

OUR COVID-19 RESPONSE



As the impact of COVID-19 spreads, our priorities remain the same: caring for the health and safety of our team members and their families, and doing everything we can to take care of the needs of our customers, partners and communities.

We've rolled out our own work-from-home guidance and are supporting our customers' efforts to do the same. We are going virtual with events like Dell Technologies World in October 2020 and Executive Briefing Center experiences. We have our own business continuity plans in place, and our supply chain and services teams are working around the clock to help customers meet business-critical technology needs. Like you, we're finding creative ways to achieve our priorities while balancing life and work.

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SUPPORTING OUR TEAM



Ensuring a Safe Working Environment

We have established a global work-from-home policy for team members capable of doing so. As an essential business, team members required to be in a facility or in the field can access our sites, as needed, and are following robust health and safety measures. The other 90 percent of our team worldwide is working from home successfully. We are reassessing the situation frequently and updating policies as we have more information.

What we know for sure is we have the opportunity to reimagine the future of work – again. We knew a lot about remote work from our 10 years as a [Connected Workplace](#); we've learned so much more in the past few months. COVID-19 has shown that proximity to a specific location doesn't have to be a priority for everyone, and many of our team members are fully productive with home as their primary workplace.

Team members whose work most benefits from being on-site will return first; those who can be fully productive remotely will return later. And for some, working from home will become a permanent arrangement. Like all businesses, health and safety comes first along with meeting the needs of our team members, our customers, and the broader community.

We'll be diligent and thoughtful in our considerations around returning additional team members to our sites.

What that means is we'll do a risk assessment at each site by reviewing things such as government restrictions being lifted and infection and hospitalization rates in the area going down. When more team members return to a site, they'll do so in phases – not everyone at once. This staggered approach will help with social distancing of 6 feet/2 meters.

In addition, we continue to fully sanitize our sites several times a day, wiping down frequently used surfaces and disinfecting common areas with alcohol-based solutions. We've also increased the number of hand sanitizer stations around our facilities, and team members are practicing healthy habits including use of personal protective equipment (PPE). Any employee not feeling well should stay home.

SUPPORTING OUR TEAM



Helping our Team Help Others

Our Dell Technologies team members have also come together to support those in need. From designing and 3D-printing visors for front-line healthcare workers, to raising funds for food banks and moving mentoring online, it has been truly inspiring to see so many team members eager to make an impact and raising their hands to help. To amplify their efforts, we have created a global internal platform called “All for Progress” where team members who wish to support can find virtual volunteer and giving opportunities focused on those most impacted at this time.

- A group of Austin-based engineers designed and produced 3D printed visors, working with Dell Medical who is teaming up with Austin Public Health to distribute to first responders in the Austin area and are scaling their initiative. We're seeing great examples of similar grassroots efforts led by our team members around the world, lending their support to provide much needed equipment to healthcare workers.
- One of our team members and his wife have been volunteering to support the homeless, stranded migrant workers and those with limited means in a town called Erode in Tamil Nadu, India. Initially distributing food and provisions, then expanding to hot meals, their efforts grew to feeding 500 people a day in just 33 days. Local authorities soon noticed their efforts and were able to provide two schools for Naim and his wife to provide shelter for over 100 people and provide them with daily hot food and beverages. With some restrictions easing, many of the stranded workers have now been able to return home, and they have helped others secure work in construction, restaurants, and handloom. Additionally, they have also been providing monthly grocery kits containing rice, wheat, oil, sugar, salt and spices to almost 500 families in need.
- Recognizing the impact that COVID-19 measures would have on those in need, members of our executive briefing center catering and dining services teams in Round Rock worked with our catering supplier Aramark and volunteers from the Round Rock Food Bank Service Center to donate 1,680 pounds of fresh produce and 1,200 pounds of assorted dairy products to the Round Rock Food Bank, which last year distributed over 1.6 million pounds of food to churches, the elderly and over 47,000 individuals & organizations spread across Williamson County.
- The Arc of the Capital Area, our Autism Hiring Program partner, provides learning programs for individuals in the Central Texas area with intellectual and developmental disabilities. After stay-at-home orders were issued, they were forced to close their doors overnight with no options for remote learning capabilities. Our True Ability Employee Resource Group helped source 90 Precision laptops to give to the organization so that students could continue to learn at home. The equipment came with software installed and troubleshooting done so the students had a flawless first day of class. One of the parents said connecting virtually with her classmates has made her daughter “the happiest she’s been in a while.”
- Our team members in Minnesota have also come together to serve those in need. With the closure of schools due to COVID-19, many children who relied on school lunches for their primary meals were without food. Our team members started a fundraiser on YourCause raising more than \$25,000. The money raised – which was matched by our Dell match program – benefitted a local food bank, feeding thousands of people in the community.

