DELLTechnologies

PROGRESS MADE REAL

FY20 Social Impact Report

Striving to create a positive and lasting impact on humankind and the planet

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About This Report

In this FY20 Dell Technologies Progress Made Real Report, we focus on explaining methodologies and data that show our starting points for each of our 2030 social impact goals. Our baselines establish a point from which to measure our progress — for each goal — beginning now through 2030, and reflect the progress thus far for our longer-standing initiatives.

Our Progress Made Real Plan for 2030, released in November 2019, articulates how we will create a positive and lasting social impact on humankind and the planet through 2030 — using our reach, technology and people.

As our plan explains, we are focused on advancing sustainability, cultivating inclusion and transforming lives, all underpinned by a commitment to upholding ethics and privacy. Our 2030 goals span each of our focus areas and were established after thoroughly examining what is material to our business and foundational to our values. We will use these goals to build our social impact strategies over the next decade.

The name "Progress Made Real" comes from our collective belief that with innovation and action, we can drive tangible, positive change. We also believe how we measure our progress is critical to defining what makes it "real." We have invested significantly in identifying key performance indicators and measurement approaches for each of our goals. That work is the focus of this year's report. In some cases, where we can make measurement more impactful and meaningful over time, we have committed to finding ways to improve. We have outlined those improvement areas in our methodology statements.

With this FY20 Progress Made Real Report — and our full suite of related reporting — we demonstrate how we are making progress real.

"Progress Made Real" addresses outcomes we are working to achieve for Dell Technologies ("Dell," "we" or "our"), excluding VMware (including Pivotal), which publishes its own annual Global Impact Progress Report. Data reported to track outcomes for RSA, Secureworks, Boomi, Virtustream and Dell Financial Services is expected to evolve as we further develop our work in this area across Dell Technologies. Results for these brands are included where relevant as of the date of this report.

Letter From Michael Dell

Less than one year ago, when we unveiled new social impact moonshot goals for Dell Technologies in our Progress Made Real Plan for 2030, we had no idea where we would be today. From a global pandemic to justified global protests against systemic racism, the fault lines of our society have been laid bare. Our aspirations and our actions have never been more important, and it is fitting that we are releasing this inaugural report.

While current events leave us heartbroken and unsettled, still I find reason for tremendous optimism. The intersection of humanity, innovation and technology is the foundation of our response, our recovery and what can be an amazing future. The very name of our social impact plan — Progress Made Real — comes from a deeply embedded belief that we can achieve lasting, positive results.

It is our optimism that inspired us to set bold goals in the first place. We may not have all the answers for how we will achieve them, but that is the point. Our vision will always be driven by the world we want to live in. To achieve our vision, we'll learn along the way, set clear baselines and measure our progress.

This year's report focuses on identifying key performance indicators for our goals in four areas where Dell Technologies can have the greatest impact — advancing sustainability, cultivating inclusion, transforming lives, and upholding ethics and privacy. Leading is nothing new for us. Our winning blueprint for progress has already made an impressive impact

on the planet and our community of stakeholders. For the seventh year in a row, Dell has been recognized as one of the World's Most Ethical Companies® by the Ethisphere® Institute.

I am incredibly excited for the future and for the role that Dell Technologies can play in driving progress for our customers and the world at large. Today, by harnessing innovation from across the globe, we have more opportunity to make a positive difference than ever before.

It is the most exciting and important work we can be doing, and we are thrilled to be a part of it.

Michael Dell
Chairman and CEO
Dell Technologies

- We have improved the energy intensity of our entire product portfolio by 69.9 percent since FY12 and continue to qualify a significant portion of our portfolio for ENERGY STAR®.

- We worked with our suppliers, Teleplan and Seagate, to recover rare-earth magnets from hard drives and reuse the material in new hard drives, fostering the circular economy across the industry.

- We have donated millions of dollars globally to help meet the greatest needs of our communities and front-line organizations working to treat and contain COVID-19 around the world. Our team members have also raised over $1.65M for nonprofits supporting COVID-19 response.

- We became a signatory to the HBCU Partnership Challenge issued by the Bipartisan HBCU Caucus that brings together government, industry and historically Black colleges and universities (HBCUs) to ensure HBCUs and their students are an equal part of our recruitment and hiring efforts.

Letter From Our Leadership

Last year, we shared our vision to drive positive societal change as we look to 2030 — our Progress Made Real Plan.

We set 22 bold goals, including our most ambitious moonshot goals, designed to be the driving force for measurable progress. These are our commitments to each other and to our global community for the next 10 years.

Shortly after we announced our vision for 2030, COVID-19 changed nearly every aspect of life around the globe. More than 90% of our workforce went remote in a matter of days. We responded to the immediate health, safety and sustainability needs of our communities and front-line organizations by providing technology, expertise and charitable dollars. Our team members united to support those disproportionately affected by the virus through virtual volunteering and fundraising.

And most recently, the murder of George Floyd has spotlighted long-standing racial injustice in the U.S. and in other parts of the world. As Michael Dell shared in a recent note to our team, the fault lines in our society have been laid bare. Widespread socioeconomic disparity continues to reveal itself as one of the root causes for the most devastating impacts we see in our society.

The events of 2020 have underscored that one of the most pressing issues we face today is the growing economic and digital divide. By enabling widespread access to technology and technical skills development, we will play a role in leveling the playing field

for underserved communities. And as we move forward, our commitment to addressing today's biggest problems remains rooted in the commitments we have made for the next decade, where we will continue to:

- Hold ourselves and those with whom we do business to the **highest ethical standards**
- Build an **empathetic and inclusive workforce** that advances underrepresented minorities and enables all team members to succeed
- Prioritize **environmentally sound and sustainable business practices**
- Use our **technology, talents and global scale** for the greatest impact

Throughout this report, you will see the time-bound and measurable social impact goals we've established for ourselves. And you will see the baseline data and methodology for each goal we'll continue to report against each year. This is the basis of our commitment to make a lasting positive social impact — for our world today, tomorrow, over the next 10 years and beyond.

As our world changes, we will continue to strive far beyond incremental change, remain transparent and accountable, and focus on innovation at scale. The Progress Made Real Report is just one of our annual reports focused on social impact. We invite you to dive deeper into our diversity and supply chain reports by visiting: DellTechnologies.com/SocialImpactReporting.

With gratitude,

Christine Fraser
Chief Responsibility Officer
Dell Technologies

Michael McLaughlin
Chief Ethics and
Compliance Officer
Dell Technologies

Brian Reaves
Chief Diversity and Inclusion Officer
Dell Technologies

Materiality & Stakeholder Engagement

Materiality and stakeholder engagement are critical inputs that inform our broader social impact strategy.

We engaged with Ceres for their recommendations to meet the expectations of our diverse stakeholder groups with our Progress Made Real Report. Ceres' recommendations help to inform and improve our sustainability goals, transparency around those goals and our stakeholder engagement process.

In 2019, in conjunction with consulting firm SustainAbility, we conducted an analysis to identify the material societal issues where Dell Technologies can play the most meaningful role. We began with an external review of corporate sustainability, philanthropy, ethics, privacy, and diversity frameworks and trends, benchmarking our peers. We also analyzed customers' requests for proposals to identify trends in topics they care about.
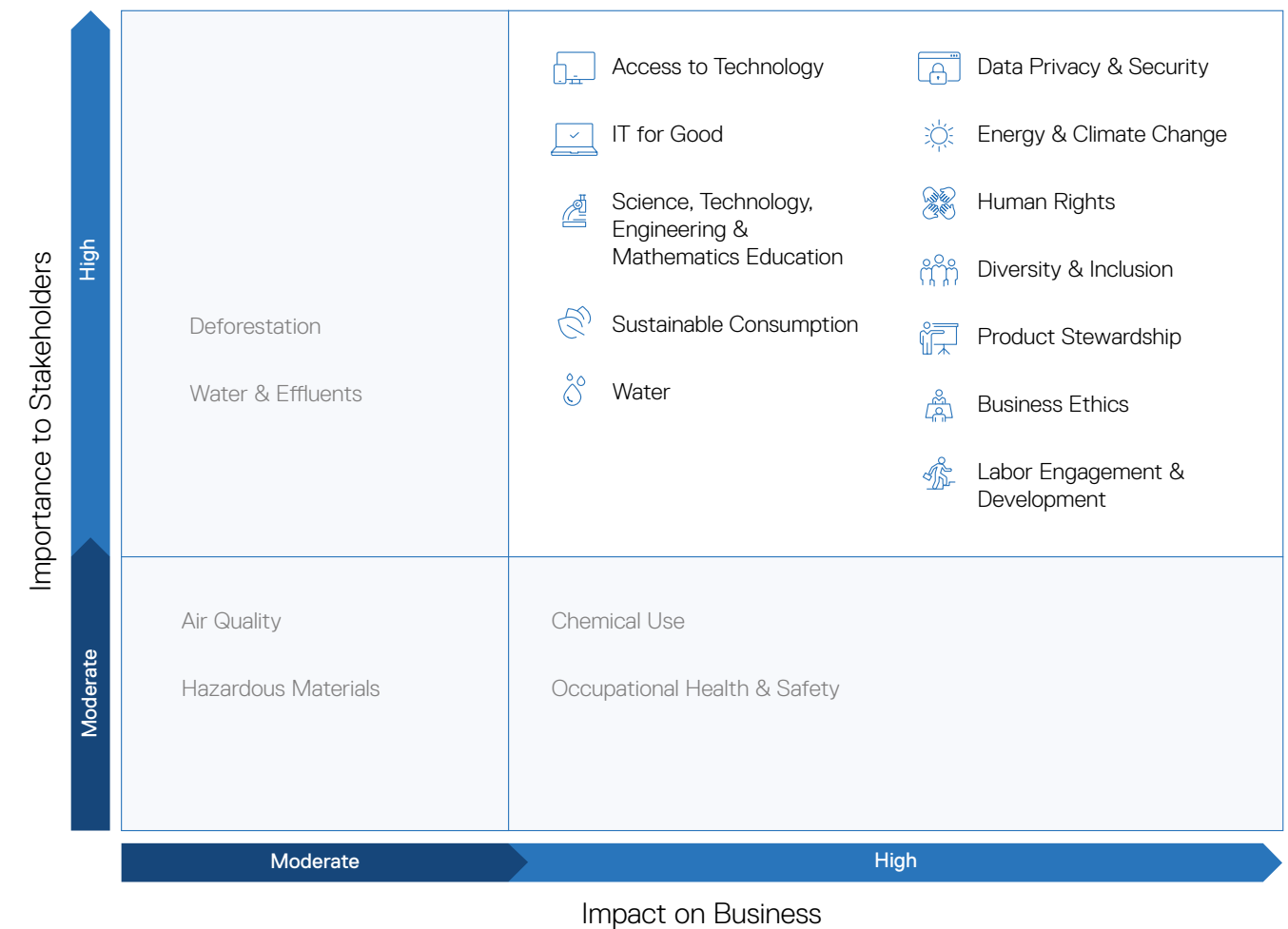
A diverse set of internal and external stakeholders provided insight, including senior executives across Dell Technologies, suppliers, investors, customers from various sectors, and nongovernmental organizations. We also surveyed more than 150,000 Dell Technologies employees.

This helped us identify our key issues, which we prioritized based on three criteria:

- **Societal and environmental impact: Stakeholder view on Dell's ability to significantly impact the issue**

- **Business impact: An issue's potential for significant impact on Dell Technologies**

- **Degree of influence: The scale of our potential impact on the issue**

We identified material issues that impact our business and affect the global social and environmental outcomes we strive to attain by 2030. This process informed our definition of our 2030 goals, outlined in our Progress Made Real Plan.

These issues and our 2030 goals have been reviewed by the Dell Technologies executive leadership team and our key stakeholders, and align with our social impact and business strategies.

Importance to Stakeholders (High / Moderate)

High / Moderate:
- Deforestation
- Water & Effluents

High importance / High impact:
- Access to Technology
- IT for Good
- Science, Technology, Engineering & Mathematics Education
- Sustainable Consumption
- Water
- Data Privacy & Security
- Energy & Climate Change
- Human Rights
- Diversity & Inclusion
- Product Stewardship
- Business Ethics
- Labor Engagement & Development

Moderate / Moderate:
- Air Quality
- Hazardous Materials

Moderate importance / High impact:
- Chemical Use
- Occupational Health & Safety

Impact on Business (Moderate / High)

SUSTAINABLE DEVELOPMENT GOALS

Our Support for SDGs

The Sustainable Development Goals (SDGs) adopted by the United Nations Member States in 2015 set forth a global vision for peace and prosperity for people and the planet. We believe technology will play a key role in many of these 17 ambitious, interrelated goals, and we see opportunities aligned with our own commitments to create a positive social impact.

While further work is required to better understand how our own Progress Made Real 2030 goals might contribute to specific targets, we see the potential to contribute to the SDGs in the following areas, all supported by our unwavering commitment to ethics and privacy:

ADVANCING SUSTAINABILITY

Our 2030 goals will help us reduce our environmental impact and drive even better conditions for those who make our products. We will collaborate across our value chain to drive circularity, decoupling growth from resource use and leveraging clean sources of energy. We will hold ourselves and our suppliers accountable to meaningful improvements in the communities where we work and live while championing those who make our products. Sustainability is a core part of our business, and we will continue to embed it into all we do.

CULTIVATING INCLUSION

Our successful future will be built on attracting and developing diverse talent while building on our inclusive culture. We will address inequalities, create opportunities and continue to build a more diverse and inclusive workforce and culture. We will partner with our communities on programs that attract and deepen the potential pool of talent for our future, and we will drive the skills and opportunities within our own walls that provide our diverse team members with greater opportunity and inspire them to grow and develop. Change starts with us.

TRANSFORMING LIVES

By harnessing our scale, our partnerships and our technology portfolio, we can enable a future that realizes the potential embodied in the SDGs. By providing our expertise and support, we can drive better health, improve education and grow opportunities in the digital economy for underrepresented groups. Success will depend on effective partnerships and creative approaches to delivering solutions. A better future is within our collective grasp, and we want to play our part.

Our Commitment

At Dell Technologies, we are committed to driving human progress. Through our reach, technology and people, we strive to create a positive and lasting impact by advancing sustainability, cultivating inclusion and transforming lives around the world. Foundational to our ability to drive meaningful impact is an enduring commitment to upholding ethics and privacy.

Progress Made Real — Our Social Impact Plan 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 there is too much potential talent being left on the table at a time when talent shortage is an issue for all. 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

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 our customers, team members and communities, we are committed to continuing to lead in ethics and privacy. Our constant push to higher ethics and privacy standards will be a guidepost for our Progress Made Real work.

