



Partnerships & Transparency

Supply Chain Responsibility in Dell

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Responsible Business Alliance Code of Conduct

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

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



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

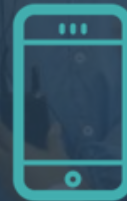


initial and closure
third-party audits
last year



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

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



Mobile Training Program

35,000 workers completed health and safety courses

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 w 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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