Sustainable Impact Report

2023

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Cover image: The inaugural class of writers, designers, and illustrators at the NABU Creative Lab in Manila, Philippines, the first of its kind in Asia, which opened in partnership with HP in 2023.

Letter from our president and CEO

For nearly 85 years, HP has empowered people and businesses everywhere to thrive.

Our success has not just been measured by the products and profits we make, but by the contributions we make to society. This dates back to the philosophy of our founders – if HP could help people live happier, healthier, and more prosperous lives, the greater the likelihood they would buy our products. They believed it would naturally result in better customer experiences, higher profit, and more opportunities to give back.

This belief has proven true and continues to guide our work today. Our approach allows us to participate in the global economy, conducting business in countries around the world. We win deals and help other companies reach their goals, too.

Simply put, it's not only good for the world, but good for our business. And it is more important than ever.

The world is changing fast. And possibly faster than it ever has. We have entered a new era of innovation. Generative AI is already having a major impact on our lives. And we have shifted to a world of hybrid work. This combination requires solutions that enable people to find growth and fulfillment at work.

At the same time, the size and scale of the challenges we face continue to increase, from climate change to persistent inequality in our communities. It's easy to be overwhelmed.

While all of this may seem daunting, I believe we have both an opportunity and a responsibility to do the work necessary to create a brighter future for generations to come.

We are rethinking old ways of doing things and reimagining what is possible, while remaining anchored to our values. At HP, we are doing this not simply because it's the right thing to do, but also because it helps us grow.

I'm proud of our teams at HP and the impact we're driving. Like most companies, we may not always get it right and we will face obstacles along the way, but we remain steadfast to our commitments. We are embracing new innovations and approaches to transform our portfolio and operations, which is especially important as we endeavor to further strengthen a Future Ready organization.

This means taking urgent and necessary action on our three priority areas: climate action, human rights, and digital equity. This year, we've made strides on all of them, but recognize there is still much work that remains.

I'm particularly proud of our achievements in digital equity. Doubling our progress since last year, we have accelerated digital equity for more than 45 million people. This is nearly a third of the way to our goal of 150 million people by 2030.

HP is successful because of its dedicated employees and the innovative partnerships we have formed to create tailored solutions for communities more likely to experience the digital divide. With the rise of AI and other transformative technologies, these efforts are particularly critical to ensuring everyone can participate and thrive in the digital economy. We will continue to work hard every day to build a more inclusive society.

While our goals are ambitious, we remain committed to our belief that collaboration with our customers, partners, and communities will pave the way for a more sustainable and just future.

Saludos,

Enrique Lores
President and CEO

23rd Sustainable Impact Report

Welcome to the 2023 HP Sustainable Impact Report. Since 2001, HP has provided in-depth information on its social and environmental progress to our key stakeholders.

Throughout this report, we have included links to stories about HP's innovations and impact. In addition to our Sustainable Impact Report, we share information on our programs and progress in our Sustainable Impact Report Executive Summary and on our Sustainable Impact website.

This report covers HP's Sustainable Impact policies, programs, goals, and progress. It includes performance data covering HP's global business operations and/or revenue as of our fiscal year 2023 (which ended October 31, 2023), unless stated otherwise. Environmental, social, and governance (ESG) metrics in this report do not include Apogee and Simpress, independent subsidiaries of HP, unless otherwise stated. Most metrics in the report have been rounded to aid readability. In some cases, segments do not add up to the total due to rounding.

To learn more about the scope of this report, see the About this report section in the appendix.

About HP

Key facts

Enrique Lores
President and Chief Executive Officer, HP Inc.

Palo Alto, CA, United States
Corporate headquarters

~150K
robust ecosystem of channel partners[2]

58K
employees globally[2]

Chip Bergh
Chairman of the Board

Market leader
#1 in print and #1 in personal systems (excluding China)[1]

Fortune 100
company

170+
countries in which HP operates[2]

Our corporate strategy enables us to be Future Ready

Financial	Deliver long-term sustainable growth
Portfolio	Build a more growth-oriented portfolio while we continue to strengthen our core businesses
Transform/Digital	Become a more digital company to streamline operations and enable new customer value propositions
Sustainable Impact	Vision to become the most sustainable and just IT company; focus on Climate Change, Human Rights, and Digital Equity
Talent & Culture	A school for leaders built on Agility, Customer Centricity, and Ambition

Fiscal year 2023 highlights

US$53.7B
in net revenue

23K+
patents[2]

US$1.6B
R&D spend

US$3.6B
net cash provided by operating activities

US$1.1B
returned to stockholders in the form of share repurchases and dividends

See our full financial performance. →

2023 highlights

Climate Action

27%
reduction in HP value chain greenhouse gas (GHG) emissions compared to our 2019 baseline

1 billion+
pounds of recycled materials have been used in HP products and packaging since 2019[3]

184K tonnes
of CO_2e emissions avoided by participants in our supplier Energy Efficiency Program and other programs in 2023, reaching a total of 1.88 million tonnes of CO_2e emissions since 2010

Launched
HP Certified refurbished hardware as part of HP Renew Solutions, helping customers advance circularity and climate action[4]

Human Rights

486K
workers reached through human rights awareness and worker voice programs since 2015

95%
of production suppliers, by spend, have gone through social and environmental monitoring

46%
of our Board of Directors represented racial/ethnic minorities—among the most diverse of any U.S. technology company

US$358M
spent in the United States with small businesses, US$210M with minority-owned businesses, and US$107M with women-owned businesses

Digital Equity and Philanthropy

6.4M
more individuals reached across six countries through 17 nonprofits who participated in the Digital Equity Accelerator

1.9M
children reached, 111 artists trained, and two new NABU HP Creative Labs opened in partnership with NABU

484K
students, entrepreneurs, and lifelong learners reached through HP LIFE courses in 2023, achieving over one million users since 2016

296K
hours volunteered by 22,000 employees in 56 countries, reaching over one million hours since 2016

Innovating for sustainability

Across our portfolio, we are creating the transformative and disruptive technologies of the future.

We continue to apply rigorous design principles to significantly enhance the environmental performance of our products and services and in 2023, we spent US$1.58 billion on ongoing product development. Among our main design priorities, we work to increase the use of recycled and renewable materials; practice responsible chemistry; enhance product repairability, reusability, longevity, and recyclability; continually improve product energy efficiency; build in accessibility features; and create solutions to meet challenges in healthcare.

Energy-efficient, more circular supplies

Original HP Toner Cartridges with new, innovative TerraJet technology are up to 30% smaller,[5] use up to 35% recycled content,[6] and reduce energy consumption by up to 27%,[7] all while increasing print speeds (by up to 27%[8]) and producing even more vibrant colors and images. This breakthrough technology is responsibly designed to deliver exceptional performance and the print quality our customers expect.

Personal systems made using recycled materials

The HP EliteBook 1040 G10 top cover, palm rest cover, and bottom cover are made from 90% recycled magnesium by weight.[10] Its keycaps are 50% recycled plastic from DVDs, and its bezels contain 30% postconsumer recycled plastics. The laptop is energy efficient by design and is ENERGY STAR® certified[11] and EPEAT® Gold registered[12] in the United States. Its outer box and packaging are 100% sustainably sourced.[13]

During 2023, we shipped more than 49 million computers in molded fiber or hybrid foam/fiber packaging, representing about 97% of units shipped during the year.

Personalized orthoses

Podiatrists and orthotists using HP's 3D Arize Orthotic Solution can capture 3D renderings of a patient's foot, then fine-tune and prescribe personalized orthoses for their patients—all in less than five minutes.[9]

Manufacturing printers using recycled content plastic

HP's new DeskJet 2800, DeskJet Ink Advantage 2800, DeskJet 4200, DeskJet Ink Advantage 4200, and DeskJet Ink Advantage Ultra 4900 series printers all incorporate at least 60% postconsumer recycled content plastic.[14]

Energy-saving large format printers

HP's new DesignJet T850 and T950 series printers and plotters contain at least 40% and 35% postconsumer recycled content plastic, respectively,[15] while the innovative Energy Scheduler feature helps to reduce energy use by 60% annually through automatic power cycling. Our updated fiber-based packaging design for the T850 series features 69% less expanded polystyrene packaging compared to the previous T730. In addition, HP Flex Tech Inks are the first inks in the technical large format market to meet UL ECOLOGO® Certification.[16]

Accelerating scientific research

HP developed the HP D100 Single Cell Dispenser to provide researchers with access to an affordable and robust solution to isolate and analyze how individual cells respond to drugs and other factors. The D100 was launched globally in September 2023, and is able to dispense over 300 cells in around five minutes. HP's microfluidics technology accelerates this fast-growing field of research, for example by helping researchers identify ways to maximize the number of tumor cells that respond to cancer therapies.

Delivering more resource-efficient industrial printing

HP Indigo's new printing technology, LEP^{x}, delivers the renowned digital print quality and versatility of HP Indigo at analog print speeds. With LEP^{x}, high throughput and productivity can be achieved, reducing the carbon footprint of multiple color jobs.[17] The HP Indigo V12 Digital Press, a label press that is the first HP Indigo product featuring LEP^{x} technology, can potentially replace two to four flexo machines[18] for mid-length to long print jobs. A notable benefit of the press is its capability to save substantial amounts of media by eliminating flexo printing waste.[19]

Innovating for sustainability

HP's innovative services help our customers meet their sustainability goals, including by reducing their carbon footprints, energy use, and paper waste.

HP Carbon Neutral Computing Services

HP Carbon Neutral Computing Services help organizations contribute to a low-carbon future by offsetting the end-to-end carbon footprint of eligible HP PCs, so devices can remain carbon neutral throughout the full life cycle.[20,21,22]

HP Managed Device Services

HP Managed Device Services[23,24] enables customers to extend the use of their existing devices, mitigating emissions associated with manufacturing new devices.

HP Device Life Extension Service

Organizations can maximize the useful life of their PCs with HP Device Life Extension. This capability upgrades HP device performance and extends support, enabling customers to use their devices for longer and contribute to the circular economy.[25]

HP Managed Print Services

HP Managed Print Services[28] enables customers to reduce GHG emissions across the life cycle of their printing activity by improving product resource efficiency and driving responsible user behaviors through settings that reduce energy, supplies, and paper use.[29] Customers can offset any remaining emissions through third party-verified projects around the globe in partnership with Climate Impact Partners, facilitated by HP.

HP Renew Solutions

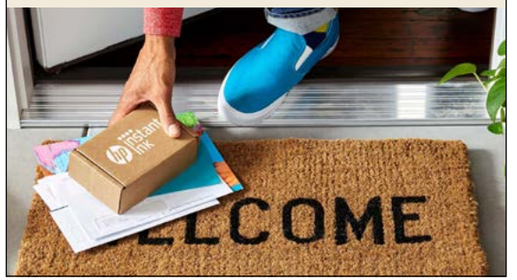
Commercial customers can reduce hardware expenses and accelerate sustainability goals with HP's flexible suite of certified refurbished devices,[26] services,[27] and solutions that enhance IT and employee experiences while helping protect our shared future.

HP Support Services

HP Support Services[30] helps prevent productivity disruptions and enables IT to do more with reliable device support that keeps people and devices running at peak performance. A consistent device maintenance strategy is crucial for extending the useful life of devices, enabling customers to accelerate their sustainability goals. Extending the life of an average PC by two years can reduce carbon footprint by 30% compared to buying a new one.[31]

HP Instant Ink

HP Instant Ink helps home users and microbusinesses remain productive by ensuring they never run out of ink or toner.[32] The service anticipates when a cartridge is running low and sends replenishments as well as new recycling envelopes (for ink cartridges) or recycling labels/information (for toner cartridges) automatically.[33] Customers using this service save up to 50% on the cost of ink[34] or toner.[35] HP offers this service in 38 countries, including access to cartridge recycling in most of those locations.[36]



Recognition

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

Scored a **triple "A" rating** across CDP's Climate, Forests, and Water lists for the fifth consecutive year

Rated among the **top 1%** of companies for social and environmental efforts for the 14th time in a row

Received an MSCI ESG **rating of AA**

Recognized as one of the **Best Top Hispanic Employer** in the United States

Recognized for **Supplier Engagement** for the eighth consecutive year

Ranked **in the top five** for environmental, social, and governance performance

HP has been included as a member of the DJSI World Index for the **12th year** in a row

Ranked **ninth** among 200 of the world's top businesses in the digital tech sector

Named one of the **100 Most Sustainable** Corporations in the World for the ninth year in a row

Ranked first in the Tech Hardware category and thirteenth overall

Five-time honoree for global leadership in ethical business practices

Recognized for product **energy efficiency** for the seventh year in a row

North America **Company of the Year** for circular economy performance

Recognized as an **ICT leader** in 2022 for commitment to address forced labor in our supply chain

Scored 100% for the eighth year in a row

Ranked among the top five ICT companies on supply chain human rights

Two employees at the cutting-edge SMARC lab, an exploratory space for prototyping in 3D printing, automation, and data analytics, at HP's Inkjet and Ink Supplies Operation (ISIO) in Singapore.

Sustainable Impact –

Strategy

Sustainable Impact is at the heart of HP's business strategy. Our vision is to be the world's most sustainable and just technology company, and in 2021 we announced our most comprehensive and ambitious Sustainable Impact agenda yet. It connects us to the most defining and urgent issues of our time, where we can have the greatest impact.

Our strategy is rooted in science and informed by the United Nations (UN) Sustainable Development Goals and other external frameworks, our Environmental, Social, and Governance (ESG) materiality assessment, 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. Our strategy supports a culture that integrates Sustainable Impact and purpose throughout our business and ecosystem.

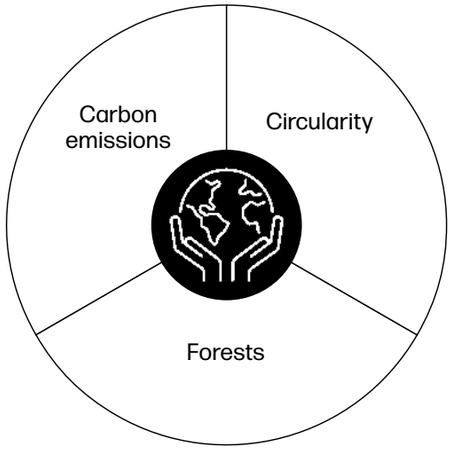
Sustainable Impact is both a business imperative and a key differentiator for the company. HP's sustainable revenue in 2023 represented more than 60% of total revenue, reported in accordance with the Corporate Knights Sustainable Economy Taxonomy,[1] which defines sustainable revenue as revenue from products and services that help reduce environmental impacts.

We believe businesses that can decouple growth from consumption and GHG emissions, grow through an inclusive culture, and offer solutions to some of our greatest collective challenges 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 difficult, to deliver lasting value through the power of our technology.

HP's facility in Singapore.

Our key focus areas

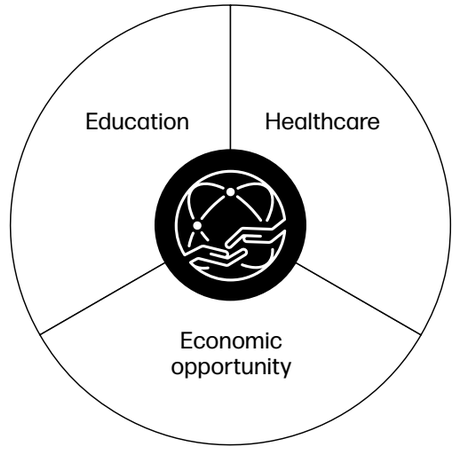


Climate Action

Taking urgent and decisive action to achieve net zero carbon emissions across our entire value chain, give back more to forests than we take, and innovate our products and services for a more circular economy.

Human Rights

Building a culture of equality and empowerment within HP and beyond, where diversity is sought out and celebrated and where universal human rights are understood and respected.



Digital Equity

Accelerating equitable access to education, healthcare, and economic opportunity for those who are traditionally excluded so they can participate and thrive in a digital economy.

Governance

We integrate Sustainable Impact at all levels of our company.

Our executive leadership team, led by our CEO, retains overall responsibility for Sustainable Impact as part of our business strategy. Members of the executive leadership team oversee Sustainable Impact targets relevant to their organizations, and are evaluated annually against related objectives, including climate action, human rights (which includes culture, equity, and diversity as well as other topics), and digital equity. Performance against these and other business objectives is considered in total compensation.

The HP Board of Directors' Nominating, Governance and Social Responsibility Committee (NGSRC) oversees, periodically reviews, and, as appropriate, makes recommendations to the board concerning sustainability and social impact. This includes HP's significant strategies, policies, positions, and goals relating to global citizenship, sustainability, climate change, human rights, and digital equity. It also covers the impact of HP's operations on employees, customers, suppliers, partners, and communities worldwide, supply chain, environment, and sustainability performance, and HP's annual Sustainable Impact Report.

The NGSRC convenes at least four times each year, with additional meetings as appropriate, and receives regular updates on our Sustainable Impact strategy, results, and key risks and opportunities. The NGSRC provides guidance on, and in some cases approval of, strategic priorities and investments. As disclosed in our 2024 Proxy Statement, the majority of our board have experience in environmental and social responsibility–related issues, which we believe strengthens the board's oversight of HP's policies and programs relating to these issues and reinforces HP's commitment to sustainability and social responsibility.

The performances of our chief sustainability officer and our chief diversity officer are evaluated in part based on the management of Sustainable Impact and the achievement of related targets and metrics, and these evaluations impact their compensation. Corporate initiatives to address climate action, human rights, and digital equity may also be considered as a component of other company executives' total compensation. In addition, every employee is encouraged to consider our Sustainable Impact strategy as part of their annual goal-setting process.

The Sustainable Impact Steering Committee, composed of representatives from across our organizations, manages and helps drive progress against our goals.

HP Sustainable Impact governance

HP Board of Directors
Nominating, Governance and Social Responsibility Committee (NGSRC)

Executive Leadership Team Sponsors
Chief Supply Chain Officer | Chief Corporate Affairs & Communications Officer | Chief People Officer

Sustainable Impact Leadership
Chief Sustainability Officer | Chief Diversity Officer | Head of Supply Chain Finance

Sustainable Impact Program Management Office

Climate Action			Human Rights			Digital Equity			HP Foundation
Carbon emissions	Forests	Circularity	Empowered workers	Culture of inclusion and belonging	Social justice, racial and gender equity	Education	Healthcare	Economic opportunity	

Sustainable Impact Steering Committee
Composed of vice presidents from business units and functions across HP, who represent the Sustainable Impact work in their organizations to meet the company's sustainability vision and goals.

Personal Systems	Imaging, Printing & Solutions	Workforce Solutions	Supply Chain	Commercial Organization	Corporate Affairs	Marketing	Legal	Finance	People	Digital & Transformation	Strategy & Incubation

Stakeholder engagement

We gain valuable insight through 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 into emerging opportunities and risks.

Individual functions across the company execute our 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.

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. In 2024, prior to filing our latest Proxy Statement, we conducted our annual outreach regarding our governance profile with stockholders representing around 30% of our outstanding stock. Topics discussed included HP's strategy and business performance, governance practices, executive compensation, and ESG and sustainable impact.

Examples of stakeholder engagement in 2023 included:

Climate Action

- We engaged in initiatives focused on increasing support for clean energy and combating climate change, including the Clean Energy Buyers Association, RE100, EV100, CDP Supply Chain, World Wildlife Fund's (WWF) Climate Business Network, Business Ambition for 1.5°C, and Center for Climate and Energy Solutions' Business Environmental Leadership Council. See Carbon footprint, Supply chain, HP operations, and Product use.
- To discuss the pivotal role public policy plays in driving progress toward a more circular economy, we engaged with the International Conservation Caucus Foundation, the Information Technology Industry Council, the Consumer Technology Association, and industry peers.
- We engaged through the HP Sustainable Forests Collaborative to protect, restore, and improve responsible management of forests, and worked with WWF's Forests Forward, the Forest Stewardship Council®, and our suppliers to ensure the fiber we use is responsibly sourced. See Forests.

Human Rights

- We engaged in multi-stakeholder collaborations, including the Responsible Business Alliance, Leadership Group for Responsible Recruitment, and BSR, to drive progress and elevate human rights best practices. See Human rights due diligence and Supply chain workers.

Digital Equity

- We collaborated with Girl Rising to advance education for women and girls, MIT Solve to address equity challenges through social entrepreneurship, and NABU to advance literacy in communities around the world. Our work with the YMCA helped young people develop the skills they need to create economic opportunity. See Education.

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

SPOTLIGHT

Empowering channel partners to drive sustainable sales and impact

In 2021, we launched Amplify Impact, the first sustainability program for IT channel partners.

Informed by our own sustainability expertise, investments, and initiatives—and aligned with our Sustainable Impact strategy—the program is designed to accelerate change across the IT industry and support our partners to drive sustainability sales and impact.

Sustainability is a key IT sales differentiator. Increasingly, it is a mandatory criteria for IT tenders—customers want to purchase products with sustainability attributes from trusted HP partners, and those partners want to build sustainable businesses and earn loyal customers.

In 2023, we expanded HP Amplify Impact to 48 countries. Now, more than 3,900 partners representing over 80% of HP channel partner revenue are enrolled and benefiting from this world-class program. We are on track to reach our objective of enrolling at least 50% of channel partners by 2025.

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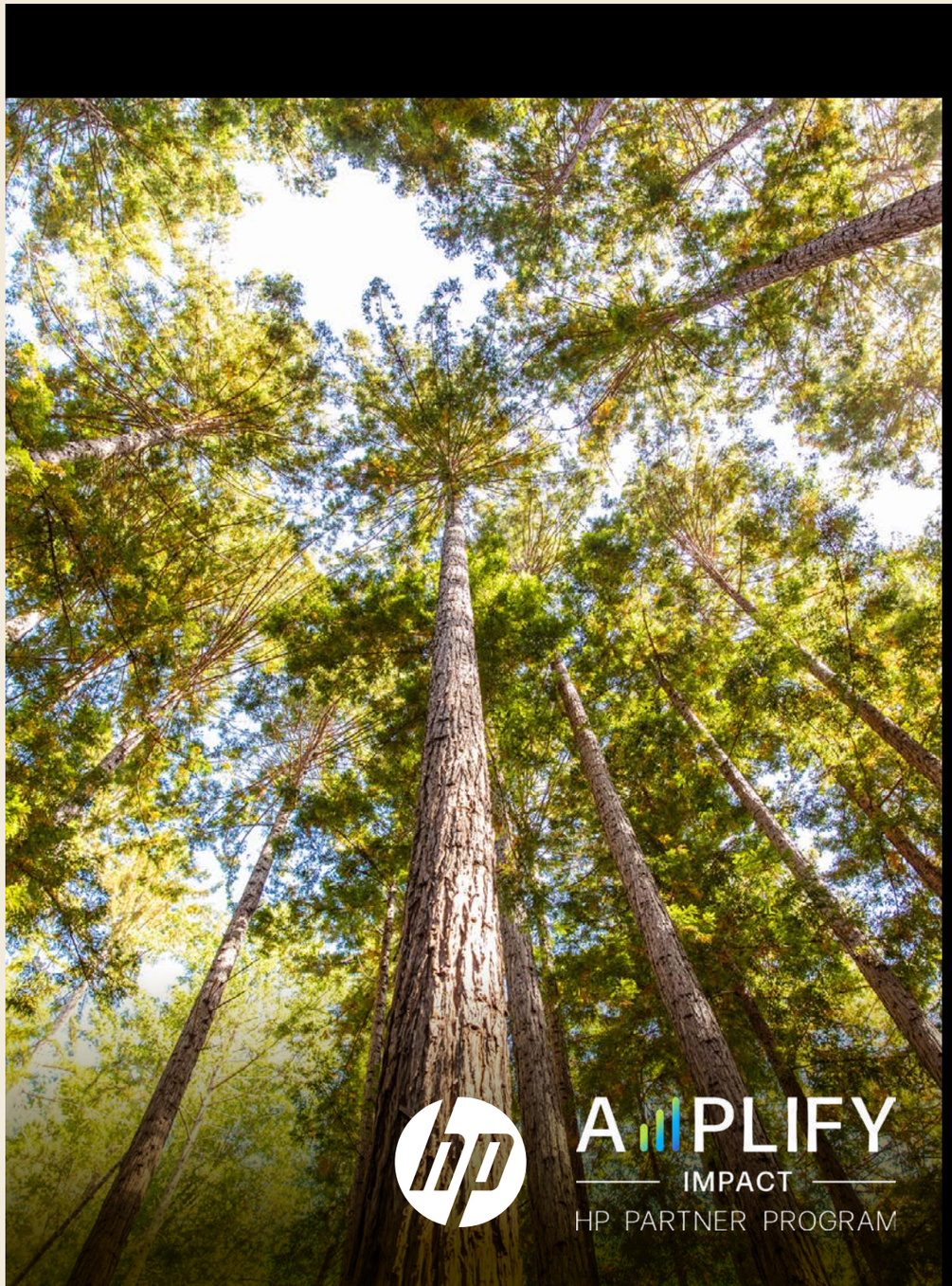


SPOTLIGHT

To support channel partners on their journey, Amplify Impact includes:

- A sustainability self-assessment and personalized comprehensive report, which provides partners with actionable insights, industry best practices, and resources, including peer-to-peer comparison. Ninety percent of partners report they highly value the personalized recommendations.
- The Amplify Impact Hub, offering customized sustainability support with 25 initiatives, trainings, consultancy, and personalized tracking to drive our partners' sustainability sales and impact.
- HP University, which offers a comprehensive sustainability sales training curriculum; more than 1,800 Amplify Impact partners have completed over 119,000 HP training courses.
- Support for partners with sustainability bids from the HP Sustainability and Compliance Center and exclusive sales support materials.

AMPLIFY IMPACT HP PARTNER PROGRAM

Amplify Impact has received industry recognition and several awards, including CRN's Global Flagship Award—Sustainability Vendor of the Year 2024. The program was a finalist for the 2023 World Sustainability Awards, was a 2021 Silver Stevie Winner and also won the 2021 Channel Innovation Award for Partner Program of the Year.

The program gives channel partners the tools to develop their sustainability expertise and strategy and promote their achievements using exclusive marketing materials and social media kits. In May 2024, we extended the program to distribution partners.

Watch a video to learn about how Amplify Impact is bringing value to partners.

Amplify Impact partners participating in a panel discussion with HP employee Isabella Phoenix (center) at the 2023 Amplify Partner Conference in Chicago, Illinois, United States.

66%

of partners report that the program has helped improve their win rate of sustainability deals

119K+

sustainability-related training courses completed by HP Amplify Impact partners

80%+

of partners expressed a high rate of satisfaction with the HP Amplify Impact Program

ESG materiality

We periodically assess topics relevant to sustainability to inform our focus and Sustainable Impact strategy.

These assessments performed to date including the assessment that concluded in early 2024 clarify and inform our Sustainable Impact strategy, investments, and disclosures. This enables us to focus on the areas where we can have the greatest impact, determine gaps in our approach, and identify trends and leadership opportunities for our business. The assessments also inform our goals-setting process, and we have set aggressive goals to manage performance and drive long-term progress related to ESG topics identified.

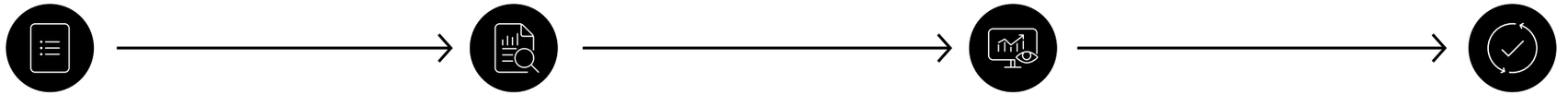
In early 2024, we completed a new materiality assessment. In designing our own process, we borrowed concepts from international standards and regulatory frameworks, and intend this assessment to describe where HP stands in relation to major sustainability topics as of 2023.

Throughout this report, we use the definition of "materiality" from concepts borrowed from international standards and regulatory frameworks, which is different from the term as it has been defined by or construed in accordance with the securities laws or any other laws of the United States or any other jurisdiction, or as used in the context of our financial statements and financial reporting or our reports filed with the U.S. Securities and Exchange Commission (SEC). Topics identified as ESG material for the purpose of this report should not be construed as being material for SEC or other reporting purposes, financial or otherwise.

Prior to this, our most recent ESG materiality assessment was conducted in 2021.

Our assessment process

We developed a four-step process to identify and assess actual and potential sustainability impacts, risks, and opportunities.



1

Context

Built a shared vision of success, gathered key materials and stakeholders, and developed an overview of the organization's sustainability context.

2

Identify

Identified actual and potential sustainability impacts, risks, and opportunities, which were categorized by type, time horizon, geography, remediability, and other factors, before reviewing with stakeholders.

3

Assess

Drew on desktop research and stakeholder engagement to assess the sustainability impacts, risks, and opportunities. Throughout the evaluation, we were intentional in not considering HP's current performance and HP's impacts relative to other industries or companies.

4

Consolidate

Consolidated the outputs of the assessment, which serve as a helpful input to our continual evaluation of the Sustainable Impact strategy in the context of our overall business strategy. This consolidation helped HP see potential areas to explore for strategic focus.

Summary of identified topics

By integrating a broad range of inputs and insights, our latest materiality assessment reflects the rapidly evolving landscape of ESG topics. Having identified 27 sustainability impacts, risks, and opportunities, we grouped these into 12 topics.

Topic	Subtopics	Topic boundary	Description	GRI Standards topic(s)	Location
Environmental					
Sustainable products and services and circular economy	Circular economy	Supply chain HP operations Products and solutions	Managing product life cycles through design and business models emphasizing serviceability, longevity, repair, reuse, recycling, recycled content, and closed material loops, aiming to reduce waste and foster a circular economy.	Materials Waste Supplier Environmental Assessment	Circularity
Climate change	Supply chain GHG emissions Operational GHG emissions Product use GHG emissions Physical risks Transitional risks	Supply chain HP operations Products and solutions	Collaborating across our value chain and with external partners, HP addresses climate change by reducing operational, product use, and supply chain GHG emissions. This holistic approach contributes to mitigating the impacts of climate change on our business, customers, the environment, and society.	Energy Emissions Economic Performance	Carbon
Materials and substances of concern	Substances of concern Ecosystem disruption Ethical raw material sourcing	Supply chain (upstream) HP operations Products and solutions	Addressing the responsible management of substances of concern involves adopting practices that prioritize environmental and social considerations, safeguarding against potential harm, and fostering more sustainable material usage throughout our operations. This includes preventing ecosystem disruption and ensuring ethical raw material sourcing.	Biodiversity Materials Procurement Practices	Circularity Supply chain workers Responsible minerals program Forests
Waste	Disposal of e-waste Disposal of packaging waste Disposal of manufacturing waste Value chain waste generation	Supply chain HP operations	Addressing waste challenges, HP promotes responsible disposal of electronic waste, packaging, and manufacturing waste throughout the value chain. Emphasizing reduction and recycling, this approach helps to address environmental pollution, reducing risk to soil and water resources from potential contamination and hazards.	Materials Waste	Circularity Waste
Water	Water consumption Water pollution	Supply chain (upstream) HP operations	Reducing water consumption and addressing pollution and water scarcity concerns in affected regions. This includes monitoring the quality of discharge emissions to water at sites where monitoring is required based on local permits. HP's initiatives prioritize sustainable practices, emphasizing responsible water usage to safeguard communities and reduce environmental impact.	Water and Effluents	Water

Topic	Subtopics	Topic boundary	Description	GRI Standards topic(s)	Location
Social					
Child labor and forced labor	Child labor Forced labor	Supply chain (upstream) HP operations	Applying human rights due diligence to ensure forced labor practices and child labor are not used within HP or by our suppliers, engaging with rightsholders, and remedying where we caused or contributed to the impact.	Child Labor Forced or Compulsory Labor	Human rights due diligence Supply chain workers Responsible minerals program
Worker health and safety	Hazard risk Emergency preparedness	Supply chain (upstream) HP operations	Working to create a healthy, safe, and secure working environment by identifying and mitigating potential risks associated with hazardous materials, equipment, and machinery, increasing emergency preparedness, and addressing workplace injuries throughout HP operations and our supply chain.	Occupational Health and Safety	Health and safety
Talent development	Workforce resiliency	HP operations	Creating a resilient and Future Ready workforce by investing in training and development. Our approach considers individuals' needs and opportunities for career progression. HP's commitment ensures a diverse, skilled, and innovative team, fostering workforce resiliency and meeting evolving business needs.	Training and Education Employment Labor/Management Relations	Our employees
Fundamental labor rights	Labor rights Discrimination Protection of whistleblowers	Supply chain (upstream) HP operations	Promoting the wellbeing of HP employees and fostering an inclusive and transparent workplace, as well as protecting the labor rights of workers in our supply chain. We work to promote a living wage, to combat discrimination, and to safeguard whistleblowers. Our commitment includes promoting safe working conditions, upholding freedom of association, and capability building. By emphasizing fundamental labor rights, we aim to create a supportive and thriving environment for our diverse workforce and supply chain workers.	Forced or Compulsory Labor Freedom of Association and Collective Bargaining Non-discrimination	Human rights due diligence Supply chain workers Responsible minerals program Our employees
Governance					
Business conduct	Corruption and bribery Political engagement and lobbying	Supply chain (interactions with suppliers, business partners, and contractors) HP operations Products and solutions (interactions with business partners and customers)	Acting with integrity, upholding the highest ethical standards, and countering corruption. Our commitment extends beyond individual interactions to joint ventures, partners, customers, suppliers, and distributors. We embrace transparent political engagement and lobbying practices, reflecting our commitment to integrity throughout our value chain and industry.	General disclosures Anti-corruption Public Policy Customer Health and Safety	Operating responsibly Public policy HP 2024 Proxy Statement
Data privacy and data protection	Data privacy	HP operations (employees) Products and solutions (customers and partners)	Designing products and solutions with data security in mind, and collecting, analyzing, using, storing, transferring, and sharing data responsibly. Committed to compliance with evolving data privacy laws and standards, we ensure robust measures to safeguard personal data, and maintain a secure and ethical approach to data management.	Customer Privacy	Privacy
Partnerships and collaborations	Community impact	Products and solutions	Engaging with businesses, organizations, industry groups, and governments, and fostering meaningful alliances with tangible benefit for communities. With an emphasis on digital inclusion, these collaborations empower communities through enhanced access to technology and connectivity, digital education, and economic opportunity. Our dedication to impactful partnerships ensures positive and lasting contributions to communities around the world.	Local Communities	Strategic Partnerships Education Healthcare Community giving and volunteerism

An employee tends to the vegetables grown on the rooftop hydroponic farm at the HP facility in Singapore and which is entirely managed by employee volunteers.

Climate Action

Climate Action

OUR MISSION

Taking urgent and decisive action to achieve net zero carbon emissions across our entire value chain, give back more to forests than we take, and innovate our products and services for a more circular economy.

HP has a long-standing history of climate action. Our ambitious goals are designed to combat climate change by focusing on carbon emissions, circularity, and forests.

We use science-based targets to drive progress across our value chain, consistent with emission levels required to limit global warming to 1.5°C. Our goal is to reach net zero GHG emissions across our value chain by 2040.

Through HP's five climate action strategic drivers—print and compute as a service, sustainable materials, supply chain decarbonization, energy efficiency, and forest investments—we aim to reduce GHG emissions and resource consumption, drive innovation, and transform our design and business models.

By shifting toward circular design and creating products with repair and reuse in mind, we are working to increase value for customers while reducing environmental impacts. We invest in reused, recycled, and sustainably harvested materials and develop innovative ways to repurpose waste materials. In 2023, we used 34,400 tonnes of postconsumer recycled content plastic in HP products—equivalent to 18% of our overall plastic use. Our recovery, repair, reuse, and recycling services help keep our products in use for as long as possible and strive to recover materials at their highest value when products reach end of use.

To catalyze decarbonization within our supply chain, we work with suppliers to set science-based targets, implement energy management systems to increase efficiency, and utilize renewable electricity. Participants in our programs avoided 184,000 tonnes of carbon dioxide equivalent (CO_2e) emissions[1] and saved 36 million kWh (US$4.7 million) in 2023.

To help address deforestation, HP-brand paper and paper-based packaging for home and office printers and supplies, PCs, and displays[2] are made from recycled or certified sources. Beyond our own sourcing, we are taking action to protect, manage, and restore forests by addressing every page printed on HP printers. Through the HP Sustainable Forests Collaborative agreement with partners, we work to counteract deforestation for the fiber of non-HP paper used in HP printing products and services.

HP has achieved triple "A" scores from CDP for transparency and action on climate, forests, and water security for five consecutive years, and has also been recognized as a CDP Supplier Engagement Leader. See Recognition. To drive change within and beyond our industry, we join other leaders in emissions-reduction efforts and goal setting, including through the Clean Energy Buyers Association, RE100, EV100, Center for Climate and Energy Solutions' Business Environmental Leadership Council, CDP Supply Chain, Business Ambition for 1.5°C, and World Wildlife Fund's (WWF) Climate Business Network.

Our goals

Goal		Progress in 2023		SDGs
Carbon emissions				
2030	Reduce HP value chain GHG emissions by 50% by 2030 (compared to 2019), and achieve net zero emissions by 2040[3]	27%	reduction from our 2019 baseline. HP's carbon footprint was 19,764,400 tonnes of CO_2e in 2023. Learn more.	**SDG13**
2025	Reduce Scope 1 and Scope 2 GHG emissions from global operations by 65% by 2025, compared to 2015[4]	62%	reduction since 2015. HP's global operations produced 146,400 tonnes of Scope 1 and Scope 2 CO_2e emissions in 2023. Learn more.	**SDG13**
2025	Use 100% renewable electricity in our operations by 2025	59%	achieved. HP's global operations procured and generated 293,289 MWh of renewable electricity and attributes in 2023. Learn more.	**SDG7 SDG13**
Circularity				
2030	Reach 75% circularity for products and packaging, by 2030[5]	40%	circularity achieved, by weight.[6] Learn more.	**SDG12**
2025	Recycle 1.2 million tonnes of hardware and supplies by 2025, since the beginning of 2016	992K	tonnes of hardware and supplies recycled since the beginning of 2016. Learn more.	**SDG12**
2025	Use 30% postconsumer recycled content plastic across HP's personal systems and print product portfolio by 2025[7]	18%	achieved, a total of 34,400 tonnes of postconsumer recycled content plastic during 2023. Learn more.	**SDG12 SDG14**
2025	Eliminate 75% of single-use plastic packaging by 2025, compared to 2018[8]	62%	reduction, from an average of 221 grams/unit in 2018 to 85 grams/unit in 2023. Learn more.	**SDG12 SDG14**
2025	Reach zero waste in HP operations by 2025[9]	87%	landfill diversion rate achieved globally. Learn more.	**SDG12**

Goal		Progress in 2023		SDGs
Forests				
2030	Counteract deforestation for non-HP paper used in our products and print services by 2030[10] Continue to source only sustainable fiber for all HP-brand paper and paper-based packaging for home and office printers and supplies, PCs, and displays[11]	36%	of our total fiber footprint addressed, for paper used in our products and print services in 2023.[12, 13] Learn more.	**SDG13 SDG15**

Goal		Progress in 2023		SDGs
Water				
2025	Reduce potable water withdrawal in global operations by 35% by 2025, compared to 2015, focusing on high-risk sites	38%	reduction since 2015, meeting our goal (as in 2022), despite adding 59 Poly sites to our portfolio. Learn more.	**SDG6 SDG12**

Sustainable Development Goals (SDGs) key

- **SDG6** Clean water and sanitation
- **SDG12** Responsible consumption and production
- **SDG14** Life below water
- **SDG7** Affordable and clean energy
- **SDG13** Climate action
- **SDG15** Life on land

Carbon

The manufacturing, delivery, and use of HP products and solutions require a substantial amount of energy and natural resources. Transforming HP to help drive a more efficient and circular net zero carbon economy is central to our Sustainable Impact strategy.

HP was the first global IT company to publish a full carbon footprint, which covers our entire global value chain, from our suppliers[14] to our operations and our millions of customers worldwide.

We continually measure and manage our environmental footprint across the value chain, pursuing areas for improvement.

In 2023, our carbon footprint equaled 19,764,400 tonnes of CO_2e, 27% less than in 2019. This included an 18% reduction in absolute GHG emissions related to product manufacturing and a 39% decrease associated with product energy use.

Since 63% of our emissions occur in our supply chain, we use our scale and scope to engage closely with suppliers. This includes encouraging suppliers to address their own impacts, such as by setting science-based targets to reduce emissions.

A little more than one-third of HP's carbon footprint derives from product energy use. We work to continually improve product energy efficiency, and also deliver innovative service-based solutions that help customers reduce their environmental impacts.

While GHG emissions from HP operations only represent 1% of our footprint, we work to demonstrate leadership in emissions management, reduction, and disclosure. Our global operations produced 146,400 tonnes of Scope 1 and Scope 2 CO_2e emissions during 2023, a 3% decrease compared to 2022.

In early 2024, we submitted HP's 2040 net zero goal to the Science Based Targets initiative (SBTi) for validation. This builds on HP's two near-term GHG emissions-reduction targets, validated by the SBTi in 2022, confirming HP's commitment to climate action that limits global warming to 1.5°C. Learn more.

See additional HP GHG emissions-reduction goals.

In this section

→ HP carbon footprint, 2023
→ HP's path to net zero emissions by 2040
→ Supply chain
→ HP operations
→ Product use
→ Life cycle assessment
→ Product certifications and documentation

Methodological updates

This report reflects several methodological updates to improve the accuracy of our carbon footprint calculations and to align with our 2030 GHG emissions-reduction goal. These include:

- Personal systems: We switched from maximum to typical configuration, to better represent the average product our customers buy. This primarily impacts the manufacturing and use phases.
- Printers: We improved the calculation engine that we use to better represent HP printer-related GHG emissions, and increased the percentage of our products that were directly assessed using life cycle assessments (LCAs).
- Supplies: We updated the calculation model to better reflect current technology and added new representative LCA groups to the calculation.
- Accessories: We developed LCA models to enable inclusion of GHG emissions associated with accessories in our footprint calculations.

Based on these updates to our methodology, we have recalculated GHG emissions data for our 2019 baseline, 2020, 2021, and 2022, for comparability. These methodological updates impact Scope 3 categories 1, 4, 9, 11, and 12.

3%

decrease in year-over-year Scope 1 and Scope 2 CO_2e emissions from our global operations in 2023

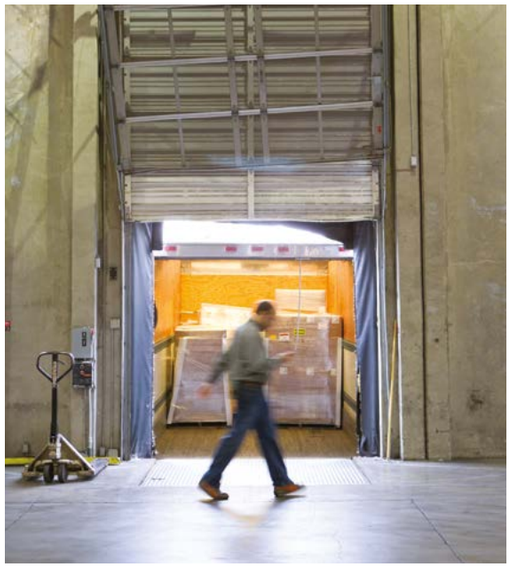
Value chain GHG emissions reduction

27%

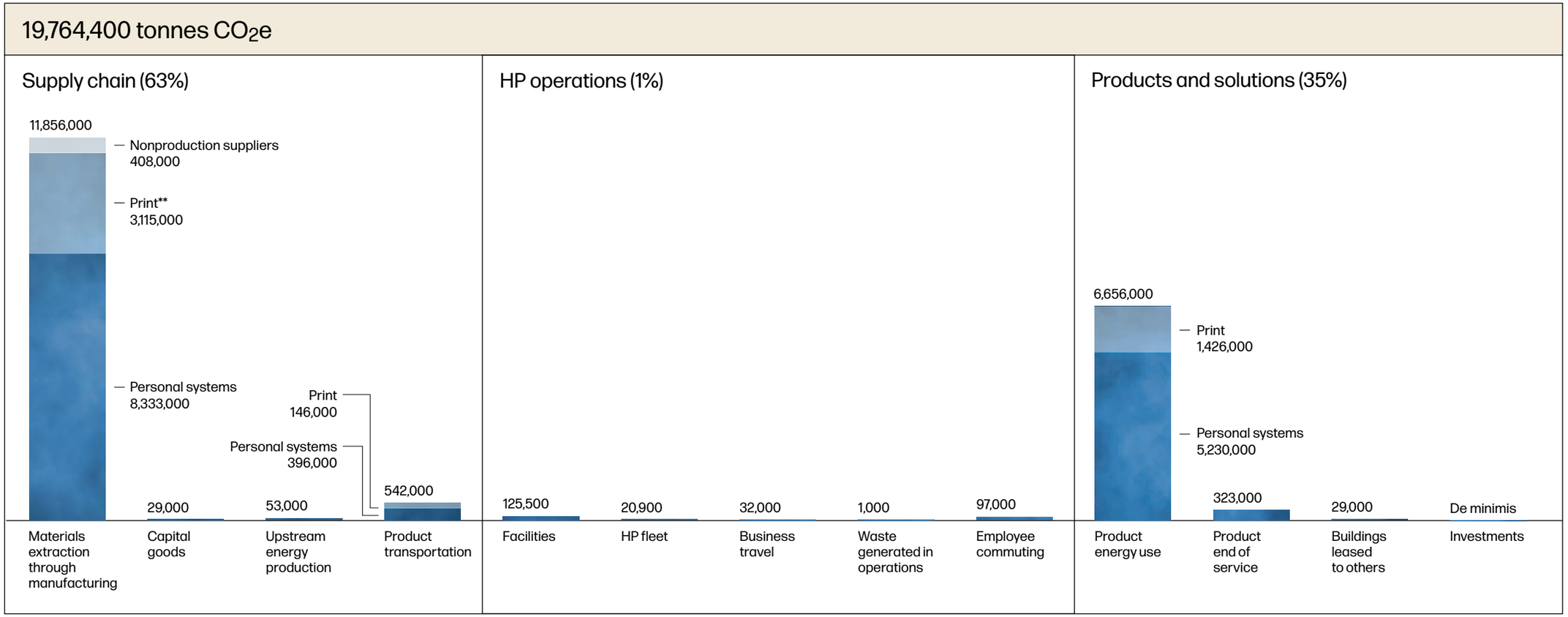
reduction from our 2019 baseline. HP's carbon footprint was 19,764,400 tonnes of CO_2e in 2023.

2030 AND 2040 GOALS

Reduce HP value chain GHG emissions by 50% by 2030 (compared to 2019), and achieve net zero emissions by 2040[15]



HP carbon footprint, 2023*



* Supply chain includes Scope 3 upstream emissions. Product transportation includes upstream (to suppliers) and downstream (to customers). HP operations includes Scope 1, 2, and 3 emissions. Products and solutions includes Scope 3 downstream emissions. Percentages do not add up to 100% due to rounding.

** Includes HP-brand printer and copier paper sold, which represented 1% of our carbon footprint.

See also:

- Description of our methodology in the HP Carbon accounting manual.[16]
- Full list of our GHG emissions-reduction goals and progress.
- Full carbon footprint data for 2021–2023 (including by Scope 1, 2, and 3).
- GHG emissions-reduction initiatives across our business: Supply chain, HP operations, and Product use.
- HP's CDP Climate Change response submitted in 2023.[17]

HP's path to net zero emissions by 2040*

We use GHG emissions-reduction strategies across our value chain to achieve our science-based targets and limit global warming to below 1.5°C.

Supply chain

Our suppliers are crucial partners in this effort. We engage closely with them to raise standards and help align their action with our ambition, including through:

- Supplier Sustainable Impact Scorecards to drive performance
- Supporting suppliers' climate action through setting their own science-based targets
- GHG emissions-reduction projects, use of renewable energy certificates, and encouragement of renewable energy use

HP operations

At HP sites around the world, we are taking action to reduce our GHG emissions through company-wide initiatives and site improvements, including by:

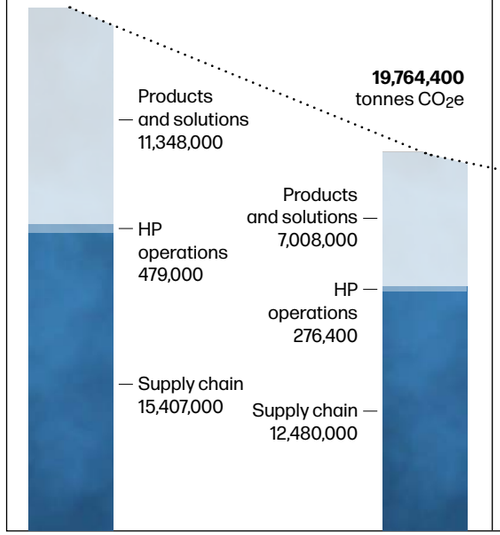
- Reducing energy consumption through optimization and efficiency projects
- Increasing off-site renewable energy partnerships and on-site renewable electricity generation

Products and solutions

By shifting toward circular product design, increasing resource efficiency, and introducing new service models, we are reducing the environmental impact of our products, including through:

- Improved product energy efficiency
- Increased recycled material content
- Print and compute as a service to keep products in use longer
- Products designed to be reused, repaired, and responsibly disposed of at end of life

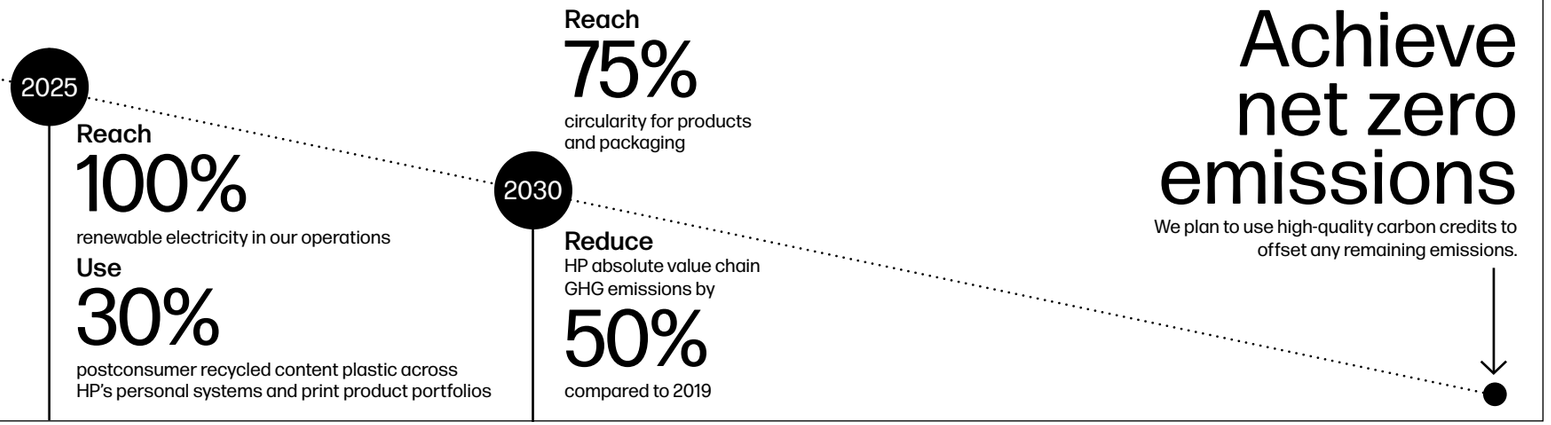
Our recent performance



Accelerating toward net zero emissions

Key • • • GHG emissions reduction guideline

By 2030, we strive to reduce our value chain GHG emissions, drive circularity across our products and packaging, and invest in protecting, managing, and restoring forests. We will then continue to pursue business growth while reducing emissions and resource consumption through innovation and transformative product design and business models as we drive toward net zero emissions by 2040.



* Supply chain includes Scope 3 upstream emissions. HP operations includes Scope 1, 2, and 3 emissions. Products and solutions includes Scope 3 downstream emissions. See Carbon footprint for detail.

Supply chain

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.

Our SBTi-validated goals, developed in collaboration with WWF experts, include ambitious reductions in supply chain GHG emissions and demonstrate our rigorous goal-setting process. To drive ongoing improvement, we focus our suppliers' attention on improving energy management and efficiency, using renewable energy, and setting their own science-based targets.

See Environmental management to learn more about how we collaborate with suppliers to manage environmental impacts in our supply chain.

Production suppliers

Approach

Through our Supplier Sustainable Impact Scorecard, we set requirements for our production suppliers, related to topics including energy use and GHG emissions performance and disclosure. In 2023, we continued engaging with these suppliers to drive positive change, for example by providing training outlining our environmental expectations.

We continue to deepen engagement with suppliers representing GHG emissions "hot spots" in our supply chain—such as LCD panels, printed circuit board assemblies, and memory and storage—identified through LCAs and directly collected data. In 2023, this included procurement-driven workshops with these suppliers. Focus areas included setting science-based targets and increasing renewable energy use, energy management systems, and waste reduction.

To ensure our suppliers' climate action ambitions align with our own, since 2018, through our Supplier Sustainable Impact Scorecard, we have required them to set science-based GHG emissions-reduction targets. In 2023, we worked closely with final assembly suppliers, suppliers of high-GHG-impact commodities, and others who make our personal systems, print hardware, and printing supplies, to support them to engage with SBTi and set validated targets (see Performance).

Since 2018, we have worked with suppliers—in particular final assembly and high-impact commodity suppliers—to encourage renewable energy sourcing and reporting. Beyond advances in our own supply chain, during 2023 we also worked with other organizations to accelerate cross-sector improvements.

- **2023 CDP Science-Based Targets Campaign**: We joined (as we have since 2021) and cosigned a letter to a large number of companies—including many in our supply chain—urging them to set SBTi-validated GHG emissions-reduction goals. The 2023 campaign resulted in 99 companies joining SBTi (representing 220 million tonnes of CO_2e emissions annually) by making commitments to set near-term targets and/or net zero targets through SBTi. Through this initiative, HP influences high-impact companies beyond our first tier, including sub-tier suppliers in industries such as chemicals and metals.

Supplier GHG emissions performance

(tonnes CO_2e)

	2020	2021	2022	2023
Production supplier Scope 1 and Scope 2 emissions	2,700,000	2,400,000	2,900,000	Δ
Product transportation	1,510,000	1,620,000	1,280,000	960,000
Nonproduction supplier Scope 1 and Scope 2 emissions	140,000	105,000	294,000	Δ

Δ This data is based on supplier reporting to CDP and other platforms. As a result, this data is not available for the most recent reporting year at the time of publication.

Supplier GHG emissions intensity

11%

GHG emissions decrease through 2022, compared to 2015.

2025 GOAL

Reduce first-tier production supplier and product transportation-related GHG emissions intensity by 10% by 2025, compared to 2015[18]

- **Clean Energy Demand Initiative (CEDI)**: To support sourcing of renewable energy in countries where our suppliers operate, we are engaged with the U.S. Department of State's CEDI. This initiative connects companies to send demand signals and governments to share policy updates and plans that enable corporate renewable energy procurement. In 2021, at COP26, HP supported the initiative to present a first round of letters of intent to these countries. We continued to support this initiative into 2023.
- **EPEAT® eco label**: Since 2021, HP has been closely engaged in the development of robust new standards which will apply to our printing and personal systems products. The EPEAT climate criteria were published in May 2023, with additional criteria still in development. These standards will include supply chain environmental criteria, which will influence the IT industry to address supply chain GHG emissions, water use, and waste.

184,000

tonnes of CO_2e emissions avoided by participants in our supplier Energy Efficiency Program and other programs in 2023

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

Since 2010, we estimate that participants in this and other programs have avoided 1.88 million tonnes of CO_2e emissions[19] and saved a cumulative 1.0 billion kWh (US$128 million) of electricity, including 184,000 tonnes of CO_2e emissions and 36 million kWh (US$4.7 million) in 2023.

More broadly, through CDP, our production suppliers reported savings of 37 million tonnes of CO_2e and US$794 million from reduction initiatives implemented in 2022.[20] This demonstrates the scale of ongoing GHG emissions-reduction activities throughout our production supply chain, regardless of whether or not they are driven by HP's engagement.

During 2023, we continued to focus on capability building, partnering with WWF and other network companies to provide training on climate science-based targets:

- **Science-based target workshops**: HP partnered with WWF and eight other Climate Business Network (CBN) companies across industries to provide training for suppliers on GHG accounting, climate science, and science-based targets for near-term reduction, net zero, and forestry land and agriculture (FLAG). This training was attended by over 200 suppliers, including 106 staff from HP suppliers.
- **CDP disclosure and best practices webinar**: We partnered with CDP to provide online and recorded training for HP suppliers to understand HP Sustainable Impact goals, the CDP disclosure process, and HP expectations for climate change and water security reporting. This webinar was attended by 76 staff from 49 suppliers.
- **HP Supplier Carbon Workshops**: HP sustainability and procurement teams held individual meetings with 51 high-impact suppliers to communicate HP's sustainability goals and our expectations and requirements for them. These include setting SBTi-validated GHG-reduction targets, increasing use of renewable electricity, and management systems for energy efficiency and zero waste.

Supplier GHG emissions reduction

1.88

million tonnes of CO_2e emissions avoided by suppliers.[21]

2025 GOAL

Help suppliers cut 2 million tonnes of CO_2e emissions between 2010 and 2025[22]

FOCUS

Decarbonizing the semiconductor supply chain

Coinciding with the COP28 UN Climate Change Conference, HP became a founding sponsor of Catalyze in October 2023. This program, led by Schneider Electric, is designed to foster industry-wide collaboration to tackle GHG emissions from the semiconductor and broader IT industry supply chains.

Participants receive training on renewable energy and renewable energy sourcing, including local/market-specific information. They are also encouraged to commit to decarbonization and to collectively drive procurement of renewable energy, including by using the purchasing power of buyer cohorts to provide suppliers—who may not have the capacity on their own—with access to large-scale power purchase agreements (PPAs).

Performance

In 2022, the most recent year for which production supplier GHG emissions data is available, the suppliers that make HP products generated 2.9 million tonnes of Scope 1 and Scope 2 CO_2e emissions attributable to HP, 21% more than in 2021.

This rise reflects increased spend on high-GHG-emissions-intensity items such as LCD panels, as well as the contributions of new suppliers with high GHG emissions intensity.

Overall, 95% of our production suppliers (by spend) reported having GHG emissions reduction–related goals in 2022, and 51% reported science-based targets (39% validated by the SBTi and 12% evaluated by HP). Seven percent have committed through SBTi to setting a science-based target in the near future. By the end of 2023, 14 final assembly suppliers for personal systems, printers, and print supplies, as well as 11 high-impact commodity suppliers, had set or committed to set SBTi targets.

We also encourage suppliers to use renewable energy. Ninety-three percent reported doing so in 2022, by spend, with 80% reporting renewable energy–use goals.

See detailed performance data.

Eighth consecutive year

that HP was named by CDP as a Supplier Engagement Leader for our actions and strategies to reduce emissions and manage climate risks in our supply chain

CDP SUPPLIER ENGAGEMENT LEADER 2023

Product transportation

Approach

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

HP is engaged in several programs to reduce GHG emissions across our global logistics network. We continue to use sustainable logistics fuels for some shipments from Asia to the United States and Europe, and we expanded the program to some routes to Latin America beginning in 2022. As availability of technology continues to evolve, we plan to increase the use of electric vehicles, building on the programs that we launched in Slovakia and Singapore in 2022. We are also exploring opportunities to implement sustainable aviation fuel for airfreight shipments.

We require product transportation suppliers to use the Global Logistics Emissions Council Framework to provide standardized calculations and data that account for variation in different locations. To drive progress across the industry and beyond, we are working with the Clean Cargo Working Group, the Smart Freight Centre, the International Council on Clean Transportation, and the U.S. Environmental Protection Agency's (EPA) SmartWay program.

HP continues to use the U.S. EPA's SmartWay partners as first choice for HP products shipped by truck in the United States and Canada. The program aims to improve road transportation efficiency and reduce GHG and other emissions. In 2023, HP was recognized with the SmartWay High Performer award in the Shippers category, following on from our eight consecutive years earning the SmartWay Excellence Award.

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

Performance

Product transportation resulted in 960,000 tonnes of CO_2e emissions in 2023, down 25% from the prior year. This was due primarily to reduced product shipments and improved data from product transportation suppliers.

See detailed performance data.

Nonproduction suppliers

Approach

We purchase a broad range of goods and services related to our operations, 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 2022, the most recent year for which nonproduction supplier GHG emissions data is available, our nonproduction suppliers reported 294,000 tonnes of Scope 1 and Scope 2 CO_2e emissions attributable to HP. See detail. During that year, 51% of HP nonproduction strategic suppliers produced environmental reports.

HP operations[23]

At our 216 sites in 57 countries around the world, we are taking action to reduce our GHG emissions, energy consumption, water withdrawal, and waste generation.

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, our strategy is to:

- 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) in the United States, international RECs (I-RECs) in Asia and other locations, guarantees of origin (GOs) in Europe, utility supplier green power options, and PPAs

Our global operations produced 146,400 tonnes of Scope 1 and Scope 2 CO_2e emissions during 2023, a 3% decrease compared to 2022. A key factor in our emission reductions in 2023 was our increased purchasing of renewable electricity and attributes.

GHG emissions intensity equaled 2.7 tonnes of CO_2e per million U.S. dollars of net revenue in 2023, a 14% increase from 2022, due to decreased revenue. See detail.

See our full carbon footprint for 2021–2023, the HP Carbon accounting manual, and HP's CDP Climate Change response submitted in 2023.[24]

See Environmental management to learn more about how we manage environmental impacts from our operations.

100%

renewable electricity used in our operations in the United States in 2023

Operations GHG emissions reduction

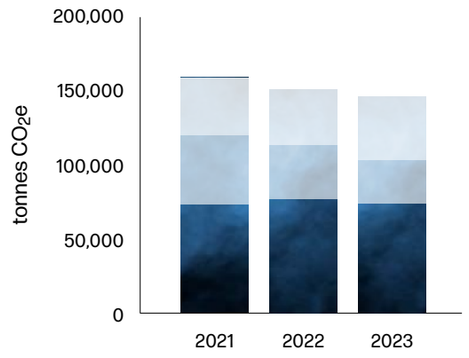
62%

reduction since 2015. HP's global operations produced 146,400 tonnes of Scope 1 and Scope 2 CO_2e emissions in 2023.

2025 GOAL

Reduce Scope 1 and Scope 2 GHG emissions from global operations by 65% by 2025, compared to 2015[25]

Scope 1 and Scope 2 GHG emissions from operations



Solar photovoltaic installation on the roof of our Barcelona, Spain, facility.

Energy efficiency

Energy use is a significant operating expense for HP and the main driver of our climate impact from operations.

In 2023, our operations consumed 729,832 MWh of energy, a 6% increase from 2022. Key factors included the addition of numerous sites related to the Poly acquisition as well as the use of temporary construction boilers during a boiler replacement project at our site in Corvallis, Oregon, United States. Energy intensity rose by 23% in 2023 compared with 2022, due to increased energy consumption as well as decreased revenue.

In 2023, we implemented 15 low-cost operational changes, 29 energy-conservation projects, and other projects that are expected to reduce HP's annual energy consumption by 10,771 MWh. Examples of these projects include:

- **Boise, Idaho, United States:** We replaced two 25-year-old chillers with two new, high-efficiency chillers. This upgrade is expected to save 1,269 MWh of energy annually—8% of the site's consumption.
- **Sandston, Virginia, United States:** We undertook an LED lighting upgrade at one of the two sites at this location, which increased the site's lighting intensity while saving 33% of its total annual electricity consumption. The project will pay for itself in 2.4 years, and is projected to save 555 MWh annually.
- **Singapore:** By switching the site air compressor cooling water source from 7°C chilled water to 29°C cooling tower water at one of our manufacturing sites, this project will save an estimated 1,068 MWh annually, equivalent to 2% of the site's consumption.

Learn more about how we are reducing GHG emissions across our value chain in Supply chain and Product use.

Renewable energy

By 2025, we aim to use 100% renewable electricity to power our global operations. In 2023, we procured and generated 293,289 MWh of renewable electricity globally (81% wind, 14% solar, and 5% other). Renewables accounted for 59% of our global electricity consumption, up from 55% in 2022. Sources of renewable electricity in 2023 included RECs, GOs, and I-RECs (91%); direct purchases (6%); and renewable energy generated on-site and on-site PPAs (3%).[26] Through these purchases, we continue to use 100% renewable electricity in the United States.

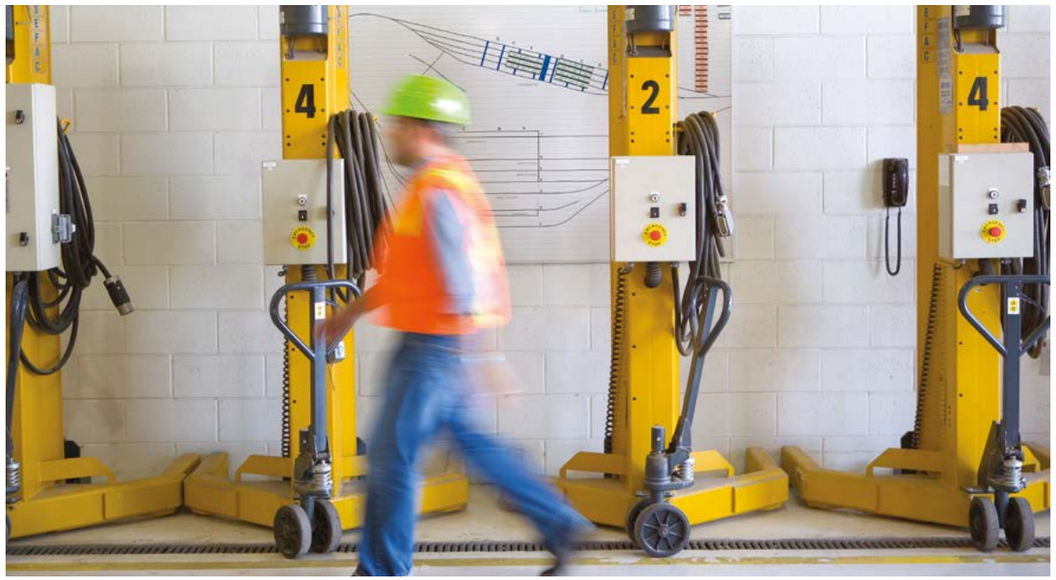
Renewable electricity use

59%

achieved. HP's global operations procured and generated 293,289 MWh of renewable electricity and attributes in 2023.

2025 GOAL

Use 100% renewable electricity in our operations by 2025



Energy use from operations

(MWh)

	2021	2022	2023
Stationary combustion (natural gas and diesel)	126,484	119,333	142,075
Electricity*	492,712	492,647	501,255
Transportation fleet**	74,826	81,554	85,292
District cooling and heating (purchased)	3,036	2,815	1,208
Energy intensity (MWh/US$ million of net revenue)***	11.0	11.1	13.6

* Includes purchased electricity and electricity generated on-site.
** Includes gasoline and diesel. Beginning in 2022, this data also includes aviation jet fuel.
*** Historical energy-intensity values were calculated using HP's annual revenue as characterized in financial reporting and direct and indirect energy use.

Building on previous renewable energy initiatives, such as the solar-covered roof at our Palo Alto, California, United States, headquarters (a feed-in tariff project), HP continued to pursue several renewable energy projects during 2023. Completed in January 2023, our on-site solar PPA in Barcelona, Spain, provides 9% of the electricity consumed at that location.

The HP-Poly manufacturing facility in Tijuana, Mexico, includes an HP-owned on-site solar system that provides approximately 1,215 MWh of electricity annually, equivalent to 35% of the site's consumption.

HP has sites in many energy markets where direct procurement of renewable energy is either not allowed or is not financially feasible. In these cases, HP is investigating virtual PPAs to support our renewable energy goals and to help add new renewable energy to decarbonize power grids around the world. These markets include Canada, Israel, Malaysia, Singapore, and the United States.

Auto fleet, business travel, and commuting

Our goal is to reduce GHG emissions from HP-owned or leased auto fleet vehicles by 25% by 2025, compared to 2015. During 2023, our company auto fleet accounted for 18,100 tonnes of CO_2e emissions, up 3% compared to 2022 and 41% less than in 2015. By 2030, our goal is to achieve a 100% electric vehicle (EV) company fleet.[27] We started our first EV fleet pilots in the Netherlands in 2020 and have since introduced EV choices in 18 countries. By the end of 2023, 14% of our fleet was EV and 29% was hybrid vehicles.

We have committed to installing EV infrastructure at all feasible sites worldwide by 2030. In 2023, we offered EV infrastructure at 42 of 78 target sites (54%). Wherever feasible, we require new building constructions and leases to include EV infrastructure.

To decrease emissions associated with business travel, we provide employees with low-impact travel choices through collaborating with travel providers, planning tools, and transportation alternatives. We understand that much of our work can be achieved remotely and encourage virtual meeting options to help reduce costs and emissions without sacrificing productivity.

In 2021, we joined the Eco-Skies Alliance program to support the use of sustainable aviation fuel (SAF); we remained involved during 2023. Of our total business air travel footprint of 32,500 tonnes of CO_2e in 2023, we mitigated 900 tonnes through SAF purchases. This partnership highlights HP's commitment to collaborations that signal support of sustainable innovation in the corporate travel industry.

See data related to business travel and employee commuting.

#19

on the Green Power Partnership Top 30 Tech & Telecom list (as of July 2023)

FOCUS

Sustainable innovation with the HP Wind Tree

In search of a focal point for our Tuas, Singapore, site's most recent sustainability drive, employees created the HP Wind Tree. Using our own 3D printing technology, the team designed and produced 18 "leaves" that harvest wind to rotate the turbines and produce renewable energy. The leaf design was engineered to optimize energy generation, with incorporated dimples which help to reduce drag and induce more spin. To take advantage of Singapore's abundant sunshine, the Wind Tree is also solar enabled.

