependent on supplier emissions data that will not be available until January 2023. ⁶⁸
Scope 3 GHG emissions — category 3, upstream fuel- and energy-related activities	131,700	105,500	143,000*	Upstream emissions associated with the purchased fuels and electricity used in Dell Technologies operations.
Scope 3 GHG emissions — category 4, upstream transportation/distribution	763,400	1,098,200	1,350,600*	Per GLEC Framework scope 3, category 4 guidelines, this figure includes the WTW emissions from outsourced logistics transportation and distribution contracted by Dell. Downstream transportation and distribution from customer pickup orders is also included in Dell's upstream transportation and distribution figure. ⁶⁹
Scope 3 GHG emissions — category 6, business travel	314,300	61,400	19,600	
Scope 3 GHG emissions — category 11, use of sold product	14,750,000	13,100,000	13,590,000*	The scope of this data includes all server systems, storage systems, networking systems, displays, client notebook and desktop systems, including Precision and Alienware.

Numbers have been rounded to the nearest 100. Totals may not sum.

*We commissioned an external third party to perform limited assurance procedures with respect to these metrics. [View full details and data methodology.](#)

ADVANCING SUSTAINABILITY

Metrics	FY20	FY21	FY22	Notes
Energy Used in Dell Technologies Operations				Energy figures in this section are for all facilities globally, including leased spaces, plus company owned and leased transportation.
Measured in million kilowatt-hours (kWh), unless otherwise noted				
Electricity consumed (total)	1,009	941	907	
Renewable electricity consumed	461	508	502	
Quantity generated on-site	0.8	0.8	1.4	
Renewable electricity as percentage of total consumption	46%	54%	55%*	
Other energy consumed	198	149	156	
Total energy consumed	1,207	1,090	1,063*	
Water Used in Dell Technologies Operations				Water figures in this section are for all facilities globally, including leased spaces.
Measured in thousand cubic meters (m ³)				
Water withdrawals — total volume	2,346	1,931	1,778	
Third-party sources	2,310	1,882	1,736	
Groundwater and surface water sources	36	49	42	

*We commissioned an external third party to perform limited assurance procedures with respect to these metrics. [View full details and data methodology.](#)

ADVANCING SUSTAINABILITY

Metrics	FY20	FY21	FY22	Notes
Waste From Manufacturing Operations				
Measured in metric tons (MT) unless otherwise noted				
Nonhazardous waste generated	13,175	12,505	14,224	Data is for Dell Technologies-owned facilities that assemble products.
Landfill avoidance rate as percentage of total nonhazardous waste generated	99%	97%	99%	
Nonhazardous waste recycled or reused	11,472	10,544	12,599	
Nonhazardous waste recovery (waste to energy)	1,491	1,476	1,390	
Nonhazardous waste incinerated	0	4	0	
Nonhazardous waste composted	107	54	48	
Nonhazardous waste landfilled	105	427	186	
Health and Safety Metrics (Dell Technologies operations)				
Recordable injury/illness rate	0.08	0.04	0.04	Cases per 100 full-time employees (FTEs).
DART (Days Away, Restricted or Transferred) rate	0.04	0.02	0.03	
Total number of work-related fatalities	0	0	0	Cases for all employees.
Material Environmental Fines				
We did not incur any material environmental fines resulting from product or facilities issues during FY22.				

CULTIVATING INCLUSION²⁰

Metrics	FY20	FY21	FY22	Notes
Team members who identify as women (as percentage of global workforce)	31.1%	31.8%	33.9%	Percentage of individuals in our global workforce who have self-identified as women.
Nontechnical female representation	35.8%	36.7%	39.0%	
Technical female representation	20.1%	20.8%	22.8%	
People leader female representation	24.4%	25.8%	28.2%	
U.S. ethnicity overall: Hispanic or Latino	8.2%	8.9%	9.4%	Percentage of individuals in our U.S. workforce who have self-identified as the race/ethnicity shown.
U.S. ethnicity overall: Black or African American	5.1%	5.3%	6.0%	
U.S. ethnicity overall: Asian	14.5%	14.7%	15.0%	
U.S. ethnicity overall: American Indian or Alaska Native	0.5%	0.5%	0.5%	
U.S. ethnicity overall: Native Hawaiian or other Pacific Islander	0.2%	0.2%	0.2%	
U.S. ethnicity overall: Two or more races	1.7%	1.7%	1.8%	
U.S. ethnicity overall: White	68.9%	67.4%	65.1%	
U.S. ethnicity overall: Not specified	0.7%	0.9%	1.4%	

CULTIVATING INCLUSION²¹

Metrics	FY20	FY21	FY22	Notes
U.S. Hispanic or Latino representation in nontechnical roles	9.0%	9.8%	10.3%	Percentage of individuals in our U.S. workforce who have self-identified as the race/ethnicity shown.
U.S. Black or African American representation in nontechnical roles	5.5%	5.8%	6.5%	
U.S. Asian representation in nontechnical roles	9.1%	9.1%	9.2%	
U.S. American Indian or Alaska Native representation in nontechnical roles	0.5%	0.5%	0.5%	
U.S. Native Hawaiian or other Pacific Islander representation in nontechnical roles	0.2%	0.2%	0.2%	
U.S. two or more races representation in nontechnical roles	1.8%	1.8%	1.9%	
U.S. White representation in nontechnical roles	72.8%	71.4%	69.4%	
U.S. not specified representation in nontechnical roles	0.7%	0.9%	1.3%	
U.S. Hispanic or Latino representation in technical roles	6.5%	7.1%	7.8%	
U.S. Black or African American representation in technical roles	4.2%	4.4%	4.9%	
U.S. Asian representation in technical roles	25.6%	26.0%	26.3%	
U.S. American Indian or Alaska Native representation in technical roles	0.5%	0.5%	0.5%	
U.S. Native Hawaiian or other Pacific Islander representation in technical roles	0.1%	0.1%	0.1%	
U.S. two or more races representation in technical roles	1.4%	1.4%	1.5%	
U.S. White representation in technical roles	60.7%	59.2%	56.8%	
U.S. not specified representation in technical roles	0.7%	1.0%	1.6%	

