

READ BEFORE

- This file is dedicated to HP sales force and channel partners working in Europe, Middle East and Africa.
- The goal is to provide in a single file a comprehensive collection of links to 'HP's Sustainable Impact' supporting material and documents to help answer common questions.

This file is was generated by the EMEA markets Sustainable Impact Team with the support from the EMEA markets Supplies competitive intelligence. For more info please contact sustainability@hp.com



SUSTAINABLE IMPACT

TOGETHER WE CAN ACHIEVE MORE

HP Sales and Channel Partner Sustainability Resources – ‘EMEA’ markets’
March 2020

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Sustainable Impact at HP



Sustainable Impact is fundamental to our reinvention journey—fueling our innovation and growth, and strengthening our business for the long term. We are driven to reinvent the future each day as we work to prepare for the next wave of challenges and opportunities and to create positive, lasting change for the planet, our people, and the communities where we live, work, and do business. From designing our core products and services, developing new business models that generate growth, and innovating breakthrough technologies such as 3D printing, we help our customers, partners, and communities to shape the future.



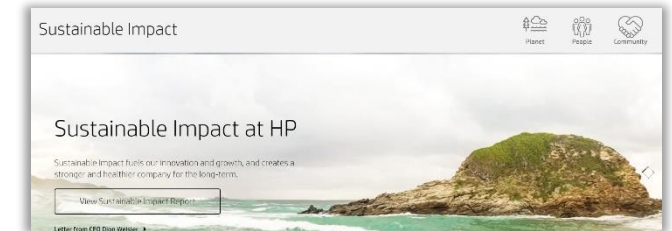
[Sustainable Impact Report – HP’s SI Report](#)



[SIR– Executive Summaries in different languages](#)



[Recognized leader](#)



[Sustainable Impact at HP Website](#)

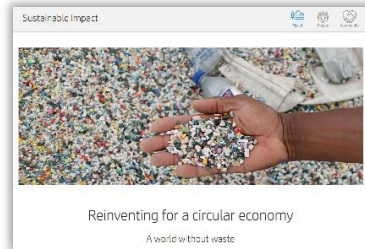


Sustainable Impact Planet

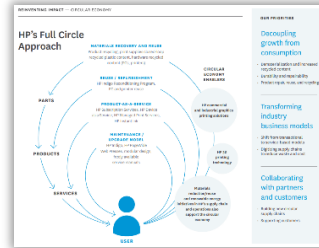
Our vision is to transform our entire business to help drive a more efficient, circular, and low-carbon future, and to support our customers and communities to achieve more, with less impact.



[HP's Environmental History](#)



[Circular Economy Webpage](#)



[HP's Full Circle Approach](#)



[Extending our Leadership to Help Tackle Plastic Pollution](#)



[Top 8 Sustainable Supplier Procurement Criteria](#)

Other useful links

[Information on Carbon Accounting](#)

[Estimated Materials Use Intensity for HP Products](#)

[HP Planet Partners Program \(HW and supplies recycling\)](#)

[Energy Efficiency](#)

[Turning Haiti's Mountains of Plastic Garbage into High-Tech Printer Gear](#)

[Carbon Footprint Calculator](#)

Sustainable Impact People & Communities

Our vision is to enable all people who help bring our products to market to thrive at work, at home, and in their communities. We aim to embed diversity and inclusion in everything we do.

Ethics and anti-corruption

We expect everyone at HP to meet the highest ethical standards and to treat others with integrity, respect, and fairness. A complete commitment to our values underpins our efforts, reinforced by ongoing training and communication, and upheld through targeted policies and strong governance.

HP is committed to complying with all applicable laws and regulations everywhere we operate. We require ethical conduct by our suppliers and partners, and use our scale and influence to drive progress across the broader IT industry. See [HP's Code of Ethics](#) and [Supplier Code of Responsibility](#).

Ethics

Ethics and communication

Our annual integrity and anti-trading covers key policies, procedures, and high-risk issues that employees might face, and includes content on anti-corruption, conflicts of interest, and privacy. In 2018, we incorporated scenarios based on actual investigations, and provided training to employees and sales partners in higher-risk countries with online and in-person training. During the year, all members of HP's Board of Directors attended a live integrity all HP training session.

Regular engagement through training, newsletters, a poster campaign at select sites, and coffee talks helps to reinforce integrity at HP. Integrity Central is a new, comprehensive library of resources on collaborative anti-ethics topics. It includes the tools and resources necessary to help employees know how to win the right way.

ETHICS TRAINING GOAL

Completion of annual integrity at HP training by 99.69% of employees, including senior executives, complete integrity at HP training, as well as all members of our Board of Directors.

PROGRESS IN 2018

99.69%

During 2018, the Ethics Office launched a four-part video series to improve awareness globally on compliance trends and how to handle ethical dilemmas. The videos, with subtitles in Korean, Chinese, and Spanish, received more than 3,000 views. During the year, the Ethics Office also recognized eight "ETHICS Champions," employees who showed outstanding ethical leadership and received HP values.

Ethics and compliance governance at HP

Board of Directors*
The Board of Directors oversees the company's ethics and compliance at HP. The board consists of 11 members and is led by the Chairman. All members are independent of the company's executive, financial, and operational matters.

Board of Directors Audit Committee
Provides oversight and guidance on the Ethics and Compliance Office.

