



PROGRESS

MADE REAL

How Dell Technologies is focusing to make the most meaningful social impact



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At Dell Technologies, we are optimists dedicated to solving some of the greatest challenges facing humanity.

Progress Made Real — Our Vision for 2030 outlines our mission to unite our technology, our people and our customers and partners for actionable results today, with a vision to create the best and brightest future.

Inspired by Michael Dell's vision to create technology that drives human progress, we are committed to protecting the planet, creating equal opportunities for all and serving our communities. This has been in our company's DNA from the beginning, allowing us to make substantial headway. And yet, there is always more to accomplish. We remain focused on understanding emerging societal challenges and how to innovate for impact — so today's challenges don't define the next generation.

Our Vision for 2030 — described in this document and online at [DellTechnologies.com/ProgressMadeReal](https://www.delltechnologies.com/ProgressMadeReal) — represents our recent efforts to look at our world, our business impacts and opportunities, and outline a continuous path forward. We will focus on creating a positive social impact in three key areas: Advancing Sustainability, Cultivating Inclusion and Transforming Lives with Technology. Underlying all of this is our commitment to ethics and privacy. Each of these focus areas plays a critical role in establishing a strong foundation for our positive social impact. We are setting tangible goals for each one of these areas, demonstrating how we will make real progress through 2030 and beyond.

We are excited to share our vision to bring people and technology together — to shape a better 2030 for all.



Christine Fraser
Chief Responsibility Officer
Dell Technologies



Brian Reaves
Chief Diversity and Inclusion Officer
Dell Technologies

An aerial photograph of Hong Kong, showing a dense urban skyline with numerous skyscrapers and high-rise buildings. In the foreground, there are lush green hills covered in dense vegetation. The city is situated along a coastline with a harbor visible. The sky is hazy, suggesting a misty or smoggy day. The overall scene contrasts the natural environment with the built-up urban area.

Our **Commitment**

At Dell Technologies, we are committed to driving human progress. Through our reach, technology and people we strive to create a positive, lasting impact on humankind and the planet.

Progress Made Real — Our Vision for 2030



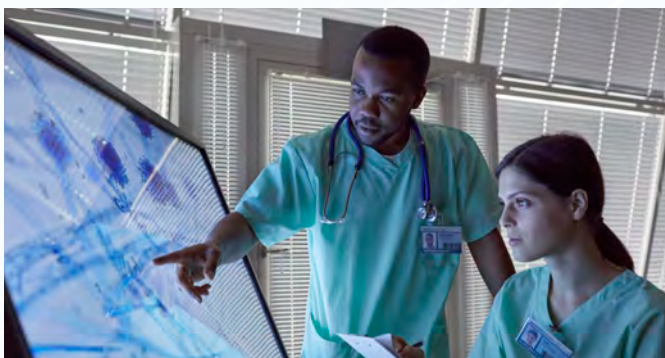
Advancing Sustainability

We have a responsibility to protect and enrich our planet together with our customers, suppliers and communities. It is a core part of our business and we embed sustainability and ethical practices into all that we do, being accountable for our actions while driving improvements wherever and whenever possible.



Cultivating Inclusion

Dell Technologies believes we are leaving too much potential talent on the table while in the midst of a talent shortage. Closing the diversity gap is critical to meeting future talent needs and incorporating new perspectives reflective of Dell's global customer base. We view diversity and inclusion as a business imperative that will enable us to build and empower our future workforce while also doing our part to address societal challenges.