SUPPORTING OUR TEAM



Team Member and Third-Party Visitor Travel Policy

We're limiting international and domestic travel for Dell team members and contractors to business critical and customer-critical only. And, when employees travel to or through countries that have travel bans in place – for personal and non-Dell reasons – they must self-quarantine, refrain from entering any Dell Technologies facility or customer site, nor interact with any Dell personnel or customers for 14 days upon returning home. We've put a third-party policy in place, ensuring visitors adhere to the same policy as our team members. Our Customer Engagement programs have developed virtual offerings to ensure that customers and partners are getting what you need to fulfill your technology needs. We've advised that if a person is feeling unwell or has recently had any symptoms of illness, they cannot enter our facilities.

Events

To protect the health and safety of all attendees, Dell-owned events will be virtual through the end of 2020. Dell participation in non-Dell owned events will align with the latest company travel and virtual event policies.

With this in mind, our Dell Technologies World virtual experience is scheduled for October 2020. Between now and then, our innovation engine, portfolio development and services capabilities will press on to ensure we meet customer and partner needs.

We will stay engaged with customers, partners and all stakeholders through smaller virtual meetings, gatherings, briefings, webinars, podcasts and town halls.

SUPPORTING OUR CUSTOMERS AND PARTNERS



Enabling Remote Work

Like you, we are prioritizing the health and safety of our teams, their families and the communities where we live. As you arm your teams with the ability to work remotely, we are sharing key elements of our Connected Workplace Policy and Program, established in 2009 to give our employees the power to choose the work style that best fulfills their work and life needs. It's become a core component of our culture.

For technology needs, we:

- Provide notebooks with supporting components like docks, monitors, headphones and software, all designed to work together, with built-in security.
- Deploy these systems to employees, straight from our factory to their homes, with the apps and settings they need pre-installed, using Unified Workspace to manage Windows 10 devices remotely and help users get to work instantly and stay productive.
- Arm users who have more heightened security needs with Virtual Desktop solutions.
- Set up additional virtual desktops quickly with our HCI and cloud solutions.
- To meet the dynamic demands of your organization, move applications to and from on-premises and public clouds with Dell Technologies Cloud.

Creating a successful remote working environment takes more than just the right technology. Organizations also need the right HR and leadership policies and guidelines. Here you can watch a host of "how we did it" webcasts featuring our HR, IT, Security, Facilities and Services experts who are responsible for shaping and implementing our flexible work policy and environment.

Ensuring Business Continuity

Our services and sales teams, supply chain and partners are working together to meet our customers' business-critical technology needs.

We are managing the impact on our business and supply chain operations through order lead times. Up-to-date information is visible to customers, partners and our own sales people during the order process.

All Dell Technologies' products are manufactured in accordance with our global health and safety policy and undergo rigorous screening prior to shipment regardless of factory location.

Our Tech Support teams continue to serve our customers' needs globally – we've enabled more than 13,000 agents to work from home, all while maintaining our service levels and over 90% customer satisfaction. The Dell Technologies team has also been supporting customers who are directly combating the virus, expediting services and support at the time when it matters most.

Stand For Small

We are proud to partner with American Express in the [Stand for Small](#) coalition to support small businesses.

We've gathered expert guidance and tips on enabling remote workforces, staying productive, and other resources to help small businesses be successful in the long term. Dell Technologies is also offering an additional discount on select PCs, servers, electronics and accessories to help small businesses get the necessary tools.

SUPPORTING THE GLOBAL COMMUNITY

Through our reach, technology and team members, we are focusing our efforts on where we can make the most positive impact to the immediate health, safety and sustainability of our communities, and the front-line organizations working to treat and contain COVID-19 around the world.

Giving on the Front Lines

Dell Technologies has committed \$4 million dollars in funding and in-kind technology to support front-line relief efforts and those working to treat and contain COVID-19 around the world.

In China, when the virus first appeared in Wuhan we provided a corporate donation to fund badly-needed materials including surgical masks, protective clothing and eye protectors for local hospitals, under the guidance of the Ministry of Civil Affairs and the assistance of China Youth Development Foundation and Hubei Youth Development Foundation. We then extended our support, delivering an in-kind IT infrastructure donation* to the Centers for Disease Control and Prevention (CDC) in China. This donation will help upgrade the IT infrastructure of Hubei CDC and enable the centre to respond to the epidemic situation more effectively. They will also substantially enhance the centre's ability to provide public health services over the long term by optimizing service support and enabling new capabilities such as hybrid-cloud-based PaaS.

