



# Now is the moment

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To drive greater impact for business,  
people and the planet



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

Our commitment to advance sustainability, cultivate diversity and inclusion, transform lives and uphold trust is core to who we are and how we deliver technology that drives business and society forward.

Our environmental, social and governance (ESG) strategy and this report are how we turn this commitment into action, holding ourselves accountable to drive greater impact for business, people and the planet.

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# Together, we have the power to change the world.

As we share our latest Environmental, Social and Governance (ESG) Report, I'm thinking about the challenges of the last few years, and how in uncertain times, our purpose helps orient our culture and align our actions. I'm grateful for the trust our customers, partners, suppliers, team members and communities place in Dell Technologies. Together, we're harnessing the power of technology to drive human progress farther and faster than ever before.

You'll see that we've made a few changes in this year's report to bring greater focus and clarity to our efforts. We've refined the number of goals from 25 to nine where we have the greatest responsibility and opportunity to effect change. We are doubling down on security, privacy and ethics under the broader heading of Upholding Trust. Additionally, our supply chain sustainability report is fully integrated in this document under Advancing Sustainability.

You'll also see that over the past year, we've been busy tackling big issues, like climate change, accelerating the circular economy, digital inclusion and strengthening our own inclusive workforce. These ongoing efforts include:

- Improving product energy efficiency, green data center solutions, sustainable materials and new ways to recover and reuse old technology to help customers achieve their business and sustainability goals.
- Increased access to healthcare for rural communities in India through our Digital LifeCare program, which has grown from 58,000 in 2018 to 238 million people registered as of January 31, 2023.
- Partnering with 345 nonprofits, providing 14,000 volunteer hours, through our Pro Bono programs that connect our talented and diverse employees with nonprofits around the world.

A lot has changed since we published our first Environmental Progress Report in 1998, and I am proud of how Dell has grown, innovated and evolved. I am also proud of what has remained the same, our commitment to living our values and to driving positive impact for business, people and the planet.



**Michael Dell**  
Chairman and CEO  
Dell Technologies




# About the company

Dell Technologies creates integrated solutions to help customers modernize their information technology (IT) infrastructure, manage and operate in a multicloud world, address workforce transformation, and provide critical solutions that keep people and organizations connected.

 **133,000**  
Dell Technologies team members

 **\$102.3B**  
in FY23 revenue

 **240,000**  
Global channel partners



 **98%**  
of Fortune 500 companies serviced by Dell in FY23

 **35,000**  
Full-time services and support team members

 **31,000**  
Full-time sales force team members

**180**  
Approximate number of countries Dell operates in globally

## GLOBAL FOOTPRINT

 **20+**  
Manufacturing locations (nine Dell-owned)

 **725+**  
Parts distribution centers globally

 **~2,200**  
Vendor-managed service centers and 80+ global repair centers

 **\$7.8B**  
Invested in R&D over the last three years

## AWARDS AND ACHIEVEMENTS

**#1**

on Newsweek's America's Most Loved Workplaces 2022

**#2**

in the computer industry on Fortune's Most Admired Companies 2023

**#10**

on Forbes World's Best Employers 2022

**40+**

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

# ESG in action



Driving energy efficiency

Energy concerns were paramount for our customers in 2022, not only in response to rising energy costs, but also as they worked toward reducing emissions. As a leader in sustainable technology, Dell partnered with customers to make the transition to more energy efficient data centers with advanced cooling and thermals, power management tools and offering as-a-Service (aaS) solutions to “right size” data storage. With the cost of energy commodities [expected to be 46% higher, on average, in 2023](#), we will continue to set the standard on data center infrastructure solutions to drive efficient operational and environmental outcomes for our customers.



Ensuring flexibility for an inclusive workforce

At Dell Technologies, we cultivate inclusion in everything we do for our team members, customers and communities. For more than a decade, we’ve been a leader in flexible work, helping team members reach their full potential while maintaining work-life balance. Our approach to flexible work has created new ways to drive inclusion, opening new doors to greater diversity of gender and ethnicity, which enables diversity of thought and innovation. We prioritize connections and outcomes among team members, deepening our commitment to cultivating inclusion for all. When people work in a flexible and inclusive culture, they can be their authentic selves and bring their unique perspective to the table, enabling innovation and a feeling that their contributions matter.



Advancing digital inclusion

In October 2022, we announced our partnership with the United Nations Children’s Fund (UNICEF) USA to support Giga, a global initiative by UNICEF and the International Telecommunication Union (ITU) to connect every school to the internet by 2030 and every young person to information, opportunity and choice\*. To date, Giga has connected over 5,000 schools and over 2 million children to the internet through its work. In Sudan, mapping of the schools was expected to take one year. However, using Dell’s high-performance computing (HPC) technology, that time was reduced to six weeks! This has accelerated Giga’s great work, inspiring us to further expand our partnership. Learn more about [Giga](#).

\*UNICEF does not endorse any company, brand, product, or service



Upholding trust through our AI practices

Artificial Intelligence (AI) is increasingly leveraged for its ability to process high volumes of data in real time and solve complex data problems quickly and accurately. At Dell, we believe these technologies must be developed and applied ethically and responsibly. That’s why in 2022 we established the [Dell Technologies Principles for Ethical Artificial Intelligence](#), a set of guiding principles to ensure our development and use of AI is beneficial to people and society, now and in the future. We support these principles operationally with our embedded privacy and security processes, as well as the AI review board established to evaluate potential generative AI use cases and provide approvals and appropriate guidance to team members.

# Recognizing ESG success

Dell Technologies is advancing initiatives across our ESG impact areas. The following FY23 awards represent our commitment to driving impact and highlight areas of excellence. Explore more of our [awards and recognition](#).



**ECOVADIS**

**Platinum medal**

Awarded a platinum EcoVadis medal in 2022 for scoring in the top 1% of companies assessed across four major themes: environment, labor and human rights, ethics, and sustainable procurement.



**SUPPLIER ENGAGEMENT LEADERBOARD**

**Leader status**

Recognized as a leader for supplier engagement on climate change and the transition toward a net-zero sustainable economy.



**WORLD'S MOST ETHICAL COMPANIES®**

**Score: 11-time honoree**

Recognized in 2023 as one of the World's Most Ethical Companies by the Ethisphere Institute for the 11th 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.



**BEST PLACE TO WORK**

**Score: 100%**

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



**FAST COMPANY'S WORLD CHANGING IDEAS AWARDS**

**Score: 2023 Company of the Year**

Selected as Fast Company's World Changing Company of the Year and winner of CSR category in recognition of Dell's efforts to address the digital divide and climate change.



**FORBES**

**Score: 10th out of 750 companies**

Recognized in the top 10 of the World's Best Employers for excelling in topics such as image, economic footprint, talent development, gender equality and social responsibility.



**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: 1st out of 100 companies**

Recognized as a company that puts respect, caring and appreciation for our employees at the center of our business model. This honor is based on employee surveys and analysis.

\*Gartner does not endorse any vendor, product or service depicted in its research publications. Gartner research publications consist of the opinions of Gartner's Research & Advisory 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.

# Our Plan

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# Greater impact requires greater focus.

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We are at a critical point in time. Delivering greater impact is essential. Customers, governments, team members and other stakeholders require it, and companies value the important role environmental and social action play in driving the right business and societal outcomes.

For us, this means not only making progress against our goals, but also constantly evaluating our commitments and actions to ensure our impact is meaningful for all of our stakeholders — and collaborating to make it happen.

We need to be agile, responsive and rigorous, and our plan to activate change by advancing sustainability, cultivating inclusion, transforming lives and upholding trust will always reflect that.

In our FY23 Environmental, Social and Governance (ESG) Report, you will see how our commitments drive climate action, accelerate the circular economy, support digitally inclusive communities and champion our inclusive workforce. The report shares our progress and where we have more work to do. And we will do the work — with the right programs, partnerships and technology, we will drive positive outcomes for business, people and the planet.



**Cassandra Garber**  
Vice President, Corporate Sustainability and ESG



## Advancing Sustainability

At Dell Technologies, we put sustainability at the core of everything we do, setting strong commitments and taking the right actions to address climate change, minimize negative environmental impact and drive positive outcomes for business and society. From how we make our innovative products to what our customers, partners and communities can do with them, our technology is helping to create a better, more sustainable future.

### 155.5M

kilograms (343.3M pounds) of sustainable materials in our products and packaging in FY23.

### 94.5%

of packaging across our entire product portfolio made with recycled or renewable materials.

### 59%

of electricity used across all Dell Technologies facilities came from renewable sources.

### 39.2M

plastic bottles kept out of the ocean since 2019.<sup>1</sup>



## Cultivating Inclusion

We strive to cultivate inclusion in everything we do for our people, customers and communities. We view diversity 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.

### 34.8%

of global workforce identify as women, and 29.2% of global people leaders identify as women.

### 16.1%

of our U.S. workforce identify as Black/African American or Hispanic/Latino. Additionally, 12.3% of people leaders in the U.S. workforce identify as Black/African American or Hispanic/Latino.

### #10

ranking as 2022 World's Best Employers by Forbes and #68 ranking as 2022 America's Best Employers for Diversity by Forbes.

### 52%

of team members participated in an Employee Resource Group.



## Transforming Lives

We believe our scale, support and the innovative application of our product portfolio can play an important role in addressing complex societal challenges. This includes driving digital inclusion and building opportunities for all in a digital society, contributing to a more equitable world. We endeavor to harness the power of technology to create a future that is capable of fully realizing human potential.

# 288,278,127

people have benefited from our digital inclusion programs, partnerships and innovation.

# 345

nonprofits supported on their digital transformation journey.

# 238M

individuals enrolled with Digital LifeCare in India.

# #8 ranking

on World Benchmarking Alliance's Digital Inclusion Index.

## Upholding Trust

Trust is at the root of all we do. We've spent decades listening to our customers, and the conclusion is clear: Security, privacy and ethics are core to establishing and maintaining trusted relationships. We understand the criticality of data and product security, data privacy and ethical behavior to our long-term business success.

# 11x

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

# 5

principles for Ethical Artificial Intelligence (AI) were established to focus on beneficial, equitable, transparent, responsible and accountable use.

# 148

geographic locations added to our privacy center, providing customers across the globe with greater transparency to our privacy practices.

# 1st

PC, Server and Storage manufacturer to offer a public bug bounty program on its products.

# Our ESG goals

A critical part of any plan is setting ambitious time-bound goals and, more importantly, sharing progress against those goals along the way. In FY23, we updated our goals including key drivers to increase focus for greater impact.

## Advancing Sustainability

### CLIMATE ACTION

**By 2050, we will achieve net zero greenhouse gas (GHG) emissions across scopes 1, 2 and 3**

**Key Drivers** By 2030, we will reduce scopes 1 and 2 GHG emissions by 50%

By 2030, we will source 75% of electricity from renewable sources across all Dell Technologies facilities – and 100% by 2040

By 2030, we will reduce absolute scope 3 GHG emissions from purchased goods and services by 45%

By 2030, we will reduce absolute scope 3 GHG emissions associated with the use of sold products by 30%

### CIRCULAR ECONOMY

**By 2030, for every metric ton of our products a customer buys, one metric ton will be reused or recycled**

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

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

## Cultivating Inclusion

### INCLUSIVE WORKFORCE

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

**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**

## Transforming Lives

### DIGITAL INCLUSION

**By 2030, we will improve 1 billion lives through digital inclusion**

**Key Drivers** Each year through 2030, 50% of the total people directly reached will be those who identify as girls and women, or underrepresented groups

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

### GIVING AND VOLUNTEERISM

**By 2030, 75% of our team members will participate in giving or volunteerism in their communities**

**Key Drivers** By 2030, we will use our expertise and technology to support the digital transformation of 1,000 nonprofit partners

## Upholding Trust

### TRUST

**By 2030, our customers and partners will rate Dell Technologies as their most trusted technology partner**

**Key Drivers** By 2024, Dell will make available the first validated Zero Trust solution, accredited by the U.S. government and commercially available to targeted global public and private sector organizations

By 2025, 100% of actively sold Dell-designed and branded products and offerings will publish a software bill of materials (SBOM), providing transparency on third-party and open-source components

By 2030, all new Dell products and offerings that use authentication will offer a password-less authentication mechanism

Each year through 2030, we will make it easier and faster for customers to exercise choice and control over their personal data

# How our goals have evolved

To drive measurable impact, our goals must focus on where we have the biggest opportunity to drive meaningful change. We constantly evaluate our goals and targets with that lens. We originally launched our ESG goals in late 2019, and since that time, we have experienced unprecedented changes related to the global pandemic and the continued evolution of environmental and social issues, as well as our own internal learnings.

Reducing our top-level ESG goals from 25 to nine allows us to drive greater focus and concentration across our global organization and to prioritize areas where we can have the strongest impact. Goal refinement helps further ensure continued strategic relevance to our stakeholders and alignment with responsible governance of our public targets and commitments.

For more detail on how our goals have evolved, please see [the Refined and Retired ESG Goals section](#) of this report.

## Cross-functional analysis

We worked with cross-functional teams to review the status of our current goal set. We identified goals that required critical updates, including key changes to existing goal language, scope and methodology. We also added new goals based on significant shifts in the external landscape and our internal direction.

## Related goals

We identified areas where we could group related goals as key drivers connected to a broader goal with a larger scope. For example, our near-term greenhouse gas (GHG) emissions and energy targets are now grouped together under our net zero top-level goal.

## Strategic relevance

We retired a small subset of goals that are no longer strategically relevant. For example, with our focus on hybrid work, tracking our use of single-use plastics in our workplaces is no longer a significant contribution to our focus on the environment. The decision to retire these goals was not made lightly but is key to the ongoing governance of our long-term goals.

## Equal ambition

We are no longer using the term "moonshot goals" as all nine goals, plus our key drivers, are equally ambitious, and their achievement will require commitment and work by our company and partner ecosystems.

## Prioritizing trust

We evolved "Upholding Ethics and Privacy" to "Upholding Trust," inclusive of security, privacy and ethics. Security, privacy and ethics are core to establishing and maintaining trusted relationships. Knowing these areas are material to our customers' businesses, we hold ourselves accountable, we define what trust means to us, and we explain how we continue to meet and exceed stakeholder expectations.



# Governance is foundational to our ESG strategy

Dell Technologies manages ESG issues that are of increasing importance to our stakeholders. Our governance framework incorporates ESG goals and metrics into the company's overall strategy and operations. We have established governance bodies, including the ESG Steering Committee and ESG Interlock Team, tasked with overseeing and executing our ESG strategy and progress. We have continued to evolve the responsibilities of these governance bodies to match our growing ESG efforts and follow emerging trends.

To ensure an integrated perspective and approach to ESG, these management committees are composed of members from various teams across the company, including representatives from functions such as sustainability, diversity and inclusion, human resources, giving and social innovation, security, ethics and privacy, supply chain, corporate affairs, government affairs, internal audit, legal, risk management, investor relations, accounting, finance, and product, operations and services teams.

Together, these governance bodies develop, manage and measure ESG strategy and performance. Our ESG governance framework ensures a central point of control, communication and decision-making, strengthening our ability to add long-term value, minimize risk and drive societal progress by:

- Providing clear lines of responsibility and accountability for ESG initiatives, making it easier to track progress and hold individuals and teams accountable for their performance.
- Reducing duplication of efforts and creating a consistent approach across different departments and business units, leading to increased efficiency and cost-savings.
- Strengthening our stakeholder engagement to ensure alignment with the expectations of our customers, employees, investors and regulators.
- Improving our reporting and transparency by ensuring that ESG data is collected, analyzed and reported consistently and accurately, enhancing our transparency and credibility with stakeholders.



## About the Dell Technologies Board of Directors

The Dell Technologies [Board of Directors](#) is committed to operating responsibly. A strength of the board stems from the diversity of perspectives and understanding that arises from discussions involving individuals of varied backgrounds and experiences. 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 considers 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 identify as women and one director who identifies as Black/African American, 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

The company believes that effectively assessing and managing risk is central to the design and execution of our business strategy and the creation of long-term value. Our board, directly and through its standing committees, oversees the establishment and maintenance of our governance, compliance and risk oversight processes and procedures to promote the conduct of our business with the highest standards of responsibility, ethics and integrity. Representatives from our ESG Steering Committee report regularly to the board to support the integration of ESG measures with the company's overall business strategy. The board is also provided with regular updates on progress against our 2030 goals and initiatives.

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





## ESG GOVERNANCE

### Key responsibilities of our ESG bodies

#### ESG Steering Committee

- Sets and leads our annual ESG strategy.
- Provides leadership oversight over ESG matters, risks and current/future regulation.
- Ensures there are necessary resources to support ESG efforts.
- Reviews the progress of our ESG goals.
- Supports efforts to improve performance against priority ESG ratings, rankings and awards.
- Monitors global ESG regulatory updates and oversees readiness efforts.
- Engages and provides updates to and from the Dell executive leadership team, board of directors and ESG councils.

#### ESG Interlock Team

- Enables the execution of our ESG strategy.
- Acts as the central hub responsible for coordinating and executing activities among councils, working groups and departments for key focus areas.
- Stays aligned and informed on key risks, regulations, 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.
- Acts as a conduit to other councils and/or stakeholder groups.
- Engages and provides updates to and from the ESG Steering Committee.

### 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.

We have conducted a climate 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 Technologies 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<sup>2</sup>.

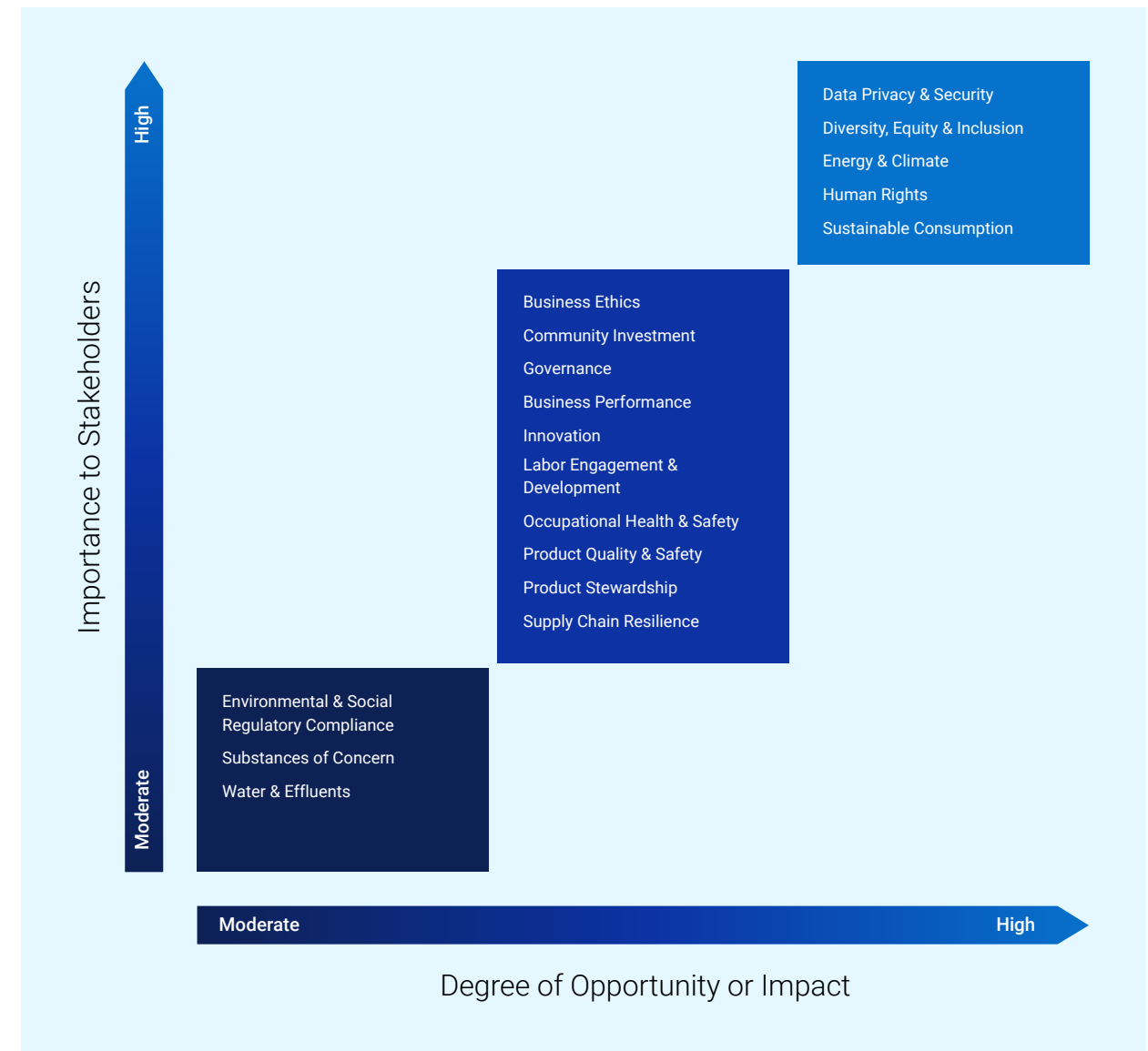
# How we engage with our stakeholders and approach ESG materiality

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 our stakeholders, as well as those where Dell Technologies can play the most meaningful role. For this assessment, we consulted with a broad range of stakeholders, including Dell employees, investors, suppliers and customers. We've used this analysis to guide our approach to ESG and to focus resources on areas where we have the greatest opportunities for growth and leadership or the most significant ESG risks to mitigate.

We regularly refresh this analysis to capture changing circumstances 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 ESG goals and by referencing frameworks, such as the [Global Reporting Initiative \(GRI\) Standards](#) and the [Sustainability Accounting Standards Board \(SASB\) Standards](#). We continue to work on becoming increasingly aligned with GRI Standards and SASB Standards metrics, as informed by our analysis.



Please see [the Appendix section](#) of this report for definitions of each of these material topics.

\*"ESG materiality" 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 U.S. securities or other applicable law. Any reference in this report to "materiality" refers to such term in the context of ESG reporting and strategy.

# At Dell Technologies, we consider transparency a key principle of our ESG approach

We're constantly working to improve our ESG reporting with transparency 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 [GRI](#) and the industry-specific standards for technology and communications hardware and software established by the [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, the planet, prosperity and principles of governance. This common metrics standard, as defined by the WEF International Business Council, helps create consistency and simplify the way all of our stakeholders can evaluate us.

Our GRI, SASB and WEF indexes can be found on our [Reporting Standards & Frameworks page](#).

Additionally, we describe how our business activities contribute to the [U.N. Sustainable Development Goals \(SDGs\)](#). More details can be found in the [Support for SDGs section](#) of this report and throughout the [Goals Dashboard section](#) of this report.

We are also working to adopt the recommendations of the [Task Force on Climate-related Financial Disclosures \(TCFD\)](#) in our climate change-related reporting (see the [ESG Governance section](#) of this report for more details). 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.

Several efforts are underway to simplify the reporting landscape and standardize the way companies disclose their ESG information. For instance, the recently created [International Sustainability Standards Board \(ISSB\)](#) is developing sustainability disclosure standards to enable investors to make informed investment and economic decisions.

In parallel, there is a growing trend to mandate ESG disclosures. In several jurisdictions, regulations are being proposed and implemented that will require companies to include select ESG 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 to influence the new rules and guidelines, and we are preparing to comply with 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 performance to its stakeholders.

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



# Our support for the U.N. Sustainable Development Goals (SDGs)



The [Sustainable Development Goals \(SDGs\)](#) adopted by the United Nations 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 ESG goals 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 upholding trust embedded throughout.

## Advancing Sustainability

Our sustainability goals deliver on SDG targets by working to minimize impact and support positive environmental outcomes. For example, we contribute 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 hiring and development engagements, we will attract and support 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 and growth opportunities in a digital economy. For example, we drive better health with Digital LifeCare.





ADVOCACY

# Engaging with stakeholders on matters of public interest

We understand that environmental, social and economic challenges are mounting concerns. Both governments and companies have a part to play in responding to these challenges. That's why we seek to partner with the public sector on a variety of issues.

We involve all stakeholders in developing our public policy priorities. These groups include team members, customers, partners, communities, investors and policymakers.

Here are highlights from our FY23 public policy advocacy work:

## Advancing sustainability

We continued our efforts to promote sustainability in FY23, focusing on climate action and advancing the circular economy. We realize collaboration is key to making sizeable impacts in both areas. For instance, the technology industry is working to build a more circular economy that aims to eliminate waste while keeping resources and materials in use longer. We continued our participation in the [Circular Electronics Partnership \(CEP\)](#), collaborating on several projects and an updated project [road map](#). The CEP continues to be our external engagement of choice for helping to drive a coordinated transition toward a circular model for our industry.

In FY23, we also:

- Continued active membership in the [Digital Climate Alliance](#) (DCA) and enhanced our continued membership in [GridWise Alliance](#) with a board appointment in FY23.
- Continued participation on the WEF Alliance of CEO Climate Leaders, and Michael Dell signed the [WEF business coalition letter](#) in support of general climate issues.
- Joined the WEF [Climate Adaptation Community](#), a working group seeking to advance climate adaptation perspectives.
- Participated in [a congressional caucus panel](#) on the impact climate change has on Asian American, Native Hawaiian and Pacific Islander communities at the Asian Pacific American Institute for Congressional Studies Legislative Leadership Summit.

## Cultivating inclusion

We feel deeply obligated to act where we can and use our platform to promote positive change for all. We continue to work with organizations such as the [Time to Vote coalition](#) and [Texas Competes](#), where we sit on the steering committee. We also forged new partnerships. One example is the newly launched [National Cybersecurity Alliance's Historically Black Colleges and Universities Career Program](#), of which Dell is a founding partner. This program aims to equip students with the necessary skills to navigate the search process for positions in security, privacy and risk, helping build a pipeline of Black professionals in the cyber workforce.

In FY23, we also:

- Supported the [NAACP amicus brief to the U.S. Supreme Court](#), making a business case for affirmative action.
- Continued to work closely with advocacy groups such as Out & Equal, America Competes, Texas Competes and Human Rights Campaign to advocate for fair treatment in the workplace and anti-discrimination policies.
- Signed a [Human Rights Campaign \(HRC\) business letter](#) in support of the federal Respect for Marriage Act and continue to support the HRC business letter arguing against anti-LGBTQ+ legislation at the state level and the HRC business letter in support of the federal Equality Act.

## Accelerating digital inclusion

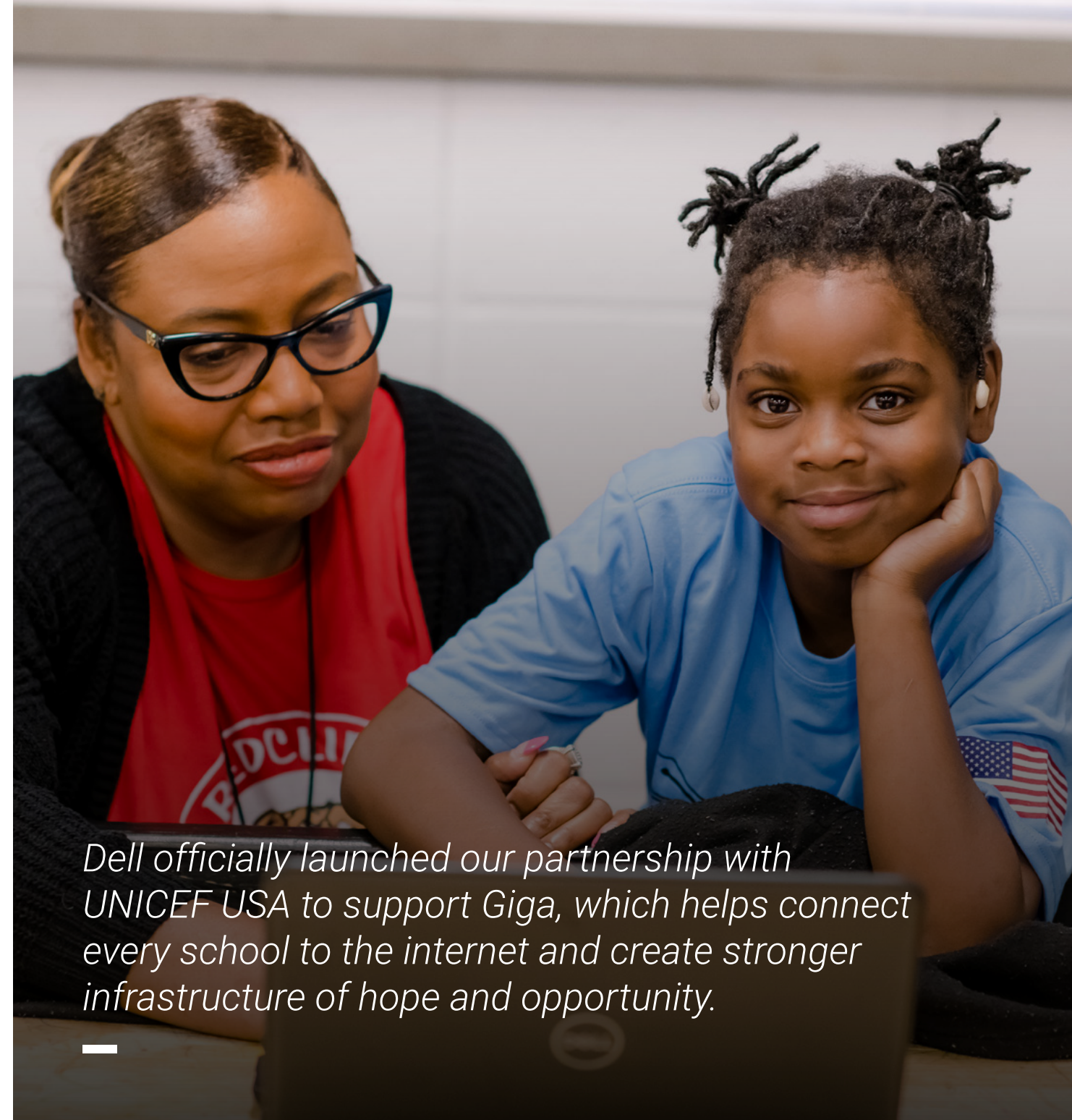
Dell Technologies supported the passage of the bipartisan U.S. Infrastructure Investment and Jobs Act and similar policies that provide equal access to technology and advanced connectivity, such as 5G. We recognize that access to connectivity is key to education, healthcare and a globally competitive and diverse workforce. We believe the private and public sectors can work together to address digital inequities. Additionally, our mission in supporting science, technology, engineering and mathematics (STEM) education is to build innovative partnerships and programs to create pathways for talent to enter and reenter STEM-related jobs through signature and skill-building programs, including [Girls Who Game](#), [Student TechCrew](#) and [Solar Community Hubs](#).