Transforming Lives with Technology

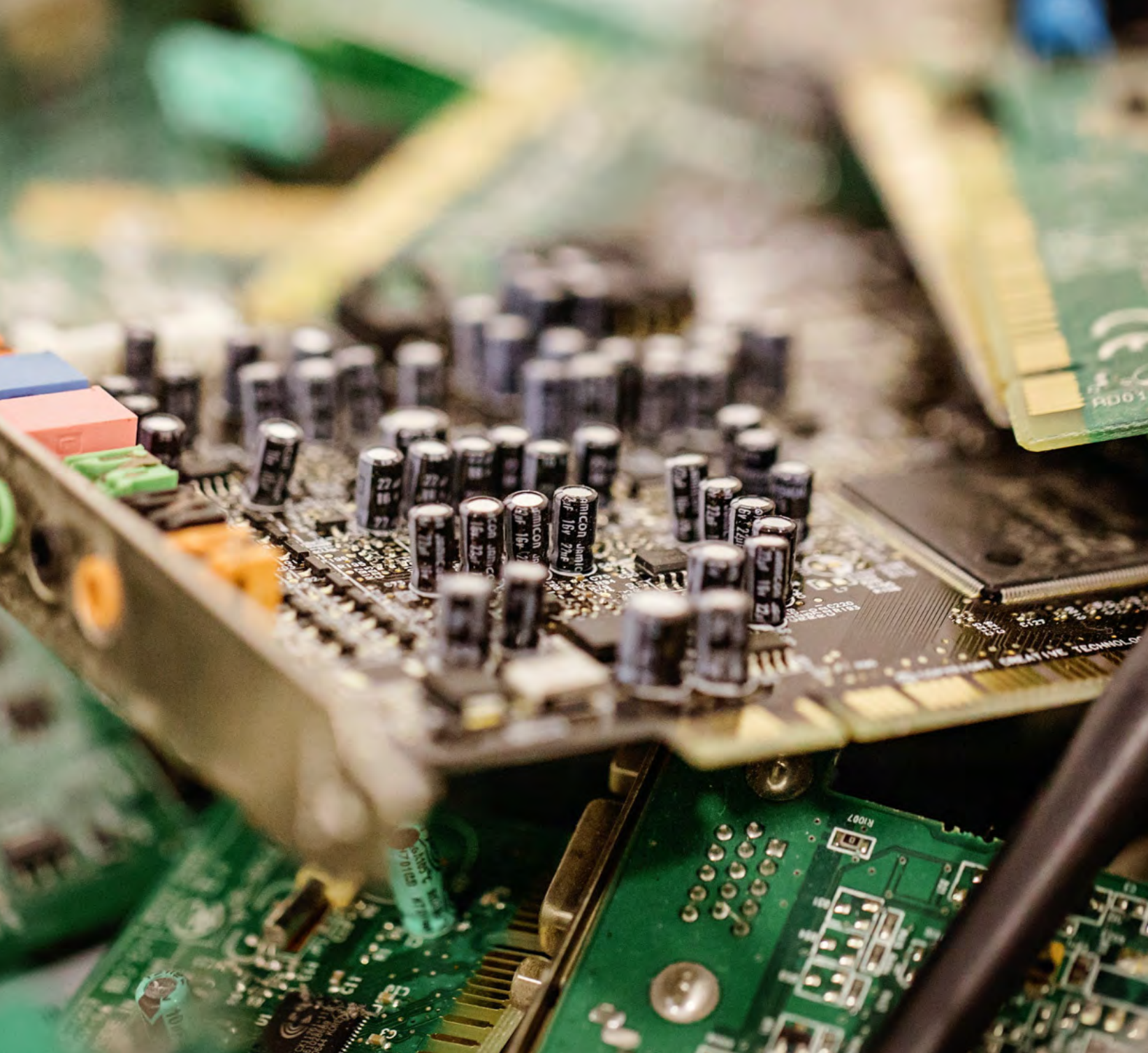
There are limitless possibilities when we apply our scale, portfolio and partners to solve complex societal challenges. We aim to harness the power of technology in creating a future that is capable of fully realizing human potential.

Upholding Ethics & Privacy

Ethics and privacy play a critical role in establishing a strong foundation for positive social impact. In this time of rapid innovation, big data, an evolving regulatory environment, and increasing expectations from both our team members and customers, our leadership in ethics and privacy is vital to what sets Dell Technologies apart. Our commitment to continually push to higher ethics and privacy standards will be a guidepost for our Progress Made Real work.



ADVANCING SUSTAINABILITY



ADVANCING SUSTAINABILITY

We accelerate the circular economy

By 2030, the global population will grow by a billion people and the ranks of the middle class will swell by nearly 2 billion. With more people and greater prosperity, our economy will put pressure on planetary boundaries and social systems like never before. But there is a choice.

We can change the system for the better by embracing a circular economy, based on designing out waste and pollution, keeping products and materials in use for as long as possible, and finding ways to regenerate natural systems. We believe technology will play a key role in this shift and see the circular economy as a smart business model for our collective future.

Our heritage of sustainable practices

From the beginning, we have taken pride in being conscious stewards of our own technology and products, designing with the entire life cycle in mind. We've pioneered innovative supply chain models, creative material uses, and responsible, global recycling options.

Demonstrating progress at scale

In 2018, we reached our 2020 goal of recovering 2 billion pounds of used electronics, almost two years ahead of schedule. Then on Earth Day 2019, we met our 2020 circular economy goal to use 100 million pounds of recycled-content plastic and other sustainable materials in our products. But we cannot stop there.