Explore our Progress Made Real Plan for 2030

Our Social Impact Goals for 2030

With our Progress Made Real Plan for 2030, we are taking our next bold step toward making progress real. We will use these goals to build our social impact strategies over the next decade. Please see our 2030 Goals Dashboard for the scope of these goals and how we measure.

Advancing Sustainability

Moonshot Goal

By 2030, for every product a customer buys, we will reuse or recycle an equivalent product. 100% of our packaging will be made from recycled or renewable material. More than half of our product content will be made from recycled or renewable material.

Other Goals

· We will reduce Scopes 1 and 2 greenhouse gas emissions by 50% by 2030

· We will source 75% of electricity from renewable sources across all Dell Technologies facilities by 2030 — and 100% by 2040

· We will reduce the energy intensity of our entire product portfolio by 80% (FY12–FY21)

· We will partner with our direct material suppliers to meet a science-based greenhouse gas emissions reduction target of 60% per unit revenue by 2030

· We will drive sustainability improvements in our global workplaces through 2030

· Each year through 2030, we will show continued commitments to provide healthy work environments where people can thrive

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

· Each year through 2030, we will continue engagement with the people who make our products

Cultivating Inclusion

Moonshot Goal

By 2030, 50% of our global workforce and 40% of our global people leaders will be women

Other Goals

· By 2030, 25% of our U.S. workforce and 15% of our U.S. people leaders will be Black/African American and Hispanic/Latino minorities

· Each year through 2030, 90% of our employees will rate their job as meaningful

· By 2030, 50% of our employees will participate in Employee Resource Groups to drive social impact

· Each year through 2030, 75% of our employees will believe their leader is inspiring

· By 2030, 95% of our employees will participate in annual foundational learning on key topics such as unconscious bias, harassment, microaggression and privilege

· Each year through 2030, 50% of the people empowered by our social and education initiatives will be girls, women or underrepresented groups

Transforming Lives

Moonshot Goal

With our technology and scale, we will advance health, education and economic opportunity initiatives to deliver enduring results for 1 billion people by 2030

Other Goals

· Each year through 2030, 50% of the people empowered by our social and education initiatives will be girls, women or underrepresented groups

· By 2030, we will use our expertise and technology to help 1,000 nonprofit partners digitally transform to better serve their communities

· Each year through 2030, 75% of our employees will participate in giving or volunteerism in their communities

Upholding Ethics & Privacy

Moonshot Goal

By 2030, we will fully automate our data control processes, making it easier for our customers to control their personal data

Other Goals

· By 2030, 100% of our employees will demonstrate their commitment to our values criteria

· By 2030, 100% of the direct partners we do business with will demonstrate their commitment to our values

Social Impact Milestones in Excellence

Advancing Sustainability

2014
Dell Technologies launched the industry's first certified closed-loop plastics supply chain, recovering plastics from e-waste and recycling back into new parts for new computers.

2017
Dell created the industry's first packaging made from ocean-bound plastics and also founded NextWave Plastics, a group dedicated to creating use cases for ocean-bound plastics.

2018
Dell was the first in the industry to develop a closed-loop process for rare-earth magnets.

Transforming Lives

2013
Dell was the first in its industry to sponsor deployment of Solar Learning Labs with installations in South Africa, Morocco, Colombia and Mexico.

2018
Dell's Digital LifeCare platform was chosen by the Government of India for managing non-communicable diseases. As of June 2020, 40+ million people are enrolled.

Cultivating Inclusion

2018
Dell is a founding member of the Reboot Representation Tech Coalition, launched by Melinda Gates in 2018. Our Chief Diversity and Inclusion Officer Brian Reaves served as inaugural chair.

2019
Launched our first Diversity & Inclusion Report as part of our 2030 Progress Made Real vision.

2020
93% of our people leaders (11,000+ people leaders) completed our industry-first unconscious bias foundational learning program designed to help team members identify unconscious bias and mitigate it through increased awareness and candid conversations.

Upholding Ethics & Privacy

2014
Dell won the inaugural "TRACE Innovation in Anti-Bribery Compliance Award" for its outstanding third-party due diligence and monitoring program and innovative efforts to develop anti-bribery practices that enhance transparency in business.

2018
In partnership with RSA Archer, we were the first to create our own, customized GDPR compliance risk-management digital solution to demonstrate Dell's accountability and commitment to data privacy and transparency to the EU data protection authorities and our customers.

Awards & Recognition

2020 **WORLD'S MOST ETHICAL COMPANIES**™ WWW.ETHISPHERE.COM 8 TIME HONOREE

RBA COMPASS AWARD 2019 LEADERSHIP

HUMAN RIGHTS CAMPAIGN FOUNDATION **BEST PLACES TO WORK** 2019 for LGBTQ Equality 100% CORPORATE EQUALITY INDEX

FAST COMPANY 2019 MOST INNOVATIVE COMPANIES

LinkedIn TOP COMPANIES WHERE THE US WANTS TO WORK NOW Dell Technologies 2019

DEI **BEST PLACE TO WORK FOR DISABILITY INCLUSION** 2019 100% DISABILITY EQUALITY INDEX

Social Impact Public Policy Advocacy

We envision a world where technology helps cure cancers, provides safe and efficient transport, improves agricultural and manufacturing production, provides educational opportunities, offers interesting new jobs, and greatly improves everyone's quality of life.

As countries, communities and businesses struggle to recover from the effects of the pandemic and respond to growing concerns about racial inequity, it is a unique time in history to reimagine what a better world could look like. Governments and companies need to clearly define their position on these global events and seize the opportunity to demonstrate the critical role technology plays in addressing these issues and enabling human progress.

Dell Technologies actively supports public policies that will drive our desired outcomes in each of the four social impact focus areas.

Advancing Sustainability

- Address climate change by leveraging technology, supporting research and development, and promoting resiliency.

- Work with businesses to use emerging technologies to develop data tools and mechanisms needed to meet the U.N.'s Sustainable Development Goals.

- Leverage advanced technology to undertake smart city master plans and develop smarter options for mobility, safety, water consumption, renewable power generation and storage, power and water distribution, and health care.

- Implement smart, open data platforms to share government data, with privacy safeguards, to develop innovative solutions for societal problems.

- Strengthen educational skills offerings and institutional relationships to develop innovative sustainability solutions.

- Foster globally harmonized environmental and social standards.

- Promote development, procurement and use of sustainable goods, considering whole-product lifecycle and circular economy principles.

Cultivating Inclusion

- Empower businesses to start, grow and innovate by supporting diverse workforces and fostering mobility for highly skilled workers.

- Promote equal opportunity for all employees, prohibiting discrimination in the workplace and using emerging technologies to address human bias in employment decisions.

- Adopt innovative tech and online platforms that can make education more affordable, accessible and effective, and improve access to top-ranking educators.

- Partner with nonprofit organizations, customers and peer companies on coalitions, advocacy groups and public policy initiatives to scale the diversity and inclusion imperative for maximum impact.

- Foster partnerships between schools and the private sector to provide students with mentoring, career guidance and career sponsorship programs, and a direct path into technology careers.

- Encourage companies and educational institutions to research rapidly changing workforce needs and solutions; partner to align curricula with industry needs and expectations; and implement skills training and re-skilling programs as jobs and needs change.

Visit DellTechnologies.com/2030PublicPolicy for more information.

Social Impact Public Policy Advocacy — continued

Transforming Lives

- Foster a culture of innovation by emphasizing science, technology, engineering and mathematics (STEM), critical thinking, emotional intelligence, communication and digital literacy in public education and training programs to promote contextualized intelligence, entrepreneurial mindsets and digital literacy.

- Leverage data analytics to provide student-centered learning and virtual reality and augmented reality technology to enhance classroom and remote learning with immersive content delivery.

- Ensure schools, rural communities and disadvantaged neighborhoods have access to high-speed internet and emerging technologies.

- Promote innovative health care approaches, including the use of emerging technologies such as telehealth initiatives for rural patients.

- Improve diverse entrepreneurs' access to capital, global markets and opportunities to scale with incentives to invest in startups, support infrastructure to reduce scale-up costs, and promote high-speed broadband.

- Adopt competitive, fair and transparent tax policies that encourage businesses to invest in innovation, infrastructure and training.

- Oppose tariffs and trade barriers, which ultimately restrict economic growth and innovation.

Upholding Ethics & Privacy

- Promote privacy via open, global standards, including adopting federal privacy legislation in the United States.

- Encourage research and development in technology to adopt privacy-by-design approaches in technology solutions.

- Resolve conflicts of law or jurisdiction caused by different approaches to privacy and data protection, using standardized agreements among governments.

- Implement smart, open data platforms for governments to share their data, with appropriate data security and privacy safeguards, to foster innovative solutions to societal problems.

- Engage businesses in frank human rights discussions and incorporate global privacy standards into procurement policies to ensure respect for justice, transparency and sustainable practices across operations and supply chains.

- Work with the private sector to develop transparency guidelines for the ethical use of emerging technologies.

- Partner with governments, multinational corporations and industry groups to advocate for strong anticorruption protections across the globe.

Visit DellTechnologies.com/2030PublicPolicy for more information.

2030 Goals Dashboard

In this report, our first report on our Progress Made Real Plan for 2030, our goals dashboard focuses on baseline data and methodologies for our 2030 goals. In future reports, we will report our year-over-year progress toward our goals.

Our baselines for all our goals reflect progress already achieved or establish a point to measure our progress from as of February 2020.

This goals dashboard addresses key achievements for Dell Technologies ("Dell," "we" or "our"), excluding VMware (including Pivotal), which publishes its own annual Global Impact Progress Report. Data reported to track outcomes for RSA, Secureworks, Boomi, Virtustream and Dell Financial Services is expected to evolve as we further develop our work in this area across Dell Technologies. Results for these brands are included where relevant as of the date of this report.

Advancing Sustainability Goals

Goal	FY20 Baseline	Methodology	Related Sustainable Development Goals
MOONSHOT GOAL By 2030, for every product a customer buys, we will reuse or recycle an equivalent product. 100% of our packaging will be made from recycled or renewable material. More than half of our product content will be made from recycled or renewable material.			
By 2030, for every product a customer buys, we will reuse or recycle an equivalent product	**9.1%** of product collected (total weight of materials captured for recycling and reuse over the amount of products sold)	In the past, we reported the amount of used materials collected. Currently, we report the total weight of materials captured for recycling and reuse over the amount of products sold. We're working toward a more accurate unit measure for product categories. We're collaborating with our recycling partners to provide us more granular reports of what they collect. Per-unit measurement of what we recycle will enable us to more effectively track and act on our goal. [1]	12 Responsible Consumption and Production 13 Climate Action
By 2030, 100% of our packaging will be made from recycled or renewable material	**85%** recycled/renewable material content in packaging	The scope includes packaging of all Dell-branded materials sent to customers. The baseline estimate is based on survey responses from packaging suppliers across multiple lines of business, used to determine approximate percentages of recycled and virgin content in our packaging. Our long-term plan is to build an information system that collects and tabulates percentages of recycled content at purchase. [2]	12 Responsible Consumption and Production
By 2030, more than half of our product content will be made from recycled or renewable material	**<5%** recycled/renewable material content in products (based on CY19)	Currently, we report the total weight of recycled content materials used in Dell-branded products each year. Ultimately, we will report the amount of use of recycled and renewable materials as a percentage of all material used in our products. We are analyzing our current material usage to refine the percentage-based metric. We're collaborating with suppliers, material and recycling experts, and others to build out the data set and drive for an industry-wide definition of renewable and recycled materials.	

Our baselines for all our goals reflect progress already achieved or establish a point to measure our progress from as of February 2020.

Advancing Sustainability Goals

Goal	FY20 Baseline	Methodology	Related Sustainable Development Goals
We will reduce Scopes 1 and 2 greenhouse gas emissions by 50% by 2030	**298,500** metric tons of Scopes 1 and 2 GHG emissions	This goal furthers the reduction efforts from our Legacy of Good 2020 Plan. GHG emissions are calculated according to the GHG Protocol accounting standards and guidance. The GHG emissions are the sum of our Scope 1 emissions plus the Scope 2 "market-based" emissions.	7 Affordable and Clean Energy 13 Climate Action
We will source 75% of electricity from renewable sources across all Dell Technologies facilities by 2030 — and 100% by 2040	**45%** of total electricity used generated from renewable sources	The quantity of renewable electricity includes purchased electricity generated from wind, solar, hydroelectric and other renewable sources plus renewable electricity generated on-site such as in solar panels. Calculations follow the GHG Protocol accounting standards and guidance.	
We will reduce the energy intensity of our entire product portfolio by 80% (FY12–FY21)	**69.9%** reduction of product portfolio energy intensity (this is not a FY20 baseline; please see the methodology for more information)	This goal was established in FY14 as part of our Legacy of Good 2020 Plan. For FY20, we are reporting a reduction in energy intensity of 69.9% compared to our FY12 baseline, a year-over-year reduction of 8.1% since FY19. Methodology for this goal uses unit sales data, along with models for lifetime expected energy use and delivered capability for all core hardware products. The scope includes all client and enterprise hardware products that are material to our downstream energy footprint. This goal does not include Dell displays or Alienware products.	
We will partner with our direct material suppliers to meet a science-based greenhouse gas emissions reduction target of 60% per unit revenue by 2030	**New initiative:** Reporting of reduction in GHG emissions per unit revenue to begin in the next report	This is a new goal and therefore the first year we are tracking progress, which will be reported beginning in FY21. A baseline of Dell Technologies supplier emissions is available on page 59. [3]	

Our baselines for all our goals reflect progress already achieved or establish a point to measure our progress from as of February 2020.

Advancing Sustainability Goals

Goal	FY20 Baseline	Methodology	Related Sustainable Development Goals
We will drive sustainability improvements in our global workplaces through 2030			
We will reduce freshwater use in our Dell Technologies-owned facilities by 25% in locales with high water stress, and by 10% elsewhere	**68** megaliters of freshwater used in high water stress locales	Water is used at Dell Technologies facilities primarily for domestic purposes such as drinking, cooking, cleaning and toilet flushing, for cooling and for landscape irrigation; water is not used in our assembly processes. Freshwater use at each facility includes high-quality municipal and private source water as well as water withdrawn from surface, groundwater and rainwater sources. Each facility's water stress level is identified using the Aqueduct Water Risk Atlas's baseline overall water risk score.	**6** Clean Water and Sanitation **12** Responsible Consumption and Production
	1,358 megaliters of freshwater used in other locales	The 25% reduction goal applies to buildings that are owned and operated by Dell Technologies and are located in communities with overall water risk scores of "high" or "very high." The 10% reduction goal applies to buildings that are owned and operated by Dell Technologies and are located in communities with overall water risk scores below "high."	
We will reduce workplace plastic waste by 90%	**1,011** metric tons of plastic waste generated in our manufacturing workplaces	The intent of this goal is to reduce the weight of plastic and plastic foam waste generated in Dell Technologies' operational and office-based activities, including our manufacturing operations. A planned study of plastic waste generation in our office and lab facilities in Q1 of FY21 was unable to proceed due to COVID-19. Therefore, this baseline may be adjusted in the future once operations return to normal and we are able to carry out this study.	

