2020 Human Rights Update

Table of contents

About this update

The COVID-19 pandemic impacted our on-site due diligence plans with site closures, limited access, and restricted travel. Throughout, we focused on enabling HP's response to the pandemic, developing our ambitious 2030 Sustainable Impact goals, strengthening our Human Rights Policy, and defining an expanded list of human rights areas of focus. This document complements our 2019 Human Rights Progress Report, and we plan to publish a full progress report for 2021.
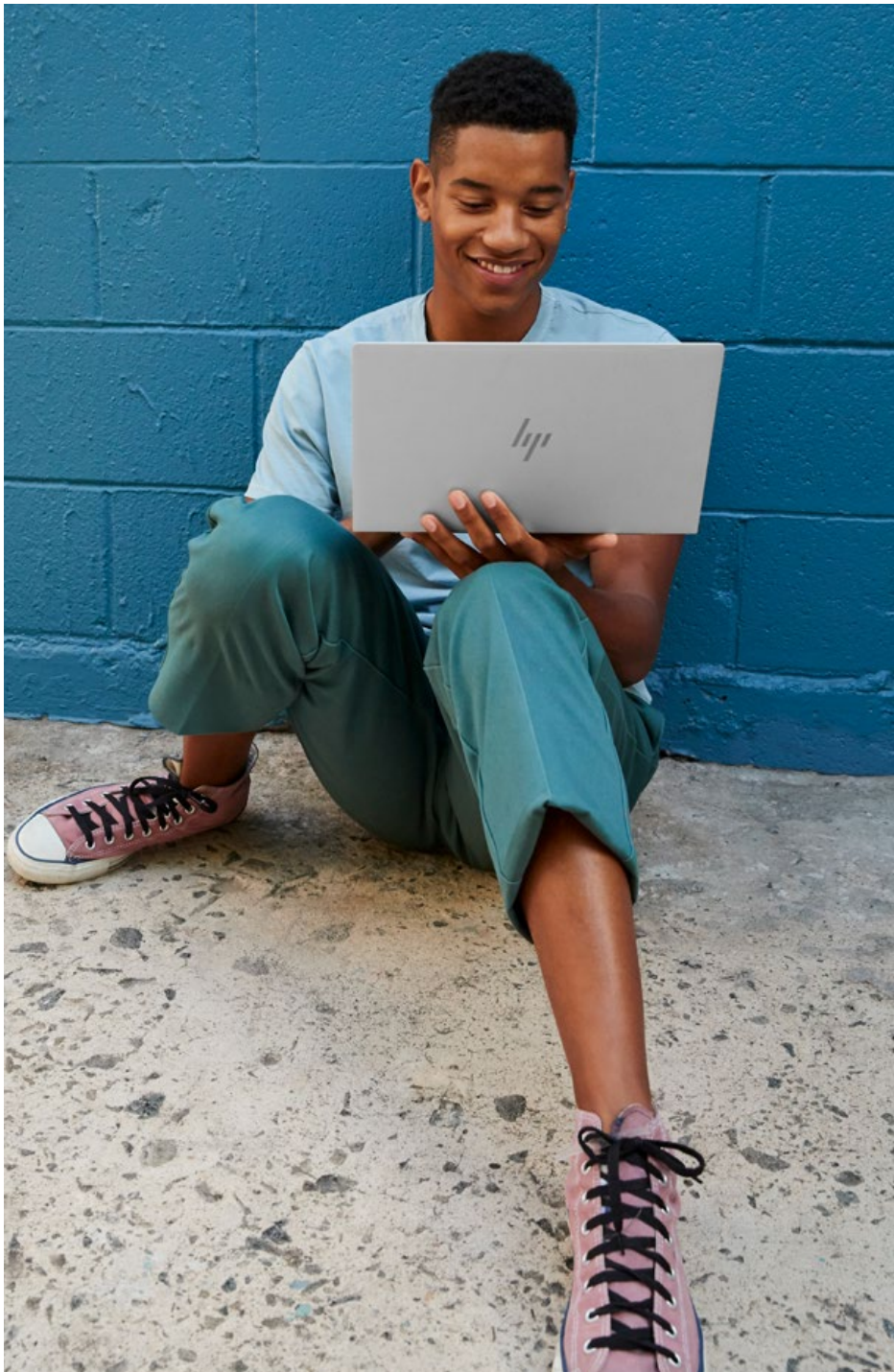
Recognition

HP is a recognized leader in social responsibility as rated by independent benchmarks:

Newsweek's 2021 America's Most Responsible Companies
Ranked 1st in the United States for environmental, social, and governance performance for the second year in a row.

