DELLTechnologies

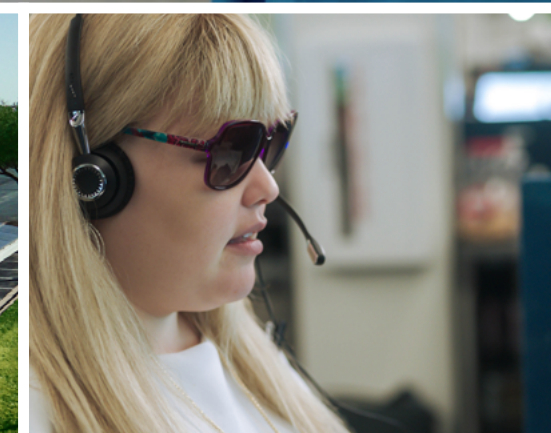# Striving to create a positive and lasting impact on humankind and the planet

PROGRESS MADE REAL | FY21 ESG Report

About This Report

In this FY21 Progress Made Real Report, we focus on sharing year-over-year progress as compared to our baseline data for our 2030 goals. This report provides transparency and accountability as we scale our impact over the next decade and embed environmental, social and governance (ESG) in the company's growth strategy and how we mitigate risk.

Our Progress Made Real Plan for 2030, released in November 2019, articulates how we will create a positive and lasting social impact on people and the planet through 2030 and beyond — 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 the material environmental and societal issues where we can play the most meaningful role. 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." As shown in our FY20 report, we invested significantly in identifying key performance indicators and measurement approaches for each of our goals. 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. In this report, we are reporting year-over-year progress for most of our 2030 goals for the first time.

With this FY21 Progress Made Real Report — and our full suite of related reporting — we demonstrate how we are making progress real.

Our Business

Dell Technologies helps organizations and individuals build their digital future and transform how they work, live and play. We provide customers with the industry's broadest and most innovative technology and services portfolio for the data era, spanning both traditional infrastructure and multi-cloud technologies. We continue to seamlessly deliver differentiated and holistic information technology (IT) solutions to our customers, which has driven revenue growth and share gains. We were not assessed any material environmental fines, nor did we have any material environmental remediation or other environmental costs, during FY21.

The metrics and information presented throughout "Progress Made Real" address outcomes we are working to achieve for Dell Technologies ("Dell," "we" or "our"), excluding VMware, which publishes its own annual Global Impact Progress Report. Data for RSA, Secureworks, Boomi, Virtustream and Dell Financial Services is included where relevant as of the date of this report, unless otherwise noted. Data for RSA is included only until the date of the divestiture, Sept. 1, 2020.

Letter From Michael Dell

As we present this FY21 Progress Made Real Report, we look back over a year of loss and also a year of learning about who we are, who we can be and the future that we can build together. As we move forward, these learnings will help shape how we live, work and learn in 2021 and beyond, and I'm excited for the role Dell Technologies will play.

Technology innovation drives human progress, and together with our customers, partners, suppliers, team members and communities we have more power to do more good than at any time in our lives.

Over the past year, we helped address challenges, while also creating long-term value for all our stakeholders and setting ambitious goals for the future, including:

- Committing to a true net zero goal across our value chain — from our work with our suppliers, to our own operations, to the energy intensity of our products;

- Promoting women and underrepresented minorities within our organization at a higher rate than their current representation, accelerating our pipeline for leadership;

- Joining the Take on Race Coalition that has raised $25 million toward devices to better serve students nationwide; and

- Launching our privacy trust center, which gives easy access to our customers to control their personal data.

I also joined the World Economic Forum Alliance of CEO Climate Leaders, a global community of chief executive officers who commit to set the bar higher and catalyze action across all sectors and engage policymakers to help deliver the transition to a net zero economy.

But our vision for the future is even broader. It's why one of our social impact goals is to use our technology and scale to advance health, education and economic opportunity initiatives to deliver enduring results for 1 billion people by 2030.

One example is our Digital LifeCare program which now has over 100 million citizens in India enrolled and is advancing public healthcare through the power of data. Another is our Dell Student TechCrew program that trains and certifies high school students to provide IT support for their peers, teachers and administrators. This last school year, over 80 facilitators and over 900 student technicians were trained. More than 187,000 students were supported. And you can see how we scale.

One billion lives is a lofty goal, but with the incredible power of innovation and digital transformation, I know we can do it. The past year has only reinforced how important all of our ambitious new social impact goals are for our company and our world.

And we look forward to sharing our progress — Progress Made Real — with you in this report.

Michael Dell

Michael Dell
Chairman and CEO
Dell Technologies

Letter From Our Leadership

Today we reflect on a year like no other. A year that revealed society's fault lines and the lack of equitable access to connectivity and services. Last year also revealed that technology has never been more critical to life, health, education and work. Technology is at the center of the world's recovery — a recovery that is more equitable, inclusive and sustainable for all.

Now more than ever, we are leaning into our technology, core values and purpose — to create solutions that drive human progress. Our stakeholders — employees, customers, partners, suppliers, investors and communities — expect this of us. And we expect it of ourselves.

Last year, we narrowed our focus to address the greatest immediate and long-term needs resulting from the pandemic. We powered COVID-19 treatment research and provided virtual learning and remote work solutions. Our team and communities banded together to combat racial injustice and create an environment of belonging for all. We helped show industries the benefits of hybrid work, and many of our team members will continue to thrive in their jobs in a mostly virtual environment.

We pushed for progress by putting our talent and expertise, our global reach, and the depth and breadth of our technology capabilities to work to benefit society at large. In addition, we underwent an extensive internal evolution to build a dedicated environmental, social and governance (ESG) strategy, with oversight at the highest levels of the company.

Our focus on serving our stakeholders is why we've taken significant steps to accelerate our 2030 goals while holding ourselves accountable for driving long-term social and economic value. Steps like:

- **Revisiting where we can make our greatest impact:** Refreshing our ESG materiality helped us gain a deeper understanding of the societal needs that matter most to our stakeholders and where we have the most opportunity to drive progress.

- **Committing to core stakeholder capitalism metrics:** Supporting the creation of a common reporting standard, which helps simplify the way all stakeholders evaluate us.

- **Achieving alignment at the highest levels:** This includes the formation of management committees to oversee our ESG strategy and progress, as well as ESG reporting to our board of directors.

- **Continuing to partner across our ecosystem to address the most pressing ESG opportunities and issues. Establishing goals and solutions to:**

  - Combat climate change and get us closer to net zero;

  - Scale the use of technology to drive positive healthcare outcomes;

  - Ensure our customers' privacy rights are protected;

  - Provide technology access and training to primary school students so they can thrive in the digital economy; and

  - Drive more inclusive workplaces and communities around the world.

Transparency and accountability have always been important to us in our efforts to drive continuous positive change. Our ESG approach and annual social impact reports are how we do that.

Above all, perhaps our greatest sense of accountability is to live out who we are — a team that is driven by our belief in the power of technology to drive human progress. Our unwavering commitment to equality, integrity, trust and advocacy for one another will be the catalyst for making our greatest impact in the years to come.

Jennifer "JJ" Davis
Chief Corporate Affairs Officer
Dell Technologies

Vanice Hayes
Chief Diversity and Inclusion Officer
Dell Technologies

Michael McLaughlin
Chief Ethics and Compliance Officer
Dell Technologies

Our Commitment

At Dell Technologies, we are committed to driving human progress and leading in environmental, social and corporate governance. 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.

Milestones in Excellence

Since our company was founded, we have taken pride in being conscious stewards of positive impact on humankind and the planet. Here, we share recent highlights of our innovation and action.

Advancing Sustainability

2017

Dell created the industry's first packaging made from ocean-bound plastics and co-founded NextWave Plastics, a consortium of companies developing the first network of ocean-bound plastics supply chains and preventing plastic from entering the ocean.

2018

Dell surpassed its 2020 goal, recovering 2 billion pounds of used electronics since 2007. Dell makes recycling easy, from offering consumers free global mail-back services, to providing commercial customers with secure logistics, data protection and responsible end-of-life disposition.

2021

Dell launched its new net zero goal — to reach net zero greenhouse gas emissions across Scopes 1, 2 and 3 by 2050 — on Earth Day as an extension of our commitment to help solve the climate crisis.

Transforming Lives

2018

Dell's Digital LifeCare platform was chosen by the Government of India for managing noncommunicable diseases. As of March 2021, 100+ million people are enrolled.

2019

Dell launched Dell Student TechCrew to promote future career skills and learning via hands-on experience, as students help their peers and school staff members with IT issues by using Dell desktops, notebooks and customer-driven processes.
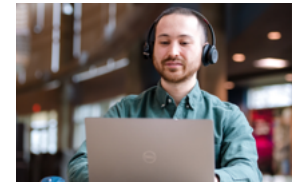
2019

To help address nonprofits' barriers to digital transformation, Dell created a portfolio of Tech Pro Bono consulting programs that match global nonprofits with a Dell team of volunteers who are experts in the issue the nonprofit wants to address.

Cultivating Inclusion

2018

Dell is a founding member of the Reboot Representation Tech Coalition, which aims to double the number of Black, Latina and Native American women receiving computing degrees by 2025. Our former Chief Diversity and Inclusion Officer Brian Reaves served as inaugural chair.

2020

Dell reached 44% participation across 13 Employee Resource Groups (ERGs), with 463 chapters in 74 countries. Our ERGs offer safe and inclusive environments, advocate for social justice issues, and more.

2020

99.98% of our people leaders (11,000 team members) completed our 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

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 European Union data protection authorities and our customers.

2019

Dell launched its new privacy trust center for registered Dell My Account users to be able to easily manage their data. This self-service center allows users to access and delete their data and deactivate/ reactivate their My Account.
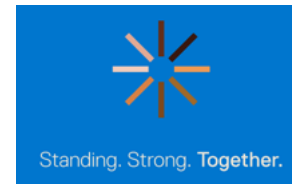
2020

Dell deployed the new Standing Strong Together: Confronting Racial Inequity course as part of Dell's annual ethics training. This training focuses on race and ethnicity, exploring racial bias and unconscious bias, and provides tools for team members to feel valued, respected and safe.

Recognition

Dell Technologies is committed to advancing initiatives across our environmental, social and governance (ESG) reporting. The following recognition represents our commitment to social impact, and highlights areas of excellence and areas where we will continue to enhance our performance. Explore more of our awards and recognition.

CDP CLIMATE A LIST
Score: A

Scored an A for Dell Technologies' response in 2020 to CDP's annual climate change questionnaire for the quality and comprehensiveness of information Dell provided. The disclosure score is a metric of good internal management, understanding of climate change issues, and company transparency on climate change.

CDP SUPPLY CHAIN LEADERBOARD
Leader status

Recognized as a leader among the top 7% of companies assessed for supplier engagement on climate change, based on our 2020 CDP disclosure. CDP's Supplier Engagement Rating measures how effectively companies are engaging their suppliers on climate change.

2021 WORLD'S MOST ETHICAL COMPANIES®
Score: 9-Time Honoree

Recognized in 2021 as one of the World's Most Ethical Companies® by the Ethisphere® Institute for the eighth year in a row (we have been recognized for nine years total), affirming Dell's robust programs and commitment to integrity.

CORPORATE EQUALITY INDEX
Score: Perfect Score 100 Points

This was our 17th consecutive year to receive a perfect score on this index, which recognizes the Best Places to Work for LGBTQ equality. It is the national benchmarking tool on LGBTQ-related corporate policies and practices.

2020 BEST PLACES TO WORK
Score: 100%

The DEI serves as a benchmarking tool that helps companies build a road map of measurable, tangible actions that they can take to achieve disability inclusion and equality.

INSTITUTIONAL SHAREHOLDER SERVICES (ISS) ESG
Score: Prime Status

Achieved "Prime" status by fulfilling the ISS' strong ESG requirements regarding sustainability performance in our sector in 2020.

KNOWTHECHAIN
Score: 6th out of 49 companies

Ranked 6th in the Information and Communications Technology Sector. Began reporting to KnowTheChain in 2020 to operate more transparently and responsibly in addressing forced labor in global supply chains.

GLOBAL TOP 25 SUPPLY CHAIN
Ranked among the 2021 leaders

This ranking highlights integrated, purpose-driven organizations, customer-driven business transformation and digital first supply chain. Fifteen percent of the evaluation criteria is based on ESG measures.*

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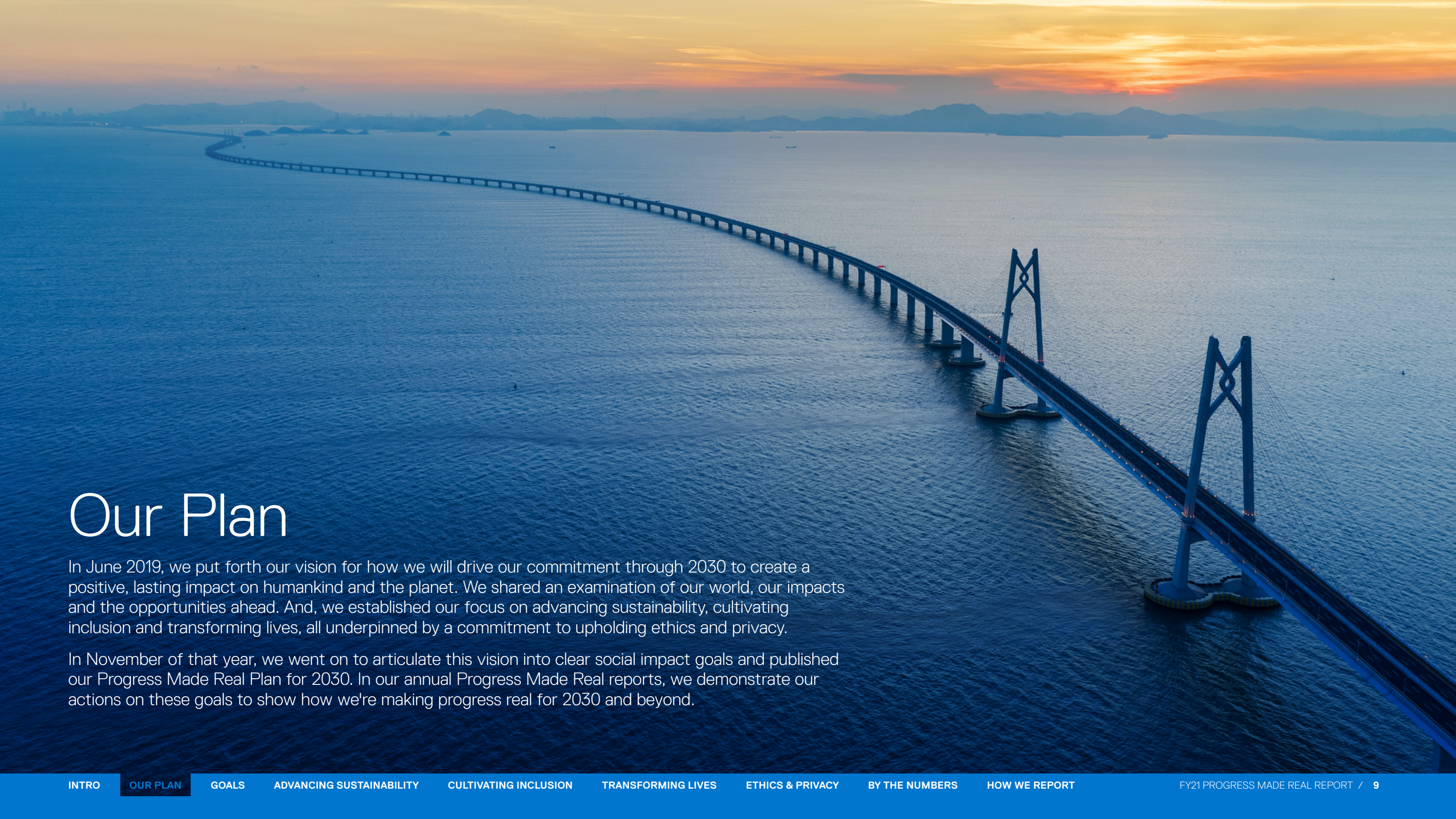
Our Plan

In June 2019, we put forth our vision for how we will drive our commitment through 2030 to create a positive, lasting impact on humankind and the planet. We shared an examination of our world, our impacts and the opportunities ahead. And, we established our focus on advancing sustainability, cultivating inclusion and transforming lives, all underpinned by a commitment to upholding ethics and privacy.

In November of that year, we went on to articulate this vision into clear social impact goals and published our Progress Made Real Plan for 2030. In our annual Progress Made Real reports, we demonstrate our actions on these goals to show how we're making progress real for 2030 and beyond.

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

ESG Materiality & Stakeholder Engagement

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

In 2019, we conducted an analysis to identify the material environmental and societal issues where Dell Technologies can play the most meaningful role. We used this analysis to guide our Progress Made Real Plan for 2030.

Since our materiality assessment in 2019, we have continued to move toward more robust environmental, social and governance (ESG) reporting. In early 2021, we conducted a refresh of our materiality assessment to capture the changing circumstances of the previous year and to adopt a more dynamic approach to ESG materiality as an organization. This materiality refresh helps to ensure that we have the right level of focus on our stakeholders' top priorities where we can have the biggest impact. As a result, some new topics came to light, and existing topics may have shifted in position. For example, topics that have always been imperative for Dell, such as Governance and Business Ethics, are now on the map of material ESG topics. Not unlike our previous results, Dell recognizes interrelation between these topics and understands that our efforts in one area can impact performance in another.

We engaged with several key stakeholder groups, including Dell employees, investors, suppliers and customers. These stakeholder insights were leveraged to evaluate the importance of topics. Experts across the business and within our ESG governing bodies determined the opportunities and risks associated with each of these topics.

Our new materiality refresh has allowed us to focus resources on areas where we have the greatest opportunities for growth and leadership or the biggest environmental or social risks to mitigate. Going forward, we will continue to align our ESG performance and reporting to these topics through our 2030 goals and referencing of frameworks such as the Global Reporting Initiative (GRI) and the Sustainability Accounting Standards Board (SASB). This past year's efforts to become more aligned to GRI and SASB metrics were informed by our materiality refresh.

Importance to Stakeholders (High / Moderate)

Degree of Opportunity or Impact (Moderate / High)

High:
- Data Privacy & Security
- Diversity, Equity & Inclusion
- Energy & Climate
- Human Rights
- Sustainable Consumption

Middle:
- Business Ethics
- Community Investment
- Governance
- Business Performance
- Innovation
- Labor Engagement & Development
- Occupational Health & Safety
- Product Quality & Safety
- Product Stewardship
- Supply Chain Resilience

Moderate:
- Environmental & Social Regulatory Compliance
- Substances of Concern
- Water & Effluents

"Materiality" refers to materiality within the context of our ESG reporting and strategy and does not refer to concepts of materiality used in securities or other applicable law.

Please see the Glossary for definitions of these material topics.

SUSTAINABLE DEVELOPMENT GOALS

Our Support for the U.N. 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.

All of our 2030 goals are mapped to the specific SDGs that we believe they contribute to.

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 while driving even better conditions for those who make our products. We will collaborate across our value chain to drive circularity and to tackle climate change en route to our net zero goal. 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 inequities, 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 expand 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.
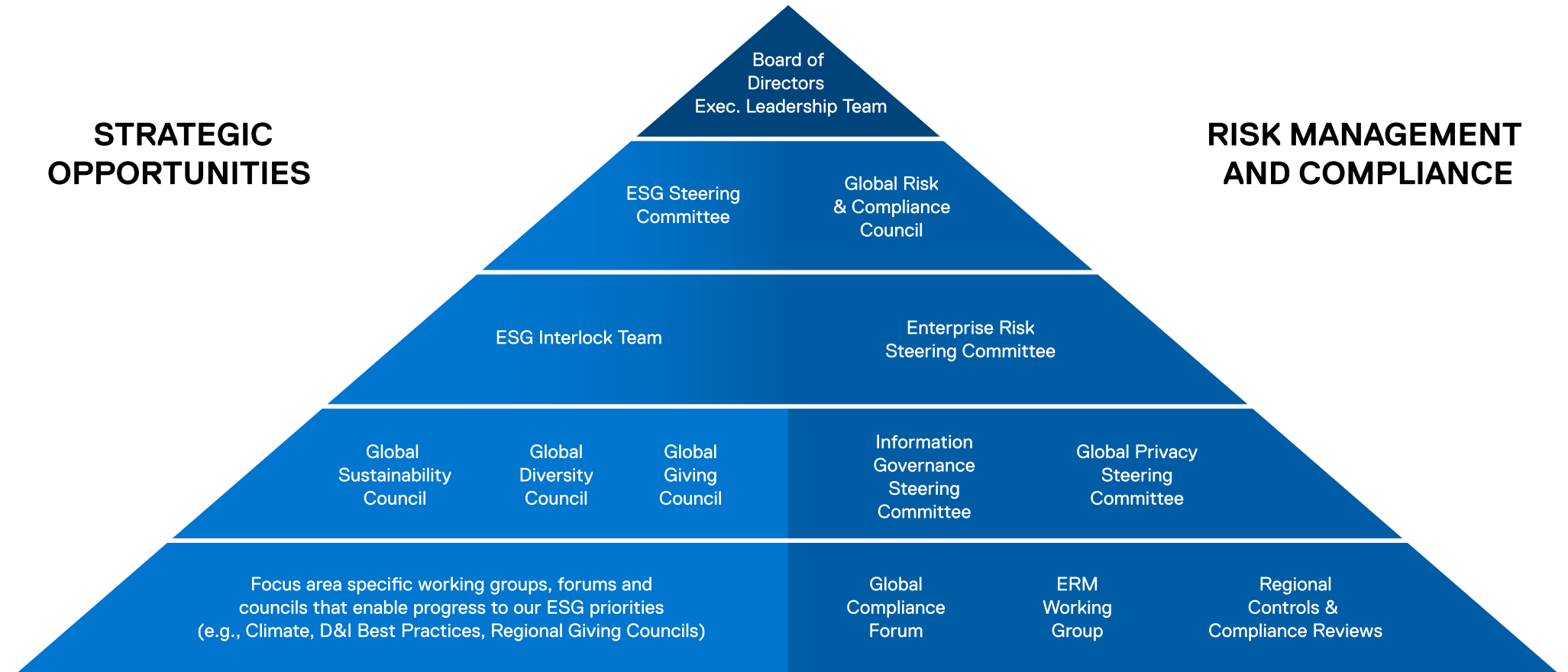
ESG Governance

Governance is foundational to our ESG strategy.

Since our materiality assessment in 2019, we have continued to move toward more robust environmental, social and governance (ESG) reporting. Knowing that Dell Technologies is managing relevant ESG issues is of increasing importance to our stakeholders. We are committed to advancing these initiatives across our company and integrating the measurement and management of ESG topics into our strategic planning and operations.

In 2020, we set up two governance bodies that are responsible for oversight of ESG issues at Dell, our ESG Steering Committee and ESG Interlock Team. Each has its own roles and responsibilities, and mirrors and aligns with how we manage risk in the organization.

These governance bodies are composed of members from various teams across Dell who create an integrated perspective and approach to ESG. They include representatives from these business units and corporate functions: sustainability, diversity and inclusion, human resources, giving and social innovation, ethics and privacy, supply chain, corporate affairs, government affairs, internal audit, legal, risk management, investor relations, accounting and security. Together, these governance bodies help us develop, manage and measure our ESG strategy and performance.

STRATEGIC OPPORTUNITIES

RISK MANAGEMENT AND COMPLIANCE

Board of Directors
Exec. Leadership Team

ESG Steering Committee

Global Risk & Compliance Council

ESG Interlock Team

Enterprise Risk Steering Committee

Global Sustainability Council

Global Diversity Council

Global Giving Council

Information Governance Steering Committee

Global Privacy Steering Committee

Focus area specific working groups, forums and councils that enable progress to our ESG priorities (e.g., Climate, D&I Best Practices, Regional Giving Councils)

Global Compliance Forum

ERM Working Group

Regional Controls & Compliance Reviews

About Dell Technologies' Board of Directors

The Dell Technologies Board of Directors is committed to operating in a responsible manner. We currently have two women on our seven-member board, and we will continue to ensure a diverse pool of candidates is considered for each seat. Four of our board members are classified as independent according to New York Stock Exchange guidelines.

Role of the board of directors in ESG practices and risks

Our ESG Steering Committee reports annually to the board of directors, which oversees programs and policies that advance Dell's mission. We provide the board with updates on progress against our 2030 goals and other ESG priorities to the board.

The board oversees the establishment and maintenance of our governance, compliance and risk oversight processes and procedures to promote the conduct of our business with the highest standards of responsibility, ethics and integrity.

Explore Dell Technologies' Board of Directors governance information.

Key responsibilities of our ESG governing bodies

ESG Steering Committee

- Sets and leads our annual ESG strategy

- Advocates to the board of directors for ESG programs

- Establishes the necessary resources to support ESG efforts

- Periodically reviews progress of the company's 2030 social impact goals

- Supports efforts to improve performance against priority ESG ratings, rankings and awards

ESG Interlock Team

- Enables the execution of our ESG strategy

- Stays aligned and informed on key risks, emerging trends and stakeholder priorities

- Influences decisions that could impact the company's ESG strategy

- Monitors performance against our 2030 social impact goals and priority ESG ratings, rankings and awards

A comprehensive approach to identifying and managing risks and opportunities

Risk management comprises processes and procedures to promote the conduct of our business with the highest standards of responsibility, ethics and integrity.

Risk management is also an important component of management's responsibilities, including identifying and managing the risks the company is exposed to in the course of running our business, considering our value chain and the company's overall risk profile. We leverage our ESG governance bodies to review and manage risks. You can see a description of major risks in our business in our annual 10-K filing.

Last year, we carried out a scenario analysis in alignment with the guidance of the Task Force on Climate-related Financial Disclosures (TCFD). In doing so, we assessed the potential impacts to Dell Technologies and its stakeholders in the context of future climate-related scenarios. This analysis informed our climate strategy and helped us enhance climate-related engagement internally. We are leveraging the TCFD framework to review and communicate our governance, risk and opportunity management of climate issues. More detail on our climate risks and opportunities can be found in our CDP climate change questionnaire, section C2.

Reporting Frameworks

At Dell Technologies, we're constantly working to improve and enhance our ESG reporting. One of the key aspects of our reporting is the consideration of internationally recognized frameworks and guidelines. For example, we've used the Global Reporting Initiative (GRI) for reference for many years, and with our reporting this year, we have worked to enhance our use of the guidelines.

With our prior Legacy of Good 2020 Plan and our current Progress Made Real Plan for 2030, we have also described how our business contributes to the U.N. Sustainable Development Goals.

We've expanded our FY21 reporting to consider additional frameworks, including the industry-specific standards for technology and communications hardware and software established by the Sustainability Accounting Standards Board (SASB).

We have also now adopted the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD) in our climate change-related reporting (see pages 13–14 for details on our ESG governance). Last year, we carried out a scenario analysis in alignment with TCFD's guidance that is detailed in our CDP climate change questionnaire, section C3.1b. Additionally, our GRI Index provides mapping of GRI disclosures to TCFD's recommendations.