CULTIVATING INCLUSION

Metrics	FY20	FY21	FY22	Notes
U.S. Hispanic or Latino representation in people leader roles	6.9%	7.9%	8.5%	Percentage of individuals in our U.S. workforce who have self-identified as the race/ethnicity shown.
U.S. Black or African American representation in people leader roles	3.0%	3.5%	3.7%	
U.S. Asian representation in people leader roles	11.7%	12.8%	13.6%	
U.S. American Indian or Alaska Native representation in people leader roles	0.4%	0.6%	0.6%	
U.S. Native Hawaiian or other Pacific Islander representation in people leader roles	0.1%	0.1%	0.1%	
U.S. two or more races representation in people leader roles	0.9%	1.1%	1.0%	
U.S. White representation in people leader roles	76.1%	72.9%	71.0%	
U.S. not specified representation in people leader roles	0.6%	0.8%	1.0%	
Percentage of employees participating in Employee Resource Groups (ERGs)	33%	44%	47%	Participation is count of employees signed up for any of our 13 ERGs divided by the total employee population in scope.

TRANSFORMING LIVES

Metrics	FY20	FY21	FY22	Notes
Percentage of employees volunteering	59%	51%	50%	We attribute the decrease to the continued negative impact that COVID-19 had on in-person volunteerism and multiple Dell offices remaining closed throughout FY22.
Total volunteer hours (in thousands)	914	516	709	
Total number of people reached (cumulative, FY20 to current reporting FY)	46,588,226	93,565,402	159,742,242	Our "1 Billion Lives" goal tracks the number of people who are reached through our health and education initiatives. Due to the vast geographical spread of data and limited capacity of partners to verify data at the granularity of each beneficiary, our direct and indirect impact metrics are not a unique representation of lives impacted. Going forward we will be tracking unique representation for our direct impact. Indirect impact will still remain as a metric that will not be tracked uniquely due to the nature of the community outreach, and this is in line with common measurement and evaluation practices across the industry.
Total contributions (in millions of U.S. dollars)	\$51.6	\$49.9	\$60.9	This metric represents total cash as well as in-kind products and services contributions, valued at fair market value for the respective fiscal year. This value does not include contributions from employees, vendors or customers.
Percentage of people reached who identify as girls, women or underrepresented groups empowered by our social and education programs	51.7%	56.1%	54.1%	<p>Percentage of individuals who voluntarily identify as girls, women or members of underrepresented groups within the total number of individuals reached as reported in the "1 Billion Lives" goal.</p> <p>"Girls" and "women" are individuals who self-identify as female. The term underrepresented includes but is not limited to the following groups: girls or women, racial/ethnic minorities, beneficiaries requiring an accommodation (mental, physical, sensory, cognitive and neurodiverse disability), LGBTQIA+ persons, low socioeconomic groups.</p> <p>Due to the vast geographical spread of data and limited capacity of partners to verify data at the granularity of each beneficiary, our direct and indirect impact metrics are not a unique representation of lives impacted. Going forward we will be tracking unique representation for our direct impact. Indirect impact will still remain as a metric that will not be tracked uniquely due to the nature of the community outreach, and this is in line with common measurement and evaluation practices across the industry.</p>
Total number of nonprofit partners supported in their digital transformation journey (cumulative)	11	76	222	<p>Currently, this measurement covers the number of nonprofit organizations that have participated in a Tech Pro Bono program. We are developing measurements to include nonprofits that are supported through other Dell efforts, including direct business unit giving and those organizations that benefit from organic, skill-based employee volunteering.</p> <p>Dell Technologies has invested in the development of a Digital Assessment Tool that is now available to nonprofits globally. This tool allows nonprofits to measure and determine their current digital transformation priorities and helps them track their progress over time. The Digital Assessment Tool was developed by TechSoup, a third-party provider.</p> <p>The number of nonprofits reached in FY21 was previously overreported by one. After accounting for a repeat workshop participant, the number of nonprofit partners supported through our Tech Pro Bono programs in FY21 was 65. With this adjustment, the cumulative total in FY21 was 76 and in FY22 is 222 nonprofits supported on their digital transformation journeys to date.</p>



Appendix

How we report

This FY22 Environmental, Social and Governance (ESG) Report, combined with the other reports listed below, provides our stakeholders with a transparent picture of how Dell Technologies is delivering on our commitments. View the [current](#) and [archived](#) copies of all of our reports.



Released in November 2019, this plan articulates how we will create a positive and lasting social impact on people and the planet through 2030 and beyond — using our reach, technology and people.



View our framework reporting per GRI standards, standards by SASB and WEF's core Stakeholder Capitalism Metrics. Our GRI Index provides mapping of GRI disclosures to the TCFD's recommendations.



We support, respect and uphold the internationally recognized human rights of all people, and responsible sourcing of minerals is part of our global approach.



Dell Technologies regularly submits a CDP water security report that covers corporate efforts to help ensure a water-secure future.



Dell Technologies regularly submits a CDP climate change report that covers corporate efforts to reduce climate risks.

Our approach to net zero

Globally recognized climate performance

Dell has a history of focusing on climate change and has made significant progress on a robust set of goals. We first shared emissions data in our 2002 environmental report. In 2015, we were one of the first 12 companies to have our emissions reduction targets validated by the Science Based Targets initiative (SBTi). We achieved our 2020 goal addressing operational carbon emissions that called for a 40% decrease from 2010 to 2020, and scored an A- for our 2021 response to CDP's annual climate change questionnaire for the quality and comprehensiveness of the information we provided. The disclosure score is a metric of good internal management, understanding of climate change issues and company transparency on climate change. We are now ready to take the next step.