Our baselines for all our goals reflect progress already achieved or establish a point to measure our progress from as of February 2020.

Advancing Sustainability Goals

Goal	FY20 Baseline	Methodology	Related Sustainable Development Goals
Each year through 2030, we will show continued commitments to provide healthy work environments where people can thrive	**41,733** total hours of Social and Environmental Responsibility training provided to Dell's global supply chain team members (based on CY19) [4]	The scope is the total number of hours of both online and face-to-face training offered to Dell Technologies factory employees and suppliers on topics such as health and safety, energy efficiency, water management, forced labor and more.	**8** Decent Work and Economic Growth
Each year through 2030, we will deliver future-ready skills development for workers in our supply chain	**12,723** total number of future-ready skills training hours at in-house manufacturing locations [5]		**8** Decent Work and Economic Growth
	New initiative: Reporting total number of future-ready skills training hours in supply chain to begin in the next report	This is a new goal, with ongoing program development. Therefore, we have no hours to report this year. The types of supplier collaboration we have in place to meet this goal in future years are detailed on page 34. Data reported to track progress for this goal is expected to evolve as we further develop our work in this area.	

Our baselines for all our goals reflect progress already achieved or establish a point to measure our progress from as of February 2020.

Advancing Sustainability Goals

Goal	FY20 Baseline	Methodology	Related Sustainable Development Goals
Each year through 2030, we will continue engagement with the people who make our products	**12,487** feedback interviews conducted with supply chain workers (based on CY19)	The scope is the total number of interviews conducted during Responsible Business Alliance (RBA)-certified third-party audits of factories. Interviews conducted during these audits must be conducted in confidence by independent third parties. [4]	8 Decent Work and Economic Growth
	99% of manufacturing facilities with feedback channels in place (based on CY19)	To confirm robust data for this year's report, we report a metric that represents the percentage of Dell Technologies and high-risk supplier factories audited with feedback channels in place that comply with the RBA Code of Conduct. Data reported to track progress toward this goal is expected to evolve as we further develop our work in this area. [6]	
	303 ideation sessions in-house	The scope includes data collected by the Culture of Innovation Program at all Dell Technologies factories. [7]	
	620 in-house innovation ideas implemented as projects	This reflects the number of in-house innovation ideas being implemented as projects. The scope includes data collected by the Culture of Innovation Program at all Dell Technologies factories. [7]	
	97% level of participation in in-house ideation sessions	The scope includes data collected by the Culture of Innovation Program at all Dell Technologies factories. [7]	
	New initiative: Reporting ideation sessions in supply chain to begin in the next report	This is a new program for us, with ongoing development; therefore, we have no data to report this year. The types of supplier collaboration we have in place to meet this goal in future years are detailed on page 35. Data reported to track progress for this goal is expected to evolve as we further develop our work in this area. [8]	

Our baselines for all our goals reflect progress already achieved or establish a point to measure our progress from as of February 2020.

Cultivating Inclusion Goals

Goal	FY20 Baseline	Methodology	Related Sustainable Development Goals
MOONSHOT GOAL			
By 2030, 50% of our global workforce and 40% of our global people leaders will be women			
By 2030, 50% of our global workforce will be women	**31%** of global workforce is made up of women	Applies to our global workforce. The scope includes the percentage of individuals who voluntarily self-identified as female and is rounded off to the nearest whole number. [9] [10]	**5** Gender Equality **8** Decent Work and Economic Growth **10** Reduce Inequalities **16** Peace, Justice and Strong Institutions
By 2030, 40% of our global people leaders will be women	**24%** of people leaders in global workforce are women		
By 2030, 25% of our U.S. workforce and 15% of our U.S. people leaders will be Black/African American and Hispanic/Latino minorities			
By 2030, 25% of our U.S. workforce will be Black/African American and Hispanic/Latino minorities	**13%** of U.S. workforce employees are Black/African American and Hispanic/Latino minorities	Applies to our U.S. workforce. The scope includes the percentage of individuals who voluntarily self-identified as Black/African American or Hispanic/Latino and is rounded off to the nearest whole number. [11]	**8** Decent Work and Economic Growth **10** Reduce Inequalities **16** Peace, Justice and Strong Institutions
By 2030, 15% of our U.S. people leaders will be Black/African American and Hispanic/Latino minorities	**10%** of people leaders in U.S. workforce are Black/African American and Hispanic/Latino minorities	Applies to our U.S. workforce. The scope includes the percentage of individuals who voluntarily self-identified as Black/African American or Hispanic/Latino who are people leaders and is rounded off to the nearest whole number. [10] [11]	

Cultivating Inclusion Goals

Goal	FY20 Baseline	Methodology	Related Sustainable Development Goals
Each year through 2030, 90% of our employees will rate their job as meaningful	**93%** of employees rate their job as meaningful (based on FY21)	FY21 survey data was used as the baseline (rather than FY20 data), since this optional survey asks employees to consider their previous year of employment. This goal's metric is based on the percent favorable responses received during our annual, internal and optional employee opinion survey of Dell Technologies full- and part-time employees. [12]	8 Decent Work and Economic Growth
By 2030, 50% of our employees will participate in Employee Resource Groups to drive social impact	**33%** of employees participate in ERGs	Currently, we report Employee Resource Group (ERG) participation as the number of unique employees at Dell who are signed up for one or more ERGs (through tracking in YourCause, our system of record for volunteerism and ERG memberships).	8 Decent Work and Economic Growth 10 Reduce Inequalities 16 Peace, Justice and Strong Institutions
Each year through 2030, 75% of our employees will believe their leader is inspiring	**83%** of employees believe their leader is inspiring (based on FY21)	FY21 survey data was used as the baseline (rather than FY20 data), since this optional survey asks employees to consider their previous year of employment. This goal's metric is based on the percent favorable responses received during our annual, internal and optional employee opinion survey of Dell Technologies full- and part-time employees. [12]	8 Decent Work and Economic Growth

Our baselines for all our goals reflect progress already achieved or establish a point to measure our progress from as of February 2020.

Cultivating Inclusion Goals

Goal	FY20 Baseline	Methodology	Related Sustainable Development Goals
By 2030, 95% of our employees will participate in annual foundational learning on key topics such as unconscious bias, harassment, microaggression and privilege	**15%** of employees participate in annual foundational learning	This measurement is based on the percentage of Dell global employees who have taken courses on subjects related to unconscious bias, harassment, microaggression and privilege offered by the Diversity & Inclusion organization. [13] [14]	5 Gender Equality 8 Decent Work and Economic Growth 10 Reduce Inequalities 16 Peace, Justice and Strong Institutions
Each year through 2030, 50% of the people empowered by our social and education initiatives will be girls, women or underrepresented groups	**51.7%** of the people reached are girls, women or underrepresented groups	This goal aligns to both our Cultivating Inclusion and Transforming Lives focus areas by reaching these diverse groups — girls, women and underrepresented groups or minorities — through our social and education initiatives. The scope includes the number of individuals reached who are girls, women or members of underrepresented groups, compared to the total number of individuals reached. [15]	3 Good Health and Well-Being 4 Quality Education 8 Decent Work and Economic Growth 17 Partnerships for the Goals

Transforming Lives Goals

Goal	FY20 Baseline	Methodology	Related Sustainable Development Goals
MOONSHOT GOAL With our technology and scale, we will advance health, education and economic opportunity initiatives to deliver enduring results for 1 billion people by 2030	**46,588,226** people reached (cumulative)	The scope includes the total number of individuals reached directly or indirectly through Dell Technologies programs such as strategic giving and social innovation (e.g., Digital LifeCare). We are in the process of leveraging industry best practices where available to more comprehensively capture full impact of all social impact programs, including the number of lives impacted from employee volunteerism and philanthropic programs outside the philanthropy organization (i.e., business units).	**3** Good Health and Well-Being **4** Quality Education **8** Decent Work and Economic Growth **17** Partnerships for the Goals
Each year through 2030, 50% of the people empowered by our social and education initiatives will be girls, women or underrepresented groups	**51.7%** of the people reached are girls, women or underrepresented groups	This goal aligns to both our Cultivating Inclusion and Transforming Lives focus areas by reaching these diverse groups — girls, women and underrepresented groups or minorities — through our social and education initiatives. [15] [16] The scope includes the number of individuals reached who are girls, women or members of underrepresented groups, compared to the total number of individuals reached.	
By 2030, we will use our expertise and technology to help 1,000 nonprofit partners digitally transform to better serve their communities	**5** nonprofit partners supported in their digital transformation journey	Currently, this measurement covers the number of Dell Technologies Strategic Partners reached. We are developing measurements to include nonprofits that are supported through other Dell efforts (e.g., including business unit giving) and those organizations that benefit from employee volunteerism. [17]	
Each year through 2030, 75% of our employees will participate in giving or volunteerism in their communities	**59%** of employees participating in giving/ volunteerism [18]	The scope includes the participation of Dell Technologies full-time badged employees who self-reported through a third-party giving and volunteering platform.	

Our baselines for all our goals reflect progress already achieved or establish a point to measure our progress from as of February 2020.

Upholding Ethics & Privacy Goals

Goal	KPI	FY20 Baseline	Methodology
MOONSHOT GOAL By 2030, we will fully automate our data control processes, making it easier for our customers to control their personal data	Create a customer-facing privacy digital trust center as part of My Account features.	FY20 was focused on design and proof of concept.	We will provide annual updates on our progress in fully delivering this new feature: Create a new privacy setting in My Account that makes it easier for our customers to access or delete their personal data and to make choices about how they want their personal data used and shared. [19]
	Expand our operational privacy compliance digital solution (i.e., RSA Archer) to integrate with the newly created privacy digital trust center in My Account.	The features to deactivate and reactivate an online My Account were completed for 27 countries by end of FY20. FY20 was focused on design and proof of concept for the automated access and delete functionality.	We will provide annual updates on our progress to fully delivering this new feature: Integrate our internal privacy governance controls and processes with My Account Privacy Settings to make it easier for our customers to (1) deactivate and reactivate their online My Account, and (2) access and/or delete their personal data.
	Enhance our online dell.com privacy statement to provide greater transparency on Dell's data collection and privacy practice.	In FY20, we updated Dell's U.S. privacy statement to provide greater transparency on Dell's data collection and privacy practice.	We will provide annual updates on our progress to fully delivering this new feature: Enhancements to Dell's online privacy statement will focus on countries where there is a dell.com website presence.

🛡 Upholding Ethics & Privacy Goals

Goal	FY20 Baseline	Methodology
By 2030, 100% of our employees will demonstrate their commitment to our values criteria	**100%** of Dell Technologies employees completed assigned ethics and compliance training	The measurement is the number of Dell Technologies global employees who complete their assigned courses in the Learning Management System, compared to the total number of active employees on file as of a specific date each year. Additionally, Dell new hires are required to complete their training within 30 days of hire. [20] [21]
	100% of Dell Technologies employees agreed to the Dell Technologies Code of Conduct	The measurement is the number of Dell Technologies employees who self-certify that they will uphold the Dell Technologies Code of Conduct with their completion of the annual online Code of Conduct training course, compared to the total number of active employees on file as of a specific date each year. [20] [21]
By 2030, 100% of the direct partners we do business with will demonstrate their commitment to our values	**New initiative:** Reporting of direct partners agreeing to the Code of Conduct for Partners upon joining the Dell Technologies Partner Program to begin in the next report	In FY20, we focused on proof of concept by enhancing the Code of Conduct for Partners. Beginning in FY21, direct partners' agreement to the Code of Conduct for Partners will be captured through internal reporting. [22]
	New initiative: Reporting of direct partners completing assigned ethics and compliance training to begin in the next report [22] [23]	In FY20, we focused on proof of concept and are determining the best tracking mechanisms.

Our baselines for all our goals reflect progress already achieved or establish a point to measure our progress from as of February 2020.

Endnotes for Goals Dashboard

[1] We may have to adjust for future products that have yet to come to market or those that are no longer on the market. In some cases, we may have to continue to use the weight-based assumption.

[2] Recyclability/compostability of packaging materials is not measured as part of this goal.

[3] Supplier emissions numbers have been extrapolated to cover 100% of spend.

[4] "Supply chain team members" are team members working in Dell Technologies factories, at final assembly suppliers, direct suppliers and sub-tier suppliers.

[5] "In-house" includes Dell Technologies badged front-line team members, managers and supervisors included in Dell Technologies overall manufacturing team (Client and Infrastructure).

[6] This covers factories managed by Dell Technologies, final assembly suppliers, direct suppliers and sub-tier suppliers.

[7] "In-house" refers to activity taking place within Dell Technologies factories by Dell Technologies badged team members who are part of the manufacturing team. "Ideation sessions" are sessions that inspire ideas.

[8] "Supply chain" refers to outsourced final assembly suppliers, direct suppliers and sub-tier suppliers.

[9] "Global workforce" is defined as Dell Technologies badged employees, including regular, full-time, part-time, intern and fixed term status.

[10] "People leaders" is defined as global workforce employees in a job management level of executive or manager.

[11] "U.S. workforce" refers to Dell Technologies badged employees, including regular, full-time, part-time, intern and fixed term status with country location as United States (inclusive of Puerto Rico).

[12] Percent favorable is calculated using the percentage of respondents who select 4 or 5 on a 5-point scale. Employees hired at least four weeks before the survey launch are invited to participate (excluding interns and contingent labor).

[13] Foundational learning includes the skills that help us understand key topics around unconscious bias, harassment, microaggression and privilege in the workplace.

[14] "Global employees" is defined as Dell Technologies badged employees, including regular, full-time, part-time, intern and fixed term status.

[15] "Girls" and "women" are individuals who self-identify as female. "Underrepresented groups" are groups with lower socioeconomic status and underrepresented minorities.

[16] This goal progress is calculated based on all available data. Some data is not available due to privacy/legal restrictions or where it is not gathered by the nonprofit partner/organization running the program.

[17] TechSoup, a third-party provider, is developing a digital assessment tool that we will use to measure pre- and post-program participation.

[18] FY20 was the first year in which we tracked unique participation, defined as volunteering and giving. In FY19 and previous years, we called out the percentage of employees volunteering and referenced giving via dollars donated and matched.

[19] My Account is a password-protected feature on Dell.com where a customer's information and order details are stored.