In FY23, we:

- [Announced our partnership with UNICEF USA to support Giga](#), which helps connect every school to the internet and create stronger infrastructure of hope and opportunity\*.
- Partnered with Geeks Without Frontiers and the N50 project to help launch [the first Portable Connectivity Center](#), a fully kitted out shipping container offering connection and comfort to displaced Ukrainians, which was delivered to a refugee center in Bucharest, Romania.

\* UNICEF does not endorse any company, brand, product, or service

- Supported the [Code.org letter to U.S. governors](#) asking to make computer science a basic part of the K-12 curriculum in the U.S.
- Provided recommendations to [Cybersecurity and Infrastructure Security Agency's K-12 School Security Guide and School Security Assessment Tool](#), designed to provide K-12 districts and campuses in the U.S. with resources, tools and strategies to improve school physical security.
- Participated in [a panel](#) on the impact of 5G in communities of color at the Asian Pacific American Institute for Congressional Studies (APAICS) Legislative Tech Summit as well as [a panel](#) on Supporting our Educators at the Congressional Hispanic Caucus Institute (CHCI) Leadership Conference.
- Provided comments and [participated in a listening session](#) hosted by the National Telecommunications and Information Administration (NTIA) regarding the implementation of the Public Wireless Supply Chain Innovation Fund.



*Dell officially launched our partnership with UNICEF USA to support Giga, which helps connect every school to the internet and create stronger infrastructure of hope and opportunity.*



## COMMITMENT TO HUMAN RIGHTS

# 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 have adopted and align our policies and practices with expectations set out in 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 ensuring 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](#), reflecting our global commitment to respect the rights of all our stakeholders, including Dell team members, suppliers, contractors and subcontractors at any tier, partners, resellers and others impacted by our value chain.

The Dell Human Rights Policy reinforces and clarifies our 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 embed and operationalize our commitments to responsible and ethical business conduct, including respect for human rights across our value chain.

The [ESG Governance section](#) of this report confirms and further addresses the engagement and roles of our board of directors, ESG Steering Committee and ESG Interlock Team.

In addition, to further promote alignment and integration of our human rights strategy, in FY24 we are establishing a cross-functional Human Rights Advisory Committee composed of executive leaders of organizations responsible for managing human rights risks and advancing robust governance practices across our business and value chain.

## Awareness of salient risks

In addition to ongoing human rights due diligence and assurance practices embedded in organizations across our business, we also 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 policies and support our risk mitigation, governance practices and strategic priorities.

Our first corporate-level HRIA, completed in FY19, confirmed our awareness of our salient human rights risks and impact areas 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 ongoing effectiveness and evolution of our human rights strategy is built on identifying opportunities to accelerate positive impacts and address risks. We are currently working with third-party human rights experts, Article One Advisors, to complete our second corporate-level HRIA to deepen our understanding of current, new and evolving salient risks and continue to strengthen our risk mitigation strategies and governance practices.

This 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, Community	<a href="#">Dell Human Rights Policy</a> <a href="#">Dell Code of Conduct</a> <a href="#">Dell Diversity &amp; Equal Opportunity Employment Policy</a> <a href="#">Responsible Business Alliance (RBA) Code of Conduct</a>	<a href="#">Cultivating Inclusion section of this report</a> <a href="#">Accessibility Statement for Dell Technologies</a>
Child Labor, Forced Labor	Supply Chain	<a href="#">Dell Human Rights Policy</a> <a href="#">RBA Code of Conduct</a> <a href="#">Dell Vulnerable Worker Policy</a>	<a href="#">Supply Chain Sustainability section of this report</a> <a href="#">Dell Statement Against Slavery and Human Trafficking</a> <a href="#">Dell Supplier Principles</a>
Health & Safety	Own Operations, Supply Chain, Products	<a href="#">Dell Human Rights Policy</a> <a href="#">Global Occupational Health and Safety Policy</a> <a href="#">RBA Code of Conduct</a> <a href="#">Dell Product Regulatory Compliance Policy</a>	<a href="#">Health and Safety Metrics included in By the Numbers section of this report</a> <a href="#">Supply Chain Sustainability section of this report</a> <a href="#">Dell Product Safety Information</a> <a href="#">Dell Supplier Principles</a>
Working Hours/Wages	Own Operations, Supply Chain	<a href="#">Dell Human Rights Policy</a> <a href="#">RBA Code of Conduct</a>	<a href="#">Supply Chain Sustainability section of this report</a> <a href="#">Dell Supplier Principles</a>
Privacy	Own Operations, Supply Chain, Products, Community	<a href="#">Dell Human Rights Policy</a> <a href="#">Dell U.S. Privacy Statement</a> <a href="#">RBA Code of Conduct</a> <a href="#">Dell Code of Conduct for Partners</a>	<a href="#">Upholding Trust section of this report</a> <a href="#">Dell Supplier Principles</a>
Environmental Responsibility	Community	<a href="#">Dell Human Rights Policy</a> <a href="#">Dell Global Environmental Policy</a>	<a href="#">Advancing Sustainability section of report</a>
Bribery & Corruption	Supply Chain, Community	<a href="#">Dell Human Rights Policy</a> <a href="#">Dell Code of Conduct</a> <a href="#">Dell Code of Conduct for Partners</a> <a href="#">RBA Code of Conduct</a>	<a href="#">Dell Supplier Principles</a>
Responsible Product Development	Products, Community	<a href="#">Dell Human Rights Policy</a>	<a href="#">Dell Technologies Principles for Ethical Artificial Intelligence</a>



## COMMITMENT TO HUMAN RIGHTS

### 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 the 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 policies, including the [Dell Human Rights Policy](#) and standards that flow from it. Annual Code of Conduct training also includes workplace health and safety requirement reminders.

For FY23 updates and additional insights on our team member commitments and expectations, refer to the [Upholding Trust section](#) of this report.

### Pay equity

Dell Technologies is a meritocracy – we believe people should be equitably compensated for the value they deliver to our customers and stakeholders, no matter their gender, ethnicity or other factor. We routinely review salaries – and make adjustments if needed – to ensure we pay employees fairly and consistently as compared to their peers and the relevant compensation market.

### Resellers and other third parties

We expect our resellers and other third parties 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 such as the Responsible Minerals Initiative. Comprehensive insights and FY23 progress on human rights due diligence and other actions we undertake to assess and address actual or potential risks and to 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 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, such as the digital divide, that disproportionately impact underrepresented groups. Our public policy advocacy efforts also focus on how technology can be leveraged to address economic injustices, bias, health inequities and workforce readiness. For FY23 updates on Dell's Government Affairs and Human Rights efforts, 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.

We seek and leverage external stakeholder feedback collected by third-party human rights experts engaged to conduct our periodic HRIAs. We are a member of BSR (Business for Social Responsibility) and actively participate in the BSR Human Rights Working Group. Examples of our additional collaborative initiatives, priorities and progress are featured in other sections of this report, including [Supply Chain Sustainability](#), [Advocacy](#) and [Transforming Lives](#) sections.



## What's next

To operationalize our commitment to respect human rights, we embed due diligence and governance practices across our business to continuously monitor and address actual or potential human rights risks. While our current HRIA is still in progress, preliminary insights are already helping to deepen our understanding of evolving risks and inform mitigation and governance practices. Final results and recommendations will guide our human rights road map and strategic priorities to minimize risks and advance positive outcomes. We will continue to share insights and progress in future reporting.



# Goals Dashboard





# Driving accountability

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Our Goals Dashboard focuses on year-over-year<sup>3</sup> progress for our ESG goals. With the refinement of our goals shared in this report, we sought to create as much consistency as possible in sharing our progress.

In the Goals Dashboard, we have taken the following approach to report on our progress (unless otherwise noted):

- Where we have made no changes to a goal or have made changes to goal language that does not impact the unit of measure for a goal, we will continue to report progress as we have historically.
- Where we have expanded the scope or changed the unit of measure for a goal, we are reporting our FY23 progress under the original scope. We will begin sharing progress under the expanded scope or changed unit of measure for a goal in FY24 reporting.
- Where we have introduced new goals, we will be reporting our initial progress in our FY24 report.

We provide our goal methodologies at the back of this section.

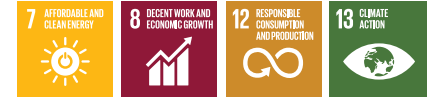
We have established a FY20 baseline to measure progress toward each of our goals, unless otherwise stated.



# Advancing Sustainability Goals

GOAL	UNIT OF MEASURE	FY21	FY22	FY23	ABOUT OUR PERFORMANCE IN FY23
<b>Climate Action</b>					
<b>By 2050, we will reach net zero greenhouse gas emissions across scopes 1, 2 and 3</b>					
Reduce scopes 1 and 2 GHG emissions by 50% by 2030	MT CO <sub>2</sub> e of scopes 1 and 2 (market-based) GHG emissions	216,300	203,700	199,100	In FY23, we decreased our emissions year-over-year through a combination of increased renewable energy purchases, energy efficiency activities and size adjustments in our real estate portfolio. Additionally, this represents a 31.5% decrease from our FY20 baseline. <sup>4</sup>
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	54%	55%	59%*	In FY23, we increased our renewable energy use from 55% to 59% through additional on-site solar generation and increased purchases of renewable energy certificates for our U.S. locations. We continue to identify, evaluate and prepare to implement long-term renewable energy opportunities.
Reduce absolute scope 3 GHG emissions from purchased goods and services 45% by 2030 <sup>5</sup>	MT CO <sub>2</sub> e of scope 3, category 1	8,767,800	13,708,700*	N/A	The FY22 year-over-year emissions increase was primarily driven by improvements in supplier-reported emissions data, providing a more complete view of our upstream supply chain footprint. This improvement, combined with an increase in sales, is responsible for the increase from our FY20 baseline. Future reporting will include recalculated historical data as available and deemed necessary.
Reduce absolute scope 3 GHG emissions from use of sold products 30% by 2030 <sup>6</sup>	MT CO <sub>2</sub> e of scope 3, category 11	13,100,000	13,590,000	14,410,000*	In FY23, our scope 3 emissions from use of sold products increased 6% from the previous year, driven primarily by data improvements in our calculation. Additionally, this represents a 2.3% decrease from our FY20 baseline. Future reporting will include recalculated historical data as available and deemed necessary.

\*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	FY21	FY22	FY23	ABOUT OUR PERFORMANCE IN FY23
<b>Circular Economy<sup>†</sup></b>					
<b>By 2030, for every product a customer buys, we will reuse or recycle an equivalent product</b>	Percentage of product collected (total units captured for recycling and reuse over the amount of products sold)	9.6%	12.1%	16.5%	In FY23, Dell recovered 16.5% 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 4.4% improvement from the previous year. We attribute the growth to the introduction of new and scaling of existing recycling services.
<b>By 2030, 100% of our packaging will be made from recycled or renewable material</b>	Percentage of recycled/ renewable material content in packaging	87.0%	90.2%	94.5%*	In FY23, 94.5% of our packaging was made from recycled or renewable material. This represents a 4.3% improvement from the previous year. We attribute this increase in recycled or renewable material to enhanced design, material selections and sourcing in our packaging.
<b>By 2030, more than half of our product content will be made from recycled or renewable material</b>	Percentage of recycled/ renewable content in products	3.9%	5.9%	10.8%	In FY23, 10.8% of the material used in our products was made from recycled or renewable material content. This represents a 4.9% improvement from the previous year. We attribute this increase to additional recycled steel verification, expansion of recycled aluminum in commercial displays, and expanded usage of post-consumer recycled (PCR) plastic across displays and notebooks.

<sup>†</sup>We have expanded or modified our unit measurements for each of our circular economy goals but will not begin reporting on the expanded or modified units of measure until FY24.

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



# Cultivating Inclusion Goals

GOAL	UNIT OF MEASURE	FY21	FY22	FY23	ABOUT OUR PERFORMANCE IN FY23
<b>Inclusive Workforce</b>					
<b>By 2030, 50% of our global workforce and 40% of our global people leaders will be those who identify as women</b>	Percentage of global workforce who identify as women	31.8%	33.9%	34.8%	In FY23, 34.8% of our global workforce identified as women. This represents an increase of approximately 1% compared to the previous year. We attribute this progress toward our goal to continued focus on our Cultivating Inclusion goals by Dell Technologies' leadership and team members, as well as inclusive culture practices in hiring, developing and retaining talent.
	Percentage of people leaders in global workforce who identify as women	25.8%	28.2%	29.2%	In FY23, 29.2% of our people leaders identified as women. This represents an increase of 1% compared to the previous year. We attribute this progress to our continued focus on our Cultivating Inclusion goals by Dell Technologies' leadership and team members, as well as inclusive culture practices in hiring, developing and retaining talent.
<b>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</b>	Percentage of U.S. workforce who identify as Black/African American or Hispanic/Latino	14.2%	15.4%	16.1%	In FY23, 16.1% of our U.S. workforce identified as Black/African American or Hispanic/Latino. This represents an increase of approximately 1% compared to the previous year. We attribute this progress to our continued focus on our 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.
	Percentage of people leaders in the U.S. workforce who identify as Black/African American or Hispanic/Latino	11.4%	12.2%	12.3%	In FY23, 12.3% of our U.S. people leaders identified as Black/African American or Hispanic/Latino. This represents a small increase compared to the previous year. We attribute this progress to our continued focus on our Cultivating Inclusion goals by Dell Technologies' leadership and team members, as well as inclusive culture practices in hiring, developing and retaining talent.



# Transforming Lives Goals

GOAL	UNIT OF MEASURE	FY21	FY22	FY23	ABOUT OUR PERFORMANCE IN FY23
<b>Digital Inclusion</b>					
<b>By 2030, we will improve 1 billion lives through digital inclusion<sup>7</sup></b>	Total number of people reached (cumulative measurement beginning FY20, direct + indirect reach)	93,565,402	159,742,242	288,278,127	In FY23, an additional 128 million people were reached through health and education initiatives. With this, cumulatively, we have reached approximately 288 million people.
Each year through 2030, 50% of the total people directly reached will be those who identify as girls and women, or underrepresented groups	Percentage of people reached directly who identify as girls and women, or underrepresented groups (direct reach only)	56.1%	54.1%	49.0%	In FY23, we saw a 5.1% decrease in our percentage of people reached directly who identify as girls and women or underrepresented groups. With this, 49% of the people empowered by our health and education initiatives were girls, women or underrepresented groups. Additionally, the direct lives impacted during FY23 for Digital LifeCare more than doubled due to our efforts to directly reach those who identify as girls, women, or underrepresented groups. Although we did fall below 50%, we are confident that as we continue to directly reach those who identify as girls and women, or underrepresented groups through programs like Digital LifeCare, we will improve to above 50%.
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	6,592 (CY20) <sup>8</sup>	13,045	13,296	In FY23, Dell-badged team members completed 13,296 hours of future-ready skills training at our in-house factories. We attribute our progress to stakeholder communication and strategic content to target learner development.
	Total number of future-ready skills training hours in supply chain	99,271 (CY20) <sup>9</sup>	144,658	112,541	In FY23, Dell recorded 112,541 future-ready skills training hours through our pilot program with two suppliers. We saw a decrease in training hours due to COVID-related site restrictions.
<b>Giving &amp; Volunteerism</b>					
<b>By 2030, 75% of our team members participate in giving or volunteerism in their communities</b>	Percentage of team members participating in giving/volunteerism	51%	50%	52%	In FY23, 52% of our global Dell team members participated in giving or volunteering. This represents a 2% increase from the prior year, primarily attributable to the increased in-person volunteerism and return-to-site team members.
We will use our expertise and technology to support the digital transformation of 1,000 nonprofit partners by 2030	Total number of nonprofit partners supported in their digital transformation journey (cumulative measurement beginning FY20)	77	222	345	In FY23, 123 incremental nonprofits received support through Dell. Cumulatively, this addition marks 345 unique nonprofits supported toward our goal.

# Upholding Trust Goals

GOAL	UNIT OF MEASURE	ABOUT OUR FY23 PERFORMANCE
Trust		
<b>By 2030, our customers and partners will rate Dell Technologies as their most trusted technology partner*</b>		
Each year through 2030, we will make it easier and faster for customers to exercise choice and control over their personal data	Qualitative progress in customer ease and speed in personal data choice and control	In FY23, we launched our first location for the newly designed Privacy Center experience in the United States, which enhanced customer ability to be informed of and control Dell's collection and use of their personal information. Learn more at Dell's <a href="#">U.S. Privacy Center</a> . <sup>10</sup>

\*We are communicating our new 2030 goal and key drivers for Upholding Trust but will not begin reporting progress on new and expanded goal and key drivers until FY24.

# Goals Methodology

Our 2030 ESG plan lays out ambitious goals for the decade<sup>11</sup> and beyond. We believe how we track our progress is critical, and have invested significantly to identify 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. We continue to improve our data collection processes, and sharpen our measurement and GHG emissions reporting methodologies across our entire value chain, which may cause restatements in historical emissions data. We will do this to provide the most accurate data possible while continuing to evolve to achieve best practices.

### Reduce scopes 1 and 2 greenhouse gas (GHG) emissions by 50% by 2030

**Metric:** MT CO<sub>2</sub>e of scopes 1 and 2 (market-based) GHG emissions

**Methodology:** This goal supports our broader commitment to reach net zero GHG emissions across scopes 1, 2 and 3 by 2050 from our 2020 baseline. Dell considers the principles and guidance of GHG Protocol to guide the criteria to assess, measure, and report GHG emissions. The measurement is the sum of our scope 1 emissions plus the scope 2 market-based emissions.

### Source 75% of electricity from renewable sources across all Dell Technologies facilities by 2030 – and 100% by 2040

**Metric:** Percentage of electricity generated from renewable sources

**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 from solar panels. Dell considers the principles and guidance of GHG Protocol to guide the criteria to assess, measure, and report GHG emissions.

### Reduce absolute scope 3 GHG emissions from purchased goods and services 45% by 2030

**Metric:** MT CO<sub>2</sub>e of scope 3, category 1

**Methodology:** To calculate scope 3, category 1 emissions, we use a hybrid method that considers supplier-reported allocated emissions, commodity-level emission factors, and Environmentally-Extended Input- Output (EEIO) to estimate our share of supplier footprints. This calculation is run for suppliers, direct and indirect, with whom Dell has spend and then totaled to arrive at our scope 3, category 1 emissions number.

### Reduce absolute scope 3 GHG emissions from use of sold products 30% by 2030

**Metric:** MT CO<sub>2</sub>e of scope 3, category 11

**Methodology:** Calculations for this key driver are done through a two-step process.

First, we calculate the aggregate energy footprint for each product type. For client systems (inclusive of desktops and notebooks), displays, servers and networking systems, this calculation is based on the lifetime expected energy use for representative models and the number of units shipped by country during the reporting period for each of these models. For storage systems, this calculation is based on the expected lifetime energy use for the representative drives and enclosures ordered during the fiscal year.

Second, we calculate country-specific carbon footprints using International Energy Agency (IEA) published emissions factors. We adjust the IEA emissions factors to account for the updates to Global Warming Potential factor differences between Intergovernmental Panel on Climate Change's (IPCC) Fourth and Sixth Assessment Reports (AR4 and AR6). We sum the country-specific carbon footprints to estimate a worldwide scope 3, category 11 figure for Dell's hardware portfolio.

The country-level emissions factors for purchased electricity change regularly. For FY23, this calculation uses the 2021 estimated emissions factors published by the International Energy Agency (IEA), and where those are not available, the 2020 figures also published by the IEA in 2022.

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

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

**Methodology:** The scope of this goal includes products received by Dell-owned channels within the reporting period. For this year's report, the measurement continues to be based on the proportion of products received by Dell-owned channels as a percentage of total units sold. We have expanded our goal to include products received by our channel partners, as well as changed how we measure the goal, from units to overall weight, as a percentage of total weight of product sold (in metric tons). We will be incorporating these changes – the expanded scope as well as shifting to measuring by weight – into our calculations beginning with FY24.

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

[Metric: Percentage of recycled/renewable material content in packaging](#)

Methodology: The scope includes packaging of all Dell Technologies-branded materials sent to customers. For this year's report, the measurement continues to be based on survey responses from packaging suppliers across multiple lines of business, used to determine approximate percentages of total weight of recycled and/or renewable materials in our packaging. We have expanded our goal to include where we utilize reused packaging – original packaging that has been recollected and reused – and we will be incorporating these changes into our calculation beginning with FY24 data.

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

[Metric: Percentage of recycled/renewable content in products](#)

Methodology: The scope includes product content of all Dell Technologies-branded products sold within the reporting period. For this year's report, the measurement continues to be based on the estimated amount of recycled and renewable materials as a percentage of total weight of materials used. We have expanded our goal to include reduced carbon emissions material (see the Glossary of this report), and we will be incorporating these changes into our calculation beginning with FY24 data.

## Cultivating Inclusion

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

[Metric: Percentage of global workforce who identify as women](#)

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

[Metric: Percentage of people leaders in global workforce 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: Percentage of U.S. workforce 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: Percentage of people leaders in the U.S. workforce 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.

## Transforming Lives

**By 2030, we will improve 1 billion lives through digital inclusion**

[Metric: Total number of people reached \(cumulative measurement beginning FY20, direct + indirect reach\)](#)

Methodology: The scope includes the total number of individuals reached directly or indirectly through Dell programs such as regional 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 total people directly reached will be those who identify as girls and women, or underrepresented groups**

[Metric: Percentage of people reached directly who identify as girls and women, or underrepresented groups \(direct reach only\)](#)

Methodology: This metric captures the percentage of those who identify as girls, women or underrepresented groups out of the total number of individuals directly 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), LGBTQ+ persons, low socioeconomic groups. Going forward, we will be expanding our unit of measure for this key driver to be based on cumulative reporting to align with our 1 billion lives goal. We will be incorporating this change – shifting to cumulative reporting – into our calculations beginning with FY24.

**By 2030, we will use our expertise and technology to support the digital transformation of 1,000 nonprofit partners**

[Metric: Total number of nonprofit partners supported in their digital transformation journey \(cumulative measurement beginning FY20\)](#)

Methodology: Currently, this measurement covers the number of nonprofit organizations that have participated in a 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, we will deliver future-ready skills development for workers in our supply chain**

[Metric: Total number of future-ready skills training hours at in-house manufacturing locations](#)

Methodology: The scope is the total future-ready skills training data for all in-house manufacturing locations in our pilot program.

[Metric: Total number of future-ready skills training hours in supply chain](#)

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

**By 2030, 75% of our team members will participate in giving or volunteerism in their communities**

[Metric: Percentage of team members participating in giving/volunteerism](#)

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

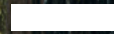
## Upholding Trust

**By 2030, our customers and partners will rate Dell Technologies as their most trusted technology partner**

[Metric: Each year through 2030, we will make it easier and faster for customers to exercise choice and control over their personal data<sup>12</sup>](#)

Methodology: We provide annual updates on our progress toward making it easier and faster for customers to exercise choice and control over their personal data.

# Advancing Sustainability



# Creating a more sustainable future through these focus areas



## We're taking action on climate change for business, people and the planet

We are creating innovative, sustainable technology and solutions to help our customers improve business outcomes and reduce emissions, while we take action on ambitious climate targets that benefit society and the planet. By 2050, we will deliver on our goal to achieve net zero greenhouse gas (GHG) emissions across scopes 1, 2 and 3.



## We're accelerating the circular economy

We are driving circular innovation in design, manufacturing, sustainable materials and services, and partnering with others to dramatically reduce global waste and environmental impact on our planet and society. We are harnessing our unique size, scale and reach to redesign, reuse and recycle our end-to-end technology, aiming for a future where nothing goes to waste.



## We're championing social and environmental responsibility across our supply chain

With the power of our global supply chain, we have the scale and ability to drive responsible manufacturing. We insist upon ethical practices, respect and dignity for everyone creating our products and the adoption of responsible practices to minimize environmental impact. 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.

# Taking ambitious action on climate change

As the effects of climate change become more frequent and significant, our responsibility to act is increasingly imperative.

Climate action is a priority for our company. We have set clear and ambitious GHG emissions targets to reach by 2030, paving the way to achieve net zero emissions across scopes 1, 2 and 3 by 2050.

Achieving our own emissions goals is only one part of our commitment to climate action. Our biggest opportunity to reduce global emissions and protect natural resources at scale is through our technology. We must tackle the planet's greatest climate challenges today, and technology has the power to help us, our customers and society do just that.

- We are working to reduce total GHG emissions at every stage of our product life cycle: from materials, manufacturing, packaging and transportation to designing for energy efficiency and recovering products when they are no longer in use.

- We are reducing the energy footprint of our products while continuing to maximize performance and offering as-a-Service (aaS) options, which help minimize energy waste and provide low-carbon colocation options for deploying information technology (IT) infrastructure.
- We are supporting our customers' business and climate goals with edge technology, ethical artificial intelligence (AI) and machine learning (ML) that deliver intelligent insights, which lead to more efficient management of resources.

The bottom line is no one can have a healthy business without a healthy planet. We all have a responsibility to deliver on that promise, and we take that responsibility very seriously.





## CLIMATE ACTION

# Climate change is an innovation accelerator

Sustainability isn't a trade-off; it's an ethical and strategic move, resulting in long-term business value.

The [Dell Technologies Innovation Index](#), a global survey of 6,600 business and information technology decision makers (ITDMs), provides insights into how organizations are leveraging technology to incorporate sustainable innovation into their businesses.

*"We're shaping the future of energy-efficient technologies, working with customers, partners and suppliers to meet our collective climate goals. With innovative product designs and consumption models, we're delivering the insights and tools to fuel our customers' digital transformations responsibly."*

**ARTHUR LEWIS**, PRESIDENT/COO OF CORE BUSINESS OPERATIONS FOR THE GLOBAL INFRASTRUCTURE SOLUTIONS GROUP (ISG), DELL TECHNOLOGIES

# 34%

of respondents are accelerating their innovation in response to climate change

# 52%

of ITDMs say they're reducing their overall IT carbon footprint

# 39%

are turning to technology to gain greater visibility of their carbon impacts

# Achieving net zero

Our journey to reach net zero GHG emissions by 2050 requires global cooperation across many aspects of our business – working to not only reduce GHG emissions across our company and value chain, but to drive technology innovation to reduce emissions and energy use, which empowers our customers, partners and society to reduce emissions at scale.

## By 2050, we will achieve net zero GHG emissions across scopes 1, 2 and 3.

At Dell, we are committed to understanding our contribution to climate change and how to measure, manage and mitigate that contribution to deliver on our net zero ambition.

The climate landscape is constantly evolving. Measurement guidelines and standards continue to develop in response to greater scientific insights and closer evaluation of exactly what it will take for us to avoid the worst impacts of climate change. For Dell, this means continuing to engage and evaluate our own approach to keep pace with the most current science and maintain an ambitious pace.

In FY23, we worked diligently to evolve our plans to reach our 2050 net zero goal. Using methodology and criteria developed by the [Science Based Targets initiative \(SBTi\)](#), we refined our 2030 emissions targets, focusing on the scopes and categories where we have the biggest opportunity to reduce emissions.

The SBTi is a global body enabling businesses to set ambitious emissions reduction targets in line with the latest climate science. It is focused on accelerating companies across the world to halve emissions before 2030 and achieve net zero emissions before 2050. Dell has aligned its targets with SBTi guidance since its launch, and we were one of the first 12 companies to have our emissions reduction targets validated by SBTi.

As a result of our efforts in FY23, SBTi validated our updated set of 2030 emissions targets, which ensures they are aligned with what current climate science says is required to help prevent the worst impacts of climate change. In addition, SBTi classified our scopes 1 and 2 target ambition as in line with a 1.5 degrees Celsius trajectory for climate change – which is the most ambitious target companies can set for scopes 1 and 2 emissions.

## 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



# Achieving net zero emissions

Getting to net zero greenhouse gas (GHG) emissions takes a deep understanding of our carbon footprint and setting ambitious near-term, science-based targets to achieve by 2030. Our 2030 reduction targets align with the categories where we have the greatest opportunity for impact.

OPERATING OUR COMPANY

MAKING OUR PRODUCTS

USING OUR PRODUCTS

SCOPE 1  
DIRECT  
EMISSIONS



SCOPE 2  
INDIRECT  
EMISSIONS



SCOPE 3, CATEGORY 3  
FUEL & ENERGY



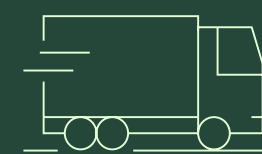
SCOPE 3, CATEGORY 1  
PURCHASED  
GOODS & SERVICES



SCOPE 3, CATEGORY 6  
BUSINESS  
TRAVEL



SCOPE 3, CATEGORY 4  
LOGISTICS



SCOPE 3, CATEGORY 11  
USE OF SOLD  
PRODUCTS



ONGOING ACTIONS TO NET ZERO

- Focus on eliminating GHG-emitting fuels in our buildings and vehicles
- Transition to low- or no-emissions cooling systems for our buildings and equipment
- Focus on sourcing 75% of electricity from renewable sources by 2030
- Drive scope 2 emissions to nearly zero by sourcing 100% of electricity from renewable sources by 2040

- Reduce our dependence on fossil fuels and increase use of renewables

- Partner with suppliers to improve reporting and reduce their operational and upstream emissions footprint
- Include product carbon footprint in our design decisions

- Reduce emissions from air and rail travel by using technology to replace in-person travel
- Use lower-carbon transport options like electric vehicles, where possible

- Optimize our transportation network
- Partner with key carriers for transportation efficiencies
- Advocate for industry-wide transition to lower carbon footprint transportation fuels

- Reduce the energy intensity of our products
- Advocate for global renewable electricity policies
- Support our customers' transition to renewable electricity

2030 TARGETS

**50%** in operational emissions  
REDUCTION

**45%** in absolute emissions from purchased goods and services  
REDUCTION

**30%** in absolute emissions associated with the use of sold products  
REDUCTION

# Setting ambitious 2030 targets

Accelerating our path to net zero GHG emissions starts with setting clear, ambitious science-based targets across scopes 1, 2 and 3 within this decade. Our climate targets cover our organization, supply chain and customers – forming a value chain with a shared sense of responsibility.

With scope 3 comprising the majority of our GHG emissions, it's important that our targets extend beyond our four walls, upstream to our supply chain and downstream to our customers and their facilities.

In FY23, we took steps to evaluate our existing 2030 scope 3 emissions targets and look for opportunities to strengthen them for greater impact. These updated targets were developed based on guidance from SBTi to ensure they aligned with current science on climate change.

