

Corporate Social Responsibility Procurement Guide

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Dell Technologies Procurement Best Practices

We believe technology exists to drive human progress on a global scale — to create new markets, reshape industries, drive sustainability, and improve the lives of every person on the planet. We are committed to this at every level of our business and take pride that our customers hold us accountable.

Using our expertise gained over a decades-long journey of sustainable innovation and dialogue with our customers, we've curated these best practice questions that you can include to advance social responsibility and environmental sustainability in your procurement of IT products. Together, we can push the boundaries of innovation and make a substantial impact for people and environment.

Let's continue to drive the technical revolution forward.

You can use all or parts of the best-practice questions, which will enable you to evaluate and select the most sustainable IT products and partners for your organization.

Visit DellTechnologies.com/SocialImpact for more information.



Company Corporate Social Responsibility

Code of Conduct

- Does your company have a comprehensive code that sets forth ethical conduct expectations of its employees covering topics such as ethics, anti-corruption, diversity, human rights, environmental protection, confidentiality, etc.? Please provide a link.
- Are your company's Code of Conduct commitments and expectations also applicable to your company's supply chain?
- Beyond your company's Code of Conduct commitments, are there additional requirements to which your company's suppliers must adhere?
- Is your company a member of the Responsible Business Alliance (RBA)?
- How does your company put RBA principles and policies into practice?

Programs, Governance and Reporting

- Does your company have policies or programs for corporate social responsibility and sustainability with executive commitment? Describe overall the policies or programs of your company.
- Does your company publish a Corporate Responsibility Report (CSR)? Please provide a copy or a link to the report.
- Does your company publish a GRI (Global Reporting Initiative) content index? Please provide a copy or a link to your GRI content index.
- What Self-Assessments and Third-Party Audits does your company complete annually? Describe the management systems and governance that your company has in place to ensure CSR initiatives are implemented.
- Does your company share third-party independent assessments of its corporate, social and environmental responsibility programs and performance?
- Does your company participate in CDP (Carbon Disclosure Project), and are responses made available publicly?
- How does your company engage with its broad range of external stakeholders? To which industry organizations does your company hold membership and actively participate in?
- What awards and recognition has your company received in relation to Corporate Responsibility?



Global Environmental Policy

- Does your company have internal recycling/reuse goals for its own operations?
- Does your company have an environmental policy?
- Does your company have environmental programs in place, targeting water and energy utilization? What are your company's utilization goals?
- Does your company have a public target and strategy for reduction of Greenhouse Gas (GHG) emissions?
- Does your company estimate and report GHG emissions for themselves and suppliers?

Environmental Health & Safety

- Does your company have a Quality Management System?
- Does your company have an Information Security Management System?
- Are your company's operations certified to ISO 9001?
- Does your company hold ISO 27001 certification(s)?
- Does your company have a Safety (or occupational health & safety) Management System?
- Does your company have OHSAS 18001 certification?
- Does your company have a certified Environmental Management System (EMS)?
- Does your company have ISO 14001 certification?
- Does your company have an Energy Management System?
- Please provide copies/links to all ISO and OHSAS certifications.
- Does your company have a health and safety policy? Describe your company process for health and safety training of employees.
- Has your company been fined or had any violations in the last 5 years? In the US? Other countries?



Product Sustainability

Product Design

- How does your company design products with the environment in mind?
- Has a product carbon footprint assessment been completed for the products in scope? If yes, please provide details.
- In relation to the EU REACH Regulation, what actions have been taken for the concerned products?
- What material innovations has your company investigated or produced?

Energy Consumption & Eco-labels

- Does your company provide product energy usage information for products sold?
- To which eco-labels are the products certified?
- Is the product EPA Energy Star certified?
- Is the product TCO certified? Which generation?
- Are the products Electronic Product Environmental Assessment Tool (EPEAT) registered?
- Recommended Eco-Labels:

Criteria	Clients	Monitors	Servers
ENERGY STAR	Mandatory	Mandatory	Mandatory
EPEAT Bronze	Mandatory	Mandatory	Mandatory
EPEAT Silver	Award	Award	Award
TCO Certified	Award	Mandatory	Award
ECMA TED or comparable Environmental Data Sheet	Mandatory	Mandatory	Mandatory