The Wall Street Journal's 2021 Top Companies for Social Responsibility
HP is ranked second based on data drawn from the WSJ Management Top 250 ranking, up from 10th.

Ethisphere's 2021 World's Most Ethical Companies
One of only 135 companies around the world to receive this honor.

2020 Corporate Human Rights Benchmark
HP ranked third in its 2020 benchmarking of ICT companies evaluated on corporate human rights performance.

2020 KnowTheChain
HP ranked second in its 2020 benchmarking of ICT companies evaluated on supply chain social responsibility.

HP's response to COVID-19

Large and small businesses, local and national governments, and families and individuals have all been challenged by COVID-19 in ways few of us could have imagined. While we prioritized contributing to the global battle against the pandemic, we continued to drive progress toward our other commitments. As many of our facilities—particularly manufacturing sites—were deemed essential by virtue of the products produced, we needed to be particularly vigilant to continue delivering critical IT technologies to support working from home while protecting worker health and safety. By putting people's safety and human rights first in our response to the virus, HP's people demonstrated how we live by our values.

Mobilizing our technology

Together with the global digital manufacturing community, we mobilized HP's 3D printing technology, experience, and production capacity to deliver critical medical parts to meet urgent needs. Items made included face masks and shields, mask adjusters, nasal swabs, hands-free door openers, and respirator parts. We coordinated with government, health, and industry agencies in numerous countries to support a synchronized and effective approach. Learn more in our 2020 Sustainable Impact Report.

Our global network of print service providers also innovated to help medical teams, businesses, and the public to combat COVID-19, including through signage and communication materials. We deployed free HP bioprinters to government agencies, pharmaceutical companies, and nongovernmental organizations to support diagnostic and vaccine research.

Ensuring the safety of our employees in our operations and supply chain

In rapidly deploying our technology to tackle the pandemic, we had to reassess how we manage our operations and supply chain to address the severe risks to workers and communities. Our response mirrored our commitment to respecting human rights: we identified risks to our employees, contingent workers, and partners, then acted decisively to manage and mitigate those risks.

We quickly switched most employees to working from home. For those in manufacturing and other functions that could not transition to a remote model, we implemented safety and hygiene training and protocols that addressed physical distancing, personal protective equipment, site visitor restrictions, alternate staffing shifts, and enhanced cleaning and sanitization practices. We also put in place contact tracing initiatives.

The pandemic's impact on travel and site access reduced the number of supplier audits and assessments we were able to complete, but we sought ways to continue engaging with suppliers and used technology to safely conduct assurance work. We also helped our suppliers navigate these complex challenges through capacity building. Our HP Supplier Code of Conduct has strict health and safety expectations, and we published best practice for suppliers' protection of workers during COVID-19.

To stay connected with supplier worker needs and concerns, we conducted a survey around leave, labor practices, and wages and benefits. We asked if workers diagnosed with COVID-19 were given necessary support such as medical treatment and compensation. We also enquired if new workers were hired and whether the facility still followed their own labor procedures such as no recruitment fees or child labor. Recognizing that facilities would cut working hours during lockdown and may increase them as the situation improved, we also wanted to know if overtime was still voluntary and if wages were properly paid.

We found that our suppliers had protocols in place to address COVID-19 detection and prevention, and to support infected workers. We also found labor practices consistent with our requirements. In Asia and Latin America, we supported virtual training for suppliers on mitigating the risks of forced labor given that travel restrictions could increase worker vulnerability, reaching more than 500 supplier managers and supervisors.