## Absolute and transparent

To strengthen these near-term targets and provide greater transparency, we shifted from intensity targets (which measure a reduction relative to a specific business metric such as production output or financial performance of the company) to absolute targets (which measure an overall reduction in the amount of GHGs a company emits into the atmosphere relative to levels in a base year).

## Focusing action where it makes the biggest impact

While scopes 1 and 2 are largely under Dell's control, addressing our scope 3 emissions requires deep engagement with our supply chain partners to help them monitor and manage their GHG footprints (category 1), while also helping us reduce the footprint of our products. Scope 3 reductions also require us to partner closely with our customers to reduce the emissions associated with using our technologies (category 11), including encouraging and helping them transition to renewable electricity, offering tools such as power management software and supporting their move to green data centers.

These two categories within scope 3 represent the greatest opportunity to move the needle on our overall net zero goal. By focusing on those areas, in conjunction with actions to tackle our scopes 1 and 2 emissions, we can drive reductions where they matter most.



**We will reduce absolute scope 3 GHG emissions from purchased goods and services by 45%**

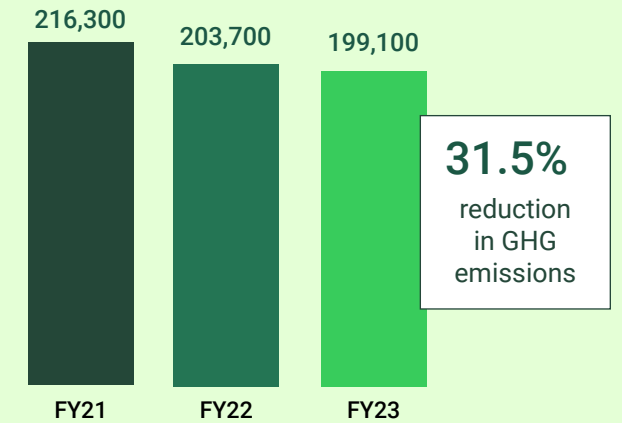


**We will reduce absolute scope 3 GHG emissions associated with the use of sold products by 30%**

\*Please see our [Goals Dashboard](#) for more on the progress, scope and measurement of this goal. Reduction measured from FY20 baseline.

## Performance to date\*

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



MT CO<sub>2</sub>e of scopes 1 and 2 (market-based) GHG emissions

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



Percentage of electricity generated from renewable sources



## CLIMATE ACTION

### Powering climate action through innovation

Scientists working to conserve the Great Barrier Reef need up-to-date insights to better target their efforts. To help guide decision-making, Dell Technologies and Intel are working with Citizens of the Great Barrier Reef and the University of Queensland in Australia to enable real-time data collection and analysis as part of the next generation of the Great Reef Census project. Before the census, only 5% of the reef was regularly surveyed. Now the initiative has reached 15%, aiding scientists and managers with up-to-date insights as conditions change year-over-year.

The IT solution includes secure edge-to-core networking that allows tourists, citizens and scientists alike to contribute data about the reef while on the boat. To help make sense of all the data collected, Dell developed a deep learning model – a type of artificial intelligence (AI) – that can classify the reef's borders, increasing efficiency and reducing time required by scientists. Dell's solution comprises multiple edge devices that are powered by Intel Atom processors. These ruggedized devices can withstand heat and water and can provide power for data analytics with a low energy footprint.

# Delivering a future where nothing goes to waste

According to a [report from The Ellen MacArthur Foundation](#) in partnership with Material Economics, moving to renewables can address 55% of global GHG emissions; however, to achieve U.N. climate goals, we must tackle the remaining 45% of emissions, which are associated with how we make and use products.

This is where circularity can have profoundly positive impacts. In fact, [World Resources Institute](#) estimates that doubling the global circularity level by 2032 could reduce global GHG emissions by about 39%. This is why our sustainability commitments include reducing emissions and accelerating the circular economy.

[The Global E-waste Statistics Partnership](#) found that the world generated 53.6 million metric tons of e-waste in 2019 — approximately 16 pounds for every person on earth. Only 17.4% of that e-waste was formally collected and recycled. If the world continues to generate e-waste at this rate, it's projected to reach an astonishing [74.7 million metric tons by 2030](#).

At Dell, we're reducing waste and associated emissions by striving to take back as much as we produce, reusing those products and materials for as long as possible and investing in recycled, renewable and reduced emissions materials to decrease our reliance on new materials. Every pound of steel, aluminum, plastic and copper that we recover is a pound of material that doesn't have to be extracted from the ground and manufactured.

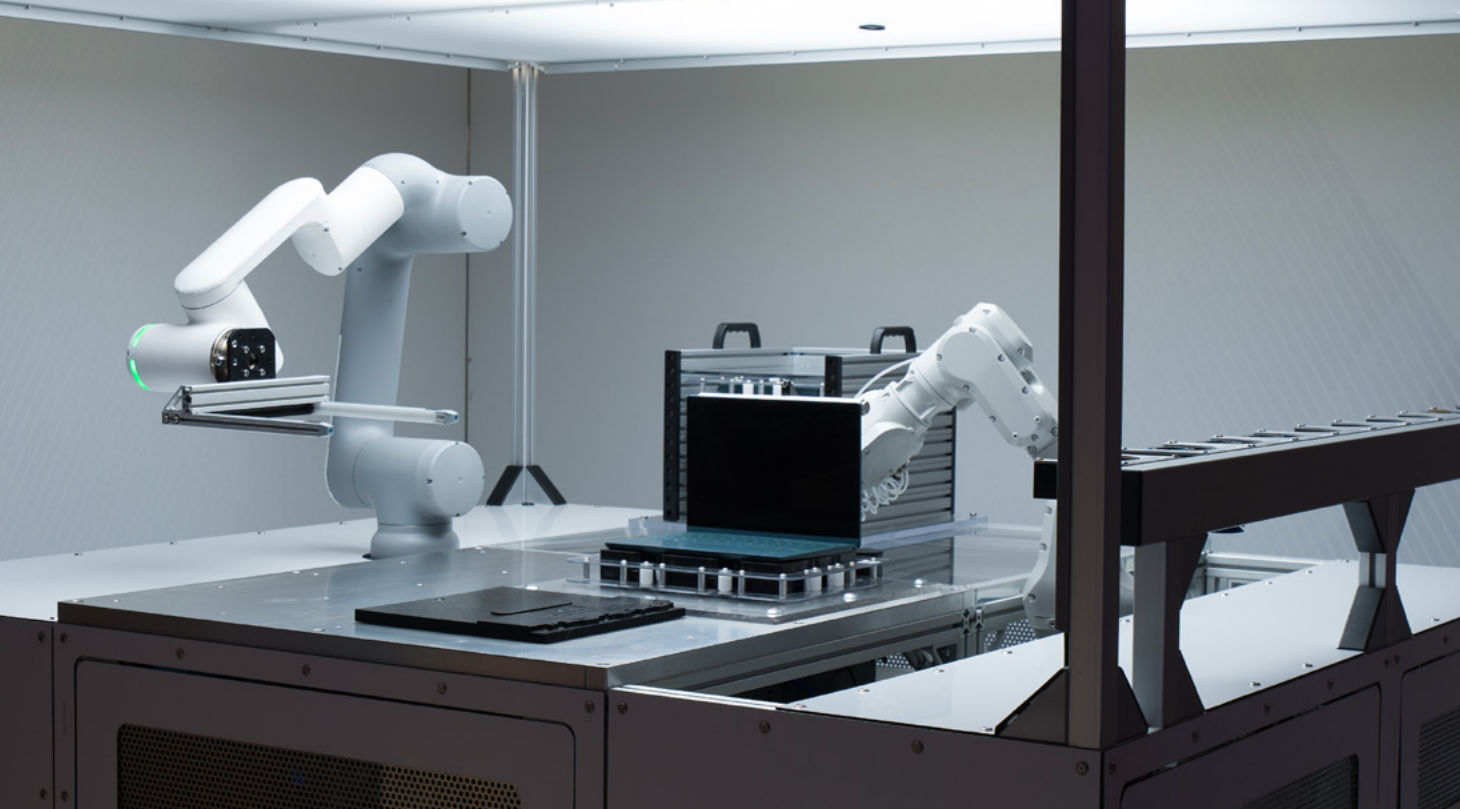
Of course, no single company can drive the circular transition on its own. We are committed to engaging with customers, suppliers, peers and even competitors (via pre-competitive groups) to identify best practices, remove barriers and support industry-wide initiatives — all with the ambition to redesign, reuse and recycle our end-to-end technology.

In FY23, Dell partnered with major consumer electronics brands Amazon, Apple, Google and Microsoft on Backstop, a pilot program to identify and address consumer barriers to recycling electronic devices. The pilot includes a free, doorstep collection program in Denver, Colorado, designed to overcome the behavioral factors that prevent customers from letting go of their e-waste.

We also proposed and supported the initiation of a recycled steel project with the [Circular Electronics Partnership \(CEP\)](#). Through workshops with industry peers and suppliers, Dell aims to drive industry support, identify barriers and actions, and scale the use of recycled steel in IT products. Using recycled steel at scale is a critical step in meeting our circular economy goals and essential to the reduction of carbon emissions from manufacturing. Our participation in the CEP will help us identify the right actions and collaborate effectively across the industry.

In FY23, we launched our first-ever packaging made from 100% recycled and renewable materials — and ensured the packaging is 100% recyclable after use. We also expanded the use of this packaging to ship the majority of our new notebooks.





## CIRCULAR ECONOMY

# Investing in circular innovation

We continue to drive innovation to accelerate reuse of products, components and materials for a future where nothing goes to waste. In FY23, we continued our work on [Concept Luna](#), our breakthrough prototype for the future of sustainable PC design. Like a concept car, Concept Luna tests what is possible, exploring revolutionary ideas to reduce waste and emissions, reuse materials and achieve next-level innovation.

Engineers from our Experience Innovation Group have worked over the last year to further refine the modular design of Concept Luna, which was originally introduced in FY22. With today's technology, it can take recycling partners more than an hour to disassemble a PC held together with screws, glues and soldered components. Our evolved Concept Luna design eliminates the need for adhesives and cables and nearly eliminates the use of screws, reducing disassembly time to mere minutes. We also added intelligent telemetry and robotic automation, which can help to scale our efforts, all in support of a connected and circular system for the future of PC manufacturing.

## Prioritizing e-waste reduction

The [Dell Technologies Innovation Index](#) revealed that business and IT decision-makers are actively reducing their companies' e-waste.

**47%**

of ITDMs are retiring or recycling end-of-life IT equipment

Dell helps organizations retire end-of-life and legacy IT equipment for reuse and recycling so our customers can securely and responsibly reduce waste while confidently planning for future innovation.

*“Creating a net zero, climate-resilient future is a critical priority for us today. We have some of the world’s best and brightest minds focused on our circular innovation – examining every step of a product’s life cycle – to accelerate a future in which nothing goes to waste. This isn’t just a smart business model; this is how we help ensure our collective future.”*

**SAM BURD**, PRESIDENT, CLIENT SOLUTIONS GROUP, DELL TECHNOLOGIES



## CIRCULAR ECONOMY

### Expanding our goals to deepen our commitments

As part of our recent goals refinement, we've expanded each of our circular economy goals.

### By 2030, for every metric ton of our products a customer buys, one metric ton will be reused or recycled

Our goal now not only includes products we take back via our own recovery and recycling services, but also extends to products recovered by Dell partners. This change helps us align more closely with the sustainability ambitions of our channel and alliance partners, and scale our impact on product take back.

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

It's not enough to make our packaging from recycled or renewable materials and to make that packaging recyclable. We expanded our goal measurement to also commit to reusing original Dell packaging we've collected.

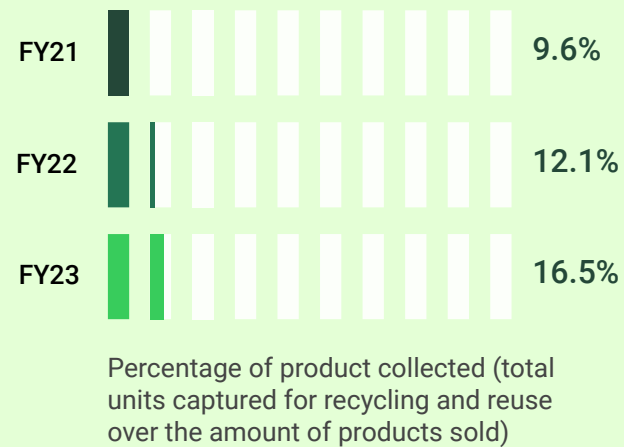
### By 2030, more than half of our product content will be made from recycled, renewable or reduced carbon emissions material

We strive to always use materials that have a reduced environmental impact when manufacturing our products. Certainly, recycled and renewable materials are a critical part of that mix, but we can't stop there. We expanded our materials goal to include reduced carbon emissions materials as sustainable alternatives in situations where quantities of recycled or renewable options are insufficient to meet our needs.

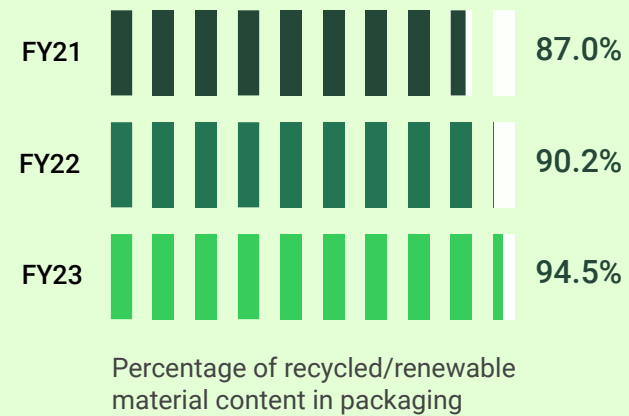
# Our progress in circularity

Our performance to date\* against our original circular goals through FY23 is shown below.

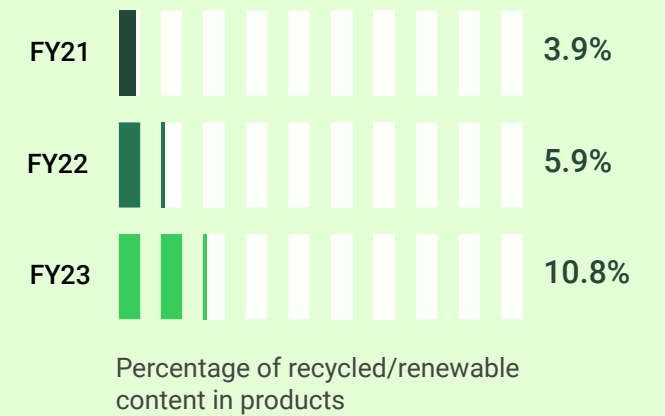
By 2030, for every product a customer buys, we will reuse or recycle an equivalent product



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



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

# Delivering high-performance sustainable technology

From design and materials to energy efficiency, Dell strives to integrate sustainability into every facet of our products and solutions, delivering tangible business benefits to our customers and meaningful impact for our planet and society.

Our sustainable products, solutions and services represent our priorities in action. They're what make our climate action and circular economy commitments real for our customers, and how we fulfill our company's purpose: creating technologies that drive human progress.





SUSTAINABLE PRODUCTS AND SERVICES

# Proven leadership in sustainable products

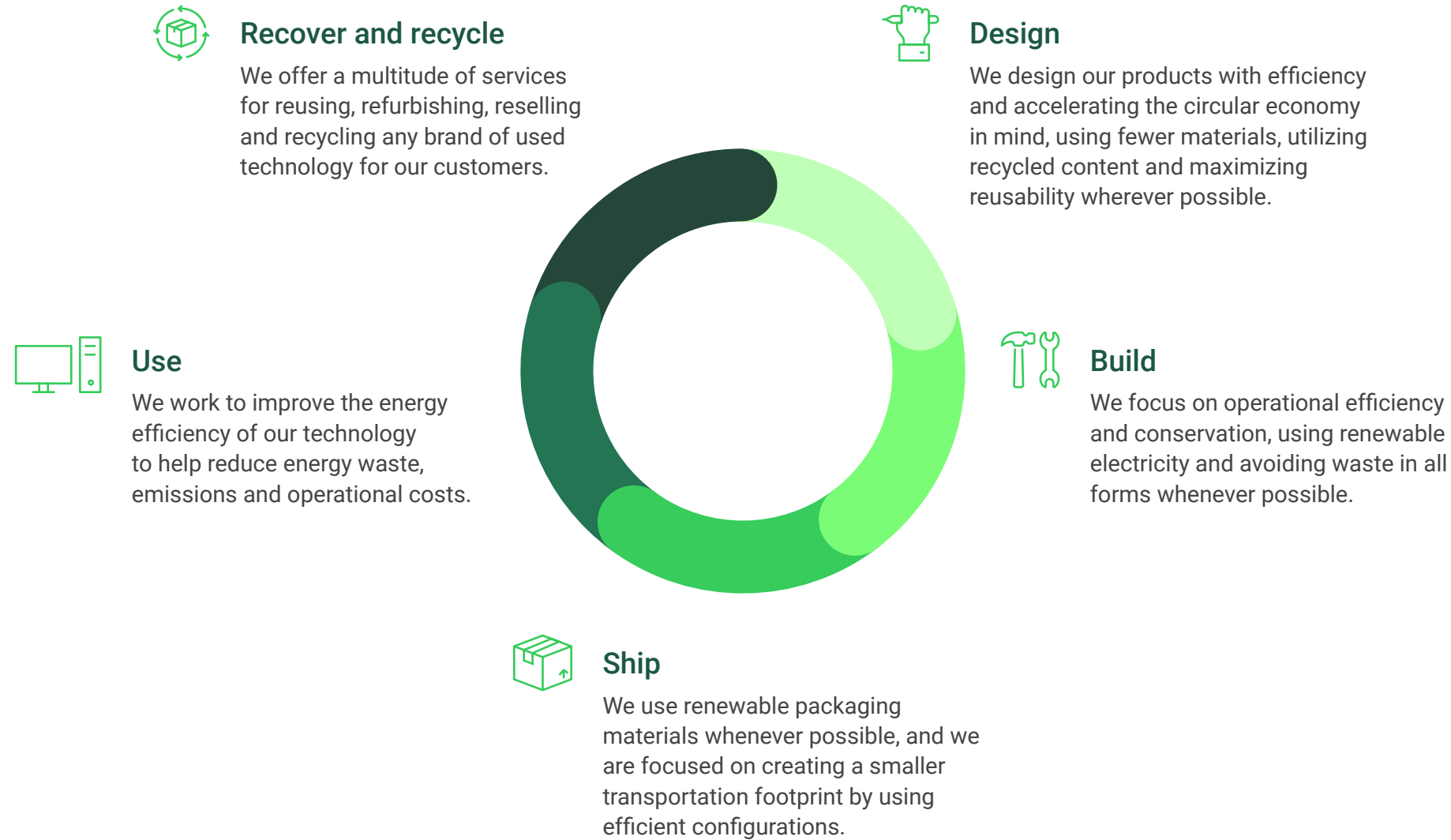
- 1993 • First ENERGY STAR® certified product
- 1996 • First Asset Recovery Services for commercial customers
- 1997 • First global, free recycling program for consumers
- 2006 • First registered products with EPEAT
- 2007 • First use of recycled plastic in our products
- 2009 • First in the industry to use bamboo packaging  
• First in the industry to ban the export of e-waste to developing regions
- 2013 • First company to achieve a Titanium Power efficiency in our servers/storage
- 2014 • First use of closed-loop materials in our products
- 2015 • Began sourcing reclaimed carbon fiber from the aerospace industry
- 2017 • First packaging made with ocean-bound plastic (OBP)
- 2019 • Released a low-carbon 25th anniversary edition of the Latitude 7300
- 2021 • Introduced Concept Luna, an exploration of sustainable PC design  
• First use of renewable materials in our products
- 2022 • First use of hydropower-produced aluminum, recycled steel, and bioplastics made from castor oil and captured GHGs  
• Expanded use of OBP from packaging into our products

*"We continually push ourselves to drive innovation in sustainable product design to help reduce our environmental impact and promote a circular economy for both us and our customers. We believe this is crucial for our industry, and we are proud to lead the way toward a more sustainable future."*

**JEFF CLARKE, VICE CHAIRMAN AND CO-CHIEF OPERATING OFFICER, DELL TECHNOLOGIES**

# Life cycle of a product

From the materials in our products and packaging to the strength and integrity of our supply chain, we look for every opportunity to make, deliver, use and recover our products responsibly and sustainably.



## Setting new standards for sustainability

Eco-labeling standards drive sustainability by helping customers understand electronic products and the companies that make them. Dell participates in these programs, engineering devices that meet the following standards and providing transparency to our customers.

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

## Sustainable PCs for the future of work and life

PCs are essential to keeping business running, today and for the foreseeable future. With the number of devices being used in organizations around the world, it's critical that we design our products to be not only intelligent, powerful and secure, but also sustainable.

- More than 400 of our client products are EPEAT-registered, and more than half of those are EPEAT Gold.
- We use nine types of sustainable materials in our products, including recycled, renewable and reduced carbon emissions materials.
- We use up to 59% post-consumer recycled (PCR) plastic in select Dell OptiPlex desktops.<sup>13</sup>
- Over 550 of our notebooks, desktops and displays are ENERGY STAR-rated.

## Repair, reuse, recycle: extending the life of products and materials

Creating devices that are easier to repair, upgrade, reuse and recycle is essential to the circular economy and supports our efforts to minimize the damaging impact of e-waste on our environment. This means designing with reuse in mind from the very beginning, ensuring products are easier to repair and upgrade to extend the life of the device for longer use and multiple owners over its lifetime.

We're reducing the size and number of components, the amount of material necessary for each component and the complexity of system assembly, and we're testing the use of standard tools and fasteners as well as snap-fits or uniform screws instead of adhesives. Our large portfolio of parts makes it easier for customers to upgrade their components and extend the life of their devices.

Central to our commitment to the circular economy is the idea that nothing should go to waste, and we aim to take back as much as we produce for reuse and recycling. In support of this goal, we provide a variety of secure recovery and recycling solutions for consumers and business customers around the world to help us — and them — keep products and materials in circulation as long as possible.



# Materials matter: recycled, renewable and reduced carbon emissions materials

Using recycled, renewable and reduced carbon emissions materials in our products and packaging is essential to accelerating the circular economy and reducing the GHG emissions associated with mining for or manufacturing new materials. When exploring new sustainable materials for use in our products and packaging, we select only materials that can be recycled or reused when they reach end of life.



## Bio-based plastics

Castor beans, tall oil and POM ECO-B are natural, bio-based alternatives to petroleum-based plastics and are used in the lids and bottom covers of select Latitude and Precision notebooks (along with post-consumer recycled plastic and reclaimed carbon fiber). We also use a rubber-like material created using castor oil for the bottom bumpers on Latitude 5000/7000/9000 series notebooks and in Precision 3000 series mobile workstation notebooks.



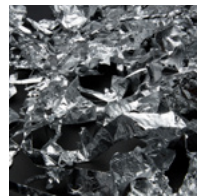
## Closed loop

We take back out-of-use technology and recycle the materials to make parts for new devices. Our OptiPlex portfolio features plastics, aluminum and rare earth magnets from technology Dell has recovered through our recovery and recycling programs.



## Carbon fiber

Recycled carbon fiber sourced from the aerospace and other industries is used in select notebooks.



## Low-carbon emissions aluminum

We are using aluminum produced using hydropower and/or recycled content in select notebooks, which reduces the emissions of this material by up to 90% over coal-powered production.



## Ocean-bound plastic

We've saved more than 800,000 pounds of plastics from entering the ocean since 2019, recycling them for use in our products and packaging, including select Latitude, Precision and OptiPlex products, as well as our EcoLoop™ line of carrying cases.



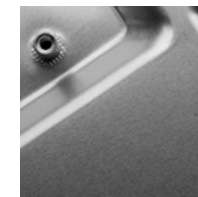
## Paper fibers

Our packaging is created with a variety of materials, including bamboo, recycled paper pulp and sugar cane fibers, and sustainably sourced virgin fiber.



## 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.



## Recycled metals

Using recycled metals, including steel, aluminum and copper, reduces our dependence on mining and processing new materials.

# Combining energy efficiency and performance

We recognize a lot is at stake when it comes to energy efficiency, from the rising cost of resources to the environmental impact. It's why we focus on the energy footprint of our products and providing tools to increase efficiency – all without compromising the power and performance of our technology.

Here's where we focus our efforts:

**Energy efficiency:** To drive down the power consumption of our devices, we use energy-smart fans and efficient circuit boards, processors, power supplies and memory.

**Intelligent devices:** Our AI-based optimization software, Dell Optimizer, learns and responds to how users work, so you never have to compromise on performance or efficiency.

**Efficient workspaces:** Using energy-efficient devices beyond the PC, such as displays and peripherals with built-in eco settings, reduces wasted energy whether at home or in the office.

## Spotlight on Latitude 9440

We use recycled, renewable and low-emissions materials throughout the Dell Latitude 9440, bringing sustainable innovations to a premium business notebook.

- 75% recycled content used in the low-emissions aluminum chassis
- 90% PCR plastics in battery housing
- 28% recycled ocean-bound plastic (OBP) in the fan housing
- 42% bio-based plastic in the feet on the bottom of the device
- 30% PCR plastics in speaker housing
- 90% PCR plastics in AC adapter exterior (100W Type C adapter)
- 50% recycled copper AC adapter cable (100W Type C adapter)
- 35% sustainable materials in the keyboard
  - 75% – keycap recycled polycarbonate plastic
  - 82% – scissor renewable POM ECO-B
  - 80% – membrane recycled polyethylene terephthalate (PET)
  - 100% – recycled PET in backlit masking



## Energy-efficient data centers

The current global energy landscape is highly complex, with competing demands and shifting factors that organizations must navigate to meet both their financial and sustainability goals. With the cost of energy commodities [expected to be 46% higher, on average, in 2023](#), we know organizations are looking for long-term solutions to improve energy efficiency.

At Dell, we feel the same pressure, and we know that partnering with our suppliers and customers is the best way to achieve meaningful results. We continue to lead the industry's efforts to develop energy-saving technologies and create more powerful devices and efficient IT environments.

Our technology and services allow us to partner with customers on their journey to achieve a modern and sustainable data center. We design our data center products to provide optimized performance with sustainable advancements throughout the entire product life cycle. In fact, Dell has more ENERGY STAR storage certifications than any other storage vendor.<sup>14</sup>

Poor utilization of IT assets is the single biggest cause of energy waste in the data center. Dell addresses this from a number of angles at the hardware, software and services levels, including consolidation, virtualization, cloud migration and colocations. We also offer as-a-Service (aaS) options like Dell APEX to provide customers with the IT resources they need while ensuring full utilization of our energy-efficient equipment, minimizing energy waste.

Optimized technology, advanced telemetry, sustainable features and evolving business models work together to drive innovation and progress for our customers and planet.



## Delivering data center solutions optimized for performance and efficiency



### Efficient hardware configuration

Our data center solutions are designed to be more efficient, while delivering higher performance per watt, which helps reduce energy waste.



### Energy-efficient components

We examine every component to see where power demands can be minimized. For example, our variable speed fans, in conjunction with intelligent thermal controls, operate at just the right speeds, which can result in power savings.



### Optimized thermals and cooling technology

We engineer new ways to address the heat generated by our powerful machines. By reducing the heat, we can minimize energy needed to cool the data center.



### Intelligent platform management

Our servers have built in Basic Input or Output System (BIOS) and Integrated Dell Remove Access Controller (iDRAC) settings to help reduce energy waste.



### Data center power management

Our OpenManage Enterprise (OME) power manager delivers telemetry to help lower the carbon footprint.



### Optimized workload migration

Our data center solutions help manage workloads on premise and in the cloud.



### Optimized data center footprint

We guarantee up to 4:1 enterprise data storage data reduction and 55:1 PowerProtect data reduction.<sup>15</sup>



### Responsible equipment retirement

We offer recovery and recycling services that allow customers to securely and responsibly retire equipment at the end of its life cycle.



SUSTAINABLE PRODUCTS AND SERVICES

## Decision-makers demand energy efficiency

To scale sustainable innovation and drive sustainable business outcomes, organizations seek technology providers who can offer the right tools, services, products, materials and insights. [Dell Technologies Innovation Index](#) reveals the sustainability needs of business and IT decision-makers (ITDMs).

### Becoming energy efficient

**47%**  
of ITDMs say they're reducing energy use in the data center

**50%**  
are becoming more energy efficient by leveraging Edge/AI/ML to action data insights

### Testing new consumption models

**42%**  
are experimenting with as-a-Service to manage energy use

## Spotlight on PowerEdge™

Dell's latest PowerEdge servers are pushing the limits of performance, efficiency and sustainability with an 83% reduction in energy intensity across the portfolio since 2013.

- Up to 121% increased performance.<sup>16</sup>
- 10x faster model generation.<sup>17</sup>
- Up to 4.5x faster than prior generation GPU.
- Up to 50% more cores.<sup>18</sup>
- 52% faster deployment of security configuration templates with Dell OME vs. HPE OneView.<sup>19</sup>
- Efficient cooling with high-performance fans and new CPU heat sinks that maintain optimal temperatures.
- Automated power and thermal management with OME Power Manager.
- First servers in the industry to achieve EPEAT Silver rating.<sup>20</sup>
- 16% certified recycled steel used in select PowerEdge servers.<sup>21</sup>
- Reduced materials by limiting paints and coatings.
- Reduction in packing materials using multipack instead of single pack resulting in improved logistical footprint.

## Designing responsible packaging

As a leader in responsible packaging, we strive to reduce waste and find recycled and renewable alternatives that protect our products while in transit. Our goal is to deliver all our products in packaging made from 100% recycled, renewable or reused materials by 2030.

Our packaging is designed to maximize its recycling potential by using recycled and renewable materials. From PC devices, displays and peripherals, to servers, storage and networking, we design and package our products using recycled or renewable materials where possible.

In FY23, we launched our first-ever packaging made from 100% recycled and renewable materials – and ensured the packaging is 100% recyclable after use. We also expanded the use of this packaging to ship the majority of our new notebooks.