Innovating to drive impact

We are continually refining the circular economy at all phases of our manufacturing, sales and recycling processes. Materials are a key source of innovation: recycling plastics and other materials from old computers into new parts, and identifying opportunities to use waste materials like ocean-bound plastics or the soot from diesel generators as resources that can be brought back into the economy. Accelerating this shift to a circular economy will benefit us, our suppliers and customers while helping restore balance to the broader environment.

ADVANCING SUSTAINABILITY

We protect our planet and collaborate with our customers and partners to do the same

Our planet is already experiencing the effects of climate change and this is just the tip of the (melting) iceberg. Extreme weather, natural disasters and migration due to climate change are all examples of the far-reaching impact we are beginning to see. The interconnected nature of our global economy means a supply chain disruption in one part of the world can have broad consequences elsewhere.

Actions now and over the next 10 years will have a profound effect on how the world both mitigates the damage and adapts to climate change. We will continue working across our value chain, valuing natural resources and minimizing our impact.



Joining forces to address climate change

As a large global company, it's not enough to focus only on our own environmental impact. We must act across our spheres of influence, throughout our supply chain and with customers and partners to reduce greenhouse gas emissions, strive for zero waste and responsibly use resources of all kinds.

Accountability at each stage

We recognize our impact occurs across our entire value chain: from suppliers to operations to customers and beyond. This is our framework for how we measure and manage Dell Technologies' environmental footprint.

Continuous improvement for every step

As we move toward 2030, we are further exploring how to reduce our own impact, as well as the impact of our customers and partners who create our products. We look for ways to minimize resource use, eliminate waste and identify opportunities to regenerate resources where we can — with the end goal of transforming our world for the better.

ADVANCING SUSTAINABILITY

We champion the many people who build our products

Sustainability is — ultimately — about taking actions today that ensure opportunities tomorrow, and that includes social issues as well. Our supply chain is vast and complex, involving tens of thousands of people around the world. With the power of that global force, Dell Technologies has the scale and responsibility to drive the highest standards.

We demand ethical practices, respect and dignity for everyone creating our products. Meeting our high standards is a condition of doing business with us, and we audit suppliers to ensure they uphold these standards.

Supporting our supplier communities

We partner closely with our suppliers to instill a code of conduct that ensures employees are treated the same way we treat every Dell Technologies team member. We're particularly focused on protecting human rights and empowering workers while driving safe and sustainable actions by suppliers. Our practices arise from taking pride in our products and the way they're built — aligned with valuing our people and the planet.

Joining forces for the greater good

We are not acting alone, however. We are honored to be a founding member of the [Responsible Business Alliance \(RBA\)](#), supporting the rights and well-being of workers and communities affected by the global supply chain. The RBA continually finds opportunities to drive positive change and increase efficiency across the industry by creating a unified approach and holding suppliers to the highest common standards.

Promoting respect and equal rights for all

On the path to 2030, we will continue to promote transparency and accountability throughout our supply chain, reinforcing our core values to ensure all are treated with respect and integrity around the world.



A diverse group of people, including individuals with disabilities, are gathered in a modern building with large windows. Two people are seated in wheelchairs on the left, while others stand and engage in conversation. The scene is brightly lit by natural light from the windows, which look out onto a lush green forest. The overall atmosphere is one of inclusivity and community.

RETHINKING CULTIVATING INCLUSION



CULTIVATING INCLUSION

We increase access to equal opportunities for all to advance progress

As the composition of the workforce changes, companies embracing diversity and inclusion are experiencing greater innovation, productivity, engagement and employee satisfaction — along with [better financial returns](#). This coincides with a tremendous shift in buying power mirroring changes in the workforce: Women and underrepresented minorities have more economic influence than ever.

Despite these changes, the people creating the technologies used by this diverse demographic are largely homogenous. The U.S. tech industry is just 36% women, 7% African American and 8% Latinx. Meanwhile, there will be 1.1 million open computing-related jobs in the U.S. alone by 2024, but just 45% would be filled based on current graduation rates. We are not engaging a wide enough pool of talent even in the midst of a talent shortage. While these are U.S. statistics, the lack of diversity in tech is a global problem. As an example, there will be a global shortage of 10.7 million candidates in the financial and business services industries by 2030. Closing the diversity gap is critical to meeting future talent needs and incorporating new perspectives reflecting our global customer base. Therefore, at Dell Technologies, we view diversity and inclusion as a business imperative.