[20] "Global employees" is defined as all Dell Technologies badged employees, including full-time, part-time and those with intern status. "Active employees" are a subset of global employees who are not currently on an approved leave of absence.

[21] Courses are based on required global and business objectives.

[22] "Direct partners" refers to Gold, Platinum and Titanium Partners in the Dell Technologies Partner Program authorized for direct purchase.

[23] Compliance training credentials remain valid through the end of the current Dell Technologies fiscal year, in addition to a six-month extension period.

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.

At the heart of everything we do

Our 2030 Advancing Sustainability goals align to these focus areas

We accelerate the circular economy

By 2030, the global population will grow by nearly a billion people. With this growth, our economy will put pressure on planetary boundaries and social systems like never before. But there is a choice.

We can choose to change the system. By leaving behind the linear economy and embracing a circular one, we can design to reduce waste, extend the useful life of products and materials, and find ways to regenerate natural systems, which are all vital to our planet's survival. At Dell Technologies, we believe technology will play a key role in this shift, and we see the circular economy as a critical business model for our collective future.

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

Our planet is already experiencing the effects of environmental change, and every indication suggests these changes are becoming both more frequent and more severe. Extreme weather, climate refugees and pressures on natural resource systems are all examples of the far-reaching impact we're beginning to see.

Actions today and over the next decade will have a profound effect on how the world both mitigates the damage from and adapts to climate change. Dell Technologies will continue working across our business ecosystem, valuing natural resources and minimizing our impact.
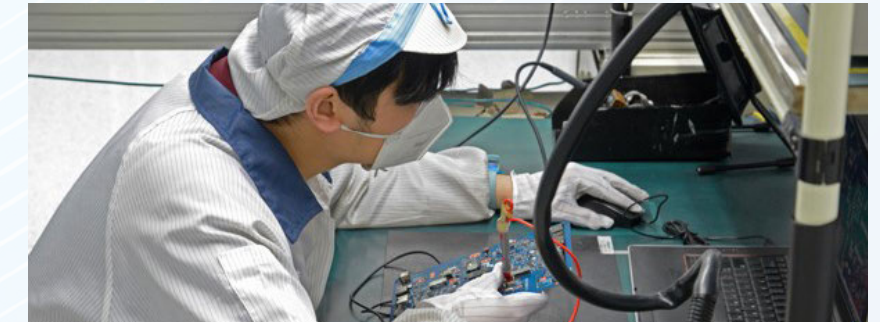
We champion the many people who build our products

Sustainability is ultimately about taking actions today that ensure opportunities tomorrow. Our supply chain is vast and complex, involving many people around the world. With the power of that global force, Dell Technologies has the scale and ability to drive responsible manufacturing.

As a condition of doing business with us, we insist upon ethical practices, respect and dignity for everyone creating our products. We partner with many of our suppliers to help them develop the necessary insight and capabilities, reinforced by a comprehensive assurance program — including audits — that accelerates and maintains improvements. We are also honored to be a founding member of the Responsible Business Alliance, supporting the rights and well-being of workers and communities contributing to the global technology supply chain.

MOONSHOT GOAL

By 2030, for every product a customer buys, we will reuse or recycle an equivalent product. 100% of our packaging will be made from recycled or renewable material. More than half of our product content will be made from recycled or renewable material.

Sustainable production is increasingly important in the modern economy. With the current population growth and ecosystem pressures, our society's longtime approach of discarding materials as "waste" is increasingly unsustainable.

Our moonshot goal calls for taking back what we produce and significantly scaling our adoption of recycled and renewable materials. These two actions, along with Dell Technologies' design methodology to optimize product recyclability, support the future of the circular economy.

FY20 Baseline*

9.1%
of product collected (total weight of materials captured for recycling and reuse over the amount of products sold)

85%
recycled/renewable material content in packaging

<5%
recycled/renewable material content in products (based on CY19)

ACCELERATING CIRCULARITY

Innovative Design
Our designers start with the end in mind, making products easy to use, easy to repair and easy to recycle when done.

Sustainable Materials
Using recycled/renewable materials in products and packaging keeps those materials circulating in the economy.

Reuse & Recycling
Extending lifetimes and recovering materials at end of life fuels the circular economy.

Collaboration & Creativity for a Circular Economy

"Partnerships are critical to the circular economy," explained Joan Motzinger, Senior Vice President, Business Excellence, at Seagate. "It takes creativity and collaboration to keep materials circulating efficiently for the sustainability of both our planet's natural resources and the products we work on together. We were excited to work with Dell and Teleplan on this new closed-loop solution for rare-earth magnets."

Rare-earth magnets are used in many modern machines — from wind turbines to hard drives. After the first 25,000 recycled magnets were earmarked for Dell's use in laptop hard disk drives, the process began feeding Seagate's work, benefiting all their customers.

*Please see our 2030 Goals Dashboard for the scope of this goal and how we measure. Our baselines for all goals reflect progress already achieved or establish a point to measure our progress from as of February 2020.

MOONSHOT GOAL

By 2030, for every product a customer buys, we will reuse or recycle an equivalent product. 100% of our packaging will be made from recycled or renewable material. More than half of our product content will be made from recycled or renewable material.

Recent Highlights

Modernized our technology

Continued to drive innovation with the Dell Latitude 7300 25th Anniversary Edition. Partnered with Carbon Conversions to engineer a process to use reclaimed carbon fiber from the aerospace industry within the LCD cover, advancing total recycled content in plastics to 18.8%. The result is a premium laptop that's up to 24 grams lighter than the previous generation* and meets Latitude's rigorous durability standards. This launch also included our optional Asset Resale and Recycling Services bundled into the offer.
*Compared to Latitude 7300, September 2019.

Mapped the use and supply of priority materials

Began mapping the use and supply of priority materials within our product portfolio to better understand how materials are used, how much recycled content is in our products, and how we can shift to more recycled or renewable content. Initial priority materials include plastics, steel, aluminum and copper, which all appear frequently in our products.

Used captured pollution for ink

Continued our use of pollution ink — made from captured particulate matter from diesel generator exhaust and refined into ink. We initiated a supplier switch in November and have been conducting trials to expand use to other manufacturing centers.

Created opportunities for circularity in our production

Partnered with TES-AMM and Wistron Group to drive circularity in production, including a pilot expansion of our closed-loop plastics program. Everything from sourcing to production occurred entirely in China. The pilot produced 4,500 pounds (more than 2,000 kilograms) of plastic resins, which were used in display products.

50%

FY20 Baseline*

298,500

metric tons of Scope 1 and 2 GHG emissions

We will reduce Scopes 1 and 2 greenhouse gas emissions by 50% by 2030

As the effects of climate change are increasingly evident and the pace of global warming accelerates, we all need to take action. Halving our FY20 emissions by 2030 is a step in the right direction. We have met our previous goal (set in FY14) to reduce Scopes 1 and 2 greenhouse gas (GHG) emissions by 40%. This new goal sets a target to reduce GHG emissions by 50% from our new FY20 baseline. The net result is a much smaller GHG footprint for our operations.

FY20 Baseline*

45%

of total electricity used generated from renewable sources

We will source 75% of electricity from renewable sources across all Dell Technologies facilities by 2030 — and 100% by 2040

Renewables are essential in the effort to decarbonize our economy and mitigate some of the effects of climate change. During FY20, we increased the renewably generated portion of our total electricity consumption to 45%, up from 33% the previous year. This goal also contributes to the above GHG emissions reduction goal.
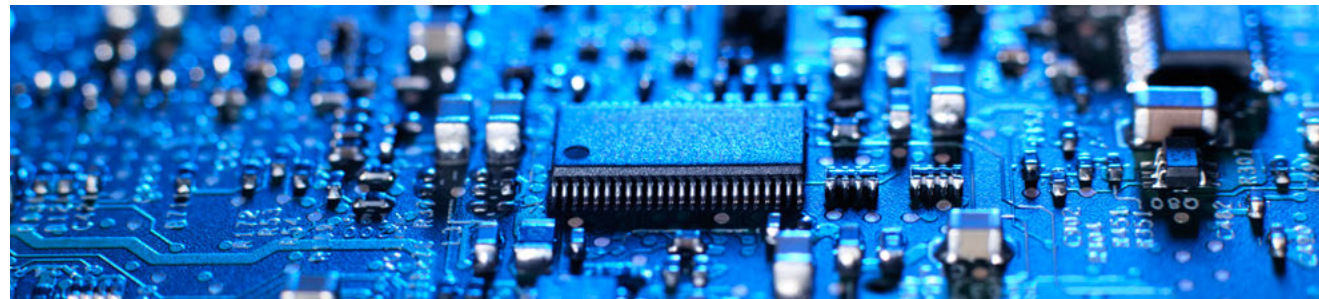
Recent Highlights

- Continued to increase the quantity of renewable energy purchased from local providers for facilities in the U.S., India and Europe, and through the purchase of renewable energy certificates in the U.S. We are actively evaluating other mechanisms for long-term renewable electricity.

- Added to our portfolio of on-site renewable generation with a new photovoltaic array at our manufacturing facilities in Brazil, complementing the use of solar water heating in place at that site since 2009.

- Joined the Renewable Energy Buyers Alliance and the RE100 initiative to further strengthen our approach. Additionally, in the U.S., we continued our participation in the U.S. EPA's Green Power Partnership program and are regularly ranked in the National Top 100 and Top 30 Tech and Telecom purchaser lists.

*Please see our 2030 Goals Dashboard for the scope of this goal and how we measure. Our baselines for all goals reflect progress already achieved or establish a point to measure our progress from as of February 2020.

80%   We will reduce the energy intensity of our entire product portfolio by 80% (FY12–FY21)

How our customers use our products is an important consideration in protecting the planet. Since electricity in many places is still generated by burning fossil fuels, we must pay close attention to how much electricity our products use and what tools we can provide to help customers reduce their Information and communications technology-related electricity needs.

Recent Highlights

- Achieved steady improvements in energy intensity across our entire product portfolio. This goal was established in FY14, against a FY12 baseline, as part of our Legacy of Good 2020 Plan. For FY20, we are reporting a reduction in energy intensity of 69.9% compared with the baseline, a year-over-year reduction of 8.1% since FY19. Our server portfolio alone has seen an 82.5% reduction in its energy intensity since FY12.

- Ensured a significant portion of our portfolio continues to qualify for various ENERGY STAR® specifications. This includes desktop, laptop, monitor, storage, networking and server products.

60%   We will partner with our direct material suppliers to meet a science-based greenhouse gas emissions reduction target of 60% per unit revenue by 2030

We understand that part of our overall carbon impact on the environment includes carbon emissions that occur when our suppliers manufacture key products and provide vital services to us. We have partnered with climate experts, suppliers and corporate peers, including cross-industry leaders, to enable an accurate measurement of our upstream carbon footprint. And, we continue to partner with suppliers on their efforts to set and achieve their own science-based targets.

FY20 Baseline*

New initiative:

Reporting of reduction in GHG emissions per unit revenue to begin in the next report

Recent Highlights

- Leveraged work collecting information about supply chain emissions and working with climate experts to accurately measure and forecast our upstream carbon footprint.

- Collaborated with our suppliers to set the reduction goal for our supply chain GHG emissions that meets stakeholder expectations. We can now work collectively and strategically to implement efforts that will effectively help them reduce GHG emissions.

- Continued our engagement with CDP and annual reporting of GHG emissions from Dell Technologies' in-house factories. We also ask and expect our suppliers to participate in CDP Supply Chain and to report their GHG emission levels and reduction targets and plans.

*Please see our 2030 Goals Dashboard for the scope of this goal and how we measure. Our baselines for all goals reflect progress already achieved or establish a point to measure our progress from as of February 2020.

🌐

We will drive sustainability improvements in our global workplaces through 2030

Dell Technologies' commitment to protecting the planet may be global, but it is local action — informed by local needs — that creates meaningful results. Commitment at the local level can come in many forms, and how we get there varies accordingly. Our factories in Xiamen, China, for example, face very different water-related issues than our offices in Montpellier, France, or our data centers in Durham, North Carolina. Our efforts to meet this goal have begun by focusing on two global efforts: reducing freshwater use and reducing waste generated at our facilities.

We will reduce freshwater use in our Dell Technologies-owned facilities by 25% in locales with high water stress, and by 10% elsewhere

Dell Technologies uses fresh water mostly for domestic purposes such as drinking, cooking, cleaning and flushing toilets as well as for cooling and landscape needs. Water stress — any situation in which water is insufficient for a region's needs — is chronic in some parts of the world. While water resources are precious everywhere, living and operating in those areas require special consideration. We view our goal to reduce freshwater use as part of being a good citizen of those communities.

We will reduce workplace plastic waste by 90%

Single-use plastics — those used once and then discarded — are symptomatic of the linear economy. Their convenience has normalized the idea that these items have so little value that even if they can be recycled, it's simply easier to dispose of them and make more. We want to break free of this cycle. Our goal focuses on plastic and plastic foam waste generated in Dell's facilities, such as from product and component packaging and food service and vending.

FY20 Baseline*

68

megaliters of freshwater used in high water stress locales

1,358

megaliters of freshwater used in other locales

1,011

metric tons of plastic waste generated in our manufacturing workplaces

Recent Highlights

- Drove continued improvements within our global locations. Six additional manufacturing facilities became certified to the ISO 50001 Energy Management System standard, and all 10 of the global factories successfully upgraded during FY20 from OHSAS 18001 to the new ISO 45001 Occupational Health and Safety Management System standard.

- Engaged our sustainability-focused "Planet" Employee Resource Group (ERG) to identify additional locally driven opportunities. Some examples from Europe, the Middle East and Africa included installing a "no-waste recycling station," holding a photo contest to promote Earth Hour, and hosting on-site workshops to learn about waste reduction.

- Installed a new rainwater harvesting system, designed to collect up to 65 kiloliters of rain for reuse and recharging the aquifer in our Gurgaon, India, facility.

- Expanded our efforts to cover the broader ecosystem of our facilities. As an example, our sustainability-focused ERG, Planet, at our facility in Draper, Utah, participated in the statewide Clear the Air Challenge and logged 1,559 alternative transportation trips and avoided 50,670.4 miles of driving during February 2019, with 62% of employees participating.

*Please see our 2030 Goals Dashboard for the scope of this goal and how we measure. Our baselines for all goals reflect progress already achieved or establish a point to measure our progress from as of February 2020.

FY20 PROGRESS MADE REAL REPORT / **33**

Each year through 2030, we will show continued commitments to provide healthy work environments where people can thrive

A safe, healthy workplace is expected, no matter what, and ensuring such a workplace often comes down to culture, training and management. Our supply chain is no different, and we are committed to reinforcing the responsible operation of our factories and those of our suppliers.