Looking ahead

In 2021 and beyond, we will continue to address the evolving challenges of the pandemic and put the safety of our employees and supply chain workers first.
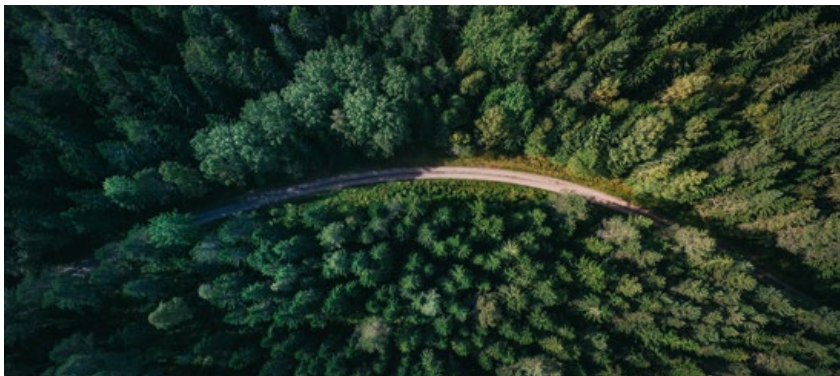
Sustainable Impact 2030 goals

The last year has been marked by global, systemic challenges of unprecedented scale—the worst pandemic in a century, an accelerating climate crisis, and shocking social and racial inequality.

These challenges demand soaring ambition from everyone, including ethical companies, to drive immediate, meaningful, and lasting progress. Beyond a commitment to avoiding harm, delivering positive social impact is a business imperative that is shaped by the concerns of customers, investors, and employees. Companies are increasingly judged by more than their profits. They will be measured by the value they create for society, helping to solve the most pressing problems and answering the call of our communities.

HP's founders spoke about social good decades ago, and we have always been a purpose-driven brand that derives value not just from the products we make but the progress we make possible. The UN Sustainable Development Goals inform our vision of the world we aim to realize. This is a strong platform from which to build over the coming decade – our ambitious new agenda connects HP to the most urgent issues of our time, as well as where we can have the greatest impact: Human Rights, Climate Action, and Digital Equity.

Each of our goals, including those on Climate Action and Digital Equity, will have a profound and lasting impact on our ability to respect the human rights of broader communities and people associated with our value chain.

Our 2030 vision is to make HP the world's most sustainable and just technology company.

OUR 2030 GOALS

CLIMATE ACTION

Carbon emissions

- Achieve net zero greenhouse gas (GHG) emissions across HP value chain by 2040
- Reduce HP absolute value chain GHG emissions by 50% by 2030

Circularity

- Reach carbon neutrality and zero waste in HP operations by 2025
- Reach 75% circularity for product and packaging by 2030

Forests

- Maintain zero deforestation for HP paper and paper-based packaging
- Counteract deforestation for non-HP paper used in our products and paper by 2030

HUMAN RIGHTS

Racial and gender equality

- Achieve 50/50 gender equality in HP leadership by 2030
- Achieve greater than 30% technical women and women in engineering by 2030
- Meet or exceed labor market representation for racial/ethnic minorities in the U.S. by 2030

Culture of inclusion and belonging

- Seek to be universally ranked as employer of choice for underrepresented groups in the technology industry by 2030

- Maintain higher than 90% rating on internal inclusion index for all employee demographics annually

Empowered workers

- Assure respect for labor-related human rights for 100% of key contracted manufacturing suppliers and higher-risk next tier suppliers by 2030
- Reach one million workers through worker empowerment programs by 2030

DIGITAL EQUITY

Accelerate digital equity

- Accelerate digital equity for 150 million people by 2030
- Bring HP tech advantages to marginalized groups: women and girls, people with disabilities, communities of color, and educators and practitioners

To achieve this, we will:

- Activate and innovate a fund, accelerated through partners, that offers bundled, custom solutions through 2030
- Develop transformative innovation in HP products and services that accelerate digital equity by 2030
- Continue to drive goal of 100 million learning outcomes by 2025
- Leverage HP LIFE to deepen digital equity

See HP's 2020 Sustainable Impact Report for full details about our 2030 goals.

GOALS FOR Climate Action

Our planet is not just a place to live—it makes living possible. Protecting it now depends on bold action, guided by science, motivated by time, and inspired by the interconnectedness of living things. Climate change is an important human rights issue, as its impacts fall unequally across the world's communities.

We are pushing toward a net zero, fully regenerative economy while we work to build the industry's most sustainable products and solutions portfolio. We protect and restore forests to preserve nature and restore the climate and work with partners to protect ecosystems. Embedded is the impact on the communities closest to our business. Delivering a net zero carbon emissions value chain well ahead of science-based targets requirements contributes to the avoidance of climate-related changes that negatively impact access to food, water, and shelter for millions of people.

We are focused on broad incorporation of reuse, repairability, recycled content, and sustainable materials in our products and services in ways that decarbonize the supply chain and mitigate the waste and loss of natural resources important for generations to come.