Looking beyond the “traditional” talent pool

We can't keep going back to the same sources of talent expecting different results — we must identify and develop formerly untapped pools of talent. As an example, career changes are common in today's dynamic workplace and we must help more professionals pivot their careers to tech. For example, we are working with [Northeastern University's Align](#) program to help women and underrepresented minorities from non-IT fields earn master's degrees in computer science.

Partnering to ensure workforce preparedness

We recognize there is a great opportunity to build stronger pathways for women and underrepresented minorities to enter the tech workforce and we are championing the next generation of diverse STEM talent. For example, we partner with select historically black colleges and universities (HBCUs) and minority serving institutions (MSIs) in the U.S. to offer a specialized curriculum and access to technology to strengthen the skills needed to succeed in today's workforce, enhancing academic and career outcomes. Given our close collaboration with universities in the classroom, we call this Project Immersion.

CULTIVATING INCLUSION

We embrace differences, allowing our innovative spirit to thrive

Diversity and inclusion enables fresh thinking and innovation which leads to stronger connections with customers: a [survey by Forbes](#) showed 85% of enterprises agree that diversity results in more innovative ideas. To truly embrace these differences, however, it's important to recognize our brains make thousands of judgments every day, often without conscious thought. And when these judgments are about people, they can be influenced by social stereotypes we may not be aware of — this is what we call unconscious bias.

At Dell Technologies, we are disrupting the status quo by working to engineer out bias through strategic programming and also technology. Beyond mitigating bias, we want to create a sense of belonging — a culture where team members can bring their full, best selves, to work and find opportunities to excel personally and professionally.



Mitigating unconscious bias through foundational learning

Our brains are exposed to [11 million bits](#) of information a second, but we cannot process it all. So we make snap judgments based on past experiences. It's ok for some things, but automatic processing is problematic when applied to people based on social and identity groups, creating obstacles to inclusion in the workplace and in the world. We combat this bias through foundational learning programs like MARC (Many Advocating Real Change). The program helps individuals identify where unconscious bias exists and provides mitigation strategies while promoting a more collaborative and inclusive team culture. To date, all Dell executives have completed MARC and we plan to expand the program to all team members.

Challenging the status quo with data and technology

New technologies like machine learning and artificial intelligence, with our values coded into the decision-making algorithms, are powerful tools for mitigating bias. We are working with other technology partners and subject matter experts to create a tech solution that addresses bias throughout the entire talent lifecycle — from onboarding to development and promotion. Developing and incorporating tools like this will be instrumental in creating a future workforce that's diverse, agile and innovative.

Creating a sense of belonging

Communities within the workplace, like Employee Resource Groups (ERGs), help create a culture of inclusion at Dell Technologies by connecting team members around areas like gender, ethnicity, orientation and backgrounds. ERGs provide opportunities for personal and professional development through mentoring, networking, leadership development and community involvement. In addition, ERG members bring their diverse perspectives and collective voices together to drive business impact.

CULTIVATING INCLUSION

We advance diversity and inclusion to drive business impact

In today's business environment, diverse perspectives not only form a collaborative culture, but are proven to lead to stronger financial performance and increased innovation potential. Successful businesses recognize that incorporating different perspectives and experiences to enhance their ability to understand the needs of current and potential customers.

The lack of diversity in tech is an industrywide problem that requires industrywide solutions and thinking beyond our four walls. As one of the largest technology companies in the world, we're in a great position to lead the way and help change the narrative of diversity in tech.

Diversity generates positive business impact

A [study by McKinsey & Company](#) showed that companies in the top quartile for racial and ethnic diversity are 33% more likely to recognize financial returns that are above their national industry medians. The benefits exist with gender diversity, too: those companies in the top quartile for gender diversity are 21% more likely to have financial returns above their respective industry averages. On the contrary, companies in the bottom quartile for both gender and ethnic/cultural diversity were 29% less likely to achieve above-average profitability than were all other companies.

Celebrating new perspectives that drive innovation

We are driving business and customer success by cultivating an inclusive environment where differences are respected and our innovative spirit is unlocked. A responsible and inclusive business unleashes innovation, makes our people proud, and builds trust with our customers and partners. Our expertise in technology and innovation, combined with this dedicated mission to cultivate inclusion, fuels a high-performing company that wins with integrity, accelerates transformation and drives human progress.