The HP Wind Tree at our facility in Singapore.

Product use

Energy consumed by our products during use is among 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.

Our innovative offerings 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.

GHG emissions associated with product energy use equaled 6,656,000 tonnes of CO_2e in 2023—34% of our overall carbon footprint. This equaled a decrease of 39% in absolute GHG emissions compared to 2019.

Personal systems

From 2019 through 2023, the energy consumption of our personal systems products has dropped by 21% on average. This includes average estimated reductions in energy consumption of 33% in notebooks, 43% in workstations, and 9% in displays.[28] Ongoing design improvements, including more efficient CPUs, panels, and power supplies, have contributed to continued reductions in the typical energy consumption of our notebooks and workstations.

See personal systems eco labels information, including EPEAT® and ENERGY STAR®.

Recognition

In 2024, HP was recognized by ENERGY STAR for ongoing commitment to product energy efficiency for the seventh year in a row (fifth for Sustained Excellence)

ENERGY STAR AWARD 2024
PARTNER OF THE YEAR
Sustained Excellence

Reduction in energy consumption of HP personal systems products*
(percentage decrease since 2019)

	2021	2022	2023
Desktops	-22%	-16%	-7%
Notebooks	27%	29%	33%
Workstations	40%	48%	43%
Displays	18%	13%	9%
Overall	18%	16%	21%

* The average energy consumption of HP products was estimated annually between 2019 and 2023 using high-volume products for all product lines including notebook, desktop, all-in-one, workstation, and thin client computers, as well as displays. Averages are calculated using the most heavily loaded ENERGY STAR configuration as a representative for individual platforms, weighted by products sold. Desktops, Notebooks, Workstations, and Displays data is averaged performance data for multiple product lines weighted by units sold. Data in the "Overall" row for all years stated is weighted by units sold. Positive numbers represent a decrease.

HP Carbon Neutral Computing Services

HP Carbon Neutral Computing Services help organizations contribute to a low-carbon future by offsetting the end-to-end carbon footprint of eligible HP PCs, so devices can remain carbon neutral throughout the full life cycle.[29, 30, 31]

Home and office printing

The HP Color LaserJet Enterprise MFP 5800 Series uses an improved energy-efficient design that meets EPEAT® Gold, ENERGY STAR®, and Blue Angel[32] criteria. It uses HP TerraJet Toner supplies, which consume less energy[33] and generate less heat than predecessor toner (used in CLJ Enterprise MFP M578 products). The design also incorporates 8% postconsumer recycled content plastic in the chassis and 35% postconsumer recycled content plastic in the toner cartridges.[34] On average, the series uses 78% less plastic in its cartridge packaging than previous generations.[35]

See printer eco label information, including ENERGY STAR.

Large format printing

HP's new DesignJet T850 and T950 series printers feature the innovative Energy Scheduler, which helps to reduce energy use by at least 60% through automatic power cycling.

Industrial print

HP Indigo's new printing technology, LEP^{x}, delivers the renowned digital print quality and versatility of HP Indigo at analog print speeds. This empowers packaging converters and print service providers to better meet customer productivity and sustainability demands by facilitating just-in-time production for jobs of any run length.

LEP^{x} provides the speed and operational efficiency required to profitably handle a higher volume of jobs per day, incorporating variable graphics and content. With LEP^{x}, high throughput and productivity can be achieved virtually independently of the number of color separations, reducing the carbon footprint of multiple color jobs.[36]

The HP Indigo V12 Digital Press, a label press that is the first HP Indigo product featuring LEP^{x} technology, can potentially replace two to four flexo machines[37] for mid-length to long print jobs. A notable benefit of the press is its capability to save substantial amounts of media by eliminating flexo printing waste.[38] This is essential since media is the main contributor to the carbon footprint of print jobs. By transforming more print jobs from analog to digital, brands can reduce inventory obsolescence by utilizing agile production and just-in-time ordering.

By eliminating the need to prime offset coated media, HP Brilliant Ink avoids the need to manufacture, ship, install, and maintain pre-press flood coating equipment, as well as the energy required for the priming and drying process. In addition, due to lower drop weight and higher dot gain, HP Brilliant Ink typically produces 15%–20% more pages per ink barrel,[39] and lower dryer settings reduce the energy needed to dry each page.[40]

39%

decrease in absolute GHG emissions from product energy use compared to 2019

FOCUS

The analog-to-digital shift in printing

HP 3D printing and industrial print technologies are driving an analog-to-digital shift by enabling cost-efficient short runs that reduce inventory and waste.

This empowers companies to engage with customers in new and exciting ways, including through customized and quicker-to-market products. In 2022, we introduced the HP Commercial Metal Jet S100 Solution, taking 3D-printed metals to mass production by delivering high-quality parts at scale across multiple industries.

Throughout our portfolio, we offer solutions that apply digital technology to improve traditionally analog processes. For example, in the podiatry industry, clinics are able to replace highly variable manual processes to create custom orthoses with accurate, repeatable, and consistent digital workflows and 3D printing. See Healthcare.

In the packaging industry, HP PageWide customers such as THIMM are able to realize energy savings with the digital T1195i Press. Compared to traditional flexo printing, THIMM estimates the technology uses 52% less energy and reduces CO_2e emissions by around 26%. With long-service life HP Thermal Inkjet printheads, it also minimizes digital printing artifacts, which helps to reduce waste.

Arm orthosis printed using the HP Jet Fusion 4200 3D Printer and HP 3D High Reusability PA 12.

Life cycle assessment

HP uses LCAs and product carbon footprinting (PCF)[41] 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, spanning our product portfolio. We are expanding this product coverage by adding new products to our LCA scope, with a focus on personal systems accessories, print hardware, and supplies. Simultaneously, we are working to improve the overall quality, traceability, and consistency of the reported data.

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 more circular and net zero carbon economy.

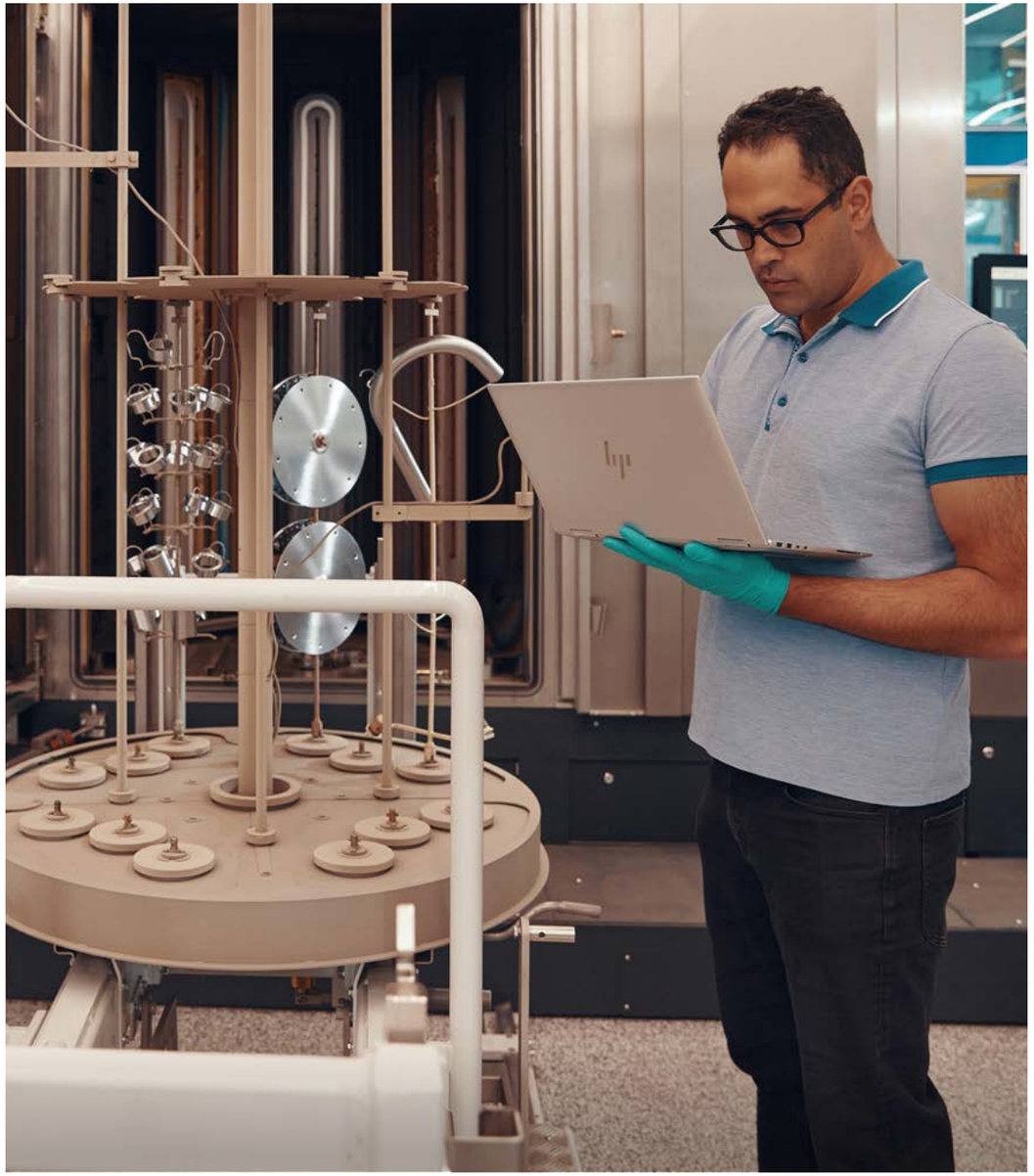
HP's environmental impact calculations are made in accordance with International Organization for Standardization (ISO) 14040 and ISO 14044. All impact estimates involve some level of reasonable assumptions and uncertainty, resulting largely from industry-wide data limitations and data quality. To mitigate this uncertainty, we developed HP-specific tools that use a combination of HP process and product data, as well as high-quality LCA data. We strive to provide the most accurate environmental impact data, but some level of uncertainty will remain, and results should be considered accordingly.

In 2023, we:

- Conducted or updated 186 LCAs of DesignJet printers, scanners, enterprise printers, and cartridges.
- Completed 142 PCFs of new business HP desktops, notebooks, tablets, workstations, thin clients, all-in-one computers, displays, and accessories to better understand performance and inform ongoing design improvements.
- Made improvements to policies and processes to enhance data management, traceability, consistency, and reliability.
- Began developing new LCA tools to report on accessories, which grew in volume following our acquisitions of Poly in 2022 and HyperX in 2021. These LCAs will address products including HyperX gaming accessories and Poly video and voice solutions.
- Introduced the HP Indigo Carbon Footprint Calculator, which provides insights into the CO_2e emissions of each HP Indigo press printing mode by analyzing factors such as material consumption and energy use.

186 LCAs

of DesignJet printers, scanners, enterprise printers, and cartridges conducted or updated in 2023



Product certifications and documentation

Product certifications help drive performance across the industry by providing comprehensive information that enables customers to make more sustainable product choices.

Since 2020, HP continues to have more EPEAT® Gold and Silver personal systems products globally than any other PC vendor. In early 2024, HP had over 800 ENERGY STAR® certified personal systems and printing products—more than any other manufacturer.[42]

We share extensive product safety and environmental information online, and contribute to the development of new standards.

800+

ENERGY STAR certified personal systems and printing products—more than any other manufacturer[43]

FOCUS

Achieving rigorous environmental and health certification for HP inks

In 2011, HP became the first printing manufacturer to have UL ECOLOGO® Certified ink for its large format printers. During 2022, we also became the first in our industry to offer UL ECOLOGO® Certification for home and office printing products. Original HP Ink Cartridges that are UL ECOLOGO® Certified meet stringent standards in health and environment, manufacturing and operations, materials, energy, and more.[44] We achieved this certification for hundreds of additional products in 2023. By the end of the year, more than 600 HP home and office ink cartridges were UL ECOLOGO® Certified and designated as Amazon Climate Pledge Friendly.[45]

HP's large format inks are certified to UL ECOLOGO® standards.

Large format printing

HP's new Flex Tech Inks are the first inks in the technical large format market to attain UL ECOLOGO® Certification.[46] Our newest water-based HP Latex Ink qualifies for a range of certifications. For example, HP Latex Ink was the first to be certified by UL ECOLOGO®[47] and GREENGUARD Gold.[48] HP DesignJet Z inks[49] have also achieved GREENGUARD Gold certification.

Every new large format printing product released in 2023—including the Latex 630 series, DesignJet XL3800, T850 and T950 series, and DesignJet Smart Tank T858 Printer—is ENERGY STAR® certified and EPEAT® registered (including EPEAT Gold in the United States).[50]

Industrial print

HP's PageWide Inks are certified to meet leading environmental standards. For example, A30, A50, and B60 Brilliant Inks and HP Optimizer have achieved the stringent UL ECOLOGO® sustainable product certification, demonstrating reduced environmental impact and our socially and environmentally responsible manufacturing practices.

See also:

- Eco labels
- Eco Declarations: In 2023, HP provided Eco Declarations for all major product groups in Print, Supplies, and Personal Systems
- HP Product Carbon Footprint Reports
- Product compliance declarations and certifications
- Safety data sheets

Eco labels across our personal systems and printers portfolio

(percentage of models, for products shipped in 2023*)

Eco label	Personal systems	Printers
EPEAT identifies high-performance, environmentally preferable products		
EPEAT (all)	92%	73%
EPEAT Gold registered	61%	25%
EPEAT Silver registered	31%	42%
EPEAT Bronze registered	0%	6%
ENERGY STAR recognizes products with superior energy efficiency	90%	87%
TCO recognizes various ergonomic and environmental features related to personal systems	49%	N/A
Blue Angel recognizes criteria in product design, energy consumption, chemical emissions, noise, recyclable design, take-back, and social criteria	N/A	57%

* EPEAT data for personal systems is for models registered worldwide, and for printers is for models registered in the United States. EPEAT personal systems segments do not add up to total due to rounding. 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. TCO data is for commercial desktops, notebooks, all-in-ones, and displays shipped worldwide. For consumer printers, Blue Angel certification scope includes Austria, Belgium, Denmark, Finland, France, Germany, Ireland, Luxembourg, the Netherlands, Norway, Sweden, Switzerland, and the UK. For commercial printing systems, certification scope additionally includes Bulgaria, Croatia, the Czech Republic, Estonia, Greece, Hungary, Israel, Italy, Latvia, Lithuania, Morocco, Poland, Portugal, Romania, Serbia, Slovakia, Slovenia, South Africa, Spain, and Türkiye. All data is for models shipped any time during 2023.

100%

of HP PCs and displays have EPEAT Gold registration in the United States, since 2022[51]

Water

Many parts of the world grapple with the availability and quality of water, and HP recognizes the importance of protecting this essential resource.

Our water footprint covers our entire global value chain, from suppliers[52] to our operations and millions of customers worldwide. We were one of the first global IT companies to disclose a complete water footprint, and we calculate, disclose, and work to reduce water use across our business.

Although water withdrawal in HP 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.

In 2023, our water footprint equaled 120,735,000 cubic meters, 23% less than in 2022.

For further information, see:

- A description of our methodology in the HP Water accounting manual[53]
- Our full water footprint data for 2021–2023
- HP's CDP Water Security response submitted in 2023[54]

In this section

→ Supply chain
→ HP operations

Supply chain

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.

Approach

Our collaborative approach to managing water impacts in our supply chain includes:

- Maintaining our Supplier Code of Conduct, which contains provisions on water management, pollution prevention and resource use reduction, and environmental permits and reporting.
- Identifying supplier sites in water-stressed areas using water risk assessment tools such as the WRI's Aqueduct Water Risk Atlas tool, and identifying sites that manufacture relatively water-intense products and commodity types.
- Asking suppliers to report water risk, use, and management information through the CDP Supply Chain program.
- Working with suppliers to use best practice frameworks to improve their reporting practices and, when appropriate, to enhance water management.
- Using our Supplier Sustainable Impact Scorecard, which includes water stewardship criteria. This tool scores suppliers for transparently reporting water withdrawal and for having a public, company-wide policy or governance structure for water at the board of director or top executive level.

See Environmental management to learn more.

Performance

In 2022, the most recent year for which production supplier water data is available, production suppliers withdrew 39,000,000 cubic meters of water associated with HP, 27% more than in 2021. This reflected an increase in spend with suppliers of commodities with high water intensity, such as LCD panels. By the end of 2022, 83% of our suppliers, by spend, had set water management goals.

See detailed performance data.

See HP's 2023 water footprint.

HP operations

Our water footprint 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.

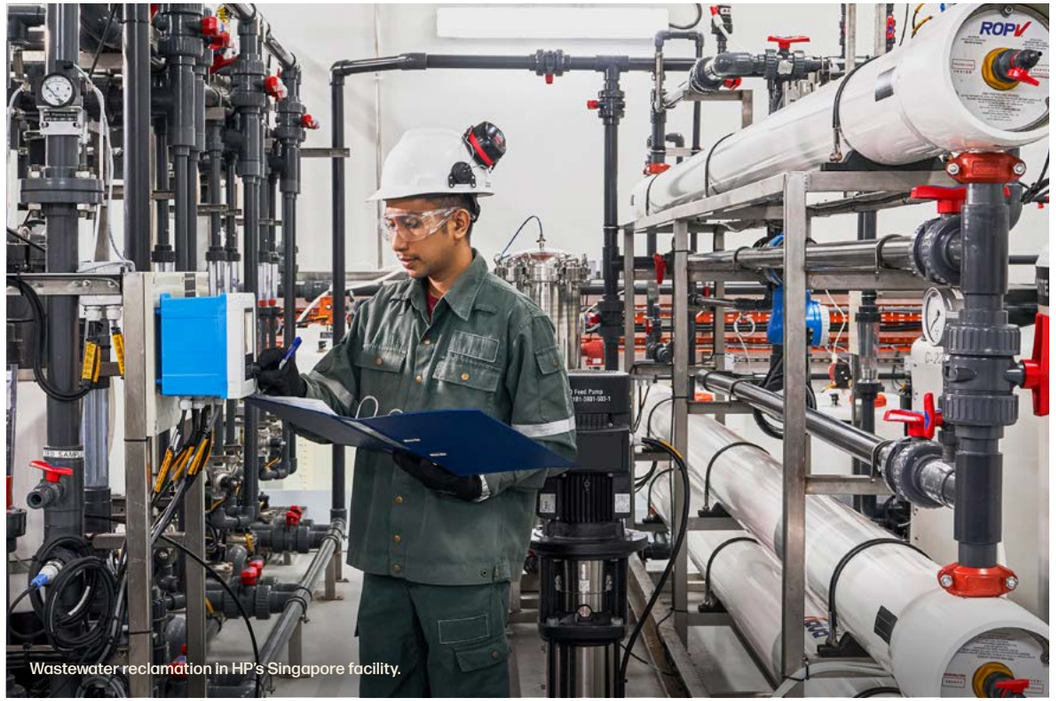
In 2023, we withdrew 2,235,000 cubic meters of water overall, 0.4% more than in 2022, due primarily to the addition of Poly sites and an underground leak at our site in Penang, Malaysia. The discovery of this leak led us to implement a more robust water-monitoring plan at the site, including relocating the pipes above ground, allowing for easier monitoring and repair.

Water withdrawal intensity per million U.S. dollars of net revenue increased by 18% between 2022 and 2023, due in part to decreased revenue.

In addition to overall water withdrawal, we continue to track and manage HP's withdrawal of potable water. Although we met our 2025 potable water–reduction goal in 2022, we worked to meet it again in 2023 after adding 59 Poly sites to our portfolio through the acquisition.

See Environmental management to learn more about how we manage environmental impacts from our operations.

To decrease water use at our facilities, we employ sustainable landscaping, infrastructure upgrades, leak monitoring and detection, and graywater reuse. At some locations, we reduce our dependency on potable water by utilizing alternative sources, including rainwater and reclaimed water.



Wastewater reclamation in HP's Singapore facility.

We use the WRI's Aqueduct Water Risk Atlas tool to assess the risk of sites and prioritize reductions in water-stressed locations. Using this tool, we assessed 216 HP facilities as part of our risk modeling for 2023. Ninety-eight of the facilities assessed (46% of the total) fall within the high or extremely high categories for baseline water stress.[55] We withdrew 282,000 cubic meters of water from these locations, representing 13% of our overall water withdrawal. At the 24 of those sites where we directly track data (representing 68% of withdrawal volume from high- and extremely high-risk areas), water withdrawal increased by 10,000 cubic meters, a 5.6% increase compared to 2022. At the other 74 sites (where water withdrawal data is extrapolated), the annual adjustment to the intensity factor resulted in a increase of 34,000 cubic meters in our estimated withdrawals year over year. Our water goal includes a commitment to focus on high-risk sites. See Water-saving projects for examples of projects completed in 2023.

HP recycled or reused 233,000 cubic meters of water[56] globally during 2023 for landscaping and indoor plumbing fixtures, and as process water. This was equivalent to 10.4% of total water withdrawal. The company also captured and used 2,000 cubic meters of rainwater for cooling towers during the year.

Potable water withdrawal

38%

reduction since 2015, meeting our goal (as in 2022), despite adding 59 Poly sites to our portfolio.

2025 GOAL

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

Water withdrawal*

(cubic meters)

	2021	2022	2023
Americas	1,132,000	944,000	934,000
Europe, Middle East, and Africa	163,000	118,000	114,000
Asia Pacific and Japan	1,262,000	1,164,000	1,186,000
Water withdrawal intensity (cubic meters/US$ million of net revenue)	40.3	35.4	41.6

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

Water withdrawal by source

(percentage of total*)

	2021	2022	2023
Municipal water	87.3%	87.3%	89.4%
Wastewater from another organization**	12.1%	12.5%	10.4%
Other***	0.5%	0.1%	0.2%

* Data for each year may not add up to 100% due to rounding.
** NEWater: ultrapurified wastewater used in manufacturing operations in Singapore.
*** This category includes groundwater (well water) and surface water (rainwater).

Water-saving projects

In 2023, we completed a number of projects to reduce water use, including:

- **Kiryat Gat, Israel**: We deployed 31 new AI-enabled water management meters, which detect anomalies in water usage and alert our team to potential issues. The site's total water consumption is now constantly monitored, and the system has identified multiple leaks before they caused serious damage and water waste. This manufacturing site is designated by the WRI as a site with extremely high water stress, making responsible water management especially important.
- **San Diego, California, United States**: We completed a project that enables this site to use recycled water in its cooling tower. This project is predicted to save 6,700 cubic meters of water per year, approximately 14% of the site's annual water consumption. Additionally, we initiated a water risk assessment at the end of 2023 and we are currently exploring further opportunities for water savings, as this site is designated by the WRI Aqueduct Water Risk Atlas tool as a site with extremely high water stress.
- **Corvallis, Oregon, United States**: We completed a project that modified the piping in a cooling tower to use blowdown water (water drained from the system to prevent mineral buildup) to flush the sand filter. This project is expected to save 2,045 cubic meters of water per year.

See detailed water data for 2021–2023, the HP Water accounting manual, and HP's CDP Water Security response submitted in 2023.[57]

Wastewater

Wastewater from HP operations does not present a significant risk to the environment in the locations in which we operate, due to the wastewater infrastructure and regulations in these locations. HP monitors the quality of discharge emissions to water at 100% of sites where this monitoring is required based on local permits. Where required, discharge quality is verified by an independent third party to ensure that environmental, health, and safety (EHS) performance is consistent with our commitment to the HP EHS Standards for Air and Water within the HP Environmental, Health and Safety Policy, and that we meet or exceed all applicable legal requirements, local codes, and regulations.

Our imaging and printing product manufacturing facilities generate process effluents that are pretreated, strictly monitored, and discharged according to the requirements of government-issued permits. These permits require dischargers to use the best available treatment technologies to eliminate harmful discharge, dependent on the types of pollutants present in the wastewater.

We implement procedures to prevent unauthorized discharges of chemicals to our facility wastewater systems and ensure that our sites do not discharge untreated wastewater directly to surface water or to groundwater.

Circularity

With three devices shipped every second, the volume of materials we use to manufacture our products contributes significantly to our carbon footprint and overall environmental impact.

We are driving progress toward a circular economy, keeping materials in use longer, transforming them for a second life, and preventing them from becoming waste. By doing so, we can reduce HP's footprint, as well as that of our customers.

In this section

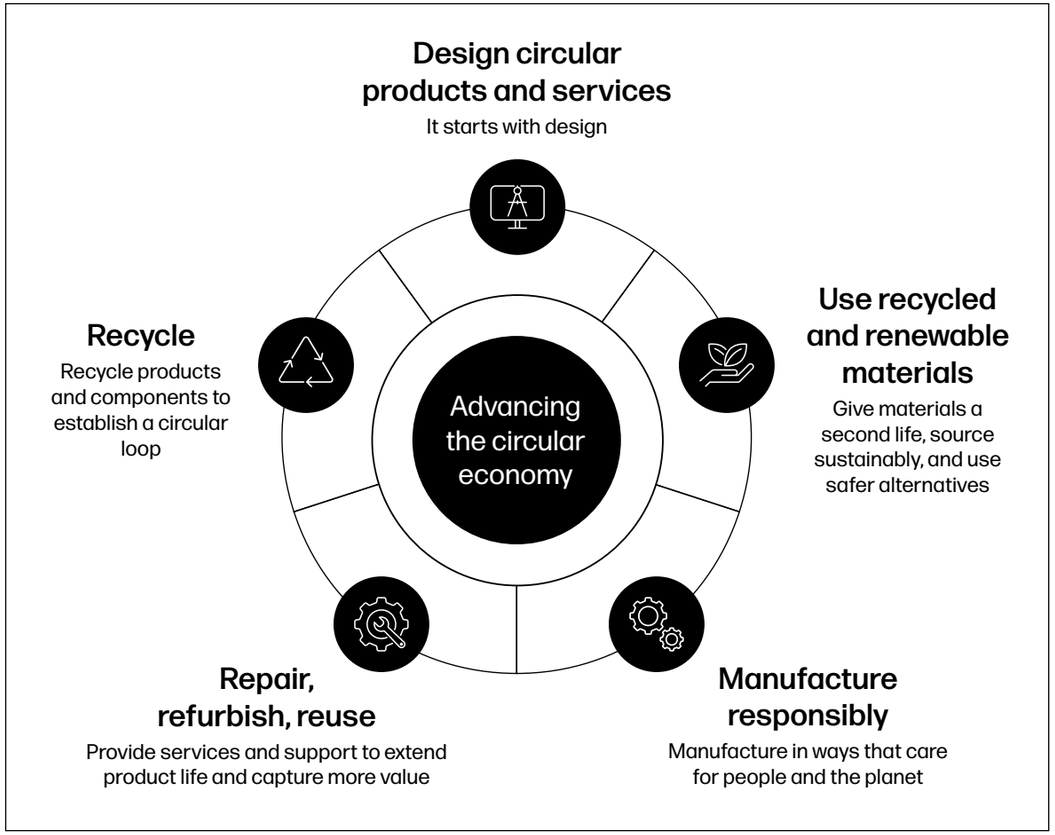
→ Circular design
→ Materials
→ Repair, reuse, and recycle
→ Waste

HP's product portfolio requires a diverse range of materials, including plastics, metals, and paper. Our rigorous circular design principles drive progress toward a circular and net zero carbon economy.

We incorporate increasing amounts of recycled, renewable, and non-virgin raw materials, such as ocean-bound plastic, into our products. We also design our products to be more energy efficient, durable, and easily repaired so they can stay in use for as long as possible.

At the same time, our innovative, service-based solutions reduce environmental impacts through extended life, value retention, and convenient take-back. Our repair, refurbishment, and recycling services help to recover products, components, and materials for the next generation of products.

See the HP Circularity accounting manual.



Circular products and packaging

40%

circularity achieved, by weight.[58]

2030 GOAL

Reach 75% circularity for products and packaging by 2030[59]

SPOTLIGHT

Closing the loop in Brazil

At HP, we engage closely with teams across the company as well as with our suppliers and other partners to increase the circularity of our products.

The partnership between HP Planet Partners and Flex at the Innovation and Recycling Center in São Paulo, Brazil, is one example. Since 2012, in collaboration with Flex, our main manufacturing partner in Brazil, we have recycled end-of-life products and reused some of the materials for new products. Since 2018, the manufacturing site and recycling facility at this location have maintained Zero Waste to Landfill validation according to the UL2799 standard, achieving Platinum level. The manufacturing operation dedicated to HP has been powered by 100% renewable energy since 2022.

In 2023, the site collected 2,010 tonnes of electronic waste, nearly double 2022 and reaching a total of 10,600 tonnes since 2012. We have used closed-loop recycled content materials in the manufacturing of 12.4 million printers at this location since 2012.

Product design innovations support our circularity efforts. For example, in 2023 we switched the color of HP Smart Tank 580–590 series printers produced in Brazil from white to gray, which enabled expanded use of recycled content plastic.

More than one million people in Brazil work in the informal sector as recyclable waste pickers. Through our HP & Cooperatives Project (see a video), in partnership with iWrc, we collaborate with about 40 waste-collection cooperatives in the São Paulo area to increase our positive impact and expand our sources of recycled content.

> “Our commitment to Sustainable Impact echoes through circular design, closed-loop operations, locally sourced recycled materials, and empowering local communities.”
>
> Kami Saidi, Head of Brazil Integrated Manufacturing and Panama Operations

Continued on next page →

At the HP Planet Partners facility in São Paulo, Brazil, workers dismantle electronic products for recycling.

Workers at the Coopernova waste-collection cooperative in São Paulo, Brazil, which collects a broad range of items for recycling, such as plastic bottles, paper, and electronic products.

In 2023, we acquired more than 610 tonnes of electronic waste from these cooperatives. We convert these materials to recycled plastic for components used in HP printers.

This project increases the revenue of the waste-collection cooperatives and promotes decent working conditions through ongoing stakeholder engagement and assessments. We also provide smartphone-based education in areas such as health and safety, labor practices, entrepreneurship, and circular economy. In 2023, we supported more than 1,360 workers (over 55% women) through the project.

> When a company the size of HP supports a collectors' cooperative, it opens everyone's eyes and society sees us differently."
>
> Cristiano Elias Ferreira, President of ACAMAR Coleta Seletiva

Circular design

Design is a crucial step for embedding circularity into HP products and services, as 80% of a product's impact is determined at the design phase.[60] We apply design principles that improve the environmental performance of our products across their life cycles.

In 1992, we developed our Design for the Environment program (now called Design for Circularity) to formally consider factors impacting sustainability performance throughout the product design and development phases. Through our membership of the Ellen MacArthur Foundation Circular Economy 100, we collaborate to accelerate the development of circular systems that eliminate waste and circulate products and materials. In 2023, we contributed to the organization's Circular Supply Chains publication with a case study on how we are transitioning toward processes and technologies that support circular supply chains.

We use a science-based approach to evaluate our products, identify and prioritize improvement opportunities, and set goals. Through our membership in the Circular Electronics Partnership (CEP), in 2023 we provided input to the revision of the CEP roadmap to address barriers and identify enablers related to the industry's transition to a circular economy. We also participated in the recycled steel working group to explore ways to increase the use of recycled steel in electronics.

In March 2022, 175 nations agreed to develop a legally binding agreement on plastic pollution. HP supports this effort and welcomes the opportunity to engage the UN and relevant governments in developing a Global Plastics Treaty that will address the most problematic plastics that are adversely impacting the environment and human health. Over the last year, HP has prioritized educating governments on our investments, innovation, and partnerships that will accelerate the circular economy, and we look forward to continuing this effort.

Among our main design priorities, we work to increase the use of recycled and renewable materials; practice responsible chemistry; enhance product repairability, reusability, longevity, 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 personal computing products, LaserJet Enterprise Solutions, and InkJet Printing Solutions 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 (see Product certifications and documentation).

We continue to develop HP services that enable reduced environmental impact, for example through innovative managed services, as well as other innovations that lengthen product life and facilitate take-back. Our range of services for repair, refurbishment, and recycling also circulate materials, keeping them in use for longer.

FOCUS

Investing in R&D

HP aims to create, identify, and develop novel technologies and experiences that delight customers and define our future. In 2023, HP spent US$1.58 billion on ongoing product development to create the transformative and disruptive technologies of the future. We invest in areas where we can make the greatest impact, and sustainability is integrated into our overall research agenda.

The majority of our R&D spending focuses on inventions and development for products that will be released in the next one to two years. The rest is dedicated to new business creation (including 3D printing and microfluidics), and to developing technologies that will mature over the following three to seven years. Our research yields promising applications for more sustainable outcomes in industry, healthcare, and other fields.

As of October 31, 2023, HP's worldwide patent portfolio included over 23,000 patents.

Products

HP aims to reduce our environmental impact by making the life cycle of our products increasingly circular.

We do this by reducing our reliance on virgin resources, as we incorporate increasing amounts of recycled materials into our designs. See Recycled content.

We also build our products to last, including through repairability and upgradeability. When a device fails, we offer easy-to-access repair services to extend product life.

Free service documentation is available for most products, as well as service options and warranties, through HP Care Pack Central. We also provide guidance on the HP Customer Self Repair webpage and sell PC and printer components through the HP Parts Store.

At end of life, our refurbishment and reuse programs help ensure that products can be used again, with materials kept at their highest value for as long as possible. Finally, for devices that can no longer be refurbished, we offer recycling services to recover materials.

Personal systems

We design our personal systems to be more durable and repairable. We have developed tools that help us assess the life cycle impact of design decisions such as battery removability and decreasing the number of screws, which can simplify the repair process.

Our suite of tools includes the HP Serviceability Scorecard, which we use to determine how easy a PC is to repair. During product development, it helps us to understand serviceability and sustainability issues and identify opportunities for improvement—such as switching to nonsoldered components to enable replaceability. New designs are scored across six categories, such as ease of disassembly, tool and screw requirements, and the skills needed to perform a service.

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 military MIL-STD-810G standard. See our technical whitepaper, which includes information about testing the ruggedness and reliability of HP Business PCs as well as detailed test results.

FOCUS

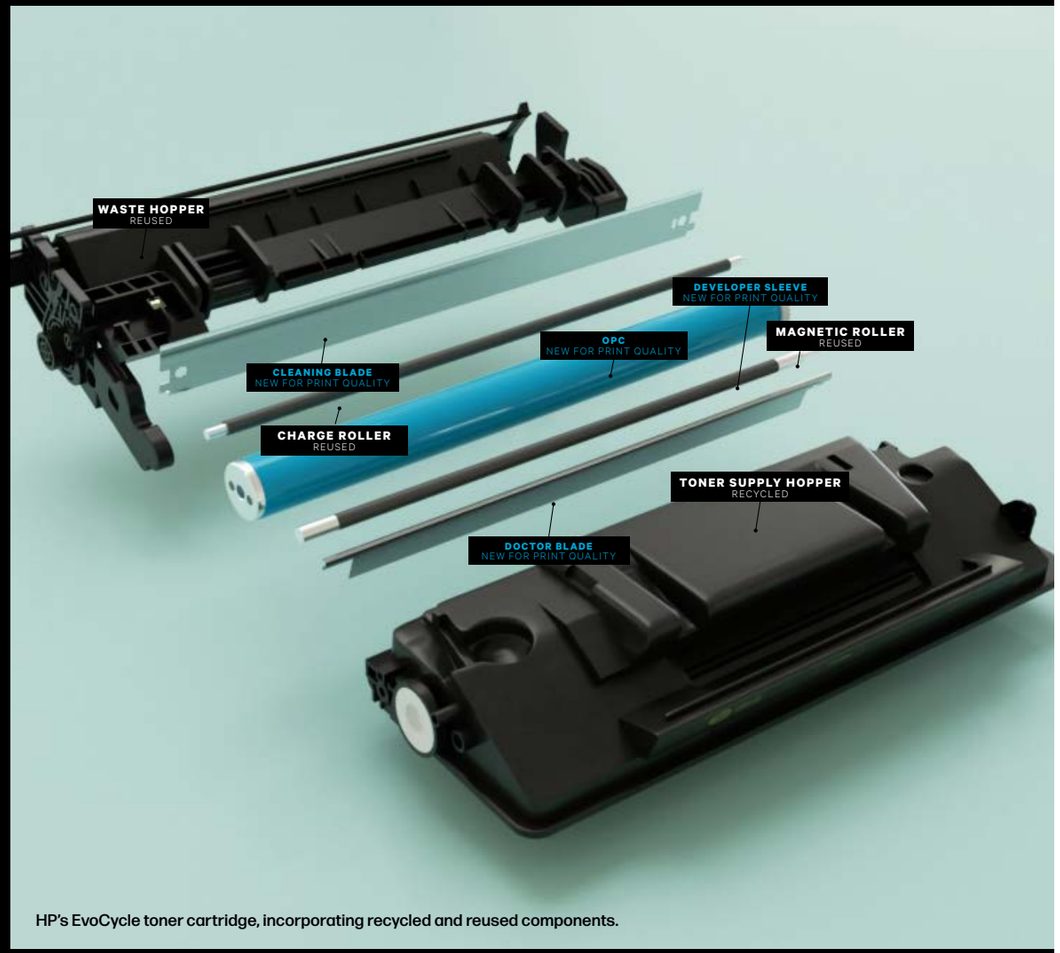
HP's most sustainable ink cartridge for your printer[61]

HP has been designing ink cartridges for reduced impact for many years, including by launching a closed-loop process to use more recycled content and the use of water-based inks. The latest HP EvoMore Original Ink Cartridges introduced with the new OfficeJet and OfficeJet Pro printers deliver the performance and quality our customers expect and are our most sustainable ink cartridge offering yet. These cartridges are designed to reduce carbon footprint and waste by printing twice the number of pages per cartridge,[62, 63] which decreases replacements and GHG emissions associated with plastic use and manufacturing. The new cartridges have also launched alongside a simpler recycling process[64] and a collaboration with the Arbor Day Foundation that plants trees on each customer's behalf,[65] helping to restore forests and habitats in need.

FOCUS

Reduce, reuse, and recycle with EvoCycle toner cartridges

HP EvoCycle toner cartridges, designed to help public sector and enterprise customers in their sustainability journeys,[66] are available in France, Germany, the UK, and since November 2023, the United States. Incorporating reused and recycled components from Original HP Toner Cartridges returned within the region through the HP Planet Partners Program, EvoCycle cartridges include a minimum of 75% reused and recycled components (excluding toner and parts that directly impact print quality), or 45% by absolute weight.[67] This innovative process enables EvoCycle cartridges to have a 37% lower carbon footprint than standard Original HP Toner Cartridges,[68] while supporting the circular economy by using less virgin plastic. Where possible, used HP cartridges are collected from within the region and renewed at facilities in that same region to keep production in the local economy.



HP's EvoCycle toner cartridge, incorporating recycled and reused components.

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.

Large format printing

Our new T-series printers are all EPEAT registered and ENERGY STAR® certified, and are made of at least 35% recycled content plastic.[69] During 2023, we launched a project optimizing power cords in our large format printers, which will enable us to save an estimated 235,000 cables annually.

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.

22.8M

meters of cord—equal to 690 tonnes—avoided in 2023 as about 64% of inkjet printers and 3% of LaserJet printers were shipped without USB cords and many of the others were shipped with shorter USB cords

Industrial print

HP 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. The HP Indigo Certified Pre-Owned program enables us to keep products in use for longer, reducing waste while allowing customers to access HP Indigo products at a lower price point. In 2023, 14% of total presses delivered were pre-owned.

As of 2023, 97% of all HP PageWide presses installed are still in use, including the first two presses, installed in 2009, and 93% of those installed over 10 years ago.[70] HP PageWide presses are kept at their highest value through upgrades such as High Definition Nozzle Architecture technology (12 presses upgraded in 2023) and the introduction of HP Brilliant Inks (nine presses upgraded during the year). Since 2020, various improvements have also enabled a more than 60% increase in mono printing speed. By extending product life, more value can be captured from natural resources while reducing environmental impact.

Parts repair also helps to extend product life and reduce resource use. For example, depending on configuration each HP PageWide press typically contains between 22 and 44 emitters (the infrared heating lamps that dry ink on the paper). During 2023, 73% of the emitters replaced were repaired.

We have sold 34 pre-owned HP PageWide presses to customers, including three during 2023.

FOCUS

HP Latex prints used across Cannes Film Festival

As the exclusive print technology provider for the 2023 Cannes Film Festival, HP played a key role at the event. The organizers chose HP Latex technology because its environmental credentials support the festival's sustainability commitments.

Using HP Latex R2000 and 3100 printers, local print provider H2O produced over 1,500 square meters of material for signage and displays at the event. Using odorless, water-based inks, HP Latex leads with the most certified technology,[71] including UL ECOLOGO® Certification and UL GREENGUARD Gold. Most Latex-printed items are safe for recycling, enabling the recovery of materials from event collateral.

Outstanding print longevity

In 2023, we commissioned Wilhelm Imaging Research Incorporated to conduct tests on the permanence of documents printed with HP pigment and dye inks. The tests found that Original HP inks, printed on HP Bright White paper and stored in the dark, will achieve Wilhelm Imaging Research Dark Storage Permanence Ratings of "Greater Than 200 Years" with fully pigmented ink systems and "Greater Than 100 Years" with pigmented black and dye color ink systems. These results apply to HP large format printing as well as HP home and office printing solutions, and demonstrate the durability of prints produced with those products.

Learn more →

HP services and business models for circularity

HP has implemented service-based solutions to help customers get the most value from our products. These innovative business models shift product ownership from customers to HP or a third party, which can extend product life while helping customers reduce waste and enhance their circularity performance.

Within our service portfolio, our repair, refurbishment, reuse, and recycling offerings give products renewed life or help reduce waste, driving toward a more material-efficient and circular economy.

HP Workforce Solutions provides industry-leading IT solutions and services across one of the broadest ranges of technology categories worldwide, helping commercial customers strategically optimize their business across PC, print, collaboration, and security with HP telemetry seamlessly integrated across the entire portfolio.

HP Managed Device Services

HP Managed Device Services (MDS)[72] combines world-class devices and services in a simple as-a-service model that can scale based on business needs. MDS not only helps IT departments reduce cost and complexity, but also decreases the GHG emissions associated with device life cycle management. Maintaining device functionality enables customers to extend the use of their existing devices, mitigating emissions associated with manufacturing new devices.

HP Managed Print Services

HP Managed Print Services[73] (MPS) helps commercial customers manage and optimize their printer fleets, digital workflows, and paper consumption by shifting the ownership burden from customers to HP or a third party, keeping products at their highest value for longer. We enable customers to reduce GHG emissions across the life cycle of their printing activity by improving product resource efficiency and driving responsible user behaviors through settings that reduce energy, supplies, and paper use.[74] Customers can offset any remaining emissions through third party-verified projects around the globe in partnership with Climate Impact Partners, facilitated by HP.

Reducing resource use on campus

The Northern Alberta Institute of Technology (NAIT) is one of the largest polytechnics in Canada. When the organization began a print optimization process, they were searching for a partner that would help them reimagine printing. By working with HP and using HP MPS, NAIT has optimized its print environment for an improved campus experience. The platform enables users to print from anywhere on campus, with a secured print release that reduces the number of wasted prints. Alongside minimizing paper waste and energy use, NAIT is also able to measure consumption and identify inefficiencies, while supporting remote learning and hybrid working.

Learn more →

HP Instant Ink

HP Instant Ink helps home users and microbusinesses remain productive by ensuring they never run out of ink or toner.[75] The service anticipates when a cartridge is running low and sends replenishments as well as new recycling envelopes (for ink cartridges) or recycling labels/information (for toner cartridges) automatically.[76] Customers using this service save up to 50% on the cost of ink[77] or toner.[78] HP offers this service in 38 countries, including access to cartridge recycling in most of those locations.[79]

HP's Instant Ink Paper Add-on Service, based on pages printed just like the HP Instant Ink subscription, enables customers to simply choose a paper plan that corresponds to their ink plan. The HP Instant Ink Paper Add-on Service is available in France, Germany, the UK, and the United States.

Once the customer is enrolled in the Paper Add-on Service, the printer will track pages printed and HP will automatically send new paper as the customer begins to run low.[80] The service uses high-quality, Forest Stewardship Council® (FSC®)-certified[81] HP paper engineered for versatility to support a wide range of everyday printing needs. FSC-certified[82] HP papers are sourced from sustainably managed forests according to FSC standards.

Large format printing

HP Professional Print Service supports circularity by prolonging the life of large format printers. Along with real-time printer configuration, monitoring, and support, HP's PrintOS app deploys proactive notifications to identify potential device issues and initiate timely resolutions. Subscriptions also include on-site support, spare parts, and maintenance fees, helping to reduce the need for printer replacements and limiting unexpected costs and delays.

Industrial print

HP offers Print as a Service in our industrial print 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.

HP PrintOS is a cloud-based print production operating system that makes it easier to manage any number of print jobs, increasing press utilization, automating production, and delivering accurate color consistently between runs and across presses and sites. HP also provides services to repair, renew, and upgrade our industrial print presses, as well as consumables recycling and end-of-service solutions.

Materials

To create a circular and net zero carbon economy, we must gain the most value possible from the materials we use while reducing our overall demand.

We are increasing the amount of recycled content plastics (including ocean-bound plastics) and recycled content metals in our products, and focusing on packaging innovation to eliminate unnecessary packaging materials and plastic. HP-brand paper and paper-based packaging use recycled or renewable[83] materials, and we are exploring renewable materials for our hardware products as well.

HP proactively identifies and evaluates materials and chemicals used in our products and throughout our supply chain. We prioritize materials and chemicals for replacement, or for transition to a recycled or renewable alternative, based on environmental, social, and supply impacts.

We publish information about the material content of typical HP personal systems and printers, and continue to expand our full materials disclosure program. In 2023, we collected an inventory of more than 90% of the substances by weight used in 91% of HP's 2023 EPEAT®-registered personal systems products.[84]

In 2023, we used 840,300 tonnes[85] of materials in our products and packaging, 4% less than in 2022. Of the materials we used in 2023, 40% by weight were circular (reused, recycled, or renewable). See Data for more detail about HP materials use.

See Responsible minerals program to learn about our approach to help ensure there is no connection between the materials used in HP products and armed violence or human rights abuses.

Responsible chemistry

For more than two decades, HP has worked to move the electronics industry toward safer alternatives to materials of concern. We continually assess published lists of substances of concern, customer preferences, and emerging regulations. We review the materials used in HP products to evaluate potential impacts on human health or the environment. This approach also improves product circularity by supporting reusability and recyclability. See key milestones in our Green Chemistry Timeline.

The HP Materials and Chemical Management Policy—which applies to all HP employees, businesses, and suppliers—guides our use of materials and chemicals in products, packaging, and manufacturing processes. We initiated our General Specification for the Environment (GSE) in 1998 and update it annually to reflect new regulations and to advance the latest in safe alternatives. The GSE includes a full list of material restrictions for products, packaging, and manufacturing process chemicals, often going beyond worldwide regulatory requirements. HP is committed to compliance with all applicable laws and regulations, including requirements under restriction of hazardous substances (RoHS) legislation globally.

Following a precautionary approach, we explore safer alternatives to materials currently in use, referencing *A Framework to Guide Selection of Chemical Alternatives* by the National Academy of Sciences and incorporating the GreenScreen® For Safer Chemicals methodology. For example, as part of our new product-development process, we screen all of our formulated ink ingredients using the GreenScreen methodology.

HP actively influences and contributes to standards, emerging legislation, and improved approaches to use of materials in the IT sector. In 2021, we became a Founding Signatory of the Toward Zero Exposure program by Green America's Clean Electronics Production Network, to protect workers from chemical hazards in the electronics supply chain. Learn more. We are also involved in several initiatives under the Clean Production Action coalition, including the Chemical Footprint Project (CFP), which is part of our work with the Business-NGO Working Group. We have been recognized as a leader in the CFP survey in past years, and submitted a response again in 2023.[86]

Recycled content

We are both a supplier and a user of recovered materials, incorporating recycled and recyclable content into new HP products. This helps to accelerate global market development for recovered and recycled materials in order to support progress toward a circular economy.

More than 95% of home and office printers, laptops, notebooks, displays, and workstations shipped to customers in 2023 included recycled materials.[87] Additionally, HP-brand paper and paper-based packaging for home and office printers and supplies, PCs, and displays is derived from recycled or certified sources.

FOCUS

Reducing plastic waste through toner reload kits

HP LaserJet Tank 2600 series printers use a continuous toner supply system (a supplies refill system) that reduces consumption of plastic associated with the use phase by more than 75% compared with the predecessor product,[88] and materials are recyclable through HP Planet Partners.

Plastic

We largely focus on increasing recycled plastic use, due to issues related to plastic waste and pollution. During 2023, we used a total of 34,400 tonnes of postconsumer recycled content plastic in HP products, equivalent to 18% of overall plastic use. For personal systems, this included an increase from 22% of overall plastic use in 2022 to 27% in 2023. See Data for detail by product group.

HP's plastics strategy is to:

- Reduce plastic use by making our products smaller and removing unneeded plastic from packaging
- Substitute plastic in packaging, where feasible, with more sustainable materials such as recycled or certified fiber
- Replace virgin plastic with recycled plastic wherever possible
- Source recycled plastic from locations where HP can have positive environmental and social impact, such as ocean-bound plastic
- Invest in take-back and recycling

Metal

Metal plays an increasingly important role in our approach to circularity, especially since metals make up a large portion of the materials in our personal systems and print products. We continue to expand the use of recycled metal in our products.

We are working with suppliers to source metals with a high proportion of recycled content for some personal systems products, including up to 75% recycled content aluminum, up to 90% recycled content magnesium, and up to 15% recycled content steel. These metals are more likely to be recyclable through existing infrastructure than materials such as carbon fiber, and still meet 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. During 2023, our use of recycled metals in personal systems products increased by 45% compared to the prior year.

To further improve the impacts of metal, we are working to increase the use of postconsumer recycled content in certain personal systems product lines, and introduced the use of recycled steel in 2022. Through our membership of the Circular Electronics Partnership recycled steel working group, we collaborate with other organizations to solve challenges related to the sourcing of recycled steel and to increase its availability.

Increasing the circularity of the HP Elite Dragonfly

2019

Outer covers
0%
recycled content magnesium**

Hinge covers
0%
recycled content aluminum**

Speaker enclosure
50%
postconsumer recycled content plastic***, including 5% ocean-bound plastic****

2023*

Outer covers
90%
recycled content magnesium**

Hinge covers
75%
recycled content aluminum**

Speaker enclosure
55%
postconsumer recycled content plastic***, including 5% ocean-bound plastic****

* Some but not all components that contain recycled content from the 2023 HP Elite Dragonfly are included in this graphic.
** Recycled metal is expressed as a percentage of the total weight of the metal according to ISO 14021 definitions for metal parts over 25 grams.
*** Recycled plastic is expressed as a percentage of the total weight of plastic. Postconsumer recycled is based on the definition set in the EPEAT standard for computers, IEEE 1680.1-2018 standard.
**** Percentage of ocean-bound plastic contained in each component varies by product. Ocean-bound plastic is expressed as a percentage of the total weight of plastic. Ocean-bound plastic is based on the definition set by the UL2809 standard.

Recycled plastic use

18%

achieved, a total of 34,400 tonnes of postconsumer recycled content plastic during 2023.

2025 GOAL

Use 30% postconsumer recycled content plastic across HP's personal systems and print product portfolio by 2025[89]

1 billion+

pounds of recycled materials have been used in HP products and packaging since 2019[90]

HP INNOVATIONS IN CIRCULARITY

Increasing the circularity of desktop workstations

Our Advanced Compute & Solutions Team has taken bold steps to increase the use of recycled steel in desktop workstations, in support of our goal of 75% circularity by weight for products and packaging by 2030.

Portfolio highlights in 2023

We continue to develop products for reduced environmental impact, including by incorporating increasing amounts of recycled and renewable content. For example:

- HP's DeskJet 2800, DeskJet Ink Advantage 2800, DeskJet 4200, DeskJet Ink Advantage 4200, and DeskJet Ink Advantage Ultra 4900 series printers each incorporate at least 60% postconsumer recycled content plastic.[91]
- Our HP Envy x360 15.6" 2-in-1 laptop PC is a personal system built on thoughtful design. Its bezel, cover, and speaker housing contain at least 5% ocean-bound plastic recovered in Haiti,[92] while its keyboard incorporates postconsumer recycled plastic.[93] To reduce CO_2 emissions, recycled metal is used in the laptop's hinge caps and covers. The system's box and corrugated cushions are 100% sustainably sourced and recyclable.[94] It is also ENERGY STAR® certified and EPEAT® Gold registered.
- The HP 14" Laptop Eco Edition PC, of which at least 25% leverages postconsumer recycled plastics.[95] Bio-circular feedstock such as used cooking oil is incorporated into the bottom cover of the device,[96] and the device also features packaging that is 100% sustainably sourced and recyclable.[97]
- HP E-series G5 Monitors feature at least 90% recycled and renewable materials, including recycled aluminum, ocean-bound plastic, and coffee grounds in the plastic enclosure.[98]
- HP's new DesignJet T850 and T950 series printers and plotters contain at least 40% and 35% postconsumer recycled plastic content, respectively.[99]
- The HP 24" and 27" All-In-One PCs announced in early 2023 also leverage unique materials in their innovative frames, making these HP's most impressive all-in-one offerings yet.[100] These are the world's first PCs with recycled coffee grounds, which are used as speckles in the finish of the PC.[101] More than 40% of the enclosure of these all-in-ones contains postconsumer recycled plastics, 75% recycled aluminum is used on the arm stand, and 100% reclaimed polyester is used on the stand base.[102] The all-in-one is ENERGY STAR certified and EPEAT Gold registered.[103] Beyond the devices themselves, the 100% sustainably sourced and recyclable box packaging has been reduced in size by 62%, which allows up to 66% more units per pallet, reducing their CO_2 footprint.[104]
- Several large format printing products launched in 2023 are made using at least 33% postconsumer recycled plastics, including the Latex 630 series, the DesignJet XL3800, T850 and T950, and Smart Tank ink cartridge.
- Since 2006, we have manufactured over 5.8 billion Original HP and Samsung cartridges using a cumulative 148,000 tonnes of recycled plastic, including from recycled HP cartridges. This has kept more than one billion Original HP cartridges and six billion postconsumer plastic bottles out of landfills by upcycling these materials for continued use. More than 88% of our Original HP Ink Cartridges contain 5%–75% postconsumer recycled content, and 100% of Original HP Toner Cartridges contain 1%–79% postconsumer or postindustrial recycled content.[105]

Ocean-bound plastics

Since 2016, our ambitious program in Haiti has helped to tackle the growing challenge of ocean-bound plastic (OBP). In partnership with The First Mile, an initiative of nonprofit WORK, and our supplier partners, we have built a self-reliant OBP supply chain that contributes to the circular economy and provides income and education opportunities locally.

We have used 2,305 tonnes of OBP in our products since 2016—equivalent to nearly 182 million 16.9 ounce (500 ml) bottles—preventing this material from reaching oceans or waterways. We certify all OBP to the UL 2809 standard,[106] which includes requirements for safe labor practices and other social safeguards.

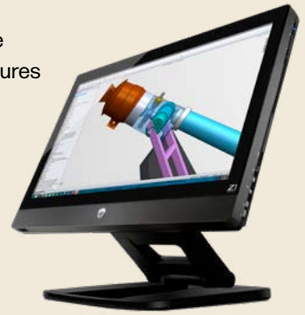
These efforts have also helped to provide employment opportunities, access to healthcare, and family education support to over 400 workers. In addition, we have created two educational hubs, equipped with HP hardware and printed materials, which have positively impacted more than 250 local children by providing access to quality education.

To drive change across and beyond our industry, we also collaborate with a range of initiatives and organizations. For example, NextWave Plastics convenes leading technology and consumer-focused companies to develop the first global network of OBP supply chains. This reflects our commitment to collector-centered OBP initiatives, codified in our UL OBP certification, which requires us to document and describe how we work to mitigate risks present in informal OBP-collection infrastructure.

Incorporating ocean-bound plastic across our portfolio

We have launched more than 350 new products around the world that contain small quantities of OBP since 2019.[107] For example:

All Z Desktop and Mobile Workstations launched since 2022 feature speaker enclosures containing 5% OBP or axial fans containing 25% OBP,[108] as well as 100% sustainably sourced outer box and fiber cushion packaging.[109]



Diverting 30.5 million plastic bottles' worth of OBP through use in more than 350 personal systems products launched since 2019.[111]

Our new HP carton-based cartridge for large format printers, which contains 100% recycled fiber and 25% recycled plastics from our closed-loop recycling process, beverage bottles, and UL-validated OBP resins.[110]

Many Original HP integrated printhead ink cartridges, which contain OBP (a minimum of 5% by weight), validated by UL.[112]

How to protect our oceans: a fireside chat with Julie Packard

Managing Earth's warming climate requires understanding the critical role that oceans play. Our president of Personal Systems, Alex Cho, sat down with Julie Packard, ocean conservation leader and daughter of HP cofounder David Packard, for a conversation on protecting the health of our oceans. Situated in the Monterey Bay Aquarium, a leader in ocean conservation, they covered topics such as sustainably sourced seafood, supporting retailers and brands that prioritize the environment, and raising up the next generation of researchers through initiatives such as Teen Conservation Leaders.

Learn more →

Innovating for reduced environmental impact

HP is pioneering the use of renewable materials with the potential to reduce GHG emissions and waste. Bio-circular feedstock, such as used cooking oil, is incorporated into the bottom cover of our HP 14" Laptop Eco Edition PC and the newest HP Dragonfly and Elite 1000 series PCs, announced in early 2023.[113] The HP 24" and 27" All-In-One PCs are the world's first PCs with recycled coffee grounds.[114]

We also work with partners to develop highly reusable materials for 3D printing. With Arkema, we are developing bio-based materials made with castor oil and using biomethane to further reduce carbon footprint.[115] With Evonik, we are developing 3D High Reusability PA12 material, which can help reduce the carbon footprint of commonly used PA12 by 49% without altering its properties.[116]

Learn more →

Renewable materials

HP focuses on sourcing renewable[117] materials in the interest of protecting ecosystems and resources for future generations.

We strive to ensure that our paper and fiber-based packaging are derived from recycled or certified sustainable content, and to counteract deforestation related to non-HP paper used by our printing products and print services. See Forests. We are also working to eliminate the use of single-use plastic packaging by shifting to fiber-based packaging. See Packaging innovation.

In addition, we continually explore the use of other renewable materials. For example, we are evaluating the sustainability attributes of plastics that incorporate bio-feedstocks in place of fossil fuels, and have created criteria to guide product-development teams as they choose materials for new products. Every bio-feedstock must be individually evaluated using an LCA to fully understand its environmental and social impacts and confirm that it is less impactful than the material it would replace. Bio-feedstocks considered for use in products must be legal, renewable, and sustainably grown without impacting regional food security, land use practices, or key ecosystems—as verified through a credible crop management certification standard. Also, the use of bio-feedstocks must not impact the recyclability of plastic resins, so they can continue to cycle through the economy.

Packaging innovation

Our packaging strategy has three focus areas:

- **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.

Watch a video to learn how HP is tackling the plastic packaging challenge, and learn about our work to sustainably source renewable materials and counteract deforestation.

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.

FOCUS

Eliminating hard-to-recycle packaging materials

HP is helping commercial customers replace hard-to-recycle packaging materials with alternatives, such as molded fiber. HP's Molded Fiber Advanced Tooling Solution uses Multi Jet Fusion 3D printing technology to engineer customized tools used to produce recyclable and biodegradable packaging. These can be tailored to protect products of almost any shape, minimizing waste.

Omni-Pac Group manufactures molded fiber packaging materials in Europe and uses HP's Molded Fiber Advanced Tooling Solution to optimize the composition of their packaging. Through reducing the amount of fiber required to manufacture their products, they aim to decrease related CO_2 emissions by 10% to 15%—rising to the challenge of creating more sustainable and circular packaging.

Key initiatives in 2023

In 2023, we completed more than 20 new packaging innovation projects that reduced our environmental impact. The following is a selection of those projects designed to advance the circular economy.

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:** During 2023, we shipped more than 49 million computers in molded fiber or hybrid foam/fiber packaging, representing about 97% of units shipped during the year. For example, during 2023 we shifted entirely to molded fiber packaging for the HP Z4 Workstation, eliminating the use of 5.5 tonnes of expanded polyethylene (EPE) foam on an annual basis.
- **Printing**: At the end of 2023, we replaced expanded polystyrene (EPS) foam packaging with molded pulp on the HP LaserJet Pro MFP 4100 series. This is projected to save 165 tonnes of EPS foam annually.

Innovate

We continue to improve the tooling design and fabrication process in the molded fiber industry with our 3D printing technology. For example, the HP Molded Fiber Advanced Tooling Solution helps our customers phase out hard-to-recycle materials. See Eliminating hard-to-recycle packaging materials.

In 2023, at our Singapore operation, we integrated our own Thermal Inkjet (TIJ) technology to eliminate preprinted labels by printing directly onto select HP product boxes. Using the HP OEM Fixed Imager 1000 (FI-1000) print engine alongside the HP 22mm Bulk Printhead, the operation facility—a major hub for HP ink supplies—has also shifted to boxes made from 100%[118] recycled content. By removing adhesive label stock and ribbons from our process, we have decreased product identification costs by 90% and created a template for more efficient HP production worldwide. Learn more in our case study and video. In Europe, HP partner Kuehne + Nagel has also used our TIJ technology to print directly onto HP Instant Ink boxes, significantly reducing costs, downtime, and waste. See our case study and video.

Circulate

HP's efforts to eliminate single-use plastic packaging help to advance the circular economy, and we continue to roll out easily recyclable, fiber-based packaging cushions created from recycled content. In 2023, we replaced the plastic tape used on printheads for HP Smart Tank printers with molded pulp covers, produced using HP 3D printing tools, which will avoid around 6 tonnes of plastic waste annually.

To enable innovative packaging for our customers, HP provides compostability certificates for fiber-based packaging printed with HP PageWide C500, HP PageWide press, and HP Indigo industrial printers. These certificates confirm that the ink used by the printers will not compromise customers' ability to compost packaging after use.

Learn how we gain more value from materials through our product repair, reuse, and recycling programs.

Single-use plastic elimination

62%

reduction, from an average of 221 grams/unit in 2018 to 85 grams/unit in 2023.

2025 GOAL

Eliminate 75% of single-use plastic packaging by 2025, compared to 2018[119]

Repair, reuse, and recycle

HP offers a range of programs, initiatives, and services designed to keep products and materials in use at their highest value for as long as possible, driving progress toward an increasingly circular economy.

Our repair services help extend the life of devices. At the end of product life, our refurbishment and reuse services help enable products to be used again. For devices that cannot be refurbished, our recycling programs are designed to recover materials and reduce the environmental impact of responsibly disposed waste.

HP provides take-back programs in 77 countries and territories worldwide[120] through a global network of reuse and recycling vendors. Availability of offerings varies by location—view a full list. See HP's Statement on E-Waste & Used Electronic Equipment.

5.6M

units of hardware repaired in 2023

Repair

HP works to extend the life of our products by designing for repairability, supporting self-repair, and implementing robust consumer and commercial repair programs around the world.

Parts repair

In addition to repairing whole devices, we also recover and repair individual parts from defective products—such as motherboards, LCDs, and docking stations. In 2023, we repaired 557,000 motherboards for use in repaired HP products to increase circularity, representing 75% of the motherboards that failed. During the year, we doubled the recovery and repair of LCDs, compared to 2022.

Self-repair

We provide customers, partners, and independent repairers with guidance about how to repair HP products. For example, the HP Support YouTube channel, launched in 2010, offers thousands of setup, troubleshooting, and repair videos in multiple languages.

We make it easy to access HP original parts, selling PC and printer components on the HP Parts Store.

In 2023, we launched an innovative self-repair pilot in the United States with iFixit for certain consumer PC models. Through this program, we make HP parts, tools, and repair manuals available in the form of fix kits.

HP Support Services

The HP Support Services[121] portfolio helps our commercial customers prevent productivity disruptions and enables IT to do more with reliable device support that keeps people and devices running at peak performance. A consistent device maintenance and support strategy is crucial for enhancing the user experience and extending the useful life of devices, enabling customers to make progress toward their sustainability goals. Extending the life cycle of an average PC by two years can reduce carbon footprint by 30% compared to buying a new one.[122]

Within our Support Services portfolio, commercial customers can benefit from services that offer predictive insights and proactive support to identify, diagnose, and repair devices, solving device issues before they impact performance.[123]

HP Device Life Extension Service

Organizations can maximize the useful life of their PCs with HP Device Life Extension. HP upgrades device performance and extends support, enabling customers to use their devices for longer and contribute to the circular economy.[124]

Bringing new life to HP products

Increasing product longevity is a crucial and effective environmental strategy, reducing the materials needed to produce entirely new items. We work to extend the life of our products by designing them to be easier to repair. Our focus on repair and reuse services is a step toward a circular economy which creates value for people, planet, and communities.

Learn more →

HP INNOVATIONS IN CIRCULARITY

HP's first ever PC refurbishment program

A new offering to extend the life of devices and help reach HP's goal of 75% circularity by weight for products and packaging by 2030.

1 Ideate

Collaborate with teams across HP to create a new business model for refurbished devices

2 Design and test

Define an HP-certified pre-owned device and determine the quality standards for its repair and replacement

3 Launch

First commercial launch occurred in France in 2023, with other countries and products such as printers and peripherals to follow

Reuse

HP's reuse-related services and programs extend the life of electronic equipment. This reduces e-waste and helps our customers reach their sustainability goals.

The HP Hardware Reuse Standard outlines the requirements for vendors and subvendors who provide reuse, remanufacturing, or remarketing services. Reuse vendors must also 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.

HP Renew Solutions

Commercial customers can reduce hardware expenses and accelerate sustainability goals with HP's flexible suite of certified refurbished devices,[125] services,[126] and solutions that enhance IT and employee experiences while helping protect our shared future.

Return for reuse

Customers can contribute to the circular economy and improve e-waste management by giving end-of-use technology a second life through the HP IT Asset Disposition service.[127] HP securely recovers old hardware and wipes all data, allowing eligible devices to be refurbished while customers receive a residual value.[128] If devices can't be repurposed, they are recycled in accordance with the latest environmental regulations.[129]

HP Refurbished Hardware

Choosing HP Certified refurbished hardware[130, 131] over new devices helps commercial customers to advance their circularity and climate initiatives, since refurbished devices generate lower GHG emissions than new devices.

HP Certified refurbished devices[132, 133] undergo rigorous refurbishment processes, utilize approved HP parts, and are backed by HP's global customer support, providing optimal performance and reliability. HP refurbished devices are currently available in select locations, with plans to expand this offering in 2024 and beyond.[134, 135]

1.84M

units of electronic equipment reused in 2023

Recycle

Our recycling programs help us to reduce our environmental impact by enabling materials to be reused and kept at their highest value for as long as possible.

HP Planet Partners, our end-of-life program for equipment and printing supplies, allows us to recycle and repurpose HP products once our customers are finished with them. Reusing the valuable materials in these products reduces the need for raw material extraction, conserving natural resources and contributing to a circular economy.

Hardware

Across 67 countries and territories, we recycle HP and non-HP hardware that today cannot be economically repaired or reused.[136]

Consumers, home office, and commercial users have various free 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.

HP Recycling Services offers custom recycling programs for commercial and enterprise customers, which can include reverse logistics and data sanitization with a certificate. In the United States, customers can also drop off hardware at Best Buy stores through our closed-loop recycling program.

To increase participation in the HP Planet Partners Hardware Recycling Program, in 2023 we reduced the collection threshold from 500kg to 250kg for HP customers.

FOCUS

Using refurbishment to improve digital equity for children

In addition to providing new HP products to young people, the HP HOPE Recycling Futures program collaborates with NGOs and schools to donate refurbished HP computers to young people from vulnerable, underserved, or marginalized populations and those with physical and mental disabilities.

The HP equipment—collected and refurbished at end of use—contributes to the circular economy and to the advancement of education around the world. Each device is data-sanitized and provided with quality and process certificates and a one-year warranty.[137] As of November 2023, the initiative has benefited more than 12,000 children across 50 projects in 16 countries.

Hardware and supplies recycling

992K

tonnes of hardware and supplies recycled since the beginning of 2016.

2025 GOAL

Recycle 1.2 million tonnes of hardware and supplies by 2025, since the beginning of 2016

FOCUS

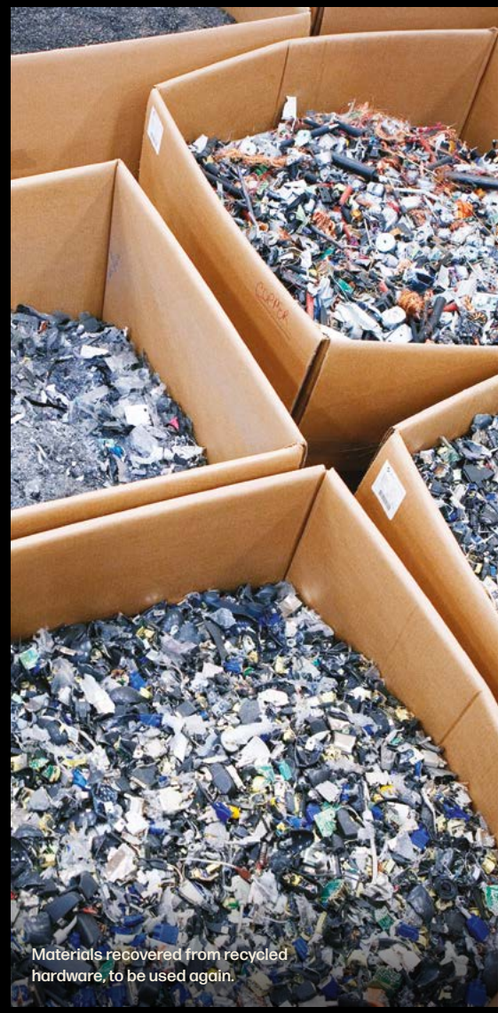
HP Sustainability Benefit Reports

Sustainability Benefit Reports are provided for Renew Solutions, carbon-neutral offerings, and recycling services, enabling customers to report their environmental impact.