Managing our emissions

Dell's approach to net zero focuses on reducing emissions in three primary areas: emissions from our own operations (scopes 1 and 2), from our supply chain (scope 3) and from the use of our products (scope 3). In each case, we will use a combination of science-based, time-bound interim goals to monitor our progress toward net zero, alongside concerted efforts to engage with our supply chain and research and development

teams to address those impacts outside of our direct control.

Operational emissions

Dell's goal to cut our scopes 1 and 2 emissions by 50% by 2040 have been approved by the SBTi as consistent with the reductions required to keep global warming to 1.5 degrees Celsius, the most ambitious goal of the Paris climate agreement. We have already started to drive down our energy needs by upgrading our infrastructure and improving the energy efficiency of our operations. Our pledge to use 75% renewable source electricity by 2030 and 100% by 2040 will then drive our remaining scope 2 emissions almost to zero, addressing that portion of our net zero goal.

For our scope 1 emissions, we will focus on eliminating the use of GHG-emitting fuels in our buildings and vehicles and transitioning to low- or no-emissions cooling systems for our buildings and equipment. While some of these technologies exist currently, we recognize that to achieve our goal, we will need to explore new technologies and be willing to experiment with different options in the coming years.

Upstream emissions: working with our supply chain

Collaborating with our suppliers to help monitor and manage their carbon footprints is critical to our efforts to achieve net zero. We expect future engagements with our partners to include their approaches to energy sourcing, increasing energy efficiency, improving logistics, and refining climate-related measurement and reporting.

We are also helping our suppliers develop their own engagement practices. If we are to make serious progress on our upstream emissions, we need our suppliers, and their suppliers, to emulate our programs or have their own programs in place with similar goals.

Downstream emissions: managing product footprints

In late 2013, we launched a goal to reduce the energy intensity of our entire product portfolio by 80% (FY12-FY21). The first of its kind in our industry, the ambition level of this target was recognized by the SBTi when they validated it in 2015. In the last year of reporting against this goal, we recorded a reduction of approximately 76.7% compared to the FY12 baseline. In FY23, we will introduce a new 2030 goal to reduce the carbon emissions associated with the use of sold product.

While energy intensity is a critical portion of any of our products' carbon footprints, we also recognize the importance of exploring opportunities to embrace the circular economy via our design and our services. We consider sustainability at every stage of a product's life cycle and focus on using sustainable materials that have a reduced impact, designing to make our products last longer and be easier to repair, refurbish or recycle. All of these contribute to reduced emissions across the product's life cycle.

Looking ahead

All of the steps we have outlined will play a part in reducing our carbon footprint and getting us closer to net zero. Our products and services likely will always have some footprint. After we've done all we can to reduce our own impacts, reduce our products' energy usage, work with our suppliers to decarbonize our supply chain and champion broad adoption of renewable electricity, we will still need to invest in projects that remove carbon from the atmosphere. We already invest in some (unmeasured) tree planting and habitat restoration programs, but we need an "all of the above" strategy. We will continue to investigate and validate additional carbon removal strategies and will invest in those that are effective, quantifiable and verifiable.

Glossary

These are terms you'll find in this report, as well as the definitions we use within the context of the social impact programs at Dell Technologies.

Ally: An ally actively supports and brings forward awareness of members from a different social identity.

Allyship: The act of being an ally by championing equal opportunities for those from different identities and bringing awareness to their unique experiences.

Bioplastics: Plastics that are derived from nonpetroleum-based biological resources. Bioplastics can be derived from agricultural feedstocks, such as sugarcane, castor beans and corn, and could be considered either renewable or recycled materials, depending on the source of the feedstock. Bio-based material may or may not also be biodegradable.

Capacity building: The process of developing and strengthening the skills, instincts, abilities, processes and resources that organizations and communities need to survive, adapt and thrive in a fast-changing world.

Child labor: The use of children in industry or business, especially when illegal or considered inhumane.

Circular economy: An economic system based on the principles of designing out waste and pollution, keeping products and materials in use, and regenerating natural systems.

Circularity: A description of an economic system or product development process that designs out waste and pollution, keeping products and materials in use, and regenerating natural systems.

Climate refugees: Populations of people who migrate or are displaced due, in part, to climate change.

Climate-related scenarios: Plausible future physical, political or economic scenarios involving the large-scale and complex nature of climate change.

Closed loop: Materials that are reclaimed, returned to and reused for the production of the same type of product in which the material was first used. In Dell's case this is material collected from any IT product (regardless of brand or take back network) to be made into a new IT product.

CO₂e, or CO₂-equivalent: A term for describing different greenhouse gases in a common unit. For any quantity and type of greenhouse gas, CO₂e signifies the amount of carbon dioxide (CO₂) that would have the equivalent global warming impact.

COP26: The 26th U.N. Climate Change Conference of the Parties, held in Glasgow, Scotland, on Nov. 1–12, 2021.

DART (Days Away, Restricted or Transferred) rate: A measure of the severity of occupational injuries.

Data control process: The process of governing and managing data. It is a common type of internal control designed to achieve data quality, governance and data management objectives.

Decarbonization: The reduction of carbon. The term often refers to the conversion to an economic system that sustainably reduces and compensates the emissions of carbon dioxide (CO₂).

Digital deserts: Geographic areas where internet or other connectivity is limited or nonexistent.

Digital divide: The gulf between those who have ready access to computers and the internet and those who do not.

Digital inclusion: The ability of individuals and groups to access and use information and communication technologies.

Digital literacy: The ability to use information and communication technologies to find, evaluate, create and communicate information, requiring both cognitive and technical skills.

Diversity: The condition of being composed of many different types of people, particularly a broad mix of genders, races, cultures, sexual orientations, socioeconomic backgrounds and/or abilities.

Downstream: Refers to stages in a value chain after the production of a product, where the product is distributed, used or disposed of.

Employee Net Promoter Score: Based on the concept built around the Net Promoter Score (NPS) to measure employee loyalty, it is a method of measuring how willing your employees are to recommend their workplace to their family or friends.