Through our Dell match program, we are matching every team member donation to support the COVID-19 response, dollar for dollar up to \$10,000 per employee per year. To help in the relief efforts worldwide, we have set up a targeted fundraising effort for global team members to donate to one of four charitable partners including: the [Centers for Disease Control and Prevention \(CDC\) Foundation](#), the [COVID-19 Solidarity Response Fund for the World Health Organization](#) via the United Nations Foundation, [Médecins Sans Frontières/Doctors Without Borders \(MSF\)](#) and [CARE](#).

As of June 11th, these fundraising efforts combined with local team member fundraisers and individual contributions have raised an amazing **\$1.6M**, including the Dell Match, to support non-profit organizations leading relief and response efforts.

For one of our longest healthcare partners, the **Translational Genomics Research Institute (TGen)**, we've donated access to our Zenith Supercomputer. This is helping TGen's efforts to do population-level sequencing which is allowing for rapid genomic analysis, improving public health's ability to rapidly identify which strains of COVID-19 are circulating more than others, what might be causing local outbreaks, and how fast the genome is mutating and changing. By comparing the results within the context of global genomic information, this COVID-19 sequencing program could additionally inform biomedical researchers in the hunt for better targets for new treatments and vaccines for COVID-19.

Dell Technologies has made a donation to the **i2b2 tranSMART Foundation**, a life sciences focused open-source, open-data community who's mission is to enable effective collaboration for precision medicine. This donation will enable the Foundation to rapidly create a federation of translational research centers to support large-scale population monitoring of COVID-19 patients, mobilizing the data from their network of more than 200 institutions worldwide. This timely, comprehensive data on COVID-19 patients across the globe is helping to broker research on prevention and cures, including identifying "hot spots" for where medical resources are most needed.

SUPPORTING THE GLOBAL COMMUNITY

Giving on the Front Lines (cont'd)

COVID-19 is having an impact on our Central Texas and Boston communities – both of which are areas where a significant number of team members are based - and we are committed to supporting them at this time:

- The Governor of Texas announced the creation of a temporary [Supply Chain Strike Force](#) – immediately naming Keith Miers, Senior Vice President of Worldwide Procurement at Dell Technologies, to serve as Supply Chain Director for the state of Texas. Miers will be supported by former State Representative John Zerwas, MD, who will assist with hospital relations and preparedness, Clint Harp, Vice President of Transmission Strategic Services for the Lower Colorado River Authority, who will assist with asset research and procurement, and Elaine Mendoza, Chair of the A&M Board of Regents, who will assist with statewide child care infrastructure for critical workers. The Supply Chain Strike Force will be tasked with guiding collaboration between the public and private sectors to ensure health care facilities have the supplies and resources they need to respond to COVID-19. In addition to working with the federal government and businesses to secure necessary personal protective equipment, the team will work to ensure day-to-day resources (including food) are available for Texas' medical personnel, first responders and those who have contracted COVID-19.
- Together with the City of Round Rock, Round Rock Community Foundation, and the Round Rock Chamber, Dell Technologies is proud to be a founding member of Round Rock Cares, a fund with an initial total of \$100K to support small and local businesses in the Round Rock Community.
- To further support our local Austin community, Dell Technologies has made a donation to the All Together ATX fund, a joint initiative between the Austin Community Foundation (ACF) and the United Way for Greater Austin. This fund will support the Greater Austin community during the COVID-19 pandemic with needs including food insecurity, basic and medical needs, employment and child care. The fund will provide resources to non-profit organizations working with vulnerable populations who are disproportionately impacted by COVID-19 and the economic consequences of the outbreak. Dell Technologies will also serve on the advisory committee set up by the Austin Community Foundation and United Way for Greater Austin made up of philanthropic public sector leaders and community advisors.
- To contribute to the increased need for personal protection equipment, Dell Technologies delivered over 8,300 KN95 masks to Travis and Williamson County, 1,500 to El Paso county, and 10,000 to Massachusetts. The masks were delivered directly to emergency management centers in Travis, Williamson and El Paso counties and the MENA (Massachusetts State Emergency Agency) who distribute supplies based on the greatest need across the healthcare related community. These locations were identified because of proximity to our HQ in Round Rock, TX and Hopkinton, MA where we have a large team member population and community presence.

SUPPORTING THE GLOBAL COMMUNITY

Giving on the Front Lines (cont'd)

We have provided an in-kind laptop donation to the largest public health hospital in Brazil, SP Hospital das Clínicas. These laptops will provide a mobile solution to enable the team leading 3,500 physicians, nurses and support staff to collaborate in real time as they open up additional treatment areas to meet anticipated demand for those infected with COVID-19.

