



# Sustainable Impact Report

2020

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In this report, "we", "us", "our", "company", "HP", and "HP Inc." refer to HP Inc. (formerly Hewlett-Packard Company) and its consolidated subsidiaries.

# Letter from our President and CEO

## 20 YEARS OF SUSTAINABILITY REPORTING



Twenty years ago, we released our first environmental and social impact report. We did so because HP was built on the idea that the purpose of a corporation extends far beyond profit. From our earliest days, we have believed that, by creating technology in the service of humanity, we can create the conditions for business and society to thrive hand in hand.

With each passing year, we have deepened our commitment to this belief. As a result, we're a stronger company that is making a more sustainable impact on the world.

But our work is far from finished. As we look to the next 10 years, it's clear we're entering one of the most consequential decades in modern business history.

A global pandemic continues to cause hardship and heartache around the globe. A changing climate is devastating many communities and threatening the very future of the planet we all share. And we are facing a long-overdue reckoning with the deep inequities and inequalities that prevent far too many people from reaching their full potential.

While these are stark challenges that won't be overcome quickly, we must view them as catalysts for change. Because if we can summon the courage and resolve needed to act in the face of seemingly insurmountable obstacles, I know that we can—and will—take ambitious leaps forward.

At HP, our ambition is to become the world's most sustainable and just technology company. I'm proud of the work of our teams around the world, and this report highlights the progress we are making against our goals—as well as the areas where we must do more.

But if we simply stay the course, we will fail to meet the magnitude of this moment. The pace of change in the world around us is accelerating, and so must our efforts to create the future we want to see.

Our new 2030 Sustainable Impact agenda is designed to propel us forward. It stays true to HP's values, supports the United Nations

Sustainable Development Goals, and prioritizes efforts where our technology, talent, and ecosystem can have the greatest impact.

Over the next decade, HP will stand for a new era of progress—where climate change is reversed, human rights are universally protected, and digital equity democratizes opportunity for all.

### Climate Action

We will drive toward a net zero carbon, fully regenerative economy while engineering the industry's most sustainable portfolio of products and solutions.

We plan to achieve net zero greenhouse gas emissions across the HP value chain by 2040, with a 50% reduction by the end of this decade. We pledge to reach 75% circularity for products and packaging by 2030. And we are committed to maintaining zero deforestation for HP paper and paper-based packaging and counteracting deforestation for non-HP paper used in our products and print services.

### Human Rights

We will create a powerful culture of diversity, equity, and inclusion while advancing human rights, social justice, and racial and gender equality across our ecosystem.

By 2030, we're committed to achieving 50/50 gender equality in HP leadership and making sure that women represent greater than 30% of our workforce in technical and engineering roles. Across our company, we intend to meet or exceed labor market representation for racial and ethnic minorities. And we aim to reach one million workers through worker empowerment programs throughout our supply chain.

### Digital Equity

As digital technology transforms seemingly every aspect of our lives, there's a very real danger of more and more people getting left behind. We cannot allow that to happen, and HP will work to break down the digital divide that prevents too many from accessing the education, jobs, and healthcare they need to thrive.

Our goal is to accelerate digital equity for 150 million people by 2030. As part of these efforts, we're launching the HP Partnership and Technology for Humanity (PATH) accelerator program, focused on paving the way toward digital equity and inclusion in underserved communities around the world.

Simply put, the aggressive actions we're taking on climate, human rights, and digital equity are the right things to do. And for anyone who still buys into the false belief that this work comes at the expense of profit, consider this: our Sustainable Impact agenda helped win more than \$1 billion in sales in 2020, the second consecutive year we've surpassed this milestone.

The actions we're taking to address some of society's greatest challenges will strengthen our communities while spurring innovation and growth across our business.

But it's going to take a lot of hard work and investment. It will demand collaboration across the public and private sectors. And above all else, it will require us to believe that we can rise to this moment in ways that truly change the world for the better.

One of our founders, Dave Packard, said it best: "The betterment of society is not a job to be left to a few. It's a responsibility to be shared by all."

Ultimately, that's what motivates our more than 50,000 employees across HP. We are united by our ambition to create technology that inspires human progress. And we will hold ourselves accountable for achieving the goals we have set. That is, and always will be, the HP Way.

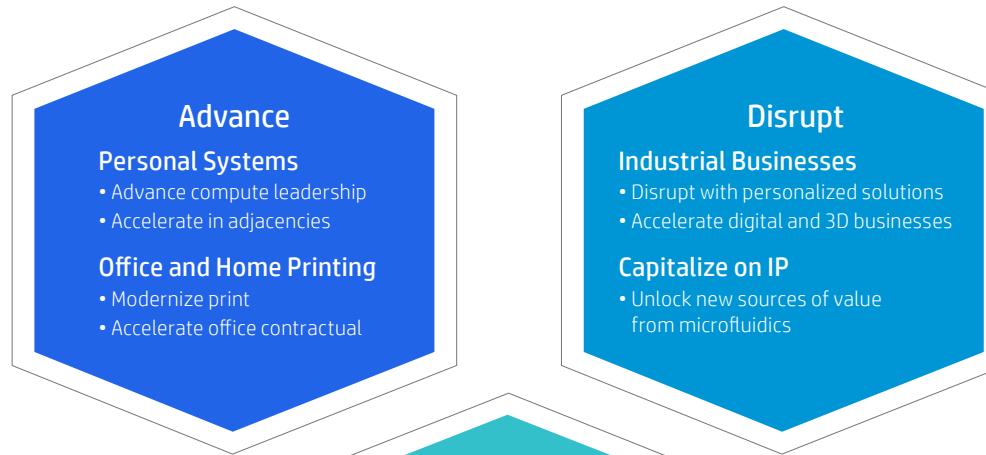
Saludos,

A handwritten signature in black ink, appearing to read "Enrique".

Enrique Lores  
President and CEO

# About HP

## OUR STRATEGY



Sustainable and just

Transform  
Optimize cost structure

Digitally powered and  
data enabled

## KEY FACTS

### Enrique Lores

President and Chief Executive Officer, HP Inc.

### Chip Bergh

Chairman of the Board

- Incorporated in the State of Delaware, United States
- Fortune 100 company

- Ticker symbol HPQ on the New York Stock Exchange
- Corporate headquarters Palo Alto, California, United States

- Approximately 53,000 employees globally<sup>1</sup>
- HP operates in 180 countries worldwide

### FISCAL YEAR 2020 HIGHLIGHTS

**\$56.6 BILLION**

in net revenue

**\$4.3 BILLION**

of net cash provided by operations, \$4.1 billion of which was returned to stockholders in the form of share repurchases and dividends

**28,000+**

patents<sup>2</sup>

**250,000+**

channel partners

**\$1.5 BILLION**

R&D spend

See our [full financial performance](#).

# How we deliver value

## INPUTS IN 2020

### HUMAN

Skills, expertise, competencies, and capabilities of HP's approximately 53,000 employees globally<sup>3</sup>

46,000 supplier factory workers engaged in skills-building and wellbeing programs

### INTELLECTUAL

\$1.5 billion invested in R&D

Market and customer insights

### FINANCIAL

Total assets: \$34.7 billion<sup>4</sup>

Long-term debt: \$5.5 billion<sup>5</sup>

### MANUFACTURED

HP manufacturing plants

100s of production suppliers

### NATURAL

482,119 MWh of electricity used in global operations, including 51% renewable electricity and attributes

942,000 tonnes of materials in our products and packaging<sup>6</sup>

34,200 tonnes of recycled content plastic used in HP products and packaging<sup>7</sup>

### SOCIAL AND RELATIONSHIP

Employee, supplier, and partner codes of conduct and engagement

\$17.57 million in HP cash and product contributions<sup>8</sup>

127,000 employee volunteer hours

## VALUE CREATED IN 2020

### HUMAN

95% of employees feel HP values diversity<sup>9</sup>

98% of employees participated in learning and development activities, at an average of 32 hours per employee

79% engagement rate among HP employees<sup>10</sup>

### INTELLECTUAL

More than 28,000 patents<sup>11</sup>

### FINANCIAL

Net revenue: \$56.6 billion

Net earnings: \$2.8 billion

Net cash provided by operations: \$4.3 billion

Share repurchases and dividends: \$4.1 billion

### MANUFACTURED

Millions of products delivered each year

ECO Declarations covering 94% of revenue<sup>12</sup>

### NATURAL

56% decrease in Scope 1 and 2 GHG emissions, since 2015

5.31 million units of hardware repaired

1.28 million units of hardware remarketed/reused

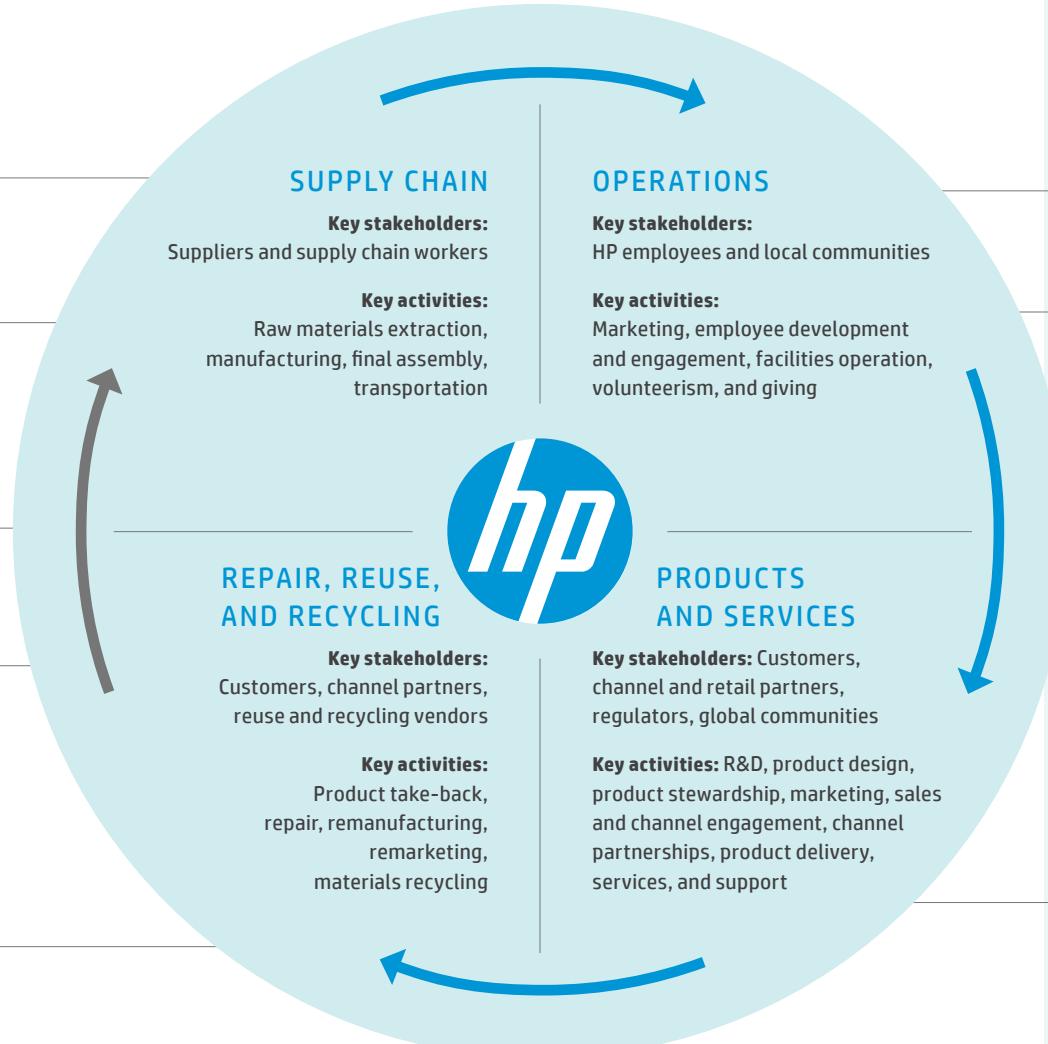
118,000 tonnes of hardware and supplies recycled

### SOCIAL AND RELATIONSHIP

Customer, partner, and supplier retention and satisfaction

Better learning outcomes for nearly 50.3 million students and adult learners through 2020

Improved resilience in communities where we live, work, and do business



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# Sustainable Impact

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# Sustainable Impact strategy

In 2021, HP announced our most comprehensive and ambitious Sustainable Impact agenda yet. It connects us to the most defining and urgent issues of our time and where we can have the greatest impact.

- Climate Action:** Drive toward a net zero carbon, fully regenerative economy while engineering the industry's most sustainable portfolio of products and solutions.
- Human Rights:** Create a powerful culture of diversity, equity, and inclusion. Advance human rights, social justice, and racial and gender equality across our ecosystem, raising the bar for all.

- Digital Equity:** Lead in activating and innovating holistic solutions that break down the digital divide that prevents many from accessing the education, jobs, and healthcare needed to thrive. Drive digital inclusion to transform lives and communities.

We aim to be the world's most sustainable and just technology company. To help us achieve this vision, we have set clear goals designed to support a new era of opportunity—where climate change is reversed, where human rights are universally protected, and where digital equity democratizes opportunity for all.

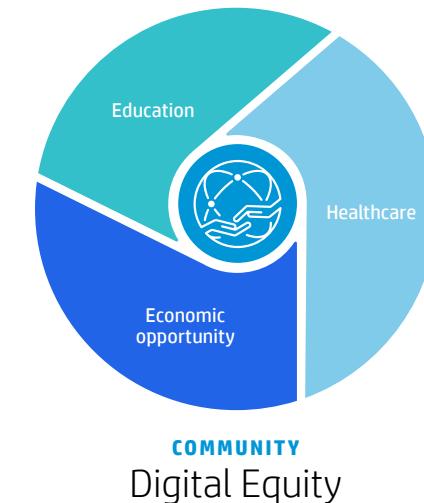
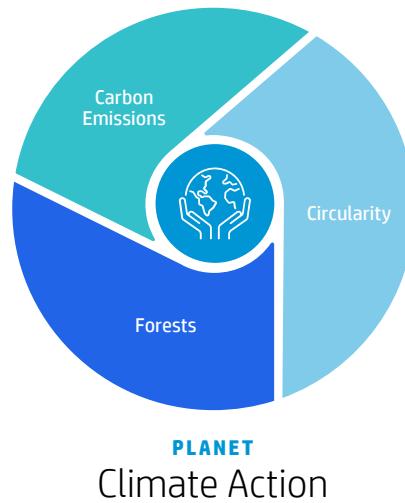
Our strategy is rooted in science and is informed by analysis of HP [Megatrends](#), [materiality assessment](#), the [United Nations Sustainable Development Goals](#) and other external frameworks, ongoing engagement with [stakeholders](#), and alignment with our [core businesses](#). It prioritizes efforts where HP's technology, talent, and platform can do the most good. And most of all, it supports a culture shift that fully integrates Sustainable Impact and purpose throughout every aspect of our business and ecosystem.

As companies and leaders, we know we must stand for more than the products we sell, which is why Sustainable Impact is both a

business imperative and a key differentiator for HP. In 2020, for the second consecutive year, Sustainable Impact helped HP win more than \$1 billion in new sales.<sup>1</sup>

Businesses that can decouple growth from consumption, grow through an inclusive culture, and offer solutions to some of the greatest challenges that face business and society will thrive in the long term. Through our focus on Sustainable Impact, we capitalize on what we do best while anticipating and preparing for the next wave of global challenges. We focus on doing the right thing, even when it is challenging, to deliver lasting value through the power of technology.

## Our key focus areas



# Our 2030 Sustainable Impact goals

We are holding ourselves accountable by striving for some of the most comprehensive goals in our industry.

BY 2025

## Climate Action

- Reach carbon neutrality and zero waste in HP operations<sup>2</sup>
- 100% renewable electricity in global operations

## Digital Equity

- Enable better learning outcomes for 100 million people

BY  
2030

## Climate Action

- Achieve carbon neutrality with Supplies business
- Reduce HP absolute value chain GHG emissions 50%<sup>3</sup>
- Reach 75% circularity for products and packaging<sup>4</sup>
- Maintain zero deforestation for HP paper and paper-based packaging<sup>5</sup>
- Counteract deforestation for non-HP paper used in our products and print services<sup>6</sup>

BY 2040

## Climate Action

- Achieve net zero GHG emissions across HP value chain

## Human Rights

- Achieve 50/50 gender equality in HP leadership<sup>7</sup>
- Achieve greater than 30% technical women and women in engineering
- Meet or exceed labor market representation for racial/ethnic minorities in the United States.
- Maintain higher than 90% rating on internal inclusion index for all employee demographics annually<sup>8</sup>
- Be universally ranked as employer of choice for underrepresented groups in the technology industry
- Reach one million workers through worker empowerment programs
- Assure respect for labor-related human rights<sup>9</sup> for 100% of our key contracted manufacturing suppliers and higher risk next-tier suppliers

## Digital Equity

- Accelerate digital equity for 150 million people by 2030



# Climate Action

## Our mission

Drive toward a net zero carbon, fully regenerative economy while engineering the industry's most sustainable portfolio of products and solutions.

## How we're driving progress

The science is clear, and the time to act is now—2020 set new records for climate disasters, including wildfires, monsoons, and hurricanes. Climate change will impact all businesses and geographies, with lower-income communities and people of color disproportionately affected. We must change the way we make, deliver, and use products to protect nature and communities from our climate crisis.

In April 2021, we set new goals that outline our broad plans to combat climate change, focused on carbon emissions, circularity, and forests. Our climate action strategy is now one of the most comprehensive in our industry, encompassing carbon emissions, circularity, and forests. We are working to reduce our carbon footprint across our value chain through ambitious science-based greenhouse gas (GHG) emissions reduction goals, investments in renewable electricity, supply chain collaboration, and advances in product energy efficiency. [Learn more](#).

We adhere to sustainable design principles and are shifting toward circular, service-based business models. We are keeping materials in use, increasing renewable and recycled content, and advancing materials and energy efficiency while continuing to offer and expand robust repair, reuse, and recycling programs. We apply our expertise, scale, and resources to help regenerate the natural systems on which we all depend.

We have sourced more than 1.7 million pounds (771 tonnes) of ocean-bound plastic for use in our supplies and hardware and are collaborating within our industry and beyond to help grow the market for ocean-bound plastic.

By sourcing certified or recycled fiber, we've achieved zero deforestation for our HP brand paper and paper-based product packaging (see goal at right). We are working to address the fiber of non-HP paper used in HP printing products and services through initiatives like the [HP Sustainable Forests Collaborative](#) and are restoring, protecting, and improving management of over 200,000 acres of forest in Brazil and China. Additionally, in partnership with the Arbor Day Foundation, we planted 1 million trees in 2020 alone, supporting the 1t.org initiative.

## Sustainable Impact goals

Goal	Progress in 2020	UN SDGs
<strong>PRODUCTS AND SERVICES</strong>		
Use 30% postconsumer recycled content plastic across HP's personal systems and print product portfolio by 2025. <sup>10</sup>	During 2020, we used 27,490 tonnes of postconsumer recycled content plastic in HP personal systems and print products, 11% of total plastic used. <a href="#">Learn more</a> .	12, 14
Eliminate 75% of single-use plastic packaging by 2025, compared to 2018. <sup>11</sup>	Through 2020, we achieved a 19% reduction. <a href="#">Learn more</a> .	12, 14
Reduce HP product use GHG emissions intensity by 30% by 2025, compared to 2015. <sup>12</sup>	Through the end of 2020, we achieved a 33% decrease. <a href="#">Learn more</a> .	12, 13
Recycle 1.2 million tonnes of hardware and supplies by 2025, since the beginning of 2016.	Reached 642,300 tonnes recycled through the end of 2020. <a href="#">Learn more</a> .	12
<strong>SUPPLY CHAIN</strong>		
Achieve zero deforestation associated with HP brand paper and paper-based product packaging by 2020. <sup>13</sup>	Achieved zero deforestation for 99% of HP brand paper and paper-based product packaging, with the remaining 1% assessed to ensure reported fiber usage meets HP's Sustainable Paper and Wood Policy. <sup>14</sup> <a href="#">Learn more</a> .	13, 15
Reduce first-tier production supplier and product transportation-related GHG emissions intensity by 10% by 2025, compared to 2015. <sup>15</sup>	Through December 2019 (the most recent year data is available), GHG emissions intensity decreased 3%, compared to 2015. <a href="#">Learn more</a> .	13
Help suppliers cut 2 million tonnes of carbon dioxide equivalent (CO <sub>2</sub> e) emissions between 2010 and 2025. <sup>16</sup>	Through 2020, suppliers avoided 1.38 million tonnes of CO <sub>2</sub> e emissions. <a href="#">Learn more</a> .	13
<strong>OPERATIONS</strong>		
Use 100% renewable electricity in our operations by 2025. <sup>17</sup>	HP's global operations procured and generated 243,661 MWh of renewable electricity and attributes, equivalent to 51% of our global electricity consumption. <a href="#">Learn more</a> .	7, 13
Reduce Scope 1 and Scope 2 GHG emissions from global operations by 60% by 2025, compared to 2015. <sup>18</sup>	HP's global operations produced 171,000 tonnes of Scope 1 and Scope 2 CO <sub>2</sub> e emissions, 56% less than our 2015 baseline. <a href="#">Learn more</a> .	13
Reduce potable water withdrawal in global operations by 35% by 2025, compared to 2015, focusing on high-risk sites.	Potable water withdrawal equaled 2,327,000 cubic meters globally, 27% less than in 2015. <a href="#">Learn more</a> .	6, 12



# Human Rights

## Our mission

Create a powerful culture of diversity, equity, and inclusion. Advance human rights, social justice, and racial and gender equality across our ecosystem, raising the bar for all.

## How we're driving progress

We believe in creating a culture of inclusion, equality, and empowerment for our employees. We also believe in creating a platform for human rights that extends beyond HP, where we will strive to drive policy changes that fight racism, advocate for human rights, and advance social justice across the globe.

[Learn more](#) about our specific goals supporting our 2030 vision.

Through our supply chain responsibility program, we work to improve labor conditions within supplier factories, tackle industry-wide challenges such as forced labor and conflict minerals, and build essential worker and management skills and capabilities.

Our investments in human capital development help to make HP the best place for employees to grow and develop. Fueled by the talent, diversity, and drive of our

employees, we invest in their career growth and passionately support the inclusive culture and growth mindset on which our success depends.

Beginning in 2021, every HP employee is encouraged to set a Sustainable Impact goal as part of their individual 2021 goal-setting process. [Learn more](#) about how we are driving a cultural shift.

Fostering diversity, equity, and inclusion within our business and across our value chain is a business imperative and is essential to serving our global customers. We embed diversity, equity, and inclusion into everything we do. HP's [Board of Directors](#) is one of the most diverse of any U.S. technology company. We encourage our suppliers and business partners to commit to diversity, equity, and inclusion goals and invest in programs and partnerships that build the pipeline for diverse talent. We are committed to creating inclusive technology that affirms human dignity, promotes independence, and unleashes creativity.

HP was built on the values of diversity and inclusion, fairness, and equality. As a company led by our values, we cannot turn our heads from the systemic racism millions of people in the United States and many other countries suffer daily. Our commitments

## Sustainable Impact goals

Goal	Progress in 2020	UN SDGs
Develop skills and improve wellbeing of 500,000 factory workers by 2025, since the beginning of 2015. <a href="#">Learn more</a>	312,000 factory workers have participated in programs since the beginning of 2015. <sup>19</sup> <a href="#">Learn more</a>	8, 10
Double factory participation <sup>20</sup> in our supply chain sustainability programs by 2025, compared to 2015.	Factory participation increased by 13% compared to 2015. <a href="#">Learn more</a> .	8, 10
Maintain greater than 99% completion rate of annual Integrity at HP training among active HP employees and the Board of Directors.	99.1% of employees, including senior executives, completed Integrity at HP training, as well as all members of our Board of Directors. <sup>21</sup> <a href="#">Learn more</a> .	16

and actions took on even greater urgency in the wake of George Floyd's death on May 25, 2020, and the momentum of the Black Lives Matter movement. We are committed to embracing a culture that is not only against racism but is actively anti-racist, and to using HP's platform, technology, and resources as a force for positive change. We are implementing actions across the company through our diversity, equity, and inclusion strategies and accelerating this work through the HP Racial Equality and Social Justice Task Force (see box).

During the year, we also held a series of virtual town hall meetings focused on racial equality for all employees, hosted by our CEO Enrique Lores and Chief Diversity Officer Lesley Slaton Brown. [Learn more](#).

The HP Racial Equality and Social Justice Task Force is working to identify and execute on the biggest opportunities we have as a company to advance sustainable impact in racial equality. The Task Force is driving progress toward goals in three main areas: people, industry, and local and national influence. [Learn more](#).

See progress in [Supplier diversity and Diversity, equity, and inclusion](#).



# Digital Equity

## Our mission

Lead in activating and innovating holistic solutions that break down the digital divide that prevents many from accessing the education, jobs, and healthcare needed to thrive. Drive digital inclusion to transform lives and communities.

## How we're driving progress

Nearly half of the world's population remains unconnected to the Internet and locked out of opportunity. Closing the digital divide will take trillions of dollars and no one company can solve it alone. Yet digital equity is indispensable for the exercise of basic human rights, including access to education, healthcare, and economic opportunity.

In 2021, HP set a goal to accelerate digital equity for 150 million people by 2030. Through our Partnership and Technology for Humanity (PATH) initiative, we aspire to help pave the way toward a world where women and girls, communities of color and marginalized groups, teachers and practitioners, and people with disabilities have access to the technology they need to ensure their voices are heard and their participation is equitable.

We will achieve this through transformative innovation, programs, and strategic investments and partnerships. For example, through the HP Foundation program [HP LIFE](#), we increased outreach in 2020 to bring the free HP LIFE courses to students who had their learning interrupted, resulting in a more than 210% increase in new users from 2019. Through our [healthcare innovations](#), we are working to increase access for underserved populations and accelerate production of critical supplies in times of disaster, as we did in response to COVID-19. And through strategic partnerships like [Girl Rising](#), we are bringing new, inclusive content and curriculums to classrooms and educators.

Our employees contribute time, resources, and skills to help build vibrant, resilient, healthy communities. When disasters strike, we are there to assist—HP, our employees, and the HP Foundation,<sup>22</sup> along with our strategic partners, provide support for affected communities. In 2020, we supported response efforts for the wildfires on the U.S. West Coast and Australia, the earthquake in Puerto Rico, flooding in Indonesia, the Taal Volcano eruption in the Philippines, the explosion in Lebanon, and Hurricane Laura in the United States.

## Sustainable Impact goals

Goal	Progress in 2020	UN SDGs
Enable better learning outcomes for 100 million people by 2025, since the beginning of 2015.	Nearly 50.3 million students and adult learners have benefited from HP's education programs and solutions that advance quality learning and digital literacy, and enable better learning outcomes, since the beginning of 2015. <a href="#">Learn more</a> .	4, 5, 8
Enroll 1 million HP LIFE users between 2016 and 2025.	370,000 users have enrolled in HP LIFE courses since 2016. <a href="#">Learn more</a> .	4, 5, 8
Contribute 1.5 million employee volunteering hours by 2025 (cumulative since the beginning of 2016).	HP employees have contributed 556,000 volunteer hours to local impact projects through 2020. <a href="#">Learn more</a> .	11, 17
Contribute \$100 million in HP Foundation and employee community giving <sup>23</sup> by 2025 (cumulative since the beginning of 2016).	Giving from the HP Foundation and employees reached \$55.12 million through 2020. <a href="#">Learn more</a> .	11, 17

The COVID-19 pandemic challenged us to implement our disaster response at a new level. We rapidly innovated with our partners and donated equipment to support remote teaching and learning. In addition, the HP Foundation contributed \$3 million in grants to support impacted communities. We also deployed our bioprinting, large format, and 3D printing technologies to support vaccine research and help protect first responders, frontline workers, and communities.

[Learn more](#).

# HP's response to COVID-19

The COVID-19 pandemic challenged businesses large and small, local and national governments, families, and individuals in ways few of us could have imagined. While it impacted every aspect of our business in 2020, we worked to address the pandemic while continuing to drive progress toward our other commitments. In our response to the virus, the people of HP demonstrated how we live our values.

## Caring for our employees and business partners

The wellbeing of our employees and their families remained a top priority and in 2020 we took a wide range of actions to keep people safe. As many of our employees switched to working from home, we launched initiatives that promote physical and mental health and work-life balance (in addition to many existing programs), including through [HP Spirit and Well Beyond](#), and provided assistance with [ergonomics](#). We kept employees engaged and informed through internal communications, weekly emails, and town halls.

We helped employees manage work and personal responsibilities, including by offering flextime, part-time, leave

of absence, and job sharing. Additional measures included assisting our hourly employees and certain contingent workers with continued pay and other supporting benefits, deferring workforce reduction notifications, and offering employees virtual office hours with our in-house medical doctor. To help managers continue to lead teams effectively while working remotely, we launched [Manager Connection](#), an online development series.

Recognizing the significant operational and financial challenges faced by our business partners, we launched a variety of relief initiatives, including short-term incentives and free access to cybersecurity support and training.

## Helping impacted communities

Throughout the pandemic, we have remained committed to supporting communities around the world. Together with nonprofit partners, we launched and promoted several initiatives aimed at supporting teachers, students, and school districts through a range of digital and printed educational resources. [Learn more](#).

HP and the HP Foundation contributed financial resources to support communities with critical medical supplies. To assist the public health response, we also donated PCs

and printers to hospitals, and bioprinters to NGOs, universities, and research institutions to accelerate vaccine research. Learn more about HP's [community giving and volunteerism](#).

In 2020, we participated in the '[Uniting Business and Governments to Recover Better](#)' statement by 155 companies representing over 5 million employees, convened by The Science Based Targets initiative, UN Global Compact, and the We Mean Business coalition. The statement urges governments around the world to align their COVID-19 economic aid and recovery efforts with the latest climate science.

## Mobilizing our technology

Together with the global digital manufacturing community, we mobilized HP 3D printing technology, experience, and production capacity to deliver critical medical parts to meet urgent needs. Items included face masks and shields, mask adjusters, nasal swabs, hands-free door openers, and respirator parts. We coordinated with government, health, and industry agencies in numerous countries to support a synchronized and effective approach. [Learn more](#).

Our global network of print service providers also innovated to help medical teams, businesses, and the public combat COVID-19. For example, our customers used the capabilities of HP Latex printing to produce COVID-19 floor stickers to help people maintain a safe distance in grocery stores and other public settings.

[Learn more](#) about HP's response to COVID-19.

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## By the numbers

**\$13+**  
million

in corporate product giving

**\$3**  
million

in HP Foundation grants

**4+**  
million

critical COVID-19 containment parts  
3D printed by HP and partners

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# United Nations Sustainable Development Goals



HP supports the [United Nations Sustainable Development Goals \(SDGs\)](#), and remains committed to driving progress on select goals that are closely aligned to our Sustainable Impact strategy.

Goal	HP's contribution	Goal	HP's contribution
<b>3 GOOD HEALTH AND WELL-BEING</b> 	Clinicians use HP innovations—from our portfolio of PC and printing solutions to personalized 3D-printed prosthetics—to improve patient experiences, clinical efficiency, and access for underserved populations. The physical health, financial wellbeing, and life balance of our employees are also vital to our success. Our array of programs, activities, and resources help keep employees healthy, safe, and well. See: <a href="#">Health and safety</a> ; <a href="#">Wellbeing</a> ; <a href="#">Healthcare</a>	<b>10 REDUCED INEQUALITIES</b> 	HP strives to uphold the fundamental rights and freedoms of all people. We are building a culture that is not only against racism but is actively anti-racist, and we are committed to using HP's platform, technology, and resources as a force for positive change. We promote a welcoming, diverse, and inclusive culture and do not tolerate discrimination of any kind. Through our policies, programs, and partnerships, we aim to promote social and economic inclusion for all people across our supply chain and operations and in our communities. See: <a href="#">Human rights</a> ; <a href="#">Supply chain responsibility</a> ; <a href="#">Diversity, equity, and inclusion</a> ; <a href="#">Community giving and volunteerism</a>
<b>4 QUALITY EDUCATION</b> 	HP strives to build innovative, accessible, and personalized education technology and blended learning solutions. We partner to develop scalable models for digital inclusion and lifelong learning and help governments create effective policies and programs. By collaborating with organizations such as United Nations Children's Emergency Fund and the United Nations High Commissioner for Refugees, we help provide access to quality education to marginalized and underrepresented populations. See: <a href="#">Community giving and volunteerism</a> ; <a href="#">Global education programs</a>	<b>11 SUSTAINABLE CITIES AND COMMUNITIES</b> 	Through contributions from HP, the HP Foundation, and our global employees, we aim to make a positive impact on the communities where we live, work, and do business. We provide financial support for communities affected by natural disasters and emergencies, and work with expert partners to speed recovery and reconnect vital networks. HP employees also contribute their talents, passions, and resources to support inclusive, safe, resilient, and sustainable communities worldwide. See: <a href="#">Community giving and volunteerism</a> ; <a href="#">3D printing</a>
<b>5 GENDER EQUALITY</b> 	HP works to recruit and develop female talent across all levels of the company and grow the pipeline for the future. We also use our scale to influence our suppliers and partners, encouraging them to prioritize diversity, equity, and inclusion within their own operations. In our communities, we work to empower and support gender equality and address barriers to full participation in society. See: <a href="#">Diversity, equity, and inclusion</a> ; <a href="#">Community giving and volunteerism</a> ; <a href="#">Global education programs</a>	<b>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</b> 	HP aims to develop products and solutions that keep materials in use at their highest state of value for the longest possible time, grow the market for recycled content, invest in recycling infrastructure, and offer robust repair, reuse, and recycling programs. We are investing in disruptive technologies such as 3D printing that will help drive a more sustainable and inclusive Fourth Industrial Revolution. See: <a href="#">Advancing a circular and net zero carbon economy</a> ; <a href="#">Products and solutions portfolio</a>
<b>7 AFFORDABLE AND CLEAN ENERGY</b> 	HP is investing in energy efficiency across our product portfolio and operations and shifting toward less GHG-intensive energy sources for our global facilities, including on- and off-site renewable power. By 2025, we aim to use 100% renewable electricity to power our global operations. See: <a href="#">Supply chain responsibility</a> ; <a href="#">Environmental impact</a> ; <a href="#">Our facilities</a>	<b>13 CLIMATE ACTION</b> 	We are reducing our impact by setting targets validated by the <a href="#">Science Based Targets initiative</a> for our Scope 1, 2, and 3 GHG emissions. We work with our suppliers and partners and encourage them to set their own goals and to use renewable energy, and we continue to support coordinated global action to combat climate change, including action in line with Paris Climate Accord commitments. See: <a href="#">Footprint</a> ; <a href="#">Supply chain responsibility</a> ; <a href="#">Environmental impact</a> ; <a href="#">GHG emissions</a> ; <a href="#">Our facilities</a> ; <a href="#">GHG emissions</a> ; <a href="#">Advancing a circular and net zero carbon economy</a>
<b>8 DECENT WORK AND ECONOMIC GROWTH</b> 	All workers deserve fair treatment, safe working conditions, and freely chosen employment. We forbid any forced, bonded, or indentured labor, involuntary prison labor, slavery, or trafficking of persons within our supply chain, and have adopted a broad approach to responsible minerals sourcing to help ensure there is no connection between the materials used in HP products and armed violence or human rights abuses. See: <a href="#">Human rights</a> ; <a href="#">Supply chain responsibility</a> ; <a href="#">Community giving and volunteerism</a>	<b>17 PARTNERSHIPS FOR THE GOALS</b> 	By working closely with local partners, corporate peers, nonprofits, local governments, and others, we tailor our approach to the unique needs of each community. We collaborate within and across industries and support the UN SDGs, the UN Global Compact, the Global Reporting Initiative, the Sustainability Accounting Standards Board, World Economic Forum's <a href="#">Stakeholder Capitalism Metrics</a> , and other global efforts to advance sustainable development. See: <a href="#">Stakeholder engagement</a> ; <a href="#">Human rights</a> ; <a href="#">Supply chain responsibility</a> ; <a href="#">Diversity, equity, and inclusion</a> ; <a href="#">Community giving and volunteerism</a> ; <a href="#">Global education programs</a>
<b>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</b> 	We are investing now in the disruptive technologies of the future. Our industrial graphics solutions help drive the analog-to-digital shift, while HP 3D printing technology is helping to transform how whole industries design, make, and distribute products, making it an engine of the circular economy and the Fourth Industrial Revolution. See: <a href="#">Advancing a circular and net zero carbon economy</a> ; <a href="#">Products and solutions portfolio</a> ; <a href="#">Investing in R&amp;D</a>		

# Recognition

HP is recognized as one of the world's most sustainable companies.



Named for the 6th year in a row to this list of the 100 Most Sustainable Corporations in the World



One of the 2021 World's Most Ethical Companies\*



Named #1 on *Newsweek*'s list for the 2nd year in a row



Rated among the top companies for corporate social responsibility for the 11th time in a row



Powered by the S&P Global CSA

Listed on the Dow Jones World Index for the 9th time in a row



Only technology company globally to receive a triple "A" rating across CDP's Climate, Forests, and Water lists and Supplier Engagement Leaderboard



Placed 1st among technology companies and 3rd overall



Ranked among the top 3 ICT (information and communications technology) companies on the 2020 Corporate Human Rights Benchmark



Ranked 8th out of 100 ICT companies on the 2020 Digital Inclusion Benchmark



Recognized for efforts to advance diversity and inclusion for the 5th year in a row



Ranked 2nd on the 2020 benchmark of ICT companies committed to address human rights issues within their supply chains



FTSE4Good

Recognized for ongoing commitment to product energy efficiency for the 4th year in a row (2nd for Sustained Excellence)



Received SmartWay Excellence Award for the 9th time overall (7th year in a row)



Received award for efforts to address challenge of ocean-bound plastics



Recognized as a top company for diversity and inclusion management performance



Named to Forbes list for the 3rd year in a row



Included in the 2020 Top Veteran-Friendly Companies list



100% Disability Equality Index

100% score on the Disability Equality Index as a Best Place to Work for Disability Inclusion for the 5th year in a row



Named a Top 50 Employer by *Woman Engineer Magazine*

\* "World's Most Ethical Companies" and "Ethisphere" names and marks are registered trademarks of Ethisphere LLC.

# Stakeholder engagement

We gain valuable insight through our regular engagement with a range of stakeholders—including employees, investors, suppliers, customers, peer companies, public policymakers, industry bodies, nongovernmental organizations (NGOs), sector experts, and others. These interactions build our collective intelligence, help us prioritize critical issues, and provide insights on emerging opportunities and risks.

Our materiality assessment process is deeply informed by stakeholder engagement. In 2019, interviews with a wide range of internal and external stakeholders and the results of an employee survey—with more than 1,400 responses—contributed to the analysis.

[Learn more.](#)

Individual functions across the company drive our decentralized approach, engaging in ways that are most relevant to their objectives and operations. These include partnerships, sponsorships, collaboration on industry initiatives, customer and supplier education, supplier capability-building programs, supplier audits and assessments, conference participation, employee surveys, mentoring, and more. Appropriate stakeholders are

identified based on factors such as expertise, willingness to collaborate, reputation, location, sphere of influence, and ability to scale and accelerate progress.

Examples include:

- **Circular economy:** Through the Ellen MacArthur Foundation Circular Economy 100, we collaborate to drive progress toward a more circular materials- and energy-efficient future, including by using the Circulytics tool to assess our own performance. See [Advancing a circular and net zero carbon economy](#); [Regenerate natural systems](#); [Products and solutions portfolio](#).
- **Climate change:** We engage in initiatives focused on increasing support for clean energy and combating climate change, including Renewable Energy Buyers Alliance, RE100, EV100, [CDP Supply Chain](#), [World Wildlife Fund's \(WWF\) Climate Business Network](#), We Are Still In (Paris Agreement), Business Ambition for 1.5°C, and the [C2ES Climate Innovation 2050 statement](#). See [Footprint](#); [Supply chain responsibility: Environmental impact](#); [Our facilities](#); and [Create a net zero carbon future](#).

- **Data and product security:** HP participates in cybersecurity organizations, boards, and/or advisory boards, including IEEE, ISA, ISACA, (ISC)<sup>2</sup>, ISSA, NIST, SANS. See [Cybersecurity](#).

- **Diversity, equity, and inclusion:** We partner with [UN Women](#) and [Girl Rising](#) to advance education for women and girls, and [Historically Black Colleges and Universities](#), [National Society of Black Engineers](#), and others to increase opportunities for diverse talent. We also support Human Rights Campaign's [Business Coalition for the Equality Act](#) related to LGBTQ+ workplace rights and the United Nations Human Rights Office [Standards of Conduct for Business](#). See [Diversity, equity, and inclusion](#).

- **Human rights:** We engage in multi-stakeholder collaborations, including the Responsible Business Alliance, the Leadership Group for Responsible Recruitment, and the Advisory Board of Social Accountability International, to advance progress in this area. See [Human rights](#) and the [HP 2020 Human Rights Update](#).

- **Paper and printed material:** We engage through the [HP Sustainable Forests Collaborative](#) to protect, restore, and improve responsible management of forests (among other objectives), and work with WWF's Global Forest & Trade Network-North America (GFTN-NA), the Forest Stewardship Council®, and our suppliers to ensure the fiber we use is responsibly sourced. See [Regenerate natural systems](#) and [Paper and forestry products](#).

- **Privacy:** Our privacy and government relations teams work with policymakers to support robust and globally interoperable privacy and data protection regulations. See [Government relations](#).

- **Sustainable product design:** We share our leading practices across the industry, including by contributing to standards development that impact product sustainability. HP serves on the EPEAT® Advisory Council and helped lead the working group to revise IEEE 1680.1, the standard used by EPEAT for PCs and displays that took effect in 2018. See [Product certifications and other information](#).

- Sourcing and supply chain labor practices:** HP takes a leading role through collaborations such as Responsible Business Alliance, CDP Supply Chain, Responsible Labor Initiative, and Responsible Minerals Initiative to elevate supply chain best practices and tackle shared challenges. See [Supply chain responsibility: External collaboration](#).

**Transparency and reporting:** HP has been producing a public sustainability report for 20 years and was the first global IT company to publish its full carbon footprint and set carbon emissions reduction goals for its full value chain. To advance disclosure within and across industries, we support numerous reporting frameworks and initiatives, such as the UN SDGs, the UN Global Compact, the Global Reporting Initiative (GRI), the Sustainability Accounting Standards Board, and World Economic Forum's [Stakeholder Capitalism Metrics](#). See [Appendix](#).

Many other examples of HP's stakeholder engagement are included throughout this report.

# Governance

We embed Sustainable Impact at all levels of the company.

Our executive leadership team, led by our CEO, retains overall responsibility for Sustainable Impact as part of our business strategy. All members of the executive leadership team oversee Sustainable Impact targets relevant to their organizations and are evaluated annually against objectives related to Sustainable Impact, including climate change and diversity, equity, and inclusion. Performance against these and other business objectives is tied to total compensation.

The HP Board of Directors' [Nominating, Governance and Social Responsibility \(NGSR\) Committee](#) oversees the company's policies and programs relating to global citizenship and the impact of HP's operations; provides guidance and recommendations to the Board on legal, regulatory, and compliance matters relating to political, environmental, global citizenship, and public policy trends; and reviews the annual Sustainable Impact Report. The Committee receives regular updates on Sustainable Impact strategy, metrics, results, and key risks and opportunities. The NGSR Committee provides guidance, and in some cases approval, on strategic priorities and investments.

The performance and compensation of both our Chief Sustainability and Social Impact Officer and our VP & Head of Sustainable Impact Operations and Compliance are directly associated with the management of HP Sustainable Impact and the achievement of related targets and metrics, both public and internal. Several other HP VPs, directors, and managers have a component of total compensation (salary and bonus) based on responsibility for, and effective implementation of, corporate initiatives to address climate change, human rights, and digital inclusion. Beginning in 2021, every HP employee is encouraged to set a Sustainable Impact goal as part of their individual 2021 goal-setting process. [Learn more](#).

Representatives within each of HP's businesses—Personal Systems and Printing—manage and drive Sustainable Impact strategies and report progress to executive leadership. The Sustainable Impact Steering Committee, composed of representatives from across HP's business units and global functions, provides additional oversight and helps manage progress against our goals.

# Materiality

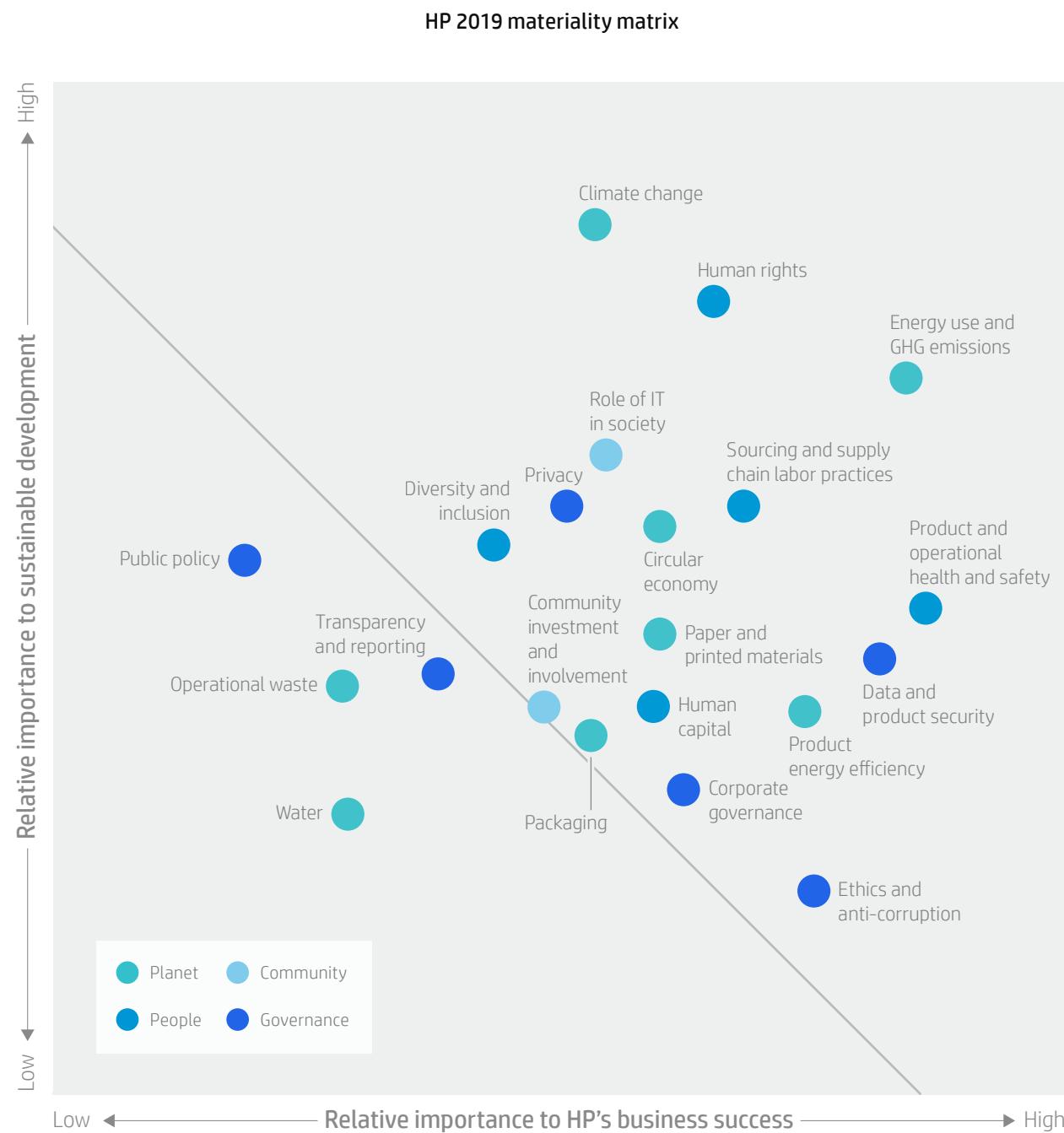
We periodically conduct materiality assessments to review relevant environmental, social, and governance issues, reconfirm our long-standing areas of focus, and clarify and shape our Sustainable Impact strategy, investments, and disclosure. This enables us to focus our efforts in the areas where we can have the greatest positive impact, determine any gaps in our approach, and identify relevant trends and leadership opportunities for our business. We have set [aggressive goals](#) related to several of our most material issues, to manage performance and drive long-term progress. Materiality assessment informs our goals-setting process.

In 2019, we engaged SustainAbility, an ERM Group company, to conduct our most recent materiality assessment. It refined our process from prior years to further integrate the perspectives of customers, investors, and our business leaders, and to better reflect business risks and opportunities. Learn more about our approach, key findings, and prominent themes in the [HP 2019 Sustainable Impact Report](#).

# Materiality matrix

The matrix resulting from our 2019 materiality assessment maps issues by relative importance to sustainable development and to HP's business success. Issues above the diagonal are considered material for the purpose of this report. Items below the materiality threshold are not covered in as much detail, but remain important to HP.

Our [material issues list](#) includes definitions, corresponding GRI Standards Topics, and the boundary of each Topic.



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# Footprint

19 Carbon and climate impact

20 Water

21 Data

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## GHG EMISSIONS REDUCTION GOALS

In April 2021, we launched new and more aggressive goals in this area:

- Achieve net zero GHG emissions across HP value chain by 2040, beginning with our Supplies business achieving carbon neutrality by 2030.
- Reduce HP value chain GHG emissions 50% by 2030.<sup>1</sup>
- Reach carbon neutrality in HP operations by 2025.



The manufacturing, delivery, and use of HP products and solutions requires a substantial amount of natural resources and energy use. Our carbon and water footprints cover our entire global value chain, from suppliers<sup>2</sup> to our operations and millions of customers worldwide. We have been producing a public sustainability report for 20 years and were the first global IT company to publish a full carbon footprint and one of the first to disclose a complete water footprint. We continue to measure and manage our environmental footprint across

the value chain, always pursuing areas for improvement.

Climate change is a global threat whose impact will be felt by those most vulnerable and least responsible for its causes. The science is clear and the need to act is more urgent than ever. The decisions we make as a society during this critical decade will impact our trajectory throughout the 21st century and beyond.

The role of business is essential. Transforming HP to drive a more efficient, circular, and zero carbon economy addresses the imperatives presented by climate change and is central to our Sustainable Impact strategy. We have set ambitious greenhouse gas (GHG) emissions reduction goals across the value chain to drive progress and the shift toward an equitable net zero carbon economy. Our 2025 [Scope 1, Scope 2, and Scope 3 GHG emissions reduction goals](#) have been validated by the [Science Based Targets initiative](#), including classification of our Scope 1 and Scope 2 GHG emissions target as consistent with levels required to keep global warming to 1.5°C.

We also provide suppliers incentives to set and meet their own goals. The environmental criteria we use for supplier management include science-based GHG emissions reduction targets and third-party verification of GHG emissions. To extend our influence within and beyond our industry, we join leading companies in GHG emissions goal-setting and reduction efforts, including

Renewable Energy Buyers Alliance, RE100, [CDP Supply Chain](#), and [WWF Climate Business Network](#).

To more fully meet the needs of investors and other stakeholders, this year we added

a [Task Force on Climate-related Financial Disclosures index](#) to this report. It contains links to detailed disclosures throughout this report and in our CDP submissions in the categories Governance, Strategy, Risk management, and Metrics and targets.

# Carbon emissions and climate impact

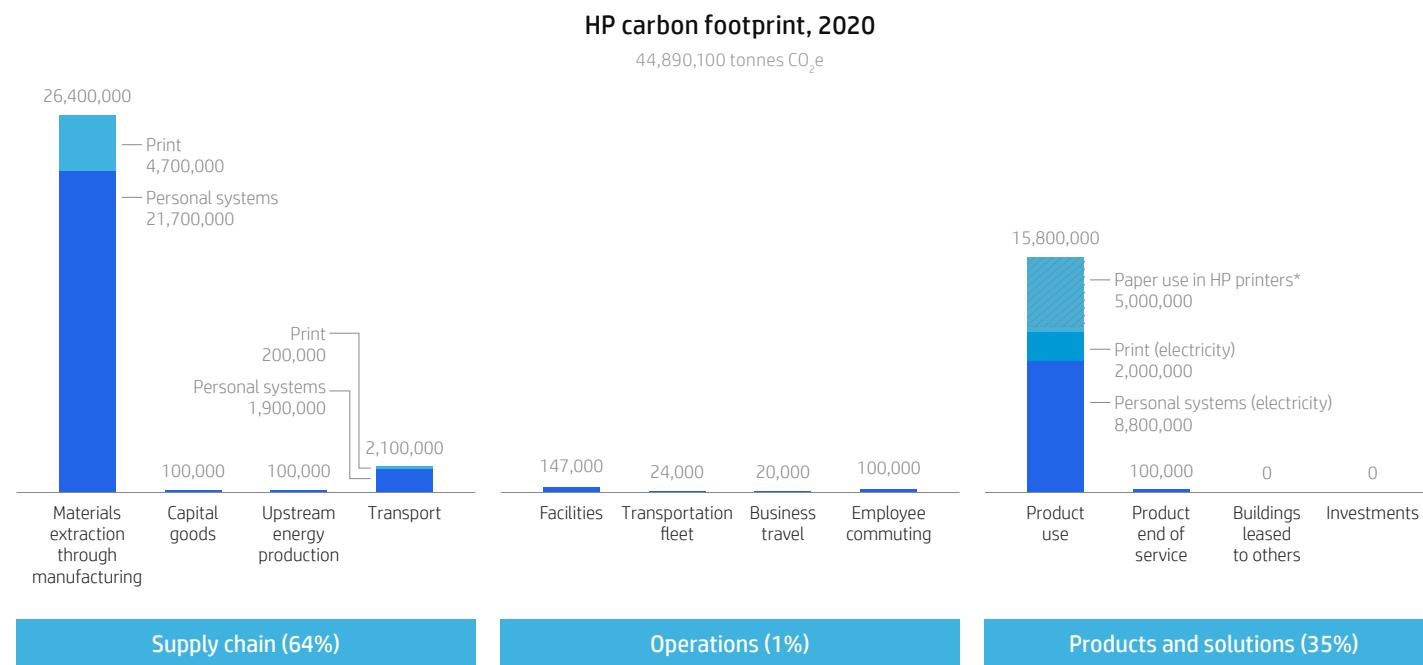
We strive to reduce the climate impact of our supply chain, operations, and products and solutions. HP's carbon footprint in 2020 equaled 44,890,100 tonnes of carbon dioxide equivalent (CO<sub>2</sub>e), 4% less than in 2019. A 13% decrease in GHG emissions associated with [product use](#) more than offset a 5% increase related to product manufacturing, driven in part by the impact of COVID-19 on sales of different product lines, particularly

business growth in personal systems. Decreases in emissions related to product transportation<sup>1</sup> (9%), commercial travel (71%), employees commuting (50%), and facilities (20%) also contributed.

While GHG emissions from our [operations](#) only represent 1% of our footprint, we work to demonstrate leadership in emissions management, reduction, and disclosure.

## CDP triple “A” rating and supplier engagement leadership

HP has achieved a triple “A” rating for transparency and action on climate, forests, and water for the second year in a row, and has also been recognized as a CDP Supplier Engagement leader. We were named to the CDP Climate “A” list for the seventh year in a row for our actions to cut emissions, mitigate climate risk, and develop the net zero carbon economy. For the third time, we achieved an “A” rating for our initiatives to address water security and forest commodity risk. Our inclusion on the CDP Supplier Engagement Leaderboard is for the fifth consecutive year. [Learn more](#).



\*In 2020, HP brand paper comprised 7% of the paper used in HP printers.

## See also:

- Description of our methodology in the [HP carbon accounting manual](#).
- [Full list](#) of our GHG emissions reduction goals and progress.
- [Full carbon footprint data](#) for 2016–2020.
- GHG emissions reduction initiatives across our business: [Supply chain](#), [Our facilities](#), and [Products and solutions](#).
- [Task Force on Climate-related Financial Disclosures index](#).
- [HP CDP Climate Change response](#).

# Water

Many parts of the world grapple with the availability and quality of water, and HP is committed to calculating, disclosing, and reducing water use across our global value chain. In 2020, our water footprint equaled 209,097,000 cubic meters, 11% less than 2019.<sup>1</sup> This resulted primarily from a reduction in indirect water consumption from electricity generation and paper production associated with HP product use. Product use phase reductions were driven

by improved energy efficiency, use patterns including duplexing rates and print volumes, and a shift toward smaller form factor desktops. To a lesser degree, our smaller water footprint also reflected decreased water consumption in our supply chain both in direct use and indirect use associated with the generation of electricity. (see [Create a net zero carbon future](#)).

Although water withdrawal in operations only represents 2% of our footprint, we have direct control over those activities. We work to minimize water withdrawal within our facilities and demonstrate strong practice for others in the industry and beyond. During 2020, we [expanded our reporting](#) to include water withdrawal in water-stressed locations.

## See also:

- Description of our methodology in the [HP water accounting manual](#).
- [Full water footprint data](#) for 2016–2020.
- Water use reduction initiatives across our business: [Supply chain](#), [Our facilities](#), and [Products and solutions](#).
- [HP CDP Water Security response](#).