### Multipack solutions

#### Simplified unboxing

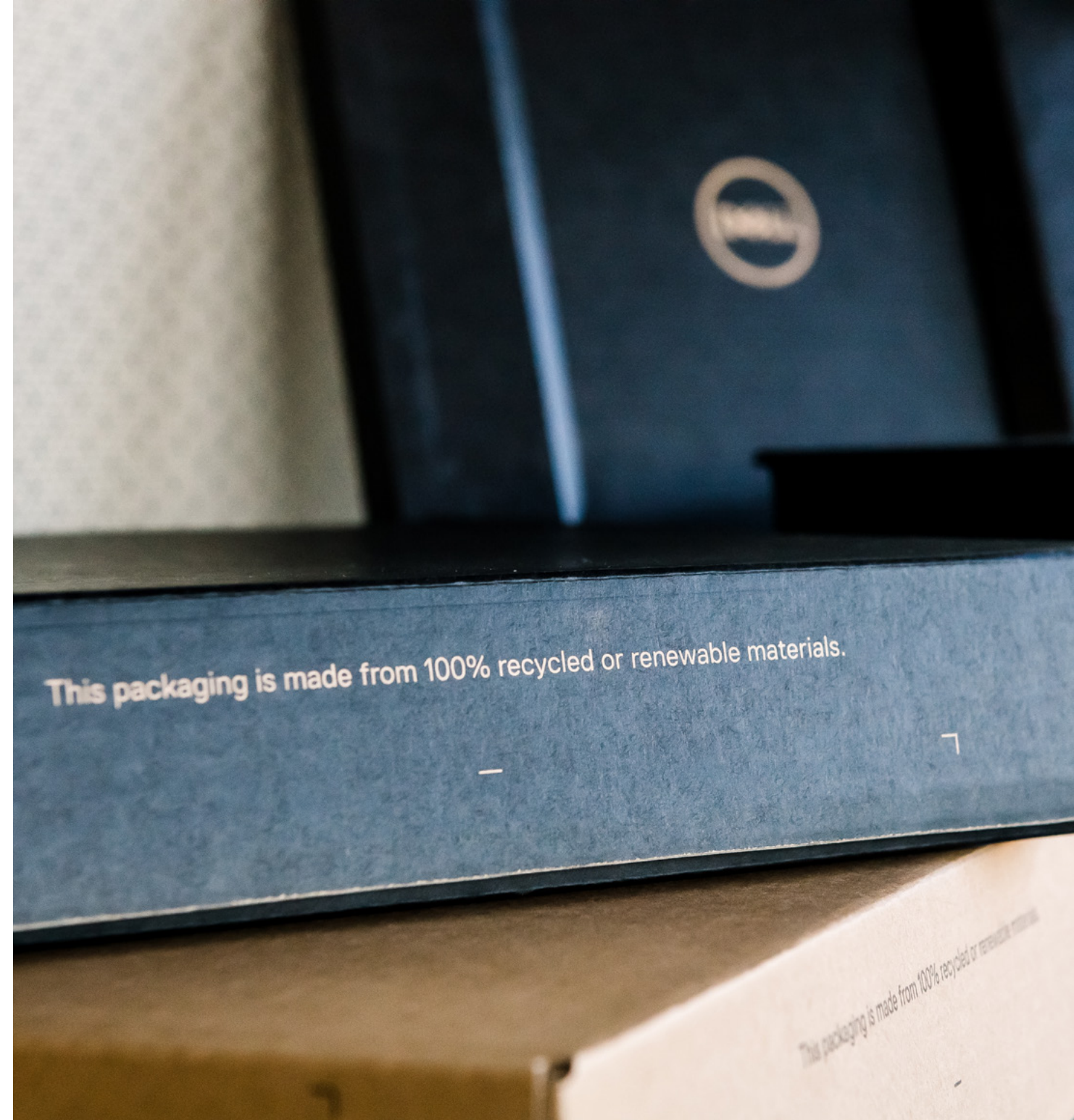
To save time when deploying and installing new equipment, shipping multiple products in a single package reduces the time it takes to unbox and clean up packaging materials.

#### Easier to manage, less to organize

Multipack increases the number of products on each pallet, resulting in significant space savings with fewer packages to account for in planning and organization.

#### Reduced waste

By efficiently packing and shipping our products with fewer boxes and increased pallet sizes, we reduce the amount of goods transported and create less waste for our customers.



# Increasing sustainability, efficiency and security through services

Our recovery and recycling services offer customers seamless, secure ways to retire and recycle their products, minimizing the impact of electronic waste on our planet and reducing the demand for virgin materials. With more than 25 years of recovery and recycling experience, Dell helps customers retire IT equipment in a secure and sustainable manner and unlock value that can be put toward future innovation. In addition, we believe we have a responsibility to protect and enrich our planet together, and our reputation of adhering to strict standards for environmental compliance worldwide further cements our commitment.

There are five key areas we prioritize with our services:



## Data protection and security

We secure sensitive and important data to help ensure it doesn't fall into the wrong hands. We sanitize devices, and if not successful, we physically destroy the drives to prevent data recovery. All our processes are aligned with NIST SP 800-88 r1 standard data sanitization requirements. Refer to [Media Sanitization of Data Storage Devices](#) to learn more.



## Partner management

We operate under strict compliance with regulatory laws and regulations and require the same of our partners. We vigorously vet, audit and hold partners accountable to the highest ethical and environmental standards. Our partner standards apply to all of our recovery and recycling services and return streams that are supported by a partner. Refer to [Dell Electronics Disposition Partner Performance Standard](#) for more details.



## Value recovery

We help customers resell retired equipment, getting the most value possible to reinvest and support business growth. Extending the life of the product is our first priority – allowing for maximum value back to fund future technology.



## Environmental compliance

In 2009, we became the [first in the industry to ban](#) the export of nonworking electronics and e-waste to developing regions, and we continue to operate under strict compliance with regulatory laws and regulations – requiring the same of our partners. More details can be found [on our policies, positions and guidelines page](#).



## Responsible recycling

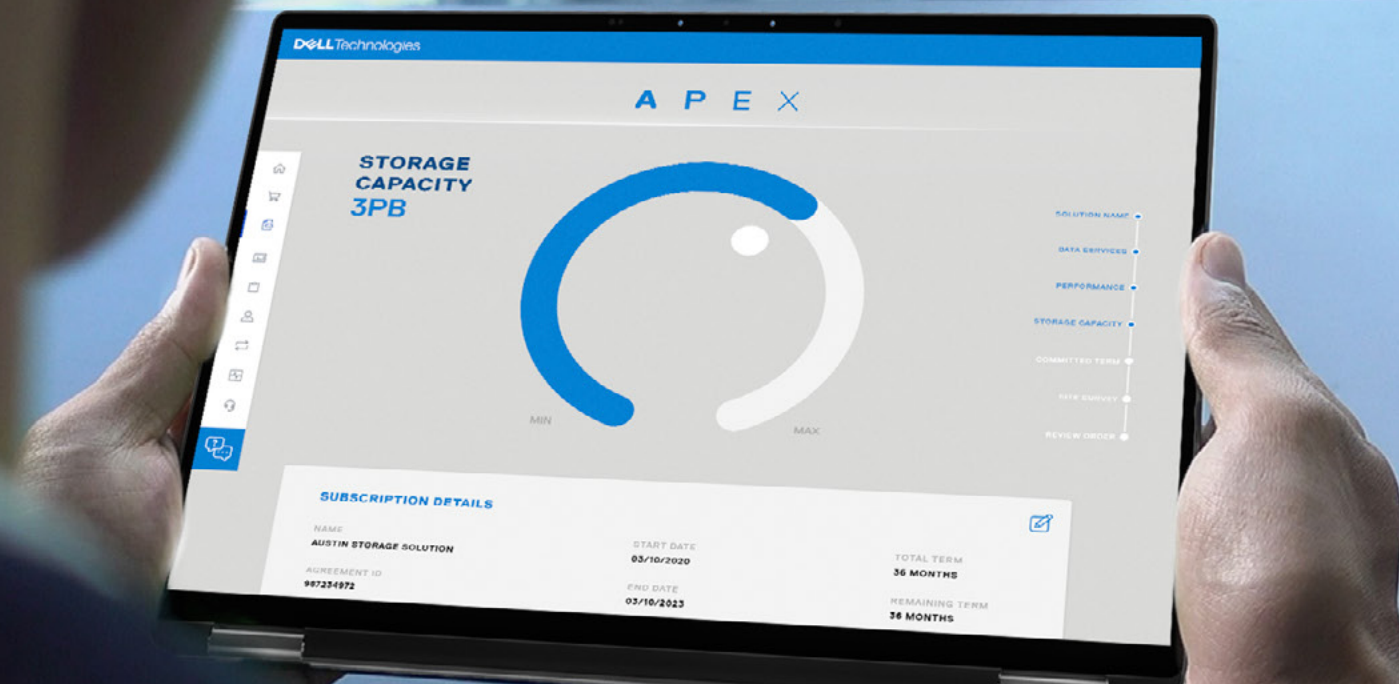
Maximizing reuse is our priority. We thoroughly test returned equipment for functionality to minimize waste where possible. The majority of the materials our business services recover are reused, while the remainder is responsibly recycled back into the supply chain.



# Responsible recovery and recycling services

We offer a variety of convenient services to help businesses, organizations and consumers safely and securely retire or recycle their used technology.

<p><b>Asset Recovery Services</b></p>	<p>Dell helps commercial customers seamlessly transition from old to new technology by securely and responsibly retiring legacy IT equipment. Available in 36 countries around the globe, these services manage the entire disposition process by leveraging our long-standing security expertise and commitment to environmental compliance. We offer customers service for removal, resale, recycling, lease return and data sanitization of legacy client devices and servers. And our online self-service portal provides real-time value estimates, comprehensive reporting and streamlined take back of client devices and servers, regardless of brand.</p>	
<p><b>Technology Rotation Program</b></p>	<p>Our Dell Financial Services provides businesses the ability to integrate our financing solutions with their IT procurement to reduce their environmental impact, update their technology and save money. This allows them to extend their technology investment while transforming business operations – maintaining cash flow flexibility while contributing to the circular economy.</p>	
<p><b>Global Mail-back</b></p>	<p>Dell provides free, prepaid shipping and easy logistics around the world for customers to mail back their used electronics – regardless of brand or condition – to be responsibly recycled, for free. Customers simply print a prepaid shipping label, box their items, and either drop them off at a local mailing center or call to schedule a home pick-up.</p>	
<p><b>Dell Trade In and Dell Reconnect</b></p>	<p>For our consumers in the U.S., Dell offers a program that encourages people to trade in eligible personal devices – of any brand – for credit toward a purchase on Dell.com. If for any reason the device is not eligible for trade-in credit, we'll recycle it for free. For ineligible personal devices, we provide free mail-back to recycle them responsibly. Consumers can also drop off any brand of electronics, in any condition, at a participating Goodwill®, and Dell will collect and recycle them for free through our Dell Reconnect program. By trading in and recycling, consumers are helping to keep e-waste out of landfills while contributing to the circular economy.</p>	



## APEX for sustainability

Dell is evolving new business models that deliver sustainable outcomes for both business and our planet. Our subscription and as-a-Service (aaS) models help right-size customers' IT environments to improve efficiency and reduce waste.

In a [Forrester study](#) we commissioned, we found that most organizations anticipate sustainability and cost-savings benefits from subscribing to Infrastructure-as-a-Service (IaaS). In addition to business value, Dell's aaS model may help reduce e-waste and IT carbon footprint. Our customers want a partner to help them meet their goals.

**71%**

of firms say they need a partner to accelerate their programs and achieve their sustainability goals

**88%**

say sustainability initiatives like improving energy efficiency and maintaining future upgradability are important

**65%**

say they expect a cost savings of more than 10% when adopting an IaaS model

**38%**

say they expect a more accurate carbon footprint analysis

**41%**

expect reduction of the organization's e-waste and IT carbon footprint

## APEX and aaS offerings

Businesses often overprovision their data centers, leading to wasted energy. As-a-Service offerings, including APEX, allow our customers flexibility to maximize performance and right-size their current IT environments.



### Customers pay for what they use

Poor utilization of IT assets is a primary contributor to energy waste in the data center. APEX enables customers to take control of their consumption of our IT products based on their company's needs. By giving customers the ability to scale up IT operations as needed, APEX enables customers to reduce overprovisioning by as much as 42%, which may help reduce emissions and resource use.

Customers can host operations and applications on market-leading server and storage hardware that is calibrated to their specific needs, and procure sustainable IT products that use less from the start.



### Customers can outsource life cycle management

APEX enables customers to provision Dell's best-in-class technology, which considers sustainability at every stage of a product's life cycle. APEX manages IT infrastructure for customers and responsibly reuses, repurposes and recycles technology on their behalf, increasing the residual value of equipment for future use and freeing customers from end-of-life management.

By having APEX manage infrastructure life cycle, customers can save up to 53% of time spent on decommissioning and retiring hardware.<sup>22</sup>



### Customers can host data in colocations powered by renewable energy

APEX offers customers the ability to place their workloads and data in low-carbon colocations where available, providing the potential to further reduce emissions and reach their own sustainability goals.

By enabling the deployment of servers in low-carbon colocation facilities powered by over 96% renewable energy, our customers can significantly reduce their carbon footprint while still achieving optimal performance and efficiency.<sup>23</sup>

# Driving sustainability in our supply chain

As a global company, Dell Technologies has an incredible opportunity to positively impact the environment and people. This opportunity is significantly increased when including the thousands of suppliers who are essential to our ability to create technologies that drive human progress.

We don't simply navigate the challenges in our operations – we embrace them to bolster our resilience. Each challenge offers us a chance to learn, adapt and grow. Maintaining this approach has enabled us to build one of the most dependable and durable supply chains in the industry and enables us to deliver what our customers, partners and other stakeholders need. In addition, our enduring dedication to sustainability is a key factor in our continued success.

The Dell Social and Environmental Responsibility (SER) assurance and engagement program is one of the largest in the technology sector. We proactively recognize and tackle issues within both Dell-owned factories and those of our suppliers, including final assembly, direct and sub-tier<sup>24</sup> suppliers.





## SUPPLY CHAIN SUSTAINABILITY

### Elevating collaboration

We prioritize human rights and environmental issues, leveraging our operations experience and collaboration with industry partners to promote responsible manufacturing, diversity and inclusion. Strong partnerships with our suppliers are essential for our shared success, and the following information provides an overview of our approach.

### Adhering to leading supplier principles

Our expectations of Dell's suppliers for responsible and ethical business practices are informed by international standards, including the [United Nations Guiding Principles on Business and Human Rights](#), the [United Nations Universal Declaration of Human Rights](#), the [United Nations 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 us, and it forms the basis for our social and environmental due diligence programs. We work closely with our suppliers to help them develop the necessary insights and capabilities to meet these requirements. In recent years, our collaborative supplier relationships proved critical in the face of a variety of supply chain challenges. As we lean into a new normal post-pandemic, we are as committed as ever to ensuring our supply chain remains one of the most trusted in the industry.

*“Dell Technologies continues to expand the size and scope of our ESG responsibility programs to ensure we deliver on our promises to our customers and the communities where we live and work. We’re committed to championing the people in our supply chain, protecting our planet and building diversity among our supply base. It’s simply the right thing to do.”*

**KEVIN BROWN**, EXECUTIVE VICE PRESIDENT AND CHIEF SUPPLY CHAIN OFFICER, DELL TECHNOLOGIES

# Our four-element approach to a sustainable supply chain

Dell works with suppliers that demonstrate varying levels of maturity in their own corporate sustainability programs. Recognizing this, we focus on building sustainable progress with our suppliers through continuous improvement.

We use a specific four-element approach in our SER 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 that an audit is unnecessary, but there may be a need to drive improvement in a targeted area.

Ongoing communication is critical to driving continuous improvement in supplier sustainability 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, help determine future business awards and address progress toward aligned goals.

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





## Social and environmental risk assessment

Our engagement with suppliers at any tier — including final assembly, direct and sub-tier — begins with an assessment of their social and environmental risks. As part of our onboarding processes, we conduct rigorous initial risk assessments of our suppliers prior to commencing a business relationship.

We refresh suppliers' sustainability risk levels every year through our internal risk assessment tool and calibrate by a supplier self-assessment questionnaire (SAQ) to determine risk level using the following criteria:

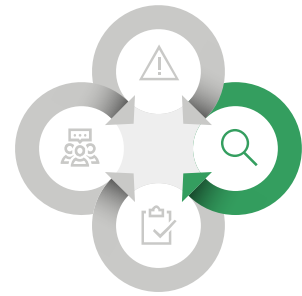
- Geographic location: This considers regional risks around social concerns, such as child labor and forced labor, and environmental risks, such as water quality and air pollution.

- 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 team members during regular and unannounced factory visits or from independent sources, such as regulatory and third-party organizations.

Based on the results of the SAQ and additional insight, we classify suppliers as low-, medium- or high-risk. Suppliers deemed high-risk must complete a third-party audit that determines conformance with the Responsible Business Alliance (RBA) [Code of Conduct](#). In addition, we audit a portion of medium- and low-risk strategic partner suppliers to determine if their risk is rising.

We also monitor SER risk for our Dell factories and suppliers annually. Continuous improvement is important for our operations, as well as those of our suppliers.





## Comprehensive audit program

The Dell 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 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 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 to improve their performance. In FY23, 348 factories in our supply chain across 15 geographic locations were audited.

### Audit process

Our suppliers are audited by RBA-certified third-party auditors who cover over 40 topics across five areas: labor (including risks of forced labor, child labor and noncompliance with weekly working hour requirements), employee health and safety, environment, ethics and management systems. Auditors review documents, observe work practices, and independently interview management and workers<sup>25</sup> to assess SER standards implementation according to the RBA Code of Conduct.

Auditors review documents, observe work practices, and independently interview management and workers<sup>25</sup> to assess SER standards implementation according to the RBA Code of Conduct.

In FY23, auditors conducted 14,711 confidential feedback interviews as part of the audit process. After completion, auditors issued final reports identifying areas of noncompliance with the RBA Code of Conduct. The severity and number of these audit findings, classified as priority, major, minor and risk of noncompliance, will impact a supplier's overall audit score, which ranges from zero to 200.

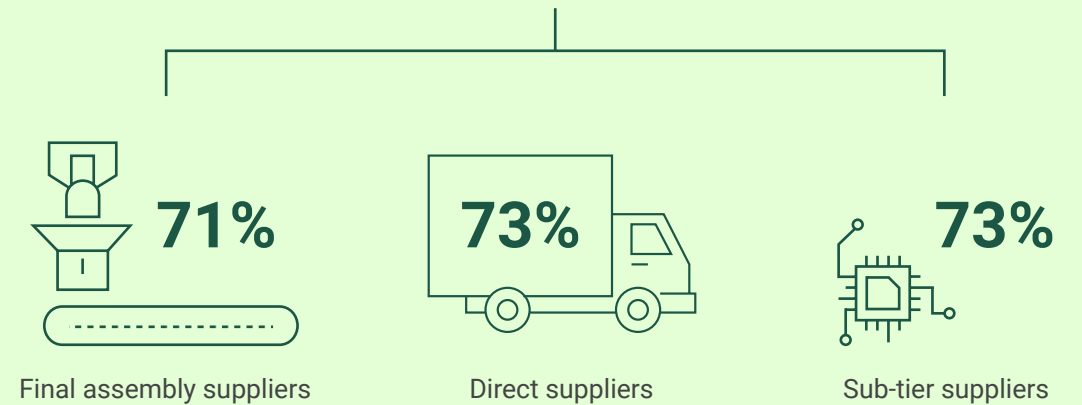
Audit findings may result in corrective action and the implementation of capability-building elements of the continuous improvement model. You can learn more about our supply chain audit results in the [By The Numbers section](#) of this report.

### FY23 improvements in supplier factory audit performance



**Overall 73%**

of factories that went through at least their second audit cycle improved their audit scores between cycles<sup>26</sup>



### High-performing supplier factories



**79%**

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



## Creating and supporting corrective action plans

The next element of our framework is corrective action. When areas of nonconformance with the RBA [Code of Conduct](#) are discovered through an audit, our Dell SER specialists work with the supplier to create a corrective action plan (CAP) to resolve the issues within RBA-defined timelines. Through a CAP, our team supports the supplier to identify root causes and implement mitigations to drive continuous improvement.

The severity of priority and major findings requires prompt resolution. Once the supplier addresses an audit finding, it must be closed by a second successful audit or Dell SER specialists, who validate that the issue has been resolved.

## Addressing critical labor findings

Dell does not tolerate forced labor or child labor in any form. We undertake due diligence to assess and address risks of modern slavery in our supply chain, including:

- Proactively addressing issues with new and potential suppliers, prior to formal audits.
- Coordinating with procurement, including SER representatives and executives, to ensure immediate closure of critical labor findings.
- Requiring suppliers to build internal audit and governance mechanisms to prevent future instances if critical labor audit findings occur.
- Ensuring both suppliers in scope and employees in supplier-facing roles within our procurement and operations organizations complete Dell’s required annual human rights training.

Comprehensive details can be found in the [Commitment to Human Rights section](#) of this report.

## FY23 corrective actions and findings closed



**268**

Factories that completed corrective actions



**170**

Closure audits completed to verify corrective actions



**92%**

of priority findings closed at supplier factories

**100%**

at final assembly factories

**100%**

at direct supplier factories

**88%**

at sub-tier factories



**70%**

of priority and major findings closed overall at supplier factories

**78%**

at final assembly factories

**72%**

at direct supplier factories

**69%**

at sub-tier supplier factories



## Providing resources for capability building

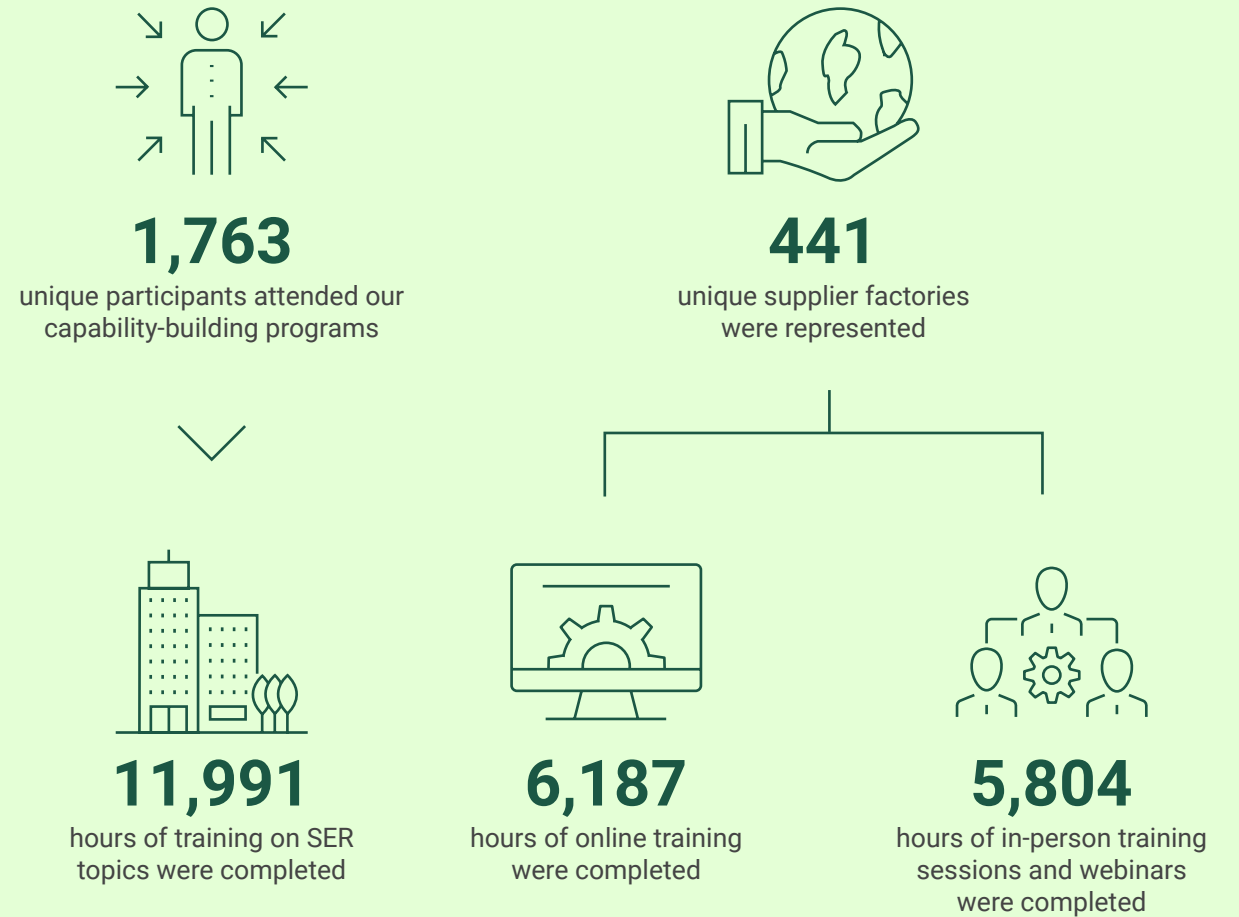
To proactively address social and environmental risks, we provide resources to suppliers for knowledge and skills building in areas such as forced labor, health and safety, and energy efficiency.

- **Factory consultations:** Our SER specialists work directly with supplier factories to better monitor and reduce risk. Engagements are customized to support long-term improvements.
- **Dell-led training and webinars:** We leveraged our digital tools experience to deliver training, roundtable sessions, interactive webinars and virtual networking sessions. Targeted to supplier management and SER professionals, these events connect suppliers with sustainability leaders, examine emerging trends and risks, and share insight into best practices.

- **Self-paced online training:** We are working hard to reduce the risks faced by frontline workers in our supply chain through high-risk manufacturing process risk assessment and mitigation. Our online training programs, offered in various languages, encourage proactive knowledge and performance growth, and drive corrective action. Mobile access makes our platform even more accessible, allowing convenient interaction with our SER specialists. In FY23, 668 factories had access to more than 326 training sessions.
- **Frontline worker training:** We recognize that workers are essential partners for us in monitoring factories and in participating in actions to help factories meet our standards. This training is accessible through mobile devices.
- **Dell-developed tools and resources:** Not all companies throughout our supply chain have the resources and experience to create a robust sustainability management framework. To assist these suppliers, we have developed tools to help automate monitoring of areas of concern. One example of this is our frequently asked questions (FAQ) library.

To support our suppliers as they prepare for RBA audits, we developed an online question-and-answer (Q&A) system to provide quick and accurate answers to common SER management questions. The system was created in collaboration with internal and external experts, making it accessible to companies of any size or level of sustainability management experience.

## FY23 capability-building program engagement





## CONTINUOUS IMPROVEMENT MODEL

# Resolving health and safety issues through our TenSquared program

In FY23, we continued the TenSquared program by engaging a second round of key suppliers, increasing the cumulative number of suppliers to eight. The TenSquared approach is one that engages a peer-elected team of supplier employees and managers who work together to identify root causes of workplace challenges and then identify innovative ways to resolve them, all within 100 days.

Each participating supplier brought their most challenging environmental, health and safety (EHS) management concerns to the TenSquared program, expecting to resolve it successfully. The topics from participating suppliers covered EHS hotspots, such as reducing fire risks in warehouse areas and reducing occurrences of accidents resulting in work injuries.

Each supplier formed a dedicated work team, including members from management and frontline workers, to proactively resolve these issues and achieve a preset goal within 100 days.

These proactive actions include:

- Conducting a worker survey to understand worker concerns, incidents and historical data collection, among others.
- Team brainstorming to identify risks, risk classification and assessment.
- Communicating with diverse stakeholders to encourage engagement and collect effective improvement suggestions.
- Ensuring support for improvements, including financial and technical support and production flexibility.
- Keeping on track with weekly team meetings to monitor improvement action and implementation progress.
- Attending program training events, such as a launch and midterm workshop, to build capability, and conducting impact surveys among production workers to evaluate improvement, impact and achievements. These surveys also allowed opportunities to provide feedback on further improvements.

## Positive feedback from management and frontline workers

Suppliers participating in the program said that the innovative thinking skills they developed helped them effectively solve challenging issues, and the improved communication between management and workers fostered alignment. Further, setting practical and immediate actions to achieve goals made the process efficient.

Frontline workers who participated in the program expressed their interest and excitement in being valued and respected during the TenSquared program implementation – something they had never previously experienced as part of their daily work. Senior management committed to rolling out the TenSquared program in their organizations and integrating TenSquared safety culture into their business conduct culture.

# Reducing greenhouse gas (GHG) emissions in our supply chain

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

We have continued to prioritize our supply chain environmental programs and are taking steps to reduce GHG emissions, promote water stewardship and expand waste management systems through partnerships with our suppliers.

Our supply chain carbon footprint (scope 3, category 1) includes emissions that our suppliers generate as they provide products and services to us. In FY23, we developed ambitious near-term targets to support our [net zero goal](#). Dell set a target to reduce absolute scope 3 GHG emissions from purchased goods and services by 45% by 2030.

This new goal can drive greater impact by pushing us to reduce overall GHG emissions regardless of how much we grow our business.

We are committed to decreasing our footprint, and we understand that collaboration with our suppliers – both direct and indirect – is essential.





## REDUCING OUR SUPPLY CHAIN'S IMPACT ON THE PLANET

# Continued progress through supplier engagement

To reach our target of reducing absolute scope 3 GHG emissions from purchased goods and services by 45% by 2030, we recognized that our current programs needed to be more ambitious. In FY23, we launched an emissions supplier engagement program to collaborate with a strategic subset of suppliers and develop the road map that will help us achieve our absolute reduction target.

To inform our new target, we worked with a select group of suppliers at different stages in their emissions reduction journey to understand their climate goals, constraints and opportunities. We discussed the scope of their existing initiatives, setbacks and areas that needed support. We also explored broader trends in customer demands around emissions reduction and ways to ensure alignment and harmonization.

This feedback and communication informed the full launch of our emissions supplier engagement program. To help us reach our target, we have engaged a broad scope of suppliers. We have worked closely with our procurement teams to help suppliers understand and meet our expectations.

We recommended an approach, including the following steps, and will continue to enable and partner with suppliers moving forward.

We encourage suppliers to:

- Report scopes 1, 2 and 3 (category 1) information annually through [CDP Supply Chain](#).
- Submit [letter of commitment](#) to set near-term and net zero (1.5 degrees Celsius) aligned targets with the [Science Based Targets initiative \(SBTi\) net zero standard](#).
- Publicly declare a target year for meeting or exceeding [RE100 expectations](#).
- Join CDP Supply Chain and set up a program to engage respective upstream suppliers.
- Reduce overall scopes 1, 2 and 3 (category 1) emissions.

We are asking our suppliers to assist us in achieving our goal and improving our knowledge of challenges we will collectively overcome to get there.

# Our supply chain positive impact recognition

To underscore the positive impact of our supply chain environmental practices, the [Institute of Public and Environmental Affairs](#) (IPE) ranked Dell as a [Green Supply Chain Corporate Information Transparency Index](#) (CITI) Master for 2020, 2021 and 2022. 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.<sup>27</sup>
- Show that all key suppliers track their environmental performance through data systems.