In India, we have donated funds via Invest India to provide personal protection equipment (PPE) for healthcare workers at the front lines of the pandemic. Through our partnership with Invest India, this donation will help HLL Lifecare Limited, the Government of India's sole procurement agency for PPE kits, provide this vital equipment to 28,000 healthcare workers across the country.

Additionally, Michael Dell's family foundation, The Michael and Susan Dell Foundation, is doing its part to respond to COVID-19. They have dedicated \$100 million to initiatives and projects to fight COVID-19 around the world. The contribution supports two priorities: 1) The eradication of the virus as quickly as possible through a commitment to the [COVID-19 Therapeutics Accelerator](#), launched by the Bill & Melinda Gates Foundation, Wellcome, and Mastercard, and 2) relief for the communities MSDF serves with a focus on healthcare, education, small businesses and social enterprises. You can learn more about the initiatives at msdf.org.

And VMware has directed \$1M of donations to COVID-19 relief efforts divided equally between [GlobalGiving's Coronavirus Relief Fund](#), supporting various humanitarian efforts in affected communities and [TechSoup's COVID Response Fund](#), enhancing the technology of nonprofit social service providers at the forefront of the COVID-19 response.

SUPPORTING THE GLOBAL COMMUNITY

Putting Our Technology and Expertise to Work

We are also working to support customers, partners and the community who use our technology, or need our technology expertise to help treat and contain the virus. For example:

Our advanced computing clusters are being used to understand disease outbreaks, including how diseases like COVID-19 are spreading and how to better track and treat them. For example, the Texas Advanced Computing Center (TACC) at the University of Texas at Austin has joined a global consortium, giving remote access to their two supercomputers, Frontera and Stampede2, to approximately 100 researchers working on COVID-19 research in areas including epidemiology and vaccines. One project, led by researchers at the University of Texas at Austin, is evaluating the impact of social distancing measures to provide policy makers with information about the consequences of relaxing or strengthening those measures.

Dell Technologies has worked to support our customer, **US Navy floating hospital USNS Mercy** which was deployed to provide medical care to a hard-hit region of the country. Before deployment, the ship had planned to upgrade its aging VNX environment, but as the ship moved into lockdown, Dell Technologies Services engineers were not able to make on-site visits to carry out the upgrades. To ensure the existing systems would continue operating effectively, Dell Technologies located a team member in the area to deliver new drives to the ship's CIO to stabilize and extend the life of the vessel's infrastructure. The ship was also experiencing a shortage of PCs needed to provide fast access to Electronic Health Records and associated tools to support patient care. Dell Technologies expedited the delivery of new systems, sourcing and expediting a delivery of desktops and monitors in a two-day window,

to provide clinicians with access to key patient data at point of care to help with faster diagnosis and treatment. When the hospital is ready, Dell Technologies are prepared to begin a "fully blind remote VxRail installation" for the ship, where a Dell representative will talk the ship through the process remotely.

Boomi, a Dell Technologies business, has created a master data management solution for Moderna, a biotechnology company that is focused on drug discovery and drug development based on messenger RNA, that allows them to manage their systems information faster to allow them to accelerate their data analytics as they work on a vaccine for the virus.

To support [Folding@home's](#) efforts to simulate the dynamics of proteins involved in COVID19 and hunt for new therapeutic opportunities, we are engaging users of our powerful Alienware PCs to 'lend' their computing power. Each simulation a person runs on their own PC increases the chances of finding possible 'druggable sites' on the proteins, which can lead to treatment options for the disease.



SUPPORTING THE GLOBAL COMMUNITY

Putting Our Technology and Expertise to Work (cont'd)

Dell Technologies is providing technology advice to Ventilator Challenge UK, a consortium of significant UK industrial, technology and engineering businesses from across the aerospace, automotive and medical sectors producing medical ventilators for the UK's National Health Service (NHS)

Our team at Boomi got together to hack ways to help our communities at this time. They came up with 100 ideas in just 24 hours. The idea that rose to the top was ['Answers on Demand'](#) – a completely free question and answer 'bot' which can sit on an organization's website and handle the huge influx of questions they are fielding during this time. It means that questions like 'should I come into the clinic if I feel unwell?' or 'how can I access my school work online?' can now be answered automatically, leaving them free to focus on how they can best support those they serve. And recognizing the limited IT resources at these organizations, Boomi designed Answers on Demand to be easy – it can be configured in as fast as 10 minutes with only the most basic technical skills required to set it up.