# Data

## Carbon footprint (Scopes 1–3)\*

	2016	2017	2018	2019	2020
<b>GHG emissions from operations** [tonnes CO<sub>2</sub>e]</b>	328,400	249,200	229,600	215,800	171,000
Americas	174,500	54,700	51,500	49,600	41,000
Europe, Middle East, and Africa	60,900	65,700	66,200	57,900	48,100
Asia Pacific and Japan	93,000	128,800	111,900	108,300	81,900
<b>GHG emissions intensity*** [tonnes CO<sub>2</sub>e/ \$ million of net revenue]</b>	6.8	4.8	3.9	3.7	3.0
<b>GHG emissions by scope [tonnes CO<sub>2</sub>e]</b>					
Scope 1					
Scope 1 emissions, by region	60,700	66,200	65,900	61,900	50,600
Americas	48,700	52,000	48,800	47,100	39,400
Europe, Middle East, and Africa	10,100	13,100	15,300	13,400	10,600
Asia Pacific and Japan	1,900	1,100	1,800	1,400	600
Scope 1 emissions, by type					
Natural gas	28,100	29,400	29,300	23,800	21,400
Americas	22,600	23,500	22,200	20,500	19,300
Europe, Middle East, and Africa	3,900	5,300	5,700	2,200	1,800
Asia Pacific and Japan	1,600	600	1,400	1,100	300
Diesel/gas/oil/LPG****	200	400	100	200	300
Americas	200	200	100	200	200
Europe, Middle East, and Africa	0	0	0	0	0
Asia Pacific and Japan	0	200	0	0	100
Transportation fleet†	29,600	31,400	32,200	33,300	24,000
Americas	23,200	23,700	22,700	22,800	17,000
Europe, Middle East, and Africa	6,100	7,400	9,100	10,200	6,800
Asia Pacific and Japan	300	300	400	300	200

	2016	2017	2018	2019	2020
Refrigerants (hydrofluorocarbons (HFCs))††, †††	100	400	600	1,100	2,100
Americas	0	0	100	100	100
Europe, Middle East, and Africa	100	400	500	1,000	2,000
Asia Pacific and Japan	0	0	0	0	0
Perfluorocarbons (PFCs)†††	2,700	4,600	3,700	3,500	2,800
Americas	2,700	4,600	3,700	3,500	2,800
Europe, Middle East, and Africa	0	0	0	0	0
Asia Pacific and Japan	0	0	0	0	0
Carbon dioxide (CO <sub>2</sub> )†††				57,100	45,700
Nitrous oxide (N <sub>2</sub> O)†††				200	0
Methane (CH <sub>4</sub> )†††				100	0
Scope 2 (market-based method)††††					
Scope 2 emissions, by region	267,700	183,000	163,700	153,900	120,400
Americas	125,800	2,700	2,700	2,500	1,600
Europe, Middle East, and Africa	50,800	52,600	50,900	44,500	37,500
Asia Pacific and Japan	91,100	127,700	110,100	106,900	81,300
Scope 2 emissions, by type	267,700	183,000	163,700	153,900	120,400
Purchased electricity for operations	267,700	182,100	162,400	152,900	119,600
Americas	125,800	2,700	2,700	2,500	1,600
Europe, Middle East, and Africa	50,800	52,600	50,900	44,500	37,500
Asia Pacific and Japan	91,100	126,800	108,800	105,900	80,500
District cooling and heating (purchased) for operations	0	900	1,300	1,000	800
Americas	0	0	0	0	0
Europe, Middle East, and Africa	0	0	0	0	0
Asia Pacific and Japan	0	900	1,300	1,000	800



	2016	2017	2018	2019	2020
Scope 2 (location-based method)					
Scope 2 emissions, by region	221,000	265,100	252,300	226,400	203,600
Americas	90,900	80,000	71,600	67,100	60,700
Europe, Middle East, and Africa	39,000	69,300	61,600	48,300	44,900
Asia Pacific and Japan	91,100	115,800	119,100	111,000	98,000
Scope 2 emissions, by type	221,000	265,100	252,300	226,400	203,600
Purchased electricity for operations	221,000	264,200	251,000	225,400	202,800
Americas	90,900	80,000	71,600	67,100	60,700
Europe, Middle East, and Africa	39,000	69,300	61,600	48,300	44,900
Asia Pacific and Japan	91,100	114,900	117,800	110,000	97,200
District cooling and heating (purchased steam) for operations	0	900	1,300	1,000	800
Americas	0	0	0	0	0
Europe, Middle East, and Africa	0	0	0	0	0
Asia Pacific and Japan	0	900	1,300	1,000	800
Scope 3^ [tonnes CO <sub>2</sub> e]	35,860,000	40,770,000	44,470,000	46,570,000	44,720,000
Materials extraction through Manufacturing^ (category 1; also see Greenhouse gas emissions on <a href="#">page 44</a> )	14,700,000	16,500,000	18,600,000	25,200,000	26,400,000
Capital goods (category 2)	200,000	200,000	200,000	300,000	100,000
Upstream energy production (category 3)^**	100,000	100,000	100,000	100,000	100,000
Transport (categories 4 and 9; also see Product transportation on <a href="#">page 45</a> )***	1,300,000	1,500,000	1,800,000	2,300,000	2,100,000
Waste generated in operations (category 5) De minimis****	De minimis				
Business travel (category 6)†	60,000	70,000	70,000	70,000	20,000
Employee commuting (category 7)	200,000	200,000	200,000	200,000	100,000
Upstream leased assets (category 8)‡	N/A	N/A	N/A	N/A	N/A
Processing of sold products (category 10)	N/A	N/A	N/A	N/A	N/A

	2016	2017	2018	2019	2020
Product use (category 11)*††	19,300,000	22,000,000	23,300,000	18,200,000	15,800,000
Energy use				11,600,000	10,800,000
Paper use in HP printers****				6,600,000	5,000,000
Product end of service (category 12)****	De minimis	200,000	200,000	200,000	100,000
Buildings leased to others (category 13)	De minimis				
Franchises (category 14)	N/A	N/A	N/A	N/A	N/A
Investments (category 15)	De minimis				

\* To calculate Scope 1, Scope 2, and Scope 3 emissions, HP has followed the principles outlined in the Greenhouse Gas Protocol. Additional details on calculations and methodology can be found in the [HP carbon accounting manual](#). HP selected 2015 as its baseline because it provided a year-over-year comparison for HP Inc. when it first reported as a separate company for 2016 following the separation of Hewlett Packard Company in November 2015. 2015 continues to serve as base year for several HP goals as well. Scope 1 GHG emissions include CO<sub>2</sub>, CH<sub>4</sub>, N<sub>2</sub>O, HFCs, and PFCs. No biogenic emissions are present in this category. Scope 2 GHG emissions include CO<sub>2</sub>, CH<sub>4</sub>, and N<sub>2</sub>O. No biogenic emissions are present in this category. Scope 3 GHG emissions:

- Materials extraction through manufacturing (Category 1), Transport (Categories 4 and 9), Product use (Category 11), and Product end of service (Category 12) include CO<sub>2</sub>, CH<sub>4</sub>, N<sub>2</sub>O, HFCs, PFCs, SF<sub>6</sub>, and NF<sub>3</sub>, and represented approximately 99% of our Scope 3 emissions in 2020. Biogenic emissions are present and captured in the life cycle assessment of paper consumed during customer printer use (Category 11).
- Capital goods (Category 2), Waste generated in operations (Category 5), and Upstream leased assets (Category 8) include CO<sub>2</sub>, CH<sub>4</sub>, N<sub>2</sub>O, and HFCs, and represented 0.3% of our Scope 3 emissions in 2020.
- Upstream energy production (Category 3) includes CO<sub>2</sub>, CH<sub>4</sub>, N<sub>2</sub>O, HFCs, and PFCs, and represented 0.1% of our Scope 3 emissions in 2020.
- Business travel (Category 6) includes CO<sub>2</sub>, CH<sub>4</sub>, and N<sub>2</sub>O, and represented 0.1% of our Scope 3 emissions in 2020.
- Employee commuting (Category 7), Buildings leased to others (Category 13), and Investments (Category 15) include CO<sub>2</sub>, and represented 0.3% of our Scope 3 emissions in 2020.
- Processing of sold products (Category 10) is de minimis.
- Franchises (Category 14) is not applicable.

\*\* Total includes HP's reported values for Scope 1 and Scope 2 market-based method emissions in table.

\*\*\* Emissions-intensity values were calculated using HP's annual revenue as characterized in financial reporting and Scope 1 and Scope 2 GHG emissions.

\*\*\*\* HP does not estimate or extrapolate diesel use for nonreporting sites.

† CO<sub>2</sub>e emissions associated with CH<sub>4</sub> and N<sub>2</sub>O account for less than 1% of total CO<sub>2</sub>e emissions in this category.

†† For 2016, we calculated ozone-depleting substances emissions by tracking sites that reported refrigerant replacement due to leakage, and applied an intensity factor (based on those actual quantities) for nonreporting sites. For 2017, HP transitioned to a system that tracks all refrigerant work orders company-wide, directly accounting for facilities' refrigerant leakage and use and eliminating the need for extrapolation. We use various tools and sources for global warming potential and ozone depletion values including the Greenhouse Gas Protocol's GHG Emissions from Refrigeration and Air Conditioning tool, IPCC Second Assessment Report (1995).

††† The total for 2019 of refrigerants, PFCs, CO<sub>2</sub>, N<sub>2</sub>O, and CH<sub>4</sub> varies by less than 1% from Scope 1 emissions, by region, due to rounding.

†††† Data in this section uses the market-based method. Due to the availability and feasibility of acquiring the data, the company only obtained supplier-specific emission rates for its sites in Boise, Idaho; Indianapolis, Indiana; and Palo Alto and San Bernardino, California, United States.



<sup>\*</sup> See [additional detail](#) about GHG emissions from product use. Data from 2017–2020 better reflect average laser printer paper usage. This represented the majority of the increase compared to 2016.

<sup>\*\*</sup> HP updated its calculation methodology in 2020 to account for emissions associated with print supplies in Category 1 instead of Category 11 (as previously). We restated 2019 data using the updated methodology, for comparability.

<sup>^^</sup> Scope 2 GHG emissions used to calculate this category were determined using the location-based method.

<sup>^^^</sup> These product transportation data are based on product life cycle assessment (LCA)-based estimates. They use a combination of HP-specific and industry data, and include additional upstream and downstream transport related to our products. This data may differ from data reported by product transportation suppliers that HP contracts to deliver our products, as presented on pages [46](#) and [53](#). The decrease from 2019 to 2020 resulted from reduced shipments of imaging and printing devices and, despite a greater volume, a lighter average weight of personal systems devices. 2020 data do not fully reflect the increase in air freight shipments due to COVID-19. HP is updating its product LCA tools to more fully reflect product transport mode shifts and supplier GHG emissions.

<sup>~~~~</sup> De minimis values are less than 0.25% of total Scope 3 emissions.

<sup>†</sup> HP's global travel agency provides values that take into account the type of aircraft, passenger load, cabin class, and miles traveled for each ticketed trip. This data also includes rail travel carrier and distance traveled. Although these values fall below our quantitative reporting threshold of 0.25% of total Scope 3 emissions and could be reported as de minimis, we choose to report this category due to our ability to directly track this data, our level of influence over these emissions, and stakeholder expectations in this category.

<sup>‡</sup> All facilities are accounted for in Scope 1 and 2. Leased furniture and equipment are included in capital goods (Category 2).

<sup>##</sup> HP updated its calculation methodology in 2020 for printing-related product use phase GHG emissions, to more accurately reflect energy-related emissions and paper consumption, to use a more accurate GHG emissions conversion factor for paper, and to account for emissions associated with print supplies in Category 1 instead of Category 11 (as previously). We restated 2019 data using the updated methodology, for comparability. Total GHG emissions from product use in 2017 and 2018 differ by less than 1%, and for 2019 by less than 1.5%, from the values reported on page [113](#), due to rounding.

Scope 3 emissions from inkjet and LaserJet printers that HP manufactures for sale and service by other original equipment manufacturers are excluded from our carbon footprint. In 2020, these printers represented less than 3.7% of HP printers manufactured in the reporting year and consequently, their associated emissions represented less than 4.9 % of the product life cycle emissions of all HP manufactured printers. Scope 1 and 2 emissions from the manufacturing of these printers at HP operated facilities is captured in the Scope 1 and 2 data reported in this year's report.

<sup>###</sup> In 2020, HP paper comprised 7% of the paper used in HP printers.

<sup>####</sup> HP changed its calculation methodology beginning in 2017 to avoid netted emissions from product recycling.

## Water footprint\*

	2016	2017	2018	2019	2020
<b>Water consumption in HP supply chain—direct use in operations** [cubic meters]</b>	12,600,000	13,400,000	15,000,000	15,100,000	14,100,000
<b>Water consumption in HP supply chain associated with the generation of electricity [cubic meters]</b>	31,800,000	34,300,000	38,400,000	38,600,000	37,100,000
<b>Water withdrawal in HP operations [cubic meters]</b>	3,534,000	3,243,000	3,406,000	2,930,000	2,597,000
<b>Water withdrawal associated with the generation of electricity used in HP operations [cubic meters]</b>	2,600,000	2,800,000	2,600,000	2,300,000***	2,100,000
<b>Water consumption associated with the generation of electricity used by HP products**** [cubic meters]</b>	103,300,000	96,400,000	106,100,000	103,600,000	97,600,000
<b>Water consumption associated with the manufacturing of paper used by HP customers with HP products***** [cubic meters]</b>	52,900,000	84,900,000	88,700,000	74,400,000	55,600,000

\*Additional details on calculations and methodology can be found in the [HP water accounting manual](#).

\*\*This metric reports the amount of water consumed by HP's multi-tier supply chain, and not the amount withdrawn by first-tier suppliers as reported on page [53](#). Because water withdrawn can also be returned, water consumption is inherently lower.

\*\*\*This data was updated compared to data reported in the HP 2019 Sustainable Impact Report due to a restatement of energy use in our facilities. See note \*\* on page [76](#) (left column) for detail.

\*\*\*\*HP updated its calculation methodology in 2020, to more accurately reflect printing-related energy use. We restated 2019 data using the updated methodology, for comparability. Indirect water consumption from inkjet and LaserJet printers that HP manufactures for sale and service by other original equipment manufacturers is excluded from our water footprint. In 2020, these printers represented less than 3.7% of HP printers manufactured in the reporting year and consequently, their associated indirect water consumption during product use represented less than 5.2% of the product life cycle water consumption of all HP manufactured printers. Water consumption from the manufacturing of these printers at HP operated facilities is captured in the direct water consumption data reported in this year's report.

\*\*\*\*\*HP updated its calculation methodology in 2020 to more accurately reflect paper consumption. We restated 2019 data using the updated methodology, for comparability.

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# Integrity and human rights

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# Ethics and anti-corruption

We expect everyone at HP to meet the highest ethical standards and to treat others with integrity, respect, fairness, and equity. A strong commitment to our values underpins our efforts, reinforced by in-depth training and communication, and upheld through targeted policies and strong governance. HP is committed to complying with all applicable laws and regulations everywhere we operate. We require ethical conduct by our suppliers and partners, and use our scale and influence to drive progress across the broader IT industry. See [Human rights](#) and [Supply Chain Responsibility](#).

## Ethics

### Training and communication

The annual training on [Integrity at HP](#)—our employee code of conduct—covers key policies, procedures, and high-risk issues that employees might face, and incorporates scenarios based on actual investigations.

Each year, HP requires all employees to complete this training, including content on anti-corruption, conflicts of interest, accurate business records, and anti-retaliation.

Additionally, the training includes manager-specific content to ensure that managers are aware of their responsibilities in reinforcing

HP's commitment to ethical behavior. During 2020, all members of HP's Board of Directors received Integrity at HP content relevant to their position and certified that they had read it.

Regular training, newsletters, and coffee talks help to reinforce the values and content outlined in Integrity at HP. Employees can also access Integrity Central, a comprehensive library of ready-to-use collateral on key ethics topics, with toolkits, posters, infographics, training materials, and scenarios. In 2020, the Ethics Office continued to expand the content available in Integrity Central, growing the library of translated training courses, videos, posters, and infographics. The Ethics and Compliance Office also recognized one Ethics Champion during the year—an employee who showed outstanding ethical leadership and modeled HP values.

#### ETHICS TRAINING GOAL

Maintain greater than 99% completion rate of annual Integrity at HP training among active HP employees and the Board of Directors

#### PROGRESS IN 2020

# 99.1%

of employees, including senior executives, completed Integrity at HP training, as well as all members of the Board of Directors<sup>1</sup>

## Ethics and compliance governance at HP

### Board of Directors

The Board of Directors is responsible for overseeing ethics and compliance at HP. Chip Bergh is the Chairman. All members are independent directors, excluding Enrique Lores, President and Chief Executive Officer, HP Inc.

### Board of Directors Audit Committee

Provides non-executive input and guidance to the Ethics and Compliance Office.

### Ethics and Compliance Committee

Composed of HP executives, and provides oversight and guidance on the design and implementation of our ethics and compliance program.

### Ethics and Compliance Office (within Global Legal Affairs)

Manages ethical issues across our global operations.

Specific responsibilities include oversight of Integrity at HP, coordination of the company's Compliance Assessment Program, management of anti-corruption and privacy, and the design and management of processes that prevent, mitigate, and remediate all related business impacts.

See [Governance](#) information online, including the board's composition, committees, and charters, as well as our company bylaws and [Corporate Governance Guidelines](#).



In 2021, for the second consecutive year, HP was named one of the [World's Most Ethical Companies®\\*](#) by the Ethisphere Institute. The in-depth assessment includes more than 200 data points on culture, environmental and social practices, ethics and compliance activities, governance, diversity, and initiatives to support a strong value chain. This recognition validates HP's commitment to people, planet, and community, and its practice of always putting integrity first. It demonstrates that conducting business with integrity is central to HP's culture.

At HP, we believe that good ethics is good business. Ethisphere has found that companies awarded the World's Most Ethical Companies designation have, on average, outperformed the market.

\* "World's Most Ethical Companies" and "Ethisphere" names and marks are registered trademarks of Ethisphere LLC.

## Reporting concerns

We make it easy for our employees and third parties to ask questions and report ethics concerns about the broad range of environmental, social, and governance issues. Reporting avenues include an online form, global in-country 24-hour toll-free phone lines with translation, text messaging (in the United States), mail, or in person. We offer anonymous reporting options where allowed by law. At any time, employees can also reach out to their manager or another leader under HP's Open Door Policy, seek advice from internal ethics and compliance experts, or consult Internal Audit, Human Resources, local Integrity at HP teams, or

Integrity at HP liaisons. HP does not tolerate retaliation against anyone who raises a concern or question.

In 2019, HP launched a new ethics case reporting and management tool that provides centralized and automated case workflow, greater visibility to live data, and opportunities to interact with the Ethics and Compliance Office's Integrity investigations team where appropriate. In January 2020, this tool and its enhanced reporting methods became the main mechanism for employees and third parties to report integrity concerns within HP. We informed employees about these changes through a global "Speak Up, Listen Up" communications campaign.

## Items reported to HP global Integrity at HP team or other compliance functions in 2020

percentage of total

Total number of reported items in 2020: 153

	2020
Labor law/human resources	29%
Inaccurate records	17%
Misuse of assets	14%
Anti-corruption*	8%
Conflicts of interest	8%
Fraud	7%
Theft	7%
Brand protection/channel	5%
Competition	4%
Financial and public reporting	1%
<b>Total</b>	<b>100%</b>

\* Includes allegations of commercial bribery, kickbacks, and Global Business Amenities Policy violations, as well as alleged corruption related to foreign public officials.

## Investigating concerns

Suspected violations of Integrity at HP damage trust in our company. We take all alleged violations seriously, respond quickly, and take disciplinary or remedial actions when appropriate, including coaching, written warnings, and, in serious cases, termination. Serious violations may impact an employee's Total Rewards package (subject to local labor laws and where legally permissible).

When appropriate, representatives from our legal, controllership, and human resources teams conduct local investigations. Escalated allegations are investigated by a dedicated global Integrity investigations team. HP's investigation process continues to evolve, with improved resources and technology to perform investigation-related functions in-house and to respond promptly to concerns. Additionally, our new global case management tool (outlined above) enables us to identify emerging trends in ethics violations and to assess where additional controls may be needed.

## Anti-corruption

Corruption disrupts fair competition and is at odds with HP values. We do not tolerate corrupt behavior of any kind, including bribery and kickbacks.

Our [Anti-Corruption Policy](#) and compliance program require our employees, partners, and suppliers to follow all applicable national laws and regulations, including the U.S. Foreign Corrupt Practices Act and the UK Bribery Act. Although HP is not certified to an anti-corruption management system, all of our operational sites and subsidiaries are required to follow HP's Anti-Corruption Policy and are subject to HP's compliance program and procedures (or a comparable subsidiary-level policy and compliance program).

## Risk assessment and audits

HP conducts regular internal assessments of corruption-related risks across 100% of our global operations, including detailed reviews of the company's global policies and processes applicable to all business units and global functions worldwide. We also use internal data and Transparency International's Corruption Perceptions Index to identify high-risk regions and assess risks related to our business. The public sector data analytics tools and processes we adopted in 2019 have enhanced HP's ability to monitor and mitigate potential risk from its public sector business.

We also periodically retain outside experts to assess our anti-corruption policies and programs. The last such external assessment was performed in 2017. We benchmark our approach against peer companies to identify best practices in areas including operational procedures, employee education, and supplier and partner training and monitoring.

Complementing these assessments, HP conducts regular audits focused on potential corruption risks in our operations. These audits include end-to-end review and testing of compliance policies and processes.

## Third-party management and due diligence

HP performs ongoing risk-based due diligence of third parties that support our business, including channel partners, sales intermediaries, suppliers, and lobbyists. We communicate HP's anti-corruption standards and requirements to 100% of these third parties through contractual terms and conditions as well as our [Partner Code of Conduct](#) and [Supplier Code of Conduct](#).

Generally, HP requires all partners and suppliers, respectively, to comply with HP's Partner and Supplier Codes of Conduct.

HP has implemented and maintains a robust risk-based legal and regulatory due diligence program to detect, mitigate, and prevent third-party anti-corruption compliance risks and violations.

We determine risk levels based on completion of a questionnaire by the third party. If HP detects risk, it carries out a due diligence investigation. If we determine that the risk cannot be mitigated, we apply consequences to the relevant third party—for example, removing access to specific benefits and/or terminating any contract with HP.

HP requires third parties to complete due diligence on a predetermined basis. In general, all channel partners must complete this process before beginning a contractual relationship with HP and then undergo a renewal process, at least once every three years. Third parties receive training as part of HP's due diligence process.

## Training and communication

We deliver comprehensive anti-corruption content to all employees through annual Integrity at HP training, as well as to all members of the Board of Directors. We also communicate year-round with our employees to reinforce our policies, controls, and training.

Additionally, targeted employee training is provided to cover specific anti-corruption risks relevant to business functions, roles, and responsibilities. In 2020:

- Over 14,600 employees (99% of the employees assigned) who support HP's public sector business or work in higher-risk jobs completed this training. Of these, 33% were in the Americas, 37% in Asia Pacific and Japan, and 30% in Europe, Middle East, and Africa.

- About 3,780 employees (nearly 96% of the relevant employee base) completed training on the requirements for doing business with the U.S. government.

Due to COVID-19-related travel restrictions in 2020, we were only able to deliver one face-to-face session on anti-corruption to select employees. All other trainings noted above were conducted virtually.

Requirements for mitigating anti-corruption risk associated with charitable giving are communicated to employees through the [HP Global Charitable Contributions Policy](#), and risks are mitigated through the grantmaking process.

# Human rights

HP's stance on human rights is clear and uncompromising. We embrace our responsibility to respect human rights, monitoring emerging human rights expectations and best practices to continue leading our industry in this area.

HP ranked third among the 44 information and communications technology (ICT) manufacturing companies assessed in the [2020 Corporate Human Rights Benchmark](#), which evaluated approximately 200 of the largest publicly traded companies in the world on a set of human rights indicators. We continue working to improve our program and aspire to be ranked among the cross-industry leaders in the future.

## Approach

We are committed to ensuring that everyone within HP and throughout our value chain is treated with dignity and respect. We insist that all workers are treated fairly and have safe working conditions and freely chosen employment.

For detailed information about our approach and performance, see our [HP 2020 Human Rights Update](#).

## Policies and commitments

In 2021, HP developed a strengthened [Human Rights Policy](#) that advances our commitment to upholding human

rights, engaging with rights holders, and embedding our approach throughout our business and value chain. This policy and our [Sustainable Impact strategy](#) recognize that social and environmental issues are interconnected, and many have human rights dimensions. We work for holistic change across a broad range of areas.

We have developed specialized policies and practices to support our human rights commitments, including those addressing [supply chain responsibility](#), [responsible minerals sourcing](#), [human resources](#), [diversity, equity, and inclusion](#), [racial equality](#), [privacy and data protection](#), [accessibility](#), and environmental sustainability.

Our policy commitment includes respecting internationally recognized human rights as expressed in the [United Nations \(UN\) Universal Declaration of Human Rights \(UDHR\)](#), the [UN Guiding Principles on Business and Human Rights](#), the [OECD Guidelines for Multinational Enterprises](#), the UN Global Compact, and the International Labour Organization's [Declaration on Fundamental Principles and Rights at Work](#). We also commit to comply with local laws and regulations. Where laws are silent as to protected human rights or are less stringent than our approach, we work diligently to develop solutions to advance our commitment, supporting progress wherever possible.

## Governance and accountability

Our Chief Executive Officer, who is also a member of our Board of Directors, approved our Human Rights Policy, and our Chief Corporate Affairs Officer holds operational accountability for this policy. HP operates an internal Human Rights Council to further promote the integration of our Human Rights Policy. The Council is chaired by an HP Executive who has performance incentives to manage the company's human rights program. The Council is informed by independent external human rights experts. Board-level oversight is provided by the Nominating, Governance and Social Responsibility Committee of HP's Board of Directors.

## Training

In 2020, 99.1%<sup>1</sup> of employees (including senior executives) completed annual Integrity at HP training, which includes content related to human rights. We also provide annual training for relevant procurement staff, which covers the context of forced labor and slavery, identification of forced labor conditions, company policies and standards to combat modern slavery, whom to contact for help, and how to report related information.

## Reporting

Complementing our Sustainable Impact Report, we also published the [HP 2020 Human Rights Update](#) and the [HP Modern Slavery Transparency Statement](#).

## Ongoing improvement

Building on our knowledge and capabilities, and in line with the UN Guiding Principles on Business and Human Rights, we are responding to new challenges, assessing risks, and monitoring our performance. Progress includes being transparent about issues we face and discover, and how we are resolving them.

## Risk assessment

Our due diligence process aims to address actual and potential adverse impacts of our salient issues in our supply chain and operations. This risk-based process is commensurate with the severity and likelihood of the impact. It focuses on three key aspects: embedding responsible business conduct; ceasing, preventing, or remedying the impact; and reporting on implementation and results.

## Human rights areas of focus

### Issue

**Discrimination:** When persons are treated unequally, unfairly, or differently because they are of a particular group.

**Unfavorable working conditions:** Conditions that negatively impact worker dignity and wellbeing.

**Environment:** Potential impacts of greenhouse gas emissions, waste, and use of non-renewable resources.

**Privacy:** Risks to privacy and data protection rights of people interacting with HP products, services, and operations.

**Modern slavery:** Use of coercion, threats, or deception to exploit individuals and undermine or deprive them of their freedom.

**Conflict minerals:** Risk of forced labor, child labor, and armed group conflict associated with raw minerals extraction.

In early 2021, we completed an evaluation of seven global corporate functions<sup>2</sup> that have a role in respecting the human rights of workers against the UDHR, to identify salient risks<sup>3</sup> and other areas of focus across our value chain. These risks were further evaluated against HP's policies, processes, and practices to determine any gaps. This process was informed by desk research related to the industry, as well as interviews with internal and external leaders.

The assessment highlighted the human rights areas of focus outlined in the table above.

Learn more about our human rights areas of focus and how we address them in the [HP 2020 Human Rights Update](#).

## Audits

We use audits and specialized assessments to help assess performance and identify corrective action where required. As a full member of the Responsible Business Alliance (RBA), we base our Supplier Code of Conduct on the RBA Code of Conduct and use the RBA Validated Audit Process (VAP) and Audit Protocol. We only use certified auditors, and most audits are conducted by third-party auditing firms.

The scope of onsite audits and specialized assessments depends on the nature of the work performed by the entity and the nature of the prioritized risks. For most of our production suppliers, we conduct full audits against our Supplier Code of Conduct. For nonproduction suppliers, we may conduct audits only covering those portions of the Supplier Code of Conduct that are relevant to their operations.

## Grievance mechanisms

We offer multiple channels for our employees and third parties, such as workers in our supply chain, to ask questions and report concerns. We do not tolerate retaliation against those who engage in our grievance processes, and we expect the same from our business partners.

We collaborate to provide access to effective remedy and monitor reported grievances, regardless of source, through to resolution. We also track and assess allegations of potentially adverse human rights impacts that are brought to our attention outside of the grievance process, and take appropriate actions when allegations are confirmed.

[Learn more.](#)

## External collaboration

Our global reach provides us the opportunity to drive human rights progress worldwide. This includes engaging in public forums and multi-stakeholder partnerships, such as:

- Membership of the steering committee of the [Responsible Labor Initiative](#), a cross-industry collaboration of the RBA focused on workers vulnerable to forced labor.
- Membership of the steering committee of the [Leadership Group for Responsible Recruitment](#), which promotes sustainable hiring through labor agent training and certification.
- Sitting on the Advisory Board of Social Accountability International, creator of the [TenSquared program](#) that improves worker health and safety.
- Membership of The Mekong Club, an organization that inspires and engages the private sector to lead in the fight against modern slavery.

# Privacy

HP recognizes the fundamental importance of privacy, security, and data protection to our employees, customers, and partners worldwide. This commitment is a critical pillar of brand trust and increasingly a source of competitive advantage in an era of accelerated innovation, global data proliferation, and fast-changing regulatory frameworks. We build privacy and data protection into the design and development of our products, services, and operations. We strive to provide protections across all of our operations that exceed legal minimums, and to deploy consistent, rigorous policies and procedures to give our customers, employees, and partners confidence when sharing information with us and using our products and services.

See our [Privacy website](#) for additional information.

## Approach

Our rigorous policies and standards are designed to keep personal data safe and respect privacy:

- Our [Privacy Statement](#) describes our privacy practices, as well as the choices users can make and the rights they can exercise in relation to personal data.
- We maintain internal policies and standards to align with international data protection

and privacy principles worldwide that cover the data life cycle, and continually strengthen privacy protections to meet the requirements of changing regulations and evolving circumstances. This includes implementing enhanced internal policies and procedures to address our obligations as a data controller and processor, and to ensure data subject rights are respected.

- Our privacy accountability and compliance framework outlines our procedures and organizational controls for assessing and managing risks associated with collecting and handling personal data. It is based on requirements for accountability as defined by global laws and regulations.
- Our Data Protection Officer, together with HP's Privacy and Data Protection team, provides oversight and leadership for compliance, working closely with appointed privacy leads in business teams throughout the company.
- HP's HIPAA Compliance Office oversees compliance with Health Insurance Portability and Accountability Act (HIPAA) laws where they are triggered by our commercial services engagements.

In 2020, privacy principles training was requested for more than 30,590 employees across the company with roles involving the processing of personal data (and completed by 90% of those). The intent of

### Privacy by Design

HP's Privacy by Design approach requires that HP products, services, websites, systems, and applications processing personal data be designed and implemented only after thoughtful consideration of privacy implications. HP teams developing or making substantial changes in these areas must have a fully formed development plan; fill out a Privacy by Design questionnaire and provide any follow-up documentation; follow the appropriate documentation requirements based on type of personal data involved; consult with HP Cybersecurity on appropriate security measures, as required; and develop appropriate notice language with the Privacy Office. Our formal review process focuses on privacy as a default setting, incorporating key principles of data minimization, transparency of purpose, and technical and organizational safeguards.

See [Product security and privacy](#).

this training is to reinforce privacy and data protection principles at HP, and to ensure employees in organizations that influence our customers' privacy experience or that handle significant volumes of employee or customer personal data understand how to respect and protect privacy. During the year, we also offered access to online courses that provide additional topic and role-based training opportunities.

To enhance our privacy accountability and compliance framework, we continued to implement new data management and record-keeping tools in 2020. We also

continued to grow our well-established global privacy program by strengthening our internal network of privacy leaders, updating our policies and standards to reflect new processing activities and regulatory developments, enhancing our internal communications and awareness efforts, and supporting ongoing development of customer consent management tools. HP does not receive a high volume of government requests related to personal data (in some years none at all). Our Privacy Counsel and Data Protection Officer, together with our Chief Ethics and Compliance Officer, reviews and determines how to address all such requests.

# Privacy and data protection compliance

HP complies with worldwide privacy and data breach notification laws and regulations, tracks the number of substantiated complaints from third parties and personal

data requests made to HP by individuals, and maintains an internal incident reporting process. Once a potential breach of personal data is identified, a core team—including representatives from privacy, cybersecurity, legal, and communications—is responsible for the management and communication of potential data breaches, including any commercial or legal obligations to notify customers.

## Privacy-related complaints, breaches, and requests\*

	2016	2017	2018	2019	2020
<b>Substantiated complaints regarding breaches of customer privacy and losses of customer data at HP</b>					
Substantiated complaints from outside parties (including customers)	5	2	4	14**	22**
Substantiated complaints from regulatory or other official bodies	0	2	3	1	2
Data breaches (total)***			28		
Data breaches (reportable)***				1	
<b>Data requests made to HP****</b>					
Right to access/know (completed)			137		
Right to access/know (rejected)			36		
Right to erasure/be forgotten (completed)			2,195		
Right to erasure/be forgotten (rejected)			961		

\* Breaches of customer privacy cover any noncompliance with existing legal regulations and voluntary standards regarding the protection of customer privacy related to data for which HP is the data controller. Substantiated complaints are written statements by regulatory or similar official bodies addressed to the organization that identify breaches of customer privacy, or complaints lodged with the organization that have been recognized as legitimate by the organization.

\*\* We believe that the increase in substantiated complaints from outside parties in 2019 and 2020 compared to prior years was likely caused by an increase in data subject awareness and empowerment in exercising their rights as provided by law.

\*\*\* Reportable data breaches are those that are required to be reported by law. 2020 is the first year for which HP has included this data in this report. The majority of the total data breaches were caused by human error or technical glitches and not a failure of our product or services security infrastructure.

\*\*\*\*These data relate to requests made to HP by individuals globally. 2020 is the first year that HP has disclosed this data. The median number of days taken to respond to right to access/know requests and right to erasure/be forgotten requests was 12.

# Global standards and regulatory environment

The secure movement of data is essential to our business, and as legislation continues to evolve, our privacy and government relations teams work with governments worldwide to develop robust and globally interoperable privacy regulations. See [Government relations](#) for more detail.

When developing and updating our privacy program, we consider global and domestic principles and frameworks, including:

- [Asia-Pacific Economic Cooperation Privacy Framework](#)
- [EU General Data Protection Regulation](#)
- [Madrid Resolution on International Privacy Standards](#)
- [Organisation for Economic Co-operation and Development \(OECD\) Guidelines on the Protection of Privacy and Transborder Flows of Personal Data](#)
- [California Consumer Privacy Act](#)

HP relies on lawful mechanisms for data transfer to drive accountability across the organization. HP remains one of the few companies worldwide<sup>1</sup> recognized by EU data protection authorities for our Binding

Corporate Rules (BCRs), reflecting our high standard of data protection policies and procedures and enabling global data transfer within our company.

HP is self-certified under the Privacy Shield framework within the United States, and we comply with the Asia-Pacific Economic Cooperation's Cross-Border Privacy Rules. Due to recent court rulings in Europe on the Schrems II case that invalidated the EU-U.S. Privacy Shield data transfer mechanism, HP no longer relies on the Privacy Shield framework for data transfers. We are working to strengthen our committed transparency on this topic to our customers and to the EU data protection authorities who authorize our BCRs that permit ongoing data transfers outside the EU.

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We remain one of the few companies worldwide<sup>1</sup> recognized by EU data protection authorities for our Binding Corporate Rules (BCRs) for data protection.

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# Cybersecurity

In our industry, hostile attempts to acquire personal and financial information are constant. HP works to block these attempts through robust internal controls and external partnerships. Everyone at HP has a role and responsibility to help ensure cybersecurity. Our incident response processes and playbooks support security rigor and apply to a range of ever-evolving industry threats.

Our Cybersecurity Organization provides and maintains the guidance, governance, processes, resources, and IT partner and vendor relationships necessary to identify unwanted access, security threats, and cyberattacks, and to shield our customers' and employees' information. HP's Chief Information Security Officer (CISO) reports to the HP Board of Directors, and the CISO and the Cybersecurity Organization lead efforts to educate HP about cybersecurity. Our internal Cybersecurity Policy Suite provides a framework for the organization, governance, and implementation of information security across the company. Based on the Policy Suite and other information, we communicate with and

educate employees about regulatory requirements, emerging threats, and new security practices, among other items. The CISO and the Cybersecurity Organization conduct audits of HP cybersecurity systems, as well as annual risk assessments of related HP systems and processes, including our information security management system (ISMS).

HP did not experience any cybersecurity events that required disclosure during 2020.<sup>3</sup> When incidents do occur, the Cybersecurity Organization responds swiftly, and regularly reports related activities to the relevant leadership.

Our online [Security Bulletins](#) support HP's commitment to provide customers and others prompt notification and remediation of any vulnerabilities related to HP products, services, and solutions. HP's Chief Security Advisor is a member of HP's external [Security Advisory Board](#). The Chief Security Advisor and respective staff lead collaboration with our CISO and the Cybersecurity Organization while working with the R&D teams, HP Labs, business units, product teams, and global functions to advance HP's leadership role in cybersecurity to help ensure HP becomes recognized as a

cybersecurity company. The Chief Security Advisor and respective staff lead efforts to educate HP and clients about cybersecurity, conduct related risk assessments on HP and clients, perform analytics to establish cybersecurity baselines,<sup>4</sup> and create cybersecurity roadmaps for HP and our clients to continually improve performance and establish new baselines. We conduct both internal and external audits of HP and client cybersecurity systems, which are carried out by credentialed cybersecurity advisors to drive improvement in HP and client systems and processes, including ISMSs.

HP's risk-based ISMS maintained ISO 27001 certification during 2020, providing assurance that HP meets the international standard for security of information systems.<sup>5</sup>

In 2020, we continued working to understand the techniques used by hostile actors, and how to further improve existing security controls and measures. The HP Worldwide Security and Analytics Practice continues to support our company and customers to drive good cyber hygiene and to have solid controls that align to regulatory and compliance requirements, such as the Health Insurance Portability and Accountability Act, the Payment Card

Industry Data Security Standards, and various privacy laws. HP's Client Advisory Council works to drive security awareness and education and provides a forum for collaboration and knowledge-sharing with our clients worldwide.

In response to the COVID-19 pandemic, we worked to communicate cybersecurity best practices for remote working, including through internal training, a public Goodwill and Outreach Campaign, and publication of various white papers and thought leadership presentations.

We conduct and participate in cybersecurity research to continue to uncover and identify cybersecurity trends and risks, and to drive cybersecurity innovation in our products, devices, services, and solutions. HP participates in cybersecurity organizations, boards, and/or advisory boards, including IEEE, ISA, ISACA, (ISC)<sup>2</sup>, ISSA, NIST, SANS, and others.

See also [Product security and privacy](#) and [Summary of HP Security Measures](#).

# Government relations

HP public policy engagements are aligned with our business interests and our core values to drive sustainable impact for people, planet, and community. For example, we promote policies that advance diversity and inclusion—such as our support for successful passage of the California Corporate Board Diversity Bill (AB 979)—to help ensure our employees, customers, and communities thrive in a just society. We seek opportunities to promote sustainable practices and new technologies, such as additive manufacturing (3D printing) and microfluidics that can contribute to an effective response to COVID-19, and drive more resilient industries and supply chains.

Governments can create a level playing field by removing trade barriers, adopting competitive tax structures, and protecting intellectual property. To drive innovation and equitable economic growth, we support policies to eliminate the digital divide and encourage access to the best technologies for people around the world.

## Policy priorities

Our global Government Relations team leads our engagement with policymakers, regulators, trade associations, and peer companies to advance public policies aligned with HP's interests and values. Our [priorities](#) include:

- Advancing diversity, equity, and inclusion.
- Promoting sustainability.
- Ensuring market access and supply chain resilience.
- Preserving competitive tax structures and creating economic investment incentives.
- Enhancing innovation through emerging technologies such as additive manufacturing and microfluidics.
- Protecting against counterfeits.
- Encouraging technology policies that promote security and data protection.

## Political engagement

We conduct all political engagements, including contributions to candidates, in a transparent, legal, and ethical manner and in accordance with [HP's Political Contributions Policy](#) and code of business conduct, [Integrity at HP](#). Our U.S. Public Sector Code of Conduct guides ethical business interactions with federal, state, and local officials.

In 2020, HP and the HP Employee Political Action Committee (PAC) supported candidates for elected office using established criteria, such as alignment with our values, representation of HP

sites, and understanding of issues affecting our business and industry. See [details](#).

HP does not make political contributions outside of the United States. We also make public our [U.S. lobbying expenditures](#) and [membership in U.S. trade associations](#) that engage in lobbying activity. HP did not make any in-kind political donations in 2020.

In 2020, for the third year in a row, we earned a perfect score and tied for first place overall among S&P 500 companies in the [CPA-Zicklin Index of Corporate Political Disclosure and Accountability](#).

	2017	2018	2019	2020
<b>HP corporate political contributions</b>				
State and local candidates and groups	\$299,500	\$300,000	\$111,900	\$138,900
<b>HP employee PAC contributions</b>				
Federal and state candidates, party committees, and PACs supporting diverse candidates	\$42,500	\$87,000	\$85,500	\$95,000
<b>HP U.S. federal lobbying expenditures</b>				
Total U.S. federal lobbying expenditures, including trade associations and outside lobbyists (reported quarterly under the Lobbying Disclosure Act)	\$2,789,600	\$1,890,000	\$1,620,000	\$1,570,000

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# Supply chain responsibility

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# Approach

HP relies on one of the IT industry's largest supply chains, made up of hundreds of production suppliers and thousands of nonproduction suppliers.<sup>1</sup> An ethical, sustainable, and resilient supply chain protects our business and brand, strengthens customer relationships, and creates opportunities to innovate.

We require that all workers receive fair treatment, freely chosen employment, and safe working conditions. To reduce our footprint, we collaborate with suppliers to decrease greenhouse gas (GHG) emissions, water use, waste, and other environmental impacts.

We engage with suppliers in a wide range of ways to promote responsibility. Suppliers representing 95% of HP's total production

supplier spend have gone through a social and environmental assessment, and suppliers representing about 40% of production supplier spend completed on-site social and environmental audits during 2020.

The strength of our supply chain responsibility program enables us to meet and exceed customer expectations. In 2020, approximately \$7 billion of HP sales was enabled by eco labels, accessibility, human rights, and supply chain responsibility.<sup>2</sup>

For an overview of our management approach in this area, including risk assessment, policies and standards, continuous improvement, capability building, external collaboration, and reporting, see [Our approach to a sustainable supply chain](#).

**Our supply chain is complex and we work to address a broad range of social and environmental topics.**

## Supply chain responsibility

Improving the lives of the people who make our products and strengthening the communities where they live and work

[Labor](#)[Health and safety](#)[Responsible minerals sourcing](#)[Supplier diversity](#)[Environmental impact](#)

## Driving Sustainable Impact throughout the supply chain

### PRIORITY

Put workers at the center of our program by offering worker empowerment programs

### GOAL

Develop skills and improve wellbeing of 500,000 factory workers by 2025, since the beginning of 2015

### PROGRESS IN 2020

# 46,000

factory workers participated in five programs during 2020, bringing the total to 312,000 workers trained since the beginning of 2015, 62% of the way to our goal<sup>3</sup>

### PRIORITY

Enable suppliers to develop and strengthen their policies, management systems, and mechanisms to take ownership for meeting social and environmental compliance requirements and elevate performance

### GOAL

Double factory participation<sup>4</sup> in our supply chain sustainability programs by 2025, compared to 2015

### PROGRESS IN 2020

# ↑13%

increase in factory participation, compared to 2015

We will continue to collaborate with local organizations to strengthen factory workers' awareness and skills, through programs focused on women's leadership, peer advice, use of personal protective equipment (PPE), and other areas. Capability building for workers has been integral to our supply chain responsibility program for over a decade.

In 2020, the factory participation rate was up 13% compared to our baseline. Travel and factory restrictions due to COVID-19 significantly impacted our ability to conduct related activities during the year. We will continue to focus on increasing participation—deepening engagement with suppliers who already have strong management systems and coaching smaller spend and sub-tier suppliers to improve the maturity of their sustainability management.

# Transparency

From PCs to printers, HP's products rely on a vast network of suppliers spanning six continents. Hundreds of production suppliers make the products we sell, and several thousand nonproduction suppliers support our operations. [We disclose the names and locations of the production suppliers](#) that represent greater than 95% of our manufacturing spend. Our products are manufactured in countries and territories worldwide. More than half of our manufacturing suppliers are based in the Asia Pacific region.

In addition to this report, we disclose information about our supply chain responsibility and human rights performance through our annual [SEC Conflict Minerals Report](#), [Modern Slavery Transparency Statement](#), [Report on Cobalt](#), [Human Rights Update](#), and [CDP Supply Chain disclosures](#). We also provide tailored supply chain information to our customers and channel partners to help them achieve their supply chain sustainability goals.

## Sustainability Scorecards

We summarize supplier performance using Sustainability Scorecards, designed to incentivize suppliers and drive ongoing improvement through consistent, comprehensive, and actionable feedback. The tool provides suppliers a score that encompasses audit performance; environmental governance, transparency, goal setting, and performance; conflict minerals management; and other social and environmental topics. The results contribute to a supplier's overall procurement score, which impacts their relationship with HP and ongoing business. Suppliers discuss their Scorecard with HP as part of regular business performance evaluations. In 2020, we began scoring suppliers against an updated Scorecard, which caused some scores to decrease. It includes additional environmental criteria and adjusted weighting to increase emphasis on sustained improvement, and maintained focus on compliance in core issue areas. During the year, we also raised the thresholds for the Preferred and Acceptable levels to increase performance expectations (see graph). The Scorecard applied to suppliers representing 76% of our production spend in 2020.



\* Scores reflect performance against criteria that are updated periodically. During 2020, we raised the threshold for the Preferred level from 85% to 90%, and for the Acceptable level from 65% to 70%.

## External collaboration

HP takes a leading role through collaborations focused on elevating supply chain best practices and tackling shared challenges.

Key relationships include:

- [CDP Supply Chain program](#)
- [Clean Electronics Production Network](#)
- [Green Freight Asia](#)
- [Leadership Group for Responsible Recruitment](#)
- [National Minority Supplier Development Council](#)
- [Renewable Energy Buyers Alliance](#)
- [Responsible Business Alliance](#)
- [Responsible Labor Initiative](#)
- [Responsible Minerals Initiative](#)
- [Social Accountability International](#)
- [U.S. EPA SmartWay](#)
- [WWF Climate Business Network](#)

## Capability building

In collaboration with NGO partners and other external organizations, we provide programs designed to help suppliers continually improve along their sustainability journey. During 2020, we reached 46,000 workers through our capability-building programs.

### 2030 WORKER EMPOWERMENT GOAL

Reach one million workers through worker empowerment programs by 2030, since the beginning of 2015

Examples of the trainings and opportunities we provide are listed below, five of which ran during the year. We were not able to offer the others due to travel and other restrictions related to the pandemic.

In October 2020, we launched MOVE, a program to help empower migrant workers in Southeast Asia. The initiative provides information on COVID-19 and delivers free training on workers' rights in four languages to support workers and managers in Cambodia, Laos, Myanmar, and Thailand.

In 2019, we launched a two-year worker wellbeing program in collaboration with Verité, an international nonprofit that promotes safe, fair, and legal working conditions in global supply chains. This program strengthens health and safety knowledge and equips workers with the tools and skills needed to grow professionally and personally. During the year, we completed assessments at three factories, developed an implementation plan, and administered a two-day ambassador training on-site. The worker wellbeing program will directly reach 2,300 workers, with the potential to reach more than 10,000 workers.

In 2020, our learning club events—part of our worker wellbeing program—became virtual. We launched several campaigns to encourage supply chain workers to continue

learning throughout the pandemic, including initiatives to promote occupational health and safety and prevent the spread of COVID-19.

## Labor

We continually deepen our understanding of the social and economic factors that lead to labor concerns, and then focus on areas of risk where we can have the most influence. We collaborate with organizations and government agencies with local expertise to promote long-term, scalable solutions. Our primary focus areas are combating forced labor, protecting workers' rights, and advancing worker health and safety, including safe use of process chemicals.

### Working with U.S. truckers to fight human trafficking

Truckers Against Trafficking (TAT) sees individual truckers as vital eyes and ears in the fight against human trafficking. TAT helps to combat trafficking in the United States by educating and mobilizing members of the trucking and busin industries and coordinating with law enforcement agencies.

We support innovative and effective initiatives such as TAT to combat forced labor wherever it exists. Most of HP's U.S. trucking vendors have signed up to the TAT initiative, and several are sponsors. We are one of the few shippers that participate directly and are committed to ensuring that all carriers moving HP products in the United States take the training.

Focus areas	Examples of trainings and opportunities
Baseline conformance with HP standards	<ul style="list-style-type: none"> <li>EHS awareness training</li> <li>Foreign migrant worker training</li> <li>RBA Code of Conduct training</li> </ul>
Ongoing engagement in key areas	<ul style="list-style-type: none"> <li>Science Based Targets workshop</li> <li>Responsible Recruitment 101 training</li> <li>Water management and reporting for IT industry companies</li> <li>Supplier Environmental Summit</li> </ul>
Leadership above and beyond HP's requirements	<ul style="list-style-type: none"> <li>Worker wellbeing program</li> <li>Mitigating Risks of Forced Labor and Impacts of COVID-19 on Migrant Workers in the Supply Chain</li> <li>MOVE</li> </ul>

## Combating forced labor<sup>1</sup>

As part of our commitment to addressing modern slavery, we start with our own operations and suppliers while striving to collaborate more broadly in ways that drive positive change. Modern slavery, as defined in guidance under the UK Modern Slavery Act, can manifest itself in different ways, including through debt bondage, forced labor, and human trafficking.<sup>2</sup>

HP is uncompromising in our expectations of ethical behavior by our employees, partners, and suppliers. In our [Modern Slavery Transparency Statement](#), we discuss our efforts to address modern slavery during the fiscal year ended October 31, 2020.

Where significant risks are identified, we work with suppliers and partners to address challenges and enact risk mitigation plans. As an example, in 2019 we launched a partnership with ISSARA Institute, an NGO that helps tackle issues related to human trafficking and forced labor, to support the monitoring of recruitment processes in Myanmar. In 2020, COVID-19 essentially ended cross-border recruitment, so we refocused the initiative on worker voice, using ISSARA's expertise to help understand and address worker concerns and improve factory worker-management communication. We plan to resume focus on responsible recruitment when borders reopen as the pandemic eases.

To support and advance supplier due diligence, we sponsor Responsible Recruitment 101, a virtual training for suppliers in Taiwan and Malaysia, organized by the Responsible Labor Initiative. The two-session training provides suppliers a comprehensive understanding of forced

labor and modern slavery in relation to their own businesses, the Responsible Business Alliance (RBA) Code of Conduct, and applicable laws and regulations.

In partnership with the RBA, industry peers, and sub-tier suppliers, in 2020 we hosted a training titled "Mitigating Risks of Forced Labor and Impacts of COVID-19 on Migrant Workers in the Supply Chain" for suppliers, to mitigate the risks of workers' rights being violated due to travel restrictions associated with COVID-19. The webinar is designed to help suppliers understand global legal requirements against forced labor and the RBA's Code of Conduct and audit process, sharing best practices to mitigate the impact of the pandemic on workers.

## Protecting workers' rights

We communicate openly with workers and management in our supply chain to identify and understand workers' questions, concerns, and priorities. We train our procurement teams, supplier managers, and other employees to be vigilant and report instances of practices that violate our standards.

# Health and safety

HP aspires to a world where our products and operations use materials and chemicals that cause no harm. We take a science-based approach to assessing the potential human health and environmental impacts of substances used in making HP products.

We continue to engage with our suppliers to strengthen knowledge and best practice in health and safety. In 2020, HP collaborated with several other members of the Responsible Business Alliance (RBA) to help address supplier requests for guidance on the increasingly complex working environment during COVID-19. The resulting [document](#) supports suppliers in the electronics industry by sharing best practices to protect workers and boost productivity and morale.

## Process chemicals

Suppliers are required to follow the manufacturing process chemical use restrictions outlined in [HP's General Specification for the Environment \(GSE\)](#). Additionally, our Supplier Code of Conduct requires suppliers to employ robust management systems to catalog and evaluate process chemicals, eliminate or manage hazardous substances, demonstrate

that analyses of safer alternatives were conducted when a hazardous chemical is being used, and provide workers with essential PPE and training. We gather data from our suppliers about process chemicals and implement corrective action as needed.

We encourage suppliers to switch to safer choices, such as changing from solvent-based to water-based paints. In situations where the use of hazardous chemicals is currently unavoidable, we help suppliers identify preferable alternatives through our [alternative materials assessment program](#).

To drive progress across the industry, we are a founding member of the Clean Electronics Production Network (CEPN), facilitated by the NGO [Green America](#). This collaborative multi-stakeholder effort developed a program to assess the use of process chemicals, strengthen the culture of worker safety and engagement, reduce worker exposure to identified priority process chemicals, substitute those chemicals with safer alternatives within members' own manufacturing processes, and ultimately reach deeper into their supply chains.

# Responsible minerals sourcing

Any connection between the materials used in HP products and armed violence or human rights abuses is unacceptable. To ensure our products are made responsibly, we have adopted industry-leading policies and monitoring practices and are broadening our vigilance beyond conflict minerals to a wider range of minerals and geographies. Through collaborative efforts, we aim to expand the market for responsibly sourced minerals, including those originating from conflict-affected and high-risk areas (CAHRAs).

## Conflict minerals<sup>1</sup>

Across our complex, global, multi-actor supply chain, we have the most influence over our direct suppliers. However, in the case of trace and precious minerals, we recognize that we must work to influence the practices of those much deeper in the supply chain.

### Approach

While conflict minerals are rarely used in large volumes in any one IT product or by one company, the tantalum, tin, tungsten, and gold (3TG) metals produced from them are found in relatively small amounts in virtually all electronic products. However, we are typically 4–10 supply chain stages removed from the smelters that purchase and process the ore into metals. For this reason, HP works with peers across the IT industry to collectively engage the entire supply chain in efforts to eradicate minerals that may have directly or indirectly supported armed groups and to promote responsible sourcing of minerals regardless of origin.

HP supports retention of the U.S. conflict minerals reporting framework as an economic driver for smelters to responsibly source minerals in the Democratic Republic of the Congo (DRC) and surrounding countries. In the European Union, we support implementation of the Conflict Minerals Regulation, which appropriately focuses on responsible smelter sourcing regardless of country of mineral origin, including CAHRAs worldwide.

We do not support de facto embargoes of minerals from the DRC and adjoining countries, nor from other conflict-affected regions. We believe it is more effective to use our leverage (as a company and within cross-industry collaborations) to address issues and promote positive change. This helps to protect people in those regions while maintaining their economic opportunities. We are actively involved in the [Responsible Minerals Initiative \(RMI\)](#) and support its efforts to engage with government stakeholders.

### Eliminating conflict-related risks from our supply chain

Promoting best practices by smelters is the most direct way to address the risk of conflict minerals entering our supply chain. We require our suppliers to source 3TG for HP products only from smelters that comply with the RMI's Responsible Minerals Assurance Process (RMAP), which requires a third-party sourcing audit. Presence on the RMI conformant list demonstrates a smelter's conflict-free status.

However, our relatively small use of these metals decreases our influence, so we need all industries that use these materials to demand conflict-free 3TG. We will continue to work with our suppliers and across industries to drive demand for conflict-free sourcing, regardless of whether the minerals originate in the DRC or elsewhere.

We promote conflict-free minerals in our supply chain by:

- Encouraging all smelters that purchase and process mineral ores to undergo third-party sourcing audits.
- Requiring our production suppliers of goods containing 3TG ("3TG suppliers") to require their smelters to undergo third-party sourcing audits.
- Supporting multi-stakeholder collaboration to establish secure, conflict-free sources of 3TG ores from the DRC.

## Suppliers

HP sets clear requirements of 3TG suppliers in our [Supply Chain Social and Environmental Responsibility Policy](#) (which includes our Conflict Minerals Policy), [General Specification for the Environment](#), and [Supplier Code of Conduct](#).

We assess these suppliers' responses to the RMI Conflict Minerals Reporting Template, which gives companies a common format for sharing information about 3TG sources with business partners and suppliers across the supply chain. We require corrective action from suppliers where needed and provide them training upon request. If any 3TG supplier reports sourcing from a smelter that triggers one of our potential risk indicators, we work with the supplier to establish whether unverified material is potentially used in HP products. When we identify a risk of this occurring, we require the supplier to remove the smelter from our supply chain. If a supplier is non-responsive, we use our procurement leverage to engage the supplier and improve performance.

## Smelters

To identify and disclose the [smelters and refiners](#) in our supply chain, between January and December 2020 HP surveyed suppliers that contributed material, components, or manufacturing for products containing 3TG. Each smelter or refiner reported was identified in at least one of the RMI Conflict Minerals Reporting Templates we received.

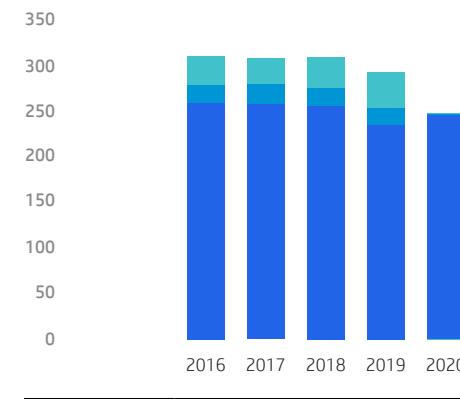
## Performance

In 2020, we received acceptable responses to RMI Conflict Minerals Reporting Templates from suppliers representing about 97% of our 3TG procurement spend, including both final assembly and commodity suppliers. These responses detailed 250 3TG facilities, greater than 99% of which were compliant or in the process of becoming compliant with an independent assessment program, and/or that we reasonably believe exclusively source conflict minerals from recycled or scrap sources or from outside of the Covered Countries (as of March 2021).