Dell, alongside 25 other companies, was one of the initial signatories of the recent initiative by the World Economic Forum (WEF) to align and focus corporate environmental, social and governance disclosures. As part of this, Dell has committed to reporting on the WEF framework's core Stakeholder Capitalism Metrics, which offer a set of 21 universal, comparable disclosures focused on people, planet, prosperity and principles of governance. This common metrics standard, as defined by the WEF's International Business Council, will help create consistency and simplify the way all of our stakeholders can evaluate us.

Another new element in our reporting this year is the addition of qualitative information on human capital, which is included in our FY21 10-K report, starting on page 12.

For Dell Technologies, committing to report on metrics that matter most to our stakeholders is a continuation of something we've understood for a long time: A sustainable, successful company has to deliver value on multiple fronts and transparently disclose its performance to its stakeholders. We plan to draw from these metrics to guide the content of our future ESG reports.

View the current and archived copies of all of our reports.

Our GRI, SASB and WEF indexes are available here.

Social Impact Public Policy Advocacy

As countries, communities, and businesses struggle to recover from the effects of the COVID-19 pandemic and respond to mounting concerns around growing social and economic disparity, we recognize that both governments and companies have roles to play, and cooperation has never been more critical. That's why we seek to partner with the public sector on pandemic response and economic recovery, and to transform the way society educates, works and provides healthcare.

As we formulate our positions on policy-related issues and make decisions on where and when to engage on matters of public interest, we engage all our stakeholder groups — employees, customers, partners, communities, investors and policymakers.

Here are some highlights from our public policy advocacy work this past year:

Advocating for COVID-19 pandemic relief

In 2020, the role of technology as essential infrastructure was clear as the world reacted to the COVID-19 pandemic and looked for new ways to work, provide healthcare, deliver education and provide essential government services. Throughout the year, we actively engaged around the world in a variety of ways, helping promote policies and approaches to keep people healthy, support the economy and deliver needed services. In FY21, we:

- Advocated to keep borders open for the free movement of IT workers and products throughout the COVID-19 pandemic, enabling the continuity of critical operation.

- Supported policies in COVID-19 recovery bills that would provide devices and broadband access to students who have switched to distance learning.

- Advocated successfully not just for recovery bills but also for the necessary funding for devices and broadband access.

- Showcased the value of technology in managing COVID-19 crises by equipping a control center set up in a remote village near Chennai, India, with Dell systems to track cases and contact tracing.

- Participated in a U.S. Senate hearing, sharing our experiences with remote and flexible work — telework — as a way to help governments save money and maximize efficiencies.

Support for the U.S. democratic process

It has always been a priority for us to empower our U.S. employees to vote and provide them with the information and resources they need for voter registration, volunteering and participation on election day. We also showed public support for the importance of free and fair elections. This past year, we:

- Promoted voter access and education by joining the Make Time To Vote U.S. initiative, took the Day for Democracy Pledge, and supported employee-led education events and registration drives.

- Spoke out on our support of free and fair elections in the U.S. and the need for the peaceful transition in Washington, D.C., and strongly condemned the Jan. 6 attack on the U.S. Capitol.

- Advocated against voter restriction legislation and encouraged the government to build on the success of the 2020 general election during the COVID-19 global pandemic by pursuing innovative and secure ways to expand access to voting.

- Dell Technologies' Political Action Committee board of directors voted to suspend contributions to members of Congress whose statements and activities during the post-election period are not in line with Dell's principles.

Addressing racism and discrimination

We are all witnesses to the inequities and racism in society. In 2020, we saw this in particularly stark and painful ways. At the same time, we feel a deep obligation to take action where we can and to use our platform to promote positive change for all. In FY21, we:

- Spoke out publicly in the U.S. about racial injustice and anti-Asian American discrimination and created an internal task force to create space for tough conversations, support Black and Asian American team members, have greater leadership accountability, and take actions that drive positive socioeconomic change for Black and Hispanic/Latino communities.

- Joined the Take On Race Coalition, signed a CEO open letter on voter access and signed onto the Intel Coalition Index.

- Advocated in the U.S. for the Equality Act and spoke out against LGBTQIA+ discriminatory legislation at the state level.

- Supported the Congressional Tri-Caucus, composed of the Congressional Hispanic Caucus, Congressional Asian Pacific American Caucusand Congressional Black Caucus.

Digital inclusion

We continue to support efforts across the globe to expand digital inclusion, urging policymakers to expand broadband access for underserved communities and to support 5G, both in funding and infrastructure policy. In FY21, we:

- Joined the Land O' Lakes American Connection Broadband Coalition to help close the digital divide in the U.S.

- Advocated successfully for COVID funding for devices and broadband access for underserved groups, including rural communities, and shared policy recommendations on digital adoption in classrooms and beyond with the Government of India and with state governments.

- Hosted a PolicyHack with European Schoolnet to raise awareness about issues faced by educators in adopting remote learning models and how to foster socio-emotional development while leveraging technology in classrooms.

- Engaged in policy discussions with the Bill & Melinda Gates Foundation, Health Systems Transformation Platform, LGT Venture Philanthropy, Swasti, and USAID on advancing comprehensive primary healthcare in India.

Sustainability

Addressing climate change is a top priority for us. In 2020, we continued our efforts to support policy initiatives and actions to promote corporate action to reduce greenhouse gas reductions. In FY21, we:

- Joined the World Economic Forum's Alliance of CEO Climate Leaders, which is working to promote net zero emissions and advocate for the transition to a low carbon economy.

- Signed on to the We Are Still In pledge reaffirming our support for the Paris Agreement and committing to work with the Biden administration on climate change actions and policies.

- Helped draft the Business Roundtable's new Climate Change Policy urging further action to reduce greenhouse gas emissions.

- Supported The Climate Group's efforts, joining other businesses and investors to sign a letter sharing our support for the scientific consensus that quick action must be taken to avoid the worst impacts of climate change.

- Joined McDonald's and other Renewable Energy Buyers Alliance companies in signing a letter calling on Congress to support direct relief for the renewable energy industry and leveraging clean energy in the economic recovery connected to COVID-19 relief.

- In Europe, we joined RE-Source, an alliance of stakeholders representing clean energy buyers and suppliers for corporate renewable energy sourcing in Europe.

- Launched a call to action for policymakers and public customers in Europe to spend their total annual IT procurement budget of 45 billion euros in a more sustainable and responsible way.

- Developed a CSR Procurement Guide to help procurers of products and services apply sustainability as an award criterion in their tenders, considering the whole product life cycle.

Explore Dell Technologies social impact public policy information.

Commitment to Human Rights

At Dell Technologies, we respect and support the internationally recognized human rights of all people. Our policies and practices are informed by international standards, including the Universal Declaration of Human Rights, the U.N. Guiding Principles on Business and Human Rights, the fundamental conventions of the International Labour Organization, and others.

This section offers an overview of our commitment to human rights.

Corporate human rights policy

Upholding and advancing respect for human rights is fundamental to Dell's business strategy, purpose and commitments to create a positive and lasting social impact. These commitments are embedded in the Dell Human Rights and Labor Policy Statement, and apply to all Dell team members, our suppliers, our contractors and subcontractors at any tier, partners, resellers and others impacted by our value chain.

Human rights governance

Consistent with expectations set forth in the U.N. Guiding Principles on Business and Human Rights, we have implemented due diligence protocols to assess and address risks and ensure compliance with Dell's human rights policy. Many internal organizations across Dell, including ethics and compliance, human resources, product engineering, manufacturing and supply chain operations, and workplace health and safety, are engaged to operationalize fulfillment of our commitments. Human rights issues of material significance to the business are escalated to and overseen by the board of directors.

Human Rights Impact Assessment (HRIA)

Recently, we engaged a third party to conduct a corporate-level HRIA. The objective was to ensure and advance our understanding of human rights risks and impacts, and gain insights to inform current or future policies, support risk mitigation and governance practices, and determine strategic priorities.

The HRIA confirmed our awareness of our salient human rights risks and impact areas (see table), and that we have the essential structures in place to monitor and address our most significant risk areas. Insights and suggestions from this HRIA — including external stakeholder perspectives collected as part of the assessment — continue to influence the evolution of our human rights strategy and opportunities to accelerate positive impacts as well as address risks.

The table provides an overview of the most significant human rights impact areas across our value chain, respective governing policies and expectations, and additional resources and reports that further address these topics.

Salient Risks	Value Chain Impact Area(s)	Policies	Additional Resources and Reporting
Discrimination	Own Operations, Supply Chain, Products (Accessibility)	• Dell Code of Conduct • Dell Diversity & Equal Opportunity Employment Policy • Responsible Business Alliance (RBA) Code of Conduct	• Dell Technologies Diversity & Inclusion • Dell's Guiding Principles on Accessibility
Child Labor, Forced Labor	Supply Chain	• Dell Human Rights and Labor Policy Statement • RBA Code of Conduct • Dell Vulnerable Worker Policy • Dell Responsible Sourcing Policy	• Supply Chain Sustainability Progress Report • Dell Statement Against Slavery and Human Trafficking
Health & Safety	Own Operations, Supply Chain, Products	• Global Occupational Health and Safety Policy • RBA Code of Conduct • Dell Product Regulatory Compliance Policy	• Health and Safety Metrics included on page 78 in By the Numbers section of this report • Supply Chain Sustainability Progress Report • Dell Product Safety Information
Privacy	Own Operations, Supply Chain, Products	• Dell Code of Conduct • RBA Code of Conduct • Dell U.S. Privacy Statement	• Upholding Ethics & Privacy 2030 Goals featured on pages 68–73 of this Progress Made Real report
Working Hours/Wages	Supply Chain	• RBA Code of Conduct	• Supply Chain Sustainability Progress Report

Code of Conduct and Training

Our commitments to uphold human rights (including support for diversity, equity and inclusion efforts) and ethical business practices are embedded in the Dell Technologies Code of Conduct. All Dell Technologies employees are required to complete annual Code of Conduct training. In FY21, we launched new global privacy training as part of our required annual ethics training to develop stronger awareness of the importance of privacy and customer trust.

In FY21, we also deployed a new Standing Strong Together: Confronting Racial Inequity course as part of Dell's annual ethics training and in support of Dell's 2030 Cultivating Inclusion goals. This training material focuses on race and ethnicity, exploring racial bias and unconscious bias, and provides tools for team members to feel valued, respected and safe. A total of 120,956 members completed this training in FY21.

Dell Technologies provides and promotes its Culture Code. The code is a statement of the values and expectations for how Dell employees work and lead.

We responded to increased mainstream focus on racial justice during 2020; for example, our addition of specific content to Many Advocating Real Change foundational learning to address racial inequity topics. View our 2021 Diversity & Inclusion Report for more details.

Additionally, Dell is a founding member of the Responsible Business Alliance (RBA), which embeds requirements to ensure respect for human rights in the RBA Code of Conduct. Dell adheres to these standards and expects its suppliers to do the same as stated in our Dell Supplier Principles. To help ensure that the people who work in our supply chain understand their rights, including workplace health and safety, prohibition of forced labor, and other topics, we provided 61,124 hours of social and environmental training in 2020.

Our global commitment to respecting human rights also extends to the responsible sourcing of materials used in our products and is underscored in Dell Technologies' Responsible Sourcing Policy. We are also involved in building an industry-wide approach to responsible sourcing of minerals through groups like the Responsible Minerals Initiative.

View our annual Supply Chain Sustainability Progress Report for more details on our responsible manufacturing assurance programs, practices and results.

We also expect our other business partners to maintain a culture that embraces diversity, equity and inclusion and respects cultural differences, while operating at the highest level of integrity and accountability. These expectations are clearly defined in the Dell Technologies Code of Conduct for Partners.

Public policy advocacy

We see an opportunity to help drive lasting change regarding human rights by helping shape public policy. Our team works with various governmental bodies and engages with policymakers and elected representatives to discuss issues that disproportionately impact underrepresented groups, such as the digital divide, and how technology can be leveraged to address economic injustices, racial bias, health inequities and workforce readiness. For more information, see our Social Impact Public Policy Advocacy section.

What's next

Human rights risks and opportunities can evolve rapidly. While our ongoing due diligence and governance practices ensure we maintain momentum and focus on current risks and impacts, we also monitor for emerging or changing conditions. In FY22, we will further integrate our human rights impact priorities into internal, cross-functional ESG governance forums to drive a more holistic approach to mitigating risks and promoting positive impacts across our value chain.
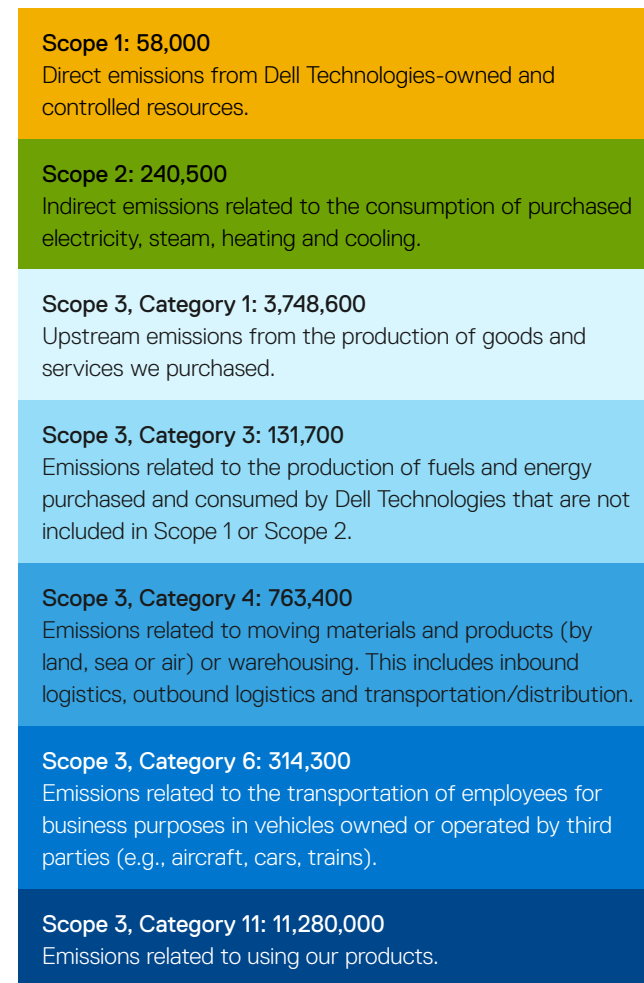
Achieving Net Zero

Dell Technologies commits to reach net zero greenhouse gas (GHG) emissions across Scopes 1, 2 and 3 by 2050.

Our 2030 "Protect the Planet" carbon emissions goals serve as strong interim goals for our new net zero emissions commitment.

The global conversation about climate change has undergone an important transition in recent years. It has shifted from companies simply committing to reducing their emissions of global warming GHGs to companies committing to achieving net zero emissions. The best of net zero goals do not simply look at balancing continued carbon emissions with offset activities, but rather those that prioritize dramatic reductions as much as possible across their entire value chain before engaging effective and verifiable carbon removal strategies.

Our new net zero goal is an extension of our existing climate-related goals and reflects our strong commitment to be a responsible corporate citizen. But successfully addressing the challenges of reaching net zero will require global cooperation across many aspects of our business and sustained engagement with our entire value chain.

Scope 1: 58,000
Direct emissions from Dell Technologies-owned and controlled resources.

Scope 2: 240,500
Indirect emissions related to the consumption of purchased electricity, steam, heating and cooling.

Scope 3, Category 1: 3,748,600
Upstream emissions from the production of goods and services we purchased.

Scope 3, Category 3: 131,700
Emissions related to the production of fuels and energy purchased and consumed by Dell Technologies that are not included in Scope 1 or Scope 2.

Scope 3, Category 4: 763,400
Emissions related to moving materials and products (by land, sea or air) or warehousing. This includes inbound logistics, outbound logistics and transportation/distribution.

Scope 3, Category 6: 314,300
Emissions related to the transportation of employees for business purposes in vehicles owned or operated by third parties (e.g., aircraft, cars, trains).

Scope 3, Category 11: 11,280,000
Emissions related to using our products.

Share of greenhouse gas emissions by scope/category

FY20 baseline emissions, measured in $MTCO_2e$
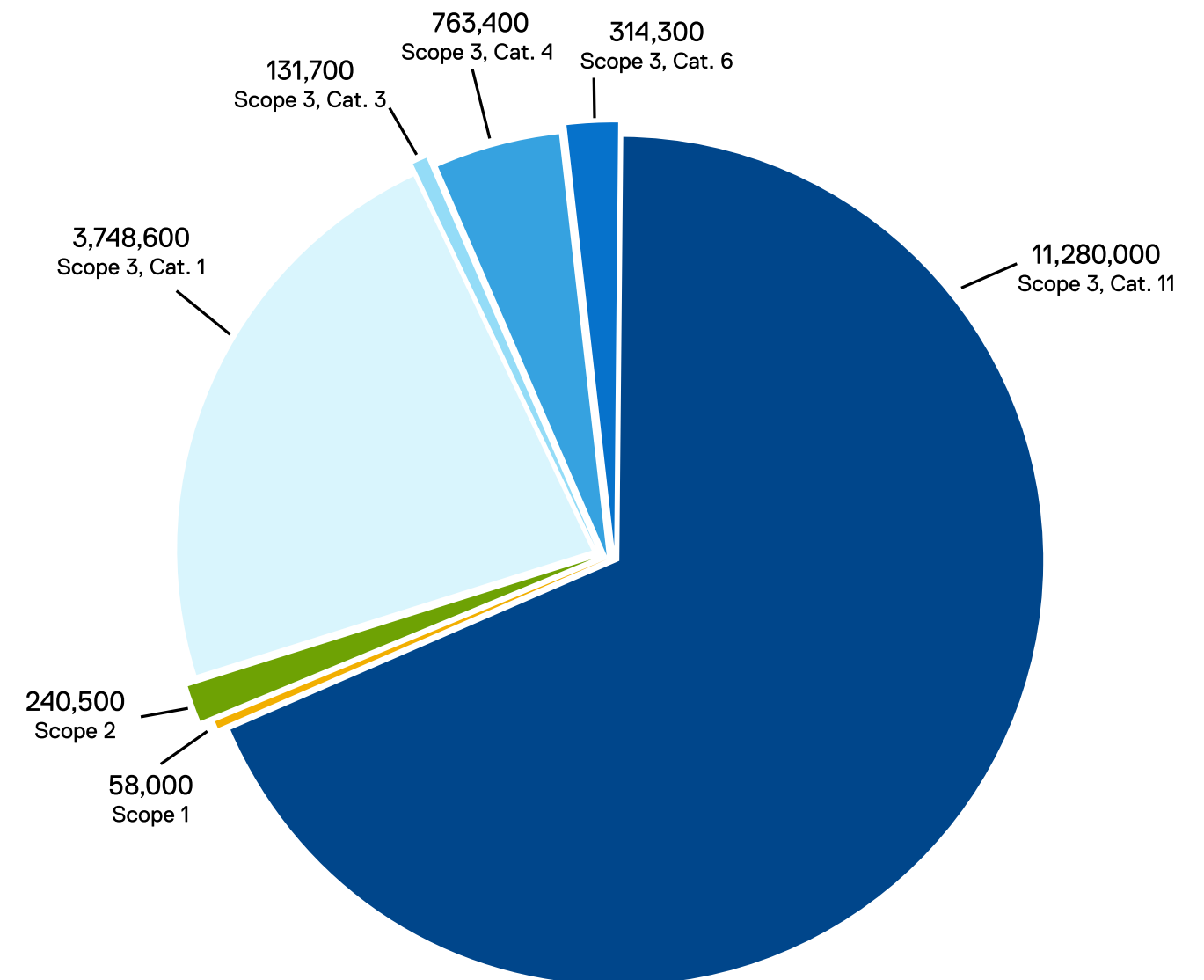
At this time, Dell Technologies has determined other Scope 3 categories are not material.

Numbers have been rounded to the nearest 100.

Globally recognized climate performance

Achieving net zero begins with a solid understanding of the interrelationship between Earth's climate and human activity. Dell has a history of focusing on climate change and has made significant progress on a robust set of goals. We first shared emissions data in our 2002 environmental report. In 2015, we were one of the first 12 companies to set GHG reduction targets designed to meet the goals of the Paris Agreement and approved by the Science Based Target initiative (SBTi). Most recently, we achieved our 2020 goal addressing operational carbon emissions that called for a 40% decrease from 2010 to 2020, and scored an A for our 2020 response to CDP's annual climate change questionnaire for the quality and comprehensiveness of the information we provided. The disclosure score is a metric of good internal management, understanding of climate change issues, and company transparency on climate change. We are now ready to take the next step.

Managing our emissions

Dell's approach to net zero focuses on reducing emissions in three primary areas: emissions from our own operations (Scopes 1 and 2), from our supply chain (Scope 3), and from the use of our products (Scope 3). In each case, we will use a combination of science-based, time-bound interim goals to monitor our progress toward net zero, alongside concerted efforts to engage with our supply chain and research and development teams to address those impacts outside of our direct control.

Operational emissions

Dell's Scopes 1 and 2 emissions reduction targets, to cut our 2020 Scopes 1 and 2 emissions by 50% by 2030, have been approved by the SBTi as consistent with reductions required to keep warming to 1.5 degrees Celsius, the most ambitious goal of the Paris Agreement. We have already started to drive down our energy needs by upgrading our infrastructure and improving the energy efficiency of our operations. Our pledge to use 75% renewable source electricity by 2030 and 100% by 2040 will then drive our remaining Scope 2 emissions almost to zero, addressing that portion of our net zero goal.

For our Scope 1 emissions, we will focus on eliminating the use of GHG-emitting fuels in our buildings and vehicles and transitioning to low- or no-emissions cooling systems for our buildings and equipment. While some of these technologies exist currently, we recognize that to achieve our goal, we will need to explore new technologies and be willing to experiment with different options in the coming years.

Upstream emissions: working with our supply chain

As a manufacturer — and to be able to achieve our science-based targets — we must engage our supply chain partners to monitor and manage their carbon footprints en route to achieving net zero. We expect future engagements with our partners to include their approaches to energy sourcing, increasing energy efficiency, improving logistics, and refining climate-related measurement and reporting.

We are also helping our suppliers develop their own engagement practices. If we are to make serious progress on our upstream emissions, we need our suppliers, and their suppliers, to emulate our programs or have their own programs in place with similar goals.

Downstream emissions: managing product footprints

In late 2013, we launched an SBTi-approved goal (the first of its kind in our industry) to reduce the energy intensity of our entire product portfolio by 80% (FY12–FY21). In this last year of reporting against this goal, we recorded a reduction of approximately 76.7% compared to the FY12 baseline. Moving forward, we will replace this with a new goal or goals addressing product energy usage, to be announced in late 2021. These new goals will be critical to inspiring innovation among our engineering teams and our suppliers.

While energy use is a critical portion of any of our products' carbon footprints, we also recognize the importance of exploring opportunities to embrace the circular economy via our design and our services. We consider sustainability at every stage of a product's life cycle and focus on using sustainable materials that have a reduced impact, designing to make our products last longer and be easier to repair, refurbish or recycle, all of which contribute to reduced emissions across the product's life cycle.

Looking ahead

All of the steps we have outlined will play a part in reducing our carbon footprint and getting us closer to net zero. Our products and services likely will always have some footprint. After we've done all we can to reduce our own impacts, reduce our products' energy usage, work with our suppliers to decarbonize our supply chain, and champion broad adoption of renewable electricity, we will still likely need to invest in projects that remove carbon from the atmosphere. We already invest in some (unmeasured) tree planting and habitat restoration programs, but we need an "all of the above" strategy. We will continue to investigate and validate additional carbon removal strategies and will invest in those that are effective, quantifiable and verifiable.

Learn more about our climate-related goals:

- We will reach net zero greenhouse gas emissions across Scopes 1, 2 and 3 by 2050
- We will reduce Scopes 1 and 2 greenhouse gas emissions by 50% by 2030
- 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

See DellTechnologies.com/ClimateChange for more information.

Our Social Impact Goals for 2030 and Beyond

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 Goals Dashboard for our progress toward these goals.

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 reach net zero greenhouse gas emissions across Scopes 1, 2 and 3 by 2050
- 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 those who identify as women

Other Goals

- By 2030, 25% of our U.S. workforce and 15% of our U.S. people leaders will be those who identify as 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 those who identify as 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 those who identify as 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

- Each year through 2030, 100% of our employees will demonstrate their commitment to our values
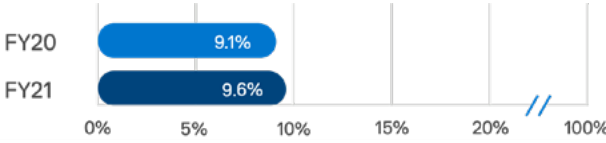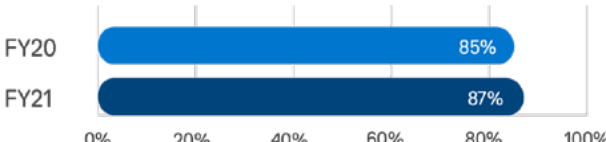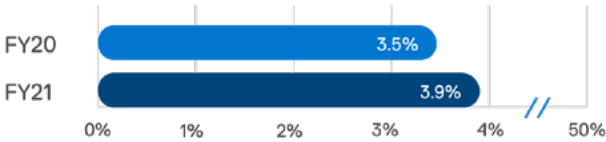- By 2030, 100% of the partners we do business with will demonstrate their commitment to our values
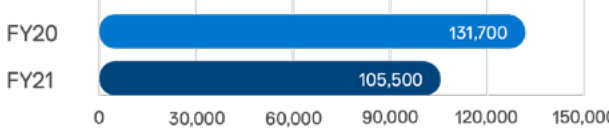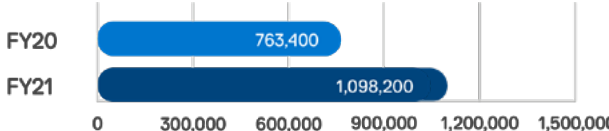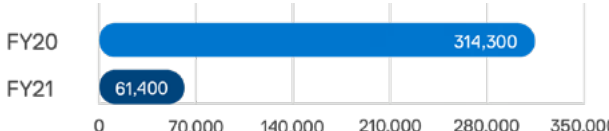
Goals Dashboard
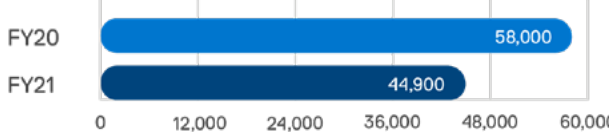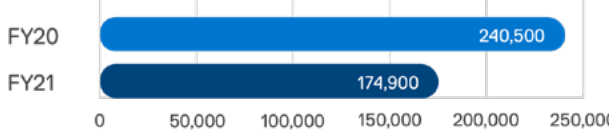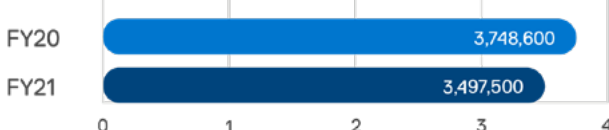
Our goals dashboard focuses on year-over-year goal progress as compared to our baseline data for our 2030 goals. We provide our goal methodologies at the back of this section.