We will continue to address deforestation associated with sourcing fiber for HP paper and paper-based packaging, and counteract deforestation from non-HP paper used in our products and services. By protecting, restoring, and responsibly managing forests, we are helping to restore natural ecosystems, wildlife habitat, and water quality while also benefiting communities that rely on them.

GOALS FOR Human Rights

Respecting human rights is everyone's responsibility. From the factory floor to the boardroom, we create a culture where everyone's rights are respected and where people can be themselves.

We aim to use our ability to influence others in a global and transformational way. We support our workers and those in our supply chain through training and development. We focus on breaking down the barriers that prevent racial and gender equality and inspire others to do the same.

Within HP, we seek to be universally ranked as an employer of choice for underrepresented groups in the tech industry by 2030. Leading through culture not only unleashes innovation and impact within our business, it also helps us influence our partners and suppliers to do the same, creating a multiplier effect across our ecosystem. We will use our Racial Equality and Social Justice Task Force to drive actions within our industry and in local and national contexts where our voice can influence the change we need and want.

We will build a visible and resilient supply chain with the goal to assure respect of labor-related human rights for our key contracted manufacturing suppliers and reaching one million workers through our worker empowerment program. Workers in the industry's supply chain can often be the most vulnerable and face challenges they are not equipped to address. HP's program will go above and beyond the typical risk management approach to seek positive changes through training and personal development. The program will ensure participants have a solid understanding of their rights in the workplace, and through their participation, HP will strive to help them develop the ability to positively influence working conditions such as those that lead to harassment and discrimination.

GOALS FOR Digital Equity

If only a few have opportunity in the world, then only a few can shape it. We want to help design a future we can be proud of—a future that everyone has a part in.

We believe that technology enables education, healthcare, and opportunity, and that closing the gap between those who have and those who do not opens the door to invention and innovation. That is why we commit to accelerate digital equity for 150 million people by 2030.

We plan to bring HP technology advantages through an accelerator program that includes education, healthcare, and economic solutions, and is longitudinally tracked to directly impact and support women and girls, people with disabilities, communities of color and other marginalized groups, and educators and practitioners. This will be done by both activating existing and innovating new products, solutions, and services, leveraging both the power of HP and partners.

Human Rights Policy

Human rights have long been at the heart of how we do business. We established our first Human Rights Policy in 2003 and have evolved it over time as our understanding and due diligence has deepened.

In 2021, we launched a standalone Human Rights Policy that better reflects the breadth and depth of our commitment to human rights and our measures to align with the UN Guiding Principles on Business and Human Rights.

HP Values

HP was founded as a purpose-driven brand: Dave Packard said, "The betterment of society is not a job to be left to a few. It is a responsibility to be shared by all." We articulate our human rights responsibilities and aspirations in the context of HP values to enable a meaningful connection for our employees.

Enthusiasm, agility, and ownership
- We believe that our human rights responsibilities are integral to our success as a company, and dedicate the appropriate energy and resource to meeting those responsibilities.
- We understand that the conditions and contexts that give rise to human rights risks change constantly, and we need to respond quickly and appropriately.
- We realize our ability to influence others can be global and transformational, and we use this reach positively.

Trust and respect
- We seek out and meaningfully incorporate advice and feedback from human rights experts as well as affected stakeholders.
- We develop relationships throughout our business based on mutual trust and respect.
- We foster a speak-up culture in which every voice has power and every voice has the right to be heard.

Meaningful innovation
- We are not bound by current conceptions of what is or is not possible, but rather imagine a better future for everyone, everywhere, and then we make it happen.
- We carry our pursuit of meaningful innovation into the way we manage human rights.
- We remain vigilant in our awareness of the evolving global landscape and socioeconomic conditions to ensure these values are upheld.

Uncompromising integrity
- We are committed to conducting business across our operations with integrity, because how we do things is as important as what we do.

Results through teamwork
- Successful implementation of our human rights commitment requires a whole-of-HP collaboration, in which communication, clarity, and accountability are fundamental.

Focus on customers, partners, and communities
- Our overarching goal is to create positive impacts for people, society, and business while also mitigating risk and preventing harm.