Breaking down barriers to create a diverse and inclusive workforce now and in the future

We are leveraging technology to accelerate the speed and magnitude of information-sharing and addressing human biases to create a more equitable society. As we move towards 2030, we will continue to scale initiatives on our journey to simultaneously change the narrative of diversity and inclusion in tech while becoming the employer of choice for all.





TRANSFORMING LIVES WITH TECHNOLOGY

TRANSFORMING LIVES WITH TECHNOLOGY

We bring more people into the digital economy

The UN Sustainable Development Goals (SDGs) represent the most ambitious global agenda ever formalized for the social, economic and environmental improvement of the world. Realizing the SDGs by 2030 would have a profoundly positive impact: no poverty, no hunger, gender equality, economic growth decoupled from environmental resource degradation and more — while ensuring no one is left behind.

There is [strong evidence](#) a positive relationship exists between access to technology and achievement of the SDGs. The future belongs to those who can leverage technology to solve problems and drive human progress. That's why we view access to technology not as a luxury, but as a necessity.



Catalyzing growth through digital access

As a global technology provider and corporate citizen, we see firsthand how access and inclusion allow people everywhere to become part of the digital economy. Through technical literacy, people can take advantage of resources for education, health care and financial growth. According to a [survey](#) of 3,800 business leaders worldwide, 85% of respondents believe the jobs in 2030 do not exist today. Further, 56% of leaders feel schools must teach students how to learn, rather than what to learn, to thrive and be successful in the workforce of the future.

Creating educational tools for all

Making sure that education is accessible to everyone is critical. We have a long-standing, multimillion dollar global commitment to providing underserved youth with quality STEM education and better access to technology. As an example, we developed an educational initiative in Brazil called LE@D in order to teach technology-based vocational skills to individuals with motor, hearing or other disabilities. LE@D is an online learning platform with professional courses and tools that make learning available to all. Each of the solutions is designed in collaboration with developers who have disabilities themselves in order to ensure the quality and accessibility of the products.

Empowering future generations

We believe technology is a powerful tool for breaking down barriers and creating new possibilities for young people, wherever they are in the world. As the [Global e-Sustainability Initiative](#) showed in their study of the SDGs, digital access is closely tied to achieving the goals related to equitable growth and people's quality of life. Our aim is to remove barriers and drive technology skills to unleash the creativity of the next generations — no matter where they are or what their experiences.



TRANSFORMING LIVES WITH TECHNOLOGY

We work to address society's most pressing challenges

Millions of nonprofit organizations around the world create transformative change in their communities every day. Their adoption and effective application of technology, however, is problematic with [one study](#) showing only 11% of respondents saying their organization manages digital “extremely well.”

As they move toward 2030, nonprofits of all kinds will need to undergo the same digital transformations as business if they are to be successful. They need to turn their own data into insights and actions, transform their workforce (including volunteers) via new tools and skills, and scale their impact across the issues they take on.

Supporting the evolution of nonprofit organizations

We believe that the power of digital transformation can have a substantial, positive impact in the nonprofit sector. By using technology to increase efficiency of operations, drive data analytics, and ensure the right portfolio of technology solutions to meet their current and growth strategies, we can support these organizations in achieving their unique social missions.

Facilitating digital transformation from the ground up

Helping nonprofits is why we created Good Gigs Projects. Good Gigs demonstrates the vast potential of technology to make a difference on real social issues: Team members hone their own leadership skills by immersing themselves in the nonprofits, applying their technology and business expertise to help identify and solve the organizations' most difficult challenges. From building computer networks in rural school districts to developing a STEM education curriculum for girls in emerging countries, we are enabling these organizations to make an even greater impact in their communities.

Amplifying their impact around the world

One of the benefits of increasing the adoption of technology in the nonprofit sector is the ability to help organizations scale their impact. As a partner to the organizations we work with, we can further scale their efforts by applying our own skills and size. We will help bring innovative, successful solutions to the global stage, creating widespread impact and changing the world for the better.

We create technology to tackle global challenges that impact millions

Even a cursory review of the global issues identified by the United Nations (UN) demonstrates that far-reaching societal challenges cross boundaries and cannot be resolved by any one group acting alone. These issues and those identified by the SDGs cannot be put off or left for a younger generation to solve. In fact, the UN's [2018 report](#) on the SDGs demonstrates many of the 2030 goals are off track, threatening to leave millions behind.