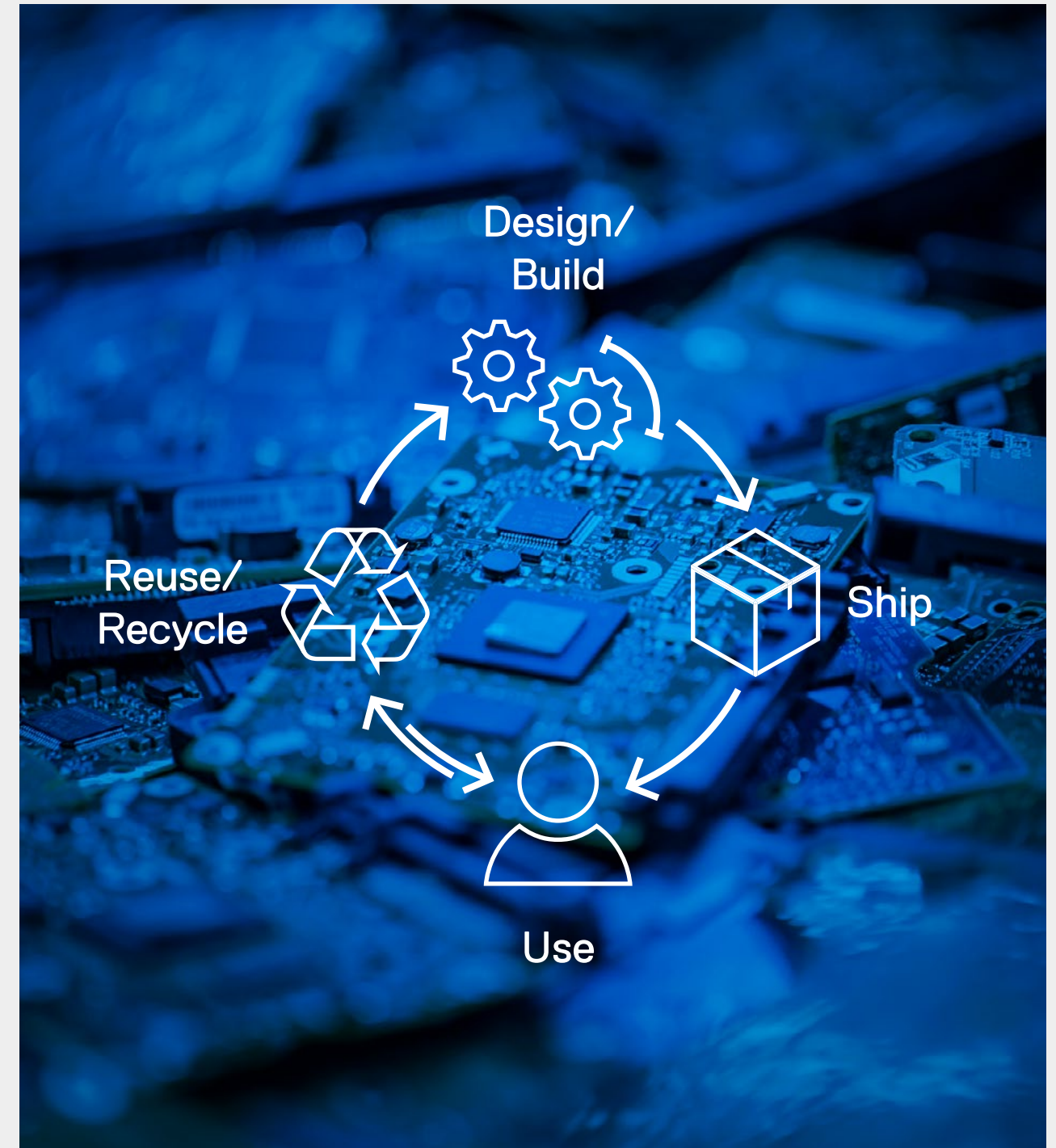


Circular Economy

- Does your company utilize post-consumer recycled content in its products or parts?
- Does your company produce any products or parts using a closed loop or open loop recycling process?
- What are your company's innovations and efforts in the closed/open loop process?
- Has your company received any awards or recognition for circular economy programs?

Asset Recycling, Recovery & Disposal

- What is your company's asset recycling and disposal policy? Please provide details about the process.
- Does your company have electronics reuse/recycling/take-back programs for its business customers?
- Does your company ensure compliance to WEEE and other relevant regulations?
- What kind of assurances does your company provide for retired IT assets to ensure they are responsibly recycled?
- Has your company invested or is it planning to invest in recycling/recovery facilities and/or developing partnerships with recycling organization(s)?
- Does your company offer financial incentives, such as cash back or trade-in credit?
- Are you able to provide customer-specific data on the proportion of used equipment which is re-used or recycled? Does your company have specific electronics take-back recycling goals? If so, what are they?
- How does your company use circular economy principles to reuse materials recovered through the electronics recycling process?



Supply Chain

Policy, Standards and Transparency

- What is your company's process for managing social and environmental issues in the supply chain? How does your company hold suppliers accountable?
- Does your company have a human rights and labor policy? How does your company address vulnerable workers? Are there policies in place which prohibit child labor or forced labor?
- Does your company publish a Modern Slavery Statement which describes commitments and actions undertaken to verify the absence of forced labor, slavery and human trafficking in the supply chain?
- Describe your company's approach to supply chain transparency. How does your company hold suppliers accountable?
- Does your company have a publicly available policy/position on conflict minerals? Does your company follow the related Organisation for Economic Co-operation and Development (OECD) due diligence guidelines framework?

Supplier Diversity

- Does your company promote opportunities and have clear, public commitments to working with diverse suppliers?
- Does your company publicize how much it spends with diverse suppliers?

Packaging & Logistics

- Does your company have sustainable packaging goals/initiatives?
- What materials does your company use in product packaging?
- Does your company have any innovations with regards to packaging?
- What percent of the packaging is recyclable or compostable?
- What percent of the packaging is made from recycled or renewable materials?
- What steps are being taken to reduce the impact of shipping and logistics?