GLOSSARY

Energy efficiency: A method of reducing energy consumption by using less energy to attain the same amount of useful output.

Equity: Equity recognizes that each person has different circumstances, and that appropriate resources and opportunities must be provided to achieve equality.

Ethnicity: Large group of people classed according to common racial, national, tribal, religious, linguistic, or cultural origin or background. Like race, ethnicity is a social construct, but it is a more inclusive term.

E-waste: Electronic products that are unwanted, not working, and nearing or at the end of their useful life.

Fiscal Year: Our fiscal year is the 52- or 53-week period ending on the Friday nearest January 31. We refer to our fiscal years ended Jan. 28, 2022; Jan. 29, 2021; and Jan. 31, 2020; as “FY22,” “FY21” and “FY20,” respectively. Fiscal 2022, Fiscal 2021 and Fiscal 2020 included 52 weeks.

Forced labor: All work or service that is exacted from any person under the threat of a penalty and for which the person has not offered himself or herself voluntarily.

Future-ready skills: Skills that are suitable and possibly required for new and emerging careers.

Global Reporting Initiative (GRI): An international independent standards organization that helps businesses, governments and other organizations understand and communicate their

impacts on issues, such as climate change, human rights and corruption.

Greenhouse gas (GHG): A gas that contributes to climate change by absorbing radiation, e.g., carbon dioxide and methane.

Greenhouse Gas Protocol: A set of comprehensive global standardized frameworks to measure and report greenhouse gas emissions from private and public sector operations and value chains.

High water stress locales: Geographic areas where the demand for water exceeds the available amount during a certain period or when poor quality restricts its use. For determining water stress, we use the World Resources Institute (WRI) Aqueduct Baseline Water Stress indicator. The areas considered to be water stressed are those that have indicator scores of high or extremely high.

Historically Black colleges and universities (HBCUs): U.S. institutions of higher education established before 1964 for the primary purpose of educating Black Americans.

Human rights: The universal rights belonging to all people simply because they are human. They are inherent to every person, regardless of nationality, sex, national or ethnic origin, color, religion, language, or any other status.

Human Rights Impact Assessment (HRIA): A process for systematically identifying, predicting and responding to the potential human rights impacts of a business operation, capital project, government policy or trade agreement.

Human trafficking: A crime that involves exploiting a person for labor, services or commercial sex.

Ideation session: The creative process of generating, developing and communicating new ideas.

Inclusion: Refers to the practice of valuing organizational diversity and treating others with respect regardless of backgrounds and opinions; helping to create a safe environment where all individuals can be themselves.

Internet of Things (IoT): The interconnection via the internet of computing devices embedded in everyday objects, enabling them to send and receive data.

Intersectionality: The complex, cumulative way in which the effects of multiple forms of discrimination (such as racism, sexism and classism) combine, overlap or intersect, especially in the experiences of marginalized individuals or groups.

Latinx: A gender-neutral or nonbinary alternative to Latino or Latina.

LGBTQIA+: An acronym for lesbian, gay, bisexual, transgender, queer and/or questioning, intersex, and asexual and/or ally.

Linear economy: Value created by Dell, measured using indicators, such as revenue, pretax income and net income as disclosed within our annual financial reports.

Materiality: “ESG materiality” references to information in this report should not be construed as a characterization regarding the materiality of such information to our business or financial results or for purposes of U.S. securities or other applicable law. Any references in this report to “materiality” refer to such term in the context of ESG reporting and strategy.

Microaggression: A term used for brief and commonplace daily verbal, behavioral, or environmental indignities, whether intentional or unintentional, that communicate hostile, derogatory, or negative prejudicial slights and insults toward any group.

Minority-serving institutions (MSIs): U.S. higher education institutions that serve minority populations. They include historically Black colleges and universities, Hispanic-serving institutions, tribal colleges and universities, and Asian American and Native American Pacific Islanders-Serving Institutions (AANAPISI).

Moonshot goal: A bold, aggressive and/or challenging goal.

Net zero: A state in which the activities within the value chain of a company result in no net impact on the climate from greenhouse gas emissions.

GLOSSARY

Offset: A consideration or amount that diminishes or balances the effect of a contrary one. Typically used in the context of greenhouse gases.

On-site renewable energy generation: The action of generating renewable energy at the location where the energy is consumed.

Operational emissions: Greenhouse gas emissions associated with the operations of a facility or company.

Partners: Collaborators, customers or suppliers in a company's value chain.

People of color: A term primarily used in the U.S. to refer to people who are not white.

Planetary boundaries: A concept developed by the Stockholm Resilience Centre that presents a set of nine planetary boundaries within which humanity can continue to develop and thrive for generations to come.

Product life cycle: The cycle every product goes through from introduction to withdrawal or eventual demise. Alternatively, it is the stepwise consideration of all of the relevant steps in the manufacturing (including the production of raw materials), packaging, distribution, usage and end-of-life disposal of a product.

Product portfolio energy intensity goal: A quantitative goal for the normalized average energy demand of a portfolio of products.

Pulse survey: A short, quick survey administered to employees on a regular basis (monthly, quarterly, etc.), typically used to ascertain feedback regarding topics, such as employee satisfaction, job role, communication, relationships and work environment.

Racial bias: Implicit or explicit preference or judgments based on racial or ethnic identity.

Radiative forcing: A measure, as defined by the Intergovernmental Panel on Climate Change, of the influence a given climatic factor has on the amount of downward-directed radiant energy impinging upon Earth's surface.

Rare earth magnet: A strongly magnetic material that includes rare earth elements.

Reclaimed carbon fiber: Carbon fiber that has been captured for reuse from waste streams, disposed-of products or other items.

Recycled materials: Material that has been reprocessed from recovered material by means of a manufacturing process, (including agricultural waste) often reformulated, and then made into a final product or component.

Renewable energy: Energy from a source that is not depleted when used, such as wind or solar.