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

The metrics and information presented throughout "Progress Made Real" address outcomes we are working to achieve for Dell Technologies ("Dell," "we" or "our"), excluding VMware, which publishes its own annual Global Impact Progress Report. Data for RSA, Secureworks, Boomi, Virtustream and Dell Financial Services is included where relevant as of the date of this report, unless otherwise noted. Data for RSA is included only until the date of the divestiture, Sept. 1, 2020.
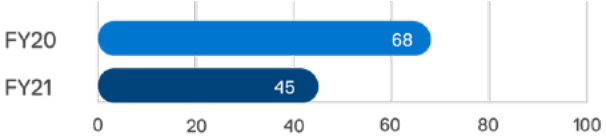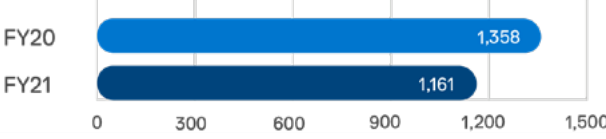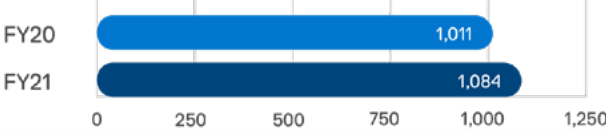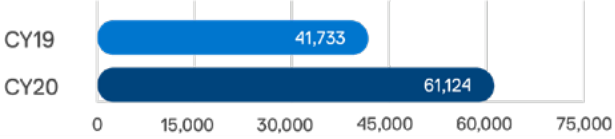
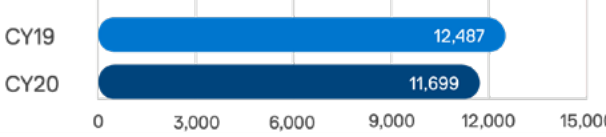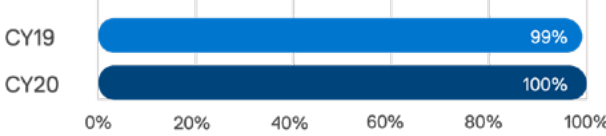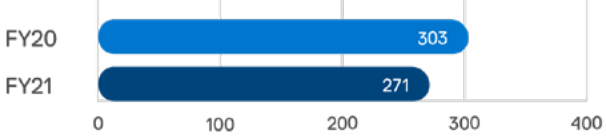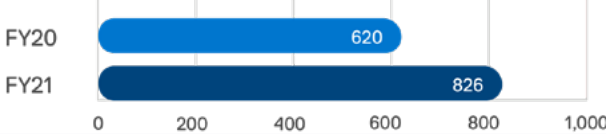| Goal	Performance to Date	About Our Performance in FY21	Related U.N. Sustainable Development Goals
MOONSHOT GOAL By 2030, for every product a customer buys, we will reuse or recycle an equivalent product. 100% of our packaging will be made from recycled or renewable material. More than half of our product 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	FY20 9.1% FY21 9.6% 0% 5% 10% 15% 20% 100% Percentage of product collected (total units captured for recycling and reuse over the amount of products sold)	In FY21, Dell Technologies recovered 9.6% of products sold to our customers (this percentage is the total units collected for recycling and reuse over the amount of products sold). This represents a 0.5 percentage point increase compared to our FY20 baseline. We attribute this increase to record unit sales in FY21 and a year-over-year increase of 6% in unit collections. While COVID-19 presented collection-related challenges for our customers and Dell, we grew our collection at an even greater rate than our units sold in the year.[1]	12 Responsible Consumption and Production 13 Climate Action
By 2030, 100% of our packaging will be made from recycled or renewable material	FY20 85% FY21 87% 0% 20% 40% 60% 80% 100% Percentage of recycled/renewable material content in packaging	In FY21, 87% of our packaging was made from recycled or renewable material content. This is a 2 percentage point increase compared to our FY20 baseline. We attribute this increase to improved sourcing options as our suppliers began their transition to Forest Stewardship Council (FSC)-certified corrugate. In FY21, Dell began requesting its packaging materials suppliers focus on sourcing FSC-certified corrugate.[2]	12 Responsible Consumption and Production
By 2030, more than half of our product content will be made from recycled or renewable material	FY20 3.5% FY21 3.9% 0% 1% 2% 3% 4% 50% Percentage of recycled/renewable content in products	In FY21, 3.9% of the material used in our products was made from recycled or renewable material content. This represents a 0.4 percentage point increase compared to our FY20 baseline. We attribute this increase to our expanded usage of post-consumer recycled plastic across many displays and notebooks, as well as an increase in reclaimed carbon fiber content. Additionally, the evolution to smaller and lighter technology decreased the overall volume of product materials used.	
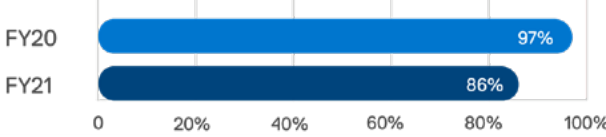
Goal	Performance to Date	About Our Performance in FY21	Related U.N. Sustainable Development Goals
We will reach net zero greenhouse gas emissions across Scopes 1, 2 and 3 by 2050			13 Climate Action

Performance Indicators — measured in metric tons CO_2 equivalent (MTCO$_2$e)

Scope 1: Direct emissions	FY20 58,000 / FY21 44,900 (0, 12,000, 24,000, 36,000, 48,000, 60,000)	In FY21, we reduced our Scope 1 emissions by 13,100 metric tons. This represents a 23% decrease from our FY20 baseline. We attribute this decrease primarily to reduced energy consumption in our buildings, vehicles and company aircraft due to COVID-19.
Scope 2: Indirect emissions, market-based	FY20 240,500 / FY21 174,900 (0, 50,000, 100,000, 150,000, 200,000, 250,000)	In FY21, we reduced our Scope 2 market-based emissions by 65,600 metric tons. This represents a 27% decrease from our FY20 baseline. We attribute this decrease to added renewable electricity purchases and to reduced energy consumption in our buildings due to COVID-19.
Scope 3, Category 1: Purchased goods and services	FY20 3,748,600 / FY21 3,497,500 (0, 1, 2, 3, 4 in millions)	In FY21, our direct material suppliers reduced their GHG emissions by 251,100 metric tons.[3] This represents a 6.7% decrease in absolute emissions (a 7.7% decrease when factoring in per unit revenue) as compared to our FY20 baseline. We attribute this decrease to our work to help suppliers reduce energy consumption, improve energy efficiency and source cleaner energy. Some of our 2020 initiatives included conducting an annual survey to understand energy management across our supply chain and hosting a training session for suppliers to learn more about energy efficiency.[4]
Scope 3, Category 3: Upstream fuel- and energy-related activities	FY20 131,700 / FY21 105,500 (0, 30,000, 60,000, 90,000, 120,000, 150,000)	In FY21, we reduced our Scope 3 fuel- and energy-related activities emissions by 26,200 metric tons. This represents a 20% decrease from our FY20 baseline. As this category is related to the purchase of fuels and electricity, the emissions follow our total energy consumption trends. We attribute this decrease to lower energy consumption, a significant portion of which is due to the reduced use of office buildings, vehicles and company aircraft due to COVID-19.
Scope 3, Category 4: Upstream transportation/distribution	FY20 763,400 / FY21 1,098,200 (0, 300,000, 600,000, 900,000, 1,200,000, 1,500,000)	In FY21, our Scope 3 upstream transportation/distribution travel emissions increased by 334,800 metric tons. This represents a 44% increase compared to our FY20 baseline. We attribute this to increased shipments by air and an expanded scope for this metric to include additional regional shipping lanes. [5]
Scope 3, Category 6: Business travel	FY20 314,300 / FY21 61,400 (0, 70,000, 140,000, 210,000, 280,000, 350,000)	In FY21, we reduced our Scope 3 business travel emissions by 252,900 metric tons. This represents an 80% decrease from our FY20 baseline, even while adding two additional categories of emissions, hotel stays and rental cars. We attribute this decrease to significantly reduced business travel due to COVID-19.
Scope 3, Category 11: Use of sold product	FY20 11,280,000 / FY21 10,200,000 (0, 2, 4, 6, 8, 10, 12 in millions)	In FY21, we reduced our Scope 3 use of sold products emissions by 1.08 MM metric tons. This represents a 9.6% decrease from our FY20 baseline. We attribute this decrease to a reduction in the energy footprint of our product portfolio and improvements in the grid emissions factor for purchased electricity.

Numbers on these bar graphs have been rounded to the nearest 100.

Goal	Performance to Date	About Our Performance in FY21	Related U.N. Sustainable Development Goals
We will reduce Scopes 1 and 2 greenhouse gas (GHG) emissions by 50% by 2030	FY20 298,500 / FY21 219,700 (0–375,000) MTCO$_2$e of Scopes 1 and 2 (market-based) GHG emissions	In FY21, we reduced our Scopes 1 and 2 (market–based) greenhouse gas emissions by 78,800 metric tons. This represents a 26% decrease from our FY20 baseline. We attribute this decrease to energy efficiency improvements, additional renewable electricity purchases and reduced energy consumption in our operations due to COVID-19.[6]	[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	FY20 45% / FY21 54% (0%–80%) Total electricity used generated from renewable sources	In FY21, we increased our electricity from renewable sources to 54%. This represents an 9 percentage point increase above our FY20 baseline. We attribute this increase to additional renewable electricity purchases in the U.S., Europe and India, and to reduced electricity consumption in our operations due to COVID-19.	
We will reduce the energy intensity of our entire product portfolio by 80% (FY12–FY21)	FY20 71.2% / FY21 76.7% (0%–80%) Percentage reduction of product portfolio energy intensity (this is not a FY20 baseline; please see the methodology for more information)	For FY21, we reduced our product portfolio energy intensity by 76.7% from our FY12 baseline. This goal was established in FY14 as part of our Legacy of Good 2020 Plan. This represents a 5.5 percentage point decrease in energy intensity from FY20. We attribute our progress to our FY21 product mix as well as performance improvements in core technology delivered through new product introductions. This is the final year that we will report on our 2020 energy intensity goal. We remain committed to product sustainability and are currently developing a second generation goal on product carbon impact.[7]	
We will partner with our direct material suppliers to meet a science-based greenhouse gas (GHG) emissions reduction target of 60% per unit revenue by 2030	FY20 47.1 / FY21 43.4 (0–60) MTCO$_2$e of Scope 3, Category 1 GHG emissions per $MM	In FY21, our direct material suppliers reduced their greenhouse gas emissions by 3.7 MTCO$_2$e per $MM compared to our FY20 baseline. This represents a decrease in GHG emissions of 7.7% per unit revenue (a 6.7% decrease in absolute emissions) as compared to our FY20 baseline. We attribute this decrease to our work to help suppliers reduce energy consumption, improve energy efficiency and source cleaner energy. Some of our 2020 initiatives included conducting an annual survey to understand energy management across our supply chain and hosting a training session for suppliers to learn more about energy efficiency.[8]	

Goal	Performance to Date	About Our Performance in FY21	Related U.N. 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	FY20 68 / FY21 45 — *Megaliters of freshwater used in high water stress locales*	In FY21, we decreased the use of freshwater in high water stress locales by 23 megaliters. This represents a 34% decrease in these locales. We attribute this decrease primarily to reductions in building use due to COVID-19.	6 Clean Water and Sanitation 12 Responsible Consumption and Production
We will reduce freshwater use in our Dell Technologies-owned facilities by 10% elsewhere	FY20 1,358 / FY21 1,161 — *Megaliters of freshwater used in other locales*	In FY21, we decreased the use of freshwater in other locales by 197 megaliters. This represents a 15% decrease in these locales compared to our FY20 baseline. We attribute this decrease primarily to reductions in building use due to COVID-19.	
We will reduce workplace plastic waste by 90%	FY20 1,011 / FY21 1,084 — *Metric tons of plastic waste generated in our manufacturing workplaces*	In FY21, our total plastic waste generated in manufacturing operations increased by 73 metric tons. This represents a 7% increase compared to our FY20 baseline. We attribute this increase to improved recordkeeping and to changes in manufacturing activities. The intent of the 2030 goal was to reduce plastic waste throughout our workplaces, including in our office buildings, but due to COVID-19, many buildings were not in use much of the year.	
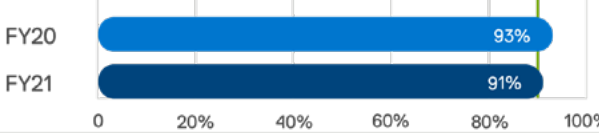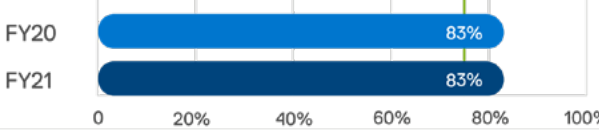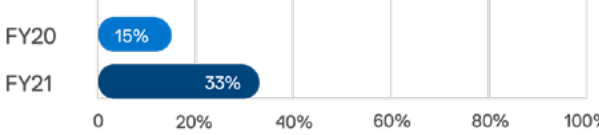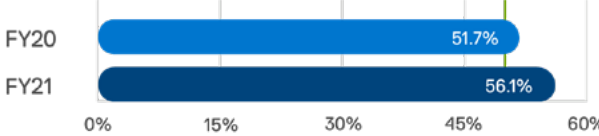
Goal	Performance to Date	About Our Performance in FY21	Related U.N. Sustainable Development Goals
Each year through 2030, we will show continued commitments to provide healthy work environments where people can thrive	CY19 41,733 / CY20 61,124 Total hours of social and environmental responsibility training provided to the people in Dell's global supply chain	This goal's measurement is based on calendar year data. In CY20, Dell provided 61,124 hours of social and environmental responsibility training to the people in Dell's global supply chain. This represents a 46% increase compared to our CY19 baseline. We attribute this increase to planned online learning opportunities as well as the introduction of training modules on COVID-19 prevention.[9]	8 Decent Work and Economic Growth
Each year through 2030, we will deliver future-ready skills development for workers in our supply chain	CY19 12,723 / CY20 6,592 Total number of future-ready skills training hours at in-house manufacturing locations	This goal's measurement is based on calendar year data. In CY20, Dell team members completed 6,592 hours of future-ready skills training at our in-house factories. This represents a 48% decrease compared to our CY19 baseline. We attribute this decrease to COVID-19 protocols introduced to protect health and safety and limited training delivery opportunities for our in-house factories. We expect to return to our previous performance levels as pandemic-related impacts are mitigated.[10]	
	CY20 Baseline: 99,271[11] Total number of future-ready skills training hours in supply chain	This goal's measurement is based on calendar year data. In CY20, 99,271 total hours of future-ready skills training hours from two of our largest suppliers were reported. This represents our baseline for this goal. In CY20, we surveyed suppliers about future-ready skills training opportunities. In the next year, we will use this information to develop pilot programs for targeted suppliers.	

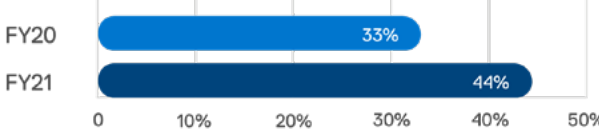| Goal	Performance to Date	About Our Performance in FY21	Related U.N. Sustainable Development Goals
Each year through 2030, we will continue engagement with the people who make our products	No. of feedback interviews conducted with supply chain workers	This goal's measurement is based on calendar year data. In CY20, 11,699 supplier employee interviews were conducted during Responsible Business Alliance (RBA)-certified, third-party factory audits. This represents a 6% decrease compared to our CY19 baseline. We attribute this decrease to COVID-19 restrictions that limited the number of supplier audits we were able to complete.[12]	8 Decent Work and Economic Growth
	Percentage of manufacturing facilities with feedback channels in place	This goal's measurement is based on calendar year data. In CY20, 100% of our manufacturing facilities had feedback channels in place. This represents a 1% increase compared to our CY19 baseline. We attribute this increase to our continued support of our manufacturing facilities.[13]	
	No. of ideation sessions in-house	In FY21, Dell factory team members participated in 271 ideation sessions at in-house factories. This represents an 11% decrease in the number of ideation sessions compared to our FY20 baseline. We attribute this decrease to the implementation of COVID-19 health and safety protocols that limited opportunities for in-person engagement. We expect to return to our previous performance levels as pandemic-related impacts are mitigated.[14]	
	In-house innovation ideas implemented as projects	In FY21, we implemented 826 Dell factory team member innovation ideas as projects. This represents a 33% increase compared to our FY20 baseline. We attribute this increase to the maturation of our ideation process and better coordination of tracking across all our Dell factory locations.[15]	
	Level of participation in in-house ideation sessions	In FY21, 86% of Dell factory team members participated in in-house ideation sessions. This represents an 11% decrease compared to our FY20 baseline. We attribute this decrease to the implementation of COVID-19 health and safety protocols that limited opportunities for in-person engagement. We expect to return to our previous performance levels as pandemic-related impacts are mitigated.[16]	
	Not available Ideation sessions in supply chain	Data is not available for FY21 as COVID-19 restricted opportunities for in-person supplier ideation sessions. However, suppliers supported employee engagement using other channels such as suggestion boxes and online platforms to drive innovation improvement in operational efficiency and employee well-being.[17]	

For more information on our supply chain, including audit results, please see our 2020 Supply Chain Sustainability Report.
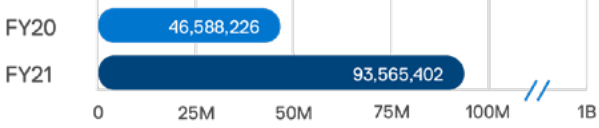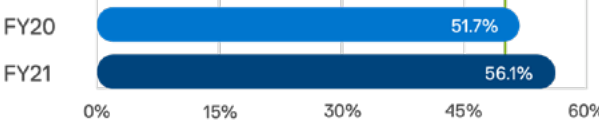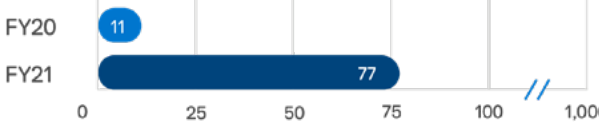
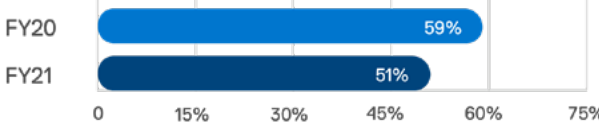| Goal	Performance to Date	About Our Performance in FY21	Related U.N. Sustainable Development Goals

MOONSHOT GOAL

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

Goal	Performance to Date	About Our Performance in FY21	Related U.N. Sustainable Development Goals
By 2030, 50% of our global workforce will be those who identify as women	FY20: 31.1%, FY21: 31.8% — Percentage of global workforce who identify as women	In FY21, 31.8% of our global workforce were individuals who voluntarily self-identified as women. This represents a 0.7 percentage point increase compared to our FY20 baseline. We attribute this increase to our enhanced strategic focus on our 2030 Cultivating Inclusion goals by Dell Technologies' leadership and team members, as well as tighter alignment with talent acquisition to optimize opportunities to identify and retain top female talent. In FY21, we updated this goal to reflect more inclusive wording.[18]	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 those who identify as women	FY20: 24.4%, FY21: 25.8% — Percentage of people leaders in global workforce who identify as women	In FY21, 25.8% of our people leaders were individuals who voluntarily self-identified as women. This represents a 1.4 percentage point increase compared to our FY20 baseline. We attribute this increase to our enhanced strategic focus on our 2030 Cultivating Inclusion goals by Dell Technologies' leadership and team members, as well as tighter alignment with talent acquisition to optimize opportunities to identify and retain top female talent. In FY21, we updated this goal to reflect more inclusive wording.[19]	

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

Goal	Performance to Date	About Our Performance in FY21	Related U.N. Sustainable Development Goals
By 2030, 25% of our U.S. workforce will be those who identify as Black/African American and Hispanic/Latino minorities	FY20: 13.3%, FY21: 14.2% — Percentage of U.S workforce who identify as Black/African American and Hispanic/Latino minorities	In FY21, 14.2% of our U.S. workforce were individuals who voluntarily self-identified as Black/African American or Hispanic/Latino. This represents a 0.9 percentage point increase compared to our FY20 baseline. We attribute this increase to our enhanced strategic focus on our 2030 Cultivating Inclusion goals by Dell Technologies' leadership and team members, as well as partnerships through our university relations, Better Together pipeline schools and Project Immersion program, which are all critical to acquiring top diverse talent. In FY21, we updated this goal to reflect more inclusive wording.[20]	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 those who identify as Black/African American and Hispanic/Latino minorities	FY20: 9.9%, FY21: 11.4% — Percentage of people leaders in the U.S. workforce who identify as Black/African American and Hispanic/Latino minorities	In FY21, 11.4% of our U.S. people leaders were individuals who voluntarily self-identified as Black/African American or Hispanic/Latino. This represents a 1.5 percentage point increase compared to our FY20 baseline. We attribute this increase to our enhanced strategic focus on our 2030 Cultivating Inclusion goals by Dell Technologies' leadership and team members, as well as programs and partnerships aimed to advance diverse talent in leadership. In FY21, we updated this goal to reflect more inclusive wording.[21]	

Goal	Performance to Date	About Our Performance in FY21	Related U.N. Sustainable Development Goals
Each year through 2030, 90% of our employees will rate their job as meaningful	FY20 93% / FY21 91% — Percentage of employees who rate their job as meaningful	In FY21, 91% of our employees rated their job as meaningful (measured in FY22). This represents a 2 percentage point decrease compared to our FY20 baseline; however, we are still ahead of our target goal. Additionally, throughout a difficult year, 94% of employees were proud to work for Dell Technologies.[22]	8 Decent Work and Economic Growth
By 2030, 50% of our employees will participate in Employee Resource Groups (ERGs) to drive social impact	FY20 33% / FY21 44% — Percentage of employees participating in ERGs	In FY21, 44% of our employees participated in ERGs. This represents an 11 percentage point increase compared to our FY20 baseline. We attribute this increase to our enhanced strategic focus on our 2030 Cultivating Inclusion goals by Dell Technologies' leadership and team members, as well as key ERG initiatives such as our Black Networking Alliance Moment of Reflection, remote workforce best practices shared by our Conexus ERG, and global ERGs' cross-collaboration.	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	FY20 83% / FY21 83% — Percentage of employees who believe their leader is inspiring	In FY21, 83% of our employees believed their leader was inspiring (measured in FY22). This is consistent with our FY20 baseline. Even through an unprecedented year, leaders still found time to inspire their team members, with 92% of employees believing their leaders consistently challenged them to create and deliver greater value and 89% of employees believing their leader provides everyone on their team the opportunity to grow and succeed.[23]	8 Decent Work and Economic Growth
By 2030, 95% of our employees will participate in annual foundational learning on key topics such as unconscious bias, harassment, microaggression and privilege	FY20 15% / FY21 33% — Percentage of employees participating in annual foundational learning	In FY21, 33% of our employees participated in annual foundational learning. This represents an 18 percentage point increase compared to our FY20 baseline. We attribute this increase to our enhanced strategic focus on our 2030 Cultivating Inclusion goals by Dell Technologies' leadership and team members, as well as a fully virtual Many Advocating Real Change learning experience that allowed us to scale across the company despite COVID-19.[24]	5 Gender Equality / 8 Decent Work and Economic Growth / 10 Reduced Inequalities / 16 Peace, Justice and Strong Institutions
Each year through 2030, 50% of the people empowered by our social and education initiatives will be those who identify as girls, women or underrepresented groups	FY20 51.7% / FY21 56.1% — Percentage of people reached who identify as girls, women or underrepresented groups	In FY21, 56.1% of the people empowered by our social and education initiatives were those who identify as girls, women or underrepresented groups. This represents a 4.4 percentage point increase compared to our FY20 baseline. We attribute this increase to our strategic giving programs reaching more people in FY21; these particular initiatives offer more comprehensive demographic "reach" data than our other programs. In FY21, we updated this goal to reflect more inclusive wording.[25]	3 Good Health and Well-Being / 4 Quality Education / 8 Decent Work and Economic Growth / 17 Partnerships for the Goals

For more details on our efforts on Cultivating Inclusion, please see our 2021 Diversity and Inclusion Report.

Goal	Performance to Date	About Our Performance in FY21	Related U.N. 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**	FY20: 46,588,226 FY21: 93,565,402 (0 – 1B scale) Total number of people reached (cumulative)	In FY21, an additional 47 million people were reached through health, education and economic opportunity initiatives (e.g., Digital LifeCare). With this, cumulatively, we have reached more than 93 million people. While COVID-19 negatively impacted our ability to reach more people, our work with nonprofit partners around the world and the delivery of virtual programs helped mitigate some of the impact.	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 those who identify as girls, women or underrepresented groups	FY20: 51.7% FY21: 56.1% (0% – 60% scale) Percentage of people reached who identify as girls, women or underrepresented groups	In FY21, 56.1% of the people empowered by our social and education initiatives were those who identify as girls, women or underrepresented groups. This represents a 4.4 percentage point increase compared to our FY20 baseline. We attribute this increase to our strategic giving programs reaching more people in FY21; these particular initiatives offer more comprehensive demographic "reach" data than our other programs. In FY21, we updated this goal to reflect more inclusive wording.[26]	
By 2030, we will use our expertise and technology to help 1,000 nonprofit partners digitally transform to better serve their communities	FY20: 11 FY21: 77 (0 – 1,000 scale) Total number of nonprofit partners supported in their digital transformation journey (cumulative)	In FY21, Dell supported 66 nonprofit partners through our pro bono programs. This represents a six-fold increase compared to our FY20 reach of 11 nonprofits. We attribute this increase to the launch of two new Tech Pro Bono volunteer programs in FY21. All of our pro bono programs were shifted to a virtual format due to COVID-19. This pivot allowed us to continue delivering critical support to our nonprofit partners and to exceed our FY21 targets.[27]	
Each year through 2030, 75% of our employees will participate in giving or volunteerism in their communities	FY20: 59% FY21: 51% (0% – 75% scale) Percentage of employees participating in giving/volunteerism	In FY21, 51% of our global Dell Technologies team members participated in giving or volunteering. This represents an 8 percentage point decrease compared to our FY20 baseline. We attribute this decrease to the negative impact COVID-19 had on in-person volunteerism.	