The HP Planet Partners Program Sustainability Benefit Report provides customers proof that their collected IT equipment has been responsibly recycled. The document also summarizes key information that helps customers understand their contribution to a circular economy, such as:

- Total weight of returned items, by category
- Breakdown of returned product weight by type of material (metal, plastics, wires/cables, glass, printed circuits, and other miscellaneous materials or complex components)
- GHG emissions associated with the recycling and energy recovery of HP hardware products

The report, shared once equipment has been processed, also serves as a certificate of destruction to fulfill customer requirements.



Materials recovered from recycled hardware, to be used again.

See our Hardware Recycling website, updated in 2023, and HP Planet Partners Hardware Recycling Program document for detailed information.

- 98,100 tonnes of hardware recycled in 2023.
- 17.3% overall recycling rate of relevant HP hardware sales worldwide in 2023.[138]
- 86% of the total volume of products and materials taken back in 2023 was reused or recycled by HP or by a third party.

We belong to compliance systems to meet the producer responsibility requirements of the European Union (EU) Waste from Electrical and Electronic Equipment (WEEE) Directive[139] and end-of-life legal obligations in countries across our Americas, Asia Pacific and Japan, and Europe, Middle East, and Africa regions.

Recycling vendors must comply with the Hardware Recycling Standard, as well as 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. We publish disassembly instructions for use by end-of-life recyclers or treatment facilities.

Ink and toner cartridges

We provide free and convenient ways to recycle used Original HP Ink and Toner Cartridges and Samsung toner cartridges in 67 countries and territories.[140]

At about 13,300 authorized sites worldwide, home and commercial customers can return Original HP Ink and Toner Cartridges for free, and free pickup and mailback options are available in some locations.[141]

See how we recycle ink cartridges and toner cartridges. Recycling vendors must comply with the HP Supplies Recycling Standard.

- More than one billion HP print cartridges have been returned to the HP Planet Partners recycling program as of December 31, 2022.
- 11,700 tonnes of Original HP and Samsung Toner Cartridges were recycled in 2023.
- 88% of Original HP and Samsung Toner Cartridge materials recovered were recycled and used in other products in 2023, and 0% went to landfill.
- 1,300 tonnes of Original HP Ink Cartridges were recycled in 2023.
- 61.8% of Original HP Ink Cartridge materials recovered were recycled and used in other products in 2023, and 0% went to landfill.
- 1,500 tonnes of HP Indigo ink canisters and imaging oil were recycled in 2023.

Other materials

We offer responsible processing and recycling of batteries, packaging, and HP 3D consumables in some countries in accordance with extended producer responsibility through locally approved schemes. Learn more.

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. To promote transparency and drive social and environmental standards in the electronics industry supply chain, we publish a detailed list of our reuse and recycling vendor sites, updated annually.

Vendor audits

Our specialized reuse and recycling vendors are required to follow specific processing techniques and comply fully with relevant regulations. HP prefers our vendors to attain third-party certification (R2, e-Stewards, or WEEELABEX), in line with EPEAT® and HP Recycling Standards. We also 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

HP uses a risk-based approach to prioritizing reuse and recycling vendor audits, and all vendors must undergo an audit at least once every three years. Vendors are assessed on environmental, health, and safety practices and performance, and audits 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 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 30 vendor facilities in 19 countries during 2023, representing 19% of reuse vendor facilities and 36% of recycling vendor facilities. This included repeat audits of 19 vendor facilities to evaluate their efforts to improve performance.

Because 14% of major nonconformances occurred at sites audited for the first time, HP's engagement brought best practices to enable immediate performance improvements. HP has closed investigations of 100% of the major nonconformances identified in 2023. All sites with major nonconformances will be re-audited the following year to determine whether improvements are sustained. Immediate priority findings[142] are the most serious type of vendor nonconformance, and require immediate action. During site audits in 2023, no immediate priority findings were identified at recycling vendor sites upon re-audit. In all cases, we worked closely with the vendor to resolve and close the findings, underlining the importance of revisiting these vendor locations the following year to confirm closure is sustained. Read a statement from ERM.

Reuse and recycling vendor audits

	2021	2022	2023
Initial audits	10	20	11
Repeat audits	15	31	19
Countries	14	25	19
Major nonconformances identified	33	58	22
Major nonconformances resolved	100%	100%	100%
Immediate priority findings	3	0	0

Categories of major nonconformance

(percentage of total)

	2021	2022	2023
Health and safety	27%	31%	41%
Environment	13%	24%	23%
Hazardous substance/emergency response	10%	5%	5%
Insurance	6%	5%	0%
Subvendor use and audits	12%	12%	9%
Other*	32%	23%	22%

* Includes site security and controls, management systems, labor, data destruction, transboundary shipments, and approved dispositions of processed materials. Findings related to data destruction were limited gaps in processes, not breaches of data security.

Waste

Responsible waste management is a key part of reducing our environmental impacts. We work to minimize waste in our operations, following a global policy of "reduce, reuse, and recycle," and we collaborate to support strong practices throughout our supplier base.

Through innovative design and circular principles, as well as extensive product take-back programs, we strive to get as much value as possible from the materials we use.

Supply chain

Approach

We work with production suppliers to encourage waste measurement and reporting, reduce waste volumes, and drive progress toward a circular economy.

HP's Supplier Code of Conduct requires suppliers to comply with waste management regulations and safely handle, reduce, recycle, and responsibly dispose of waste. We also request our suppliers to report on waste using RBA-Online with tools HP helped develop through our participation in the Responsible Business Alliance's (RBA) Responsible Environment Initiative (formerly the RBA Environmental Sustainability Workgroup). We also ask suppliers to demonstrate waste management best practices aligned with zero-waste-to-landfill standards, including third-party certifications such as UL 2799 and TRUE.

See Environmental management to learn more about how we collaborate with suppliers to manage environmental impacts in our supply chain.

Performance

During 2022, the most recent year for which production supplier waste data is available, our suppliers generated 160,000 tonnes of nonhazardous waste associated with HP, a 36% increase from 2021. Key factors included an increase in spend on commodities with a high waste impact such as LCD panels as well as improved reporting from our suppliers. Suppliers generated 70,000 tonnes of hazardous waste associated with HP in 2022, up 30% compared to the prior year. This variation was partly due to improved reporting of hazardous waste data by a strategic supplier. By the end of 2022, 79% of our production suppliers, by spend, had set waste-related goals.

As of the end of 2023, three final assembly sites and 12 commodity sites had achieved Zero Waste Certification.

See detailed performance data.

HP operations

We employ a global policy of "reduce, reuse, and recycle," which supports our company-wide shift toward a circular economy.

HP generated 24,100 tonnes of nonhazardous waste in 2023,[143] 28% more than in 2022, due primarily to the addition of Poly sites. We recovered 500 tonnes of used electronic equipment from HP operations. We reuse electronic equipment when possible or recycle it responsibly through the same programs we offer customers. See Repair, reuse, and recycle.

Waste diversion in HP operations

87%

landfill diversion rate achieved globally.

2025 GOAL

Reach zero waste in HP operations by 2025[144]

Waste-reduction programs in 2023 included:

- **India and Singapore:** We installed more than 100 state-of-the-art hand dryers at offices in India and Singapore, saving 7.5 tonnes of tissue waste annually.
- **India and United States:** We launched or expanded composting programs at our sites in Bangalore, India, and Fort Collins, Colorado, Spring, Texas, and San Diego, California, in the United States.
- **Houston, Texas, United States:** We are optimizing waste-reduction outcomes at this site by implementing nine AI-powered smart sorting TrashBot bins. These bins use a sensor to identify and sort waste, ensuring that rubbish is disposed of correctly. We are also using analytics to target new waste-reduction strategies, such as our Caffeine Corner durable mug-reuse stations.
- **Americas region:** We engaged five sites in waste-reuse and -reduction audits, tracking the reuse of pallets, crates, packaging, trays, semiconductor wafers, and sterile apparel. For example, a thorough waste audit conducted with the Plamex site team in Tijuana, Mexico, identified potential new waste-reuse and -reduction programs to increase diversion from landfill, opportunities to improve waste segregation (such as centralized trash collection) to increase recycling rates, and methods to divert food waste. During this process, we also developed recommendations for employee education and communication strategies to decrease waste contamination and foster a "zero-waste" culture. Site teams began implementing improvements identified through these audits in 2023 and continue to do so in 2024.

See Environmental management to learn more about how we manage environmental impacts from our operations.

Hazardous waste

The main source of hazardous waste we generate is liquid and debris from ink-manufacturing facilities. Although a significant percentage of that waste is considered nonhazardous in certain jurisdictions such as the United States, HP conservatively includes these volumes in its hazardous waste totals. These manufacturing sites prioritize waste-management options with low environmental impacts and only use landfill disposal as a last resort. We generated 6,380 tonnes of hazardous waste in 2023.

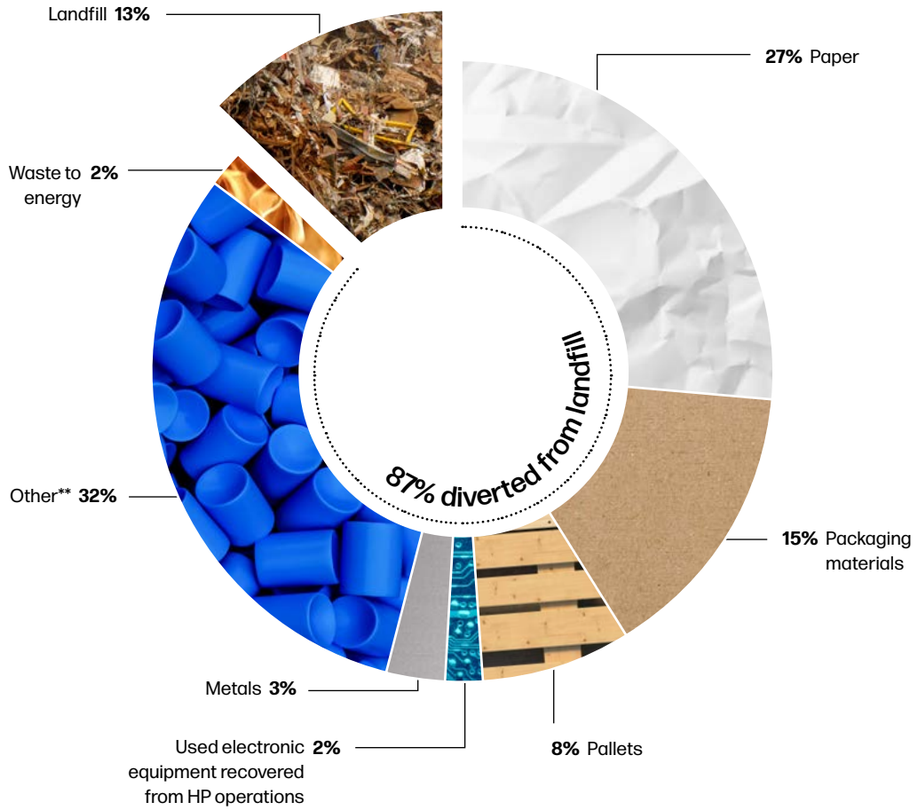
Although ink manufacturing is a source of hazardous waste, Original HP Ink Cartridges used by customers and in our offices can be recycled and are considered nonhazardous waste in many of our major markets.

See detailed waste data for 2021–2023.

See HP's latest disclosure to the U.S. EPA Toxics Release Inventory.

HP is conducting environmental investigations and/or remediation at several current or former operating sites. Some historical 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 waste by third parties. HP proactively works to implement a variety of remediation activities in cooperation with regulatory agencies.

Composition of nonhazardous waste and used electronic equipment recovered from HP operations, 2023*
(percentage of total)



* 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. Segments do not add up to 100%, due to rounding.

** Includes food organics, green waste, reused materials, and donations.

Forests

Paper is integral to the printing process, making healthy, resilient forest ecosystems important to the future of HP's business. Our forest positive vision for printing focuses on counteracting deforestation and creating enduring positive change for forest ecosystems.

In this section

→ HP's path to forest positive
→ Engineering efficient paper consumption
→ Responsibly sourcing HP paper and packaging
→ Protecting, managing, and restoring forests
→ Influencing industry partners to inspire forest positive action

HP-brand paper and paper-based packaging for home and office printers and supplies, PCs, and displays are derived from recycled or certified sources.[145] By sourcing recycled or certified fiber, HP has established processes to guard against potential deforestation in our supply chain.

The fiber footprint from our customers printing on non-HP paper represents a significant impact on forests. We are collaborating with NGOs, such as WWF, and engaging across the industry through the HP Sustainable Forests Collaborative (SFC) to counteract deforestation impacts from our customers, regardless of the source of the paper they use.

Our 2030 goal is part of our plan to continue investments in forest restoration, protection, and other initiatives under our forest positive strategy.

Counteracting deforestation

36%

of our total fiber footprint addressed, for paper used in our products and print services in 2023.[146, 147]

2030 GOAL

Counteract deforestation for non-HP paper used in our products and print services by 2030.[148] Continue to source only sustainable fiber for all HP-brand paper and paper-based packaging for home and office printers and supplies, PCs, and displays[149]

HP's path to forest positive

Our five key focus areas contribute to our 2030 goal of counteracting deforestation for non-HP paper used in our products and print services, in line with our forest positive vision.

Engineering efficient paper consumption

With HP pull-printing, increased efficiency in paper consumption by up to 30%.*

Protecting, managing, and restoring forests

Partnering with NGOs to protect, restore, and improve the health of ecologically valuable and threatened forests around the world.**

Influencing industry partners to inspire forest positive action

Founded the SFC in 2020, a consortium of nine members, made up of paper companies and NGO partner advisors working together to inspire forest positive action across the print industry.***

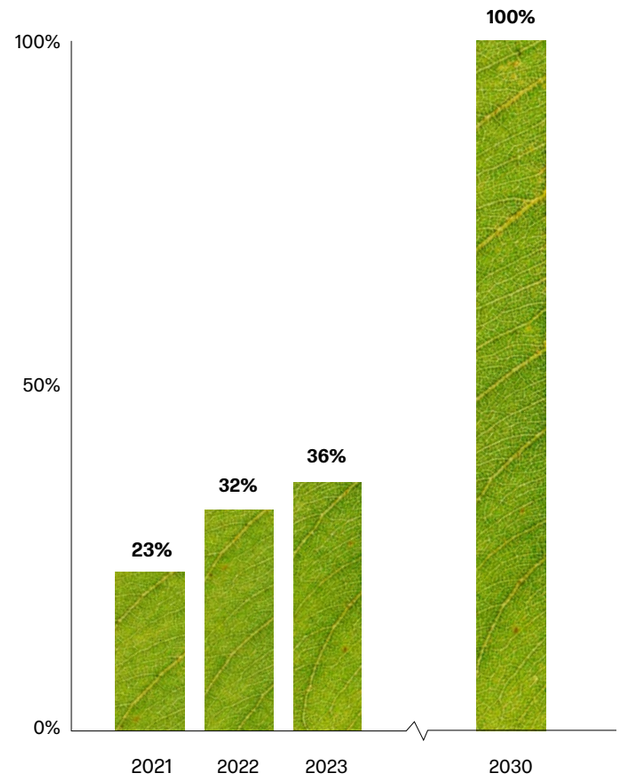
Responsibly sourcing HP paper and packaging

During 2023, we shipped more than 49 million computers in molded fiber or hybrid foam/fiber packaging, representing about 97% of units shipped during the year.

Supporting development of science-based targets for forest conservation

In partnership with WWF, HP piloted a new methodology to calculate its forest footprint and measure positive impact.

Progress toward our 2030 counteract deforestation goal
(percentage achieved)



* Typical of those reported by leading industry analysts and HP client engagements. Estimated energy and paper savings based on analysis of select HP MPS 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 you may achieve.

** Pursuant to agreement with WWF, Conservation International, and Arbor Day Foundation.

*** Pursuant to agreements, WWF and Arbor Day Foundation serve on the NGO Advisory Branch of the SFC as sustainability experts, providing guidance on responsible sourcing activities and ways to preserve and protect forest ecosystems.

Engineering efficient paper consumption

Through the design of our printers and software, we enable thoughtful paper consumption and help customers print more responsibly.

Our innovations include:

- **Defaulting many print fleets to double-sided printing**, making it easier for HP home and office printer users to reduce the number of pages they use.
- **Pull-printing features** that require users to be present for their print job to be released, resulting in 10%–30% fewer unclaimed print jobs and misprints.[150]
- **Instant Ink subscription** to deliver recyclable HP Ink Cartridges as customers need them, as well as an envelope to return used cartridges. Customers can also add paper to their subscription to guarantee that they are printing with FSC®-certified[151] HP papers, which are sourced from sustainably managed forests according to FSC standards.
- **High ink and toner quality** that results in fewer wasted pages from misprints. In a sample tested by the SpencerLab Digital Color Laboratory, HP Toner Cartridges produced 99.2% high-quality pages for external use, compared to 34.6% for non-HP-brand cartridges.[152]
- **Our HP Smart app** helps customers print, scan, and share files from anywhere. By scanning and sharing, users can digitize and store paper records, saving paper for projects where a hard copy is needed.

Responsibly sourcing HP paper and packaging

HP's Sustainable Paper and Wood Policy was the first forestry policy published by an IT company, and codifies the principles we require our suppliers and licensees to follow for the paper, packaging, and wood incorporated into HP products they provide.

The policy sets forth a preference for suppliers that demonstrate environmental values and a commitment to sustainable sourcing. Specifically, it requires our suppliers to ensure that their wood and paper fiber do not come from unwanted sources, such as deforested land that has been converted to agriculture, tree plantations, livestock production, or other land uses. The policy also pledges to avoid sourcing from high-conservation value forests—ones that are globally or regionally significant, home to endangered ecosystems, or important to meeting the needs of local communities. It also cements our long-standing commitment to ensuring that the wood-based materials we use do not contribute to human and community rights violations.

We require that all HP-brand paper and paper-based packaging be certified, recycled, or conform with HP's Sustainable Paper and Wood Policy. We continue to give preference to suppliers that demonstrate a commitment to sustainable sourcing, and prioritize those that use products certified by the FSC®[153], followed by the Programme for the Endorsement of Forest Certification (PEFC™) or other sources that comply with our Sustainable Paper and Wood Policy.

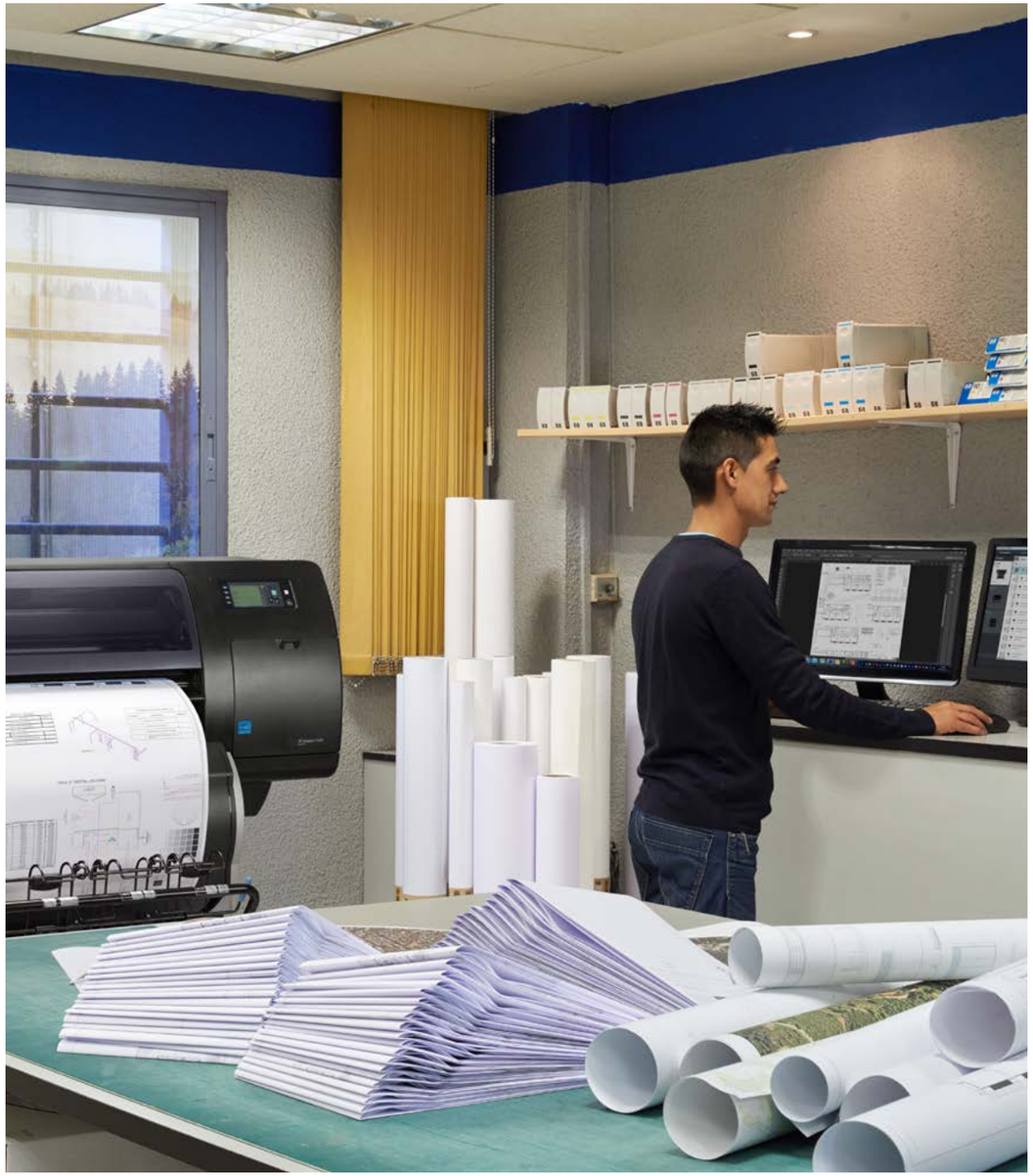
Accelerating sustainability standards for paper

Prints produced on media using HP ColorPRO and ColorLok® technologies deliver outstanding image quality across a wide range of printing applications.

Offering brighter colors, bolder blacks, and sharper lines on both uncoated and coated media, paper with this technology has been designed together with Original HP inks, HP presses, and HP PageWide printers to achieve industry-leading performance.

Through the ColorPRO Technology licensing program, HP is helping to raise standards across the paper industry by requiring stringent sustainability standards from the paper producers who license these technologies from us.

Learn more →



Our recently updated media locators are designed to help customers procure substrates tested and approved for use with HP Indigo and HP PageWide presses, such as paper with FSC® certification (which represents more than 95% of fiber-based media for those presses) and other environmentally preferable attributes.

We work with WWF's Forests Forward program, FSC, and our suppliers to continually improve our programs related to the sourcing of virgin fiber and to increase the amount of certified fiber in our products and packaging. We periodically analyze our supply chain to understand areas of specific risk (such as ecosystem vulnerability) and create tailored strategies as needed. HP reports progress annually to WWF's Forests Forward and CDP's Forests program.

See HP's Role in Restoring, Protecting, and Responsibly Managing Forests for additional information about our approach.

93%

of fiber in HP-brand paper, by weight, was FSC-certified[154] or from controlled sources in 2023

HP-brand paper and paper-based packaging impacts*

(tonnes)

	2021	2022	2023
HP printer and copier paper sold	193,900	173,200	172,200
Paper-based packaging for home and office printers and supplies, PCs, and displays	139,900	133,300	120,400
Certified fiber	227,800	212,500	198,200
Recycled fiber	105,700	93,500	93,000

* All HP-brand paper is derived from certified sources; paper-based packaging for PCs, displays, home and office print, and supplies is reported by suppliers as recycled or certified, with a minimum of 97% by volume verified by HP. Packaging is the box that comes with the product and all paper-based materials inside the box. Packaging for commercial, industrial, and 3D printing products, scanners, personal systems accessories, and spare parts is not included.

Protecting, managing, and restoring forests

Our ambitious vision for forests extends to the impact on forests from paper produced by other brands that is used in HP products.

We are partnering closely with NGOs like WWF, Conservation International, and the Arbor Day Foundation on projects around the globe that help forests. These projects encompass:

- **Forest protection:** Diverse approaches to stop deforestation through policymaking and market-driven mechanisms
- **Forest management:** Implementing better forest management practices for specific functions like conserving biodiversity and ecosystems
- **Forest restoration:** Working with local communities and partners to regain the ecological functionality of forests and enhance human wellbeing

Our partnership with WWF is one of the industry's first to address forest impacts beyond our own supply chain. WWF also maintains an advisory role in HP's SFC.

To deliver long-lasting and sustainable impacts for biodiversity, nature, and climate, WWF is partnering with local NGOs, government agencies, communities, businesses, and other local stakeholders during planning and implementation of conservation interventions in critical forest landscapes around the globe:

- **China:** In nine provinces across the country, with support from HP, WWF is engaging with forest farms to improve plantation and forest management with a focus on high-conservation value forests. This includes helping farms pursue FSC® certification. In 2023, 28,345 hectares of forest were given FSC certification.[155] We are also supporting work to restore 25 hectares of forest habitat for Asian elephants in Yunnan province.
- **Brazil:** HP and WWF continued our efforts in the country's Atlantic Forest to restore 556 hectares since the beginning of the project. One hundred forty-eight hectares were put under restoration during 2023.
- **Australia:** Through our collaboration, WWF is working to improve forest management of 20,000 hectares in New South Wales, reduce deforestation in Queensland, and restore 600 hectares of degraded forests in the eastern part of the country.
- **Peru:** WWF is working to improve forest management of 60,000 hectares and restore 200 hectares of forest cover to increase the connectivity of jaguar habitat in the Madre de Dios region.

In all these landscapes, conservation efforts are regularly monitored to ensure they are generating the intended impacts at a meaningful scale. In the initial stages of implementation, these efforts have already created jobs, established seed banks and nurseries, and engaged families, communities, and new businesses.

In 2023, in collaboration with our other NGO partners, we also achieved the following progress:

- **Arbor Day Foundation:** Through our collaboration with the Arbor Day Foundation, we planted over 1.5 million trees during the year, focusing on landscapes in great need of preservation and restoration. We prioritize several factors in project selection, including biomass targets, the Foundation's Forest Priority Index (which considers climate, community, and biodiversity benefits), key geographies for both partners, investments in tribal-owned lands, and a project's ability to scale. In 2023, over one million trees were planted in seven projects in the American Southeast, including restoring critically endangered longleaf pine ecosystems. A further 380,000 trees were planted in four projects in the American Pacific West, reforesting lands devastated by wildfires that will not naturally regenerate.
- **Conservation International:** We continued to support Conservation International initiatives focused on protecting forest areas alongside local communities in the Amazon. HP and Conservation International have developed a portfolio of forest-protection and -restoration projects to compensate for a portion of the land associated with the use of paper in HP products and print services. During 2023, work commenced on the Panará Indigenous Land Protection project, with Conservation International representatives meeting critical stakeholders to determine the right management plan and field assessments.

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Countering deforestation in Indonesia

In partnership with Hemmersbach, an HP customer support global field services supplier, we launched the One Million Trees Reforestation Project in Indonesia in 2020. The initiative is designed to counter the destruction of the country's Way Kambas National Park, which has suffered from poaching and human-caused fires. The on-site Hemmersbach team, which is working alongside about 50 vulnerable local people, intends to restore 310 hectares of forest land. As of December 2023, they have planted 868,000 trees. Beyond the carbon benefits, many animal species have been recorded returning to or already using the area, including over 50 types of birds. Multiple traces (such as footprints) have also been observed of the critically endangered Sumatran tiger.

Influencing industry partners to inspire forest positive action

The HP SFC brings paper manufacturers together in a single consortium to share research, support one another's efforts, and report progress.

Each SFC company is committed to responsible sourcing and supply chains, and shares data on the volume of sustainable materials in its operations.

We have learned though our work with our climate and forest advisors that scale is critical to lasting positive impact. As part of our Forest Positive framework, we work within the printing and paper industries to influence partners and foster change at scale.

HP SFC partners include Domtar, New Leaf Paper, Chenming Paper, Sylvamo, Mondi, Felix Schoeller, and Lenzing Papier. Environmental NGOs Arbor Day Foundation and WWF play an advisory role to provide data, expertise, and guidance.

Reforestation is more complicated than people think

Responsible reforestation is not as simple as planting any tree, anywhere. Achieving long-lasting, healthy ecosystems depends on selecting trees that will thrive in a warming world and support local wildlife, while also securing the long-term engagement and support of local communities. To address this important agenda, we forge impactful partnerships with environmental organizations including WWF, Arbor Day Foundation, and Conservation International.

Learn more →

Workers with the Arbor Day Foundation plant longleaf pine saplings in the Florida Panhandle's Econfina Creek Water Management Area.

Environmental management

HP's vision to become the most sustainable and just technology company guides our efforts to reduce environmental impacts across the value chain. Our policies and management systems are designed in accordance with global standards, and provide our employees and supply chain partners the guidance to drive ongoing improvement.

In this section

→ Supply chain
→ HP operations
→ Climate change risk management and strategy

Supply chain

Our production and nonproduction suppliers are essential partners as we work to drive net zero carbon and improved resource efficiency 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 focus areas include GHG emissions and energy use, water withdrawal, and waste generation.

We were the first IT company to disclose a list of our suppliers. Our supplier list includes the names and locations of the production suppliers that represent 95% of our manufacturing spend.

We request that 98% of our production suppliers (by spend), as well as strategic nonproduction suppliers, disclose key qualitative and quantitative environmental management information and impacts through our CDP Supply Chain membership. This includes GHG emissions and goals, total and renewable energy use, water withdrawal, climate and water risks, and governance.

Our Supplier Sustainability Requirements outline our expectations for contracted suppliers. These include our Supplier Code of Conduct and GSE.

We engage with the RBA to continually strengthen its industry-wide Code of Conduct and raise expectations throughout IT company supply chains. This includes collaborating on the development of the latest revision of the RBA Code of Conduct, published in January 2024. The updated version includes requirements to set goals for and publicly report progress toward absolute Scope 1 and Scope 2 GHG emissions reduction, and to publicly report on significant Scope 3 emission categories. It also includes new requirements related to the tracking and documenting of hazardous and nonhazardous waste data.

Aligned with HP's objectives to drive ongoing improvement, the SCoC contains provisions related to environmental permits, environmental reporting, pollution prevention, waste reduction, hazardous substances, water management, air emissions, and energy and GHG emissions reduction. The SCoC is enforced through the RBA Validated Assessment Program and HP's assurance/audit program, and requires suppliers (and their suppliers) to acknowledge and implement it.

Priority suppliers that assemble our products or make commodities with higher potential for environmental impacts are subject to additional requirements through HP's Supplier Sustainable Impact Scorecard. These requirements include publishing a GRI-based sustainability report; setting science-based GHG emissions–reduction targets validated by the SBTi; third-party verification of GHG emissions; water stewardship; and transparency on environmental risks, management, and progress on impacts such as GHG emissions, energy and renewable energy use, and water withdrawal. This Scorecard is incorporated into our procurement management process, and environmental performance is part of regular business reviews.

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

- In the supply chain sections 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 footprint and water footprint is derived from product LCA–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.

In 2023, we determined that 96% of HP first-tier production suppliers, by spend,[156] had environmental management system (EMS) certification, such as ISO 14001, for manufacturing sites. Our SCoC requires our suppliers to have an effective EMS for these sites, regardless of third-party certification, and we audit suppliers to this standard.

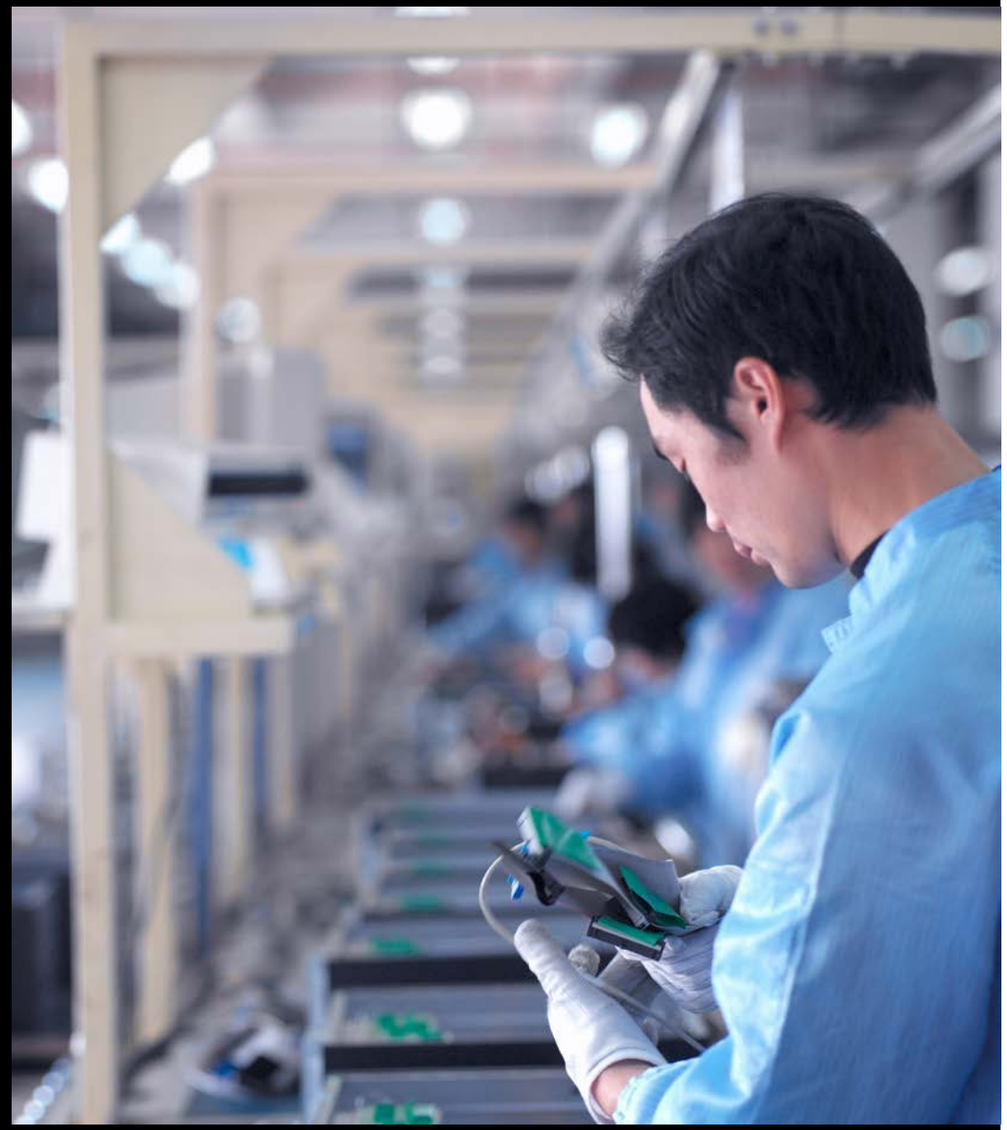
FOCUS

Supply chain transparency

The Corporate Information Transparency Index, developed by the Institute of Public & Environmental Affairs (IPE) and the Natural Resources Defense Council, evaluates the environmental practices of global brands' supply chains in China. In 2023, HP ranked 11th among 69 global IT companies, and was 46th of 740 brands assessed overall. On the Corporate Climate Action Transparency Index, developed by IPE and CDP, HP ranked 10th among global IT companies and 40th of more than 1,500 brands assessed overall.

During 2023, we cross-checked supplier sites representing 95% of our spend against IPE's public database of environmental violations.

First-tier manufacturing suppliers in China also provide information about sub-tier supplier compliance with local environmental laws. This review of over 1,100 sub-tier suppliers against IPE's public database of environmental violations identified 97 issues in 2023. Of these, 62 had been corrected as of February 2024, and we continue working with the relevant first-tier suppliers and IPE to assess, address, and resolve the remaining issues.



FOCUS

Driving sustainability standards among suppliers

In 2021, we launched the HP Customer Support (CS) Supplier Pledge to boost sustainability standards among our CS suppliers around the world. Through 2023, we have onboarded 48 of our primary CS suppliers, with each company signing the Pledge and committing to nine protocols in the areas of Climate Action, Human Rights, and Digital Equity. During April 2024, we recognized top performers through the first Supplier Pledge Impact Award Ceremony.

The Pledge supports progress toward our 2030 climate and circular economy goals and includes existing components of our supplier program such as:

- Submitting environmental transparency reporting to CDP Climate Change annually
- Setting science-based GHG emissions-reduction targets, including at least a 50% reduction in absolute Scope 1 and 2 emissions by 2030
- Training employees on the HP RBA Supplier Code of Conduct

The Pledge also sets additional expectations, including:

- Applying circular economy principles, including by using programs such as HP Planet Partners and HP Device Recovery Service
- Developing and communicating ambitions that align with HP's culture, equity, and diversity goals

HP-Poly's facility in Tijuana, Mexico.

HP operations

HP owns and leases facilities around the world.

Our Environmental, Health and Safety (EHS) Policy (now available in Chinese, Korean, and Spanish) and EHS management system (applying to all HP employees and contractors and all operational sites) help us manage our environmental impact, improve worker safety, verify progress toward our EHS goals and adherence to internal standards, and document compliance with all applicable laws and regulations. We investigate all allegations that our facilities are failing to comply with applicable laws, and take corrective action when needed.

We perform annual risk assessments at all of our chemical-intensive and manufacturing sites. In 2023, on-site visits resumed for all our audits, following disruption due to the pandemic. Management reviews the findings of all audits; any deficiencies are identified and action plans are developed.

About our operational data

All environmental data reported in this section refers to HP operations through October 31, 2023. At that time, we owned or leased 216 sites in 57 countries. From invoices and other documents, HP directly tracked data for 2023 representing approximately 97% of total electricity use, 90% of total natural gas use, 94% of total water withdrawal, 67% of nonhazardous waste, and 100% of total hazardous waste.

Management system

HP's EHS management system aligns with the American National Standards Institute Z10 and ISO 14001 standards to drive environmental improvements. With a core operating principle of plan-do-check-act, we have established procedures for reviewing, modifying, and incorporating workplace environmental hazards processes into our EHS management system.

To continually develop our global EHS management system, we engage with and seek input from safety professionals, management teams, and partners across HP. We employ and train professionals to manage, monitor, and maintain our systems, with a responsibility to ensure they operate with minimal environmental impact. When an HP work-related health and safety incident occurs, supervisors are required to identify the root cause, develop and implement corrective action plans, and track solutions to completion. Employees receive guidance to identify and report hazards, and channels exist to report hazards outside their immediate control, for action by facility teams.

We regularly measure our environmental performance and challenge ourselves when making annual improvement plans. All locations must proactively implement company-wide health and safety standards. Any new equipment and chemicals, along with any changes to the work environment, are reviewed for safety and environmental issues, and any issues are addressed accordingly.

All HP facilities have assigned technical EHS personnel, and our global EHS team provides guidance and oversight. We ensure our employees feel able to remove themselves from situations they believe are unsafe. Joint management-worker health and safety committees exist in some locations, and we regularly discuss relevant policies, processes, and regulatory compliance with employees.

When feasible, we pursue environmental management certifications at HP-owned and leased facilities worldwide. As of the end of 2023, 20 facilities, including all HP manufacturing sites, were certified to ISO 14001:2015 (the most recent version), with 16 as part of our global ISO 14001 certificate. Twelve facilities, including 50% of HP manufacturing sites, were certified to ISO 45001:2018 for occupational health and safety.

In 2023, about 2,200 employees and agency contractors took part in 20 instructor-led courses and completed approximately 23,000 sessions of web-based EHS training courses. Our training includes information about general workplace issues, as well as targeted information for specific roles.

Green buildings and facilities

When feasible, we also pursue green building certifications at HP-owned and leased facilities. As of October 31, 2023:

- Thirteen sites globally had achieved Leadership in Energy and Environmental Design (LEED®) certifications for buildings, including 11 at the Gold level or above.[157]
- Three sites had achieved BREEAM (Building Research Establishment Environmental Assessment Method) certifications for building, including two at the Excellent level.[158]
- One location had achieved SITES certification for sustainable landscape.
- One site had achieved TRUE certification for waste diversion.

All new build-outs seek to meet the standard of LEED v4 Gold and/or a local equivalent (such as BREEAM). In support of these objectives, HP has developed the HP Green and Smart Construction Playbook for project managers, which provides guidance on key principles such as energy use, indoor air quality, water withdrawal, and waste recycling. We also factor environmental considerations into decisions to lease new sites, asking prospective landlords, through the HP Energy and Sustainability Survey, about features such as LEED certification, renewable energy, EV-charging stations, and water efficiency.

HP's facility in Singapore.

Culture of environmental responsibility

Our employees worldwide make a vital contribution to improving our environmental performance, and employee engagement initiatives enable HP's global workforce to directly support our Sustainable Impact goals and vision.

For Earth Day 2023, in April we featured 11 employees who champion action for people and planet. One is a cycling advocate who has campaigned for 14 years for a bridge—expected to open in 2024—that will make it easier and safer for our employees in Barcelona, Spain, to cycle to work. In Nigeria, two employees have led HP LIFE courses, wellness challenges, and mentoring programs across their region.

In the United States, we also held employee engagement events focused on zero waste at our sites in Corvallis, Oregon; San Diego, California; and Spring, Texas. These one-day events encouraged employees to correctly segregate waste to reduce cross-contamination of recyclables. This included deploying refreshed signage and sharing site-specific examples of common contaminants.

In 2023, HP employees at more than 20 sites globally participated in the company's annual Shoreline Cleanup. Employees collected trash from ocean coastlines, river fronts, and lakeside beaches around the world in our largest yearly sustainability volunteering campaign at HP.

In 2023, we also rolled out our "Bring your own cup" initiative to our Penang and Kuala Lumpur offices in Malaysia. We estimate that this will keep nearly 6 tonnes of paper cups annually from reaching landfill.

20

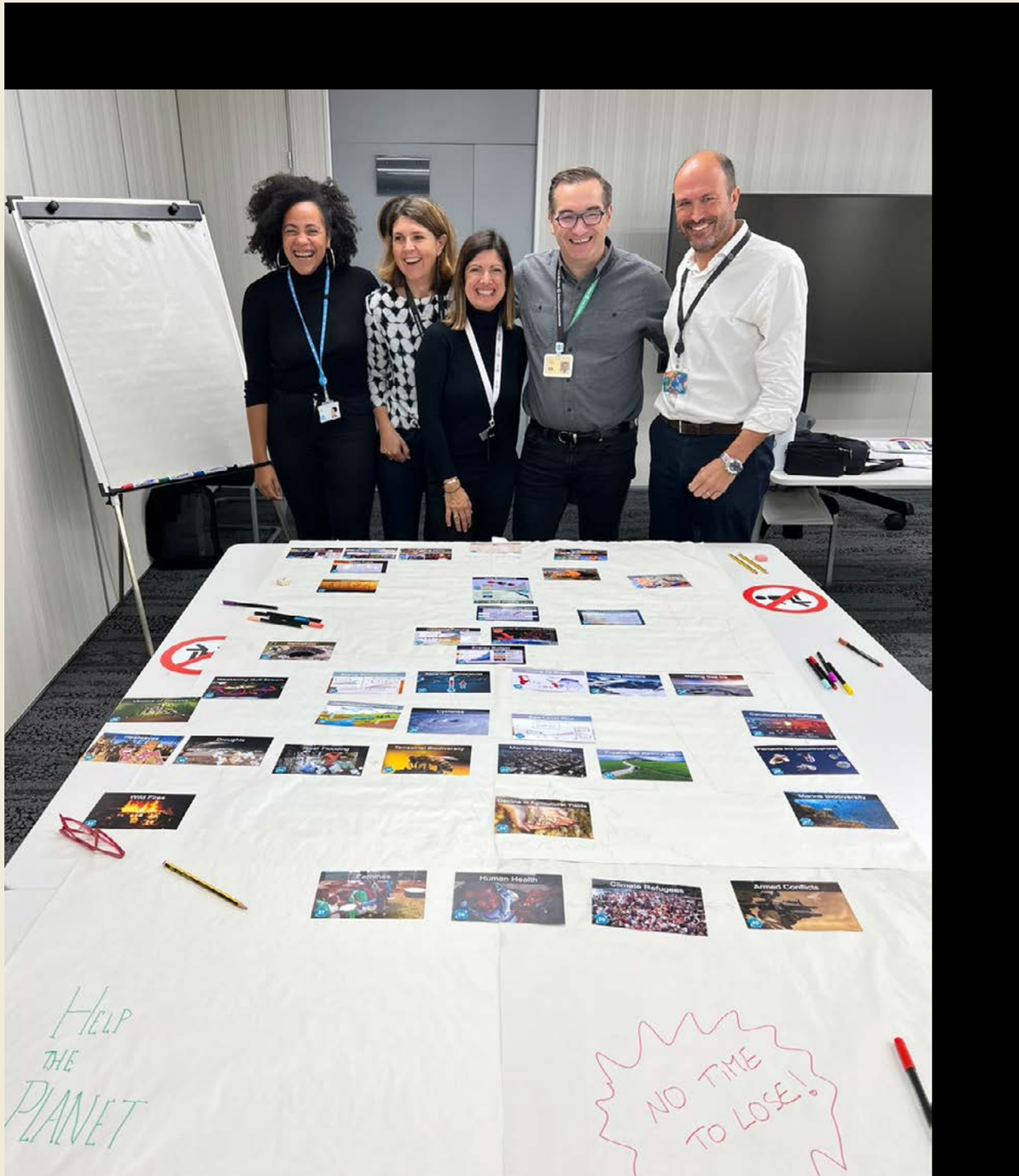
sites around the world took part in HP's annual Shoreline Cleanup in 2023

SPOTLIGHT

Catalyzing education and action through Climate Fresk

In 2022, a group of our employees introduced Climate Fresk to HP in France. This three-hour collaborative climate education workshop, rooted in science from the Intergovernmental Panel on Climate Change, aims at improving understanding of the complex systemic nature of climate change and inspiring action at both personal and professional levels.

Through 2023, the initiative has reached about 2,200 HP employees at multiple HP sites, with the support of more than 100 trained HP volunteer facilitators who deploy the workshop to their colleagues. This is just the beginning of a more ambitious journey, as the team intends to reach the majority of HP's employees, including leadership teams, as well as suppliers, customers, and channel partners.



Climate change risk management and strategy

The management of climate-related risks and opportunities is of growing importance to HP and its stakeholders, including governments. As such, HP describes its management of climate-related risks and opportunities via its submissions under relevant law.

Beginning in 2023, HP Inc. UK Ltd. is subject to the UK government's The Companies (Strategic Report) (Climate-related Financial Disclosure) Regulations 2022, which adopt the Task Force on Climate-related Financial Disclosures recommendations as the basis for implementing climate-related financial disclosures across the UK economy. HP's enterprise-wide statement on the management of climate-related risks and opportunities for 2023 is included in the Non-Financial and Sustainability Information Statement in the Strategic Report for HP Inc. UK Ltd.

Data

Carbon footprint (Scopes 1–3)*

	2021	2022	2023
GHG emissions from operations (Scope 1 and 2)** (tonnes CO_2e)	159,500	151,500	146,400
Americas	39,000	37,700	42,400
Europe, Middle East, and Africa	47,300	37,000	29,900
Asia Pacific and Japan	73,200	76,800	74,100
GHG emissions intensity (Scope 1 and 2)*** (tonnes CO_2e/US$ million of net revenue)	2.5	2.4	2.7
GHG emissions by scope (tonnes CO_2e)			
Scope 1			
Scope 1 emissions, by region	48,700	46,800	52,100
Americas	38,800	37,500	42,100
Europe, Middle East, and Africa	9,200	8,800	9,000
Asia Pacific and Japan	700	600	1,000
Scope 1 emissions, by type			
Natural gas	22,700	21,600	25,600
Americas	20,700	19,800	23,600
Europe, Middle East, and Africa	1,700	1,400	1,300
Asia Pacific and Japan	300	400	700
Diesel/gas/oil/liquefied petroleum gas (LPG)****	300	100	100
Americas	100	100	100
Europe, Middle East, and Africa	0	100	0
Asia Pacific and Japan	200	0	0
Transportation fleet†	20,100	20,100	20,900
Americas	14,300	13,400	13,800
Europe, Middle East, and Africa	5,600	6,500	6,900
Asia Pacific and Japan	200	200	200
Refrigerants (hydrofluorocarbons (HFCs))††	1,900	1,000	1,100
Americas	0	100	300
Europe, Middle East, and Africa	1,900	900	800
Asia Pacific and Japan	0	0	0

Carbon footprint (Scopes 1–3)*

	2021	2022	2023
Perfluorocarbons (PFCs)	3,700	4,200	4,300
Americas	3,700	4,200	4,300
Europe, Middle East, and Africa	0	0	0
Asia Pacific and Japan	0	0	0
Carbon dioxide (CO_2)	43,100	41,500	46,600
Nitrous oxide (N_2O)	0	100	100
Methane (CH_4)	0	0	0
**Scope 2 (market-based method)††† **			
Scope 2 emissions, by region	110,800	104,700	94,300
Americas	200	200	300
Europe, Middle East, and Africa	38,100	28,200	20,900
Asia Pacific and Japan	72,500	76,300	73,100
Scope 2 emissions, by type	110,800	104,700	94,300
Purchased electricity for operations	110,100	104,000	94,000
Americas	200	200	300
Europe, Middle East, and Africa	38,100	28,200	20,900
Asia Pacific and Japan	71,800	75,600	72,800
District cooling and heating (purchased) for operations	700	600	300
Americas	0	0	0
Europe, Middle East, and Africa	0	0	0
Asia Pacific and Japan	700	600	300

Carbon footprint (Scopes 1–3)*

	2021	2022	2023
Scope 2 (location-based method)			
Scope 2 emissions, by region	198,200	196,300	193,300
Americas	55,600	57,300	63,700
Europe, Middle East, and Africa	44,700	40,600	36,200
Asia Pacific and Japan	97,900	98,300	93,400
Scope 2 emissions, by type	198,200	196,300	193,300
Purchased electricity for operations	197,500	195,600	193,000
Americas	55,600	57,300	63,700
Europe, Middle East, and Africa	44,700	40,600	36,200
Asia Pacific and Japan	97,200	97,700	93,100
District cooling and heating (purchased steam) for operations	700	600	300
Americas	0	0	0
Europe, Middle East, and Africa	0	0	0
Asia Pacific and Japan	700	600	300
Scope 3^	24,980,000	21,784,000	19,618,000
Materials extraction through manufacturing (category 1; also see Carbon: Supply chain)	15,068,000	13,027,000	11,856,000
Capital goods (category 2)	55,000	114,000	29,000
Upstream energy production (category 3)^^	53,000	52,000	53,000
Transportation (categories 4 and 9; also see Product transportation)^^^	589,100	476,000	542,000
Waste generated in operations (category 5)	1,000	1,000	1,000
Business travel (category 6)‡	3,000	15,000	32,000
Employee commuting (category 7)	140,000	88,000	97,000
Upstream leased assets (category 8)‡‡	N/A	N/A	N/A
Processing of sold products (category 10)	N/A	N/A	N/A
Product energy use (category 11)‡‡‡	8,706,000	7,670,000	6,656,000
Product end of service (category 12)	346,000	318,000	323,000
Buildings leased to others (category 13)	17,000	22,000	29,000
Franchises (category 14)	N/A	N/A	N/A
Investments (category 15)‡‡‡‡	De minimis	De minimis	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. Scope 1 GHG emissions include CO_2, CH_4, N_2O, HFCs, and PFCs. No biogenic emissions are present in this category. Scope 2 GHG emissions include CO_2, CH_4, and N_2O. No biogenic emissions are present in this category. For Scope 3 GHG emissions:
- Materials extraction through manufacturing (category 1), Transportation (categories 4 and 9), Product use (category 11), and Product end of service (category 12) include CO_2, CH_4, N_2O, HFCs, PFCs, SF_6, and NF_3, and represented approximately 99% of our Scope 3 emissions in 2023. Biogenic emissions are present and captured in the paper emissions factor of HP paper manufactured (category 1).
- Capital goods (category 2) includes CO_2, CH_4, N_2O, and HFCs, and represented 0.2% of our Scope 3 emissions in 2023.
- Upstream energy production (category 3), Waste generated in operations (category 5), and Business travel (category 6) include CO_2, CH_4, and N_2O, and represented 0.4% of our Scope 3 emissions in 2023.
- Employee commuting (category 7), Buildings leased to others (category 13), and Investments (category 15) include CO_2, and represented 0.6% of our Scope 3 emissions in 2023.
- Upstream leased assets (category 8), Processing of sold products (category 10), and Franchises (category 14) are not applicable to HP.

In some cases, segments do not add up to total due to rounding.

** 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_2e emissions associated with CH_4 and N_2O account for less than 1% of total CO_2e emissions in this category.

†† HP collects all refrigerant consumption data from local facility maintenance teams company-wide, directly accounting for facilities' refrigerant leakage and use and avoiding 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).

††† Data in this section uses the market-based method. Due to the availability and feasibility of acquiring the data, the company only obtained utility-specific emission factors for its sites in Glasgow, UK; Geneva, Switzerland; Hong Kong; and Palo Alto, San Diego, and San Bernardino, California; Indianapolis, Indiana; Albuquerque, New Mexico; Sandston, Virginia; and Socorro, Texas, in the United States.

^ See Methodological updates.

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

^^^ This product transportation data is based on LCA-based estimates. It uses a combination of HP-specific and industry data, and includes additional upstream and downstream transportation related to our products. This data may differ from data reported by product transportation suppliers that HP contracts to deliver our products, as presented in Product transportation and Supply chain environmental impact.

‡ 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 carriers 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.

‡‡ All facilities are accounted for in Scope 1 and 2. Leased furniture and equipment are included in Capital goods (category 2).

‡‡‡ 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. Scope 1 and 2 emissions from the manufacturing of these printers at HP-operated facilities are captured in the Scope 1 and 2 data reported in this year's report.

‡‡‡‡ De minimis values are less than 0.25% of total Scope 3 emissions.

Water footprint*

(cubic meters)

	2021	2022	2023
Water consumption in HP supply chain—direct use in operations**	20,200,000	19,600,000	17,500,000
Water consumption in HP supply chain associated with the generation of electricity	43,000,000	42,700,000	36,800,000
Water withdrawal in HP operations	2,556,000	2,227,000	2,235,000
Water withdrawal associated with the generation of electricity used in HP operations	2,100,000	2,100,000	2,100,000
Water consumption associated with the generation of electricity used by HP products***	94,200,000	89,600,000	62,100,000

* Methodological updates to improve the accuracy of our carbon footprint calculations also impacted calculations in the Water consumption associated with the generation of electricity used by HP products category. Data for 2020 and 2021 are restated. See Carbon footprint for detail. 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 in the Water: Supply chain section. Because water withdrawn can also be returned, water consumption is inherently lower.

*** 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. 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.

Supply chain environmental impact*

	2020	2021	2022	2023
First-tier production supplier and product transportation–related GHG emissions intensity**, *** (tonnes CO_2e/US$ million of HP net revenue)	73.7	71.0	68.6	Δ
GHG emissions				
Production supplier GHG emissions**** (tonnes CO_2e)				
Scope 1 and Scope 2 emissions***	2,700,000	2,400,000	2,900,000	Δ
Scope 3 emissions***,†	17,500,000	22,200,000	12,900,000	Δ
Production suppliers with GHG emissions reduction–related goals (% of spend)	95%	92%	95%	Δ
Product transportation GHG emissions†† (tonnes CO_2e)	1,510,000	1,620,000	1,280,000	960,000
Road (includes rail)	160,000	260,000	150,000	140,000
Ocean	100,000	90,000	90,000	80,000
Air	1,250,000	1,270,000	1,040,000	740,000
Nonproduction supplier GHG Emissions***** (tonnes CO_2e)				
Scope 1 and 2 GHG emissions***	140,000	105,000	294,000	Δ
Scope 3 GHG emissions†††			114,000	Δ
Energy use				
Production supplier energy use†††† (MWh)	6,000,000	5,400,000	7,200,000	Δ
Production supplier renewable energy use (percentage of total energy use)	26%	28%	28%	Δ
Production suppliers that reported using renewable energy*** (percentage of spend)	77%	84%	93%	Δ
Water				
Production supplier water withdrawal for use***, ^ (cubic meters)	36,000,000	30,000,000	39,000,000	Δ
Production suppliers with water-related goals (% of spend)	94%	94%	83%	Δ
Waste				
Production supplier nonhazardous waste generation***, ^^ (tonnes)	126,000	117,000	160,000	Δ
Production supplier hazardous waste generation***, ^^ (tonnes)	46,000	54,000	70,000	Δ
Production suppliers with waste-related goals (% of spend)	76%	69%	79%	Δ

* In some cases, data from prior years is updated to reflect improved data—for example, revised supplier information.

** 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.

*** Variation in this data reflects both changes in actual performance and inconsistency in reporting practices.

**** Emissions are calculated based on suppliers' reported emissions and their dollar volume of HP 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 2022 represented 95% of HP production spend. The WRI defines Scope 1, 2, and 3 GHG emissions in its Greenhouse Gas Protocol. This data differs from the product LCA–based estimates for materials extraction through manufacturing presented in Carbon footprint, which are based on a different calculation methodology and use a combination of HP-specific and industry data.

***** Emissions are calculated based on suppliers' reported emissions and their dollar volume of HP business compared to their total revenue. The majority of these companies report on a calendar-year basis.

Δ This data is based on supplier reporting to CDP and other platforms. As a result, this data is not available for the most recent reporting year at the time of publication.

† Suppliers may not report all Scope 3 categories. The number of categories reported by suppliers and the completeness of reporting varies year to year. We encourage suppliers to measure and report Scope 3 categories that are significant to their supply chains, such as Category 1 (Materials extraction through manufacturing), Categories 4 and 9 (Transportation), and others.

†† 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 LCA–based estimates presented in Carbon footprint, 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.

††† Suppliers may not report all Scope 3 categories. The number of categories reported by suppliers and the completeness of reporting varies. We encourage suppliers to measure and report Scope 3 categories that are significant to their supply chains, such as Category 1 (Materials extraction through manufacturing), Categories 4 and 9 (Transportation), and others. Data not reported prior to 2022.

†††† 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 business compared to their total revenue. Data reported here reflects extrapolation to 100% of first-tier production suppliers. Data collected for 2022 represented 94% of HP production spend.

^ 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. 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. Data reported here reflects extrapolation to 100% of first-tier production suppliers. Data collected for 2022 represented 94% of HP production spend.

^^ 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. Data reported here reflects extrapolation to 100% of first-tier production suppliers. Data collected for 2022 represented 89% of HP production spend for nonhazardous waste and 79% for hazardous waste.

HP operations* (also see Carbon footprint)

	2021	2022	2023
Energy use			
Energy use (MWh)	697,058	696,349	729,832
Energy intensity** (MWh/US$ million of net revenue)	11.0	11.1	13.6
Direct energy use in operations (corresponds to Scope 1 emissions) (MWh)	202,750	202,262	230,047
Natural gas	125,111	118,950	141,655
Americas	114,019	109,001	130,349
Europe, Middle East, and Africa	9,632	7,853	7,241
Asia Pacific and Japan	1,460	2,096	4,064
Renewable (generated on-site)	1,440	1,376	2,679
Diesel/gas/oil/LPG***	1,372	383	420
Transportation fleet–gasoline	52,022	46,489	48,004
Transportation fleet–diesel	22,804	25,389	25,906
Transportation fleet–jet fuel	Δ	9,676	11,381
Indirect energy use (corresponds to Scope 2 emissions) (MWh)	494,308	494,086	499,785
Electricity (purchased)	491,272	491,272	498,576
Americas	195,891	194,131	215,283
Europe, Middle East, and Africa	108,322	104,262	96,644
Asia Pacific and Japan	187,059	192,878	186,648
Voluntary purchases of renewable energy†	261,196	269,209	290,610
Voluntary purchases of no-/low-carbon energy	0	0	0
Supplier-specific renewable energy	1,417	0	0
District cooling and heating (purchased)	3,036	2,815	1,208
Americas	0	0	0
Europe, Middle East, and Africa	0	0	0
Asia Pacific and Japan	3,036	2,815	1,208

HP operations* (also see Carbon footprint)

	2021	2022	2023
Water			
Water withdrawal, by region (cubic meters)	2,556,000	2,227,000	2,235,000
Americas	1,132,000	944,000	934,000
Europe, Middle East, and Africa	163,000	118,000	114,000
Asia Pacific and Japan	1,262,000	1,164,000	1,186,000
Water withdrawal, by source†† (cubic meters)	2,556,000	2,227,000	2,235,000
Municipal water	2,232,000	1,945,000	1,999,000
Wastewater from another organization††† (NEWater)	310,000	279,000	233,000
Surface water (rainwater)	1,000	2,000	2,000
Groundwater (well water)	13,000	1,000	1,000
Reused treated sewage treatment plant water^ (cubic meters)	0	0	0
Seawater	Δ	0	0
Produced water	Δ	0	0
Water withdrawal by source from areas with water stress (cubic meters)	Δ	238,000	282,000
Municipal water	Δ	237,000	281,000
Wastewater from another organization††† (NEWater)	Δ	0	0
Surface water (rainwater)	Δ	0	0
Groundwater (well water)	Δ	1,000	1,000
Reused treated sewage treatment plant water^ (cubic meters)	Δ	0	0
Seawater	Δ	0	0
Produced water	Δ	0	0
Water withdrawal from freshwater and other sources (cubic meters)	Δ	2,225,000	2,235,000
Freshwater (</= 1,000mg/L total dissolved solids)	Δ	2,225,000	2,235,000
Other water (>1,000 mg/L total dissolved solids)	Δ	0	0
Water withdrawal intensity^^ (cubic meters/US$ million of net revenue)	40.3	35.4	41.6
Recycled or reused water^^^ (percentage of total water withdrawal)	12.1%	12.5%	10.4%

HP operations* (also see Carbon footprint)

	2021	2022	2023
Waste			
Nonhazardous waste, by region^^^^ (tonnes)	13,900	18,800	24,100
Americas	6,700	11,200	16,500
Europe, Middle East, and Africa	4,600	5,700	5,900
Asia Pacific and Japan	2,600	1,900	1,600
Nonhazardous waste, by type (tonnes)	13,900	18,800	24,100
Recycled^^^^^	10,500	15,300	20,500
Landfilled	2,000	2,400	3,100
Waste to energy	1,400	1,100	600
Used electronic equipment recovered from HP operations‡ (tonnes)	500	600	500
Nonhazardous waste and used electronic equipment recovered from HP operations landfill diversion rate (percentage of total produced)			
Global	86.4%	87.7%	87.4%
Americas	91.5%	90.1%	89.0%
Europe, Middle East, and Africa	74.9%	81.1%	80.0%
Asia Pacific and Japan	90.8%	92.4%	98.0%
Composition of nonhazardous waste and used electronic equipment recovered from HP operations‡‡ (percentage of total)			
Paper	22%	31.8%	26.5%
Packaging materials	23%	17.3%	14.6%
Pallets	11%	7.3%	7.9%
Metals	6%	2.8%	2.8%
Used electronic equipment recovered from HP operations	4%	2.9%	1.9%
Other‡‡‡	11%	20%	32.0%
Waste to energy	9%	5.6%	2.3%
Landfill	14%	12.3%	12.6%
Hazardous waste‡‡‡‡ (tonnes)	7,060	7,820	6,380
Americas	1,400	1,130	1,170
Europe, Middle East, and Africa	1,730	2,020	1,460
Asia Pacific and Japan	3,930	4,670	3,750

HP operations* (also see Carbon footprint)

	2021	2022	2023
Ozone-depletion potential of estimated emissions# (kg of CFC-11 equivalent)	4	3	0
Americas	0	0	0
Europe, Middle East, and Africa	4	3	0
Asia Pacific and Japan	0	0	0
Number of violations of legal obligations/regulations##	0	0	0
Fines/penalties related to the above (US$)	0	0	0

* See About our operational data. In some cases, segments do not add up to total due to rounding.
** Historical energy-intensity values were calculated using HP's annual revenue as characterized in financial reporting and energy use.
*** Diesel is mostly used at HP for testing generators. In limited cases, diesel is also used for long-term on-site energy generation.
Δ Data not reported prior to 2022.
† Renewable energy and RECs, excluding renewable energy provided by default in the power grid.
†† "Water withdrawal" includes municipal water, wastewater from another organization, rainwater, and well water. Water withdrawal does not include reused treated sewage treatment plant water. In the GRI framework, municipal water and wastewater from another organization are classified as third-party water.
††† NEWater is ultrapurified wastewater used in manufacturing operations in Singapore.
^ This water was used historically for landscaping and toilets.
^^ Historical water withdrawal–intensity values were calculated using HP's annual revenue as characterized in financial reporting and water withdrawal.
^^^ This includes NEWater (ultrapurified wastewater used in manufacturing operations in Singapore) as well as recycled or reused water reported by sites globally. Graywater is included, rainwater is not.
^^^^ To provide additional transparency, this report presents used electronic equipment recovered from HP operations as a separate category.
^^^^^ Reduced and reused waste materials are included in the "Recycled" category.
‡ We reuse electronic equipment when possible or recycle it responsibly through the same programs we offer customers. See Repair, reuse, and recycle.
‡‡ 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.
‡‡‡ Includes food organics, green waste, reused materials, and donations.
‡‡‡‡ Includes all waste not sent to a municipal solid waste or recycling facility. This conservative approach classifies all waste managed by our hazardous waste vendors as hazardous, unless we definitively determine it to be nonhazardous and dispose of it accordingly.
# HP collects all refrigerant consumption data from local facilities maintenance teams company-wide, directly accounting for facilities' refrigerant leakage and use and avoiding 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 Equipment tool, IPCC Second Assessment Report (1995).
This data represents safety or environmental violations of regulations from a federal or state agency.

Circularity

	2021	2022	2023
Circularity for products and packaging* (%)	40%	39%	40%
Recycled content plastic in HP products** (tonnes)	32,000	32,200	34,400
Recycled content metal in HP products*** (tonnes)	3,500	4,300	5,700
Recycled fiber in HP-brand paper and packaging (tonnes)	105,700	93,500	93,000
Certified sustainably managed fiber in HP-brand paper and packaging**** (tonnes)	227,800	212,500	198,200
Reused products and parts (tonnes)	7,200	6,700	5,800

* Percentage of HP's total annual product and packaging content, by weight, that came from recycled and renewable materials and reused products and parts. 2021 data does not include the following products or packaging for these products: PageWide Industrial and 3D printing products, or personal systems accessories and print accessories sold separately. 2022 data does not include the following products or packaging for these products: Scitex-branded and 3D printing products, or personal systems accessories and print accessories sold separately. 2023 data does not include the following products or packaging for these products: some personal systems accessories and print accessories sold separately.

** Recycled content plastic in HP products is postconsumer. Although there is recycled content in some plastic packaging, it is not included in this data because we are working to improve the data-collection process.

*** Recycled content metal in HP products is a mix of certified pre-consumer and postconsumer.

**** This material is renewable. As defined in the GRI 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."

HP materials use in products and packaging*

(tonnes)

	2021	2022	2023
Electronic products	602,700	550,300	534,800
Metal	191,700	157,500	136,300
Plastic	243,900	208,300	189,600
Other**	167,100	184,400	208,900
Paper	193,900	173,200	172,200
Packaging	159,800	150,000	133,300
Total	**956,400**	**873,500**	**840,300**

* 2021 data does not include the following products or packaging for these products: PageWide Industrial and 3D printing products, or personal systems accessories and print accessories sold separately. 2022 data does not include the following products or packaging for these products: Scitex-branded and 3D printing products, or personal systems accessories and print accessories sold separately. 2023 data does not include the following products or packaging for these products: some personal systems accessories and print accessories sold separately.

** For 2021 and 2022, includes wires/cables, PCAs, LCDs, batteries, and the weight of ink and toner in cartridges, as well as the total mass of refurbished whole products and parts. For 2023, includes items noted for 2021 and 2022 as well as power supplies, memory devices, and thermal components.

Postconsumer recycled content plastic used in HP products*

(tonnes)

	2021	Percentage of total plastic use, 2021	2022	Percentage of total plastic use, 2022	2023	Percentage of total plastic use, 2023
Personal systems	8,510	15%	11,130	22%	11,160	26.7%
Home and office printers	12,700	9%	13,300	10%	16,480	13.8%
Original HP Ink Cartridges	7,788	54%	4,560	52%	4,040	47.6%
Original HP and Samsung Toner Cartridges	2,414	12%	2,600	15%	2,130	13.4%
Large format and industrial printers	560	16%	550	17%	540	13.9%
Total*	**32,000**	**13%**	**32,200**	**15%**	**34,400**	**18.1%**

* Segments for some years do not add up to total due to rounding.