## U.S. Securities and Exchange Commission (SEC) Conflict Minerals Report

In May 2021, we filed our Form SD and Conflict Minerals Report with the U.S. SEC disclosing our due diligence efforts and results. See our [SEC Conflict Minerals Report](#).

## Status of all supplier-reported 3TG facilities\*



Type of facility	Total	Progress toward DRC Conflict-Free*	Percentage
Tantalum	37	37	100%
Tin	62	62	100%
Tungsten	40	40	100%
Gold	111	110	99%
<b>Total</b>	<b>250</b>	<b>249</b>	<b>&gt;99%</b>

## Progress toward DRC Conflict-Free, 2020

Type of facility	Total	Progress toward DRC Conflict-Free*	Percentage
Tantalum	37	37	100%
Tin	62	62	100%
Tungsten	40	40	100%
Gold	111	110	99%
<b>Total</b>	<b>250</b>	<b>249</b>	<b>&gt;99%</b>

\* Number of total 3TG facilities in HP Conflict Minerals Report 3TG facility list that were either RMAP compliant or in the process of becoming compliant, and/or that we reasonably believe exclusively source conflict minerals from recycled or scrap sources or from outside of the Covered Countries (as of March 2021).

## Other regions and minerals

Learning from our experience combating conflict minerals in the DRC and surrounding countries, we are expanding our efforts. This aligns with growing awareness of mineral-sourcing issues beyond the DRC and surrounding countries covered by the U.S. Dodd–Frank Act. The EU Conflict Minerals Regulation, which covers EU imports of 3TG minerals from all regions of the world, requires all large EU 3TG metal importers and smelters to become “responsible importers” consistent with the OECD Due

Diligence Guidance for Responsible Supply Chains of Minerals from Conflict-Affected and High-Risk Areas. Although HP's operations are not within the scope of the EU regulation, we are voluntarily aligning our policy and approach to support our customers' requirements consistent with the regulation.

The Responsible Business Alliance (RBA) is the parent organization of the RMI. In 2020, we supported revision of the RBA [Code of Conduct](#) so that it would address sourcing from any CAHRAs worldwide, not only from the DRC and Covered Countries. Leading up to this, we also supported RMI's work to help smelters develop processes to identify CAHRAs, as well as RMI's work to fully align its processes and standards for assessing smelters' sourcing practices with the OECD Guidance on sourcing from CAHRAs.

Our minerals due diligence and reporting also include cobalt, which has been linked to human rights risks. We expect our suppliers to have policies addressing cobalt, to report to HP the names of the cobalt refiners they use, and to join us in

encouraging these refiners to complete an RMI audit. Additionally, we encourage suppliers to engage in collaborative industry action through RMI. See our [Report on Cobalt](#), and our responsible minerals sourcing expectations for suppliers in HP's [General Specification for the Environment](#).

## Multi-stakeholder initiatives

Sourcing minerals responsibly requires globally coordinated efforts across sectors and industries. We collaborate widely with businesses, NGOs, government agencies, and our production suppliers to advance the use of responsibly sourced minerals.

Through RMI, we help develop and share due diligence standards, tools, trainings, and white papers to build the capabilities of the IT industry and beyond. We also support broader policy efforts through participation in RMI and its teams for Due Diligence Practices, Smelter Engagement, and Sensing and Prioritization.

Additionally, we collaborate through external forums, including the [European Partnership for Responsible Minerals](#), [Public-Private Alliance for Responsible Minerals Trade](#), and [KEMET Partnership for Social and Economic Sustainability](#).

In 2020, the International Tin Supply Chain Initiative (ITSCI) made an urgent appeal for support from industry and stakeholders so that it could prevent its programs from being halted by COVID-19 disruptions. HP became a member of ITSCI to help fund its upstream (from smelters) due diligence work. This program supports the efforts of companies such as HP to responsibly source minerals from CAHRAs and enables miners and communities to benefit from related activities.

# Supplier diversity

[Diversity, equity, and inclusion](#) is a top priority at HP, and not only within our workforce. Our commitment in this area applies equally to our relationships with suppliers. Through our purchasing decisions and activities, we foster greater opportunity, equality, and representation. Building a more diverse supply chain reflects our values while driving greater innovation, fortifying our business, and strengthening local economies.

We encourage small businesses and companies owned by women, minorities, veterans, service-disabled veterans, LGBTQ+ individuals, and aboriginal or indigenous individuals to compete for our business. In 2020, in the United States we spent \$370 million with small businesses, \$100 million with minority-owned businesses, and \$103 million with women-owned businesses<sup>1</sup> (see additional [data](#)). During the year, our supplier diversity program in the United States had an overall economic impact of approximately \$1.0 billion (see graphic on next page).

In 2020, we continued to develop our supplier diversity program in the United States. To accelerate our efforts, we work with the National Minority Supplier

## Economic impact summary of HP supplier diversity program, 2020\*

**\$1.0 billion overall economic impact\*\***

(up 43% from 2019)

**\$557 million**

Spending with small and diverse suppliers  
(up 49% from 2019)

**\$387 million**

Incomes earned by employees in the jobs supported by HP's supplier diversity program purchases  
(up 44% from 2019)

**6,300+**

Jobs supported through HP's spending with diverse suppliers\*\*\*  
(up 43% from 2019)

**\$325 million**

Federal, state, and local personal and corporate taxes generated  
(up 44% from 2019)

\* Data is for the 12 months ending September 30 of the year noted. Figures are based on HP purchases in the United States and Puerto Rico from U.S.-based businesses.

\*\* Goods and services produced by HP's diverse suppliers and their supply chains.

\*\*\* Including professional services, scientific services, technical services, computer and electronic manufacturing, real estate, and numerous other industries.

Development Council (NMSDC), Georgia Minority Supplier Development Council, Women's Business Enterprise National Council, and industry groups such as tech:Scale.

In September 2020, we took the [NMSDC "In This Together" pledge](#) and sponsored programs to invest in minority businesses struggling to recover from COVID-19 as well as coalitions to help eradicate racial wealth gaps and access to start-up capital. We also participated in the U.S. House of Representatives Small Business Committee Supplier Diversity Roundtable to discuss ways to develop and engage minority suppliers. Our work supporting U.S. veteran-owned

businesses earned us recognition on the Military Friendly® 2020 Supplier Diversity list.

We launched the [HP Racial Equality and Social Justice Task Force](#) in June 2020 and have pledged to drive economic empowerment for Black/African American-owned U.S. businesses by increasing our spending with them. Through policies, programs, and executive sponsorships, we will help these suppliers develop relationships with HP that can help strengthen their businesses and build economic power. Our goal is for 10% of HP supplier diversity spend in the United States to be with Black/African American suppliers by 2022.

## Supplier expectations

To advance progress deeper in our supply chain, HP sets the expectation for suppliers that provide services to HP in the United States to spend a minimum of 10% of any work subcontracted and/or purchased on behalf of HP with diverse businesses. To strengthen the program's racial equality focus, top suppliers subcontracting work in the United States must spend at least 5% with certified Black/African American businesses. In 2020, our allocatable indirect spend<sup>2</sup> with diverse suppliers through this program was more than \$300 million.

To improve the diversity of our suppliers' workforces, we require top service suppliers in the United States with account teams of 10 or more to implement diversity initiatives to recruit, attract, and hire diverse employees, with a goal that at least 10% of HP supplier account managers be Black/African American by 2022. This builds on the programs described below with marketing and legal suppliers and partners.

## Raising standards and practices across the marketing industry

We encourage our suppliers and partners to prioritize diversity and inclusion within their own operations. In 2016, we challenged our top five U.S.-based marketing agencies to significantly increase the number of women and U.S. minorities in top creative and strategic planning roles on HP account teams. During 2020, we saw strong improvements compared to 2019 for underrepresented minorities working on HP account teams and in non-account roles. Moving forward, we will continue to challenge our marketing agency partners to identify underrepresented groups in order to set specific goals, plans, and measurement that help increase diverse creative talent across HP account and senior leadership roles.

### Diversity at HP's top U.S.-based marketing agencies\*

percentage of total

	2017	2018	2019	2020**
<b>Overall HP account team</b>				
Women	61%	62%	79%	56%
Underrepresented minorities	24%	36%	44%	51%
<b>Overall HP account senior roles***</b>				
Women	51%	55%	55%	50%
Underrepresented minorities	19%	28%	20%	32%
<b>Non account resources</b>				
Women	45%	58%	57%	56%
Underrepresented minorities	33%	36%	29%	52%

\* Data for 2017 and 2018 represented five agencies. Data for 2019 and 2020 represented four agencies.

\*\* The decrease in women team members from 2019 to 2020 was due partly to a shift from an agency with a high percentage of women to an agency with a lower percentage of women but a higher percentage of underrepresented minorities.

\*\*\* Senior roles are defined as: creative directors and above (creative department); chief strategy officer, heads of account planning, group planning directors (planning department); senior account directors and above (account management); group executive producers and above (production department); department heads and above (all other departments). The agencies represented in this table are determined based on HP spend.

## Promoting diversity with our legal partners

Our legal department is also focused on improving diversity among our U.S. law firm partners and withhold up to 10% of all invoiced spend of those firms who fail to meet or exceed diverse minimal staffing on work for HP.

Law firms are asked to staff at least one underrepresented minority or one woman partner and one racially/ethnically diverse attorney, each performing at least 10% of the billable hours on HP business. Firms are required to track and share data reflecting compliance quarterly. As of the end of 2020, 93% of engaged firms met the requirements, up from 46% in early 2017 when this initiative was launched.

Overall, 83% of HP's outside counsel teams were led by a diverse partner at the end of 2020—up from 46% in 2017.

## Supporting diversity in the financial sector

In 2020, HP's treasury department expanded the scope of its diversity initiatives, intended to support greater diversity in the financial sector and to diversify HP's investor base and banking expertise. HP's Bank Model—the tool by which HP ranks and prioritizes potential bank partners—incorporates an annual diversity survey that looks at the diversity of the bank(s) overall and the teams that service HP. The rankings that stem from this model are an important factor in banking allocation decisions.

In 2020, HP partnered with Black-, Latino-, women-, veteran-, and disabled veteran-owned banks to distribute \$100 million in bonds as part of HP's inaugural bond offering. HP also appointed a Black- and women-owned firm for the execution of material amounts of share repurchase during 2020 and continued working with a minority firm as one of a small group of commercial paper (short-term borrowing) dealers.

## Economic empowerment in South Africa

In South Africa, we support Broad-Based Black Economic Empowerment (B-BBEE) initiatives through our supplier purchasing, to advance distribution of wealth across a broad spectrum of disadvantaged groups.

During 2020, we spent:<sup>3</sup>

- R185.2 million (\$11.2 million) with all B-BBEE-compliant businesses (up 10% and 84.8% of HP's total spend with suppliers in South Africa in 2020).
- R133.6 million (\$8.1 million) with large B-BBEE-compliant businesses (up 8% and 61.1% of total spend).
- R51.6 million (\$3.1 million) with small and medium-sized businesses (up 16% and 23.6% of total spend).
- R103.6 million (\$6.3 million) with firms with at least 51% Black ownership (down 9% and 47.4% of total spend).
- R39.4 million (\$2.4 million) with firms with at least 30% Black women ownership (down 15% and 18.0% of total spend).
- R18.2 million (\$1.1 million) with youth-owned firms or firms owned by people with disabilities (up 14% and 8.3% of total spend).

In 2020, HP in South Africa was rated as a Superior Level 1 contributor to B-BBEE, the highest rating possible, which measures the company's performance in this area.

# Environmental impact

Our production and nonproduction suppliers are essential partners as we work to drive net zero carbon and resource-efficient transformation throughout the value chain.

For more than a decade, we have worked closely with our suppliers to improve their environmental programs and report progress transparently. Our Sustainability Scorecard is central to our efforts to set expectations, evaluate our suppliers' performance, and drive ongoing improvement. See [more detail](#) about results.

We periodically raise our expectations to motivate ongoing improvement. These include supplier environmental management criteria such as science-based GHG emissions reduction targets, third-party verification of GHG emissions, and publication of a GRI-based sustainability report, as well as transparent reporting through CDP of key environmental information, including GHG emissions, energy consumption, renewable energy use, and water management.

We request 98% of our production suppliers, by spend, as well as strategic nonproduction suppliers, to disclose key qualitative and quantitative information about environmental management and impacts through HP's CDP Supply Chain membership. Requested information

includes GHG emissions and goals, total and renewable energy use, water withdrawal, climate and water risks, and governance.

To understand and manage our impacts, we calculate supply chain GHG emissions and water withdrawal in two ways:

- In this section of the report, we include data reported by our first-tier production suppliers, product transportation suppliers, and nonproduction suppliers. This data reflects the volume of HP's business with each organization. Through engagement with suppliers, we can better understand and influence improvements in performance year over year.
- The supply chain-related data included in our [carbon and water footprints](#) are derived from product life cycle assessment-based estimates. This analysis is intended to provide as complete an understanding as possible of impacts across the multiple levels of our supply chain, from materials extraction through manufacturing and product use, as well as retail and storage. These calculations use a combination of HP-specific and industry methods and data.

## Greenhouse gas emissions

In 2008, HP was the first major IT company to publish aggregated supply chain GHG emissions data. We continue working to drive progress in this area, including through our goals (see right). Our goal to reduce supply chain GHG emissions intensity is one of HP's three value chain goals validated by the Science Based Targets initiative. WWF has publicly supported this goal,<sup>1</sup> confirming the rigor of our goal-setting process.

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For the fifth consecutive year, HP was named by CDP to the Supplier Engagement Leaderboard for the company's actions and strategies to reduce emissions and manage climate risks in our supply chain. [Learn more.](#)

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Although GHG emissions intensity decreased by 3% between 2015 and 2019 when calculated as a three-year rolling average, yearly GHG emissions intensity values (not calculated as a rolling average) decreased by 11% during that timeframe. Since 2010, HP

has decreased first-tier production supplier and product transportation-related GHG emissions intensity by 28%. To help reach our goal, we focus our suppliers' attention on improving energy management and efficiency, using renewable energy, and setting science-based targets.

### GHG EMISSIONS INTENSITY REDUCTION GOAL

Reduce first-tier production supplier and product transportation-related GHG emissions intensity by 10% by 2025, compared to 2015<sup>2</sup>

### PROGRESS THROUGH 2019

GHG emissions intensity decreased 3% through 2019, compared to 2015

### GHG EMISSIONS REDUCTION GOAL

Help suppliers cut 2 million tonnes of carbon dioxide equivalent (CO<sub>2</sub>e) emissions between 2010 and 2025<sup>3</sup>

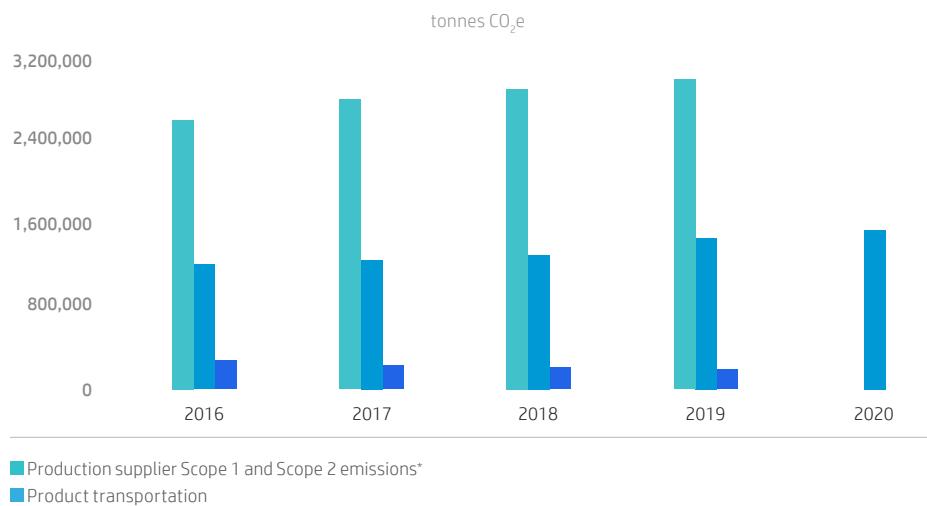
### PROGRESS THROUGH 2020

Suppliers avoided

**1.38 million tonnes**

of CO<sub>2</sub>e emissions

## Supplier GHG emissions performance



## Production suppliers

### Approach

Through our Sustainability Scorecard (see page 36), we set requirements for our production suppliers, including requirements related to energy use and GHG emissions performance and disclosure.

During 2020, we continued engaging with suppliers to drive positive change. For example, we provided training outlining our environmental expectations and how those connect with our Sustainability Scorecard.

We also worked with other organizations to accelerate cross-sector improvements:

- HP collaborated with the Responsible Business Alliance (RBA) to update its Code of Conduct with specifics around GHG emissions-related goal setting and reporting.
- In combination with the Renewable Energy Buyers Alliance, we worked to promote renewable energy use in supply chains.
- We continued to focus on capability building, which included a combined webinar with other companies and CDP on supplier water management and reporting.

- HP and other large technology companies sent a joint letter to the key members of the IT supply chain to reinforce environmental expectations.

Our Energy Efficiency Program in China and Southeast Asia, implemented in collaboration with NGOs such as BSR, Natural Resources Defense Council (NRDC), the World Resources Institute, and WWF, helps suppliers to build capabilities, identify ways to improve energy efficiency, and explore the use of renewable energy.

Since 2010, participants in these and other programs have avoided 1.38 million tonnes of CO<sub>2</sub>e emissions and saved a cumulative 887 million kWh (\$114 million) of electricity, including 40 million kWh (\$5.1 million) in 2020.

More broadly, through CDP our production suppliers reported savings of 23 million tonnes of CO<sub>2</sub>e and \$613 million from reduction initiatives implemented in 2019.<sup>4</sup> This demonstrates the scale of ongoing GHG emissions reduction activities throughout our production supply chain, regardless of whether driven by HP's engagement.

### Performance

In 2019, the most recent year that data is available, the suppliers that make HP products generated 3.0 million tonnes of Scope 1 and Scope 2 CO<sub>2</sub>e emissions attributable to HP, 3% more than in 2018.

This reflects business growth as well as the impact of two major suppliers that increased GHG emissions intensity due to expanded operations. However, the intensity of GHG emissions per HP annual revenue in 2019 decreased by 11% compared to 2015. We expect suppliers to set science-based targets and reduce absolute emissions over time.

We engaged 98% of our first-tier production suppliers, by spend, to help reduce their environmental impact. Overall, 94% reported having GHG emissions reduction-related goals, and 39% reported science-based targets. We also encourage suppliers to use renewable energy. 78% reported doing so in 2019, by spend, with 70% reporting renewable energy use goals, up from 47% the prior year.

## Product transportation

### Approach

To improve efficiency, cut costs, and reduce negative environmental impacts, we work to optimize our logistics network by consolidating shipments, identifying new routes, and shipping directly to customers or local distribution centers.

We require our product transportation suppliers to use the [Global Logistics Emissions Framework](#) to standardize emission calculations. This system, which HP helped to develop in 2016 with the

Global Logistics Emissions Council (GLEC), provides more specific, fuel-based or other GLEC-compliant data that accounts for variation in different locations. To drive progress across the industry and beyond, we are working with the Clean Cargo Working Group, Green Freight Asia, the United Nations Climate & Clean Air Coalition, and the U.S. Environmental Protection Agency (EPA) SmartWay program.

We continue to use SmartWay partners for 100% of our products shipped by truck in the United States and Canada.<sup>5</sup> The program aims to help improve road transportation efficiency and reduce GHG and other emissions. In 2020, HP won the U.S. EPA SmartWay Excellence Award for the seventh year in a row, demonstrating leadership in freight supply chain energy and environmental performance for the “Large Shipper” category in the United States.

Reducing packaging size and weight also has the potential to decrease GHG emissions associated with product transportation.

See [Packaging](#).

## Performance

Product transportation resulted in 1.54 million tonnes of CO<sub>2</sub>e emissions in 2020, up significantly from the prior year. This was due primarily to our increased use of air freight in response to the COVID-19

pandemic. To meet increased customer demand, including to support remote learning and working, we increased our use of air freight by 29% during 2020 to ship products in the most rapid way possible.

## Nonproduction suppliers

### Approach

We purchase a wide range of goods and services related to the operations of HP, such as staffing, business consulting, marketing, and travel. We prioritize collaboration with nonproduction suppliers based on geographical risk and industry and provide training to help improve reporting and reduce GHG emissions.

### Performance

In 2019, the most recent year data is available, our nonproduction suppliers reported 190,000 tonnes of Scope 1 and Scope 2 CO<sub>2</sub>e emissions attributable to HP. During that year, 77% of HP nonproduction strategic suppliers produced environmental reports, the same as in 2018. We believe this level of disclosure is partly due to our engagement with nonproduction suppliers through the CDP Supply Chain program.

## Water

### Approach

Many of our suppliers operate in regions where water stress is a growing threat. We work with production suppliers to improve water management in their operations.

To identify supplier sites located in water-stressed areas, we use water risk assessment tools such as the [World Resources Institute's Aqueduct Water Risk Atlas tool](#). We also identify sites that manufacture relatively water-intense product types, and use this information to assess overall water stress risks and opportunities. We ask our suppliers to report water risk, use, and management information through the CDP Supply Chain program. This drives suppliers' awareness of water security issues and allows us to assess suppliers' current water management strategies in the context of local environments and communities.

We work with suppliers to improve water reporting and, when appropriate, we also work with suppliers to enhance water management practices, through use of best practice frameworks. We also support training, such as the “Water management and reporting for IT industry companies” webinar developed in conjunction with industry peers and presented by CDP, which addresses the importance of water in IT supply chains, how

to carry out a water risk assessment, and best practice measurement and reporting. To further drive improvements, we include water stewardship criteria in our supplier Sustainability Scorecard. Suppliers are scored for transparently reporting quantitative water withdrawal as well as for having a public company-wide policy or governance structure for water at the board of director or top executive level.

## Performance

In 2019, the most recent year data is available, production suppliers withdrew 37 million cubic meters of water associated with HP, 6% more than in 2018. We believe that stronger supplier water accounting practices contributed to year-over-year variations in data. By the end of 2019, 92% of our suppliers, by spend, had set water management goals.

See [HP's 2020 water footprint](#).

## Waste

### Approach

We work with production suppliers to encourage waste measurement and reporting, reduce waste volumes, and drive progress toward a [circular economy](#). HP requests our suppliers report on waste using the [RBA environmental survey](#).

## Performance

During 2019, the most recent year data is available, our suppliers generated 148,000 tonnes of nonhazardous waste associated with HP, a 3% increase from 2018. This was primarily due to increased waste reported by a major supplier resulting from construction

of new facilities. Suppliers generated 53,000 tonnes of hazardous waste associated with HP in 2019, down 5% compared to the prior year. This was due largely to significant reductions by three suppliers. By the end of 2019, 72% of our production suppliers, by spend, had set waste-related goals, the same as the prior year.

## Supply chain transparency

Much of our production supplier base is in China, so we have a particular focus in that area. The [Corporate Information Transparency Index](#), developed by the Institute of Public and Environmental Affairs (IPE) and NRDC, evaluates the environmental practices of global brands' supply chains in China. In 2020, HP ranked #7 among global IT companies and #28 overall, of 538 brands assessed. On the Supply Chain Climate Action Index, developed by IPE and CDP, HP ranked #15 of 538 brands.

During 2020, we continued encouraging our suppliers to submit inventories of substances released through IPE's public pollutant release and transfer register system.

Also during the year, we cross-checked supplier sites representing 95% of our spend against IPE's public database of environmental violations. We identified one violation, and confirmed closure with the supplier. We also collaborated with first-tier manufacturing suppliers in China to determine whether sub-tier suppliers complied with local environmental laws. This review of almost 900 sub-tier suppliers identified 39 reported violations in 2020. Of these, 16 have been corrected, and we continue working with the relevant first-tier suppliers and IPE to address and resolve the remaining issues. Business with several sub-tier suppliers has been suspended due to unaddressed environmental violations.

# Performance monitoring and evaluation

To minimize the potential for supply chain-related risks, we work with suppliers and other stakeholders, focusing on empowering workers and raising standards. We engage with suppliers in multiple ways to understand performance, identify and address issues, and drive ongoing progress:

- **The supplier Self-Assessment Questionnaire (SAQ).**

This includes detailed questions around social and environmental management and practices. As well as assisting HP to evaluate risk, identify areas for improvement, and determine a firm's inclusion in our audit program, self-assessment helps suppliers become more familiar with HP's expectations of conformance to our [Supplier Code of Conduct](#). During 2020, 167 production suppliers and 13 nonproduction suppliers completed SAQs.

- **Coaching, specialized training, data collection, and ongoing dialogue.**

Using these mechanisms, we aim to help suppliers develop robust management systems to address root causes of key risks and challenges; for more detail, see [capability building](#).

- **Key performance indicator (KPI) monitoring program.**

We collect data from high-risk suppliers weekly on key

issues such as working hours, day of rest, and student workers, and collaborate to drive ongoing improvement. See [results](#).

- **Supplier audits.** Our supplier audit process is an essential component of our risk assessment framework and a key mechanism for identifying opportunities for sustained improvement with our suppliers. Supplier audits measure conformance with all provisions of the HP Supplier Code of Conduct in the areas of labor, health and safety, environmental, ethics, and management systems. See [Our approach to a sustainable supply chain](#) for detail about the audit process. We also worked with our final assembly suppliers to confirm they are conducting risk assessments of companies in their own supply chains that represent approximately 80% of their spend and auditing 25% of sites determined to be high risk, based on the RBA Code of Conduct.

- **Supplier sustainability assessments.**

We conduct targeted assessments to supplement our comprehensive audits, focusing on specific risk areas including vulnerable workers (such as student, dispatch, and foreign migrant workers) and health and safety (including fire safety and emergency preparedness).

HP has undergone Social Accountability International's (SAI) Social Fingerprint® Supply Chain Management Assessment to measure and improve social performance in both the company and our supply chain. This uses self-assessment and independent evaluation of eight key categories of supply chain management: policies, risk assessment, monitoring, integration, communication, tracking/remediation, and complaint management. The most recent 2019 Social Fingerprint result placed HP among the highest-scoring SAI corporate members. The findings from this benchmark have reinforced the importance of HP capability-building programs focused on worker engagement and wellbeing.

### Sustainability audits, 2020\*

	Initial audits (initial evaluations of conformance)	Follow-up audits (addressing nonconformances identified in any corrective action plans)	Full re-audits (comprehensive reassessments)
<b>Product supply chain</b>			
Production suppliers	9	37	44
Product transportation suppliers	0	0	0
Product reuse and recycling vendors	15	0	19
<b>Nonproduction suppliers</b>			
Suppliers supporting HP manufacturing (on HP premises)	5	0	0
Suppliers supporting HP offices (on HP premises)	8	0	0
Service suppliers (at third-party premises)	0	0	0
<b>HP operations</b>			
HP manufacturing sites	0	0	0
HP offices	2	0	0

\*Audits of production suppliers and suppliers supporting HP manufacturing followed the RBA Code of Conduct Audit Protocol 6.0. We contract with Environmental Resources Management (ERM) to audit product reuse and recycling vendors for conformance with the following policies and vendor standards: [Export of Electronic Waste to Developing Countries Policy](#), [HP Supplier Code of Conduct](#), and [Reuse and Recycling Standards](#). See [Product repair, reuse, and recycling](#) for detail. Audits of nonproduction suppliers supporting HP offices, off-site third-party nonproduction suppliers, and HP offices were focused on labor, ethics, and management systems.

## Performance

In 2020, we completed 137 audits of production suppliers, product reuse and recycling vendors, and nonproduction suppliers, as well as three other assessments of production suppliers. Travel and factory restrictions as well as office closures related to COVID-19 decreased our ability to conduct these activities. During the

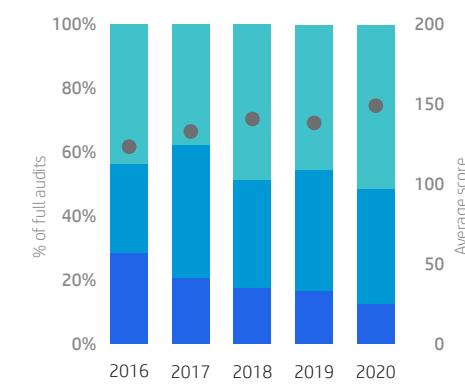
year, 90% of production supplier audits were third-party certified RBA Validated Assessment Program (VAP) audits. In addition to these audits, during 2020 we also conducted desk reviews with all final assembly suppliers and some commodity suppliers. This enabled us to maintain engagement with those suppliers despite travel restrictions, and discuss key issues including their responses to COVID-19.

We see a wide range of maturity levels in our audits, which are scored on a scale of 0–200. In the RBA Factory LEAD Certification Program, suppliers with scores from 160–180 are eligible for a Silver certification, and scores above 180 for a Gold certification (including 25% of supplier facilities audited in 2020).

### Production supplier sustainability assessments, 2020

Health and safety assessments	1
Onboarding assessments	1
Vulnerable worker group (student and foreign worker) assessments	1
KPI validation assessments	0

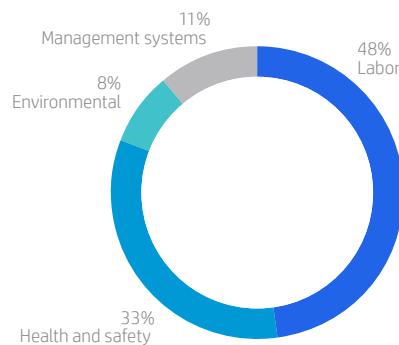
### Distribution of scores of initial audits and full re-audits



- >160
- 100-160
- <100
- Average score

## Distribution of nonconformances and findings by section of HP Supplier Code of Conduct, 2020\*

percentage of total



\*Includes immediate priority findings, non-immediate priority nonconformances, and major nonconformances identified. Data is from initial audits and full re-audits of production suppliers conducted in 2020. Ethics is not included because the percentage rounded to zero. Due to our two-year audit cycle and changes to HP's supplier base, data typically does not represent the same supplier sites as the previous year.

Over time, we have seen supplier audit scores increase. From 2018 to 2020, the percentage of production supplier initial audits and full re-audits that scored above 160 increased from 48% to 51%. The average score during that period rose from 142 to 151. Eleven audits during 2020 were of final assembly supplier sites. Of these, 8 (73%) scored over 160, 2 (18%) scored between 100 and 160, and 1 (9%) scored under 100. The other 42 audits during 2020

## Detailed analysis of audit results

A major nonconformance is a significant failure in the management system that affects a supplier's ability to ensure that conditions conform to the HP Supplier Code of Conduct or General Specification for the Environment. A minor nonconformance is not a systemic problem, but typically an isolated finding. The data in this section focuses on major nonconformances.

were of commodity supplier sites. Of these, 45% scored over 160, 40% scored between 100 and 160, and 14% scored under 100.<sup>1</sup>

We periodically increase our expectations of suppliers, so suppliers must continually improve to maintain a consistent audit score. For example, in 2018 we adopted version 6.0 of the RBA Code of Conduct, which includes requirements related to worker voice and training, pregnant and nursing women, process chemicals, and water management. During that year, we also added new environmental requirements to our Sustainability Scorecard.

## Immediate priority findings

Immediate priority findings<sup>2</sup> are the most serious type of supplier nonconformance and require immediate action. In 2020, we identified 10 immediate priority findings, equivalent to 0.19 findings on average for each initial audit and full re-audit of production suppliers conducted. Two issues related to charging of recruitment fees, one related to discrimination, one related to fire detection, and six related to fire exits. We required the issues to be immediately addressed and are working with the suppliers to complete remediation and implement corrective actions to adjust their management systems.

## Other findings

For audits conducted in 2020, suppliers were in full conformance (no major nonconformances identified) for the following provisions: risk of child labor; humane treatment; physically demanding work; health and safety communication; pollution prevention and resource reduction; no improper advantage; disclosure of information; intellectual property; fair business, advertising, and competition; protection of identity and nonretaliation; privacy; responsible sourcing of minerals;

worker feedback and participation; and documentation and records. Fifty-three initial audits and full re-audits of production suppliers conducted in 2020 identified 294 major nonconformances, equivalent to 5.5 per audit on average.<sup>3</sup>

Six provisions (see [table on page 50](#)) out of 45 total represented 72% of all major nonconformances identified. We focus on these and other areas that have the greatest potential for improvement.

HP requires suppliers to provide a detailed corrective action plan addressing all identified nonconformances within 30 days of receipt of the site audit report (except immediate priority findings, which are addressed expeditiously), and have processes in place to monitor progress and subsequent closure of nonconformances. For details, see the [RBA VAP Operations Manual](#) and [Our approach to a sustainable supply chain](#).



### Issues with lowest rates of conformance of sites audited, 2018 and 2020\*

Issue	Rate of conformance 2018**	Rate of conformance 2020**	HP's approach
Working hours	34%	19%	<p>Excessive working hours remains the most pressing labor challenge in our supply chain, especially around times of peak production and labor shortages. Workers often voluntarily work long hours to earn more money, and suppliers may lack effective management systems in this area.</p> <p>The rate of conformance decreased significantly in 2020 compared to 2018, partly due to COVID-19. Social distancing protocols reduced the number of workers allowed in a factory at one time, and many factories had to make up production following extended closures. These factors both put pressure on working hours. Although the RBA declared certain exemptions to working hours requirements of its Code of Conduct due to the COVID-19 pandemic, we audited suppliers during 2020 based on the regular requirements.</p> <p>Among suppliers in our KPI program (78 at the end of 2020 representing approximately 106,800 workers), 93% met our requirements related to working hours in 2020, compared to 95% in 2019.*** This relatively small decrease demonstrated the ability of KPI program members to effectively manage this issue in the context of changing production demands during an unusually challenging year.</p> <p>Some suppliers have dedicated lines for student and juvenile workers to facilitate conformance with overtime or night shift requirements. We provide training to student workers and their managers about our requirements and their rights.</p>
Wages and benefits	55%	53%	In countries without a set minimum wage, the industry prevailing wage applies. The most common issue in wages and benefits is suppliers not paying appropriate social insurance. Examples of corrective actions related to wages and benefits include maintaining documentation of pay stubs and employer contributions to worker insurance schemes, and worker communication.
Emergency preparedness	51%	57%	Nonconformances include items such as blocked exit doors, missing or poorly lit exit signs, lack of fire exit instructions, and missing or defective emergency equipment. Most can be quickly remedied, while some take longer, such as replacing all fire exit doors. We supplement our audits with specific health and safety assessments.
Occupational safety	55%	62%	Nonconformances related primarily to current safety permits and first aid response reporting. Suppliers must have tracking mechanisms and keep documentation of remediation and compensation provided to workers involved in an incident. A supplier with a nonconformance must also prove that training has been or will be conducted within 180 days.
Occupational injury and illness	71%	74%	Most nonconformances relate to lack of documentation (medical records, injury logs, etc.), and certifications (occupational health certificates are required to fully resolve a nonconformance). Suppliers are required to train all employees on a regular basis and report incidents to HP. In 2020, we continued to work directly with suppliers with nonconformances, helping them understand and address our requirements.
Dormitory and canteen	82%	75%	Workers must be provided ready access to clean toilet facilities, potable water, and sanitary food preparation, storage, and eating facilities; and dormitories provided by the supplier or a labor agent must be clean and safe. Corrective actions in this area are typically straightforward, such as ensuring exit signs are properly illuminated, maintaining fire extinguishers, and having food samples available for quality and safety testing.

\* Data is from initial audits and full re-audits of production suppliers conducted in 2018 and 2020. Due to our two-year audit cycle and changes to HP's supplier base, data typically does not represent the same supplier sites as the previous cycle.

\*\* Percentage of sites with no immediate priority findings, non-immediate priority nonconformances, or major nonconformances identified.

\*\*\* The HP key performance indicator program measures the performance of HP production lines at participating supplier facilities, and not the overall performance of those facilities. In contrast, initial audits and full re-audits assess the overall performance of supplier facilities where other brands in addition to HP may also manufacture products.



## Rates of conformance of sites audited, 2018 and 2020\*

HP Supplier Code of Conduct section/provision	Rate of conformance of sites audited, 2018**	Rate of conformance of sites audited, 2020**
<b>Labor</b>	<b>83%</b>	<b>84%</b>
Freely chosen employment management systems	80%	91%
Risk of forced labor	82%	91%
Young worker protection management systems	92%	98%
Risk of child labor	98%	100%
Working hours	34%	19%
Wages and benefits	55%	53%
Humane treatment	98%	100%
Nondiscrimination management systems	97%	96%
Risk of discriminatory practices	97%	96%
Freedom of association	100%	98%
<b>Health and safety</b>	<b>76%</b>	<b>81%</b>
Occupational safety	55%	62%
Emergency preparedness	51%	57%
Occupational injury and illness	71%	74%
Industrial hygiene	80%	85%
Physically demanding work	89%	100%
Machine safeguarding	92%	96%
Dormitory and canteen	82%	75%
Health and safety communication	89%	100%
<b>Environmental</b>	<b>88%</b>	<b>94%</b>
Environmental permits and reporting	83%	94%
Pollution prevention and resource reduction	89%	100%
Hazardous substances	71%	77%
Wastewater and solid waste	97%	92%
Air emissions	89%	98%
Storm water management	91%	98%
Energy consumption and GHG emissions	97%	98%

HP Supplier Code of Conduct section/provision	Rate of conformance of sites audited, 2018**	Rate of conformance of sites audited, 2020**
<b>Ethics</b>	<b>99%</b>	<b>99%</b>
Business integrity	98%	98%
No improper advantage	100%	100%
Disclosure of information	95%	100%
Intellectual property	100%	100%
Fair business, advertising, and competition	98%	100%
Protection of identity and nonretaliation	100%	100%
Responsible sourcing of minerals	98%	100%
Privacy	98%	100%
<b>Management systems</b>	<b>94%</b>	<b>95%</b>
Company commitment	98%	98%
Management accountability and responsibility	95%	96%
Legal and customer requirements	97%	94%
Risk assessment and risk management	95%	94%
Performance objectives with implementation plan and measures	94%	94%
Training	95%	96%
Communication	97%	98%
Worker feedback and participation	97%	100%
Audits and assessments	94%	96%
Corrective action process	95%	96%
Documentation and records	98%	100%
Supplier responsibility	72%	77%

\* Data is from initial audits and full re-audits of production suppliers conducted in 2018 and 2020. Due to our two-year audit cycle and changes to HP's supplier base, data typically does not represent the same supplier sites as the previous cycle.

\*\* Percentage of sites with no immediate priority findings, non-immediate priority nonconformances, or major nonconformances identified. Data refers to the RBA Code of Conduct Audit Protocol 6.0.



# Data

## Supply chain responsibility\*

	2016	2017	2018	2019	2020
<b>Suppliers publishing sustainability reports using the GRI framework [% of production supplier spend]</b>	86%	82%	88%	91%	91%
<b>Capability building</b>					
Number of capability-building programs	14	15	10	7	5
Workers reached through capability-building programs**	45,700	119,900	12,000	11,000	46,000
<b>Workers' rights</b>					
Suppliers' employees working 60 hours per week or less on average***	89%	92%	94%	95%	93%
Suppliers' employees receiving at least one day of rest each seven-day workweek***	96%	98%	98%	99%	97%
Suppliers in China with student workers representing 20% or less of total employees***	98%	100%	99%	99%	100%
Immediate priority audit findings (immediate action required) related to the ILO Declaration on Fundamental Principles and Rights at Work: freedom of association; forced, bonded, or indentured labor; child labor; or discrimination†	2	2	6	0	3
Immediate priority audit findings (immediate action required) related to occupational safety, emergency preparedness, or industrial hygiene†	2	0	2	6	7
<b>Workers at sites audited†† [total]</b>	96,400	162,300	244,700	198,300	229,400
<b>Sustainability audits and other assessments [total]</b>					
Initial audits	58	47	17	103	22
Follow-up audits	67	39	45	41	37
Full re-audits	30	30	55	43	44
Assessments	29	34	43	60	3
<b>Sustainability Scorecard average score—Commodity suppliers†††</b>	78%	85%	87%	86%	89%

	2016	2017	2018	2019	2020
<b>Sustainability Scorecard average score—Final assembly suppliers†††</b>	72%	84%	88%	83%	82%

### Rates of conformance of sites audited, 2018 and 2020 (see page 51)

\*Data in this table for 2018 is specific to production suppliers, except the following included in Sustainability audits and other assessments: five initial audits, two full re-audits, three onboarding assessments, and seven supplier assessments of nonproduction suppliers; and four assessments of product transportation suppliers. Data in this table for 2019 is specific to production suppliers, except the following included in Sustainability audits and other assessments: 64 initial audits of nonproduction suppliers and 17 initial audits of product transportation suppliers. Data in this table for 2020 is specific to production suppliers, except the following included in Sustainability audits and other assessments: 13 initial audits of nonproduction suppliers. Data is not included in this table for product reuse and recycling vendors. See page 86 for information about our programs and performance in that area.

\*\*With the exception of train-the-trainer programs, HP only accounts for workers directly reached by our capability-building programs. Number of workers reached each year depends on the programs executed; some programs address issues broadly across suppliers and workers; other programs focus more narrowly on individual supplier sites or specific vulnerable worker groups. Prior to 2020, data included production supplier workers only. In 2020, we expanded the scope of our program to also include nonproduction supplier workers and workers at HP-controlled manufacturing facilities.

\*\*\*Based on production-line workers at final assembly and select commodity sites participating in the HP KPI program. We continue to expand the list of suppliers in the KPI program based on business risk, country risk, and identified nonconformances.

†See page 49 for detail.

††These totals are the number of workers as of the date of the site visit according to production supplier initial audit and full re-audit reports. HP's UK Modern Slavery Act (MSA) Transparency Statement for 2017 reported that we had identified 199,432 workers based on audits conducted at many of our suppliers' sites. HP learned, after finalizing its UK MSA, that the reported data overstated the number of workers by inadvertently including audit reports from 2016 in addition to 2017. In 2017, there were 162,300 workers at the sites for which we are reporting audit performance information in this report.

†††Scores reflect performance against criteria that are updated periodically.

HP's spend with U.S. diverse suppliers*	2019		2020	
	\$ millions	% of qualified spend	\$ millions	% of qualified spend
Small businesses	\$322	25.7%	\$370	29.8%
Minority-owned businesses**	\$78	6.0%	\$100	8.0%
Women-owned businesses**	\$45	3.5%	\$103	8.3%
Veteran-owned businesses, service-disabled veteran-owned businesses, HUBZone businesses, and others***	\$18	1.5%	\$23	1.8%

\*Data is for the 12 months ending September 30 of the year noted. Figures are for purchases in the United States and Puerto Rico from U.S.-based businesses. 2019 data reflects a refined calculation methodology. Data for prior years are not comparable, and therefore not included in this report.

\*\*Suppliers are categorized as minority-owned or women-owned, not both. These categories include all sizes of businesses.

\*\*\*These categories include all sizes of businesses.



## Environmental impact<sup>#</sup>

	2016	2017	2018	2019	2020
<b>First-tier production supplier and product transportation-related GHG emissions intensity<sup>*,**</sup> [tonnes CO<sub>2</sub>e/\$ million of HP net revenue]</b>	79.4	80.1	76.4	78.4	
<b>Production supplier GHG emissions***</b> [tonnes CO <sub>2</sub> e]					
Scope 1 and Scope 2 emissions**	2,600,000	2,800,000	2,900,000	3,000,000	
Scope 3 emissions**.****	11,500,000	7,800,000	13,200,000	11,500,000	
<b>Production suppliers with GHG emissions reduction-related goals [% of spend]</b>	94%	94%	94%	94%	
<b>Product transportation GHG emissions†</b> [tonnes CO <sub>2</sub> e]	1,200,000	1,250,000	1,300,000	1,460,000	1,540,000
Road (includes rail)	350,000	350,000	410,000	400,000 <sup>††</sup>	190,000 <sup>††</sup>
Ocean	150,000	160,000	180,000	90,000	100,000
Air	700,000	740,000	710,000	970,000	1,250,000
<b>Nonproduction supplier Scope 1 and Scope 2 GHG emissions**.†††</b> [tonnes CO <sub>2</sub> e]	270,000	230,000	210,000	190,000	
<b>Production supplier energy use ††††</b> [MWh]	6,400,000	5,500,000	5,900,000	6,400,000	
<b>Production supplier renewable energy use</b> [% of total energy use]	15%	22%	23%	25%	
<b>Production suppliers that reported using renewable energy**</b> [% of spend]	54%	77%	78%	78%	
<b>Production supplier water withdrawal for use**.^</b> [cubic meters]	31,000,000	34,000,000	35,000,000	37,000,000	
<b>Production suppliers with water-related goals</b> [% of spend]	80%	92%	93%	92%	
<b>Production supplier nonhazardous waste generation**.^^</b> [tonnes]	121,000	123,000	144,000	148,000	
<b>Production supplier hazardous waste generation**.^</b> [tonnes]	51,000	48,000	56,000	53,000	
<b>Production suppliers with waste-related goals</b> [% of spend]	62%	59%	72%	72%	

<sup>#</sup> In some cases, data from prior years is updated to reflect improved data; for example, revised supplier information.

<sup>\*</sup> Intensity is calculated as the portion of first-tier production and product transportation suppliers' reported GHG emissions attributable to HP divided by HP's annual revenue. This method normalizes performance based on business productivity. Intensity is reported as a three-year rolling average to decrease the impact of variance year over year and highlight longer-term trends. Production supplier GHG emissions include Scope 1 and Scope 2. The year 2019 is the most recent for which data is available.

<sup>\*\*</sup> We believe that variation in this data reflects both changes in actual performance and inconsistency in reporting practices.

<sup>\*\*\*</sup> Emissions are calculated based on suppliers' reported emissions and their dollar volume of HP's business compared to their total revenue. The majority of these companies report on a calendar-year basis. Data reported here reflects extrapolation to 100% of first-tier production suppliers. Data collected for 2019 represented 95% of HP production spend. The World Resources Institute defines Scope 1, 2, and 3 GHG emissions in its Greenhouse Gas Protocol. This data differs from the product life cycle assessment-based estimates for materials extraction through manufacturing presented on page [22](#), which are based on a different calculation methodology and use a combination of HP-specific and industry data. The year 2019 is the most recent for which data is available.

<sup>\*\*\*\*</sup> Suppliers may not report all Scope 3 categories. The number of categories reported by suppliers and the completeness of reporting varies year to year.

<sup>†</sup> The figures for product transportation GHG emissions are based on data reported by product transportation suppliers that HP contracted to deliver products. They may differ from the product life cycle assessment-based estimates presented on page [22](#), which are based on a different calculation methodology, use a combination of HP-specific and industry data, and include additional upstream and downstream transportation related to the company's products.

<sup>††</sup> We believe that data for the "Road (includes rail)" segment were overstated for 2019, due to incorrect data from a single product transportation supplier. Updated data are not available at the time of publication of the HP 2020 Sustainable Impact Report, but we plan to update that data as needed in the future.

<sup>†††</sup> Emissions are estimated based on suppliers' emissions and their dollar volume of HP business compared to their total revenue. The majority of these companies report on a calendar-year basis. The year 2019 is the most recent for which data is available. Data reported here reflects extrapolation to 100% of strategic nonproduction suppliers. Data collected for 2019 represented 40% of HP nonproduction spend.

<sup>††††</sup> Total energy includes purchased energy (electricity, etc.) and generated energy (fuel use, etc.). Energy use data is calculated based on suppliers' reported energy use and their dollar volume of HP's business compared to their total revenue. Data reported here reflects extrapolation to 100% of first-tier production suppliers. Data collected for 2019 represented 93% of HP production spend.

<sup>^</sup> This metric reports the amount of water withdrawn by suppliers, not the amount consumed by our multi-tier supply chain as reported in our water footprint on page [23](#). Because water withdrawn can also be returned, this footprint is inherently larger. Refers to first-tier suppliers for manufacturing, materials, and components. Withdrawal is estimated based on suppliers' reported water withdrawal and their dollar volume of HP business compared to their total revenue. The majority of these companies report on a calendar-year basis. The year 2019 is the most recent for which data is available. Data reported here reflects extrapolation to 100% of first-tier production suppliers. Data collected for 2019 represented 94% of HP production spend.

<sup>^^</sup> Waste data is estimated based on suppliers' waste data and their dollar volume of HP business compared to their total revenue. The majority of these companies report on a calendar-year basis. The year 2019 is the most recent for which data is available. Data reported here reflects extrapolation to 100% of first-tier production suppliers. Data collected for 2019 represented 88% of HP production spend for nonhazardous waste and 81% for hazardous waste.

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# Operations

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# Our employees

Every day, HP's approximately 53,000 employees' worldwide shape our future and bring our vision to life. They power our innovation, contributing unique perspectives and a growth mindset to create breakthrough technologies and transformative solutions. We are committed to fostering a diverse, equitable, and inclusive workplace that attracts and retains exceptional talent. Through ongoing [employee development](#), comprehensive [compensation and benefits](#), and a focus on [health and safety](#) and [wellbeing](#), we help our employees thrive and succeed.

In 2020, the COVID-19 pandemic had a profound impact on HP. As the crisis unfolded, we focused first and foremost on keeping our employees and their families safe. We took an integrated approach to help our teams manage their work and personal responsibilities, including by offering work from home, flextime, leaves of absence, and job sharing, plus enhanced benefits and resources to support employees' physical, mental, and financial wellbeing. We created HP Spirit, a new employee engagement approach, to provide employees a broad range of programs, activities, and virtual gatherings to help them transition to working from home and stay healthy, positive, and productive.

To help managers lead teams more effectively in the suddenly mobile environment, we launched [Manager Connection](#), an online development series. We also provided robust internal communications, including weekly email messages, "Connect with Enrique" virtual sessions, and town halls, to keep our employees around the world informed and engaged as the pandemic unfolded. Demonstrating the effectiveness of this work, employees' perceptions of HP as a "great place to work" increased nine percentage points between January and June 2020.

## Diversity, equity, and inclusion

Recent events have laid bare the systemic racism and deep inequalities that remain a stain on American society and societies in many other countries. It is imperative that companies take a stand and act with urgency and a plan for sustainable impact. Corporate commitments and actions as to equity and inclusion were brought into even sharper focus in the wake of George Floyd's death on May 25, 2020, and the momentum of the Black Lives Matter movement.

### HP demographics\*

#### Board of Directors

Women

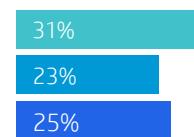


Racial/ethnic minorities

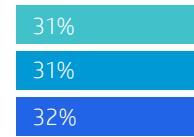


#### Women in leadership

Executives reporting directly to CEO

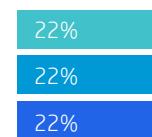


Director level and above



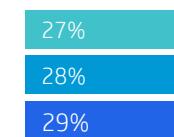
#### Technical roles

Women in IT and engineering



#### Revenue-generating roles

Women in sales roles (all levels)



#### Global functions

Women in legal, finance, HR, marketing, and communications (on average)



\*Board of Directors data for 2020 are as of the conclusion of the 2021 annual meeting of stockholders on April 13, 2021. Board of Directors data for 2019 are as of November 1, 2019. Board of Directors data for 2018 are as of January 31, 2019. Other data are as of October 31 of the year noted. Employee data refers to regular full-time and part-time employees.



For HP, there has never been a more important time for us to live by the values on which our company was founded, and we are dedicated to doing the hard work needed to help stamp out systemic racism and discrimination. We have renewed and amplified our commitment to diversity, equity, and inclusion, building on initiatives and milestones over several decades. To drive progress in this area, during 2020 we established the HP Racial Equality and Social Justice Task Force (see box).

During the year, we also held a series of virtual town hall meetings focused on racial equality for all employees, hosted by our CEO Enrique Lores and Chief Diversity Officer Lesley Slaton Brown. These events were designed to explore new thinking, encourage understanding, conversation, and advocacy, and highlight the company's commitments on fighting systemic racism and inequality. They were attended live or replayed more than 16,600 times by employees around the world.

We want to be a leading brand for racial equality and social justice in the technology industry. We set a goal to double the number of Black/African American HP executives (VP level and above) in the United States by 2025, starting with 2020 as our baseline. We also set a goal to double Black/African American technical representation in the United States, during the same timeframe.

Advancing diversity, equity, and inclusion makes our business stronger. Diversity drives innovation. Innovation springs from the rich and diverse cultures, ethnicities, perspectives, knowledge, and experience of our employees, and diverse teams create transformative solutions that better serve our customers. McKinsey has found that companies with more women and greater ethnic diversity at the executive level are more profitable, and that companies with more diverse boardrooms enjoy significantly higher earnings and return on equity.

A strong policy framework supports our efforts and includes our Global Best Work Environment Policy and [Open Door Policy](#).

We also collaborate and partner externally. For example, we have [signed an agreement with UN Women](#) to advance education, entrepreneurship, and digital learning for women and girls in five priority countries: Democratic Republic of the Congo, Morocco, Nigeria, Senegal, and South Africa. We also support the Human Rights Campaign's

[Business Coalition for the Equality Act](#) related to LGBTQ+ workplace rights, as well as the UN Human Rights [Office Standards of Conduct for Business](#).

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In 2020, the HP Foundation pledged \$500,000 to social justice organizations in the United States as part of broader efforts to combat systemic racism, as well as two-to-one matching of employee donations.

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## HP Racial Equality and Social Justice Task Force

In 2020, we formed the HP Racial Equality and Social Justice Task Force. This entity works to identify and execute on the biggest opportunities we have as a company to advance sustainable impact in racial equality across three main areas:

- People: We will accelerate the strategies, practices, and policies around pipeline, retention, and promotion for Black/African American talent with our leaders, managers, and employees.
- Industry: We will leverage our industry leadership and spending power to influence our ecosystem, including our partners, vendors, and suppliers.
- Local and national: We will advocate for Black/African Americans through public policy, civic action, and clear corporate positions on local and national issues.

We established additional company performance goals to drive and accelerate progress in this area. We will provide updates annually through our Sustainable Impact Report and website.

[Learn more.](#)

## Recognition

HP has once again been recognized in leading benchmarks related to diversity, equity, and inclusion. For example:

- Named in [Forbes World's Best Employers 2020 list](#) for the third year in a row. HP rose to #17 with special mention for our COVID-19 response, which included support for families and underrepresented groups.
- HP Global Pride was selected as winner of the [Employee Resource Group of the Year Outie award](#) by Out & Equal.
- Recognized as part of [Fortune's 2020 Best Large Workplaces for Women list](#).
- Named as a [Culture Champion in 2020](#)—a new honor from the MIT Sloan Management Review and Glassdoor Culture 500.

- 100% in Disability:IN [Disability Equality Index](#), for the fifth consecutive year.

[Learn more](#) about recent awards and recognitions in this area.

## Commitment from the top

[HP's Board of Directors](#) is one of the most diverse of any U.S. technology company. We are also among the top technology companies for women in executive positions. Women represent 29.6% of the company's full-time executive positions, up from 18.3% in 2015,<sup>2</sup> and 32.3% of full-time directors, compared to 22.7% in 2015.<sup>3,4</sup> As of the end of 2020, HP had 10 Distinguished Technologists/Strategists who are women, up from three in 2015, and one HP Fellow who is a woman, up from none in 2015.

See detailed employee demographics [data](#).

Our Global Diversity Advisory Board (GDAB) influences, guides, and holds accountable our Diversity, Equity, and Inclusion team within Human Resources, which drives our global strategy. The GDAB is composed of key business leaders from across our commercial markets who provide thought leadership from a regional perspective. In 2020, the GDAB expanded to 20 members.

Diversity, equity, and inclusion are key parts of leadership discussions, and are standing topics on leadership quarterly business reviews. Our executive leadership team members are evaluated on their actions to advance diversity, equity, and inclusion.

### 2030 GENDER INCLUSION GOALS

Achieve 50/50 gender equality in HP leadership by 2030<sup>5</sup>

Achieve greater than 30% technical women and women in engineering by 2030

We are committed to increasing representation of women overall, but particularly in leadership and technical roles globally, as well as representation of underrepresented minorities in the United States. During 2020, 62.0% of U.S. hires were from underrepresented groups, including women, U.S. ethnicities, people with disabilities, and military veterans. In 2016, HP committed to hiring 150 veterans or military spouses over the course of five years. Through 2020, we hired 241 veterans, exceeding our target by 61%.

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Our CEO Enrique Lores took the [CEO Action for Diversity & Inclusion™](#) pledge in February 2020, on behalf of HP, to advance diversity and inclusion in the workplace. He also joined the governing committee of the [CEO Action for Racial Equity](#), a new fellowship that provides the opportunity for signatories to advance racial equity through public policy.

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## Belong, Innovate, and Grow

Our Belong, Innovate, and Grow (BIG) strategy embeds diversity, equity, and inclusion across all parts of our businesses and functions, including into talent acquisition and development, culture, mentoring, training, and events. During 2020, employee survey results continued to improve related to diversity and belonging (see graphs on next page).

We have 123 Business Impact Networks (BINs) in 29 countries,<sup>6</sup> up from 113 at the start of 2020. This includes two new remote groups in the United States—the Remote Black Employee Impact Network and the Women's Impact Network U.S. Remote. A number of groups maintained employee engagement by becoming virtual due to the COVID-19 pandemic. Our BINs are open to all employees and represent the following constituencies: Black/African American, Disabilities, Hispanic/Latino, LGBTQ+, Multicultural, Pan Asian, Veterans, Women, and Multigenerational. In addition to leading many community outreach programs, BINs promote diversity in pipeline development, local hiring, talent programs, and mentoring. They leverage our global diversity strategy to execute campaigns such as International Women's Week and ALLIES@HP, a workshop for LGBTQ+ allies that launched as part of our HP Pride Month initiatives.

In 2020, 96% of participants in HP Catalyst (our 18-month emerging leaders program) were women, and 37% of participants since 2017 were subsequently promoted or accepted a new role internally. [See Employee development](#) for more information. This program is complemented by specific women's leadership initiatives around the world, such as Disha, a six-month program in India; the Talent Development Program and Women in Leadership Lab in Mexico; the annual women's leadership conference in the United States; and WOLFpack, an eight-month women's development program in Costa Rica.