FY20 Baseline*

41,733

total hours of Social and Environmental Responsibility training provided to Dell's global supply chain team members (based on CY19)

Recent Highlights

- Expanded our health and safety training program for people working in our supply chain by offering training sessions in multiple languages, increasing the number of suppliers that can access training, and improving how we collect and act on feedback. We also offered more self-paced trainings for participants.

- Improved the education sessions offered to suppliers' front-line employees via mobile phones by including new topics based on feedback.

- Conducted webinars to share best practices that help suppliers safely manage chemicals used in their factories and help reduce employee exposure to potentially harmful chemicals, including reporting, safe handling and safe storage.

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

Through our global supply chain, thousands of people work to bring Dell Technologies products and services to life. Like everyone, they want to do meaningful work, develop new skills and progress in their careers. We are working to identify critical skills for the future, provide team members with the skills and training they need to improve their lives and advance their careers, and support our suppliers' efforts to do the same.

FY20 Baseline*

12,723

total number of future-ready skills training hours at in-house manufacturing locations

New initiative:

Reporting total number of future-ready skills training hours in supply chain to begin in the next report

Recent Highlights

- Worked directly with our manufacturing team, including front-line team members based at in-house factories, on training and skills development. Our in-house programs continue to identify and train on future-ready capabilities, giving employees the skills to develop their own careers.

- This experience is now being benchmarked and prepared to support supplier programs designed to help their own teams become more collaborative, focused and creative, contributing toward a "future-ready" workforce.

*Please see our 2030 Goals Dashboard for the scope of this goal and how we measure. Our baselines for all goals reflect progress already achieved or establish a point to measure our progress from as of February 2020.

Each year through 2030, we will continue engagement with the people who make our products

Success is rarely achieved in a vacuum, so it's important to engage the people who make our products, listening to feedback and enlisting their unique insights to create a better workplace and drive the business forward. Our in-house experience — through our manufacturing team's Culture of Innovation Program — demonstrates how a positive and inclusive environment enables innovation to thrive through individual engagement, skills development, dedicated events and recognition. This experience forms the basis of our engagement with suppliers to support their own similar programs.

FY20 Baseline*

12,487
feedback interviews conducted with supply chain workers

99%
of manufacturing facilities with feedback channels in place

303
ideation sessions in-house

620
in-house innovation ideas implemented as projects

97%
level of participation in in-house ideation sessions

New initiative:
Reporting ideation sessions in supply chain to begin next year

Recent Highlights

- Remediated hundreds of social and environmental issues based on feedback provided by supply chain team members through multiple channels, including interviews conducted during third-party audits and helplines.

- Encouraged in-house manufacturing team members to find improved, more efficient and safer ways of completing tasks as part of our long-standing commitment to supply chain innovation.

*Please see our 2030 Goals Dashboard for the scope of this goal and how we measure. Our baselines for all goals reflect progress already achieved or establish a point to measure our progress from as of February 2020.

Cultivating Inclusion

Dell Technologies believes there is too much potential talent being left on the table at a time when talent shortage is an issue for all. 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.

Visit our **2020 Diversity & Inclusion Report** for additional details.

Unlocking innovation by celebrating differences

Our 2030 Cultivating Inclusion goals align to these focus areas

We build and attract the future workforce

According to research by Korn Ferry, by 2030, the skilled labor shortage in tech could grow to 4.3 million workers. To serve tomorrow's customers well, we need more students studying STEM (science, technology, engineering and math) today — students of all genders and backgrounds. We can't fill our talent pipeline without closing the diversity gap.

As the composition of the workforce evolves, we recognize that companies embracing diversity and inclusion are experiencing greater innovation, productivity, engagement and employee satisfaction — along with better business performance. This coincides with a tremendous shift in buying power that mirrors changes in the workforce: Women and underrepresented minorities have more economic influence than ever, according to Catalyst.

We develop and retain an empowered workforce

Organizations and teams with higher employee engagement perform at higher levels, according to a Gallup poll. Gallup measures engagement through actionable workplace elements with proven linkages to performance outcomes — opportunities for workers to do what they do best, develop their job skills and have their opinions count, for example.

Empowered and engaged team members feel connected, like they're part of something bigger than themselves. Such connections come to life through activities and relationships that are meaningful to the individual. Dell Technologies offers resources and opportunities for our team members to connect on a professional level as well as a personal level.

We scale for maximum impact

The lack of greater diversity in technology is a historical and industry-wide problem requiring collaborative solutions. As one of the world's largest technology companies, we are in a prime position to lead the way and help change the narrative of diversity in tech.
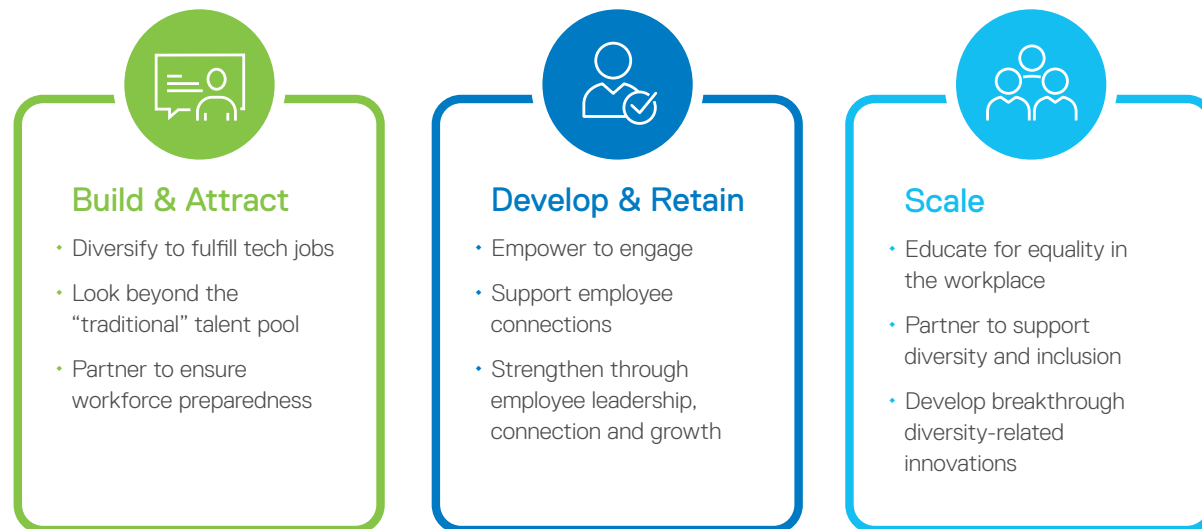
Our leaders are at the forefront of how we scale equality in the workplace. We are delivering engaging educational opportunities for our team members on various diversity topics, from identifying ways to mitigate unconscious biases to promoting a more collaborative and inclusive leadership style whenever such biases are identified. We are also forging meaningful partnerships with customers and organizations that share our values to build stronger alliances and a community that recognizes, respects and welcomes these values.

MOONSHOT GOAL

By 2030, 50% of our global workforce and 40% of our global people leaders will be women

Dell Technologies is dedicated to attracting and developing people who identify as women, with the goal of achieving parity across our global operations. We want women represented across all functions, especially in traditionally underrepresented technical positions and leadership roles. Our goal will help to ensure Dell Technologies is the employer of choice for all.

HOW WE GET THERE

Build & Attract
- Diversify to fulfill tech jobs
- Look beyond the "traditional" talent pool
- Partner to ensure workforce preparedness

Develop & Retain
- Empower to engage
- Support employee connections
- Strengthen through employee leadership, connection and growth

Scale
- Educate for equality in the workplace
- Partner to support diversity and inclusion
- Develop breakthrough diversity-related innovations

FY20 Baseline*

31%
of global workforce is made up of women

24%
of people leaders in global workforce are women

Najuma Atkinson
Senior Vice President
Chief Customer Office
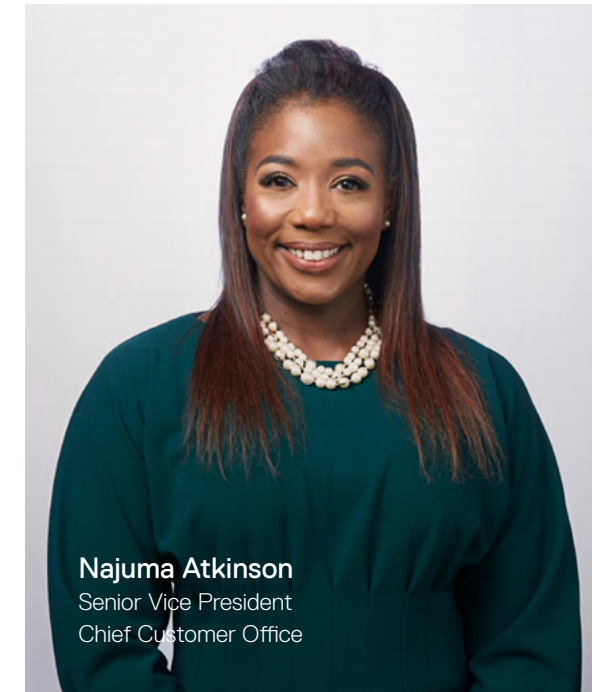
Importance of Career Sponsorship

Najuma Atkinson's career path is an inspiring example of what happens when team members engage, and sponsors listen. In 1999, Najuma joined Dell as a front-line tech support manager. Two years later, she transferred to human resources, where she continued to build her career.

In 2019, Najuma was promoted to senior vice president in our Chief Customer Office. She acknowledges the important role sponsorship has played in her career development.

"Leadership support has meant a lot for my growth here. I've been encouraged to venture into new areas and follow my interests. Leaders here look beyond job titles to value our skills and capabilities," Najuma says. Her role's sponsorship has been supported by former Chief Customer Officer Karen Quintos.

*Please see our 2030 Goals Dashboard for the scope of this goal and how we measure. Our baselines for all goals reflect progress already achieved or establish a point to measure our progress from as of February 2020.

MOONSHOT GOAL

By 2030, 50% of our global workforce and 40% of our global people leaders will be women

Recent Highlights

Continued the growth of our strong initiatives

Continued the growth of coaching and sponsorship programs aimed at helping high-performing women advance their careers at Dell Technologies.

Launched our Diversity Leadership Accelerator Program

Launched our Diversity Leadership Accelerator Program (DLAP) in the U.S. The nine-month program is designed to address any gender gap in our leadership pipeline and promote a culture of sponsorship. It is a partnership of achievement and advocacy supported by external coaches and internal sponsors for female midlevel managers.

Initiated our work to scale DLAP virtually and globally

Made virtual offerings available, including e-learning and toolkits for sponsors.

Dedication to Development Opportunities

Since 1998, Tonya Drummonds has been an engaged team member at Dell. In 2019, she was nominated to participate in DLAP. She reflects on this opportunity as a career highlight.

"DLAP is an amazing program — the most impactful experience in my entire 22-year career at Dell. We received valuable guidance and commitment to support us midlevel leaders reach our executive leadership goals at a company that we love!"

— Tonya Drummonds
Director, Security Customer Sales/ Services Enablement

25%

By 2030, 25% of our U.S. workforce and 15% of our U.S. people leaders will be Black/African American and Hispanic/Latino minorities

Dell Technologies is actively creating an inclusive workplace by expanding our global talent pipeline for underrepresented minorities. Our talent-acquisition team understands that cultivating inclusion requires an accessible, equitable workplace that is attractive to underrepresented minorities.

Ensuring a pipeline of diverse talent requires focus as well as a strong and expansive strategy. We are collaborating with nonprofits and academia to develop innovative technology solutions, provide charitable donations and share expertise that addresses the challenges faced by the underrepresented and underserved talent around the world.

"Young Hispanic Corporate Achievers was a premier, life-changing leadership development experience. The most valuable aspect of HACR is the power of the network: the familia that remains with you long after graduation and throughout your personal and professional life."

— **Mariely Franzetti**
Vice President, Services IT

Mariely completed the HACR Young Hispanic Corporate Achievers program in 2013.

FY20 Baseline*

13%

of U.S. workforce employees are Black/African American and Hispanic/Latino minorities

10%

of people leaders in U.S. workforce are Black/African American and Hispanic/Latino minorities

Recent Highlights

- Continued to sponsor the Hispanic Association on Corporate Responsibility (HACR) in its mission to advance the inclusion of Hispanics in corporate America at a level commensurate with their economic contributions. Based on HACR, the U.S. Hispanic population is projected to be 28.6% of the population by 2060 — a huge source of talent.

  As part of HACR, our Hispanic executives collaborate with their peers in the Corporate Executives Forum™, and our high-performing team members participate in Young Hispanic Corporate Achievers™. Both programs aim to increase the number of Hispanics throughout the corporate pipeline.

- Created Project Immersion to build a diverse pipeline of talent who are equipped with the technical and professional skills required to succeed in the digital future. Sourced volunteers from across Dell Technologies to teach Project Immersion students about emerging technologies.

- Implemented the initiative at select historically Black colleges and universities (HBCUs), minority-serving institutions (MSIs) and other universities. As of February 2020, more than 300 STEM students at Spelman College, Morehouse College, Clark Atlanta University, Howard University, Georgia State University and The University of Texas at Austin had participated in Project Immersion.

- Supported Northeastern University's Align program for individuals from nontechnical backgrounds who are pursuing a master's degree in computer science, with a strong emphasis on women and underrepresented minorities. Align allows these students to earn a master's degree in computer science in 2 1/2 years and to pivot to in-demand tech jobs. Since 2018, we have provided financial sponsorship for 28 Dell Align Scholars. Through continued support of Align's mission, we aim to increase the tech talent.

*Please see our 2030 Goals Dashboard for the scope of this goal and how we measure. Our baselines for all goals reflect progress already achieved or establish a point to measure our progress from as of February 2020.

90%

Each year through 2030, 90% of our employees will rate their job as meaningful

Team members want responsible employers that demonstrate multi-stakeholder empathy. According to a 2020 Global Talent Trends Study conducted by Mercer — the world's largest human resources consulting firm — energized team members are three times more likely to trust that their organization is doing the right thing for society at large. Mercer identified focusing on futures and energizing the employee experience as two of four key trends shaping today's workforce.

This goal's metric is based on the average rating employee respondents gave their leaders during our annual, internal and optional employee opinion survey of Dell Technologies employees.

FY21 Baseline*

93%

of employees rate their job as meaningful (based on FY21)

Recent Highlights

- Named as one of LinkedIn's Top 50 Companies to work for in 2019. It was the second year to make the list, and this year we were honored to earn a spot among the Top 10 companies.