Goal	Performance to Date	About Our Performance in FY21	Related U.N. Sustainable Development Goals
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.	**FY21 Progress:** Launched the new privacy trust center for registered Dell My Account users to be able to easily manage their data. **FY20 Baseline:** Focused on design and proof of concept. The features to deactivate and reactivate an online My Account were completed for 27 countries by end of FY20.	In FY21, we launched the new privacy trust center for registered Dell My Account users to be able to easily manage their data. This self-service center allows users to access and delete their data and deactivate/reactivate their My Account when they no longer want to access their data. We implemented internally, partially automated privacy governance controls and processes (i.e., RSA Archer), including for our six new countries brought within Dell Technologies' global privacy program in FY21 (Brazil, China, India, Panama, Thailand and South Korea), to ensure we process our customers' data requests in a timely manner. To develop stronger awareness on the importance of customer trust and privacy as a fundamental right, we launched new global privacy training as part of our required annual ethics training.[28]	
Expand our operational privacy compliance digital solution (i.e., RSA Archer) to integrate with the newly created privacy digital trust center in My Account.	**FY21 Progress:** Strengthened our internal procedures by embedding operational privacy compliance controls and processes. **FY20 Baseline:** 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 features to access and delete personal data.	In FY21, we strengthened our internal procedures by embedding operational privacy compliance controls and processes (i.e., RSA Archer). For example, on a global scale, we enhanced our internal procedure for tracking any privacy incidents or concerns and created a new automated control to monitor 100% of our closed-loop corrective actions to drive stronger accountability for managing the data that Dell collects from customers.	
Enhance our online dell.com privacy statement to provide greater transparency on Dell's data collection and privacy practice.	**FY21 Progress:** In FY21, we updated Dell's U.S. privacy statement to provide greater transparency on Dell's data collection and privacy practice. **FY20 Baseline:** Enhance our online dell.com privacy statement to provide greater transparency on Dell's data collection and privacy practice.	In FY21, we expanded our commitment to provide greater transparency by updating the privacy statements for the six new countries brought within Dell Technologies' global privacy program in FY21 (Brazil, China, India, Panama, Thailand and South Korea). This included the ability for these six new countries to control their data through our new privacy trust center.	

Goal	Performance to Date	About Our Performance in FY21	Related U.N. Sustainable Development Goals
Each year through 2030, 100% of our employees will demonstrate their commitment to our values	**FY20** 100% **FY21** 100% 0% 20% 40% 60% 80% 100% Percentage of Dell Technologies employees who completed assigned ethics and compliance training	In FY21, 100% of Dell Technologies employees completed assigned ethics and compliance training. In FY20, we reported 100% completion. We attribute this continued success to improvements that made training completion more accessible to a growing remote workforce, for example, through our new My Ethics app.[29]	
	FY20 100% **FY21** 100% 0% 20% 40% 60% 80% 100% Percentage of Dell Technologies employees who agreed to the Dell Technologies Code of Conduct	In FY21, 100% of Dell Technologies employees agreed to the Dell Technologies Code of Conduct. In FY20, we reported 100% agreement. We attribute this continued success to enhancements that make the Code of Conduct accessible and understandable, including through searchable and modular content in the new My Ethics app.[30]	
By 2030, 100% of the partners we do business with will demonstrate their commitment to our values	**FY21 Baseline: 96%** Percentage of partners that agreed to the Code of Conduct for Partners	In FY21, 96% of partners agreed to our values and expectations as defined in the Code of Conduct for Partners. This represents our baseline for this goal. In FY21, we focused on tracking acceptance of the Dell Technologies Partner Program (DTPP) Agreement by metal-tiered solution providers and authorized distributors participating in the DTPP.[31]	
	FY21 Baseline: 100% Percentage of partners that completed assigned ethics and compliance training	In FY21, 100% of partners that passed the DTPP annual audit completed the Compliance Training for Dell Partners course where required. This represents our baseline for this goal. In FY21, we focused on tracking the completion data for metal-tiered solution providers and authorized distributors participating in the DTPP.[32]	

Goals Methodology

Our Progress Made Real Plan for 2030 lays out ambitious goals for the coming decade. We 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. For the coming decade and in some cases beyond, we describe how we measure our goals here.

Advancing Sustainability

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.

Metric: By 2030, for every product a customer buys, we will reuse or recycle an equivalent product
Methodology: In the past, we reported on the weight of used materials collected. In FY20, we reported a unit count based on a weight to unit conversion. Effective from the start of FY21 we're following more advanced methodology combining actual units collected and converted units from weight of material collected. We will continue to enhance the methodology toward a more accurate unit measure. We're intensively collaborating with recycling partners to provide more granular reports with details for product categories collected.

Metric: By 2030, 100% of our packaging will be made from recycled or renewable material
Methodology: The scope includes packaging of all Dell Technologies-branded materials sent to customers. This measurement 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 by volume. Our long-term plan is to build an information system that collects and tabulates percentages of recycled content at purchase.

Metric: By 2030, more than half of our product content will be made from recycled or renewable material
Methodology: We report the estimated amount of recycled and renewable materials as a percentage of total weight of materials used in new Dell Technologies-branded products. We continue to analyze our current material usage to refine the percentage-based metric and work to develop standardized reporting processes within the material supply base. We're collaborating with suppliers, material and recycling experts, and others to build out the data set and to drive for an industry-wide definition of renewable and recycled materials.

We will reach net zero greenhouse gas (GHG) emissions across Scopes 1, 2 and 3 by 2050

Measurement: MTCO$_2$e of Scope 1: Direct emissions
Methodology: GHG emissions are calculated according to the GHG Protocol accounting standards and guidance.

Measurement: MTCO$_2$e of Scope 2: Indirect emissions, market-based
Methodology: GHG emissions are calculated according to the GHG Protocol accounting standards and guidance.

Measurement: MTCO$_2$e of Scope 3, Category 1: Purchased goods and services
Methodology: Dell Technologies' target for the emissions from its value chain (Scope 3) meets the Science Based Targets initiative's criteria for ambitious value chain goals, meaning they are in line with current best practice.

Measurement: MTCO$_2$e of Scope 3, Category 3: Upstream fuel- and energy-related activities
Methodology: GHG emissions are calculated according to the GHG Protocol accounting standards and guidance. This category includes emissions related to the production of fuels and energy purchased and consumed by Dell Technologies that are not included in Scope 1 or Scope 2.

Measurement: MTCO$_2$e of Scope 3, Category 4: Upstream transportation/distribution
Methodology: For scope 3, category 4 emissions, Dell uses the GLEC framework and well-to-wheel emissions factors rather than those provided in the Greenhouse Gas (GHG) Protocol due to resource constraints in the development of data collection. In the future, Dell intends to review the GLEC framework and GHG protocol impacts before selecting a long-term approach to logistics emissions reporting.

The use of the GLEC framework results in a higher number of measured emissions for the company as compared to the GHG Protocol methodology. This is because the GLEC framework measures total upstream and direct use logistics emissions due to component and product movement (well-to-wheel), while the GHG protocol measures only direct use transportation emissions (tank-to-wheel).

Measurement: MTCO$_2$e of Scope 3, Category 6: Business travel
Methodology: GHG emissions are calculated according to the GHG Protocol accounting standards and guidance, considering business air, rail, car and hotel travel. This category does not include emissions from Dell-owned vehicles or use of our corporate jets, as these are included in our Scope 1 calculations. The FY20 baseline emissions included air and rail travel. In FY21, emissions for hotel stays and rental cars were added. Emissions from business air travel are adjusted to incorporate radiative forcing uplift.

Measurement: MTCO$_2$e of Scope 3, Category 11: Use of sold product
Methodology: GHG emissions are calculated according to GHG Protocol accounting standards, focusing on lifetime expected energy footprint for all in scope products sold during the reporting year. This figure is then multiplied by a published grid emissions factor for purchased electricity for that year. The scope of this data includes all server systems, storage systems, networking systems, displays, client notebook and desktop systems, including Precision and Alienware.

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

Methodology: 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 in this goal are the sum of our Scope 1 emissions plus the Scope 2 market-based emissions.

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

Methodology: 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)

Methodology: This goal was established in FY14 as part of our Legacy of Good 2020 Plan. 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

Methodology: Dell Technologies' target for the emissions from its value chain (Scope 3) meets the Science Based Targets Initiative's criteria for ambitious value chain goals, meaning they are in line with current best practice.

We will drive sustainability improvements in our global workplaces through 2030

Metric: We will reduce freshwater use in our Dell Technologies-owned facilities by 25% in locales with high water stress
Methodology: 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. This 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."

Metric: We will reduce freshwater use in our Dell Technologies-owned facilities by 10% elsewhere
Methodology: See above. This goal applies to buildings that are owned and operated by Dell Technologies and are located in communities with overall water risk scores below "high."

Metric: We will reduce workplace plastic waste by 90%
Methodology: This goal references the annual weight of plastic and plastic foam waste generated in Dell Technologies' operational and office-based activities (including Dell-provided food service) that is disposed, composted or sent off-site to be recycled. Due to the COVID-19 crisis, we were unable to conduct a planned study of plastic waste generation in our office facilities, so this baseline may be adjusted in the future once operations return to normal.

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

Methodology: 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. Results for this goal are based on calendar year data.

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

Measurement: Feedback interviews conducted with supply chain workers
Methodology: The scope is the total number of interviews conducted during Responsible Business Alliance (RBA)-certified third-party audits of factories. These interviews must be conducted in confidence by independent third-party auditors. Results for this goal are based on calendar year data.

Measurement: Manufacturing facilities with feedback channels in place
Methodology: 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. Results for this goal are based on calendar year data.

Measurement: Ideation sessions in-house
Methodology: The scope includes data collected by the Culture of Innovation Program at all Dell Technologies factories.

Measurement: In-house innovation ideas implemented as projects
Methodology: 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.

Measurement: Level of participation in in-house ideation sessions
Methodology: The scope includes data collected by the Culture of Innovation Program at Dell Technologies factories.

Cultivating Inclusion

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

Metric: By 2030, 50% of our global workforce will be those who identify as women
Methodology: Applies to our global workforce. The scope includes the percentage of individuals who voluntarily self-identified as women.

Metric: By 2030, 40% of our global people leaders will be those who identify as women
Methodology: Applies to our global workforce. The scope includes the percentage of individuals who voluntarily self-identified as women.

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

Metric: By 2030, 25% of our U.S. workforce will be those who identify as Black/African American and Hispanic/Latino minorities
Methodology: Applies to our U.S. workforce. The scope includes the percentage of individuals who voluntarily self-identified as Black/African American or Hispanic/Latino.

Metric: By 2030, 15% of our U.S. people leaders will be those who identify as Black/African American and Hispanic/Latino minorities
Methodology: 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.

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

Methodology: FY22 survey data was used as the baseline (rather than FY21 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.

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

Methodology: Currently, we report participation in Employee Resource Groups (ERGs) 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). "Global workforce" is defined as Dell Technologies badged employees, including regular, full-time, part-time, intern and fixed-term status excluding those working for Secureworks and VMware.

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

Methodology: FY22 survey data was used as the baseline (rather than FY21 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.

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

Methodology: 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 and Inclusion organization.

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

Methodology: This goal aligns to both our Cultivating Inclusion and Transforming Lives focus areas by reaching these diverse groups — those who identify as 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.

Transforming Lives

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

Methodology: 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 of the philanthropy organization (i.e., business units).

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

Methodology: This goal aligns to both our Cultivating Inclusion and Transforming Lives focus areas by reaching these diverse groups — those who identify as 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.

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

Methodology: Currently, this measurement covers the number of nonprofit organizations that have participated in a Tech Pro Bono program. We are developing measurements to include nonprofits that are supported through other Dell efforts, including direct business unit giving and those organizations that benefit from organic, skill-based employee volunteering.

Dell Technologies has invested in the development of a Digital Assessment Tool that will be used to measure pre-and post-program participation and allow us to speak quantitatively to the degree of digital transformation for nonprofit partners in the future. The Digital Assessment Tool is being developed by TechSoup, a third-party provider.

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

Methodology: The scope includes the participation of Dell full-time badged employees who self-reported through a third-party giving and volunteering platform. The scope of this metric takes into account the divestiture of RSA, which occurred on Sept. 1, 2020.

Upholding Ethics & Privacy

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

Metric: Create a customer-facing privacy digital trust center as part of My Account features.
Methodology: We will provide annual updates on our progress in moving toward full automation.

Metric: Expand our operational privacy compliance digital solution (i.e., RSA Archer) to integrate with the newly created privacy digital trust center in My Account.
Methodology: We will provide annual updates on our progress to fully delivering this goal.

Metric: Enhance our online dell.com privacy statement to provide greater transparency on Dell's data collection and privacy practice.
Methodology: We will provide annual updates on our progress.

Each year through 2030, 100% of our employees will demonstrate their commitment to our values

Measurement: Dell Technologies employees who completed assigned ethics and compliance training
Methodology: 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 90 days of hire.

Measurement: Dell Technologies employees who agreed to the Dell Technologies Code of Conduct
Methodology: 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.

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

Methodology: The measurement is the total number of partners who have agreed to the Code of Conduct for Partners via the Dell Technologies Partner Program (DTPP) agreement, compared to the total number of partners participating in the DTPP.

The measurement is the total number of partners that complete the Compliance Training for Dell Partners course, compared to the total number of partners required to take the course and achieve or retain DTPP metal-tier or distribution authorization status.

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. A weight to unit conversion is used when unit count is unavailable.

2   This metric only applies to known Dell customer packaging programs. Recyclability/compostability of packaging materials is not measured as part of this goal. The FY20 baseline was extrapolated from calendar year data.

3   This number was stated as 251,000 in the June 2021 version of this report.

4   2020 CDP reporting cycle uses supplier information from CY19. Suppliers' emissions numbers have been extrapolated to cover 100% of spend. These numbers have been rounded to the nearest 100. Absolute GHG emissions data for Scope 3, Category 1: Purchased goods and services — FY20 is 3,748,553 $MTCO_2e$; and FY21 is 3,497,494 $MTCO_2e$.

5   These numbers have been rounded to the nearest 100. Absolute GHG emissions for Scope 3, Category 4: Upstream transportation/distribution data is 763,397 $MTCO_2e$ for FY20 and 1,270,239 $MTCO_2e$ for FY21.

6   These numbers have been rounded to the nearest 100.

7   As a result of improvements to our calculation processes, we are restating our FY20 results from a reduction of 69.9% to a reduction of 71.2%. This change is process-related only and does not reflect any change to either the underlying datasets or the calculation methodology.

8   While not noted in our FY20 dashboard, our baseline is 47.1 $MTCO_2e$ per $MM. Supplier emissions numbers have been extrapolated to cover 100% of spend.

9   "People in our supply chain" are people working in Dell Technologies factories, at final assembly suppliers, direct suppliers and sub-tier suppliers.

10 "In-house" refers to Dell Technologies badged front-line team members, managers and supervisors included in Dell's overall manufacturing team (Client and Infrastructure).

11 This number was stated as 99,721 in the June 2021 version of this report.

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

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

14 "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.

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16 "In-house" refers to participation within Dell factories by Dell badged team members who are part of the manufacturing team. This covers factories managed by Dell Technologies, final assembly suppliers, direct suppliers and sub-tier suppliers.

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

18 "Global workforce" is defined as Dell Technologies badged employees, including regular, full-time, part-time, intern and fixed-term status, excluding those working for Secureworks and VMware. As of Sept. 1, 2020, Dell Technologies completed the divestiture of RSA to Symphony Technology Group; therefore, RSA employees are no longer included within this FY21 data. FY21 reporting is dated 1/29/21.

19 "Global workforce" is defined as Dell Technologies badged employees, including regular, full-time, part-time, intern and fixed-term status, excluding those working for Secureworks and VMware. As of Sept. 1, 2020, Dell Technologies completed the divestiture of RSA to Symphony Technology Group; therefore, RSA employees are no longer included within this FY21 data. FY21 reporting is dated 1/29/21.

20 "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) and excluding those working for Secureworks and VMware. As of Sept. 1, 2020, Dell Technologies completed the divestiture of RSA to Symphony Technology Group; therefore, RSA employees are no longer included within this FY21 data. FY21 reporting is dated 1/29/21.

21 "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) and excluding those working for Secureworks and VMware. As of Sept. 1, 2020, Dell Technologies completed the divestiture of RSA to Symphony Technology Group; therefore, RSA employees are no longer included within this FY21 data. FY21 reporting is dated 1/29/21.

22 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).

23 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).

24 Foundational learning includes the skills that help us understand key topics around unconscious bias, harassment, microaggression and privilege in the workplace. "Global employees" is defined as Dell Technologies badged employees, including regular, full-time, part-time, intern and fixed-term status.

25 "Underrepresented groups" are groups with lower socioeconomic status and underrepresented minorities.

26 "Underrepresented groups" are groups with lower socioeconomic status and underrepresented minorities.

27 The number of nonprofits reached in FY20 was previously underreported as 5, and the actual number of nonprofits supported on their digital transformation journeys through our Tech Pro Bono programs has been corrected to 11. After accounting for repeat participants, the number of nonprofit partners supported through our Tech Pro Bono programs in FY21 is 66, bringing the cumulative total to 77 nonprofits supported on their digital transformation journeys to date.

28 My Account is a password-protected feature on dell.com where a customer's information and order details are stored.

29 "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. Courses are based on required global and business objectives.

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31 "Partners" refers to metal-tiered solution providers and authorized distributors participating in the Dell Technologies Partner Program.

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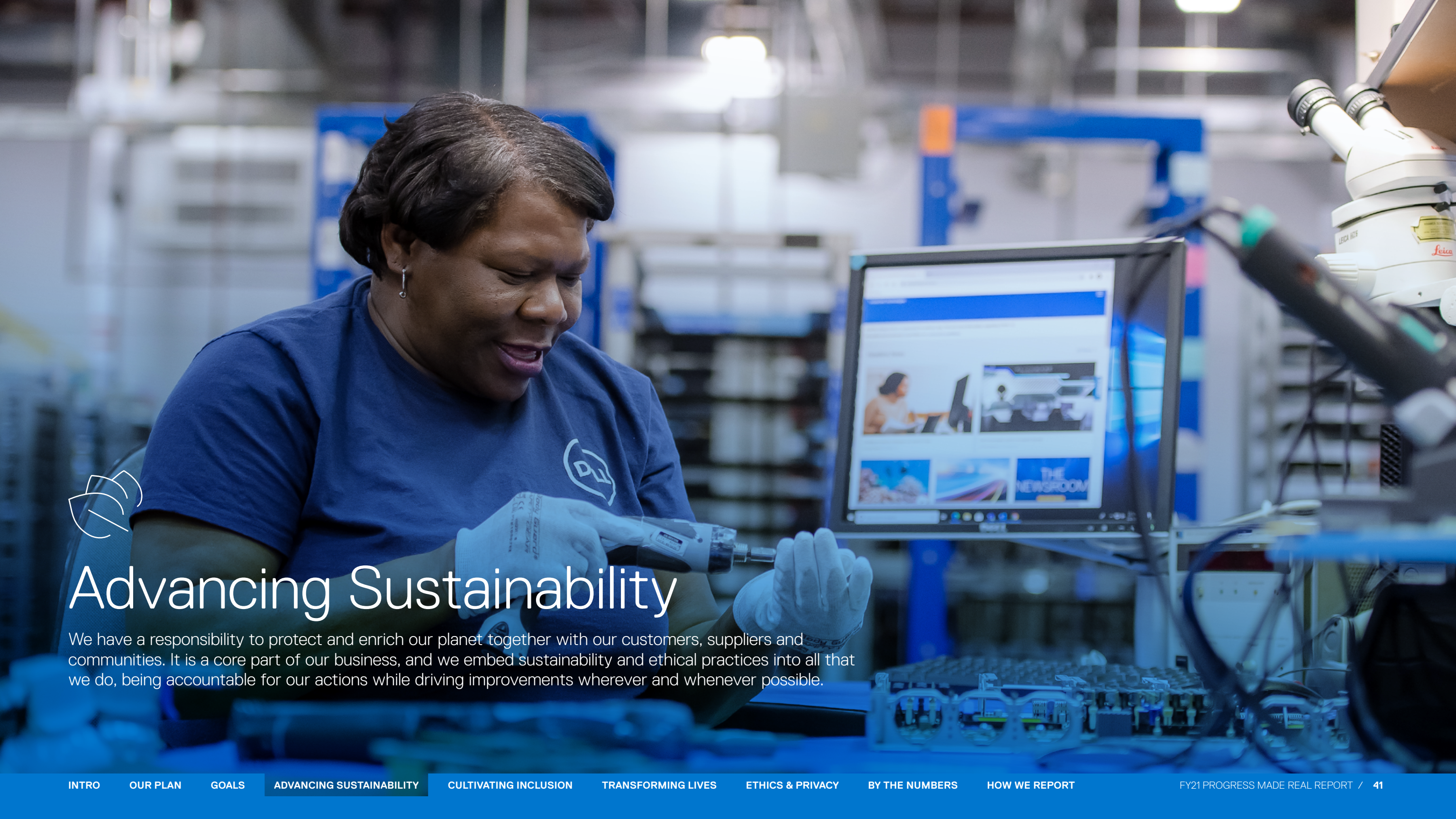
Advancing Sustainability

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 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.

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 critical in the modern economy. With the current population growth and ecosystem pressures, our society's longtime approach of discarding materials as "waste" is 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 reusability and recyclability, support the future of the circular economy. We continue to assess sustainability trade-offs when identifying alternative material sources for the least impact on our planet, which also meet our performance requirements.

Understanding the challenges to sustainable materials use, recycling and reuse is key to this goal. Dell engages customers through social media and other content to share about the relevance of a circular economy in everyone's lives. We conduct research to determine how consumers are motivated or challenged to recycle. We continuously enhance our recycling offerings, including our new optional service to move customers' data from their old to new systems and wipe their old systems before recycling.

Explore more on Dell's perspective on circularity.
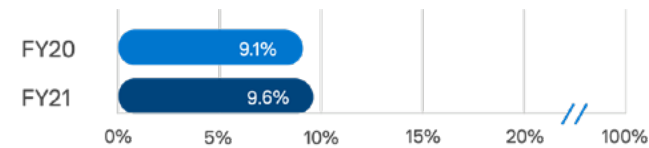
Innovative Design
Our designers start with the end in mind, making products easy to use, easy to repair and easy to recycle when done.

ACCELERATING CIRCULARITY

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

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

Performance to date*

FY20 is the baseline for year-over-year progress.

FY20	9.1%
FY21	9.6%

Percentage of product collected (total units captured for recycling and reuse over the amount of products sold)

FY20	3.5%
FY21	3.9%

Percentage of recycled/renewable content in products

FY20	85%
FY21	87%
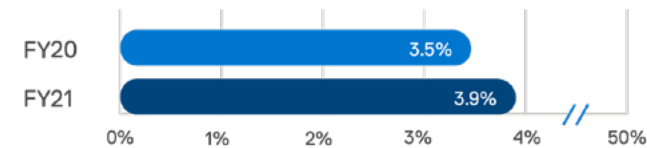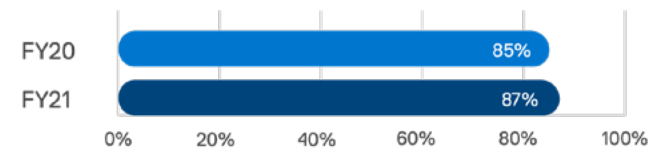
Percentage of recycled/renewable material content in packaging
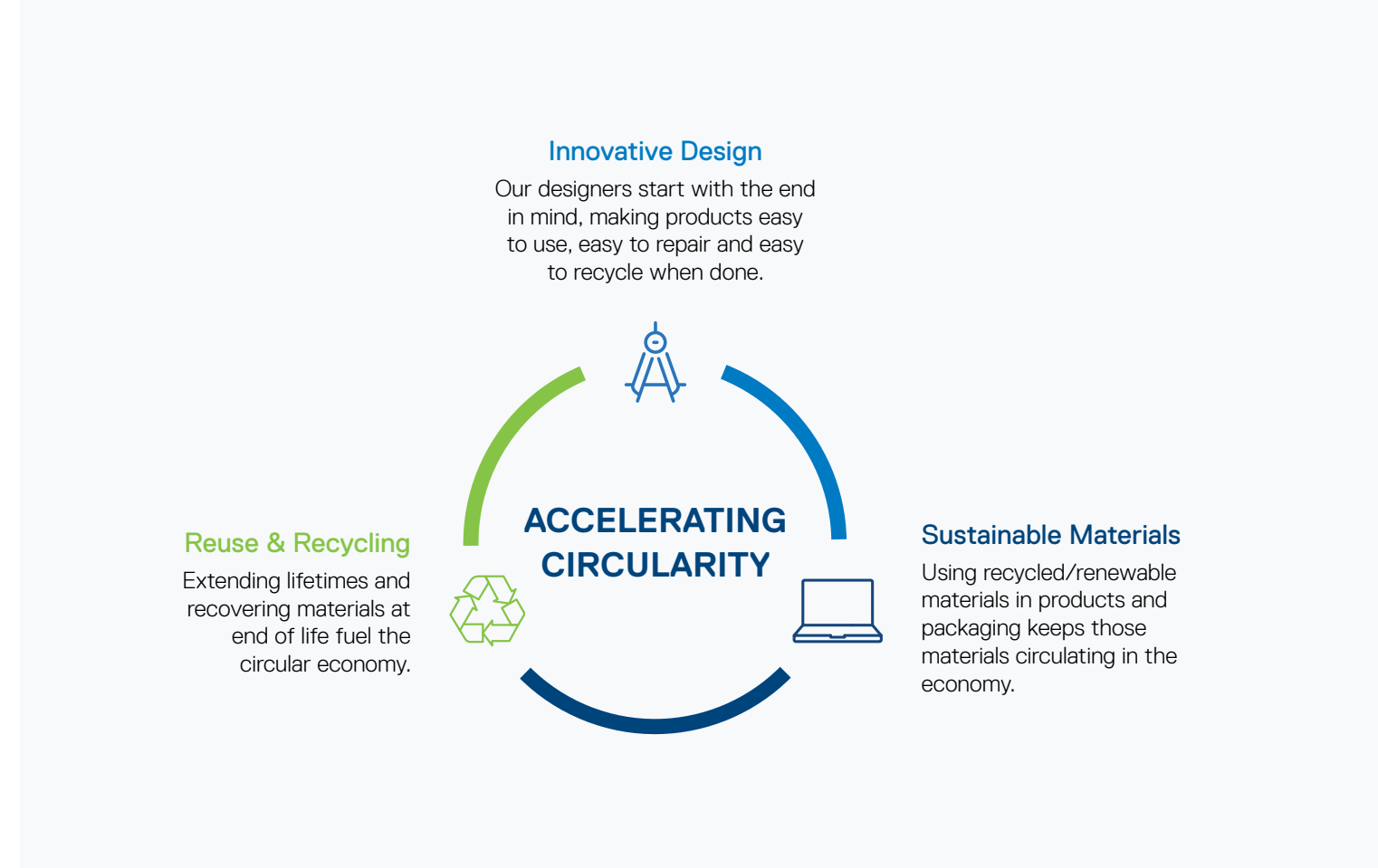
Pioneered the use of bioplastics

"By using bioplastics, we are working toward our 2030 goal and adding to our ability to offer one of the industry's most sustainable commercial PC portfolios. Dell Technologies' commitment to sustainability spans design, performance and takeback, so our customers can feel confident buying, using — and when done — recycling their Dell systems." — Rahul Tikoo. Senior Vice President and General Manager, Client Product Group

Dell has pioneered the use of renewable bioplastic in the lids of our new Latitude 5000 series and Precision 3560/3561. Our bioplastic is made from tall oil — a byproduct of the papermaking process that we are using to accelerate the circular economy. We turn this oil into a recyclable polycarbonate, the same type we use in many other applications.