Product repair, reuse, and recycling*

	2021	2022	2023
Overall			
Number of countries and territories with HP return and recycling programs**	77	76	77
Total reuse and recycling of hardware and recycling of supplies (tonnes)	129,300	121,000	118,400
Percentage of total volume of hardware products and materials taken back that was reused or recycled by HP or by a third party (%)	92%	90%	86%
Repair and reuse			
Electronic equipment repaired*** (units)	6,290,000	5,233,000	5,581,000
Electronic equipment reused**** (units)	2,150,000	1,860,000	1,840,000
Electronic equipment reused**** (tonnes)	7,200	6,700	5,800
Overall reuse rate of relevant HP hardware sales worldwide† (%)	1.0%	1.2%	1.1%
Recycling			
Total recycling of hardware and supplies (tonnes, approximate)	122,000	114,300	112,600
Overall recycling rate of relevant HP hardware sales worldwide†† (%)	15.6%	15.8%	17.3%
Total recycling, by region (tonnes)			
Americas	39,900	35,000	35,800
Europe, Middle East, and Africa	63,000	55,300	50,900
Asia Pacific and Japan	19,100	24,000	26,000
Total recycling, by type (tonnes)			
Hardware	108,800	100,600	98,100
Original HP and Samsung Toner Cartridges†††	10,300	10,900	11,700
Original HP Ink Cartridges†††	1,500	1,300	1,300
HP Indigo supplies	1,400	1,400	1,500
Original HP and Samsung Toner Cartridge recycling			
HP toner market covered by program (%)	94%	88.9%	90%
See composition data			
Original HP Ink Cartridge recycling			
HP ink market covered by program (%)	89%	91.2%	92%
See composition data			

* 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. Recycling volumes in 2020 and 2021 were adversely impacted in some locations by lockdowns and customer behavior impacted by the COVID-19 pandemic. In some cases, segments do not add up to total due to rounding. Although we do not include data prior to 2021 in the Repair, reuse, and recycle 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.

** This is the number of countries or territories where HP offers legislation-driven and/or voluntary hardware take-back and recycling programs, and/or voluntary ink and/or toner take-back and recycling programs. Program availability varies. For details, see hp.com/recycle.

*** Beginning in 2021, this data is based on the actual weight of every product. Prior to 2021, data was estimated based on the average weight of each product category.

**** Reused material is defined as recovered products or components of products that are used for the same purpose for which they were conceived. A reused product/part should replace a new product/part shipment, and the product/part needs to have been used by a customer and refurbished before being sent to a different user. Prior to 2021, this data also included some units remarketed to customers that had not been refurbished or used. Beginning in 2021, this data is based on the actual weight of every product. Prior to 2021, data was estimated based on the average weight of each product category.

† The reuse rate is based on the weight of hardware products returned for reuse compared to the weight of our product sales during the year.

†† 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.

††† Includes cartridges returned by customers only.

An employee at HP's Inkjet and Ink Supplies Operation (ISIO) in Singapore where training and upskilling are made a priority in order to develop a future-ready workforce.

Human Rights

Human Rights

OUR MISSION

Building a culture of equality and empowerment within HP and beyond, where diversity is sought out and celebrated and where universal human rights are understood and respected.

HP's stance on human rights is clear and uncompromising. We embrace our responsibility to respect human rights, and we continually monitor emerging human rights expectations and best practices. We believe in creating a culture of empowerment and equality within HP and beyond, and advocating for universal rights, striving for policies that fight racism and advance social justice. See our UN Global Compact submission.

Our human rights policies and practices advance our commitment to respecting human rights and engaging with rightsholders. HP's due diligence program is designed to help us identify and address potential and actual human rights issues, and spans our value chain, including our own operations, the nonproduction suppliers that support us, and the production suppliers that build our products.[1]

Through our supply chain responsibility program, we work to ensure an agile, resilient, and Future Ready supply chain. Our focus is improving labor conditions within supplier factories and tackling industry-wide challenges, such as forced labor and responsible minerals sourcing. We also invest in and develop capability-building programs for our suppliers and workers throughout our value chain, to build management skills and empower workers through knowledge and access to opportunities.

Our employees are vital to HP's success, so we provide innovative training and development opportunities to build their skills and help advance their careers. By valuing and rewarding employees, we drive better performance and attract and retain top talent. Our wellness program supports the broad needs of our employees, and we strive to keep them safe and healthy so they can do their best work.

HP-Poly's facility in Tijuana, Mexico.

HP was built on the values of culture, equity, and diversity. Fostering these values within our company and with our suppliers is a business imperative and is essential to serving our customers globally. We embrace policies that support diversity in the workplace and career development for underrepresented groups. We are committed to a culture that is not only against racism but actively antiracist, and to using HP's platform, technology, and resources as forces for positive change. During 2023, we accelerated this work through the HP Racial Equality and Social Justice Task Force.

Our goals

Goal		Progress in 2023	SDGs
Empowered workers			
2030	Reach one million workers through worker empowerment programs by 2030, since the beginning of 2015	486K workers reached through 2023. Learn more.	SDG8, SDG10
Social justice, racial and gender equity			
2030	Achieve 50/50 gender equality in HP leadership, by 2030[2]	33% of director-level and above positions globally were filled by women. Learn more.	SDG5
2030	Achieve greater than 30% technical women and women in engineering, by 2030	24% of engineering and technology positions globally were filled by women. Learn more.	SDG5
2025	Double the number of Black/African American executives by 2025, from a 2020 baseline[3]	4.4% achieved as of the end of 2023, increased from a baseline of 3.0% in June 2020. Learn more.	SDG8
2025	Double Black/African American technical representation in the United States by 2025, from a 2020 baseline[4]	3.4% Black/African American technical representation in the United States, up from 2.3% in 2020. Learn more.	SDG8
2030	Meet or exceed labor market representation for racial/ethnic minorities in the United States, by 2030	Met labor market representation for Asian American and Hispanic/Latin American demographic groups; on track to increase representation in Black/African American demographic group to achieve goal by 2030. Learn more.	SDG8

Sustainable Development Goals (SDGs) key

- **SDG5** Gender equality
- **SDG8** Decent work and economic growth
- **SDG10** Reduced inequalities
- **SDG16** Peace, justice and strong institutions

Goal		Progress in 2023	SDGs
Culture of inclusion and belonging			
2030	Maintain higher than 90% rating on internal inclusion index for all employee demographics annually[5]	88% rating achieved. Learn more.	SDG8
Ethics			
Ongoing	Maintain greater than 99% completion rate of annual Integrity at HP training among active HP employees and the Board of Directors[6]	99.3% of employees, including senior executives, completed Integrity at HP training, as well as all members of the Board of Directors. Learn more.	SDG16

HP's campus in Houston, Texas, United States.

Governance and accountability

Our approach to governing human rights is rooted in our commitment to respect human rights in accordance with the UNGPs and the Organisation for Economic Co-operation and Development (OECD) Guidelines for Multinational Enterprises.

We are also committed to respecting internationally recognized rights as expressed in the Universal Declaration of Human Rights, the International Covenant on Civil and Political Rights, and the International Covenant on Economic, Social and Cultural Rights (together, the International Bill of Human Rights), and the International Labour Organization's (ILO) Declaration on Fundamental Principles and Rights at Work.

HP's commitments to governance, accountability, and human rights are embedded across all levels of the company, from our Board of Directors to our staff.

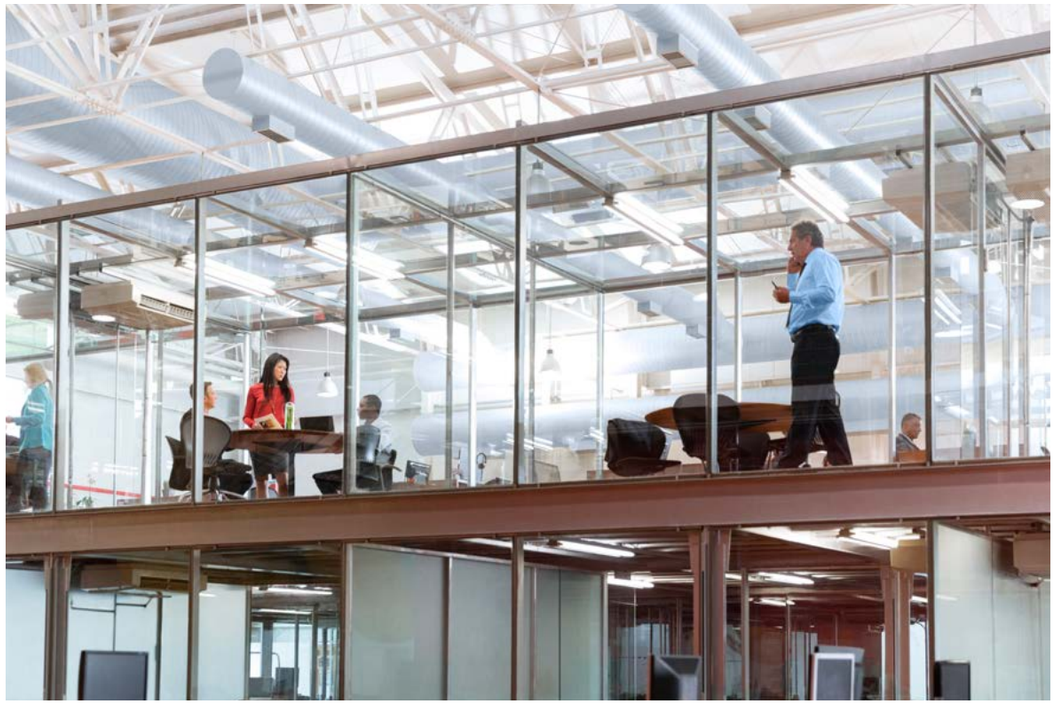
HP's chief sustainability officer and head of human rights, who both sit within HP's supply chain operations team, manage the implementation of our company-wide human rights commitments (found within our Human Rights Policy) and the design of processes to prevent, mitigate, and remediate related potential and actual human rights impacts. Our Human Rights Policy is approved by our president and chief executive officer, who is a member of our Board of Directors.

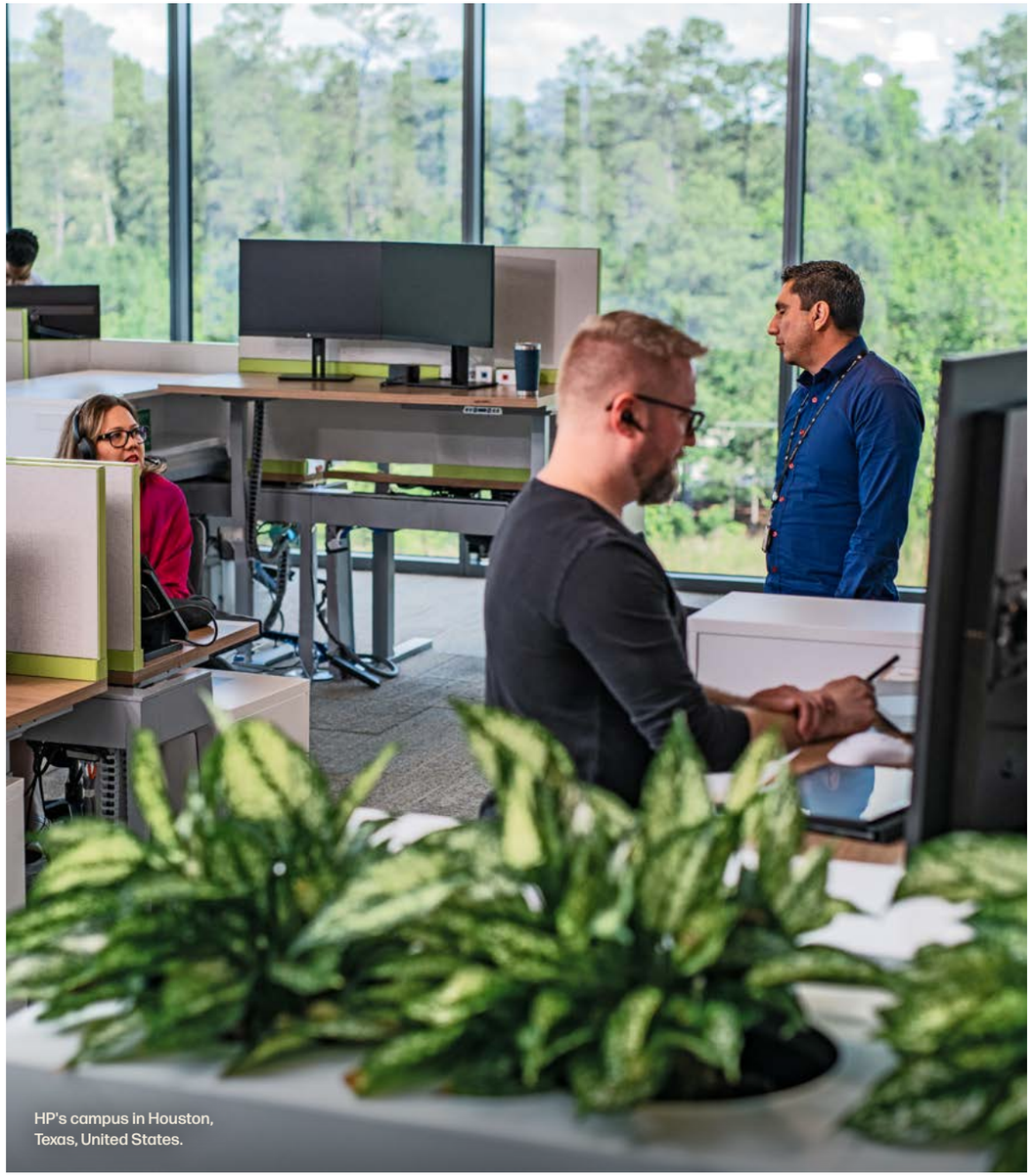
In this section

→ Nominating, Governance and Social Responsibility Committee
→ Human Rights Council
→ Global Human Rights Team

Nominating, Governance and Social Responsibility Committee

The Nominating, Governance and Social Responsibility Committee (NGSRC) of the HP Board of Directors oversees HP's significant strategies, policies, positions, and goals relating to human rights, including by reviewing the results of our ongoing human rights assessments and approving HP's annual company-wide Modern Slavery Transparency Statement. The NGSRC is regularly updated on human rights-related topics, many of which are informed by internal and external human rights experts and the perspectives and experiences of affected stakeholders. In 2023, the NGSRC was updated on HP's human rights-related sustainable impact strategy, human rights in ratings and rankers, conflict minerals disclosure, supply chain transparency, and an overview of governance and regulatory trends. The NGSRC was also updated on HP's salient human rights issues identified in our human rights risk assessment, which covered our value chain and mitigation plans. The process to identify our salient risks included feedback from internal stakeholders, potentially affected external stakeholders, and civil society organizations. See Governance to learn more about how Sustainable Impact is governed at HP.





HP's campus in Houston, Texas, United States.

Human Rights Council

HP's internal, cross-functional Human Rights Council guides day-to-day human rights priorities across our organization and meets quarterly to review progress. The Council consists of executives across the business, representing functions such as human resources; culture, equity, and diversity; trust and privacy; global indirect procurement; supply chain operations; sales and marketing; sustainable impact; global affairs and public policy; and environment, health, and safety. The Council reviews our ongoing human rights assessments to inform plans for the continual improvement of our human rights strategy, and promotes the alignment, integration, and implementation of our Human Rights Policy and related programs and initiatives across HP. The Council is informed by independent external human rights experts who may share information and insights on a broad range of topics, such as salient human rights risks and impacts, emerging human rights trends, governance, and remediation.

Global Human Rights Team

The head of human rights, who reports to the chief sustainability officer, oversees HP's Global Human Rights Team. The Global Human Rights Team is responsible for implementing our commitment to respect human rights in our operations and value chain. This team consists of over 20 people who are responsible for conducting our human rights due diligence, including developing programs, processes, and tools to ensure that HP suppliers adhere to HP's Supplier Code of Conduct (SCoC) and embedding respect for human rights across HP's business, including our own operations. The team is also responsible for human rights reporting and provides support, guidance, and resources to internal partners, such as procurement, human resources, and other internal stakeholders.

In 2023, our team's work focused on anticipating and addressing increasing regulatory expectations for human rights. The team maintains responsibility across three primary functions: ongoing due diligence, supplier monitoring, and reporting. The team works to embed regulatory-aligned human rights expectations and processes across all functions of the company.

Human rights due diligence

Everyone across HP's value chain should be treated with dignity and respect, including our own employees, the workers in our supply chain, the customers that use our products, and the people who process those products at end of use.

Due diligence is central to our work to respect human rights across our value chain, engage with rightsholders, and address adverse human rights impacts.

We undertake an ongoing process of human rights due diligence to identify, assess, mitigate, and account for the actual and potential adverse human rights impacts in our operations and throughout our policies, processes, assessments, governance systems, and audit program.

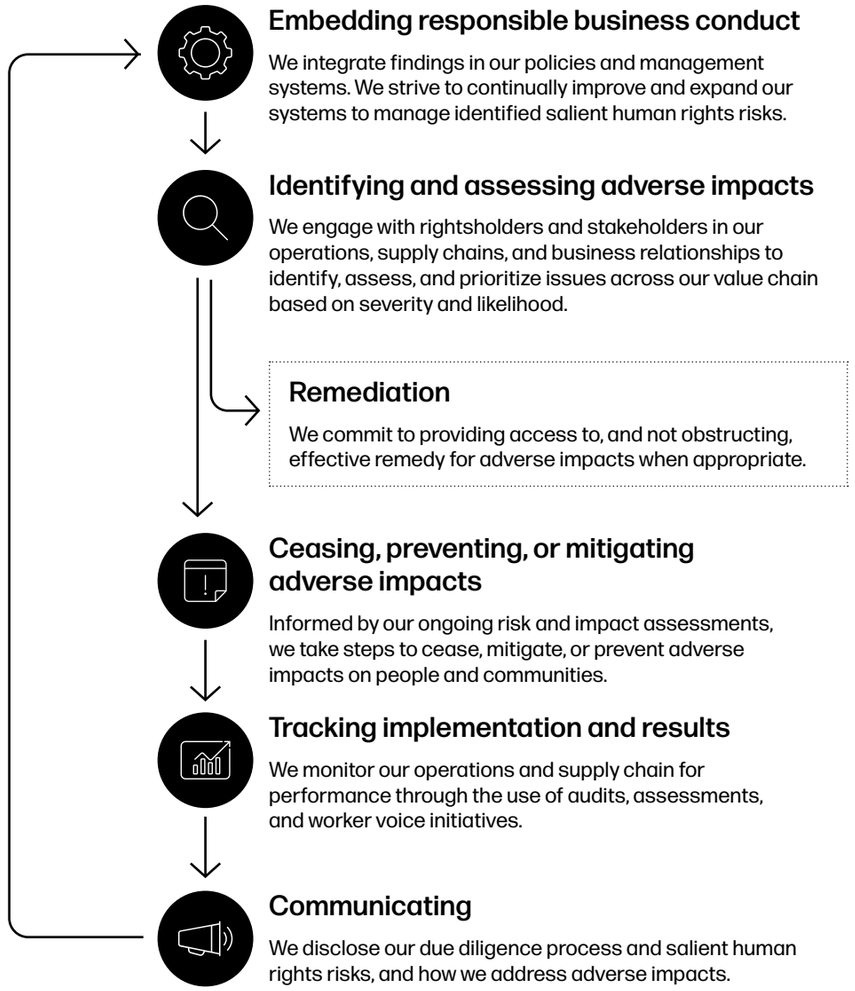
Our human rights due diligence program is grounded in the UNGPs; we identify and assess potential and actual adverse impacts throughout our value chain. We prioritize our efforts by focusing on our salient human rights issues—that is, the human rights that are at risk of the most severe negative impacts to rightsholders through our activities and business relationships. When we identify human rights risks, we integrate our findings into our internal systems and take appropriate action to cease, prevent, and mitigate them. We strive to engage with internal and external stakeholders to inform every step of human rights due diligence. Stakeholders include multi-stakeholder initiatives, rightsholders and their representatives, community members, civil society organizations, external human rights experts, and peer companies.

In this section

→ Policies and commitments
→ Training
→ Audits, assessments, and risk management
→ Salient human rights issues
→ Grievance mechanisms and access to remedy
→ Communicating with stakeholders
→ Strategic partnerships

Our approach to human rights due diligence

Our robust process is conducted with continual improvement in mind, and we engage with internal and external stakeholders every step of the way.



Policies and commitments

HP's commitment to respect human rights across our value chain is outlined in several corporate policies.

Human Rights Policy

HP's Human Rights Policy (available in many languages) advances our commitment to respecting human rights, engaging with rightsholders, 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 often share human rights dimensions.

Supplier Code of Conduct

HP's SCoC outlines HP's expectations for contracted suppliers. The SCoC incorporates international labor and human rights principles and outlines HP's commitment that suppliers associated with HP services and production respect workers' rights: (i) to freely chosen employment; (ii) in accordance with local laws, to join labor unions on a voluntary basis, to bargain collectively, and to engage in peaceful assembly; and (iii) to a workplace free of harassment and unlawful discrimination. The SCoC requires suppliers (and their suppliers) to acknowledge and implement it.

Contingent Worker Code of Conduct

HP's Contingent Worker Code of Conduct applies to all nonemployees ("contingent workers") performing services for HP at an HP site, or an alternate work location such as a home office, HP customer site, or other designated HP workplace, and all suppliers of contingent workers to HP. It is also applicable to HP personnel managing the contracts and assignment of contingent workers. The Code sets out our expectations, for example by prohibiting unlawful discrimination, harassment, or charging of applicant or recruitment fees, as well as interference with identity documents or passports or contingent workers' ability to resign at any time.

Supply Chain Foreign Migrant Worker Standard

Foreign migrant workers are vulnerable to exploitative labor practices and forced labor. Our Supply Chain Foreign Migrant Worker Standard addresses these risks in our supply chain by requiring direct employment of foreign migrant workers by our suppliers, prohibiting retention of worker passports and personal documentation, and requiring the elimination of worker-paid recruitment fees.

Additional policies

Specialized policies and practices support our human rights commitments, including those addressing responsible minerals sourcing, human resources, culture, equity, and diversity, racial equality, privacy and data protection, accessibility, and social and environmental responsibility.

We comply with applicable local laws and regulations. Where our human rights commitments go further than local laws, we follow the higher standard. In situations where laws are silent or run contrary to our human rights principles, we comply with the law while working to develop robust, smart, and creative solutions to honor human rights principles.

FOCUS

Technology and human rights

Technology has the potential to improve the lives of people around the world. However, we recognize that technology can also be used for unintended purposes or in contexts that create adverse human rights impacts.

We sell PCs and printers to consumers, businesses, and governments worldwide. These products and technologies are widely available in the market from HP and its competitors. To avoid the misuse of our products and solutions, we comply with relevant sanctions, restrictions, and embargoes imposed by national governments or international organizations across our worldwide operations. In all of our business, we prioritize the highest standards of corporate ethics, and we operate in strict accordance with all applicable laws and regulations.

SPOTLIGHT

Digital security for female human rights defenders

Just over 26 years ago, the UN adopted the Declaration on Human Rights Defenders, the first international instrument to specifically recognize and protect the rights of human rights defenders. Human rights defenders, who act individually or in association with others to promote and protect human rights, play a vital role in exposing and addressing human rights abuses, and they often work in dangerous and challenging environments.

Courtesy of ONAMIAP.

While the Declaration has been instrumental in promoting their protection, human rights defenders continue to face serious threats and abuses around the world. Each year there are hundreds of documented cases of killings, arbitrary arrests, and other abuses of human rights defenders.

Recognizing the unique role corporations can play in support of human rights defenders, HP launched a Human Rights Defenders Series in May 2023. This initiative increases access to training and digital security tools for vulnerable human rights defenders to prevent online harassment and threats, cyberattacks, digital surveillance, and censorship. We are proud to spotlight two organizations we have engaged for peer learning and skill sharing on digital security through the Human Rights Defenders Series: Organización Nacional de Mujeres Indígenas Andinas y Amazónicas del Perú (ONAMIAP) and Ashanti Perú.

Continued on next page →

Melinda Canales, Quechua leader.

SPOTLIGHT

ONAMIAP is an organization consisting of Indigenous Andean and Amazonian women who fight for the full exercise of their collective and individual rights. They have worked tirelessly to promote the political participation of Indigenous women in all spaces, and they continue to strengthen the capacities of their bases in collective and individual human rights, free and informed consent, and the eradication of all forms of racism, violence, and discrimination. Many of ONAMIAP's female human rights defenders have experienced repeated cyberbullying and digital security challenges, and they recently came close to losing their website due to a cyberattack.

Melania, a Quechua leader in the region of Ayacucho, is a past president and current member of a technical team at ONAMIAP. As she has been a human rights defender for many years, fighting racism and sexism against Indigenous women, Melania is familiar with the risks human rights defenders face.

HP recognizes that part of the protection these activists need includes digital security knowledge and awareness—aspects that we address through the Human Rights Defenders Series, helping to protect human rights defenders' identities, locations, and more.

Continued on next page →

> "Being a human rights defender is not simple. There are people who support us, a protest organization that defends the rights of Indigenous people and Indigenous women, that questions everything that is a violation of rights, and that seeks justice. There are also many people who do not like that we are making these problems visible. There are dangers all around, and we must protect ourselves to continue defending our people."
>
> Melania Canales, ONAMIAP

SPOTLIGHT

Ashanti Perú comprises young human rights defenders focused on the empowerment of vulnerable Afro-Peruvian communities, advocating for their human rights, political inclusion in decision-making spaces, intentional development, and the strengthening of a democratic and inclusive society. Their work aims to confront racism and discrimination, fight Afro-descendant poverty, and ensure active and effective participation in the full exercise of citizenship and human rights. Disseminating their activism through social networks can be a significant challenge in terms of digital security. Social media platforms have been hacked, generating threats at both personal and institutional levels. Violence, or the threat of violence manifested through malicious social media comments and content, weakens their relationship with the community and may impact the effectiveness of their work.

Lía Zavallos Malásquez is the general secretary of Ashanti Perú. She began her engagement as a women's rights advocate at a young age, initially generating activism focused on a cultural approach. Coming to understand the complex social structures and challenges faced by women in their diversity, and self-identifying as an Afro-Peruvian woman, her focus evolved into social and political activism in defense of human rights. Her work focuses particularly on the defense of young, Afro-Peruvian people and women, from a gender and intercultural approach, seeking to strengthen their voices.

> "It is crucial to recognize the gaps, inequalities, and unique realities that Afro-descendants face, where specific issues can limit the exercise of their rights and access to necessary services. HP's initiative on capacity strengthening around digital security for human rights defenders is fundamental to the dissemination of this information, avoiding hate speech that generates violence toward these realities."
>
> Lía Zavallos, Ashanti Perú

Lía Zavallos Malásquez, General Secretary of Ashanti Perú.

Training

We develop and maintain human rights–related training to help us continually enhance our approach.

In 2023, 99.3% of employees (including senior executives) completed annual Integrity at HP training, which included human rights–related content such as anti-harassment and non-discrimination. As part of our training available for HP employees, we also maintain an awareness video explaining human rights and why they matter, as well as highlighting our legacy of respecting human rights. We also have an internal website to provide human rights–related materials and resources for HP's sales organization to educate sales professionals about HP's human rights program.

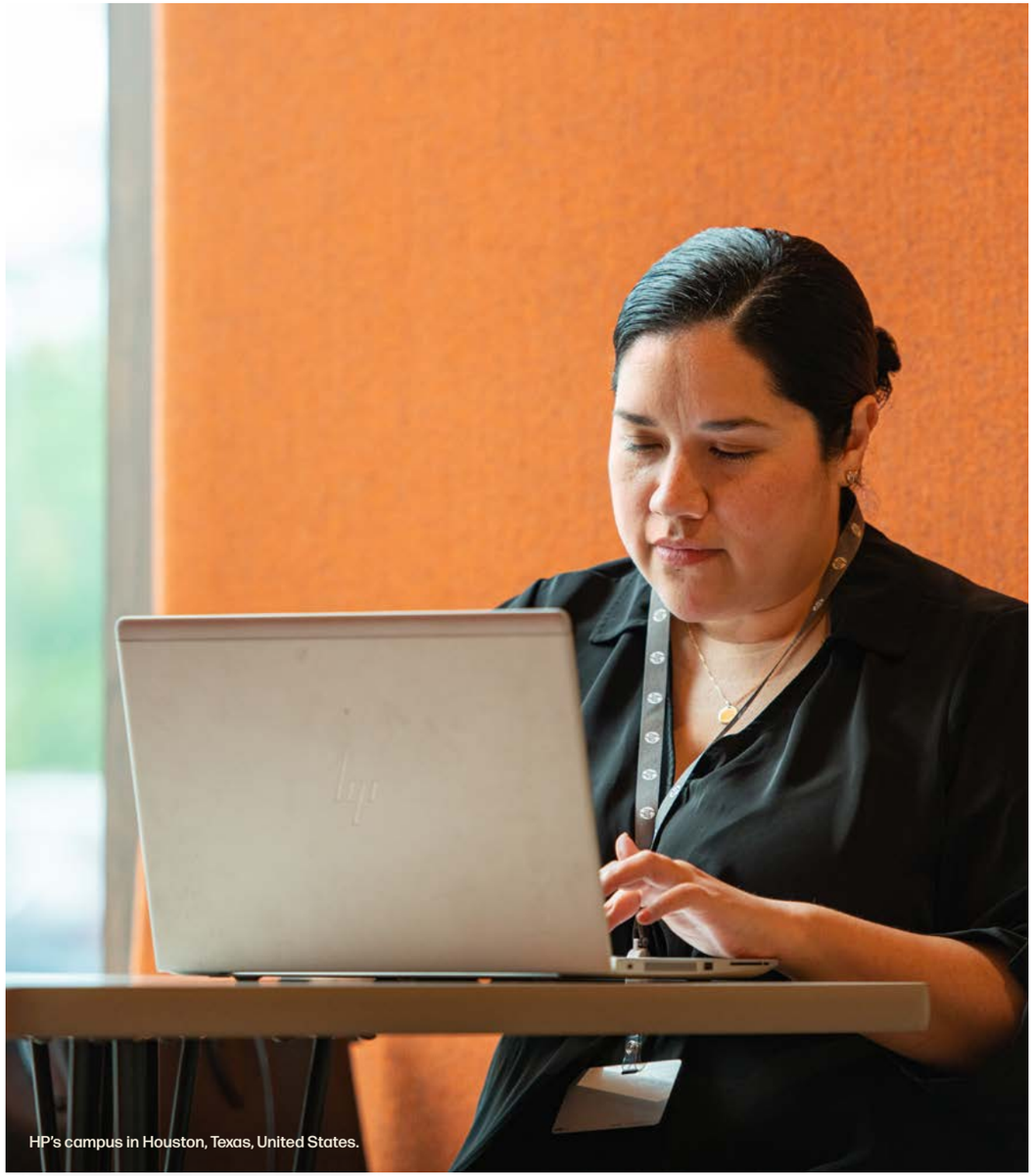
During 2023, through our partnership with two human rights organizations, Verité and Survivor Alliance (an organization led and run by survivors of modern slavery), we developed an employee awareness training on modern slavery and human trafficking (to be launched in 2024). We also continued developing an internal website where all employees can learn more about human rights at HP, including training on our policies.

In 2023, we developed and launched phase one of HP Responsible Procurement 101 Training, delivered to HP internal procurement teams and any business function that works closely with vendors and suppliers that procure services for HP. This phase was designed to provide a fundamental understanding of human rights, including forced labor, with a focus on human rights in the electronics industry throughout the value chain. Topics covered in this training also included working hours and wages.

Our commitment to training is not limited to our own employees. We work to provide training opportunities to our suppliers and their workers, including training covering topics such as worker wellbeing, rights and responsibilities, and environmental, health, and safety awareness. See Capability building.

99.3%

of employees completed annual Integrity at HP training



HP's campus in Houston, Texas, United States.

Audits, assessments, and risk management

HP uses audits and specialized assessments to help us review supplier performance and identify where corrective action is needed.

We prioritize supplier audits and assessments according to level of risk. We are founding members of the Responsible Business Alliance (RBA), base our SCoC on the RBA Code of Conduct, and use the RBA Validated Assessment Program (VAP) and audit protocol. We use RBA VAP–certified auditors, and most audits are conducted by third-party auditing firms.

Our audit and assessment approach includes engaging with a range of different entities, using audit standards and procedures to assess performance and complete corrective action as applicable, and integrating learnings into our capability-building and prevention programs. We assess our operations and suppliers using a variety of tools and independent third parties.

Audits

We conduct both announced and unannounced audits of our manufacturing suppliers against our SCoC. The scope of on-site audits depends on the nature of the work performed by the entity and the nature of the prioritized risks. The objective of an unannounced audit is to preemptively visit in order to assess, identify, and mitigate potential risks without prior notice. They are a useful tool to help ensure a more comprehensive understanding of day-to-day management at our suppliers, and they may also be used to investigate allegations.

For nonmanufacturing suppliers, we may conduct audits only covering those portions of the SCoC that are relevant for the operation. For example, suppliers that provide labor or services in an office environment would be evaluated for the labor and ethics portions of the SCoC.

HP has Full Member status in the RBA. We implement the RBA Code of Conduct within our operations and our supply chains. The RBA Code of Conduct is the basis for our SCoC, which is how we communicate our human rights requirements to those with whom we contract. The SCoC is further based on international norms and standards, including the UN's Universal Declaration of Human Rights, ILO standards, and the OECD Guidelines for Multinational Enterprises.

We leverage the RBA VAP and audit protocol for all the audits that we conduct involving the SCoC. Audits are conducted by RBA-certified auditors or qualified third-party auditing firms. This standardized protocol means that the process for conducting audits, interpreting findings, rating results, and instigating corrective actions is both consistent and comparable.

For example, the audit protocol requires the auditor to conduct a management system (policies and procedures) review to assess how the entity manages its operation. The auditor then examines records and data, capturing information and evidence that enable the implementation of policies and procedures to be assessed. Finally, the auditor conducts interviews with workers and supervisors to assess the rightsholders' perspectives and experiences working in the facility. This worker feedback is examined to help identify issues that may need improvement. Through this systematic assessment against the SCoC, findings are determined by triangulating the information learned from each part of the assessment. A closing meeting is held by the auditors with the entity's management team to brief them on a summary of the audit findings. A detailed audit report is prepared, which summarizes the actual findings and gaps with the SCoC. The supplier provides a detailed corrective action plan addressing all identified nonconformances, and HP works with the entity's management to address the issues identified and confirms remedy with the employees in a closure audit.

As part of conducting due diligence and engagement with our partners, suppliers, and employees, we look to identify recurring issues, gaps, or challenges in performance that need to be systematically addressed. Integrating this knowledge into our communications, training, and capability building helps to better prevent and mitigate risks. Through our collaborations with the RBA and others, we work to build industry tools, standards, and training to support continuous improvement.

398

supplier and HP operations audits completed in 2023

HP-Poly's manufacturing facility in Tijuana, Mexico.

Assessments

Alongside our audit program, we use assessments to effectively and efficiently identify and manage human rights risks. For example, the following assessments are an essential part of our human rights due diligence:

- **Human rights risk assessments (HRRAs):** HP conducts HRRAs to identify and analyze the risks of our potential and actual adverse human rights impacts at a global level, to gain an overview of potential issue areas across the entire company. This process identifies our salient human rights issues, prioritizes our risks, and assists us in shaping our mitigation efforts. See Risk assessment.
- **Human rights impact assessments (HRIAs):** HP conducts HRIAs to build upon HRRA findings where more in-depth human rights due diligence measures are appropriate to understand our potential or actual adverse impacts, or where we want to have a more detailed understanding of a particular geographic location, supplier, or similar. These assessments are conducted in collaboration with independent human rights experts and include direct engagement with stakeholders, often including workers in our supply chain. HRIAs are an invaluable tool to understand the lived experience of vulnerable stakeholders and the opportunities for improving human rights due diligence based on rightsholders' perspectives. See Risk assessment.
- **Desk assessment:** We use desk assessments with most entities. This type of analysis considers the type of service or activity that is involved, the country, the level of spend associated with the engagement, modern slavery indicators, and information we have about the entity itself. This base level of risk sensing helps inform our further levels of engagement.
- **Self-assessment questionnaires (SAQs):** We also conduct SAQs. The responding entity is asked to complete a questionnaire that is based on our SCoC. The SAQ can include from 100 to more than 400 questions that cover the entity's site characteristics and practices related to labor, health and safety, environment, business ethics, and their management system. Information obtained from the SAQ further helps HP to assess risk and can determine the prioritization for an on-site audit and specialized assessment. During 2023, 233 production suppliers completed SAQs.
- **Specialized assessments:** We conduct targeted supplier specialized 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).

FOCUS

Achieving Platinum and Gold audit scores

HP's facilities in Corvallis, Oregon, United States, and Penang, Malaysia, achieved Platinum and Gold, respectively, in their VAP audit results. Achieving these distinguished levels of recognition demonstrates HP's commitment to ensuring that our own operations perform at the highest levels.

"Each person supporting production in Corvallis is committed to operating in a sustainable and just manner," said James Thom, Director MTO Corvallis Operations and RBA Site Lead. "This Platinum score reflects the dedication and execution of our RBA leadership team, internal auditors, contract partners, and the hundreds of workers at this site."

HP's Corvallis facility in Oregon, United States.

HP's manufacturing facility in Singapore.

Supply chain

We have multi-year agreements in place with many of our suppliers. This allows us the opportunity to build supplier awareness and capability to meet our supply chain responsibility expectations, including the implementation of and adherence to policies and processes to address human rights-related risks. These agreements require in turn that our manufacturing and nonmanufacturing suppliers cascade our expectations to their upstream suppliers.

During 2023, we completed 316 supplier audits. For most of our production suppliers, we conduct full audits against our SCoC. For nonproduction and product transportation suppliers, our audits may only cover SCoC sections relevant to their operations. See Supplier monitoring and evaluation.

HP operations

In 2023, we conducted 82 audits and assessments covering labor rights at HP-owned sites, including offices, manufacturing locations, and nonmanufacturing operations. All of our 2023 audits and assessments were conducted by certified auditors, and many were conducted by third-party auditors. HP sites are required to complete an annual SAQ to identify any risks. In addition, our manufacturing operations undergo RBA VAP audits every two years.

See Supplier monitoring and evaluation.

Enterprise Risk Management

Alongside our auditing and assessment programs, HP operates an Enterprise Risk Management program to enable effective and efficient identification of, and management's visibility into, critical enterprise risks. As part of risk identification in 2023, approximately 200 senior HP leaders were interviewed about the risks they faced in their departments as well as overall risks for the company. Additionally, the Enterprise Risk Management program is informed and assessed by best practice analysis and external expertise, including risk management analytics. Sustainability and human rights questions are part of the risk assessment and analyzed in our program.

Salient human rights issues

HP identifies and assesses human rights issues in our supply chain, operations, and business relationships, among others, as part of our due diligence program.

Consistent with the UNGPs, we conduct human rights assessments to identify potential human rights issues associated with our business. See Audits, assessments, and risk management.

We consider human rights risks in our operations (HP offices, HP manufacturing, and distribution operations and the suppliers that support these operations) where we could cause or contribute to negative human rights impacts. We also consider human rights risks associated with our manufacturing and nonmanufacturing suppliers (operating in their own facilities) where we may be directly linked through a business relationship.

We prioritize our efforts by focusing on our salient human rights issues, which are the rights at risk of the most severe potential or actual negative impact to rightsholders through our activities or business relationships. The perspective of risk to people, as opposed to the company, is key in this process.

Risk assessment

Given HP's global footprint, prioritization is critical to the effectiveness of our human rights due diligence program. We prioritize risks based on salience: the severity and likelihood of potential and actual adverse impacts on stakeholders, whether directly or indirectly. We work to continually improve our program by embedding responsible business conduct, ceasing, preventing, or remedying impact, and reporting on progress.

HP conducts annual HRRAs and HRIAs to identify actual and potential human rights risks and impacts that HP may cause, contribute to, or may be directly linked to through a business relationship. In 2022, in partnership with external human rights experts, we completed a global human rights risk assessment, including a governance analysis. Our aim was to identify our salient human rights risks across our value chain.

The assessment's outcome included a mapping and weighting of human rights risks by element of our value chain and a prioritized list of recommendations to ground long-term program initiatives and strategy. The risks of forced labor, child labor, disproportionate use of force by security workers, discrimination, e-waste management, and product misuse were the salient human rights risks identified. These findings are consistent with broader industry risks, experience, and expectations.

We were encouraged by the HRRA's findings that reinforce our strengths, such as our robust supply chain responsibility program. We also welcomed the opportunities highlighted for improvement, such as enhancing our governance processes and more fully incorporating human rights due diligence throughout our business. We are committed to continual improvement, and the Global Human Rights Team started acting immediately on the assessment's findings with a series of projects and initiatives to address the recommendations.

HP's approach is continually evolving to account for known and emerging issues. Through ongoing stakeholder engagement with other experts we identified the future of work, end product use, and climate justice as some emerging issues that are relevant for the technology sector.

FOCUS

Analyzing "living wage"

HP recognizes the importance of workers earning a wage that allows for a safe and decent standard of living. In 2023, we partnered with external human rights experts to conduct an industry landscape review relating to the concept of living wage, including how it is understood across various jurisdictions.

The review looked at various methods and approaches for calculating living wage, related indicators where applicable, and other considerations for better understanding the various approaches to living wage across the supply chain.

HP's manufacturing facility in Singapore.

Human rights impact assessments (HRIAs)

Following the outcome of the company-wide HRRA in 2022, in 2023 we engaged external human rights advisors to assist in conducting three HRIAs for HP's suppliers in Vietnam, the Philippines, and HP's own operations and value chain in Singapore. HRIAs are specialized, in-depth forms of human rights due diligence that aim to identify actual and potential human rights impacts on workers and communities in a defined geographic area. They are an invaluable tool to understand the lived experience of vulnerable stakeholders and the ways to improve human rights due diligence based on the perspectives of rightsholders. These locations and suppliers were selected in order to get a comprehensive view of human rights risks across different parts of HP's value chain, including in high-risk, advanced supplier operations. Conducted over the course of several months, the HRIAs involved an immersion in HP's operations and value chain to understand the production processes and oversight structure. That was followed by a preliminary risk analysis that mapped the most salient human rights risks by country and sector based on desk research and expert engagement.

Extensive stakeholder engagement was central to each HRIA, with the advisors conducting site visits to multiple supplier sites in each country and our own operations in Singapore. These site visits included interviewing workers across the spectrum of the workforce as well as local, regional, and international civil society representatives, union representatives,

A clean room at HP's facility in Singapore.

Human rights risk assessment process

1

Structure and immersion

Understand the commercial and technical elements of HP's value chain: number and type of suppliers, their site locations, production and sourcing processes, and the scope of HP operations.

2

Preliminary assessment

Conduct in-depth, country-specific research and interviews with external stakeholders to provide a preliminary map of salient risks to stakeholders in each country, based on the nature of HP and supplier operations.

3

Stakeholder engagement

Assess policy and procedure documents, and interview workers in focus groups and management. We interview local, regional, and international civil society representatives, union representatives, and international organizations, including nonprofits.

4

Findings and recommendations

Identify potential human rights impacts of HP's operations and business relationships. Establish recommendations for improvement based on existing protocols.

5

Analysis and corrective action

Analysis of findings, implementation of recommendations, evaluation of effectiveness.

6

Communicate our performance

Communicate our performance in our Sustainable Impact Report and other human rights–related disclosures.

government bodies (where appropriate) and international organizations such as the UN Office of the High Commissioner for Human Rights (UN OHCHR). When it was possible to do so securely, the advisors also engaged with human rights defenders. This engagement is valuable to HP as human rights defenders have unique insights and perspectives on the potential human rights impacts of business activities. They are often working on the ground with communities that are most likely to be affected by business operations. As a result, they can provide important information on the risks and opportunities associated with a particular business project. Lastly, the experts engaged with HP and supplier management and reviewed existing risk management protocols to develop practical recommendations tailored to address the most salient human rights risks.

While the assessments affirmed the strengths of HP's RBA-based due diligence, they also revealed key challenges shared across all three countries: fair pay, including a living wage, safe and healthy working conditions, freedom of association, and working hours. These challenges are frequently systemic, requiring long-term, coordinated, and collaborative responses.

Based on the HRIAs, the expert advisors developed several targeted recommendations to enhance the robustness of HP's human rights due diligence. We have analyzed the recommendations and insights provided in order to build an implementation plan.

FOCUS

Due diligence in mergers and acquisitions

Integrating human rights into merger and acquisition (M&A) processes is necessary to identify and assess actual and potential human rights-related risks of the acquisition target prior to the acquisition. HP has recently updated its standard M&A due diligence process to include human rights topics and questions developed and reviewed by human rights experts, which are tailored for the relevant transaction in partnership with HP's external advisors and internal stakeholders. In target due diligence, the M&A Team is supported by a representative of the Global Human Rights Team to identify areas of concern and assess any potential human rights risks in the acquisition.

HP's M&A due diligence process is evaluated periodically for any areas of improvement, including further integration of human rights due diligence in business practices.

HP-Poly's manufacturing facility in Tijuana, Mexico.

Grievance mechanisms and access to remedy

HP's value chain human rights due diligence consists of identifying and assessing actual and potential adverse impacts on human rights, and, when appropriate, implementing measures to cease, prevent, or mitigate any actual and potential adverse impacts on human rights. This includes promptly investigating allegations and pursuing action to remedy and mitigate any adverse human rights impacts.

HP maintains a strong culture of open communication and offers multiple accessible channels for all employees and third parties, including workers in our supply chain, to ask questions and report concerns directly to HP. These points of access include an online form, global in-country, 24-hour, toll-free phone lines (available internally and externally) with translation, text messaging (in the United States), and mail, as well as in person. These various channels enable equal access to and participation in our grievance mechanism, minimizing technical and financial barriers to access. We also offer anonymous reporting options where allowed by law. We encourage anyone with a concern to speak up without fear of retaliation. Multiple communication channels make it convenient for employees and other stakeholders, such as business partners and suppliers, to ask questions or report a concern to HP. An overview of the grievance channels and processes is included in the annual Integrity at HP training for employees, to enable them to effectively and promptly raise any concerns.

Investigations in response to grievances lodged are conducted in a comprehensive, objective manner, and are free from influence by management or the business. All investigations follow a process designed to ensure consistency and fairness. The investigation process may involve interviews, formal reporting, and recommendations under the oversight of our Global Human Rights Team, external human rights experts, human resources, legal, and relevant management. We do not retaliate against people who use our grievance mechanisms or otherwise raise human rights-related concerns, and we expect the same from our business partners. See Reporting concerns for more information.

We received a total of 695 formal contacts through our grievance mechanism (which is open to everyone) during 2023. No grievances were associated with modern slavery risk in our own operations but two were associated with modern slavery risk in our supply chain. The first of these grievances was anonymously reported and did not contain sufficient information to initiate an investigation because it lacked supplier name and location information. The second grievance was investigated in partnership with external experts and they did not find evidence to support the allegation. Learn more about our efforts combating modern slavery.

HP's Houston, Texas, United States, campus.

We track and assess allegations of potentially adverse human rights impacts that are brought to our attention outside of the formal grievance process, such as through audits and assessments or the media, and take appropriate actions where allegations are confirmed. During our Human Rights Incident Management Process, once we are aware of a potential incident or allegation, a case manager is assigned and an investigation takes place. The scope of an investigation is usually narrow and limited to a specific aspect of our operations, a supplier, or a specific location. The approach involves a combination of desk research, document review, and stakeholder engagement, particularly with potentially affected stakeholders. Management is informed of and updated on incidents on a monthly basis. All high-risk incidents are immediately escalated to management.

We also collaborate to provide access to effective remedy and monitor reported grievances, regardless of source, through to resolution. For example, through a unique partnership with an NGO in Thailand, we conduct on-site outreach with workers to raise awareness of available channels—workers therefore have a greater ability to actually make use of the grievance mechanisms.

We recognize that workers need to feel confident that they can raise their concerns without fear of retaliation, and that if workers do not trust the grievance mechanism, they may be less likely to raise their concerns. This can lead to problems festering and potentially escalating into more serious issues. Workers may test a grievance mechanism with a small complaint before trusting it in order to see how the grievance mechanism works and how their complaint is handled before raising a more serious issue. By raising a small complaint first, they can test how the grievance mechanism responds. We build trust in our grievance mechanism by making sure that complaints are resolved promptly and fairly, and that we investigate all complaints thoroughly and take appropriate action to address them.

The NGO grievance partnership covers more than 16,000 workers across two supplier sites in Thailand. In 2023, 13 complaints were received through this mechanism and HP ensured the resolution of these issues by collaborating with the suppliers. The NGO and the worker together determine when a grievance is closed, ensuring that the worker is satisfied with the outcome and remedy (if applicable). An example of a reported grievance that affected approximately 1,000 workers involved an insufficient number of functioning toilets available to workers, resulting in workers spending their entire breaks waiting in line for access. Once HP received this complaint through the NGO, we were able to work with the supplier to bring in temporary toilets while the regular facilities were being repaired. This situation was confirmed satisfactorily resolved within 60 days, and it helped to build trust in this grievance mechanism.

In 2023, in partnership with external human rights experts, HP assessed the effectiveness of its operational grievance mechanism, as part of the company's commitment to continually improving how it meets its responsibility to respect human rights. This assessment was based on the effectiveness criteria set out in principle 31 of the UNGPs, and was informed by a detailed review of UN OHCHR, OECD, and other guidance, civil society recommendations, and the evolving regulatory landscape. It benefited from reporting by and contributions from peer businesses internationally and specialist advocacy and representative organizations, which helped the company to understand best practices and rightsholders' perspectives and priorities. Against this backdrop, by bringing together input from HP personnel globally and across different business functions, the project enabled HP to assess the quality of its policies, processes, and practices, identifying existing strengths, such as our grievance mechanism's availability to anyone, and areas for further development, such as continuing to remove barriers to users accessing (and trusting in) our system.

Consistent with the UNGPs, we are committed to providing for or cooperating in its effective remediation through legitimate processes. We work with responsible parties, encouraging them to assess conditions and implement corrective actions. We also seek to address adverse impacts, including by collaborating with peers, partners, and suppliers on collective remedy.

16,000+

workers across two supplier sites in Thailand are covered by our NGO grievance partnership

UN Guiding Principle 31

Effectiveness criteria for nonjudicial grievance mechanisms

Legitimacy
Enables trust from stakeholder groups and accounts for the conduct of grievance processes.

Accessible
Known to all stakeholders groups, providing adequate assistance for those who face barriers to access.

Predictable
Clear and known procedure and timeframe for each stage, as well as clarity in the types of process, outcomes, and means of monitoring implementation.

Equitable
Aggrieved parties have access to sources of information, advice, and expertise necessary to engage in a grievance process.

Transparent
Keeps parties to a grievance informed about its progress and performance to build confidence in its effectiveness.

Rights-compatible
Ensures that outcomes and remedies accord with international recognized human rights.

Source of continuous learning
Draws relevant measures to improve the mechanism and prevent future grievances and harms.

Based on engagement and dialogue
Consults the stakeholder groups on its design and performance and focuses on dialogue as the means to address and resolve grievances.

Communicating with stakeholders

We value bilateral and multi-stakeholder dialogue and engagement, including with human rights experts and rightsholders, and partner directly with groups based on their expertise.

In 2023, we engaged with multiple stakeholders to gain additional insights into our efforts related to human rights. We did this through communicating directly with a variety of external human rights experts, utilizing industry memberships, and participating in human rights events with rightsholders. These interactions inform our human rights strategy and drive our work forward.

Our human rights efforts benefit from the valuable insight gained from our regular engagement with a range of key stakeholders and identified rightsholders, including our workers and suppliers' workers (and their representatives), investors, suppliers, and other business partners, local communities, customers, peer companies, public policymakers, industry bodies, civil society organizations (CSOs), sector experts and others. We communicate our human rights commitments in different forms, including in our policies, through direct engagements and consultations, and in multi-stakeholder roundtables and collaborations. For example, throughout 2022 and 2023, we launched a stakeholder engagement series to receive direct input from external experts and organizations, including affected stakeholders and rightsholders. This engagement series was part of a critical review of our human rights commitments and efforts. One example of stakeholder feedback we received related to how we can best engage affected stakeholders and rightsholders, and how an overreliance on mobile apps as an engagement tool can result in some workers being left out. This feedback was regarding our worker wellbeing survey, a worker voice initiative meant to enhance our human rights due diligence through direct worker feedback. This initiative utilizes QR codes and surveys on mobile devices. As a result of the stakeholder feedback, we ensured tablet accessibility on-site to ensure we heard from all workers, not just workers with access to mobile devices. This feedback shifted our approach and made our efforts more successful, highlighting the value of stakeholder engagement.

HP engages with internal and external stakeholders about human rights topics through the following channels:

- Executive management and leadership updates, including through the Human Rights Council
- HP's website
- Social media posts
- Corporate statements and disclosures
- Public speaking events
- Mandatory employee training on subjects such as privacy and integrity
- Employee resources such as human rights websites, trainings, and tools
- Worker voice and wellbeing surveys (both for our own employees and for workers in our supply chain)
- Supplier portal (enabling supplier access to HP policies, the SCoC, and other relevant information)

Strategic partnerships

We collaborate and partner with numerous organizations and initiatives to drive progress by broadening and expanding our impact.

Bluenumber: A nonprofit corporation that develops technological tools to facilitate data-driven human rights due diligence. The technology enables direct worker voice feedback to supplement information on working conditions identified through social audits. It also promotes "self-sovereign" digital identity, digital equity, and worker-owned data. Learn more about our collaboration.

BSR: A sustainable business network that provides insights, advice, and collaboration with civil societies, government organizations, and value chain partners to understand the impact of global sustainability challenges. Their focus areas include human rights; equity, inclusion, and justice; and supply chain sustainability.

The Circulate Initiative: A nonprofit we collaborate with as a brand partner for the Responsible Sourcing Initiative in Vietnam. Together, we are working to strengthen responsible supply chains for recycled plastics, supporting the planet, people, and communities. Through partnerships with recycling companies, aggregators, informal sector associations, and local partners, our goal is to improve the working conditions and livelihoods of informal waste workers—taking collective action to create effective change.

Clean Electronics Production Network (CEPN): We participate with CEPN's diverse stakeholders to understand, address, and eliminate workers' exposure to toxic chemicals in the electronics supply chain. CEPN is part of Green America's Center for Sustainability Solutions. Learn more.

Leadership Group for Responsible Recruitment (LGRR): Developed by the Institute for Human Rights and Business, LGRR is a company-led, collaborative effort with expert organizations dedicated to eradicating worker-paid fees. HP, along with all LGRR members, is publicly committed to the Employer Pays Principle and its implementation throughout our supply chain.

The Mekong Club: A nonprofit organization dedicated to creating sustainable practices to address modern slavery across the globe. As a member, HP enjoys access to a range of benefits, including anti-slavery tools, resources, and consultations. We also participate in various working groups, collaborating with other brands on joint initiatives that address modern slavery.

NextWave Plastics: A consortium of multinational technology and consumer brands that aims to rapidly decrease the volume of plastic litter entering the ocean by collaboratively and transparently developing the first global network of ocean-bound plastic supply chains. Consortium members created the NextWave Plastics Framework for Socially Responsible Ocean-Bound Plastic Supply Chains, a set of social responsibility guidelines to help brands and other organizations respect the human rights of all workers across the ocean-bound plastic supply chain.

Responsible Business Alliance (RBA): A multi-industry initiative focused on responsible business conduct in global supply chains and the respect and promotion of worker rights. We serve on the steering committee of the RBA's Responsible Labor Initiative, helping create practices and programs that advance the RBA Code of Conduct and the capabilities of the RBA's member suppliers. We also collaborate to transform recruitment markets, provide more effective and timely remedy and engagement with affected parties, and reduce the risk of forced labor in recruitment and employment.

Responsible Minerals Initiative (RMI): HP was a founding member of the RMI and continues to be actively involved. This initiative works to support responsible mineral sourcing globally by providing tools and resources to companies that improve regulatory compliance, align with international standards, and support industry and stakeholder expectations. Learn more about our efforts with the RMI.

Survivor Alliance: A nonprofit that empowers survivors of modern slavery and human trafficking to become leaders in the antislavery movement. In 2022 and 2023, we worked with Survivor Alliance to develop company-wide employee training on modern slavery.

Truckers Against Trafficking (TAT): An NGO that educates, equips, empowers, and mobilizes members of key industries and agencies across North America to identify and report potential human trafficking situations via calls to local law enforcement and human trafficking reporting hotlines. HP has been a partner of TAT since 2016. As a proud Gold Level sponsor of the organization, we also encourage our logistics providers to promote TAT training. HP is one of TAT's leading partners in the technology and shipping space, and we have been identified by TAT as a pioneering example of bringing exposure to the issue of human trafficking in our industry. Learn more.

Verité: A nonprofit that provides knowledge and tools designed to help address supply chain labor and human rights abuses. In 2022 and 2023, we worked with Verité to develop employee training on modern slavery, with a focus on indicators of forced labor.

Supply chain workers

HP relies on a global supply chain, made up of hundreds of production suppliers and thousands of nonproduction suppliers.[7]

We strive for an ethical, sustainable, and resilient supply chain to protect the people making our products, safeguard our business and brand, strengthen customer relationships, and create opportunities to innovate. To empower our suppliers' workers, we invest in initiatives that increase knowledge, skills, and access to new opportunities.

In this section

Commitments, policies, and disclosure

Our suppliers range from multinational enterprises to small firms, and operate in countries around the globe; we depend on them to provide us with materials, components, and assembly for our products, support shipping and delivery to our customers, and supply a wide variety of other goods and services.

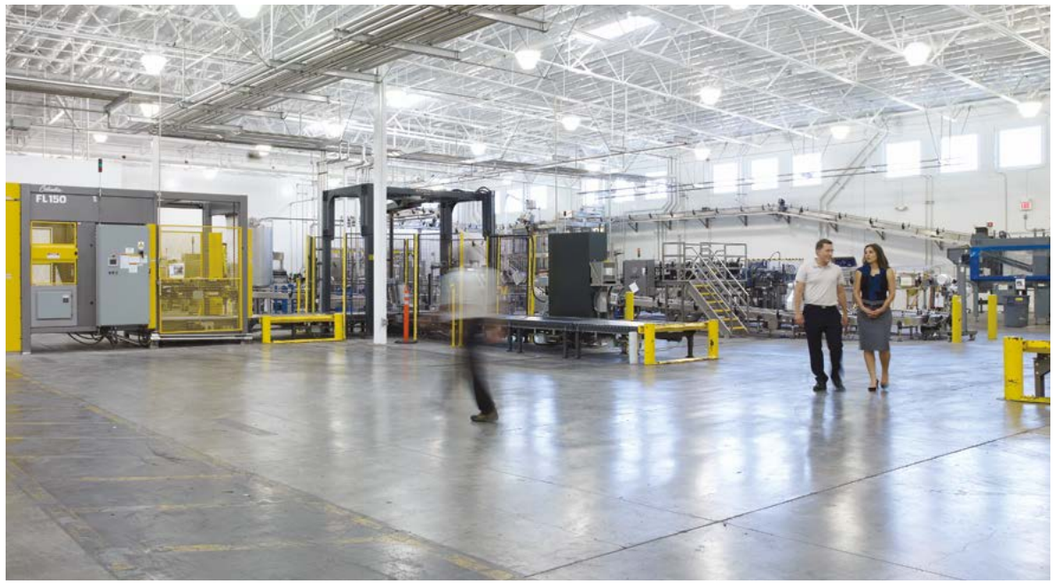
We require that all workers in our supply chain receive fair treatment, freely chosen employment, and safe working conditions. HP's SCoC incorporates international labor and human rights principles and is aligned with the RBA Code of Conduct. The SCoC requires suppliers (and their suppliers) to acknowledge and implement it. Contracted suppliers must adopt a management system that includes monitoring supplier compliance with the SCoC. Suppliers representing 95% of HP's total production supplier spend have gone through social and environmental monitoring. This equates to around 78% of HP's production supplier sites being monitored. Learn more about our SCoC and other human rights–related policies.

We utilize a risk-based approach to our human rights due diligence, and analyze our suppliers using a data-driven supply chain environmental, social, and governance due diligence platform. This platform helps us identify new and emerging supply chain risks by geography (both region and country), sector, product, and topics such as labor (including forced and child labor, wages and working hours, and discrimination), health and safety, environment, business ethics, and management systems. To identify, analyze, and predict the risks, the program uses machine learning combined with on-site data generated from multiple sources, including worker viewpoints collected through grievance mechanisms and worker surveys, audits, NGOs, international organizations, and data collected from vendors and sites. This tool utilizes data analytics to create predictive models to assess the likelihood of unauthorized subcontracting, human trafficking, and labor unrest. It helps us to design and implement due diligence solutions that are risk based, strategic, and tailored to the unique context, ambitions, and supply chain characteristics of HP.

Transparency

From PCs to printers, HP's unique products require a vast network of suppliers and partners spanning six continents and over 39 countries and territories. HP has more than 800 manufacturing suppliers and several thousand nonmanufacturing suppliers that provide goods and services in support of our operations. We were the first IT company to disclose a list of our suppliers. Our supplier list includes the names and locations of the suppliers that represent 95% of our production supplier spend. For our first-tier suppliers (what we refer to as our final assembly suppliers) we estimate that 45%–55% of all workers are women, and 5%–15% are migrant workers.

In addition to this report, we disclose information about our supply chain responsibility and human rights performance through our annual U.S. Securities and Exchange Commission (SEC) Conflict Minerals Report, Modern Slavery Transparency Statement, Report on Cobalt, and other human rights–related voluntary disclosures. We also provide tailored supply chain responsibility information to our customers and channel partners to help them achieve their sustainability and human rights goals.



Worker rights

We continually deepen our understanding of the social and economic factors that lead to labor concerns, and 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 preventing forced labor and 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 may not meet our standards. In 2023, we continued to prioritize building additional communication channels to collect more extensive worker feedback that will inform future human rights programming. Learn about our capability-building efforts.

Worker agency

Workers have the ability to make informed choices about their careers and are empowered to act on those choices

HP worker empowerment scope

Wellbeing

Workers have knowledge of their rights and the procedures that enable physical safety and mental health in the workplace.

Voice

Workers have their voices heard and considered, with access to legitimate, predictable, equitable, transparent, and rights-compatible grievance mechanisms with a dialogue that is culturally appropriate.

Opportunity

Workers have the opportunity to improve professional and personal skills to enable their advancement.

Worker empowerment

HP is building upon our existing human rights compliance model with deeper engagement and partnership with our suppliers and their workers. This involves further incorporating suppliers and their workers into our systems, and continuing to drive dignity and respect for every individual across our value chain. In partnership with our suppliers, HP has improved upon existing systems and environments that enable worker wellbeing, support opportunity for advancement, elevate worker voice, and promote workers' agency regarding their choices and careers.

Our worker-centric approach is designed to ensure workers are aware of their human rights, and move toward developing work and life skills that enable them to pursue wider career options as well as higher quality of life and wellbeing. This approach is intended to contribute to increased commitment, self-esteem, confidence, and job satisfaction of those making our products.

It is also important that our suppliers understand and uphold HP's human rights expectations and commitments, and cascade these high standards to their own suppliers. In addition to meeting HP's expectations, this may also result in reduced turnover rates, as well as improved communication and productivity for the supplier.

We will reach one million workers through HP worker empowerment programs deployed, assessed, and stewarded over time. These efforts will highlight the stories of workers and appropriately reflect the complexity of HP's global supply chain and the people who work within it. HP will continue to add innovative worker empowerment programs and drive business progress toward the UN Sustainable Development Goals.

Worker empowerment

486K

workers reached through 2023.

2030 GOAL

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

SPOTLIGHT

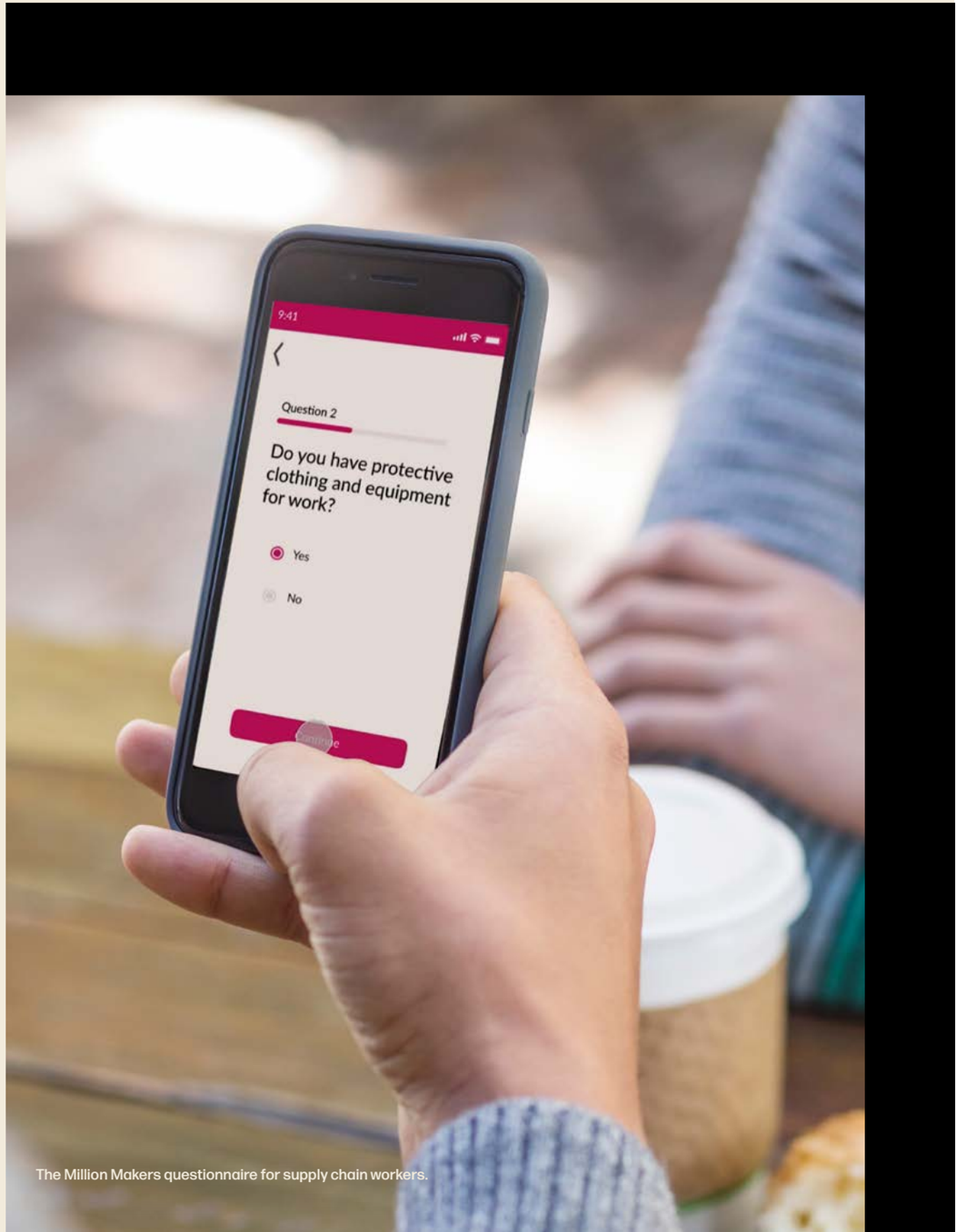
Hearing directly from workers through Million Makers

In 2023, HP continued to expand Million Makers to elevate worker voice and respond to any concerns raised by workers.

Million Makers, a human rights due diligence platform using direct worker voice, is a collaborative effort between Be Slavery Free, Bluenumber, Unseen UK, and Mekong Club. In 2023, HP continued to utilize Million Makers as an additional tool to enhance our human rights due diligence program through identifying and addressing any concerns raised by workers. We expanded to two additional key supplier sites in Malaysia, as well as an HP-owned manufacturing site, surveying nearly 800 workers on possible forced labor risks.

The onboarding process of Million Makers involves the Bluenumber team briefing workers on-site and explaining the main objectives of the program. They facilitate participation in the survey by posting QR codes in worker-accessible areas, which workers then use to log in and complete the surveys.

Continued on next page →

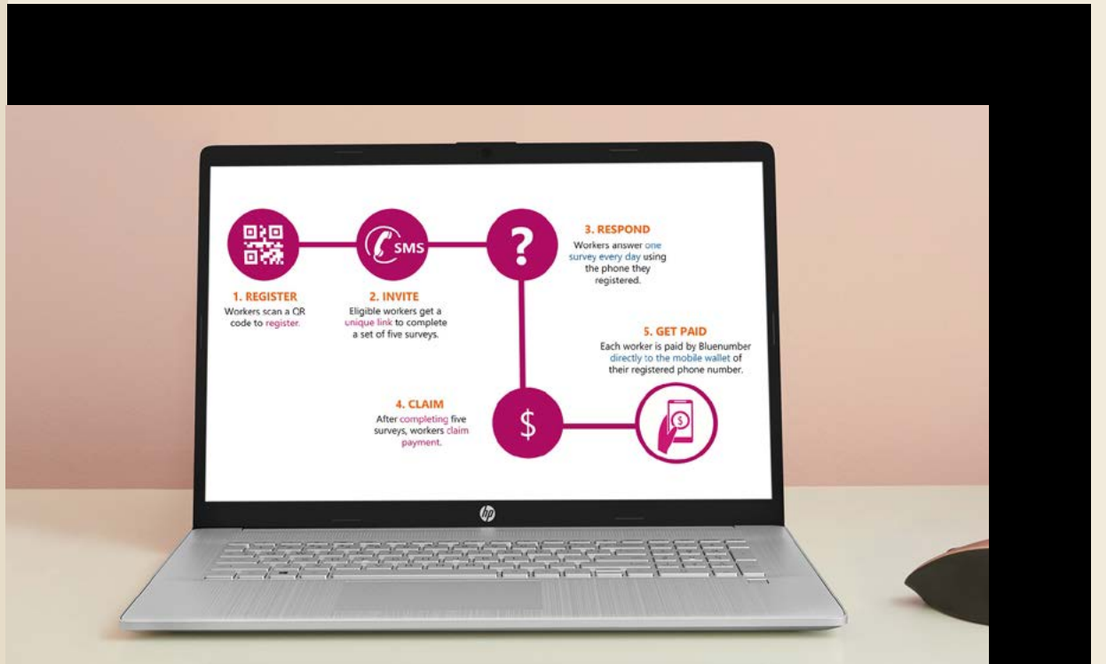


The Million Makers questionnaire for supply chain workers.