Recognizing the systemic barriers that exist to diverse representation in leadership and the importance of sponsorship in career development, we have increased our investment in the development of Black/African American leaders. We expanded our Catalyst development program in 2020 to include a cohort focused on Black/African American employees in the United States.

HP and the Information Technology Senior Management Forum (ITSMF), which works to increase the representation of Black professionals at senior levels in technology, have continued a partnership to train and develop IT leaders in ITSMF's annual Management Academy. Through 2020, we sponsored 12 HP employees in this program. All 10 who have graduated so far have been promoted to management at HP or have moved into new or expanded roles with increased responsibilities.

Four HP leaders are attending the McKinsey Black Leadership Academy, which hones executive leadership capabilities with a focus on real-world challenges and driving transformative personal and professional change through a series of expert-led virtual and small group discussions over three months.

Recognizing that traditional hiring practices can screen out qualified and talented applicants with autism, in 2019 we launched our Spectrum Success program partnership with Vocational Rehabilitation and PROVAIL, focusing on recruitment, hiring, and retention. Of the 10 participants through 2020, three were offered internships.

[Watch video.](#)

As part of our efforts to attract and retain individuals with disabilities, participants in our China HOPE (HP Opportunity and Equality) program spend half of their time at HP working in a business unit and the other half learning business skills. Through the end of 2020, all HOPE participants had completed the program and become full-time hires. In India, we work with colleges to find candidates to join our Eklavya program, which offers interns on-the-job training and coaches employees on interacting and communicating with persons with disabilities.

## Employee survey results\* Diversity and inclusion

### I feel HP values diversity



### I can be myself at work



■ 2017 ■ 2018 ■ 2019 ■ 2020

\*Data refers to the percentage of HP 2017, 2018, 2019, and 2020 Voice Insight Action (VIA) employee survey respondents who strongly agreed or agreed with each statement.

## Disrupting bias

We are committed to being the employer of choice among women, ethnic/racial, and other underrepresented groups. Our [Reinvent Mindsets video series](#) shines a light on unconscious bias and builds empathy by presenting scenarios through the lenses of underrepresented groups.

In 2019, we integrated DEI training into our Belong at HP development and sponsorship program. Now in a virtual format, the program hosted 25 workshops in 2020, with 343 participants across 28 countries, focusing on inclusive mindsets and behaviors, including in our recruitment processes. Since its launch in 2018, nearly 1,500 employees have completed the program. In 2020, to accelerate our impact, we introduced Reinventing Inclusion—a 90-minute interactive webcast designed to disrupt bias and to build a culture of intentional inclusion in our workspaces. These sessions, hosted by HP's most senior leaders, were made available to all employees. During the year, approximately 10,000 employees participated.

## Raising standards and practices through our partnerships and in our supply chain

We encourage our suppliers and partners to prioritize diversity, equity, and inclusion within their own operations. This includes challenging our largest U.S.-based marketing agencies and law firms to significantly increase representation of women and minorities working on HP accounts, and to support diversity in the financial sector. See [Supplier diversity](#) for more detail.

## In our communities

We continue to engage with several leading industry organizations and conferences that promote women, minority, veteran

and LGBTQ+ representation and causes in technology, including the National HBCU Business Deans Roundtable, National Society of Black Engineers (NSBE), Society of Hispanic Professional Engineers (SHPE), National Association of Multicultural Engineering Program Advocates (NAMEPA) Inc., Society of Women Engineers, and European Women in Technology.

To inspire more girls and minority students to consider STEM (science, technology, engineering, and math) careers, we continued our collaboration with [UN Women](#) and our partnerships with organizations such as [Girl Rising](#), AnitaB.org, Black ComputeHER, Black Girls Code, Breakline, and the YWCA's Curated Pathways to Innovation.

Historically Black Colleges and Universities (HBCUs) in the United States produce 40% of Black engineering graduates and 47% of Black female engineering graduates. We partner with HBCUs to work to increase the representation of Black engineers in the high-tech workforce and dispel the myth of the “pipeline problem” for qualified young Black candidates.

The [HBCU Business Challenge](#), with the National HBCU Business Deans Roundtable and the NSBE tasks business school students to tackle critical business problems, while gaining valuable industry experience and expanding employer networks. The 2020 event focused on distance learning, asking students for creative problem-solving to address the challenges faced by the working

and academic worlds in the shift to a remote and digital environment. Twenty-one schools participated, including the winning team from Howard University. Previous challenges attracted more than 300 students across 44 HBCUs. Since 2017 and through February 2020, we've hired 10 summer interns from the HBCU Business Challenge, four of whom accepted full-time positions at HP.

In March 2020, we launched a pilot learning program with North Carolina A&T State University, providing HP Multi Jet Fusion 3D printing equipment and making a commitment for internships and apprenticeships to the university's College of Engineering and College of Science & Technology. This pilot will inform plans for a broader initiative with HBCUs in the coming years.

We are a member of the NSBE Board of Corporate Affiliates, and in 2020 HP was recognized as the Corporate Sponsor of the Year by the NSBE Houston Professionals Chapter.

To support students impacted by the COVID-19 pandemic, we funded the University of California, Merced (a Hispanic-serving institution) Student Relief Fund and the HBCUvc Relief Fund.

## Employee engagement

Listening and communication are at the heart of our approach as we continue to drive engagement in three focus areas:

- Develop our people: Support digital literacy and personal growth, and recruit, retain, and develop key talent.
- Strengthen our culture: Building on our values, drive a customer-first culture, promote key leadership behaviors, and provide a great onboarding experience.
- Shape the employee experience: Deliver a people-centered, consistent, HP Way-aligned employee experience that supports our mobility, digital transformation, and customer-focused initiatives.

We regularly collect feedback to better understand and improve the employee experience and identify opportunities to continually strengthen our culture. In 2020, 96% of employees participated in our annual Voice Insight Action (VIA) survey.

Overall, 82% of participants had a favorable view of the employee experience, based on our updated methodology. Using our previous measurement approach, employee engagement was 79% in 2020, up from 74%<sup>7</sup> in 2019 and three percentage points above the threshold for the top quartile.

Against the background of our company responses to the COVID-19 pandemic and the Black Lives Matter movement, we were pleased that employee engagement rose five percentage points from 2019 to 2020 and that the percentage of respondents that believe HP is socially and environmentally responsible continued to increase (see graphic).

### 2020 Voice Insight Action survey: Highlights

#### HP EMPLOYEE ENGAGEMENT

 5 percentage points from 2019

TAKING EVERYTHING INTO ACCOUNT,  
HP IS A GREAT PLACE TO WORK.

90%

GETTING ENOUGH INFORMATION ABOUT  
HOW HP IS RESPONDING TO COVID-19?<sup>8</sup>

93% amount info right/enough

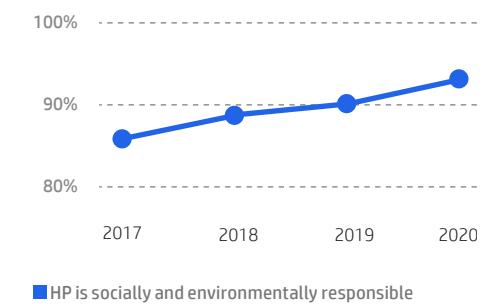
\* May 2020 Quick Clicks survey

HP is certified as a Great Place to Work (GPTW), based on GPTW's survey of our employees. Our GPTW rating increased three points year over year. See also [Recognition](#).

### Employee survey results\*

#### Sustainable Impact

percentage of employees



\* Data refers to the percentage of HP 2017 VIA, 2018 VIA, 2019 VIA, and 2020 Quick Clicks employee survey respondents who strongly agreed or agreed with the statement.

## Employee development

Human capital development underpins our efforts to reinvent and transform HP. Our employees' talent, diversity, and drive fuel HP, and we invest in their career growth. We are passionate about supporting an inclusive culture and practicing a growth mindset to unlock business innovation and opportunities.

The start of the pandemic in early 2020 accelerated our transition toward more holistic approaches of employee development, with additional trainings supporting employee wellbeing and remote working. More than 16,000 employees

participated in new live virtual presentation and communication skill-building trainings. We delivered the first HP Summer Scholars Program, a development experience for interns impacted by COVID-19 restrictions that provided valuable business acumen to more than 600 university students across the United States.

During the year, our executive leadership team facilitated racial equality and social justice conversations throughout the organization to deepen understanding of and commitment to HP's diversity, equity, and inclusion goals.

## Personalized development

Employees participate in a wide range of development opportunities, including virtual, social, self-directed, mentoring, coaching, and where safely permissible, face-to-face and external development. We offer a variety of collaborative learning experiences, connection to a network of subject matter experts, and a social learning platform that enables employees to integrate development into daily routines.

In 2020, 98% of employees participated in learning and development activities, and we estimate that employees (on average) spent more than 32 hours<sup>8</sup> participating in development activities through the year. The 2020 VIA survey revealed that 83% of employees agree that HP actively supports their learning and development.

We began new investment during the year in development tools that further personalize digital and social learning content, identify skill levels, and improve access to opportunities through an internal talent marketplace.

## Leadership development and talent

We use a multi-tiered leadership curriculum to develop people managers at all levels of HP. During 2020, we delivered 112 leadership development experiences (mostly virtual) with over 11,400 participants. Our leadership programs combine self-directed learning with experiential workshops to enable shared learning and networking. We also launched New Manager Journey, a 12-month virtual development program, for more than 250 newly appointed people managers.

To maximize support for people managers, we also launched Manager Connection, a new virtual development series, focused on building skills in remote leadership, operational excellence, and business acumen. More than 5,000 managers participated in 2020.

We continued to develop the future leadership pipeline by investing in emerging and underrepresented talent through formal programs, mentoring, and sponsorship. Our programs focus on team development,

future of work, new business models, and opportunities to deepen inclusion and growth mindset practices. In 2020, 150 emerging leaders commenced the HP Catalyst program, including a dedicated cohort for Black/African American people managers. This 18-month development experience designed for emerging leaders strengthens leadership capabilities through monthly peer mentoring, coaching, and guidance from senior sponsors.

Emerging future executives are invited to attend the Executive Leadership Experience, a six-month blended development program. Participants work directly with the HP executive leadership team and external experts on business strategy, scenario planning, immersion exercises, and authentic leadership. Eighty-three percent of participants in our first cohort were promoted or expanded their current role.

## Digital skills

As technology transforms the world, we are developing digital skill capabilities across HP to fuel our future productivity, product development, and technology innovation strategies. Being digitally powered and data enabled supports [the company's transformation strategy](#).

In 2020, we launched HP's digital literacy campaign, Speak Digital, to all employees to increase knowledge of digital technologies and emerging trends in customer experience and innovation. By the end of the year, more than 70% of employees had successfully completed digital knowledge assessments and received a digital literacy badge. We also launched the HP Digital Explorer series to deepen insights in the application of digital skills in process and product design.

## Career pathways

HP fosters a growth mindset that empowers all employees to continuously develop and own their careers. We equip managers to support and coach their teams, and our 2020 VIA engagement survey showed that 79% of employees believe their career goals can be met at HP. In 2020, 41% of job vacancies at HP were filled internally by employees, and 69% of senior executive roles were filled by internal leaders.

Our Power Your Possible platform helps employees identify new learning and pathways to support their career plans and enable future job opportunities. Additionally, the HP Degree Assistance Program provides funding to more than 500 employees worldwide each year to invest in and transform their careers through higher education.

We continue to emphasize the connection between performance management and career development to managers and employees, and the 2020 VIA survey highlighted that 84% of respondents believe they have what they need to build new skills and/or stretch beyond their current capabilities.

## Performance management and feedback

HP has a strong feedback-based approach to performance management. In the last year, 99% of eligible employees received multidimensional and objective-based performance evaluations. The 2020 VIA survey highlighted that 85% of employees believe they receive feedback throughout the year that allows them to improve their performance.

In 2020, HP launched a new Ongoing Conversation Tool for managers to increase the frequency and quality of performance and development conversations. The outcomes of these interactions are reflected in employees' individual annual development plans, and result in ongoing development experiences, stretch projects, and advancement to new roles.

## Compensation and benefits

HP offers a comprehensive Total Rewards package that is both performance based and market competitive. Total Rewards includes salaries, bonuses, incentive programs, and a range of benefits designed to meet our employees' diverse needs while enhancing their wellbeing and that of their families.

Valuing and rewarding employees drives higher engagement and better performance and helps us attract and retain top talent. Compensation and benefits are reviewed periodically for market competitiveness.

HP sponsors a [global wellness program](#) designed to enhance physical, financial, and emotional wellbeing for all of our employees around the world. Other benefit programs vary by country to reflect local market practice and employee needs. Depending on location, these may include:

- Retirement and savings plans
- Healthcare benefits
- Wellness programs
- Insurance protections (e.g., life and disability)
- Time-off programs (vacation, holidays, parental leaves, etc.)
- Discount programs
- Flexible work arrangements
- Stock purchase plan
- Other benefits

### HP is committed to pay equity

Treating HP employees fairly and equitably is core to who we are. It also benefits our business, by helping HP attract and retain brilliant people in a fiercely competitive market for talent. We believe people should be paid for what they do and how they do it, regardless of their gender, race, or other personal characteristics. [Learn more about our approach and performance.](#)

## Executive compensation

The HR and Compensation Committee discharges the HP Board of Directors responsibilities related to the compensation of our executives and directors and provides general oversight of our compensation structure, including our equity compensation plans and benefits programs. See page 58 of the [HP 2021 Proxy Statement](#) for detail.

In accordance with U.S. Securities and Exchange Commission (SEC) rules, we recently reported our CEO pay ratio for fiscal year 2020. Our CEO's annual total compensation for fiscal 2020 was \$12,479,815. Our median employee's

annual total compensation was \$88,448, resulting in a CEO pay ratio of 141:1. For more detail, see page 70 of the [HP 2021 Proxy Statement](#).

## Health and safety

We strive to keep our employees safe and healthy so they can do their best work. Our environmental, health, and safety (EHS) leadership team uses our global injury and illness reporting system to assess trends regionally and worldwide as a part of quarterly reviews. We have internal targets to keep lost workday case rates below 0.5 and recordable incidence rates under 1.0 (see [definitions](#) of these rates). Managers assess progress against those targets annually.

Supervisors of employees injured at work are required to complete injury and illness investigations for all reportable incidents and work with EHS points of contact to assess serious or complex cases.

To help keep our employees safe during the COVID-19 pandemic, we created a wide range of guidance documents, requirements, and training around social distancing, cleaning stations, site protocols, and other topics. We required employees to report potential exposures or positive tests to their supervisor and each case was tracked using a new online system. Exposed employees were requested to quarantine following exposure, and processes were established

for contact tracing, follow-up, and HP site cleansing. To support our employees who transitioned to working from home, we offered ergonomic assessments, training, and grants to spend on a new chair or monitor.

In 2020, we achieved a global lost workday case rate of 0.06 and a recordable incidence rate of 0.10,<sup>9</sup> compared to 2019 average rates (the most recent data available) of 0.07 and 0.10, respectively, in the U.S. Computer and Peripheral Equipment Manufacturing industry (NAICS Code 33411).

Our manufacturing facilities continue to represent our most significant health and safety risks, due to higher potential exposure to chemicals and machinery-related hazards. While injury rates continue to be low, managing and reducing risks at these plants remains a focus. We have implemented programs to address common risks such as ergonomic issues, slips, and falls. We also address the safety of employees when they are working beyond our facilities, such as customer service agents visiting customer sites, for whom we develop training and related testing on issues such as vehicle and back safety.

See more information about our [environmental, health, and safety management system](#).

See [Data](#).

## Wellbeing

The physical health, financial wellbeing, and life balance of our employees is vital to HP's success. In 2020, we adapted and expanded our programs to serve the needs of our workforce during the unprecedented challenges presented by the COVID-19 pandemic.

Through HP Spirit, we offered an array of programs, activities, and virtual gatherings, as well as enhanced benefits and resources to support wellbeing. This included sessions that focused on mental fitness, healthy sleep, and mindfulness. Beyond COVID-19-related and wellbeing webinars and forums, we offered family movie nights, a global dance party with a DJ, fitness and dance classes, virtual volunteering opportunities, and much more.

Our Well Beyond wellbeing program continued to encourage healthy behaviors through regular communications, voluntary progress tracking, fun challenges, and incentives. Depending on location, U.S. employees and spouses/domestic partners can each receive incentives of up to \$550 a year for activities such as completing a wellness assessment or making a tobacco-free pledge. As of October 2020, 74.5% of eligible employees in the United States, and 56.6% worldwide, had enrolled in the Well Beyond program.

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HP's wellbeing measures helped secure the 17th spot in the Forbes World's Best Employers list for 2020—a significant rise compared with 2019. The list is based on a survey of 160,000 full-time and part-time workers from 58 countries.

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## Physical health

- From March 20, 2020, we have offered virtual office hours by webinar on COVID-19 information with HP's Global Medical Director and other doctors weekly or biweekly.
- As part of our Global Wellness Challenge (GWC) held in April and May, 59% of our employees around the world, including 75% of our U.S. workforce, enrolled in the Virgin Pulse platform, through which we provide access to digital coaching and a wide range of health and wellbeing content.
- During the GWC, we recorded 4.75 billion employee steps through our Well Beyond platform worldwide, equivalent to 7,220 daily steps per participant.

## Financial wellness

- We offered a new webinar focused on financial stability in a time of crisis.
- Nearly 1,200 employees in the United States attended our \$ave Beyond live workshops, available for a month. The number of employees who increased

contributions to their 401(k) retirement plans rose by about 840% compared to the prior 30-day period.

## Life balance

- We continued to offer our digital sleep therapy tool and mindfulness initiatives.
- We introduced additional measures such as our "Take Time for You" campaign. Launched in June, it offered counseling resources and events, shared employee stories, and spotlighted mental health resources. Building on the campaign, we have further incorporated mental health into our wellbeing program, including by highlighting World Suicide Prevention Day and World Mental Health Day.
- Recognizing employees' caregiving challenges, we offered listening sessions to discover what HP could do to help. We provided support to caregivers, including an app with useful resources and functionality, webinars on parenting resilience, a homework club, and online physical education classes for kids.
- To help families learn and play at home, we partnered with leading education brands and artists to create Print, Play and Learn, providing over 250 pieces of free printable content.

Based on the success of our expanded programs, we plan to continue some of these initiatives in 2021 and beyond.

# Our facilities

At our 168 sites in 59 countries around the world, we are taking action to reduce our greenhouse gas (GHG) emissions, energy and water withdrawal, and waste generation. While GHG emissions associated with HP's operations represent just 1% of our overall [carbon footprint](#), it is the area where we have the greatest control and influence, and therefore the greatest ability to make immediate impact. By modeling sustainable operations, we also demonstrate our values in action, and highlight industry-leading practices as an example to employees, customers, suppliers, visitors, and others.

## Environmental, health, and safety management

HP owns and leases facilities around the world. Our [Environmental, Health, and Safety \(EHS\) Policy](#) and EHS management system (which apply to all HP employees and contractors and all operational sites) help us to manage our environmental impact, improve worker safety, verify progress toward our goals and adherence to internal standards, and document compliance with all applicable laws and regulations. We

investigate all allegations that our facilities failed to comply with applicable laws and take corrective action when needed.

Every year, we perform risk assessments at all of our chemical-intensive and manufacturing sites. Internal audits are conducted annually at complex locations.<sup>1</sup> During 2020, all nine HP manufacturing sites were audited through either on-site visits by HP EHS auditors or self-audits. Management reviews the findings of all audits, and any deficiencies are identified and action plans are developed.

When feasible, we pursue environmental management and green building certifications at HP owned and leased facilities worldwide. As of the end of 2020, 21 facilities (including all HP manufacturing sites) were certified to ISO 14001 (the most recent version), with 17 as part of our global ISO 14001 certificate. As of the end of 2020, seven facilities (including 29% of HP manufacturing sites) were certified to ISO 45001/OHSAS 18001 for occupational health and safety.

As of October 31, 2020, 21 sites had achieved LEED or BREEAM certifications for building, two locations had achieved SITES certification, and one site had achieved TRUE certification.

All new build-outs target the LEED v4 Gold Standard or a local equivalent such as BREEAM as the basis for design. In support of these objectives, HP has developed the HP Green and Smart Construction Playbook for project managers. This provides guidance on an integrated design process that covers key principles ranging from energy use, indoor air quality, water withdrawal, and waste recycling, to smart building technology and the user experience.

HP also factors environmental considerations into decisions to lease new sites. Through our HP Energy and Sustainability Survey, we ask prospective landlords to provide information on features and amenities such

as LEED certification, renewable energy, electric vehicle charging stations, and water efficiency.

To drive improvement in health and safety, our EHS management system aligns with the American National Standards Institute ANSI Z10 standard and the International Organization for Standardization (ISO) 14001 standard. We hire and train safety professionals to implement procedures for reviewing new and ongoing workplace health and safety hazards, and incorporate newly identified hazards periodically into our EHS management system.

Supervisors are required to ensure that all HP work-related health and safety incidents are investigated and that issues are addressed. When an injury occurs, we identify the root cause and implement solutions to address the core issues. Employees receive guidance to identify and report hazards, and channels exist for employees to report hazards outside of their immediate control, for subsequent action by facility teams. We ensure our employees feel empowered to remove themselves from situations they believe are unsafe.

To continually develop our global EHS management system, we engage with and

### HP locations with green building certifications



● SITES for landscaping   ● LEED/BREEAM for building  
● TRUE zero waste

seek input from safety professionals, management teams, and partners across HP. All locations must proactively implement company-wide health and safety standards. These specify that any new equipment and chemicals, along with any changes to the work environment, are reviewed for safety and environmental issues, and any issues addressed accordingly.

All HP facilities have assigned technical EHS personnel, and our global EHS team provides guidance and oversight. Joint management-worker health and safety committees exist in some locations, and we regularly discuss relevant policies, processes, and regulatory compliance with employees.

## About our operational data

All environmental data reported in this section refers to HP operations through October 31, 2020. At that time, we owned or leased 168 sites in 59 countries. HP directly tracked data for 2020 from invoices and other documents representing 95% of total electricity use, 89% of total natural gas use, 92% of total water withdrawal, 81% of nonhazardous waste, and 100% of total hazardous waste.

In 2020, more than 2,200 employees and agency contractors took part in 203 instructor-led courses and over 22,200 enrolled in web-based EHS training. Our training includes information about general workplace issues, as well as targeted information for specific roles.

## Promoting a culture of environmental responsibility

Our employees worldwide make a vital contribution to improving our environmental performance and to supporting corporate efforts to tackle global issues. Employee engagement initiatives enable HP's global workforce to directly contribute to progress on our Sustainable Impact goals and vision. For example:

- Northwest Earth Institute EcoChallenge: More than 2,000 HP employees from 51 sites took part in this three-week personal sustainability challenge. Out of nearly 470 competing teams worldwide (from HP and other organizations), five HP sites earned the top spots.
- Earth Day: More than 500 employees participated in zero waste-focused movie screenings and circular economy discussion groups, which were held virtually due to COVID-19. Our #ReduceReuseReinvent campaign generated over 11,000 employee pledges and interactions.

- Prior to COVID-19, we worked with our on-site cafeteria and catering vendors to offer more reusable options for supplies with the goal of reducing waste from single-use plastics across the company. For example, we eliminated single-use plastic beverage containers and plastic straws and utensils at our Boise, Houston, and Palo Alto campuses.

## Greenhouse gas emissions<sup>2</sup>

Most of our GHG emissions from operations are related to the energy used to power our facilities. To save money, drive progress toward our goals, and reduce our climate impacts, we:

- Aggressively reduce energy consumption through optimization and efficiency projects.
- Increase on-site generation of renewable power.
- Procure off-site renewable power, including renewable energy credits (RECs), utility supplier green power options, and power purchase agreements (PPAs).

Our global operations produced 171,000 tonnes of Scope 1 and Scope 2 CO<sub>2</sub>e emissions during 2020. This 56% decrease compared to 2015 makes progress toward our science-based goal of a 60% reduction

by 2025. Moving forward, this will be replaced by a new goal, once validated by the Science Based Targets initiative, which supports our broader goal to achieve carbon neutral HP operations by 2025.

GHG emissions intensity equaled 3.0 tonnes of CO<sub>2</sub>e per \$ million of net revenue in 2020, a 19% reduction from 2019. While we did not implement significant capital energy efficiency projects in 2020 due to COVID-19, we achieved substantial GHG emissions reductions by [adjusting temperature and lighting settings for unoccupancy](#) at sites closed due to the pandemic. We also increased purchases of [renewable energy](#) attributes during the year, which further decreased our net GHG emissions.

### GREENHOUSE GAS EMISSIONS REDUCTION GOAL

Reduce Scope 1 and Scope 2 GHG emissions from global operations by 60% by 2025, compared to 2015\*

### PROGRESS IN 2020

HP's global operations produced 171,000 tonnes of Scope 1 and Scope 2 CO<sub>2</sub>e emissions



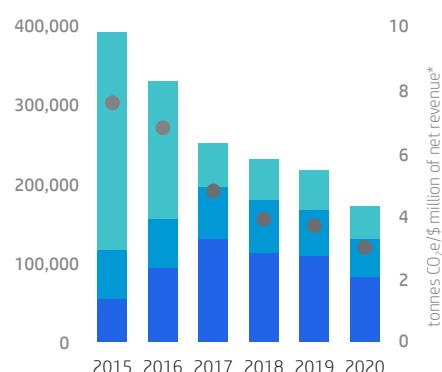
**56%**

less than our 2015 baseline

\* Moving forward, this will be replaced by a new goal, once validated by the Science Based Targets initiative, which supports our broader goal to achieve carbon neutral HP operations by 2025.

## Scope 1 and Scope 2

### GHG emissions from operations

tonnes CO<sub>2</sub>e

- Americas
- Europe, Middle East, and Africa
- Asia Pacific and Japan
- GHG emissions intensity (tonnes CO<sub>2</sub>e/\$ million of net revenue)\*

\*Historical emissions-intensity values were calculated using HP's annual revenue as characterized in financial reporting and Scope 1 and Scope 2 GHG emissions.

See our full [carbon footprint](#) for 2016–2020, [HP carbon accounting manual](#), and [HP CDP Climate response](#).

## Energy efficiency

Energy use is a significant operating expense for HP and the main driver of our climate impact from operations. Our operations consumed 604,901 MWh of energy in 2020, 9% less than in 2019. Global electricity use decreased by 9% compared to 2019. Energy intensity equaled 10.7 MWh per \$ million of net revenue in 2020, 5% less than in 2019.

## Training and engagement on sustainable operations

Sites use our HP EcoChampions Playbook to help implement strong practices. The Playbook includes training modules with step-by-step guidelines to strengthen performance in areas such as energy efficiency, water efficiency (added in 2020), and waste reduction (also added in 2020).

For most of 2020, our non-critical buildings were closed due to COVID-19, and access restrictions prevented us from implementing many energy conservation projects. Our teams ensured these buildings were set for unoccupancy, using emergency lighting and setting broader temperature ranges than when in normal use. We also confirmed that sites will be compliant with HP temperature set points once they are again occupied.

Although capital projects were curtailed in 2020 due to the pandemic, our focus on operational and efficiency upgrades when replacing equipment remains the same. In 2021, we are implementing energy-saving opportunities such as retro commissioning projects, chiller plant optimizations, smart building retrofits, use of digital lighting controls, and heating, ventilation, and air conditioning (HVAC) system replacements.

In 2020, our site in Costa Rica received the Carbon Neutral Plus certification from the national government. After reducing GHG emissions by 77% through energy efficiency, the site offset the remaining 23% of GHG emissions plus an additional 20% of the original amount.

Learn more about how we are reducing GHG emissions across our value chain in [Supply chain responsibility: Environmental impact](#) and [Products and solutions](#).

## Energy use from operations\*

MWh



- Stationary combustion (natural gas and diesel)
- Electricity\*\*
- Energy intensity (MWh/\$ million of net revenue)\*\*\*

\*District cooling and heating (purchased) is less than 1% of total so is not visible on the graph. Data are included in the [Data](#) section.

\*\*Includes purchased electricity and electricity generated on-site.

\*\*\*Historical energy-intensity values were calculated using HP's annual revenue as characterized in financial reporting and direct and indirect energy use.

## Renewable energy

By 2025, we aim to use 100% renewable electricity to power our global operations.

In 2020, we procured and generated 243,661 MWh of renewable electricity globally (95.9% wind, 3.6% solar, and 0.5% hydro). Renewables accounted for 51% of our global electricity consumption, compared to 43% in 2019. Sources of renewable electricity in 2020 included RECs and IRECs (88.3%), direct purchases (10.1%), and renewable energy generated on-site and on-site PPAs (1.6%). Through these purchases, we once again achieved our objective to use 100% renewable electricity in the United States and helped to advance the global market for renewables.

### RENEWABLE ELECTRICITY GOAL

Use 100% renewable electricity in our operations by 2025\*

### PROGRESS IN 2020

HP's global operations procured and generated 243,661 MWh of renewable electricity and attributes, equivalent to

# 51%

of our global electricity consumption

\* Updated from our prior goal to use 60% renewable electricity in our operations by 2025 and achieve 100% by 2035.

Building on previous renewable energy initiatives, including [our solar-covered roof at our Palo Alto headquarters](#), we signed two on-site solar PPAs in 2020. The first, at our manufacturing site in Corvallis, Oregon, will provide approximately 495 MWh per year. The second, at our manufacturing site in Penang, Malaysia, will provide approximately 4,000 MWh per year, equivalent to 9% of the site's annual electricity use.

To help drive further action across our industry and the private sector, we are part of several global and national coalitions:

- In early 2019, we were among the first companies to sign the [Renewable Thermal Energy Buyers' Statement](#).
- In 2018, we became one of the largest green power users among technology and telecommunications partners within the [U.S. EPA's Green Power Partnership Program](#).
- In 2016, we joined RE100 led by The Climate Group.
- In 2015, we signed the [Corporate Renewable Energy Buyers' Principles](#).



#16  
on the Green Power Partnership Top 30 Tech & Telecom list (as of April 2021)

## Business travel, commuting, and auto fleet

### HP FLEET GHG EMISSIONS REDUCTION GOAL

Reduce GHG emissions from HP owned or leased auto fleet vehicles by 25% by 2025, compared to 2015

### PROGRESS IN 2020

HP's auto fleet produced 24,000 tonnes of CO<sub>2</sub>e emissions

# 27%

less than our 2015 baseline

### HP ELECTRIC VEHICLE FLEET GOAL

Achieve a 100% electric company vehicle fleet by 2030

In 2020, employee business travel generated 20,000 tonnes of CO<sub>2</sub>e emissions, down 71% from 2019. Commuting generated 100,000 tonnes of CO<sub>2</sub>e emissions, 50% less than the prior year. Our company fleet accounted for 24,000 tonnes of CO<sub>2</sub>e emissions, down 27% compared to 2019 and also 27% less than in 2015. Performance in all of these areas was impacted by travel restrictions related to COVID-19.

To decrease emissions, we provide employees low-impact travel choices through collaboration with travel providers, planning tools, and transportation

alternatives such as the Zipcar vehicle share program at our headquarters in Palo Alto. Car sharing decreases the need for employees to own a vehicle. HP is one of 10 founding members of EV100, a Climate Group initiative launched in 2017 to accelerate adoption of electric vehicles (EVs) worldwide. We have committed to install EV infrastructure at all feasible sites worldwide by 2030.

In 2020, we offered EV infrastructure at 34% of 83 target sites, including Barcelona, Spain; Geneva, Switzerland; Palo Alto, California; and Houston, Texas. This included 11 new EV charging stations installed during the year. Wherever feasible, we require new building constructions and leases to include EV infrastructure. Although we had planned to launch EV fleet pilots at five European locations in Belgium, France, the Netherlands, and Spain in early 2020, we delayed that initiative due to COVID-19. We started our first EV fleet pilot in the Netherlands in October 2020, and another one in Belgium in January 2021. We plan to launch additional EV pilots during 2021, including in the United States and Canada. We also introduced a hybrid as our default fleet vehicle in the United States, which will decrease related GHG emissions significantly.

## Water

Water withdrawal associated with our operations makes up 2% of our total water footprint. This is roughly evenly split between direct withdrawal as described in this section (mainly for use in buildings, cooling, landscaping, and production of high-purity water for manufacturing) and indirect withdrawal associated with generation of the electricity we use in our facilities.

### WATER WITHDRAWAL GOAL

Reduce potable water withdrawal in global operations by 35% by 2025, compared to 2015, focusing on high-risk sites

### PROGRESS IN 2020

HP withdrew 2,327,000 cubic meters of potable water across global operations in 2020

# ↓ 27%

less than in 2015, and focused reduction efforts on high-risk sites (see [water-saving projects completed during 2020](#))

In 2020, we consumed 2,597,000 cubic meters of water overall, an 11% decrease compared to 2019. This was due primarily to reduced occupancy at sites globally as a result of COVID-19, as well as decreased production volumes at some locations.

Water withdrawal intensity per \$ million of net revenue decreased by 8% between 2019 and 2020.

To decrease and recycle water used at our facilities, we employ capital practices, sustainable landscaping, infrastructure upgrades, leak monitoring and detection, and greywater reuse. At some locations, we also reduce our dependency on potable water by utilizing alternative sources, including rain water and reclaimed water.

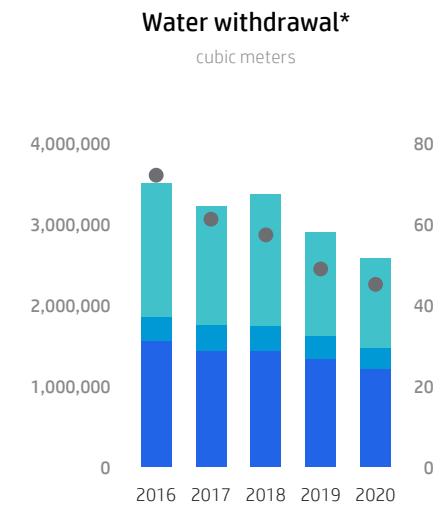
We use the [World Resources Institute \(WRI\) Aqueduct Water Risk Atlas tool](#) to assess the risk of sites and prioritize reductions in water-stressed locations. Using this tool, we assessed 182 HP facilities as part of our risk modeling for 2020. Fifty-one of the facilities assessed (28% of the total) fall within the high-risk category for water stress. Those locations consumed 295,000 cubic meters of water during 2020, 11% of our global total and down 1% from the prior year.

HP reused 269,000 cubic meters of water<sup>3</sup> globally during 2020 for landscaping, indoor plumbing fixtures, and as process water. This was equivalent to 10% of total water withdrawal. The company also captured and used 1,000 cubic meters of rain water for cooling towers during the year.

Water-saving projects completed during 2020 included:

- Barcelona, Spain: Our sustainable landscaping project will save 6,700 cubic meters of irrigation water on a yearly basis. This builds on our programs in Boise, Idaho (the first USGBC Sustainable SITES certified campus globally, in 2017), and Corvallis, Oregon (the second corporate campus worldwide to achieve USGBC Sustainable SITES Initiative v2, in 2019). We also installed a new rain water capture system for irrigation usage as part of our LEED v4 Gold project. This will save 1,000 cubic meters of water annually, which we plan to use for irrigation and bathrooms.
- Europe, Middle East, and Africa region: We expanded our smart monitoring and leak detection program to HP facilities in Barcelona, Amsterdam, and Sofia.
- Corvallis, Oregon: We expanded our weather tracking irrigation scheduling to our Corvallis site. The WeatherTrak system optimizes irrigation based on weather data, adjusting schedules to minimize water use by supplementing rainfall. At Corvallis, this project will save 18,000 cubic meters of water annually.

See detailed [data](#) for 2016–2020, the [HP water accounting manual](#), and our [CDP Water Security submission](#).



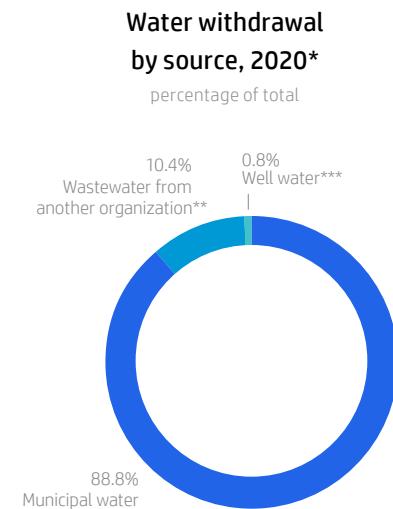
**Water withdrawal\***  
cubic meters

Americas  
Europe, Middle East, and Africa  
Asia Pacific and Japan  
● Water withdrawal intensity  
(cubic meters/\$ million of net revenue)\*\*

\* HP reports all water withdrawal as consumed.  
\*\*Historical withdrawal-intensity values were calculated using HP's annual revenue as characterized in financial reporting and water withdrawal.

## Wastewater

Wastewater is not a significant environmental risk at HP's operations. Our imaging and printing product manufacturing facilities generate process effluents that are pre-treated, strictly monitored, and discharged under government-issued permits to municipal wastewater plants for further treatment. We implement procedures



\* Direct use of surface water is insignificant and not included in data reported. Rain water is about 0.03% of total so is not visible on the graph.

\*\* NEWater: Ultra-purified wastewater used in manufacturing operations in Singapore.

\*\*\* This category includes groundwater.

to prevent unauthorized discharges of chemicals to our facility wastewater systems, and ensure that these sites do not discharge wastewater directly to surface water or to groundwater.

## Waste

Although our facilities do not generate large amounts of waste, we employ a global policy of “reduce, reuse, and recycle” that supports our company-wide shift toward a circular economy. HP generated 14,200 tonnes of nonhazardous waste in 2020,<sup>4</sup> as well as 400 tonnes of used electronic equipment recovered from HP operations. This data is not comparable to the data reported for 2017 and 2018, since it is based on an updated methodology.

### ZERO WASTE GOAL

Reach zero waste in HP operations by 2025<sup>5</sup>

### PROGRESS IN 2020

In 2020, we achieved an

# 85.2%

landfill diversion rate globally

Our goal is to achieve zero waste in HP operations by 2025. In 2020, we achieved an 85.2% landfill diversion rate globally, and only use disposal as a last resort. The COVID-19 pandemic adversely impacted waste management processes, which

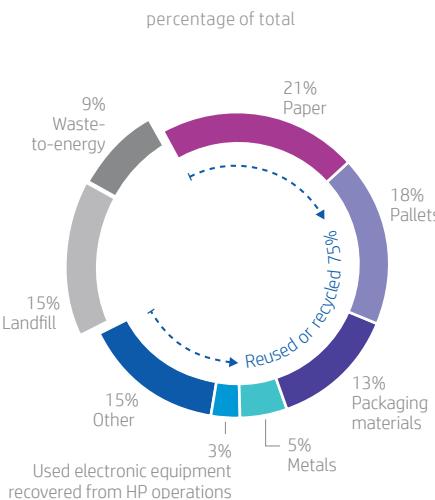
lowered our global diversion rate from 91.8% in 2019. We reuse electronic equipment when possible, or recycle it responsibly through the same programs we offer customers. See [Product repair, reuse, and recycling](#).

In 2017, our Palo Alto headquarters became the first technology campus in the state and the second globally to achieve Gold TRUE certification, a whole systems approach that aims to change how materials flow through society. We plan to pursue similar certifications at additional campuses worldwide.

In 2019 and 2020, we implemented centralized trash collection, which has removed deskside bins at 44 campuses worldwide. We have also added recycling and composting at more locations. This led to a 15–30% reduction in recycling contamination and an increase in employee awareness about sorting properly. We also [engaged employees](#) in campaigns to reduce single-use plastics and paper cups.

The main hazardous waste we generate is liquid from ink manufacturing facilities. These manufacturing sites prioritize waste management options with low environmental impacts and only use disposal as a last resort. Although ink

### Composition of nonhazardous waste and used electronic equipment recovered from HP operations, 2020\*



\* HP sites report nonhazardous waste volumes and disposition based on information provided by our waste disposal vendors. For sites unable to directly track nonhazardous waste, we estimate volumes and disposition using intensity factors based on similar operations.

manufacturing is a source of hazardous waste, Original HP Ink Cartridges used by customers and in our offices can be recycled and are considered nonhazardous in many of our major markets. We generated 6,060 tonnes of hazardous waste in 2020.

See [detailed waste data](#) for 2016–2020.

See HP's [latest disclosure](#) for the U.S. Environmental Protection Agency Toxics Release Inventory.

HP is conducting environmental investigations and/or remediation at several current or former operating sites. Some historic manufacturing activities of HP and predecessor companies used chemicals now known to have contaminated soil and groundwater. We are also involved in the cleanup of sites affected by the improper disposal and recycling of HP's wastes by third parties. HP is committed to addressing these chemical releases and proactively works to implement a variety of remediation activities in cooperation with regulatory agencies.

# Community giving and volunteerism

We aim to connect communities to greater economic and social opportunity. We do this by leveraging our technology, scope, and scale, together with strategic local and international partnerships. We create positive local impact in the communities where we live, work, and do business, through corporate contributions, the work of the HP Foundation,<sup>1</sup> and employee giving and volunteerism. See HP's [Global Charitable Contributions Policy](#).

In 2020, providing relief and support for those affected by COVID-19 was a primary focus. HP donated \$13.86 million in products during the year (see box on next page), and the HP Foundation announced its contribution of \$3 million in grants to support communities impacted by COVID-19: \$1 million to provide critical medical supplies and \$2 million for broader relief, working with global and local partners to prioritize actions with the greatest impact. The HP Foundation also expanded the [HP LIFE \(Learning Initiative for Entrepreneurs\)](#) program to reach students and learners around the world who had their educations interrupted by school closures and a lack of access to technology (see right).

See also [HP's response to COVID-19](#) and [Global education programs](#).



\* SDG 3, Good health and well-being, was a significant focus in 2020 as well, due to the COVID-19 pandemic.

**HOW WE SUPPORT OUR COMMUNITIES**

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Corporate giving	HP Foundation giving	Employee giving	Employee volunteerism
<b>\$17.57 million in 2020 (cash contributions and products)</b>	<b>\$9.88 million in 2020, including \$3.0 million in grants to support communities impacted by COVID-19</b>	<b>\$2.65 million in 2020</b> <b>HP Foundation matched two-for-one all employee donations made between March 1 and October 31</b>	<b>127,000 hours contributed by 6,650 employees in 2020</b>

## COMMUNITY GIVING GOAL

Contribute \$100 million in HP Foundation and employee community giving<sup>2</sup> by 2025 (cumulative since the beginning of 2016)

## PROGRESS THROUGH 2020

Reached

**\$55.12 million**

in HP Foundation and employee community giving

## HP Foundation programs

### HP LIFE: Learning and employment opportunities for aspiring entrepreneurs

To bridge the “digital divide” and build skills for the future, the HP Foundation provides core business and IT skills training free of charge for start-ups, students, and small businesses through HP LIFE. The program offers global access to 32 free courses in seven languages, available online, offline, and in person, when it’s safe to do so.

This has been a pivotal year for HP LIFE:

- In 2020, 155,000 new users enrolled, up more than 210% from the prior year. The

## Product donations to help bridge the education divide and support COVID-19 response

In 2020, HP donated \$13.86 million in laptops, printers, displays, and paper to support education, small and midsize businesses, and healthcare entities in underprivileged and underserved communities around the world. This included \$3 million in laptops donated to school districts, healthcare organizations, and homeless shelters across the United States.

HP also collaborated with the Global Business Coalition for Education and Comp-U-Dopt to provide equipment to students impacted by school closures. Through August 2020, we donated \$800,000 in technology and funding, which helped Comp-U-Dopt improve technology access and education in Chicago, Dallas, and Houston. We distributed HP Chromebooks and learning packets to Safe Horizon's shelters, which support children living in eight domestic violence shelters across all five New York City boroughs. Additionally, HP worked with the Oakland Unified School District to provide equipment, supplies, and HP Turn to Learn content to support remote teaching and learning.

To help accelerate COVID-19 drug and vaccine research, we deployed [D300e BioPrinters](#) in the United States and Europe. We also provided \$500,000 in commercial printers to healthcare organizations across the United States assisting with the pandemic response.

program enrolled nearly 950,000 new HP LIFE users from 2012 through 2020.

- We increased outreach to bring HP LIFE free courses to learners everywhere, both entrepreneurs and students. This included college students who had their education interrupted by the pandemic; we partnered with the City University of New York to make HP LIFE available to its 500,000 students across 25 campuses.
- In October 2020, we enhanced the HP LIFE online platform with a [new user interface](#). This creates a more effective learning experience with improved responsiveness, a cleaner design, and powerful new features. We also extended the program's reach through business initiatives such as [HP Online Teaching Assistant](#).

We [partner with world-class organizations](#) to expand the impact of HP LIFE. In 2020, we formed a new partnership with the Junior Achievement organization to develop HP LIFE online and "off platform"—see right for further detail.

See [HP LIFE success stories](#).

### HP LIFE GOAL

Enroll 1 million HP LIFE users between 2016 and 2025

### PROGRESS THROUGH 2020

Enrolled

**370,000**

since 2016

## Supporting learners globally

### Expanding access to learning in Mexico

In 2019, we launched three new HP LIFE centers in Mexico, in collaboration with the UN Women's Second Chance Education program and the BHP Foundation. The centers provide digital classrooms with access to free online entrepreneurial learning courses for women. Although impacted by COVID-19, our partnership with UN Women aims to empower up to 6,000 women from launch through 2021. [Watch video](#).

HP is committed to enabling better learning outcomes for 100 million people by 2025, since the beginning of 2015, through application of our technology, training, R&D, and financial contributions. We invest in programs and provide technology solutions that meet learners where they are and take them where they want to go. See how our [products and partnerships](#) are enabling better learning outcomes.

## Bringing HP LIFE to Romania, Hungary, and Bulgaria

In Romania, more than 66,000 students enrolled in HP LIFE in 2020, which was implemented at 1,200 high schools and 200 universities during the year in partnership with Junior Achievement. Students enrolled in Junior Achievement entrepreneurship competitions have also had access to online mentoring sessions with HP volunteers, receiving feedback and support on business plans and piloting.

During 2020, Junior Achievement in Hungary and Bulgaria started translating HP LIFE courses to deliver in those countries. HP LIFE and Junior Achievement plan to expand this initiative to additional locations in 2021.

## BeChangeMaker: Empowering social entrepreneurs globally

In partnership with WorldSkills International, HP LIFE hosts an annual BeChangeMaker business pitch competition. Teams use HP LIFE courses and webinars to generate social venture ideas related to the UN Sustainable Development Goals, create a viable business model, and pitch their concept to HP employees who serve as mentors and judges. In 2020, a record 790 teams of social entrepreneurs applied, up from 270 teams in 2019. The winning team pitched an idea to [better manage diabetes](#). During the year, we also launched a new regional program, BeChangeMaker Africa, won by a team with an innovative idea to [connect skilled refugees with jobs](#).

## Imagine Grants

Through the HP Foundation Imagine Grants, HP leaders and country managers have the discretion to allocate a cash grant to approved organizations working to bring technology-related learning experiences to underserved and underrepresented communities. In 2020, we fulfilled \$1.3 million in Imagine Grants worldwide.

## Disaster recovery and resilience

HP, our employees, and the HP Foundation together provide financial support for communities affected by natural disasters

and emergencies. In 2020, we supported response efforts for the California wildfires, the Australian wildfires, the earthquake in Puerto Rico, flooding in Indonesia, the Taal Volcano eruption in the Philippines, the explosion in Lebanon, and Hurricane Laura in the United States. We worked with strategic partners, including the American Red Cross, Feeding America, UNICEF, Save the Children, and the Information Technology Disaster Resource Center, to provide relief to speed recovery and reconnect vital networks.

### EMPLOYEE VOLUNTEERING GOAL

Contribute 1.5 million employee volunteering hours by 2025 (cumulative since the beginning of 2016)

### PROGRESS THROUGH 2020

Reached

# 556,000

employee volunteering hours

## Employee volunteerism

HP taps into the talents, passions, and entrepreneurial spirit of employees to make a difference in our communities. In 2020, 6,650 employees contributed about 127,000 hours to local volunteer efforts in 53 countries, with a value of \$7.42 million.<sup>3</sup> HP employees are granted four hours paid

volunteer time per month. In addition, HP's Time Off Community Support Grant allows employees to apply for a week of paid volunteer time to support more intensive engagements and travel service projects.

## 40 Days of Doing Good

In 2020, more than 1,790 employees in 36 countries participated in HP's annual 40 Days of Doing Good campaign. Employees volunteered 10,400 hours supporting 112 projects.

The HP Foundation gave a \$500,000 grant to the [Equal Justice Initiative \(EJI\)](#), which works to challenge racial and economic injustice. The grant will support EJI's criminal justice initiatives related to mental health, children sentenced as adults, and wrongful convictions, and enable the organization to expand and accelerate its efforts through litigation campaigns.

The HP Foundation complemented these efforts with grants totaling \$445,000 to support the work of education and technology-related learning charities nominated by our employees.

We also held a special cash match for employee donations to employee-selected charities that advocate for racial justice. Employee donations and the HP Foundation match totaled \$177,000.

See [Data](#) for detailed figures.

## Volunteering spotlights

Even when balancing many aspects of life during the pandemic, employees continued to support the 40 Days of Doing Good campaign with a broad range of projects. For example:

- In Japan, 74 HP employees volunteered more than 400 hours over three months to help create audio books for children with limited vision, in partnership with Disability Impact Network.
- In India, HP employee Sumit Tiwary developed an app that helps volunteers coordinate efforts to support self-isolating citizens in Bangalore. As of February 2021, the volunteers had assisted about 42,000 people throughout the city.

Beginning in the early days of the COVID-19 pandemic, we marshaled our resources to make [3D-printed items](#) that would help prevent the spread of infection. Our employee volunteers' time was donated as well as the materials needed to make hands-free door openers and other devices that we gave to hospitals.



# Data

## Our employees\*

	2019	2020
<b>Women employees [% of total]</b>		
Worldwide	36.6%	36.9%
<b>Women managers** [% of total]</b>		
Worldwide	28.7%	29.7%
<b>Global new hires, by gender [% of total]</b>		
Women	40.2%	35.8%
Men	57.1%	63.3%
Not disclosed/available	2.7%	0.9%
<b>Global new hires in technical roles, by gender [% of total]</b>		
Women	32.3%	27.6%
Men	65.6%	71.7%
Not disclosed/available	2.1%	0.6%

	2019	2020
<b>U.S. employees, by ethnicity [% of total]</b>		
White	64.7%	63.1%
<b>All minorities</b>		
All minorities	27.2%	28.9%
Black/African American	3.8%	4.0%
Hispanic/Latino	8.7%	9.3%
Asian	12.1%	12.9%
Native American	0.5%	0.5%
Hawaiian/Pacific Islander	0.2%	0.1%
Two or more races	1.9%	2.1%
Not disclosed/available	8.1%	8.0%
<b>U.S. new hires, by ethnicity [% of total]</b>		
White	56.1%	58.7%
All minorities	40.1%	37.6%
Black/African American	4.8%	5.4%
Hispanic/Latino	12.7%	7.7%
Asian	17.0%	20.0%
Native American	0.9%	0.8%
Hawaiian/Pacific Islander	0.3%	0.0%
Two or more races	4.3%	3.8%
Not disclosed/available	3.8%	3.7%

\*Employee data refers to regular full-time and part-time employees. Data is as of October 31 of the year reported.

Employees self-identify gender and race.

\*\*Includes all management categories (supervisors, managers, directors, and executives).

	30 and under	31–50	51 and over
<b>World workforce (regular full time and part time) by age group, 2020</b>			
<b>By job level</b>			
Executives*	0.0%	46.7%	53.3%
Directors	0.2%	57.2%	42.6%
Managers**	0.7%	70.6%	28.7%
Professionals	13.4%	69.3%	17.3%
Other	33.7%	52.5%	13.8%
<b>Total</b>	16.0%	65.8%	18.2%
<b>By function</b>			
Engineering	15.7%	65.1%	19.3%
Sales	7.9%	69.0%	23.1%
Sales operations	23.9%	67.1%	9.0%
Services	16.5%	62.0%	21.5%
Supply chain and operations	22.1%	63.4%	14.5%
Other	15.2%	68.7%	16.1%
<b>Total</b>	16.0%	65.8%	18.2%

\*Based on business unit, this includes up to four levels from the CEO.

\*\*This refers to people managers below a director level.

	Men	Women	Undeclared/ Unknown	Total
<b>Americas</b>	11,035	5,938	21	16,994
<b>Asia Pacific and Japan</b>	13,415	8,134	22	21,571
<b>Europe, Middle East, and Africa</b>	7,276	4,546	128	11,950
<b>Total</b>	31,726	18,618	171	50,515

\*This table does not include 2,770 employees of certain majority-owned, consolidated subsidiaries, for which data were not available.



World workforce (regular full time and part time) by gender, 2020		Men	Women
<b>By job level</b>			
Executives*		70.1%	29.9%
Directors		67.7%	32.3%
Managers**		71.0%	29.0%
Professionals		63.8%	36.2%
Other		56.3%	43.7%
<b>Total</b>		63.0%	37.0%
<b>By function</b>			
Engineering		76.3%	23.7%
Sales		71.5%	28.5%
Sales operations		43.0%	57.0%
Services		69.7%	30.3%
Supply chain and operations		51.5%	48.5%
Other		48.2%	51.8%
<b>Total</b>		63.0%	37.0%

\* Based on business unit, this includes up to four levels from the CEO.

\*\* This refers to people managers below a director level.

Voluntary turnover rate	2020
Men	4.9%
Women	5.4%
<b>Overall</b>	5.1%

Employees by employment type (regular full time and part time) and gender, 2020*		Women	%	Men	%	Undeclared	%	Total
<b>Full time</b>								
Executives**		85	29.6%	201	70.0%	1	0.3%	287
Directors		295	32.3%	616	67.5%	2	0.2%	913
Managers***		1,273	29.0%	3,116	70.9%	5	0.1%	4,394
Professionals		12,350	35.6%	22,183	64.0%	138	0.4%	34,671
Other		4,284	43.5%	5,545	56.3%	25	0.3%	9,854
<b>Subtotal</b>		18,287	36.5%	31,661	63.2%	171	0.3%	50,119
<b>Part time</b>								
Executives**		1	50.0%	1	50.0%		0.0%	2
Directors		1	25.0%	3	75.0		0.0%	4
Managers***		7	77.8%	2	22.2%		0.0%	9
Professionals		297	83.7%	58	16.3%		0.0%	355
Other		25	96.2%	1	3.8%		0.0%	26
<b>Subtotal</b>		331	83.6%	65	16.4%		0.0%	396
<b>Total</b>		18,618	36.9%	31,726	62.8%	171	0.3%	50,515

\* This table does not include 2,770 employees of certain majority-owned, consolidated subsidiaries, for which data was not available.

\*\* Based on business unit, this includes up to four levels from the CEO.

\*\*\* This refers to people managers below a director level.



Health and safety	2016	2017	2018	2019	2020
<b>Lost workday case rate*</b>					
Global	0.16	0.08	0.09	0.08	0.06
Americas	0.12	0.11	0.16	0.15	0.09
Europe, Middle East, and Africa	0.36	0.13	0.12	0.06	0.11
Asia Pacific and Japan	0.06	0.03	0.02	0.04	0.00
<b>Leading causes of lost workdays [% of total]</b>					
Slips, trips, and falls	34%	32%	24%	16%	9%
Automobile accidents	26%	10%	20%	16%	25%
Struck by/against/cut by	22%	22%	25%	20%	18%
Ergonomics—materials handling	11%	21%	14%	22%	20%
Overexertion—not materials handling	3%	11%	2%	0%	18%
Other	4%	4%	15%	24%	10%
<b>Recordable incidence rate**</b>					
Global	0.22	0.17	0.23	0.21	0.10
Americas	0.23	0.30	0.33	0.33	0.19
Europe, Middle East, and Africa	0.43	0.18	0.52	0.34	0.14
Asia Pacific and Japan	0.07	0.06	0.03	0.04	0.01
<b>Leading causes of recordable incidents</b> (with and without lost time) [% of total]					
Struck by/against/cut by	35%	33%	26%	30%	22%
Slips, trips, and falls	27%	33%	27%	19%	16%
Automobile accidents	13%	7%	13%	13%	22%
Ergonomics—materials handling	11%	12%	17%	21%	11%
Ergonomics—office environment	6%	3%	2%	4%	4%
Other	8%	12%	15%	13%	25%
<b>Lost time injury severity rate***</b>					
Global	2.88	3.08	1.91	2.00	2.10
Americas	3.42	6.04	4.86	5.15	5.08
Europe, Middle East, and Africa	4.21	2.00	0.98	0.42	1.55
Asia Pacific and Japan	1.52	1.10	0.50	0.25	0.12

\* Lost workday case rate is the number of work-related injuries that result in time away from work per 100 employees and contractors that HP manages working a full year. Rates are calculated globally using Occupational Safety and Health Administration (OSHA) definitions for recordability and OSHA calculation methodologies. The figures are based on employees working an average of 2,000 hours during a full year. The U.S. average in 2019 for the Computer and Peripheral Equipment Manufacturing industry (NAICS #33411) was 0.07. Our data for 2016 are fiscal year. Data for 2017–2020 are calendar year.

\*\* Recordable incidence rate is the number of all work-related injury cases requiring more than first aid per 100 employees and contractors that HP manages. Rates are calculated globally using OSHA definitions for recordability and OSHA calculation methodologies. The figures are based on employees working an average of 2,000 hours during a full year. The U.S. average in 2019 for the Computer and Peripheral Equipment Manufacturing industry (NAICS #33411) was 0.10. Our data for 2016 are fiscal year. Data for 2017–2020 are calendar year.

\*\*\* Lost time injury severity rate is the number of days lost due to injury per 100 employees and contractors that HP manages. Rates are calculated globally using OSHA definitions for recordability and OSHA calculation methodologies. The figures are based on employees working an average of 2,000 hours during a full year. Data for 2016 are fiscal year. Data for 2017–2020 are calendar year.