Our commitment

We commit to respecting human rights in accordance with all relevant international instruments and norms, including the United Nations Guiding Principles on Business and Human Rights. We commit to respect internationally recognized rights as expressed in the International Bill of Human Rights and the International Labour Organization's Declaration on Fundamental Principles and Rights at Work. Our commitment includes respecting the rights of those groups that may be marginalized or underrepresented, and we commit to engage with affected individuals. We also prohibit threats, intimidation, or attacks against human rights defenders.

Our human rights actions

In implementing our commitment, we conduct meaningful engagement and collaboration with a variety of stakeholders to inform our approach, actions, and responses to risks. We also carry out human rights due diligence across our business to identify, investigate, prevent, and mitigate adverse human rights impacts, including those that may be directly linked to our operations, products, or services by our business relationships. In addition, our due diligence will include measures to identify and address risks associated with product misuse.

Our new Human Rights Policy describes the actions we take with our business partners, including maintaining standards and contractual requirements, conducting due diligence, and requiring our suppliers to uphold respect for human rights. We cooperate in mitigation and remedy when needed, and our grievance mechanism is publicly accessible and prohibits retaliation against those who raise concerns.

The Human Rights Policy also describes how we track our performance against indicators to assess the effectiveness of our policies and processes, and how we seek feedback from affected individuals. We report on our human rights performance through our annual human rights reporting such as this report and our Sustainable Impact Report.

Our human rights accountability

Our Chief Executive Officer, who is also a member of our Board of Directors, approves our Human Rights Policy, and our Chief Corporate Affairs Officer holds operational accountability for it. HP operates an internal Human Rights Council to further promote policy internalization, chaired by an HP executive whose performance is incentivized to manage HP's human rights program. The Council is informed by independent external human rights experts. Board-level oversight is provided by the Nominating, Governance and Social Responsibility Committee of HP's Board of Directors.

Human rights areas of focus

We focus on those human rights that warrant ongoing dialogue and can be jeopardized by our activities or business relationships—these are rights that we assess can have the greatest impacts in terms of scale, gravity, and ability to be remedied.

In 2020, we worked with a range of human rights experts, HP leadership, and stakeholders to identify these areas of focus.

MODERN SLAVERY

The use of coercion, threats, or deception to exploit individuals and undermine or deprive them of their freedom. For HP, this is primarily a risk associated with our manufacturing suppliers operating in countries where there is high volume of migrant labor and a lack of legal protections and/or enforcement of protections for migrant labor. Learn more about relevant policies, risk detection, due diligence, and performance in our Modern Slavery Transparency Statement.

UNFAVORABLE CONDITIONS OF WORK

Conditions that negatively impact worker dignity and wellbeing. For HP, this is a risk predominantly associated with our manufacturing suppliers. For nearly two decades, we have focused on supply chain responsibility, and our requirements for all suppliers are contained in the HP Supplier Code of Conduct, which incorporates international labor and human rights principles (and aligns with the Responsible Business Alliance Code of Conduct). HP has purchasing agreements or purchase order terms and conditions in place with our direct suppliers requiring them to comply with international standards and applicable laws and regulations.

DISCRIMINATION

Discrimination is when persons are treated unequally, unfairly, or differently because they are of a particular group. Discrimination is a risk that can occur in almost every context. We recognize that enabling people to be their best selves unlocks the potential to drive innovation, economic empowerment, and personal fulfillment. We established the Racial Equality and Social Justice Task Force and continue our leading Diversity, Equity, and Inclusion program.

CONFLICT MINERALS

Risk of forced labor, child labor, and armed group conflict associated with raw minerals extraction. We are aware there are mineral purchasing and practices that contribute to human rights abuses such as forced labor or child labor in conflict-affected areas. Because of our limited visibility and lack of influence over entities that are many supply chain steps beyond directly contracted suppliers, we consider this issue as the potential that our suppliers have not ensured responsible conflict-free sourcing through their entire supply chain. Steps we have taken to address this issue can be found in our Conflict Minerals SEC Disclosure.

ENVIRONMENT

Potential impacts of GHG emissions, waste, factory discharges, and use of nonrenewable resources. We are pursuing a strategic shift toward net zero carbon, service-based business models that mitigate our GHG emissions, and enabling circularity of materials and products. To drive us forward, we have established bold 2030 goals that will transform our business and manufacturing approach so we can achieve net zero GHG emissions across our value chain by 2040.