SPOTLIGHT

The team supports the workers in logging in and completing the surveys for five consecutive days. Surveys consist of 18 simple yes/no questions measuring ILO indicators on working conditions. Because workers are sharing their data and digital identities, which they own and manage, they are compensated financially by Bluenumber after completing the surveys. Using this technology, Bluenumber gathers verifiable data directly from workers about their working conditions, specifically forced labor and rights abuses, in compliance with local law.

Feedback from the pilot, which launched last year, has been integrated into our approach to help improve other processes. For instance, worker feedback indicated that the questions were ambiguous after translation, leading to multiple interpretations. HP is working with Bluenumber to ensure questions are worded and translated in ways that reduce ambiguity.



Pioneering the program in Malaysia

First Engineering Plastics (Malaysia) (FEPM) has been an HP supplier since the late 1980s and was the first of our suppliers to agree to launch Million Makers in its facility.

Anonymized survey results were shared with both HP and FEPM. Worker feedback indicated that workers felt they were able to share their feelings, thoughts, and experiences during their employment, and that they felt heard by FEPM and HP. The results also indicated a need for more clarification and communication with workers around employment terms and contracts. As such, FEPM has launched a review of this process to identify areas of improvement.

> “We always work to ensure that employees’ human rights are adequately protected, and social compliance has always been our top priority. Million Makers was a welcome opportunity to gain better insights and understanding of employees’ thoughts and feedback, to have even, equal, and fair employment.”
>
> General Manager, FEPM

Building a Future Ready workforce in Singapore

Singapore is one of two main locations for the manufacture of Original HP inkjet supplies. HP's Future Ready and predictive workforce plan and expertise in digital transformation and sustainability align with Singapore's manufacturing goals. The Smart Manufacturing Applications and Research Centre (SMARC) enables our factory employees to gain the knowledge they need. Employees are able to apply their learnings at SMARC, using it as an exploratory space for prototyping and innovation, laying the groundwork for them to lead the way.

Learn more →

Capability building

In collaboration with NGO partners and other external organizations, we provide programs designed to help suppliers continually improve along their sustainability journeys. These efforts reached almost 94,300 workers through capability-building programs in areas such as worker wellbeing, rights and responsibilities, and environmental, health, and safety (EHS) awareness. This included 31% of our manufacturing suppliers by spend, and more than 14,000 employees at customer support–related and other nonproduction suppliers who completed training on the RBA Code of Conduct.

During 2023, we conducted several capability-building training programs, including:

- A primary focus, in 2023, on increasing the awareness and knowledge of fundamental human rights at supplier sites. To this end, we rolled out a worker rights training at 42 supplier sites, including some in high-risk regions. This training, reaching approximately 74,000 workers, introduces the concepts of workplace rights and responsibilities in the context of national laws and the workplace. Moreover, it further elaborates on protections employers are obligated to provide such as contracts, wages, hours, time off, paid holidays, and more. This training makes up the foundation upon which our Worker Empowerment goal rests.
- RBA Code of Conduct training, delivered to supply chain and global infrastructure partners, reaching 17,300 workers. The training was designed to ensure that workers understand their rights and managers their responsibilities, and that necessary management systems are in place, including managerial responsibilities to respect human rights. Additionally, if a supplier's work makes them more prone to experience certain risks, we assign them specific modules from the RBA Code of Conduct in order to increase their awareness of the specific risk. For instance, suppliers that are more prone to health and safety risks are assigned the RBA Health & Safety Training module from the RBA Code of Conduct to improve their health and safety practices.
- A mandatory human rights due diligence (mHRDD) training, delivered to 600 workers in collaboration with other technology peers. This training was designed to help prepare suppliers for the new mHRDD regulations, supplemented with real case studies. Topics covered in the training included supply chain due diligence and forced labor legislations. Additionally, the RBA presented tools and initiatives to comply with mHRDD regulations and key changes in the RBA Code of Conduct.
- The HP Worker Wellbeing Survey, launched in 2022 and updated in 2023, which helps to inform our understanding of workers in our supply chain and improve our collaborations with suppliers to deliver better working environments. The survey focuses on four primary areas: 1) career progression and worker motivation, 2) worker mental and physical health, 3) general engagement levels, such as worker satisfaction, and 4) respect and communication. In 2023, the survey was conducted at four sites in China, reaching approximately 1,220 workers. The results showed that workers are eager to learn about career development, common workplace skills, and mental health.

Measuring for effectiveness is an essential part of our human rights due diligence program. In terms of our supplier capability-building efforts, this may include interactive quizzes, polls, and surveys built during the trainings to evaluate participants' understanding of the topic and gather supplier feedback following all trainings. We have found that suppliers who attend our trainings have a greater awareness and understanding of human rights topics. For instance, a survey conducted after our supplier mHRDD training indicated that 100% of the participants understood the implications of new human rights due diligence regulations, and 90% recognized that many of these regulations would apply to the whole value chain, reinforcing the need for greater due diligence both upstream and downstream. We will continue to conduct these trainings and raise awareness with suppliers as expectations evolve.

Preventing modern slavery[8]

As part of our commitment to addressing the potential risks of modern slavery, we start with our own operations and suppliers while striving to collaborate more broadly in ways that drive positive change. Modern slavery can manifest itself in multiple ways, including through debt bondage, forced labor, and human trafficking. In our Modern Slavery Transparency Statement, we discuss our efforts to address modern slavery.

Where risks are identified, we work with suppliers and partners to address challenges and enact risk-mitigation plans. In 2023, eleven suppliers, located in Singapore, Malaysia, and Taiwan, among others, were found to have nonconformances associated with indicators of modern slavery with regard to foreign migrant workers. Nine suppliers charged fees prohibited by HP's SCoC and Supply Chain Foreign Migrant Worker Standard, including recruitment, travel, medical, and accommodation fees. One supplier charged fees and withheld passports and one supplier withheld workers' wages, all in violation of the HP SCoC and Supply Chain Foreign Migrant Worker Standard.

HP-Poly's facility in Tijuana, Mexico.

In partnership with the RBA, we immediately address such findings in accordance with the policies and procedures laid out above by requiring the supplier to stop the prohibited practices, revise their policies for hiring foreign migrant workers (including confirming that workers will not pay fees going forward), and communicate the revised policies to their workers. Once suppliers confirm they have completed the requested corrective action, an on-site visit is scheduled to verify. As part of the investigation and remediation process, there is third-party verification of the total number of workers impacted, as well as the amount and types of fees they paid. HP and the RBA work with the suppliers to provide remedy to the workers.

As a part of addressing priority findings, HP has confirmed remedy to more than 1,400 workers in our supply chain, including over US$2.81 million in fee repayments, in 2023. Since 2018, HP has confirmed remedy to over 10,000 workers including over US$7 million in supplier repayments.

In addressing the risk of modern slavery and child labor, we focus primarily on engagement with suppliers with whom we have a direct contractual relationship. We have multi-year agreements in place with many of our manufacturing and nonmanufacturing suppliers. This provides us the opportunity to build supplier awareness and capability to meet our supply chain responsibility expectations, including the implementation of and adherence to policies and processes to address the risk of modern slavery and child labor. These agreements require in turn that our manufacturing and nonmanufacturing suppliers cascade our expectations to their upstream suppliers.

The HP Supplier Sustainable Impact Scorecard is used to measure and incentivize supplier performance on a range of factors, including audit results and other performance metrics. Suppliers who have exceptional performance in these areas realize a benefit in their commercial relationship with HP. Leaders within our supply chain operations team are briefed on suppliers' Scorecard results. Revised periodically to reflect HP's increased expectations, the Scorecard process encourages continual supplier improvement. The Scorecard evaluation process takes place regularly throughout the year. Learn more about our Scorecard.

As an example of our programs in this area, in 2019, HP undertook focused efforts to proactively tackle issues related to human trafficking and forced labor to support the monitoring of recruitment processes at HP suppliers by engaging Issara Institute, a nonprofit organization. During 2023, that partnership has supported HP's key work in prioritizing worker voice and rightsholder engagement in Thailand, helping us to better understand and address worker concerns with regards to working conditions, recruiting experience, and factory worker-management communication. Issara's partnership has also included monitoring recruitment processes in the Myanmar and Thailand corridor.

To support and advance supplier due diligence, in collaboration with the RBA, we sponsor a forced labor training program, which aims to help suppliers understand the current manifestations of forced labor indicators in the electronics industry. The training also defines the key principles and approaches to forced labor remediation, as well as the importance of ensuring effective remediation for violations of recruitment fee standards.

Process chemicals

As part of our commitment to respecting human rights, we engage with our suppliers to strengthen knowledge and best practices in health and safety.

We take a science-based approach to assessing the potential human health and environmental impacts of substances used in making HP products.

In 2023, we continued to focus on implementation of a comprehensive worker safety strategy to address 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 SCoC requires suppliers to employ robust management systems to catalog and evaluate process chemicals, eliminate or manage hazardous substances, demonstrate that analyses of safer alternatives have been conducted when a hazardous chemical is being used, and provide workers with essential personal protective equipment and training. We gather data from our suppliers about process chemicals and implement corrective actions 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 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 manufacturing processes, and ultimately reach deeper into supply chains.

Process Chemicals Data Collection Tool

Many facilities in our supply chain have already collected data on process chemicals use with the Process Chemicals Data Collection Tool. Data reported includes chemical product ingredients, percentage composition, use and controls, and hazard identification. We have worked with suppliers to assess hazards using the GreenScreen® for Safer Chemicals and to switch to safer alternatives where necessary.

Worker engagement and participation

The commitments toward elimination and substitution of priority chemical substances have been communicated to workers. In addition, several facilities have also established safety committees to create opportunities for workers to engage in promoting workplace safety related to chemical management that involves around 19,000 workers in production.

FOCUS

Improving supply chains through industry collaboration

In early 2021, we committed to taking collective action to protect workers in our global supply chain from exposure to hazardous process chemicals as one of the four Founding Signatories of CEPN's Toward Zero Exposure program, which has been developed with sustainability and social responsibility leaders—including HP. Through the program, electronics brands and suppliers commit to aligned, structured, long-term practices that will protect workers throughout the manufacturing process from exposure to potentially hazardous chemicals.

In 2023, progress included directly removing exposure to certain hazardous chemicals and impacting how global organizations measure, track, and communicate about process chemicals. See CEPN's Toward Zero Exposure report for more information.

HP's manufacturing facility in Singapore.

Supplier monitoring and evaluation

We monitor and evaluate our suppliers in multiple ways to understand performance, identify and address issues, and drive ongoing progress.

Our approach includes:

- **The supplier Self-Assessment Questionnaire**: We conduct SAQs, which include detailed questions around social and environmental management and practices and are based on our SCoC. Learn more.
- **Coaching, specialized training, data collection, and ongoing dialogue**: Using these mechanisms, we engage with suppliers to help them develop and maintain robust management systems to address root causes of key risks and challenges. Learn more.
- **Key performance indicator (KPI) monitoring program**: We collect data from high-risk supplier sites weekly on key issues such as working hours, days of rest, and student workers. This data supports our supplier collaboration efforts to drive ongoing improvement. See results.
- **Supplier audits including unannounced audits**: Our supplier audits measure conformance with all provisions of the HP SCoC in the areas of labor, health and safety, environment, ethics, and management systems. Learn more.
- **Specialized assessments**: We conduct targeted supplier specialized assessments to supplement our comprehensive audits. These assessments are risk based, focusing on topics such as foreign migrant workers and student workers. Learn more.
  - **Health and safety assessments**: These assessments focus on identifying potential health and safety risks, such as occupational safety, emergency preparedness, and control of flammables.
  - **Onboarding assessments**: Using our SCoC as the foundation, this simplified assessment for new suppliers or supplier sites helps identify potential risks for what HP considers the most important areas of the SCoC. This initial assessment helps prevent overwhelm for new or smaller suppliers, and aims to build their maturity and prepare them for future full audits.
  - **Vulnerable worker group (student and foreign migrant worker) assessments**: This deep-dive assessment focuses on student and foreign migrant workers, who are vulnerable worker groups in the supply chain, and pinpoints potential risks during the recruitment, employment, and repatriation of workers.
  - **KPI validation assessments**: These assessments help verify data collected as a part of our Labor KPI Program.
  - **Priority screening assessments**: This focused assessment is a subset of a full RBA audit that focuses on what HP considers to be high-priority risks, such as freely chosen employment, occupational safety, and hazardous substances.

Supplier Sustainable Impact Scorecard

Our Supplier Sustainable Impact Scorecard (Scorecard) is intended to set expectations and drive improved performance through consistent, comprehensive, and actionable feedback. This tool provides suppliers with a score that encompasses audit performance; environmental and human rights impact, transparency, goal setting, and performance; conflict minerals management; and other social and environmental topics. Results are summarized across multiple dimensions and contribute to a supplier's overall procurement score, which impacts the supplier's relationship with HP and ongoing business. Suppliers discuss their Scorecard with HP as part of regular business performance evaluations throughout the year, and receive additional points if they demonstrate sustained improvement.

Revised periodically to reflect HP's increased expectations and emerging regulations, the Scorecard process encourages continual supplier improvement. During 2023, average scores for final assembly suppliers increased by one percentage point compared to 2022, and average scores for commodity suppliers decreased by six percentage points. Scorecards applied to suppliers representing 46% of our production spend. Leaders within our supply chain operations team are briefed on suppliers' Scorecard results. See Data for full results.

Suppliers representing 95%

of HP's total production supplier spend have gone through social and environmental monitoring

Audit and assessment results

In 2023, we completed 398 audits of production suppliers, product reuse and recycling vendors, and nonproduction suppliers, as well as 16 other assessments of production suppliers. During the year, 86% of production supplier audits were third party–certified RBA VAP audits.

Through our audits, we see a wide range of maturity levels in our suppliers, which are scored on a scale of 0–200. In the RBA Factory Lead Certification Program, suppliers with scores from 160 to 180 are eligible for a Silver certification, and those with scores above 180 for a Gold certification (including 32% of supplier facilities audited in 2023).

Overall, two-year average audit scores have increased. From 2021 to 2023, the percentage of production supplier initial audits and full re-audits that scored above 160 increased from 50% to 70%. The average score during that period increased from 149 to 161. Thirty audits during 2023 were of final assembly supplier sites. Of these, 80% scored over 160, 10% scored between 100 and 160, and 10% scored under 100. The other 141 audits during 2023 were of commodity supplier sites. Of these, 67% scored over 160, 26% scored between 100 and 160, and 7% scored under 100.

Production supplier specialized assessments, 2023

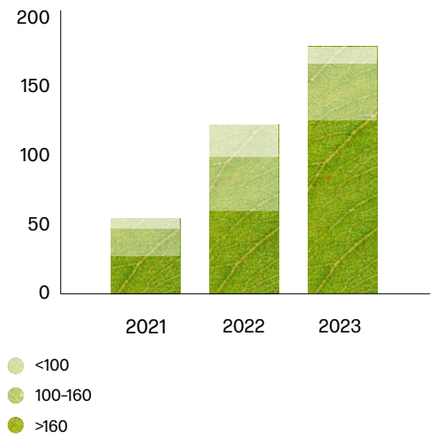
Health and safety assessments	0
Onboarding assessments	2
Vulnerable worker group (student and foreign migrant worker) assessments	1
KPI validation assessments	4
Priority screening assessments	9

Sustainability audits, 2023*

	Initial audits (initial evaluations of conformance)	Follow-up audits (addressing nonconformances identified in any corrective action plans)	Full re-audits (comprehensive reassessments)
Product supply chain			
Production suppliers	76	87	95
Product transportation suppliers	0	0	0
Product reuse and recycling vendors	11	0	19
Nonproduction suppliers			
Suppliers supporting HP manufacturing (on HP premises)	52	12	10
Suppliers supporting HP offices (on HP premises)	0	0	0
Service suppliers (on third-party premises)	27	1	0
HP operations			
HP manufacturing sites	1	0	3
HP offices	4	0	0

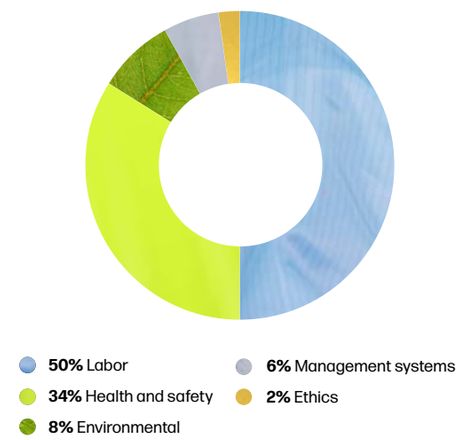
* Audits of production suppliers and suppliers supporting HP manufacturing followed the RBA Code of Conduct (either 7.0, 7.0.1, 7.1.1, or 7.1.2) audit protocols. We contract with Environmental Resources Management (ERM) to audit product reuse and recycling vendors for conformance with the following policies and vendor standards: Export of Electronic Waste to Developing Countries Policy, HP Supplier Code of Conduct, and HP reuse and recycling standards. See Repair, reuse, and recycle 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.

Distribution of scores of initial audits and full re-audits*
(number of audits)



* Data is from initial audits and full re-audits of production suppliers.

Distribution of nonconformances and findings by section of HP Supplier Code of Conduct, 2023*
(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 2023. 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.

Immediate priority findings

Immediate priority findings[9] are the most serious type of direct supplier nonconformance, and require immediate action. In 2023, we identified 16 immediate priority findings, equivalent to 0.1 findings on average for each initial audit and full re-audit of production suppliers. There were nine issues related to the charging of recruitment fees, three related to forced overtime, one related to discrimination, and three related to emergency exits. We required the issues to be immediately addressed, and are working with the suppliers to complete remediation and implement corrective actions.

Findings with lowest rates of conformance of sites audited, 2021 and 2023*

Finding**	Rate of conformance 2021***	Rate of conformance 2023***	HP's approach
Working hours	24%	35%	Excessive working hours remains one of the most pressing labor challenges across the supply chain. Among suppliers in our Labor KPI Program (81 at the end of 2023, representing approximately 71,800 workers), 98% met our requirements related to working hours in 2023, compared to 96% in 2022 and 95% in 2021. During 2023, our requirements related to workers' days of rest were met by 99% of suppliers in the program, compared to 98% in 2022 and 98% in 2021.**** The year-over-year increases in conformance rates of these two categories indicate that our Labor KPI Program members are continually improving their effective management of working hours and days of rest expectations.
Wages and benefits	55%	56%	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 to their workers. 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	49%	62%	Common nonconformances in this category include items such as blocked exit doors, missing or poorly lit exit signs, lack of fire exit instructions, and missing or defective emergency equipment. We supplement our audits with specific health and safety assessments that ensure timely closure of all potential findings in this category.
Occupational Safety	65%	68%	Nonconformances relate regularly 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 conducted or will be conducted within 180 days.
Management accountability and responsibility	96%	75%	Suppliers are expected to have adequate and effective management systems and reviews for continuous improvement process for labor, health and safety, environment, and ethics. Corrective actions include assessing and updating existing policies and procedures.
Supplier responsibility	79%	85%	Suppliers must communicate RBA Code of Conduct requirements to the next-tier of suppliers and have adequate and effective processes to ensure that major next tier suppliers implement the Code. Corrective actions include establishing proper procedures to communicate requirements and ensuring that major next-tier suppliers implement the Code of Conduct.

* Data is from initial audits and full re-audits of production suppliers conducted in 2021 and 2023. 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.

** Data refers to the RBA Code of Conduct 7.0, 7.0.1, 7.1.1, and 7.1.2 protocols. After protocol 7.0.1, the industry pivoted to a new audit methodology. As a result, 2021 cannot be directly compared to 2023.

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

**** The HP Labor KPI 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.

Other findings

In 2023, audited suppliers showed no major nonconformances related to child labor risks, continuing this trend of over three years. In addition to our review of our audit data, we use our Labor KPI Program. Data from this program indicates 100% conformance to our expectations. We attribute this trend to our robust capability-building program, which involves training suppliers on our expectations regarding human rights and child labor.

During the year, 171 initial audits and full re-audits of production suppliers identified 821 other priority and major nonconformances, equivalent to 4.8 per audit on average.[10] Six provisions (on the previous page) out of 45 total represented 68% 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 has processes in place to monitor progress and subsequent closure of nonconformances. For details, see the RBA VAP Operations Manual and Supply chain responsibility: Our approach.

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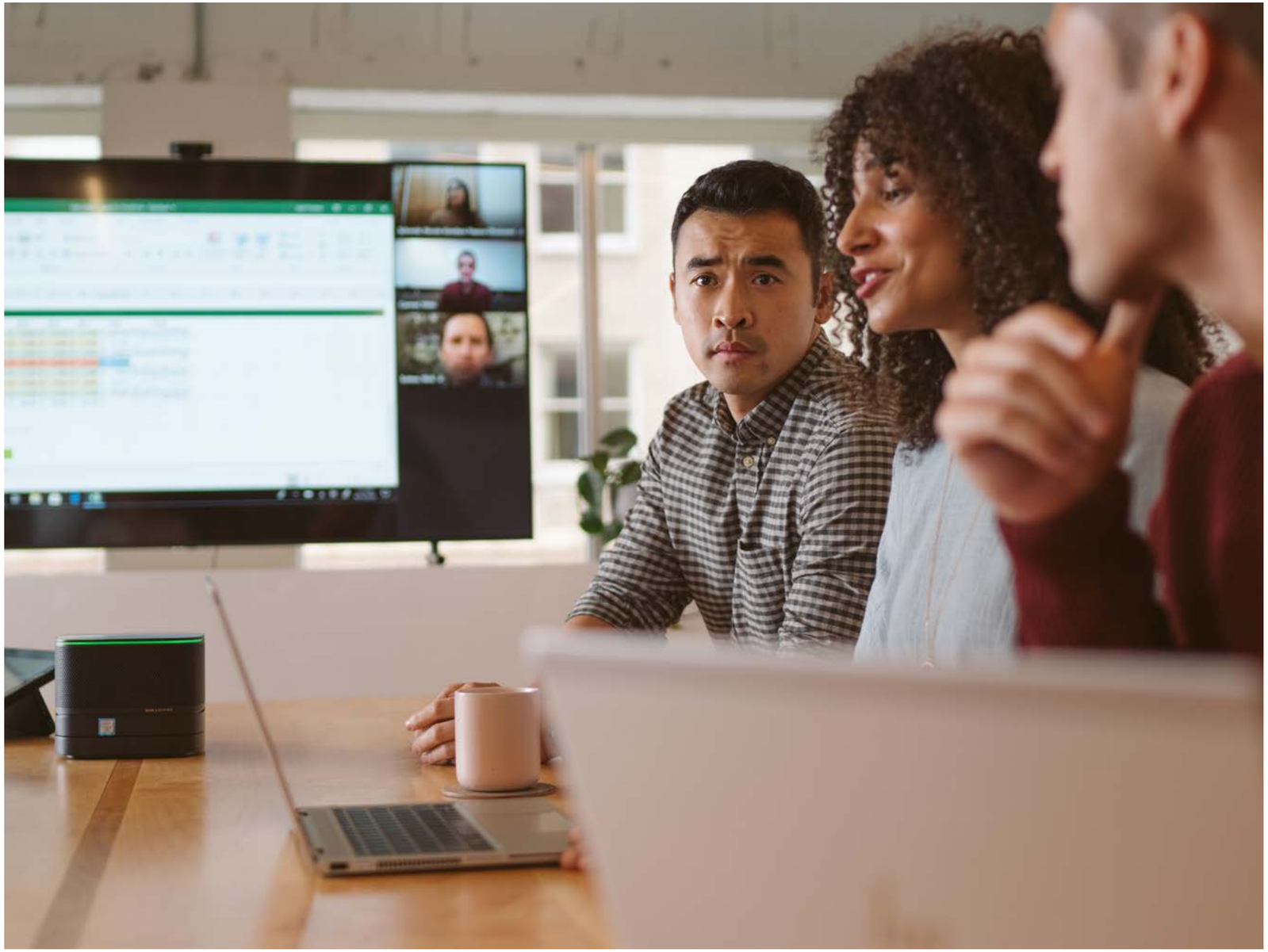
audited suppliers showed major nonconformances related to child labor risks in 2023, continuing this trend of over three years



Rates of conformance of sites audited, 2021 and 2023*

HP Supplier Code of Conduct section/provision	Rate of conformance of sites audited, 2021**	Rate of conformance of sites audited, 2023**
Labor	**84%**	**86%**
Freely chosen employment management systems	84%	87%
Risk of forced labor	83%	91%
Young worker protection management systems	98%	97%
Risk of child labor	100%	100%
Working hours	24%	35%
Wages and benefits	55%	56%
Humane treatment	99%	98%
Non-discrimination management systems	96%	98%
Risk of discriminatory practices	99%	99%
Freedom of association	100%	99%
Health and safety	**80%**	**86%**
Occupational safety	65%	68%
Emergency preparedness	49%	62%
Occupational injury and illness	86%	88%
Industrial hygiene	85%	90%
Physically demanding work	94%	99%
Machine safeguarding	89%	94%
Dormitory and canteen	70%	87%
Health and safety communication	99%	96%
Environmental	**89%**	**96%**
Environmental permits and reporting	93%	98%
Pollution prevention and resource reduction	91%	99%
Hazardous substances	74%	86%
Wastewater and solid waste	98%	98%
Air emissions	83%	92%
Storm water management	93%	98%
Energy consumption and GHG emissions	94%	98%

Rates of conformance of sites audited, 2021 and 2023*

HP Supplier Code of Conduct section/provision	Rate of conformance of sites audited, 2021**	Rate of conformance of sites audited, 2023**
Ethics	**99%**	**99%**
Business integrity	100%	99%
No improper advantage	100%	99%
Disclosure of information	100%	99%
Intellectual property	100%	99%
Fair business, advertising, and competition	100%	99%
Protection of identity and nonretaliation	100%	99%
Responsible sourcing of minerals	95%	100%
Privacy	100%	99%
Management systems	**94%**	**95%**
Company commitment	98%	99%
Management accountability and responsibility	96%	75%
Legal and customer requirements	95%	92%
Risk assessment and risk management	94%	95%
Performance objectives with implementation plan and measures	95%	100%
Training	98%	98%
Communication	98%	96%
Worker feedback and participation	96%	99%
Audits and assessments	95%	98%
Corrective action process	95%	99%
Documentation and records	96%	99%
Supplier responsibility	79%	85%

* Data is from initial audits and full re-audits of production suppliers conducted in 2021 and 2023. 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 7.0, 7.0.1, 7.1.1, and 7.1.2.

Responsible minerals program

HP works diligently to avoid any connection between the materials used in our products and armed violence or human rights abuses, which we consider to be unacceptable.

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.

Our large global supply chain presents the opportunity to significantly influence our suppliers. Through collaborative efforts, we will continue to source responsibly from conflict-affected and high-risk areas (CAHRAs).

In this section

→ Transparency in sourcing
→ Multi-stakeholder initiatives

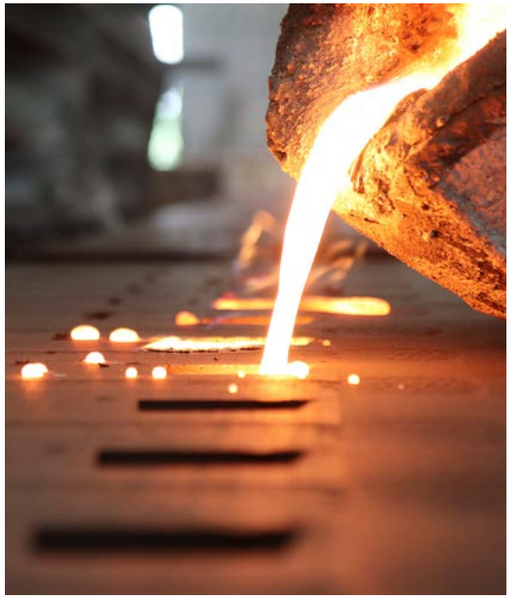
Transparency in sourcing

In the cases of trace and precious minerals, we work to influence the practices of those much deeper in our complex, global, multi-actor supply chain.

Approach

While conflict minerals[11] are rarely used in large volumes in any one IT product or by any one company, tantalum, tin, tungsten, and gold (3TG) are found in relatively small amounts in virtually all electronic products. We are typically 4–10 supply chain stages removed from the smelters that purchase the ores and process them into metals. For this reason, HP works with a range of organizations—including peers across the IT industry and respected industry bodies and programs (such as the RMI through RBA, the Public-Private Alliance for Responsible Minerals Trade, and the European Partnership for Responsible Minerals)—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 EU, we support 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, or from other conflict-affected regions. We believe it is more effective to use our leverage (independently as well as through 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 RMI and support its efforts to engage with government stakeholders.

Addressing risk in our supply chain

Promoting smelter best practices is one of the most direct ways to proactively address the potential risk of conflict minerals entering the 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 indicates the smelter or refiner maintains good standing in the program through a continual validation process, and that it has systems and processes in place to support responsible sourcing.

We designed our due diligence measures to conform with applicable portions of the OECD Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict-Affected and High-Risk Areas (Third Edition, OECD 2016) and the related Supplements, which is an internationally recognized due diligence framework. The design of these measures took into account HP's downstream position in the minerals supply chain, the OECD recommendations for downstream actors that have no direct relationships to smelters or refiners, and the use of independent assessment programs to provide information about smelters or refiners.

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

We promote responsibly sourced minerals in our supply chain by:

- Requiring our production suppliers of goods containing 3TG ("3TG suppliers") to require their smelters to undergo third-party sourcing audits and use only smelters that are RMAP conformant
- Encouraging all smelters that purchase and process mineral ores 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), GSE, and SCoC.

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 with training on an annual basis or upon request. In September 2023, we held virtual responsible mineral training sessions that were attended by 388 participants from our supply chain, as well as members of the HP Supplier Management team. The training sessions received positive feedback from suppliers.

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 nonresponsive, we use our procurement leverage to engage the supplier and improve performance.

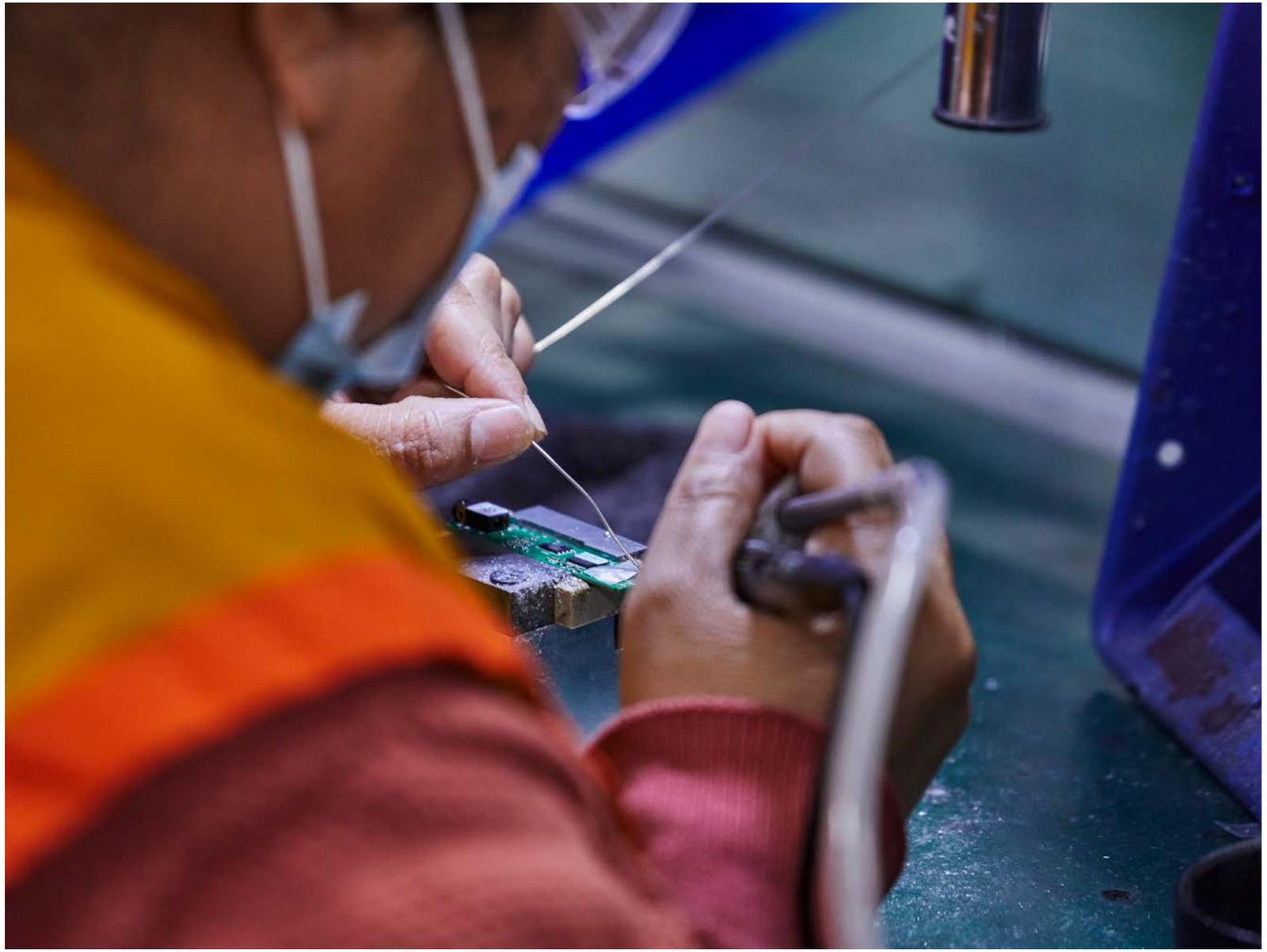
Smelters

To identify and disclose the smelters and refiners in our supply chain, between January and December 2023 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 2023, we received RMI Conflict Minerals Reporting Templates from 100% of in-scope suppliers (which includes final assembly and commodity suppliers of products and components containing 3TG).

These responses detailed the smelters and refiners in our supply chain, the large majority of which were compliant or in the process of becoming compliant with an independent assessment program, and/or, we reasonably believe, exclusively source conflict minerals from recycled or scrap sources or from outside of the Covered Countries (as of March 2024). See our U.S. SEC Conflict Minerals Report for details.



U.S. Securities and Exchange Commission Conflict Minerals Report

Each year, we file 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 for more information and our performance data.

Critical minerals assessment

Furthering our commitment to responsible sourcing, we collaborated with an external consultant to consider other high-risk minerals, beyond 3TG and cobalt, relevant to our business. This proactive due diligence provided valuable insights that inform our risk-mitigation activities and supports our preparedness for emerging regulatory demands.

The assessment identified some of the risks that can come from critical minerals, like copper, aluminum, nickel, lithium, and natural graphite. For example, extraction of these critical minerals is associated with environmental degradation and pollution, which can impact the right to clean water and health for local communities.

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 the RMI, we help develop and share due diligence standards, tools, trainings, and whitepapers to build the capabilities of the IT industry and beyond. We also support broader policy efforts through participation in the RMI and its Due Diligence Practices, Smelter Engagement, and Sensing and Prioritization teams. Learn more about our work with the RMI.

Additionally, we collaborate through external forums and initiatives, including the European Partnership for Responsible Minerals, Material Insights, and the Public-Private Alliance for Responsible Minerals Trade.

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 have voluntarily aligned our policy and approach to support our customers' requirements consistent with the regulation.

Cobalt has been linked to human rights risks. We set clear requirements for our suppliers to enact policies that address cobalt, and our minerals due diligence and reporting also includes cobalt. We ask suppliers to provide us with details of the cobalt refiners they use, and work with them to encourage those refiners to complete an RMI audit. Additionally, we encourage suppliers to engage in collaborative industry action through the RMI. See our Report on Cobalt and our responsible minerals-sourcing expectations for suppliers in HP s GSE.

Our employees

Approximately 58,000 employees worldwide power HP's innovation, contributing unique perspectives and a growth mindset to create breakthrough technologies and transformative solutions that drive our long-term success.

We are committed to fostering a diverse, equitable, and inclusive workplace that attracts, retains, and advances exceptional talent. Through ongoing employee development, comprehensive compensation and benefits, and a focus on health, safety, and wellbeing, we strive to support our employees to do their best work—while learning, growing, and feeling engaged.

In this section

→ Employee development
→ Compensation and benefits
→ Employee engagement
→ Health and safety
→ Wellbeing

Employee development

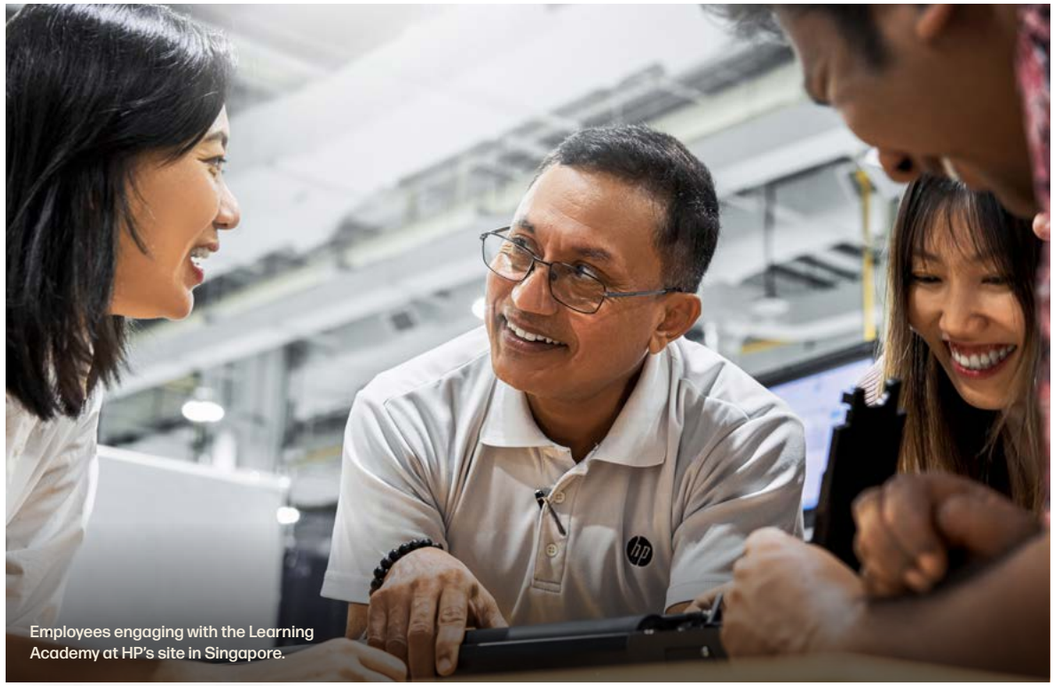
Human capital development underpins our efforts to transform and grow HP.

Our employees' talent, diversity, and drive fuel HP. We are investing in career growth to enable our diverse workforce of skilled employees to be prepared for the future. We believe that investing in Future Ready employee development is critical to our objective to attract, retain, and nurture exceptional leaders of tomorrow and build a strong pipeline of diverse talent.

We also believe that our future success is dependent on creating an environment where our employees have opportunities to develop their potential and achieve their career ambitions.

Our aim is to be known as much for the innovators we inspire and develop as for the innovations we create and deliver. To deliver on our Future Ready investment in talent, we prioritize the following objectives:

- Develop a diverse pipeline of high-performing, skilled leaders equipped to grow the business.
- Futureproof the organization's skills with relevant training and experiences.
- Modernize how we find and develop internal talent.
- Enable employees to develop and grow their careers.



Employees engaging with the Learning Academy at HP's site in Singapore.

HP's facility in Singapore.

Diverse bench of Future Ready leaders

We develop future executive leaders through targeted talent strategies and an executive-development portfolio based on data insights from our talent planning and assessment process.

Regular executive talent conversations provide a forum for senior leaders to prioritize talent development at the enterprise level, ensuring a strong pipeline of diverse, Future Ready leaders. The aim is to drive an integrated talent management and development approach that incorporates rich experiences and exposes leaders to external educational opportunities, leadership assessments, executive coaching, job rotations, and immersive experiential learning programs. Core to these experiences are interactions with HP's most senior leaders, including the HP Board of Directors. In 2023, over 200 executives participated in these leadership-development opportunities.

A key priority has been the development of our director-level leaders through face-to-face immersive development workshop experiences and formal executive coaching. These opportunities are designed to equip directors to scale their leadership impact and accelerate personal growth.

Face-to-face workshops have also been central to people-manager development in 2023, using a blended approach to improve employee coaching skills. Additional toolkits and resources are available to people managers to support their development including a 360-degree leadership assessment, coaching to accelerate leadership impact and personal growth, and team-development tools to enhance collaboration and effectiveness.

New people managers gain skills through the HP Pivot New Manager Development Journey. The program features a portfolio of experiences, coaching, immersive scenario-based simulations, and toolkits designed to help new managers develop skills, leverage tools, and foster a growth mindset. This formal, year-long program is designed to equip new managers with the tools to develop their teams, coach for performance, champion inclusion, and lead high-performing teams. In 2023, over 500 new people managers participated.

We prioritize the development of emerging and underrepresented talent through their participation in an extensive array of internal and external development programs designed to accelerate career growth. In 2023, over 1,000 female employees identified as key talents participated in a program that enabled them to engage with the development opportunities most relevant to their career aspirations. These opportunities include:

- HP Catalyst: designed as a year-long program to accelerate the careers of key talent and diverse employees through peer learning, coaching, and sponsorship
- Advancing Women Executives: a multi-week, interactive, cohort-based program that focuses on professional branding, networking, mentors, and sponsorship for career acceleration
- Leadership coaching: enabling participants to create and implement strong personal development plans

Additionally, participants were invited to a regional career empowerment and networking conference, where they participated in career-development workshops and met with hiring managers and recruiters to explore their career aspirations.

HP also sponsors employees and leaders to participate in external diverse leadership-development programs, such as the Information Technology Senior Management Forum (ITSMF), the Executive Leadership Council (ELC), and the McKinsey Academy leadership programs for Asian American, Hispanic American, and Black/African American executives and managers. We also invest in providing greater access to professional organizations, such as the Society of Women Engineers.

Skilled and Future Ready employees

We are focused on futureproofing HP. By developing technical and digital skill capabilities in automation, data science, service, AI, and software skills, we aim to fuel product and services development, technology innovation, and a customer-centric approach. Capability academies have been developed in services, product management, finance, digitalization of work, sales, software development, and emerging trends in customer experience design. Employees can access a range of classroom and virtual learning solutions including new advanced engineering and software learning resources, practical projects, and opportunities to solve business challenges.

We support the continuous development of our more than 18,000 technical employees who work across a range of digital, information, and physical sciences. Over 30 HP employee communities, such as Software Community and Data Science & Knowledge Discovery, have access to a range of classroom and virtual learning programs, practical projects, and opportunities to solve business challenges. Our affinity groups and virtual communities also enable connections among technologists based on technical capabilities and common interests.

To complement the development of technology capabilities, we have invested in developing future skills that will enable employees to deepen customer focus, increase collaboration, accelerate innovation, and solve future business challenges. Some of the skills prioritized for 2023 were managing and embracing change, strategic thinking, and communications.

HP's campus in Houston, Texas, United States.

During 2023, an estimated 99% of employees participated in learning and development activities, with an average of 36 hours' development completed per employee.[12] The 2023 Voice Insight Action (VIA) engagement survey revealed that 83% of employees felt that HP actively supported their learning and development, with 82% believing that they are given a real opportunity to improve their skills at HP.[13]

Continuous learning and career progression

HP's Power Your Potential platform—available to all employees—supports career planning through a wide range of personalized development opportunities, including virtual, social, self-directed, mentoring, coaching, and face-to-face experiences. Alongside this, 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 their daily routines. There are also opportunities for employees to attend conferences and seminars, and to acquire professional memberships, accreditations, and certifications.

Managers play a crucial role in empowering employees to develop their careers. Our Talent Development Planning platform enables all people managers to create a personalized development plan for each of their team members. These plans focus on skill advancement, new experiential opportunities, and accelerating readiness for future roles. In 2023, we focused on equipping managers with capabilities to provide career coaching to their teams, with plans to extend this key objective into 2024 and beyond. At a number of sites, managers have sponsored career-development webinars, one-to-one career-coaching opportunities, and career fairs. In addition, HP's Degree Assistance Program provides over 500 employees worldwide with the opportunity to participate in higher academic education.

According to the 2023 VIA employee survey, 79% of employees believe their career goals can be met at HP.[14] Our commitment to providing internal career mobility also continued to be a priority during 2023, with 40% of job vacancies being filled by internal candidates.

Performance management and feedback culture

HP has a robust, feedback-based culture and approach to performance management. During 2023, 98% of eligible employees received annual multi-dimensional and objective-based performance evaluations.[15]

Employees also participate in regular feedback and development-planning conversations with their managers.

Our 2023 VIA survey found that 87% of employees believe they receive feedback throughout the year that enables them to improve their performance.[16]

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. Most non-sales employees are eligible for HP's performance bonus. Funding for the HP bonus program is linked to company financial performance, and individual bonus payouts are based on employee performance. HP also offers equity to eligible non-officer employees based on contributions to the company. The purpose of HP's equity program is to strengthen employees' alignment to company goals and encourage their focus on creating long-term value for stockholders.

Valuing and rewarding employees drives higher engagement and better performance. Compensation and benefits are reviewed periodically for market competitiveness.

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
- Mental health support
- Insurance protections (e.g., life and disability)
- Time-off programs (vacation,[17] holidays, parental leaves, injury/illness,[18] etc.)
- Discount programs
- Flexible work arrangements
- Stock purchase plan
- Other benefits

Pay equity

We believe people should be paid equitably for what they do and how they do it, regardless of their gender, race, or other personal characteristics. To deliver on that commitment, we benchmark and set pay ranges based on relevant market data, and consider factors such as an employee's role, experience, and performance. We also regularly review our compensation practices, in terms of both our overall workforce and our individual employees, to make sure our pay is fair and equitable.

Since 2016, HP has reviewed employees' compensation with the support of independent third-party experts to ensure equitable pay practices.

HP continued its annual pay equity assessment in 2023, evaluating 17 countries with our largest employee populations, which represent 85% of our global workforce. The independent analysis determined there were no systemic issues.

In cases where pay differences were identified and a reason in line with our compensation practices could not be determined, pay adjustments were made. To maintain equity, we will continue to perform these reviews at least annually.

True to our cultural principles and business strategy, our aim is for HP to be regarded as a leader in providing all employees with fair and equitable pay. Going forward, we will continue to regularly evaluate our approach to employee compensation, conduct reviews of our practices, and make timely and appropriate adjustments to individual employees' pay, as needed.

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 67 of the HP 2024 Proxy Statement for detail.

In accordance with U.S. SEC rules, we recently reported our CEO pay ratio for 2023. Our CEO's annual total compensation for 2023 was US$19,458,431. Our median employee's annual total compensation was US$67,816, resulting in a CEO pay ratio of 287:1. For more detail, including about our calculation methodology, see page 78 of the HP 2024 Proxy Statement.

Employee engagement

Employee feedback is a critical component of our journey to create a Future Ready HP. We regularly collect feedback from employees to better understand and improve their experiences and identify opportunities to continually strengthen our culture.

Employees can share feedback in a variety of ways, including through our annual VIA survey and periodic Quick Clicks pulse surveys. In 2023, 91% of employees participated in our annual VIA employee engagement survey, which we enhanced with additional opportunities for employees to provide qualitative feedback, helping us learn more about individual experiences.

HP has sustained action to digitize and automate, enhancing the tools and processes that improve day-to-day experiences for our people. Overall, 80% of survey participants had a favorable view of the employee experience as measured by our engagement index in 2023, compared to 82% in 2022. HP continues to be certified as a Great Place to Work, with our employee rating of 87% favorable in 2023. See Recognition.

91%

of employees agree that HP is a leader in its commitment to Sustainable Impact[19]

FOCUS

Talking about how we work

The Moments that Matter campaign is designed to create ongoing conversations about how employees work together at HP. Themed around the question “What sets you up to do your best work?” the initiative encourages intentional decisions about how, where, and why our teams gather in person, work individually, or collaborate using hybrid technology. We provided a toolkit to managers to help them lead conversations on this topic, while the Moments that Matter Challenge asked employees to submit photos and videos showing examples of success. The internal launch video for the Challenge was viewed a record 228,000 times by over 38,000 unique viewers within HP.

HP's campus in Houston, Texas, United States.

Health and safety

HP remains committed to ensuring the health and safety of our employees, recognizing the importance of providing a safe working environment to support their productivity and success.

Our Environmental, Health, and Safety (EHS) leadership team uses our global injury and illness reporting system to monitor worldwide and regional trends as part of quarterly reviews. Supervisors of employees who suffer work-related injuries are required to conduct thorough injury and illness investigations, working closely with EHS points of contact to assess serious or complex cases.

In 2023, we achieved a global lost workday case rate of 0.06 and a total recordable incidence rate of 0.11,[20] compared to 2022 average rates (the most recent data available) of 0.06 and 0.13, respectively, in the North American Industry Classification System (NAICS) U.S. Computer and Peripheral Equipment Manufacturing industry (NAICS Code 33411).

While our manufacturing facilities continue to present the greater health and safety risks, we remain focused on reducing and effectively managing risks to maintain low injury rates. We implement programs that address common hazards at our sites, such as ergonomic issues, slips, and falls. We also prioritize the safety of HP employees working beyond our facilities—such as field service technicians visiting customer sites—by providing training and related testing on issues such as safe vehicle operation and proper lifting techniques.

Learn more about our EHS management system, and view a detailed breakdown of our injury and illness rates.

HP's manufacturing facility in Singapore.

Wellbeing

The holistic wellbeing of our employees is vital to HP's success. Our Well Beyond employee wellbeing program is designed to serve the needs of our evolving workforce and culture through opportunities for employees to prioritize their wellness across five pillars of wellbeing.

As of October 2023, 79% of eligible employees in the United States, and 62% worldwide, had enrolled in the Well Beyond program.

In the United States, employees and their spouses or domestic partners can receive annual incentives of up to US$600 each for activities such as completing a Wellness Assessment and tracking healthy activities. In 2023, the Wellness Assessment was completed by about 14,067 employees globally.

Throughout the year, we encourage healthy behaviors across our five pillars of wellbeing through regular communications, educational sessions, voluntary progress tracking through the Virgin Pulse app, personal challenges, and other incentives.

In 2023, we launched the Better Me in '23 campaign, which offers HP employees the tools, support, and motivation to improve their wellbeing. Members completed the Wellness Assessment, which created a personalized wellbeing plan, supporting them to achieve their goals. Throughout the year, a series of events and benefits, such as Virgin Pulse incentives, the Global Wellness Challenge (GWC), and Financial Wellbeing Month, were offered as part of the program to encourage employees to prioritize their health and wellness.

Through our wellbeing vendors, we offer an array of programs, activities, and virtual gatherings, as well as enhanced benefits and resources to support wellbeing. These include sessions that focus on the science behind mindfulness and ongoing virtual office hours with our medical consultants.


HP employees riding together to help end multiple sclerosis.

Emotional

- We continue to integrate mental and emotional health into all aspects of our wellbeing program. In 2023, we launched a global Emotional Wellbeing campaign, which focused on the important role relationships, both at work and at home, play in mental health. This included suicide awareness communications that highlighted the importance of checking in on your own mental health and providing hope and support for those around you.
- We hosted a "Thrive Through Stress" webinar on World Mental Health Day and launched a mental health-focused newsletter to highlight relevant HP-paid resources such as Headspace and our Employee Assistance Program.
- Headspace is an award-winning, research-backed meditation and mindfulness application that HP offers to employees and their family members. As of October 2023, more than 19,145 employees and over 5,084 family members were enrolled.

Financial

- In September 2023, we launched a global Financial Wellbeing campaign. Through this campaign, we highlighted the resources HP offers to support employees with managing debt and building wealth through savings, perks, and one-to-one counseling, with the ultimate goal of helping HP employees achieve financial security. More than 2,000 employees in the United States participated in our Well Beyond: Your Money Financial Wellbeing Month activities. We also offered a global Mindful Money webinar in partnership with Headspace that more than 1,300 employees attended live or via the replay.

Life balance

- Recognizing employees' continued caregiving challenges, in 2023 we offered webinars on resiliency and parenting, along with coaching for more individualized support.
- We also offered employees a Me Day, a fully paid day for all employees to focus on their wellbeing.

Physical health

- As part of our GWC in May 2023, 1,219 employees newly registered on the Virgin Pulse platform, through which we provide access to digital coaching and a wide range of health and wellbeing content. More than 17,160 employees joined the GWC, forming approximately 3,670 teams across 60 countries.
- During the GWC, employees registered over 5.4 billion steps through our Well Beyond platform, equivalent to about 7,500 daily steps per participant.

Social and community

- HP continues to be committed to helping employees nourish connections of all kinds with fellow colleagues and the world around us. Through organized groups such as the Global Wellbeing Ambassador Program, Recognition Program, and Business Resource Groups (BRGs), HP helps employees feel more fulfilled, motivated, and understood.

Culture, equity, and diversity

Respect is core to who we are. This includes fully embracing our commitment to culture, equity, and diversity (CED).

We want our workforce to reflect our communities and we work to ensure everyone at HP has a chance to contribute to our success and to find opportunities to belong and grow. We also aim to use our position to address systemic bias in our company, our industry, and beyond.

This mission has been central since HP's founding. As a business imperative, it is also critical to our future.

In this section

→ Strategy and approach
→ Our people
→ Supplier diversity
→ Our communities
→ Product accessibility

Strategy and approach

Innovation at HP comes from the diverse perspectives, backgrounds, knowledge, and experiences of our employees.

Our vision is a workplace that is globally connected and drives a responsive culture of belonging that fosters courageous conversations and welcomes ideas from any source. We strive to create an inclusive environment where people can be their authentic selves at work and reach their full potential.

In 2023, we integrated our Culture and DEI functions into a combined Culture, Equity, and Diversity organization to further amplify and align our approaches. The team will continue to be led by our chief diversity officer.

Our Belong, Innovate, and Grow (BIG) strategy continues to drive our culture, embedding CED across all parts of our businesses and functions, including recruitment, talent and learning culture, mentoring, training, and events. In 2023, we continued to integrate BIG across HP, focusing on greater accountability for CED, diverse talent recruitment and leadership pipelines, and engaging our employees, so that we can attract, retain, promote, and develop the best talent.

Our culture, equity, and diversity strategy: BIG

Belong	Innovate	Grow
A strong culture of inclusion and belonging empowers and strengthens individuals and teams.	Great innovation requires diverse perspectives.	Diversity is a business imperative that impacts our bottom line.

HP's facility in Singapore.

Leadership and oversight

Our commitment to CED starts at the top, with a highly knowledgeable, skilled, and diverse Board of Directors. HP's Board of Directors is one of the most diverse of any U.S. technology company, and in 2023 included 46% racial/ethnic minorities and 46% women.

Our Board of Directors/executive leadership reverse mentorship program helps us capitalize on the advantages of a strong and diverse Board of Directors. Through this program, each board member is paired with a member of our executive leadership team (ELT) to gain in-depth knowledge of HP's business, programs, and best practices to positively impact our culture, people, and communities.

HP's chief diversity officer oversees and influences the company's global CED strategy and is focused on implementing and advancing CED processes. This includes the recruitment and retention of diverse talent while ensuring organizational consistency in applying CED with policies, practices, and services. The chief diversity officer leads our BRGs, targeted equity programs, and strategic partnerships to increase our diverse talent pipeline. Working closely with executives and business leaders, the CED team focuses on aligning CED to business goals, representing workplace needs, supporting marketplace opportunities, and driving global accountability for progress and outcomes.

To ensure leadership embeds a strong focus on CED, each member of our ELT has individual performance goals under the Management by Objectives Program tied to CED. Our ELT members are evaluated on their actions to advance CED across the company.

Our CED policies and practices are the foundation for a positive and innovative culture of belonging. The HP Global Best Work Environment Policy supports our efforts and includes the Global Harassment-Free Work Environment Policy, Global Non-Discrimination Policy, and Open Door Policy.

BRG leaders at our campus in Houston, Texas, United States.

Women in leadership

33%

of director-level and above positions globally were filled by women.

2030 GOAL

Achieve 50/50 gender equality in HP leadership[21]

Black/African American executives

4.4%

achieved as of the end of 2023, increased from a baseline of 3.0% in June 2020.

2025 GOAL

Double the number of Black/African American executives[22] by 2025, from a 2020 baseline

HP Racial Equality and Social Justice Task Force

The events of 2020 in the United States drove us to take a deeper and more urgent look at how we can support the Black/African American community. To do this, we established the Racial Equality and Social Justice Task Force to channel the grassroots efforts of hundreds of HP volunteers.

Embedding the Task Force into HP operations

Having made significant progress toward its objectives and in recognition of our deepening commitment to this agenda and our 2025 and 2030 goals, the Task Force is now in a state of transition as we integrate it into HP's daily operations.

FOCUS

Leadership action for workplace equity

CEO Action for Diversity & Inclusion™ is the largest CEO-driven business commitment to advance diversity and inclusion in the workplace. Our CEO, Enrique Lores, remains committed to the CEO Action pledge for diversity and inclusion and is a founding member of CEO Action for Racial Equity, a group that works to advance racial equity through public policy. By contributing to these initiatives, HP is part of a network that provides opportunities to learn from and challenge leaders across industries, creating workplaces that better reflect the diversity of our society.

HP's CEO, Enrique Lores, with a member of HP's Racial Equality Task Force.

HP's Racial Equality and Social Justice Task Force identifies and executes the best opportunities to tackle systemic racism across three strategic pillars.

People

We accelerate the strategies, practices, and policies around our pipeline, retention, and promotion of Black/African American talent.

We have expanded Black/African American leadership development, boosted engagement via BRGs, and intensified diversity efforts in hiring and promotion. These efforts have helped drive a 1.4 percentage point increase in Black/African American executives since 2020, reaching a total of 4.4%. See Strategy and approach.

Industry

We leverage our industry leadership and spending power to influence our ecosystem, including our partners, vendors, and suppliers.

To influence progress, we have enhanced supplier diversity spending and increased engagement with Black/African American channel partners. For example, our Diversity Network Program has seen significant growth in membership from Black/African American–owned businesses. We have also focused on community engagement efforts, such as through Boys & Girls Clubs.

Local and national

We advocate for equitable treatment of Black/African American people through public policy, civic action, and clear corporate positions on local and national issues.

We continue to work to protect and expand the rights of diverse communities through legislative lobbying and civic engagement at the U.S. federal and state levels. We are also supporting skills-first hiring legislation, alongside job-readiness educational initiatives that promote career pathways for Black/African American people—advocacy that is aligned with HP's Skills First hiring initiative.

This is accompanied by HP's advocacy of digital literacy training and increased digital equity funding for Black/African American people, in connection with HP's Sustainable Impact 2030 goals. See Industry solutions.

Our people

Our culture of CED—where everyone feels respected and valued, and fully participates—establishes HP as a leader in the technology industry and beyond.

In our annual employee engagement survey, 94% of participants responded favorably to the statement that HP values diversity. Our internal inclusion index reported that 88% of employees experience an inclusive work environment at HP.

We want our people to reflect our communities globally, and our goal is to be universally ranked as an employer of choice in the technology industry by 2030. To achieve that, we consider every step of the employee life cycle—from talent attraction and engagement onward—in how we continue to operationalize and integrate CED. Our hiring and retention practices emphasize this approach, helping us to reach applicants and advance employees from underrepresented communities.

FOCUS

Minal Shah: championing diverse perspectives

Minal Shah, chair of the Global Multicultural BRG, is dedicated to fostering inclusivity at HP. An Instant Ink quality assurance project manager, Minal exemplifies HP's principles through her personal and professional journey; hailing from India and now residing in Vancouver, Washington, United States, Minal's story not only crosses geographical boundaries, but also speaks to the transformation that occurs when we open ourselves up to diverse perspectives. In her work, Minal emphasizes resilience in the face of challenges, champions diversity, and strives to make HP a more inclusive place for all.

FOCUS

Nichole Woodford: embodying values of inclusivity and acceptance

Nichole Woodford, a commercial inside account manager at HP for 10 years, is a pillar of inclusivity and integrity at HP. As chair of the Global Pride BRG, she champions LGBTQ+ rights and promotes awareness around diversity. Beyond her dedication to creating a more inclusive workplace, she volunteers at food banks and LGBTQ+ organizations, embodying her values of acceptance, integrity, and authenticity.

Women in technology

24%

of engineering and technology positions globally were filled by women.

2030 GOAL

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

94%

of employees felt that HP valued diversity[23]

HP's campus in Houston, Texas, United States.

Representation

HP is at its best when we are able to attract the brightest minds from all backgrounds and groups. Our recruitment strategy is designed to help us increase diverse representation across HP by removing barriers to entry and unconscious bias in our processes, while opening new pathways into work from nontraditional backgrounds.

We are expanding our hiring pipeline to include nontraditional routes to employment, including removing four-year degree requirements for some roles and securing talent from apprenticeships, transitioning veterans, community colleges, people with all abilities, technical school graduates, and those returning to the workforce. See Diverse talent in technology.

In 2023, 44% of our U.S. hires were from racial/ethnic minorities, and overall, 66% of our U.S. hires were from underrepresented groups, including women, racial/ethnic minorities, people with disabilities, and military veterans.

We continue to work on removing barriers for employees from underrepresented groups by working to eliminate bias, and by creating world-class programs and training, growth, and development opportunities.

We are committed to continuing to improve representation of women at HP, with a focus on management. HP is among the top technology companies for women in leadership positions, with women in 33% of the company's director-level and above positions in 2023,[24] up from 32% in 2020.

Black/African American technical representation

3.4%

Black/African American technical representation in the United States, up from 2.3% in 2020.

2025 GOAL

Double Black/African American technical representation in the United States by 2025, from a 2020 baseline[25]

Equitable career development

We recognize that talent has no boundaries and that our success is tied to ensuring that everyone at HP can find opportunity and grow in their career. We offer a range of programs to help our employees develop, including initiatives that address underrepresentation in technology, engineering, and leadership positions.

Our approach includes HP Catalyst, a 12-month emerging leaders' program designed to advance diverse employees through coaching, sponsorship, and relationship building. The program is complemented by women's leadership initiatives such as Disha, a six-month program in India; the Talent Development Program and Women in Leadership Lab in Mexico; and WOLFpack, an eight-month women's development program in Costa Rica. See Employee development.

To address systemic barriers 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. For example, our partnership with ITSMF continues to train and develop Black/African American and diverse IT leaders through ITSMF's Management Academy. We sponsored 13 HP employees for the 2023–2024 cohort.

During 2023, more than 240 HP leaders participated in the Executive Leadership Program and Management Accelerator cohorts of McKinsey's Black, Asian, and Hispanic/Latin American Connected Leaders Academy programs, which hone executive and management leadership capabilities through expert-led virtual and small-group discussions.

FOCUS

Advancing opportunities for people with disabilities in Costa Rica

In 2023, HP was among the first four companies to begin participating in the ForTalent Forum in Costa Rica.

Launched in March 2023 by the Costa Rica National Council of Persons with Disabilities, the Forum asks companies to commit to a range of actions that improve inclusion in the workplace.

These include promoting equal opportunities policies that protect people with disabilities from discrimination while ensuring access to quality employment, training, and career development. Companies should also train employees that are members of the Forum to help them drive their internal inclusion strategies.

HP employees now participate in the Forum's monthly meetings, while five HP employees, representing the disAbilities BRG and our Talent Acquisition Team, are also receiving training from the Forum on inclusion practices, which will help inform and improve the BRG's programming and HP's approach to recruitment and talent development.

Participants at the conference for people with disabilites in Costa Rica.

Inclusion index rating

88%

rating achieved.

2030 GOAL

Maintain higher than 90% rating on internal inclusion index for all employee demographics annually[26]

U.S. labor market representation

Met labor market representation for Asian American and Hispanic/Latin American demographic groups; on track to increase representation in Black/African American demographic group to achieve goal by 2030.

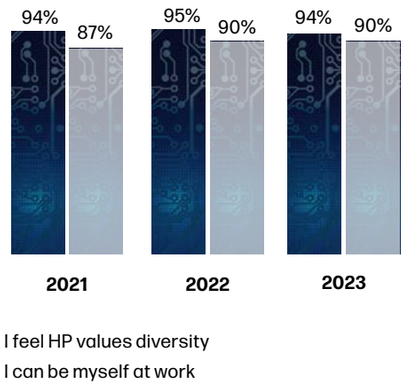
2030 GOAL

Meet or exceed labor market representation for racial/ethnic minorities in the United States by 2030

Culture of belonging

To help us deeply embed inclusion within HP's culture, we provide numerous training programs and resources designed to increase our employees' social awareness, counter personal bias, and promote compassion and empathy. We also support our extensive network of BRGs—employee-led groups that champion diversity within and beyond HP.

Employee survey results*
(diversity and inclusion)



* Data refers to the percentage of HP 2021, 2022, and 2023 VIA employee survey respondents who strongly agreed or agreed with each statement.

FOCUS

Inspiring gender equity at HP Printing Korea

In honor of International Women's Week, HP Printing Korea (HPPK) arranged a lunch session for female employees, hosted by the Women's BRG, to enable important discussions on women in leadership and gender equity. Aligning with HP's goal of 30% technical women in engineering by 2030, HPPK is committed to achieving greater gender diversity and supporting its female employees to overcome challenges in the workplace.


SooHee Lee, Director of Product Integration for Print Hardware Systems, Korea.

Culture, equity, and diversity training

We have a wide range of programs and initiatives that support our CED objectives by helping to embed a culture of inclusion across our organization, including by removing barriers and tackling unconscious bias. Among these programs are:

- **Degreed**: The Managing Diverse & Inclusive Teams Pathway includes training on unconscious bias, emotional intelligence, being more inclusive, and related content for managers.
- **HireEQ**: Designed to help hiring managers focus on equitable hiring and building organizational accountability for diverse hiring.
- **Pivot**: Equips newly promoted managers with the skills, tools, and mindsets to drive high-performing teams, including by building a culture of inclusion at HP.

Business Resource Groups

HP's BRGs illustrate our CED strategy in practice. Open to all employees, our BRGs lead community outreach programs and promote diversity in pipeline development, local hiring, talent programs, and mentoring. They also implement campaigns celebrating diversity at HP. In 2023, these included events to mark Black History Month, U.S. National Hispanic Heritage Month, National Native American Heritage Month, International Women's Week, U.S. LGBTQ Pride Month, and U.S. Veterans Day, as well as workshops for LGBTQ+ allies.

The program launched in 1972 with our first group, the Black Employee Network, and has grown to 134 BRGs in 39 countries.[27] Their representational focuses include: Black/African American employees, persons with disabilities, Hispanic/Latin American employees, LGBTQ+ employees, multicultural and multigenerational employee groups, veterans, and women. We also have remote BRGs that support our hybrid work strategy and employees not located at HP sites. Four new BRGs launched in 2023:

- Women's Business Resource Group Vietnam
- Pride Business Resource Group Colombia
- Multicultural Business Resource Group Colombia
- Women's Business Resource Group Colombia

In 2023, we held our second BRG Leadership Summit. Themed "Aspire to Inspire," the event provided sessions designed to inspire, develop, and connect BRG leaders to help them drive greater impact.

HP partners at a PRIDE celebration event.

Supplier diversity

As an industry leader, we take pride in recognizing the importance of CED in our supply chain. Our commitment to fostering a more diverse supplier base is rooted in our core values, and it plays a crucial role in driving innovation, strengthening our business, and supporting local communities.

To achieve this goal, we have continued to build a comprehensive supplier diversity program that focuses on promoting and supporting small businesses and companies owned by women, members of minorities, veterans, service-disabled veterans, LGBTQ+ individuals, and aboriginal or Indigenous individuals. In the United States alone, we spent a total of US$358 million with small businesses, US$210 million with minority-owned businesses, and US$107 million with women-owned businesses[28] in 2023. (see data). Our supplier diversity program had an overall economic impact of US$878 million throughout the year.

To further strengthen our supplier diversity program, we have collaborated with various organizations and industry groups, such as the National Minority Supplier Development Council, the Women's Business Enterprise National Council, Disability:IN, and tech:SCALE, in 2023.

Through policies, programs, and executive sponsorships, we have helped Black/African American-owned suppliers build strong relationships with HP that can strengthen their businesses and increase their economic power. In 2023, we set a target to increase spending with Black/African American suppliers in the United States by 5% compared to the previous year, and we are delighted to report that we exceeded our target by a considerable margin. Our spending with Black and African American-owned suppliers has reached US$33 million, reflecting a remarkable increase of 26%.

This achievement is a testament to our unwavering commitment to promoting diversity and inclusion in our supply chain. By expanding our network of suppliers and fostering relationships with diversely owned businesses, we can access a broader range of talent, expertise, and innovation. This approach not only benefits our company but also contributes to the advancement of our communities and society as a whole.

Studies from the Federal Reserve and others have found that diverse businesses face greater difficulty in accessing credit, which creates short-term cash flow challenges. HP's early payment program, in partnership with C2FO, helps to bridge this gap through inexpensive access to capital for diverse partners that have historically lacked equal access.