## Our facilities (also see [Carbon footprint](#))\*

	2016	2017	2018	2019	2020
<b>Energy use [MWh]</b>	739,682	807,122	758,898	663,374**	604,901
<b>Energy intensity*** [MWh/\$ million of net revenue]</b>	15.3	15.5	13	11.3**	10.7
<b>Direct energy use in operations (corresponds to Scope 1 emissions)**** [MWh]</b>	155,682	165,138	164,075	133,851	120,911
Natural gas	154,822	162,716	161,653	131,551	117,945
Americas	124,601	129,715	122,564	113,385	106,738
Europe, Middle East, and Africa	21,596	29,448	31,262	12,342	9,760
Asia Pacific and Japan	8,625	3,553	7,828	5,824	1,447
Renewable (generated on-site)	134	960	1,731	1,536	1,525
Diesel/gas/oil/LPG*****	726	1,462	691	763	1,441
<b>Indirect energy use (corresponds to Scope 2 emissions) [MWh]</b>	584,000	641,983	594,823	529,524**	483,990
Electricity (purchased)	584,000	638,023	589,217	525,299**	480,595
Americas	301,000	260,392	229,653	217,727**	192,520
Europe, Middle East, and Africa	93,000	149,301	132,578	101,580**	103,945
Asia Pacific and Japan	190,000	228,330	226,986	205,992**	184,130
Voluntary purchases of renewable energy†	4,000	231,526	255,797	231,561	239,571
Voluntary purchases of no/low-carbon energy	0	0	0	0	0
Supplier-specific renewable energy	18,000	78,182	18,416	7,301	2,566
District cooling and heating (purchased)	0	3,960	5,606	4,224	3,395
Americas	0	0	0	0	0
Europe, Middle East, and Africa	0	0	0	0	0
Asia Pacific and Japan	0	3,960	5,606	4,224	3,395
<b>Water withdrawal, by region [cubic meters]</b>	3,535,000	3,243,000	3,406,000	2,930,000	2,597,000
Americas	1,670,000	1,476,000	1,648,000	1,306,000	1,126,000
Europe, Middle East, and Africa	297,000	319,000	307,000	277,000	252,000
Asia Pacific and Japan	1,568,000	1,448,000	1,451,000	1,347,000	1,219,000

	2016	2017	2018	2019	2020
<b>Water withdrawal, by source†† [cubic meters]</b>	3,534,000	3,243,000	3,406,000	2,930,000	2,597,000
Municipal water	2,751,000	2,627,000	2,938,000	2,599,000	2,307,000
Wastewater from another organization††† (NEWater)	725,000	533,000	407,000	301,000	269,000
Rain water	0	1,000	2,000	1,000	1,000
Well water	58,000	82,000	59,000	29,000	20,000
Reused treated sewage treatment plant water^ [cubic meters]	1,000	15,000	8,000	0	0
<b>Water withdrawal intensity^^ [cubic meters/\$ million of net revenue]</b>	73.3	62.3	58.3	49.8	45.9
<b>Recycled or reused water^^ [% of total water withdrawal]</b>	25.5%	17.1%	12.2%	10.2%	10.4%
<b>Nonhazardous waste, by region^*** [tonnes]</b>	27,800	28,400	30,700	13,000	14,200
Americas	15,900	15,000	12,300	7,000	7,100
Europe, Middle East, and Africa	8,000	8,400	5,800	3,900	4,800
Asia Pacific and Japan	3,900	5,000	12,600	2,100	2,300
<b>Nonhazardous waste by type [tonnes]</b>	28,400	30,700	13,000	14,200	
Recycled	23,400	26,800	11,300	10,700	
Landfilled	2,700	2,900	1,100	2,200	
Waste-to-energy	2,300	1,000	600	1,300	
<b>Used electronic equipment recovered from HP operations^+ [tonnes]</b>	1,100	1,300	400	400	
<b>Nonhazardous waste and used electronic equipment recovered from HP operations landfill diversion rate [% of total produced]</b>					
Global	90.1%	90.9%	90.9%	91.8%	85.2%
Americas	91.2%	91.6%	91.6%	91.2%	90.6%
Europe, Middle East, and Africa	85.4%	87.4%	87.4%	89.9%	71.5%
Asia Pacific and Japan	95.1%	94.6%	94.6%	96.9%	95.8%
<b>Hazardous waste^# [tonnes]</b>	5,560	5,410	7,620	4,660	6,060
Americas	1,600	1,750	990	1,100	1,180
Europe, Middle East, and Africa	2,370	2,280	1,090	1,570	2,010
Asia Pacific and Japan	1,590	1,380	5,540	1,990	2,870



	2016	2017	2018	2019	2020
Ozone depletion potential of estimated emissions <sup>##</sup> [kg of CFC-11 equivalent]	24	10	5	19	4
Americas	5	0	2	18	1
Europe, Middle East, and Africa	18	10	4	1	3
Asia Pacific and Japan	0	0	0	0	0
Number of violations of legal obligations/regulations <sup>###</sup>	0	0	4	1	1
Fines/penalties related to the above [\$]	\$0	\$0	\$0	\$0	\$0

<sup>\*</sup> See [About our operational data](#).

<sup>\*\*</sup> This data is restated compared to data reported in the HP 2019 Sustainable Impact Report, to correct double counting of a portion of renewable energy with purchased electricity. This did not impact GHG emissions data or renewable energy accounting.

<sup>\*\*\*</sup> Fuel consumption from HP's transportation fleet is not included in the Direct energy use in operations figures.

<sup>\*\*\*\*</sup>Diesel is mostly used at HP for testing generators. In limited cases, diesel is also used for long-term on-site energy generation.

<sup>†</sup> Renewable energy and renewable energy credits, excluding renewable energy provided by default in the power grid.

<sup>#</sup> "Water withdrawal" includes municipal water, wastewater from another organization, tanker water, rain water (beginning in 2017), and well water. Direct use of surface water is insignificant and not included in data reported. Water withdrawal does not include reused treated sewage treatment plant water.

<sup>††</sup> NEWater is ultra-purified wastewater used in manufacturing operations in Singapore.

<sup>^</sup>This water is used for landscaping and toilets.

<sup>~</sup>Historical water withdrawal intensity values were calculated using HP's annual revenue as characterized in financial reporting and water withdrawal.

<sup>^^</sup>This includes NEWater (ultra-purified wastewater used in manufacturing operations in Singapore) as well as recycled or reused water reported by sites globally. Grey water is included, rain water is not.

<sup>^^^</sup>To provide additional transparency, this report presents used electronic equipment recovered from HP operations as a separate category, beginning with data for 2017.

<sup>#</sup> We reuse electronic equipment when possible or recycle it responsibly through the same programs we offer customers. See [Product repair, reuse, and recycling](#).

<sup>‡</sup> Includes all waste not sent to a municipal solid waste or recycling facility. This conservative approach classifies all waste managed by our hazardous waste vendor as hazardous, unless we can definitively determine it to be nonhazardous.

<sup>##</sup> For 2016, we calculated ozone-depleting substances emissions by tracking sites that reported refrigerant replacement due to leakage, and applied an intensity factor (based on those actual quantities) for nonreporting sites. For 2017, HP transitioned to a system that tracks all refrigerant work orders company-wide, directly accounting for facilities' refrigerant leakage and use and eliminating the need for extrapolation. We use various tools and sources for global warming potential and ozone depletion values including the Greenhouse Gas Protocol's GHG Emissions from Refrigeration and Air Conditioning tool, IPCC Second Assessment Report (1995).

<sup>###</sup>This data represents safety or environmental violations from a federal or state agency.

## Community giving and volunteerism

	2016	2017	2018	2019	2020
Social investment* [\$ million]	\$6.31	\$7.60	\$15.76	\$14.60	\$34.87
Company cash contributions	\$1.06	\$0.55	\$2.15	\$2.89	\$3.71
HP Foundation cash contributions	\$1.93	\$2.82	\$4.34	\$4.40	\$9.88
Products <sup>**</sup>	\$1.91	\$0.73	\$4.97	\$1.88	\$13.86
Services <sup>***</sup>	\$1.41	\$3.50	\$4.30	\$5.43	\$7.42
Social investment [% of net earnings]	0.30%	0.30%	0.30%	0.46%	1.23%
<b>Contributions to Cash Matching Program [\$ million]</b>					
U.S. employee contributions to Cash Matching Program	\$1.13	\$1.70	\$2.07	\$2.13	\$2.65
HP Foundation contributions to Cash Matching Program	\$0.99*	\$1.66	\$1.89	\$1.96	\$3.66
<b>Employee volunteer hours</b>	54,800	89,500	140,000	145,000	127,000

\* Social investments include all corporate giving made to nonprofit organizations from HP plus the valuation of employee volunteer hours. Data excludes contributions to the HP Foundation and employee donations but includes HP's matching contributions and contributions from the HP Foundation to other organizations.

\*\* Product donations are valued at the Internet list price. This is the price a customer would have paid to purchase the equipment through the HP direct sales channel on the Internet at the time the grant was processed.

\*\*\* "Services" equals the valuation of HP employee volunteer hours. Valuation rates are based on CECP standards.

HP education programs and solutions	2016	2017	2018	2019	2020
Students and adult learners benefiting from HP's education programs and solutions*	5,142,000	5,599,000	6,310,000	7,777,000	20,785,000
HP LIFE users enrolled**	53,000	56,000	57,000	49,000	155,000

\* Data from 2016–2019 are revised to reflect amended program metrics and previously uncaptured historical data.

\*\*HP LIFE users are also included in the overall students and adult learners data above.

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# Products and solutions

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# Advancing a circular and net zero carbon economy

We help our customers invent the future with innovative products and services to provide an increasingly circular experience. Our vision is to become a fully circular company powered by service models, which will affect every part of our business. To minimize environmental impacts, we are working toward reusing products and parts, using only recycled or renewable materials in our products, and eliminating potentially harmful substances. We extend product life through maintenance, upgrades, repair, and innovative service-based business models. At end of service, we strive to reuse or recover all products. Underpinning these efforts, we aspire to 100% use of renewable energy and zero waste processes in manufacturing.

We will continue to innovate throughout our product portfolio and work with suppliers and channel partners to increase circularity.

We apply rigorous circular design principles to drive progress toward a circular and net zero carbon economy through our portfolio of [personal systems](#), [home and office printing solutions](#), [large format printing](#), [industrial graphics](#), and [3D printing](#) products and solutions. [Far-reaching goals](#)—from increasing our use of postconsumer recycled content plastic and reducing single-use

## 2030 PRODUCTS AND PACKAGING CIRCULARITY GOAL

Reach

# 75%

circularity for products and packaging by 2030<sup>1</sup>

## Progress in 2020

# 41%

circular by weight<sup>2</sup>

(this equals the sum of the three metrics below)

# 34,200

tonnes

of recycled content plastic used in HP products and packaging (4% of total materials use)<sup>3</sup>

# 100,800

tonnes

of recycled fiber in HP brand paper and packaging (11% of total materials use)

# 248,300

tonnes

of certified sustainably managed fiber in HP brand paper and packaging (26% of total materials use)

plastic packaging to decreasing HP product use greenhouse gas (GHG) emissions intensity and recycling hardware and supplies—underpin these efforts.

Four key strategies (see graphic) guide our efforts to transform business models and

decouple business growth from resource consumption. By focusing on these areas, we will continue to shrink our environmental footprint, support our customers to meet their own sustainability goals, and realize long-term sustainable impact.

## Regenerate natural systems

Partnering to actively strengthen the natural systems that sustain life, with a focus on tackling ocean plastic pollution and protecting and restoring global forests.

## Keep products and materials in use

Designing products for long life, offering service-based solutions that improve customer value and decrease environmental impacts, and recapturing products and materials at end of service for repair, reuse, and recycling.

We have shifted to a system where we

## Design out waste and use materials responsibly

Increasing materials efficiency, using more recycled content, and replacing materials of concern.

## Create a net zero carbon future

Improving product energy efficiency to reduce customers' energy consumption and decrease product use carbon and water footprints.

[See how HP is partnering to advance a more circular and inclusive economy in Europe.](#)



## Design for Circularity

Design plays a critical role in determining a product's environmental impacts. We apply rigorous design principles to improve the environmental performance of our products across the life cycle. In 1992, we developed our Design for the Environment program to formally consider factors impacting sustainability performance throughout the product design and development phases. We currently call this program Design for Circularity to reflect how we are designing products and business processes for a circular economy.

We use a science-based approach to evaluate our products, identify and prioritize improvement opportunities, and set goals.

To support HP's efforts to become a more circular business, we assessed our performance using the Ellen MacArthur Foundation (EMF) [Circulytics tool](#) in early 2021. Developed by the EMF to accelerate the transition to the circular economy, it is a comprehensive circularity measurement system for companies.

The assessment includes data across dozens of metrics, including a company's products, material flows, energy, water, infrastructure, and leadership. It considers corporate-level enablers that prepare an organization for transition to a more circular approach, such as strategy and planning, innovation, engagement, and operations, as well as outcomes in areas such as products and materials, services, and energy.

The assessment has established a strong baseline for us and confirmed our areas of focus. We plan to repeat the analysis annually to inform our approach and help drive progress.

Among our main design priorities, we work to increase the use of [recycled](#) and [renewable](#) materials and replace [materials of concern](#); enhance product [repairability, reusability](#) and [recyclability](#); continually improve [product energy efficiency](#); and build in [accessibility features](#). Our program has continually evolved in response to technological and scientific developments, changes to our supply chain, and customer demand.

Product design and development operations for our Home and Office Printing Solutions and Personal Systems product groups are ISO 14001 certified. We conduct internal compliance audits and benchmark against industry best practices on an ongoing basis.

Relevant products obtain a range of external certifications.

## The analog-to-digital shift

HP industrial graphics and 3D printing technologies are driving an analog-to-digital shift. These technologies can enable cost-efficient short runs that reduce inventory and waste and enable companies to engage with customers in new and exciting ways, including through customized and quicker-to-market products.

Our industrial graphics solutions deliver benefits to customers in the publishing, packaging, and labeling sectors. During 2019, we extended our technology and expertise into [food packaging printing](#) and [textiles printing](#).

HP's [3D printing technologies](#) are at the forefront of digital transformation in the manufacturing sector, enabling parts and products to be designed, prototyped, and manufactured in a fraction of the time needed by conventional manufacturing. In an increasingly connected world, digital product design and build files can be sent anywhere, bringing manufacturing closer to the consumer, accelerating product delivery, and reducing transportation-related greenhouse gas (GHG) emissions footprints. [HP's Digital Manufacturing Trends Report](#) describes how manufacturing executives worldwide see 3D

printing as integral to a new value chain that enables mass product personalization. The report also demonstrates industry intentions to deploy 3D printing for more circular and sustainable production.

Across the rest of our portfolio, we offer solutions that apply digital technology to improve traditionally analog processes. HP has worked closely with customers across product design, architecture, engineering, training, healthcare, and location-based entertainment to apply virtual reality (VR) technology to address key challenges. HP's VR solutions for businesses can be applied to product development, employee training, walk-through simulation, and immersive experiences. Augmented reality and VR in employee training can replace classroom-style learning for a more engaging experience, or can be used to train for specific manual tasks, such as performing surgery or building machinery. Use of VR technology can also replace travel and reduce associated GHG emissions.

## Life cycle assessment

HP uses life cycle assessment (LCA) and product carbon footprinting (PCF)<sup>4</sup> to quantify the environmental impacts of our products, analyze possible alternatives, and target product performance improvements that deliver value to our customers and our business. We have conducted LCAs and PCFs of hundreds of products over the last several years, covering our product portfolio. As we develop and expand our service-based models (which we refer to as circular business solutions), we will continue to study and quantify the potential they have to reduce environmental impacts and drive progress toward a circular and net zero carbon economy. In 2020, we:

- Conducted or updated 38 LCAs of HP desktop, DesignJet, Scanners, and enterprise printers.
- Completed 117 PCFs of new business HP desktops, notebooks, tablets, workstations, thin clients, all-in-one computers, and displays to better understand performance and inform ongoing design improvements.
- Began development of a “cradle-to-grave” environmental impact assessment tool for Indigo Flexible packaging customers, to build and compare different scenarios for flexible pouch production using the HP Indigo 25K digital press.

- Quantified the environmental benefits of recycling Original HP supplies through the Planet Partners program. Customers will be able to generate a customized report on the [Planet Partners website](#) regarding materials breakdown and GHG emissions reduced.

- Conducted a carbon footprint and material flow study of HP's Customer Support organization, establishing net zero carbon and circular economy baselines to identify focus areas and support decision-making and investments.

- Compared traditionally manufactured metal parts used in the production of HP DesignJet T3600 large format printers with plastic alternatives, created using HP Jet Fusion 3D printers. The plastic parts may result in up to 74% less GHG emissions or up to 87% if manufactured using renewable energy.

We follow LCA standards ISO 14040 and ISO 14044. For PCF, we use International Electrotechnical Commission Technical Report 62921, a streamlined methodology for assessing the carbon footprint of computer and display products. We continually update our LCA and PCF tools to ensure that they provide current and accurate information.

## Product certifications and other information

Product certifications help drive performance across the industry by providing comprehensive information that enables customers to make more sustainable product choices. In 2020, approximately \$7 billion of HP sales was enabled by eco labels, accessibility, human rights, and supply chain responsibility.<sup>5</sup>

We share extensive product safety and environmental information online and contribute to the development of new standards.

## Eco-labels across our personal systems and printers portfolio

% models, for products shipped in 2020\*

Products	EPEAT® identifies high-performance, environmentally preferable products				ENERGY STAR® recognizes products with superior energy efficiency	China SEPA recognizes energy-saving and environmentally preferable models	TCO recognizes various ergonomic and environmental features related to personal systems	Blue Angel recognizes criteria in product design, energy consumption, chemical emissions, noise, recyclable design, and take-back programs
	EPEAT (all)	EPEAT Gold registered	EPEAT Silver registered	EPEAT Bronze registered				
Personal systems	61%**	17%**	43%**	0%	84%	46%	37%	N/A
Printers	88%	13%	80%	6%	93%	95%	N/A	76%

\* EPEAT data for personal systems is for models registered worldwide and for printers is for models registered in the United States. ENERGY STAR data for personal systems (version 8.0) is worldwide and for printers (version 3.0) is for products sold in the United States. China SEPA data applies only to products registered in China. TCO data is for commercial desktops, notebooks, all-in-ones, and displays shipped worldwide. Blue Angel applies only to products registered in Germany. All data is for models shipped anytime during fiscal year 2020.

\*\*The new EPEAT standard IEEE 1680.1-2018 for computers and displays went into effect January, 2019. HP made significant efforts to update its products to the more stringent requirements, but did not re-register some older products near the end of their shipping life.

## Large format printing

The newest water-based [HP Latex Ink](#) qualifies for a range of [certifications](#) for health and environmental performance. For example, this HP Latex Ink is certified to UL ECOLOGO® and HP was the first printing manufacturer with UL ECOLOGO-certified ink. These inks also comply with toy safety standards.<sup>6</sup> HP Latex Ink has achieved GREENGUARD Gold certification for meeting some of the world's most rigorous standards for low chemical emissions in indoor air for the finished print.

See also:

- [Eco-labels](#)
- [ECO Declarations](#): In 2020, HP provided ECO Declarations for product groups representing 94% of revenue
- [HP Carbon Footprint Calculators](#)
- [HP product carbon footprint reports](#)
- [Product compliance declarations and certifications](#)
- [Safety Data Sheets](#)

## Keep products and materials in use

We design our products to last, and make them easy to repair, so they can stay in use for as long as possible. Innovative service-based solutions, such as HP Device as a Service and HP Managed Print Services, reduce environmental impacts through extended life, device optimization, and easy take-back. When customers return end-of-service products, our repair, reuse, and recycling programs help to cycle products and materials back through the economy.

## Durability, repairability, and reusability

HP products are often highly rated for durability and repairability. We offer services related to optimization, maintenance, and renewal that extend product life, capture more value from natural resources, and reduce environmental impact.

We provide free service documentation for most products, supplemented with service options and warranties, including through [HP Care Pack Central](#). The [HP Customer Self Repair](#) web page includes information in that area, and the [HP Parts Store](#) sells PC and

printer parts. [HP Recover and Renew Services](#) helps customers securely recover and repurpose or recycle end-of-use devices.

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In 2020, HP repaired 5.31 million units of hardware (20,000 tonnes) and remarketed/reused 1.28 million units (5,900 tonnes). See [Product repair, reuse, and recycling](#) for detail.

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## Personal systems

We test the quality and durability of our Pro and Elite notebooks, Pro and Elite desktops and all-in-ones, and select workstations and mobile thin clients using the rigorous MIL-STD-810G standard. For further details, see our technical white paper about [testing the business ruggedness and reliability of HP Business PCs](#).

Several HP personal systems products received high reparability assessment scores from the iFixit product repair site in 2020, which noted easily removable key components, modular designs, labeling, and other features. The [HP EliteBook 800 G5](#) scored 10 out of 10, and the [HP EliteBook 840 G7](#), [HP EliteBook 830 x360 G7](#), and [HP ProBook 440 G7](#) all scored 9 out of 10.

## Home and office printing solutions

Many of HP's home and office printers adhere to relevant eco-label standards for extending product life and conserving materials, including EPEAT® specifications based on IEEE standard 1680.2 as well as Blue Angel environmental criteria.

Through modular design, we increase upgradeability and enable many of our printers to be easily disassembled for repair or recycling. Customers can exchange parts and have access to a range of repair options. Our printers conform with design requirements to increase the reusability of components and assemblies. Spare parts are available until at least three years after a printer has ceased production.<sup>7</sup>

## Large format printing

We added to our media portfolio this year with the launch of HP Splash-resistant Bond Paper, an economical bond paper offering customers improved splash resistance<sup>8</sup> with HP Bright Office Inks on HP DesignJet T-series printers. In addition, [tests](#) of our HP Vivid Photo Inks with our Z9+ printer demonstrate the [highest print permanence in the industry](#).

HP Latex Inks are designed to provide indoor and outdoor durability and versatility across common media types used in sign and display applications. [Learn more](#). Our customers used the capabilities of HP Latex printing to produce COVID-19 floor stickers to help people maintain a safe distance in grocery stores and other public settings.

## Industrial graphics

HP Indigo and PageWide digital presses are major capital investments for our customers and are designed for upgradeability, repair, and [refurbishment](#). Through firmware updates and component upgrades, HP Indigo presses used by customers are kept up to date. Due to continuous upgrades of components and technologies such as printheads, electronics, software, and inks, customers who invested in a PageWide T200 press in 2010 now experience more than twice the speed, with even greater print quality and media versatility.

## How HP protects industrial graphics investments

Seamless upgrades to capture all new press features



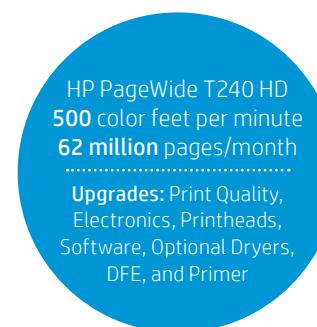
2010

Upgrade  
2x color speed



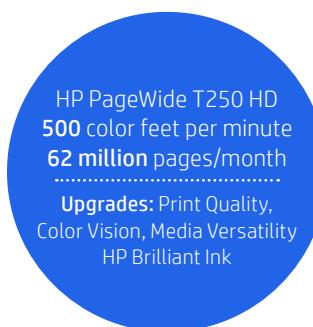
2012

Upgrade  
2x nozzles + 25% speed



2016

Upgrade  
2x media versatility



2020

## 3D printing

3D printing facilitates on-demand manufacturing of spare parts, with the potential to transform the parts supply chain and support extended product use. Using HP Multi Jet Fusion technology, we are ramping up spare parts production in our own business. This enables us to provide spare parts to customers all over the world at low volumes and low cost, extending the life of HP products. [Watch video.](#) [HP customers](#) can also use HP technology to 3D print spare parts for their customers.

## Circular business solutions

HP's service-based solutions are designed to deliver increased value to customers through reduced environmental impact and capital costs. Customers can access the latest technology, while HP manages the fleet, and an ongoing relationship provides valuable insights on end user behavior and needs. Our service offerings include regular maintenance, which has the potential to keep hardware in use for longer and reduce waste. Decreasing individual product shipments and customer store visits also reduces GHG emissions. At end of service, we recapture value from materials through a range of [product repair, reuse, and recycling options](#).

During 2019, we conducted three LCAs to quantify the environmental benefits of circular business solutions compared to transactional product purchases. See our white paper, [Assessment Shows Service-Based Models Deliver Positive Environmental Impact](#), for more detail.

## Personal systems

Our expanding [Device as a Service \(DaaS\)](#) offering provides customers the latest HP technology while improving cost predictability and enabling a better employee experience. Business customers can upgrade their products to the most current and efficient models, with the purchasing and consumption model that works best for them. Compared with transactional sales, an [LCA we conducted in 2019](#) shows that DaaS reduces GHG emissions by 25%, improves resource efficiency by 28%, decreases ecosystems impacts by 28%, and reduces human health impacts by 29% for a notebook PC. These improvements are mainly due to keeping PCs in use for multiple life cycles, which avoids manufacturing of additional devices and extends the life of high-value materials.

Through [HP Recover and Renew Services](#), commercial customers can securely recover, repurpose, or recycle HP or non-HP personal systems devices<sup>9</sup> when they reach end of use.

- **HP Device Recovery Service:** We buy used devices securely to give them new purpose, extend their lifespans, and reduce negative environmental impact. Customers receive reverse logistics, data sanitization with a certificate, a sustainability benefit report, and the fair market value of the device.
- **HP Sanitization Service:** Confidential data is securely erased according to the NIST 800-88 standard, or the storage media is destroyed, before removing or recycling customers' old devices. Customers receive a certificate of data sanitization if they purchase that service.
- **HP Recycling Service:** Devices are recycled securely, and customers receive a certificate of destruction if they use that service.

## Home and office printing solutions

[HP Managed Print Services \(MPS\)](#) helps clients manage and optimize their printer fleets and digital workflows by combining hardware, supplies, software, and consulting and management services.

As of October 2020, HP MPS is certified CarbonNeutral® in accordance with the CarbonNeutral Protocol.<sup>10</sup> As the planet's most comprehensive carbon neutral Managed Print Service offering, HP is working to reduce carbon emissions across the entire life cycle of our products, and finances high-quality carbon offset projects to offset any remaining GHG emissions from a customer's HP MPS fleet.<sup>11</sup> These projects meet rigorous third-party standards and are designed to benefit people and planet, ranging from biodiversity conservation and wind power to native forest regeneration.

[Learn more.](#)

HP MPS end-to-end solutions for HP-branded devices can help businesses reduce and offset the carbon impact of printing by:

- Estimating the total carbon emissions from HP-branded printing solution using HP's proprietary Sustainable Impact Reporting and Analytics (SIRA) tool.<sup>12</sup>
- Improving resource efficiency by 13%.<sup>13</sup>
- Decreasing ecosystem impacts by 12%.<sup>14</sup>
- Reducing paper waste by 25%.<sup>15</sup>
- Offsetting 100% of GHG emissions.<sup>16</sup>

Servicing and maintaining printer fleets, and renewing and redeploying units as feasible, has the potential to keep printing equipment in use for longer. Preparation for remarketing includes testing and secure data cleansing, while nonfunctional equipment is recycled responsibly in accordance with [HP policies](#).

[HP Instant Ink](#) helps home users and microbusinesses remain productive by ensuring they never run out of ink.<sup>17</sup> The service anticipates when ink is running low and sends replenishments and new recycling envelopes<sup>18</sup> straight to our customers' doors. Customers using this service save up to 50% on ink.<sup>19</sup> In addition to these benefits, an LCA we conducted determined that HP Instant Ink on average decreases the carbon footprint of ink purchase and distribution by 73%, while reducing energy use by 69% and lowering water use by 70%, compared with cartridge purchase and recycling through traditional

retail channels.<sup>20</sup> Key factors include reduced materials use (higher capacity cartridges, less packaging, and higher recycling rates) and simplified distribution (bulk shipping and avoided trips to the store).

We expanded this service from 18 to 36 countries in early 2021, including introducing envelope-based<sup>21</sup> cartridge recycling for customers in those countries. We also expanded HP Instant Ink with a toner-based service in the United States in 2020 through Staples stores, and plan to further expand both programs over time.

### Industrial graphics

HP offers print-as-a-service in our industrial graphics portfolio with the Indigo click-charge per-print and monthly service business models, which include supplies and spare parts. We continually invest in innovations to extend the lifespan of supplies and spare parts, to provide these services to customers in the most resource-efficient way.

[HP Print OS](#) is a cloud-based print production operating system that helps our customers get more out of their HP presses and printers. It makes it easy to manage any number of print jobs from submission to

shipment, increasing press utilization, automating production, and delivering accurate color consistently between runs, across presses, and across sites.

HP provides services to repair, renew, and [upgrade our industrial graphics presses](#), as well as consumables recycling and end-of-service solutions.

## Product repair, reuse, and recycling

We design HP products to [use resources efficiently](#) and to [last a long time](#). When our products eventually reach the end of their service, our robust repair, reuse, and recycling programs help to ensure that products and materials are repurposed,

which keeps them at their highest value state for as long as possible. This circular flow reduces waste and can give materials and products renewed life. These efforts support our transformation toward a more materials-efficient circular model.

### PRODUCT RECYCLING GOAL

Recycle 1.2 million tonnes of hardware and supplies by 2025, since the beginning of 2016

### PROGRESS THROUGH 2020

Recycled

**642,300 tonnes**

### A broad approach to capturing value at product end of service

**Design for recovery**  
(reusable parts, ease of disassembly, recyclable/reusable materials, minimized materials of concern, etc.)

Recover, upgrade, repair, renew, and reuse to extend the life of products

Recycle materials into new products

## Customer take-back programs

HP provides take-back programs in 77 countries and territories worldwide<sup>22</sup> through a global network of [reuse and recycling vendors](#). These offerings vary by location.

### HP global take-back programs for customers\*

Program	Description	Progress in 2020		
<b>Repair, remarketing, and reuse</b>				
<b>Hardware</b>	<p>Our remanufacturing programs help to extend hardware lifespan, reducing environmental impacts from replacing products that still have useful life.</p> <p>We provide customers guidance about how to repair their own HP product. See <a href="#">Durability, repairability, and reusability</a>.</p> <p><a href="#">HP Device Recovery Service</a> provides commercial customers reverse logistics, data sanitization with a certificate, a sustainability benefit report, and the fair market value of the device.</p>	<p>Our <a href="#">Hardware Reuse Standard</a> outlines our requirements for vendors and subvendors who provide reuse, remanufacturing, or remarketing services for HP.</p> <p>Reuse vendors must comply with the Media Handling Standard for information security (included in the Hardware Reuse Standard), which requires the full and documented erasure or destruction of all data-containing devices.</p>		
<b>Recycling**</b>				
<b>Hardware</b>	<p>HP recycles hardware that cannot be economically repaired or reused.</p> <p>We belong to compliance systems to comply with producer responsibility requirements of the European Union (WEEE) Directive**** and end-of-life legal obligations in countries across our Americas, Asia Pacific and Japan, and Europe, Middle East, and Africa regions.</p> <p>Consumers, home office, and commercial users have various recycling options for used equipment, including HP recycling vendors that provide take-back and recycling services or free drop-off for our products in many countries.</p> <p>In the United States, customers can drop off hardware at Best Buy stores through our closed-loop recycling program.</p>	<p>HP Recycling Services offers custom recycling programs for commercial and enterprise customers, that include reverse logistics and data sanitization with a certificate if they purchase that service.</p> <p>Watch our <a href="#">video</a> showing the recycling process.</p> <p>Recycling vendors must comply with the <a href="#">Hardware Recycling Standard</a>.</p> <p>Recycling vendors must comply with the Media Handling Standard for information security (included in the Hardware Recycling Standard), which requires the full and documented erasure or destruction of all data-containing devices.</p> <p>We publish <a href="#">disassembly instructions</a> for use by end-of-life recyclers or treatment facilities.</p>	<p><b>5.31 million</b> units of hardware repaired (20,000 tonnes)</p> <p><b>4%</b> overall repair, remarketing, and reuse rate of relevant HP hardware sales worldwide**</p>	<p><b>1.28 million</b> units of hardware remarketed and reused (5,900 tonnes)</p> <p><b>91%</b> of total volume of products and materials taken back in 2020 was reused or recycled by HP or by a third party</p>
<b>Ink and toner cartridges</b>	<p>HP provides free and convenient ways to <a href="#">recycle</a> used Original HP Ink and Toner Cartridges and Samsung Toner Cartridges.</p> <p>Home and commercial customers can return Original HP Ink and Toner Cartridges for free to more than 18,500 authorized sites worldwide. Free pickup and mail-back options are available in most countries.</p>	<p>See how we recycle <a href="#">ink cartridges</a> and <a href="#">toner cartridges</a>.</p> <p>Recycling vendors must comply with the HP Supplies Recycling Standard.</p> <p>See HP's new, mobile-friendly <a href="#">supplies recycling website</a>.</p>	<p><b>10,600 tonnes</b> of Original HP and Samsung Toner Cartridges recycled</p> <p><b>86%</b> of materials recovered used in other products, and 0% went to landfill</p>	<p><b>1,300 tonnes</b> of Original HP Ink Cartridges recycled</p> <p><b>74%</b> of materials recovered used in other products, and 0% went to landfill</p>

We also offer responsible processing for [batteries](#) and recycling for [large format media/supplies](#), [3D consumables](#), and [packaging](#).

\* Descriptions of offerings in this table are as of report publication. Performance data is as of October 31, 2020. Availability of offerings varies by location. View [full list](#) of reuse and recycling programs by country.

\*\* The repair, remarketing, and reuse rate is based on the weight of hardware products returned for repair, remarketing, and reuse compared to the weight of our product sales during the year.

\*\*\* Recycling volumes in 2020 were adversely impacted by lockdowns and customer behavior impacted by the COVID-19 pandemic.

\*\*\*\* During 2020, 54,500 tonnes of waste electronic equipment was collected on HP's behalf to comply with producer responsibility requirements of the EU WEEE Directive, compared to 119,000 tonnes of HP electronic equipment placed on the relevant markets during the year. Data includes EU countries in which the authorities or the legislative system provide visibility of the recycling volume allocated to HP. Take-back volumes related to non-EU legislation are excluded.

\*\*\*\*\* The recycling rate is based on the weight of hardware products returned for recycling compared to the weight of our product sales from seven years ago (the estimated average lifespan of our products). It is impractical for HP to report the recycling rate by product category, as materials are not typically sorted at collection points. This rate also does not include packaging recycling due to limited data available from recyclers.

## Product reuse and recycling vendors

We work with a global network of vendors to provide product reuse and recycling services to customers around the world.

During 2017, to promote transparency and drive social and environmental standards in the electronics industry supply chain, we published a [detailed list](#) of our recycling vendor sites globally, an IT industry first. We also added reuse vendor sites to the current list, in 2020. Updated annually, the list reflects our confidence in HP's vendor network and addresses customer and stakeholder expectations about disclosure.

### Vendor audits

Our specialized reuse and recycling vendors are required to follow environmentally responsible processing techniques and comply fully with relevant regulations. HP prefers our vendors to attain third-party certification (R2, e-Stewards, or WEEE LABEX) in line with EPEAT® and HP Recycling Standards. In addition, we commission third-party audits to monitor vendor conformance with our high standards and ensure that returned items are processed appropriately. We contract with Environmental Resources Management (ERM) to audit vendors for conformance with the following policies and vendor standards:

- [Export of Electronic Waste to Developing Countries Policy](#)

- [HP Supplier Code of Conduct](#)
- [Reuse and Recycling Standards](#)

Audits assess vendors' environmental, health, and safety practices and performance, and ensure there is no "leakage" of materials to facilities outside our approved vendor network. Vendors with identified nonconformances must submit corrective action plans within 30 days and address those items within 90 days. In extreme cases, we will cease business with vendors that lack sufficient transparency or are unwilling to make the changes we require.

Through ERM, HP audited 34 vendor facilities in 22 countries during 2020. This included repeat audits of 19 vendor facilities to evaluate their efforts to improve performance. Because 51% of major nonconformances occurred at sites audited for the first time, HP's engagement brought best practices, enabling immediate performance improvements. HP has closed investigations of 100% of the major nonconformances identified in 2020. Most sites with major nonconformances will be re-audited the following year to determine whether improvements are sustained.

Immediate priority findings<sup>23</sup> are the most serious type of vendor nonconformance and require immediate action. During site audits in 2020, four immediate priority findings were identified at three recycling vendor sites upon

### Reuse and recycling vendor audits

	2017	2018	2019	2020
Initial audits	9	13	4	15
Repeat audits	23	28	30	19
Countries	15	20	24	22
Major nonconformances identified	45	55	59	77
Major nonconformances resolved*	100%	100%	100%	100%*
Immediate priority findings	1	2	1	4

\*As of April 2021.

### Categories of major nonconformance

percentage of total

	2018	2019	2020
Health and safety	36%	34%	44%
Environment	18%	14%	16%
Hazardous substance/emergency response	11%	10%	6%
Insurance	11%	5%	4%
Subvendor use and audits	8%	3%	6%
Other*	16%	34%	24%

\*Includes site security and controls, management systems, labor, data destruction, and approved dispositions of processed materials. Findings related to data destruction were limited gaps in processes, not breaches of data security.

re-audits. In all cases, we worked closely with the vendor to resolve and close the findings. This reiterates the importance of revisiting these vendor locations in the following year to confirm closure is sustained.

Read a [statement from ERM](#).

## Create a net zero carbon future

The energy consumed by our products during use is one of the largest contributors to our [carbon and water footprints](#). To help our customers decrease energy consumption and GHG emissions, we design for energy efficiency and offer convenient service-based solutions that are designed to deliver increased value to customers through reduced environmental impact and capital costs. We use multiple metrics to assess progress and drive improvement.

HP was recognized as an ENERGY STAR® Partner of the Year in 2021, for the fourth year in a row (2nd for Sustained Excellence).

## Product energy efficiency

### Personal systems

Since 2010, the energy consumption of our personal systems products has dropped by 47%, on average. This has included average estimated reductions in energy consumption of 45% in desktops, 46% in notebooks, and 48% in workstations.<sup>24</sup>

Ongoing design improvements in 2020, including more efficient CPUs and power supplies, contributed to continued reductions in typical energy consumption of our notebooks and workstations. Those factors also benefited desktops, but significant increases in memory had a bigger impact. Increased sales of Chromebooks and other notebooks, which tend to use less energy than desktop PCs, was also a factor.

### Home and office printing

Through ongoing innovations such as improved fuser technology, increased print speeds, and enhanced power management, we have driven a [multiple decade trend](#) to improve the energy efficiency of HP LaserJet products. This helps our customers reduce energy use in their homes and offices.

During 2020, 93% of our home and office printer models shipped were ENERGY STAR® certified. Original HP Toner Cartridges with JetIntelligence deliver energy-efficient printing of premium-quality pages and a lower carbon footprint. Printers that use Original HP EcoSmart black toner consume 20% less energy, on average, than the previous generation of HP printers using Original HP Toner Cartridges with JetIntelligence did when the printers were released.<sup>25</sup>

### Industrial graphics

The manufacture of HP Indigo industrial graphics presses is carbon neutral.<sup>26</sup> This means we have mapped, calculated, and offset the GHG emissions associated with manufacturing our presses, including the raw materials used and their transportation to the factory. In 2020, we offset 12,650 tonnes of CO<sub>2</sub>e emissions.

### Product use carbon and water footprints

GHG emissions associated with product use equaled 15,800,000 tonnes of CO<sub>2</sub>e in 2020, 35% of our overall carbon footprint. The decrease of 13% in absolute emissions from product use compared to 2019 was due to a 7% combined decrease in personal systems and printer electricity consumption of models shipped in 2020. Due in part to COVID-19, HP also experienced sales declines in commercial print and print supplies, which resulted in GHG emissions reductions in those categories.

Sixty-eight percent of product use GHG emissions was due to energy use. Paper used by customers in HP printers represented 32%. HP is taking steps to make paper use in printing more efficient, through

product design features such as pull printing and automatic two-sided printing. In addition, our [HP+, carbon neutral HP Managed Print Services](#), and [sustainable forestry initiatives](#) help to reduce and offset emissions associated with printers, Original HP supplies, and paper due to raw material extraction, manufacturing, transportation, and use.

Product use represented 73% of our water footprint, due to the water used for cooling during electricity generation as well as water use related to paper production. Indirect water consumption related to product use equaled 153,900,000 cubic meters, 14% lower than the prior year, due to the same factors that decreased GHG emissions (see left).\*

[See product use carbon and water footprint data.](#)

#### PRODUCT USE GHG EMISSIONS INTENSITY REDUCTION GOAL

Reduce HP product use GHG emissions intensity by 30% by 2025, compared to 2015<sup>27</sup>

#### PROGRESS THROUGH 2020

 **33%**

decrease achieved; we will work to maintain that progress in the coming years

\*The data in this sentence were updated September 24, 2021, to correct inaccurate information stated in the report published June 9, 2021. The revised sentence updated “55,800,000 cubic meters” to “153,900,000 cubic meters” and “13% lower” to “14% lower”, and aligns with the correct data as originally published on page 113.

<sup>24</sup>The average energy consumption of HP products was estimated annually between 2010 and 2020 using high-volume product lines representative of the overall shipped product volume. The high-volume personal systems product lines include notebook and desktop computers, tablets, all-in-ones, workstations, thin clients, and displays. 2019 and 2020 Desktops, Notebooks, and Workstations data are averages of performance data for multiple product lines weighted by units sold. 2017 and 2018 Desktops, Notebooks, and Workstations data are non-weighted averages of performance data for multiple product lines. Data in the “Overall” row for all years stated is weighted by units sold.

# Design out waste and use materials responsibly

To create a circular and net zero carbon economy, we must gain the most value possible from the materials we use. We work to eliminate waste through innovative design and efficient manufacturing, and create quality products that are [durable and repairable](#). We pursue greener chemistry through safer alternatives and are increasing the recycled and renewable content of our products. We use materials

thoughtfully so that they can circulate efficiently and responsibly through the economy.

HP is a signatory to the [Ellen MacArthur Foundation \(EMF\) New Plastics Economy Global Commitment](#) to eliminate plastic pollution at its source. The three key principles of its framework—eliminate, innovate, and circulate—underpin our broad approach to all materials used in our products and packaging (see graphic). In early 2021, we used the EMF Circulytics tool to assess the circularity of HP's products, services, and overall business. [Learn more](#).

- Restrict chemicals of concern for products, packaging, and manufacturing processes
- Eliminate unnecessary packaging materials and space
- Eliminate hard-to-recycle plastic for packaging

- Increase materials efficiency
- Require sustainable fiber (certified or recycled) for packaging and paper
- Increase use of recycled plastics and metals for products

- Generate demand for recycled content by setting targets to increase its use in our products and packaging
- Choose materials with higher recycling rates worldwide
- Enable circularity by using safer chemical alternatives in products, packaging, and paper

## HP materials use\*

tonnes

Material	2019	2020
<b>Total</b>	990,600**	942,000
By type		
Electronic products	587,800	562,700
Metal	209,600	202,800
Plastic	270,200	251,500
Other***	108,000	108,400
Paper	230,600	213,300
Packaging**	172,200	166,000
Recycled content plastic in HP products and packaging****	34,200	34,200
Recycled fiber in HP brand paper and packaging*****	87,500	100,800
Certified sustainably managed fiber in HP brand paper and packaging*****	254,600	248,300

\* The data in this table does not include the following products or packaging for these products: commercial, industrial, or 3D printing products; scanners; personal systems accessories sold separately; spare parts; or the weight of ink and toner in cartridges.

\*\* Data for 2019 are restated compared to data reported in the HP 2019 Sustainable Impact Report to reflect a more accurate calculation methodology for packaging materials use.

\*\*\* Includes wires/cables, PCAs, LCDs, and batteries.

\*\*\*\* Recycled content plastic in HP products is postconsumer. Recycled content plastic in HP packaging is a mix of pre-consumer and postconsumer.

\*\*\*\*\* This material is renewable. As defined in the Global Reporting Initiative Sustainability Reporting Standards, renewable material is "material derived from plentiful resources that are quickly replenished by ecological cycles or agricultural processes, so that the services provided by these and other linked resources are not endangered and remain available for the next generation." This data includes paper and paper-based packaging.

In 2020, we used 942,000 tonnes<sup>28</sup> of materials in our products and packaging, 5% less than in 2019. Key factors included a shift toward lighter printers better suited to printing at home and reduced paper sales. Of the materials we used in 2020, 41% were recycled content plastic or recycled or certified fiber.

See examples of innovative materials use in HP products in the [Personal systems](#), [Home and office printing](#), [Large format printing](#), [Industrial graphics](#), and [3D printing](#) sections.

In addition to our flagship materials, [HP 3D High Reusability PA 12](#) and [HP 3D High Reusability PA 11](#) (a raw material made in part from vegetable castor oil), we continue to innovate and expand our [portfolio of materials](#) in partnership with industry-leading companies. Our latest addition to the portfolio, [HP 3D High Reusability PP enabled by BASF](#),<sup>29</sup> provides our best value HP 3D material and delivers consistent performance with up to 100% surplus powder reusability.<sup>30</sup> We've also added [HP 3D High Reusability TPA enabled by Evonik](#)<sup>31</sup> that produces flexible and lightweight<sup>32</sup> parts with enhanced rebound resilience with an easy-to-process elastomer, with high part uniformity.

## Replace materials of concern

We aspire to a world where our products and operations use materials and chemicals that cause no harm. For more than two decades, we have worked to move the electronics industry toward safer alternatives to materials of concern. See key milestones in our [Green Chemistry Timeline](#).

The [HP Materials and Chemical Management Policy](#) guides how we specify materials and chemicals for use in products, packaging, and manufacturing processes. This policy applies to all HP employees and businesses worldwide and extends to our suppliers. Our approach includes:

**Proactively identifying and evaluating materials used in our products and throughout our supply chain:** We publish information on the [material content of typical HP personal systems and printers](#), and continue to expand our full materials disclosure program, which requires suppliers to report an ingredients list and the amount of each material used. In 2020, we collected an inventory of more than 90% of the substances by weight used in 95% of HP EPEAT® 2020-registered personal systems products. As part of our process chemicals management, we continue to gather chemical data from our suppliers, and identify and confirm implementation of corrective actions when needed. [Learn more.](#)

### Prioritizing materials for replacement:

We do this by assessing published lists of substances of concern, customer preferences, new or upcoming legal requirements, and sound scientific analysis that reveals a potential impact on human health or the environment. We developed our [General Specification for the Environment \(GSE\)](#) in 1998, which includes a full list of our material restrictions for products, packaging, and manufacturing process chemicals. We update the GSE annually.

### Replacing substances of concern with environmentally preferable alternatives:

When exploring safer alternatives to materials currently in use, we follow a precautionary approach and use the National Academies of Science publication *A Framework to Guide Selection of Chemical Alternatives* and incorporate the GreenScreen® for Safer Chemicals methodology. We screen all ingredients in HP-formulated inks using the GreenScreen methodology, as part of our new product development process.

HP contributes to standards, legislation, and improved approaches to materials use in the IT sector. As a participating member of [Green America's Clean Electronics Production Network \(CEPN\)](#), HP helps drive progress across the industry. [Learn more.](#)

We are also involved in several initiatives under the Clean Production Action coalition, including a pilot to calculate the chemical footprint of manufacturing process chemicals, which is part of our work with the [Business-NGO Working Group \(BizNGO\)](#) and the Chemical Footprint Project (CFP). In the [2020 CFP survey](#), HP was recognized as a frontrunner and shared our answers and scores publicly.

We continually innovate to reduce use of materials of concern. Highlights in 2020 included:

- 77% of personal systems product series are low halogen.
- 49% of EPEAT registered personal systems products contain [GreenScreen Benchmark 2 or 3](#) plasticizers and flame retardants.
- In December, we launched five Elite Displays without the video cables and with a PVC-free power cord that uses GreenScreen Benchmark 2 or 3 flame retardants.
- In calendar year 2020, about 81% of inkjet printers were shipped without USB cords, reducing total materials weight and PVC usage.
- All HP workstation PCs, displays, and accessories switched from solvent-based to water-based paints by December 2020, and we are working to transition the remaining personal systems products in 2021.

## Increase recycled content

We are both a supplier and user of recovered materials, incorporating increasing amounts of recycled and recyclable content into new HP products. This helps to accelerate global market development for recovered and recycled materials, to support progress toward a circular economy.

### Plastic

Our primary focus is on recycled plastic due to issues related to plastic waste and pollution. During 2020, we used a total of 27,490 tonnes of postconsumer recycled content plastic in HP products.

HP's strategy to use plastics responsibly is to:

- Eliminate plastic—for example, making our products smaller and lighter and removing plastic from [packaging](#) where possible.
- Substitute plastic with more sustainable, alternate materials—as we are doing in our [packaging initiatives](#), swapping plastic foam to molded pulp.
- Replace virgin plastic with recycled plastic—in line with our goal to use 30% postconsumer recycled content plastic in our personal systems and print products by 2025.

- Source recycled plastic from locations where HP can have positive environmental and social impact. We have developed an [ocean-bound plastic supply chain](#) in Haiti and support similar efforts in Indonesia with Project Stop.
- Invest in take-back and recycling and encourage our customers to take action with us. HP provides take-back programs in 77 countries and territories worldwide<sup>33</sup> through a global network of [reuse and recycling vendors](#). These offerings vary by location.

#### POSTCONSUMER RECYCLED CONTENT PLASTIC GOAL

Use 30% postconsumer recycled content plastic across HP's personal systems and print product portfolio by 2025<sup>34</sup>

#### PROGRESS IN 2020

**11%**

achieved

See examples of postconsumer recycled content plastic use in HP products in the [Personal systems](#), [Home and office printing solutions](#), [Large format printing](#), and [Industrial graphics](#) sections.

#### Postconsumer recycled content plastic used in HP products

tonnes

	2016	2017	2018	2019	2020	% of total plastic use, 2020
Personal systems	N/A	8,080	8,360	9,650	9,780	15.7%
Home and office printers	N/A	1,260	4,790	6,760	8,720	5.8%
Original HP Ink Cartridges	5,517	5,901	5,354	5,384	5,767	52.6%
Original HP and Samsung Toner Cartridges	3,493	2,921	2,746	3,565	2,913	10.2%
Large format and industrial graphics printers*	N/A	N/A	N/A	200	310	10.5%
<b>Total**</b>	<b>18,160</b>	<b>21,250</b>	<b>25,360</b>	<b>27,490</b>	<b>11%</b>	

\*Data for 2019 includes large format printers. Data for 2020 includes large format and industrial graphics printers.

\*\*Segments for some years do not add up to total due to rounding.

Through 2020, we manufactured over 4.9 billion Original HP and Samsung Cartridges using a cumulative 125,000 tonnes of recycled plastic, including from [recycled HP cartridges](#). This has kept 916 million Original HP Cartridges and an estimated 127 million apparel hangers and 5.0 billion postconsumer plastic bottles out of landfills, instead upcycling these materials for continued use. More than 85% of our Original HP Ink Cartridges contain 4–75% postconsumer recycled content, and 100% of Original HP Toner Cartridges contain 1–75% postconsumer or post-industrial recycled content.<sup>35</sup>

#### Metal

Metal is an increasing focus for HP, particularly as more personal systems products transition away from plastic. Aluminum and magnesium are two of the main metals we use, primarily for thin and light notebook enclosure parts. We also use steel in many personal systems products and printers. These metals are more likely to be recyclable through existing infrastructure than materials such as carbon fiber.

We are working with suppliers to source metals with a significantly higher proportion of recycled content than currently available on commodity markets, with up to 75%

post-industrial recycled content aluminum and up to 90% post-industrial recycled content magnesium, while still meeting the demanding industrial design requirements of our products. This decreases environmental impacts associated with mining and producing virgin materials, including energy use and associated GHG emissions.

For example, the HP EliteBook x360 1030 G8 is designed and manufactured with 75% post-industrial recycled aluminum in its top cover and 90% post-industrial recycled magnesium in its bottom deck and cover.

To further improve the impacts of metal, we are also working to shift from post-industrial to postconsumer recycled content and increasing use of recycled steel.

#### Sustainably minded accessories

The HP Prelude Pro backpack and topload are designed with the environment in mind and combine lightweight and stylish design. The backpack external surface is made with 95% recycled fabric, and the topload external surface is made with 65% recycled fabric.

## HP Eco-Carton Ink Cartridge

As part of our continuing shift from plastic to alternative materials, our new HP Eco-Carton Ink Cartridge for use with HP large format printers, such as the Latex 700 printer series, contains recycled and certified fiber, and recycled plastics from our closed-loop recycling process, beverage bottles, and UL-validated ocean-bound plastic resins. Customers can recycle the outer carton locally and return the inner bag for free via HP Planet Partners, where available for these products, which will avoid any materials going to landfill.<sup>36</sup> The HP Eco-Carton Ink Cartridge reduces plastic use per liter of ink by 80% and decreases life cycle GHG emissions by 66% compared to a plastic ink cartridge, due to savings associated with manufacturing and transport.<sup>37</sup>

Learn how we gain more value from materials through our [product repair, reuse, and recycling programs](#).

Learn about our approach to [responsible minerals sourcing](#), which helps ensure there is no connection between the materials used in HP products and armed violence or human rights abuses.

## Paper and forestry products

Paper is integral to the printing process, so healthy, resilient forests are essential to the future of HP's business. Our forest positive vision for printing focuses on creating enduring positive change for forest environments.

In 2020, we launched the [HP Sustainable Forests Collaborative](#), which aims to restore, protect, and transition to sustainable management more than 200,000 acres of forest. This amount of forest would typically produce more paper than used by HP's consumer printers annually. To help [regenerate forest ecosystems](#), we also collaborated with the Arbor Day Foundation to plant more than 1 million trees by the end of 2020.

Through the design of our printers and software—including defaulting many print fleets to double-sided printing and reducing paper waste through HP Managed Print Services—we help customers print more responsibly.

HP's [Sustainable Paper and Wood Policy](#) was the first forestry policy published by an IT company. We require our suppliers and licensees to follow this policy for the paper, packaging, and wood incorporated into HP products that they provide.

All HP brand paper, paper-based packaging, and wood in products must be derived from recycled or certified sources. We continue to give preference to Forest Stewardship Council® (FSC®)-certified fiber where available. Programme for the Endorsement of Forest Certification (PEFC™) certification or relevant national certification schemes can also be used if they comply with our paper policy. We work with [WWF's Global Forest & Trade Network—North America \(GFTN-NA\)](#), FSC, and our suppliers to continually improve our programs related to the sourcing of virgin fiber and to increase

## Rated a global leader for addressing deforestation

For the third time, HP has been named to the CDP Forest "A" list for our programs to protect forests and address deforestation risk. [Learn more.](#)

the amount of certified fiber in our products and packaging. We analyze our supply chain to understand areas of specific risk (due to weak regulation or ecosystem vulnerability) and create specific strategies as needed. HP reports progress annually to WWF's GFTN and CDP's forests program.

### 2020 ZERO DEFORESTATION GOAL

Achieve zero deforestation associated with HP brand paper and paper-based product packaging by 2020<sup>38</sup>

### PROGRESS THROUGH 2020

As of December 2020, achieved zero deforestation for

**99%**

of HP brand paper and paper-based product packaging, with the remaining 1% assessed to ensure reported fiber usage meets HP's Sustainable Paper and Wood Policy<sup>39</sup>

In 2020, we achieved zero deforestation for 99% of HP brand paper and paper-based product packaging, with the remaining 1% assessed to ensure reported fiber usage meets HP's Sustainable Paper and Wood Policy.<sup>40</sup>

HP brand paper has met the goal since 2016, as it is derived entirely from certified and recycled sources.<sup>41</sup> In 2020, the amount of FSC-certified fiber in HP brand paper continued to exceed 55%, by weight.

For paper-based product packaging, this was the culmination of five years of work to enhance our procurement processes and collaborate with more than 100 suppliers to drive progress. We have implemented a conformance assurance program to manage corrective actions and maintain this performance in the future.

#### 2030 COUNTERACT DEFORESTATION GOAL

Counteract deforestation for non-HP paper used in our products and print services by 2030<sup>42</sup>

Building on this progress, by 2030 we will scale up investment in forest restoration, protection, and other initiatives to counteract

deforestation for non-HP paper used in HP products and print services.<sup>43</sup> HP is one of the few companies in the world to achieve a zero deforestation goal for the sourcing of its paper and packaging and the only technology company to set a goal to address deforestation that goes beyond its own fiber sourcing to include the use of its products and services.

Counteracting deforestation in our supply chain is part of HP's [Forest Positive Framework](#), which also includes NGO partnerships targeted to protect forests, improve responsible forest management, and help develop science-based targets in this area.

## Packaging innovation

Our sustainable packaging strategy focuses on three areas, with the objective to enhance customer experience while driving progress toward a circular and net zero carbon economy:

- **Eliminate** unnecessary packaging material, space, and hard-to-recycle materials such as plastic foam.
- **Innovate** packaging designs to use materials with lower environmental impact, such as sustainable fiber and recycled plastics.
- Prioritize high recycled content and easily recyclable materials that can readily **circulate** through the economy.

During the first half of 2020, we introduced a goal to eliminate 75% of single-use plastic packaging by 2025, compared to 2018. In 2020, we reached a 19% reduction, from an average of 221 grams/unit in 2018 to 180 grams/unit in 2020. [Watch video](#). Also [see progress](#) against our 2020 zero deforestation goal.

To address packaging at end-of-life, we offer take-back services, and regularly update the [Recycle your HP packaging guide](#) to help consumers avoid sending packaging materials to landfill.