- Reported by our annual, internal and optional employee opinion survey: 90% of team members believe that Dell Technologies is contributing to the world and driving human progress more than other companies. The feedback of 93% of respondents also reflects that their job means more than just a paycheck and benefits, and this was consistent across our diverse populations.

- Surveyed team members to evaluate how we rate as an inclusive workplace: 93% said Dell Technologies creates an environment where people of diverse backgrounds can succeed.

50%

By 2030, 50% of our employees will participate in Employee Resource Groups to drive social impact

Dell Technologies' Employee Resource Groups (ERGs) are communities of team members who bring their authentic selves, diverse perspectives and collective voices together through common interests and backgrounds to pursue business innovation, create inspiring leaders and drive social impact. Our 13 ERGs (based on the number of ERGs at the close of FY19) celebrate and advocate for many cultures, beliefs, ideas and people in our company.

FY20 Baseline*

33%

of employees participate in ERGs

Recent Highlights

- Launched two new ERGs — Interfaith and Family Balance — and continued growth of membership across our 13 ERGs with 412 chapters in 60+ countries. In FY20, more than 43,000 unique team members belonged to one or more ERG. Our ERGs measurably increase employee satisfaction by enabling team members to connect, grow and lead.

- Gathered 480+ ERG leaders from around the world for regional ERG Summits to recognize ERG members and their accomplishments. Attendees used design thinking to identify new ways for ERGs to drive business, customer and team member impact.

- Leveraged remote work best practices and innovative regional resources from Conexus, our ERG that champions a flexible work community.

*Please see our 2030 Goals Dashboard for the scope of this goal and how we measure. Our baselines for all goals reflect progress already achieved or establish a point to measure our progress from as of February 2020.

75%

Each year through 2030, 75% of our employees will believe their leader is inspiring

Our culture is defined by our values. We work and lead by acknowledging the importance of relationships, drive, judgment, vision, optimism, humility and selflessness — it's part of our Culture Code. Dell Technologies is committed to building a diverse leadership pipeline that brings a broad spectrum of skills and motivates others to bring their best.

This goal's metric is based on the average rating employee respondents gave their leaders during our annual, internal and optional employee opinion survey of Dell Technologies employees.

FY21 Baseline*

83%

of employees believe their leader is inspiring (based on FY21)

Recent Highlights

- Measured team member experiences in our annual, optional employee opinion survey: 83% report being inspired by their leader, 92% said their leader demonstrates care for team members' professional and personal well-being; and 90% report their leader encourages them to develop the skills they need to be successful.

- Surveyed team members to evaluate their leader: 95% of team members report that their leader excels in at least one of our leadership principles. Our leadership principles are part of our Culture Code and describe how we lead at Dell.

- Celebrated 5,884 Dell Rockstars in 2019. These are outstanding leaders who received an 85% or more favorable score on all Tell Dell annual survey categories, including My Leader, Our Culture and Overall Dell Experience, in addition to an Employee Net Promoter Score greater than our external benchmark for high-performing companies.

"Dell's leadership training, on-the-job assignments and sponsorship helped get me where I am today. What I love about our culture is there is always someone there to help. Now, in my role as a leader, it's rewarding to help guide the path for my team members and my customers."

— Yovana Nuñez
Tech Support Director

*Please see our 2030 Goals Dashboard for the scope of this goal and how we measure. Our baselines for all goals reflect progress already achieved or establish a point to measure our progress from as of February 2020.

95%

By 2030, 95% of our employees will participate in annual foundational learning on key topics such as unconscious bias, harassment, microaggression and privilege

Some of our most important work is advancing internal awareness and positive change. In 2014, Dell Technologies adopted Many Advocating Real Change (MARC), a program to develop allies for inclusion in the workplace. We continue to evolve this foundational learning experience designed to help team members identify and mitigate unconscious bias.

FY20 Baseline*

15%

of employees participate in annual foundational learning

Recent Highlights

- Facilitated MARC training for more than 20,000 current team members worldwide, with the addition of virtual sessions for remote managers in 2019. That includes 96% of Dell Technologies executives and 93% of our people leaders (11,000+ people leaders) who have participated in this immersive experience. Globally, approximately 500 MARC Ambassadors were trained to facilitate MARC sessions.

- Offered the first in-person and virtual MARC sessions in Morocco, Japan, Brazil, Argentina, Mexico and other countries. Session content is updated to reflect linguistic and cultural needs by region.

- Conducted MARC sessions for select customers and partners who expressed interest in advancing internal awareness. Based on requests, we also facilitated a session at Dell Technologies World 2019.

50%

Each year through 2030, 50% of the people empowered by our social and education initiatives will be girls, women or underrepresented groups

Access to technology can help people reach their full potential. Through our social and education initiatives, we seek to empower women and underrepresented minorities, as well as socioeconomically disadvantaged people.

This goal aligns to the Cultivating Inclusion and Transforming Lives focus areas by reaching girls, women and underrepresented groups or minorities through our social and education initiatives.

FY20 Baseline*

51.7%

of the people reached are girls, women or underrepresented groups

Recent Highlights

- Formed the Women in Technology Consortium, with support from more than 20 key partners across various sectors. Our goal is to develop scalable solutions that foster more girls and young women graduating with STEM (science, technology, engineering and mathematics) degrees to become tech leaders.

- Focused on expanding access for girls in fifth grade through college and early-career women to provide the resources and role models they need to grow STEM interests in ways that are relevant to them.

- Partnered with Georgia State University to begin design of a digital platform of curated digital assets to expand STEM education and experiences for girls and early-career women. Content includes videos, gamified learning and access to today's tech leaders.

*Please see our 2030 Goals Dashboard for the scope of this goal and how we measure. Our baselines for all goals reflect progress already achieved or establish a point to measure our progress from as of February 2020.

Transforming Lives

There are limitless possibilities when we apply our scale, portfolio and partnerships 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.

Technology can transform our communities

Our 2030 Transforming Lives goals align to these focus areas

We create technology to tackle global problems that impact millions of people

A study by the Global Enabling Sustainability Initiative showed that achieving the United Nations Sustainable Development Goals (SDGs) is closely tied to technology, and we believe our scale, our support and the innovative application of our technology portfolio collectively play an important role in making progress real for these global issues.

At a visionary level — beyond our work with nonprofits to further positive impacts in their local communities — we are exploring partnerships with organizations that will derive the greatest benefit from our innovation and global reach. Additionally, we're working with our customers and like-minded organizations to develop further advancements in industries that can help reach the most people in need. From health care to education to improving economic opportunity, there are limitless possibilities for leveraging technology to solve complex social challenges.

We bring more people into the digital economy

We view access to technology not as a luxury, but as a necessity. As a global technology provider and corporate citizen, we see firsthand how access and inclusion allow people everywhere to become part of the digital era.

Through technical literacy, people can benefit from remarkable resources for health care, education and economic growth. We have a long-standing, multimillion-dollar global commitment to providing underserved youth with high-quality science, technology, engineering and mathematics education (STEM) and better access to technology. The economy of 2030 will be built on the technical innovation of today — and technical advances can digitally infuse equality in hiring.

We partner 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 successful application of technology, however, is limited. According to research commissioned by Dell, 96% of nonprofits are facing barriers to digital transformation.

By using technology to increase efficiency, drive analytics and ensure the right portfolio meets their current and growth strategies, we can aid nonprofits in achieving their social missions. That's why Dell Technologies is expanding our Pro Bono program, which was inspired by VMware's Good Gigs program. These programs offer employees a chance to contribute their professional expertise to doing good.

Working in partnership with nonprofits, we can facilitate their adoption of technology and further magnify their efforts by applying our skills and scale.

MOONSHOT GOAL

With our technology and scale, we will advance health, education and economic opportunity initiatives to deliver enduring results for 1 billion people by 2030

In today's digital economy, access to technology is more essential than ever to addressing the world's most pressing societal challenges. As a global tech leader, Dell Technologies will play a key role in solving the world's challenges through our resources, our reach and a culture that encourages volunteerism for both global and local causes.

We believe technology does and will dramatically improve lives, but it is up to us to ensure that it reflects our humanity and values. The next decade will offer exponential progress, but everyone must be included in this digital era. If we don't act on a global scale, then we will miss the opportunity to apply technology in the most meaningful ways — providing data-driven health enablement at nation-level scale, providing access to education, and helping people build their skills, careers and economic opportunity.

FY20 Baseline*

46,588,226

people reached (cumulative)

Digital Transformation of India's Primary Health Sector

Non-communicable diseases (NCDs) like cancer, diabetes and hypertension are a major public health issue in India. Since 2017, Dell has collaborated with India's government and other partners on Digital LifeCare, a suite of tools for screening and managing NCDs. At the end of 2019, more than 40 million people were enrolled, up from fewer than 60,000 a year earlier.

"Preventive screening is vital to effective care of NCDs. Managing large amounts of patient data requires a strong IT platform across the continuum of care. Dell has proactively engaged to understand India's NCD program, leading to new modules and improving existing ones," says Nilambuj Sharan, Economic Adviser, Ministry of Health and Family Welfare, India

Connecting with partners
to combine our strengths

Enabling education
with greater digital access

OUR FOCUS AREAS FOR
TRANSFORMING LIVES

Advancing health care
through the power of technology

Expanding horizons
with equality of opportunities

*Please see our 2030 Goals Dashboard for the scope of this goal and how we measure. Our baselines for all goals reflect progress already achieved or establish a point to measure our progress from as of February 2020.

MOONSHOT GOAL

With our technology and scale, we will advance health, education and economic opportunity initiatives to deliver enduring results for 1 billion people by 2030

Recent Highlights

Solar Learning Labs

Tapped into the energy and resources of our nonprofit partners and team members to build new Solar Learning Labs in South Africa, Ethiopia and Mexico with our strategic giving partner Computer Aid International. This support has us on track to meet our 2030 target of opening 100 of these sustainably produced labs worldwide to educate the world's next generation of skilled workers.

"I had lessons on how to develop websites as I was exposed to HTML and CSS, and it was something totally new for me. I became aware of the benefits of following the career path of the IT world."

— **Bongiwe Mnyaka**
Former Solar Learning Lab student at Waverley Girls' High School in South Africa who is now studying Business Information Technology at the University of Johannesburg
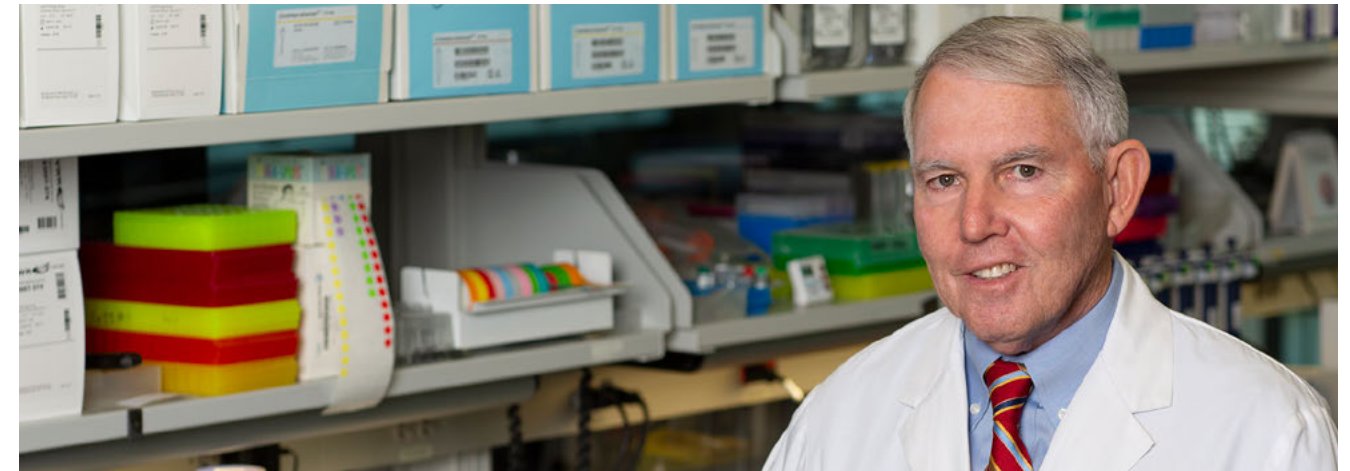
Translational Genomic Research Institute

Expanded use of the Translational Genomic Research Institute's (TGen's) leading-edge genomic analysis tools for complex diseases, including cancer and rare childhood disorders, and initiated a collaboration with the i2b2 tranSMART Foundation aimed at revealing insights on new patient populations and accelerating personalized treatment plans.

"Dell Technologies has joined in the development of the tools and technologies to speed up the decision process from weeks to hours to be able to help physicians make an educated decision for our childhood cancer patients. Even five years ago this was closer to science fiction than science fact."

— **Dr. Jeffrey Trent**
TGen's President and Research Director

50%

Each year through 2030, 50% of the people empowered by our social and education initiatives will be girls, women or underrepresented groups

As a global technology provider and corporate citizen, we see firsthand how a lack of access to education and technology can prevent people from reaching their full potential. To align with our goals of increasing the number of women and underrepresented groups within the Dell Technologies workforce, we want at least half of the participants in our social and education initiatives to be from those same groups, while also including people who are members of underrepresented communities.

This goal aligns to the Cultivating Inclusion and Transforming Lives focus areas by reaching girls, women and underrepresented groups or minorities through our social and education initiatives.

FY20 Baseline*

51.7%

of the people reached are girls, women or underrepresented groups

Recent Highlight

Eleven-year-old Tyler was suffering from bullying at his school, where he is the only hearing-challenged child. After attending a Deaf Kids Code event, "a light bulb came on; he realized what he wants to do with his life," says his mother, Rachelle. Back at his school, he earned the admiration of his fourth-grade classmates by showing how he programmed a robot.

Deaf Kids Code founder Shireen Hafeez started the organization to bridge the economic and social gaps among deaf children and adults. As Shireen points out, deafness spans all races and genders, faiths, national origins and sexual orientations. Shireen's work is ultimately tapping into a source of diverse talent for tech jobs.

"Tyler is a great example of what's possible when kids like him are exposed to the idea of learning skills that will remain in high demand and that excite them," Shireen says. Deaf Kids Code is a Dell strategic giving partner. Dell provides grant funding and our technology to this unique organization.

"I have learned that I am not forgotten in this world and I have a career in computers — the one thing that I like doing."

— **Tyler**
11 years old, hearing-challenged, and an avid programmer as a result of Deaf Kids Code participation

*Please see our 2030 Goals Dashboard for the scope of this goal and how we measure. Our baselines for all goals reflect progress already achieved or establish a point to measure our progress from as of February 2020.

