Partnerships & Transparency
Supply Chain Responsibility in Dell
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Responsible Business Alliance Code of Conduct

**Norms and standards referenced in the RBA Code of Conduct:**
- Universal Declaration of Human Rights
- ILO International Labor Standards
- OECD Guidelines for Multinational Enterprises
- International Organization for Standardization (ISO) standards
- Social Accountability International (SA) standards

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**Labor**
- Freely Chosen Employment
- Young Workers
- Working Hours
- Wages and benefits
- Humane Treatment
- Non-discrimination
- Freedom of Association

**Health and Safety**
- Occupational Safety
- Emergency Preparedness
- Occupational Injury & Illness
- Industrial Hygiene
- Physically Demanding Work
- Machine Safeguarding
- Food, Sanitation & Housing
- Health & Safety
- Communication

**Environment**
- Environmental Permits & Reporting
- Pollution Prevention and Resource Reduction
- Hazardous Substances
- Solid Waste
- Air Emissions
- Materials Restrictions
- Water Management
- Energy Consumption and GHG emissions

**Ethics**
- Business Integrity
- No Improper Advantage
- Disclosure of Information
- Intellectual Property
- Fair Business, Advertising, Competition
- Protection of Identify and Non-retaliation
- Responsible Sourcing of Minerals
- Privacy

**Management System**
- Company commitment
- Management accountability & responsibility
- Legal and Customer Requirements
- Risk Assessment and Risk Management
- Improvement Objectives
- Training
- Communication
- Worker Feedback, Participation and Grievance
- Audits and Assessments
- Corrective Action Process
- Documentation and Records
- Supplier Responsibility
Strong management systems building on RBA Framework

We manage our supply chain through a process of continuous improvement, built on assessing risks, identifying problems, correcting issues and working together to improve suppliers’ capabilities.

91% of high-risk suppliers in audit program – working towards 100%

Responsible Mineral Sourcing
87% of smelters RMI certified – working towards 100%
Building a responsible and resilient supply chain

**213,000 workers**
Covered by weekly working hours monitoring program

**448 audits**
initial and closure third-party audits last year

**150 Water Risk Mitigation Plans**
submitted to date

**IPE ranked Dell #2 overall in the Corporate Information Transparency Index**

**35,000 workers**
completed health and safety courses

**Mobile Training Program**
Meaningful transparency & open dialogue

1. Online Supplier list by product category and major components
2. Biannual Supply Chain Sustainability Progress Report with KPIs
3. Annual Responsible Mineral Sourcing Report aligned with OECD
4. Customer supply chain journeys to visit suppliers in China
5. Virtual Reality experience of supplier visits

Please visit www.dell.com/supplychain to experience all of it!

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