#### OUR GOAL

Eliminate 75% of single-use plastic packaging by 2025, compared to 2018<sup>44</sup>

#### PROGRESS IN 2020

# 19%

reduction, from an average of 221 grams/unit in 2018 to 180 grams/unit in 2020

## Key initiatives in 2020

Below is a selection of the many packaging innovation projects completed and underway at HP to advance the circular economy. In 2020, we completed more than 35 packaging innovation projects that reduced environmental impact. These projects avoided 3,487 tonnes of CO<sub>2</sub>e emissions.<sup>45</sup>

#### Eliminate

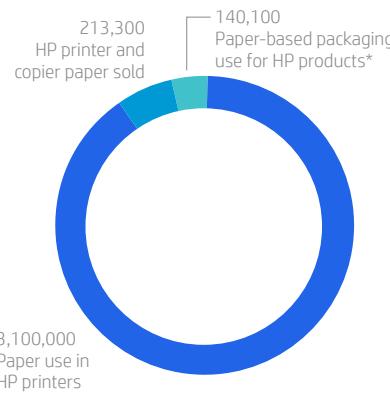
HP is shifting away from plastic, foam, and other hard-to-recycle materials, which have been traditionally used in packaging for most personal systems and printing products.

For example:

- **Personal systems:** In 2020, we shipped 24 million units of personal systems products in molded fiber packaging, eliminating 2,997 tonnes of hard-to-recycle expanded plastic foam. This included our first retail point of sale, Thin Client, consumer and commercial

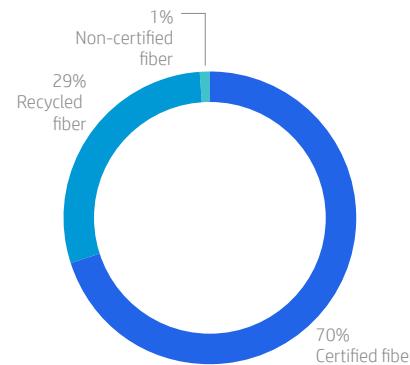
#### HP paper impacts, 2020

tonnes



\*Packaging for commercial printing, industrial graphics, and 3D printing products, or documentation for any products, are not included.

#### HP brand paper and packaging fiber sourcing, 2020



displays, desktop and notebook workstations, and commercial All-in-One products in fiber-based packaging.

- Printing:** By reducing the cushion density on the LaserJet M227 multifunction printer, we decreased plastic foam use by 15% and will eliminate more than 26 tonnes of plastic yearly. In addition, we avoided more than 19 tonnes of plastic by eliminating PET coatings on our LaserJet printer cartons. We also launched the HP DeskJet 2700 in molded fiber cushioning, avoiding 19 tonnes of plastic foam packaging in 2020.

- Accessories:** In 2020, we eliminated plastic ties on keyboards and mice for desktop units. This change avoided the use of 25.5 million plastic ties, equal to 2.8 tonnes of polyethylene plastic and 3 tonnes of steel wire—hard-to-recycle materials that may otherwise reach landfills or enter the environment.

## Innovate

We are improving the tooling design and fabrication process in the molded fiber industry with our newly introduced [3D printing technology](#). During 2020, we shipped 73,000 units of HP products with cushions made using this proprietary technology. [Watch video about the HP Molded Fiber Advanced Tooling Solution.](#)

HP continues to meet enterprise customer demands for more sustainable packaging, including by shipping 217,000 desktop PCs and 22,000 notebooks in multi-unit bulk packs (in which several products share one package) during 2020, reducing packaging material use by 65 tonnes. This also decreases GHG emissions associated with packaging materials and product transportation and improves shipping density and inventory efficiency. Bulk packaging also reduces customer costs related to shipping, security in storage, and waste disposal.

### Circulate

During 2020, we continued the rollout of easily recyclable, fiber-based packaging cushions for HP notebook and desktop PCs as well as commercial displays. We used 7,643 tonnes of fiber-based packaging cushions, which typically contain 100% recycled content, to ship HP notebook, desktop, and display units in 2020. We plan to continue our transition from plastic foam to fiber in 2021.

HP shipped more than 700,000 A3 toner supplies in fiber-based packaging in 2020. In 2021, we plan to transition more than 6 million printers to fiber-based packaging.

We also continued to use recycled material for pallets. In 2020, we used 49,900 pallets made from 2,500 tonnes of [straw](#) from China that would otherwise have been burned as agricultural waste. HP continued its recycled pallet program in North America, using 607,000 recycled pallets during 2020.

## Regenerate natural systems

A circular economy is regenerative by design and aims to decouple growth from the consumption of finite resources. However, to address the tremendous environmental challenges that we face, we must look beyond our value chain to actively strengthen the natural systems that support us all. This requires collaboration within and across industries, and between businesses, governments, NGOs, academics, and others.

## Tackling ocean plastics

In 2016, HP launched an ambitious program in Haiti to help tackle the growing challenge of ocean-bound plastics. In partnership with the First Mile Coalition and our supplier partners, we have built a self-reliant ocean-bound plastic supply chain that contributes to the circular economy and provides income and education opportunities locally.

HP invested \$2 million in a [new plastic washing line in Haiti](#) that produces clean, high-quality recycled plastic for use in HP premium products, including Original HP Ink Cartridges and the company's [most sustainable PC portfolio](#). Since October 2020, the washing line has been fully functioning, thanks to extensive collaboration with Lavergne (our plastics transformer), ECSSA (our local Haiti recycler), and STF Group (the manufacturer of the washing line).

Due to the COVID-19 travel shutdowns, installing and launching this washing line required high-resolution video collaboration between experts and local laborers with experience in heavy equipment installation. The complete build of the washing line took about 10 weeks—only three weeks longer than originally estimated—including a delay due to Hurricane Laura. This project simplified our ocean-bound plastic supply chain in Haiti by eliminating a washing step off the island. This has increased the value of plastic collected on the island and the prices that collectors receive, and will add an estimated 1,000 more income opportunities for adults in Haiti on top of the 1,100 that have already been created.

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[See examples of HP personal systems, home and office printers, and large format printers that contain ocean-bound plastics.](#)

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## Supporting the UN Decade of Ocean Science

The UN Decade of Ocean Science began in 2021. These will be pivotal years for ocean conservation, and creativity is vital for garnering public support. In 2020, we worked with The Ocean Agency, a nonprofit focused on engaging the design community through campaigns and competitions. We coordinated with the organization's [Glowing Glowing Gone campaign](#), which draws attention to coral reef loss and works to inspire policy and funding to support reef preservation.

Since 2016, these efforts have diverted more than 1.7 million pounds (771 tonnes) of plastic materials—more than 60 million bottles—preventing this plastic from reaching waterways and oceans.

In October 2018, HP joined NextWave Plastics, the collaborative and open-source initiative convening leading technology and consumer-focused companies to develop the first global network of ocean-bound plastic supply chains. The coalition has set a goal to divert a minimum of 25,000 tons of plastics—the equivalent of 1.2 billion single-use plastic water bottles—from entering the ocean by the end of 2025. In 2020, NextWave companies diverted 1,356 tonnes of ocean plastics, with HP leading the way.

HP has also teamed up with the NGO Work to provide new learning centers for children on-site as their parents work on recycling efforts. The learning centers are equipped with the latest technology, including HP laptops and printers using cartridges from locally collected plastics.

In 2020, HP was [announced](#) as a founding member of the Ocean Plastics Leadership Network, a membership community dedicated to addressing ocean plastic pollution.

During the year, HP also joined [Project STOP](#), which collaborates with governments and communities in Southeast Asia to create effective waste management systems that eliminate plastics leakage into the ocean and provides replicable solutions. As a technical partner, we are supporting the organization's work to create a circular waste management system in East Java, Indonesia. The Project STOP materials recovery centers in the province will collect, manage, and recycle plastic waste while providing income-generation opportunities, including in the informal waste sector.

## HP Sustainable Forests Collaborative

Nearly 50% of global forests are under threat from deforestation and forest degradation. According to [Global Forest Watch](#), the tropics lost more than 29 million acres of tree cover in 2019 alone, equivalent to nearly 30 soccer fields' worth of trees every minute. We are dedicated to help address this pressing issue. We have [met our zero deforestation goal](#) for HP brand paper since 2016 and for paper-based product packaging since 2020.<sup>46</sup>

In November 2019, we launched the HP Sustainable Forests Collaborative, supporting our strategy to create a forest positive future for printing.

The Collaborative's objectives are to:

- Maintain HP's long-standing commitment to sustainable fiber sourcing through supply chain management.
- Support the development of science-based targets for forests, which includes estimating carbon and nature co-benefits of forest restoration and improved forest management.
- Protect and restore forests, and improve responsible forest management practices.
- Collaborate across HP and with our industry, partners, and customers, using collective influence to inspire forest positive action.
- Drive the development of innovative printing technologies that reduce paper waste and improve the efficiency of paper consumption.

In fall 2019, HP pledged \$11 million to support [WWF's efforts](#) to restore part of Brazil's threatened Atlantic Forest and improve the management of state-owned and private forest plantations in China—to ultimately restore, protect, and transition to responsible management 200,000 acres of forests. Through this collaboration, we are also contributing to the development of science-based targets for forests designed

to provide guidance on the quantity and quality of forests needed in key regions to protect the ecosystems' resilience.

In 2020, the first year of the project, progress included:

- Brazil (Atlantic Forest): We helped establish local project governance that includes collaboration with local authorities, grassroots environmental groups, rural landowners, and other NGOs. Our support ranges from the creation of landscape intelligence tools, to the development of restoration plans, to the prioritization of restoration efforts to strengthen biodiversity conservation and water provisioning. Restoration implementation will begin in 2021.
- China: We are working with the National Forests and Grasslands Administration and also with the Chinese Academy of Forestry to ensure the improved forest management practices align with needs specific to China. A key focus during the year was identifying forestlands for transition to improved management and overcoming technical barriers to implementing FSC®-China certification.

We have identified more than 10,000 acres of land in Brazil and China for restoration and transition to responsible management.

The HP Sustainable Forests Collaborative is driving progress toward our ambition for HP Consumer Printing worldwide to be forest positive by 2025.<sup>47</sup>

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**In 2020, Arbor Day Foundation, Chenming Paper, Domtar, New Leaf Paper, and International Paper joined the HP Sustainable Forests Collaborative to accelerate efforts on forest restoration.**

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Additional activities during 2020 included:

- In April, we pledged to plant one tree for every printer sold during the month, in partnership with the Arbor Day Foundation (ADF). HP contributed to wildfire reforestation and watershed management in Alabama, California, Florida, Michigan, and the Mississippi River Valley in the United States.
- Also with ADF, we began planting a tree for each of HP's 55,000 employees, who voted to have them planted in Brazil, Ireland, Indonesia, and the United States. This effort is continuing in 2021.

- We joined the World Economic Forum 1t.org initiative—a global movement to conserve, restore, and grow 1 trillion trees by 2030—and reported 1 million trees planted through these initiatives during 2020 (in addition to our projects in Brazil and China outlined above).

- In Brazil, we also continued to support Conservation International initiatives in the Amazon, focused on local farming communities and land conservation.

HP is the founding sponsor of the [FSC One Simple Action digital marketplace](#) that helps consumers in North America understand why FSC matters, and find products to buy if they want to be part of the solution for forests. FSC certification is the most rigorous standard available in the marketplace, ensuring that critical forest ecosystems—and the wildlife and workers that depend upon them—are protected.

# Product responsibility

We are committed to the safety, security, and privacy of our customers when they use HP products. The company maintains high standards in these areas and continues to innovate across our portfolio.

## Product safety

HP is committed to providing products that are safe for their intended use and that comply with the applicable government regulations of the countries where we market those products. All HP branded electrical products undergo evaluations and testing to ensure that they meet HP safety standards. This is consistent with HP's Safe & Legal Product requirements, which outline relevant internal as well as international safety standard requirements (e.g., the new Safety Standard UL/EN/IEC 62368-1). We work to identify opportunities for ongoing improvement in this area.

We share extensive product safety information online to support customers' informed purchasing decisions. View [Declarations of Conformity](#) for European Union requirements. Contact HP [product compliance customer support](#) regarding declarations for other countries.

[Safety Data Sheets](#) are available for HP formulated products, including inks, toners, and 3D printing materials and fusing and detailing agents. The information includes physical, chemical, and toxicological properties, regulatory details, and recommendations for safe handling. Many HP products also qualify for [eco-labels and other certifications](#) that cover health and safety as well as environmental aspects.

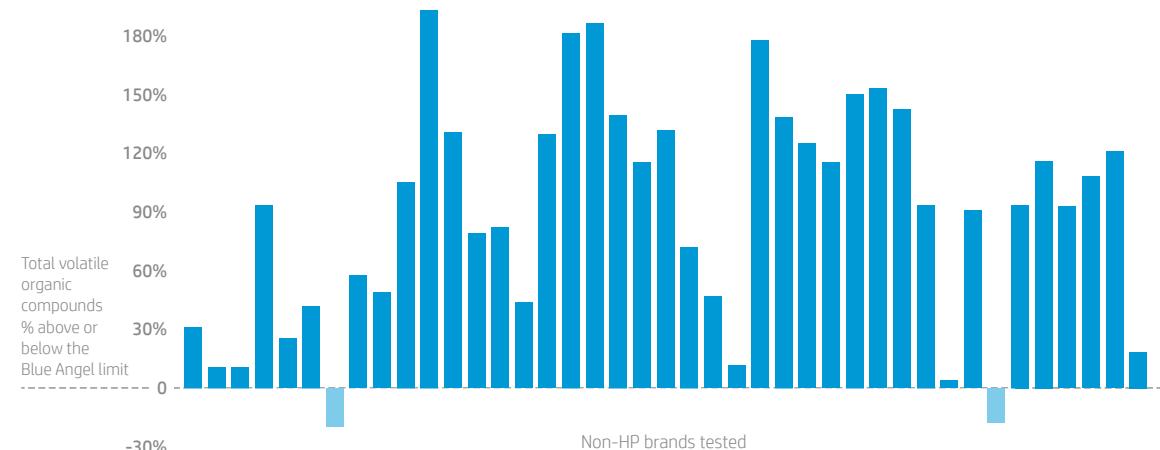
## Home and office printing

### Indoor air quality

HP voluntarily designs and tests its printing systems<sup>1</sup> to prevent emissions that exceed eco-label guidelines and document that its printing systems are compliant with Blue Angel and EPEAT® indoor air quality (IAQ) criteria. Original HP Toner and Ink Cartridges are designed and tested with health in mind.

In 2019 and 2021, HP commissioned Fraunhofer Institute WKI to perform studies that tested the emission rates of volatile organic compounds, ozone, dust, benzene, styrene, and ultrafine particles of different toner cartridge brands used in popular HP laser printers. The studies found that 94% of imitation toner cartridges and 100% of remanufactured toner cartridges tested failed to meet Blue Angel total volatile organic compound (TVOC) limits (see graph).<sup>2</sup>

94% of non-HP toner cartridges tested failed indoor air quality tests\*



## Large format printing

For our textile printing solutions, which include [HP Stitch](#) printers, HP conducts a hazard and regulatory assessment for each substance in the ink formulation to determine its suitability for the application. We go further on third-party safety certification by obtaining the Eco Passport by Oeko-Tex, an independent certification for chemicals and colorants used in the manufacturing of textiles, which supports customers who wish to obtain the Oeko-Tex STANDARD 100 certification for their textile products.

Some HP inks are assessed to provide information about suitability for printing applications involving toys.<sup>3</sup> Test results for specific HP inks can be made available to customers upon request. Testing methods focus on problematic colorants, heavy metals, phthalates, Bisphenol A (BPA), and/or amines (including specific endpoints such as heavy metals and primary aromatic amines (PAA)). For these assessments, we typically consider general chemical regulatory compliance criteria and material-specific requirements for ink formulations, with an emphasis on standards relating to paper and printing on books and puzzles.

See [Product certifications and other information](#).

## Industrial graphics

### Food contact material compliance

We incorporate relevant food contact material (FCM) regulations, industry guidance, and brand requirements into our formulation qualification process to support a variety of food packaging printing solutions offered by our Indigo, PageWide Industrial, and Specialty Printing Systems technologies. Whenever possible, HP strives to formulate with chemicals previously evaluated and deemed suitable for use in food packaging printing applications.

The fundamental elements of our FCM compliance approach includes:

- Robust chemical assessment processes to determine compliance status of all intentionally and non-intentionally added substances (IAS and NIAS)
- Determination of migration potential for individual chemicals using 100% migration calculation methodology or conducting migration and organoleptic testing based on HP's Representative Use Case (RUC)
- Adherence to quality system requirements, including Good Manufacturing Practices (GMP)

Recognizing that we are just one part of the packaging supply chain, we are committed to supporting transparent communication of compliance-related information and additional testing by our customers to enable the use of HP formulations in printing applications involving food packaging and other sensitive applications.

## 3D printing

For our 3D printing solutions, we conduct a hazard and regulatory assessment for each substance in the fusing and detailing agent formulations to determine suitability for applications such as toys. To ensure we meet customers' sustainability requirements, we also review formulations against restricted substances lists as required by individual customers. HP 3D printing materials HP PA 11, HP PA 12, HP PA 12 GB, HP CB PA 12, HP PP enabled by BASF, and HP TPA enabled by Evonik, as well as the corresponding HP 3D fusing and detailing agents, have been tested for problematic heavy metals, phthalates, BPA, and migration of certain components.

## Product security and privacy

Cybersecurity is an increasing concern for our customers worldwide. We continually work to enhance HP products, solutions, and services to offer industry-leading security

and resiliency capabilities, and seek to address and anticipate an ever-evolving cyber-threat landscape.

HP follows security-by-design and privacy-by-design principles, including Zero Trust principles, in the development of our products, from design through implementation, renewal, and recycling. We build protection, detection, and recovery capabilities into the devices, not just in software, providing customers separate, auditable security mechanisms to help manage and recover from security risks. We design business PCs and printers with future threats in mind, with built-in hardware-enforced security and resiliency capabilities that integrate seamlessly with an organization's broader infrastructure. Aiming to deliver the most secure devices, and the services and solutions to help our customers use endpoints infrastructure safely and confidently, is the foundation of our strategy.

HP's leadership team oversees our portfolio-wide approach to security and provides the resources needed to support HP's continued leadership. Our Security Advisory Board, consisting of several HP leaders as well as external advisors with broad backgrounds in offensive and defensive security, advises us on the ever-changing threat landscape, augmenting our work in HP R&D and HP Labs research activities.

We continually conduct threat analysis on emerging attack vectors, which in turn helps guide product security development efforts.

We employ cybersecurity specialists and conduct cybersecurity architecture reviews, penetration testing, code reviews, and automated code scanning using industry-leading tools. When issues arise, we take appropriate actions to remediate reported security vulnerabilities.

In 2018, we adopted the industry best practice [Coordinated Vulnerability Disclosure](#) approach, which describes how we work with partners, industry, and the security community to address vulnerabilities. When notified about a suspected vulnerability, we investigate thoroughly and, if confirmed, work with the submitter on remediation and a coordinated public release of information.

The HP supply chain security group works to ensure that our products can resist attacks throughout the supply chain life cycle, from component sourcing and manufacturing to transportation, service, and take-back. Our HP Product Cybersecurity Standard for Suppliers, enforced through periodic audits, contractually holds relevant suppliers to requirements that mitigate the risks of counterfeits, malware, and tampering.

## Personal systems

HP produces the world's most secure and manageable PCs and workstations.<sup>4</sup> Our commercial PCs with HP Sure Start meet and

exceed the National Institute of Standards and Technology's (NIST) [Platform Firmware Resiliency Guidelines](#).

The HP Endpoint Security Controller is our foundation and has been certified by a third-party lab. It establishes a Hardware Root of Trust and is physically isolated from the machine's CPU and operating system, providing resiliency to the PC.

[HP ProSecurity Service](#) is the world's most advanced endpoint security service.<sup>5</sup> The managed service helps small and medium-sized businesses defend against cyberattacks without changing user behavior or increasing IT workload.

HP Sure Click Enterprise, powered by Bromium,<sup>6</sup> is the world's most advanced hardware-enforced endpoint application isolation and containment solution,<sup>7</sup> protecting enterprise endpoints from even the most sophisticated attackers while providing detailed, real-time threat intelligence to security teams.

Learn more about [security solutions](#), [HP Sanitization Services](#), and [Sustainable Impact](#) in our personal systems.

## Printers

HP offers the world's most secure printers,<sup>8</sup> and our FutureSmart printers meet and exceed the NIST [Platform Firmware Resiliency Guidelines](#). HP FutureSmart

printers automatically self-heal and recover from attacks and provide the following features:

- HP Sure Start keeps the BIOS safe
- Whitelisting keeps the firmware safe
- Run-time intrusion detection keeps the memory safe
- HP Connection Inspector monitors network connections

Through our bug bounty program, we offer rewards for highly trained, geographically diverse ethical hackers who expose flaws in our print technology. The program leverages deep, hard-to-find technical skills to find obscure, previously unidentified vulnerabilities in our devices and ink/toner cartridges before they are released to market.

[HP Security Manager](#) is the industry's only comprehensive policy-based printer security compliance tool that assesses and remediates HP printer fleets.

[HP Print Security Services](#) combines credentialed security experts and trained print specialists to assess customers' printing environments, address compliance requirements, develop and implement plans, provide ongoing management, and proactively identify gaps in defenses.

Learn more about [security solutions](#) and [Sustainable Impact](#) in our printers.

# Social impact

HP's commitment to creating positive, lasting change for people and communities around the world extends to how we design and deploy products, solutions, and services to meet the unique business needs of key verticals and industries. Our portfolio of education products, partnerships, and programs are helping to enable better learning outcomes for millions of people worldwide. HP's purpose-built [healthcare](#) portfolio is designed with clinicians in mind to streamline patient care, optimize clinical workflows, and deliver customized solutions. A strong focus on [inclusive design](#) helps to ensure that everyone can access the benefits of our technology.

## Global education programs

Education is a fundamental human right and a foundation to sustainable development, and we know that technology can be a great equalizer by bringing digital learning to people where they live. This is why HP is pursuing an ambitious goal to enable better learning outcomes for 100 million people by 2025.

Inclusive, quality education is even more important in a rapidly changing world of work that calls for flexibility, adaptability, intercultural connection, 24/7 collaboration, and lifelong learning. For people everywhere, and especially underserved groups, equitable access to opportunity and outcome-based learning experiences are key to building skills for work and participation in society.

#### LEARNING AND DIGITAL LITERACY GOAL

Enable better learning outcomes for 100 million people by 2025, since the beginning of 2015

#### PROGRESS THROUGH 2020

Nearly

# 50.3 million

students and adult learners have benefited from HP's education programs and solutions that advance quality learning and digital literacy, and enable better learning outcomes, since the beginning of 2015 (including nearly 20.8 million in 2020)

#### 2030 DIGITAL EQUITY GOAL

Accelerate digital equity for 150 million people by 2030

## Equitable access and opportunity

HP's programs, initiatives, and partnerships are helping to extend equitable access to high-quality education to underserved populations, minorities, and regions across the world.

### Responding to COVID-19

With the sudden shift to at-home learning in the wake of the pandemic, technology and digital tools have become even more crucial for millions of students worldwide. Pre-COVID-19, roughly 260 million children were not in school.<sup>1</sup> When COVID-19 caused schools to close, impacting 1.5 billion students, nearly a third—more than 460 million students—were not able to access remote learning.<sup>2</sup> We took urgent action to help equip teachers and bridge the digital divide, bringing remote learning to many students globally through a combination of print and digital content.

- HP Turn to Learn (United States, Canada, Haiti, India): A new program to deliver printed educational content curated from leading scientific, publishing, and media companies to support teachers and underserved students in the face of the COVID-19 pandemic. The [HP Piazza-led](#) solution provided more than 220,000 Turn to Learn and HP LIFE learning packets for underserved students.

- [HP Printables](#) (Worldwide): We provided hundreds of free weekly printable resources to support remote learning, reaching over 4.6 million families worldwide.

- [HP Refresh](#) (Worldwide): Our program to help communities locally crowdsource computer donations for those in need.

The HP Foundation also expanded its programs to support continued access to learning. Its COVID-19 response included:

- Increased outreach to bring the Foundation's free HP LIFE courses to learners around the world.
- Driving new educational partnerships in the Europe, Middle East, and Africa, and Asia Pacific and Japan regions.

## Working for racial equality

HP is committed to driving racial equity within our company and externally and we have created a Racial Equality and Social Justice Task Force to support measurable sustainable impact. In the United States in 2020, we expanded our long-standing partnership with Historically Black Colleges and Universities (HBCUs) and held the fourth annual HBCU Business Challenge virtually. For further detail on HP's initiatives, see [Diversity, equity, and inclusion](#).

## Driving gender equality

More than 130 million girls around the world lack access to education, and women account for two-thirds of the 750 million adults without basic literacy skills. Through our partnership with Girl Rising, announced in 2019, we aim to equip up to 10 million students and teachers with new curriculum and technology solutions over three years and bring inclusive content and curriculum to classrooms and educators around the world. The multi-year partnership extends to communities in the United States, India, and Nigeria. In 2020, we reached approximately 5 million people through this program. Of that total, nearly 4.7 million was through a partnership Girl Rising has in India with the NGO Slam Out Loud, which uses the arts to build skills such as communication, critical thinking, and empathy in children from disadvantaged communities.

HP is also collaborating with UN Women to advance education, entrepreneurship, and digital learning for women and girls in five priority countries: Senegal, South Africa, Nigeria, Democratic Republic of the Congo, and Morocco. In Mexico, we have partnered with UN Women and the BHP Foundation to create three HP LIFE Centers as part of UN Women's Second Chance Education program, which seeks to provide women with needed skills for small business development and lifelong learning.

## Reaching refugees and displaced populations

With or without the COVID-19 pandemic, education is often out of reach for the most vulnerable in society. HP is committed to resuming programs when it is safe to do so, by continuing our work with the United Nations High Commissioner for Refugees (UNHCR) and other partners to enable refugees and displaced populations to learn in-demand skills to enhance employment opportunities.

## Reaching learners in India

HP is bringing self-contained, Internet-enabled, solar-powered mobile learning labs to rural areas of India. The HP World on Wheels (WOW) program, in collaboration with the Government of India's Digital India Initiative and other private sector partners, supports digital literacy, education, entrepreneurship, and citizen services. The initiative targets people in rural and semi-rural areas of the country, including low-income women, men, and children. Each 20-seat WOW vehicle is equipped with HP computing and printing technology, as well as software and e-learning tools. In 2020, 43 WOW mobile learning labs directly benefited approximately 105,000 people in villages throughout the country.<sup>3</sup>

## Outcome-based learning experiences

HP's education programs build on the strength of our innovation to deliver cutting-edge solutions that support remote learning and help people thrive in a rapidly evolving digital world.

### Classroom of the Future

In the wake of the COVID-19 pandemic, K-12 teachers now must be able to address a broad range of scenarios. Flexibility is needed to rapidly switch between teaching at school or from home, and from in-person teaching to online. We launched our HP Online Teaching Assistant program to empower teachers with remote teaching skills and provide inspiring content (in English and Spanish). The program has supported more than 132,000 teachers and 3.6 million students.

HP has continued to focus on inclusive access to technologies, tools, and materials. In 2020, HP Learning Studios brought state-of-the art educational technology into more than 100 schools across North America, Europe, the Middle East, Australia, and New Zealand. We also focus on boosting teachers' vital contributions. Every Windows 10-based HP Education Edition PC comes preloaded with HP Classroom Manager. Through one console, teachers can cultivate a collaborative learning environment, monitor student

activities, and evaluate progress in real time. With co-molded industrial rubber, pick-proof keys, and other rugged features, these PCs are built to last in the classroom and tested in a laboratory environment that simulates a school setting.

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HP shipped approximately 10 million PCs to schools in 2020.

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### Campus of the Future

HP's [Campus of the Future](#) framework creates vibrant, secure environments for teaching, learning, research, and collaboration. As part of this initiative, HP is working with more than 20 elite colleges and universities, providing cutting-edge technologies alongside financial and technical support. These collaborations are exploring various types and uses of 3D printing (additive manufacturing), virtual reality (VR) and augmented reality (AR) to identify the technologies with the greatest potential for teaching, learning, and research. We have also expanded the focus to include data science and machine learning. For example:

- Yale University and HP have collaborated since 2016 on a series of interdisciplinary investigations exploring applied uses of 3D print/scan, artificial intelligence (AI),

and VR/AR. Examples include cell-based 3D bioprints that repair intestinal injuries, machine learning models trained on Alan Turing writings to create opera, and a novel control interface to enable wheelchair-bound individuals better navigation through VR experiences.

[Learn more.](#)

- At Carnegie Mellon University, researchers are using HP Z8 workstations to explore new approaches and uses of machine learning. This cutting-edge work includes correcting models that were corrupted by bad input data, automating stages of the pipeline, improving experiment management, eliminating cloud workflow issues, and integrating hybrid interdisciplinary programs.
- At Stanford University, researchers are using a three-stage process, involving an HP Z8 workstation, to minimize resource costs and maximize the theories and ideas they can test as they develop new machine learning methods. Working in teams, the researchers are tackling a range of machine learning problems and using advanced technology to find the next improvement, the next model, and the next solution.

Learn more in the EDUCAUSE report [Machine Learning's Growing Role in Research](#).

## Education as a foundation for an inclusive Fourth Industrial Revolution

The Fourth Industrial Revolution is a profound, technology-enabled transformation that is reinventing how goods are designed, created, and delivered. However, the Revolution also presents an educational challenge: current and future generations will need support to successfully transition, especially those workers displaced by automation.

At HP, we are working with partners to develop 3D printing engineering curriculum and fostering collaboration with governments to address skills of the future. For example, the HP-NTU Digital Manufacturing Corporate Lab in Singapore, founded with the National Research Foundation Singapore, is an innovative public-private partnership that supports the university's efforts to democratize digital manufacturing and accelerate technology adoption. The advanced technologies and automation solutions developed jointly are geared toward efficiency, productivity, and sustainable development, on a global scale. During 2020, we created a new skills development program for 3D printing and digital design, composed of six courses. The Lab's other focus areas include AI, machine learning, and cybersecurity.

We also offer design for additive manufacturing training and workshops for professionals, and published the [HP Multi Jet Fusion Engineering Handbook](#) to help designers create parts for production using HP 3D printing technologies.

### Building skills at the local level

- **HP LIFE in Brazil:** Our HP LIFE program, which offers opportunities to aspiring entrepreneurs, has seen major growth in 2020. In Brazil, 7,000 learners joined the platform in July alone—demonstrating a successful outreach that included offering HP LIFE as a free resource to small businesses in the country.
- **HP Innovation & Digital Education Academy (IDEA):** Launched in September 2020, IDEA is a network of innovative schoolteachers who are demonstrating powerful teaching and learning with and through technology. At the Phase 1 launch, we enrolled 331 teachers (representing public and private schools) from UAE and Nigeria into the one-year HP IDEA Fellows program.
- **Moscow HP Learning Studio:** Our team helped a Moscow school adopt leading education technology solutions. As well as new laptops, the school is now equipped with VR technology for teaching subjects including biology and physics, and the walls were designed using HP Latex technology.

• **Digital Schools Awards:** An HP-led initiative to cultivate, encourage, and recognize use of technology that supports improvements in teaching, learning, and assessment, as well as blended learning that helps teachers respond to COVID-19. An estimated 940,000 students have benefited since 2014, including more than 62,000 in 2020. By the end of 2020, 52% of primary and secondary schools in Ireland, Northern Ireland, and Scotland were registered, and in November 2020 a pilot expanded the program to Lithuania, Serbia, and Slovenia, reaching 80 additional post-primary schools and over 54,000 students. Watch the [Digital Schools Awards 2020](#).

• **Young Technopreneur Challenge 2020:** In Singapore, more than 100 students participated in a competition to develop ideas that help address one of the UN Sustainable Development Goals. The students, aged 14–15 and in 36 teams from eight secondary schools, used coding skills to develop a web portal to present their ideas. Boot camps on design thinking, STEM applications, and presentation and pitching skills enhanced the learning experience.

### HP National Education Technology Assessment (NETA)

The HP NETA program supports policymakers and governments to create education technology programs that teach skills employers need. For example,

in partnership with Idaho Business for Education, our [extensive study in Idaho, United States](#), showed the intrinsic links between education and economic growth. Based on the study's recommendations, mental health was added to the Idaho education budget passed by the state legislature during 2020.

### Skills for work and society of the future

For businesses to remain competitive and sustain a pipeline of future employees and customers, we must help to address the skills gap for work of the future. HP and the HP Foundation provide programs to enable people to build skills that build economies.

### HP Innovation Garage

In 2020, in collaboration with Intel, we launched the first HP Innovation Garage, the largest technology start-up campus in the Middle East and North Africa region. Based at the Dubai Technology Entrepreneur Campus (DTEC), the lab will help young people develop transferable skills in technology, design, and prototyping, and explore future career paths through three different learning zones: Entrepreneur, VR, and STEAM and Robotics. 33,000 educators, students, and other interested customers attended virtual workshops and webinars hosted by the HP Innovation Garage in the first four months. See the [360 Virtual Tour](#).

## HP Foundation programs

We also help build future skills through initiatives funded by the HP Foundation, including:

- **HP LIFE (Learning Initiative for Entrepreneurs):** Free business and 21st-century skills training in seven languages to help learners find formal employment or start their own business, with partners such as the UN Industrial Development Organization (UNIDO).
- **BeChangeMaker:** A program in partnership with WorldSkills that delivers online training projects to help young people explore social entrepreneurship.
- **Mashrou3i:** A joint project by UNIDO, the United States Agency for International Development (USAID), the Italian Agency for Development Cooperation (AICS), and the HP Foundation to foster youth entrepreneurship and enterprise development in Tunisia. The partnership has created thousands of jobs since 2013.

For more detail on HP Foundation education programs, see [Community giving and volunteerism](#).

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Discover more about [HP technologies to advance learning](#).

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## Healthcare

From our healthcare portfolio of PC and printing solutions to personalized 3D-printed prosthetics, HP innovations focus on meeting specific challenges in the sector. Our solutions are designed to help clinicians improve patient experiences, boost efficiency, and increase access for underserved populations. In 2020, HP products and solutions helped mitigate the impact of the COVID-19 pandemic, including through sanitizable PCs and keyboards, bioprinters supporting vaccine research, and 3D printers rapidly producing critical supplies such as face shields and respirator parts.

## Personal systems

HP recognizes that sanitizable technology solutions are no longer a healthcare-specific concern but are also increasingly important in retail, hospitality, manufacturing, and other sectors. In a recent HP study, 51% of IT decision-makers reported they are prioritizing technology that can be sanitized and wiped down, and 71% of IT staff perceive computers and keyboards to be the most prone devices to carrying infection.<sup>4</sup>

We help customers keep high-touch, collaborative, and public-facing technology clean and support employee wellbeing by offering a broad range of sanitizable devices. From Elite PCs and desktops, to Z by HP and displays and select accessories,

these devices can be wiped down with many common disinfectant wipes.<sup>5</sup> For example, our HP EliteOne 800 G5 All-in-One and HP HC241 and HC241p monitors support easy, repeatable sanitization<sup>6</sup> with select germicidal wipes on the entire device.

## Home and office printing

HP launched new print solutions for the healthcare industry in 2020. Based on deep customer insights and co-developed with healthcare providers, associations, and partners, HP Healthcare Print Solutions addresses pressing issues facing the healthcare industry, including patient wellbeing and safety, care coordination, mobility, privacy, and security.

The portfolio offers Basic Print Cloud Services delivered through HP Print Security Advisory Services and HP Security Manager,<sup>7</sup> providing patient data protection to all HP devices, with the added protection of PrintSecure on Zebra wristband printers.

[Learn more.](#)

## Specialty Print & Technology Solutions

HP's Specialty Print & Technology Solutions play an important role in the healthcare industry. Every day, pharmaceutical companies, drug manufacturers, hospitals, medical laboratories, and pharmacies need

a wide variety of high-quality variable data coding and marking print solutions and color labels. HP Thermal Inkjet systems enable printing of human- and machine-readable codes and marks to be printed directly on packages, helping to eliminate stock label waste and enhancing product identification and security. For example, personalized color-printed labels for medicine bottles give patients more information, such as a photograph of the medicine. In 2020, our solutions enabled printing of product code information on N-95 masks used to combat the spread of COVID-19.

The [HP D300e Digital Dispenser](#), a bioprinter platform, accelerates drug research and other laboratory applications by automating serial dilutions. This family of products enables researchers to dispense or print very small picoliter quantities of fluid needed for research, which saves time and reduces plastic waste associated with manual pipetting methods.

In 2020, we supported efforts to combat COVID-19 by [donating D300e printers](#), associated supply cassettes, and training to vaccine research laboratories in the United States and Europe. HP also [worked with our global network of print service providers](#) to use HP printing solutions to help medical teams, business, and the public adapt to life during the pandemic.

## 3D printing

In 2020, we mobilized our 3D printing technology and production capacity to quickly create medical parts and solutions to mitigate the impact of COVID-19. We [developed prototypes within days](#), and delivered items such as face masks, nasal swabs, hands-free door openers, and respirator parts. See [3D printing](#).

Advances in 3D printing allow transformative approaches to healthcare and medical devices. HP technology is being used to create anatomical models to help plan surgical procedures, highly customized dental aligner molds, tailored orthotics and prosthetics, and a wide range of medical equipment. [Learn more](#), and watch how HP 3D printing technology is being used by [A-Dec for dental equipment production](#), and [Crispin Orthotics](#) and [Invent Medical](#) to create customized orthotics.

## Microfluidics and cancer detection

HP has decades of experience in manipulating fluids at the microscopic level, which we are applying to research on the surveillance of cancers in patients post chemotherapy to determine if a cancer returns. A team in our Microfluidics

and Systems Technology Lab is working to develop a new method for isolating rare cancer cells. This research deploys a combination of hydrodynamic and electric fields to separate cells based on electrical properties. This technology has the potential to support personalized therapy and detection of post-treatment cancer cells through liquid biopsies, which can accurately identify tumor cells in blood samples instead of tissue removed through invasive biopsies. [Learn more](#).

## Inclusive design

Accessibility is about making things that are usable by everyone—including the diverse community of people with disabilities. One in seven people in the world has a disability. Removing barriers that otherwise prohibit them from engaging as dignified, independent, equal, and active members of our communities is critical for bridging the digital divide. We are committed to ensuring that the benefits of our innovative technology empower people worldwide.

In 2020, HP took a leadership role in the IT industry and publicly released its [Hardware Accessibility Testing Guide](#). This describes in detail how we test products for accessibility

and communicate the results in our conformance reports. We hope that sharing this information transparently will contribute to a broader industry conversation about best testing practices and lead to more accessible products.

We welcome new opportunities to incorporate feedback from the global disability community into our accessibility program. For example, during the COVID-19 pandemic, HP launched a new inclusive education partnership with Governor Morehead School in Raleigh, North Carolina, to connect students with visual disabilities with our innovative technology through a new [HP Career and Technical Education Learning Lab](#). This collaboration will provide HP user feedback and examples of how we can design more inclusive products for students, whether learning remotely or in the classroom.

HP regularly sponsors, attends, and speaks at accessibility-related conferences and government forums. We are a recognized voice and advocate in a range of industry and government efforts to advance worldwide standards and policies that improve the accessibility of information and technology for everyone. These include current standards (such as Web Content

Accessibility Guidelines, U.S. Revised Section 508, and the EU EN 301 54) and emerging ones (such as the European Accessibility Act and the Canadian Accessibility Act). In 2020, approximately \$7 billion of HP sales was enabled by eco labels, accessibility, human rights, and supply chain responsibility.<sup>8</sup>

This work complements our efforts to consider inclusive design early in product development and inspire people with elegant, easy-to-use products. For example, we incorporate user-friendly voice technology in web-enabled consumer printers such as HP Tango, and we offer the [HP Accessibility Assistant](#)—our secure voice and screen reader accessory—in a wide range of office printers. In our personal systems portfolio, we design PCs to be compatible with the assistive technology in popular operating systems.

Visit the [HP Office of Aging and Accessibility](#) and view the document [Proud to Empower Everyone, Everywhere with Inclusive Technology](#) for more information.

# Products and solutions portfolio

HP aims to deliver technology that improves lives and enables our customers and consumers to achieve more, safely and with less environmental impact. Through our portfolio of products and services, we create shared value for planet, people, and the communities where we live, work, and do business.

- From laptops and workstations to gaming and virtual reality (VR) devices, we design our [personal systems](#) products and services to provide customers the security, durability, and energy and materials efficiency they expect and depend on, and offer the [most sustainable PC<sup>1</sup> portfolio in the industry](#).
- As the global leader in [home and office printing solutions](#), we continue to redefine the marketplace, delivering sustainable next-generation solutions and service-based models, responsible forest product sourcing, climate action, and circular innovation to meet the needs of our customers globally.
- Our innovation in [large format printing](#) helps meet the increasing environmental and workplace requirements of architects, engineers, construction professionals, and other graphics production customers such as signage and textiles.

- HP [industrial graphics solutions](#) are driving the analog-to-digital revolution, transforming our customers' supply chains, and better matching supply with demand across the 2D printing and publishing industries, as well as other commercial and industrial sectors such as packaging and labeling.
- HP [3D printing technology](#) is enabling transformation across sectors, changing how whole industries design, make, and distribute products for a more circular and inclusive economy, and a more sustainable Fourth Industrial Revolution.

Our new Amplify Impact program extends our Sustainable Impact strategy and invites partners to help drive meaningful change across the global IT industry. Partners that pledge to join the program will tap into our extensive knowledge, training, and resources to assess and work to improve their own sustainability performance while supporting sustainability-driven sales opportunities. [Our goal](#) is to enroll at least 50% of our global Amplify channel partners by 2025.

## Investing in R&D

HP is reinventing the future through transformative technologies that will disrupt industries and economies around the world.

In 2020, HP spent \$1.5 billion on ongoing product development and creating the transformative and disruptive technologies of the future. We invest in areas where we can make the greatest impact, and we integrate sustainability into our research agenda.

The majority of our R&D spending is focused on inventions and development for products that will be released in the next one to two years. The rest is dedicated to HP Labs and the business units for new business creation (including 3D printing and microfluidics) and for developing technologies that will mature over the following three to seven years.

At [HP Labs](#), we focus on new technologies that will either result in new business creation, fundamental breakthroughs in science, or new product categories. Key areas of research include:

- Microfluidics
- Security
- 3D printing and digital manufacturing

As of October 31, 2020, HP's worldwide patent portfolio included over 28,000 patents.

See [Personal systems](#), [Home and office printing solutions](#), [Large format printing](#), [Industrial graphics](#), and [3D printing](#) for examples of innovation in each of our product groups.



# Personal systems

HP offers the [most sustainable PC<sup>2</sup>](#) portfolio in the industry, driven by customer insights and leadership in energy efficiency, recycled materials use, product longevity, design for end-of-life, and packaging.

We apply [circular economy principles](#) to drive progress across the product and service life cycle, such as by accelerating the shift from virgin materials to recycled content, including ocean-bound and closed-loop plastics. Our durable notebooks, desktops, and workstations, combined with maintenance and recovery services (where available), keep valuable materials in use for as long as possible.

Education is foundational to sustainable development, and IT can help level the playing field by delivering inclusive digital learning everywhere. This was more true than ever during 2020, as flexibility, remote learning, and collaboration grew in importance. Our products support access to opportunity to build skills for the future.

## HIGHLIGHTS IN 2020

### 50+ PRODUCTS

launched with ocean-bound plastics, including in our Elite, Pro, Z, Chromebook Enterprise, and Pavilion<sup>3</sup> product lines

### 4.96 MILLION UNITS

repaired or remarketed and reused

### 9,780 TONNES

of plastic in our personal systems products (15.7% of the total) was postconsumer recycled content<sup>4</sup>

### 48%

postconsumer recycled content plastic in commercial displays

### 2,997 TONNES

of hard-to-recycle expanded plastic foam eliminated by shipping 24 million units of personal systems products in molded fiber packaging (up from 6.8 million units in 2019)

### 28 HP DISPLAYS

recognized as Most Efficient of ENERGY STAR 2020<sup>5</sup>

### 664

ENERGY STAR®-certified personal systems products—more than any other manufacturer<sup>6</sup>

### 47%

reduction in portfolio energy consumption since 2010:

- 45% for desktops
- 46% for notebooks
- 48% for workstations

### HP USES 100% RENEWABLE ELECTRICITY

to power the final assembly of 90% of its PC and display products worldwide<sup>7</sup>

### HP PRODUCES THE WORLD'S MOST SECURE

and manageable PCs and workstations<sup>8</sup>

### SANITIZABLE

From Elite PCs and desktops, to Z by HP and displays and select accessories, these devices can be wiped down with many common disinfectant wipes<sup>9</sup>

### HP LEARNING STUDIOS

brought state-of-the art educational technology into more than 100 schools across North America, Europe, the Middle East, Australia, and New Zealand in 2020

## SUSTAINABLE IMPACT PRODUCT INNOVATIONS

## Elite c1030 Chromebook Enterprise

- World's first Chromebook with ocean-bound plastics.<sup>10</sup>
- Keyboard made from 50% postconsumer recycled plastics.
- Top lid of 75% recycled aluminum.
- First EPEAT® Gold rated Chromebook.<sup>11</sup>

## HP Wired Desktop 320 MK

- Our first keyboard made with recycled material (50% postconsumer recycled plastic content).
- Keyboard and mouse have low halogen<sup>12</sup> printed circuit boards.



HP Elite c1030 Chromebook Enterprise

## Zbook Studio G7

- World's first 14" mobile workstation with ocean-bound plastics.<sup>13</sup>
- Highly recyclable, lightweight aluminum exterior.
- EPEAT Gold rating.

## HP Spectre x360 14

- World's first keyboard scissors<sup>14</sup> made from natural, renewable material.
- ENERGY STAR® certified.
- EPEAT Gold rating.
- Intelligent power management to avoid overheating and extend the life of the battery.



HP Zbook Studio G7

## HP Pavilion laptops

- Uses 92,000 ocean-bound plastic bottles in the speaker housing.<sup>15</sup>
- ENERGY STAR certified.
- EPEAT Silver rating.
- Outer boxes and fiber cushions with 100% sustainably sourced and recyclable packaging.<sup>16</sup>



HP Pavilion



HP Spectre x360 14



# Home and office printing solutions

Our vision for sustainable printing builds on long-term goals and progress in responsible sourcing of forest products, climate action, circular innovation, and health and safety. We are driving toward a forest positive future for print, moving beyond zero deforestation to [protect, restore, and improve the management of forests around the world](#). Through product and service innovations, we continue to [reduce the GHG emissions intensity of our portfolio](#) and help customers reduce their own footprint. HP's customers can now benefit from the planet's most comprehensive carbon neutral [Managed Print Services \(MPS\) offering](#).<sup>17</sup> At the same time, we are increasing our use of [postconsumer recycled content plastic in hardware and supplies](#) and [reducing single-use plastic packaging](#). While striving toward these goals, we also follow best practices to address [safe usage](#) of our printing solutions.

## HIGHLIGHTS

### 11,900 TONNES

of Original HP Ink and Toner and Samsung Cartridges recycled in 2020

### THE HP SUSTAINABLE FORESTS COLLABORATIVE

is driving progress toward our ambition for HP Consumer Printing worldwide to be forest positive by 2025<sup>18</sup>

### HP MPS IS CERTIFIED CARBONNEUTRAL®

in accordance with the CarbonNeutral Protocol<sup>19</sup> (as of September 2020; HP reduces GHG emissions throughout the product life cycle and offsets remaining emissions by investing in high-quality offsetting projects around the world)

### 93%

of printers ENERGY STAR® certified (% models, for products shipped in 2020)

### 19 TONNES

of plastic foam avoided by using molded fiber cushioning for our HP DeskJet 2700 printer packaging in 2020

### ONLY ORIGINAL HP INK CARTRIDGES<sup>20</sup>

have recycled ocean-bound plastic, validated by UL

### ONLY ORIGINAL HP INK CARTRIDGES

are made with upcycled plastic water bottles and apparel hangers<sup>21</sup>

### HP OFFERS THE WORLD'S MOST SECURE PRINTERS<sup>22</sup>

HP Planet Partners is world's

### #1

printer supplies recycling program<sup>23</sup> (in 67 countries and territories worldwide as of October 31, 2020)

## SUSTAINABLE IMPACT PRODUCT INNOVATIONS

## HP+ complete printing solution launched<sup>24</sup>

- Combines innovative hardware, HP Instant Ink, and HP Smart app to deliver a simple, seamless, and sustainable printing experience for consumers and small businesses.
- New HP Forest First<sup>25</sup> feature: HP makes an investment for each page printed, regardless of paper brand, counteracting possible deforestation for every HP+ print.
- Supports a circular economy: Using Original HP supplies ensures compatibility with HP's Planet Partners supplies recycling program.
- HP+ includes printers such as HP OfficeJet Pro 8000e series, which are ENERGY STAR® certified and are made with more than 15% postconsumer recycled plastic content.



## HP Neverstop Laser 1000 series

- Continuous toner supply system for cartridge-free printing and less plastic waste.
- Toner reload kits recyclable through HP Planet Partners.<sup>26</sup>
- Printer made with 33% postconsumer recycled content plastic.
- Supplies made with more than 75% postconsumer recycled content plastic.
- ENERGY STAR certified.
- EPEAT Silver rating.
- BLUE ANGEL certified.

## HP Managed Print Services

- [HP Managed Print Services \(MPS\)](#) reduces GHG emissions by 12%, improves resource efficiency by 13%, and decreases ecosystems impacts by 12% for a multifunction color laser printer. [Learn more.](#)
- HP MPS printers such as HP Color LaserJet Managed MFP E78228dn, E78330dn, and E75245dn are ENERGY STAR certified, EPEAT Silver or Gold rated, and BLUE ANGEL certified.

## HP LaserJet 234dwe

- HP's first product with HP Instant Ink for toner.
- HP Forest First feature.
- Automatic double-sided printing reduces paper waste by an estimated 25% or more.
- Private Pick-Up prevents printing until customer confirms proximity to the printer, reducing unclaimed and forgotten print jobs.
- Auto-On/Auto-Off.
- ENERGY STAR certified.





# Large format printing

HP has continued to invest in sustainable innovation and technologies with each new generation of large format printing systems. Our HP Latex and HP DesignJet systems are designed to meet the increasing environmental and workplace requirements of architects, engineers, construction professionals, and other graphics production customers, such as print businesses producing large format signage and décor. For example, our latest water-based HP Latex Ink provides a no-hazard-warning label alternative to eco-solvent, solvent, UV-curable, and UV gel ink for the signage, decoration, and textile printing segments. We closely manage each system component (printers, printheads, inks, and media) to provide a more sustainable end-to-end large format printing solution.

## PRODUCT SPOTLIGHT

### DesignJet printer series

The world's easiest plotters,<sup>27</sup> with high-speed and high-quality printing. Aligned with sustainable practices and designed for use with water-based inks.

- HP DesignJet Studio
  - The first net carbon neutral HP DesignJet plotter.<sup>28</sup>
  - ENERGY STAR® certified.
- HP DesignJet T200/T600
  - World's smallest large format plotters.
  - Minimum of 30% information technology equipment (ITE)-derived postconsumer recycled

content plastic (see [UL 2809 Recycled Content Validation](#)), saving 7.3 tonnes CO<sub>2</sub>e annually.<sup>29</sup>

– EPEAT® Gold rating.

### HP Eco-Carton Ink Cartridge for large format printers

- Contains recycled and certified fiber, and recycled plastics from our closed-loop recycling process, beverage bottles, and UL-validated ocean-bound plastic resins.
- Locally recyclable outer carton; inner bag can be returned free of charge to HP Planet Partners, where available for these products, which will avoid any materials going to landfill.<sup>30</sup>



- Reduces plastic use per liter of ink by 80% and decreases life cycle CO<sub>2</sub>e emissions by 66% compared to the previous plastic ink cartridge.<sup>31</sup>
- First available with Latex 700 printer series (launched in February 2021).

### Industry's best print permanence

- HP Vivid photo inks used in HP Z9+ demonstrate the [highest print permanence in the industry](#) in [tests](#) by Wilhelm Imaging Research, the world's leading permanence testing laboratory.

Collaborated with The Ocean Agency on projects using design to advance ocean conservation and support the [UN Decade of Ocean Science](#).



# Industrial graphics

HP's industrial graphics solutions support customers' transition to the circular economy.

We offer a wide range of industrial graphics systems for the commercial printing, labels and packaging, and specialty printing markets. HP continues innovating to extend our print solutions to even more applications, driving the analog-to-digital shift, and design our products for [upgradeability, repair, and refurbishment](#). We conduct a [robust safety assessment process](#) for new product development in combination with ongoing technical and regulatory support to qualify customer solutions.

## PRODUCT SPOTLIGHT

### HP Indigo

In 2020:

**12,650 TONNES**

of CO<sub>2</sub>e [avoided through offsets](#) for all HP Indigo presses

**323 TONNES**

of HP Indigo presses refurbished (14% of total presses shipped during the year)

**138 TONNES**

of spare parts (67% of parts returned) reused after refurbishment

**330 TONNES**

of binary ink developer components (49% of the amount shipped) and 1,416 tonnes of other supplies recovered for recycling

**16%**

of the plastic content in HP Indigo hardware, supplies, and packaging (excluding ink) was non-virgin, through parts reuse or the use of postconsumer recycled content plastic

Key environmental performance features of HP Indigo presses have been certified by the third party Intertek under its Green Leaf program. [Learn more](#).

Learn more about [HP Indigo Sustainable Impact](#).

### HP PageWide

Release of HP Brilliant Ink [extends capabilities](#) of existing printers to new media and applications such as premium color books

The HP PageWide C500 Press prints directly on corrugate packaging and enables the use of thinner corrugate with contactless printing, increasing materials efficiency





3D printing is a vital engine of the Fourth Industrial Revolution and a key enabler in the shift toward a more circular and inclusive economy. HP Jet Fusion 3D printing solutions, based on disruptive HP Multi Jet Fusion technology, are helping to reinvent design. Parts can be made to optimize materials use while delivering fine detail combined with strength. 3D printing also brings production closer to the point of consumption, simplifying supply chains. During 2020, the HP 3D Printing team and Digital Manufacturing team worked with its global digital manufacturing community to mobilize 3D printing teams, technology, experience, and production capacity to help deliver critical parts in the effort to battle the COVID-19 pandemic.

To learn more, see [Transforming Design and Manufacturing](#).

## HIGHLIGHTS

### 4+ MILLION PARTS

3D printed by HP and its partners to fight COVID-19, such as face shields, nasal swabs, and hands-free door openers. [Learn more](#).

- 900+ HP employee volunteers
- 50+ partners and customers worldwide joined us to design and produce parts
- 15+ new applications developed

Up to

### 100% SURPLUS

3D printing powder reusability<sup>32</sup> for HP PP nylon material for HP Jet Fusion 3D printing (introduced in 2020)

### THE HP JET FUSION 5200 SERIES 3D AUTOMATIC UNPACKING STATION

launched in 2021 saves time and can increase recapture of unused powder in printing

Up to

### 74%

less GHG emissions from the 3D printing of parts using nylon material than traditional manufacturing using metal ([see detail](#))

**3D PRINTING, COMPARED TO TRADITIONAL MANUFACTURING,** can drive lower GHG emissions and waste throughout the product life cycle.

#### DESIGN

- Innovative designs including complex/lightweight components.
- Materials optimized to avoid wasted resources.

#### PRODUCT DEVELOPMENT

- Customization and innovation.
- Faster iteration and less tooling.

#### DISTRIBUTION

- Reduced product transportation and associated impacts.

#### MANUFACTURING

- Simplified supply chains and more local production.
- Supply chain digitization improves resilience and risk mitigation.
- Short, fast, cost-efficient runs.
- Better matching of supply and demand and reduced waste.
- Decreased inventory cost.

#### USE

- Unlimited availability of spare parts.

## SUSTAINABLE IMPACT PRODUCT INNOVATIONS

## Advancing molded fiber packaging

Our new [HP Molded Fiber Advanced Tooling Solution](#) helps customers design and deliver quality molded fiber products, faster.<sup>33</sup> This technology allows customized, short runs due to significantly lower tooling investment.

Watch a video about how we use this solution [within HP](#), and learn about our [collaboration with Veritiv and Fiber Innovation](#).



## Industrial post processing for innovative 3D printing applications

HP's partnership with Additive Manufacturing Technologies, a global leader in automated chemical vapor smoothing systems, is driving the growth of 3D-printed parts across industries including automotive, industrial, medical, and sporting goods. Together, we are enabling customers to produce manufacturing-grade parts at scale.

[Learn more.](#)



## Collaborating to address a health crisis

With governments, hospitals, and health experts around the world, our 3D printing development teams identified the most needed parts to help tackle COVID-19, validated designs, and began production. We also made designs for shields, masks, mask adjusters, and hands-free door openers freely available on our website. [Learn more.](#)

Find out how [Smile Direct Club](#), [Zigg Zagg](#), and [Les Visières de l'Espoir](#) (Face Shields of Hope) used HP 3D printing equipment to respond to the pandemic.





# Data

## Product and solutions\*

	2016	2017	2018	2019	2020
<b>Product use GHG emissions intensity** [% reduction since 2015]</b>	2%	11%	11%	18%	33%
<b>GHG emissions from product use*** [tonnes CO<sub>2</sub>e]</b>	19,300,000	22,100,000****	23,400,000****	18,200,000	15,800,000****
Personal systems (energy)	8,200,000	8,300,000	9,400,000	8,900,000	8,800,000
Desktop and enterprise printers (energy)*****	3,600,000	2,400,000	2,000,000	2,000,000	1,700,000
Industrial graphics (energy)	250,000	350,000	270,000	290,000	160,000
3D printing solutions (energy)	Not applicable	180,000	180,000	290,000	150,000
Printing consumables for desktop and enterprise printers^	6,500,000	9,400,000	9,900,000	5,700,000	4,400,000
Printing consumables for industrial graphics printing solutions	790,000	1,300,000	1,500,000	980,000	540,000
<b>Water consumption related to product use^ [cubic meters]</b>	156,300,000^^	180,600,000^^	195,000,000^^	178,000,000^^	153,900,000^^
Personal systems (energy)	70,000,000	71,000,000	84,000,000	80,000,000	80,000,000
Desktop and enterprise printers (energy)^^^	31,100,000	20,000,000	18,000,000	19,000,000	15,000,000
Industrial graphics (energy)	2,200,000	3,000,000	2,400,000	2,600,000	1,500,000
3D printing solutions (energy)	Not applicable	1,600,000	1,600,000	2,600,000	1,400,000
Printing consumables for desktop and enterprise printers (paper)^^^^	45,800,000	73,000,000	75,000,000	63,000,000	50,000,000
Printing consumables for industrial graphics printing solutions (paper)	7,200,000	12,000,000	14,000,000	11,000,000	6,000,000

\* In some cases, segments do not add up to total due to rounding.