*Please see our 2030 Goals Dashboard for more on the progress, scope and measurement of this goal.

Recent Highlights

Offered contact-free retired technology returns

Increased number of customers utilizing our mail-back shipping option by 144%* compared to FY20. This service allowed businesses and consumers to continue to responsibly recycle their used technology with Dell Technologies from wherever they resided or worked during the COVID-19 pandemic. Dell's long-standing approach is to offer convenient recycling solutions to customers around the world seeking to minimize their environmental impact. We will continue to modernize and improve our customer experience around recycling as technology and e-commerce evolve.

*This data is based on the number of labels printed year over year from FY20 to FY21.

Expanded circular hard drives initiative

Furthered Dell's circular hard drives initiative to now include a closed-loop recycled aluminum solution. Continued our partnership with Reconext and Seagate to use aluminum from old Dell enterprise drives into the base plate of new hard drives in Dell products. In our initial pilot effort, 24,000 drives with closed-loop recycled aluminum were used in select OptiPlex 7090 Small Form Factor and Mini Towers. Aluminum is among the top-five most commonly used materials in the Dell Technologies products. This innovation moves both Dell and the industry closer to circular metal supply chains. We are examining opportunities to scale closed-loop recycled aluminum usage to additional drives, along with other industry uses.

Recycled ocean-bound plastics

Increased the amount of plastic diverted from the oceans by increasing the percentage of ocean-bound plastic content in packaging trays for select new Dell XPS notebooks from 25% to 50%. Packaging trays for select new Dell Latitudes 2-in-1 models continue to contain 25% recycled content derived from ocean-bound plastics. All the additional material used in these packaging trays, regardless of percentage, is sourced from post-consumer recycled-content sources materials. (These numbers are provided by suppliers and include ±10% variance.) We continue to look for cost-effective areas within packaging to expand our use of ocean-bound plastics. We have also worked to expand the use of this material beyond packaging, conducting various product use investigations for possible future release.

Drove reclaimed carbon fiber innovations

Continued to drive reclaimed carbon fiber innovations, increasing Dell lifetime usage of reclaimed carbon fiber to 3.8 million pounds. The new Latitude 5000 Series and Precision 3560/3561 use a blend of pre-consumer recycled carbon fiber (20%), post-consumer recycled plastic (30%) and bioplastics (21%), bringing the total recycled and renewable content of the resin to 71% by weight in the lid. In addition, we scaled the process to use reclaimed carbon fiber from the aerospace industry within the LCD cover of Latitude 7000 Series laptops, increasing the recycled content from approximately 3% to 5% of the system weight, while enabling about 40 grams of weight reduction and 0.2 mm thickness reduction over the previous generation. We see opportunity to grow the program further by also using material from other industries, such as old parts from wind turbines and cars.

We will reach net zero greenhouse gas (GHG) emissions across Scopes 1, 2 and 3 by 2050

Our new net zero goal is an extension of our existing climate-related goals and reflects our strong commitment to being a responsible corporate citizen. Achieving this goal will require global cooperation across many aspects of our business and our broader value chain, a science-based approach and consistently meeting our time-bound interim goal, most importantly, our 2030 emissions targets.

To reach net zero emissions, we must significantly reduce or eliminate our Scopes 1 and 2 and material Scope 3 emissions, and then focus our efforts, where possible, on balancing the remaining GHG emissions via carbon removal activities. We know that this represents a grand challenge, but it is one we are prepared for as we take the next steps in our journey to be responsible stewards for the planet.

Performance to date*

Measured in metric tons CO_2 equivalent ($MTCO_2e$)
FY20 is the baseline for year-over-year progress.

FY20 58,000
FY21 44,900
(0, 12,000, 24,000, 36,000, 48,000, 60,000)

Scope 1: Direct emissions

FY20 240,500
FY21 174,900
(0, 50,000, 100,000, 150,000, 200,000, 250,000)

Scope 2: Indirect emissions, market-based

FY20 3,748,600
FY21 3,497,500
(0, 1, 2, 3, 4) in millions

Scope 3, Category 1: Purchased goods and services

FY20 131,700
FY21 105,500
(0, 30,000, 60,000, 90,000, 120,000, 150,000)

Scope 3, Category 3: Upstream fuel- and energy-related activities

FY20 763,400
FY21 1,098,200
(0, 300,000, 600,000, 900,000, 1,200,000, 1,500,000)

Scope 3, Category 4: Upstream transportation/distribution

FY20 314,300
FY21 61,400
(0, 70,000, 140,000, 210,000, 280,000, 350,000)

Scope 3, Category 6: Business travel

FY20 11,280,000
FY21 10,200,000
(0, 2, 4, 6, 8, 10, 12) in millions

Scope 3, Category 11: Use of sold product

Recent Highlights

- Joined the World Economic Forum's Alliance of CEO Climate Leaders in September 2020 when Michael Dell signed on to the alliance as part of our ongoing commitment to address climate change.

- Launched our new net zero goal on Earth Day 2021.

- Continued support of national/global efforts to advocate for policies and actions to counter climate change, including the We Mean Business Coalition, We Are Still In, and America Is All In campaigns as well as co-founding the Goal 13 Impact Platform.

- Helped draft the Business Roundtable's new Climate Change Policy urging further action to reduce GHG emissions.

- Scored an A on Dell's response in 2020 to CDP's annual climate change questionnaire and was designated a CDP Supplier Engagement Leader for the quality and comprehensiveness of the information Dell provided.

Our work toward our existing 2030 climate-related goals affects progress toward this new goal; please see the following goal pages in this report for more information.

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

- 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

View more on Dell Technologies' carbon footprint.

*Please see our 2030 Goals Dashboard for more on the progress, scope and measurement of this goal.

We will reduce Scopes 1 and 2 greenhouse gas (GHG) 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. Electricity use in our buildings is the largest source of GHG emissions from our own operations, with smaller quantities coming from fuels and refrigerants used in buildings and in company vehicles. Dell Technologies focuses on efficiency in our electricity use and increasing our use of renewable energy. Our 2030 GHG reduction targets have been accepted by the Science Based Targets initiative as consistent with reductions required to keep warming to 1.5 degrees Celsius, the most ambitious goal of the Paris Agreement.

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 the effects of climate change. This goal also contributes to the above GHG emissions reduction goal.

Performance to date*
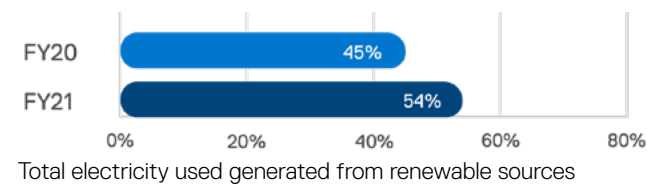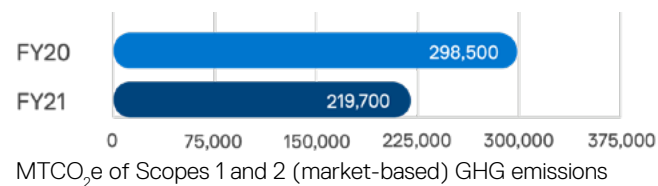
FY20 is the baseline for year-over-year progress.

FY20	298,500
FY21	219,700

0   75,000   150,000   225,000   300,000   375,000

MTCO$_2$e of Scopes 1 and 2 (market-based) GHG emissions

FY20	45%
FY21	54%

0%   20%   40%   60%   80%

Total electricity used generated from renewable sources

*Please see our 2030 Goals Dashboard for more on the progress, scope and measurement of this goal.
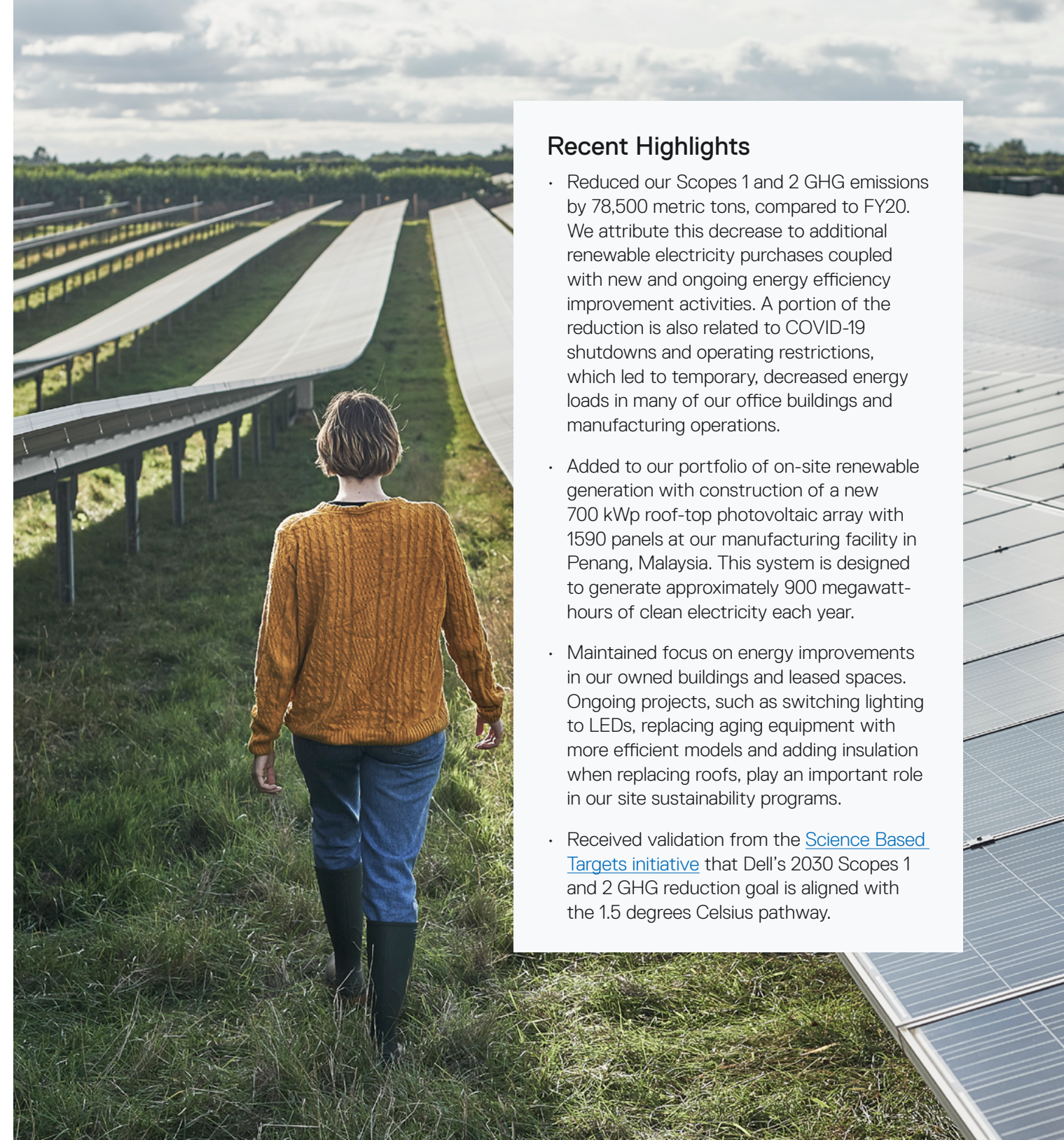
Recent Highlights

- Reduced our Scopes 1 and 2 GHG emissions by 78,500 metric tons, compared to FY20. We attribute this decrease to additional renewable electricity purchases coupled with new and ongoing energy efficiency improvement activities. A portion of the reduction is also related to COVID-19 shutdowns and operating restrictions, which led to temporary, decreased energy loads in many of our office buildings and manufacturing operations.

- Added to our portfolio of on-site renewable generation with construction of a new 700 kWp roof-top photovoltaic array with 1590 panels at our manufacturing facility in Penang, Malaysia. This system is designed to generate approximately 900 megawatt-hours of clean electricity each year.

- Maintained focus on energy improvements in our owned buildings and leased spaces. Ongoing projects, such as switching lighting to LEDs, replacing aging equipment with more efficient models and adding insulation when replacing roofs, play an important role in our site sustainability programs.

- Received validation from the Science Based Targets initiative that Dell's 2030 Scopes 1 and 2 GHG reduction goal is aligned with the 1.5 degrees Celsius pathway.

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

The carbon footprint of our products is clearly part of our customers' footprint, but it is also part of ours. Three primary factors go into this footprint: energy consumption of the products, the customer's use of the products and how they source energy. Since electricity in many places is still generated by burning fossil fuels, we and they must pay close attention to how efficiently our products use electricity. How our customers use our products is also an important consideration, and we provide support to our customers through products, services and solutions that help manage IT utilization. This goal was established in FY14 as part of our Legacy of Good 2020 Plan and is set to retire as of this FY21 report. This is the final year that we will report on our 2020 energy intensity goal. We remain committed to product sustainability and are currently developing a second generation goal on product carbon impact.

Performance to date*
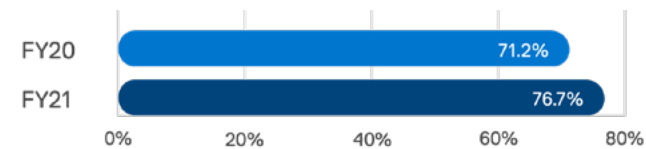
FY20 is the baseline for year-over-year progress.

FY20   71.2%
FY21   76.7%

0%   20%   40%   60%   80%

Percentage reduction of product portfolio energy intensity (this is not a FY20 baseline; please see the methodology for more information)

Recent Highlights

- Achieved a 76.7% reduction in energy intensity across our entire product portfolio (FY12–FY21). While this did not quite meet the goal we established in 2013 of an 80% reduction across the portfolio, we are extremely pleased with the results. The year-over-year improvement was driven in part by the nearly 10% reduction in energy intensity for the client portfolio and by the completion of our customers' transition to the 14G of servers.

- Began development of the second-generation replacement of our existing Science Based Targets initiative (SBTi)-validated goal. This will be both a stand-alone goal and an interim goal for our net-zero by 2050 commitment. We will pursue validation of the new goal through SBTi and are planning for an official launch later this year.

- Continued to qualify a significant portion of our portfolio to various ENERGY STAR® specifications. Additionally, Dell Technologies remained the only manufacturer to qualify large network equipment to ENERGY STAR.

We will partner with our direct material suppliers to reduce greenhouse gas (GHG) emissions by 60% per unit revenue by 2030

Dell Technologies understands that part of our overall carbon impact on the environment includes carbon emissions that occur when our suppliers manufacture key components and provide vital services to us. Our emissions reduction target demonstrates our commitment to addressing climate change and meets the SBTi criteria for ambitious value chain goals, meaning we are in line with current best practices. We also continue to partner with suppliers on their efforts to set and achieve their own science-based targets.

Performance to date*

FY20 is the baseline for year-over-year progress.

FY20   47.1
FY21   43.4

0   10   20   30   40   50   60

MTCO$_2$e of Scope 3, Category 1 GHG emissions per $MM
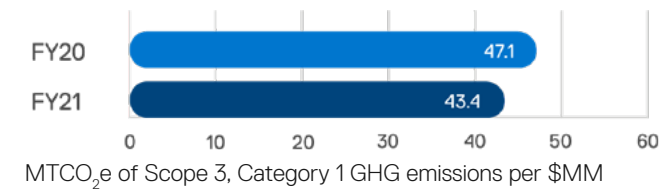
Recent Highlights

- Received validation of our science-based target from SBTi.

- Implemented pilot programs with two suppliers to help them understand and address their climate impacts. One supplier developed a GHG emissions reduction goal aligned with the SBTi guidelines. Another has committed to set a target in 2021. We are using the learnings from this experience to expand our engagement to four strategic suppliers over the next year.

- Engaged with industry peers and organizations on our expectations regarding supplier GHG emissions reductions and the resources available to support these efforts. These engagements help suppliers better prioritize their energy efficiency efforts and help ensure they receive consistent guidance using common terminology and best practices.

- Recognized by CDP as a Supplier Engagement Leader for our efforts to encourage our suppliers' participation in CDP Supply Chain and to cascade climate action across our value chain.

*Please see our 2030 Goals Dashboard for more on the progress, scope and measurement of this goal.

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 U.S. 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 freshwater 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. We want to break free from this use. 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.

Performance to date*

FY20 is the baseline for year-over-year progress.

Megaliters of freshwater used in high water stress locales

Megaliters of freshwater used in other locales
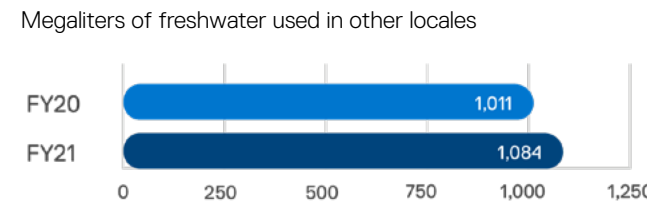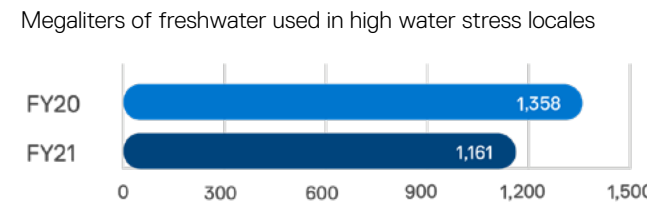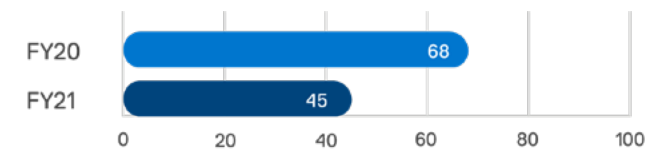
Metric tons of plastic waste generated in our manufacturing workplaces

Recent Highlights

- Reduced the quantity of freshwater used in high water stress locales and freshwater used in other locales due to COVID-19 shutdowns and restrictions leading to significantly reduced water use by employees and building systems. We expect that these reductions in water use may be temporary, given FY21 was a unique year.

- Received Indian Green Business Council (IGBC) platinum certification for a recently completed Green Interiors project in leased office space in Bangalore, India. The new location involved energy- and water-efficient fixtures and the use of green materials and other sustainability features. This facility joins five other Dell buildings and spaces across the country that have been IGBC or LEED platinum- and gold-certified since 2019.

- Named a national business winner of the Golden Peacock Environmental Management Award in 2020 for Dell's International Services Private Limited operations in Bengaluru, India. Dell previously earned a Golden Peacock Special Commendation in 2018 for its ongoing sustainability efforts.

- Participated in a business challenge from a local waste management and consulting firm in Poland. During late 2018 through early 2020, Dell's Warsaw and Lodz facilities underwent a waste audit, took part in employee outreach activities and completed a number of recommendations to achieve recognition on efforts toward zero waste.

- Received recognition in the U.S. from the North Carolina Department of Environmental Quality for 10 years of participation by Dell's manufacturing operations — in Apex, North Carolina — in the state's Environmental Stewardship Initiative, which promotes activities that meet or exceed regulatory requirements. Dell's Austin, Texas, campus renewed its two-year application and remains a Platinum-level Green Business Leader in the program run by the City of Austin.

- Launched our Eureka for Sustainability internal web tool, to which team members can submit their ideas for projects to help Dell achieve its sustainability goals. We will assess these ideas, such as ways to improve our waste management, to determine pilot projects that can be implemented into everyday operations.

*Please see our 2030 Goals Dashboard for more on the progress, scope and measurement of this goal.

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

Dell Technologies expects a safe, healthy workplace no matter what. Ensuring such a workplace often involves instilling commitment to health and safety, training and management. We expect the same within our supply chain, and we are committed to reinforcing the responsible operation of our factories and those of our suppliers.

Performance to date*

CY19 is the baseline for year-over-year progress.

CY19	41,733
CY20	61,124

Total hours of social and environmental responsibility training provided to the people in Dell's global supply chain

> " Collaboration among Responsible Business Alliance members is key to driving progress and addressing challenges throughout international supply chains. This was especially true in 2020 as the industry faced a myriad of issues related to the pandemic. We greatly appreciate the collaborative efforts of members like Dell Technologies and their active participation on our board of directors, which helped ensure the continued impact of our responsible business efforts."
>
> **ROB LEDERER**, CEO, RESPONSIBLE BUSINESS ALLIANCE

*Please see our 2030 Goals Dashboard for more on the progress, scope and measurement of this goal.

Recent Highlights

- Continued to offer robust online and mobile training for workers in our supply chain. As COVID-19 limited on-site training opportunities, we enhanced our existing online training on topics such as health, safety and forced labor, and released COVID-19 prevention modules through a mobile application. By offering more online-based training, we effectively reached people in our supply chain and increased the amount of training hours Dell Technologies provided by 46% compared to CY19.

- Collaborated to strengthen our social and environmental responsibility programs. Working with our industry peers through the Responsible Business Alliance, we developed Top Guidelines for Suppliers' Protection of Workers During COVID-19, which helped suppliers maintain resiliency and plan for the future.

- Partnered with our suppliers to help them safely manage process chemicals used in their factories and reduce employee exposure. In early 2021, Dell Technologies joined the Toward Zero Exposure Program through the Clean Electronics Production Network as a signatory. This program provides guidance to companies about the use of process chemicals, reduces potential worker exposure to identified priority chemicals, and seeks to reach deeper into supply chain tiers.

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.

Performance to date*

CY19 is the baseline for year-over-year progress.

Year	Training hours
CY19	12,723
CY20	6,592
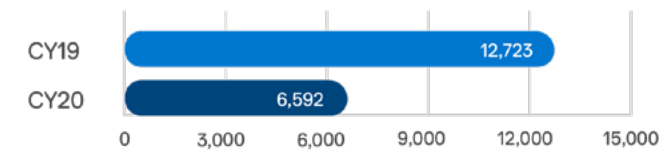
Total number of future-ready skills training hours at in-house manufacturing locations

CY20 Baseline: 99,271

Total number of future-ready skills training hours in supply chain

Recent Highlights

- Surveyed the people in our supply chain to better understand what supplier front-line employees and management view as "future-ready" skills. This is part of our ongoing efforts to benchmark training needs around future-ready skills such as core business, cognitive, personal/ interpersonal and leadership skills. Next year, we will use this information to develop pilot programs for targeted suppliers, with the goal of balancing these expectations and developing a framework that outlines best practices to share across our supply chain.

- Continued work with our in-house manufacturing team on training and development in the areas of digital literacy and critical future skills. To innovate around COVID-19 challenges, we leveraged Dell technology and remote learning solutions to focus our Future of Work learning on a virtual learning model.

*Please see our 2030 Goals Dashboard for more on the progress, scope and measurement of this goal.

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

It is 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 Dell Technologies' engagement with suppliers to support their own similar programs.

Performance to date*

CY19/FY20 is the baseline for year-over-year progress.
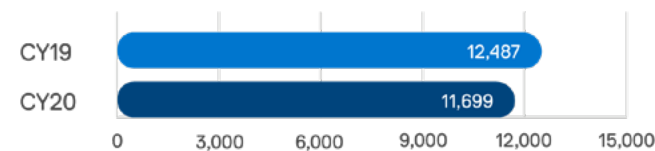
Number of feedback interviews conducted with supply chain workers
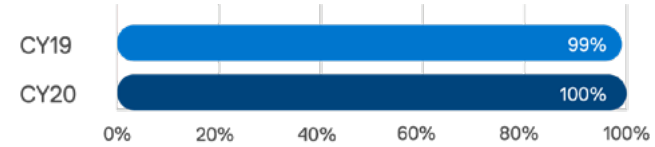
CY19	12,487
CY20	11,699

In-house innovation ideas implemented as projects

FY20	620
FY21	826

Percentage of manufacturing facilities with feedback channels in place

CY19	99%
CY20	100%

Level of participation in in-house ideation sessions

FY20	97%
FY21	86%

Number of ideation sessions in-house

FY20	303
FY21	271
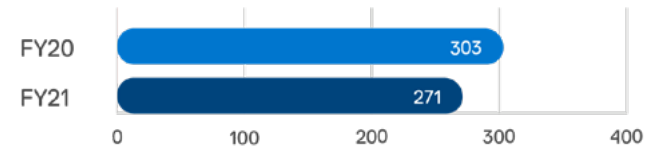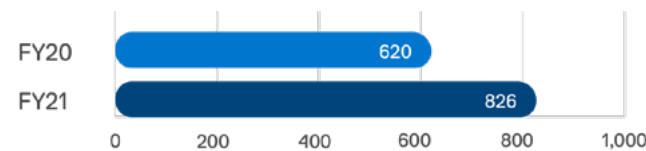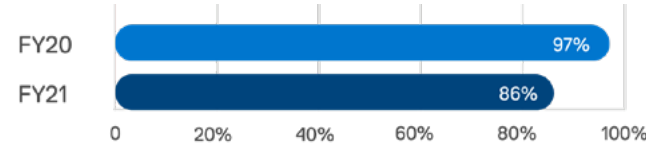
Not Available

Ideation sessions in supply chain

Recent Highlights

- Piloted the Responsible Business Alliance's new worker voice platform in our supply chain. Designed to understand conditions throughout the supply chain, this platform gives workers more ways to provide feedback and learn professional skills. Functionality includes a survey tool and mobile learning application. Initial feedback has been positive, and we will roll it out to targeted suppliers in FY22.

- Explored options to support collaborative problem-solving among Dell manufacturing team members to address COVID-19-related challenges. The COVID-19 pandemic limited our ability to host in-person supplier ideation sessions, yet provided opportunities for our team members to innovate in new ways virtually. As a result of our successful efforts, we will continue to use these tools to complement our in-person sessions in the future.

- Empowered Dell manufacturing team members to be creative in tackling challenges as part of our long-standing commitment to supply chain innovation. As an example, when personal protective equipment was in short supply early in the COVID-19 pandemic, manufacturing team members used 3D printing technology to design and create face shields and ear loop buckles for face masks to enable adjustments for a better fit. We also provided logistics support to one of our local suppliers that assembled and tested ventilators.

Cultivating Inclusion

At Dell Technologies, we are a diverse team and value the unique perspectives of all team members. Diversity of thought and experiences helps promote innovation and supports our purpose to create technologies that drive human progress. We are unwavering in our commitment to equality, trust and advocacy for one another.

We view diversity, equity 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. Cultivating an inclusive work environment is critical to meeting future talent needs, incorporating our team members' perspectives and reflecting our global customer base, and upholding ethics and integrity and our commitment to equal employment opportunity for all.

Visit our 2021 Diversity & Inclusion Report for additional details.

Unlocking innovation by celebrating differences

Our Cultivating Inclusion goals align to these focus areas and are upheld by our Culture Code and people philosophy

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 mathematics) today — students of all genders and backgrounds. To fill our talent pipeline we need to close the diversity gap.