Renewable materials: Dell considers a material to be renewable if it can be replenished within a reasonable time frame and its use does not endanger the material's ability to be replenished.

Responsible Business Alliance (RBA): The world's largest industry coalition dedicated to corporate social responsibility in global supply chains.

Responsible sourcing of minerals: The act of acquiring mineral materials where social, economic and environmental factors are considered and basic standards are upheld.

SASB: An international organization dedicated to standards and guidelines for corporate reporting on nonfinancial performance.

Science-based targets: Numerical performance targets, typically related to water or greenhouse gas emissions, that take into consideration the latest knowledge regarding thresholds of undesired outcomes and limits to the planetary carrying capacity.

Science Based Targets initiative (SBTi): An international organization dedicated to ambitious climate action in the private sector by enabling companies to set science-based emissions reduction targets.

Scope 1 emissions: Direct greenhouse gas emissions from a company's own activities, such as fuel combustion, leaks of refrigerant and the use of greenhouse gases in industrial processes.

Scope 2 emissions: Indirect greenhouse gas emissions that are related to purchased energy. Location-based emissions are calculated from the regional energy grid, while market-based emissions align to the contracted source of the energy purchased.

Scope 3 emissions: Indirect greenhouse gas emissions that are the result of activities and assets in the value chain that are not directly owned or controlled by the reporting organization.

Single-use plastics: Plastic items designed to be used once before being disposed of.

Social impact: The net effect of a company or activity on a community and the well-being of individuals and families.

Sponsorship: The function of a person who supports, advises or helps another person. At Dell, we use this in the context of leaders who support other team members in their career journey.

Stakeholders: Parties with an interest or concern in something, especially a business.

STEM: An acronym for science, technology, engineering and mathematics. Most commonly used to collectively refer to educational programs or careers in these fields.

Sub-tier suppliers: Third parties that provide parts, materials and/or components related to products directly to a company's supplier.

Supplier social and environmental responsibility (SER): Refers to when a supplier is assigned or acknowledges control or ownership of social and environmental impacts it may have.

Supply chain: The collection of companies that provide materials or services to a company.

GLOSSARY

Sustainable materials: Materials whose origination or processing has reduced impacts on the environment.

Sustainability: The ability to be maintained at a certain rate or level or the avoidance of the depletion of natural resources to maintain an ecological balance.

Talent pipeline: A pool of potential candidates, including a company's employees who are promotion prospects or external candidates, who are qualified and ready to fill a position.

Team members: Team members refer to all Dell-badged employees (including full-time, part-time and temporary).

Tell Dell: Annual employee opinion survey that gathers feedback across several topics, including My Leader, Our Culture, My Overall Dell Experience and Inclusion.

Third-party audits: Verification and/or audit activities carried out by independent, unrelated entities.

Unconscious bias: An implicit association, whether about people, places or situations, that is often based on mistaken, inaccurate or incomplete information, and includes the personal histories we bring to the situation.

Underrepresented minority: In the context of this report, we are referring to two ethnic groups, Black/African American and Latino/Hispanic, that have historically been underrepresented in the organization compared to the addressable U.S. workforce in the technology industry.

United Nations Sustainable Development Goals (SDGs): A collection of 17 interlinked global goals, designed to be a "blueprint to achieve a better and more sustainable future for all." The SDGs were set in 2015 by the U.N. General Assembly and are intended to be achieved by the year 2030.

Upstream: Refers to the material and service inputs needed for the production of goods or services.

Value chain: A set of activities that a company performs to deliver a good or service.

Water risk score: A numerical indication of the level of water-related risk.

Water stress: A situation in which the water resources in a region or a country or those available to a company are insufficient for its needs. For determining water stress, we use the WRI Aqueduct Baseline Water Stress indicator. The areas considered to be water stressed are those that have indicator scores of high or extremely high.



Dell's material ESG topics

Information on our recent evaluation of our key ESG topics is within the [Stakeholder Engagement & ESG Materiality section](#) of this report. We align our ESG performance and reporting with the topics noted below through our 2030 goals through consideration of guidelines, such as those developed by the [Global Reporting Initiative \(GRI\)](#) and the [SASB](#). Our GRI, SASB and World Economic Forum (WEF) indexes are [available here](#).

Business ethics: Promoting high standards of ethics and helping to prevent corruption, extortion and bribery throughout our business practices. Ensuring that employees are empowered to voice concerns without fear of retaliation and with confidence that those concerns will be taken seriously. Ensuring that the marketing and the communication of products and services are honest, transparent and fair.

Business performance: Value created by Dell, measured using indicators, such as net revenue, operating income, adjusted EBITDA and cash flows from operations.

Community investment: Dell Technologies invests in our communities with a focus in the two following areas:

- Access to technology: Ensuring affordable, equitable access to information and communication technology (ICT) globally, which is a prerequisite for leveraging digital information and services.
- Science, technology, engineering and mathematics (STEM) education: Preparing citizens of the future with the necessary skills in science and technology in order to adapt to and thrive in an increasingly digital world.

Data privacy and security: Guarding against threats to data, such as protecting data from loss, corruption or unauthorized access, and governing how data, specifically personal data, is legitimately used and disclosed.

Diversity, equity and inclusion: Striving to cultivate an inclusive culture that reflects the diverse perspectives, backgrounds and cultures of the communities in which we live and conduct business, while ensuring that everyone has access to the same opportunities within our organization.

Energy and climate change: Ensuring efficient use of energy and transitioning to renewable and low carbon energy sources. Includes transportation energy and product energy efficiency. Ensuring resilience of the business and communities across the value chain to the effects of climate change.

Environmental and Social Regulatory

Compliance: Striving to ensure Dell complies with environmental and social laws and regulations that are pertinent to business practices in each country we operate in.

Governance: Maintaining the standards, structures and processes to ensure the effective governance of Dell Technologies, including the matters that impact all strategy, goals and programs.