Supplier expectations

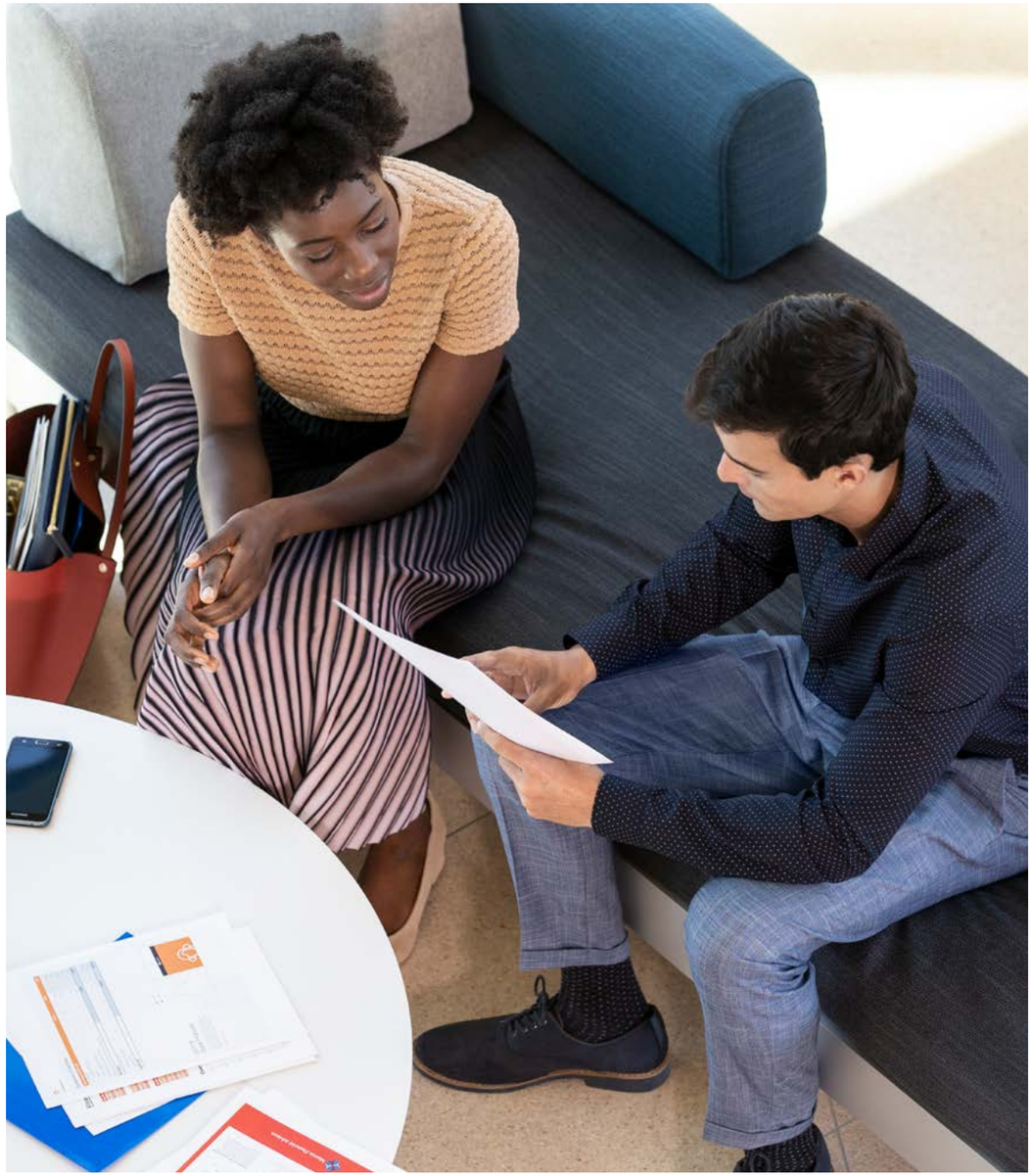
HP is committed to promoting CED not just within its own operations, but also throughout its supply chain. To ensure that its suppliers share this commitment, HP has made it mandatory for top U.S. service suppliers with account teams of 10 or more to implement diversity initiatives aimed at recruiting, attracting, and hiring diverse employees. We also have targeted programs which extend to marketing and legal suppliers and partners in the United States.

To further advance progress in its supply chain, HP has added a clause in new and renewed contracts for suppliers that provide services to HP in the United States. This clause sets the expectation that suppliers should spend a minimum of 10% of any work subcontracted and/or purchased on behalf of HP on diversely owned businesses. In 2023, our allocatable indirect spend[29] with diverse suppliers through this program was more than US$300 million.

US$210M
spent with minority-owned businesses

US$107M
spent with women-owned businesses

4,282
jobs supported through HP's spending with diverse suppliers



Promoting diversity with our legal partners

Our legal team is also focused on improving diversity among our U.S. law firm partners and withholds up to 10% of all invoiced spend of those firms who fail to meet or exceed minimally diverse staffing on work for HP. Law firms are asked to ensure that diverse attorneys (people from underrepresented minorities, women, LGBTQ+ people, or those with disabilities) perform at least 30% of the billable hours on HP business, at least half of which must be performed by racially diverse attorneys. Firms are required to track and share data reflecting compliance quarterly. As of the end of 2023, 100% of our engaged firms met the requirements, up from 46% in early 2017 when this initiative was launched. Overall, 85% of HP's U.S. outside counsel relationships were led or co-led by a diverse partner at the end of 2023—up from 46% in 2017.

Additionally, legal has set a goal of ensuring at least 15% of overall outside counsel spend goes to Black/African American–led law firms.

Expanding impactful hiring at supplier contact centers

With three of our customer care center suppliers, we launched an impactful hiring collaboration in 2023. Designed to increase representation from disabled and underprivileged groups, the initiative, which had targeted the hiring of 30 workers during its first year, achieved a total of 40 through year end. See our video to learn more.

Supporting diversity in the financial sector

HP's Bank Model incorporates an annual diversity survey that looks at bank and financial partners diversity metrics. This tool is used to rank and prioritize banking partners that we work with.

In 2023, we engaged Black/African American and women-owned firms to execute more than 10% of our commercial paper issuance.

Economic impact summary of HP supplier diversity program*

	2021	2022	2023
Overall economic impact** (US$ million)	650+	877	878
Spending with small and diverse suppliers (US$ million)	362	489	514
Income earned by employees in the jobs supported by HP's supplier diversity program purchases (US$ million)	130+	379	371
Jobs supported through HP's spending with diverse suppliers***	2,000+	4,304	4,282
Federal, state, and local personal and corporate taxes generated (US$ million)	200+	113	111

* Data is for the 12 months ending June 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 electronics manufacturing, real estate, and numerous other industries.

Our communities

We strive to advance the communities where we live and work by applying the same CED values that have made HP so strong.

We support the Human Rights Campaign's Business Coalition for the Equality Act, related to LGBTQ+ workplace rights, and the UN OHCHR Standards of Conduct for Business.

Diverse talent in technology

We engage with leading industry organizations and conferences that promote more diverse representation in technology. These include:

- Disability:IN
- National Association of Multicultural Engineering Program Advocates
- National HBCU Business Deans Roundtable
- National Society of Black Engineers
- Out & Equal
- Professional BusinessWomen of California
- Society of Hispanic Professional Engineers
- Society of Women Engineers
- Hispanic Technology Executive Council

HP works to inspire more women and members of racial/ethnic minorities to consider science, technology, engineering, and mathematics (STEM) education and careers. For example, we continue our partnerships with organizations such as Girl Rising, blackcomputeHER, and the YWCA's Curated Pathways to Innovation. Our BRGs also host community events and partner with nonprofits such as Hiring Our Heroes, Hour of Code, and local Pride organizations.

We partner with historically Black colleges and universities (HBCUs) to increase the representation of Black/African American engineers in the high-tech workforce. In 2023, HP sponsored and participated in the White House HBCU Conference, highlighting our education and workforce priorities. In 2023, we continued our HBCU Partnership Program, which includes an on-campus engagement plan with Prairie View A&M University, Texas Southern University, North Carolina A&T State University, Morgan State University, St. Philip's College, Tuskegee University, Morehouse College, Spelman College, Clark Atlanta University, and Denmark Technical College.

Our partnership includes the annual HP HBCU Business Challenge, which tasks students with tackling critical business problems while gaining valuable industry experience. In 2023, HP partnered with a university to pilot the challenge as part of the curriculum for one of its senior-level marketing classes. Students worked on identifying viable solutions that leverage AI to build products and services for the future of work.

In September 2023, HP also hosted the third annual HBCU Technology Conference, where academics and industry leaders shared impactful presentations on digital transformation, the future of work, cybersecurity, sustainability, and diversity in the tech sector. We expanded the conference to include a one-day immersive HP Campus Day experience. See Education.

HP employees at the WE23 conference for Women in Engineering and Technology in October 2023.

Product accessibility

About one in six people in the world has a disability,[30] including about one in four U.S. adults.[31] HP believes that while accessible technology is necessary for some, it benefits all.

Removing barriers that otherwise prohibit those with disabilities from engaging as dignified, independent, equal, and active members of our communities is critical for society and business to thrive.

We are investing in accelerating digital equity for 150 million people by 2030,[32] including individuals with disabilities, through the Digital Equity Accelerator and other initiatives. See People with disabilities and aging populations.

Embedding accessibility into product design

The HP Hardware Accessibility Testing Guide details how we test products for accessibility and transparently communicate the results in our conformance reports. We voluntarily share this information to help advance a broader industry conversation about best testing practices in support of more accessible products.

We welcome opportunities to incorporate feedback from the global disability community into our accessibility program. For example, our dedicated Accessibility Customer Support Team provides technical support assistance for people with disabilities or age-related limitations in North America, including through a contact form.

This work complements the most significant contribution we can make to accessibility: producing IT products and services that are usable and enjoyable by the widest number of people practicable. For example, in 2022 we released Accessibility Mode and optional Speech Access Module (SAM) for Displays functionalities for select displays equipped with speakers or a 3.5 mm stereo headphone jack. During the year, our Print team also released a new version of our award-winning secure screen reader and voice command technology in the HP Printing Voice Assistant. Learn more about how HP products increase possibilities for those with visual, auditory, physical, and cognitive disabilities.

HP-Poly products are accompanied by user guides and quick-start guides, which include information on configurable accessibility features. For example, Poly Edge E Series phones offer robust accessibility features for users with vision disabilities, and the standalone Poly Edge E Series Phones Accessibility User Guide details how to access and use these devices with various disabilities.

Accelerating and expanding our impact

We also host volunteering events where we use our technology to help people with accessibility needs. In 2023, we partnered with The Helen Keller Foundation and Education Center, using optical character recognition in our multifunction printers to scan and magnify textbooks in high schools and middle schools in Costa Rica to produce versions to help students with low vision.

HP regularly participates in accessibility-related industry groups and government forums in order to advance worldwide standards and policies that improve the accessibility of IT. To inform our efforts, we monitor existing and emerging items such as the Web Content Accessibility Guidelines, U.S. Revised Section 508, and the EU's EN 301 549, as well as the Accessible Canada Act and the European Accessibility Act (EAA). The latter covers products and services identified as being most important for people with disabilities while also most likely to have diverging accessibility requirements across EU countries. We are working toward full compliance with the EAA, ahead of the 2025 implementation date.

Beyond producing accessible technologies, HP aims to advocate for accessibility awareness. For example, HP's CEO, chief commercial officer, and chief customer experience officer presented at an internal virtual panel in 2023 designed to spread understanding of accessibility topics. Hosted on Global Accessibility Awareness Day, the panel drew thousands of participants and shared insights from members of the accessibility community, including insights into how HP technology impacts their everyday lives.

See our accessibility website for more information.

Data

Supply chain workers*

	2021	2022	2023
Suppliers publishing sustainability reports using the GRI framework (% of production supplier spend)	91%	88%	90%
Capability building			
Number of capability-building programs	8	4	6
Workers reached through capability-building programs**	37,000	46,000	94,300
Workers' rights			
Suppliers' employees working 60 hours per week or less on average***	95%	96%	98%
Suppliers' employees receiving at least one day of rest each seven-day workweek***	97%	97%	99%
Suppliers in China with student workers representing 20% or less of total employees***	100%	100%	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†	4	4	13
Immediate priority audit findings (immediate action required) related to occupational safety, emergency preparedness, or industrial hygiene†	10	8	3
Audits and assessments			
Workers at sites audited†† (total)	316,700	375,600	532,500
Sustainability audits and other assessments (total)			
Initial audits	54	154	171
Follow-up audits	46	47	100
Full re-audits	61	102	127
Assessments	24	14	16
Rates of conformance of sites audited, 2021 and 2023			
Sustainable Impact Scorecard†††			
Average score—commodity suppliers	89%	89%	83%
Average score—final assembly suppliers	85%	88%	89%

* Data in this table for 2021 is specific to production suppliers, except the following included in Sustainability audits and other assessments: two initial audits of product transportation suppliers and 33 initial audits of nonproduction suppliers. Data in this table for 2022 is specific to production suppliers, except the following included in Sustainability audits and other assessments: 10 initial audits of product transportation suppliers, 20 initial audits of product reuse and recycling vendors, 73 initial audits of nonproduction suppliers, two initial audits of HP operations sites, one follow-up audit of a nonproduction supplier, 31 full re-audits of product reuse and recycling vendors, and one full re-audit of an HP operations site. Data in this table for 2023 is specific to production suppliers, except the following included in Sustainability audits and other assessments: 11 initial audits of product reuse and recycling vendors, 79 initial audits of nonproduction suppliers, one initial audit of HP operations sites, four initial audits of HP offices, 13 follow-up audits of nonproduction suppliers, 19 full re-audits of product reuse and recycling vendors, 10 full re-audits of nonproduction suppliers, and three full re-audits of HP operations sites. Data for 2021 is not included in this table for product reuse and recycling vendors. See detail 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, and in 2021 we further expanded the scope to also include our customer support operations.

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

† See Immediate priority findings 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.

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

HP's spend with U.S. diverse suppliers*

	2021		2022		2023	
	US$ million	% of qualified spend	US$ million	% of qualified spend	US$ million	% of qualified spend
Small businesses	276	22.3%	423	19.0%	358	10.0%
Minority-owned businesses	79	6.4%	87	3.8%	210	5.7%
Women-owned businesses	91	7.4%	115	5.0%	107	3.0%
Veteran-owned businesses, service-disabled veteran-owned businesses, HUBZone businesses, and others**	21	1.7%	17	0.8%	20	1.0%

* Data is for the 12 months ending June 30 of the year noted. Figures are for purchases in the United States and Puerto Rico from U.S.-based businesses. Suppliers may be included in multiple categories.

** These categories include all sizes of businesses.

Our employees*
(percentage of total)

	2021	2022	2023
Women employees			
Worldwide	37.3%	37.6%	39.5%
Women managers**			
Worldwide	30.1%	31.0%	32.1%
Women in leadership			
Executives reporting directly to the CEO	25.0%	40.0%	38.5%
Director level and above	33.0%	33.3%	32.7%
Women in technical roles			
IT and engineering	23.0%	23.7%	24.1%
Women in revenue-generating roles			
Sales roles (all levels)	28.0%	28.6%	28.9%
Global new hires, by gender			
Women	39.5%	40.7%	44.6%
Men	56.5%	56.9%	52.7%
Not disclosed/available	4.1%	2.4%	2.8%
Global new hires in technical roles, by gender			
Women	28.2%	31.4%	31.2%
Men	67.5%	67.2%	66.3%
Not disclosed/available	4.3%	1.4%	2.5%
U.S. employees, by ethnicity			
White	62.1%	61.2%	59.0%
All minorities	30.8%	32.5%	34.7%
Black/African American	4.5%	4.8%	4.9%
Hispanic/Latin American	9.6%	9.8%	10.3%
Asian	13.6%	14.6%	15.8%
Native American	0.5%	0.5%	0.5%
Hawaiian/Pacific Islander	0.2%	0.2%	0.3%
Two or more races	2.4%	2.5%	2.9%
Not disclosed/available	7.1%	6.2%	6.4%

Our employees*
(percentage of total)

	2021	2022	2023
U.S. executives, by ethnicity***			
White	67.0%	64.2%	63.7%
All minorities	24.2%	27.1%	28.6%
Black/African American	4.1%	4.4%	4.4%
Hispanic/Latin American	7.2%	7.0%	7.7%
Asian	11.9%	14.4%	15.4%
Native American	0.5%	0.4%	0.4%
Hawaiian/Pacific Islander	0%	0%	0%
Two or more races	0.5%	0.9%	0.7%
Not disclosed/available	8.7%	8.7%	7.7%
U.S. racial/ethnic minorities in technical roles			
IT and engineering	33.0%	35.6%	37.9%
U.S. racial/ethnic minorities in revenue-generating roles			
Sales roles (all levels)	21.0%	22.3%	22.6%
U.S. new hires, by ethnicity			
White	51.1%	50.2%	53.2%
All minorities	44.8%	46.4%	44.1%
Black/African American	9.2%	7.8%	9.8%
Hispanic/Latin American	10.8%	10.3%	10.6%
Asian	19.5%	23.0%	19.4%
Native American	0.3%	0.2%	0.3%
Hawaiian/Pacific Islander	0.3%	0.6%	0.1%
Two or more races	4.7%	4.6%	3.8%
Not disclosed/available	4.1%	3.4%	2.7%

* 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. In some cases, segments do not add up to total due to rounding.
** Includes all management categories (supervisors, managers, directors, and executives).
*** As a percentage of U.S. personnel with the title of executive, formerly called vice president.

Board of Directors*

(percentage of total)

	2021	2022	2023
Women	46%	46%	46%
Racial/ethnic minorities	46%	46%	46%

* Board of Directors data for 2023 is as of the conclusion of the 2023 annual meeting of stockholders on April 24, 2023. Board of Directors data for 2021 is as of the conclusion of the 2022 annual meeting of stockholders on April 19, 2022. Other data is as of October 31 of the year noted. Employee data refers to regular full-time and part-time employees.

World workforce (regular full time and part time) by age group, 2023*

	30 and under	31–50	51 and over
By job level			
Executives**	0.0%	37.9%	62.1%
Directors	0.0%	49.7%	50.3%
Managers***	0.9%	69.0%	30.1%
Professionals	13.8%	66.5%	19.7%
Other	31.9%	52.0%	16.1%
Total	**15.4%**	**63.5%**	**21.0%**
By function			
Engineering	10.2%	62.3%	27.5%
Sales	8.4%	62.5%	29.1%
Sales operations	18.9%	71.3%	9.8%
Services	15.8%	61.8%	22.4%
Supply chain and operations	22.5%	58.8%	18.7%
Other	16.5%	65.0%	18.4%
Total	**15.4%**	**63.5%**	**21.0%**

* In some cases, segments do not add up to total due to nondisclosure of age by some employees.
** Based on business unit, this includes up to four levels from the CEO.
*** This refers to people managers below director level.

Employees (regular full time and part time) by region and gender, 2023*

	Men	Women	Undeclared/ Unknown	Total
Worldwide	32,816	21,611	330	54,757
Americas	12,823	8,220	100	21,143
Asia Pacific and Japan	12,466	8,273	35	20,774
Europe, Middle East, and Africa	7,527	5,118	195	12,840

* This table does not include 3,160 employees of certain majority-owned, consolidated subsidiaries, for which data was not available.

World workforce (regular full time and part time) by gender, 2023*

	Men	Women	Unknown
By job level			
Executives*	70.1%	29.9%	0.0%
Directors	66.2%	33.6%	0.2%
Managers**	67.9%	31.9%	0.2%
Professionals	61.4%	37.9%	0.7%
Other	48.9%	50.5%	0.7%
Total	**59.9%**	**39.5%**	**0.6%**
By function			
Engineering	75.2%	24.5%	0.2%
Sales	70.5%	28.9%	0.5%
Sales operations	42.1%	56.2%	1.7%
Services	66.6%	32.4%	1.1%
Supply chain and operations	41.9%	57.9%	0.2%
Other	57.7%	41.9%	0.4%
Total	**59.9%**	**39.5%**	**0.6%**

* Based on business unit, this includes up to four levels from the CEO. In some cases, segments do not add up to 100% due to rounding.
** This refers to people managers below director level.

Employees by employment type (regular full time and part time) and gender, 2023

	Women	%	Men	%	Undeclared	%	Total
Full time							
Executives*	116	29.9%	272	70.1%	0	0.0%	388
Directors	447	33.5%	884	66.3%	3	0.2%	1,334
Managers**	1,571	31.7%	3,374	68.1%	11	0.2%	4,956
Professionals	14,261	37.6%	23,418	61.7%	249	0.7%	37,928
Other	4,933	50.4%	4,797	49.0%	67	0.7%	9,797
Subtotal	21,328	39.2%	32,745	60.2%	330	0.6%	54,403
Part time							
Executives*	0	0.0%	0	0.0%	0	0.0%	0
Directors	2	50.0%	2	50.0%	0	0.0%	4
Managers**	14	82.4%	3	17.7%	0	0.0%	17
Professionals	245	78.8%	66	21.2%	0	0.0%	311
Other	22	100.0%	0	0.0%	0	0.0%	22
Subtotal	283	79.9%	71	20.0%	0	0.0%	354
Total* **	21,611	39.5%	32,816	59.9%	330	0.6%	54,757

* Based on business unit, this includes up to four levels from the CEO.
** This refers to people managers below director level.
*** This table does not include 3,160 employees of certain majority-owned, consolidated subsidiaries, for which data was not available.

Employee turnover rate

	2022	2023
Voluntary turnover rate		
Men	7.1%	7.1%
Women	7.9%	10.8%
Overall	7.4%	8.5%
Involuntary turnover rate		
Men	6.0%	6.7%
Women	7.0%	4.6%
Overall	6.0%	5.9%

Health and safety*

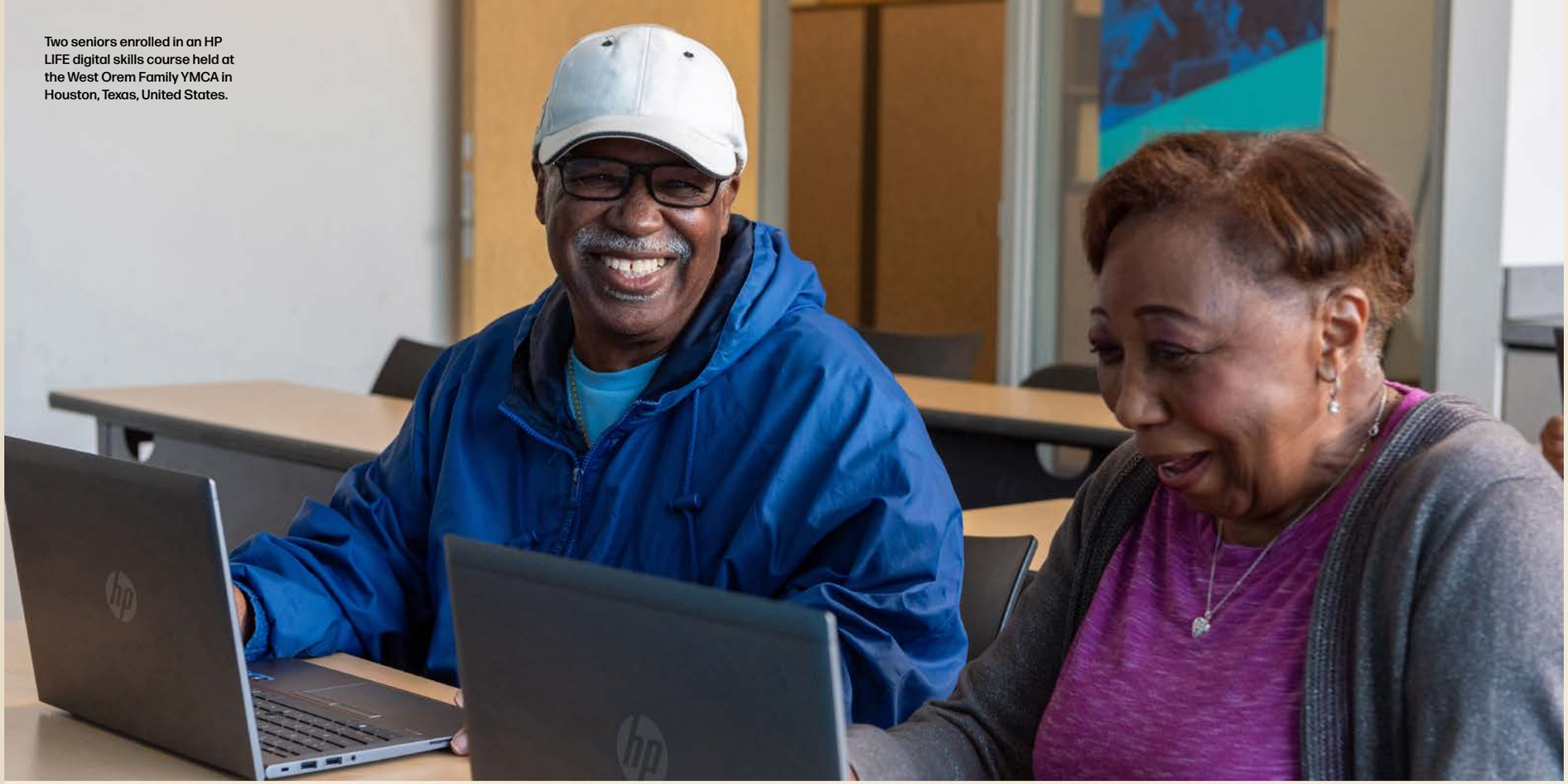
	2021	2022	2023
Lost workday case rate**			
Global	0.06	0.06	0.06
Americas	0.11	0.12	0.08
Europe, Middle East, and Africa	0.06	0.05	0.09
Asia Pacific and Japan	0.13	0.01	0.02
Leading causes of lost workdays (percentage of total)			
Slips, trips, and falls	23%	27%	23%
Automobile accidents	11%	24%	14%
Struck by/against/cut by	17%	12%	26%
Ergonomics—materials handling	17%	24%	26%
Overexertion—not materials handling	3%	0%	9%
Chemical incident	0%	0%	3%
Other	29%	12%	0%
Recordable incidence rate***			
Global	0.13	0.13	0.11
Americas	0.2	0.27	0.17
Europe, Middle East, and Africa	0.13	0.12	0.14
Asia Pacific and Japan	0.08	0.02	0.02
Leading causes of recordable incidents (with and without lost time) (percentage of total)			
Slips, trips, and falls	14%	21%	24%
Automobile accidents	6%	17%	18%
Struck by/against/cut by	24%	20%	21%
Ergonomics—materials handling	17%	23%	30%
Ergonomics—office environment	4%	4%	0%
Overexertion—not materials handling	0%	0%	5%
Chemical incident	0%	3%	2%
Other	35%	16%	0%
Lost time injury severity rate****			
Global	2.26	2.83	0.65
Americas	5.82	7.25	0.98
Europe, Middle East, and Africa	0.78	0.26	0.49
Asia Pacific and Japan	0.35	0.71	0.42

* In some cases, segments do not add up to total due to rounding

** 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 the U.S. 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 2021 (the most recent data available) for the Computer and Peripheral Equipment Manufacturing industry (NAICS Code 33411) was 0.1. Data is for the calendar year.

*** Recordable incidence rate is the number of 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 2021 (the most recent data available) for the Computer and Peripheral Equipment Manufacturing industry (NAICS Code 33411) was 0.3. Data is for the 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 is for the calendar year.



Two seniors enrolled in an HP LIFE digital skills course held at the West Orem Family YMCA in Houston, Texas, United States.

Digital Equity and Philanthropy

Digital Equity

OUR MISSION

Accelerating equitable access to education, healthcare, and economic opportunity for those who are traditionally excluded so they can participate and thrive in a digital economy.

HP aspires to help create a more equitable world. We strive to create technology that benefits the planet. We work to provide access to hardware, connectivity, digital literacy, and quality, relevant content that enhances education, supports healthcare innovation, and accelerates economic opportunity.

We pursue impactful programs, strategic investments, and partnerships that prioritize those most likely to experience the digital divide: women and girls, people with disabilities and aging populations, historically disconnected and marginalized groups, and educators and healthcare practitioners. Reflecting our progress and elevated ambition, in 2023 we updated three of our 2030 goals. See Our goals.

In 2022, HP created the Digital Equity Accelerator, and collaborated with the Aspen Institute as the implementing organization. Offering HP technology and capability-building grants, the Accelerator's six-month program assists nonprofit organizations to strategically scale their work.

Along with our strategic partners, our employees contribute their time, resources, and skills to provide important additional support to local communities.

HP's commitment to creating positive, lasting change for communities around the world extends to how we design and deploy products, solutions, and services. Our programs and initiatives deliver outcome-based learning experiences and accelerate digital equity[1] for millions of people worldwide, while our strong focus on inclusive design aims to ensure that everyone benefits from our technology.

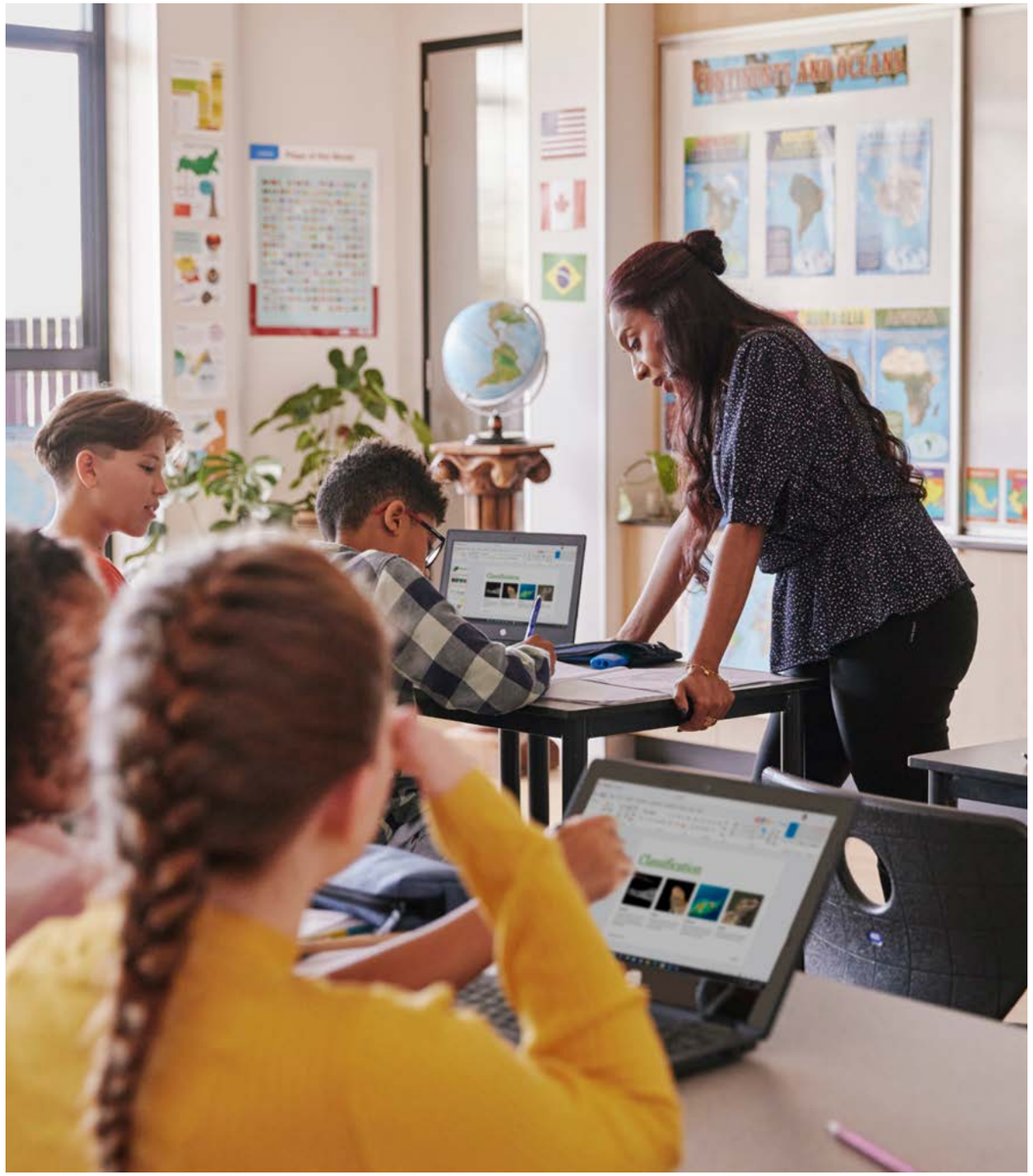
Our healthcare products and solutions are designed to expand digital health equity by addressing challenges in healthcare, enabling patient-first care, and boosting efficiency. Many programs described throughout this report also contribute to economic opportunity, such as our supplier diversity efforts, HP LIFE, our ocean-bound plastic work in Haiti, and our supply chain capability-building programs.

Our goals

Goal		Progress in 2023	SDGs
Digital equity			
2030	Accelerate digital equity for 150 million people by 2030, since the beginning of 2021[2]	**45M** people reached through 2023 by HP's digital equity programs and partnerships. Learn more.	**SDG4 SDG5 SDG8**
2030	Enroll 2.75 million HP LIFE users between 2016 and 2030. Previously 1.5 million	**1.2M** HP LIFE users enrolled since 2016. Learn more.	**SDG4 SDG5 SDG8**
Community giving and volunteerism			
2030	Contribute US$300 million in HP Foundation and employee community giving by 2030 (cumulative since the beginning of 2016). Previously US$100 million by 2025[3]	**US$140M** given by the HP Foundation and HP employees through 2023. Learn more.	**SDG11 SDG17**
2030	Contribute 3.5 million employee volunteering hours by 2030 (cumulative since the beginning of 2016). Previously 1.5 million by 2025	**1.2M** employee volunteer hours reached, including 296,400 in 2023. Learn more.	**SDG11 SDG17**

Sustainable Development Goals (SDGs) key

- **SDG4** Quality education
- **SDG5** Gender equality
- **SDG8** Decent work and economic growth
- **SDG11** Sustainable cities and communities
- **SDG17** Partnerships for the goals



HP's theory of change for Digital Equity

Digital equity will be achieved when every person has equitable and inclusive access to the tools, skills, and knowledge needed to participate in the digital economy.

Our strategy

Digital equity requires people to have access to:

- Hardware
- Connectivity
- Quality, relevant content
- Digital literacy

We focus on groups that face the biggest divide:

- Women and girls
- People with disabilities and aging populations
- Historically disconnected and marginalized groups
- Educators and healthcare practitioners

Our work is designed to enable more equal access to:

- Education
- Healthcare
- Economic opportunity

We are driving our agenda through a wide range of programs, collaborations, and investments

Through HP:

- The Digital Equity Accelerator
- Strategic partnerships and programs
- Corporate product donations

Through the HP Foundation:

- HP LIFE
- Capability-building grants
- Employee volunteerism

Digital equity

45M

people reached through 2023 by HP's digital equity programs and partnerships.

2030 GOAL

Accelerate digital equity[4] for 150 million people by 2030 (beginning in 2021)

Education

Education is foundational to sustainable development. Technology can be a strong equalizer, bringing learning to people where they live, which is vital in a rapidly evolving world that calls for flexibility, intercultural connection, 24/7 collaboration, and lifelong learning.

For people everywhere, especially underserved groups, equitable access to opportunity and outcome-based learning experiences are key to building skills for work and participation in society.

In this section

→ Women and girls
→ People with disabilities and aging populations
→ Historically disconnected and marginalized groups
→ Educators
→ Industry solutions

Women and girls

More than 130 million girls around the world are without access to education, and women account for two-thirds of the 750 million adults lacking basic literacy skills.

A World Bank study concluded that such barriers can cost countries between US$15 trillion and US$30 trillion in lost lifetime productivity and earnings.[5] We partner with and support global organizations working to address the gender equity gap through education.

Since 2019, our partnership with Girl Rising has equipped 20.8 million students and teachers in India, Nigeria, and the United States with a new, inclusive curriculum and innovative technology solutions. In 2023, we reached more than 6.3 million people, including almost 5.8 million through Girl Rising's partnership in India with NGO Slam Out Loud, which uses the arts to build skills such as communication, critical thinking, and empathy among children from disadvantaged communities.

We also support Future Rising, Girl Rising's interactive storytelling hub and social action campaign for addressing the interconnected issues of educating girls and addressing climate change. In 2023, we supported the young cohort of 10 Future Rising Fellows.

The Digital Equity Accelerator's 2023 cohort includes organizations that are helping to drive progress for women:

- La Cana Proyecto de Reinserción Social
- StartupLab MX
- SOLS Foundation

FOCUS

Upskilling incarcerated and recently released women in Mexico

La Cana Proyecto de Reinserción Social is a Mexican nonprofit that provides education, training, and technical tools for incarcerated and released female prisoners. Reaching 1,400 people in 2023, La Cana works to improve these women's social integration, and helps them to support their families upon release. With funds and technology from the Accelerator, La Cana acquired software and computers for IT skills courses provided to imprisoned women, and is working on an enhanced theory of change for the organization.

Women from La Cana with toys made by incarcerated and formerly incarcerated women.

SPOTLIGHT

Accelerating digital equity

Around the world, socioeconomic divides are widening as societies become more digital. In 2022, HP created the Digital Equity Accelerator to provide a six-month intensive initiative to assist nonprofits embedded in digitally marginalized communities to scale up. This includes hands-on training, mentoring and technical consultations, and opportunities for increased visibility.

In 2023, a cohort of 10 nonprofit organizations were selected from Malaysia, South Africa, and Mexico. From these, 105 individuals participated in 28 curriculum sessions, 209 mentoring and technical expert consultations, and approximately 30 hours of preparation for the Accelerating Digital Equity Global Summit's Pitch Fest. The cohort reported that participation in the Summit directly increased their access to funding, enabling initiatives such as better guidance for individual asylum seekers in the United States.

Across its first two years, the Accelerator's efforts have cumulatively helped organizations reach an additional 8.1 million people from priority groups. This includes 6.4 million more individuals reached across six countries through 17 nonprofits who participated in 2023. This expanded reach is driving forward access to technology and digital skills.

Looking ahead, we are confident about the impact and potential of the Accelerator model to accelerate digital equity for millions of people around the world, contributing meaningfully to HP's ambitious goals in this area. See the Digital Equity Accelerator's 2023 Impact Report.

> "Participation in the Accelerator has played a significant role in upgrading our digital systems, which has been key to scaling the impact of our projects at the grassroots."
>
> Fourth Wave Foundation

Through the Digital Equity Accelerator, underserved young people can gain access to technology and digital skills.

People with disabilities and aging populations

Inclusive technology is vital for achieving digital equity. As well as designing more accessible products, we engage in projects that help learners with different abilities thrive.

With support from an HP Foundation Imagine Grant in 2019, Disability Business Resource Group (BRG) Japan continued its work on the Children's Dream Library Project to create 1,300 multimedia e-books, combining text from existing books and audio, for children with print disabilities. The HP Foundation's funding supported the adaptation of 17 titles to this format in 2023, with support provided by nearly 70 HP volunteers.

The Digital Equity Accelerator's 2023 cohort includes organizations that advance technological inclusion for people with disabilities and aging populations, such as the National Cancer Society of Malaysia.

HP is a founding member and ongoing corporate member of the International Association of Accessibility Professionals, a nonprofit division of the Global Initiative for Inclusive Information and Communication Technologies that advances the accessibility profession through certification, education, and networking.

In 2023, World YMCA and HP partnered to launch more than 100 Digital Hubs globally. For example, the West Orem Digital Hub, provided by YMCA Houston in Texas, United States, aims to increase community access to educational, economic, and social opportunities. Working with Compudopt, the center operates free and low-cost digital programming for young people, support services for families, and digital literacy courses for aging members of the community.

503K

people were reached globally in 2023 through a partnership between World YMCA and HP to launch 100 Digital Hubs across India, Moldova, the United States, and the Western Balkans

FOCUS

Accelerating cancer screening in marginalized communities

The National Cancer Society of Malaysia (NCSM) is the first not-for-profit organization in Malaysia providing cancer education, care, and support services. With a 2023 reach of 68,380 priority groups, NCSM has a special focus on marginalized communities and aims to create an online database to enable the early detection of cancer within these groups. The Digital Equity Accelerator supported NCSM to develop a National Cancer Screening Registry and afford necessary supplies and volunteer remuneration for mobile cancer-screening events.

Healthcare workers from the National Cancer Society of Malaysia.

Historically disconnected and marginalized groups

We aim to advance culture, equity, and diversity at HP and beyond.

In partnership with MIT Solve, in 2023 we launched the HP Prize for Accelerating Digital Equity. Open to solutions that advance digital inclusion in education, healthcare, and economic opportunity with a focus on marginalized groups, the prize awarded six social enterprises in MIT Solve's community US$25,000 grants to further their work.

The Digital Equity Accelerator's 2023 cohort includes nonprofits increasing digital equity in historically disconnected and marginalized groups, such as:

- Siyafunda Community Technology Centre
- Digify Africa

To promote understanding of sustainability-related issues among young people, between 2021 and 2023 HP collaborated with Türkiye-based NGO TURMEPA to educate children in public schools about single-use plastic, marine protection, and climate change. Through workshops and local-language videos made available on Türkiye's Ministry of Education platform and the TURMEPA Academy online platform, the initiative reached approximately 121,000 children in 2023.

Communities in remote areas are particularly likely to experience a digital divide, necessitating tailored responses such as HP World on Wheels (WOW) and HP Continued Learning Access Program (CLAP), which are delivered in collaboration with the Indian government's Digital India initiative and other private-sector partners. Each supports digital literacy, education, entrepreneurship, and citizen services through internet-enabled, solar-powered vehicles equipped with HP computing, printing, and e-learning technology.

With over forty vehicles, WOW works across 14 states and 1,200 villages and has helped more than 1.7 million people from 2020 to 2023. In 2023, HP WOW mobile learning labs directly benefited approximately 613,000 people, nearly 55% of whom were women and girls.[6] HP CLAP provides continued learning opportunities to students in India impacted by events such as natural disasters or pandemics, and each vehicle is able to provide 240 learners with access to 3.5 hours a day to study from preloaded course content. During 2023, HP CLAP reached approximately 158,000 students.

FOCUS

Helping to advance digital literacy in South Africa

Siyafunda Community Technology Centre (CTC) works with unemployed youth, persons with disabilities, women and girls, and teachers and learners across South Africa to enhance digital skills. Together with the Digital Equity Accelerator, Siyafunda CTC aims to scale their impact by training existing community organizations, using HP technology to support internal operations and expand to new community hubs.

FOCUS

Advancing digital equity with NABU

Nonprofit NABU works to improve childhood literacy and confidence in marginalized groups by publishing books in children's native languages. When children can read in their mother tongue, they grow in confidence, literacy, and connection to their culture.

Aligning with HP's goal to accelerate digital equity, we have collaborated to establish NABU HP Creative Labs to train authors and illustrators to create hundreds of books for children each year.

The first opened in Rwanda in 2022. In February and October 2023, we opened new Labs in Florida, United States, and the Philippines, respectively. The former, in Miami, is particularly focused on publishing books for the Haitian community in the United States and elsewhere.

Together, HP and NABU have grown this project to serve around 5.5 million people and support creative professionals in multiple countries. During 2023, the Labs trained 111 authors and produced 288 book adaptations with NABU, reaching almost 1.9 million children.

Students being read to at the Read Aloud event at the NABU HP Creative Lab in the Philippines.

The HP Accessible Learning for All (ALFA) project has launched more than 2,000 digital classrooms across India. Many HP ALFA schools are located in tribal regions of India, which have been historically disconnected and marginalized.

HP ALFA also conducts teacher training to help schools effectively use these new facilities and resources and aims to foster entrepreneurship among older students. More than 505,000 students benefited from HP ALFA through 2023.

Since 2022, HP has collaborated with nonprofit Prayoga, an organization that uses experiential science learning to encourage interest in science, technology, engineering, and mathematics (STEM) subjects among young people. Using HP technology, Prayoga simulates a laboratory environment, helping students—predominantly girls—to gain an education in STEM. Through 2023, 39,500 students have been impacted.

SPOTLIGHT

HP's Social Impact Team wins TIME's Team of the Year

HP's Social Impact Team at the *TIME* Team of the Year awards.

In 2023, our Social Impact Team was honored to win the inaugural *TIME* Team of the Year award. Presented by Smartsheet, it recognizes "an enterprise whose commitment to communication, collaboration, and innovation made a significant impact on the world."

Central to this agenda is our commitment to accelerating digital equity for 150 million people by 2030 to help address the digital divide, which prevents about a third of the world's population from fully accessing education, healthcare, and economic opportunity.

The digital divide is a problem no single entity can solve, so we work with dozens of local and international organizations. They act as our "on the ground" partners, informing where HP can make the greatest impact and create lasting change by providing hardware, connectivity, quality content, and digital literacy.

Our partners complement the knowledge and expertise of our own team. Almost all have direct experience working for nonprofits, often in hands-on and practical roles. Today, these experiences directly inform our strategy and approach, and help us design and deliver the most effective support possible.

Together, we identify how HP's resources can support or expand our partners' vital work, whether in community centers serving refugees and displaced populations, creative labs enabling childhood literacy, mobile healthcare units reaching rural populations, or formal and informal classrooms around the world. Learn more.

> "To truly accelerate digital equity requires a holistic approach. There is no silver bullet or 'quick fix.' Our partners are imperative to HP achieving its commitment to accelerate digital equity for 150 million people by 2030—living proof that we really are stronger together."
>
> Michele Malejki, Global Head of Social Impact, HP Inc., and Director, HP Foundation

Educators

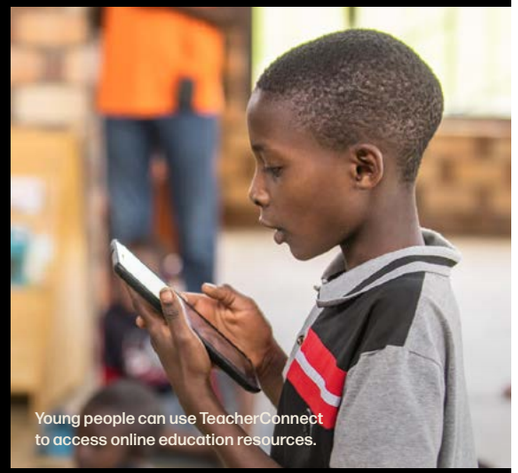
Enabling digital equity around the world depends on empowering educators. HP's initiatives and partnerships are helping to create the conditions needed for learners to thrive. Initiatives during 2023 included:

- **Empowering Indonesian educators:** In partnership with Indonesia's Ministry of Education, Culture, Research, and Technology, HP's Semangat Guru teacher learning program is designed to upskill Indonesian teachers and education personnel, helping them adapt to digital transformation and hybrid learning, and enhance the six C's: critical thinking, creativity, collaboration, communication, computational logic, and compassion. During its first three years, the program has trained nearly 530,000 teachers, including around 250,000 in 2023. During the year, we focused on a holistic, modern learning framework, advocating the HP Classroom of the Future under a framework co-branded with the Ministry called HP Transformasi Pembelajaran Inovatif (HP Reinvent the Classroom).
- **1 Million Teachers:** In partnership with Girl Rising, HP is collaborating with 1 Million Teachers in Sub-Saharan Africa to deliver the Black Belt Program, designed to empower teachers to support students and advance their right to quality education by providing skills, resources, and mentors. The training includes personal and professional development, gender responsiveness, and special education. During 2023, the initiative enrolled more than 12,800 teachers.

FOCUS

Empowering educators and inspiring young entrepreneurs in South Africa

E-Cubed is an initiative that provides tools to inspire entrepreneurship and success for young people in marginalized groups. Using TeacherConnect, a WhatsApp chat bot and online community, E-Cubed cumulatively reached four million South African educators and young people in 2023. In partnership with the Digital Equity Accelerator, E-Cubed aims to enhance the user experience of their services and improve the impact of their storytelling and communications through a refreshed website.



Young people can use TeacherConnect to access online education resources.

- **HP Innovation and Digital Education Academy (IDEA):** An award-winning program for fostering digital skills and an innovation mindset among educators. In 20 countries across the EMEA region, the program has benefited nearly one million students and teachers in its first three years since launch. The program uses frameworks from Harvard University and the University of Michigan and has a full-year pathway leading to a Fellowship. In 2023, HP IDEA impacted 196,300 students and teachers in Angola, Kazakhstan, Namibia, Oman, Poland, and the United Arab Emirates.

The Digital Equity Accelerator's 2023 cohort includes nonprofits increasing digital equity by supporting educators, such as:

- Dignity for Children Foundation
- E-Cubed
- Instituto de Investigaciones para el Desarrollo de la Educación
- UNETE

Africa Education Medal winner Simi Nwogugu raises up youth

The Africa Education Medal recognizes those working to build a world in which every child receives a good education. It celebrates the stories of those who are sparking change, inspiring others to action, and demonstrating impact, leadership, and advocacy in the field of education. The award—of which HP is a Founding Partner—also provides a platform to, and network of, outstanding people committed to making a difference. In 2023, Simi Nwogugu from Nigeria was named the winner of the Africa Education Medal. Simi is CEO of JA Africa, an NGO that prepares young people for the future of work and is one of the world's largest youth-facing NGOs.

Learn more →

Industry solutions

HP's education programs build on the strength of our innovation to deliver cutting-edge computing and digital printing solutions and outcome-based learning experiences that support remote learning and help people thrive in a rapidly evolving digital world.

HBCU (Historically Black Colleges and Universities) Technology Conference

In September 2023, we hosted the third annual HBCU Technology Conference. The goal of the conference was to inspire university leaders, IT professionals, faculty, staff, and students, with a focus on building diversity in the technology sector—and ultimately increasing the number of Black/African American engineers in the workforce. The conference provided valuable insights about digital transformation, cybersecurity, emerging technologies such as AI, core IT topics, digital teaching and learning solutions, and future-of-work trends.

The conference attracted over 1,360 registrants from 97 institutions and provided over 60 hours of content from over 140 presenters—37 of which were HBCU-presented peer presentations, more than twice as many as in previous years.

Future of Work Academy

To create awareness and generate interest among students of HBCUs, minority-serving institutions, and community and technical colleges (CTCs) about future-of-work trends, the HP worldwide education team created the Future of Work Academy (FOWA). In 2023, both an interactive symposium and the FOWA student experience were hosted at the HBCU Technology Conference—these included a Career Accelerator and Innovation Incubator student competitions focused on digital skills, e-sports game design, future tech, and product marketing.

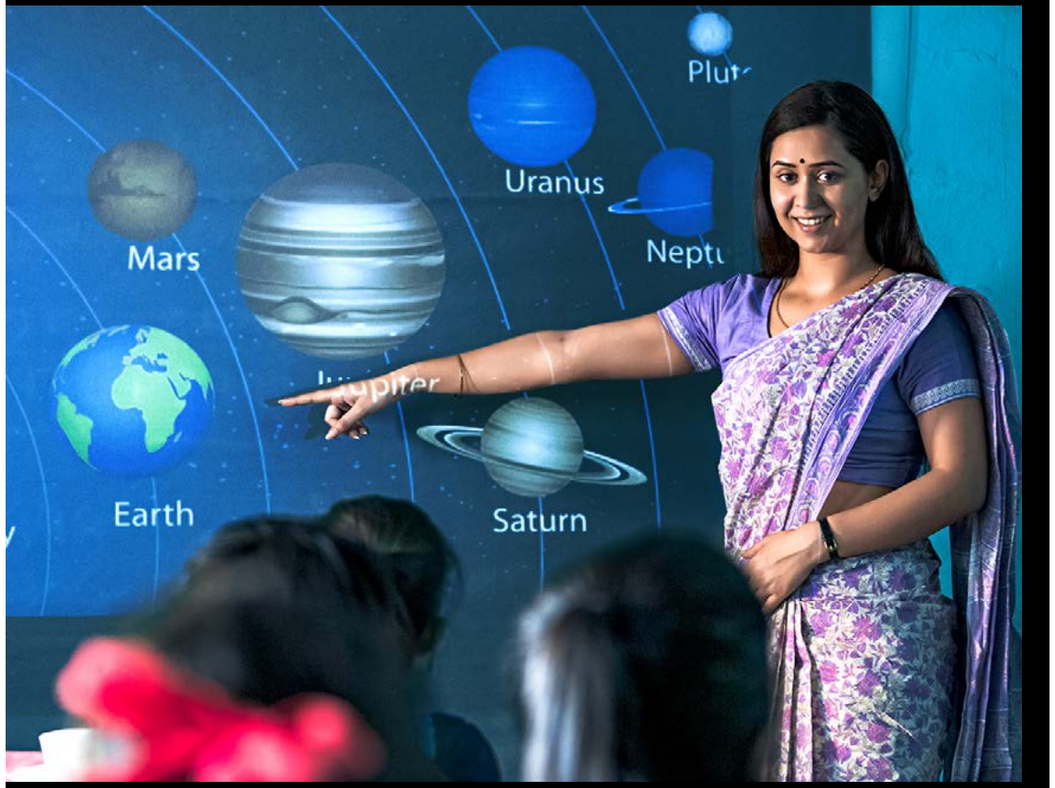
FOWA for CTC students

In 2023, HP hosted 18 workforce and career skills development sessions, presented by 14 technology professionals and entrepreneurs. Over 330 students from 34 CTCs registered for these sessions, which provided attendees with the future-focused skills to navigate the volatility, uncertainty, complexity, and ambiguity of the digital transformation. This year's program included a three-week entrepreneurship learning journey for 100 students to develop and exercise an entrepreneurial mindset.

FOCUS

VR Labs for teacher training

In 2023, HP worked with the Indian Ministry of Education, National Council for Teacher Education, and Central Institute of Educational Technology to launch a state-of-the-art Virtual Reality Lab designed specifically for teacher training. The facility in Delhi, India, will help to develop essential educator skills for the future.



Healthcare

Across our portfolio, HP innovations focus on meeting specific challenges in the healthcare sector and narrowing the digital divide.

Our solutions are designed to help providers protect and strengthen patient health and wellness and bolster digital equity.

HP products and services also empower hybrid connected care teams to provide patient-first, personalized care, boost efficiency, and increase access for underserved populations.

The advanced technologies we deploy are designed to give healthcare organizations the power to close supply chain gaps, drive stronger patient engagement, train clinicians outside of clinical settings, and bring new treatments to market faster.

In this section

→ Health and wellness
→ Care coordination
→ Care innovation
→ Patient privacy and security

Health and wellness

To help healthcare organizations mitigate risks and elevate digital equity, HP HEALTHCARE has launched new patient-first technologies and initiatives that drive patient safety, wellbeing, and digital equity across the globe.

Although digital innovations are changing the face of healthcare, there remains a stark digital divide. Too many patients living in rural, socioeconomically challenged, or marginalized communities lack the required technology and connectivity to benefit from engaging in their own healthcare.[7] Leveraging digital health tools requires more than just affordable access; it also requires digital literacy—the knowledge and ability to successfully use these technologies.

To drive digital equity in healthcare, we aim to support solutions and organizations that address barriers such as access to devices and software and the technical or digital skills needed to use these tools effectively. For example, the Digital Equity Accelerator is supporting the Oasis Institute to advance healthy aging for older adults in the United States. See also Education.

Watch an inventor launch her life-saving device

Half of the world's vaccines spoil during the last mile of their delivery, and cryogenics expert Kitty Liao has dedicated herself to finding a solution. HP supports *The Big Idea* documentary film series by MIT Solve, which follows bold, tech-based innovators such as Kitty on their journeys of discovery. With her invention SMILE, vaccines are held securely in individual, cooled spaces, allowing them to be transported and removed for use securely, without compromising the cool box's temperature.

Learn more →

FOCUS

HP Latex technology powering hospital graphics overhaul

In 2023, Binick Imaging, a Florida-based print service provider and HP customer, used HP Latex 700W and R2000 printers to produce graphics for over 100 glass panels at the Joe DiMaggio Children's Hospital in Miami, Florida, United States. The hospital—one of the leading U.S. pediatric centers—wanted to refresh its facilities with new windows and doors.

Beyond the print quality demonstrated by HP's technology, key to the decision to use Latex printers was their water-based inks. Odorless and with minimal chemical emissions, Latex inks are UL ECOLOGO® certified and meet UL GREENGUARD Gold criteria, allowing for unrestricted use, even in sensitive clinical environments.

HP-printed glass panels at the Joe DiMaggio Children's Hospital.

Reducing healthcare-associated infection rates

Healthcare-associated infections (HAIs) are the most frequent adverse event in healthcare delivery around the world.

HP builds select PC and print solutions and services that can withstand powerful, U.S. Environmental Protection Agency-registered, Centers for Disease Control and Prevention-approved, hospital-grade disinfectants,[8] helping ensure healthcare teams can follow through with infection-prevention policies and protocols to promote patient and worker safety.

Community health in India

As part of our sustained efforts to support the health and wellbeing of our local communities, in 2022 we launched Project Aarogya in Bangalore and in India's National Capital Region to provide regular health-screening "camps" in convenient community locations. Each site is equipped with an ambulance, a full-time doctor, a pharmacist, medicines, and medical equipment. As well as providing patient screening and on-site medicine distribution, the project acts as a link to secondary and tertiary care. Through 2022–2023, more than 16,800 people were directly impacted.

E-health services going further

The HP Common Service Lab (CSL) initiative is designed to provide healthcare, education, and other citizen services to hard-to-reach locations in India. Housed in solar-powered shipping containers, CSL centers are accompanied by a general healthcare practitioner, enabling a range of healthcare services to be provided directly, such as general assessment, eye tests, and COVID-19 vaccinations. If a case is complicated, specialists can be contacted virtually via video using CSL's telemedicine features. Across all services, HP CSL reached 13,089 people in 2022–2023.

Learn more →

Care coordination

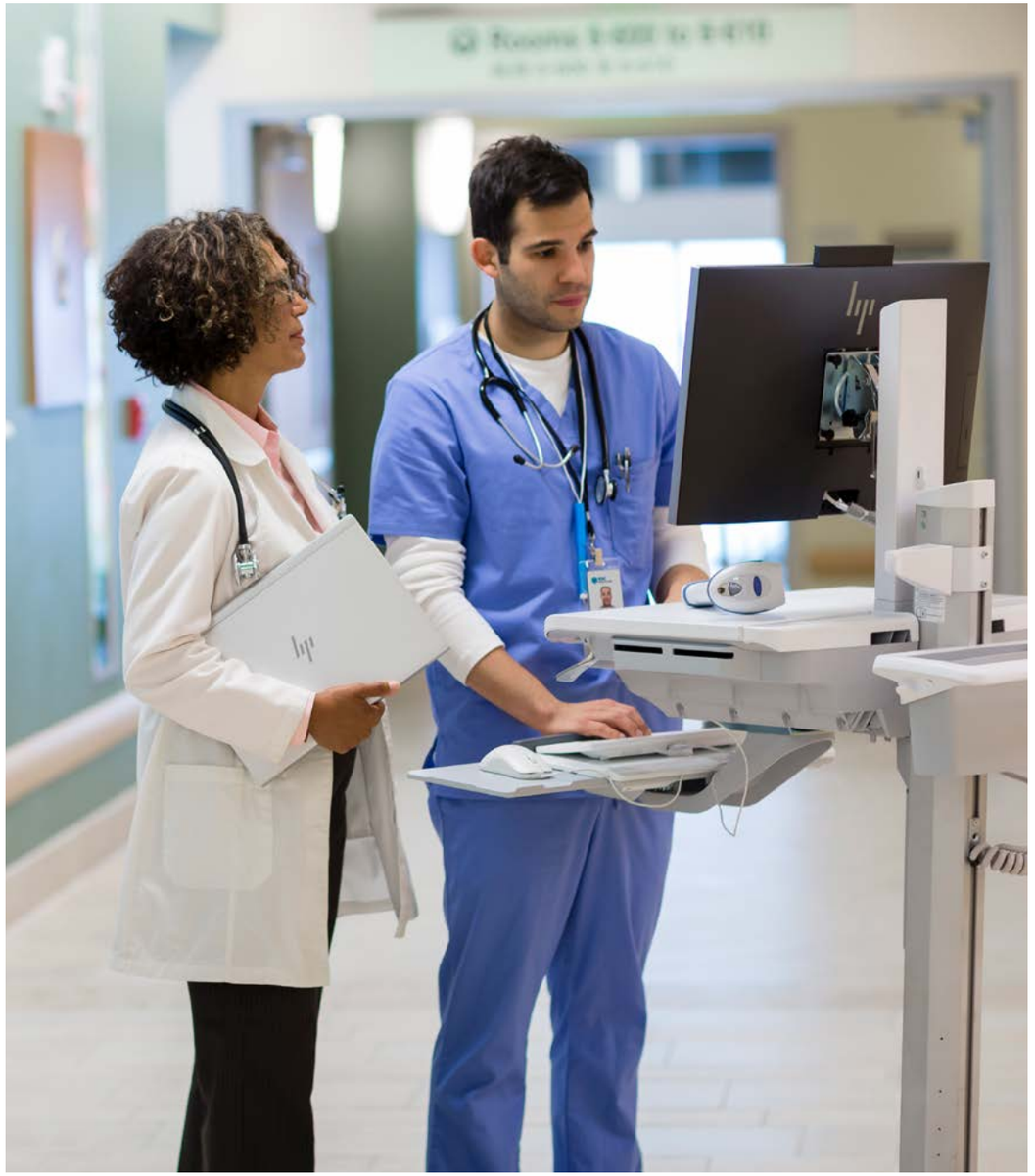
Telehealth is becoming increasingly important to achieving social equity in healthcare by reaching underserved populations around the world. The technology can improve patient engagement across barriers and borders, including by delivering parity to both urban and rural areas and addressing biases in care provision.

HP-Poly's Telehealth products and services support healthcare providers in addressing challenges related to access, cost, and quality—extending collaborative care beyond geographic limits. Poly's high-quality, noise-free audio and video devices offer providers the reliability and precision they require for vital healthcare services, while ensuring sessions are secured through advanced encryption protocols and authentication mechanisms.

HP's Workpath apps offer a variety of capabilities for streamlined digitization workflows and securing confidential information. Featuring secure scanning and zero trust capabilities, they offer an intuitive user experience with vendor-specific solutions.

Our technologies support digital equity, including through:

- Accessible tools and platforms, available on mobile devices
- User-friendly interfaces and customization options
- Affordability and cost-efficiency
- Language and cultural considerations
- Community engagement
- Equitable access to AI and machine learning
- Collaboration and sharing tools



Care innovation

Advanced technologies are leading healthcare providers to breakthrough, value-based care innovations.

Specialty printing and technology solutions

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 inkjet systems enable human- and machine-readable codes and marks to be printed directly on packages, 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.

HP's advanced inkjet and microfluidics technology has also enabled us to expand into new applications. Thousands of drug discovery researchers around the world are using digital dispensers developed by HP, like the HP D300e Digital Dispenser, HP's first fully featured life science product. By using HP Thermal Inkjet technology, researchers can more precisely and efficiently dispense, or print, ultra small volumes of drug compounds and reagents to accelerate the search for new therapies for human diseases.

3D printing

3D printing has the potential to transform healthcare by replacing highly variable, manual processes with accurate, consistent digital workflows and additive manufacturing. Advances in 3D printing enable transformative approaches to healthcare and medical devices. HP technology is being used to create anatomical models, highly customized dental aligner molds, tailored orthoses and prosthetics, and a wide range of medical equipment.

A technician using the HP D100 Digital Dispenser.

For example, podiatrists and orthotists using HP's 3D Arize Orthotic Solution can capture 3D renderings of a patient's foot, then fine-tune and prescribe personalized orthoses for their patients—all in less than five minutes.[9] The solution simplifies production and aims to help reduce carbon emissions and waste. It also allows patients to receive customized orthoses within two weeks. Over 17,000 pairs have been sold since HP Arize's launch in 2021.

We are also expanding our 3D printing offerings with engineering-grade white part production for a range of industries. This color expands product applications in medical settings and increases customer satisfaction. With very good resolution and new coloring options, this material will enable a new generation of advanced orthotic and prosthetic custom devices.

Learn more about healthcare and medical 3D printing.

Print solutions

HP HEALTHCARE print solutions help to support 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,[10] providing patient data protection to all HP devices, with the added protection of PrintSecure on Zebra wristband printers. Learn more.

Printing cells to accelerate research

Based on our microfluidics capabilities, HP's D100 Single Cell Dispenser is designed to provide researchers with an affordable and robust solution to isolate and analyze how individual cells respond to drugs and other factors. Launched globally in September 2023 as the Tecan Uno Single Cell Dispenser, the device uses inkjet printer technology to dispense liquid samples containing cells in the 10- to 25-micron range—less than half the width of a human hair. Early adopters at Oregon State University are now using this HP technology to learn more about age-related diseases. By isolating living cells from specimens, scientists are studying which proteins are implicated in aging, dementia, and certain cancers.

Learn more →

Patient privacy and security

More than any other industry, healthcare faces ever-increasing cybersecurity threats, making safeguarding patient privacy and security paramount.

Global healthcare data privacy and security compliance

Due to HP's global presence, many of our commercial customers are subject to specialized privacy and security regulations related to healthcare data. These include the Health Insurance Portability and Accountability Act of 1996 (HIPAA) in the United States and General Data Protection Regulation (GDPR) in the EU. As both a processor and a controller of healthcare data, HP takes our compliance responsibilities very seriously.

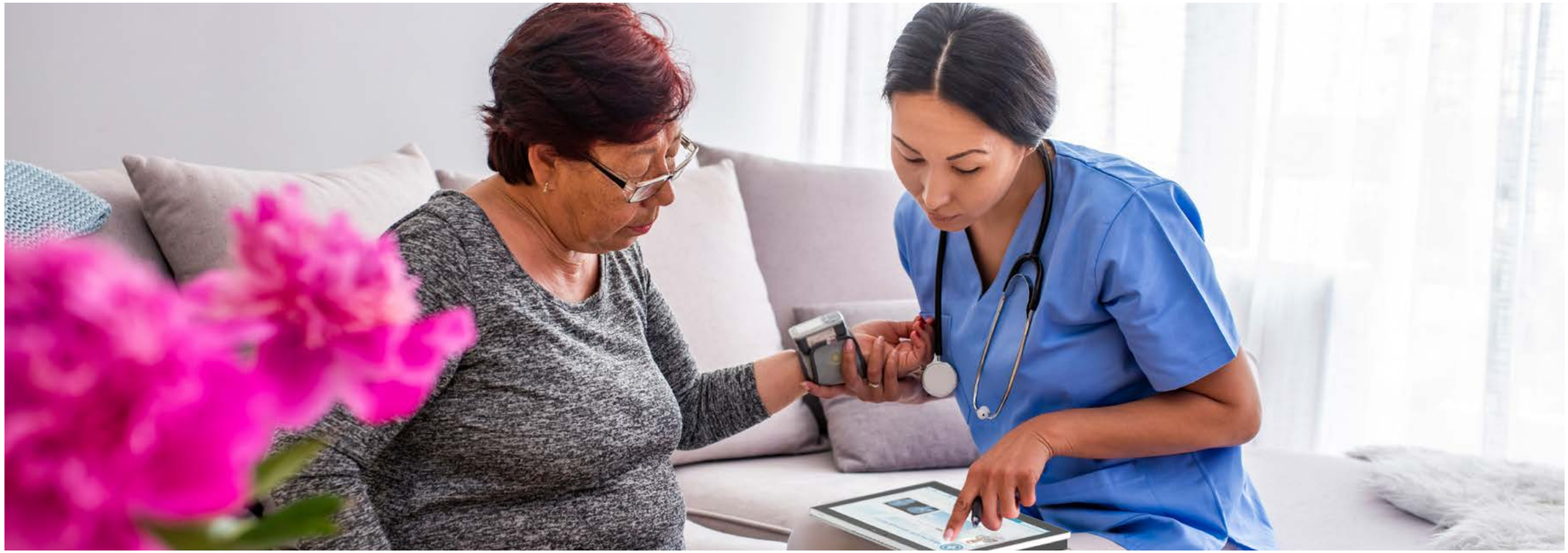
HP's Privacy by Design approach provides us with a solid compliance foundation. Our products and services have implemented controls designed to protect health data and prevent security incidents.

Experts from Legal, Data Privacy, the HIPAA Compliance Office, and Global Cybersecurity frequently monitor regulatory changes and interpretations that may impact how we service our customers and employees.

An ongoing collaborative effort between these HP expert teams and our Sales, Service, and R&D teams helps ensure that all compliance risks are identified and mitigated, and appropriate training is provided to all employees who may come into contact with personal health information.

HP Wolf: protecting patient information

HP Wolf Security serves to mitigate and isolate threats to private data and information. By partnering with Wolf Security, healthcare providers can protect patient data and prevent disruptions to critical healthcare services. Learn more.



Community giving and volunteerism

With over 80 years of philanthropic activity, HP has demonstrated it has the passion, scope, scale, and technology necessary to make meaningful contributions around the world.

Together with our strategic local and international partners and HP employees, we work to accelerate digital equity, connect communities to greater economic and social opportunity, and bring technology-related learning experiences to underrepresented and underserved communities worldwide.

Corporate contributions, the HP Foundation,[11] and employee giving and volunteerism are key to driving forward our communities agenda.

In this section

→ HP Foundation programs
→ Disaster recovery and resilience
→ Employee volunteerism

Our global approach is centered around three focus areas, each developed with reference to relevant UN Sustainable Development Goals (SDGs):

- Technology-enabled education and skills building
- Environmental stewardship, resilience, and disaster recovery
- Inclusion and empowerment for underrepresented and marginalized groups

In 2023, we supported our communities through US$15 million in cash contributions and products and US$13 million in HP Foundation cash contributions.

Our employees also continue to make a significant impact. During the year, they provided US$4.2 million of community giving, while 22,100 employees volunteered 296,400 hours of their time.

See HP's Global Charitable Contributions Policy.

Philanthropic giving

US$140M

given by the HP Foundation and HP employees through 2023.