As the composition of the workforce evolves, companies embracing diversity, equity and inclusion are experiencing greater innovation, productivity, engagement and employee satisfaction — along with better profitability, according to McKinsey. This coincides with a tremendous shift in buying power that mirrors changes in the workforce: The economic influence of women and underrepresented minorities continues to grow, according to Catalyst.

Our people philosophy is designed to help us attract the world's greatest talent and deliver innovative solutions for our customers, our business and our team members.

We develop and retain an empowered workforce

Business units and teams with higher employee engagement perform at higher levels, according to Gallup's 10th employee engagement meta-analysis. 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.

Dell Technologies is a diverse team with unique perspectives. We are united in our purpose, our strategy and our culture. 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. We offer 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 equity 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.

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

Dell Technologies is dedicated to attracting and developing people who identify as women, with the goal of achieving gender parity across our global operations. We want those who identify as 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.

Performance to date*
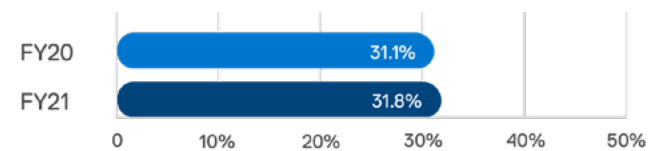
FY20 is the baseline for year-over-year progress.

FY20	31.1%
FY21	31.8%

Percentage of global workforce who identify as women

FY20	24.4%
FY21	25.8%

Percentage of people leaders in global workforce who identify as women

How we get there

Build & Attract
- Diversify to fulfill jobs in tech and increase innovation
- 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
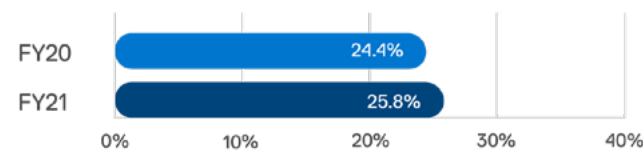
Guiding and practicing career mentorship

At Dell Technologies, we expect all of our people leaders to embrace different and unique perspectives as accelerators of innovative results. Actively practicing mentorship and inclusion is core to our people philosophy. Based on data from our FY22 Tell Dell employee survey, 25% of respondents serve as mentors and 23% say they have a mentor.

Rola Dagher is an example of a leader who incorporates every experience to make herself a better leader. With more than 25 years of experience in IT, including leadership roles within Dell Technologies' enterprise segment and Infrastructure Solutions Group, Rola's newest role as global channel chief is a natural next step.

Rola has seized new experiences in her own career, and she's dedicated to helping shape other people's paths in a positive way.

*Please see our 2030 Goals Dashboard for more on the progress, scope and measurement of this goal.
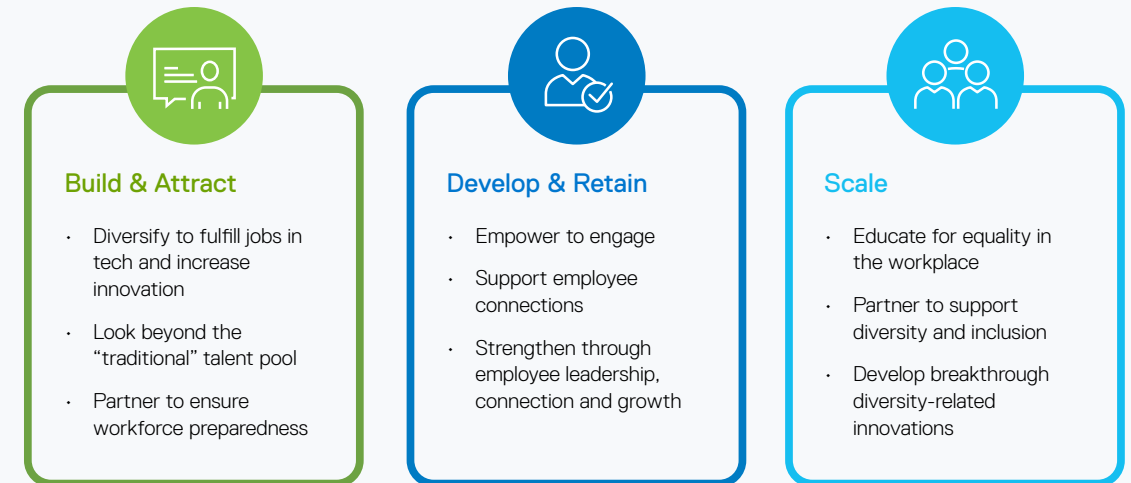
"Learn it, earn it, return it, has been my guiding principle to leadership, and I continue to learn and unlearn from others. Leadership to me is not about how many people follow you; it's all about how many people we can inspire, empower and impact."

ROLA DAGHER, SENIOR VICE PRESIDENT, CHANNEL SALES

Recent Highlights

Supported our workforce

- Continued to evolve remote work practices during the COVID-19 pandemic. Asked managers to focus on flexibility and to reinforce wellness options, such as the online Dell Wellness Hub. This offering helps employees and their families develop and sustain healthy habits tailored to each individual's interests, including physical, mental and financial well-being.

- Gathered input from across Employee Resource Groups regarding challenges working parents faced during the COVID-19 pandemic. Based on what we learned, we will continue to work to find solutions that keep our workforce moving forward.

Prepared women for first-line manager roles

- Updated Managing Success Now (MSN), a program business units can offer to prepare team members who identify as women for first-line manager roles. Learnings cover how to navigate corporate culture and build supportive networks. In 2020, we added a coaching model, individual assessments and a platform for networking. In FY21, Secureworks launched the first MSN 2.0 cohort.

"MSN is the perfect program for women who are ready for the next rung and need the guidance to do it," says Linda Amorino, who is leading the program for 60 women in Dell's Products and Operations organization.

Continued building a pipeline of diverse leaders

- Facilitated the second cohort of the Diversity Leadership Accelerator Program (DLAP). The nine-month program helps address the leadership pipeline gender gap by preparing participants for the challenges of being a diverse leader. External coaches and internal executive sponsors support each team member's development, visibility and networking opportunities.

- Transitioned to a fully virtual experience in FY21. Within the current cohort (who will graduate in FY22), 62% of participants represented ethnic diversity, and 31% were from underrepresented minority groups. As of the end of FY21, 56% of people who have participated in DLAP experienced career growth.

Accelerating with authentic leadership

"The Diversity Leadership Accelerator Program (DLAP) provided me the space to imagine authentic executive leadership. The culture of executive sponsorship, education, coaching and networking helped me become clear on my career goals. Through the DLAP experience, I've developed a network of amazing cohorts and allies. I trusted DLAP with my dreams, and I can't wait to pay it forward!"

YOLANDA WILLIAMS, SENIOR MANAGER, SALES

By 2030, 25% of our U.S. workforce and 15% of our U.S. people leaders will be those who identify as 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 underserved communities.

Ensuring a pipeline of diverse talent requires focus as well as a strong and expansive strategy. We are collaborating with nonprofits, government 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.

Performance to date*
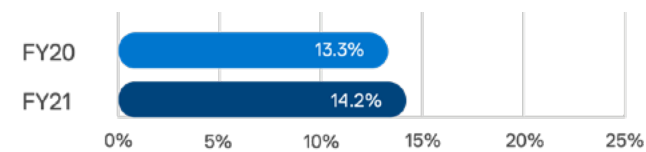
FY20 is the baseline for year-over-year progress.

FY20	13.3%
FY21	14.2%

Percentage of U.S workforce who identify as Black/African American and Hispanic/Latino minorities

FY20	9.9%
FY21	11.4%
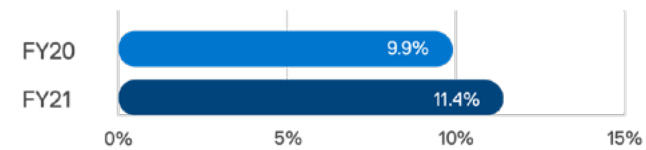
Percentage of people leaders in the U.S. workforce who identify as Black/African American and Hispanic/Latino minorities

> " By participating in Project Immersion, I had invaluable exposure to IT industry professionals. Dell's commitment to help college students in this way is huge."
>
> **ROYCE PAYNE**, PRODUCT TECHNOLOGIST
>
> Royce s story with Dell Technologies began with Dell-led workshops at Morehouse College and then an internship with Dell in 2019. He was hired full-time into the Dell Presales Academy program in November 2020.

Recent Highlights

- Continued to strengthen talent acquisition pipelines through university programs, including Project Immersion. Deeper engagement with historically Black colleges and universities (HBCUs) and minority-serving institutions helped recruit the most diverse intern class in Dell history, with 27% of the intern class being Black/African American or Hispanic/Latino and 10% coming from HBCUs.

- Convened leaders from across our business to identify how to build on our long-standing commitment to diversity, equity and inclusion, be a more inclusive company, and address systemic racism and socioeconomic disparity. We also facilitated listening sessions for Black/African American team members in North America, Brazil, Europe, the Middle East and Asia, and launched an internal portal for learning, resources and discussion. Starting in October 2020, we hosted Hispanic/Latino roundtable sessions to hear personal perspectives. Our 13 Employee Resource Groups also generated many ideas and helped ensure all groups, allies and points of view were part of the process.

- Strengthened our commitment to supporting Hispanic/Latino talent through partnerships with the Hispanic Association on Corporate Responsibility (HACR), the Association of Latino Professionals For America (ALPFA), the Congressional Hispanic Caucus Institute (CHCI), and Prospanica's new Center for Social Justice. We optimized benefits of HACR's Leadership Pipeline Program™ and Young Hispanic Corporate Achievers™ program and the ALPFA Fellowship Program for access to networking, professional development and diversity business cases.

- Invested in our new Changing the Face of Tech program at two-year colleges, vocational schools and minority-serving four-year institutions. At the end of 2020, this program helped expand our strategy to equip students for successful careers in the tech industry. We will continue to enhance and build on this foundation.

- Launched a new community college recruiting program in FY21. We identified 23 community colleges where Dell will drive strategic partnerships, working hand-in-hand with academic institutions to build relationships with candidates.

- Designed curricula, which we will work with colleges to deploy, that incorporates personal, professional and emerging technology skills to help students develop and showcase their capabilities and prepare them for meaningful roles at Dell and in the tech industry.

*Please see our 2030 Goals Dashboard for more on the progress, scope and measurement of this goal.

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 the 2021 Global Talent Trends Study conducted by Mercer, energized employees are three times more likely to trust that their organization is doing the right thing for society at large. Mercer identified "focus on futures" and "energize the employee experience" as two of the four key trends shaping today's workforce. Dell uses a variety of methods to understand and assess how team members feel about Dell, their work and what makes for meaningful career experiences. Our annual surveys help us identify what energizes team members and what needs improvement.

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.

Performance to date*

FY20 is the baseline for year-over-year progress.

FY20	93%
FY21	91%
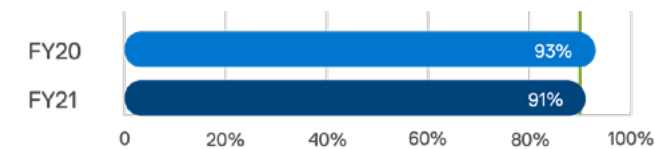
Percentage of employees who rate their job as meaningful

Recent Highlights

- Reported by our annual, internal and optional Tell Dell employee opinion survey: 91% of team members believe that their work is meaningful and makes an impact toward a greater purpose.

- Asked team members, as part of our annual Tell Dell survey, to evaluate how we contribute to the world: 86% said more than other companies, Dell Technologies is contributing to the world and driving human progress.

- Administered a pulse survey to a randomly selected sample of 50% of team members to gather specific data around workplace experiences during the COVID-19 pandemic. 94% of respondents believe the Dell culture enables them to work effectively as remote employees, and 91% view senior leadership as effectively leading the organization through the COVID-19 pandemic.

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

Employee Resource Groups (ERGs) are communities within Dell Technologies that bring together team members with common interests or backgrounds. They are spaces for team members to develop themselves personally and professionally, while driving innovation, creating business opportunities and solving problems. Our 13 ERGs celebrate and advocate for many cultures, beliefs, ideas and people in our company.

Performance to date*

FY20 is the baseline for year-over-year progress.

FY20	33%
FY21	44%
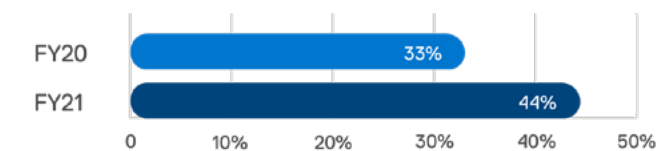
Percentage of employees participating in ERGs

Recent Highlights

- Reached 44% participation across 13 ERGs with 463 chapters in 74 countries. In FY21, more than 54,000 unique team members belonged to one or more ERGs, an increase of 26%. ERGs collaborated on International Women's Day, Be an Ally and other events.

- Created Moment of Reflection sessions to acknowledge social and civil unrest. Nearly 28,000 team members from 78 countries joined two sessions hosted by the Black Networking Alliance and the Executive Leadership team.

- Leveraged remote work resources from Conexus, our flexible work ERG, to support 90% of our workforce — about 140,000 people — who transitioned to full-time remote work due to COVID-19 health and safety concerns. During the COVID-19 pandemic, Conexus chapters hosted webinars about everything from using Zoom to managing mental well-being.

*Please see our 2030 Goals Dashboard for more on the progress, scope and measurement of this goal.

> "At a time when parents needed more support than ever, I appreciated Michael Dell giving his time to read books virtually to our team members' kids during COVID-19. Storytime with Michael helped parents, it showed authentic leadership and it offered Dell families a glimpse into what makes our work culture special."
>
> **CARLY TATUM**, DIRECTOR, CORPORATE AND COMMUNITY AFFAIRS

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.

Performance to date*

FY20 is the baseline for year-over-year progress.

FY20	83%
FY21	83%

0   20%   40%   60%   80%   100%

Percentage of employees who believe their leader is inspiring
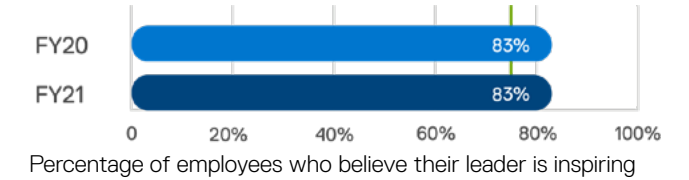
Recent Highlights

- Updated our annual, internal Tell Dell survey and optional employee survey for FY22 to include 12 new questions about inclusion. Examples include: In my team, my voice counts; My leader invests time and energy in growing a diverse and inclusive team; and At Dell Technologies, I can be successful as my authentic self. We plan to continue digging deeper for these insights in our surveys.

- Measured team member experiences in Tell Dell, our annual internal and optional employee survey: 83% reported being inspired by their leader; 93% said their leader demonstrates care for team members' professional and personal well-being; and 90% reported that their leader encourages them to develop the skills they need to be successful.

- Asked team members to evaluate their leader as part of our annual Tell Dell survey: 94% 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 3,927 Rockstars in 2021. These are outstanding leaders who received an 85% or more favorable score on all Tell Dell annual survey categories, including My Leader, Our Culture, Overall Dell Experience and Inclusion, in addition to an Employee Net Promoter Score greater than our external benchmark for high-performing companies.

*Please see our 2030 Goals Dashboard for more on the progress, scope and measurement of this goal.

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 those who identify as girls, women or underrepresented groups

Some of our most important work is advancing internal awareness and positive change. In 2014, Dell Technologies established Many Advocating Real Change, 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.

Performance to date*
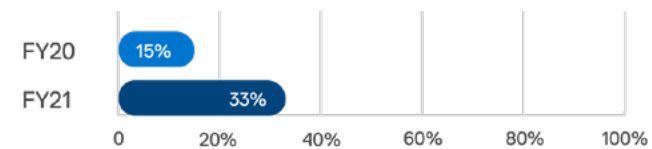
FY20 is the baseline for year-over-year progress.

FY20	15%
FY21	33%

Percentage of employees participating in annual foundational learning

Recent Highlights

• Responded to the racial inequity being witnessed globally in August 2020 by adding specific racial inequities content to our Many Advocating Real Change foundational learning, in response to the heightened civil unrest. Additionally, we added our new Standing Strong Together: Confronting Racial Inequity course to Dell's annual ethics training. This training material focuses on race and ethnicity, exploring racial bias and unconscious bias, and provides tools for team members to feel valued, respected and safe.

• Ensured Many Advocating Real Change learning sessions continued during the COVID-19 pandemic by innovating to virtual facilitation for FY21. The virtual model helped scale the program globally to be accessible to all team members. At the close of FY21, a total of 41,000 team members had participated in a Many Advocating Real Change session, including 100% of Dell Technologies executives and 99% of our people leaders.

• Created additional region-specific content to address cultural nuances and ensure learning sessions are relevant and relatable, regardless of the region.
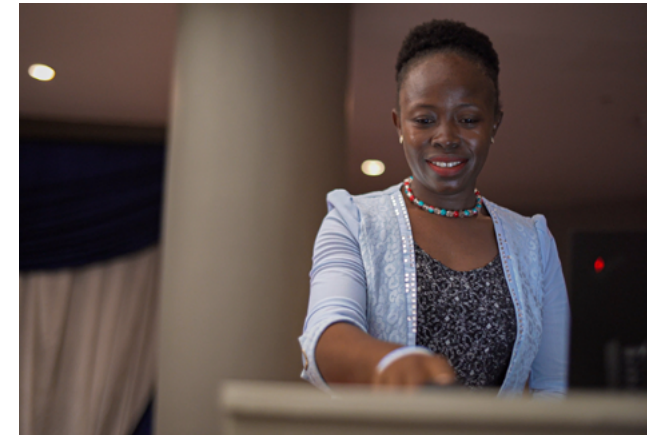
Access to technology can help people reach their full potential. Through our social and education initiatives, we seek to empower those who identify as women and underrepresented minorities, as well as socioeconomically disadvantaged people.

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

Performance to date*
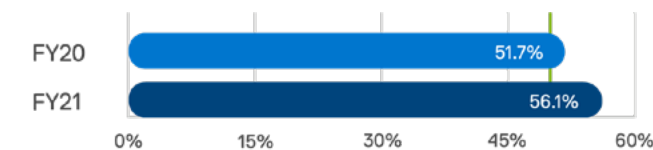
FY20 is the baseline for year-over-year progress.

FY20	51.7%
FY21	56.1%

Percentage of people reached who identify as girls, women or underrepresented groups

Recent Highlight

Empowered team members to work with global nonprofits in innovative ways. In 2013, the Asians in Action (AIA) Employee Resource Group (ERG) requested and received $20,000 from Dell Technologies to make interest-free microloans through the nonprofit microlender Kiva.

When loans are repaid, AIA reinvests the money through new loans. As of FY21, AIA had "recycled" the same $20,000 to provide 351 loans to small businesses in Southern Asia. The average loan is $250, with a 99% repayment rate. Total loans made amount to more than $106,000.

"There are communities in Asia that do not have access to credit or banks. This impacts the ability to borrow money, improve livelihoods and get out of poverty," says Gaurav Dongaonkar, who leads Kiva microloans within AIA. "With these loans, our ERG can help."

AIA members typically select new recipients during their celebrations for Lunar New Year or Diwali. Due to the COVID-19 pandemic in FY21, they voted virtually.

*Please see our 2030 Goals Dashboard for more on the progress, scope and measurement of this goal.
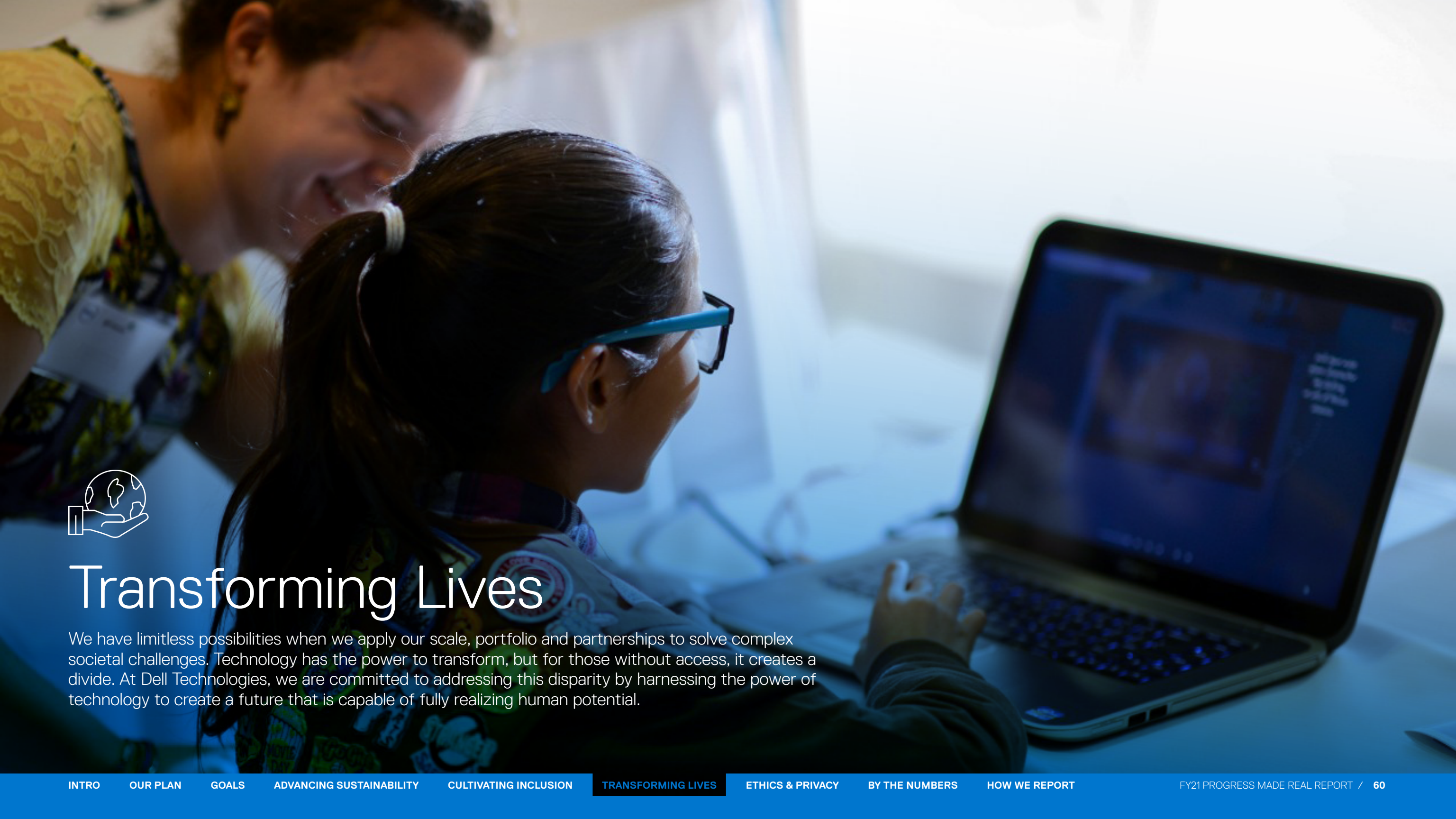
Transforming Lives

We have limitless possibilities when we apply our scale, portfolio and partnerships to solve complex societal challenges. Technology has the power to transform, but for those without access, it creates a divide. At Dell Technologies, we are committed to addressing this disparity by harnessing the power of technology to create a future that is capable of fully realizing human potential.

Technology can transform our communities

Our Transforming Lives goals align with 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 U.N. Sustainable Development Goals is closely tied to technology. Collectively, our scale, our support and the innovative application of our technology portfolio play an important role in making progress real for these global issues.

At a strategic level — beyond our work with nonprofits to further positive impacts in their local communities — we establish partnerships with organizations that will derive the greatest benefit from our innovation and global reach. It's about taking the same cutting-edge innovation and technology that we apply to customers and delivering it as part of our strategic giving to drive healthcare, education and economic impact. Our six core technology strategies — Edge Computing, 5G Networks, Data Management, Hybrid Cloud, and AI/ML and Security — present opportunities for us and our customers to solve big societal issues.

Dell Technologies believes we have a responsibility to leverage technology to solve complex social challenges in a way that delivers enduring results for 1 billion people by 2030.

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. The economy of 2030 will be built on the technical innovation of today; everyone should have access to fully participate. The past year has told us — loud and clear — that we need to do more to ensure digital equity.

When the world moved from physical to remote in response to the COVID-19 pandemic, individuals, households, businesses and geographic areas without digital access fell behind. Addressing this challenge requires more than a device and internet access. Building on our long-standing, multimillion-dollar global commitment to providing underserved youth with science, technology, engineering and mathematics (STEM) education and better access to technology, we also aim to support the wider needs of these communities by providing basic digital literacy, skill-building assistance and technical support to help digitally transform community resources.

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 Technologies, 96% of nonprofits reported facing barriers to digital transformation.

When they use technology to increase efficiency, drive analytics and ensure the right portfolio for their current and growth strategies, nonprofits are positioned to achieve their social missions. Our Tech Pro Bono program provides these organizations with access to our global network of team members who lend their skills to help these organizations realize the full potential of technology solutions.

These programs also offer our team members a chance to contribute their professional expertise to social progress. Together, we can further amplify the efforts of nonprofits by applying our technology, skills and scale.

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 with a sense of urgency, then we will miss the opportunity to apply technology in the most meaningful ways — providing data-driven health enablement at the national level, providing access to education, and helping people build their skills, careers and economic opportunity.

"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."

VISHAL CHAUHAN, JOINT SECRETARY, MINISTRY OF HEALTH AND FAMILY WELFARE, INDIA

Performance to date*

FY20	46,588,226
FY21	93,565,402

0   25M   50M   75M   100M   1B
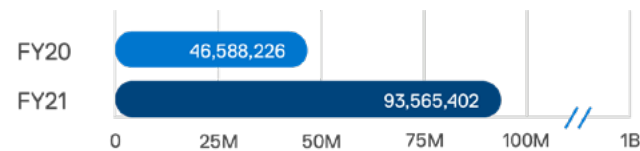
Total number of people reached (cumulative)

*Please see our 2030 Goals Dashboard for more on the progress, scope and measurement of this goal.

OUR FOCUS AREAS FOR TRANSFORMING LIVES

Connecting with partners to combine our strengths

Enabling education with greater digital inclusion

Advancing health care through the power of technology

Expanding economic opportunity by increasing equitable access

Strengthening health systems through technology

Noncommunicable diseases (NCDs) such as diabetes, hypertension and cancers are the leading cause of mortality worldwide and are rising disproportionately in low and middle-income countries. Silent and chronic, NCDs can be hard to detect until later stages, making them more difficult to treat.

NCDs are a major public health issue in India. Since 2017, Dell Technologies has collaborated with the Government of India's Ministry of Health and Family Welfare, Tata Trusts and other partners on Digital LifeCare, a comprehensive technology solution to support the government's program for screening and managing NCDs.