Human rights: Respecting human rights and remedying human rights abuses throughout the value chain, including supply chain, operations and customer use of products and services. Includes addressing conflict minerals.

Innovation: Continuing to improve upon and develop new solutions in the technology sector and passing benefits of our discoveries on to each of our stakeholders. Includes information technology for good.

Labor engagement and development: Maintaining positive interactions between management and staff, fostering a sense of purpose, and commitment to Dell's strategy and goals. Providing flexible work options and a positive culture around work-life balance and labor well-being. Ensuring longer-term sustainable employment across the company's value chain and addressing changing labor dynamics.

Occupational health and safety: As defined by the World Health Organization, "occupational health deals with all aspects of health and safety in the workplace and has a strong focus on primary prevention of hazards." Dell has created a healthy, safe and secure working environment for all team members.

Product quality and safety: Delivering superior quality products that are safe throughout the life cycle and continuously considering new opportunities to enhance and increase product quality to meet the needs of an informed public. This includes protection of any intellectual property.

Product stewardship: Managing product life cycles to help increase energy efficiency, recovery, reuse, recycling and recycled content, and enable closed material loops. Promoting responsible waste management, in particular e-waste management.

Substances of concern: Reducing and eliminating the potential health and environmental impacts of substances used in products across their life cycles.

DELL'S MATERIAL ESG TOPICS

Supply chain resilience: Reducing Dell's risk exposure to potential disruptions in the value chain, such as severe weather events, conflict and pandemics.

Sustainable consumption: Shifting the business model to decouple growth from negative societal and environmental impacts; engaging customers to positively shift purchasing and use behavior to enable a circular economy; promoting usage as a service; and dematerializing processes and activities through digitization.

Water and effluents: Minimizing or optimizing the overall water consumption and quality impacts across operations, including within headquarters and data centers, as well as water used (or avoided) by the use of Dell's products and services. Additionally, the quality of Dell's water discharges can impact the functioning of the ecosystem in numerous ways. Direct impacts on a catchment can have wider impacts on the quality of life in an area, including social and economic consequences for local communities and indigenous peoples.

Water consumption: Sum of all water that has been withdrawn and incorporated into products; used in the production of crops or generated as waste; has evaporated, transpired, or been consumed by humans or livestock; or is polluted to the point of being unusable by other users; and is therefore not released back to surface water, groundwater, seawater or a third party over the course of the reporting period (source: Global Reporting Initiative [GRI]).

Water discharge: Sum of effluents, used water and unused water released to surface water, groundwater, seawater or a third party, for which the organization has no further use, over the course of the reporting period (source: GRI).

Water withdrawal: Sum of all water drawn from surface water, groundwater, seawater or a third party for any use over the course of the reporting period (source: GRI).

Forward-looking statements: Statements in this presentation that relate to future results and events are forward-looking statements and are based on Dell Technologies' current expectations. In some cases, you can identify these statements by such forward-looking words as "anticipate," "believe," "could," "estimate," "expect," "intend," "confidence," "may," "plan," "potential," "should," "will" and "would," or similar expressions. Actual results and events may differ materially from those expressed or implied by these forward-looking statements because of a number of risks, uncertainties and other factors, including any failure to meet any stated ESG-related goals or commitments, and execute our strategies in the time frame expected or at all, as a result of many factors, including changing government regulations, and further expansion into new product and service offerings, technologies, businesses, and geographic regions. More information on risks, uncertainties, and other potential factors that could affect our business and performance is discussed in Dell Technologies' periodic reports filed with the Securities and Exchange Commission. Dell Technologies assumes no obligation to update its forward-looking statements. This report does not cover all information about our business. References in this report to information should not be construed as a characterization regarding the materiality of such information to our business or financial results or for purposes of the U.S. securities or other applicable law. Any references elsewhere in this report to "materiality" refer to such term in the context of ESG reporting and strategy.