\*\* See endnote 27 on page 139.

\*\*\* HP updated its calculation methodology in 2020 for printing-related product use phase GHG emissions to more accurately reflect energy-related emissions and paper consumption, to use a more accurate and updated GHG emissions conversion factor for paper, and to account for emissions associated with print supplies in Category 1 instead of Category 11 (as previously). We restated 2019 data using the updated methodology, for comparability.

	2016	2017	2018	2019	2020
<b>HP materials use† [tonnes]</b>				990,600††	942,000
<b>By type</b>					
Electronic products				587,800	562,700
Metal				209,600	202,800
Plastic				270,200	251,500
Other†††				108,000	108,400
Paper				230,600	213,300
Packaging†††				172,200	166,000
Recycled content plastic in HP products and packaging‡				34,200	34,200
Recycled fiber in HP brand paper and packaging‡‡				87,500	100,800
Certified sustainably managed fiber in HP brand paper and packaging‡‡				254,600	248,300
<b>Postconsumer recycled content plastic used in HP products [tonnes]</b>					
Personal systems	N/A	8,080	8,360	9,650	9,780
Home and office printers	N/A	1,260	4,790	6,760	8,720
Original HP Ink Cartridges	5,517	5,901	5,354	5,384	5,767
Original HP and Samsung Toner Cartridges	3,493	2,921	2,746	3,565	2,913
Large format and industrial graphics printers‡‡‡	N/A	N/A	N/A	200	310
<b>Total***</b>		<b>18,160</b>	<b>21,250</b>	<b>25,360</b>	<b>27,490</b>

\*\*\*\* Total GHG emissions from product use in 2017 and 2018 differ by less than 1% from the values reported on page 22, due to rounding.

\*\*\*\*\* Beginning in 2017, our LaserJet power usage data more accurately reflects typical idle and print energy. These changes were not applied retroactively. Scope 3 emissions from inkjet and LaserJet printers that HP manufactures for sale and service by other original equipment manufacturers are excluded from our carbon footprint. In 2020, these printers represented less than 3.7% of HP printers manufactured in the reporting year and consequently, their associated emissions represented less than 4.9% of the product life cycle emissions of all HP manufactured printers. Scope 1 and 2 emissions from the manufacturing of these printers at HP operated facilities is captured in the Scope 1 and 2 data reported in this year's report.



<sup>^</sup> Data for 2017–2020 better reflect average laser printer paper usage. This represented the majority of the increase compared to 2016.

<sup>^^</sup> HP updated its calculation methodology in 2020, to more accurately reflect printing-related energy use. We restated 2019 data using the updated methodology, for comparability.

<sup>^^^</sup> Total water consumption related to product use differs by less than 1% from the values reported on page [23](#), due to rounding.

<sup>^^^^</sup> Beginning in 2017, our LaserJet power usage data more accurately reflects typical idle and print energy. These changes were not applied retroactively. Indirect water consumption from inkjet and LaserJet printers that HP manufactures for sale and service by other original equipment manufacturers is excluded from our water footprint. In 2020, these printers represented less than 3.7% of HP printers manufactured in the reporting year, and consequently their associated indirect water consumption during product use represented less than 5.2% of the product life cycle water consumption of all HP manufactured printers. Water withdrawal from the manufacturing of these printers at HP operated facilities is captured in the direct water withdrawal data reported in this year's report.

<sup>^^^^^</sup> Data for 2017–2020 better reflect average laser printer paper usage. This represented the majority of the increase compared to 2016.

<sup>†</sup> The data in this table does not include the following products or packaging for these products: commercial, industrial, or 3D printing products; scanners; personal systems accessories sold separately; spare parts; or the weight of ink and toner in cartridges.

<sup>††</sup> Data for 2019 are restated compared to data reported in the HP 2019 Sustainable Impact Report to reflect a more accurate calculation methodology for packaging materials use.

<sup>†††</sup> Includes wires/cables, PCAs, LCDs, and batteries.

<sup>‡</sup> Recycled content plastic in HP products is postconsumer. Recycled content plastic in HP packaging is a mix of pre-consumer and postconsumer.

<sup>‡‡</sup> This material is renewable. As defined in the Global Reporting Initiative Sustainability Reporting Standards, renewable material is "material derived from plentiful resources that are quickly replenished by ecological cycles or agricultural processes, so that the services provided by these and other linked resources are not endangered and remain available for the next generation." This data includes paper, paper-based packaging, and wood pallets.

<sup>‡‡‡</sup> Data for 2019 includes large format printers. Data for 2020 includes large format and industrial graphics printers.

<sup>††††</sup> Segments for some years do not add up to total due to rounding.

## Product repair, reuse, and recycling\*

	2016	2017	2018	2019	2020
<b>Total recycling of hardware and supplies</b>					
[tonnes, approximate]	119,900	141,500	133,800	129,100	118,000
<b>Electronic equipment repaired** [units]</b>					
	5,050,000	4,600,000	4,340,000	4,620,000	5,310,000
<b>Electronic equipment remarketed and reused [units]</b>					
	1,250,000	1,270,000	1,250,000	1,210,000	1,280,000
<b>Number of countries and territories with HP return and recycling programs</b>					
	73	74	74	76	77
<b>Total recycling, by region [tonnes]</b>					
Americas	48,800	61,100	55,200	52,400	38,300
Europe, Middle East, and Africa	59,200	64,100	62,900	60,000	60,200
Asia Pacific and Japan	11,900	16,300	15,700	16,700	19,500
<b>Total recycling, by type [tonnes]</b>					
Hardware	102,800	125,200	117,100	113,400	106,000
Original HP and Samsung Toner Cartridges***	15,400	14,800	15,300	14,300	10,600
Original HP Ink Cartridges***	1,700	1,500	1,400	1,400	1,300
<b>Original HP and Samsung Toner Cartridge recycling</b>					
HP toner market covered by program [%]	92%	92%	91%	91%	92%
<b>Composition [%]</b>					
Material recovered for recycling	80.9%	83.9%	82.1%	83.4%	86.4%
Materials used for energy recovery	16.8%	13.2%	14.7%	13.7%	11.8%
Reuse of components	2.3%	2.9%	2.9%	2.5%	1.8%

	2016	2017	2018	2019	2020
Material in storage—pending processing	0.0%	0.0%	0.0%	0.0%	0.0%
Incineration	0.0%	0.0%	0.3%	0.5%	0.0%
Landfill	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Original HP Ink Cartridge recycling</b>					
HP ink market covered by program [%]	91%	87%	89%	90%	91%
<b>Composition [%]</b>					
Materials recovered for recycling	77.9%	73.9%	74.6%	74.2%	73.6%
Materials used for energy recovery	21.6%	23.7%	23.7%	25.8%	24.5%
Reuse of components	0.0%	0.0%	0.0%	0.0%	0.0%
Material in storage—pending processing	0.4%	0.5%	0.7%	0.0%	1.9%
Incineration	0.0%	1.8%	1.0%	0.0%	0.0%
Landfill	0.0%	0.0%	0.0%	0.0%	0.0%

\* Totals include all hardware and supplies returned to HP for processing, with ultimate dispositions including recycling, energy recovery, and, where no suitable alternatives exist, responsible disposal. Original HP Toner and Ink Cartridge recycling data is for calendar year. The remaining data is based on the HP fiscal year. Although for HP print cartridges we report the composition of recovered materials, we cannot provide this data for hardware because we do not have operational control over all recycling processes and so do not have access to this information. In some cases, segments do not add up to total due to rounding. Several data points for 2019 are restated to reflect methodology changes in Sweden, Switzerland, and the United States, and to correct a calculation error in Canada. Although we do not include data prior to 2016 in the Product repair, reuse, and recycling section, the vast majority of product hardware recycling data, and all toner and ink cartridge recycling data, reported in past years was associated with the business units that are now a part of HP Inc. Through 2015, Hewlett-Packard Company reported 1,497,500 tonnes of cumulative computer hardware and supplies recycling combined.

\*\* Data for 2020 reflects a more complete data set and enhanced calculation methodology. Recycling volumes in 2020 were adversely impacted by lockdowns, and customer behavior impacted by the COVID-19 pandemic.

\*\*\* Includes cartridges returned by customers only.

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# Appendix

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# About this report

HP has reported yearly on its social and environmental progress since 2001. We provide in-depth information to stakeholders, including customers, industry analysts, socially responsible investors, nongovernmental organizations (NGOs), employees, sustainability specialists, governments, and others.

To determine report contents, we consider:

- Our [materiality assessment](#).
- Input from executives and content experts across HP.
- Input from external stakeholders.
- The broader sustainability context and trends.
- External standards and frameworks such as the Global Reporting Initiative Sustainability Reporting Standards, the UN Global Compact, the UN Sustainable Development Goals, the Sustainability Accounting Standards Board Hardware Sustainability Accounting Standard, the Task Force on Climate-related Financial Disclosures, and the World Economic Forum International Business Council Stakeholder Capitalism Metrics.
- Global reporting trends and best practices.

In addition to our Sustainable Impact Report, we report on our programs and progress on our [Sustainable Impact website](#) on an ongoing basis. Our past reports are available online.

## Reporting scope and measures

- This report describes HP's Sustainable Impact policies, programs, and goals. It includes HP's performance data through FY2020 (which ended October 31, 2020), unless stated otherwise.
- The information in this report is current as of the date of its initial publication. The report has not been updated to reflect any changes since that date, including any changes to HP's business or strategy. HP assumes no obligation and does not intend to update this report to reflect any such changes.
- The performance data in this report covers 100% of HP's global business operations and/or revenue, as of HP's most recently completed fiscal year, unless stated otherwise.
- All references to years are to HP's fiscal year, which ends October 31, 2020, unless stated otherwise.
- All references to dollars are to U.S. dollars.
- "Tonnes" refers to metric tons.

## Metrics and goals

The metrics in this report are HP data, unless stated otherwise. Collecting data from hundreds of global sites is complex, and the process can vary by issue, business unit, function, and geography. As a result, company-wide metrics can be difficult to define and implement. We continue to standardize our measurement systems and metrics. Data is rounded to reflect the appropriate level of certainty.

Reporting performance beyond our immediate operations is also challenging. We must make assumptions when estimating Scope 3 greenhouse gas (GHG) emissions, product energy consumption and resulting GHG emissions, the percentage of HP products that are recycled, and other metrics. Where appropriate, we provide context for data to help readers understand limitations and draw appropriate conclusions.

Forward-looking content reflects approaches, goals, and priorities established by the HP teams responsible for implementing them. These were set in consultation with internal, and in some cases external, stakeholders and consider leading corporate practices.

## Feedback

Your comments and suggestions are important to us. Please provide any feedback on this report, our performance, or our website using our [online form](#).

## External verification

Assurance demonstrates that information in this report describes our performance accurately and completely.

In 2020, HP engaged Ernst & Young LLP (EY) to perform an independent review of selected key performance indicators in our HP 2020 Sustainable Impact Report. This process was conducted in accordance with attestation standards established by the American Institute of Certified Public Accountants.

For a full listing of the indicators within the scope of EY's review, please see the [Independent accountants' review report](#).

In addition, the following data received external assurance this year:

- Product repair, reuse, and recycling: Through ERM, HP audited 34 vendor facilities in 22 countries during 2020. This included repeat audits of 19 vendor facilities to evaluate their efforts to improve performance. Learn more in [Product reuse and recycling vendors](#).
- Supply chain: HP participates in the Responsible Business Alliance (RBA) Validated Assessment Program (VAP), which uses independent external auditors to audit our suppliers' social and environmental responsibility performance against HP Supplier Code of Conduct requirements. Learn more in [Supply chain responsibility](#).

# Forward-looking statements

This document contains forward-looking statements based on current expectations and assumptions that involve risks and uncertainties. If the risks or uncertainties ever materialize or the assumptions prove incorrect, the results of HP Inc. and its consolidated subsidiaries ("HP") may differ materially from those expressed or implied by such forward-looking statements and assumptions.

All statements other than statements of historical fact are statements that could be deemed forward-looking statements, including, but not limited to, any statements regarding the potential impact of the COVID-19 pandemic and the actions by governments, businesses and individuals in response to the situation; projections of net revenue, margins, expenses, effective tax rates, net earnings, net earnings per share, cash flows, benefit plan funding, deferred taxes, share repurchases, foreign currency exchange rates or other financial items; any projections of the amount, timing or impact of cost savings or restructuring and other charges, planned structural cost reductions and productivity initiatives; any statements of the plans, strategies and objectives of management for future operations, including, but not limited to, our business model and transformation, our sustainability goals, our go-to-market strategy, the execution of restructuring plans and any resulting cost savings, net revenue or profitability improvements or other financial impacts; any statements concerning the expected development, performance, market share or competitive performance relating to products or services; any statements regarding current or future macroeconomic trends or events and the impact of those trends and events on HP and its financial performance; any statements regarding pending investigations, claims or disputes; any statements of expectation or belief, including with respect to the timing and expected benefits of acquisitions and other business combination and investment transactions; and any statements of assumptions underlying any of the foregoing. Forward-looking statements can also generally be identified by words such as "future," "anticipates," "believes," "estimates," "expects,"

"intends," "plans," "predicts," "projects," "will," "would," "could," "can," "may," and similar terms.

Risks, uncertainties and assumptions include factors relating to the effects of the COVID-19 pandemic and the actions by governments, businesses and individuals in response to the situation, the effects of which may give rise to or amplify the risks associated with many of these factors listed here; HP's ability to execute on its strategic plan, including the previously announced initiatives, business model changes and transformation; execution of planned structural cost reductions and productivity initiatives; HP's ability to complete any contemplated share repurchases, other capital return programs or other strategic transactions; the need to address the many challenges facing HP's businesses; the competitive pressures faced by HP's businesses; risks associated with executing HP's strategy and business model changes and transformation; successfully innovating, developing and executing HP's go-to-market strategy, including online, omnichannel and contractual sales, in an evolving distribution and reseller landscape; the development and transition of new products and services and the enhancement of existing products and services to meet customer needs and respond to emerging technological trends; successfully competing and maintaining the value proposition of HP's products, including supplies; the need to manage third-party suppliers, manage HP's global, multi-tier distribution network, limit potential misuse of pricing programs by HP's channel partners, adapt to new or changing marketplaces and effectively deliver HP's services; challenges to HP's ability to accurately forecast inventories, demand and pricing, which may be due to HP's multi-tiered channel, sales of HP's products to unauthorized resellers or unauthorized resale of HP's products; integration and other risks associated with business combination and investment transactions; the results of the restructuring plans, including estimates and assumptions related to the cost (including any possible disruption of HP's business) and the anticipated benefits of the restructuring plans; the protection of HP's intellectual property assets, including intellectual property licensed from

third parties; the hiring and retention of key employees; the impact of macroeconomic and geopolitical trends and events; risks associated with HP's international operations; the execution and performance of contracts by HP and its suppliers, customers, clients and partners; disruptions in operations from system security risks, data protection breaches, cyberattacks, extreme weather conditions, medical epidemics or pandemics such as the COVID-19 pandemic, and other natural or manmade disasters or catastrophic events; the impact of changes to federal, state, local and foreign laws and regulations, including environmental regulations and tax laws; potential impacts, liabilities and costs from pending or potential investigations, claims and disputes; and other risks that are described herein and in HP's Annual Report on Form 10-K for the fiscal year ended October 31, 2020 and that are otherwise described or updated from time to time in HP's other filings with the Securities and Exchange Commission.

As in prior periods, the financial information set forth in this document, including any tax-related items, reflects estimates based on information available at the time of preparation of this document. While HP believes these estimates to be reasonable, these amounts could differ materially from reported amounts in HP's Quarterly Reports on Form 10-Q for the fiscal quarter ended July 31, 2021, Annual Report on Form 10-K for the fiscal year ended October 31, 2021, and HP's other filings with the Securities and Exchange Commission. The forward-looking statements in this document are made as of the date of this document and HP assumes no obligation and does not intend to update these forward-looking statements.

HP's Investor Relations website at [investor.hp.com](http://investor.hp.com) contains a significant amount of information about HP, including financial and other information for investors. HP encourages investors to visit its website from time to time, as information is updated, and new information is posted. The content of HP's website is not incorporated by reference into this document or in any other report or document HP files with the SEC, and any references to HP's website are intended to be inactive textual references only.

# Policies and standards

## Sustainable Impact

- [Human Rights Policy](#)

## Employees

- [Harassment-Free Work Environment Policy](#)
- [Nondiscrimination Policy](#)
- [Open Door Policy](#)

## Environment

- [Climate Action Policy Position](#)
- [Environmental, Health, and Safety \(EHS\) Policy](#)
- [Export of Electronic Waste to Developing Countries Policy](#)
- [General Specification for the Environment \(GSE\)](#)
- [Hardware Recycling Standard](#)
- [Hardware Reuse Standard](#)
- [Sustainable Paper and Wood Policy](#)
- [Materials and Chemical Management Policy](#)

## Ethics and anti-corruption

- [Anti-corruption Policy](#)
- [Contingent Worker Code of Conduct](#)
- [Corporate Governance Guidelines](#)
- [Global Business Amenities Policy](#)
- [Integrity at HP](#)
- [Partner Code of Conduct](#)
- [U.S. Public Sector Code of Conduct](#)

## Privacy

- [Privacy Statement](#)

## Supply chain responsibility

- [Student and Dispatch Worker Standard for Supplier Facilities in the People's Republic of China \(PRC\)](#)
- [Supplier Code of Conduct](#)
- [Supply Chain Foreign Migrant Worker Standard](#)
- [Supply Chain Social and Environmental Responsibility Policy](#)

# Independent accountants' review report

## To the Stockholders and the Board of Directors of HP Inc.

We have reviewed HP Inc.'s ("HP") accompanying schedules of select sustainability information included in Appendix A (the "Subject Matter") for the year ended October 31, 2020 in accordance with the criteria also set forth in Appendix A (the "Criteria"). HP's management is responsible for the Subject Matter in accordance with the Criteria. Our responsibility is to express a conclusion on the Subject Matter based on our review.

Our review was conducted in accordance with attestation standards established by the American Institute of Certified Public Accountants (AICPA) AT-C section 105, Concepts Common to All Attestation Engagements, and AT-C section 210, Review Engagements. Those standards require that we plan and perform our review to obtain limited assurance about whether any material modifications should be made to the Subject Matter in order for it to be in accordance with the Criteria. A review consists principally of applying analytical procedures, making inquiries of persons

responsible for the subject matter, obtaining an understanding of the data management systems and processes used to generate, aggregate and report the Subject Matter and performing such other procedures as we considered necessary in the circumstances. A review is substantially less in scope than an examination, the objective of which is to obtain reasonable assurance about whether the Subject Matter is in accordance with the Criteria, in all material respects, in order to express an opinion. Accordingly, we do not express such an opinion. A review also does not provide assurance that we became aware of all significant matters that would be disclosed in an examination. We believe that our review provides a reasonable basis for our conclusion.

In performing our review, we have also complied with the independence and other ethical requirements set forth in the Code of Professional Conduct and applied the Statements on Quality Control Standards established by the AICPA.

As described in Appendix A, the Subject Matter is subject to measurement uncertainties resulting from limitations inherent in the nature and the methods used for determining such data. The selection

of different but acceptable measurement techniques can result in materially different measurements. The precision of different measurement techniques may also vary.

The information included in HP's 2020 Sustainable Impact Report, other than the Subject Matter, has not been subjected to the procedures applied in our review and, accordingly, we express no conclusion on it.

Based on our review, we are not aware of any material modifications that should be made to the accompanying schedules of select sustainability information for the year ended October 31, 2020, in order for the schedules to be in accordance with the Criteria.



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*Ernst & Young LLP*

May 12, 2021  
San Jose, CA



## Appendix A—HP Inc. Schedules of Select Sustainability Information

### Schedule of Select Environmental Metrics for the year ended October 31, 2020

Indicator name	Scope	Unit	Reported value	Criteria
Scope 1 greenhouse gas ("GHG") emissions <sup>1</sup>	Global	Tonnes of carbon dioxide equivalents (tCO <sub>2</sub> e)	50,600	World Resources Institute ("WRI")/World Business Council for Sustainable Development's ("WBCSD") The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard, Global Reporting Initiative ("GRI") Standard 305-1 Direct (Scope 1) Emissions and HP's Carbon Accounting Manual <sup>2</sup>
Scope 2 GHG emissions (location-based-method) <sup>1</sup>	Global	tCO <sub>2</sub> e	203,600	WRI/WBCSD's The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard, WRI/WBCSD's The Greenhouse Gas Protocol Scope 2 Guidance, GRI Standard 305-2 Energy Indirect (Scope 2) GHG Emissions and HP's Carbon Accounting Manual <sup>2</sup>
Scope 2 GHG emissions (market-based-method) <sup>1</sup>	Global	tCO <sub>2</sub> e	120,400	WRI/WBCSD's The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard, WRI/WBCSD's The Greenhouse Gas Protocol Scope 2 Guidance, GRI Standard 305-2 Energy Indirect (Scope 2) GHG Emissions and HP's Carbon Accounting Manual <sup>2</sup>
Scope 3 GHG emissions <sup>1,3</sup>	Global	tCO <sub>2</sub> e	44,720,000	WRI/WBCSD's The Greenhouse Gas Protocol Corporate Value Chain (Scope 3) Accounting and Reporting Standard, WRI/WBCSD's The Greenhouse Gas Protocol Technical Guidance for Calculating Scope 3 Emissions, GRI Standard 305-3 Other Indirect (Scope 3) GHG Emissions and HP's Carbon Accounting Manual <sup>2</sup>
Direct energy use in operations (corresponds to Scope 1 emissions) <sup>4</sup>	Global	MWh <sup>5</sup>	120,911	GRI Standard 302-1 Energy Consumption Within the Organization and HP management definitions disclosed in the 2020 Sustainable Impact Report
Indirect energy use (corresponds to Scope 2 emissions) <sup>6</sup>	Global	MWh <sup>5</sup>	483,990	
Voluntary purchases of renewable energy	Global	MWh <sup>5</sup>	239,571	
Direct water withdrawal <sup>7</sup>	Global	Cubic meters <sup>8</sup>	2,597,000	GRI Standard 303-3(a) Water withdrawal and HP management definitions disclosed in the 2020 Sustainable Impact Report

<sup>1</sup> Where possible, based on HP Inc.'s reporting timeline and requirements, HP Inc. uses the most up to date emission factors available at the time.

<sup>2</sup> Carbon Accounting Manual is available at <http://h20195.www2.hp.com/V2/getpdf.aspx/c05179524.pdf>.

<sup>3</sup> Scope 3 GHG emissions includes the following categories: Category 1 Purchased goods and services, Category 2 Capital goods, Category 3 Fuel- and energy-related activities not included in Scope 1 or Scope 2, Category 4 and 9 Transportation and distribution, Category 6 Business travel, Category 7 Employee commuting, Category 11 Use of sold products, and Category 12 End-of-life treatment of sold products.

<sup>4</sup> Direct energy use refers to direct energy consumption in HP's operations including natural gas, renewable energy generated on-site, and diesel/oil/gas/LPG, similar to the Scope 1 emissions boundary. Transportation fleet, refrigerants, and perfluorinated compounds are excluded from direct energy use, although they are included in the Scope 1 GHG emissions boundary.

<sup>5</sup> Note that 1 MWh equates to 3,600 megajoules.

<sup>6</sup> Indirect energy includes purchased electricity and steam and does not include renewable energy purchases.

<sup>7</sup> Direct water withdrawal for HP operations. Includes: 1,000 cubic meters of surface water, representing captured rain water; 20,000 cubic meters of ground water, representing well water; and 2,576,000 cubic meters of ground water, representing municipal water and NeWater, which is wastewater sourced from another organization. Note that sewage treatment plant (STP) water is not included within the scope of water withdrawal.

<sup>8</sup> Note that 1,000 cubic meters equates to 1 mega-liter.



## Schedule of Supply Chain Audits, Assessments and Findings for the year ended October 31, 2020

Indicator name	Scope	Reported value	Criteria
Supplier audits and assessments completed, including percentage RBA <sup>9</sup> Validated Assessment Program (VAP) audits	Global	In 2020, we completed 103 audits of production, nonproduction, and product transportation suppliers, and 3 other assessments of production suppliers. During the year, 90% of production supplier audits were third-party certified RBA VAP audits.	Production suppliers provide materials and components for product manufacturing and also assemble HP products. Product transportation suppliers provide services for the shipping and delivery of HP products. Nonproduction suppliers provide goods and services that do not go into the production of HP products (such as staffing, telecommunications, and travel). Audits of production suppliers, product transportation suppliers, suppliers supporting HP manufacturing, and HP manufacturing sites follow the RBA Code of Conduct Audit Protocol 6.0. HP also participates in the RBA VAP, which uses independent external auditors to audit suppliers' social and environmental responsibility performance against HP Supplier Code of Conduct requirements. Other assessments include (1) health and safety assessments, (2) onboarding assessments, (3) vulnerable worker group (student and foreign worker) assessments, and (4) KPI validation assessments.
Supplier audit finding rate for major nonconformances and priority findings	Global	53 initial audits and full re-audits of production suppliers conducted in 2020 identified 10 immediate priority findings, equivalent to 0.19 per audit on average, and 294 other nonconformances, <sup>10</sup> equivalent to 5.5 per audit on average.	Immediate priority findings are the most serious type of supplier nonconformance and require immediate action. These would include any priority nonconformances (as defined by the RBA VAP) identified related to the following topics: child labor, forced labor, severe forms of discrimination, health and safety issues posing immediate danger to life or risk of serious injury, and perceived violation of environmental laws posing serious and immediate harm to the community. Other nonconformances include all other priority nonconformances and all major nonconformances as defined by the RBA VAP.

**Note A:** Non-financial information is subject to measurement uncertainties resulting from limitations inherent in the nature and the methods used for determining such data. The selection of different but acceptable measurement techniques can result in materially different measurements. The precision of different measurement techniques may also vary.

<sup>9</sup> Responsible Business Alliance (RBA).

<sup>10</sup> Other priority nonconformances and major nonconformances represent 3.1% and 96.9% of other nonconformances, respectively.



# Material issues

The following table summarizes issues determined to meet the materiality threshold for this report.

Issue	Description	GRI Standards topic(s)	Topic boundary	Location
<b>Planet</b>				
Circular economy	Managing product life cycles through design criteria and business models that: promote product serviceability and longevity; enable usage as a service; increase repair, reuse, recycling, recycled content, and closed material loops; and dematerialize processes and products.	Materials	Supply chain HP operations Products and solutions	<a href="#">Advancing a circular and net zero carbon economy</a> <a href="#">Product repair, reuse, and recycling</a> <a href="#">Products and solutions portfolio</a>
Climate change	Working across our value chain and in collaboration with external partners to address the risks, opportunities, and impacts of climate change on our business, customers, the natural environment, and society, with a focus on resilience and adaptation.	No GRI-specific Topics (GHG emissions are addressed in the next row)	Supply chain HP operations Products and solutions	<a href="#">Footprint</a> <a href="#">Supply chain responsibility: Environmental impact: GHG emissions</a> <a href="#">Our facilities: GHG emissions</a>
Energy use and GHG emissions	Improving energy efficiency, increasing renewable energy use, and reducing the GHG emissions of HP's operations, including our owned and leased facilities and auto/aviation fleet, and our supply chain, including product transportation and logistics.	Energy Emissions	Supply chain (first- and second-tier suppliers, Scope 3 emissions) HP operations	<a href="#">Footprint</a> <a href="#">Supply chain responsibility: Environmental impact: GHG emissions</a> <a href="#">Our facilities: GHG emissions</a>
Packaging	Decreasing the environmental impact of HP packaging, including by reducing materials use, increasing the use of recycled and biodegradable materials, and eliminating deforestation and single use plastic associated with packaging, where feasible.	Materials	Supply chain Products and solutions	<a href="#">Packaging innovation</a>
Paper and printed materials	Advancing more sustainable printing by HP and our customers through the sourcing, use, and recycling of paper and other printed materials, enabling more efficient printing practices, and addressing the impacts of deforestation.	Materials	Supply chain Products and solutions	<a href="#">Paper and forestry products</a>
Product energy efficiency	Increasing the energy efficiency of HP products and services, and enabling customers to reduce energy use through efficient product fleets.	Energy	Products and solutions	<a href="#">Create a net zero carbon future</a>
<b>People</b>				
Diversity and inclusion	Fostering diversity and inclusion within our workforce, supply chain, and communities worldwide. Building a workforce representative of our customer base and communities.	Diversity and Equal Opportunity	Supply chain HP operations Products and solutions	<a href="#">Supplier diversity</a> <a href="#">Diversity, equity, and inclusion</a>
Human capital	Attracting, retaining, and developing human capital to meet current and future business needs. Providing compensation, benefits, and wellness programs that support engaged and productive employees and promote work/life balance, as well as managing the negative impacts of workforce reductions and relocations.	Employment Labor/Management Relations Training and Education	HP operations	<a href="#">Employee engagement</a> <a href="#">Employee development</a> <a href="#">Compensation and benefits</a> <a href="#">Wellbeing</a>
Human rights	Respecting human rights throughout our value chain consistent with international norms, remedying human rights abuses in our operations and the customer use of products and services where we caused or contributed to the impact.	Human Rights Assessment (we already report on this item)	Supply chain HP operations Products and solutions	<a href="#">Human rights</a> <a href="#">Supply chain responsibility</a>



Issue	Description	GRI Standards topic(s)	Topic boundary	Location
Product and operational health and safety	Working to create a healthy, safe, and secure working environment in our supply chain, operations, and for our customers, including managing the use of materials, chemicals, and substances of concern in the manufacturing and use of our products.	Occupational Health and Safety Customer Health and Safety	Supply chain HP operations Products and solutions	<a href="#">Supply chain responsibility: Health and safety</a> <a href="#">Health and safety</a> <a href="#">Product safety</a>
Sourcing and supply chain labor practices	Monitoring and strengthening social and economic conditions throughout our supply chain, and addressing key areas of risk and opportunity such as working hours and conditions, wages and benefits, capability building, health and safety, humane treatment of workers, prevention of slavery and forced labor, and responsible minerals sourcing.	Indirect Economic Impacts Nondiscrimination Freedom of Association and Collective Bargaining Child Labor Forced or Compulsory Labor Human Rights Assessment Supplier Environmental Assessment Supplier Social Assessment	Supply chain (first- and second-tier suppliers; sub-tier suppliers in high-risk areas such as the Democratic Republic of the Congo; there are multiple tiers between HP and smelters that trade with exporters). We ask that first-tier suppliers communicate our HP Supplier Code of Conduct to their suppliers, thereby propagating the requirements to our sub-tier suppliers.	<a href="#">Supply chain responsibility</a>
<b>Community</b>				
Community investment and involvement	Supporting employee volunteering and charitable giving, and providing corporate financial and in-kind contributions for underserved communities and underrepresented populations.	Indirect Economic Impacts		<a href="#">Community giving and volunteerism</a>
Role of IT in society	Enhancing the impact of digitalization on healthcare, education, and the workplace, including delivering IT solutions that improve access and opportunities and enable customers and communities to make progress toward the Sustainable Development Goals.	No GRI-specific Topics	Products and solutions	<a href="#">Community giving and volunteerism</a> <a href="#">Social impact</a>
<b>Governance</b>				
Corporate governance	Maintaining the standards, structures, and processes to ensure the diversity and independence of the Board of Directors, and the effective governance of HP, including the company's Sustainable Impact strategy, goals, and programs.	No GRI-specific Topics	HP operations	<a href="#">Sustainable Impact: Governance</a> <a href="#">Ethics and anti-corruption</a> <a href="#">Governance</a> <a href="#">HP 2021 Proxy Statement</a>
Data and product security	Designing products and processes that protect the collection, analysis, use, storage, transfer, and sharing of information from unwanted parties, unauthorized access, and security threats, including cyberattacks.	No GRI-specific Topics	Supply chain HP operations Products and solutions	<a href="#">Cybersecurity</a> <a href="#">Product security and privacy</a>
Ethics and anti-corruption	Promoting high ethical standards and combating corruption in all of our business interactions, including in joint ventures and with business partners, customers, suppliers, and distributors.	Anti-corruption	Supply chain (interactions with suppliers, business partners, and contractors) HP operations Products and solutions (interactions with business partners and customers)	<a href="#">Ethics and anti-corruption</a>
Privacy	Collecting, analyzing, using, storing, transferring, and sharing information in ways that uphold the right to privacy and personal data protection. Complying with evolving privacy laws and standards.	Customer Privacy	HP operations (employees) Products and solutions (customers and partners)	<a href="#">Privacy</a>



# United Nations Global Compact index

HP is a signatory to the United Nations Global Compact (UNGC), a set of voluntary commitments for companies to improve human rights, labor conditions, the environment, and anti-corruption controls. This table links to the sections of this report that address the UNGC'S Ten Principles.

Principle	Location
<b>Human rights</b>	
Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights; and	<a href="#">Human rights</a> <a href="#">Privacy</a> <a href="#">Supply chain responsibility</a> <a href="#">Our employees</a> <a href="#">Human Rights Policy</a> <a href="#">HP 2020 Human Rights Update</a>
Principle 2: make sure that they are not complicit in human rights abuses.	<a href="#">Human rights</a> <a href="#">Supply chain responsibility</a> <a href="#">Human Rights Policy</a> <a href="#">HP 2020 Human Rights Update</a>
<b>Labor standards</b>	
Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;	<a href="#">Human rights</a> <a href="#">Supply chain responsibility</a> <a href="#">Human Rights Policy</a> <a href="#">HP 2020 Human Rights Update</a>
Principle 4: the elimination of all forms of forced and compulsory labor;	<a href="#">Human rights</a> <a href="#">Supply chain responsibility</a> <a href="#">Human Rights Policy</a> <a href="#">HP 2020 Human Rights Update</a>
Principle 5: the effective abolition of child labor; and	<a href="#">Human rights</a> <a href="#">Supply chain responsibility</a> <a href="#">Human Rights Policy</a> <a href="#">HP 2020 Human Rights Update</a>
Principle 6: the elimination of discrimination with respect to employment and occupation.	<a href="#">Human rights</a> <a href="#">Supply chain responsibility</a> <a href="#">Diversity, equity, and inclusion</a>

Principle	Location
<b>Environment</b>	
Principle 7: Businesses should support a precautionary approach to environmental challenges;	<a href="#">Advancing a circular and net zero carbon economy</a>
Principle 8: undertake initiatives to promote greater environmental responsibility; and	<a href="#">Footprint</a> <a href="#">Supply chain responsibility</a> <a href="#">Environmental impact</a> <a href="#">Our facilities</a> <a href="#">Advancing a circular and net zero carbon economy</a> <a href="#">Products and solutions portfolio</a>
Principle 9: encourage the development and diffusion of environmentally friendly technologies.	<a href="#">Supply chain responsibility</a> <a href="#">Environmental impact</a> <a href="#">Our facilities</a> <a href="#">Advancing a circular and net zero carbon economy</a> <a href="#">Products and solutions portfolio</a>
<b>Anti-corruption</b>	
Principle 10: Businesses should work against all forms of corruption, including extortion and bribery.	<a href="#">Ethics and anti-corruption</a> <a href="#">Supply chain responsibility</a>

“To promote higher standards across the areas of human rights, labor, environment, and anti-corruption, we endorse the United Nations Global Compact as a practical framework for the development, implementation, and disclosure of sustainability policies and practices.”

**Enrique Lores, President and Chief Executive Officer, HP Inc.**

# United Nations Sustainable Development Goals index

HP supports the United Nations Sustainable Development Goals (SDGs). We have existing programs that contribute to progress against 16 of the 17 goals and will continue to drive innovations that help achieve them. This table references sections of this report that relate to each goal.

 <p><b>Goal 1</b> End poverty in all its forms everywhere <b>HP's actions</b> <a href="#">Community giving and volunteerism</a></p>	 <p><b>Goal 2</b> End hunger, achieve food security and improved nutrition and promote sustainable agriculture <b>HP's actions</b> No major programs at this time</p>	 <p><b>Goal 3</b> Ensure healthy lives and promote well-being for all at all ages <b>HP's actions</b> <a href="#">Supply chain responsibility: Health and safety</a>, <a href="#">Our employees: Health and safety</a>, <a href="#">Wellbeing</a></p>	 <p><b>Goal 4</b> Ensure inclusive and quality education for all and promote lifelong learning <b>HP's actions</b> <a href="#">Global education programs</a>, <a href="#">Community giving and volunteerism</a></p>
 <p><b>Goal 5</b> Achieve gender equality and empower all women and girls <b>HP's actions</b> <a href="#">Supply chain responsibility</a>, <a href="#">Diversity, equity, and inclusion</a></p>	 <p><b>Goal 6</b> Ensure access to water and sanitation for all <b>HP's actions</b> <a href="#">Our facilities: Water</a>, <a href="#">Supply chain responsibility: Environmental impact: Water</a></p>	 <p><b>Goal 7</b> Ensure access to affordable, reliable, sustainable and modern energy for all <b>HP's actions</b> <a href="#">Renewable energy</a>, <a href="#">Products and solutions: Product energy efficiency</a></p>	 <p><b>Goal 8</b> Promote inclusive and sustainable economic growth, employment and decent work for all <b>HP's actions</b> <a href="#">Supply chain responsibility</a>, <a href="#">Community giving and volunteerism</a></p>
 <p><b>Goal 9</b> Build resilient infrastructure, promote sustainable industrialization and foster innovation <b>HP's actions</b> <a href="#">Advancing a circular and net zero carbon economy</a>, <a href="#">Products and solutions portfolio</a></p>	 <p><b>Goal 10</b> Reduce inequality within and among countries <b>HP's actions</b> <a href="#">Supplier diversity</a>, <a href="#">Community giving and volunteerism</a>, <a href="#">Global education programs</a></p>	 <p><b>Goal 11</b> Make cities inclusive, safe, resilient and sustainable <b>HP's actions</b> <a href="#">Community giving and volunteerism</a></p>	 <p><b>Goal 12</b> Ensure sustainable consumption and production patterns <b>HP's actions</b> <a href="#">Advancing a circular and net zero carbon economy</a>, <a href="#">Products and solutions portfolio</a></p>
 <p><b>Goal 13</b> Take urgent action to combat climate change and its impacts <b>HP's actions</b> <a href="#">Footprint</a>, <a href="#">Supply chain responsibility: Environmental impact</a>, <a href="#">GHG emissions</a>, <a href="#">Our facilities: GHG emissions</a></p>	 <p><b>Goal 14</b> Conserve and sustainably use the oceans, seas and marine resource <b>HP's actions</b> <a href="#">Tackling ocean plastics</a></p>	 <p><b>Goal 15</b> Sustainably manage forests, combat desertification, halt and reverse land degradation, halt biodiversity loss <b>HP's actions</b> <a href="#">Paper and forestry products</a>, <a href="#">HP Sustainable Forests Collaborative</a></p>	 <p><b>Goal 16</b> Promote just, peaceful and inclusive societies <b>HP's actions</b> <a href="#">Ethics and anti-corruption</a>, <a href="#">Human rights</a>, <a href="#">Supply chain responsibility</a></p>
 <p><b>Goal 17</b> Revitalize the global partnership for sustainable development <b>HP's actions</b> HP supports the UN SDGs, the UN Global Compact, the Global Reporting Initiative, and other global efforts to advance sustainable development.</p>			



# Sustainability Accounting Standards Board index

This table contains and refers to information related to the Sustainability Accounting Standards Board (SASB) Hardware Sustainability Accounting Standard.

Topic	Code	Metric	2020 reporting
Product Security	TC-HW-230a.1	Description of approach to identifying and addressing data security risks in products	<a href="#">Cybersecurity</a> <a href="#">Product security and privacy</a>
Employee Diversity and Inclusion	TC-HW-330a.1	Percentage of gender and racial/ethnic group representation for (1) management, (2) technical staff, and (3) all other employees	<a href="#">Diversity, equity, and inclusion</a> <a href="#">Our employees: Data</a>
Product Lifecycle Management	TC-HW-410a.1	Percentage of products by revenue that contain IEC 62474 declarable substances	100% of HP products may contain small amounts of some chemicals on the IEC 62474 declarable substances list. HP is committed to meeting all legal and regulatory requirements, and has gone beyond these requirements to <a href="#">proactively restrict substances of concern</a> . Any remaining uses of substances of concern in products are for applications that lack viable alternatives. All electronics companies still have products claiming RoHS exemptions or using REACH candidate list substances when there is no viable alternative. For example, 100% of electronics products still contain some amount of lead used in specialized applications that are allowed under RoHS exemptions. See HP's <a href="#">REACH Article 33 Declarations</a> and the Substances and Materials Requirements (HP Standard 011-01) in the <a href="#">HP General Specification for the Environment</a> for more detail.
	TC-HW-410a.2	Percentage of eligible products, by revenue, meeting the requirements for EPEAT® registration or equivalent	61% of models of HP personal systems shipped in 2020 were EPEAT registered. 88% of models of HP printers shipped in 2020 were EPEAT registered.*  <a href="#">Product certifications and other information</a>
	TC-HW-410a.3	Percentage of eligible products, by revenue, meeting ENERGY STAR® criteria	84% of models of HP personal systems shipped in 2020 were ENERGY STAR qualified. 93% of models of HP printers shipped in 2020 were ENERGY STAR qualified.*  <a href="#">Product certifications and other information</a>
	C-HW-410a.4	Weight of end-of-life products and e-waste recovered, percentage recycled	During 2020, we recycled 106,000 tonnes of hardware, 10,600 tonnes of Original HP and Samsung Toner Cartridges, and 1,300 tonnes of Original HP Ink Cartridges.  <a href="#">Product repair, reuse, and recycling</a>
Supply Chain Management	TC-HW-430a.1	Percentage of Tier 1 supplier facilities audited in the RBA Validated Audit Process (VAP) or equivalent, by (a) all facilities and (b) high-risk facilities	In 2020, we completed 137 audits of production suppliers, product reuse and recycling vendors, and nonproduction suppliers, as well as three other assessments of production suppliers. Travel and factory restrictions as well as office closures related to COVID-19 decreased our ability to conduct these activities. During the year, 90% of production supplier audits were third-party certified RBA Validated Assessment Program (VAP) audits.  <a href="#">Supply chain responsibility: Performance monitoring and evaluation</a>
	TC-HW-430a.2	Tier 1 suppliers' (1) nonconformance rate with the RBA Validated Audit Process (VAP) or equivalent, and (2) associated corrective action rate for (a) priority non-conformances and (b) other nonconformances	53 initial audits and full re-audits of production suppliers conducted in 2020 identified 10 immediate priority findings, equivalent to 0.19 per audit on average, and 294 other nonconformances,** equivalent to 5.5 per audit on average.  <a href="#">Supply chain responsibility: Performance monitoring and evaluation</a> <a href="#">Product repair, reuse, and recycling: Vendor audits</a>
Materials Sourcing	TC-HW-440a.1	Description of the management of risks associated with the use of critical materials	HP does not currently report this information.  <a href="#">Responsible minerals sourcing</a> describes our program and performance related to conflict minerals, including tantalum and tungsten, which are defined as critical materials by the U.S. National Research Council.

\*EPEAT data for personal systems is for models registered worldwide and for printers is for models registered in the United States. ENERGY STAR data for personal systems (versions 8.0) is worldwide and for printers (version 3.0) is for products sold in the United States. All data is for models shipped anytime during fiscal year 2020.

\*\*Other priority nonconformances and major nonconformances represent 3.1% and 96.9% of other nonconformances, respectively.

# Task Force on Climate-related Financial Disclosures index

HP considered recommendations of the Task Force on Climate-related Financial Disclosures (TCFD) in the development of this report.

This index includes links to information about relevant disclosures.

Topic	Disclosure focus area	Disclosure	Location*
Governance	Disclose the organization's governance around climate-related risks and opportunities.	a) Describe the board's oversight of climate-related risks and opportunities.	<a href="#">16</a> CDP C1.1, C1.1a-b, C1.2
		b) Describe management's role in assessing and managing climate-related risks and opportunities.	CDP C1.2-a, C1.3a, C2.2b-c
Strategy	Disclose the actual and potential impacts of climate-related risks and opportunities on the organization's businesses, strategy and financial planning.	a) Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term.	CDP C2.1, C2.2a-d, C2.3-a, C2.4-a
		b) Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning.	CDP C2.2b-c, C2.3a, C2.4a, C2.5, C2.6, C3.1, C3.1c
		c) Describe the resilience of the organization's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.	CDP C2.3a, C3.1a, C3.1d
Risk management	Disclose how the organization identifies, assesses, and manages climate-related risks.	a) Describe the organization's processes for identifying and assessing climate-related risks.	CDP C2.2b-c, C2.3a, C11.3
		b) Describe the organization's processes for managing climate-related risks.	CDP C2.2a-b, C2.2d
		c) Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management.	CDP C2.2, C2.2b, C3.1c, C2.5
Metrics and targets	Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities.	a) Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process.	CDP C1.3a, C2.3a, C2.4a, C4.1a-c, C4.2, C4.5a, C9.1, C11.3a
	Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities.	b) Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks.	<a href="#">9, 21</a> CDP C2.2c, C2.3a, C4.1b, C5.1, C6.1-C6.3, C6.5, C6.10, C7.1-7.1a
	Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities.	c) Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets.	CDP C1.3a, C4.1- 4.1b, C4.2

\* CDP disclosures refer to [HP's 2020 CDP Climate Change questionnaire responses](#).



# World Economic Forum International Business Council Stakeholder Capitalism Metrics index

In the development of this report, HP considered the core metrics and disclosures published in the World Economic Forum International Business Council (WEF IBC) [white paper](#), Measuring Stakeholder Capitalism: Towards Common Metrics and Consistent Reporting of Sustainable Value Creation. This index includes links to information about relevant disclosures.

Pillar	Theme	Sub-theme	Location
Principles of Governance	Governing purpose	Setting purpose	<a href="#">16, Nominating, Governance and Social Responsibility Committee charter</a>
	Quality of governing body	Governance body composition	<a href="#">16, Governance, HP Board of Directors, HP 2021 Proxy Statement</a>
	Stakeholder Engagement	Material issues impacting stakeholders	<a href="#">15, 16, 122, 130</a>
	Ethical behavior	Anti-corruption	<a href="#">26, 27, Anti-corruption policy</a>
		Protected ethics advice and reporting mechanisms	<a href="#">26</a>
	Risk and opportunity oversight	Integrating risk and opportunity into business process	<a href="#">7, 16, 24, 34, 97, 122, 127, HP 2020 10-K</a>
Planet	Climate change	Greenhouse gas emissions	<a href="#">21, 53, 113, 127</a>
		TCFD implementation	<a href="#">7, 21, 127</a>
	Freshwater availability	Water consumption and withdrawal in water-stressed areas	<a href="#">67</a>
People	Dignity and equality	Diversity and inclusion (%)	<a href="#">55, 72</a>
		Pay equality (%)	<a href="#">61, HP's approach to fair and equitable pay</a>
		Risk for incidents of child, forced, or compulsory labor	<a href="#">37, 51, 133</a>
	Health and wellbeing	Health and safety (%)	<a href="#">61, 63, 74, 132</a>
	Skills for the future	Training provided (#, \$)	<a href="#">59, 60</a>
Prosperity	Employment and wealth generation	Economic contribution	<a href="#">4, 5, 69, HP 2020 10-K (pages 42–43, 58, 86–90, 92–94)</a>
		Financial investment contribution	<a href="#">HP 2020 10-K (pages 30, 32, 61–62, 92–94)</a>
	Innovation of better products and services	Total R&D expenses (\$)	<a href="#">HP 2020 10-K (page 41)</a>
	Community and social vitality	Total tax paid	<a href="#">HP 2020 10-K (pages 42–43, 86–90)</a>



# Global Reporting Initiative index

HP considered the Global Reporting Initiative (GRI) 2016 Sustainability Reporting Standards (unless noted to be 2018 Standards) in the development of this report.

This index includes links to information about relevant Disclosures.

Disclosure	Location
<b>GRI 102: General Disclosures</b>	
<b>Organizational profile</b>	
102-1 Name of the organization	<a href="#">4</a>
102-2 Activities, brands, products, and services	<a href="#">4, 104, HP 2020 10-K</a>
102-3 Location of headquarters	<a href="#">4</a>
102-4 Location of operations	<a href="#">HP 2020 10-K, HP Supplier List</a>
102-5 Ownership and legal form	<a href="#">4, HP 2020 10-K</a>
102-6 Markets served	<a href="#">HP 2020 10-K</a>
102-7 Scale of the organization	<a href="#">4, 5, 72, HP 2020 10-K</a>
102-8 Information on employees and other workers	<a href="#">72</a> A portion of the organization's work is performed by individuals other than HP employees or other workers supervised by HP, including workers employed or supervised by contractors.
102-9 Supply chain	<a href="#">34</a>
102-10 Significant changes to the organization and its supply chain	<a href="#">HP 2020 10-K</a>
102-11 Precautionary Principle or approach	<a href="#">89</a>
102-12 External initiatives	<a href="#">13, 16, 29, 33, 41, 124</a>
102-13 Membership of associations	<a href="#">Affiliations and memberships</a>
<b>Strategy</b>	
102-14 Statement from senior decision-maker	<a href="#">3</a>
102-15 Key impacts, risks, and opportunities	<a href="#">4, 7, 122, 127</a>
<b>Ethics and integrity</b>	
102-16 Values, principles, standards, and norms of behavior	<a href="#">118</a>

Disclosure	Location
102-17 Mechanisms for advice and concerns about ethics	<a href="#">26</a>
<b>Governance</b>	
102-18 Governance structure	<a href="#">16, Governance</a>
102-19 Delegating authority	<a href="#">16</a>
102-20 Executive-level responsibility for economic, environmental, and social topics	<a href="#">16</a>
102-22 Composition of the highest governance body and its committees	<a href="#">Governance</a>
102-23 Chair of the highest governance body	<a href="#">Governance</a>
102-24 Nominating and selecting the highest governance body	<a href="#">Corporate governance guidelines</a>
102-25 Conflicts of interest	<a href="#">Corporate governance guidelines</a>
102-26 Role of highest governance body in setting purpose, values, and strategy	<a href="#">16, Nominating, Governance and Social Responsibility Committee charter</a>
102-31 Review of economic, environmental, and social topics	<a href="#">16</a>
102-33 Communicating critical concerns	<a href="#">Contacting the board</a>
102-35 Remuneration policies	<a href="#">HP 2021 Proxy Statement</a>
102-36 Process for determining remuneration	<a href="#">HP 2021 Proxy Statement</a>
<b>Stakeholder engagement</b>	
102-40 List of stakeholder groups	<a href="#">15</a>  In about half of the countries where HP has an employee presence, we have employees who are represented by works councils or unions, and/or are covered by a collective bargaining agreement. As of October 31, 2020, this represented approximately 43% of our employees globally.
102-41 Collective bargaining agreements	<a href="#">15</a>
102-42 Identifying and selecting stakeholders	



Disclosure	Location
102-43 Approach to stakeholder engagement	<a href="#">15</a>  Some forms of stakeholder engagement follow a set frequency, such as our annual employee Voice Insight Action survey, yearly responses to rating/ ranking questionnaires, and supplier audits. Other forms of engagement, such as responses to customer requests for information about our Sustainable Impact performance, collaboration with NGOs and industry peers on specific issues, and discussion with policymakers, occur on an ad hoc basis. Examples are included throughout this report. We consider input from customers, NGOs, employees, investors, and others in the preparation of our annual Sustainable Impact Report.
102-44 Key topics and concerns raised	<a href="#">15, 122</a>  Our <a href="#">materiality assessment</a> reflects the key topics and concerns that have been raised through stakeholder engagement and various analysis. This report describes how HP addresses those issues, including in some cases through engagement with the relevant stakeholder groups.
<b>Reporting practice</b>	
102-45 Entities included in the consolidated financial statements	<a href="#">HP 2020 10-K</a>
102-46 Defining report content and topic Boundaries	<a href="#">15, 116, 122</a>  HP determined the boundary for each material issue in this report based on input and review from executives and content experts. These assessments considered the value chain phases in which the most relevant impacts and opportunities occur.
102-47 List of material topics	<a href="#">16, 122</a>
102-48 Restatements of information	Noted in sections as appropriate.
102-49 Changes in reporting	This HP 2020 Sustainable Impact Report includes in-depth information on our approach and performance across the broad range of environmental, social, and governance issues. The standalone <a href="#">Executive Summary</a> provides a high-level overview of our Sustainable Impact strategy and progress, and vision for the future.
102-50 Reporting period	<a href="#">116</a>
102-51 Date of most recent report	June 2020
102-52 Reporting cycle	Annual
102-53 Contact point for questions regarding the report	<a href="#">Feedback</a>
102-54 Claims of reporting in accordance with the GRI Standards	This report has been prepared in accordance with the GRI Standards: Core option.
102-55 GRI content index	<a href="#">129</a>
102-56 External assurance	<a href="#">119</a>

Disclosure	Location
<b>Material Topics</b>	
<b>GRI 200 Economic Standards Series</b>	
<b>GRI 201: Economic Performance*</b>	
GRI 103: Management Approach	
103-1 Explanation of the material topic and its Boundary	<a href="#">HP 2020 10-K</a>
103-2 The management approach and its components	
103-3 Evaluation of the management approach	<a href="#">HP 2020 10-K</a>
201-1 Direct economic value generated and distributed	<a href="#">4, 5, HP 2020 10-K</a>
201-2 Financial implications and other risks and opportunities due to climate change	<a href="#">127</a>
<b>GRI 203: Indirect Economic Impacts</b>	
GRI 103: Management Approach	
103-1 Explanation of the material topic and its Boundary	<a href="#">122</a>
103-2 The management approach and its components	<a href="#">41, 69</a>
103-3 Evaluation of the management approach	<a href="#">41, 52, 76</a>
203-2 Significant indirect economic impacts	<a href="#">5, 11, 69, 76</a>
<b>GRI 205: Anti-corruption</b>	
GRI 103: Management Approach	
103-1 Explanation of the material topic and its Boundary	<a href="#">26, 122</a>
103-2 The management approach and its components	<a href="#">26</a>
103-3 Evaluation of the management approach	<a href="#">26, Anti-corruption Policy</a>
205-1 Operations assessed for risks related to corruption	Results of HP's internal assessments of corruption-related risks are confidential.
205-2 Communication and training about anti-corruption policies and procedures	<a href="#">27</a>
<b>GRI 300 Environmental Standards Series</b>	
<b>GRI 301: Materials</b>	
GRI 103: Management Approach	
103-1 Explanation of the material topic and its Boundary	<a href="#">88, 122</a>
103-2 The management approach and its components	<a href="#">88</a>

\* Although this GRI Standards Topic was not determined to be material in HP's materiality assessment, we recognize that it is relevant to some stakeholders and we provide information about HP's programs and performance in this area.



Disclosure	Location
103-3 Evaluation of the management approach	<a href="#">88, 113</a>
301-1 Materials used by weight or volume	<a href="#">88</a>
301-2 Recycled input materials used	<a href="#">89</a>
301-3 Reclaimed products and their packaging materials	<a href="#">84, 114</a>
<b>GRI 302: Energy</b>	
GRI 103: Management Approach	
103-1 Explanation of the material topic and its Boundary	<a href="#">64, 86, 122</a>
103-2 The management approach and its components	<a href="#">63, 64, 86</a>
103-3 Evaluation of the management approach	<a href="#">75, 87, 105</a>
302-1 Energy consumption within the organization	<a href="#">75</a>
302-3 Energy intensity	<a href="#">75</a>
302-4 Reduction of energy consumption	<a href="#">64</a>
302-5 Reductions in energy requirements of products and services	<a href="#">87, 105</a>
<b>GRI 303: Water*</b>	
GRI 103: Management Approach	
103-1 Explanation of the material topic and its Boundary	<a href="#">20, 122</a>
103-2 The management approach and its components	<a href="#">46, 66, HP water accounting manual</a>
103-3 Evaluation of the management approach	<a href="#">23, 53, 75</a>
303-1 Water withdrawal by source	<a href="#">23, 53, 75</a>
303-3 Water recycled and reused	<a href="#">75</a>
<b>GRI 305: Emissions</b>	
GRI 103: Management Approach	
103-1 Explanation of the material topic and its Boundary	<a href="#">19, 122</a>
103-2 The management approach and its components	<a href="#">19, 44, 63, 64, HP carbon accounting manual</a>
103-3 Evaluation of the management approach	<a href="#">21, 44</a>
305-1 Direct (Scope 1) GHG emissions	<a href="#">21</a>
305-2 Energy indirect (Scope 2) GHG emissions	<a href="#">21</a>
305-3 Other indirect (Scope 3) GHG emissions	<a href="#">22, 53, 113</a>

Disclosure	Location
305-4 GHG emissions intensity	<a href="#">21</a>
305-5 Reduction of GHG emissions	<a href="#">44, 64</a>
305-6 Emissions of ozone-depleting substances (ODS)	<a href="#">76</a>
<b>GRI 306: Effluents and Waste*</b>	
GRI 103: Management Approach	
103-1 Explanation of the material topic and its Boundary	<a href="#">46, 68, 122</a>
103-2 The management approach and its components	<a href="#">46, 63, 68, Export of Electronic Waste to Developing Countries Policy</a>
103-3 Evaluation of the management approach	<a href="#">47, 68, 75</a>
306-2 Waste by type and disposal method	<a href="#">53, 68, 75</a>
306-3 Significant spills	We apply the risk-prevention and management procedures of our environmental, health, and safety management system to help prevent unplanned releases at our facilities. In 2020, we experienced no significant unplanned releases.
<b>GRI 308: Supplier Environmental Assessment</b>	
GRI 103: Management Approach	
103-1 Explanation of the material topic and its Boundary	<a href="#">45, 122</a>
103-2 The management approach and its components	<a href="#">35, 45, Our approach to a sustainable supply chain</a>
103-3 Evaluation of the management approach	We determined that 93% of HP first-tier production suppliers, by spend, had environmental management system (EMS) certification (e.g., ISO 14001) for manufacturing sites during 2020. Data represents review of 94% of HP production spend. The HP Supplier Code of Conduct requires our suppliers to have an effective EMS for manufacturing sites, regardless of third-party certification. We audit suppliers to this standard.
308-1 New suppliers that were screened using environmental criteria	More than 95% of HP production suppliers, by spend, have been screened using environmental criteria. This includes new suppliers that were onboarded during 2020.
<b>GRI 400 Social Standards Series</b>	
<b>GRI 401: Employment</b>	
GRI 103: Management Approach	
103-1 Explanation of the material topic and its Boundary	<a href="#">122</a>

\*Although this GRI Standards Topic was not determined to be material in HP's materiality assessment, we recognize that it is relevant to some stakeholders and we provide information about HP's programs and performance in this area.