Digital LifeCare is designed to serve as digital rails to support all primary healthcare programs in the future. The applications for enrollment, screening, diagnosis, treatment, referral and follow-up are built on the scalable and secure NCD platform. The platform helps facilitate continuity of care across healthcare services.

38M+
citizens enrolled
(as of FY21)

26+
active states
(as of FY21)

48K+
active users, including health workers, doctors, officials
(as of FY21)

Recent Highlights

Expanded data-driven healthcare

We supported the expansion of research access and computing capacity through our work with partner organizations. In 2020, Texas Advanced Computing Center's supercomputer Frontera helped accelerate COVID-19 research and supported rapid responses to urgent computing needs such as those during natural disasters. Dell Technologies' most recent contribution to Frontera included nearly 400 Dell EMC PowerEdge R640 server nodes, housed in 11 racks.

In FY21, our financial gifts and technology donations to the i2b2 tranSMART Foundation allowed them to deploy Covidauthors.org. The website contains more than 80,000 research articles that enable 300,000 (and growing) researchers worldwide to assemble teams, track provenance and discover more people with COVID-19 datasets.

> " This is about enhancing the i2b2 tranSMART platform for COVID-19 research that connects scientists and healthcare professionals so they can learn and work together. Dell's support allows us to think big and enable rapid expansion and adoption of the platform by more hospitals."
>
> **DIANE KEOGH**, EXECUTIVE DIRECTOR, I2B2 TRANSMART FOUNDATION

Collaborated to build a blueprint for digital inclusion

Increased collaboration to address the intensified digital divide that occurred when the COVID-19 pandemic resulted in a new, virtual way of living. To champion digital inclusion and address the disparities, we are partnering with state and local governments, public and private-sector companies to address digital disparities — particularly for enabling learning from home.

One of these programs is One Million Connected Devices Now, a national initiative of the Take on Race Coalition led by Procter & Gamble (P&G). Along with other leading companies, Dell is joining P&G in phase one of the program, which has raised $25 million in investments to deliver devices into the homes of students nationwide.

42 million
Americans who lack broadband internet access (Source: Broadband Now Research)

> " One Million Connected Devices Now will help Harlem Children's Zone advance our mission to uplift our community and end intergenerational poverty in Central Harlem and around the nation. We see that the support is needed, and this timely movement will help further our national efforts and block-by-block approach to rooting out poverty."
>
> **KWAME OWUSU KESSE**, CEO, HARLEM CHILDREN S ZONE

Recent Highlights

Addressed tech issues in schools and helped develop IT skills

Even countries with significant digital access have "digital deserts." As one way to address this issue in the U.S., we launched Dell Student TechCrew during the 2019–20 school year. The student-led help desk uses Dell desktops, notebooks and customer-driven processes to assist with troubleshooting IT issues in schools.

As part of the program, students complete the training to become Dell TechDirect-certified technicians. But, it's not just about fixing computers. Students also gain valuable career and professional skills. The program operates in 33 schools in eight states in the U.S. More than two-thirds of participating students are considered underserved and underrepresented.

> " I really love learning about technology, and I feel that Student TechCrew will help broaden my horizons and certainly propel me forward into the future."
>
> **XAVIER**, STUDENT TECHCREW MEMBER

Improved financial access and inclusion through technology

Globally, about 1.7 billion adults are without an account at a financial institution or a mobile money provider. More than half (56%) of these individuals are women who may have years of exceptional credit history outside of traditional financial institutions, according to the 2017 Global Findex Database. Dell Technologies is partnering with the nonprofit Kiva to break this cycle with a decentralized digital identity platform that empowers borrowers to verify informal and formal past financial history.

"With digital fingerprints, I will start dreaming big because I will have access to loans," says Nancy Gbamoi, the first person in Sierra Leone, Africa, to open a bank account by accessing her digital ID. She dreamed of opening a business to support her family of more than 20, but without an ID she couldn't access the necessary financial services.

Each year through 2030, 50% of the people empowered by our social and education initiatives will be those who identify as 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.
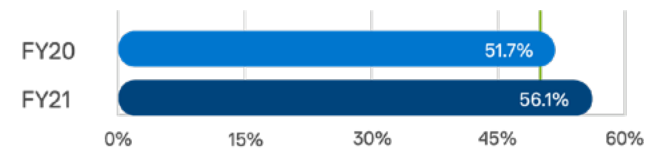
This goal aligns with the Cultivating Inclusion and Transforming Lives focus areas by reaching those who identify as girls, women and underrepresented groups or minorities through our social and education initiatives.

> " I appreciate the opportunity provided by this program. Now I can access the technologies with my current understanding and knowledge of the AI industry. After the courses, I also have some ideas related to product design."
>
> **LIU HAOYUE**, STUDENT AT TSINGHUA UNIVERSITY IN BEIJING, CHINA

Performance to date*

FY20 is the baseline for year-over-year progress.

FY20	51.7%
FY21	56.1%

0%   15%   30%   45%   60%

Percentage of people reached who identify as girls, women or underrepresented groups

Recent Highlight

Since 2016, Dell Technologies has been collaborating with the China Women's Development Foundation (CWDF) as part of our Women in Technology Strategic Giving Program. Dell-CWDF programs support Chinese university students who identify as women and who are majoring in information and communication technology (ICT) subjects. According to a report by the U.N. Educational, Scientific and Cultural Organization, only 3% of students in higher education who identify as women choose ICT studies.

We partner with CWDF to offer online and in-person classes, workshops and seminars that prepare university students across China with the skills required to thrive in the tech industry. In FY21, one of these courses explored the impact of artificial intelligence (AI) through experiential learning. The course, developed by experts from the Dell Technology Group, uses an AI-powered Advanced Driver Assistance System (ADAS) mini-car to immerse students in AI frameworks, coding and processes. By pairing AI education with ADAS, we empower and support college students who identify as women to be equipped with the skills they need to pursue science, technology, engineering and mathematics (STEM) career opportunities. As of FY21, 8,750 students — including 3,675 who identify as women — have benefited from this AI coursework.

*Please see our 2030 Goals Dashboard for more on the progress, scope and measurement of this goal.

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 Dell Technologies wants to help them maximize their potential. Unfortunately, our 2019 research found that 96% of nonprofits are experiencing barriers to digital transformation, and 42% of nonprofit leaders fear they'll be left behind. These organizations face challenging resource and IT constraints that make it difficult to respond when acute challenges arise — particularly when faced with rapidly shifting social needs and access issues, such as those faced during the COVID-19 pandemic.

Performance to date*
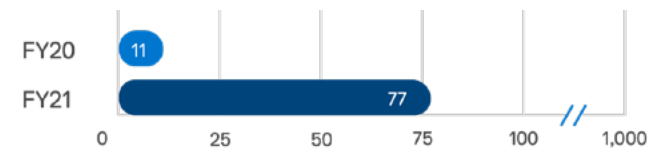
FY20	11
FY21	77

Total number of nonprofit partners supported in their digital transformation journey (cumulative)

Recent Highlight

To help address nonprofits' barriers to digital transformation, we created a portfolio of pro bono programs that connect Dell's team members, talent and technology with nonprofits around the world. In FY21, one of the nonprofits we completed a Tech Pro Bono project with is A21 — a nonprofit dedicated to educating everyone to understand, identify and reduce the risk of human trafficking around the world. Based on A21's tech capacity and their user needs, we supported a team from Tanzu Act (formerly Pivotal Act) to digitize A21's school-based trafficking prevention curriculum in a way that also maintains privacy and security. In the U.S., A21 is piloting the online curriculum for 200 educators in Duval County, Florida.

All Tech Pro Bono programs transitioned to a virtual format due to COVID-19. We exceeded our FY21 target, and we'll continue this successful virtual approach. So far, we've partnered with 77 nonprofits on their digital transformation journeys and are on track to hit our 2030 goal.

> " Every dollar matters — whether providing aftercare for a survivor of human trafficking or investing in IT. Tanzu Act understands the importance of stewardship and worked with us with that in mind."
>
> **KRISTEN MORSE**, GLOBAL REACH DIRECTOR, A21

*Please see our 2030 Goals Dashboard for more on the progress, scope and measurement of this goal.

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 17,000 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 Tell Dell employee survey than those who don't, so we make it easy for employees to give back.

Dell 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.

Performance to date*

FY20 is the baseline for year-over-year progress.

FY20	59%
FY21	51%
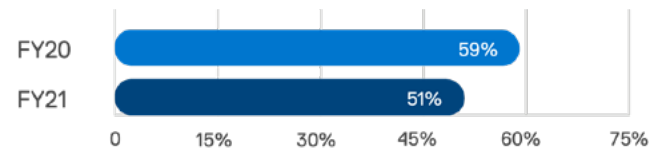
Percentage of employees participating in giving/volunteerism

Recent Highlight

One way we contribute to local communities is by supporting our team members who want to support organizations they care about. Even with unprecedented challenges in 2020, we saw strong Dell team member giving and volunteerism. Giving was up by 7% in FY21, and 516,444 hours were volunteered. Virtual volunteerism increased by 276% — with 206,000 of our volunteer hours taking place virtually.

Nearly 22,000 unique team members participated in more than 3,500 COVID-19-related events, for a total of 94,509 volunteer hours. The overall giving and volunteerism response to the COVID-19 pandemic includes $2.8 million in donations (employee giving, Dell Match and business-initiated).

In response to the COVID-19 pandemic, Su Sian Tan and fellow team members, including Thien Chi Ming and Angeline Lee, started a Dell giving fundraiser to help low-income families that experience food insecurity in Singapore. In just three weeks, they raised close to $72,000 for Food from the Heart, a nonprofit that distributes food packs to those in need.

" Volunteer work begins with the individual and a charitable organization but extends beyond the larger community. This experience is another reason why I'm glad to be part of Dell Technologies. Alone, we can do so little; together, we can do so much."

SU SIAN TAN, SENIOR ADVISOR, SALES PLANNING AND STRATEGY

*Please see our 2030 Goals Dashboard for more on the progress, scope and measurement of this goal.

Upholding Ethics & Privacy

Ethics and privacy play a critical role in establishing a strong foundation for positive social impact. At Dell Technologies, we believe it is important that businesses demonstrate social governance accountability in its commitment for higher ethics and privacy standards. To help businesses manage a growing list of social governance responsibilities such as privacy and ethics, Dell has expanded our privacy program to focus on customer trust and loyalty. In this time of rapid innovation, big data and an evolving regulatory environment, greater business transparency is critical to earn and maintain our customers' and employees' trust of their data.

Upholding the highest standards of integrity

Our 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 our commitment to protect our customers' data and provide our customers with choice as to how their data is used and stored are a source of pride and inspiration within the company. At Dell Technologies, we ground our enduring privacy commitment consistent with our customers' and employees' expectations that their data is private and, if need be, defend your data from unfettered access by governments. As a result of our ethical cultural and strong programs, Dell Technologies is one of 2021 World's Most Ethical Companies® named by the Ethisphere® Institute and has received this esteemed recognition for nine years.

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 Tell Dell employee opinion survey and our biennial ethical culture 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 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.

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

Ultimately, transparency drives customers' trust. Privacy is a fundamental right, and transparency in how Dell Technologies processes our customers' personal data continues to be a paramount focus. Good business practices around ethical use of personal data must consider, first and foremost, the human impact of personal information collection and use. 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.

Performance to date*

FY20 is the baseline for year-over-year progress.

Goals	FY20 Baseline	FY21 Performance
Create a customer-facing privacy digital trust center as part of My Account features.	Focused on design and proof of concept. The features to deactivate and reactivate an online My Account were completed for 27 countries by end of FY20.	Launched the new privacy trust center for registered Dell My Account users to be able to easily manage their data.
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 features to access and delete personal data.	Strengthened our internal procedures by embedding operational privacy compliance controls and processes.
Enhance our online dell.com privacy statement to provide greater transparency on Dell's data collection and privacy practice.	Enhance our online dell.com privacy statement to provide greater transparency on Dell's data collection and privacy practice.	In FY21, we updated Dell's U.S. privacy statement to provide greater transparency on Dell's data collection and privacy practice.

*Please see our 2030 Goals Dashboard for more on the progress, scope and measurement of this goal.

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

Launched new privacy trust center

Launched the new privacy trust center for registered Dell My Account users to be able to easily manage their data. This self-service center allows users to access and delete their data and deactivate/reactivate their My Account.

We conducted customer research in FY21 to improve the usability of Dell's privacy trust center. Our research shows that users find our enhanced privacy statements easy to understand and value Dell's commitment to transparency.

We also implemented internal, partially automated privacy governance controls and processes, including for our six new countries brought within Dell Technologies' global privacy program in FY21 (Brazil, China, India, Panama, Thailand and South Korea), to ensure we process our customers' data requests in a timely manner. We will continue to automate to make it easier for our customers to access and/or delete their personal data.

Recent Highlights

Expanded Dell's global privacy program to more countries

Expanded our commitment beyond minimum data protection legal requirements by upgrading our privacy programs in six new countries brought within Dell Technologies' global privacy program in FY21 (Brazil, China, India, Panama, Thailand and South Korea). This included the ability for these six new counties to control their data through our new privacy trust center. Dell will continue to expand its commitment to champion privacy rights to include new additional countries beyond the minimum legal requirements.

Developed new global privacy training

Launched new global privacy training as part of our required annual ethics training. The new training emphasizes the value of earning and maintaining customers' and employees' trust, and explains Dell's privacy principles and the rights individuals have regarding their personal data.

Drove stronger accountability

Strengthened our internal procedures by embedding operational privacy compliance controls and processes. For example, on a global scale, we enhanced our internal procedure for tracking any privacy incidents or concerns and created a new automated control to monitor 100% of our corrective actions to ensure we close out on each incident and drive stronger accountability for managing the data that our customers entrust us with. We will continue to improve our internal privacy metrics to support accountability in operational privacy governance controls and processes.

Championed privacy rights

Helped drive lasting change regarding customers' rights to privacy by continuing our work to shape U.S. Federal Privacy Rights. Our team works with various governmental bodies and engages with policymakers and elected representatives to discuss privacy public policy. For example, in FY21, Dell — as a member of the Business Roundtable — advocated for appropriate privacy policies to be put in place to protect individuals' privacy rights related to their COVID-19 health data. We also reinforced our customers' commitment to Privacy by Design in the creation of COVID-19 technology solutions to ensure individuals' privacy rights are protected. Dell furthered its commitment to Privacy by Design controls with the creation of its own COVID-19 health survey application to protect the well-being and safety of our employees and visitors during the COVID-19 pandemic.

Each year through 2030, 100% of our employees will demonstrate their commitment to our values

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.

Performance to date*
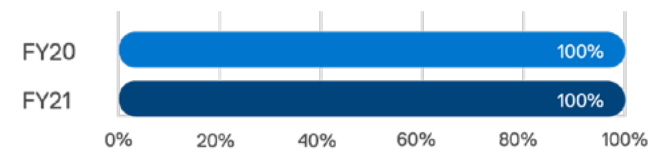
FY20 is the baseline for year-over-year progress.

FY20	100%
FY21	100%

0%   20%   40%   60%   80%   100%

Percentage of Dell Technologies employees who completed assigned ethics and compliance training

FY20	100%
FY21	100%

0%   20%   40%   60%   80%   100%
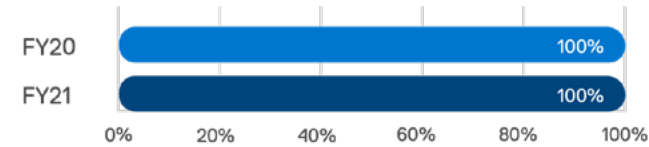
Percentage of Dell Technologies employees who agreed to the Dell Technologies Code of Conduct

> " I've been at Dell for 23 years. Standing Strong Together: Confronting Racial Inequity has been the best training class I've taken. It made me super proud to be at Dell, and I just wanted to say thank you."
>
> **ROCKY GUERRA**, ACCOUNT EXECUTIVE, SALES

Recent Highlights

- Recognized as one of the World's Most Ethical Companies® by the Ethisphere® Institute for the ninth year, affirming Dell Technologies' robust programs and commitment to integrity.

- Launched the new My Ethics app to provide an option for team members to complete their required annual ethics training. The app also provides team members access to a mobile-friendly version of the Code of Conduct with keyword search capability and the option to discreetly report suspected misconduct through the "Speak Up" feature. By making ethics training and content available to team members at their convenience and from any location, this app proved especially valuable for the work-from-anywhere experience during the COVID-19 pandemic, with more than 8,000 adopters in just under four months from launch.

- Deployed our new Standing Strong Together: Confronting Racial Inequity course as part of Dell Technologies' annual ethics training and in support of Dell's 2030 Cultivating Inclusion goals. This training material focuses on race and ethnicity, exploring racial bias and unconscious bias, and provides tools for team members to feel valued, respected and safe. Many team members have expressed appreciation for the course.

- Initiated data-based analytics strategy designed to detect potential internal misconduct before transactions are completed, as part of our Ethics and Compliance Office multiyear digital transformation initiative. Slated for greater development in FY22, this approach allows Dell to capture key risks from ethics investigations, build key risk indicators through automated big data analytics, and then drive proactive changes.

*Please see our 2030 Goals Dashboard for more on the progress, scope and measurement of this goal.

By 2030, 100% of the 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 and impact. 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.

Performance to date*

FY20 is the baseline for year-over-year progress.

FY21 Baseline: 96%

Percentage of partners that agreed to the Code of Conduct for Partners

FY21 Baseline: 100%

Percentage of partners that completed assigned ethics and compliance training

> " The Dell Technologies Digital Partner Program offers us leading guidance on anti-corruption compliance best practices — to help us stay ahead with our strong ethical culture."

MARÍA JOSE CUESTAS, PRESIDENT, EXCELCOM

Excelcom, a services provider dedicated to commercializing and integrating technology solutions to various industries and private and public organizations in Argentina, participated in the Digital Partner Program.

Recent Highlights

- Delivered ongoing channel leadership communications to highlight key compliance expectations and resources for partners, including a more front-and-center link to the Code of Conduct for Partners. The Code of Conduct for Partners, available in 27 languages, articulates Dell's values and provides clear compliance expectations.

- Improved our channel partners strategy and operations by establishing new global and regional Dell leadership roles to support our work with our key strategic partners. This structure drives simplicity and accountability, while continuing to reinforce Dell's commitment to high standards of ethical behavior.

- Continued to scale our innovative Digital Partner Program pilot in FY21. After the Digital Partner Program was highlighted at our FY20 Latin America and Europe, the Middle East, and Africa partner summits, we received multiple inquiries and requests from partners to be included in future phases of the program. We defined a strategy to engage more partners in Europe, the Middle East, Africa, North America and Latin America through the design of a two-level program that tailors services to fit participants' business needs.

*Please see our 2030 Goals Dashboard for more on the progress, scope and measurement of this goal.

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 framework reporting per the Global Reporting Initiative (GRI) standards, the standards by the Sustainability Accounting Standards Board, and on the World Economic Forum's core Stakeholder Capitalism Metrics. Additionally, our GRI Index provides mapping of GRI disclosures to the Task Force on Climate-related Financial Disclosures' recommendations.

The metrics and information presented throughout "Progress Made Real" address outcomes we are working to achieve for Dell Technologies ("Dell, we or our"), excluding VMware, which publishes its own annual Global Impact Progress Report. Data for RSA, Secureworks, Boomi, Virtustream and Dell Financial Services is included where relevant as of the date of this report, unless otherwise noted. Data for RSA is included only until the date of the divestiture, Sept. 1, 2020.

Metrics	FY19	FY20	FY21	Notes
Sustainable Materials in Products Measured in pounds unless otherwise noted				
Total sustainable materials used	N/A	25,400,200	27,766,500	Includes only recycled and renewable materials used in new Dell Technologies-branded products. Total may not add up due to rounding. Previous CY19 baseline has been restated FY20.
Recycled plastics used	N/A	24,730,100	26,472,100	Represents the amount of recycled content plastic in new Dell Technologies-branded products. Includes post-consumer recycled plastic from traditional sources (water bottles, CD cases, etc.) and closed-loop plastic from end-of-life IT products. Numbers have been rounded to the nearest hundred. Previous CY19 baseline has been restated FY20. Increase from CY19 values due to improved reporting processes that allowed better data visibility and accuracy — particularly recycled plastic content in our displays portfolio.
Reclaimed carbon fiber used	N/A	670,200	1,284,400	Represents the amount of reclaimed carbon fiber shipped to molder suppliers for use in new Dell Technologies-branded mobility products. Numbers have been rounded to the nearest hundred. Previous CY19 baseline has been restated FY20.
Recycled rare-earth magnet enablement	N/A	12,800	6,400	Represents the number of recycled magnets shipped to suppliers to incorporate in new Dell Technologies-branded products containing hard disk drives along with enablement of other industry uses. Previous CY19 baseline has been restated FY20. Decrease in FY21 volumes due to COVID supply chain disruptions.[1]
Sustainable Materials in Packaging Measured in pounds unless otherwise noted				
Ocean-bound plastic used	19,711	73,366	118,875	Represents the amount of ocean-bound plastic incorporated into new Dell Technologies-branded product packaging, shipped to original design manufacturers. During FY19, ocean-bound plastic was used in 474,300 plastic packaging trays and endcaps. During FY20, ocean-bound plastic was used in 1,975,306 plastic packaging trays and endcaps. During FY21, ocean-bound plastic was used in 2,724,004 plastic packaging trays.[2]
Responsible Electronics Disposition				
Percentage of product collected	9.5	9.1	9.6	In the past, we reported the amount of used materials collected. Currently, we report the total count of units collected for recycling and reuse over the amount of products sold. Effective from FY21, we're following more advanced methodology combining use of actual units collected and converted units from weight of material collected. We will continue to enhance the methodology toward a more accurate unit measure. We're intensively collaborating with recycling partners to provide more granular reports with details for byproduct categories collected.[3]

Metrics	FY19	FY20	FY21	Notes
Greenhouse Gas (GHG) Emissions Measured in metric tons of carbon dioxide equivalent (MTCO$_2$e)				
Scope 1 and Scope 2 market-based greenhouse gas (GHG) emissions	366,700	298,500	219,700	All facilities globally, including leased spaces, plus company vehicles and aircraft.
Scope 1 GHG emissions	58,100	58,000	44,900	
Scope 2 GHG emissions, market-based	308,600	240,500	174,900	All facilities globally, including leased spaces.
Scope 2 GHG emissions, location-based	432,100	411,400	360,800	
Scope 3 emissions (total)	N/A	16,238,000	14,962,600	
Scope 3 GHG emissions — Category 1, purchased goods and services	2,644,100	3,748,600	3,497,500	Direct material supplier emissions are allocated based on Dell's financial share of the suppliers' reported global Scopes 1 and 2 GHG emissions and shared with Dell in the 2020 CDP reporting cycle. Between FY19 and FY20 Dell's spend and volume increased substantially with direct material suppliers, driving associated increase in GHG emissions. Although spend and volume continued to increase from FY20 to FY21, absolute emissions were reduced due to effort in our supply chain to reduce GHG.[4]
Scope 3 GHG emissions — Category 3, upstream fuel- and energy-related activities	140,000	131,700	105,500	Upstream emissions associated with the purchased fuels and electricity used in Dell Technologies operations.
Scope 3 GHG emissions — Category 4, upstream transportation/distribution	N/A	763,400	1,098,200	Per GLEC Framework Scope 3, Category 4 guidelines, this figure includes the WTW emissions from outsourced logistics services paid for by Dell. EPEAT-related reporting standards include WTW emissions from outbound logistics paid for by Dell and customer pick-up; this number is 176,600 MTCO$_2$e for FY21.[5]
Scope 3 GHG emissions — Category 6, business travel	329,200	314,300	61,400	Excludes RSA.[6]
Scope 3 GHG emissions — Category 11, use of sold product	11,590,000	11,280,000	10,200,000	The scope of this data includes all server systems, storage systems, networking systems, displays, client notebook and desktop systems, including Precision and Alienware.

Numbers have been rounded to the nearest 100. Totals may not sum.

A third-party assurance statement for Scopes 1, 2 and 3 greenhouse gas emissions, energy consumed, water withdrawal and wastewater discharge is available here.

Metrics	FY19	FY20	FY21	Notes
Energy Used in Dell Technologies Operations Measured in million kilowatt-hours (kWh), unless otherwise noted				Energy figures in this section are for all facilities globally, including leased spaces, plus company owned and leased transportation.
Electricity consumed (total)	1,039	1,029	958	Electricity used on-site.
Renewable electricity consumed	346	461	513	Renewable-source electricity used and generated on-site.
Renewable electricity as percentage of total consumption	33%	45%	54%	
Other energy consumed	205	200	147	Purchased heating/cooling, liquid and gas fuels used in buildings and company-owned and leased transportation.
Total energy consumed	1,244	1,229	1,106	
Water used in Dell Technologies Operations Measured in thousand cubic meters (m^3)				Water figures in this section are for all facilities globally, including leased spaces.
Water withdrawals — total volume	2,298	2,371	1,949	
Third party sources	2,210	2,335	1,900	Fresh water and reclaimed wastewater obtained from municipal and private sources.
Groundwater sources	88	35	49	Water withdrawn from on-site groundwater wells.

Totals may not sum due to rounding.

A third-party assurance statement for Scopes 1, 2 and 3 greenhouse gas emissions, energy consumed, water withdrawal and wastewater discharge is available here.

Metrics	FY19	FY20	FY21	Notes
Waste From Manufacturing Operations Measured in metric tons (MT) unless otherwise noted				
Nonhazardous waste generated	13,802	13,175	12,505	Data is for Dell Technologies-owned facilities that assemble products.
Landfill avoidance rate as percentage of total nonhazardous waste generated	98%	99%	97%	
Nonhazardous waste recycled or reused	12,410	11,472	10,544	
Nonhazardous waste recovery (waste to energy)	996	1,491	1,476	
Nonhazardous waste incinerated	0	0	4	
Nonhazardous waste composted	94	107	54	
Nonhazardous waste landfilled	302	105	427	
Health and Safety Metrics (Dell Technologies operations)				
Recordable injury/illness rate	0.08	0.08	0.04	Cases per 100 full-time employees (FTEs).
DART (Days Away, Restricted or Transferred) rate	0.05	0.04	0.02	
Total number of work-related fatalities	0	0	0	Cases for all employees.