1K

By 2030, we will use our expertise and technology to help 1,000 nonprofit partners digitally transform to better serve their communities

Nonprofit groups are among the most powerful forces for driving positive social change in the world, and we want to help them maximize their potential. So, we are applying our technology and expertise to help nonprofits transform their IT environments, letting them focus on what they do best. Modeled on VMware's successful Good Gigs program, our Pro Bono projects mobilize Dell Technologies employees to help nonprofits identify operational issues they are facing and work with experts within Dell to determine appropriate solutions. This allows those valuable organizations to use technology and tap into professional skills to drive their missions even further, amplifying their positive impact on society with increased efficiency.

FY20 Baseline*

5

nonprofit partners supported in their digital transformation journey

Recent Highlight

In countries facing violence, war and poverty, women are often among the most vulnerable populations and frequently sidelined in official peace processes. Evidence shows that when women participate in brokering peace, the resulting agreement is 35% more likely to last 15 or more years. We are proud to support the United Nations' Women's Peace & Humanitarian Fund (WPHF) in its work with grassroots women's organizations in 24 countries to empower women to take active roles in promoting peace and gender equality.

We are applying our expertise and funding to make sure organizations like WPHF have the technology needed to support their missions and transform communities. Through our volunteer Pro Bono program, we recently worked with WPHF to create the organization's new online community, which will enable grassroots peace builders around the world to share resources, exchange ideas and support one another. We also donated more than 200 licenses of Microsoft Office 365 to WPHF for use by women supported by WPHF.

"With this platform, Dell is helping us connect and strengthen the capacity of women working on the front lines to prevent conflict, respond to crises and build peace."

— Matthew Rullo
WPHF Communications, Advocacy and Knowledge Management Analyst

*Please see our 2030 Goals Dashboard for the scope of this goal and how we measure. Our baselines for all goals reflect progress already achieved or establish a point to measure our progress from as of February 2020.

75%

Each year through 2030, 75% of our employees will participate in giving or volunteerism in their communities

We are passionate about helping our communities. Each year, Dell Technologies contributes to more than 15,000 nonprofit organizations globally through our funds, technology and expertise. Employees contribute their donations, talent and time to their favorite causes. Dell employees who volunteer consistently score higher on all measures of job satisfaction in our annual employee survey than those who don't, so we make it easy for employees to give back.

FY20 Baseline*

59%

of employees participating in giving/ volunteerism

Recent Highlight

We engage with and contribute to the local communities that Dell Technologies calls home around the globe. One way we enable that is by supporting our team members who want to use their skills to support organizations they care about.

Dell Technologies also gives to relief efforts and matches our team members' monetary donations to disaster relief organizations and the other causes they care about — up to $10,000 per employee per year.

Josh Adams, an inside sales manager, and Matt Rowe, an inside sales account manager, are based in Sydney, Australia, and are part of the NSW Rural Fire Service. When devastating wildfires challenged Australia in summer 2019, they geared up and gave their time to help fight the fires. In addition to matching employee donations and encouraging volunteer support, Dell made a charitable contribution to Australia disaster relief. In FY20, more than 5,800 organizations received Dell-matched donations.

"It makes it a lot easier when you have an employer behind you, supporting what you do. Dell definitely cares about its employees, and it cares about its communities."

— Matt Rowe
Inside Sales Account Manager and volunteer of the NSW Rural Fire Service in Australia

*Please see our 2030 Goals Dashboard for the scope of this goal and how we measure. Our baselines for all goals reflect progress already achieved or establish a point to measure our progress from as of February 2020.

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 our customers, team members and communities, we are committed to continuing to lead in ethics and privacy. Our constant push for higher ethics and privacy standards will be a guidepost for our Progress Made Real work.

Upholding the highest standards of integrity

Our 2030 Ethics & Privacy goals align to these focus areas

We continue our enduring commitment to transparency

We will continue our enduring commitment to transparency so that our customers can easily access and delete their personal data, and choose how that data will be processed. A robust global privacy program, instilled in all our businesses and functions and embraced by our employees, cultivates strong privacy protections and greater customer trust.

Our global privacy program and commitment to privacy are a source of pride and inspiration within the company. Most notably, Dell Technologies is a 2020 World's Most Ethical Companies® honoree by the Ethisphere® Institute and has received this esteemed recognition for seven years running.
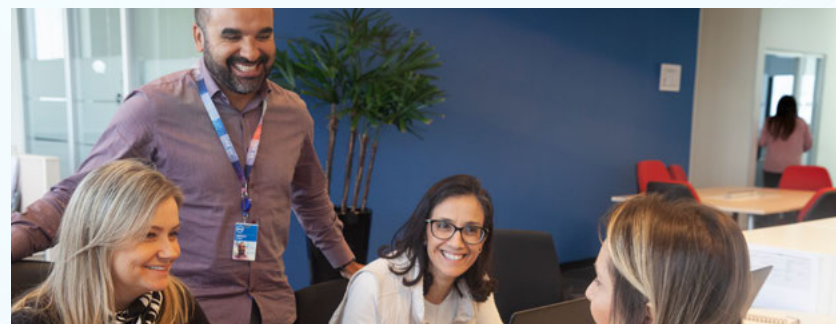
We ignite and inspire passion for integrity in all our employees

We cultivate our employees' desire to do the right thing and our business leaders' dedication to a culture of integrity by providing the support, tools and training that transform values into everyday actions. Employees' perception of leader commitment to a culture of integrity is measured by our annual employee opinion survey and our biannual ethics and compliance survey.

We leverage technology and deploy state-of-the-art tools to assist our employees in applying the principles of integrity and compliance as part of everyday business transactions, activities and decisions. We are active, and often founding, members of nonprofits and advisory organizations aimed at influencing corporate transparency and integrity.

We drive a high standard of responsibility in our direct partner ecosystem

We hold our direct partners and other third parties to the same high standards we set for ourselves.

Dell Technologies continually works with industry experts to provide our direct partners with digital tools to assess and improve their own programs in order to meet the expectations and evolving industry requirements of Dell.

We also leverage digital tools and business intelligence to continuously evaluate our direct partners and ensure that we're flagging areas for inquiry in a more proactive and timely manner.

MOONSHOT GOAL

By 2030, we will fully automate our data control processes, making it easier for our customers to control their personal data

Good business practices around ethical use of personal data must consider, first and foremost, the human impact of personal information collection and use. We believe privacy is a fundamental right, and transparency in how Dell Technologies processes our customers' personal data continues to be a paramount focus. Ultimately, transparency drives customers' trust in us. As a global company, we comply with privacy laws all over the world, help shape these laws and stay ahead of them with our customers' right to privacy in mind.
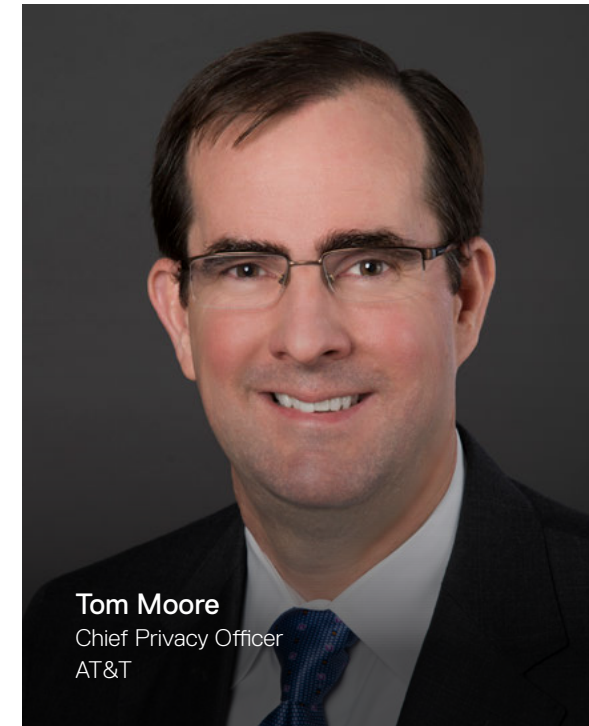
HOW WE GET THERE

Publish an enhanced privacy statement

Leverage leading-edge technology for greater transparency and customer-preference management

Invest in our advanced privacy governance and risk-management technology

Do business with third parties that share our level of dedication to privacy

FY20 Baseline*

Create a customer-facing privacy digital trust center as part of My Account features.

Expand our operational privacy compliance digital solution (RSA Archer) to integrate with the newly created privacy digital trust center in My Account.

Enhance our online dell.com privacy statement to provide greater transparency on Dell's data collection and privacy practice.

Championing Privacy Rights

To underscore our commitment to upholding our customers' right to privacy, we have championed privacy rights in advocating for a U.S. federal privacy law, so that all U.S. consumers would have their privacy rights protected, in partnership with corporate peers like AT&T and members of the Business Roundtable Chief Privacy Officers Council.

"Dell Technologies and AT&T are working together to advocate for laws that protect our customers' privacy rights and maintain their digital trust," says Tom Moore, AT&T Chief Privacy Officer.

Tom Moore
Chief Privacy Officer
AT&T

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MOONSHOT GOAL

By 2030, we will fully automate our data control processes, making it easier for our customers to control their personal data

Recent Highlights

Enhanced our global privacy program

Improved our Privacy Settings in 2019 to make it easier for customers to control their personal data in My Account. These new My Account Privacy Settings are available to customers in 27 countries. We also enhanced our operational privacy governance controls by leveraging RSA Archer® privacy digital solution to embed Privacy by Design in our processes and to help our customers access or delete their data.

Championed privacy rights

Enhanced our global privacy program to ensure U.S. residents in all states are able to exercise their data subject rights. This means that all of our U.S.-based consumer customers can access or delete their personal data, which is an important part of our process to give our consumer customers control of their personal data.

Simplified our online U.S. privacy statement

Simplified our online Dell's U.S. Privacy Statement to make it easier for our customers to understand and know about our data collection and privacy practices.

100%

By 2030, 100% of our employees will demonstrate their commitment to our values criteria

As technology continues to play an increasingly important role in people's lives, business integrity and compliance with applicable laws must be translated into everyday business practices — and for a global technology company, that begins with our employees.

FY20 Baseline*

100%

of Dell Technologies employees completed assigned ethics and compliance training

100%

of Dell Technologies employees agreed to the Dell Technologies Code of Conduct

Recent Highlights

- Recognized as one of the World's Most Ethical Companies by the Ethisphere Institute for the seventh year in a row (we have been recognized eight years total), affirming Dell Technologies' robust programs and commitment to integrity.

- Proactively managed risk, drove awareness and embedded controls by designing and launching an automated fraud-detection tool, incident management visualization dashboard, and digitized post-incident resolution platform as part of our Ethics and Compliance Office multiyear digital transformation initiative.

- Surveyed our employees' view of our culture in order to identify any opportunities to positively influence behavior. In November, more than 42,000 voluntarily completed the survey. The employee responses reflected a high level of trust and openness in our culture.

100%

By 2030, 100% of the direct partners we do business with will demonstrate their commitment to our values

Our key strategic direct partners are an extension of our business and, therefore, our reputation. It is essential that partners with which we deal directly operate lawfully, ethically and in line with our expectations as outlined in the Dell Technologies Code of Conduct for Partners.[†]

FY20 Baseline*

New initiative:

Reporting of direct partners agreeing to the Code of Conduct for Partners upon joining the Dell Technologies Partner Program to begin in the next report

New initiative:

Reporting of direct partners completing assigned ethics and compliance training to begin in the next report

In FY20, we launched the pilot of the Digital Partner Program, which enables our direct partners to assess and enhance their anti-corruption compliance programs via an online platform.

"Participation in the Dell Technologies Digital Partner Program is a business differentiator. We had a strong ethical culture before starting the program; however, completing the Digital Partner Program has been helpful for focusing our efforts, implementing new processes and further architecting our anti-corruption compliance program."

— **Henrique Barcelos,** Owner, LTA-RH Informática

Recent Highlights

- Continued to scale our innovative Digital Partner Program.

- Enhanced the Dell Technologies Code of Conduct for Partners to further emphasize Dell's values and provide clearer compliance expectations, and expanded availability of the Code from 2 to 27 languages.

- Committed to continuing to meet with our global direct partners at regional events. In 2019, we hosted a general session panel and multiple breakout sessions in local languages at the Latin America Regional Partner Summit to share compliance tools and discuss the competitive advantages of strong compliance programs.

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† "Direct partners" refers to Gold, Platinum and Titanium Partners in the Dell Technologies Partner Program authorized for direct purchase from Dell Technologies.

By the Numbers

Detailed, three-year performance trends on key metrics provide an additional layer of transparency into our work and allow readers to follow our progress. Each year, we report on material indicators from across our business. Some tie directly to the goals set forth in our Progress Made Real Plan for 2030, while others provide additional insight into other business indicators relevant to various stakeholders. We complement this information with our online index to the Global Reporting Initiative's (GRI's) Standards.

These metrics are for Dell Technologies ("Dell," "we" or "our"), excluding VMware (including Pivotal), which publishes its own annual Global Impact Progress Report. Data reported to track outcomes for RSA, Secureworks, Boomi, Virtustream and Dell Financial Services is expected to evolve as we further develop our work in this area across Dell Technologies. Results for these brands are included where relevant as of the date of this report.

By the Numbers: Advancing Sustainability

Metrics	CY17	CY18	CY19	Notes
Sustainable Materials in Products Measured in pounds unless otherwise noted				
Recycled plastics used	N/A	N/A	12,370,800	Represents the amount of recycled content plastic in new Dell-branded products. Includes post-consumer recycled plastic from traditional sources (water bottles, CD cases, etc.), closed-loop plastic from end-of-life IT products, and recovered polyvinyl butyral (PVB) from car windshields for coatings on laptop bags and backpacks. Numbers have been rounded to the nearest hundred. New indicator as of CY19 to align with 2030 recycled/renewable content in products goal.
Reclaimed carbon fiber used	N/A	N/A	640,300	Represents the amount of reclaimed carbon fiber shipped to molder suppliers for use in new Dell-branded products. Numbers have been rounded to the nearest hundred. New indicator as of CY19 to align with 2030 recycled/renewable content in products goal.
Total sustainable materials used [1]	N/A	N/A	13,011,000	Includes only recycled materials used in new Dell-branded products. Total may not add up due to rounding. Dell's prior commitment to use 100M pounds of recycled content plastics and other sustainable materials in our products was met during CY19. New indicator as of CY19 to align with 2030 recycled/renewable content in products goal.
Recycled rare-earth magnet enablement [1]	N/A	N/A	12,800	Represents the amount of recycled magnets shipped to suppliers to incorporate in new Dell-branded products along with enablement of other industry uses. Numbers have been rounded to the nearest hundred. New indicator as of CY19 to align with 2030 recycled/renewable content in products goal.
Sustainable Materials in Packaging Measured in pounds unless otherwise noted				
Ocean-bound plastic used	3,925	18,327	66,635	Represents the amount of ocean-bound plastic incorporated into new Dell-branded product packaging, shipped to original design manufacturers. During CY17, ocean-bound plastic was used in 92,555 plastic packaging trays and endcaps. During CY18, ocean-bound plastic was used in 441,100 plastic packaging trays and endcaps. During CY19, ocean-bound plastic was used in 1,751,494 plastic packaging trays and endcaps.