2030 GOAL

Contribute US$300 million in HP Foundation and employee community giving[12] by 2030 (cumulative since the beginning of 2016)

Two women at the West Orem Family YMCA HP LIFE Center in Houston, Texas, United States.

HP Foundation programs

HP LIFE: learning and employment opportunities for aspiring entrepreneurs

To help accelerate digital equity and build skills for the future, the HP Foundation provides core business skills training free of charge for students, entrepreneurs, and lifelong learners all over the world through HP LIFE. The program offers global access to more than 30 free courses in eight languages, including the Digital Business Skills category, launched with two new courses in 2023. All courses are compliant with Web Content Accessibility Guidelines 2.1.

Already available online, in 2023 the program saw a mobile app launched to help expand its reach, especially in underserved communities. During the year, 483,600 new users registered for HP LIFE as we reached the milestone of one million new users since 2016.

We partner with world-class organizations to expand the impact of HP LIFE. See HP LIFE success stories.

Entrepreneurial Skills Development Initiative for the SDGs

The UN Development Programme, in partnership with the HP Foundation, is working to foster IT and core business skills development, while supporting entrepreneurial learning and providing related educational resources, for example through the Entrepreneurial Skills Development Initiative for the SDGs. The program is collaborating with six universities in Egypt to deliver capability building to educators through HP LIFE.

Extending HP LIFE with Junior Achievement (JA) Worldwide

In 2023, HP continued our partnership with JA Worldwide in Europe, Asia, and Africa. Through this partnership, 28,850 new users participated in HP LIFE courses during the year.

BeChangeMaker: empowering social entrepreneurs

In partnership with WorldSkills International, HP LIFE hosts an annual BeChangeMaker business pitch competition. Teams of participants aged 18–35 use HP LIFE courses to develop their 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 2023, HP and WorldSkills International hosted BeChangeMaker Global, with the top 30 teams chosen from more than 570 applicants representing 87 countries and regions. The winning team—Altogether from Azerbaijan—pitched a project to develop an accessible justice mobile application and service.

Imagine Grants

Through the HP Foundation's Imagine Grants, HP leaders and country managers allocate cash grants to local nonprofits in support of HP's Digital Equity goal. In 2023, we fulfilled US$1.19 million in Imagine Grants worldwide across 48 countries, to enable the purchase of technology or the provision of access to connectivity, or to support technology-related education.

Boosting business skills in Ethiopia

HP LIFE is a free online training platform designed to help people all over the world gain the skills they need to succeed in the digital economy. In Ethiopia, HP LIFE courses helped a young graphic designer develop in-demand skills that helped her improve her employer's business by polishing the company's presence on social media. With its newly launched mobile app, HP LIFE offers a seamless learning experience, providing convenient education and training to learners around the world.

Learn more →

HP LIFE enrollment

1.2M

HP LIFE users enrolled since 2016.

2030 GOAL

Enroll 2.75 million HP LIFE users between 2016 and 2030

Disaster recovery and resilience

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

In 2023, we continued to give disaster relief funding, providing assistance to those affected by the earthquakes in Türkiye and Syria, the wildfires in Maui, Hawaii, United States, the earthquake in Morocco, and the flooding in Slovenia and Libya. We also provided support for those affected by the Israel-Hamas war, among other initiatives.

During the year, we worked with strategic partners, including the American Red Cross, the International Federation of Red Cross and Red Crescent Societies, Direct Relief, UNICEF, and the International Medical Corps. HP Foundation is a member of the American Red Cross's Disaster Responder Program, a partnership that supports disaster relief by investing in emergency preparedness resources before they are needed.

Through our partnership with the American Red Cross, we have supported the Missing Maps program for several years, and in 2023, HP's employees achieved the highest participation among all of the American Red Cross's corporate partners and groups. The Missing Maps project works to create accessible map data in areas where humanitarian organizations are operating, which is especially important for first responders in areas affected by disaster. Using remote and local volunteers and experts, mapping information is improved to support and inform relief efforts. Engaging with the MapSwipe initiative, HP employees volunteer to view satellite images and validate map data. In 2023, 650 employees contributed to the mapping of more than 24,000 square kilometers and validate over one million data points.

650

HP employees contributed to Missing Maps to help humanitarian organizations and first responders in remote areas

Employee volunteerism

HP taps into the talents, passions, and entrepreneurial spirit of our employees to make a difference in our communities.

In 2023, 22,100 employees contributed a record 296,400 hours to local volunteer efforts in 56 countries, with a value of US$19 million—representing approximately a 15% increase in volunteer efforts compared to 2022.[13] This contributed to HP employees reaching the milestone of one million hours volunteered since 2016. Each employee is granted four hours' paid volunteer time per month.

40 Days of Doing Good

In 2023, more than 7,200 employees in 55 countries participated in HP's 40 Days of Doing Good campaign—our annual global volunteering push. Employees volunteered nearly 47,000 hours, supporting 357 projects. The HP Foundation complemented these efforts with grants to support education- and technology-related learning charities nominated by our employees. For example, HP volunteers partnered with five Boys & Girls Clubs based in Houston, Texas, United States, to foster interest in and enthusiasm for STEM subjects among young people. Using equipment from HP backpacks containing "STEM kits" assembled by HP's senior leaders, sixty HP employees worked with around 500 children to perform a range of science experiments. See Data for detailed figures.

Supporting the educators of the 1 Million Teachers program

The HP Mentor Advisory Board—comprising a group of HP employees—meets monthly to help guide the educators serving as mentors in 1 Million Teachers' Mentor a Teacher program and address topics chosen by the mentors themselves, such as the use of technology in off-grid areas. Learn more about HP's partnership with 1 Million Teachers.

FOCUS

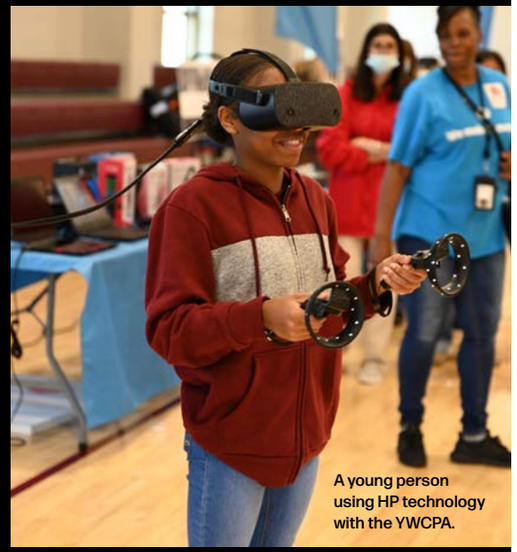
Inspiring more girls to explore STEM careers

The Young Women's College Preparatory Academy (YWCPA) is an educational institution located in Houston, Texas, United States. It caters to girls in grades 6–12 and provides them with a range of classes and opportunities, including a college-readiness program.

Established in 2011, YWCPA has a diverse student body, with 51% of the cohort being Black/African American and 47% being Latina. Additionally, 67% of the students come from economically disadvantaged backgrounds.

A major achievement of YWCPA is that all of its graduates have been accepted to college. Furthermore, since 2015, the academy's alumni have collectively been awarded over US$37 million in merit-based scholarships.

As part of the 40 Days of Doing Good campaign, HP employees conducted talks for YWCPA students. During these sessions, they shared their career journeys, providing valuable insights and inspiration. Additionally, the students had the opportunity to explore a variety of HP products and learn about the STEM opportunities available at the company.



A young person using HP technology with the YWCPA.

Employee volunteering

1.2M

employee volunteer hours reached, including 296,400 in 2023.

2030 GOAL

Contribute 3.5 million employee volunteering hours by 2030 (cumulative since the beginning of 2016)

Data

Community giving and volunteerism

	2021	2022	2023
Social investment* (US$ million)	29.06	71.39	46.69
Company cash contributions	10.44	10.08	9.68
HP Foundation cash contributions	6.96	11.14	13.20
Products**	3.08	34.00	5.05
Services***	8.58	16.17	18.76
Social investment (% of net earnings)	0.45%	2.23%	1.43%
U.S. employee contributions to Cash Matching Program (US$ million)	2.65	3.00	4.25
HP Foundation contributions to Cash Matching Program (US$ million)	2.73	3.70	5.91
Employee volunteer hours	136,000	258,000	296,000

* 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 represents the valuation of HP employee volunteer hours. Valuation rates are based on figures provided by Chief Executives for Corporate Purpose (for the skills-based rate) and Independent Sector (for the hands-on rate).

Progress related to HP Digital Equity goals*

	2021	2022	2023
People for whom digital equity was accelerated**	4,253,000	17,096,000	24,092,000
HP LIFE users enrolled	163,000	198,000	484,000

* Data on HP LIFE users enrolled is included in the digital equity metric.

** Our programs aim to accelerate digital equity through providing access to at least one of the following: hardware, connectivity, content, or digital literacy. Digital equity data includes both direct and indirect reach. Indirect reach is sometimes based on estimates using multipliers. 2023 data includes a small amount of 2022 data that was not available at the time of publication of the 2022 HP Sustainable Impact Report.

Designers, HP employees, and partners confer at the Y.Spot innovation hub in Grenoble, France, which incubates cross-industry collaboration in 3D-printed products.

Integrity

Operating responsibly

We are committed to acting with integrity in everything that we do. We expect everyone at HP to meet the highest ethical standards and to treat others with respect and fairness.

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 also require ethical conduct by our suppliers and partners, and use our scale and influence to drive progress across the IT industry. See Human rights due diligence and Supply chain workers.

In this section

→ Ethics
→ Anti-corruption

Ethics

Conducting business with purpose and integrity is central to our culture, and in 2023, Ethisphere recognized HP for the fourth consecutive year, naming us one of the World's Most Ethical Companies®.

Training and communication

The annual training on Integrity at HP—our employee code of conduct—covers key policies, procedures, and high-risk issues employees might face, incorporating scenarios based on actual investigations. During 2023, the course included content on HP's culture, raising concerns, the investigations process, anti-corruption (with additional content for employees in sales, finance, government relations, partner-facing, and public sector roles), conflicts of interest, accurate business records, protection of assets, records and information management, anti-retaliation, and sexual harassment. The training also included additional content for managers. All HP employees are required to complete the training each year.

During 2023, all 14 members of HP's Board of Directors received Integrity at HP content relevant to their positions, and certified that they had read it.

Regular training, newsletters, virtual coffee talks, and communications campaigns reinforce the values of Integrity at HP and keep ethical practices top of mind throughout the year. Our code of conduct offers employees another way to access our policies, definitions, and other resources, and we use analytics about employee use of this resource to inform our communications and training strategy. Integrity Central is our employee-accessible library of ready-to-use material on key ethics topics, including libraries of toolkits, posters, infographics, training materials, and scenarios.

Integrity at HP training completion

99.3%

of employees, including senior executives, completed Integrity at HP training, as well as all members of the Board of Directors.[1]

ONGOING GOAL

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

Ethics Ambassador Program

To further connect the daily actions of our employees to HP's values, in 2023 we launched the Ethics Ambassador Program. Initially being piloted at sites in Malaysia, Spain, and Houston, Texas, United States, the program's new Ethics Ambassadors will act as trained and trusted local contacts for ethics and compliance queries.

They will also help to foster a culture of purpose and integrity by sharing messaging and resources and leading by example, as well as helping employees liaise with the Ethics and Compliance Office. We intend to expand the program to additional sites in 2024.

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 chair. Other than Enrique Lores, president and chief executive officer, HP Inc., all members are independent directors.

Board of Directors Audit Committee

Provides nonexecutive 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 Legal)

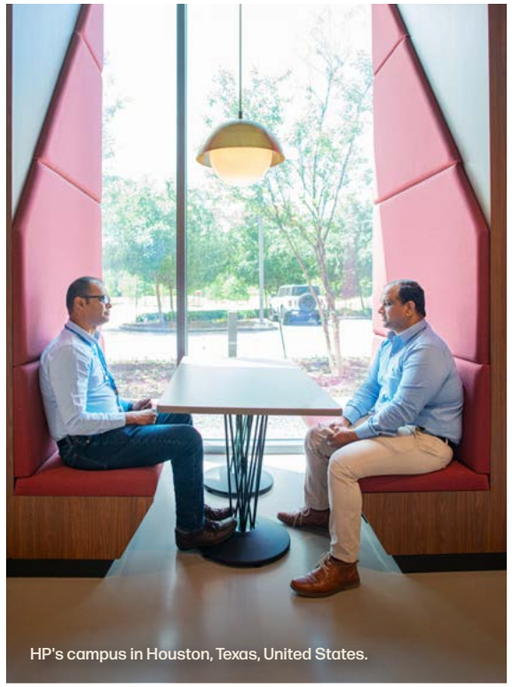
Manages ethics issues across our global operations. Specific responsibilities include oversight of Integrity at HP, coordination of the company's Compliance Assessment Program, management of the Anti-Corruption Program, and the design and management of processes that prevent, mitigate, and remediate 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.

HP's campus in Houston, Texas, United States.

Reporting concerns

All employees and third parties can ask questions and report ethics concerns via an online form, global, in-country, 24-hour toll-free phone lines (available internally and externally) with translation, text messaging (in the United States), and mail, as well as 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, the HP People Organization, Integrity at HP Country Teams, or Integrity at HP liaisons. HP does not tolerate retaliation against anyone who raises a concern or question.



HP's campus in Houston, Texas, United States.

Items reported to the global Integrity at HP Team or other compliance functions*
(percentage of total)

Total number of reported items in 2023: 138

	2022	2023
Labor law	32%	51%
Misuse of assets	16%	8%
Inaccurate records	13%	10%
Anti-corruption**	10%	2%
Fraud	10%	5%
Conflicts of interest	8%	7%
Theft	7%	9%
Competition	2%	1%
Policy escalation	2%	2%
Brand protection/channel	1%	4%
Procurement	1%	1%
Total	**100%**	**100%**

* The data in this table includes investigations conducted by the Integrity Investigations Team. This does not include inquiries or matters referred to a business unit or function for handling.

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

Investigating concerns

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

Once an allegation or concern has been submitted through one of our reporting avenues, the complainant receives an acknowledgment from the case management tool with an access number and password that can be used to check the status of their concern. The Integrity Investigations Team performs an initial evaluation and review to assess whether the allegation is employee-related, and whether it should be investigated as an Integrity matter or referred to the appropriate business unit or function for handling. During an investigation, the complainant may be contacted by a member of the Investigations Team for additional information. If the concern was reported anonymously, a request for additional information will be made through the case management tool. The complainant must review the case management tool using the access code and password to check for any requests or updates from the Investigations Team. Once the investigation has concluded, a confidential investigation report is drafted, including proposed recommendations. This report is then sent to the relevant review team for approval. The complainant is informed when the investigation has concluded. The timeline for investigating concerns is determined on a case-by-case basis, depending on the type of allegation and the complexity of the matter.

Allegations are investigated by a dedicated global Integrity Investigations Team. However, when appropriate, Employee Relations investigators from the People Organization (and occasionally country leads from our Legal, Controllership, and People Organization teams) may also conduct Integrity investigations. HP's investigation process continues to evolve, with improved resources and technology to promptly respond to concerns and perform investigation-related functions in-house. Additionally, our global case management tool enables us to identify emerging trends in ethics violations and 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 has not applied for certification of its anti-corruption compliance program, 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 on a cross-section of our global operations based on perceived risk, 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 (CPI) to identify high-risk regions and assess risks related to our business.

HP maintains a public sector data analytics process to monitor and mitigate potential risk from its public sector business. In 2023, we made enhancements to these tools, including additional statistical analysis, to enhance our ability to identify potential corruption risks.

We also periodically retain outside experts to assess our anti-corruption policies and programs. 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.

Potential corruption risks are reviewed using HP transactional data and third-party corruption assessments. The Anti-Corruption Team may then take various actions to appropriately minimize or eliminate identified risk. These can include termination of partner contracts or special handling measures.

Third-party management and due diligence

HP takes a risk-based approach to due diligence of third parties who support our business, including channel partners, sales intermediaries, suppliers, and lobbyists. In general, all channel partners must successfully pass HP's due diligence process before beginning a contractual relationship. Standard rescreening takes place every three years, or more frequently where appropriate. Factors considered include political, geographical, and industry-based risks, making use of a wide range of structured and unstructured databases and machine learning and cognitive computing capabilities to identify and manage potential areas of concern.

We determine risk levels based primarily on completion of our due diligence questionnaire by the third party (every three years, for existing partners and high-risk suppliers) as well as the country-level CPI. Based on this information, we decide whether to conduct an additional due diligence investigation. If we determine that the risk cannot be mitigated, we apply consequences to the relevant third party by removing access to specific benefits and/or terminating any contract with HP.

Third parties also receive training as part of our due diligence process, and we communicate our anti-corruption standards and requirements through contractual terms and conditions, as well as our Partner Code of Conduct and Supplier Code of Conduct.

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. Employees in sales, finance, government relations, partner-facing, and public sector roles are assigned additional anti-corruption content as a part of this training. We also communicate year-round with our employees to reinforce our policies, controls, and training.

In 2023, we relaunched our program of periodic site visits. Paused due to the COVID-19 pandemic, this program is designed to facilitate in-person and targeted online anti-corruption training.

During 2023, 3,498 employees (93% of the relevant employee base) completed training on the requirements for doing business with the U.S. government.

Requirements for mitigating anti-corruption risk associated with charitable giving are communicated to employees through the HP Global Charitable Contributions Policy, revised in May 2023, and risks are mitigated through the grant-making process.

2,900

employees at facilities in Argentina, Brazil, Chile, China, India, Mexico, the Philippines, and Poland received anti-corruption training from members of our team during the year

Privacy

HP recognizes that privacy is a fundamental human right. We also recognize the importance of privacy, security, and data protection to our customers, employees, and partners worldwide.

This 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, security, and data protection into the design and development of our products, services, and operations.

See our Privacy website for additional information.

In this section

Policies and standards

We strive to provide protections that exceed legal minimums across all our operations, and to give our customers, employees, and partners confidence when sharing personal information with us and using our products and services.

Our rigorous policies, standards, controls, and governance are designed to keep personal data safe and respect privacy. These measures include:

- Our Privacy Statement, which describes our privacy practices as well as the choices users can make and the rights they can exercise related to personal data.
- Our maintenance of internal policies and standards that align with international data protection and privacy principles. These policies and standards cover the data life cycle and continually strengthen privacy protections to meet the requirements of changing regulations and evolving circumstances. This strengthening includes implementing enhanced internal policies and procedures to address our obligations as a data controller and processor, and to ensure that data subject rights are respected. All third parties, including suppliers, are obligated by contract, as required by law or regulation, to provide equivalent levels of protection and follow our privacy policies and practices for handling personal data.
- Our privacy policies, which are embedded in our group-wide risk/compliance management through the Compliance Assessment Program (CAP), are designed to prevent, mitigate, and remediate all compliance-related business impacts. The risks identified through the CAP are integrated into the Trust and Privacy Organization process for conducting internal and external audits of privacy policy compliance.
- Our privacy controls framework, which includes more than 100 activities related to data protection compliance. This framework is the core of our privacy and data protection program, which includes comprehensive internal policies, employee training, assurance and risk mitigation, an incident management process, privacy certifications, information security controls, and defined supplier contractual terms and assessment for privacy and security compliance.
- Our designation of a data protection officer, who together with HP's Trust and Privacy Organization provides oversight and leadership for compliance and the safeguarding of personal information. The Trust and Privacy Organization works closely with appointed privacy leads in business teams and with the company's Cybersecurity Organization.
- Our Binding Corporate Rules (BCRs), which have been approved by the data protection authorities of most European Economic Area countries, are intended to provide adequate guarantees that the personal data of HP employees, suppliers, and customers is safeguarded when being transferred to any HP-affiliated company.
- Our Health Insurance Portability and Accountability Act (HIPAA) Compliance Office, which oversees compliance with HIPAA when triggered by our internal and external activities as a company.

In 2023, all HP employees were required to complete our privacy principles training, and 99% of them completed the course during the four-week campaign. The training is intended to reinforce HP's privacy and data protection principles and ensure that employees understand how to respect and protect customer, employee, and partner privacy. During the year, we also offered access to online courses that provide additional topic- and role-based training opportunities.

With the advent of new data protection laws and regulations around the world, especially in the United States, there is a constant need to evolve operations to comply with new requirements. For example, we see an increased emphasis on data processing transparency, consent, and individual data rights. To address these changes, HP invested time and effort to establish a more streamlined approach to thoughtfully operationalize applicable legal requirements.

To address specific regional compliance expectations, in 2023, privacy statements for mainland China and the United States were developed and published. The United States version was updated regularly as new U.S. laws went into effect.

We continue our digital transformation journey, focusing on personal data governance, and developing capabilities through technology to better manage our data ecosystem and user experiences.

99%

of HP employees completed our privacy principles training during the four-week campaign

Global standards and government access requests

As legislation continues to evolve, our Privacy & Data Governance Policy and Assurance Team works with governments worldwide to develop robust and globally interoperable privacy and data transfer frameworks.

HP further relies on lawful mechanisms for data transfer to enable the movement of data across jurisdictions. A description of the transfer mechanisms HP uses can be found in the International Data Transfers section of the HP Privacy Statement. In 2023, we completed Data Transfer Impact Assessments for several HP business units and global functions. This year, HP has also completed the self-certification under the EU-U.S. Data Privacy Framework (DPF), the UK Extension to the EU-U.S. DPF, and the Swiss-U.S. DPF, as set forth by the U.S. Department of Commerce.

HP maintains a process to handle and document government access requests (GARs) for personal data. Under this process, our privacy counsel reviews and recommends how to address such requests in accordance with legal requirements. Ultimately, the data protection officer approves the request as appropriate and in accordance with HP's BCRs.

Per HP's commitment to privacy and transparency, our Sustainable Impact Report provides information on GARs received in 2023.

Country	Data transferred	Data not transferred		Number of requests received*	Cross-border
		No data available	Invalid request		
Belgium	2			2	
China (Greater)	1			1	
France	10	5	1	16	
Germany	7			7	
India	1			1	1
Italy	1			1	
Japan	3			3	
Mexico	1			1	
Singapore	1			1	1
United Kingdom	4			4	
United States	17	2	2	21	1**
Grand Total	**48**	**7**	**3**	**58**	**3**

* Type of requests include: law enforcement, tax, national security, police and other lawful requests.
** This request involved EU cross-border data transfer and the supervisory authority in the EU was notified.

BRG leaders at our Houston, Texas, United States, campus.

Complaints, breaches, and requests

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 and investigation process.

Once a potential breach of personal data is identified, a core team—including representatives from privacy, cybersecurity, legal, and communications—investigates, remediates, manages, and communicates about the breach, including any commercial or legal obligations to notify customers.

In 2023, we completed the migration of external data requests to a more robust inquiry intake platform that allowed us to increase operational efficiency and obtain more and better metrics. We continue to see an increase in data access requests to HP. This is due to greater user awareness and empowerment in exercising rights, as provided for by new laws or legal changes in some jurisdictions, especially in the United States. On the other hand, we noticed a decrease in the number of erasure requests and managed to return our completed/rejected ratio to an acceptable level. This is due to the new intake platform that allowed us to stop companies from using technology that sends requests on bulk, most of which ended up being rejected due to lack of customer identity validation.

Privacy-related complaints, breaches, and requests*

	2021	2022	2023
Substantiated complaints regarding breaches of customer privacy and/or losses of customer data at HP			
Substantiated complaints from outside parties (including customers)	37	16	7
Substantiated complaints from regulatory or other official bodies	4	2	1
Data breaches (total)**	33	20	23
Data breaches (reportable)**	4	3	3
Data requests made to HP* **			
Right to access/know (completed)	156	163	626
Right to access/know (rejected)	49	56	319
Right to erasure/be forgotten (completed)	4,400	7,258	5,442
Right to erasure/be forgotten (rejected)	2,596	11,246	1,939

* Breaches of customer privacy cover any nonconformance 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 addressed to the organization by regulatory or similar official bodies that identify breaches of customer privacy, or complaints lodged with the organization that have been recognized as legitimate by the organization.

** Reportable data breaches are those that are required to be reported by applicable laws and regulations. The majority of the total data breaches were caused by human error or technical glitches and not by a failure of our product or services security infrastructure.

*** This data relates to requests made to HP by individuals globally. The average number of days taken to respond to right to access/know requests and right to erasure/be forgotten requests in 2023 was 15.

Cybersecurity

Cybersecurity is a key pillar of our continuing digital transformation and a high priority for HP, our customers, and other stakeholders.

Our holistic approach integrates cybersecurity across the value chain, including in the design, development, and delivery of our products, services, solutions, and operations. We build resiliency into our business model, and work to avoid cybersecurity incidents. When cybersecurity issues do occur, we rapidly identify and resolve them, protecting individuals, our customers, and HP.

Policies and standards

We maintain consistent, rigorous cybersecurity policies, standards, and procedures to give our customers, employees, and partners confidence when sharing data with us. The HP Cybersecurity Policy Suite provides a framework for the company, informs overarching governance in this area, and underpins cybersecurity company-wide. We regularly update our policies and standards to reflect new processing activities and regulatory developments.

We educate HP employees annually about our policies and standards, as well as regulatory requirements, emerging threats, and new practices. In addition, we conduct awareness campaigns throughout the year, including during October, which is Cybersecurity Awareness Month.

Cybersecurity Organization

Our Cybersecurity Organization, led by HP's chief information security officer, maintains governance, processes, resources, and IT partner and vendor relationships to help identify and prevent unwanted access, security threats, and cyberattacks. It also provides extensive incident response, vulnerability management, and security risk management programs across HP, to support best-in-class end-to-end security throughout HP's enterprise.

Worldwide Security and Analytics Practice

Our Worldwide Security and Analytics Practice, led by HP's chief security advisor, advances security within HP's business units and products, and collaborates with customers and clients. The Practice leads efforts to educate our employees and clients about cybersecurity, conducts related risk assessments, establishes baselines, and creates cybersecurity roadmaps for HP and our clients.

The Practice also drives alignment with regulatory and compliance requirements such as HIPAA, the Payment Card Industry Data Security Standard, and various other privacy laws. The Practice coordinates HP's client-facing Security Advisory Board, which includes our chief security advisor among its members. In addition, the Practice facilitates and participates in customer cybersecurity incident response and customer cybersecurity events as needed and/or requested, and in 2023 collaborated with HP's printing business units on the company's Bug Bounty program.

Certification, audits, and assessments

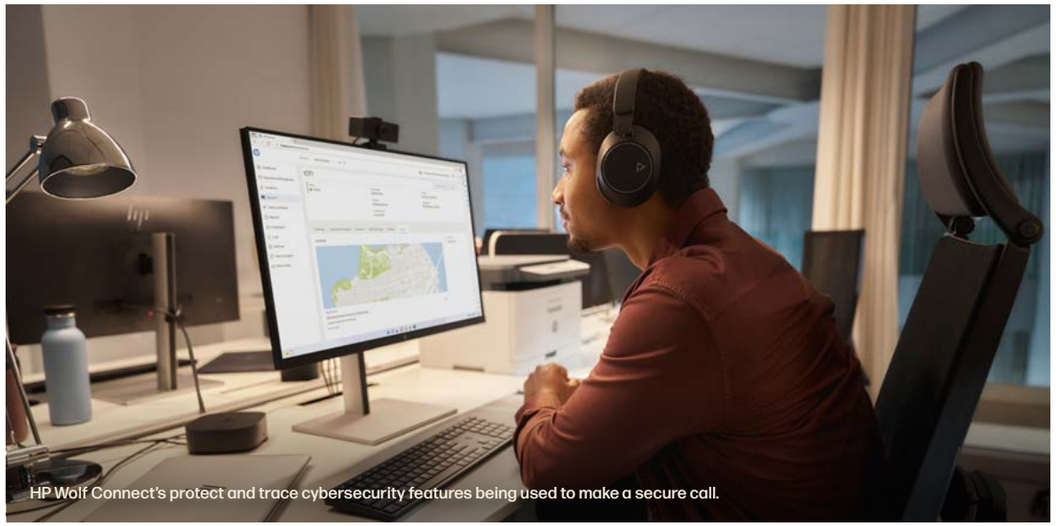
The Cybersecurity Organization regularly conducts audits of HP cybersecurity systems and performs annual risk assessments of related HP systems and processes, including our information security management systems (ISMS). It also drives third-party risk assessments into our procurement process.

Our risk-based ISMS maintained ISO/International Electrotechnical Commission (IEC) 27001 certification during 2023, assuring that HP meets the international standard for information systems security. We commission external independent assessors to conduct an annual National Institute of Standards and Technology (NIST) Cybersecurity Framework assessment. See details about the certification of HP services and systems to recognized industry standards, including:

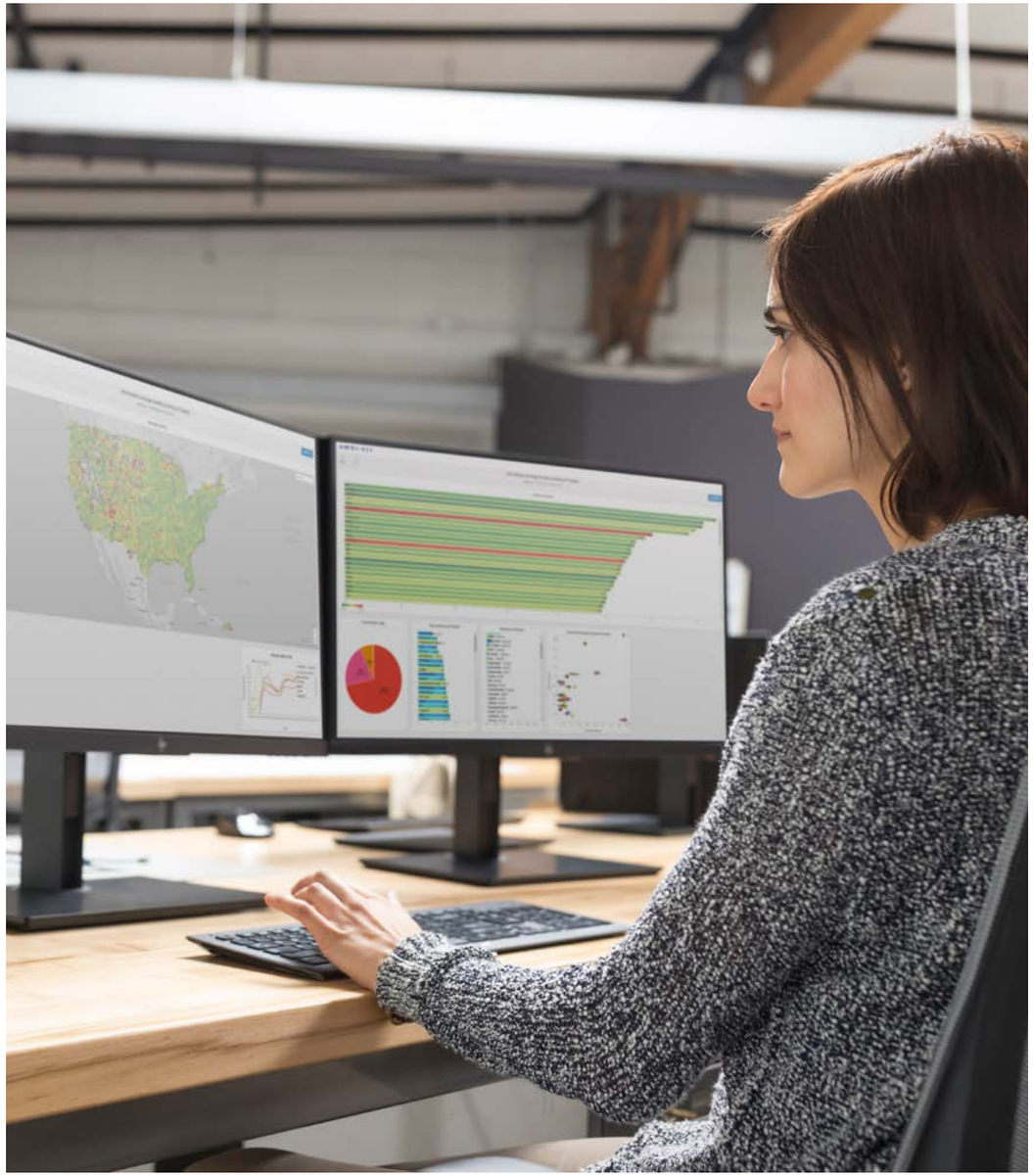
- ISO/IEC 27001:2013 Information Security Management certification
- ISO/IEC 27701:2019 Information Security Management certification
- ISO/IEC 20243:2018 Supply Chain Security certification
- System and Organization Controls (SOC2) Type II
- Secure Development Practices Assessment Certification (SD-PAC)

HP completed the self-certification under the EU-U.S. DPF, the UK Extension to the EU-U.S. DPF, and the Swiss-U.S. DPF, as set forth by the U.S. Department of Commerce. Learn more.

The Worldwide Security and Analytics Practice audits HP, as a customer, as well as HP's customer-facing cybersecurity systems, and conducts annual risk assessments of related systems and processes to help establish baselines and drive improvement in cybersecurity postures.



HP Wolf Connect's protect and trace cybersecurity features being used to make a secure call.



Incident response

We have formal processes to address cybersecurity events associated with our worldwide client base that include customer support and mechanisms to escalate issues as needed. Our online Security Bulletins support HP's commitment to provide prompt notification and remediation of any vulnerabilities related to our products, services, and solutions. When incidents occur, the Cybersecurity Organization, the Worldwide Security and Analytics Practice, and our chief technologist for security respond swiftly, reporting activities to relevant leadership. When a potential cybersecurity event is identified, a core team is responsible for management of the event, including any commercial or legal obligations to notify our customers and/or make regulatory filings. If the potential cybersecurity event involves personal data, HP's Trust and Privacy Organization is engaged as well.

See the Complaints, breaches, and requests section for discussion of data breaches associated with such cybersecurity events.

External engagement

HP is committed to advancing progress in cybersecurity within and beyond our industry.

We participate in relevant organizations and advisory boards, including the:

- Association for Computing Machinery
- Institute of Electrical and Electronics Engineers
- International Society of Automation
- International Systems Audit and Control Association
- International Information System Security Certification Consortium
- Information Systems Security Association
- National Information Assurance Partnership
- National Institute of Standards and Technology
- SysAdmin, Audit, Network, and Security
- Association of Certified Fraud Examiners
- Institute of Internal Auditors

In addition, we collaborate with a variety of educational institutions that have formal cybersecurity programs and provide a pool of possible interns and new employee hires. We host the HP Client Advisory Council, which drives awareness and education and provides a forum for knowledge-sharing with clients worldwide.

Security and privacy by design

HP continues to conduct and participate in cybersecurity research to identify and understand cybersecurity trends, risks, and threats, and to drive cybersecurity innovation in our products, devices, services, and solutions. We follow security-by-design and privacy-by-design principles and build security and resilience into our products, devices, services, and solutions throughout the product life cycle, from design, component sourcing, and manufacturing to transportation, service, and take-back.

Product security

Cybersecurity is an increasing concern for our customers worldwide as cyber threats continue to evolve with attacks that are more frequent, sophisticated, and diverse.

We continually work to enhance HP products, solutions, and services with industry-leading threat protection, detection, and resiliency capabilities while ensuring end user and organization data privacy. Decades of security innovation underpin HP Wolf Security as HP devices fortify zero trust effectiveness for our customers. HP manufactures the world's most secure printers,[2] which have the ability to dynamically adapt to tomorrow's ever-evolving modern threats.

HP's leadership team oversees our portfolio-wide approach to security and provides the resources needed to support HP's continued security 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.

Designing processes for security

HP follows security-by-design and privacy-by-design models, including zero trust principles, in the development of our products, from design through manufacturing, renewal/reuse, and recycling. For example, the HP Authentication Suite delivers effective printer and end user walk-up and remote multifactor authentication combined with client direct-to-printer, end-to-end data and document encryption.

We build protection, detection, and automatic recovery capabilities into our devices, not just in software, providing customers with separate, auditable security mechanisms to help manage and recover from security risks.

We design business PCs and printing systems with future threats in mind, providing built-in, hardware-enforced security and resiliency capabilities that integrate seamlessly with an organization's broader infrastructure. Arming our customers with the most potent security protections across devices, data, documents, solutions, and services to help them use endpoint infrastructure safely and confidently is foundational to our strategy.

We continually conduct threat analysis on new methods of compromising a PC or printing system, 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.

Through our Bug Bounty programs, we offer rewards for highly trained, geographically diverse, ethical hackers who expose flaws in our personal systems and print technologies. 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.

Our industry best practice Coordinated Vulnerability Disclosure approach 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 it is confirmed, work with the submitter on remediation and a coordinated public release of information.


HP's manufacturing facility in Singapore.

Supply chain security

Throughout our manufacturing, distribution, and renew and reuse processes, HP is committed to delivering a secure product to our customers. The supply chain security life cycle begins with the selection of trusted component suppliers and manufacturing partners. Our manufacturing facilities must meet HP partner cybersecurity standards, in line with our Defense in Depth cybersecurity strategy. During the manufacturing cycle, PC and printer software is installed in the factory using secure, HP-designed processes and validation checks. With the support of our logistics partners, HP products are secured against tampering in storage and transportation through tamper-evident packaging, hard-sided, lockable trailers, GPS tracking with door-opening detection, and secure parking sites. These requirements help maintain product integrity through to delivery.

We complete regular security reviews of our suppliers, logistics providers, and manufacturing partners, utilizing industry standards such as ISO 27001, NIST 800-161 and Transported Asset Protection Association standards.

The HP supply chain security group works to ensure that our products can resist attacks throughout the entire supply chain life cycle. 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. Further, HP continues to innovate with product design and technical capabilities to help address supply chain cybersecurity risk. In 2023, we launched the HP Platform Certificate, a secure, cryptographic platform certificate that validates system and component integrity. This improves our customers' cybersecurity supply chain risk management, by protecting them from malicious components and inauthentic parts. The HP Platform Certificate complies with existing Trusted Computing Group standards, and will be updated accordingly to meet evolving requirements.

Since 2021, HP has maintained the ISO/IEC 20243 Supply Chain Security certification for its enterprise printers and Original HP cartridges, validating HP's commitment to deliver trusted and tamper-resistant printers and cartridges. Learn more.

For more information, see HP Inc. Supply Chain Security.

Personal systems

HP produces the world's most secure PCs and workstations.[3] We take a unique approach and deliver comprehensive endpoint security, built on a foundation of hardware-based security. This starts in silicon with the Endpoint Security Controller, and continues with HP-developed BIOS firmware security capabilities and our ability to configure hardware security for customers direct from the factory. This full stack enables maximum security coverage compared with a software-only approach.

HP Threat Containment solutions such as HP Sure Click[4] and HP Sure Access[5] expand upon traditional malware detection, providing inherent protection by isolating malware and removing risk from the most common attack types, allowing users to "work without worry."

HP's threat research experts provide breaking news on malware and observed threats, including indicators of compromise and suggestions on how to defend against threats.

Learn more about our personal systems security solutions, including how HP Secure Erase[6] and HP Sure Recover[7] provide secure solutions for an organization to safely and seamlessly redeploy devices. Also, learn about HP Renew Solutions, including HP Device Recovery Service and HP Recycling Service.

Printers

HP offers the world's most secure printers,[8] and our Enterprise FutureSmart printers meet and exceed the NIST Platform Firmware Resiliency Guidelines. These products help customers ensure strong zero trust principles at the endpoints of their network—ensuring that all users are validated and authenticated. Our devices automatically self-heal, recover, and mitigate malware, phishing, and ransomware attacks, and provide the following award-winning features:

- HP Sure Start maintains BIOS integrity and can automatically recover from potential attacks, saving security and print IT teams' time, while strengthening endpoint device security.
- "Allowlisting" (formerly whitelisting) ensures both HP and HP-approved partner firmware is digitally signed and validated. We provide multiple levels of Allowlisting for layered protection at the firmware level.
- HP Memory Shield™ includes both hardware-protected run-time intrusion detection and control flow integrity.[9] These monitor the memory and execution flow of the printer for unusual activity, detecting alterations such as those associated with zero day attacks—when hackers exploit a security vulnerability before developers can fix it. For customers, when malware and zero day attacks strike a printer, Memory Shield can identify the exploit and initiate automatic recovery without the need for intervention. This reduces the potential "blast radius" of an attack.
- HP Connection Inspector monitors outbound printer network connections, detects any anomalous behavior, and initiates a self-healing recovery. For example, if an abnormal quantity of domain name service packets are leaving the printer—indicating an attacker is attempting command and control to gain access to company data—these events are captured and can be analyzed using existing security incident and event management tools, providing customers with visibility into printer-specific threat activity.

As an added layer of print security, Original HP office print cartridges contain tamper-resistant, proprietary firmware that helps prevent modification from third parties after production and helps reduce the risk of malicious code entering the cartridge chip.

In addition to standard penetration and vulnerability testing, in 2018, HP established the print industry's first Printer Bug Bounty program. This initiative engages global white hat security researchers—individuals who use hacking skills to ethically identify security vulnerabilities—to consistently seek out any firmware, device, and network communication bugs and vulnerabilities of HP devices in advance of launch.

Risk and compliance management are vital for business continuity. HP Security Manager[10] is the industry's only comprehensive policy-based printer security compliance tool. It is used to customize and deploy security policies and manage, assess, and remediate device configuration settings of HP printer fleets. Critical for zero trust implementation and security compliance is HP Security Manager's ability to apply device certificates while also assessing firmware vulnerability across the entire fleet from a single easy-to-deploy server-based tool.

Professional security services

HP Professional Security Advisory Services combines credentialed security experts and trained print and PC specialists to deliver a number of services. These include assessing the security posture of customers' unique print and endpoint environments, ensuring effective global print and PC security policy and governance strategies, addressing compliance requirements, developing and implementing plans, providing ongoing management, and proactively identifying gaps in defenses. These services reduce the need for security and IT teams to plan, implement, and maintain effective global security across their print infrastructure.

Learn more about HP Wolf Security solutions.

Public policy

Governments worldwide are enacting policy measures to tackle critical issues such as changes in geopolitical dynamics, supply chain resilience, responsible and ethical AI, and environmental and social challenges. HP seeks to partner with governments on these issues to contribute positively in communities around the world.

HP public policy advocacy engagements are aligned with our business interests. We advocate for measures that create business opportunities, allow operational flexibility, reduce risk, and promote sustainability aligned with HP's values focusing on climate action, human rights, and digital equity.

In this section

→ Policy priorities
→ Political engagement

Policy priorities

Our global Government Affairs and Public Policy 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:

- Ensuring market access and enabling supply chain resilience
- Preserving competitive tax structures and economic investment incentives
- Creating digital trust through robust and interoperable data-governance efforts that preserve open data flows
- Advancing policies that align skills with jobs and promote a diverse and inclusive workforce
- Supporting increased opportunities to expand digital equity
- Promoting sound sustainability policies that support circular economy and energy-efficiency practices

Political engagement

We conduct all political engagements in a transparent, legal, and ethical manner and in accordance with Integrity at HP.

In 2021, HP and the HP Employee Political Action Committee (PAC) ceased supporting candidates for elected office (and the HP PAC was dissolved). HP does not make political contributions either within or outside the United States.

We also make public our lobbying expenditures and membership in U.S. trade associations. HP files quarterly reports as required by U.S. law, available at the Clerk of the House website. For the EU, HP files annual reports with the Transparency Register. HP did not make any in-kind donations in 2023.

In 2023, for the sixth 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.

Political contributions and lobbying expenditures

(US$)

	2021	2022	2023
HP lobbying expenditures			
Total U.S. federal lobbying expenditures (reported quarterly under the Lobbying Disclosure Act)	2,140,000	2,670,000	3,430,000

Product safety

We are committed to providing products that are safe for their intended use and that comply with applicable government regulations.

All HP-branded electrical products undergo evaluations and testing to ensure that they meet our safety standards, consistent with HP's Safe & Legal Product requirements, which outline relevant internal and international safety standard requirements (e.g., the UL/EN/IEC 62368-1 safety standard). We continually evaluate our products to identify and implement opportunities for ongoing improvement.

We share extensive product safety information online to support customers' informed purchasing decisions.

View Declarations of Conformity for EU and UK requirements, as well as certifications for other locations. Contact the HP Sustainability and Compliance Center regarding declarations for other countries.

Safety data sheets are available for HP formulated products, including inks, toners, batteries, 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.

In this section

→ Safety across HP printing

Safety across HP printing

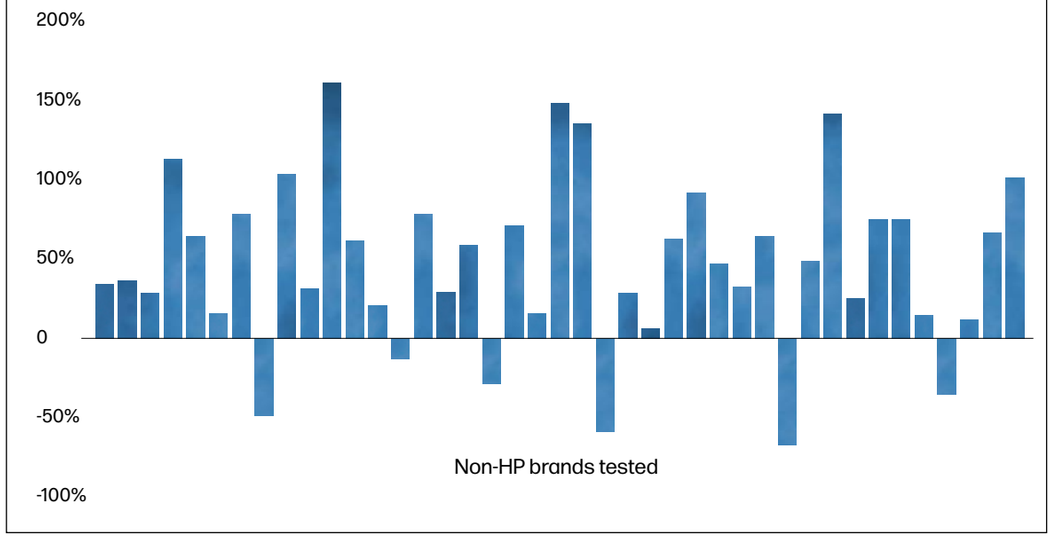
Home and office printing solutions

Original HP Toner and Ink Cartridges are designed and tested with indoor air quality in mind.

HP voluntarily designs and tests its printing systems[11] to meet Blue Angel and EPEAT® indoor air quality emission standards.

In 2023, HP commissioned the Fraunhofer Institute's Wilhem-Klauditz-Institut (WKI) to perform studies that tested the emission rates of volatile organic compounds. The WKI examined 42 non-HP toner cartridges sold as alternatives for popular HP printers. These tests were carried out in compliance with Blue Angel DE-UZ 219, and conducted on cartridges sold in North America, Latin America, and EMA and APJ regions. The study found that 83% of non-HP toner cartridges failed Blue Angel emission criteria and may therefore contribute to poor indoor air quality.[12]

Total volatile organic compound emissions from non-HP cartridges tested*
(percentage emissions above or below the Blue Angel limit)



* Results from WKI study: 2023 WKI emissions-testing study, commissioned by HP, in compliance with Blue Angel protocol DE-UZ 219: 42 non-HP (31 imitation and 11 remanufactured) toner cartridges sold as alternatives for the HP LaserJet Pro M404dn and M405dw in North America, Latin America, EMEA, and APJ regions.

Large format printing

The water-based formulation of HP Latex Inks provides a more comfortable and welcoming print-production environment without trading off performance.

HP Latex Inks consist of up to 65% water and are designed to avoid the hazards associated with alternative inks. They contain zero hazardous air pollutants,[13] are nonflammable and noncombustible,[14] do not release ozone, and avoid problematic reactive monomer chemistry.[15]

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 also obtain the ECO PASSPORT by OEKO-TEX®, an independent safety 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.

See Product certifications and other information.

Industrial print

We incorporate relevant food-contact material regulations, industry guidance, and brand requirements into our formulation qualification process.

This supports 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.

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 meet worldwide regulatory requirements and to address a broad range of health and environmental considerations.

To help 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 PA 12 White, HP PP enabled by BASF, and HP TPA enabled by Evonik, as well as the corresponding HP 3D 600/700/710 and HP 3D 710R/710W Fusing and Detailing Agents, have been tested for regulated heavy metals, phthalates, and bisphenol A.

HP employees volunteer at a site in San Juan Cosala on Lake Chapala near Guadalajara, Mexico.

Appendix

About this report

Since 2001, HP has provided in-depth information on its social and environmental progress to stakeholders, including customers, industry analysts, investors, employees, and others.

To determine report contents, we consider:

- Our environmental, social, and governance (ESG) materiality assessment
- Input from external stakeholders
- Broader sustainability context and trends
- External standards and frameworks such as the Global Reporting Initiative (GRI) Sustainability Reporting Standards, the UN Global Compact, the UN Sustainable Development Goals, the Sustainability Accounting Standards Board Hardware Sustainability Accounting Standard, and CDP

Throughout this report, we have included links to stories about HP's innovations and impact. In addition to our Sustainable Impact Report, we share information on our programs and progress on our Sustainable Impact website.

Reporting scope and measures

- This report covers HP's Sustainable Impact policies, programs, and goals. It includes HP's performance data through FY23 (which ended October 31, 2023), unless stated otherwise.
- HP assumes no obligation to update this report after its publication.
- ESG metrics in this report do not include Apogee and Simpress, independent subsidiaries of HP, unless otherwise stated.
- 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.
- Most metrics in the report have been rounded to aid readability. In some cases, segments do not add up to the total due to rounding.
- All references to years are to HP's fiscal year, which ends October 31 of the year noted, unless stated otherwise.
- "Tonnes" refers to metric tons.

Metrics and goals

The metrics in this report are HP data, unless stated otherwise. Collecting data from more than 100 sites globally and from our supply chain 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.

Assumptions are utilized when estimating Scope 3 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 HP. 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 by emailing sustainability@hp.com.

External verification

Assurance demonstrates our commitment that information in this report describes our performance accurately and completely.

In 2023, HP engaged Ernst & Young LLP (EY) to perform an independent review of selected key performance indicators in our 2023 HP 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.

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, they could affect the business and results of operations of HP Inc. and its consolidated subsidiaries ("HP"), which 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 impact of the COVID-19 pandemic; 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 (including the FY23 plan), net revenue or profitability improvements, or other financial impacts; any statements concerning the expected development, demand, performance, market share, or competitive performance relating to products or services; any statements concerning potential supply constraints, component shortages, manufacturing disruptions, or logistics challenges; 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, disputes, or other litigation matters; any statements of expectation or belief as to the timing and expected benefits of acquisitions and other business combination and investment transactions (including the acquisition of Plantronics, Inc.); statements relating to future progress toward, and achievement of, HP's ESG goals set forth in this document, including future net GHG emissions; 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 that could

affect our business and results of operations include factors relating to the impact of macroeconomic and geopolitical trends, changes, and events, including the Russian invasion of Ukraine, tension across the Taiwan Strait, the Israel–Hamas conflict, other hostilities in the Middle East and the regional and global ramifications of these events; volatility in global capital markets and foreign currency, increases in benchmark interest rates, the effects of inflation, and instability of financial institutions; risks associated with HP's international operations; the effects of global pandemics, such as COVID-19, or other public health crises; the execution and performance of contracts by HP and its suppliers, customers, clients, and partners, including logistical challenges with respect to such execution and performance; changes in estimates and assumptions HP makes in connection with the preparation of its financial statements; the need to manage (and reliance on) third-party suppliers, including with respect to supply constraints and component shortages, and the need to manage HP's global, multi-tier distribution network and potential misuse of pricing programs by HP's channel partners, adapt to new or changing marketplaces, and effectively deliver HP's services; HP's ability to execute on its strategic plans, 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 competitive pressures faced by HP's businesses; successfully innovating, developing, and executing HP's go-to-market strategy, including online, omnichannel, and contractual sales, in an evolving distribution, reseller, and customer landscape; the development and transition of new products and services and the enhancement of existing products and services to meet evolving customer needs and respond to emerging technological trends, including artificial intelligence; successfully competing and maintaining the value proposition of HP's products, including supplies and 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, or our uneven sales cycle; integration and other risks associated with business combination and investment transactions; the results of our restructuring plans (including the FY23 plan), including estimates and assumptions related to the cost (including any possible disruption of HP's business) and the anticipated benefits of our restructuring plans; the protection of HP's intellectual property assets, including intellectual property licensed from third parties; the hiring and retention of key employees; disruptions in operations from system security risks, data protection breaches, cyberattacks, extreme weather conditions or other effects of climate change, 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; our aspirations related to ESG matters; potential impacts, liabilities, and costs from pending or potential investigations, claims, and disputes; our use of artificial intelligence; the effectiveness of our internal control over financial reporting; and other risks that are described herein, as well as the risks discussed in Item 1A "Risk Factors" of Part I in our Annual Report on Form 10-K for the fiscal year ended October 31, 2023 and that are otherwise described or updated from time to time in HP's other filings with the U.S. Securities and Exchange Commission (SEC). HP's FY23 plan includes HP's efforts to take advantage of future growth opportunities, including but not limited to investments to drive growth, investments in our people, improving product mix, driving structural cost savings, and other productivity measures. Structural cost savings represent gross reductions in costs driven by operational efficiency, digital transformation, and portfolio optimization. These initiatives include but are not limited to workforce reductions, platform simplification, programs consolidation, and productivity measures undertaken by HP, which HP expects to be sustainable in the longer term. These structural cost savings are net of any new recurring costs resulting from these initiatives and exclude one-time investments to generate such savings. HP's expectations on the longer-term sustainability of such structural cost savings are based on its current business operations and market dynamics, and could be significantly impacted by various factors, including but not limited to HP's evolving business models, future investment decisions, the market environment, and the technology landscape.

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 quarters ending April 30, 2024 and July 31, 2024, Annual Report on Form 10-K for the fiscal year ending October 31, 2024, and HP's other filings with the SEC. 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.

Throughout this report, we use the definition of "materiality" from concepts borrowed from international standards and regulatory frameworks, which is different from the term as it has been defined by or construed in accordance with the securities laws or any other laws of the United States or any other jurisdiction, or as used in the context of our financial statements and financial reporting or our reports filed with the U.S. Securities and Exchange Commission (SEC). Topics identified as ESG material for the purpose of this report should not be construed as being material for SEC or other reporting purposes, financial or otherwise. In addition, historical, current, and forward-looking sustainability-related statements may be based on standards for measuring progress that are still developing, internal controls and processes that continue to evolve, and assumptions that are subject to change in the future.

HP's Investor Relations website at 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

Climate Action

Climate Action Policy Position

Environmental, Health and Safety Policy

Export of Electronic Waste to Developing Countries Policy

General Specification for the Environment

Hardware Recycling Standard

Hardware Reuse Standard

Reuse and Recycling Policy for Used Hardware Product

Materials and Chemical Management Policy

Supplier Code of Conduct

Supply Chain Social and Environmental Responsibility Policy

Sustainable Paper and Wood Policy

Human Rights

Contingent Worker Code of Conduct

Global Non-Discrimination Policy

Harassment-Free Work Environment Policy

Human Rights Policy

Open Door Policy

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

Integrity

Anti-Corruption Policy

Corporate Governance Guidelines

Global Business Amenities Policy

Global Charitable Contributions Policy

Integrity at HP

Partner Code of Conduct

Privacy Statement

U.S. Public Sector Code of Conduct

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 (the "Subject Matter") included in Appendix A and as presented in HP's 2023 Sustainable Impact Report for the year ended October 31, 2023 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. The procedures performed in a review vary in nature and timing from and are substantially less in extent 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. Because of the limited nature of the engagement, the level of assurance obtained in a review is substantially lower than the assurance that would have been obtained had an examination been performed. As such, a review does not provide assurance that we became aware of all significant matters that would be disclosed in an examination. We believe that the review evidence obtained is sufficient and appropriate to provide a reasonable basis for our conclusion.

We are required to be independent of HP Inc. and to meet our other ethical responsibilities, in accordance with the relevant ethical requirements related to our review engagement. Additionally, we have complied with the other ethical requirements set forth in the Code of Professional Conduct and applied the Statements on Quality Control Standards established by the AICPA.

The procedures we performed were based on our professional judgment. Our review consisted 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.

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.

Furthermore, Scope 3 emissions are calculated based on a significant number of estimations and management assumptions due to the inherent nature of the Greenhouse Gas Protocol Corporate Value Chain (Scope 3) Accounting and Reporting Standard as well as the Technical Guidance for Calculating Scope 3 Emissions criteria.

The information included in HP's 2023 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 indicators for the year ended October 31, 2023, in order for the schedules to be in accordance with the Criteria.

Ernst & Young LLP

April 22, 2024

EY
Building a better working world

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Appendix A – HP Inc. Schedules of Select Sustainability Information

Schedule of Select Environmental Metrics for the year ended October 31, 2023

Indicator name	Scope	Unit of measure	Reported value	Criteria
Scope 1 greenhouse gas ("GHG") emissions[1]	Global	Tonnes of carbon dioxide equivalents (tCO_2e)	52,100	World Resources Institute ("WRI") / World Business Council for Sustainable Development's ("WBCSD") The Greenhouse Gas ("GHG") Protocol: A Corporate Accounting and Reporting Standard as amended by the GHG Protocol Scope 2 Guidance, Global Reporting Initiative ("GRI") Standard 305-1 Direct (Scope 1) Emissions and HP Inc.'s ("HP") Carbon Accounting Manual[2]
Scope 2 GHG emissions (location-based-method)[1]	Global	tCO_2e	193,300	WRI/WBCSD's The GHG Protocol: A Corporate Accounting and Reporting Standard as amended by the GHG Protocol Scope 2 Guidance, GRI Standard 305-2 Energy Indirect (Scope 2) GHG Emissions and HP's Carbon Accounting Manual[2]
Scope 2 GHG emissions (market-based-method)[1]	Global	tCO_2e	94,300	
Scope 3 GHG emissions[1,3] **– Total**	Global	tCO_2e	19,618,000	WRI/WBCSD's The GHG Protocol Corporate Value Chain (Scope 3) Accounting and Reporting Standard, WRI/WBCSD's The GHG Protocol Technical Guidance for Calculating Scope 3 Emissions, GRI Standard 305-3 Other Indirect (Scope 3) GHG Emissions and HP's Carbon Accounting Manual[2]
Scope 3 GHG emissions[1] **– Category 1 – Purchased Goods and Services**			11,856,000	
Scope 3 GHG emissions[1] **– Category 2 – Capital Goods**			29,000	
Scope 3 GHG emissions[1] **– Category 3 – Fuel and Energy-Related Activities**			53,000	
Scope 3 GHG emissions[1] **– Category 4 & 9 – Upstream/Downstream Transportation & Distribution**			542,000	
Scope 3 GHG emissions[1] **– Category 5 – Waste Generated in Operations**			1,000	
Scope 3 GHG emissions[1] **– Category 6 – Business Travel**			32,000	
Scope 3 GHG emissions[1] **– Category 7 – Employee Commuting**			97,000	
Scope 3 GHG emissions[1] **– Category 11 – Use of Sold Products**			6,656,000	
Scope 3 GHG emissions[1] **– Category 12 – End-Of-Life Treatment of Sold Products**			323,000	
Scope 3 GHG emissions[1] **– Category 13 – Downstream Leased Assets**			29,000	
Scope 3 GHG emissions[1] **– Category 15 – Investments**			De minimis[4]	
Direct energy use in operations (corresponding to Scope 1 emissions)[5]	Global	MWh[6]	230,047	Total direct energy consumption as defined within and by HP management definitions disclosed in the 2023 Sustainable Impact Report. Significant contextual information necessary to understand how the data has been compiled have been disclosed.
Indirect energy use (corresponding to Scope 2 emissions)[7]	Global	MWh[6]	499,785	Total indirect energy consumption as defined within and by HP management definitions disclosed in the 2023 Sustainable Impact Report. Significant contextual information necessary to understand how the data has been compiled have been disclosed.
Voluntary purchases of renewable energy[8]	Global	MWh[6]	290,610	Total energy consumption within the organization from renewable sources as defined within and by HP management definitions disclosed in the 2023 Sustainable Impact Report. Significant contextual information necessary to understand how the data has been compiled have been disclosed.
Direct water withdrawal[9]	Global	Cubic meters[10]	2,235,000	Total water withdrawal presented as the total of surface water, ground water and third-party water as defined within and by HP management definitions disclosed in the 2023 Sustainable Impact Report. Significant contextual information necessary to understand how the data have been compiled have been disclosed[11].

1 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 of its reporting. Refer to the Carbon Accounting Manual for additional detail on factors used.

2 Historical HP Carbon Accounting Manual and Water Accounting Manual are available here.

3 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 5 Waste generated in operations, Category 6 Business travel, Category 7 Employee commuting, Category 11 Use of sold products, Category 12 End-of-life treatment of sold products, Category 13 Downstream Leased Assets and Category 15 Investments.

4 De minimis values are less than 0.25% of total Scope 3 emissions. Refer to HP's Carbon Accounting Manual for further detail.

5 Direct energy use refers to direct energy consumption in operations or facilities within HP's operational control, including natural gas, renewable energy generated on-site, diesel/oil/gas/Liquified Petroleum Gas, and transportation fleet, including vehicles and air, similar to the Scope 1 emissions boundary. Refrigerants and perfluorinated compounds are not applicable to the calculation of direct energy use, although they are included in the Scope 1 GHG emissions boundary.

6 Note that 1 MWh equates to 3,600 megajoules.

7 Indirect energy includes purchased electricity and steam consumed within operations or facilities within HP's operational control and does not include renewable energy purchases.

8 Voluntary purchases of renewable energy include the purchase of unbundled renewable energy credits (RECs), participation in utility green power programs and renewable energy contracted through energy providers.

9 Direct water withdrawal for HP operations includes water withdrawn for use in operations or facilities within HP's operational control and includes: 2,000 cubic meters of captured rain water (classified as surface water); 1,000 cubic meters of well water (classified as ground water); and 2,232,000 cubic meters of municipal water and NeWater, which is wastewater sourced from another organization (both of which are classified as third-party water). Note that sewage treatment plant (STP) water is not included within the scope of water withdrawal. Seawater and produced water are not applicable to HP. De-watering wells are present at HP's Corvallis, OR site to manage water tables for structural purposes by withdrawing naturally occurring groundwater and repurpose for irrigation or to return to local surface bodies of water through storm drains. Groundwater withdrawn through de-watering wells at the site is excluded from the water withdrawal amount reported due to the lack of data available to measure or estimate. Note that the groundwater is considered non-potable water.

10 Note that 1 cubic meter of water equates to 0.001 megaliters.

11 Relevant definitions, related reporting period, organizational boundaries, standards, data collection, and calculation methodologies are available in the Water Accounting Manual at https://h20195.www2.hp.com/v2/GetDocument.aspx?docname=c08963338.

Schedule of Supply Chain Audits, Assessments and Findings for the year ended October 31, 2023

Indicator name	Scope	Reported value	Criteria
Supplier audits and assessments completed, including percentage Responsible Business Alliance (RBA) Validated Assessment Program (VAP) audits	Global	In 2023, we completed 360 audits of production, nonproduction, and product transportation suppliers, and 16 other assessments of production suppliers. During the year, 86% 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 7.0, 7.0.1, 7.1.1, or 7.1.2. Initial Audits that started after September 2021 used RBA Protocol 7.0.1 and Initial Audits that started after July 2023 used RBA Protocol 7.1.2. 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. The number of audits reported includes those that begin during the reporting year and for which the audit report is received by February 15th of the subsequent year (e.g., received by February 15, 2024 for reports conducted during FY23). Audit reports received after this date are included in the following year's reported value. Other assessments include health and safety assessments, onboarding assessments, vulnerable worker group (student and foreign worker) assessments, Key Performance Indicator (KPI) validation assessments, and priority screening assessments.
Production supplier audit finding rate for major nonconformances and priority findings	Global	171 initial audits and full re-audits of production suppliers conducted in 2023 identified 16 immediate priority findings, equivalent to 0.1 per audit on average, and 821 other nonconformances[12], equivalent to 4.8 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, perceived violation of environmental laws posing serious and immediate harm to the community, and falsified pay slips. Other nonconformances include all other priority nonconformances and all major nonconformances as defined by the RBA VAP.

Note: 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.

12 Other priority nonconformances and major nonconformances represent 3.3% and 96.7% of other nonconformances, respectively.

United Nations Sustainable Development Goals index

At HP, we support the UN 2030 Sustainable Development Goals (SDGs) and recognize the importance of contributing to a more sustainable future. We have existing programs that contribute to the progress of 16 of the 17 goals, and continue to drive innovations that help achieve them. We aim to enable our stakeholders and partners to contribute toward more equitable, inclusive, and sustainable development. We have taken this reporting a step further by reporting against the SDG Ambition Benchmarks developed by the UN Global Compact. These benchmarks allow HP to further demonstrate how HP aligns actions to the SDGs.

Goal 1: End poverty in all its forms everywhere

HP's actions:
Education; Community giving and volunteerism

Goal 2: End hunger, achieve food security and improved nutrition and promote sustainable agriculture

HP's actions:
No major programs at this time.

Goal 3: Ensure healthy lives and promote well-being for all at all ages

HP's actions:
Process chemicals; Our employees: Health and safety; Our employees: Wellbeing; Product safety

Goal 4: Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all

HP's actions:
Education; Community giving and volunteerism

Goal 5: Achieve gender equality and empower all women and girls

SDG Ambition Benchmark:
- Gender balance across all levels of management
- Equal pay for work of equal value

HP's actions:
Employee development; Compensation and benefits; Culture, equity, and diversity

Goal 6: Ensure availability and sustainable management of water and sanitation for all

SDG Ambition Benchmark:
- Net-positive water impact in water-stressed basins

HP's actions:
Water: Supply chain; Water: HP operations

Goal 7: Ensure access to affordable, reliable, sustainable and modern energy for all

HP's actions:
Carbon: Supply chain; Carbon: HP operations; Carbon: Product use

Goal 8: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all

SDG Ambition Benchmark:
- 100% of employees across the organization earn a living wage

HP's actions:
Supply chain workers; Supplier diversity; Education; Community giving and volunteerism

Goal 9: Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation

HP's actions:
Circular design; Environmental management: HP operations

Goal 10: Reduce inequality within and among countries

HP's actions:
Supplier diversity; Our communities; Education; Community giving and volunteerism

Goal 11: Make cities and human settlements inclusive, safe, resilient and sustainable

HP's actions:
Community giving and volunteerism

Goal 12: Ensure sustainable consumption and production patterns

SDG Ambition Benchmarks:
- Zero waste to landfill and incineration
- Zero discharge of hazardous pollutants and chemicals
- 100% sustainable material inputs that are renewable, recyclable or reusable

HP's actions:
Waste; Circularity; Materials; Forests

Goal 13: Take urgent action to combat climate change and its impacts

SDG Ambition Benchmark:
- Science-based emissions reduction in line with a 1.5°C pathway

HP's actions:
Carbon footprint; Path to net zero by 2040; Carbon: Supply chain; Carbon: HP operations; Carbon: Product use

Goal 14: Conserve and sustainably use the oceans, sea and marine resources for sustainable development

SDG Ambition Benchmark:
- 100% resource recovery, with all materials and products recovered and recycled or reused at end of use

HP's actions:
Product reuse and recycling vendors; Recycled content; Ocean-bound plastics; Renewable materials

Goal 15: Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss

SDG Ambition Benchmark:
- Land degradation neutrality including zero deforestation

HP's actions:
Forests

Goal 16: Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels

SDG Ambition Benchmark:
- Zero incidences of bribery

HP's actions:
Governance and accountability; Supply chain workers; Operating responsibly

Goal 17: Strengthen the means of implementation and revitalize the global partnership for sustainable development

HP's actions:
HP supports the UN SDGs, the UN Global Compact, GRI, and other global efforts to advance sustainable development.

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	2023 reporting
Product Security	TC-HW-230a.1	Description of approach to identifying and addressing data security risks in products	Cybersecurity Product security
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	Representation Data—Our employees
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 proactively restrict substances of concern. Any remaining uses of substances of concern in products are for applications that lack viable alternatives. All electronics companies still have products claiming Restriction of Hazardous Substances Directive (RoHS) exemptions or using Registration, Evaluation, Authorisation and Restriction of Chemicals (REACH) regulation 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 REACH Article 33 Declarations and the Substances and Materials Requirements (HP Standard 011-01) in the HP General Specification for the Environment for more detail.
	TC-HW-410a.2	Percentage of eligible products, by revenue, meeting the requirements for EPEAT® registration or equivalent	Eco labels across our personal systems and printers portfolio
	TC-HW-410a.3	Percentage of eligible products, by revenue, meeting ENERGY STAR® criteria	Eco labels across our personal systems and printers portfolio
	TC-HW-410a.4	Weight of end-of-life products and e-waste recovered, percentage recycled	Reuse Recycle Data—Product repair, reuse, and recycling
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	Audit and assessment results
	TC-HW-430a.2	Tier 1 suppliers' (1) non-conformance rate with the RBA Validated Audit Process (VAP) or equivalent, and (2) associated corrective action rate for (a) priority non-conformances and (b) other non-conformances	Audit and assessment results Reuse Recycle Vendor audits
Materials Sourcing	TC-HW-440a.1	Description of the management of risks associated with the use of critical materials	Transparency in sourcing 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. Multi-stakeholder initiatives SEC Conflict Minerals Report External collaboration with Responsible Minerals Initiative HP does not currently report on other critical materials.
Activity Metric	TC-HW-000.A	Number of units produced by product category	HP's business performance is measured using key performance indicators different from those of the SASB Standards. These can be found disclosed in our 2023 Form 10-K, quarterly 10-Q filings, and Investor Relations webpage.
Activity Metric	TC-HW-000.B	Area of manufacturing facilities (ft^2)	2023 10-K (Item 2. Properties)
Activity Metric	TC-HW-000.C	Percentage of production from owned facilities	HP's business performance is measured using key performance indicators different from those of the SASB Standards. These can be found disclosed in our 2023 Form 10-K, quarterly 10-Q filings, and Investor Relations webpage.