Although there is still much to be done, we are proud of the recognition we received in FY23 for our collaboration with suppliers and progress in this area:

- [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. 2 out of 825 companies across all industries and 87 information technology companies. Developed by IPE in 2021, this assessment focuses on brands' performance on corporate and value chain-level climate action.



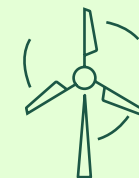
## GHG emissions reductions



**68,170 metric tons**

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

## Amount of renewable energy used in Dell's supply chain



**1.5B kWh**

## Energy efficiency program results in real change

In FY23, we continued our supply chain energy efficiency program, which provides support to 60 suppliers by reviewing energy data, analyzing direct feedback from internal surveys and on-site visits, reviewing energy management systems, consulting on opportunities for improvements and sharing best practices. As part of this program, we provided technical suggestions on energy-saving actions and shared field energy efficiency best practices with suppliers.

### Energy-saving opportunities

An example of this program in action is when we visited the site of a painting supplier to find opportunities to save energy in their production, their senior management enthusiastically invited our energy experts to their newly built factory. We helped them investigate high-energy consumption facilities and systems, like factory layouts, building thermal insulations and energy-intensive machines, and we suggested ways to reduce consumption levels.

The factory senior management accepted all improvement suggestions and will consider them before the new factory goes into production.

This is just one example of how our supply chain energy efficiency program can drive suppliers to take multiple actions to improve their systems and reduce energy used in manufacturing.

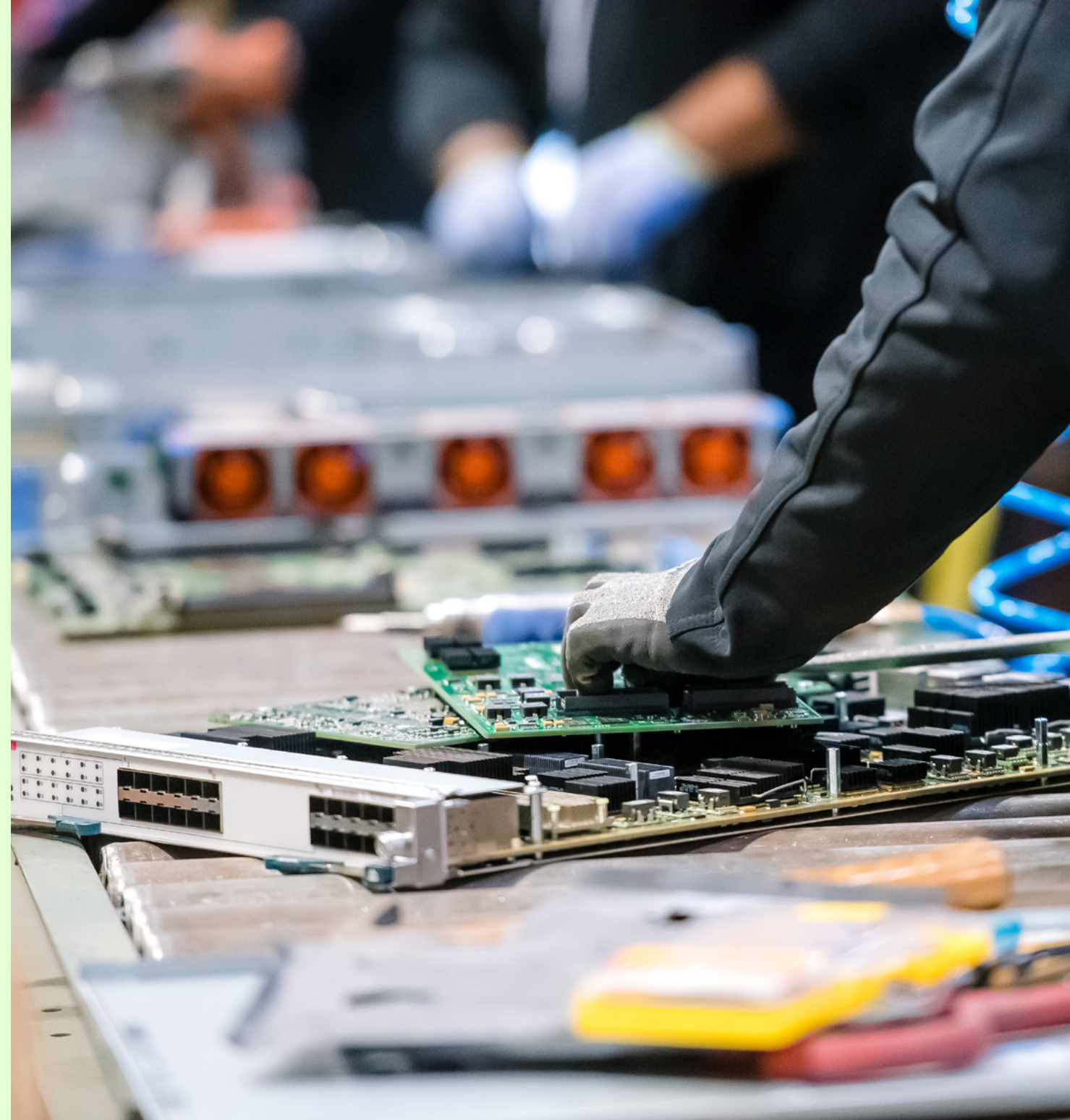
### Energy-saving transformation

Another great example is our work with one of our mechanical suppliers who joined the program in 2021.

As a result of the program, the supplier took the following actions:

- Built an energy management system aligning with [ISO 50001](#) and obtained third-party certification in September 2022.
- Successfully set their aggressive reduction targets for 2025 and 2030, with a review cadence to monitor the progress.
- Implemented multiple energy-saving actions to reduce their energy consumption and GHG emissions. Actions include a green modeling program, constant temperature-controlling engineering, recycling water thermal insulation and robotic electrical-saving programs.
- Developed diverse energy-saving plans for continuous improvements.

We will continue to collaborate with our suppliers to find more energy efficiency opportunities to advance sustainability and reduce our operational impact on the planet.





REDUCING OUR SUPPLY CHAIN'S IMPACT ON THE PLANET

## Working with stakeholders to support water stewardship

Water stewardship – the responsible planning and management of resources<sup>28</sup> – is vital to a sustainable future. In addition to water use considerations around the manufacturing of our products, several suppliers operate in water-stressed areas.

Dell partners with suppliers who have water-intensive processes or operate factories 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.<sup>29</sup> For the past eight years, we have worked closely with these suppliers to analyze their water use, offer training, and develop and implement water management plans to reduce water use and wastewater discharge.

We recognize the importance of engaging with stakeholders across the entire catchment area to mitigate shared water risks in our supply chain. Therefore, our suppliers include municipal water providers, local community members and wastewater treatment plants in their factory water risk mitigation plans. To support these efforts, we promoted international Water Stewardship Standards and encouraged suppliers to use the Corporate Water Stewardship Assessment, Collaboration and Project Management Tool. In FY23, we conducted online training sessions on water management elements from Information & Communication Technology Water Stewardship Assessment Criteria to close any gaps in suppliers' Water Stewardship.



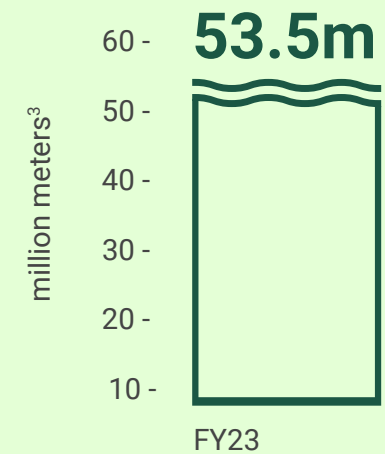
**192**  
of our supplier factories  
implemented water  
management plans

### Freshwater saved in FY23



**58.9 million  
meters<sup>3</sup>**

### Reduced the amount of wastewater they discharged by



## Sustainable management of resources

Sustainable management of resources is critical to our long-term business resilience and global environmental health. 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.

As part of the Zero Waste Program, our SER 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.

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 \(GRI\)](#).

| 21

In FY23, Dell Technologies helped 21 suppliers reduce the amount of waste disposed of in landfills through our Zero Waste Program. Supplier sites were chosen to support this program because they are key strategic partners of Dell.

| 92.9%

Suppliers participating in these efforts diverted 92.9% of their solid waste from landfills, either through recycling or reuse, in FY23.

| 89.3%

Last year, 89.3% of our direct material suppliers (by spend) reported sustainability initiatives in accordance with GRI standards. Based on this information, 64.5% of Dell's direct material suppliers (by spend) reported progress in reducing waste from their operations.



# Protecting human rights and promoting the well-being of people

It takes hundreds of thousands of people worldwide 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 [environmental, social and governance \(ESG\) goals](#) demonstrate the focus Dell places on these areas. Protecting human rights and promoting the well-being of people in our supply chain is imperative. Learn more about Dell's [Commitment to Human Rights](#) and approach to [future-ready skills development](#) within this FY23 ESG Report.

One area in which we made progress 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 [RBA Validated Assessment Program](#).

We made significant progress in increasing the rate of suppliers who attained our target audit scores. In FY23, our SER specialists worked closely with suppliers to help identify the 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 79%, compared to 68% the previous year.

Just as we enlist the help of our suppliers to build our products, we collaborate with organizations that can educate our suppliers on the importance of operating sustainably.

An example is Dell's promotion of programs such as the Mekong Sustainable Manufacturing Alliance in Southeast Asia. This program is made possible by a partnership between [ELEVATE](#) and the [U.S. Agency for International Development \(USAID\)](#). The alliance program aims to improve vulnerable populations' health, livelihoods and well-being; foster sustainable economic growth; and achieve greater development outcomes in the Mekong region. Our participation supports the work to help factories make positive choices to help them remain competitive in the global market while having a positive impact on the environment, employees and local communities.

*“The Responsible Business Alliance appreciates the efforts of its members like Dell Technologies, which are actively engaged in the 2023 triennial RBA Code of Conduct revision process. Input from members and stakeholders is crucial to ensuring the code continues to improve conditions for workers and the environment, maintains its relevance to international norms, and addresses emerging issues and regulations affecting global supply chains.”*

**ROB LEDERER**, CEO, RESPONSIBLE BUSINESS ALLIANCE

## Driving ethical recruitment practices

It is important that people working in our supply chain are treated fairly. In some cases, individuals who migrate away from their homes for work are forced to pay for various aspects of their recruitment, including payments to labor agents who facilitate their hiring, fees for obtaining visas or the cost of 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. We abide 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. By addressing fee payment issues when they occur in our supply chain and reinforcing responsible employment and recruitment practices through our SER specialists, we continue to drive improvement in this area.

Due diligence efforts 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 (NGO) 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 fees. For instance, if fees are returned to affected workers through paychecks, unaffected individuals must understand why their pay does not change.
- Track the supplier's remediation progress.

### FY23 recruitment fees returned



**\$2,383,089**

in fees were returned to workers



## Educating and influencing through collaboration

Our efforts go beyond working directly with our suppliers. We leverage our experience and reputation to collaborate with peers and NGOs to educate suppliers and policymakers about the damage recruitment fees cause in hopes of bringing about more significant change – thus, bettering the lives of those within our supply chain.

### Understanding evolving international requirements on labor: practical engagement in Taiwan

The Taiwan Forced Labor Prevention Initiative is a collaborative effort of eight multinational companies, including Dell, committed to improving working conditions and human rights in their supply chains. As part of this initiative, Dell and collaborators provided small to medium enterprises with access to free training on forced labor risks in their supply chains.

This training was created in partnership with [Work Better Innovations](#), a research consultancy that specializes in labor rights and ethical business practices.

The training focused on explaining the International Labour Organization's (ILO) 11 Forced Labor Indicators, which are used to identify forced labor risks in supply chains.

By attending the training, Dell's suppliers were able to learn how to identify and mitigate forced labor risks in their supply chains and understand what global multinationals like Dell are looking for in terms of business and human rights.

This training helped to ensure that Dell's suppliers are aware of their responsibilities and are taking the necessary steps to ensure that forced labor is not present in their operations. By investing in supplier training and education, Dell is taking an active role in combating forced labor and ensuring that our operations align with international labor standards.



# Addressing weekly working hours challenges

Dell adheres to the social, environmental and ethical industry standards required by the 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 a minimum of one rest day per week.

Breaches of working hour limits are the most common audit findings among supplier factories in our industry.<sup>30</sup> 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 with original design manufacturers to address identified risks of nonconformance, for example, creating a window where customer lead time can be adjusted or identifying when orders can be moved.
- Capability building to provide suppliers with knowledge and tools to improve working hours performance through management systems.

## Working hour limits vs. uncertainty

Consistently meeting this standard is an ongoing challenge across manufacturing and is affected by several factors, including but not limited to fluctuations in customer demand, workers’ desire to work voluntary overtime, transportation challenges and continuing global supply chain issues.

Our SER specialists work with our suppliers to identify and resolve challenges to meeting working hour limits. For example, when one supplier demonstrated consistent challenges over time, the SER specialists initiated a series of discussions that determined the problem was exacerbated by ongoing pandemic labor shortages and increased demand. Their discussions with the supplier determined the problem was one of communication breakdowns between the sales and production departments. As a result, the immediate issue was addressed by improving the communication

process, and a sustainable change was established by implementing shared responsibility of the working hours challenges and reinforcing a commitment to limit overtime.

As a result, we saw an improvement in suppliers meeting the standard for weekly working hours. In FY23, our tracking covered 206,991 workers at 122 supplier factories. The vast majority of these workers – nearly 88.4% – worked 60 hours per week or less, compared with 86.6% in FY22. Additionally, just over 81.7% of these workers took at least one rest day per week, every week in FY23.

## FY23 weekly working hours compliance



**206,991**

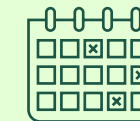
workers were monitored at 122 supplier factories



**88.4%**

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

## Days of rest compliance, FY23



**81.7%**

of workers monitored took at least one rest day per week, every week



## Helping ensure the 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 environmental or health risks. In addition, we surveyed 65 suppliers to understand and monitor chemical use in our supply chain.

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 damaging 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 was a founding 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 the 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.

### A CEPN process success story

As part of this engagement in FY22, we discovered two sites were each using paint containing a banned chemical in a support area outside 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 assess safer alternatives.

In FY23, having gone through the CEPN process, we found a supplier who successfully used a safer paint. Since then, the two sites mentioned above have adopted the safer alternative, which provides an excellent representation of how the CEPN process can work to benefit suppliers.

## Improving high-risk manufacturing process risk assessment

We are taking proactive steps to protect our frontline workers' health and safety by conducting risk assessments in our supply chain. This includes evaluating safety management systems, operation control, machine safeguarding, hazardous material management, risk monitoring and emergency preparation through document review, conference interviews, on-site visits and face-to-face interviews with their environmental, health and safety (EHS) management team and frontline workers.

In FY23, we completed 22 high-risk manufacturing process supplier risk assessments. These assessments were conducted for suppliers involved in the processes below, as they tend to have increased chances of EHS risks.

- Painting
- Plating
- Anodizing
- Magnesium-aluminium polishing
- Die-cast
- Smelting
- Cleaning
- Massive chemical handling

In addition, we designed our program assessment tool to collect, analyze and evaluate suppliers' overall performance as it relates to metrics aligned with industry best practice.

Post-assessment, we communicated the results to suppliers and collaborated on solutions to close the gaps. We also shared good practices collected from best-performing suppliers and encouraged lower-performing suppliers to take appropriate actions to remedy gaps.

On a quarterly basis, we continue to track efforts toward continuous improvement, grading suppliers on their overall performance and integrating their achievements into quarterly business review performance scorecards.

Through such actions, we continue to demonstrate our commitment to providing healthy work environments for the people who build our products.



# 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 vital training. This continues to be a valuable tool in how we work with suppliers to help ensure their workers receive training on key 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 to develop 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, students and migrants, are eligible and encouraged to participate.

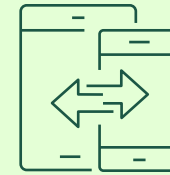
Ongoing training topics include:

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

- **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.

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.

## FY23 mobile phone training



**108,657**

training hours completed through mobile phone training courses

**103**

factories participated in mobile phone training courses

**83,166**

workers completed mobile phone training courses





## Gathering insight through open communication

The people in our supply chain are uniquely positioned to provide insight into day-to-day factory operations. This feedback is a critical input to help us validate supplier compliance with the RBA [Code of Conduct](#) and build greater context around issues and how they are addressed.

Dell maintains a free phone helpline, available in multiple languages, to ensure that the people in our supply chain, individuals and organizations representing them, have a reliable, confidential communications channel 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, the helpline can be accessed by supplier employees and contractors 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.

Dell immediately and thoroughly investigates any allegations received through the helpline. We thoroughly research these allegations, which may include unannounced visits to factories by 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.

Actions like these further our efforts to provide open communication, enforcement and education on health, safety and legal issues, and protection of workers' rights.

## Sourcing minerals responsibly

Minerals are an important component of many Dell Technologies products. For example, circuit boards contain gold, and capacitors contain tantalum. Some of these minerals are potentially 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 purchase materials containing minerals whose mining and sale are aligned with our responsible sourcing commitments. These commitments are underscored in the [Dell Responsible Sourcing Policy](#). We also coordinate with industry-wide groups such as the [Responsible Minerals Initiative](#) (RMI) — a Dell sustainability leader sits on the RMI steering committee to further our commitments and actively drive progress. RMI and organizations like it promote a common approach, tools and processes that support sourcing decisions that drive improved and consistent overall 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 \(OECD\) Due Diligence Guidance](#). These include risk assessment, assurance and transparent reporting. We also track other minerals of concern, including cobalt, used in lithium-ion batteries, and mica, used as an electrical insulator.

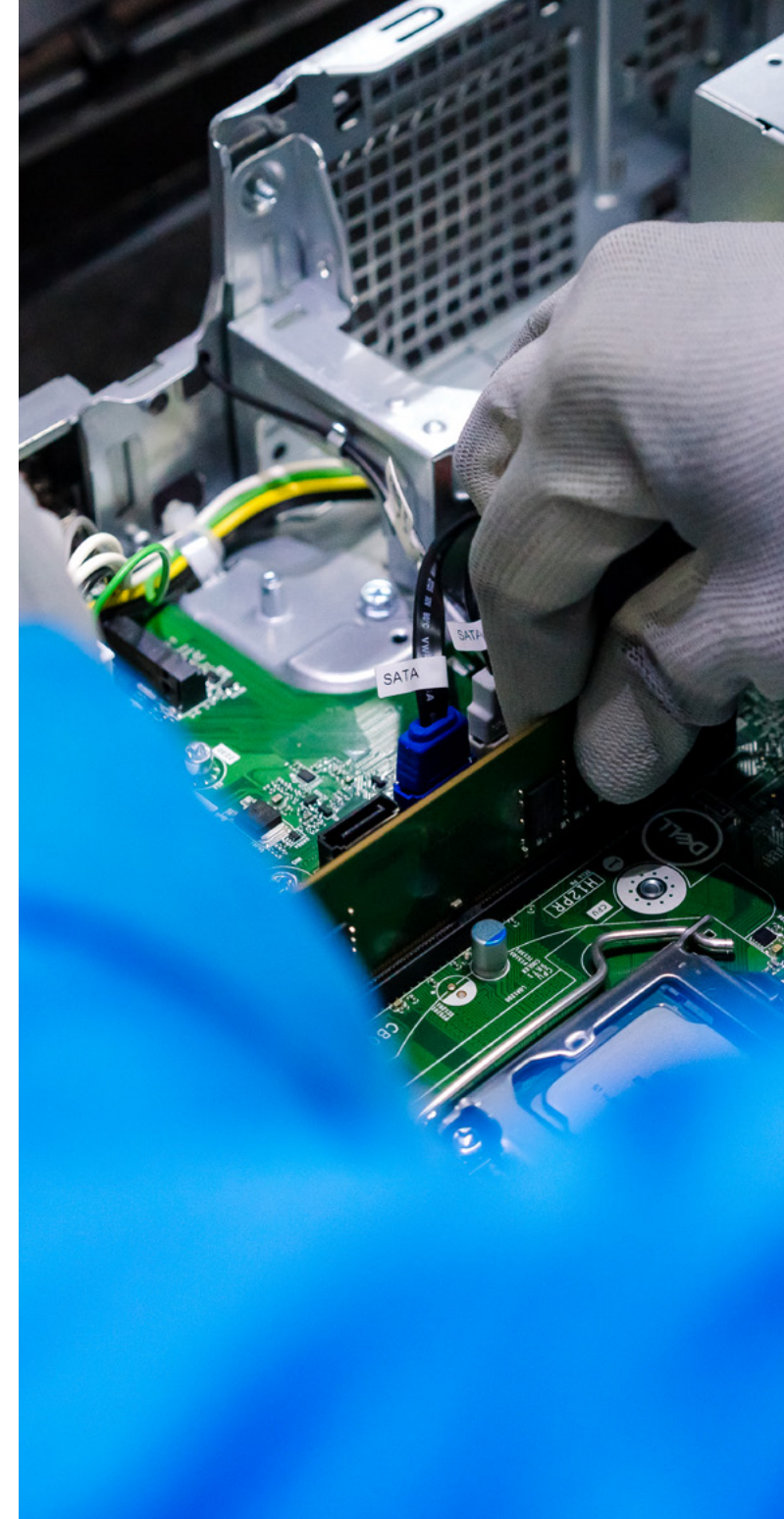
Our approach places an emphasis on identifying and assuring smelters or refiners (SORs) used to process material supplied by mines or mineral processors. This includes an independent, third-party assessment of management systems and sourcing practices to validate conformance with the [Responsible Minerals Assurance Process](#) (RMAP). The sector-wide RMAP standards meet the OECD Due Diligence Guidance requirements, 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.

### Tracking conformance rates

To track conformance rates, we require suppliers who use 3TG within their supply chain to complete the Conflict Minerals Reporting Template. In addition, to extend our due diligence process, we have engaged with the RMI to use the Extended Minerals Reporting Template for those suppliers using cobalt or mica.

Because the sourcing of minerals is an ever-changing landscape, we are committed to watching this space closely to protect the lives and health of the people in our supply chain.

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. Therefore, we collaborate with suppliers to develop their capabilities and help them remediate issues with SORs 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](#).



## Seeking opportunities for diversity and inclusion

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

One essential measurement of our success is how much we spend with small and diverse businesses. In FY23, Dell spent more than \$3 billion<sup>31</sup> with small and diverse businesses, showing our continued commitment to small and diverse supplier spend. And for the 13th consecutive year, Dell also earned recognition through the [Billion Dollar Roundtable](#) (BDR), which recognizes and celebrates corporations that spend at least \$1 billion annually with minority- and women-owned businesses.

### Diversity within our suppliers' organizations

We prioritize sourcing from suppliers who demonstrate a solid commitment to supplier diversity within their own organizations. To drive accountability in our supply chain, we monitor

how much our key suppliers spend with small and diverse suppliers. Last year, our suppliers spent more than \$406 million<sup>32</sup> with small and diverse companies. That amount was less than in previous years.

Our Tier 1 suppliers' spend with small and diverse suppliers declined in FY23, which was the result of a challenged PC market throughout the year, resulting in fewer PC-related component purchases.

### Simplifying diversity tracking

We have also digitally transformed some of our processes, making it easier for suppliers to maintain their small and diverse supplier status with us. This enables procurement teams to more easily identify which suppliers meet the small and diverse supplier threshold.

While spend is an important indicator of our engagement with our small and diverse suppliers, it is only one of the ways we work to drive meaningful impact and inclusion. We continually identify strategic opportunities within our supply chain to promote diversity and inclusion beyond spend.





## DRIVING SUPPLIER DIVERSITY IN OUR SUPPLY CHAIN

### Skills development support

One element of our supplier diversity initiatives is the support of skills development for small and diverse suppliers. To provide these suppliers with the most effective tools, we partner with third parties who specialize in relevant skills development. We also support our suppliers through one-on-one mentoring to build their capabilities.

This collaboration will serve both Dell and our suppliers as we continually look for opportunities to give equal access to and promote small and diverse businesses that are majority-owned and operated by women, minorities, members of the LGBTQ+ community, veterans, service-disabled veterans, members of the disabled community, disadvantaged persons and those located in a historically underutilized business zone (HUBZone). In addition, we recognize businesses that are qualified under the [U.S. Small Business Administration](#) or certified by the following:

- [Women's Business Enterprise National Council](#)
- [WEConnect International](#)
- [National Minority Supplier Development Council](#)
- [National LGBT Chamber of Commerce](#)
- [Disability:IN](#)
- [National Veteran Business Development Council](#)
- [Minority Supplier Development China](#)
- [Ministry of Micro, Small and Medium Enterprises in India](#)
- [Canadian Aboriginal and Minority Supplier Council](#)
- [South African Supplier Diversity Council](#)

# Cultivating Inclusion



# Building an inclusive culture through these focus areas



## We're increasing representation in our workforce and leadership

Dell Technologies believes a diverse workforce that reflects the customers and communities we serve is a business imperative. That's why we're focused on increasing representation in our workforce and leadership. Our team member-focused initiatives help reach and retain the best talent, providing access to career and growth opportunities for women globally and for underrepresented groups in the U.S. We also focus on hiring veterans, people with career gaps and those who are neurodiverse.



## We're building a sense of community and belonging for all within our workplace

The connections we make at work can have a huge impact on our lives, enhancing our well-being and giving us a sense of community and belonging. These connections also help drive engagement and collaboration across teams and projects. At Dell, we're fostering connection and engagement through our Employee Resource Groups (ERGs), our Culture, Diversity & Inclusion (CD&I) Champions and other team member advocacy groups, all aimed at building a sense of community and belonging for all.



## We're creating an inclusive culture that drives innovation

We believe that innovation thrives when people work in an inclusive culture where they can be their authentic selves and feel that their contributions matter. Diverse thoughts and experiences, combined with an accepting, collaborative workplace, lead to truly meaningful work. Through our People Philosophy and Culture Code, we are creating an inclusive culture where our team members feel empowered to achieve a sense of balance and connectedness to those around them, and where diversity of thought and experiences is welcomed.

# We're attracting and retaining a diverse workforce that reflects customers and communities

We believe diversity and inclusion is a business imperative, enabling different perspectives and ideas to be brought forward to drive innovation. At Dell, we're fostering an inclusive culture that attracts, builds, develops and retains a diverse and inclusive workforce unwavering in our commitment to equality, trust and advocacy for one another.

Our recruiting and hiring practices help reach and retain the best talent, providing access to career and growth opportunities for underserved and underrepresented groups. We invest in our team members through internal career advancement, development and opportunity.

We continue to pilot and innovate our hiring programs and processes, removing barriers to inclusion by continuously improving our accessibility practices, expanding our recruiting efforts and evaluating our internal processes. We also help prepare students to be science, technology, engineering and mathematics (STEM)-ready with curriculum, applied learning, internships and job opportunities. We're building a future that works for all because we believe that a culture of diversity, equity and inclusion fosters innovation and drives human progress.



# We're increasing representation through innovative hiring and development programs

At Dell, we're addressing gender disparities in the workplace with targeted recruiting and hiring programs to grow and attract the best talent possible. This includes creating on-ramps and re-skilling programs, such as [Career ReStart and Reboot](#), for those interested in returning to the workforce.

In the U.S., we're partnering with historically Black colleges and universities (HBCUs), minority-serving institutions (MSIs) and Hispanic-serving institutions (HSIs) through programs that include curriculum, internships and employment opportunities, such as [Changing the Face of Tech \(CFT\)](#) and [Develop with Dell](#).

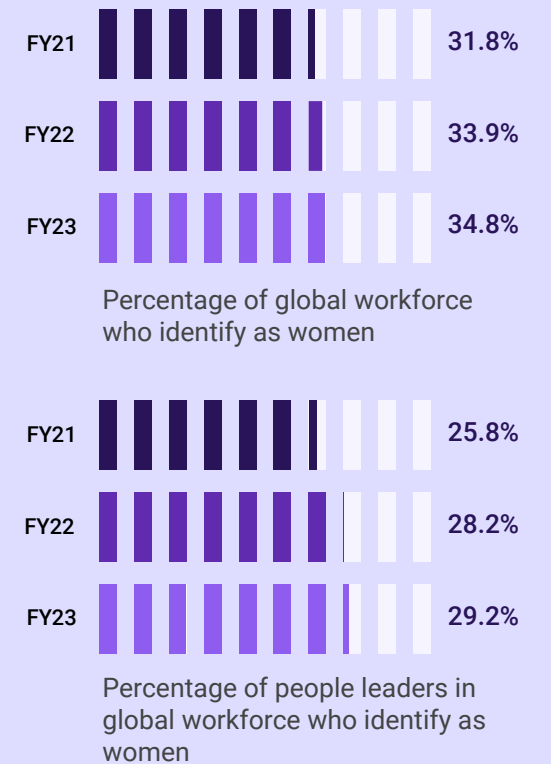


## Changing the Face of Tech

Kierra King is an economics major from Clark University in Atlanta, one of our core CFT schools. She was selected for our finance summer internship program, and after completing the internship, she was selected to participate in our Finance Development program, a full-time position, where she will finish her final rotation in the summer of 2023. "What stood out to me was that Dell came to my campus with high-level people who looked like me. They held 1:1 and classroom sessions to help students understand the culture at Dell," says Kierra. Since starting at Dell, she has become an advocate for the CFT program, helping to recruit students from her alma mater and helping to build diversity and representation at Dell.

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

### Performance to date\*



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

## We're expanding our talent reach

At Dell, we believe that everyone has unique strengths and skills to contribute to the workplace and drive innovation. [Neurodiversity@Dell](#) is a hiring program that offers internships and full-time career opportunities for neurodivergent candidates. The program began as a pilot in the U.S. in FY19 and expanded into Canada in FY23. The program utilizes a specialized interview process that gives candidates the opportunity to showcase their talents while also supporting leaders pre- and post-hire with training on neurodiversity and unconscious bias. Once hired, team members participate in a supportive onboarding process that includes mentors, routine check-ins with career coaches and professional development resources.

We're also committed to helping veterans transition into civilian life seamlessly through programs like our [Veteran Integration Success Program \(VISP\)](#), [Hiring our Heroes Corporate Fellowship Program \(HOH\)](#) and as an authorized partner in the Department of Defense (DOD) [SkillBridge program](#).