Metrics	FY19	FY20	FY21	Notes
Team members who identify as women (as percentage of global workforce)	30.4	31.1	31.8	Applies to our global workforce. The scope includes the percentage of individuals who have voluntarily self-identified as women.[7]
Nontechnical gender diversity	35.1	35.8	36.7	Applies to our global workforce. The scope includes the percentage of individuals who are in nontechnical roles and have voluntarily self-identified as women.[8]
Technical gender diversity	19.2	20.1	20.8	Applies to our global workforce. The scope includes the percentage of individuals who are in technical roles and have voluntarily self-identified as women.[9]
People leader gender diversity	23.4	24.4	25.8	Applies to our global workforce. The scope includes the percentage of individuals who are in people leader roles and have voluntarily self-identified as women.[10]
U.S. ethnicity overall: Hispanic or Latino	7.7	8.2	8.9	Applies to our U.S. workforce. The scope includes the percentage of individuals who voluntarily self-identified as the race/ethnicity shown.[11]
U.S. ethnicity overall: Black or African American	4.9	5.1	5.3	
U.S. ethnicity overall: Asian	14.2	14.5	14.7	
U.S. ethnicity overall: American Indian or Alaska Native	0.5	0.5	0.5	
U.S. ethnicity overall: Native Hawaiian or other Pacific Islander	0.2	0.2	0.2	
U.S. ethnicity overall: Two or more races	1.7	1.7	1.7	
U.S. ethnicity overall: White	69.9	68.9	67.4	
U.S. ethnicity overall: Not specified	0.9	0.7	0.9	

Metrics	FY19	FY20	FY21	Notes
U.S. ethnicity nontechnical: Hispanic or Latino	8.4	9.0	9.8	Applies to our U.S. workforce. The scope includes the percentage of individuals who voluntarily self-identified as the race/ethnicity shown.[12]
U.S. ethnicity nontechnical: Black or African American	5.3	5.5	5.8	
U.S. ethnicity nontechnical: Asian	9.1	9.1	9.1	
U.S. ethnicity nontechnical: American Indian or Alaska Native	0.5	0.5	0.5	
U.S. ethnicity nontechnical: Native Hawaiian or other Pacific Islander	0.2	0.2	0.2	
U.S. ethnicity nontechnical: Two or more races	1.9	1.8	1.8	
U.S. ethnicity nontechnical: White	73.8	72.8	71.4	
U.S. ethnicity nontechnical: Not specified	0.9	0.7	0.9	
U.S. ethnicity technical: Hispanic or Latino	6.2	6.5	7.1	Applies to our U.S. workforce. The scope includes the percentage of individuals who voluntarily self-identified as the race/ethnicity shown.[13]
U.S. ethnicity technical: Black or African American	4.2	4.2	4.4	
U. S. ethnicity technical: Asian	24.8	25.6	26.0	
U.S. ethnicity technical: American Indian or Alaska Native	0.5	0.5	0.5	
U.S. ethnicity technical: Native Hawaiian or other Pacific Islander	0.1	0.1	0.1	
U.S. ethnicity technical: Two or more races	1.3	1.4	1.4	
U.S. ethnicity technical: White	62.1	60.7	59.2	
U.S. ethnicity technical: Not specified	0.8	0.7	1.0	

Metrics	FY19	FY20	FY21	Notes
U.S. ethnicity people leaders: Hispanic or Latino	6.2	6.9	7.9	Applies to our U.S. workforce. The scope includes the percentage of individuals who voluntarily self-identified as the race/ethnicity shown.[14]
U.S. ethnicity people leaders: Black or African American	2.9	3.0	3.5	
U.S. ethnicity people leaders: Asian	11.4	11.7	12.8	
U.S. ethnicity people leaders: American Indian or Alaska Native	0.3	0.4	0.6	
U.S. ethnicity people leaders: Native Hawaiian or other Pacific Islander	0.1	0.1	0.1	
U.S. ethnicity people leaders: Two or more races	1	0.9	1.1	
U.S. ethnicity people leaders: White	77.4	76.1	72.9	
U.S. ethnicity people leaders: Not specified	0.6	0.6	0.8	
Percentage of employees participating in Employee Resource Groups (ERGs)	30	33	44	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). Data applies to our global workforce, excluding those working for Secureworks and VMware.[15]
Total number of ERG local chapters	370	412	463	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. The scope of this metric is Dell Technologies badged employees, including regular, full-time, part-time, intern and fixed-term status and excluding those working for Secureworks and VMware. 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).

Metrics	FY19	FY20	FY21	Notes
Percentage of employees volunteering[16]	52	59	51	
Total volunteer hours (in thousands)	890	914	516	
Cumulative number of people impacted through health, education and economic opportunity initiatives (cumulative, in thousands)	2,471	46,588	93,565	In 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 evolved to align with the Progress Made Real Transforming Lives "1 Billion Lives" goal to cover the total number of people impacted through health, education and economic opportunity initiatives. As such, FY19 data includes direct and indirect impact.
Total contributions (in millions of U.S. dollars)	68.5	51.6	49.9	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 people reached who identify as girls, women or underrepresented groups empowered by our social and education programs	N/A	51.7	56.1	The scope includes the number of individuals who voluntarily identify as girls, women or members of underrepresented groups reached, compared to the total number of individuals reached as reported in the "1 Billion Lives" goal. This is a new indicator as of FY20.[17]
Total number of nonprofit partners supported in their digital transformation journey (cumulative)	0	11	77	Currently, this measurement covers the number of nonprofit organizations that have participated in a Tech Pro Bono program. We are developing measurements to include nonprofits that are supported through other Dell efforts, including direct business unit giving and those organizations that benefit from organic skill–based employee volunteering. Dell Technologies has invested in the development of a Digital Assessment Tool (DAT) that will be used to measure pre- and post-program participation and allow us to speak quantitatively to the degree of digital transformation for nonprofit partners in the future. The Digital Assessment Tool is being developed by TechSoup, a third-party provider.[18]

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

2 These numbers are provided by suppliers and include ±10% variance.

3 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.

4 2020 CDP reporting cycle uses supplier information from CY19. Suppliers' emissions numbers have been extrapolated to cover 100% of spend. These numbers have been rounded to the nearest 100. Absolute GHG emissions data for Scope 3, Category 1: Purchased goods and services — FY19 is 2,644,075 $MTCO_2e$; FY20 is 3,748,553 $MTCO_2e$; and FY21 is 3,497,494 $MTCO_2e$.

5 We calculated our baseline for this metric after our FY20 Progress Made Real Report was published in July 2020. We expect to restate these numbers in the future as our calculation methodology and data collection mature. Transport related to Dell's service offerings and logistics sites are not included. These numbers have been rounded to the nearest 100. Absolute GHG emissions data for Scope 3, Category 4: Upstream transportation/distribution — FY19 is N/A; FY20 is 763,397 $MTCO_2e$; and FY21 is 1,098,159 $MTCO_2e$.

For scope 3, category 4 emissions, Dell uses the GLEC framework and well-to-wheel emissions factors rather than those provided in the Greenhouse Gas (GHG) Protocol due to resource constraints in the development of data collection. In the future, Dell intends to review the GLEC framework and GHG protocol impacts before selecting a long-term approach to logistics emissions reporting.

The use of the GLEC framework results in a higher number of measured emissions for the company as compared to the GHG Protocol methodology. This is because the GLEC framework measures total upstream and direct use logistics emissions due to component and product movement (well-to-wheel), while the GHG protocol measures only direct use transportation emissions (tank-to-wheel).

6 FY19 and FY20 buisiness travel emissions are for air and rail. Starting with FY21, we are also including emissions associated with hotel stays and rental cars. Air travel emissions are calculated with a radiative forcing uplift factor.

7 "Global workforce" is defined as Dell Technologies badged employees, including regular, full-time, part-time, intern and fixed-term status and excluding those working for Secureworks and VMware. As of Sept. 1, 2020, Dell Technologies completed the divestiture of RSA to Symphony Technology Group (STG); therefore, RSA employees are no longer included within this FY21 data. FY21 reporting is dated 1/29/21.

8 "Global workforce" is defined as Dell Technologies badged employees, including regular, full-time, part-time, intern and fixed-term status and excluding those working for Secureworks and VMware. This data includes employees working in nontechnical job families such as in Human Resources, Finance, Legal, etc. As of Sept. 1, 2020, Dell Technologies completed the divestiture of RSA to Symphony Technology Group (STG); therefore, RSA employees are no longer included within this FY21 data. FY21 reporting is dated 1/29/21.

9 "Global workforce" is defined as Dell Technologies badged employees, including regular, full-time, part-time, intern and fixed-term status and excluding those working for Secureworks and VMware. This data includes employees working in nontechnical job families such as in Human Resources, Finance, Legal, etc. As of Sept. 1, 2020, Dell Technologies completed the divestiture of RSA to Symphony Technology Group (STG); therefore, RSA employees are no longer included within this FY21 data. FY21 reporting is dated 1/29/21.

10 "Global workforce" is defined as Dell Technologies badged employees, including regular, full-time, part-time, intern and fixed-term status and excluding those working for Secureworks and VMware. "People leaders" is defined as employees in a job management level of executive or manager. As of Sept. 1, 2020, Dell Technologies completed the divestiture of RSA to Symphony Technology Group (STG); therefore, RSA employees are no longer included within this FY21 data. FY21 reporting is dated 1/29/21.

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) and excluding those working for Secureworks and VMware. As of Sept. 1, 2020, Dell Technologies completed the divestiture of RSA to Symphony Technology Group (STG); therefore, RSA employees are no longer included within this FY21 data. FY21 reporting is dated 1/29/21.

12 "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) and excluding those working for Secureworks and VMware. This data includes employees working in nontechnical job families such as Human Resources, Finance, and Legal. As of Sept. 1, 2020, Dell Technologies completed the divestiture of RSA to Symphony Technology Group (STG); therefore, RSA employees are no longer included within this FY21 data. FY21 reporting is dated 1/29/21.

13 "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) and excluding those working for Securework and VMware. This data includes employees working in technical job families such as Information Technology, Engineering, Data Science, Cybersecurity, etc. As of Sept. 1, 2020, Dell Technologies completed the divestiture of RSA to Symphony Technology Group (STG); therefore, RSA employees are no longer included within this FY21 data.

14 "People leaders" is defined as employees in a job management level of executive or manager. "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) and excluding those working for Secureworks and VMware. As of Sept. 1, 2020 Dell Technologies completed the divestiture of RSA to Symphony Technology Group (STG); therefore, RSA employees are no longer included within this FY21 data. FY21 reporting is dated 1/29/21.

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

16 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 team members volunteering and referenced giving via dollars donated and matched.

17 "Underrepresented groups" are groups with lower socioeconomic status and underrepresented minorities.

18 The number of nonprofits reached in FY20 was previously underreported as 5, and the actual number of nonprofits supported on their digital transformation journeys through our Tech Pro Bono programs has been corrected to 11. After accounting for repeat participants, the number of nonprofit partners supported through our Tech Pro Bono programs in FY21 is 66, bringing the cumulative total to 77 nonprofits supported on their digital transformation journeys to date.

How We Report

This FY21 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. A previous version of this report was published in June 2021. View the current and archived copies of all of our reports.

DELL Technologies

Driving Culture, Equity & Belonging

DELL TECHNOLOGIES 2021
DIVERSITY & INCLUSION REPORT

2021 Diversity & Inclusion Report

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

DELL Technologies

Supply Chain Sustainability Progress Report 2020

2020 Supply Chain Sustainability Progress Report

We manage one of the largest social and environmental responsibility assurance programs in the technology sector. This report details the key actions and progress from our focus on sustainability.

Reporting to ESG Standards and Frameworks

View our framework reporting per GRI standards, standards by SASB, and WEF's core Stakeholder Capitalism Metrics. Our GRI Index provides mapping of GRI disclosures to the TCFD's recommendations.

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.

CDP Water Security Report

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

CDP Climate Change Report

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

Glossary

These are terms you'll find in this report, as well as the definitions we use within the context of the social impact programs at Dell Technologies.

Allies: Advocates for people from underrepresented or marginalized groups. An ally takes action to support people outside of his or her own group.

Bioplastics: Plastics that are derived from non-petroleum-based biological resources.

Capacity building: The process of developing and strengthening the skills, instincts, abilities, processes and resources that organizations and communities need to survive, adapt and thrive in a fast-changing world.

Child labor: The use of children in industry or business, especially when illegal or considered inhumane.

Circular economy: An economic system based on the principles of designing out waste and pollution, keeping products and materials in use, and regenerating natural systems.

Circularity: A description of an economic system or product development process that designs out waste and pollution, keeping products and materials in use, and regenerating natural systems.

Climate refugees: Populations of people who migrate or are displaced due, in part, to climate change.

Climate-related scenarios: Plausible future physical, political or economic scenarios involving the large-scale and complex nature of climate change.

Closed-loop: Materials that are reclaimed, returned to and reused for the production of the same type of product in which the material was first used. In Dell's case this is material collected from any IT product (regardless of brand or takeback network) to be made into a new IT product.

CO$_2$e, or CO$_2$-equivalent: A term for describing different greenhouse gases in a common unit. For any quantity and type of greenhouse gas, CO$_2$e signifies the amount of carbon dioxide (CO$_2$) that would have the equivalent global warming impact.

COP26: The 26th U.N. Climate Change Conference of the Parties to be held in Glasgow, Scotland, on Nov. 1–12, 2021.

DART (Days Away, Restricted or Transferred) rate: A measure of the severity of occupational injuries.

Data control process: The process of governing and managing data. It is a common type of internal control designed to achieve data quality, governance and data management objectives.

Decarbonization: The reduction of carbon. The term often refers to the conversion to an economic system that sustainably reduces and compensates the emissions of carbon dioxide (CO$_2$).

Digital deserts: Geographic areas where internet or other connectivity is limited or nonexistent.

Digital divide: The gulf between those who have ready access to computers and the internet and those who do not.

Digital inclusion: The ability of individuals and groups to access and use information and communication technologies.

Digital literacy: The ability to use information and communication technologies to find, evaluate, create and communicate information, requiring both cognitive and technical skills.

Diversity: The condition of being composed of many different types of people, particularly a broad mix of genders, races, cultures, sexual orientations, socioeconomic backgrounds and/or abilities.

Downstream: Refers to stages in a value chain after the production of a product, where the product is distributed, used or disposed of.

Ecosystem: A biological community of interacting organisms and their physical environment.

Employee Net Promoter Score: Based on the concept built around the Net Promoter Score (NPS) to measure employee loyalty, it is a method of measuring how willing your employees are to recommend their workplace to their family or friends.

Energy efficiency: A method of reducing energy consumption by using less energy to attain the same amount of useful output.

ESG: An acronym for environmental, social and governance.

Ethnicity: Large group of people classed according to common racial, national, tribal, religious, linguistic or cultural origin or background. Like race, ethnicity is a social construct, but it is a more inclusive term.

E-waste: Electronic products that are unwanted, not working, and nearing or at the end of their useful life.

Forced labor: All work or service that is exacted from any person under the threat of a penalty and for which the person has not offered himself or herself voluntarily.

Fossil fuel: A carbon-based fuel formed in ancient times from the decomposition of plants and animals.

Future-ready skills: Skills that are suitable and possibly required for new and emerging careers.

Global Reporting Initiative (GRI): An international independent standards organization that helps businesses, governments and other organizations understand and communicate their impacts on issues such as climate change, human rights and corruption.

Governance: The action or manner of governing.

Greenhouse gas (GHG): A gas that contributes to climate change by absorbing radiation, e.g., carbon dioxide and methane.

Greenhouse Gas Protocol: A set of comprehensive global standardized frameworks to measure and report greenhouse gas emissions from private and public sector operations and value chains.

High water stress locales: Geographic areas where the demand for water exceeds the available amount during a certain period or when poor quality restricts its use. For determining water stress, we use the WRI Aqueduct Baseline Water Stress indicator. The areas considered to be water stressed are those that have indicator scores of high or extremely high.

Historically Black colleges and universities (HBCUs): U.S. institutions of higher education (102 schools total) established before 1964 for the primary purpose of educating African Americans.

Human rights: Respecting human rights and remedying human rights abuses throughout the value chain, including supply chain, operations and customer use of products and services. Includes addressing conflict minerals.

Human Rights Impact Assessment (HRIA): A process for systematically identifying, predicting and responding to the potential human rights impacts of a business operation, capital project, government policy or trade agreement.

Human trafficking: A crime that involves exploiting a person for labor, services or commercial sex.

Ideation session: The creative process of generating, developing and communicating new ideas.

Inclusion: An environment where all team members are respected, feel like they're part of the group and have equal access to opportunity and involvement.

Internet of Things (IoT): The interconnection via the internet of computing devices embedded in everyday objects, enabling them to send and receive data.

Intersectionality: The complex, cumulative way in which the effects of multiple forms of discrimination (such as racism, sexism and classism) combine, overlap or intersect, especially in the experiences of marginalized individuals or groups.

ISO 50001 Energy Management System Standard: A framework developed by the International Organization for Standardization for management and control of energy use by an organization.

Latinx: A gender-neutral or nonbinary alternative to Latino or Latina.

LGBTQIA+: An acronym for lesbian, gay, bisexual, transgender, queer and/or questioning, intersex, and asexual and/or ally. Based on the recommendation of Dell's Pride ERG, we use this acronym to represent our inclusion of all sexual orientations and gender identities.

Linear economy: Value created by Dell, measured using indicators such as revenue, pretax income and net income as disclosed within our annual financial reports.

Materiality: As used in this report, it refers to materiality within the context of our ESG reporting and strategy and does not refer to concepts of materiality used in securities or other applicable law.

Microaggression: A statement, action or direct incident regarded as an instance of subtle or unintentional discrimination against members of a marginalized group such as a racial or ethnic minority.

Minority-serving institutions (MSIs): U.S. higher education institutions that serve minority populations. They include historically Black colleges and universities, Hispanic-serving institutions, tribal colleges and universities, and Asian American and Native American Pacific Islanders-serving institutions (AANAPISI).

Moonshot goal: A bold, aggressive and/or challenging goal.

Net zero: A state in which the activities within the value chain of a company result in no net impact on the climate from greenhouse gas emissions.

Offset: A consideration or amount that diminishes or balances the effect of a contrary one. Typically used in the context of greenhouse gases.

On-site renewable energy generation: The action of generating renewable energy at the location where the energy is consumed.

Operational emissions: Greenhouse gas emissions associated with the operations of a facility or company.

Partners: Collaborators, customers or suppliers in a company's value chain.

People of color: A term primarily used in the U.S. to refer to people who are not white.

Planetary boundaries: A concept developed by the Stockholm Resilience Centre, which presents a set of nine planetary boundaries within which humanity can continue to develop and thrive for generations to come.

Product life cycle: The cycle through which every product goes through from introduction to withdrawal or eventual demise. Alternatively, it is the stepwise consideration of all of the relevant steps in the manufacturing (including the production of raw materials), packaging, distribution, usage and end-of-life disposal of a product.

Product portfolio energy intensity goal: A quantitative goal for the normalized average energy demand of a portfolio of products.

Pulse survey: A short, quick survey administered to employees on a regular basis (monthly, quarterly, etc.), typically used to ascertain feedback regarding topics such as employee satisfaction, job role, communication, relationships and work environment.

Racial bias: Implicit or explicit preference or judgments based on racial or ethnic identity.

Radiative forcing: A measure, as defined by the Intergovernmental Panel on Climate Change, of the influence a given climatic factor has on the amount of downward-directed radiant energy impinging upon Earth's surface.

Rainwater harvesting system: A mechanical system designed to capture and store rainwater.

Rare-earth magnet: A strongly magnetic material that includes rare-earth elements.

Reclaimed carbon fiber: Carbon fiber that has been captured for reuse from waste streams, disposed of products or other items.

Recycled content: The proportion of material in an item that originated from recycled sources.

Renewable content: The proportion of content in an item that originated from renewable sources.

Renewable energy: Energy from a source that is not depleted when used, such as wind or solar.

Responsible Business Alliance (RBA): The world's largest industry coalition dedicated to corporate social responsibility in global supply chains.

Responsible sourcing of minerals: The act of acquiring mineral materials where social, economic and environmental factors are considered and basic standards are upheld.

Science Based Target Initiative (SBTi): An international organization dedicated to ambitious climate action in the private sector by enabling companies to set science-based emissions reduction targets.

Science-based targets: Numerical performance targets, typically related to water or greenhouse gas emissions, that take into consideration the latest knowledge regarding thresholds of undesired outcomes and limits to the planetary carrying capacity.

Scope 1 emissions: Direct greenhouse gas emissions from a company's own activities such as fuel combustion, leaks of refrigerant and the use of greenhouse gases in industrial processes.

Scope 2 emissions: Indirect greenhouse gas emissions that are related to purchased energy. Location-based emissions are calculated from the regional energy grid, while market-based emissions align to the contracted source of the energy purchased.

Scope 3 emissions: Indirect greenhouse gas emissions that are the result of activities and assets in the value chain that are not directly owned or controlled by the reporting organization.

Single-use plastics: Plastic items designed to be used once before being disposed of.

Social impact: The net effect of a company or activity on a community and the well-being of individuals and families.

Sub-tier suppliers: Third parties that provide parts, materials and/or components related to products directly to a company's supplier.

Stakeholders: Parties with an interest or concern in something, especially a business.

STEM: An acronym for science, technology, engineering and mathematics. Most commonly used to collectively refer to educational programs or careers in these fields.

Supplier social and environmental responsibility (SER): Refers to when a supplier is assigned or acknowledges control or ownership of social and environmental impacts it may have.

Supply chain: The collection of companies that provide materials or services to a company.

Sustainable materials: Materials whose origination or processing have reduced impacts on the environment.

Sustainability: The ability to be maintained at a certain rate or level or the avoidance of the depletion of natural resources in order to maintain an ecological balance.

Sustainability Accounting Standards Board (SASB): An international organization dedicated to standards and guidelines for corporate reporting on nonfinancial performance.

Talent pipeline: A pool of potential candidates, including a company's employees who are promotion prospects or external candidates, who are qualified and ready to fill a position.

Tell Dell: Annual employee opinion survey that gathers feedback across several topics, including My Leader, Our Culture, My Overall Dell Experience and Inclusion.

Third-party audits: Verification and/or audit activities carried out by independent, unrelated entities.

Unconscious bias: An implicit association, whether about people, places or situations, that is often based on mistaken, inaccurate or incomplete information and includes the personal histories we bring to the situation.

Underrepresented minority: In the context of this report, we are referring to three ethnic groups — Black/African American, Native American and Latino — that have historically constituted a disproportionately smaller percentage of the technology industry than they do of the U.S. population.

United Nations Sustainable Development Goals (SDGs): A collection of 17 interlinked global goals designed to be a "blueprint to achieve a better and more sustainable future for all." The SDGs were set in 2015 by the U.N. General Assembly and are intended to be achieved by the year 2030.

Upstream: Refers to the material and service inputs needed for the production of goods or services.

Value chain: A set of activities that a company performs in order to deliver a good or service.

Water risk score: A numerical indication of the level of water-related risk.

Water stress: A situation in which the water resources in a region or a country or those available to a company are insufficient for its needs. For determining water stress, we use the WRI Aqueduct Baseline Water Stress indicator. The areas considered to be water stressed are those that have indicator scores of high or extremely high.

Dell's Material ESG Topics

Information on our recent evaluation of our topic materiality is within the Materiality section of this report. We align our ESG performance and reporting with the topics noted below through our 2030 goals and through consideration of guidelines such as those developed by the Global Reporting Initiative (GRI) and the Sustainability Accounting Standards Board (SASB). Our GRI, SASB and WEF indexes are available here.

Business ethics: Promoting high standards of ethics and helping to prevent corruption, extortion and bribery throughout our business practices. Ensuring that employees are empowered to voice concerns without fear of retaliation and with confidence that those concerns will be taken seriously. Ensuring that the marketing and the communication of products and services are honest, transparent and fair.

Business performance: Value created by Dell, measured using indicators such as net revenue, operating income, adjusted EBITDA, and cash flows from operations.

Community investment: Dell Technologies invests in our communities with a focus in the two following areas:

- **Access to technology:** Ensuring affordable, equitable access to information and communication technology (ICT) globally, which is a prerequisite for leveraging digital information and services.

- **Science, technology, engineering and mathematics (STEM) education:** Preparing citizens of the future with the necessary skills in science and technology in order to adapt to and thrive in an increasingly digital world.

Data privacy and security: Guarding against threats to data, such as protecting data from loss, corruption or unauthorized access, and governing how data, specifically personal data, is legitimately used and disclosed.

Diversity, equity and inclusion: Striving to cultivate an inclusive culture that reflects the diverse perspectives, backgrounds and cultures of the communities in which we live and conduct business, while ensuring that everyone has access to the same opportunities within our organization.

Energy and climate change: Ensuring efficient use of energy and transitioning to renewable and low carbon energy sources. Includes transportation energy and product energy efficiency. Ensuring resilience of the business and communities across the value chain to the effects of climate change.

Environmental and Social Regulatory Compliance: Striving to ensure Dell complies with environmental and social laws and regulations that are pertinent to business practices in each country we operate in.

Governance: Maintaining the standards, structures and processes to ensure the effective governance of Dell Technologies, including the matters that impact all strategy, goals and programs.

Human rights: Respecting human rights and remedying human rights abuses throughout the value chain, including supply chain, operations and customer use of products and services. Includes addressing conflict minerals.

Innovation: Continuing to improve upon and develop new solutions in the technology sector and passing benefits of our discoveries on to each of our stakeholders. Includes information technology for good.

Labor engagement and development: Maintaining positive interactions between management and staff, fostering a sense of purpose and commitment to Dell's strategy and goals. Providing flexible work options and a positive culture around work-life balance and labor well-being. Ensuring longer-term sustainable employment across the company's value chain and addressing changing labor dynamics.

Occupational health and safety: As defined by the World Health Organization, "occupational health deals with all aspects of health and safety in the workplace and has a strong focus on primary prevention of hazards." Dell has created a healthy, safe and secure working environment for all team members.

Product quality and safety: Delivering superior quality products that are safe throughout the life cycle and continuously considering new opportunities to enhance and increase product quality to meet the needs of an informed public. This includes protection of any intellectual property.

Product stewardship: Managing product life cycles to help increase energy efficiency, recovery, reuse, recycling and recycled content, and enable closed material loops. Promoting responsible waste management, in particular e-waste management.

Substances of concern: Reducing and eliminating the potential health and environmental impacts of substances used in products across their life cycles.

Supply chain resilience: Reducing Dell's risk exposure to potential disruptions in the value chain, such as severe weather events, conflict and pandemics.

Sustainable consumption: Shifting the business model to decouple growth from negative societal and environmental impacts; engaging customers to positively shift purchasing and use behavior to enable a circular economy; promoting usage as a service; and dematerializing processes and activities through digitization.

Water and effluents: Minimizing or optimizing the overall water consumption and quality impacts across operations, including within headquarters and data centers, as well as water used (or avoided) by the use of Dell's products and services. Additionally, the quality of Dell's water discharges can impact the functioning of the ecosystem in numerous ways. Direct impacts on a catchment can have wider impacts on the quality of life in an area, including social and economic consequences for local communities and indigenous peoples.

Water consumption: Sum of all water that has been withdrawn and incorporated into products; used in the production of crops or generated as waste; has evaporated, transpired, or been consumed by humans or livestock; or is polluted to the point of being unusable by other users; and is therefore not released back to surface water, groundwater, seawater or a third party over the course of the reporting period (source: Global Reporting Initiative [GRI]).

Water discharge: Sum of effluents, used water and unused water released to surface water, groundwater, seawater or a third party, for which the organization has no further use, over the course of the reporting period (source: GRI).

Water withdrawal: Sum of all water drawn from surface water, groundwater, seawater or a third party for any use over the course of the reporting period (source: GRI).

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 and beyond.

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.