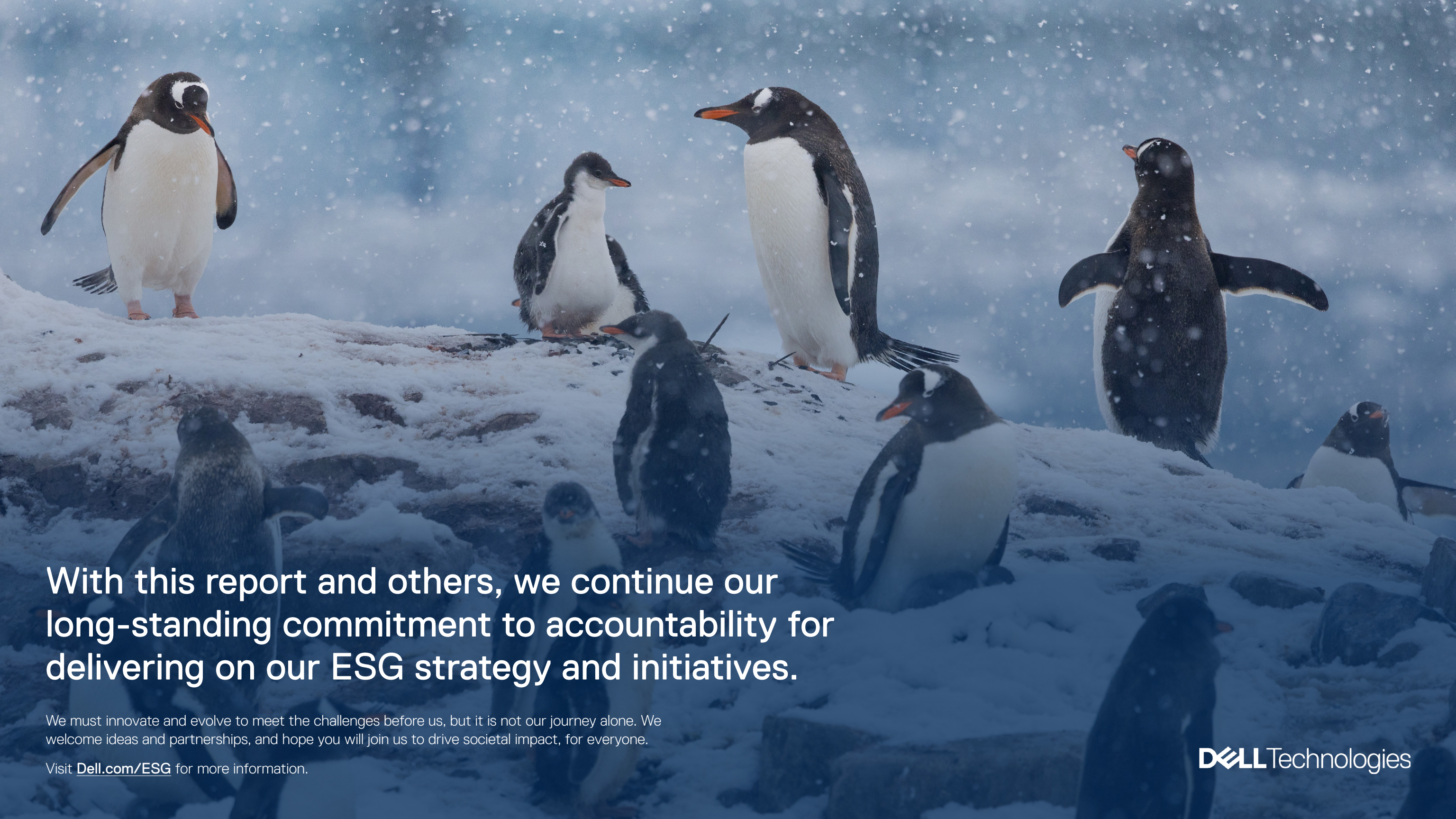


Endnotes

- 1 As of Jan. 28, 2022.
- 2 Baseline used for comparisons is Dell Latitude 7300 Anniversary Edition.
- 3 Business recovery from pandemics through the year and increase in Producer Responsibility have supported growth of collections that we continued to support by strengthening our strategic partnerships and by driving our return programs.
- 4 This metric only applies to known Dell customer packaging programs. Recyclability/compostability of packaging materials is not measured as part of this goal. The FY20 baseline was extrapolated from calendar year data.
- 5 FY20 and FY21 have been restated to reflect structural changes associated with divestitures and outsourcing since FY20.
- 6 FY20 and FY21 have been restated to reflect structural changes associated with divestitures and outsourcing since FY20.
- 7 FY20 and FY21 have been restated to reflect an adjustment in methodology. Suppliers' emissions numbers have been extrapolated to cover 100% of spend.
- 8 We have restated our FY20 and FY21 scope 3, category 11 metrics due to: changing our calculation base from ordered units to shipped units; including updated power models for select displays; and identifying and resolving calculation errors leading to more accurate data.
- 9 FY20 and FY21 have been restated to reflect structural changes associated with divestitures and outsourcing since FY20.
- 10 FY20 has been restated to reflect structural changes associated with divestitures and outsourcing since FY20. FY21 was unaffected by these changes.
- 11 Our restated baseline for direct supplier emissions is 43.7 MTCO₂e per \$MM. Our original baseline for direct supplier emissions was reported as 47.1 MTCO₂e per \$MM.
- 12 Our restated results for FY21 show an increase of .14% in direct supplier GHG emissions. We originally reported a decrease of 7.7%.
- 13 We have previously reported data on plastic waste from manufacturing facilities, which do not contribute to this goal. Data on manufacturing waste is included in the By-the-Numbers section of the report.
- 14 Percent favorable is calculated using the percentage of respondents who select 4 or 5 on a 5-point scale. Employees hired at least four weeks before the survey launch are invited to participate (excluding interns and contingent labor).
- 15 Percent favorable is calculated using the percentage of respondents who select 4 or 5 on a 5-point scale. Employees hired at least four weeks before the survey launch are invited to participate (excluding interns and contingent labor).
- 16 Due to the vast geographical spread of data and limited capacity of partners to verify data at the granularity of each beneficiary, our direct and indirect impact metrics are not a unique representation of lives impacted. Going forward we will be tracking unique representation for our direct impact. Indirect impact will still remain as a metric that will not be tracked uniquely due to the nature of the community outreach, and this is in line with common measurement and evaluation practices across the industry.
- 17 "Girls" and "women" are individuals who self-identify as female. The term underrepresented includes but is not limited to the following groups: girls or women, racial/ethnic minorities, beneficiaries requiring an accommodation (mental, physical, sensory, cognitive and neurodiverse disability), LGBTQIA+ persons, low socioeconomic groups. Due to the vast geographical spread of data and limited capacity of partners to verify data at the granularity of each beneficiary, our direct and indirect impact metrics are not a unique representation of lives impacted. Going forward we will be tracking unique representation for our direct impact. Indirect impact will still remain as a metric that will not be tracked uniquely due to the nature of the community outreach, and this is in line with common measurement and evaluation practices across the industry.
- 18 The number of nonprofits reached in FY21 was previously overreported by one. After accounting for a repeat workshop participant, the number of nonprofit partners supported through our Tech Pro Bono programs in FY21 was 65. With this adjustment, the cumulative total in FY21 was 76 and in FY22 is 222 nonprofits supported on their digital transformation journeys to date.
- 19 The number of nonprofits reached in FY21 was previously overreported by one. After accounting for a repeat workshop participant, the number of nonprofit partners supported through our Tech Pro Bono programs in FY21 was 65. With this adjustment, the cumulative total in FY21 was 76 and in FY22 is 222 nonprofits supported on their digital transformation journeys to date.
- 20 The end date of our 2030 plan is Jan. 31, 2031.
- 21 FY20 and FY21 have been restated to reflect structural changes associated with divestitures and outsourcing since FY20.
- 22 Our restated baseline for direct supplier emissions is 43.7 MTCO₂e per \$MM. Our original baseline for direct supplier emissions was reported as 47.1 MTCO₂e per \$MM.
- 23 Our restated results for FY21 show an increase of .14% in direct supplier GHG emissions. We originally reported a decrease of 7.7%.
- 24 In previous years, Dell reported supply chain metrics on an annual basis. Going forward these will be reported on a fiscal year basis, unless otherwise noted.
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ENDNOTES