*"It's been an amazing experience. I love the support and flexibility Dell offers. I don't feel like I'm confined to an office for eight to nine hours a day. The biggest perk is Dell allowed me to create balance."*

**PRESTON SMITH, SENIOR  
CYBERSECURITY DELIVERY ENGINEER,  
DELL TECHNOLOGIES**

### Hiring Our Heroes

Preston Smith spent 20 years in the U.S. Army. When he retired, he was apprehensive about making the transition to civilian life and was unsure what a career in corporate America would be like. Then he learned about Dell's Hiring Our Heroes program. The program provides veterans with professional development, training and hands-on experience in the civilian workforce at Dell, preparing candidates for a smooth transition into meaningful careers. After a 12-week internship, Preston joined our team.

**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**

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

## We're helping our team realize their full potential

Our people are our greatest strength. Helping them realize their full potential starts with knowing our talent – focusing on their current strengths and the capabilities they want to develop and then ensuring access to programs that help them achieve their goals. We invest in our team members through internal career advancement, development and opportunity.

We're excited to announce that in 2022 we achieved our goal of 95% of team members choosing to participate in our annual foundation learning on inclusive principles and practices. While we will continue to provide foundational learning on key topics such as unconscious bias, harassment and microaggressions in order to drive a culture where all team members can reach their full potential, we are retiring this as a goal.



*"I am so excited to announce the team has exceeded our foundational learning participation goal two years in a row. While we will be retiring this goal, that does not mean the learning will end. As new people join our team, they will be introduced to the principles of Be the Change as a part of onboarding to ensure the productive conversations we've seen thus far can continue. The same is true for new leaders who will also be introduced to the principles as part of new leader onboarding. True inclusion requires daily effort and the education and commitment of our full team."*

**VANICE HAYES**, CHIEF CULTURE, DIVERSITY AND INCLUSION OFFICER, DELL TECHNOLOGIES

# We're driving inclusion and creating a sense of belonging for all

We are creating meaningful connections in the workplace. These connections can enhance our well-being, inspire a sense of creativity and give us a sense of belonging. At Dell, we're fostering connection and engagement through our CD&I Champions, [ERGs](#) and other team member advocacy groups. These internal organizations provide professional development, community giving, volunteering opportunities and social engagements.





## COMMUNITY AND BELONGING

# We're amplifying our culture through champions

Dell's corporate culture benefits from the dedicated efforts of some of our most engaged team members, the CD&I Champions. This group of 2,778 team members<sup>33</sup> put 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 key moments and raise awareness about educational opportunities and CD&I programs.

## CD&I Champion

Santosh TK has always drawn inspiration from helping others. Throughout his 19 years at Dell, he has been passionate about building awareness of diversity and inclusion. As a CD&I Champion, he has spent years advocating for ERGs and the feeling of community and belonging they help foster. As part of his work on the True Ability ERG, Santosh TK has hosted several training sessions, including Be the Change and sign language training for 500+ team members in India. He has also hosted several learning sessions to sensitize team members to the challenges people with disabilities face, including how they've overcome those challenges.

*"At Dell Technologies, culture is the key to how we make it work. Championing and advocating a culture of inclusiveness, respect and great teamwork through our ERGs is critical to impacting positive change and helps bring it all together."*

SANTOSH TK, DIRECTOR OF TALENT ACQUISITION, DELL TECHNOLOGIES

## We're building a sense of community

ERGs are the connective tissue of our culture. They are the vehicle by which our team members connect beyond their daily work. ERGs partner with Dell on key moments they want to showcase, including Asian Pacific American Heritage Month, Black History Month, Earth Day, Hispanic Heritage Month, International Day of Persons with a Disability, International Women's Day, Pride Month and Veterans Day. Last year, Latino Connection brought their members together for a team broadcast, Asians in Action celebrated Lunar New Year with a fully remote event and Pride joined parades as they returned across the globe.

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. They are essential to how we drive connection and engagement for our people, with 13 ERGs and more than 490 chapters in 82 geographic locations across four regions. 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. We are excited to share that during FY23, 52.0% of our team participated in an ERG! This exceeded our 2030 goal, and it's the reason we have retired that goal

this year. While we'll continue to encourage team members to join ERGs, these results show that employees value the opportunities ERGs provide to build community and belonging.

# 52%

In FY23, the percentage of employees who participated in ERGs increased to 52.0%

### 2022 Workplace Excellence Outie Award Winner

We're excited to announce that Dell has won the Workplace Excellence Outie Award at the annual [Out & Equal Workplace Summit](#). Outie Awards recognize individuals and organizations who are leaders in advancing equality for LGBTQ+ people in workplaces globally. This award was given to Dell in recognition of our policies that advance LGBTQ+ inclusion both within the company and in communities where our team members live and work.



**KATHLEEN LUCEY**, SENIOR MANAGER,  
ASSISTIVE TECHNOLOGY COE, DELL  
TECHNOLOGIES

### Assistive Technology

Kathleen Lucey leads the Assistive Technology Center of Excellence, which is a team dedicated to providing assistive technology tools to Dell Technologies employees. The vision of the center was brought to life through a partnership with the True Ability ERG. Kathleen knew there were team members who could benefit from additional technology offerings but were worried about asking for help. That's why she advocated to create an assistive technology catalog with a confidential, self-serve request procedure that is available to any team member. In 2022, Kathleen was the winner of the True Ability Dale Duty Memorial Award for her incredible work in raising awareness of disability inclusion, and she continues to support team members seeking assistive technologies every day.

# We're creating an inclusive culture that drives innovation

We believe that innovation thrives when people work in an inclusive culture where they can be their authentic selves and feel that their contributions matter. Diverse thoughts and experiences, combined with an accepting, collaborative workplace, lead to truly meaningful work.

We routinely facilitate open and honest conversations between leadership and our team members to better understand the lived experience of our culture and determine areas for opportunity. Our annual employee engagement survey, Tell Dell, helps hold us accountable, ensuring all team members benefit from an inclusive workplace where they can thrive as their authentic selves.





## INCLUSIVE CULTURE

# We're enabling inspiring leaders

We're supporting our leaders with access to in-depth training, measurement and action plans, and tools to develop more inclusive leadership styles. We're also helping our leaders truly understand what inclusive leadership means at Dell, from awareness of biases and how they can affect culture, to being collaborative and culturally intelligent. We provide learning opportunities, coaching, tools and resources that help them support team members and encourage inclusive conversations.

*"I always felt like I had allyship from my leaders. They always valued my work, and they gave me space to be myself and opportunities to grow."*

**KATRINA HUDSON**, DIRECTOR OF NETWORKING ESCALATION ENGINEERING,  
DELL TECHNOLOGIES

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 of inclusivity, enabling all team members to rise to their full potential through representation, inclusion, sponsorship and equity.

## Creating a sense of meaningful work

After 12 years at Dell, Katrina Hudson understands the impact leadership can have on a team and a culture. She began her career at Dell as one of three women in customer support, working hard to ensure her work was recognized.

Now, as a leader of her own team, Katrina creates an open space for her team to feel empowered and welcome. She encourages them to embrace their differences and to bring their authentic self to work every day, creating a sense of meaningful work for both her and her team.



# Transforming Lives



# Driving digital inclusion through these focus areas



## We're partnering to drive community-centered impact globally

We're partnering with like-minded organizations to drive digital equity and ensure all individuals and communities, especially the most underrepresented, have equitable access to the following:

- Information technologies and connectivity for essential needs.
- Programs and resources that build digital skills.
- Community building and support that move communities toward digital equity.

By leveraging our scale and partnerships, we are enabling full participation in social and economic life and helping to address talent shortages and skills gaps, needed for the future of work.



## We're using technology to scale delivery of basic services

We're using technology to address systemic issues related to delivery of healthcare, education and other basic services for underserved communities. At Dell Technologies, our social innovation programs focus on driving innovation for large-scale populations, while ensuring a sustainable execution.

In collaboration with an ecosystem of partners, we co-create, build or extend existing digital public goods to strengthen delivery of essential services. We support large scale, partner-led social programs aimed at improving governance and data-based insights and enhanced personalized services for community members.



## We're empowering our teams to help and putting our skills to work

We're passionate about driving human progress. 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.

We empower our team to use their skills, knowledge, time and personal contributions to create the changes they want to see in the world. 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.

# Technology is transforming lives

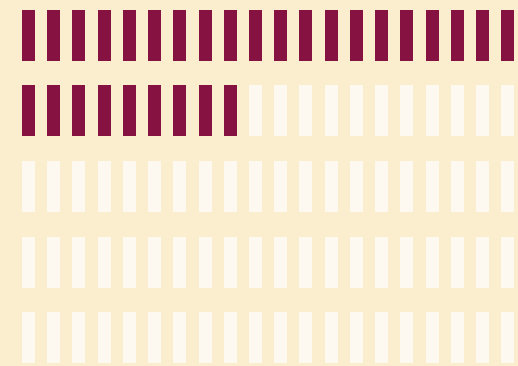
Many global communities are being left behind in a world where so much of life – learning, working, commerce and healthcare – happens online. It is estimated that 2.7 billion people, or one-third of the world’s population, remain offline today.<sup>34</sup> As populations grow, and our reliance on technology grows, we must ensure society can keep up with this growth.

At Dell Technologies, we are uniquely positioned to help address these challenges through the work of our Transforming Lives pillar. We build programs and foster partnerships that equip people with the right technology and skills to participate in our digitized world. We’re also innovating for large-scale impact across communities and nations, ensuring they have the capabilities to deliver essential services. To date, we’ve helped improve 288,278,127 lives through initiatives like [Digital Lifecare](#), [Solar Community Hubs](#), [Girls Who Game](#), and [Student TechCrew](#), to name a few.

**By 2030, we will improve  
1 billion lives through  
digital inclusion**

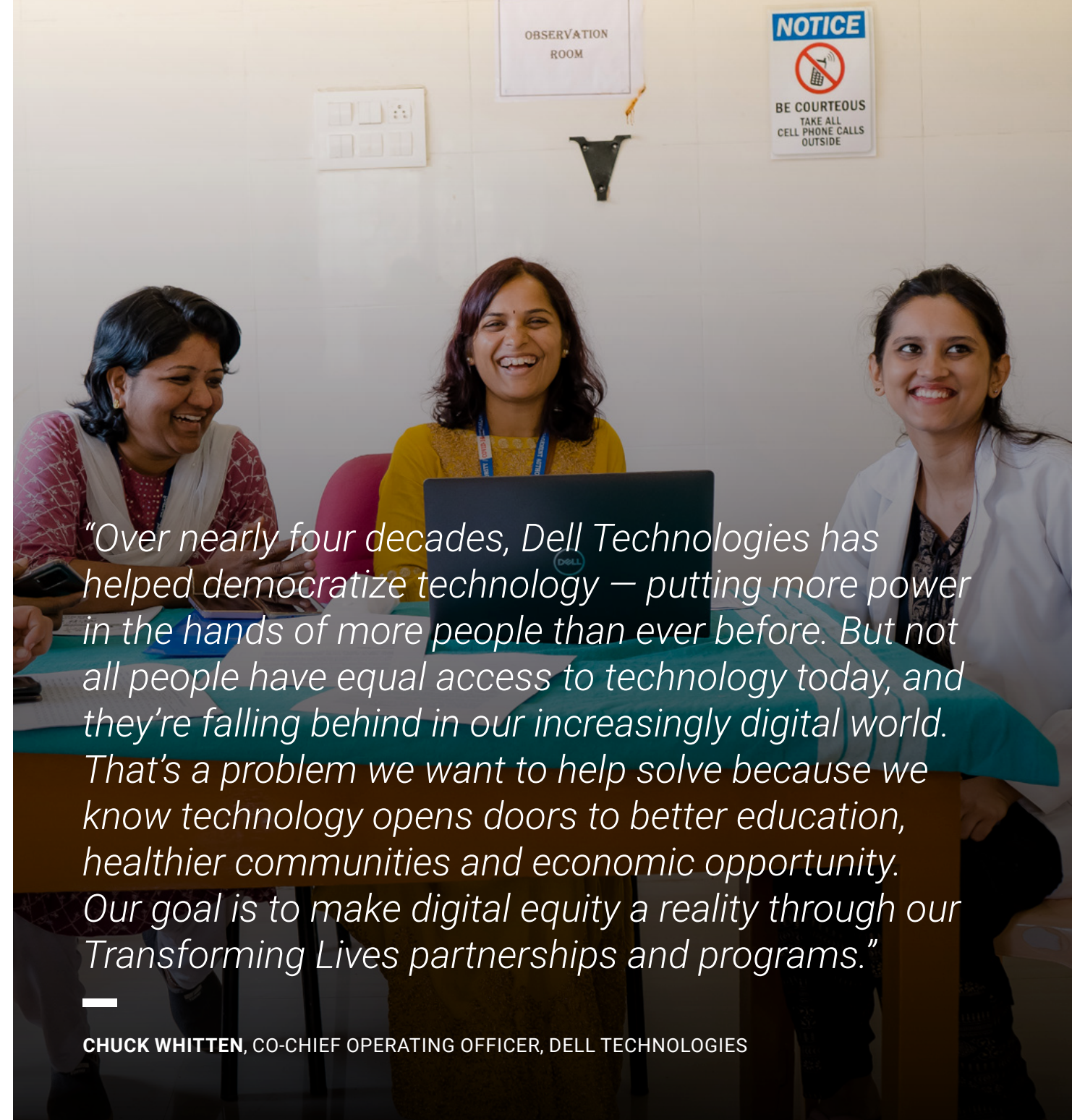
**Performance to date\***

**288,278,127**



Total number of people reached  
(cumulative, FY20 to current reporting  
year)

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



*“Over nearly four decades, Dell Technologies has helped democratize technology – putting more power in the hands of more people than ever before. But not all people have equal access to technology today, and they’re falling behind in our increasingly digital world. That’s a problem we want to help solve because we know technology opens doors to better education, healthier communities and economic opportunity. Our goal is to make digital equity a reality through our Transforming Lives partnerships and programs.”*

**CHUCK WHITTEN, CO-CHIEF OPERATING OFFICER, DELL TECHNOLOGIES**

# Partnering for community impact

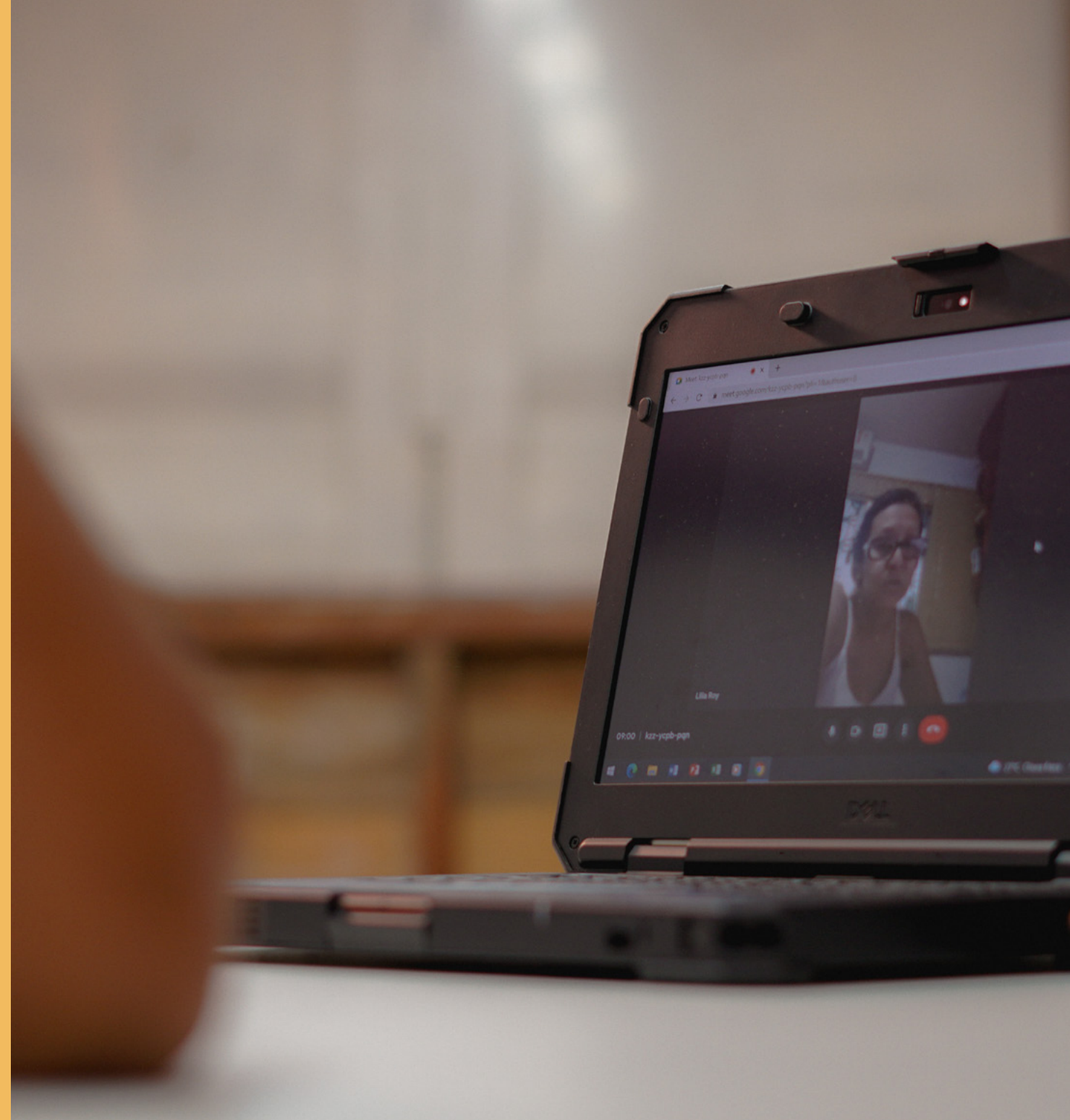
Technology has become a basic human need. Yet roughly one-third of the world's population remains offline. Most are in underrepresented communities and in rural or remote areas with limited or no broadband service. Many will lack the skills and training to fully participate in today's digital society. Communities are struggling to keep up with the pace of change driven by digital transformation and the shift to a digital economy. The digital divide is a complex societal issue that requires concerted, multi-sectoral collaboration to address it.

At Dell, we know we can't do it alone. That's why we are partnering with like-minded organizations to help drive digital inclusion. Through our scale and partnerships we are enabling equitable access to the following:

- Information technologies and connectivity for essential needs.
- Programs and resources that build digital skills.
- Community building and support that move communities toward digital equity.

## Using digital solutions for good

In April 2022, Dell, together with Computer Aid International and the N50 Project, launched the first Portable Connectivity Center (PCC), a fully-kitted, solar-powered shipping container offering connection to the digital world. This PCC, part of the Solar Community Hub portfolio, was delivered to a refugee center in Bucharest, Romania, to offer comfort to over 3 million displaced Ukrainians.





## COMMUNITY ENGAGEMENT AND PARTNERSHIPS

# We're providing access to information technologies and broadband connectivity

We're delivering digital inclusion by enabling access to information technologies and broadband connectivity. We're ensuring communities, especially underrepresented communities, have sustainable access to information technology, they have reliable and secure internet access, and they have the technical support needed to sustain their participation in society. This includes working with partners and nonprofits to provide device donations and affordable device and internet services. We're also participating in data supporting mapping and connectivity initiatives, such as UNICEF-ITU's Giga, a joint UNICEF-ITU effort, to better understand the depth of the digital divide and find where the greatest needs are.

## Helping AT&T bridge the digital divide

Our partnership with AT&T is a great example of how Dell is working to deliver access to technology. In November, we supported the opening of the 20th [Connected Learning Center](#) at [SER Metro in Detroit](#). Today we've supported 20 centers across eight U.S. states, providing access to the internet, computers and educational resources.

## We're providing access to programs and resources that build digital skills

To help prepare people for the digital opportunities of tomorrow, we're helping them build their digital skills today. We support students and lifelong learners to build digital literacy and career skills that prepare them for the digital economy. Two of our signature programs that help build digital skills through experience-based learning are Girls Who Game and Student TechCrew.

### Girls Who Game

Girls Who Game is an extracurricular program created by Dell with partners Microsoft and Intel designed to foster early interest and engagement in science, technology, education and mathematics (STEM)-related fields. New this year is an optional component to Girls Who Game called Sister Clubs, which pairs clubs located in different regions across the world to meet and engage in diverse activities. Through participation in Sister Clubs, students will be exposed to new geographic and cultural areas, foster unique friendships that

transcend distance and borders and further develop soft skills such as public speaking, teamwork, problem solving and more. The Girls Who Game program to date is available across five geographic locations, including 327 clubs impacting 4,259 students.

### Fayette County Public Schools and University of Kentucky celebrate Girls Who Game partnership

Fayette County Public Schools (FCPS) is dedicated to increasing women in STEM, providing problem-based learning experiences for students to impact their community, and connecting women to STEM careers and mentors. Together with Dell Technologies, the University of Kentucky hosted 21 elementary and middle school clubs, including 400 students and their families, to hear about the importance of STEM education for women through the Girls Who Game program. Read the [local news coverage](#).





COMMUNITY ENGAGEMENT AND PARTNERSHIPS

Student TechCrew

Dell Student TechCrew is a complimentary program for ages 13 to 18 that empowers students around the globe to earn industry certifications. Designed as a student-led help desk, participants earn their Dell Tech Direct certification so they can repair Dell hardware and manage a help desk to support their peers. The TechDirect certification provides students with an advantage when they graduate high school and enter the job market. New this year, Student TechCrew launched an interactive on-demand training that is hosted in the schools' learning management system (LMS) for both students and teachers. This tool helps streamline the training process and reduces program setup time significantly. To date Student TechCrew has certified 1,119 students and includes 87 participating schools.

Wilson County Student TechCrew helps their school face adversity

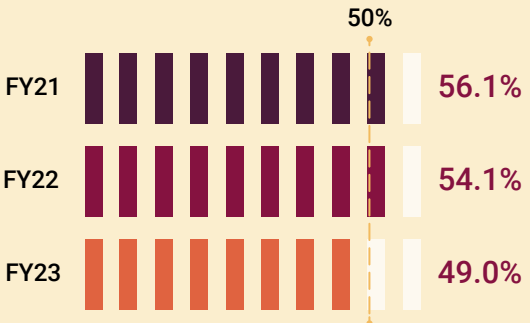
Student TechCrew launched in Wilson County, Tennessee, in 2019. The district spans 22 schools, encompassing 19,000 students, with about half of those students using Dell Chromebook 3100 notebooks. In early March 2020, a massive storm moved through the county destroying 170 structures, including two schools. By morning, district administrators closed all Wilson County schools. The COVID-19 pandemic then kept the schools closed for several more months. During the pandemic, Wilson County teachers and students adopted remote learning. Because many students had been outfitted with Chromebook 3100 notebooks and because of Student TechCrew, the transition was relatively swift. In August 2020, Wilson County classrooms reopened with the students in TechCrew never missing a beat, helping their school district through adversity. You can read more in our [Perspectives article](#) or watch the [video](#). Student TechCrew is available in the U.S., Ireland and Australia.

Each year through 2030, 50% of the total people directly reached will be those who identify as girls and women or underrepresented groups

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

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

Performance to date\*



Percentage of people reached directly who identify as girls and women, or underrepresented groups (direct reach only)

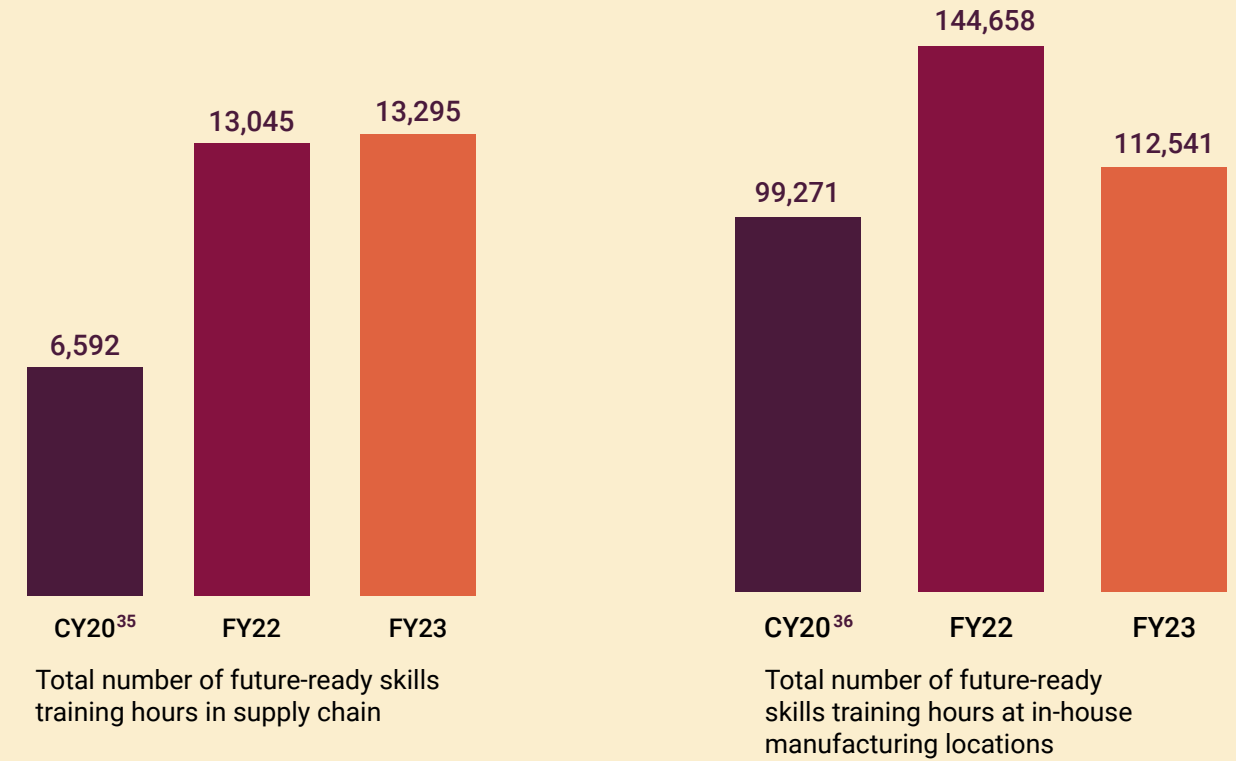
## Preparing our supply chain with future-ready skills

Today, the supply chain industry continues to face an ongoing talent gap due to the impact of digital transformation. The skills gap not only makes it difficult to source new talent for digitized jobs, but also makes it more important than ever to retain and up-level existing talent. That's why in FY23 Dell continued our work on the Future-Ready Skills training program pilot. This unique three-year pilot program is building future-ready skills for supply chain workers in partnership with two key suppliers. This program provides professional and personal skill-building opportunities that help build digital literacy and essential skills for their frontline workers, grassroots line leaders and engineers.



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

### Performance to date\*



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



## COMMUNITY ENGAGEMENT AND PARTNERSHIPS

# We're building community networks that strengthen a community's digital capabilities

At Dell, we're working with communities around the globe to strengthen their ability to deliver digital services. For people to actively participate in the digitized world, their communities must be equipped with the tools and resources to grow and advance.

## Growing and scaling the Temple University Digital Equity Center

Temple University, located in North Philadelphia, is embedded in eight of the most socioeconomic challenged ZIP codes in the city. In March 2022, we partnered with Temple University's Digital Equity Center to sponsor a new digital navigator and two information technology (IT) trainee positions. The role of the digital navigator is to assist these community members with signing up for a digital equity onboarding class to earn a free PC, internet connectivity, answering basic tech questions and providing additional resources as needed. The digital navigator doubles as a mentor, training local young adults to be the expanded workforce required to support the growing community. Through their trusted network, the Digital Equity Center also offers basic and advanced digital skill-building classes that range from introductory knowledge to career-focused skill building.

## Partnering with Connect 313 to drive digital inclusion in Detroit

In October 2022, Dell Technologies joined [Connect 313](#). Located in Detroit, Connect 313 is a city-wide, data-driven, digital inclusion strategy aimed at helping community members gain access to appropriate devices, internet connections, technical support and digital resources for improved learning, employment and well-being. To date, we have supported the launch of 17 Neighborhood Technology Hubs across Detroit. These hubs supply the community with access to computers, strong internet access points and digital literacy training opportunities.

## Solar Community Hubs

Last year, we expanded the footprint of the Solar Community Hub family by launching one hub in Brazil and two in Africa (special thanks to our partners Intel, Sita, Utelize and Microsoft that partnered with us to make that happen). Solar Community Hubs help communities by providing access to technology and skill-building opportunities, and depending on the communities' needs, access to water and electricity, healthcare services and/or biodiversity preservation. A fixed hub is two connected shipping containers transformed into a well-lit, well-ventilated internet center using a combination of solar power, energy-efficient Dell Wyse technology and air-cooled servers.

In addition to the Portable Connectivity Centers, new this year are mobile hubs, also known as 4G vans. These vans are equipped with self-paced learning content, requisite technology devices (notebooks and television screens for broadcasting messages),

solar panels to power devices and a 4G internet hotspot. Mobile hubs are currently deployed in six states in India – Karnataka, Andhra Pradesh, Tamil Nadu, Tripura, Uttarakhand and Odisha. As of FY23, Solar Community Hubs have helped over 921,011 people since 2013.

### Upskilling and uplifting rural communities through digital literacy

The Dell Solar Community Hubs conducted a training workshop for the data entry staff of the Keelakidaram Village Council in Kavakulam village, Tamil Nadu, India. The objective was to upskill workers on the use of technology in carrying out day-to-day operations. The village council staff, lacking any digital or technological know-how, was accustomed to collecting data and maintaining records manually in registers. The village council members who attended the workshop now aspire to create a website for their council to ensure greater transparency and foster the development of their village.



*“The Panchayat staff is now well-versed in computer use, internet access and web browsing. This is a great step in the development of our village. I am grateful to Dell for implementing this initiative in our village.”*

**VILLAGE PRESIDENT T. MEENAAL**

# We're using technology to scale delivery of basic services

Technology has fundamentally changed the social needs of communities around the world. As populations grow and our reliance on technology grows, we must ensure society can keep up with this growth. Today, the world is not on track to meet the U.N. Sustainable Development Goals (SDGs) by 2030,<sup>37</sup> and half the world's population remains offline<sup>38</sup> with no access to essential health or education services. Additionally, the cost of meeting SDGs increased by 25% last year to \$176 trillion.<sup>39</sup>

At Dell, we're using technology to address systemic issues for underserved communities, supporting large-scale, partner-led social programs through infrastructure support and creation of open source software, open data, open artificial intelligence (AI) models, open standards and open content, also known as digital public goods, that help attain the Sustainable Development Goals (SDGs).