Disclosure	Location
103-2 The management approach and its components	<a href="#">55</a>
103-3 Evaluation of the management approach	<a href="#">55, HP's approach to fair and equitable pay</a>
401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	<a href="#">61</a>  This is not practical to report by significant locations of operations, given variation by country.
GRI 402: Labor/Management Relations	
GRI 103: Management Approach	
103-1 Explanation of the material topic and its Boundary	<a href="#">122</a>
103-2 The management approach and its components	<a href="#">59</a>
103-3 Evaluation of the management approach	<a href="#">59</a>
402-1 Minimum notice periods regarding operational changes	HP does not currently disclose this information.
<b>GRI 403: Occupational Health and Safety 2018</b>	
GRI 103: Management Approach	
103-1 Explanation of the material topic and its Boundaries	<a href="#">61, 122</a>
103-2 The management approach and its components	<a href="#">61</a>
103-3 Evaluation of the management approach	<a href="#">74</a>
403-1 Occupational health and safety management system	<a href="#">63, 74</a>
403-2 Hazard identification, risk assessment, and incident investigation	<a href="#">63</a>
403-3 Occupational health services	<a href="#">61</a>
403-5 Worker training on occupational health and safety	<a href="#">64</a>  <a href="#">74</a>  The types of injury HP recorded in calendar year 2020 included head/neck (16% of the total), hands/wrists (29%), lower extremities (20%), arms/shoulders (20%), back (22%), and other (7%). Some injuries are classified using multiple injury types. It is not practical to break down the injury data that HP reports by employment contract (employees and contractors that HP manages) or by gender. The occupational disease rate at HP in calendar year 2020 was essentially zero. HP experienced zero fatalities for the years reported (fiscal year 2016 and calendar years 2017–2020). HP does not report absentee rate.
403-9 Work-related injuries	
<b>GRI 404: Training and Education</b>	
GRI 103: Management Approach	

Disclosure	Location
103-1 Explanation of the material topic and its Boundary	<a href="#">59</a>
103-2 The management approach and its components	<a href="#">59</a>  Each year, HP leaders identify human capital development priorities to help advance our business and human resource strategies. This involves analyzing the capabilities and skills we need to deliver on culture and talent development, business transformation, leadership agility, employee engagement, and innovation. This needs assessment is informed by data sources such as our employee engagement survey, succession planning, and business performance metrics. Employees also work with their managers to create annual personal development goals that build on their strengths, improve performance, and progress their careers. We track and measure employee development at a program and audience level, with clear targets for both. We systematically evaluate all formal development programs through our Learning Management System, measuring improvements in employee performance and business impact.
103-3 Evaluation of the management approach	<a href="#">59</a>
404-1 Average hours of training per year per employee	<a href="#">60</a>
404-2 Programs for upgrading employee skills and transition assistance programs	<a href="#">59</a>
404-3 Percentage of employees receiving regular performance and career development reviews	<a href="#">61</a>
<b>GRI 405: Diversity and Equal Opportunity</b>	
GRI 103: Management Approach	
103-1 Explanation of the material topic and its Boundary	<a href="#">55, 122</a>
103-2 The management approach and its components	<a href="#">55</a>
103-3 Evaluation of the management approach	<a href="#">55, 72</a>  <a href="#">55, 72, HP Board of Directors, HP 2021 Proxy Statement</a>
405-1 Diversity of governance bodies and employees	<a href="#">55, 72, HP Board of Directors, HP 2021 Proxy Statement</a>
405-2 Ratio of basic salary and remuneration of women to men	<a href="#">HP's approach to fair and equitable pay</a>
<b>GRI 406: Non-discrimination</b>	
GRI 103: Management Approach	
103-1 Explanation of the material topic and its Boundary	<a href="#">122</a>
103-2 The management approach and its components	<a href="#">28, 35, Our approach to a sustainable supply chain</a>



Disclosure	Location
103-3 Evaluation of the management approach	<a href="#">51</a> <a href="#">50</a>
406-1 Incidents of discrimination and corrective actions taken	HP discloses the rates of conformance in production supplier sites audited, as well as the data needed to calculate the approximate number of nonconformances. Due to confidentiality, HP does not report details regarding specific incidents of discrimination during the reporting period.
<b>GRI 407: Freedom of Association and Collective Bargaining</b>	
GRI 103: Management Approach	
103-1 Explanation of the material topic and its Boundary	<a href="#">122</a>
103-2 The management approach and its components	<a href="#">28</a> , <a href="#">35</a> , <a href="#">Our approach to a sustainable supply chain</a>
103-3 Evaluation of the management approach	<a href="#">50</a> <a href="#">50</a>
407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	HP discloses the rates of conformance in production supplier sites audited, as well as the data needed to calculate the approximate number of nonconformances. We require suppliers to train workers to understand their rights concerning collective bargaining, and to allow workers to associate freely without fear of discrimination, reprisal, intimidation, or harassment.
<b>GRI 408: Child Labor</b>	
GRI 103: Management Approach	
103-1 Explanation of the material topic and its Boundary	<a href="#">122</a>
103-2 The management approach and its components	<a href="#">28</a> , <a href="#">35</a> , <a href="#">Our approach to a sustainable supply chain</a>
103-3 Evaluation of the management approach	<a href="#">51</a> <a href="#">51</a>
408-1 Operations and suppliers at significant risk for incidents of child labor	HP discloses the rates of conformance in production supplier sites audited, as well as the data needed to calculate the approximate number of nonconformances. To support rights in this area, HP has controls to meet student and young worker requirements. In China, no more than 20% of the direct labor supporting the manufacturing of HP products, packaging, parts, components, subassemblies, and materials at any given facility should consist of student workers at any point in time. We track performance in this area through our KPI program.
<b>GRI 409: Forced or Compulsory Labor</b>	
GRI 103: Management Approach	
103-1 Explanation of the material topic and its Boundary	<a href="#">37</a> , <a href="#">122</a>

Disclosure	Location
103-2 The management approach and its components	<a href="#">28</a> , <a href="#">35</a> , <a href="#">37</a> , <a href="#">122</a> , <a href="#">Our approach to a sustainable supply chain</a>
103-3 Evaluation of the management approach	<a href="#">51</a> <a href="#">51</a>
<b>GRI 412: Human Rights Assessment</b>	
GRI 103: Management Approach	
103-1 Explanation of the material topic and its Boundary	<a href="#">28</a> , <a href="#">122</a>
103-2 The management approach and its components	<a href="#">28</a> , <a href="#">Human Rights Policy</a> , <a href="#">HP 2020 Human Rights Update</a>
103-3 Evaluation of the management approach	<a href="#">27</a> , <a href="#">HP 2020 Human Rights Update</a>
412-1 Operations that have been subject to human rights reviews or impact assessments	<a href="#">27</a>
<b>GRI 413: Local Communities*</b>	
GRI 103: Management Approach	
103-1 Explanation of the material topic and its Boundary	<a href="#">122</a>
103-2 The management approach and its components	<a href="#">15</a> , <a href="#">98</a> , <a href="#">122</a>
103-3 Evaluation of the management approach	<a href="#">69</a> , <a href="#">76</a> , <a href="#">98</a>
413-1 Operations with local community engagement, impact assessments, and development programs	<a href="#">11</a> , <a href="#">13</a> , <a href="#">69</a> , <a href="#">89</a> , <a href="#">93</a> , <a href="#">98</a>
<b>GRI 414: Supplier Social Assessment</b>	
GRI 103: Management Approach	
103-1 Explanation of the material topic and its Boundary	<a href="#">35</a> , <a href="#">122</a>
103-2 The management approach and its components	<a href="#">35</a> , <a href="#">47</a> , <a href="#">Our approach to a sustainable supply chain</a>
103-3 Evaluation of the management approach	<a href="#">52</a>
414-1 New suppliers that were screened using social criteria	More than 95% of HP production suppliers, by spend, have been screened using social criteria. This includes new suppliers that were onboarded during 2020.

\* Although this GRI Standards Topic was not determined to be material in HP's materiality assessment, we recognize that it is relevant to some stakeholders and we provide information about HP's programs and performance in this area.



Disclosure	Location
<b>GRI 415: Public Policy*</b>	
GRI 103: Management Approach	
103-1 Explanation of the material topic and its Boundary	<a href="#">33, 122</a>
103-2 The management approach and its components	<a href="#">33, HP Political Contributions Policy</a>
103-3 Evaluation of the management approach	<a href="#">33, HP Corporate Political Contributions, HP Employee PAC Contributions, U.S. lobbying expenditures</a>
415-1 Political contributions	<a href="#">33, HP Political Contributions Policy, HP Employee PAC Contributions, U.S. Lobbying Expenditures</a>
<b>GRI 416: Customer Health and Safety</b>	
GRI 103: Management Approach	
103-1 Explanation of the material topic and its Boundary	<a href="#">96, 122</a>
103-2 The management approach and its components	<a href="#">96</a>
103-3 Evaluation of the management approach	<a href="#">96</a>
416-1 Assessment of the health and safety impacts of product and service categories	<a href="#">96</a>
<b>GRI 418: Customer Privacy</b>	
GRI 103: Management Approach	
103-1 Explanation of the material topic and its Boundary	<a href="#">30, 122</a>
103-2 The management approach and its components	<a href="#">30</a>
103-3 Evaluation of the management approach	<a href="#">30</a>
418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	<a href="#">31</a>

\* Although this GRI Standards Topic was not determined to be material in HP's materiality assessment, we recognize that it is relevant to some stakeholders and we provide information about HP's programs and performance in this area.

Disclosure	Location
<b>Other material issues*</b>	
<b>Corporate governance</b>	
GRI 103: Management Approach	
103-1 Explanation of the material topic and its Boundary	<a href="#">122</a>
103-2 The management approach and its components	<a href="#">16, 25, Governance, HP 2021 Proxy Statement</a>
103-3 Evaluation of the management approach	<a href="#">Governance, HP 2021 Proxy Statement</a>
<b>Data and product security</b>	
GRI 103: Management Approach	
103-1 Explanation of the material topic and its Boundary	<a href="#">30, 97, 122</a>
103-2 The management approach and its components	<a href="#">30, 97</a>
103-3 Evaluation of the management approach	<a href="#">31, 97</a>
<b>Role of IT in society</b>	
GRI 103: Management Approach	
103-1 Explanation of the material topic and its Boundary	<a href="#">122</a>
103-2 The management approach and its components	<a href="#">69, 98</a>
103-3 Evaluation of the management approach	<a href="#">76</a>

<sup>\*</sup>This includes issues determined to meet the materiality threshold for this report that are not already addressed by the GRI Standards Topics in the index above.

# Endnotes

Additional information about the data presented in this report is available upon request.

## About HP

<sup>1</sup> As of October 31, 2020.

<sup>2</sup> Ibid.

<sup>3</sup> Ibid.

<sup>4</sup> Ibid.

<sup>5</sup> Ibid.

<sup>6</sup> This data does not include the following products or packaging for these products: commercial, industrial, or 3D printing products; scanners; personal systems accessories sold separately; spare parts; or the weight of ink and toner in cartridges.

<sup>7</sup> Recycled content plastic in HP products is postconsumer. Recycled content plastic in HP packaging is a mix of pre-consumer and postconsumer.

<sup>8</sup> Product donations are valued at the Internet list price. This is the price a customer would have paid to purchase the equipment through the HP direct sales channel on the Internet at the time the grant was processed.

<sup>9</sup> Data refers to the percentage of HP 2020 Voice Insight Action (VIA) employee survey respondents who strongly agreed or agreed with each statement.

<sup>10</sup> Ibid.

<sup>11</sup> As of October 31, 2020.

<sup>12</sup> An industry standard for providing environmental information about products and product families. In 2020, HP provided ECO Declarations for product groups representing 94% of revenue.

## Sustainable Impact

### Sustainable Impact strategy

<sup>1</sup> In 2020, we tracked \$1.1 billion in new sales (total contract value) in which sustainability criteria were a known consideration and were supported actively by HP's Sustainability and Compliance organization and Commercial Organization.

<sup>2</sup> Zero waste operations: eliminate non-hazardous waste to landfill in all HP direct operations by 2025. Includes all HP owned and managed sites worldwide. Zero waste is defined by the UL or TRUE certification standard.

<sup>3</sup> Absolute reduction of Scope 1, 2, and 3 GHG emissions compared to 2019. Excludes non-HP paper consumed during product use.

<sup>4</sup> Percentage of HP's total annual product and packaging content, by weight, that will come from recycled and renewable materials and reused products and parts by 2030.

<sup>5</sup> HP brand paper and paper-based product packaging are derived from certified and recycled sources, with a preference for Forest Stewardship Council® (FSC®) certification. Packaging is the box that comes with the product and all paper (including packaging and materials) inside the box.

<sup>6</sup> Fiber by weight will be 1) certified to rigorous third-party standards, 2) recycled or 3) balanced by forest restoration, protection, and other initiatives through HP's Forest Positive Framework. Paper does not include fiber-based substrates for HP industrial presses not listed in HP Media Solutions Locator catalogues.

<sup>7</sup> "Leadership" is defined as director level and up at HP. We expect that gender identity will remain a key topic in many parts of the world. In the future, HP may take in account of more data and those who identify as female will be counted towards the 50/50 gender equality goal.

<sup>8</sup> Annually, HP employees fill out a survey called Voice Insight Action (VIA) to help us understand overall employee engagement including their sense of belonging in the company.

<sup>9</sup> Labor-related human rights are defined as modern slavery, working hours, pay and safety. Assure based on key performance metrics based on evidence and analysis of published disclosures, mandated data submittals, certifications, audits, etc.

<sup>10</sup> Recycled content plastic (RCP) as a percentage of total plastic used in all HP personal systems, printer hardware, and print cartridges shipped during the reporting year. Total volume excludes brand-licensed products and after-market hardware accessories. Total RCP includes postconsumer recycled plastic, closed-loop plastic, and ocean-bound plastics used in HP products. Personal systems plastic is defined by EPEAT® eco-label criteria. Subject to relevant restrictions on the use and distribution of materials destined for recycling and/or recycled feedstocks.

<sup>11</sup> Calculated as the percentage of primary plastic packaging (by weight) reduced per unit shipped. Excludes secondary and tertiary packaging components. Includes HP personal systems and printer hardware packaging. Does not include packaging for the following: Graphics Solutions hardware other than PageWide XL and DesignJet printers; 3D printing hardware; print supplies; refurbished products; and accessories such as third-party options, drop-in box, and aftermarket options.

<sup>12</sup> Product use GHG emissions intensity describes the performance of our portfolio, taking into account changes to product mix and business growth. HP product use GHG emissions intensity measures per unit GHG emissions during anticipated product lifetime use. These values are then weighted by contribution of personal systems and printing products to overall revenue in the current year. These emissions represent more than 99% of HP product units shipped each year, including notebooks, tablets, desktops, mobile computing devices, workstations, displays, and digital signage; HP inkjet, LaserJet, DesignJet, Indigo, Scitex, and Jet Fusion 3D printers; and scanners. Although HP updated its calculation methodology in 2020 for printing-related product use phase GHG emissions (see note \*\*\* on page [113](#)), we continue to calculate this metric using the original methodology, for comparability with past years.

<sup>13</sup> All HP brand paper and paper-based product packaging will be derived from certified and recycled sources by 2020, with a preference for virgin fiber from certified sources of the Forest Stewardship Council® (FSC®). Packaging is the box that comes with the product and all paper-based materials inside the box.

<sup>14</sup> As of December 2020, 99% of HP brand paper and paper-based product packaging was derived from certified or recycled sources. Packaging is the box that comes with the product and all paper-based materials inside the box. Packaging for commercial, industrial, and 3D products, scanners, personal systems accessories, and spare parts are not included.

<sup>15</sup> Intensity is calculated as the portion of first-tier production and product transportation suppliers' reported GHG emissions attributable to HP divided by HP's annual revenue. This method normalizes performance based on business productivity. Intensity is reported as a three-year rolling average to decrease the impact of variance year over year and highlight longer-term trends. Production supplier GHG emissions include Scope 1 and Scope 2.

<sup>16</sup> This continues a goal from before the separation of Hewlett-Packard Company on November 1, 2015, extending the goal to 2025. Includes data from suppliers associated with HP Inc. and HP Inc. pre-separation business units.



<sup>17</sup> Updated from our prior goal to use 60% renewable electricity in our operations by 2025 and achieve 100% by 2035.

<sup>18</sup> Moving forward, this will be replaced by a new goal, once validated by the Science Based Targets initiative, which supports our broader goal to achieve carbon neutral HP operations by 2025.

<sup>19</sup> Progress through 2020 includes 77,800 factory workers in 2015, 45,700 in 2016, 119,900 in 2017, 12,000 in 2018, 11,000 in 2019, and 46,000 in 2020. Prior to 2020, data included production supplier workers only. In 2020, we expanded the scope of our program to also include nonproduction supplier workers and workers at HP-controlled manufacturing facilities. Total does not equal sum of data for each year due to rounding.

<sup>20</sup> This data does not include participation in Responsible Business Alliance audits. “Participation in our supply chain sustainability programs” is quantified by those programs that go beyond audits to build supplier capabilities to meet our standards. This includes deep-dive assessment, weekly reporting of labor metrics, procurement engagement through our supplier Sustainability Scorecard, and in-depth coaching and workshops tailored to supplier risks.

<sup>21</sup> Excludes new hires joining HP after April 1, 2020 (although all new hires are given 30 days to complete Integrity at HP New Hire training as part of their mandatory onboarding process).

<sup>22</sup> The HP Foundation is a nonprofit, 501(c)3 organization.

<sup>23</sup> Includes valuation of employee volunteer hours, employee donations, HP Foundation match, and HP Foundation grants.

## Footprint

<sup>1</sup> Absolute reduction of Scope 1, 2, and 3 GHG emissions compared to 2019. Excludes non-HP paper consumed during product use.

<sup>2</sup> Carbon and water footprint data presented in this section related to our suppliers are calculated using product life cycle assessment-based estimates for materials extraction through manufacturing and product transportation. Supply chain GHG emissions and water withdrawal data presented on page [53](#) are based on a different methodology.

## Carbon and climate impact

<sup>1</sup> These product transportation data are based on product life cycle assessment (LCA)-based estimates. They use a combination of HP-specific and industry data, and include additional upstream and downstream transport related to our products. This data may differ from data reported by product transportation suppliers that HP contracts to deliver our products, as presented on pages [46](#) and [53](#). The decrease from 2019 to 2020 resulted from reduced shipments of imaging and printing devices and, despite a greater volume, a lighter average weight of personal systems devices. 2020 data reflect a typical mix of transport modes and do not fully reflect the unusual increase in air freight shipments due to COVID-19. HP is updating its product LCA tools to more fully reflect product transport mode shifts and supplier GHG emissions.

## Water

<sup>1</sup> The 11% decrease in our water footprint in 2020 compared to 2019, which contrasts a 4% decrease in our carbon footprint during that period, reflects differences in the two calculation methodologies related to the supply chain phase. Details are available in the [HP water accounting manual](#) and the [HP carbon accounting manual](#).

## Integrity and human rights

### Ethics and anti-corruption

<sup>1</sup> Excludes new hires joining HP after April 1, 2020 (although all new hires are given 30 days to complete Integrity at HP New Hire training as part of their mandatory onboarding process).

## Human rights

<sup>1</sup> Excludes new hires joining HP after April 1, 2020 (although all new hires are given 30 days to complete Integrity at HP New Hire training as part of their mandatory onboarding process).

<sup>2</sup> Corporate functions evaluated included Environment, Health, and Safety; Ethics and Compliance Office; Global Indirect Procurement; Human Resources; Privacy; Supply Chain Responsibility; and World Technical Regulations.

<sup>3</sup> Salient human rights risks are risks associated with our activities or business relationships that are severe in potential impact, reasonably likely to occur, and difficult to remediate.

## Privacy

<sup>1</sup> Published May 2018. [https://ec.europa.eu/newsroom/article29/item-detail.cfm?item\\_id=613841](https://ec.europa.eu/newsroom/article29/item-detail.cfm?item_id=613841)

<sup>2</sup> Ibid.

<sup>3</sup> A cybersecurity event requires external disclosure if compelled by applicable laws or regulations.

<sup>4</sup> HP cybersecurity baselines align with industry best practices recognized by ISACA, (ISC)<sup>2</sup>, ISSA, NIST, SANS, and others.

<sup>5</sup> HP's ISO 27001 certifications in 2020 included: Customer Support Break Fix (Europe, Middle East, and Africa region); Customer Support Break Fix (APJ region); Customer Service Life Cycle Solutions (Bentonville, AR); DaaS Remote Monitoring & Management Services (within DaaS Proactive Management with TechPulse); Indigo Presses, Servers, and Software Solutions; India Sales Carry-In Support; MPS Remote Monitoring and Management; PSGO Dynamic Configuration Service; HP Inc. UK Limited; and PSGO Image Load Service.

## Supply chain responsibility

### Approach

<sup>1</sup> HP uses the terms “production suppliers,” “product transportation suppliers,” and “nonproduction suppliers” throughout this report. “Production suppliers” provide materials and components for our product manufacturing and also assemble HP products, and are the primary focus of our HP Supplier Code of Conduct audits, assessments, KPI program, Sustainability Scorecard, and capability-building initiatives. “Product transportation suppliers” provide services for the shipping and delivery of HP products. Learn more in [Supply chain responsibility: Environmental impact](#). “Nonproduction suppliers” provide goods and services that do not go into the production of HP products (such as staffing, telecommunications, and travel). These suppliers are a significant focus of our supplier diversity efforts.

<sup>2</sup> In 2020, requirements related to eco labels supported approximately \$7 billion in new sales; accessibility more than \$6 billion in retained, existing, and new sales; human rights more than \$6 billion in potential, existing, and new sales; and supply chain responsibility more than \$2 billion in retained, existing, and new sales. In most cases, customer purchasing requirements include multiple criteria, so these numbers should not be totaled.

<sup>3</sup> Progress through 2020 includes: 77,800 factory workers in 2015; 45,700 in 2016; 119,900 in 2017; 12,000 in 2018; 11,000 in 2019; and 46,000 in 2020. Prior to 2020, data included production supplier workers only. In 2020, we expanded the scope of our program to also include nonproduction supplier workers and workers at HP-controlled manufacturing facilities. Total does not equal sum of data for each year due to rounding.

<sup>4</sup> This data does not include participation in RBA audits. “Participation in our supply chain sustainability programs” is quantified by those programs that go beyond audits to build supplier capabilities to meet our standards. This includes deep-dive assessment, weekly reporting of labor metrics, procurement engagement through our supplier Sustainability Scorecard, and in-depth coaching and workshops tailored to supplier risks.



## Labor

<sup>1</sup> The term “forced labor” refers to situations in which people are coerced to work against their will, either overtly through violence or intimidation, or by more subtle means such as accumulated debt, retention of identity papers, and threats of denunciation. HP forbids any forced, bonded, or indentured labor, involuntary prison labor, slavery, or trafficking of persons within its supply chain.

<sup>2</sup> We use these terms interchangeably when describing HP’s existing programs and policies.

## Responsible minerals sourcing

<sup>1</sup> “Conflict minerals” refers to the mineral precursors of the metals tantalum, tin, tungsten, and gold (3TG) as defined in the U.S. Securities and Exchange Commission (SEC) rule requiring a conflict minerals disclosure. Revenue from mining these minerals in the Democratic Republic of the Congo (DRC) and adjoining countries has been widely linked to funding for groups engaged in extreme violence and human rights atrocities.

## Supplier diversity

<sup>1</sup> Data is for the 12 months ending September 30 of the year noted. Figures are for purchases in the United States and Puerto Rico from U.S.-based businesses. Suppliers are categorized as minority-owned or women-owned, not both. These categories include all sizes of businesses.

<sup>2</sup> HP’s allocatable indirect spend is calculated based on suppliers’ spending with diverse suppliers and their dollar volume of HP’s business compared to their total revenue.

<sup>3</sup> The categories “large, B-BBEE compliant businesses” and “small and medium-sized businesses” may overlap with firms with at least 51% Black ownership, firms with at least 30% Black women ownership, youth-owned firms, and firms owned by people with disabilities. As a result, spending in some cases may be counted more than once. Percentage changes noted are compared to 2019 and based on South African Rand.

## Environmental impact

<sup>1</sup> See [HP Announces Supply Chain Goals to Enhance Environmental and Social Impact](#).

<sup>2</sup> Intensity is calculated as the portion of first-tier production and product transportation suppliers’ reported GHG emissions attributable to HP divided by HP’s annual revenue. This method normalizes performance based on business productivity. Intensity is reported as a three-year rolling average to decrease the impact of variance year over year and highlight longer-term trends. Production supplier GHG emissions include Scope 1 and Scope 2.

<sup>3</sup> This continues a goal from before the separation of Hewlett-Packard Company on November 1, 2015, extending the goal to 2025. Includes data from suppliers associated with HP Inc. and HP Inc. pre-separation business units.

<sup>4</sup> These are the total GHG emissions reductions and financial savings reported by suppliers through CDP, not amounts attributable to HP.

<sup>5</sup> Due to COVID-19, in limited cases SmartWay partners were not available during 2020.

## Performance monitoring and evaluation

<sup>1</sup> Segments do not add up to 100% due to rounding.

<sup>2</sup> These include child labor, forced labor, severe forms of discrimination, health and safety issues posing immediate danger to life or risk of serious injury, and perceived violation of environmental laws posing serious and immediate harm to the community. We take such findings very seriously, and require suppliers to cease all related practices and report corrective actions taken within 30 days of the original audit. Recruitment fees must be reimbursed within 90 days from discovery and are verified by an on-site inspection within 180 days from discovery. We follow up closely to ensure that all required corrective actions are completed, and visit sites to confirm resolution. Immediate priority findings do not necessarily involve termination of the supplier; we work with suppliers as appropriate to improve their performance and worker conditions in these areas.

<sup>3</sup> Immediate priority findings (10 in 2020) include child labor, forced labor, severe forms of discrimination, health and safety issues posing immediate danger to life or risk of serious injury, and perceived violation of environmental laws posing serious and immediate harm to the community. In prior years, we reported non-immediate priority nonconformances and major nonconformances together as major nonconformances. Starting in 2020, to more fully align with [RBA Protocol 6.0](#) definitions, HP began distinguishing non-immediate priority nonconformances from major nonconformances and referring to those as “other nonconformances.” In 2020, the 294 other nonconformances identified included all non-immediate priority nonconformances (3.1% of the total) and all major nonconformances (96.9% of the total), as defined by the RBA Protocol 6.0.

## Operations

### Our employees

<sup>1</sup> As of October 31, 2020.

<sup>2</sup> Prior to the separation of Hewlett-Packard Company.

<sup>3</sup> Ibid.

<sup>4</sup> As of October 31, 2020.

<sup>5</sup> “Leadership” is defined as director level and up at HP. We expect that gender identity will remain a key topic in many parts of the world. In the future, HP may take in account of more data and those who identify as female will be counted towards the 50/50 gender equality goal.

<sup>6</sup> As of February 2021.

<sup>7</sup> The value 74% for 2019 is restated from 75% in the HP 2019 Sustainable Impact Report. This reflects a slightly updated calculation methodology for 2020 that was applied retroactively.

<sup>8</sup> Estimate is based on 1.03 million hours of formal organized learning, 0.54 million hours of self-directed learning, and more than 0.13 million hours of manufacturing and technology training.

<sup>9</sup> During calendar year 2020, HP documented 55 recordable incidents, 32 lost workday cases, and 1,167 lost workdays.

### Our facilities

<sup>1</sup> Complex locations include sites above a certain size with research and development, production, or manufacturing activities; sites with chemical lab operations; and sites with elevated risk due to regulatory reasons, such as placement in countries where management can be held personally liable for injuries.

<sup>2</sup> About GHG emissions data:

This report includes Scope 1, 2, and 3 GHG emissions data from HP’s operations, transportation fleet, and employee business travel, calculated according to the Greenhouse Gas Protocol of the World Business Council for Sustainable Development (WBCSD) and World Resources Institute (WRI). See the [HP 2020 carbon footprint](#) for more details and an overview of emissions across the value chain.

- Scope 1 emissions include those from the direct use of natural gas, diesel fuel, refrigerants, and PFCs in operations and from fuel used by HP’s transportation fleet.
- Scope 2 emissions are primarily from purchased electricity used in HP’s operational real estate.
- Scope 3 emissions reported in this section result from employee business travel by commercial airlines and from commuting.

Data in this section for 2015–2020 uses the market-based method. In the data summary, we also include 2016–2020 data using the location-based method. See note \* on page [22](#) for additional detail.

<sup>3</sup> NEWater (ultra-purified wastewater used in manufacturing operations, landscaping, and plumbing in Singapore) is currently our only reused source.



<sup>4</sup> Beginning in 2019, HP directly tracks nonhazardous waste data for the company's highest energy-consuming sites globally (22 in 2020) that account for 81% of HP's operational waste. These sites provide a representative sample of the main types of facilities in our portfolio from across the regions where we operate.

<sup>5</sup> Zero waste operations: eliminate nonhazardous waste to landfill in all HP direct operations by 2025. Includes all HP owned and managed sites worldwide. Zero waste is defined by the UL or TRUE certification standard.

## Community giving and volunteerism

<sup>1</sup> The HP Foundation is a nonprofit, 501(c)3 organization.

<sup>2</sup> Includes valuation of employee volunteer hours, employee donations, HP Foundation match, and HP Foundation grants.

<sup>3</sup> Hourly rate is based on type of volunteering: \$195/hour for board, service corp, pro bono, and skills based; \$25.43/hour for hands-on and undetermined. Valuation of non-U.S. volunteering hours is adjusted using World Bank data for purchasing power differences across countries.

## Products and solutions

### Advancing a circular and net zero carbon economy

<sup>1</sup> Percentage of HP's total annual product and packaging content, by weight, that will come from recycled and renewable materials and reused products and parts by 2030.

<sup>2</sup> Percentage of HP's total annual product and packaging content, by weight, that comes from recycled and renewable materials and reused products and parts. 2020 data does not include the following products or packaging for these products: commercial, industrial, or 3D printing products; scanners; personal systems accessories sold separately; spare parts; or the weight of ink and toner in cartridges.

<sup>3</sup> Recycled content plastic in HP products is postconsumer. Recycled content plastic in HP packaging is a mix of pre-consumer and postconsumer.

<sup>4</sup> We conduct product carbon footprints (PCFs), a subset of life cycle assessment, of business HP desktops, notebooks, tablets, workstations, thin clients, all-in-one computers, and displays to better understand performance of individual products and our overall portfolio. These estimate total GHG emissions associated with a product over its lifetime and include emissions from materials extraction, manufacturing, distribution, use, and end-of-life management. To assess and report our complete personal systems product carbon footprint, we extrapolate these results to cover 99% of overall personal systems product sales (by unit and by revenue) during the reporting year.

<sup>5</sup> In 2020, requirements related to eco labels supported approximately \$7 billion in new sales; accessibility more than \$6 billion in retained, existing, and new sales; human rights more than \$6 billion in potential, existing, and new sales; and supply chain responsibility more than \$2 billion in retained, existing, and new sales. In most cases, customer purchasing requirements include multiple criteria, so these numbers should not be totaled.

<sup>6</sup> Printing inks can be considered a toy component. It is the obligation of the toy manufacturer to classify the item (including all components) for sale as a toy. HP 832, 873, 872, 882, and 886 Latex Inks have been tested and demonstrated compliance to the following toy safety methods and protocols: EN 71-3, EN 71-9, ASTM F963-17, US 16 CFR 1303, US 16 CFR 1307, SOR 2011-17, and SOR 2018-83. HP does not recommend using the inks for toys intended to target children under the age of 3 years.

<sup>7</sup> Or as otherwise required by law.

<sup>8</sup> Moderately water-resistant with Original HP Bright Office Inks. Performance varies based on printer and print profile. Water resistance testing by HP Image Permanence Lab on a range of HP media and follows ISO 18935 method. For more information, see [HPLMedia.com/printpermanence](http://HPLMedia.com/printpermanence).

<sup>9</sup> HP offers recycling of non-HP devices when replaced by HP equipment.

<sup>10</sup> Natural Capital Partners, The CarbonNeutral Protocol, 2020 edition, <https://www.carbonneutral.com/the-carbonneutral-protocol>.

<sup>11</sup> Refers to the emissions from the HP-branded fleet over the Term of the Managed Print Service.

<sup>12</sup> Life cycle assessments are verified by an independent third party to conform to ISO 14040 and ISO 14044 and are used by HP to understand the total carbon footprint for HP printing and imaging devices, paper, and supplies. Using this data, along with the information unique to each customer, we calculate the total carbon emissions for a customer's fleet. Data is third-party verified throughout the process and the HP Carbon Neutral Service is certified to the CarbonNeutral Protocol.

<sup>13</sup> HP Managed Print Service compared with traditional transactional business model for HP LaserJet Enterprise-class printers. See <https://h20195.www2.hp.com/v2/GetDocument.aspx?docname=c06646300> for more information.

<sup>14</sup> Ibid.

<sup>15</sup> Typical of those reported by leading industry analysts and HP client engagements. Estimated energy and paper savings based on analysis of select HP Managed Print Service customers' imaging and printing operations using data gathered on devices and paper consumption and comparing with post-MPS actuals or projections. Results depend on unique business environments, the way HP products and services are used, and other factors. Overall printing costs are unique to each company and should not be relied on for savings customers may achieve.

<sup>16</sup> HP Carbon Neutral Service is certified to the CarbonNeutral Protocol.

<sup>17</sup> Based on plan usage, Internet connection to eligible HP printer, valid credit/debit card, email address, and delivery service in your geographic area.

<sup>18</sup> Availability varies due to local postal regulations.

<sup>19</sup> Based on monthly subscription cost using only all pages in plan vs. cost per page of most color inkjet printers < \$399 USD. Color inkjet printers are selected by market share of IDC CYQ1 2019 Hardcopy Peripherals Tracker Final release. Standard cartridge CPP is as per the Gap Intelligence Ink Monthly (5/12/2019) 201905Wk2 report.

<sup>20</sup> Compared with non-subscription purchase and distribution of the same Original HP Ink Cartridges in stores in North America and Europe. Based on a 2020 life cycle assessment performed by Four Elements Consulting and commissioned by HP.

<sup>21</sup> Availability varies due to local postal regulations. Number of countries is as of April 2021.

<sup>22</sup> This is the number of countries or territories where HP offers hardware recycling and/or Original HP Ink Cartridge recycling and/or Original HP and Samsung Toner Cartridge recycling.

<sup>23</sup> These include child labor, forced labor, severe forms of discrimination, health and safety issues posing immediate danger to life or risk of serious injury, and perceived violation of environmental laws posing serious and immediate harm to the community. We take such findings very seriously, and require suppliers to cease all related practices and report corrective actions taken within 30 days of the original audit. Recruitment fees must be reimbursed within 90 days from discovery and are verified by an on-site inspection within 180 days from discovery. We follow up closely to ensure that all required corrective actions are completed, and visit sites to confirm resolution. Immediate priority findings do not necessarily involve termination of the supplier; we work with suppliers as appropriate to improve their performance and worker conditions in these areas.

<sup>24</sup> The average energy consumption of HP products was estimated annually between 2010 and 2020 using high-volume product lines representative of the overall shipped product volume. The high-volume personal systems product lines include notebook and desktop computers, tablets, all-in-ones, workstations, thin clients, and displays.

<sup>25</sup> HP calculations based on Energy Star® normalized TEC data comparing the HP LaserJet 200-500 series. <https://h20195.www2.hp.com/v2/GetDocument.aspx?docname=4AA7-8457ENW>.

<sup>26</sup> From 2012 through 2020.



<sup>27</sup> Product use GHG emissions intensity describes the performance of our portfolio, taking into account changes to product mix and business growth. HP product use GHG emissions intensity measures per unit GHG emissions during anticipated product lifetime use. These values are then weighted by contribution of personal systems and printing products to overall revenue in the current year. These emissions represent more than 99% of HP product units shipped each year, including notebooks, tablets, desktops, mobile computing devices, workstations, displays, and digital signage; HP inkjet, LaserJet, DesignJet, Indigo, Scitex, and Jet Fusion 3D printers; and scanners. Although HP updated its calculation methodology in 2020 for printing-related product use phase GHG emissions (see note \*\*\* on page [113](#)), we continue to calculate this metric using the original methodology, for comparability with past years.

<sup>28</sup> This data does not include the following products or packaging for these products: commercial, industrial, or 3D printing products; scanners; personal systems accessories sold separately; spare parts; or the weight of ink and toner in cartridges.

<sup>29</sup> Available for HP Jet Fusion 5200 Series 3D Printing Solutions.

<sup>30</sup> Based on internal HP testing, May 2020. HP Jet Fusion 3D Printing Solutions using HP 3D High Reusability PP enabled by BASF provide up to 100% powder reusability ratio, producing functional parts batch after batch. For testing, material is aged in real printing conditions and reclaimed powder is tracked by generations (worst case for reusability). Parts are then made from each subsequent generation and tested for mechanical properties and accuracy showing no degradation of properties up to three generations of use.

<sup>31</sup> Available for HP Jet Fusion 4200 Series 3D Printing Solutions.

<sup>32</sup> Based on published specifications as of September 2020. HP Jet Fusion 3D Printing Solutions using HP 3D High Reusability TPA enabled by Evonik provide up to 17% lower printed part weight when compared to common powder-based thermoplastic elastomers printed under similar conditions.

<sup>33</sup> This is the number of countries or territories where HP offers hardware recycling and/or Original HP Ink Cartridge recycling and/or Original HP Toner Cartridge recycling.

<sup>34</sup> Recycled content plastic (RCP) as a percentage of total plastic used in all HP personal systems, printer hardware, and print cartridges shipped during the reporting year. Total volume excludes brand-licensed products and after-market hardware accessories. Total RCP includes postconsumer recycled plastic, closed-loop plastic, and ocean-bound plastics used in HP products. Personal systems plastic is defined by EPEAT® eco-label criteria. Subject to relevant restrictions on the use and distribution of materials destined for recycling and/or recycled feedstocks.

<sup>35</sup> 100% of Original HP Toner Cartridges contain between 1–75% postconsumer or post-industrial recycled content. Does not include toner bottles. See [hp.com/go/TonerRecycledContent](#) for list. More than 85% of Original HP Ink Cartridges contain between 4–75% recycled plastic. Does not include ink bottles and other products not listed. See [hp.com/go/InkRecycledContent](#) for list.

<sup>36</sup> The HP Eco-Carton Ink Cartridge outer carton is 100% recyclable through local cardboard/paper programs. Inner materials including the ink bag are 55% recyclable and can be returned free of charge to the HP Planet Partners program for reprocessing of plastic parts. None of these materials returned to HP Planet Partners will be sent to landfill. For take-back of ink bag/printhead/prints, visit <http://www.hp.com/recycle> to see how to participate and for HP Planet Partners program availability; program may not be available in your jurisdiction.

<sup>37</sup> CO<sub>2</sub> e reduction based on moving from plastic ink cartridge to cardboard HP Eco-Carton Ink Cartridge, with annual manufacturing savings of 291 tonnes and transport savings of 8 tonnes.

<sup>38</sup> All HP brand paper and paper-based product packaging will be derived from certified and recycled sources by 2020, with a preference for virgin fiber from certified sources of the Forest Stewardship Council® (FSC®). Packaging is the box that comes with the product and all paper-based materials inside the box.

<sup>39</sup> As of December 2020, 99% of HP brand paper and paper-based product packaging was derived from certified or recycled sources. Packaging is the box that comes with the product and all paper-based materials inside the box. Packaging for commercial, industrial, and 3D products, scanners, personal systems accessories, and spare parts are not included.

<sup>40</sup> Ibid.

<sup>41</sup> Per HP's definition of certified wood-based products, a certification label must be displayed on the pack. On average, less than 1% of HP papers annually by weight is unlabeled due to the incomplete chain of custody for some low-volume products. To avoid deforestation, all of HP paper by weight originates from certified paper stock, and/or certified fiber, and/or wood that meets the definition of FSC controlled wood. In addition, on average less than 1% of HP paper annually by weight may be unlabeled certified due to obsolete or lingering regional inventories. Recycled fiber for paper products is included in the FSC®-certified volume.

<sup>42</sup> Fiber by weight will be 1) certified to rigorous third-party standards, 2) recycled or 3) balanced by forest restoration, protection, and other initiatives through HP's Forest Positive Framework. Paper does not include fiber-based substrates for HP industrial presses not listed in HP Media Solutions Locator catalogues.

<sup>43</sup> Ibid.

<sup>44</sup> Calculated as the percentage of primary plastic packaging (by weight) reduced per unit shipped. Excludes secondary and tertiary packaging components. Includes HP personal systems and printer hardware packaging. Does not include packaging for the following: Graphics Solutions hardware other than PageWide XL and DesignJet printers; 3D printing hardware; print supplies; refurbished products; and accessories such as third-party options, drop in box, and aftermarket options.

<sup>45</sup> Avoidance, reductions, and savings data is based on comparisons of current and prior generations of packaging, either for the same or comparable products. Savings and reductions may relate to the fabrication phase of the packaging life cycle (including materials extraction and processing) as well as packaging end of life.

<sup>46</sup> As of December 2020, 99% of HP brand paper and paper-based product packaging was derived from certified or recycled sources. Packaging is the box that comes with the product and all paper-based materials inside the box. Packaging for commercial, industrial, and 3D products, scanners, personal systems accessories, and spare parts are not included.

<sup>47</sup> HP Forest Positive Framework goes beyond existing HP sustainable fiber sourcing programs. It includes NGO partnerships targeted to protect forests, improve responsible forest management, and help develop Science Based Targets (SBT) for forests. Our vision is that printing with HP will protect forests regardless of what brand of paper customers use. This is applicable to the entire installed base of HP Consumer printers.

## Product responsibility

<sup>1</sup> An HP printing system consists of an HP printer, paper, and Original HP supply. Blue Angel DE-UZ 205 emissions criteria or earlier versions of criteria applicable when printing system launched.

<sup>2</sup> Feb 2021 WKI Blue Angel Indoor Air Quality study of 15 non-HP cartridge brands purchased in APJ region, commissioned by HP. See [HP.com/go/IAQnonhpAPJ2021](#). Nov 2019 WKI Blue Angel Indoor Air Quality study, commissioned by HP, in compliance with DE-UZ 205: 21 imitation and five remanufactured toner cartridge brands compatible with HP Color LaserJet Pro MFP M477fdw (sku# CF410A, 411A, 412A, 413A) purchased in EMEA, LA and NA regions. See [HP.com/go/IAQnonhpWKI2019](#). Non-HP remanufactured cartridges: Spent/used HP or imitation cartridges that are disassembled, some parts replaced, then refilled with toner. All parts and toner used are supplied by aftermarket vendors. Imitation cartridges: Newly manufactured cartridges with parts that are not optimized for HP devices. These use non-HP parts and toner and may violate patent holders' intellectual property rights.

<sup>3</sup> Printing inks can be considered a toy component. It is the obligation of the toy manufacturer to classify the item (including all components) for sale as a toy. HP 832, 873, 872, 882, and 886 Latex Inks have been tested and demonstrated compliance to the following toy safety methods and protocols: EN 71-3, EN 71-9, ASTM F963-17, US 16 CFR 1303, US 16 CFR 1307, SOR 2011-17, and SOR 2018-83. HP does not recommend using the inks for toys intended to target children under the age of 3 years.

<sup>4</sup> "World's most secure and manageable PC" is based on HP's unique and comprehensive security capabilities at no additional cost and HP's Manageability Integration Kit's management of every aspect of a PC including hardware, BIOS and software management using Microsoft System Center Configuration Manager on HP Elite PCs with Windows and 8th Gen and higher Intel® processors or AMD Ryzen™ 4000 processors and higher; HP ProDesk 600 G6 with Intel® 10th Gen and higher processors; and HP ProBook 600 with AMD Ryzen™ 4000 or Intel® 11th Gen processors and higher.



- <sup>5</sup> Based on HP's internal analysis of isolation backed, deep learning endpoint security services including SaaS and managed services. Most advanced based on application isolation and deep learning endpoint protection on Windows 10 PCs as of March 2020.
- <sup>6</sup> HP acquired Bromium in September 2019.
- <sup>7</sup> Based on HP's internal analysis of unique and comprehensive capabilities among Application Isolation and Containment security solutions. Requires Microsoft Windows 8 or 10. Microsoft Word, Excel, or PowerPoint protection requires an Office license. Adobe PDF protection requires Adobe Acrobat Reader.
- <sup>8</sup> HP's most advanced embedded security features are available on HP Enterprise and HP Managed devices with HP FutureSmart firmware 4.5 or above. Claim based on HP review of 2019 published features of competitive in-class printers. Only HP offers a combination of security features to automatically detect, stop, and recover from attacks with a self-healing reboot, in alignment with NIST SP 800-193 guidelines for device cyber resiliency. For a list of compatible products, visit: [hp.com/go/PrintersThatProtect](http://hp.com/go/PrintersThatProtect). For more information, visit: [hp.com/go/PrinterSecurityClaims](http://hp.com/go/PrinterSecurityClaims).

## Social impact

<sup>1</sup> <http://uis.unesco.org/en/topic/out-school-children-and-youth>

<sup>2</sup> <https://www.unicef.org/press-releases/covid-19-least-third-worlds-schoolchildren-unable-access-remote-learning-during>

<sup>3</sup> Direct beneficiaries are the number of people who visited a WOW vehicle during the year. This is different than the data reported in prior years, which included direct beneficiaries as well as indirect beneficiaries (the total number of people who had access to a WOW vehicle during the year). Only direct beneficiaries are included in progress against our goal to enable better learning outcomes for 100 million people by 2025, since the beginning of 2015.

<sup>4</sup> HP internal survey of 442 IT decision-makers in the United States, Japan, and the UK, April 2020.

<sup>5</sup> Select household wipes can be safely used to clean HP Elite and Workstation PCs up to 1,000 wipes: See wipe manufacturer's instructions for disinfecting and the HP cleaning guide for HP Elite-tested wipe solutions at [How to Clean Your HP Device with Approved Disinfecting Wipes](#).

<sup>6</sup> Select HP Healthcare Edition products have been tested with Clorox Healthcare® Bleach Germicidal Wipes and Clorox Healthcare® Hydrogen Peroxide Cleaner Disinfectant Wipes: HP EliteBook 840 G6 Healthcare Edition, HP EliteOne 800 G5 Healthcare Edition, HP EliteBook 840 G5 Healthcare Edition, HP EliteOne 800 G4 Healthcare Edition, HP Healthcare Edition HC270cr Clinical Review Display, HP Healthcare Edition HC271 and 271p Clinical Review Displays, and HP Healthcare Edition HC241 and 241p Clinical Review Displays. Solution tested as of February 2018. Chemical composition is subject to change. Tested to simulate up to 10,000 wipes with germicidal towelettes over a three-year period. See user guide for cleaning instructions and wipe manufacturer's disinfecting guidance. Repeated use of these germicidal wipes may cause some cosmetic changes to the product.

<sup>7</sup> HP JetAdvantage Security Manager must be purchased separately. For details, see [hp.com/go/securitymanager](http://hp.com/go/securitymanager).

<sup>8</sup> In 2020, requirements related to eco labels supported approximately \$7 billion in new sales; accessibility more than \$6 billion in retained, existing, and new sales; human rights more than \$6 billion in potential, existing, and new sales; and supply chain responsibility more than \$2 billion in retained, existing, and new sales. In most cases, customer purchasing requirements include multiple criteria, so these numbers should not be totaled.

## Products and solutions portfolio

<sup>1</sup> Applies to HP PCs, Workstations and Displays manufactured after January 2019. Based on most Gold and Silver EPEAT® registrations by meeting all required criteria and achieving 50–74% of the optional points for EPEAT Silver and 75–100% of the optional points for EPEAT Gold according to IEEE 1680.1-2018 EPEAT. Status varies by country. Visit [www.epeat.net](http://www.epeat.net) for more information.

<sup>2</sup> Ibid.

<sup>3</sup> Pavilion is our first consumer notebook product line with ocean-bound plastics.

<sup>4</sup> As defined by the IEEE 1680.1 2018 EPEAT standard. Data are fiscal year 2020.

<sup>5</sup> As of January 2021.

<sup>6</sup> As of February 2021.

<sup>7</sup> Based on HP consumer and commercial PCs and Displays shipped in 2020. 100% renewable electricity achieved by purchasing both Renewable Energy Credits (RECs) and International Renewable Energy Credits (I-RECs) as defined by EPEAT®.

<sup>8</sup> "World's most secure and manageable PC" is based on HP's unique and comprehensive security capabilities at no additional cost and HP's Manageability Integration Kit's management of every aspect of a PC including hardware, BIOS and software management using Microsoft System Center Configuration Manager on HP Elite PCs with Windows and 8th Gen and higher Intel® processors or AMD Ryzen™ 4000 processors and higher; HP ProDesk 600 G6 with Intel® 10th Gen and higher processors; and HP ProBook 600 with AMD Ryzen™ 4000 or Intel® 11th Gen processors and higher.

<sup>9</sup> Select household wipes can be safely used to clean HP Elite and Workstation PCs up to 1,000 wipes: See wipe manufacturer's instructions for disinfecting and the HP cleaning guide for HP Elite-tested wipe solutions at [How to Clean Your HP Device with Approved Disinfecting Wipes](#).

<sup>10</sup> Notebook speaker enclosure component made with 5% ocean-bound plastic as of March 2020.

<sup>11</sup> Based on US EPEAT registration according to IEEE 1680.1-2018 EPEAT. Status varies by country. Visit [www.epeat.net](http://www.epeat.net) for more information. Countries: Australia, Belgium, Brazil, Canada, China, France, Germany, India, Japan, Mexico, Netherlands, New Zealand, Poland, Portugal, Spain, Sweden, Taiwan, United Kingdom, United States.

<sup>12</sup> External power supplies, power cords, cables and peripherals (unless otherwise stated) are not Low Halogen. Service parts obtained after purchase may not be Low Halogen.

<sup>13</sup> Based on HP internal analysis of ISV certified mobile workstations as of April 2020. Speaker enclosure component made with 5% ocean-bound plastic.

<sup>14</sup> HP analysis of PC laptop keyboards currently in market as of October 2020. Keyboard scissors manufactured using renewable attribute polymer produced from 100% bio-feedstock from waste according to [ISCC Plus mass balance certification](#).

<sup>15</sup> Based on HP's internal analysis as of December 2020. 92k recycled plastic bottles consumed, based on HP's projected shipment volumes of Pavilion clamshell PC products annually. Manufactured recycled ocean-bound plastic material in product speaker enclosures. Calculation based on grams per product (using 12.7 grams per 16.9 ounce "single serve" bottled water container) multiplied by projected shipment volumes/12.7 grams.

<sup>16</sup> 100% outer box packaging made from sustainably sourced certified and recycled fibers. Fiber cushions made from 100% recycled wood fiber and organic material. Any plastic cushions are made from >90% recycled plastic. Excludes plastic bags and plastic foam sheeting.

<sup>17</sup> Based on results of third-party (WSP) research for HP of OEM MPS providers with carbon neutral offers as of June 2020. "Comprehensive" means the planet's only globally certified carbon neutral MPS service that covers life cycle emissions due to raw material extraction; manufacturing; transportation; use of HP printers, Original HP supplies, and paper; and end of service.

<sup>18</sup> HP Forest Positive Framework goes beyond existing HP sustainable fiber sourcing programs. It includes NGO partnerships targeted to protect forests, improve responsible forest management and help develop science-based targets for forests. Our vision is that printing with HP will protect forests regardless of what brand of paper customers use. This is applicable to the entire installed base of HP Consumer printers.

<sup>19</sup> Natural Capital Partners, The CarbonNeutral Protocol, 2020 edition, [carbonneutral.com/the-carbonneutral-protocol](http://carbonneutral.com/the-carbonneutral-protocol).

<sup>20</sup> Original HP Ink integrated printhead cartridges only. UL 2809 Environmental Claim Validation Procedure, see [ul.com/news/hp-receives-first-recycled-content-validation-ocean-bound-plastics-ul](http://ul.com/news/hp-receives-first-recycled-content-validation-ocean-bound-plastics-ul). HP-commissioned Aug 2020 InfoTrends report verifies HP is the only in-class printer OEM with ink cartridges containing recycled ocean-bound plastic validated by UL 2809. See [keypointintelligence.com/HPPlanetPartners](http://keypointintelligence.com/HPPlanetPartners).



<sup>21</sup> Original HP Ink Integrated Printhead Cartridges contain recycled plastic from upcycled water bottles. Individual ink cartridges contain recycled plastic from upcycled clothing hangers. HP-commissioned Aug 2020 InfoTrends report verifies that HP is the only in-class printer OEM to report upcycled material in print cartridges. Market share: IDC Q2'20 Hardcopy Peripheral Tracker. Program availability varies. See [keypointintelligence.com/HPPlanetPartners](http://www.keypointintelligence.com/HPPlanetPartners).

<sup>22</sup> HP's most advanced embedded security features are available on HP Enterprise and HP Managed devices with HP FutureSmart firmware 4.5 or above. Claim based on HP review of 2019 published features of competitive in-class printers. Only HP offers a combination of security features to automatically detect, stop, and recover from attacks with a self-healing reboot, in alignment with NIST SP 800-193 guidelines for device cyber resiliency. For a list of compatible products, visit: [hp.com/go/PrintersThatProtect](http://hp.com/go/PrintersThatProtect). For more information, visit: [hp.com/go/PrinterSecurityClaims](http://hp.com/go/PrinterSecurityClaims).

<sup>23</sup> Compared to majority of competing in-class OEM ink and laser printer supply recycling programs. Criteria: size, reach, recycled content use, upcycling and eco award/ranking. HP-commissioned Aug 2020 InfoTrends research report. Market share: IDC Q2'20 Hardcopy Peripheral Tracker. Program availability varies. See [hp.com/go/recycle](http://hp.com/go/recycle) and [www.keypointintelligence.com/HPPlanetPartners](http://www.keypointintelligence.com/HPPlanetPartners).

<sup>24</sup> <https://www8.hp.com/us/en/printers/hp-plus.html>

<sup>25</sup> Forest First: With HP+, every print—regardless of paper brand—is addressed through HP's Forest Positive Framework to counteract risks of deforestation. HP brand paper is sourced only from certified responsibly managed forests or from recycled content. For other brands of paper, HP invests in restoration, protection, or in working forests recovery projects in key regions, for instance Brazil, sufficient to balance any paper used by HP+ customers that may not have been responsibly sourced. Read more about projects and our partners at [hp.com/forestfirst](http://hp.com/forestfirst).

<sup>26</sup> Program availability varies. For details, see [www.hp.com/recycle](http://www.hp.com/recycle).

<sup>27</sup> The HP DesignJet Studio Printer series and the HP DesignJet T600 Printer series are the only solutions providing seamless printing of both large and small format sheets automatically in a multi-size print basket compared to competitive alternatives with comparable size and features as of January 2020.

<sup>28</sup> HP is reducing the carbon footprint of printing through carbon reduction initiatives such as energy efficiency, reduced packaging, and use of recycled plastics. The HP DesignJet Studio Printer is the first HP DesignJet where HP has offset the remaining carbon impact due to raw material extraction and processing, printer manufacturing and transportation, as well as electricity, paper, and cartridge use in accordance with [The CarbonNeutral Protocol](#).

<sup>29</sup> More sustainable design compared to the previous printer models (HP DesignJet T100 Printer series) replaced with the HP DesignJet T200 Printer series. Based on calculations in accordance with ISO 14040/14044 life cycle assessments using ReCiPe (H) v. 1.1 (2016) on GaBi 8.5 (2018) software and scaled to reflect expected yearly sales.

<sup>30</sup> The HP Eco-Carton Ink Cartridge outer carton is 100% recyclable through local cardboard/paper programs. Inner materials including the ink bag are 55% recyclable and can be returned free of charge to the HP Planet Partners program for reprocessing of plastic parts. None of these materials returned to HP Planet Partners will be sent to landfill. For take-back of ink bag/printhead/prints, visit <http://www.hp.com/recycle> to see how to participate and for HP Planet Partners program availability; program may not be available in your jurisdiction.

<sup>31</sup> CO<sub>2</sub>e reduction based on moving from plastic ink cartridge to cardboard HP Eco-Carton Ink Cartridge, with annual manufacturing savings of 291 tonnes and transport savings of 8 tonnes.

<sup>32</sup> HP Jet Fusion 3D printing solutions using HP 3D High Reusability PA PP, 12GB, TPA, PA 12, and PA 11 provide 100%, 80%, 80%, and 70% postproduction surplus material reusability, respectively. For testing, material is aged in real printing conditions and tracked by generations (worst case for reusability). Parts are then made from each generation and tested for mechanical properties and accuracy. [Learn more](#).

<sup>33</sup> Compared to traditional CNC and manual tooling processes as of June 2020. Based on internal HP analysis and testing including expert interviews and a review of published market reports. Four to six weeks average fabrication lead time when producing in CNC.



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