Technology offers hope. The study by the [Global e-Sustainability Initiative](#) showed achieving the SDGs is closely tied to technology, and we believe our scale, support and innovative application of our portfolio have an important role to play in making progress real.

Technology as our greatest driving force

We believe that the power of technology can help solve the world's most serious social problems. At a macro level, beyond our work with nonprofits to further positive impacts in their local communities, we are exploring partnerships with organizations that will create the greatest benefit from our innovation and global reach. In addition, we are working with our customers and partners to develop and further advancements in industries that can help reach the largest number of people in need.

Fueling advancements in health care

For instance, access to health care is a major global concern. In India alone, nearly two-thirds of the 1.3 billion citizens live in rural areas. Together with India's Ministry of Health and Family Welfare and our customer Tata Trusts, we developed Digital LifeCare, which uses our technology to deliver preventive health care screenings of noncommunicable diseases to an initial target of 37 million people. LifeCare includes interactive modules to lead health care workers through the steps of a patient's visit and screening, including videos showing proper techniques. The platform also includes web apps for doctors and dashboards for health officials to spot trends across India. All patient data is synced and stored in the government cloud to monitor health trends across the country.

Infinite opportunities for tech-based solutions

This is just one example of how the public and private sectors are collaborating to use the power of technology to create a future capable of fully realizing human potential. From health care to education, agriculture to manufacturing, there are limitless possibilities of leveraging technology to solve complex social challenges.



Upholding Ethics & Privacy

Our Vision for 2030 has us carefully considering how we can create a positive, lasting impact on humankind and the planet — but issues as important as health, inequality, inclusiveness, for example, cannot advance without an unwavering commitment to ethics and privacy.



We maintain best-in-class programs to drive ethics and privacy internally and strive to be a leader in this space. Our designation as a [World's Most Ethical Company](#) by the Ethisphere® Institute, for six consecutive years, has helped propel our influence across the globe and defined our focus for the future. We believe our commitment, leadership and innovations in ethical business practices and privacy will strengthen our Progress Made Real work.

We inspire passion for integrity in our team members


We believe in capturing both the hearts and minds of our global team and innovating in how we foster a culture of integrity. We have invested in gamification to help create safe environments for our teams to practice values-based decision making. We support regional business leader-led ethics committees to help cultivate culturally-aligned programs closer to home. We offer opportunities for our team members to collaborate with other like-minded companies, through industry-leading organizations such as [Ethisphere Institute's Business Ethics Leadership Alliance](#) and the [Ethics & Compliance Initiative](#). Our future is focused on digital transformation and the use of innovative technology to more quickly assess and mitigate risk and deliver just-in-time insights and capability at the point of need for our global team members. This will add more fuel to operate at the speed in which our customers expect, and yet ensure the decisions made are in line with regulations and our values.

We drive a higher standard of responsibility in our ecosystem

We hold our suppliers and partners to the same high standards we have set for ourselves. As a founding member of the [Responsible Business Alliance](#), we are working to positively influence our industry and the supply chain that keeps it alive. We've codified our expectations in our [Dell Technologies Partner Code of Conduct](#), as well as enhanced contract terms and pushed mandatory compliance training for key partners. Our Vision for 2030 includes global initiatives in which Dell Technologies — in partnership with industry experts — will help our partners build their own programs to a higher level of maturity to meet our ever-increasing expectations and evolving requirements, such as the [Anticorruption ISO 37001](#) standard. We will also leverage digital tools and business intelligence to continuously monitor our supply chain and partners, to ensure we're flagging areas for inquiry in a more proactive and timely manner.

We earn our customers' and team members' trust by enabling them to control how we use and share their personal data

We will continue our long-standing commitment to protecting personal data we hold for our own needs as well as on behalf of our customers. A strong global privacy program, acting in concert with our business functions and each of our team members, provides the confidence that personal data, regardless of where it comes from, will be managed appropriately. Our vision for the future offers increased transparency and more customer control to elevate customer trust and deepen our relationships. We will provide greater, quicker access and more power to our customers, to control their own personal information.

A photograph of a group of people on a boat, wearing blue rain jackets and hats, looking out at the ocean under a cloudy sky. The image is partially obscured by a blue text box on the left.

Progress Made Real — Our Vision for 2030 outlines our road map for how we will create real progress on the way to 2030.

Soon we will share tangible goals and progress related to this roadmap — and in doing so, continue our long-standing commitment to transparent reporting for our social impact initiatives.

Visit DellTechnologies.com/ProgressMadeReal for more information.