## INNOVATING FOR IMPACT

# We're delivering healthcare to 238 million individuals with Digital LifeCare

Digital LifeCare is an open-source, digital healthcare platform created to help the Indian government address the rising burden of noncommunicable diseases (NCDs) at population scale. It is a future-ready technology platform on which healthcare systems can be integrated digitally, enabling continuum of care for patients.

A new feature introduced this year permits community-level healthcare providers to record diagnosis and treatment information for patients, enabling further informed decisions. Also new in 2022, Digital LifeCare is now integrated with India's National Digital Health Infrastructure ABHA (Ayushman Bharat Health Account) to create unique health identifiers (IDs) for citizens. This digitally verifiable ID facilitates a comprehensive and integrated individual health record, which can be used for informed decision-making and improved health management.

In FY23, we saw a 94% increase in enrollments compared to the previous year, resulting in a cumulative total of 238 million individuals enrolled. Our partner, Tata Trusts, has trained over 110,000 healthcare professionals. [Learn more about Digital LifeCare.](#)

## Digital LifeCare receives Digital Healthcare Platform of the Year Award 2022

Our Digital LifeCare platform, which transformed how medical care is delivered to treat NCDs in India, received the Digital Healthcare Platform of the Year Award from the Economic Times (of India) Health Care Awards program in 2022. The award honors the groundbreaking contributions of leaders and innovators from various areas of the healthcare sector. We received the award as the technology partner to the government of India's national NCD program.

## We're bringing the power of digital twin technology to hospitals across the U.S.

In 2020, Dell partnered with the i2b2 tranSMART Foundation, a global nonprofit focused on enabling the promise of precision medicine to assist in creating virtual models of patients — known as digital medical twins. These twins are highly personalized to the patient and provide insights that facilitate precise recruitment into clinical trials. We started by focusing on [COVID long-haul patients](#) and are planning to expand to many more diseases, like cancer and neurological disease, as the program continues to expand and innovate. As of FY23, over 800,000 patients have had a digital twin created for them and used to provide precise recruitment into a clinical trial.

### Expanding the use of digital twin technology

Diane Keogh, Executive Director of the i2b2 tranSMART Foundation, understands how digital twin technology could be applied to other healthcare research in the areas of breast cancer and Alzheimer's disease. "By synthesizing this data into holistic models, we should be able to ensure greater accuracy in treatment and increase the success rates of clinical trials." That's why she's working to introduce the use of digital twin technology to hospitals and research networks across the U.S. and beyond.

### Giga look forward

As part of our partnership with the United Nations Children's Fund (UNICEF) USA\*, we helped map school connectivity in Sudan. Our high-performance computing (HPC) equipment helped the Giga initiative significantly reduce mapping time from an expected one year to six weeks. These results are inspiring! That's why we're excited to extend our partnership with UNICEF to help connect every school to the internet and deliver impact for all children. Learn more about [Giga](#).

\* UNICEF does not endorse any company, brand, product, or service



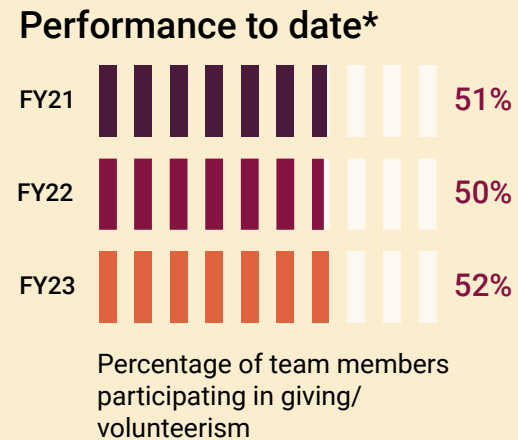
# We're volunteering to drive the changes we wish to see in the world

At Dell, team member giving and volunteering plays a critical role in driving societal impact. Last year, our team members volunteered about 928,000 hours of their time. Those hours were spent on community projects such as park cleanup and skill-based work through the Pro Bono program.

## Team Member Spotlight: Bassant Elmonairy

Bassant Elmonairy is providing outstanding support for the deployment of a Solar Community Hub in Egypt. As our main contact in Cairo, Bassant is coordinating work between all the local partners, ensuring an efficient support to the communities. She is also helping to drive awareness by organizing volunteering activities related to the Solar Community Hub. Her support means that community members can take advantage of the assets Dell deploys through our Solar Community Hubs. Bassant is helping to transform lives by driving digital inclusion and digital equity in her community.

**By 2030, 75% of our team members will participate in giving or volunteerism in their communities**



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





EMPLOYEE-LED IMPACT

## We're helping nonprofits achieve their mission

Barriers to digital transformation slow the critical work of nonprofits. That's why Dell has committed to use our expertise and technology to help 1,000 nonprofit partners digitally transform to better serve their communities by 2030. Pro Bono is a portfolio of programs that connect our talented and diverse employees with nonprofits around the world that need help on their digital transformation journey. To date, this program has helped 345 nonprofits, delivering over 14,000 volunteer hours.

The program was formerly known as Tech Pro Bono; we removed Tech from the name because we offer help on so many more things than just technology support. Nonprofits can be nominated by our employees or partners, or they can come to us directly. The Pro Bono program engages with nonprofits in a few ways: Pro Bono consulting workshops, Pro Bono projects and BoardLead. BoardLead matches Dell leaders with nonprofit board members to support nonprofits and increase leadership skills for future leaders of Dell.

## Black SiS is building the largest talent pipeline of Black college women in STEM

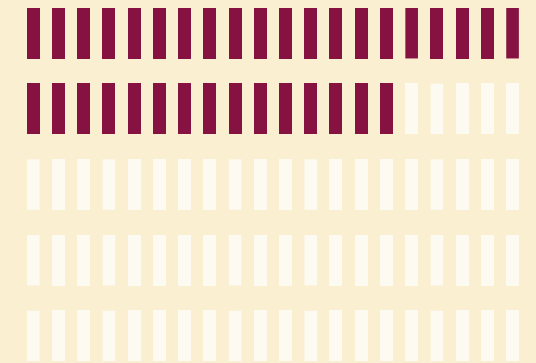
In August 2022, Dell hosted a Digital Inclusion Pro Bono Consulting Workshop supporting 26 nonprofits across North America. We were joined by 136 team members who volunteered a total of 1,632 pro bono hours. One of the nonprofits that attended that workshop is Black Sisters in STEM, also known as [Black SiS](#). Black SiS is on a mission to build the largest talent pipeline of Black college women in STEM, preparing them with cultural competency, a technical skill set and inclusive leadership skills to meet the demands of the emergent workforce.

Following the workshop, the volunteer team recommended Black SiS to receive additional pro bono support from Dell to help them achieve the recommendations they received from the workshop. Those recommendations included a website revamp and development of their search engine optimization (SEO) strategy. The Pro Bono project with Black SiS kicked off in Q1 of 2023, and we know the results will leave a lasting positive impact.

By 2030, we will use our expertise and technology to support the digital transformation of 1,000 nonprofit partners

Performance to date\*

345



Total number of nonprofit partners supported in their digital transformation journey (cumulative measurement beginning FY20)

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



# Upholding Trust

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# Upholding trust through these focus areas



## We engineer security into our products, services and supply chain

We are committed to keeping our customers' data safe and earning their trust through transparency. Information technology (IT) organizations struggle to keep pace with more frequent and ever-evolving security threats. Complexity is the enemy of good security, and hackers exploit the gaps complexity creates. That's why we're committed to making security simpler for our customers, with innovations like replacing passwords with seamless and simple authentication. Stopping attacks before damage is done requires quick detection and effective response to new threats across the environment. From industry-leading tools and expertise to around-the-clock support, Dell Technologies security experts are engineering security into our products and services, upholding trust and protecting our customers' data. Visit our [Security & Trust Center](#) for more resources on our Security and Trust practices.



## We respect a user's privacy

We respect the privacy of our employees, customers and partners and we require our third party partners to acknowledge their commitment to the same. We believe processing personal data based on a person's preferences is critical to upholding trust. Delivering on our privacy commitments is a core part of how we operate. We will continually make it easier and faster for customers to exercise meaningful choice and control over their personal data. 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. Visit our [Privacy Center](#) for more information on Dell's privacy practices.



## We're leading with a culture of integrity and ethics

We are committed to ensuring that all team members align to our culture of integrity and ethical behavior. We work tirelessly to demonstrate our trustworthiness and thereby earn your confidence. We foster a culture of doing the right thing by providing concise policies, innovative digital tools and interactive awareness to transform Dell's values into everyday actions and decisions. Demonstrated leader commitment to integrity and accountability is managed by executive promotion reviews and measured by annual Tell Dell and ethical culture surveys. Visit our [Code of Conduct page](#) for more information on how our values and culture differentiate us.

# We're upholding trust in everything we do

## By 2030, our customers and partners will rate Dell Technologies as their most trusted technology partner

The acceleration of the world's digital transformation and pervasive influence of digital technologies on society at large raises the stakes for how all technology companies address security, privacy and ethics. Customers should expect that their technology provider is looking out for their best interests and, likewise, team members should expect the same from their employer. This begins and ends with trust.

At Dell Technologies, trust is at the root of all we do. We've spent decades listening to our customers, and the conclusion is clear: Security, privacy, and ethics are core to establishing and maintaining trusted relationships. We understand the criticality of data and product security, data privacy and ethical behavior to business success and longevity. Sustaining, improving and increasing the level of trust for our team members, customers and partners is ground zero in everything Dell does. Security, privacy and ethics are foundational to a trusted relationship. Therefore, we are up-leveling our environmental, social and governance (ESG) pillar of "Upholding Ethics and Privacy" to "Upholding Trust," inclusive of security, privacy and ethics. We're working tirelessly to earn confidence and uphold trust in everything we do.



# We develop our products and services with a security first mindset

**By 2024, Dell will make available the first validated Zero Trust solution, accredited by the U.S. government and commercially available to targeted global public and private sector organizations.**

At Dell, we uphold trust by delivering world-class security features engineered into our products and services. We emphasize built-in, not bolted-on, security controls and features that provide intrinsic security throughout. As part of our commitment to upholding trust, by 2024, Dell will bring to market the first commercially available Zero Trust solution, validated by the U.S. government.

Zero Trust is a security model that assumes no user or device is automatically trusted, even if it's inside the organization's network. All users, devices and applications are considered potential threats until proven otherwise. This approach is critical given the rise of cloud computing, mobile devices and hybrid work – on top of increasingly sophisticated cyberattacks.



*“We know trustworthy technology is fundamental to a thriving society and the institutions we depend upon. With the seemingly endless rise in cyberattacks globally, customers and stakeholders should expect the technology on which they rely to have strong security built-in and that it is easy to use. We know the only way to be trusted is to earn it, and that's our focus – not because they bought a security solution from us, but because they chose a Dell technology.”*

**JOHN SCIMONE**, PRESIDENT, CHIEF SECURITY OFFICER, DELL TECHNOLOGIES



## SECURITY

**By 2025, 100% of actively sold Dell-designed and branded products and offerings will publish a software bill of materials (SBOM), providing transparency on third-party and open-source components**

Supply chain cyberattacks have increased in quantity and in sophistication in recent years. As a result, SBOMs are an increasingly important tool supporting software security risk management. SBOMs provide greater transparency into our product software composition to our customers, aiding in the reduction of product security and cybersecurity risks across the ecosystem. That's why by 2025, 100% of actively sold Dell-designed and branded products and offerings will publish a SBOM, providing transparency to third-party and open-source components.

**By 2030, all new Dell products and offerings that use authentication will offer a password-less authentication mechanism**

Password technology was designed and built over 60 years ago, long before today's cyber threats emerged and began exploiting them. We're working to ensure passwords are retired from our products. That's why by 2030, all new Dell products and offerings that use authentication will offer a password-less authentication mechanism, removing security risks associated with passwords.

# We respect our users' privacy

**Each year through 2030, we will make it easier and faster for customers to exercise choice and control over their personal data**

At Dell, good business practices around use of personal data must consider, first and foremost, the human impact of personal information collection and use. Respecting privacy and protecting personal data based on individuals' preferences are critical to building and maintaining the trust of our team members, customers and others. Delivering on our privacy commitments is a core part of how we ethically operate and uphold trust. 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. We require all team members to receive training on these policies, and we offer additional material based on role. We supplement our awareness efforts with special events, such as observing International Data Privacy Week.

[The Dell Privacy Center](#) is available in 148 locations globally and is our centralized hub for customers to learn more about our privacy practices and data life cycles. Visit the Privacy Center for information and a video tour. Anyone - including customers, team members and people outside of Dell - may report privacy concerns via [privacy@dell.com](mailto:privacy@dell.com).



# We are committed to continuously improving:

## Transparency

We will give clear and timely 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 change effective date or in instances when the customer consented to the change per applicable laws. We will provide timely notifications of privacy incidents to impacted individuals as appropriate and in compliance with applicable laws.

## Collection and use

We will obtain personal data through lawful and transparent means, with explicit consent where required, and 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 will respond to their data-related requests, regardless of whether they are in a jurisdiction where this is required by law.

## Third parties

We maintain codes of conduct applicable to our team members and to third parties that may assist us in processing personal data. These codes and provisions in our corresponding agreements require third parties to comply with our privacy and security requirements.

## Governance

Dell's chief privacy officer leads a team of dedicated privacy professionals committed to supporting the global privacy program. We maintain governance practices, including the application of processes and controls for the protection of personal data, to help ensure and measure the effectiveness of the privacy program and report out as appropriate to company leadership and the Board of Directors.





## ETHICS

# We're leading with a mindset of integrity and ethics

Building and upholding trust demands ethical behavior. At Dell, we embed business integrity and compliance into our everyday business practices. We are dedicated to eradicating bribery and corruption as it erodes the communities we aim to uplift. As a signatory to the [World Economic Forum Partnering Against Corruption Initiative \(PACI\)](#), we are leaders in the private sector fight against corruption. Our team members demonstrate commitment to our ethical principles, as set forth in the Dell Technologies [Code of Conduct](#), and are supported by robust training and digital tools.

## Ethical culture survey results

Team members' perception of our ethical culture is essential to a foundation of trust. In 2023, we gathered feedback from 74,273 team members in 75 geographic locations. Based on the data, [Ethisphere](#)<sup>®</sup> rated Dell's culture 8 points above the industry standard. A key indicator of trust is willingness to [Speak Up](#); 99% of team members who responded in the survey are willing to do so, and 87% of those say they are willing to report misconduct simply because it's the right thing to do.

*We use digital tools to enable anyone to anonymously report a concern. This includes the below Speak Up QR code and My Ethics, a mobile-based app for reporting.*



## Upholding trust through our partnerships

Our resellers, suppliers, vendors and all third parties we work with are an extension of our business and, therefore, our reputation and impact. We hold them to the same high ethical standard we set for ourselves. Our expectations for third parties are clearly set in our [Code of Conduct for Partners](#) and [Supplier Principles](#). For our go-to-market partners, we go an extra step to help ensure Dell products and services are purchased with integrity and transparency. We also team with industry experts to provide our partners with digital tools to assess and improve their own anti-corruption programs. We leverage business intelligence to continuously evaluate our direct partners to help ensure we flag potential areas for inquiry in a proactive and timely manner. We're providing interactive and memorable awareness materials to help our third parties align to our expectations.

### Recent highlight

We take pride in the sustainability and strength of our global ethics and compliance programs and strive to continuously identify and adopt leading practices. As such, Dell is recognized as an 11-time honoree as one of the World's Most Ethical Companies® by the Ethisphere Institute. The World's Most Ethical Companies historically outperform their peers and competitors financially, demonstrating a tangible return on investment for doing the right thing. The connection between good ethical practices and financial performance, called the Ethics Premium, has been tracked for 16 years.



# By the Numbers

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# By the Numbers

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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, the standards by the [Sustainability Accounting Standards Board \(SASB\)](#) 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 global ESG reporting.

METRICS	FY21	FY22	FY23	NOTES
<b>Sustainable Materials in Products</b> Measured in kilograms unless otherwise noted				
Total sustainable materials used	12,594,607	25,258,183	39,083,428	Total sustainable materials used increased due to our ability to obtain more steel certificates, as well as expanding aluminum to all commercial displays. Plastic values also increased due our ability to claim more products.
Recycled plastics used	12,007,480	19,223,743	21,187,160	PCR plastics have increased year over year due to being able to claim more parts and obtain additional validation.
Reclaimed carbon fiber used	582,591	682,157	465,768	During Fiscal 2023, reclaimed carbon fiber decreased year over year due to a reduction in sales and increased inventory backlog.
Bioplastics used	4,536	280,876	206,798	Bioplastics used decreased year over year due to a reduction in sales.
Recycled steel used	N/A	4,945,428	12,894,542	Recycled steel used increased during Fiscal 2023 due to our efforts to certify more steel mills throughout the reporting year.
Recycled aluminum used in products	N/A	125,979	4,295,795	Recycled aluminum increased significantly year over year due to the expansion of recycled aluminum to all commercial displays height adjustable stands.
Recycled glass used in products	N/A	N/A	8,823	This is the first year we are reporting recycled glass used in our products.
<b>Ocean-bound Plastic</b> Measured in pounds unless otherwise noted				
Ocean-bound plastic used in products <sup>40</sup>	N/A	N/A	245,667	This is the first year we are reporting ocean-bound plastics used in our products.
Ocean-bound plastics used in packaging	118,875	227,595	150,614	Represents the amount of ocean-bound plastic incorporated into new Dell Technologies-branded product packaging, shipped to original design manufacturers.
<b>Responsible Electronics Disposition</b>				
Percentage of product collected	9.6%	12.1%	16.5%	This percentage is the total units collected for recycling and reuse over the amount of products sold.

METRICS	FY21	FY22	FY23	NOTES
<b>Greenhouse Gas (GHG) Emissions</b> Measured in metric tons of carbon dioxide equivalent (MT CO <sub>2</sub> e)				
Scope 1 and scope 2 market-based greenhouse gas (GHG) emissions	216,300	203,700	199,100	All facilities globally, including leased spaces, plus company- owned and leased transportation. <sup>41</sup>
Scope 1 GHG emissions	44,200	45,600	45,800*	
Scope 2 GHG emissions, market-based	172,200	158,100	153,300*	All facilities globally, including leased spaces. <sup>42</sup>
Scope 2 GHG emissions, location-based	356,900	337,600	330,600*	
Scope 3 GHG emissions – category 1, purchased goods and services <sup>43</sup>	8,767,800	13,708,700*	N/A	The FY22 year over year emissions increase was primarily driven by improvements in supplier-reported emissions data, providing a more complete view of our upstream supply chain footprint. This improvement, combined with an increase in sales, is responsible for the increase from our FY20 baseline. Future reporting will include recalculated historical data as available and deemed necessary.
Scope 3 GHG emissions – category 3, upstream fuel- and energy-related activities	105,500	143,000	129,500*	Upstream emissions associated with the purchased fuels and electricity used in Dell Technologies operations.
Scope 3 GHG emissions – category 4, upstream transportation/ distribution	1,098,200	1,350,600	1,123,500*	Per the Global Logistics Emissions Council (GLEC) Framework scope 3, category 4 guidelines, this figure includes the well-to-wheel (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. <sup>44</sup>
Scope 3 GHG emissions – category 6, business travel	61,400	19,600	54,800*	Scope 3, category 6 covers business travel by Dell team members, including emissions from air and rail travel, hotel stays and rental car fuel emissions.
Scope 3 GHG emissions – category 11, use of sold product <sup>45</sup>	13,100,000	13,590,000	14,410,000*	In FY23, our scope 3 emissions from use of sold product increased 6% from the previous year, driven primarily by data improvements in our calculation. Additionally, this represents a 2.3% decrease from our FY20 baseline. Future reporting will include recalculated historical data as available and deemed necessary. 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.](#)

METRICS	FY21	FY22	FY23	NOTES
<b>Energy Used in Dell Technologies Operations</b> Measured in million kilowatt-hours (kWh) unless otherwise noted				Energy figures in this section are for all facilities globally, including leased spaces, plus company owned and leased transportation.
Electricity consumed (total)	941	907	884	
Renewable electricity consumed	508	502	522	
Quantity generated onsite	0.8	1.4	2.0	
Renewable electricity as a percentage of total consumption	54%	55%	59%*	
Other energy consumed	149	156	154	
Total energy consumed	1,090	1,063	1,038*	
<b>Water Used in Dell Technologies Operations</b> Measured in thousand cubic meters (m <sup>3</sup> ) unless otherwise noted				Water figures in this section are for all facilities globally, including leased spaces.
Water withdrawals - total volume	1,931	1,778	1,650*	
Third-party sources	1,882	1,736	1,622	Fresh water and reclaimed wastewater obtained from municipal and private sources.
Groundwater and surface water sources	49	42	28	
Freshwater used in high water stress locales	45	39	48	The FY23 year-over-year increase in freshwater used in high water stress locales can primarily be attributed to an increase in employees returning to site, resulting in higher water use at these buildings.
Freshwater used in non-high water stress locales	1,161	1,098	1,124	

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

METRICS	FY21	FY22	FY23	NOTES
<b>Waste from Manufacturing Operations</b> Measured in metric tons (MT) unless otherwise noted				
Nonhazardous waste generated	12,505	14,224	16,971	Data is for Dell Technologies-owned facilities that assemble products.
Landfill avoidance rate as percentage of total nonhazardous waste generated (%)	97%	99%	99%	
Nonhazardous waste recycled or reused	10,544	12,599	15,340	
Nonhazardous waste recovery (waste to energy)	1,476	1,390	1,347	
Nonhazardous waste incinerated	4	0	0	
Nonhazardous waste composted	54	48	61	
Nonhazardous waste landfilled	427	186	223	
<b>Health and Safety Metrics (Dell Technologies operations)</b>				
Recordable injury/illness rate	0.04	0.04	0.04	Cases per 100 full-time employees (FTEs).
DART (Days Away, Restricted or Transferred) rate	0.02	0.03	0.03	
Total number of work-related fatalities	0	0	0	Cases for all employees
<b>Material Environmental Fines</b>				
We were not assessed any material environmental fines, nor did we have any material environmental remediation or other environmental costs, during Fiscal 2023.				

METRICS	FY21	FY22	FY23	NOTES
<b>Global Female Representation</b>				
Overall	31.8%	33.9%	34.8%	Percentage of team members in our global workforce who have self-identified as female.
People leader roles	25.8%	28.2%	29.2%	
Technical roles	20.8%	22.8%	24.5%	
Non-technical roles	36.7%	39.0%	39.8%	
<b>U.S. Race/ Ethnicity Representation</b>				
Hispanic or Latino	8.9%	9.4%	9.9%	Percentage of team members in our U.S. workforce who have self-identified as the race/ethnicity shown.
Black or African American	5.3%	6.0%	6.2%	
Asian	14.7%	15.0%	15.4%	
American Indian or Alaska Native	0.5%	0.5%	0.5%	
Native Hawaiian or other Pacific Islander	0.2%	0.2%	0.2%	
Two or more races	1.7%	1.8%	1.9%	
White	67.4%	65.1%	63.5%	
Not specified or did not report	1.3%	2.0%	2.5%	

METRICS	FY21	FY22	FY23	NOTES
<b>U.S. Race/ Ethnicity Representation in Non-Technical Roles</b>				
Hispanic or Latino	9.8%	10.3%	10.7%	Percentage of team members in our U.S. workforce who have self-identified as the race/ethnicity shown.
Black or African American	5.8%	6.5%	6.8%	
Asian	9.1%	9.2%	9.2%	
American Indian or Alaska Native	0.5%	0.5%	0.5%	
Native Hawaiian or other Pacific Islander	0.2%	0.2%	0.2%	
Two or more races	1.8%	1.9%	2.0%	
White	71.4%	69.4%	68.0%	
Not specified or did not report	1.4%	2.0%	2.5%	
<b>U.S. Race/ Ethnicity Representation in Technical Roles</b>				
Hispanic or Latino	7.1%	7.8%	8.3%	Percentage of team members in our U.S. workforce who have self-identified as the race/ethnicity shown.
Black or African American	4.4%	4.9%	5.1%	
Asian	26.0%	26.3%	26.9%	
American Indian or Alaska Native	0.5%	0.5%	0.5%	
Native Hawaiian or other Pacific Islander	0.1%	0.1%	0.1%	
Two or more races	1.4%	1.5%	1.6%	
White	59.2%	56.8%	55.0%	
Not specified or did not report	1.3%	2.1%	2.5%	

METRICS	FY21	FY22	FY23	NOTES
<b>U.S. Race/ Ethnicity Representation in People Leader Roles</b>				
Hispanic or Latino	7.9%	8.5%	8.7%	Percentage of team members in our U.S. workforce who have self-identified as the race/ethnicity shown.
Black or African American	3.5%	3.7%	3.6%	
Asian	12.8%	13.6%	14.3%	
American Indian or Alaska Native	0.6%	0.6%	0.6%	
Native Hawaiian or other Pacific Islander	0.1%	0.1%	0.1%	
Two or more races	1.1%	1.0%	1.1%	
White	72.9%	71.0%	69.3%	
Not specified or did not report	1.1%	1.5%	2.2%	
<b>Global Employee Resource Groups (ERGs)</b>				
Percentage of overall enrollment	44.0%	47.0%	52.0%	Percentage of team members in our global workforce who have enrolled in one or more ERGs.

**TRANSFORMING LIVES**

METRICS	FY21	FY22	FY23	NOTES
Percentage of team members participating in giving/volunteerism (annual measurement)	51.0%	50.0%	52.0%	In FY23, we saw an increase in giving/volunteerism as we continue to see increased in-person volunteerism and return to site team members.
Total volunteer hours (in thousands)	516	709	928	
Total contributions (in millions)	49.9	60.9	52.1	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.
Total number of people reached (cumulative measurement beginning FY20, direct + indirect reach)	93,565,402	159,742,242	288,278,127	Our “1 Billion Lives” goal tracks the number of people who are reached through our health and education initiatives.
Percentage of people reached directly who identify as girls and women, or underrepresented groups (cumulative measurement beginning FY20, direct reach only)	56.1%	54.1%	49.0%	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. “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.
Total number of nonprofit partners supported in their digital transformation journey (cumulative measurement beginning FY20)	77	222	345	Currently, this measurement covers the number of nonprofit organizations that have participated in a 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 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.
Total number of future-ready skills training hours at in-house manufacturing locations	6,592 (CY20) <sup>47</sup>	13,045	13,296	In FY23, Dell-badged team members completed 13,296 hours of future-ready skills training at our in-house factories. We attribute our progress to stakeholder communication and strategic content to target learner development.
Total number of future-ready skills training hours in supply chain	99,271 (CY20) <sup>48</sup>	144,658	112,541	In FY23, Dell recorded 112,541 future-ready skills training hours through our pilot program with two suppliers. We saw a decrease in training hours due to COVID related site restrictions.

## UPHOLDING TRUST

METRICS	FY21	FY22	FY23	NOTES
Percentage of Dell team members who completed assigned ethics and compliance training	100%	100%	100%	
Percentage of Dell team members who agreed to the Dell Technologies Code of Conduct	100%	100%	100%	
Percentage of partners that agreed to the Code of Conduct for Partners	96%	94%	99%	
Percentage of partners that completed assigned ethics and compliance training	100%	100%	100%	

## SUPPLY CHAIN KPIS AND AUDIT RESULTS

Detailed three-year performance trends on supply chain key metrics provide an additional layer of transparency into our work and allow readers to follow our progress. Prior to FY22, Dell reported supply chain metrics on an annual basis.

KEY PERFORMANCE INDICATORS	CY20	FY22	FY23	NOTES
Initial audits	205	205	251	We audit high-risk factories on a two-year cycle. Selected other sites, including new supplier factories, are also audited.
Closure audits	141	167	170	We work with suppliers to correct audit findings and arrange closure audits to confirm findings are remediated.
Priority audit findings closed or downgraded	90%	90%	92%	The most severe findings are prioritized for resolution. Performance is tracked cumulatively. <sup>49</sup>
Audit findings closed or downgraded	76%	69%	70%	We collaborate with suppliers to remediate priority and major findings. Performance is tracked cumulatively. <sup>50</sup>
Unique participants attending capability building programs	1,439	1,616	1,763	Capability building engages participants across final assembly, direct and sub-tier suppliers who can share the insights provided by training throughout their factories.
Unique factories participating in capability building programs	413	407	441	We track the reach of our capability building programs by the number of factories participating in our training.
Workers who do not exceed 60 working hours per week	89%	87%	88%	We monitored 206,991 workers in our supply chain, of which 88% did not exceed 60 working hours per week.
Workers with at least one rest day per week, every week	84%	79%	82%	Of the 206,991 workers we monitored, 82% took at least one day of rest per week.
Factories with active water risk mitigation plans	236	207	192	192 supplier factories in areas of water stress or with water intensive processes had active water risk mitigation plans.
Total number of SER training hours provided to Dell's global supply chain team members	61,124	61,587	120,648	In FY23, Dell provided 120,648 hours of social and environmental training to supply chain team members. Our progress greatly accelerated due to expanded mobile training programs to improve workers' health and safety.
Emissions avoided through energy reduction projects (in MT CO <sub>2</sub> e)	48,842	305,898	68,170	In FY22, suppliers realized large energy savings through investments in upgraded equipment and facilities. In FY23, this equipment was fully operational, so we saw a decrease in emissions avoided through energy reduction projects.
Suppliers with sustainability reports	95%	96%	89%	We encourage our suppliers to publish annual sustainability reports that meet the GRI requirements. This number represents the amount of suppliers by percent of procurement spend with sustainability reports.
Diverse supplier spend <sup>51</sup>	>U.S.\$ 3 billion	>U.S.\$ 3 billion	>U.S. \$ 3 billion	Dell is committed to spend \$3 billion or more annually with diverse suppliers.