PRIVACY

Risks to privacy and data protection rights of people interacting with HP products, services, and operations. We build privacy and data protection into the design and development of our products, services, and operations. See our Privacy website for additional information.

Next steps for our human rights program

Building on our decades-long commitment to social and environmental responsibility, our ambitious 2030 Sustainable Impact goals show our determination to be the world's most sustainable and just technology company. We are already making progress against these goals, through programs and initiatives that make technology more accessible, advance environmental responsibility, and develop worker voice in our supply chain.

In 2021, we will continue to develop our due diligence in our operations and supply chain, including by:

- Strengthening actions and processes associated with our new **Human Rights Policy.**

- Establishing programs, performance metrics, and management systems to support our 2030 Sustainable Impact goals.

- Continuing to conduct audits at HP offices and audit our HP manufacturing operations every two years.

Engaging with our supply chain workers

Progressing our 2025 goal to improve the skills and wellbeing of 500,000 factory workers, in 2020 HP worked with three suppliers on two worker engagement programs.

In partnership with the suppliers, who represent 15,000 workers, we conducted worker surveys, management interviews, and on-site inspections, and enabled a worker feedback channel. Examples of engagement included quarterly campaigns, participation incentives, and using social networks to promote opportunities. Suppliers used the opportunity to better communicate policies and worker benefits and to resource the translation of information.

Positive outcomes included increased worker satisfaction, a growth in worker loyalty measured by retention and absenteeism, and a lower rate of lost time injuries. Feedback also helped suppliers enhance the work environment, improve worker-supervisor communication and relationships, and develop training for management and supervisors to better address worker needs.

We plan to continue these successful programs and expand the approach to other suppliers.

Restoring a vital natural asset

In partnership with WWF, we are helping to restore the Atlantic Forest in Brazil, which has lost over 87% of its original area. One of the world's most extraordinary and threatened forests, this biodiversity hotspot is home to iconic wildlife and directly sustains lives and livelihoods in the region, making its health critical.

Ecosystem services provided by the Atlantic Forest include drinking water that millions of people depend on; resources—particularly for local communities and indigenous people—such as food, medicines, and materials; hydroelectric energy; pollinators that are vital to agriculture; and forest cover that prevents soil loss and maintains stable river levels through dry and wet seasons.

With WWF, we are working with local woman-led nonprofit Copaíba to plant thousands of native seedlings to rebuild the forest. The project focuses on expanding native habitats, creating wildlife corridors between fragmented sections of forest, protecting vital water resources, and increasing the region's resilience to climate change.

The planting takes place on private land in partnership with local landowners, and so engaging them and other stakeholders is vital. Relationships developed over months and years are key to yielding the greatest environmental impact and to accelerating the project's momentum.

Landowners that Copaíba work with typically become the work's most important champions, telling others about benefits such as improving water quality and quantity, increasing numbers of bees pollinating crops, and livestock benefiting from shade. These and other positive outcomes directly and indirectly contribute to protecting people's livelihoods across the region. Find out more.

Atlantic
Forest

Reinventing digital access for students with visual disabilities

We believe in affirming human dignity, promoting independence, and unleashing creativity through innovative technology. As part of our goal to enable better learning outcomes for more than 100 million people by 2025, HP launched a new inclusive education partnership with the Governor Morehead School (GMS) in fall 2020, which focused on empowering students with visual disabilities by helping them thrive alongside their peers.

Following a needs assessment, HP provided GMS, located in Raleigh, North Carolina, with 20 technology bundles—including new laptops, monitors, docking stations, keyboards and Braille overlays, mice, and headsets—as well as print devices and HP LIFE licenses.

Previously, many students had been using outdated devices or small tablets that hindered their educational experience. Our partnership has unleashed more opportunities for students to connect with others, complete schoolwork, and pursue hobbies. For example, Dylan McCleary, a high school sophomore, can now easily access his online classes, communicate with his peers online, and get feedback from his music teacher while playing an instrument. We have been inspired by the growth mindset of GMS students and the impact of connecting people with diverse abilities with the power of technology.

One in seven people has a disability, so there is enormous opportunity for technology companies to make their products and services more inclusive. HP's Office of Aging and Accessibility has arranged product accessibility feedback interviews with GMS students and faculty to better understand how HP can intentionally improve its products for people with access needs.

Get in touch

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Further reading

2019 Human Rights Progress Report

2020 Sustainable Impact Report

hp keep reinventing