- 33 Economist Intelligence Unit has rebranded since this study and is now known as Economist Impact.
- 34 Baseline used for comparisons is Dell Latitude 7300 Anniversary Edition.
- 35 The main board is also 17% smaller than Intel's AEP design (their most aggressive/smallest ADL-M implementation).
- 36 Based on internal analysis, April 2021. The OptiPlex 7090 Tower and 7090 Small Form Factor use 20% closed-loop recycled aluminum by weight in the optional 2TB 3.5" hard drive. Aluminum sourced from our recycling programs.
- 37 21% tall oil.
- 38 Up to 46% castor oil.
- 39 Laptop lid – 71% recycled and renewable materials including bio-based plastics (21%), recycled carbon fiber (20%) and post-consumer recycled plastic (30%).
- 40 Excludes optional items added to order and included in box.
- 41 Sources: <https://www2.deloitte.com/us/en/insights/topics/talent/neurodiversity-in-the-workplace.html> // <https://medium.com/artfullyautistic/stop-selling-autistic-strengths-as-superpowers-to-employers-335e19dd2e4c>
- 42 Source: <https://time.com/nextadvisor/in-the-news/women-in-the-workplace-career-break/>
- 43 Sources: <https://socialimpact.linkedin.com/content/dam/me/linkedinforgood/en-us/resources/veterans/LinkedIn-Veteran-Opportunity-Report.pdf> // <https://ivmf.syracuse.edu/article/the-business-case-for-hiring-a-veteran-beyond-the-cliches/>
- 44 Dell Technologies is committed to responsible business practices and ethical behavior. This includes holding our suppliers to the same high standards of excellence to which we adhere, as set forth in the Dell Code of Conduct, and as articulated in governing laws and regulations, recognized international standards and conventions, and global best practices.
- 45 Known to be in Dell Technologies' supply chain. These include second tier, third tier and beyond.
- 46 In previous years, Dell reported supply chain metrics on an annual basis. Going forward these will be reported on a fiscal year basis, unless otherwise noted.
- 47 An audit cycle includes an initial audit and closure audits to confirm that findings from an initial audit have been addressed. This improvement is based in factories that improved their initial audit scores between cycles, which is an indicator of long-term improvement.
- 48 Additional corrective action toolkits are as follows: Emergency preparedness and response procedures; Ethics documentation system guidance; Labor and ethics risks (including forced labor); Personal protective equipment selection and use management; Worker protections for pregnant women and nursing mothers; Chemicals management; Ergonomic management; Environment health and safety permit management; Storm water management; and Energy efficiency and greenhouse gas emissions reduction.
- 49 Cumulative represents the calculated closure rates for findings as of Jan. 31, 2021.
- 50 Cumulative represents the calculated closure rates for findings as of Jan. 31, 2021.
- 51 The COVID-19 pandemic limited our ability to engage directly with our suppliers on energy reduction projects in 2020.
- 52 Diverse spend certificates are validated on an annual basis.
- 53 According to data collected through the Responsible Business Alliance Validated Assessment Program and reported in the [RBA 2020 Annual Report](#), page 51.
- 54 Efforts in this area include encouraging suppliers to report data to a pollutant release and transfer register (PRTR), which the Organisation for Economic Co-operation and Development considers a tool for governments to provide data to the public regarding the amount of chemicals and pollutants released to air, water and soil transferred off-site for treatment or disposal. For FY22, 265 of our suppliers reported PRTR.
- 55 Per unit revenue is a financial allocation method using supplier-reported emissions data.
- 56 Definition from the United Nations Industrial Development Organization.
- 57 Definition is based on the World Resources Institute definition for areas of medium-high water stress or higher.
- 58 Diverse spend certificates are validated on an annual basis.
- 59 This number represents the amount our suppliers spent with diverse suppliers for the period Jan. 1, 2021, through Dec. 31, 2021.
- 60 Factory compliance percentages are rounded to the nearest whole number. This accounts for instances of 100% compliance when the number of findings is greater than zero.
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- 66 FY20 and FY21 have been restated to reflect structural changes associated with divestitures and outsourcing since FY20.
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- 68 FY20 and FY21 have been restated to reflect an adjustment in methodology. Suppliers' emissions numbers have been extrapolated to cover 100% of spend.
- 69 We have restated our FY20 and FY21 scope 3, category 11 metrics due to the following: changing our calculation base from ordered units to shipped units; including updated power models for select displays; and identifying and resolving calculation errors leading to more accurate data.
- 70 "Workforce" is defined as Dell Technologies badged employees, including regular, full-time, part-time, intern and fixed-term status. United States specific metrics are inclusive of Puerto Rico. "Nontechnical" describes job families such as Human Resources, Finance, Legal, etc. "Technical" describes job families such as Information Technology, Engineering, Data Science, Cybersecurity, etc.
- 71 "Workforce" is defined as Dell Technologies badged employees, including regular, full-time, part-time, intern and fixed-term status. United States specific metrics are inclusive of Puerto Rico. "Nontechnical" describes job families such as Human Resources, Finance, Legal, etc. "Technical" describes job families such as Information Technology, Engineering, Data Science, Cybersecurity, etc.



With this report and others, we continue our long-standing commitment to accountability for delivering on our ESG strategy and initiatives.

We must innovate and evolve to meet the challenges before us, but it is not our journey alone. We welcome ideas and partnerships, and hope you will join us to drive societal impact, for everyone.

Visit [Dell.com/ESG](https://www.dell.com/esg) for more information.

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