# Labor and human rights

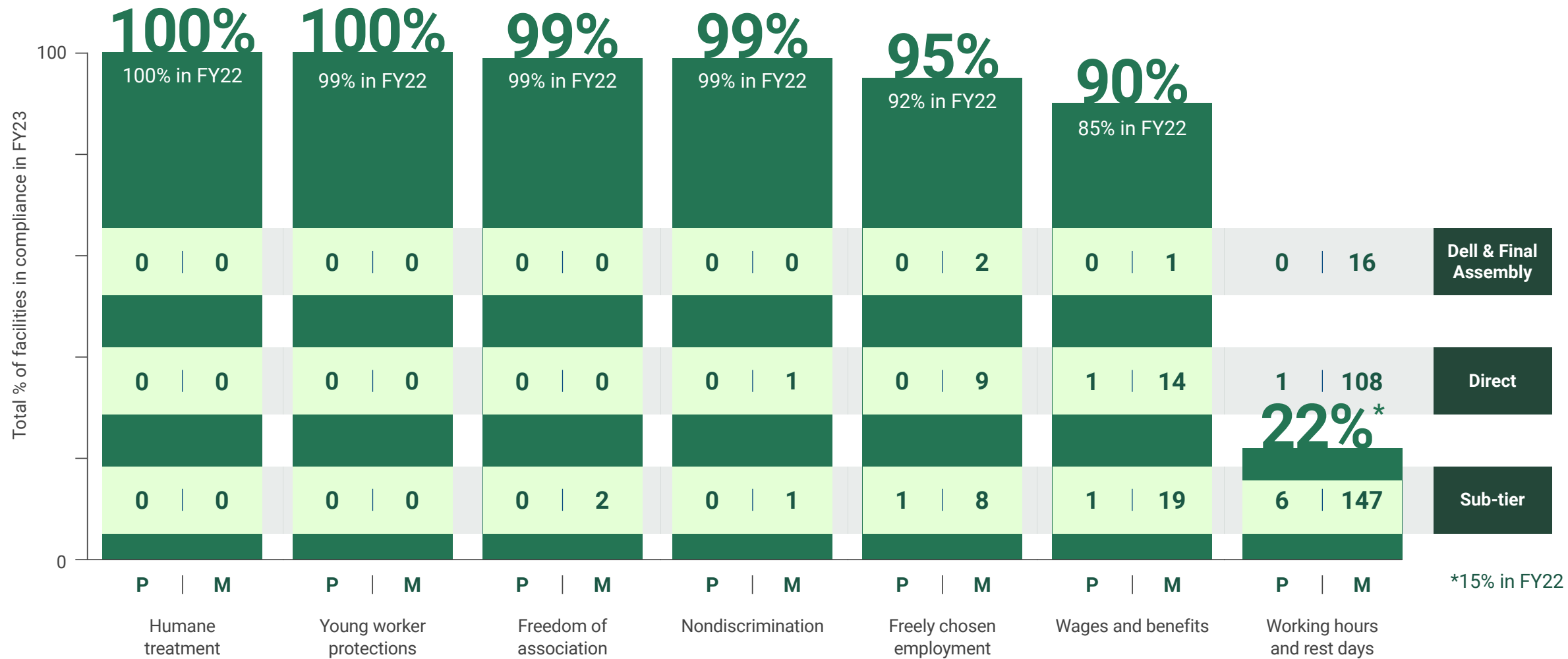
**Key**

**P** Priority Findings

**M** Major Findings

Results are based on audits of 348 factories. When an issue is identified, we work with the factory to correct it.

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



# Employee health and safety

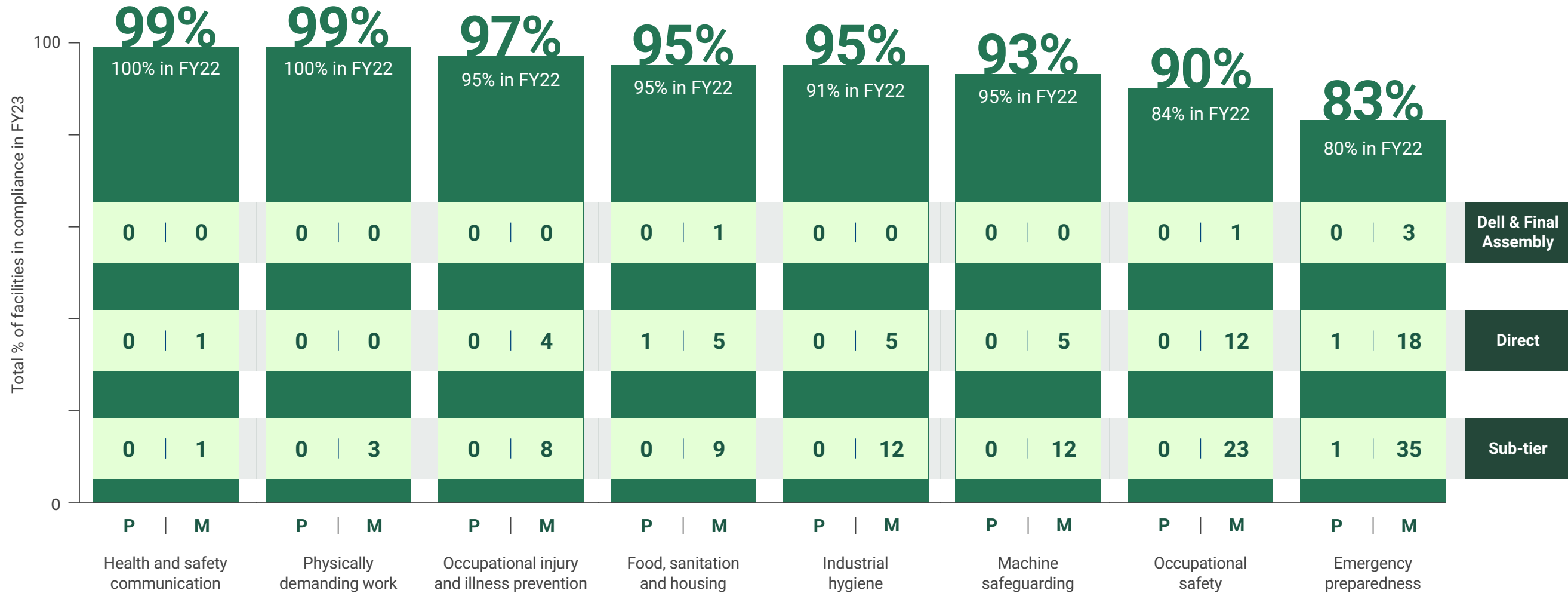
**Key**

**P** Priority Findings

**M** Major Findings

Results are based on audits of 348 factories. When an issue is identified, we work with the factory to correct it.

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



# Environment

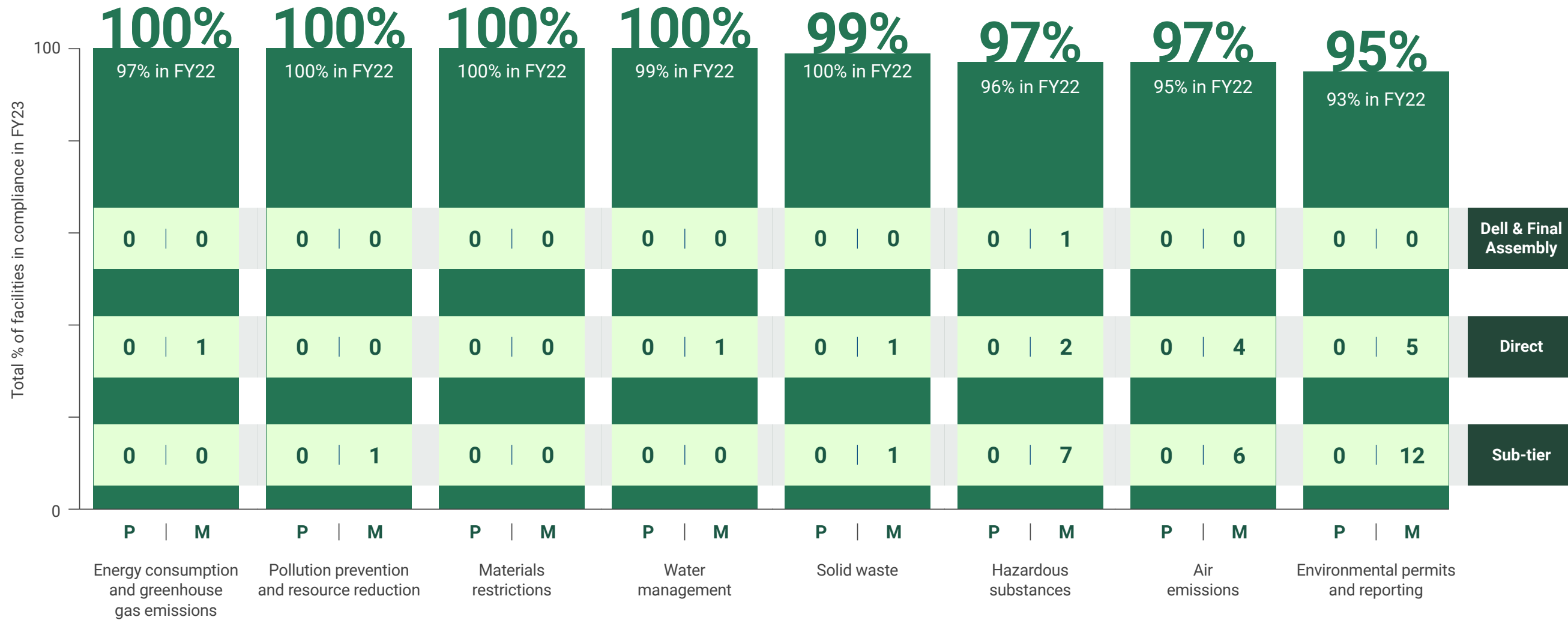
**Key**

**P** Priority Findings

**M** Major Findings

Results are based on audits of 348 factories. When an issue is identified, we work with the factory to correct it.

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



# Ethics

**Key**

**P** Priority Findings

**M** Major Findings

Results are based on audits of 348 factories. When an issue is identified, we work with the factory to correct it.

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



# Management systems

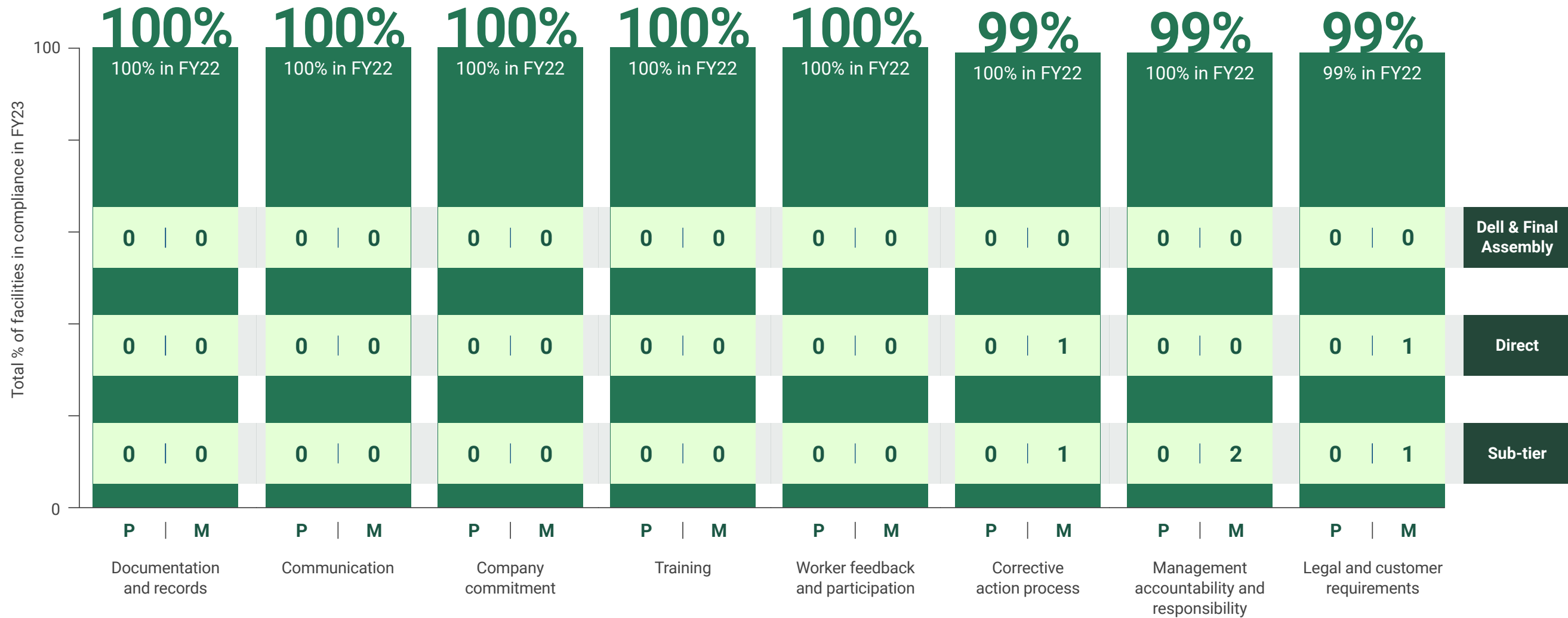
**Key**

**P** Priority Findings

**M** Major Findings

Results are based on audits of 348 factories. When an issue is identified, we work with the factory to correct it.

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



# Management systems (continued)

**Key**

**P** Priority Findings

**M** Major Findings

Results are based on audits of 348 factories. When an issue is identified, we work with the factory to correct it.

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



# Appendix

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# How we report

This FY23 Environmental, Social and Governance (ESG) Report, combined with the other reports listed below, provides our stakeholders with a transparent picture of how Dell is delivering on our commitments. View the [current and archived copies](#) of all of our reports.



## Reporting to ESG Standards and Frameworks

View our framework reporting per Global Reporting Initiative (GRI) standards, Sustainability Accounting Standards Board (SASB) standards and the World Economic Forum's (WEF) core Stakeholder Capitalism Metrics.



## Responsible Minerals Sourcing Report

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



## CDP Water Report

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



## CDP Climate Change Report

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

# Refined and retired ESG goals

## Advancing Sustainability

ACTIVE GOALS	GOAL REFINEMENT
<b>Climate Action</b>	
By 2050, we will reach net zero greenhouse gas emissions across scopes 1, 2 and 3	There has been no change to this goal.
Reduce scopes 1 and 2 greenhouse gas emissions by 50% by 2030	There has been no change to this goal.
Source 75% of electricity from renewable sources across all Dell Technologies facilities by 2030 – and 100% by 2040	There has been no change to this goal.
Reduce absolute scope 3 GHG emissions from purchased goods and services 45% by 2030	We developed an absolute target for Category 1, validated by the SBTi. This replaces a prior intensity target.
Reduce absolute scope 3 GHG emissions from use of sold products 30% by 2030	We developed an absolute target for Category 11, validated by the SBTi. This replaces a prior intensity target.
<b>Circular Economy</b>	
By 2030, for every metric ton of our products a customer buys, one metric ton will be reused or recycled	We updated the unit of measure from unit-based takeback to weight-based takeback.
By 2030, 100% of our packaging will be made from recycled or renewable material, or will utilize reused packaging	We expanded the scope of this goal to now include original packaging that is captured and reused.
By 2030, more than half of our product content will be made from recycled, renewable or reduced carbon emissions material	We expanded the scope of this goal to now include materials produced using reduced carbon energy sources.

## Advancing Sustainability

RETIRED GOALS	GOAL RETIREMENT
Partner with our direct material suppliers to meet a science-based GHG emissions reduction target of 60% per unit revenue by 2030	We retired this intensity target and developed a replacement absolute target for Category 1.
We will reduce the energy intensity of our entire product portfolio by 80% (FY12–FY21)	In FY21, we retired our goal to reduce the energy intensity and developed a replacement target for Category 11.
We will reduce workplace plastic waste by 90%	We retired these goals around driving sustainable improvements in our workplaces. Our campuses saw significant decreases in usage with our shift to more remote/hybrid work and our workplace plastic waste target was no longer strategically relevant. We achieved our facility-level water targets early and our progress is included in the <a href="#">By The Numbers section</a> of this report.
We will reduce freshwater use in our Dell Technologies-owned facilities by 25% in locales with high water stress	
We will reduce freshwater use in our Dell Technologies-owned facilities by 10% elsewhere	
Each year through 2030, we will continue engagement with the people who make our products	These goals have been retired as part of the evolution of our goals strategy. Our commitment to providing a healthy work environment and engaging with the people who make our products continues to be foundational to how we do business. Our goal for delivering future-ready skills for workers in our supply chain has been shifted under the Transforming Lives pillar.
Each year through 2030, we will show continued commitments to provide healthy work environments where people can thrive	

## Cultivating Inclusion

ACTIVE GOALS	GOAL REFINEMENT
<b>Inclusive workforce</b>	
By 2030, 50% of our global workforce and 40% of our global people leaders will be those who identify as women	There has been no change to this goal.
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	There has been no change to this goal.
RETIRED GOALS	GOAL RETIREMENT
By 2030, 50% of our team members will participate in Employee Resource Groups to drive social impact	We achieved this goal early and have retired it. Our progress is included in the <a href="#">By The Numbers section</a> of this report.
Each year through 2030, 90% of our team members will rate their job as meaningful.	Feedback from our team members is critical and we retired these goals as we have evolved the questions and process we use to collect feedback on these areas via our annual, internal opinion survey for our full- and part-time team members.
Each year through 2030, 75% of our team members will believe their leader is inspiring.	
By 2030, 95% of our team members will participate in annual foundational learning on inclusive principles and practices	We achieved this goal early and have retired it.

## Transforming Lives

ACTIVE GOALS	GOAL REFINEMENT
<b>Digital inclusion</b>	
By 2030, we will improve 1 billion lives through digital inclusion	We updated the language for this goal for clarity, but there is no change to the underlying unit of measure.
Each year through 2030, 50% of the total people directly reached will be those who identify as girls and women, or underrepresented groups	There has been no change to this goal.
Each year through 2030, we will deliver future-ready skills development for workers in our supply chain	There has been no change to this goal.
<b>Giving &amp; Volunteerism</b>	
By 2030, 75% of our team members will participate in giving or volunteerism in their communities	We updated this goal from annual achievement to 2030 achievement.
By 2030, we will use our expertise and technology to support the digital transformation of 1,000 nonprofit partners.	There has been no change to this goal.

## Upholding Trust

ACTIVE GOALS	GOAL REFINEMENT
<b>Trust</b>	
By 2030, our customers and partners will rate Dell Technologies as their most trusted technology partner	This is a new goal under the expanded Upholding Trust pillar.
By 2024, Dell will make available the first validated Zero Trust solution, accredited by the U.S. government and commercially available to targeted global public and private sector organizations	These are new key drivers under the expanded Upholding Trust pillar.
By 2025, 100% of actively sold Dell-designed and branded products and offerings will publish a software bill of materials (SBOM), providing transparency to third-party and open-source components	
By 2030, all new Dell products and offerings that use authentication will offer a password-less authentication mechanism	
Each year through 2030, we will make it easier and faster for customers to exercise choice and control over their personal data	We updated this goal from 2030 achievement to annual achievement and updated the language for clarity.
RETIRED GOALS	GOAL RETIREMENT
Each year through 2030, 100% of our team members will demonstrate their commitment to our values	These goals have been retired as part of the evolution of our goals strategy. Our team members and the partners we do business with demonstrating their commitment to our values continues to be critical to us, and progress is included in the <a href="#">By The Numbers section</a> of this report.
By 2030, 100% of the partners we do business with will demonstrate their commitment to our values	

# Glossary

These are terms you'll find in this report, as well as the definitions we use within the context of the environmental, social and governance (ESG) 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.

**Artificial intelligence (AI):** The theory and development of computer systems able to perform tasks that normally require human intelligence, such as visual perception, speech recognition, decision-making and translation between languages. AI is increasingly being leveraged for its ability to process high volumes of data in real time and to solve complex data problems quickly and accurately.

**Bioplastics:** Plastics that are derived from nonpetroleum-based biological resources. Bioplastics can be derived from agricultural feedstocks, such as sugar cane, 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 information technology (IT) product (regardless of brand or takeback network) to be made into a new IT product.

**CO<sub>2</sub>e, or CO<sub>2</sub>-equivalent:** A term for describing different greenhouse gases in a common unit. For any quantity and type of greenhouse gas, CO<sub>2</sub>e signifies the amount of carbon dioxide (CO<sub>2</sub>) that would have the equivalent global warming impact.

**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 (CO<sub>2</sub> or CO<sub>2</sub>e).

**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 activities necessary to address the digital divide and ensure all individuals and communities, especially the most underrepresented, have access to and use of technology required to participate in society.

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

**Digital public goods:** Open source software, open data, open AI models, open standards and open content that adhere to privacy and other applicable laws and best practices, do no harm by design and help attain the United Nations Sustainable Development Goals (SDGs).

**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 emissions associated with products and services once they are owned by a customer.

**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.

**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.

**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.

**FY23:** Our fiscal year is the 52- or 53-week period ending on the Friday nearest January 31. We refer to our fiscal years that ended February 3, 2023; Jan. 28, 2022; and Jan. 29, 2021; as “FY23,” “FY22” and “FY21,” respectively. FY23 included 53 weeks; FY22 and FY21 included 52 weeks.

**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, methane and others

**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.

**Hispanic-serving Institutes (HSIs):** U.S. institutions of higher education with at least 25% total full-time enrollment of Hispanic undergraduate students.

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

**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.

**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:** An environment where all team members are respected, feel like they’re part of the group and have equal access to opportunity and involvement.

**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.

**LGBTQ+:** An acronym for lesbian, gay, bisexual, transgender and/or queer.

**Linear economy:** Value created by Dell, measured using indicators, such as revenue, pretax income and net income as disclosed within our annual financial reports.

**Low-carbon emission material:** Materials that were produced using a lower emissions source of energy.

**Machine learning (ML):** The use and development of computer systems that are able to learn and adapt without following explicit instructions by using algorithms and statistical models to analyze and draw inferences from patterns in data.



## GLOSSARY

**Materiality:** “ESG materiality” 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 U.S. securities or other applicable law. Any reference in this report to “materiality” refers to such term in the context of ESG reporting and strategy.

**Microaggression:** A statement, action or direct incident regarded as an instance of subtle or unintentional discrimination against members of a marginalized group such as a racial or ethnic minority.

**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 (AANAPISIs).

**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.

**Ocean-bound plastics:** Plastic waste that has not found its way into the ocean and is classified as “mismanaged waste.” That is, plastic that is not being collected and not likely to be collected and is found on the ground within 50 kilometers of a waterway or coastal area.

**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.

**Pay equity:** Compensation based on legitimate business considerations — not on gender, race, ethnicity or any other protected characteristic.

**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 through which every product goes, 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.

**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.

**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.

**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.

**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:** A function of our culture of advocacy; influential leader advocating supports scalable talent in reaching positions of greater influence and responsibility.

**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.

**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.

**Sustainability Accounting Standards Board (SASB):** An international organization dedicated to standards and guidelines for corporate reporting on nonfinancial performance.

**Sustainable materials:** Materials whose origination or processing has reduced impacts on the environment.

**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 groups:** In the context of this report, we are referring to two ethnic groups, Black/African American and Hispanic/Latino, 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 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 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 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.

**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).

# Dell's material ESG topics

Information on our recent evaluation of our key ESG topics is within the [Stakeholder Engagement and ESG Materiality sections](#) of this report. We align our ESG performance and reporting with the topics noted below through our 2030 and beyond goals through consideration of guidelines, such as those developed by the [Global Reporting Initiative](#) (GRI) and the [SASB Standards](#). Our GRI, SASB and World Economic Forum (WEF) indexes can be found on our [reporting standards and frameworks page](#).

**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 earnings before interest, taxes, depreciation and amortization (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 location 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. This includes our approach to conflict minerals.





## DELL'S MATERIAL ESG TOPICS

**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 on 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:** A practice that deals with the safety, health and well-being of people when they are at work.

**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.

**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.

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 The calculation is based on a plastic half liter bottle.
- 2 Section C8.2c of our CDP Climate Change response. Our 2023 Climate Change response will be available in late 2023. Until then, our 2022 response is available.
- 3 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.
- 4 FY21 has been restated to reflect structural changes associated with divestitures and outsourcing since FY20.
- 5 The FY22 scope 3, category 1 has been calculated using an improved method that considers supplier-reported allocated emissions, commodity-level emission factors, and EEIO factors, which is not currently available for previous years’ figures. More precise data, along with an increased spend are responsible for the increase in FY22 scope 3, category 1 emissions. Additionally due to the one-year lag in supplier emissions data, progress against the current year is not available.
- 6 The FY23 scope 3, category 11 data has been calculated using country-level shipment and emission factors and more precise power models for storage enclosures, data which is not currently available for previous years’ figures. More precise data is responsible for the increase in FY23 scope 3, category 11 emissions. Future reporting will include recalculated historical data as available and deemed necessary.
- 7 Total number of lives reached (cumulative measurement) is inclusive of programs that we have chosen to no longer report on during the current fiscal year. While these programs are no longer counted for the reporting period, we still count the lives we impacted during prior reporting periods toward our goal. As we work to improve lives, we may choose to realign programs to better fit our overall goal.
- 8 In previous years, Dell reported supply chain metrics on an annual basis.
- 9 In previous years, Dell reported supply chain metrics on an annual basis.
- 10 <https://www.dell.com/en-us/lp/privacy-center>.
- 11 The end date of our 2030 plan is 01/31/2031.
- 12 We are communicating our new 2030 goal and key drivers for Upholding Trust but will not begin reporting progress on new and expanded goal and key drivers until FY24.
- 13 Percentage is of total plastic weight in product. Applies to OptiPlex Micro Form Factor and OptiPlex Micro Form Factor Plus. Based on internal analysis, February 2023.
- 14 Based on Dell analysis of ENERGY STAR certified Data Center Storage products, March 2023.
- 15 Enterprise data storage based on Dell ‘s Future-Proof program that offers 4:1 data reduction guarantee based on PowerMax data reduction tools (dedupe and data compression) for open systems storage. Actual data reduction rates will vary.
- 16 Based on Dell analysis of submitted SPECfPRate score of 1410 achieved on a Dell PowerEdge R7625 with AMD Epyc 9654s (cTDP 400W) compared to the previous high score of 636 on a Dell PowerEdge R7525 with AMD Epyc 7763 (cTDP 280W) processors as of 11/3/2022. Actual performance will vary.
- 17 Based on internal tests comparing XCOPY performance copying 1000 36GB VMs running on PowerStore 5000 with PowerStoreOS 3.0 vs. PowerStoreOS 2.0. Actual results will vary.
- 18 Based on a comparison of Dell PowerEdge Servers with AMD Epyc 4th gen of processors with a maximum of 96 cores per socket and the Dell PowerEdge servers with AMD Epyc 3rd gen of processors with a max of 64 cores per socket.
- 19 Based on a Principled Technologies report commissioned by Dell Technologies, “Simplify administrator tasks and improve security and health monitoring with tools from the Dell management portfolio vs. comparable tools from HPE”, November 2022. Actual results may vary.

## ENDNOTES

- 20 Based on internal analysis, March 2023. Applies to: PowerEdge C6620, PowerEdge R660, PowerEdge R6615, PowerEdge 6625, PowerEdge R760, PowerEdge 7615, PowerEdge 7625, PowerEdge XR4000r, PowerEdge XR4000z.
- 21 Applies to the following PowerEdge server models; R540, R550, R740, R740xd, R750, R750xs, R940, T140, and T150. Based on internal analysis, October 2022.
- 22 Based on the IDC report The Business Value of Dell Technologies APEX as-a-Service Solutions, August 2021 | IDC Doc. #US48106621.
- 23 Refers to only Equinix Colocation Facilities. Based on an Equinix 2022 Corporate Sustainability report, 2022. [Full Report](#).
- 24 Known to be in Dell Technologies' supply chain. These include second tier, third tier and beyond.
- 25 Workers refer to all types of direct employees of the supplier and contract labor, including but not limited to temporary, student and dispatch labor.
- 26 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.
- 27 Efforts in this area include encouraging suppliers to report data to a pollutant release and transfer register (PRTR), which the Organization 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 FY23, 242 of our suppliers reported PRTR.
- 28 Definition from the United Nations Industrial Development Organization.
- 29 Definition is based on the World Resources Institute definition for areas of medium-high or higher water stress.
- 30 According to data collected through the Responsible Business Alliance Validated Assessment Program and reported in the [RBA 2021 Annual Report](#).
- 31 Small and diverse spend certificates are validated on an annual basis.
- 32 This number represents the amount our suppliers spent with small and diverse suppliers for the period Jan. 1, 2022, through Dec. 31, 2022.
- 33 Measured from inception of program in FY20.
- 34 Internet surge slows, leaving 2.7 billion people offline in 2022, [International Telecommunication Union press release](#).
- 35 In previous years, Dell reported supply chain metrics on an annual basis.
- 36 In previous years, Dell reported supply chain metrics on an annual basis.
- 37 According to [The Sustainable Development Goals \(SDGs\) Report](#), 2022, by the United Nations, the world is not on track to meet our SDN goals by 2030.
- 38 According to the [World Economic Forum](#), more than half the world's population still remain offline.
- 39 According to [Reuters](#), the cost of meeting SDGs increased by 25% last year to \$176 trillion.
- 40 Ocean-bound plastics used in products are inclusive of soft goods.
- 41 FY21 has been restated to reflect structural changes associated with divestitures and outsourcing since FY20.
- 42 FY21 has been restated to reflect structural changes associated with divestitures and outsourcing since FY20.
- 43 The FY22 scope 3, category 1 has been calculated using an improved method that considers supplier-reported allocated emissions, commodity-level emission factors, and EEIO factors, which is not currently available for previous years' figures. More precise data, along with an increased spend are responsible for the increase in FY22 scope 3, category 1 emissions. Additionally due to the one-year lag in supplier emissions data, progress against the current year is not available.
- 44 For scope 3, category 4 emissions, Dell uses the Global Logistics Emissions Council (GLEC) framework and well-to-wheel emissions factors.
- 45 The FY23 scope 3, category 11 data has been calculated using country-level shipment and emission factors and more precise power models for storage enclosures, data which is not currently available for previous years' figures. More precise data is responsible for the increase in FY23 scope 3, category 11 emissions. Future reporting will include recalculated historical data as available and deemed necessary.

## ENDNOTES

46 For FY23, the “not specified” race/ethnicity group now includes those team members that have left their race/ethnicity self-identification blank, in addition to those who chose the “not specified” option. In previous years, team members that left the selection blank were not included in the “not specified” group or reported as a separate group but included in the total headcount for race/ethnicity. Percentages are based on underlying data and may not visually foot due to rounding.

47 In previous years, Dell reported supply chain metrics on an annual basis.

48 In previous years, Dell reported supply chain metrics on an annual basis.

49 Cumulative represents the calculated closure rates for priority findings as of July 31, 2022.

50 Cumulative represents the calculated closure rates for findings as of January 31, 2022.

51 Diverse spend certificates are validated on an annual basis.

An aerial photograph of the ocean showing a series of white-capped waves breaking in a rhythmic pattern across the frame. The water is a deep, vibrant blue-green color. A dark blue rectangular box is overlaid on the center of the image, containing white text.

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/impact](https://Dell.com/impact) for more information.