GRI index

This report was prepared in accordance with the GRI 2021 Sustainability Reporting Standards. This index includes links to information about relevant Disclosures.

Disclosure	Location
GRI 2: General Disclosures	
2-1 Organizational details	5, HP 2023 10-K (page 5)
2-2 Entities included in the organization's sustainability reporting	HP 2023 10-K (page 5)
2-3 Reporting period, frequency and contact point	186, General feedback
2-4 Restatements of information	Noted in sections as appropriate.
2-5 External assurance	186, 189
2-6 Activities, value chain and other business relationships	70, 105, 106, 118, 189, HP 2023 10-K (page 5)
2-7 Employees	142 HP is dedicated to maintaining reliable data on our employees and employment agreements. Presently, details on temporary and non-guaranteed-hours employees are not available. As we move forward, we're looking to fill in these gaps and disclose this information in future reports.
2-8 Workers who are not employees	142 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. The complete count of non-employee workers under organizational control, along with notable fluctuations in their numbers, is presently unavailable. As part of our commitment to transparency, we aspire to incorporate this relevant information into future reports.
2-9 Governance structure and composition	12, 169, 172, Governance–HP Board of Directors, Corporate Governance Guidelines, Nominating, Governance and Social Responsibility Committee Charter, HP 2024 Proxy Statement (page 33)
2-10 Nomination and selection of the highest governance body	Corporate Governance Guidelines, HP 2024 Proxy Statement (page 26)
2-11 Chair of the highest governance body	Governance–HP Board of Directors, Corporate Governance Guidelines, HP 2024 Proxy Statement (page 19)
2-12 Role of the highest governance body in overseeing the management of impacts	12, 88, Nominating, Governance and Social Responsibility Committee Charter
2-13 Delegation of responsibility for managing impacts	12, 88
2-14 Role of the highest governance body in sustainability reporting	12, HP 2024 Proxy Statement (page 31)
2-15 Conflicts of interest	Corporate Governance Guidelines Integrity at HP 2022
2-16 Communication of critical concerns	104, Contacting the Board
2-17 Collective knowledge of the highest governance body	95, HP 2024 Proxy Statement (page 17) Governance–HP Board of Directors
2-18 Evaluation of the performance of the highest governance body	12, HP 2024 Proxy Statement (page 27)
2-19 Remuneration policies	HP 2024 Proxy Statement (pages 49–82)
2-20 Process to determine remuneration	HP 2024 Proxy Statement (pages 49–82)
2-21 Annual total compensation ratio	HP 2024 Proxy Statement (page 78)
2-22 Statement on sustainable development strategy	3, 11
2-23 Policy commitments	12, 99, 173, 181, Human Rights Policy, Integrity at HP 2022 Supply chain responsibility
2-24 Embedding policy commitments	12, 95, 188, Integrity at HP 2022
2-25 Processes to remediate negative impacts	99, 100
2-26 Mechanisms for seeking advice and raising concerns	171, HP Integrity Reporting
2-27 Compliance with laws and regulations	171 The Reporting concerns section of our report discloses the types of items reported to the global Integrity at HP Team or other compliance functions. Further information related to the financial impacts that these concerns have had is subject to confidentiality constraints.
2-28 Membership associations	Affiliations and Memberships
2-29 Approach to stakeholder engagement	13, 16, 126
2-30 Collective bargaining agreements	Approximately 19,100 employees are represented by an independent trade union, works council, or other employee representative group, or covered by collective bargaining agreements.
GRI 3: Material Topics	
3-1 Process to determine material topics	13, 16 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.
3-2 List of material topics	16, 17, 18

Disclosure	Location
GRI 200: Economic Standard Series	
GRI 201: Economic Performance	
3-3 Management of material topics	16, 137, 181, HP 2023 10-K (page 38), HP Fiscal 2023 Financial Outlook
201-1 Direct economic value generated and distributed	4, HP 2023 10-K (page 38)
201-2 Financial implications and other risks and opportunities due to climate change	76, HP's CDP Climate Change response submitted in 2023*, HP 2023 10-K (page 25)
201-3 Defined benefit plan obligations and other retirement plans	HP 2024 Proxy Statement (page 62) HP 2023 10-K (pages 36, 66)
201-4 Financial assistance received from government	HP 2023 10-K (page 77)
GRI 203: Indirect Economic Impacts**	
3-3 Management of material topics	16, 137, 164, 166, 181, HP Global Charitable Contributions Policy
203-1 Infrastructure investments and services supported	29, 39, 137, 164, HP LIFE, HP LIFE success stories
203-2 Significant indirect economic impacts	137, 139, 163, HP Global Charitable Contributions Policy
GRI 204: Procurement Practices	
3-3 Management of material topics	16, 50, 107, 112, 113, 137
205-1 Operations assessed for risks related to corruption	This information is currently unavailable. We finalized our latest Double Materiality Assessment in February 2024, which didn't allow enough time to collect this information. We will be looking into disclosing more information on the topic in the next reporting cycle.
GRI 205: Anti-corruption	
3-3 Management of material topics	16, 90, 99, 169, 172, Anti-Corruption Policy, Integrity at HP 2022
205-1 Operations assessed for risks related to corruption	171, 172, Anti-Corruption Policy The results of HP's internal assessments of corruption-related risks are confidential.
205-2 Communication and training about anti-corruption policies and procedures	169, 172
205-3 Confirmed incidents of corruption and actions taken	The results of HP's internal assessments of corruption-related risks are confidential.
GRI 300: Environment Standard Series	
GRI 301: Materials	
3-3 Management of material topics	16, 44–55, 63–69, 118, HP Product Material Content Information, Supply chain responsibility: Our approach, HP's CDP Forests response submitted in 2023*, HP Circularity accounting manual
301-1 Materials used by weight or volume	50–55, 83
301-2 Recycled input materials used	50–55, 83
301-3 Reclaimed products and their packaging materials	56–60, 83
GRI 302: Energy	
3-3 Management of material topics	16, 24, 29–37, 99, 100, 189
302-1 Energy consumption within the organization	23, 81
302-2 Energy consumption outside of the organization	32–37, 80
302-3 Energy intensity	29–31, 81
302-4 Reduction of energy consumption	23, 25–31
302-5 Reductions in energy requirements of products and services	32–37
GRI 303: Water and Effluents	
3-3 Management of material topics	16, 38–40, HP Water accounting manual, HP's CDP Water Security response submitted in 2023*
303-1 Interactions with water as a shared resource	38–40, HP Water accounting manual, HP's CDP Water Security response submitted in 2023*
303-2 Management of water discharge-related impacts	38, 40, 79, HP's CDP Water Security response submitted in 2023*
303-3 Water withdrawal	40, 79, 81, HP's CDP Water Security response submitted in 2023*
303-4 Water discharge	HP's CDP Water Security response submitted in 2023*
303-5 Water consumption	39, 40, 79, 81, HP's CDP Water Security response submitted in 2023*
GRI 304: Biodiversity	
3-3 Management of material topics	16, 44–55, 63–69, 118, HP Product Material Content Information, Supply chain responsibility: Our approach, HP's CDP Forests response submitted in 2023*, HP Circularity accounting manual
3-3 Management of material topics	This information is currently unavailable. We finalized our latest Double Materiality Assessment in February 2024, which didn't allow enough time to collect this information. We will be looking into disclosing more information on the topic in the next reporting cycle.
304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	61, 62, 63–69, 118, HP Product Material Content Information, Supply chain responsibility: Our approach, HP's CDP Forests response submitted in 2023*, HP Circularity accounting manual
304-2 Significant impacts of activities, products and services on biodiversity	This information is currently unavailable. We finalized our latest Double Materiality Assessment in February 2024, which didn't allow enough time to collect this information. We will be looking into disclosing more information on the topic in the next reporting cycle.

* HP's climate risk assessment and other policies have been refreshed after CDP submission in July 2023.

** Although this GRI Standards topic was not determined to be material in HP's ESG 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
304-3 Habitats protected or restored	This information is currently unavailable. We finalized our latest Double Materiality Assessment in February 2024, which didn't allow enough time to collect this information. We will be looking into disclosing more information on the topic in the next reporting cycle.
304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations	This information is currently unavailable. We finalized our latest Double Materiality Assessment in February 2024, which didn't allow enough time to collect this information. We will be looking into disclosing more information on the topic in the next reporting cycle.
GRI 305: Emissions	
3-3 Management of material topics	16, 21, 23, 25–27, 99, 100, HP Carbon accounting manual
305-1 Direct (Scope 1) GHG emissions	23, 29, 77–78, HP's CDP Climate Change response submitted in 2023*, HP Carbon accounting manual
305-2 Energy indirect (Scope 2) GHG emissions	23, 29, 77–78, HP's CDP Climate Change response submitted in 2023*, HP Carbon accounting manual
305-3 Other indirect (Scope 3) GHG emissions	23, 25–28, 32–37, 78, 80, HP's CDP Climate Change response submitted in 2023*, HP Carbon accounting manual
305-4 GHG emissions intensity	29, 77, HP's CDP Climate Change response submitted in 2023*, HP Carbon accounting manual
305-5 Reduction of GHG emissions	24, 29–31, HP's CDP Climate Change response submitted in 2023*, HP Carbon accounting manual
305-6 Emissions of ozone-depleting substances (ODS)	29–31, 82, HP's CDP Climate Change response submitted in 2023*, HP Carbon accounting manual
GRI 306: Waste	
3-3 Management of material topics	16, 44–62, 74, Export of Electronic Waste to Developing Countries Policy
306-1 Waste generation and significant waste-related impacts	54–55, 61–62, 82, HP Statement on E-Waste & Used Electronic Equipment
306-2 Management of significant waste-related impacts	50–55, 61–62 HP employs third-party entities for the collection and management of waste, adhering to all requisite statutory obligations.
306-3 Waste generated	62, 82
306-4 Waste diverted from disposal	56–60, 62, 82
306-5 Waste directed to disposal	62, 82

Disclosure	Location
GRI 308: Supplier Environmental Assessment	
3-3 Management of material topics	16, 25–28, 38, 70–72, Supply chain responsibility: Our approach, HP Supplier Code of Conduct, Supplier sustainability requirements
308-1 New suppliers that were screened using environmental criteria	113–116, 141
308-2 Negative environmental impacts in the supply chain and actions taken	113–116
GRI 400: Social Standard Series	
GRI 401: Employment	
3-3 Management of material topics	16, 125, 126, 128
401-1 New employee hires and employee turnover	144
401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	125
401-3 Parental leave	Information on the total number of employees eligible for parental leave by gender, those taking parental leave by gender, and the total number returning to work after parental leave, categorized by gender, is currently unavailable. Also lacking is data on the total number of employees still employed 12 months post-parental leave and the return-to-work and retention rates of employees who took parental leave, segmented by gender. We aspire to incorporate this relevant information into future reports.
GRI 402: Labor/Management Relations	
3-3 Management of material topics	16, 125
GRI 403: Occupational Health and Safety	
3-3 Management of material topics	16, 73, 112, 127, 128, HP Environmental, Health and Safety Policy, Supply chain responsibility: Our approach
403-1 Occupational health and safety management system	73
403-2 Hazard identification, risk assessment, and incident investigation	73, 112, 127, 145
403-3 Occupational health services	73, 127
403-4 Worker participation, consultation, and communication on occupational health and safety	72, HP Supplier Code of Conduct
403-5 Worker training on occupational health and safety	112
403-6 Promotion of worker health	128
403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	112

* HP's climate risk assessment and other policies have been refreshed after CDP submission in July 2023.

Disclosure	Location
403-8 Workers covered by an occupational health and safety management system	Quantitative information on workers covered by an occupational health and safety management system is currently unavailable. We are exploring ways to disclose this data in future reports.
403-9 Work-related injuries	145 The types of injury HP recorded in calendar year 2023 were head/neck (13% of the total), hands/wrists (12%), lower extremities (25%), arms/shoulders (16%), back (21%), and other (13%). 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. HP experienced zero fatalities for the years reported (calendar years 2021–2023). HP does not report absentee rate.
403-10 Work-related ill health	145 The information related to workers who are not employees is currently unavailable. We aspire to incorporate this relevant information into future reports.
GRI 404: Training and Education	
3-3 Management of material topics	16, 122-124, 126 Employees work closely 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 participation in development at program and audience levels, with clear targets for both. We evaluate all formal development programs through our learning management system, and for selected programs we conduct deeper analysis to measure improvements in employee performance and business impact.
404-1 Average hours of training per year per employee	124
404-2 Programs for upgrading employee skills and transition assistance programs	124
404-3 Percentage of employees receiving regular performance and career development reviews	124
GRI 405: Diversity and Equal Opportunity*	
3-3 Management of material topics	16, 90, 99, 129-139, Global Harassment-Free Work Environment Policy, Open Door Policy
405-1 Diversity of governance bodies and employees	141-143, HP Board of Directors, HP 2024 Proxy Statement (pages 15-17)
405-2 Ratio of basic salary and remuneration of women to men	Information on the ratio of the basic salary and remuneration of women to men for each employee category, by significant locations of operation, is currently unavailable. We aim to provide this data in future reports.
GRI 406: Non-discrimination	
3-3 Management of material topics	16, 90, 99, 169, Supply chain responsibility: Our approach, Human Rights Policy, Global Harassment-Free Work Environment Policy, Open Door Policy, Global Non-Discrimination Policy
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.
GRI 407: Freedom of Association and Collective Bargaining	
3-3 Management of material topics	16, 100, 114-117, Supply chain responsibility: Our approach, Human Rights Policy, Open Door Policy
407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	114-117, 141 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.
GRI 408: Child Labor	
3-3 Management of material topics	16, 90, 99, 105, 111, Supply chain responsibility: Our approach, HP Modern Slavery Transparency Statement, Human Rights Policy
408-1 Operations and suppliers at significant risk for incidents of child labor	99, 100, 114-117, 141, 153, 154, HP Modern Slavery Transparency Statement One hundred percent of our suppliers were in conformance with the "risk of child labor" provision of the Supplier Code of Conduct in 2023. Ninety-eight percent of our suppliers were in conformance with the young worker protection management systems in 2023. 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 and student worker assessments.

* Although this GRI Standards topic was not determined to be material in HP's ESG 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
GRI 409: Forced or Compulsory Labor	
3-3 Management of material topics	16, 90, 99, 100, 105, 111, Supply chain responsibility: Our approach, HP Modern Slavery Transparency Statement, Human Rights Policy
409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	111, 114–117, 141 HP discloses the rates of conformance in production supplier sites audited, as well as the data needed to calculate the approximate number of nonconformances.
GRI 413: Local Communities	
3-3 Management of material topics	16, 139, 150–157, 163–167, HP Global Charitable Contributions Policy
413-1 Operations with local community engagement, impact assessments, and development programs	106, 139, 150–167
413-2 Operations with significant actual and potential negative impacts on local communities	70–72, 118–121 Operations with significant actual and potential negative impacts on local communities: Further information on operations with significant actual and potential negative impacts on local communities, including the location of operations and their significant impacts, is not available. HP has a strong environment, health, and safety commitment, and will be looking to address this gap in future reports.
GRI 415: Public Policy	
3-3 Management of material topics	16, 181, 182 HP understands the importance of managing its public policy engagement so that it aids in promoting policies that protect and advance human rights.
415-1 Political contributions	182
GRI 416: Customer Health and Safety	
3-3 Management of material topics	16, 90, 99, 183, 184, Safety data sheets
416-1 Assessment of the health and safety impacts of product and service categories	183, 184
416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	Quantitative information on incidents of nonconformance with regulations or voluntary codes concerning the health and safety impacts of products and services is currently unavailable. We will be looking to disclose this data in future reports.
GRI 418: Customer Privacy	
3-3 Management of material topics	16, 90, 99, 173–180, Our Approach to Privacy, HP U.S. Privacy Statement
418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	178–180

United Nations Guiding Principles Reporting Framework index

HP is committed to respecting the UN Guiding Principles on Business and Human Rights. HP considered the UN Guiding Principles Reporting Framework (UNGPRF) in the development of this report. This index includes links to information about relevant Disclosures.

Human rights topic	Section of the UNGPRF		Location
PART A: GOVERNANCE OF RESPECT FOR HUMAN RIGHTS			
Policy commitment	A1	What does the company say publicly about its commitment to respect human rights?	11, 13, 16, 86, 87, 91, 2024 Proxy Statement (page 37), HP Human Rights Policy, Modern Slavery Transparency Statement
Policy commitment	A1.1	How has the public commitment been developed?	12, 13, 86, 88, 89, 91, 99–101
Policy commitment	A1.2	Whose human rights does the public commitment address?	18, 91, 99–101, Modern Slavery Transparency Statement
Policy commitment	A1.3	How is the public commitment disseminated?	89, 95, 104, 169, Modern Slavery Transparency Statement, Integrity at HP, HP Supplier Code of Conduct
Embedding respect	A2	How does the company demonstrate the importance it attaches to the implementation of its human rights commitment?	16, 18, 87, 89, 91, HP Human Rights Policy
Embedding respect	A2.1	How is day-to-day responsibility for human rights performance organized within the company, and why?	89
Embedding respect	A2.2	What kinds of human rights issues are discussed by senior management and by the Board, and why?	88, 89, 99–101, Modern Slavery Transparency Statement
Embedding respect	A2.3	How are employees and contract workers made aware of the ways in which respect for human rights should inform their decisions and actions?	95, 107, 139, 169, Modern Slavery Transparency Statement
Embedding respect	A2.4	How does the company make clear in its business relationships the importance it places on respect for human rights?	86, 91, 99–101, 105, 114–117, HP Human Rights Policy, HP Supplier Code of Conduct, Modern Slavery Transparency Statement
Embedding respect	A2.5	What lessons has the company learned during the reporting period about achieving respect for human rights, and what has changed as a result?	99–101, Modern Slavery Transparency Statement

Human rights topic	Section of the UNGPRF		Location
PART B: DEFINING THE FOCUS OF REPORTING			
Statement of salient issues	B1	Statement of salient issues: State the salient human rights issues associated with the company's activities and business relationships during the reporting period.	99–101
Determination of salient issues	B2	Determination of salient issues: Describe how the salient human rights issues were determined, including any input from stakeholders.	99–101
Choice of focal geographies (if any)	B3	Choice of focal geographies: If reporting on the salient human rights issues focuses on particular geographies, explain how that choice was made.	99–101, 111
Additional severe impacts (if any)	B4	Additional severe impacts: Identify any severe impacts on human rights that occurred or were still being addressed during the reporting period, but which fall outside of the salient human rights issues, and explain how they have been addressed.	Modern Slavery Transparency Statement
PART C: MANAGEMENT OF SALIENT HUMAN RIGHTS ISSUES			
Specific policies	C1	Does the company have any specific policies that address its salient human rights issues and, if so, what are they?	91, 111, 118–120, Policies and Standards, HP Human Rights Policy, Modern Slavery Transparency Statement
Specific policies	C1.1	How does the company make clear the relevance and significance of such policies to those who need to implement them?	89, HP Human Rights Policy, Integrity at HP, HP Supplier Code of Conduct, Policies and Standards, Modern Slavery Transparency Statement
Stakeholder engagement	C2	What is the company's approach to engagement with stakeholders in relation to each salient human rights issue?	95, 99–101, 102–104, HP Human Rights Policy, Integrity at HP, HP Supplier Code of Conduct, Modern Slavery Transparency Statement

Human rights topic	Section of the UNGPRF		Location
Stakeholder engagement	C2.1	How does the company identify which stakeholders to engage with in relation to each salient issue, and when and how to do so?	13, 99–104, HP Human Rights Policy, Integrity at HP, HP Supplier Code of Conduct, Modern Slavery Transparency Statement
Stakeholder engagement	C2.2	During the reporting period, which stakeholders has the company engaged with regarding each salient issue, and why?	13, 95, 99–104, 131, 137, HP Human Rights Policy
Stakeholder engagement	C2.3	During the reporting period, how have the views of stakeholders influenced the company's understanding of each salient issue and/or its approach to addressing it?	13, 99–101, 104, 111, 113, 137
Assessing impacts	C3	How does the company identify any changes in the nature of each salient human rights issue over time?	96–103, 113, 118, 119, 125, 127, 172
Assessing impacts	C3.1	During the reporting period, were there any notable trends or patterns in impacts related to a salient issue and, if so, what were they?	96–98, 111, 119, 171, 175
Assessing impacts	C3.2	During the reporting period, did any severe impacts occur that were related to a salient issue and, if so, what were they?	111, 115, 175, Modern Slavery Transparency Statement
Integrating findings and taking action	C4	How does the company integrate its findings about each salient human rights issue into its decision-making processes and actions?	88, 89, 99–101, 113–117
Integrating findings and taking action	C4.1	How are those parts of the company whose decisions and actions can affect the management of salient issues, involved in finding and implementing solutions?	88, 89, 99–101, 116
Integrating findings and taking action	C4.2	When tensions arise between the prevention or mitigation of impacts related to a salient issue and other business objectives, how are these tensions addressed?	88, 89, 113–117, HP Human Rights Policy, Modern Slavery Transparency Statement
Integrating findings and taking action	C4.3	During the reporting period, what action has the company taken to prevent or mitigate potential impacts related to each salient issue?	105, 110, 111, 115, 117
Tracking performance	C5	How does the company know if its efforts to address each salient human rights issue are effective in practice?	11, 21, 87, 111, 113, 129, 131, 175
Tracking performance	C5.1	What specific examples from the reporting period illustrate whether each salient issue is being managed effectively?	110, 111, 119, 126
Remediation	C6	How does the company enable effective remedy if people are harmed by its actions or decisions in relation to a salient human rights issue?	102, 103, Modern Slavery Transparency Statement
Remediation	C6.1	Through what means can the company receive complaints or concerns related to each salient issue?	102, 103, Integrity at HP, Integrity at HP (website)—Report an ethics concern
Remediation	C6.2	How does the company know if people feel able and empowered to raise complaints or concerns?	102, 103
Remediation	C6.3	How does the company process complaints and assess the effectiveness of outcomes?	102, 103, 175, Modern Slavery Transparency Statement
Remediation	C6.4	During the reporting period, what were the trends and patterns in complaints or concerns and their outcomes regarding each salient issue, and what lessons has the company learned?	111, 113–117, 119, 171, 175
Remediation	C6.5	During the reporting period, did the company provide or enable remedy for any actual impacts related to a salient issue and, if so, what are typical or significant examples?	110, 111, 119, 126

Endnotes

Introduction

1 Source: Printing includes all printer categories (single and multifunction inkjet and laser printers). IDC Worldwide Quarterly Hardcopy Peripherals Tracker, Q4 2023. Personal systems includes desktop, notebook, and workstation PCs but excludes detachables and tablets. IDC Worldwide Quarterly Personal Computing Device Tracker, Q4 2023 (worldwide excluding China).

2 As of October 31, 2023.

3 Based on PCs, displays, printers, supplies, and packaging from 2019 through 2023. Includes recycled plastic, metal, and fiber.

4 HP refurbished notebooks are currently available in France and the United States and availability is expected to expand in 2024 and beyond.

5 HP 210/220/230 A/X cartridges for the HP CLJ Pro 4000 series are 30% smaller on average than the predecessor cartridge. Volume of HP TerraJet toner cartridges compared to predecessors. See hp.com/TerraJet/smaller.

6 Plastic reduction of TerraJet toner cartridges calculated based on cartridge weight compared to predecessors. See hp.com/TerraJet/plasticreductions.

7 HP calculations based on normalized ENERGY STAR® TEC data of HP LaserJet Pro and Enterprise series with HP TerraJet cartridges compared to predecessors. See hp.com/TerraJet/energysaving.

8 Plastic reduction in packaging calculated based on packaging weight compared to predecessors. See hp.com/TerraJet/plasticreductions.

9 Based on internal HP testing, March 2021. Actual results depend on many factors including patient-doctor interactions and specific patient conditions.

10 Ninety percent recycled magnesium by weight: Enclosure includes top cover, screen bezel, palm rest cover, and bottom cover. Percentage of recycled material varies by product.

11 Configurations of the HP EliteBook 1040 14 inch G10 Notebook PC that are ENERGY STAR certified are identified as HP EliteBook 1040 14 inch G10 Notebook PC ENERGY STAR on HP websites and on https://www.energystar.gov.

12 Based on US EPEAT® registration according to IEEE 1680.1-2018 EPEAT. EPEAT status varies by country. Visit https://www.epeat.net for more information.

13 One hundred percent of outer box packaging made from certified sustainably sourced and recycled fibers. Fiber cushions made from 100% recycled wood fiber and organic material. Any plastic cushions are made from >90% recycled plastic.

14 Postconsumer recycled is based on the definition set in the EPEAT standard for imaging equipment, IEEE 1680.2, and is expressed as percentage of total weight of plastic.

15 Recycled plastic is expressed as a percentage of the total weight of plastic. Postconsumer recycled is based on the definition set in the EPEAT standard for imaging equipment, IEEE 1680.2. HP DesignJet T850 and XT950 plotters are made with at least 40% recycled content plastic. HP DesignJet T850 MFP and XT950 MFP are made with at least 35% recycled content plastic.

16 UL ECOLOGO® Certification to UL 2801 demonstrates that an ink meets a range of multi-attribute, life cycle–based criteria related to human health and environmental considerations (see https://www.ul.com/EL).

17 Electricity measurement indicates consistent consumption up to six-color prints at 120 meters/minute. The carbon footprint associated with electricity usage is unchanged regardless of the number of colors, ranging from one to six.

18 Based on HP analysis of customer operations data collected during 2023–2024, the number of jobs producible in one shift on an HP Indigo V12 Digital Press is two to four times higher than using a flexo press. This is due to the speed disparity between the HP Indigo V12 Digital Press and average flexo presses, as well as higher HP Indigo V12 Digital Press utilization.

19 HP analysis of customer operations data, as well as HP financial analysis, shows that the production of 200 jobs/month on a flexo press can generate about 13,000 square meters of media waste. By shifting jobs from analog to digital, the HP Indigo V12 Digital Press reduces waste substantially compared to flexo printing.

20 HP services are governed by the applicable HP terms and conditions of service provided or indicated to the customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with your HP product.

21 There are two offset options available: HP's Carbon Neutral to the Door option covers carbon offsetting of material extraction, component and product manufacturing, and product logistics. HP's Lifecycle option covers everything in the Carbon Neutral to the Door option plus device usage based on a four-year life cycle for commercial HP notebooks and mobile workstations, and a five-year life cycle for commercial HP desktops, displays, and workstations, and end-of-service.

22 Life cycle assessments are validated by a third party to conform to ISO 14040 and ISO 14044, and are used by HP to understand the total carbon footprint for HP personal systems products. Using this data, along with the information unique to each customer (e.g., product ship-to location, product portfolio), we calculate the total carbon emissions for a customer's fleet. HP then purchases and retires carbon offsets procured through Climate Impact Partners, which certifies HP's Carbon Neutral Computing Services in accordance with its Carbon Neutral Protocol (https://www.carbonneutral.com/the-carbonneutral-protocol). Please review this document for complete details (https://www8.hp.com/h20195/v2/GetDocument.aspx?docname=c08430102).

23 HP services are governed by the applicable HP terms and conditions of service provided or indicated to the customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with your HP product.

24 HP Managed Device Services includes hardware and services and may require financing. HP Managed Device Services requirements may vary by region or by Authorized HP Managed Device Services Partner. Please contact your local HP Representative or Authorized Managed Device Services Partner for specific details in your location. Payment solutions may be available through HP Integrated Financial Solutions–endorsed finance partners, subject to country location, credit approval, and other restrictions. Not all services or offers may be available and not all customers may qualify. HP Integrated Financial Solutions' partners may change or cancel program at any time without notice. HP services are governed by the applicable HP terms and conditions of service provided or indicated to the customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service, or the HP Limited Warranty provided with your HP product.

25 The HP Device Life Extension capability is a tune-up service for HP commercial PCs. HP-certified partners will perform comprehensive diagnostics and thorough interior and exterior cleaning, and enhance device performance. This service is available as a Care Pack when it is sold with new hardware or no later than 30 days after the original Care Pack expires. See datasheet for complete details.

26 HP Certified Refurbished Hardware includes cosmetic grading, functional testing, data wiping, re-imaging, and the use of HP OEM parts.

27 HP services are governed by the applicable HP terms and conditions of service provided or indicated to the customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with your HP product.

28 HP services are governed by the applicable HP terms and conditions of service provided or indicated to the customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with your HP product.

29 Refers to the emissions from the HP-branded fleet over the term of the MPS.

30 HP services are governed by the applicable HP terms and conditions of service provided or indicated to the customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with your HP product.

31 TCO Certified, Impacts and Insights—Circular IT Management in Practice, June 9, 2020.

32 Based on plan usage, internet connection to an eligible HP printer, and a valid payment method, email address, and delivery service in your geographic area.

33 The HP Planet Partners recycling program is available to HP customers and partners only. HP only accepts the return of original HP and Samsung cartridges. Cartridges from other brands, refilled cartridges and remanufactured cartridges cannot be returned. HP reserves the right to refuse shipments that contain non-HP cartridges or other non-eligible materials, and to return such shipments to the sender at sender's expense. Program availability varies. See hp.com/go/recycle.

34 Based on monthly subscription cost of HP Instant Ink 700-page plan without purchase of additional sets of pages compared to cost per page (CPP) to print ISO/IEC 24711 pages on most in-class, traditional A4 color inkjet cartridge printers and MFPs priced <A$385, <C$420, <NZ$333, and <US$350 using original, standard-capacity cartridges. Average CPP per country used to determine percentage savings versus CPP for HP Instant Ink. Sale prices not considered for this study. HP Ink Advantage printers and printers that only use XL cartridges excluded due to nonstandard hardware and supplies model. Keypoint Intelligence September 2021 study commissioned by HP, based on publicly available information as of August 18, 2021. Printers selected by market share in IDC Quarterly Hardcopy Peripherals Tracker—Final Historical Q2 2021. Learn more.

35 Based on monthly subscription cost of HP Instant Ink color toner service 1500-page plan without purchase of additional sets of pages compared to cost per page (CPP) to print ISO/IEC 19752 pages on my in-class, HP A4 color laser printers and MPFs. Comparative printers are priced at or below the most expensive HP Instant Ink-eligible laster printer in each country using local currency, as of February 2023. Sale prices no considered for this study. Average CPP per country used to determine percent savings versus CPP for HP Instant Ink. HP printers that use original, standard-capacity, integrated toner cartridges (toner and drum in one cartridge) were included in the comparison. XL cartridges and printers sold through contract excluded due to non-standard hardware & supplies model. KeyPoint Intelligence February 2023 study commissioned by HP. Printers selected by market share in IDC Quarterly Hardcopy Peripherals Tracker - Final Historical 2023Q3. www.keypointintelligence.com/HPInstantink.

36 The HP Planet Partners recycling program is available to HP customers and partners only. HP only accepts the return of original HP and Samsung cartridges. Cartridges from other brands, refilled cartridges and remanufactured cartridges cannot be returned. HP reserves the right to refuse shipments that contain non-HP cartridges or other non-eligible materials, and to return such shipments to the sender at sender's expense. Program availability varies. See hp.com/go/recycle.

Sustainable Impact

1 Reported in accordance with Corporate Knights Sustainable Economy Taxonomy (v6.0), HP included revenue from products certified to eco labels (EPEAT® Gold/Silver, TCO, Blue Angel, and ENERGY STAR®), products designed using recycled materials, products that have been recycled, fixed, or resold, and products as a service with end-of-life management policies.

Climate Action

1 HP estimates supplier GHG emissions avoided based on supplier-reported energy savings from specific energy-efficiency projects (compared to projected energy use without those projects) and supplier use of zero-emissions energy. This energy data is converted into GHG emissions avoided using emission factors for electricity and fuel types. This data also includes estimates of product transportation–related GHG emissions avoided, related to specific initiatives to improve product transportation efficiency.

2 All HP-brand paper is derived from certified sources; paper-based packaging for PCs, displays, home and office print, and supplies is reported by suppliers as recycled or certified, with a minimum of 97% by volume verified by HP. 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 is not included.

3 Absolute reduction of Scope 1, 2, and 3 GHG emissions compared to 2019. Excludes non-HP paper consumed during product use.

4 This updated goal was validated by SBTi, and supports our broader goal to achieve carbon-neutral HP operations by 2025.

5 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.

6 Percentage of HP's total annual product and packaging content, by weight, that comes from recycled and renewable materials and reused products and parts. 2023 data does not include the following products or packaging for these products: some personal systems accessories and print accessories sold separately.

7 Recycled content plastic 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 recycled content plastic 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.

8 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.

9 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 standards.

10 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.

11 HP-brand paper and paper-based packaging for home and office printers and supplies, PCs, and displays are derived from certified and recycled sources, with a preference for Forest Stewardship Council® certification. Packaging is the box that comes with the product and all paper-based materials inside the box.

12 During 2023, HP-brand paper and paper-based packaging for home and office printers and supplies, PCs, and displays equaled 8% of our fiber footprint. We calculate the annual tonnage for paper used in our products and print services that will be addressed through projects with civil society forestry organizations to counteract possible deforestation by taking the estimated total annual tonnage of paper consumed in the use of our printing products and print services minus the weight of such paper that we mitigate through our responsible sourcing programs. See the HP Forest positive accounting manual.

13 All HP-brand paper is derived from certified sources; paper-based packaging for PCs, displays, home and office print, and supplies is reported by suppliers as recycled or certified, with a minimum of 97% by volume verified by HP. 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 is not included.

14 Carbon and water footprint data presented in this section related to our production suppliers (except for HP-brand paper) is calculated using product life cycle assessment-based estimates for materials extraction through manufacturing and product transportation. Production supplier GHG emissions and water withdrawal data presented in Supply chain environmental impact is based on a different methodology.

15 Absolute reduction of Scope 1, 2, and 3 GHG emissions compared to 2019. Excludes non-HP paper consumed during product use.

16 Historical HP Carbon Accounting Manual and Water Accounting Manual are available here.

17 HP's climate risk assessment and other policies have been refreshed after CDP submission in July 2023.

18 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.

19 HP estimates supplier GHG emissions avoided based on supplier-reported energy savings from specific energy-efficiency projects (compared to projected energy use without those projects) and supplier use of zero-emissions energy. This energy data is converted into GHG emissions avoided using emission factors for electricity and fuel types. This data also includes estimates of product transportation–related GHG emissions avoided, related to specific initiatives to improve product-transportation efficiency.

20 These are the total GHG emissions reductions and financial savings reported by suppliers through CDP, not amounts calculated by or attributable to HP.

21 HP estimates supplier GHG emissions avoided based on supplier-reported energy savings from specific energy-efficiency projects (compared to projected energy use without those projects) and supplier use of zero-emissions energy. This energy data is converted into GHG emissions avoided using emission factors for electricity and fuel types. This data also includes estimates of product transportation–related GHG emissions avoided, related to specific initiatives to improve product-transportation efficiency.

22 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.

23 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 and WRI. See the HP 2023 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, gasoline, diesel fuel, liquid petroleum gas (LPG), jet fuel, refrigerants, and perfluorocarbons (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 2021–2023 uses the market-based method. In the data summary, we also include 2021–2023 data using the location-based method.

24 HP's climate risk assessment and other policies have been refreshed after CDP submission in July 2023.

25 This updated goal was validated by SBTi, and supports our broader goal to achieve carbon-neutral HP operations by 2025.

26 As applicable, HP uses RECs in Canada and the United States, GOs in most European countries, and I-RECs in most Asian countries and other countries not covered by RECs and GOs.

27 In 2023 we updated our definition of EV to align with the automotive industry and our commitment to EV100. As a result, plug-in hybrid EVs are now considered part of our EV fleet.

28 The average energy consumption of HP products was estimated annually between 2019 and 2023 using high-volume products for all product lines including notebook, desktop, all-in-one, workstation, and thin client computers, as well as displays. Averages are calculated using the most heavily loaded ENERGY STAR configuration as a representative for individual platforms, weighted by products sold. Desktops, Notebooks, Workstations, and Displays data is averaged performance data for multiple product lines weighted by units sold.

29 HP services are governed by the applicable HP terms and conditions of service provided or indicated to the customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with your HP product.

30 There are two offset options available: HP's Carbon Neutral to the Door option covers carbon offsetting of material extraction, component and product manufacturing, and product logistics. HP's Lifecycle option covers everything in the Carbon Neutral to the Door option plus device usage based on a four-year life cycle for commercial HP notebooks and mobile workstations, and a five-year life cycle for commercial HP desktops, displays, and workstations, and end-of-service.

31 LCAs are validated by a third party to conform to ISO 14040 and ISO 14044, and are used by HP to understand the total carbon footprint for HP personal systems products. Using this data, along with the information unique to each customer (e.g., product ship-to location, product portfolio), we calculate the total carbon emissions for a customer's fleet. HP then purchases and retires carbon offsets procured through Climate Impact Partners, which certifies HP's Carbon Neutral Computing Services in accordance with its Carbon Neutral Protocol (https://www.carbonneutral.com/the-carbonneutral-protocol). Please review this document for complete details (https://www8.hp.com/h20195/v2/GetDocument.aspx?docname=c08430102).

32 HP voluntarily designs and tests its printing systems to prevent emissions that exceed Blue Angel and EPEAT eco-label guidelines. EPEAT registered where applicable. EPEAT registration varies by country. See http://www.epeat.net for registration status by country.

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33 HP calculations based on ENERGY STAR® normalized TEC data in HP TerraJet Cartridges compared to predecessors.

34 Postconsumer recycled is based on the definition set in the EPEAT® standard for imaging equipment, IEEE 1680.2, and is expressed as a percentage of total weight of plastic.

35 Plastic reduction in packaging calculated based on packaging weight compared to predecessors.

36 Electricity measurement indicates consistent consumption up to six-color prints at 120 meters/minute. The carbon footprint associated with electricity usage is unchanged regardless of the number of colors, ranging from one to six.

37 Based on HP analysis of customer operations data collected during 2023–2024, the number of jobs producible in one shift on an HP Indigo V12 Digital Press is two to four times higher than using a flexo press. This is due to the speed disparity between the HP Indigo V12 Digital Press and average flexo presses, as well as higher HP Indigo V12 Digital Press utilization.

38 HP analysis of customer operations data, as well as HP financial analysis, shows that the production of 200 jobs/month on a flexo press can generate about 13,000 square meters of media waste. By shifting jobs from analog to digital, the HP Indigo V12 Digital Press reduces waste substantially compared to flexo printing.

39 Statistic of 15%–20% less ink was generated using the Ink Estimator.

40 Presses using B60 HP Brilliant Ink should be able to run faster or use lower dryer settings to achieve the same page output on inkjet media. Minimal optimizer needed for ColorPRO media.

41 We conduct PCFs, a subset of LCAs, of business HP desktops, notebooks, tablets, workstations, thin clients, all-in-one computers, and displays to better understand the 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 PCF, we extrapolate these results to cover 99% of overall personal systems product sales (by unit and by revenue) during the reporting year.

42 As of March 2024.

43 As of March 2024.

44 Original HP Ink Cartridge certification to UL 2801 demonstrates compliance with a range of multi-attribute, life cycle–based criteria related to human health and environmental considerations. May vary by product; see UL.com/EL & KeypointIntelligence.com/HPInkUL for list.

45 Amazon Climate Pledge Friendly products are certified by one of the sustainability certifications featured at amazon.com/climatepledge or by Amazon's own certifications. See https://www.amazon.com/b?node=21221608011 for full list.

46 UL ECOLOGO® Certification to UL 2801 demonstrates that an ink meets a range of multi-attribute, life cycle–based criteria related to human health and environmental considerations (see https://www.ul.com/EL).

47 Applicable to select HP inks. UL ECOLOGO® Certified inks meet a range of stringent human health and environmental considerations. For certifications, see https://www.ul.com/EL and https://www.ul.com/gg.

48 GREENGUARD Gold certification to UL 2818 demonstrates that products are certified to GREENGUARD standards for low chemical emissions into indoor air during product usage. For more information, visit ul.com/gg.

49 As of December 2022.

50 EPEAT registered where applicable. EPEAT registration varies by country. See https://www.epeat.net/ for registration status by country.

51 As of December 2023.

52 Water footprint data presented in this section related to our production suppliers (except for HP-brand paper) is calculated using product LCA–based estimates for materials extraction through manufacturing and product transportation. Production supplier water withdrawal data presented in Supply chain environmental impact is based on a different methodology.

53 Historical HP Carbon Accounting Manual and Water Accounting Manual are available here.

54 HP's climate risk assessment and other policies have been refreshed after CDP submission in July 2023.

55 To more closely align with the GRI Standards, we are reporting this data according to baseline water stress as opposed to overall water risk as reported in past years.

56 NEWater (ultrapurified wastewater used in manufacturing operations, landscaping, and graywater plumbing in Singapore) is currently our only reused source.

57 HP's climate risk assessment and other policies have been refreshed after CDP submission in July 2023.

58 Percentage of HP's total annual product and packaging content, by weight, that comes from recycled and renewable materials and reused products and parts. 2023 data does not include the following products or packaging for these products: some personal systems accessories and print accessories sold separately.

59 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.

60 2020, European Commission, A new Circular Economy Action Plan for a cleaner and more competitive Europe.

61 For OfficeJet Pro 9100 and 9700 series printers and for OfficeJet and OfficeJet Pro 8120 and 8130 series printers when compared to standard Original HP Ink Cartridges for the same printer. See hp.com/EvoMoreLCA.

62 Lower carbon footprint compared to standard cartridges for same printer when normalized to print 1,000 pages. Based on LCA study conforming to ISO 14040/44 and third-party verified. See hp.com/EvoMoreLCA.

63 HP 923e/924e/925e EvoMore Original Ink Cartridges compared to HP 923/924/925 standard Original Ink Cartridges with page yield tested in HP OfficeJet Pro 8120 series. HP 936e/937e/938e EvoMore Original Ink Cartridges compared to HP 936/937/938 standard Original Ink Cartridges with page yield tested in HP OfficeJet Pro 9120 series. Average continuous printing yield of black and composite (cyan/magenta/yellow) based on ISO/IEC 24711 or HP testing methodology. Actual yield varies considerably based on content of printed pages and other factors. For details, see http://www.hp.com/learnaboutsupplies.

64 Recycling compared to request-an-envelope process for standard Original HP Ink Cartridges for the same printer. Applies to HP 923e, 924e, 936e, 937e EvoMore Ink Cartridges. Only available in countries where cartridges can be returned through the mail. See hp.com/EvoMore for details. Customers can also drop off cartridges at collection sites. HP Planet Partners Program availability varies. For more information, visit hp.com/hprecycle.

65 The HP EvoMore Community is a compensation program to help offset the impact of HP's environmental activities by supporting large-scale reforestation efforts to restore high-priority forests and wildlife habitats. Purchase and registration of your first HP EvoMore Original Ink Cartridge with EvoMore Community sign-up will result in a US$5 contribution, and each subsequent verified purchase will result in a US$1 contribution to the Arbor Day Foundation for the planting of trees.

66 A 2023 Four Elements Consulting LCA study, commissioned by HP, provides a comparative environmental assessment of an Original HP Toner Cartridge (CF226X) with an HP EvoCycle cartridge (CF226XR), utilizing the most current data on production practices, recycling, product quality, and usage trends (see hp.com/go/EMEA-EvoCycle-HP-2023). The LCA leverages a 2021 SpencerLab Reliability study, commissioned by HP, comparing Original HP CF226X toner cartridges with HP EvoCycle CF226XR toner cartridges. For details, see https://www.spencerlab.com/reports/HP-EvoCycle2021.pdf. The LCA concludes that the HP EvoCycle has a 37% lower carbon footprint than the HP CF226X in the production phase and a 1.8% lower carbon footprint when looking at the entire life cycle of the cartridge.

67 Weight percentage where toner and components considered by HP to be critical to print quality (cleaning blade, imaging drum, developer blade, developing roller, and charge roller) are excluded: 36% reused, 40% recycled. Total 76% reused/recycled. Absolute weight percentage excluding toner: 21% reused; 24% recycled. Total 45% reused/recycled.

68 See endnote 66 above.

69 Recycled plastic is expressed as a percentage of the total weight of plastic. Postconsumer recycled is based on the definition set in the EPEAT standard for imaging equipment, IEEE 1680.2. HP DesignJet T850 and XT950 plotters are made with at least 40% recycled content plastic. HP DesignJet T850 MFP and XT950 MFP are made with at least 35% recycled content plastic.

70 Based on HP internal data collected in 2023 through connected presses reporting data.

71 Applicable to HP Latex technology compared to competitive large format printing alternatives using solvent and UV technologies. Not all certifications are applicable for all generations of HP Latex Inks. See individual product data sheets for more information at https://www.hp.com/go/latex.

72 HP Managed Device Services includes hardware and services and may require financing. HP Managed Device Services requirements may vary by region or by Authorized HP Managed Device Services Partner. Please contact your local HP Representative or Authorized Managed Device Services Partner for specific details in your location. Payment solutions may be available through HP Integrated Financial Solutions–endorsed finance partners, subject to country location, credit approval, and other restrictions. Not all services or offers may be available and not all customers may qualify. HP Integrated Financial Solutions' partners may change or cancel program at any time without notice. HP services are governed by the applicable HP terms and conditions of service provided or indicated to the customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service, or the HP Limited Warranty provided with your HP product.

73 HP services are governed by the applicable HP terms and conditions of service provided or indicated to the customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with your HP product.

74 Refers to the emissions from the HP-branded fleet over the term of the MPS.

75 Based on plan usage, internet connection to an eligible HP printer, and a valid payment method, email address, and delivery service in your geographic area.

76 The HP Planet Partners recycling program is available to HP customers and partners only. HP only accepts the return of original HP and Samsung cartridges. Cartridges from other brands, refilled cartridges and remanufactured cartridges cannot be returned. HP reserves the right to refuse shipments that contain non-HP cartridges or other non-eligible materials, and to return such shipments to the sender at sender's expense. Program availability varies. See hp.com/go/recycle.

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77 Based on monthly subscription cost of HP Instant Ink 700-page plan without purchase of additional sets of pages compared to cost per page (CPP) to print ISO/IEC 24711 pages on most in-class, traditional A4 color inkjet cartridge printers and MFPs priced <A$385, <C$420, <NZ$333, and <US$350 using original, standard-capacity cartridges. Average CPP per country used to determine percentage savings versus CPP for HP Instant Ink. Sale prices not considered for this study. HP Ink Advantage printers and printers that only use XL cartridges excluded due to nonstandard hardware and supplies model. Keypoint Intelligence September 2021 study commissioned by HP, based on publicly available information as of August 18, 2021. Printers selected by market share in IDC Quarterly Hardcopy Peripherals Tracker—Final Historical Q2 2021. Learn more.

78 Based on monthly subscription cost of HP Instant Ink color toner service 1500-page plan without purchase of additional sets of pages compared to cost per page (CPP) to print ISO/IEC 19752 pages on my in-class, HP A4 color laser printers and MPFs. Comparative printers are priced at or below the most expensive HP Instant Ink-eligible laster printer in each country using local currency, as of February 2023. Sale prices no considered for this study. Average CPP per country used to determine percent savings versus CPP for HP Instant Ink. HP printers that use original, standard-capacity, integrated toner cartridges (toner and drum in one cartridge) were included in the comparison. XL cartridges and printers sold through contract excluded due to non-standard hardware & supplies model. KeyPoint Intelligence February 2023 study commissioned by HP. Printers selected by market share in IDC Quarterly Hardcopy Peripherals Tracker – Final Historical 2023Q3. . www.keypointintelligence.com/HPInstantink.

79 The HP Planet Partners recycling program is available to HP customers and partners only. HP only accepts the return of original HP and Samsung cartridges. Cartridges from other brands, refilled cartridges and remanufactured cartridges cannot be returned. HP reserves the right to refuse shipments that contain non-HP cartridges or other non-eligible materials, and to return such shipments to the sender at sender's expense. Program availability varies. See hp.com/go/recycle.

80 Based on plan usage, internet connection to an eligible HP printer, and a valid payment method, email address, and delivery service in your geographic area. HP only monitors pages printed through Instant Ink-enabled printers subscribed to this service.

81 HP trademark license code FSC®-C017543, see fsc.org. Not all FSC-certified products are available in all regions; look for logo on pack.

82 HP trademark license code FSC-C017543, see fsc.org. Not all FSC-certified products are available in all regions; look for logo on pack.

83 As defined in the GRI 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." To count as renewable, HP also requires that materials must be sustainably sourced and, where applicable, certified through a credible third-party certification scheme.

84 This data reflects the number of EPEAT®-registered product models for which substance inventory is collected, divided by the total number of EPEAT-registered product models.

85 2023 data does not include the following products or packaging for these products: some personal systems accessories and print accessories sold separately.

86 The results were not available at time of publication.

87 Recycled materials includes recycled plastic and/or recycled metal.

88 Over 75% plastic reduction is calculated by comparing the weight of the plastic in HP Neverstop Laser 103/143 A/AD and HP Laser NS 108 A/AD Toner Reload Kit and packaging.

89 Recycled content plastic 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 recycled content plastic includes postconsumer recycled plastic, closed-loop plastic, and ocean-bound plastic 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.

90 Based on PCs, displays, printers, supplies, and packaging from 2019 through 2023. Includes recycled plastic, metal, and fiber.

91 Postconsumer recycled is based on the definition set in the EPEAT standard for imaging equipment, IEEE 1680.2, and is expressed as a percentage of the total weight of plastic.

92 Percentage of ocean-bound plastic contained in each component varies by product.

93 Postconsumer recycled content refers to postconsumer recycled content as parts plus postconsumer recycled content as materials.

94 One hundred percent of outer box packaging and corrugated cushions made from sustainably sourced certified and recycled fibers.

95 Eco Edition applies to HP 14" PC manufactured after November 2022. Based on EPEAT Gold registrations meeting all required criteria and achieving more recycled content used in more components than any competitor PC in its class. Based on EPEAT Gold (first in its class to achieve 75%-100% of the optional points) according to IEEE 1680.1-2018 EPEAT. Status varies by country. Visit www.epeat.net for more information. Approx. 25% system-level recycled plastics, included in the following PC components: speaker box, bottom cover, bezel, and keyboard keycaps.

96 Incorporates waste bio-feedstock according to the mass balance approach.

97 One hundred percent of outer box packaging and corrugated cushions made from sustainably sourced, certified, and recycled fibers. Molded pulp cushions made from 100% recycled wood fiber and organic materials. Plastic cushions are made from >90% recycled plastic.

98 Ninety percent recycled/renewable materials made up of 85% materials derived from information technology equipment (ITE), 4.5% ocean-bound plastic, and 0.5% coffee grounds. HP defines renewable according to the GRI Sustainability Reporting Standards.

99 Declared percentage of recycled content plastic is based on the quantity and weight of parts made with recycled content plastic resin over the total plastic parts. HP DesignJet T850 and T950 plotters are made with at least 40% recycled content plastic. HP DesignJet T850 MFP and T950 MFP are made with at least 35% recycled content plastic.

100 Based on all HP All-in-One products manufactured after November 2022. Most sustainable defined as achieving the highest EPEAT Gold registration by meeting all required criteria according to IEEE 1680.1-2018 EPEAT. Status varies by country. Visit www.epeat.net for more information. Most combined sustainability features in an all-in-one product include more than 40% postconsumer recycled plastics and approx. 10% recycled metal. Types of sustainable materials: aluminum, postconsumer plastic, ocean-bound plastic, recycled polyester, coffee grounds. Revised design and packaging that reduces carbon emissions.

101 HP internal analysis based on all PCs on the market as of November 2022.

102 Enclosure: applies to HP 23.8"/27" All-in-One Desktop PC. Forty percent postconsumer recycled plastic in plastic parts used in the front and back covers. Stand arm and neck: applies to HP 23.8"/27" All-in-One Desktop PC, containing 75% recycled aluminum in stand arm and neck. Felt base cover: applies to HP 23.8"/27" All-in-One Desktop PC; felt base cover contains 100% recycled polyester.

103 Based on U.S. EPEAT registration according to IEEE 1680.1-2018 EPEAT. EPEAT status varies by country. Visit www.epeat.net for more information.

104 Packaging: 100% outer box packaging and corrugated cushions made from sustainably sourced, certified, and recycled fibers. Molded pulp cushions made from 100% recycled wood fiber and organic materials. Plastic cushions are made from >90% recycled plastic. Pallet size reduction: applies to the newest generation of HP 23.8" All-in-One Desktop PCs. As compared to the pallet density of the previous generation HP 23.8" All-in-One Desktop PCs. Packaging box size reduction: for the newest HP 23.8"/27" All-in-One Desktop PCs as compared to the box size of the previous generation HP 23.8" All-in-One Desktop PCs.

105 Percentage for Original HP Toner Cartridges does not include toner bottles. See hp.com/go/TonerRecycledContent for list. Percentage for Original HP Ink Cartridges does not include ink bottles and other products not listed. See hp.com/go/InkRecycledContent for list.

106 The UL 2809 standard defines ocean-bound plastics as plastic waste found within 50 km of an ocean coastline, including rivers, where no municipal or alternative diversion pathway for plastics is available within 100 km of the radius of the site.

107 As of October 31, 2023. Not all products are available in all countries.

108 Fans contain up to 25% ocean-bound plastic by weight.

109 One hundred percent of 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.

110 HP received the first UL Recycled Content Validation for OBP under the UL 2809 Environmental Claim Validation Procedure. For more information, see ul.com/news/hp-receives-first-recycled-content-validation-ocean-bound-plastics-ul.

111 Calculation based on 16.9 ounce "single serve" bottled water containers.

112 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.

113 Contains a resin partially derived from bio-waste such as used cooking oil. Manufactured from waste bio-feedstock according to the mass balance approach.

114 HP internal analysis based on all PCs on the market as of November 2022.

115 More details available in Arkema's press release from October 2023.

116 Based on results of the September 2023 Evonik LCA for HP 3D High Reusability PA12 material.

117 As defined in the GRI 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."

118 Based on HP internal data obtained in January 2023 from Singapore Graphics Operation Supplies group.

119 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;

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refurbished products; and accessories such as third-party options, drop in box, and aftermarket options.

120 This is the number of countries or territories where HP offers legislation-driven and/or voluntary hardware take-back and recycling programs, and/or voluntary ink and/or toner take-back and recycling programs. Program availability varies. For details, see hp.com/recycle.

121 HP services are governed by the applicable HP terms and conditions of service provided or indicated to the customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with your HP product.

122 TCO Certified, Impacts and Insights—Circular IT Management in Practice, June 9, 2020.

123 Predictive insights is only available with HP Active Care. Select HP Workforce Solutions require an HP Insights agent for Windows, Mac, and Android, available for download at https://admin.hp.com/software. For full system requirements and services that require the agent, please visit https://admin.hp.com/requirements. The agent collects telemetry and analytics around devices and applications that integrate into the Workforce Experience platform and is not sold as a standalone service. Internet access with connection to the Workforce Experience platform is required. HP follows stringent GDPR privacy regulations, and the platform is ISO 27001, ISO 27701, ISO 27017, and SOC2 Type II certified for Information Security.

124 The HP Device Life Extension capability is a tune-up service for HP commercial PCs. HP-certified partners will perform comprehensive diagnostics and thorough interior and exterior cleaning, and enhance device performance. This service is available as a Care Pack when it is sold with new hardware or no later than 30 days after the original Care Pack expires. See datasheet for complete details.

125 HP Certified Refurbished Hardware includes cosmetic grading, functional testing, data wiping, re-imaging, and the use of HP OEM parts.

126 HP Services are governed by the applicable HP terms and conditions of service provided or indicated to the customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with your HP product.

127 HP services are governed by the applicable HP terms and conditions of service provided or indicated to the customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with your HP product.

128 Fair market value will be assessed based on the age and condition of the recovered device. If a device does not have any residual value, HP will responsibly recycle it through HP's approved partners.

129 Vendors and subvendors who provide refurbishment, remanufacturing, and/or remarketing services of electronic hardware products, parts, and components for or on behalf of HP must adhere to the HP Standard 007-3 Vendor Requirements for Hardware Reuse. Additionally, vendors and subvendors who recycle or dispose of electronic hardware products, parts, components, or materials on behalf of HP must adhere to HP Standard 007-2 Vendor Requirements for Hardware Recycling.

130 HP Services are governed by the applicable HP terms and conditions of service provided or indicated to the customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with your HP product.

131 HP Certified Refurbished Hardware includes cosmetic grading, functional testing, data wiping, reimaging, and the use of HP OEM parts.

132 HP Services are governed by the applicable HP terms and conditions of service provided or indicated to the customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with your HP product.

133 HP Certified Refurbished Hardware includes cosmetic grading, functional testing, data wiping, re-imaging, and the use of HP OEM parts.

134 HP refurbished notebooks are currently available in France and the United States.

135 HP refurbished 840 G5 and 840 G6 models come with an HP Limited Warranty (1/1/0) that covers one year parts and one year labor. On-site service is not included.

136 This is the number of countries or territories where HP offers legislation-based and/or voluntary hardware take-back and recycling programs. Program availability varies. For details, see hp.com/recycle.

137 In countries where available.

138 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.

139 During 2023, 33,293 tonnes of waste electronic equipment was collected on HP's behalf to comply with producer responsibility requirements of the EU WEEE Directive, compared to 63,643 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.

140 This is the number of countries or territories where HP offers voluntary ink and/or toner take-back and recycling programs. Program availability varies. For details, see hp.com/recycle.

141 See hp.com/hprecycle for availability.

142 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 of discovery, and this is verified by an on-site inspection within 180 days of 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.

143 HP directly tracks nonhazardous waste data for the company's highest energy-consuming sites globally (16,000 tonnes in 2023), which account for 67% 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.

144 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 standards.

145 All HP-brand paper is derived from certified sources; paper-based packaging for PCs, displays, home and office print, and supplies is reported by suppliers as recycled or certified, with a minimum of 97% by volume verified by HP. Packaging is the box that comes with the product and all paper-based materials inside the box. Packaging for commercial, industrial, and 3D printing products, scanners, personal systems accessories, and spare parts is not included.

146 During 2023, HP-brand paper and paper-based packaging for home and office printers and supplies, PCs, and displays equaled 8% of our fiber footprint. We calculate the annual tonnage for paper used in our products and print services that will be addressed through projects with civil society forestry organizations to counteract possible deforestation by taking the estimated total annual tonnage of paper consumed in the use of our printing products and print services minus the weight of such paper that we mitigate through our responsible sourcing programs. See the HP Forest positive accounting manual.

147 All HP-brand paper is derived from certified sources; paper-based packaging for PCs, displays, home and office print, and supplies is reported by suppliers as recycled or certified, with a minimum of 97% by volume verified by HP. 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 is not included.

148 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.

149 HP-brand paper and paper-based packaging for home and office printers and supplies, PCs, and displays are derived from certified and recycled sources, with a preference for FSC® certification. Packaging is the box that comes with the product and all paper-based materials inside the box.

150 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 Services 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 you may achieve.

151 HP trademark license code FSC-C017543; see fsc.org. Not all FSC-certified products are available in all regions; look for logo on pack.

152 See full SpencerLab report: http://www.spencerlab.com/reports/HPReliability-NA-nonHP-2022.pdf

153 HP trademark license code FSC-C017543; see fsc.org. Not all FSC-certified products are available in all regions; look for logo on pack.

154 HP trademark license code FSC-C017543; see fsc.org. Not all FSC-certified products are available in all regions; look for logo on pack.

155 Beginning in 2023, data regarding HP projects with WWF are HP fiscal year. Data reported in prior years were calendar year.

156 Data represents review of 97% of HP production supplier spend.

157 Depending on the project, our sites may achieve certification for LEED® for Building Design and Construction (LEED BD+C), LEED for Interior Design and Construction (LEED ID+C), or LEED for Operations and Maintenance (LEED O+M). Learn more.

158 This includes BREEAM International Refurbishment and Fit Out (RFO). Learn more.

Human Rights

1 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, Labor KPI Program, Sustainable Impact Scorecard, and capability-building initiatives. "Product transportation suppliers" provide services for the shipping and delivery of HP products. Learn more. "Nonproduction suppliers" provide goods and services that do not go into the production of HP products (such as staffing, telecommunications, and travel). Nonproduction suppliers are a significant focus of our supplier diversity efforts.

2 "Leadership" is defined as director level and up at HP.

3 As a percentage of U.S. personnel with the title of executive, formerly called vice president.

4 Baseline is June 2020.

5 Annually, HP employees fill out a survey called Voice Insight Action to help us understand overall employee engagement, including their sense of belonging in the company.

6 Excludes new hires joining HP after January 1, 2022 (although all new hires are given 30 days to complete Integrity at HP New Hire training as part of their mandatory onboarding process).

7 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, Labor KPI Program, Sustainable Impact Scorecard, and capability-building initiatives. "Product transportation suppliers" provide services for the shipping and delivery of HP products. Learn more. "Nonproduction suppliers" provide goods and services that do not go into the production of HP products (such as staffing, telecommunications, and travel). Nonproduction suppliers are a significant focus of our supplier diversity efforts.

8 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 and operations.

9 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 of discovery, and this is verified by an on-site inspection within 180 days of 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.

10 Immediate priority findings (16 in 2023) 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. Prior to 2020, we reported other 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 other priority nonconformances from major nonconformances and referring to those as "other nonconformances." In 2023, the 821 other nonconformances identified included other priority nonconformances (3.3% of the total) and all major nonconformances (96.7% of the total), as defined by the RBA Protocols 7.0, 7.0.1, 7.1.1, and 7.1.2.

11 "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 rule requiring a conflict minerals disclosure. Revenue from mining these minerals in the Democratic Republic of the Congo and adjoining countries has been widely linked to funding for groups engaged in extreme violence and human rights atrocities.

12 Estimate is based on the hours for Records-based calculations (70%), Formula-based estimations (19%), and On-the-job training (11%) and the number of employees.

13 Data refers to the percentage of HP 2023 VIA employee survey respondents who strongly agreed or agreed with each statement.

14 Data refers to the percentage of HP 2023 VIA employee survey respondents who strongly agreed or agreed with each statement.

15 Approximately 1.6% of employees are on leave for various reasons at any given time.

16 Data refers to the percentage of HP 2023 VIA employee survey respondents who strongly agreed or agreed with each statement.

17 In the United States, the minimum amount of vacation time for salaried exempt employees is three weeks per year. Vacation time varies in other locations.

18 In the United States, salaried exempt employees are eligible for paid sick time to cover occasional illness or until short-term disability is approved. Policies vary in other locations.

19 Data refers to the percentage of HP 2023 VIA employee survey respondents who strongly agreed or agreed with the statement.

20 During calendar year 2023, HP documented 61 recordable incidents, 35 lost workday cases, and 379 lost workdays.

21 "Leadership" is defined as director level and up at HP.

22 As a percentage of U.S. personnel with the job level of executive, formerly vice president. Baseline is June 2020, when the HP Racial Equality and Social Justice Task Force was formed.

23 Data refers to the percentage of HP 2023 VIA employee survey respondents who strongly agreed or agreed with this statement.

24 As of October 31, 2023.

25 Baseline is June 2020, when the HP Racial Equality and Social Justice Task Force was formed.

26 Annually, HP employees fill out a VIA survey to help us understand overall employee engagement, including their sense of belonging in the company.

27 As of October 31, 2023.

28 Data is for the 12 months ending June 30 of the year noted. Figures are for purchases in the United States and Puerto Rico from U.S.-based businesses. Suppliers may be included in multiple categories.

29 HP's allocatable indirect spend is calculated based on suppliers' spending with diverse suppliers and their dollar volume of HP business compared to their total revenue.

30 According to the World Health Organization (WHO), more than one billion people are estimated to experience disability, a widely cited statistic based on its findings in the first ever *World Report on Disability* in 2011. The WHO has reconfirmed this proportion repeatedly, including in its Disability fact sheet published in 2021.

31 According to the U.S. Centers for Disease Control and Prevention, 61 million adults in the United States live with a disability, based on data from its Disability and Health Data System and "Morbidity and Mortality Weekly Report."

32 Our programs aim to accelerate digital equity through providing access to at least one of the following: hardware, connectivity, content, or digital literacy.

Digital Equity

1 HP defines "accelerating digital equity" as providing access to at least one of the following: hardware, connectivity, content, or digital literacy.

2 Our programs aim to accelerate digital equity through providing access to at least one of the following: hardware, connectivity, content, or digital literacy. Digital equity data includes both direct and indirect reach. Indirect reach is sometimes based on estimates using multipliers. 2023 data includes a small amount of 2022 data that was not available at the time of publication of the 2022 HP Sustainable Impact Report.

3 Includes valuation of employee volunteer hours, employee donations, HP Foundation match, and HP Foundation grants.

4 Our programs aim to accelerate digital equity through providing access to at least one of the following: hardware, connectivity, content, or digital literacy. Digital equity and learning outcomes data includes both direct and indirect reach. Indirect reach is sometimes based on estimates using multipliers.

5 https://www.worldbank.org/en/topic/girlseducation

6 Direct beneficiaries are people who visited a WOW vehicle during the year. This is different from the data reported prior to 2020, which included direct beneficiaries and 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.

7 U.S. House Committee on Ways and Means Majority. July 2020. "Left Out: Barriers to Health Equity for Rural and Underserved Communities." https://democrats-waysandmeans.house.gov/sites/evo-subsites/democrats-waysandmeans.house.gov/files/documents/WMD%20Health%20Equity%20Report_07.2020_FINAL.pdf

8 HP offers a variety of PC and print solutions and services with features such as EN/IEC 60601-1-2 compliance and sanitization, disinfection, and sterilization capabilities. See wipe manufacturer's instructions for disinfecting and the HP cleaning guide for HP-tested wipe solutions for personal systems, "How to Clean your HP Device with Approved Disinfecting Wipes": https://h20195.www2.hp.com/v2/getpdf.aspx/4AA7-7610ENW.pdf

9 Based on internal HP testing, March 2021. Actual results depend on many factors including patient-doctor interactions and specific patient conditions.

10 HP Security Manager must be purchased separately. For details, see hp.com/go/securitymanager.

11 The HP Foundation is a nonprofit 501(c)(3) organization.

12 Includes valuation of employee volunteer hours, employee donations, HP Foundation match, and HP Foundation grants.

13 Hourly rate is based on type of volunteering: US$195/hour for board, service corp, pro bono, and skills based; US$29.95/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.

Integrity

1 Excludes new hires joining HP after January 1, 2022 (although all new hires are given 30 days to complete Integrity at HP New Hire training as part of their mandatory onboarding process).

2 HP's most advanced embedded security features are available on HP Managed and Enterprise devices with HP FutureSmart firmware 4.5 or above. Claim based on HP review of published features as of February 2023 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: http://hp.com/go/PrintersThatProtect. For more information, visit: https://www.hp.com/us-en/security/print-security/claims.html.

3 "World's most secure PCs and workstations" is based on HP's unique and comprehensive security capabilities at no additional cost among vendors on HP Elite PCs and HP Workstations 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.

4 HP Sure Click Enterprise is sold separately. Supported attachments include Microsoft Office (Word, Excel, PowerPoint) and PDF files, when Microsoft Office or Adobe Acrobat are installed. For full system requirements, please visit HP Sure Access Enterprise and HP Sure- Click Enterprise system requirements.

5 HP Sure Access Enterprise is sold separately. Visit our website for full system requirements.

6 For the methods outlined in the NIST Special Publication 800-88 "Clear" sanitation method. HP Secure Erase does not support platforms with Intel Optane™.

7 HP Sure Recover Gen3 is available on select HP PCs and requires an open network connection. You must back up important files, data, photos, videos, etc. before using HP Sure Recover to avoid loss of data.

8 HP's most advanced embedded security features are available on HP Managed and Enterprise devices with HP FutureSmart firmware 4.5 or above. Claim based on HP review of published features as of February 2023 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: http://hp.com/go/PrintersThatProtect. For more information, visit: https://www.hp.com/us-en/security/print-security/claims.html

9 Memory Shield™ is available on the HP Color/Mono LaserJet Enterprise M400 series, the HP Mono/Color LaserJet E40000 series and any future HP Enterprise LaserJet devices running FS 5.4 or later.

10 HP Security Manager must be purchased separately. For details, see hp.com/go/securitymanager.

11 An HP printing system consists of an HP printer, paper, and Original HP supplies. Blue Angel DE-UZ 219 emissions criteria or earlier versions applicable when printing system launched.

12 2023 WKI Emissions Testing study, commissioned by HP, in compliance with Blue Angel protocol DE-UZ 219: 42 non-HP (31 imitation and 11 remanufactured) toner cartridge brands compatible with HP LaserJet Pro M404dn and M405dw purchased in Australia, Chile, China, Colombia, Czech Republic, Germany, Korea, Mexico, Netherlands, Poland, Singapore, Switzerland, Thailand, UK, United States and Vietnam. See HP.com/go/IAQnonhpWKI2023.

13 HP Latex Inks were tested for hazardous air pollutants, as defined in the Clean Air Act, per U.S. Environmental Protection Agency Method 311 (testing conducted in 2013), and none were detected.

14 Water-based HP Latex Inks are not classified as flammable or combustible liquids under the U.S. Department of Transportation or international transportation regulations. Testing per the Pensky-Martens closed cup method demonstrated a flash point greater than 110°C (230°F).

15 Printing with HP Latex Inks avoids the problematic reactive monomers associated with ultraviolet (UV) printing. Acrylate monomers present in uncured UV inks and UV-gel inks can damage skin. See https://lkc.hp.com/storage/app/uploads/public/65d/e0a/c9e/65de0ac9e4bef955846714.pdf.

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