By the Numbers: Advancing Sustainability

Metrics	FY18	FY19	FY20	Notes
Responsible Electronics Disposition				
Percentage of product collected [2]	N/A	9.5%	9.1%	In the past, we used to report on the amount of used materials collected. Currently, we report the total weight of materials captured for recycling and reuse over the amount of products sold. We're working toward a more accurate unit measure for product categories. We're collaborating with our recycling partners to provide us more granular reports of what they collect. Per-unit measurement of what we recycle will enable us to more effectively track and act on our goal. New indicator as of FY19.
Greenhouse Gas (GHG) Emissions Measured in metric tons of carbon dioxide equivalent (MTCO$_2$e)				
Scopes 1 and 2 market–based greenhouse gas (GHG) emissions [3] [4]	424,800	367,700	298,500	All facilities globally, including leased spaces.
Scope 1 GHG emissions [3] [4]	52,200	58,100	58,000	
Scope 2 GHG emissions, market-based [3] [4]	372,600	309,600	240,500	
Scope 2 GHG emissions, location-based [3] [4]	480,600	432,300	411,400	
Scope 3 GHG emissions — business air and rail travel [5]	304,900	329,200	314,300	

By the Numbers: Advancing Sustainability

Metrics	FY18	FY19	FY20	Notes
Greenhouse Gas (GHG) Emissions — continued Measured in metric tons of carbon dioxide equivalent (MTCO$_2$e)				
Scope 3 GHG emissions — supply chain [3] [6] [7]	2,293,859	2,644,075	3,748,553	Direct material supplier emissions are allocated based on Dell's financial share of the suppliers' reported global Scopes 1 and 2 GHG emissions, shared with Dell in the 2019 Carbon Disclosure Project (CDP) reporting cycle. [8]
Scope 3 GHG emissions — use of sold products [3] [9]	11,010,000	11,590,000	11,280,000	The scope of this data includes all server systems, storage systems, networking systems, displays, client notebook and desktop systems, including Precision and Alienware.
Energy Used in Dell Operations Measured in million kilowatt-hours (kWh), unless otherwise noted				
Electricity consumed (total) [3] [4]	1,098	1,039	1,029	Electricity purchased and generated on-site for all facilities globally, including leased spaces.
Green electricity consumed [3] [4]	321	346	461	Renewable-source electricity purchased from supplier and/or generated on-site for facilities globally, including leased spaces.
Green electricity as percentage of total consumption [3] [4]	29%	33%	45%	
Other energy consumed [3] [4]	210	205	200	Purchased heating/cooling, liquid and gas fuels used in buildings and company-owned and leased transportation.
Total energy consumed [3] [4]	1,308	1,244	1,229	All facilities globally, including leased spaces.

By the Numbers: Advancing Sustainability

Metrics	FY18	FY19	FY20	Notes
Water Use Measured in megaliters				
Water withdrawals — total volumes [3] [4]	2,404	2,446	2,371	Total incoming water to all facilities globally, including leased spaces.
Third-party sources (withdrawals) [3] [4]	2,179	2,296	2,270	Water from municipal supplies provided to all facilities globally, including leased spaces.
Groundwater (well withdrawals) [3] [4]	104	88	35	Groundwater sources for all facilities globally.
Other (water) sources [3] [4]	121	62	65	Water from private sources and rainwater captured for reuse.

By the Numbers: Advancing Sustainability

Metrics	FY18	FY19	FY20	Notes
Waste From Manufacturing Operations Measured in metric tons (MT) unless otherwise noted				
Nonhazardous waste generated	12,602	13,802	13,175	Data for Dell Technologies-owned facilities that assemble Dell and Dell/EMC products.
Landfill avoidance rate as percentage of total nonhazardous waste generated	99%	98%	99%	
Nonhazardous waste recycled or reused	11,299	12,410	11,472	
Nonhazardous waste recovery (waste to energy)	1,069	996	1,491	
Nonhazardous waste incinerated	0	0	0	
Nonhazardous waste composted	62	94	107	
Nonhazardous waste landfilled	172	302	105	
Health and Safety Metrics				
Recordable injury/illness rate [8]	0.16	0.08	0.08	Cases per 100 full-time employees (FTEs).
DART (Days Away, Restricted or Transferred) rate [8]	0.09	0.05	0.04	
Total number of work-related fatalities	0	0	0	

By the Numbers: Advancing Sustainability

Metrics	CY17	CY18	CY19	Notes
Supply Chain				
Diverse supplier spending in billions of U.S. dollars (USD) [10]	>$3.0B	>$3.0B	>$3.0B	Dell Technologies' commitment is to spend $3 billion USD or more annually with diverse suppliers.
Total number of supplier social and environmental responsibility (SER) audits	411	433	390	Measures audits in our supply chain conducted by third parties certified by the Responsible Business Alliance (RBA). Includes both initial audits of factories and closure audits that confirm that issues identified during a prior audit have been addressed. See our Supply Chain Sustainability Progress Report for additional details.
Supply Chain > Labor and Human Rights Measured as percentage of factories in compliance per RBA audit, unless otherwise noted				
Young worker protections	96%	98%	99%	See our Supply Chain Sustainability Progress Report for additional details.
Freely chosen employment protections	88%	85%	86%	
Proper wages and benefits	72%	69%	73%	
Percentage of workers compliant with 60-hour workweek (annual average)	90%	89%	91%	Represents the percentage of 224,692 workers we tracked on a weekly basis who worked 60 hours per week or less. See our Supply Chain Sustainability Progress Report for additional details.

By the Numbers: Advancing Sustainability

Metrics	CY17	CY18	CY19	Notes
Supply Chain > Health and Safety Measured as percentage of factories in compliance per RBA audit				
Emergency preparedness	68%	63%	73%	See our Supply Chain Sustainability Progress Report for additional details.
Industrial hygiene	83%	81%	85%	
Occupational injury and illness prevention	79%	79%	83%	
Occupational safety	72%	67%	70%	
Supply Chain > Environment Measured as percentage of factories in compliance per RBA audit				
Air emissions	92%	90%	89%	See our Supply Chain Sustainability Progress Report for additional details.
Hazardous substances	80%	79%	83%	
Pollution prevention and resource reduction	98%	97%	100%	
Wastewater and solid waste	94%	97%	97%	

By the Numbers: Advancing Sustainability

Metrics	CY17	CY18	CY19	Notes
Supply Chain > Management Systems Measured as percentage of factories in compliance per RBA audit				
Legal and customer requirements	97%	97%	98%	See our Supply Chain Sustainability Progress Report for additional details.
Management accountability and responsibility	98%	98%	98%	
Risk assessment and risk management	95%	96%	99%	
Supplier responsibility	92%	87%	84%	
Worker feedback and participation	100%	99%	99%	
Supply Chain > Ethics Measured as percentage of facilities in compliance per RBA audit				
Protection of identity and nonretaliation	99%	100%	100%	See our Supply Chain Sustainability Progress Report for additional details.
Responsible sourcing of minerals	100%	99%	100%	

By the Numbers: Cultivating Inclusion

Metrics	FY18	FY19	FY20	Notes
Women employees (as percentage of global workforce) [11]	29%	30%	31%	Applies to our global workforce. The scope includes the percentage of individuals who voluntarily self-identified as women and is rounded off to the nearest whole number. See our 2020 Diversity & Inclusion Report for additional details.
Black/African American and Hispanic/Latino employees (as percentage of U.S. employees) [12] [13]	12%	13%	13%	Applies to U.S. workforce only. The scope includes the percentage of individuals who voluntarily self-identified as Black/African American or Hispanic/Latino and is rounded off to the nearest whole number. See our 2020 Diversity & Inclusion Report for additional details and a breakdown of our U.S. employees' ethnicities.
Percentage of employees participating in Employee Resource Groups (ERGs) [14]	28%	30%	33%	Currently, we report ERG participation as the number of unique employees at Dell who are signed up for one or more ERGs (through tracking in YourCause, our system of record for volunteerism and ERG memberships).
Total number of ERG local chapters [15]	349	370	412	Dell Technologies local ERGs bring their authentic selves, diverse perspectives and collective voices together to drive our business and social impact. Chapter counts are a measure of our engagement reach for our ERG communities.
Human Rights Campaign Foundation's Corporate Equality Index score (range: 1–100) [16]	100	100	100	Dell Technologies scored 100% on the Human Rights Campaign Foundation's Corporate Equality Index for the 16th year in a row.

Visit our 2020 Diversity & Inclusion Report for additional details.

By the Numbers: Transforming Lives

Metrics	FY18	FY19	FY20	Notes
Percentage of employees giving or volunteering [17]	49%	52%	59%	
Total volunteer hours (in thousands)	809	890	914	
Total number of people impacted through health, education and economic opportunity initiatives (in thousands)	1,619	2,471	46,588	In FY18 and FY19, this metric aligned with the Legacy of Good goal covering the total number of children directly impacted through strategic giving programs. In FY20, this goal has evolved to align with the Progress Made Real Transforming Lives Goal 1 to cover the total number of people impacted through health, education and economic opportunity initiatives. As such, we have refreshed FY18 and FY19 data to include direct and indirect impact.
Total contributions (in millions of USD)	$97.3	$68.5	$51.6	This metric represents total cash as well as in-kind products and services contributions, valued at fair market value for the respective fiscal year. This value does not include contributions from employees, vendors or customers.
Percentage of girls, women or underrepresented groups empowered by our social and education programs [18]	N/A	N/A	51.7%	The scope includes the number of individuals who are girls, women or members of underrepresented groups reached compared to the total number of individuals reached as reported in the first goal. New indicator as of FY20.
Total number of nonprofit partners we digitally transformed [19]	N/A	N/A	5	Currently, this measurement covers the number of nonprofits reached. We are developing processes to include nonprofits that are supported through other Dell efforts (e.g., including business unit giving and those organizations that benefit from employee volunteerism). New indicator as of FY20.

Endnotes for By the Numbers

[1] Recycled rare-earth magnet enablement is not included in total sustainable materials usage.

[2] We may have to adjust for future products that have yet to come to market or those that are no longer on the market. In some cases, we may have to continue to use the weight-based assumption.

[3] An external assurance of our GHG emissions and underlying energy consumption data, along with our water withdrawals and discharges and underlying data, is currently in progress. The FY20 external assurance of our GHG emissions and underlying energy consumption data, along with our water withdrawals and discharges and underlying data, is available here.

[4] FY18 and FY19 data has been restated to exclude Pivotal, which was acquired by VMware during FY20.

[5] Starting with this reporting cycle, we are incorporating the radiative forcing uplift factor into all calculations for emissions related to air travel. Previous year results have accordingly been restated.

[6] FY18 and FY19 were previously reported as FY17 and FY18. They have been restated to align with current reporting practices in which the calculation of FY20 data is based on CY18 data, which is the most recent available data at time of reporting.

[7] Suppliers' emissions numbers have been extrapolated to cover 100% of spend.

[8] We are providing fiscal year metrics to be consistent with other operational data provided in this table. Previously reported CY17 and CY18 data has been adjusted to the respective FY18 and FY19 periods.

[9] We are restating previous years' numbers, including FY18 and FY19. We have made improvements to our calculation methodology for product lifetime energy use. We have also adjusted the grid electricity carbon emissions factor we are using to be better aligned with best practices for carbon accounting.

[10] Diverse spend certificates are validated on an annual basis.

[11] "Global workforce" is defined as Dell Technologies badged employees, including regular, full-time, part-time, intern and fixed-term status.

[12] "U.S. workforce" is defined as Dell Technologies employees, including regular, full-time, part-time, intern and fixed-term status, with country location of United States (inclusive of Puerto Rico).

[13] The previously reported metric on people of color is being retired this year. We decided to retire it because the term is not commonly used outside the U.S. Additionally, in this table we are focusing on the statistics on employees who voluntarilty identify as Black/African American or Hispanic/Latino because these minorities are included in our 2030 goals. More detail and a breakdown of our U.S employees' ethnicities are available in our Diversity & Inclusion Report.

In FY20, we revised our counting methodology for self-ID information for Hispanic employees resulting in a minimal percentage increase over the prior method (that does not necessitate a restatement of data).

[14] Dell Technologies Employee Resource Groups (ERGs) bring their authentic selves, diverse perspectives and collective voices together to drive our business and social impact.

[15] 412 local ERG chapters as of Jan. 31, 2020.

[16] Human Rights Campaign Foundation's Corporate Equality Index is the national benchmarking tool on corporate policies and practices pertinent to lesbian, gay, bisexual, transgender and queer employees.

[17] FY20 was the first year in which we tracked unique participation, defined as volunteering and giving. In FY19 and previous years, we called out the percentage of employees volunteering and referenced giving via dollars donated and matched.

[18] "Girls" and "women" are individuals who self-identify as female. "Underrepresented groups" are groups with lower socioeconomic status and underrepresented minorities.

[19] TechSoup, a third-party provider, is developing a digital assessment that we will use to measure pre- and post-program participation.

How We Report

This FY20 Progress Made Real Report, combined with our Diversity & Inclusion Report, Supply Chain Sustainability Progress Report, Global Reporting Initiative (GRI) Standards-based online index, and the other reports listed below, provides customers and other stakeholders with a picture of how Dell is delivering on our commitments. To view the current and archived copies of all of these reports, visit DellTechnologies.com/SocialImpactReporting.

2020 Diversity & Inclusion Report

Learn how we are building a workforce that is inclusive and represents the diverse and global customers we serve.

2019 Supply Chain Sustainability Progress Report

We manage responsible business practices in one of the world's largest supply chains. This report details the key actions and progress from our focus on sustainability.

GRI Index

The Global Reporting Initiative (GRI) is the most widely used framework for voluntary, nonfinancial reporting.

2019 Responsible Minerals Sourcing Report

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

2019 CDP Water Security Report

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

2019 CDP Climate Change Report

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

Progress Made Real — our social impact plan for 2030 — outlines our road map of how we will drive progress for humankind and the planet on our way to 2030.

With this report and our other annual reports, we continue our long-standing commitment to transparency for our social impact initiatives.

We must innovate and evolve to meet the challenges before us, but it is not our journey alone. We welcome ideas and partnerships, and hope you will join us in making progress real.

Visit **DellTechnologies.com/ProgressMadeReal** for more information.