Ethics and Compliance Committee
Consists of HP executives, globally, and oversees all of the ethics and compliance programs, policies, and procedures.

Ethics and Compliance Office
Serves as the central legal effort.

Manages all ethics and compliance programs, policies, and procedures. Specific responsibilities include oversight of integrity at HP, coordination of all ethics and compliance programs, the oversight of all investigations, and the design and implementation of policies. For privacy, integrity, and resource allocation impact.

*Not January 1, 2018

See [Company](#) for the board's composition, committees and charters, as well as our company bylaws and [Corporate Governance Guidelines](#).

Respecting Human Rights Across the Value Chain

Respecting human rights is a core value at HP and embedded in the way we do business. This is not only a moral imperative, but increasingly a strategic business requirement. Our stance is clear and uncompromising: We respect the fundamental rights and freedoms to which all people everywhere are entitled.

We are committed to ensuring that everyone is treated with dignity, respect, and fairness — within our own company and through collaboration with our partners and suppliers.

REINVENTING IMPACT — HUMAN RIGHTS

CONTINUING A LONG HISTORY OF LEADERSHIP

We respect and uphold relevant human rights in alignment with the [UN Guiding Principles on Business and Human Rights](#). Over the past decade, we have strengthened our management of human rights risks. Our customers, partners, vendors, and other stakeholders rightly expect us to operate with the highest levels of integrity, and to continue to demonstrate leadership in this rapidly evolving area through our [human rights](#), [ethics](#), and [compliance](#) policies and practices.

ENGAGING WITH SUPPLIERS TO SAFEGUARD WORKER RIGHTS

We are committed to ensuring that our products are engineered and manufactured with respect for the people who make them. The best way to protect workers and improve labor standards is through transparency and due diligence. Using this approach, we continue to work closely with our suppliers to build an [ethical supply chain](#). Foster opportunity and equality, eliminate discrimination, advocate for local labor, safeguard the rights of workers, and help local communities thrive.

PROTECTING, EMPOWERING, AND FAIRLY REWARDING OUR EMPLOYEES

In our own operations, we strive to ensure that our employees have a safe and healthy workplace, where harassment and discrimination are never tolerated. And we extend and across our value chain, we unlock the potential of all employees by championing [diversity and inclusion](#), [well-being](#), and [pay equity](#). We consider [diversity](#) an important human right and are committed to protecting our employees' and customers' personal information.

PROACTIVELY MANAGING AND ADDRESSING ISSUES WHEREVER WE FIND THEM

Based on our latest [human rights](#), [management](#) in 2018, we continue to proactively address challenges wherever we encounter them and to communicate progress transparently. We strive to implement global policies and programs that protect and empower the most vulnerable populations. This encompasses our initiatives in [education](#), [gender equality](#), and [resilience](#), as well as [corruption](#), [human rights](#), and [environmental](#) and [social](#) issues.

Quality Education for Every Person

Quality education is a fundamental human right. For typically underserved groups, technology can be a great equalizer, helping to bridge the digital divide and connect people and communities to greater opportunity. Through our products and solutions, programs, and partnerships, HP is empowering teachers, improving learning outcomes for millions, and equipping people with the skills to succeed in the future economy.

Along with our growing work supporting education in schools, HP also announced in 2018 a new commitment to empowering colleges and universities. The Campus of the Future framework outlines a global effort to make campuses more productive, more inclusive, and more secure. Focusing on student success and learning outcomes, HP is collaborating with institutions to understand the potential impact of new technologies.

GOAL

Enable better learning outcomes for 100 million people by 2025, since the beginning of 2015.

PROGRESS

21 MILLION+ students and adult learners have benefited from HP's education programs and solutions that advance quality learning and digital literacy, and enable better learning outcomes since the beginning of 2015.

REINVENTING IMPACT — EDUCATION

Ethics

Integrity at HP

Anti-Corruption Policy

All HP Policies

HSE Policy

Human Rights

Human Rights Approach

Human Rights Risk and Plans

HP Modern Slavery Act

Foreign Migrant Worker Standard

Social Impact

Embracing Diversity to Fuel Innovation

Vibrant Communities Everywhere

Community Giving and Volunteerism

Haiti Program

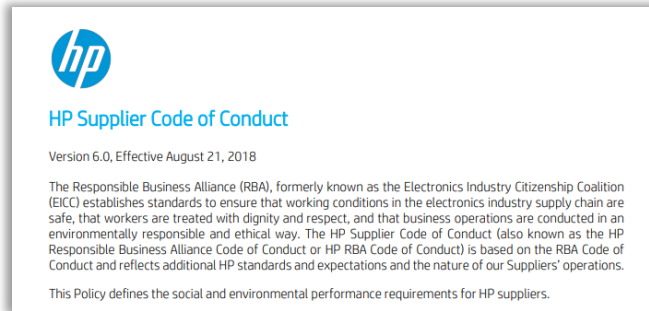
Sustainable Impact Supply Chain Responsibility

We insist that all workers receive fair treatment, freely chosen employment, and safe working conditions. To reduce environmental impact, we collaborate with suppliers to decrease GHG emissions, water use, and waste.



SCR Overview

Supplier SER requirements



Suppliers Code of Conduct

CA Transparency in Supply Chains Act of 2010

Supply Chain and Social and Environmental Responsibility Policy



Supply Chain Overview

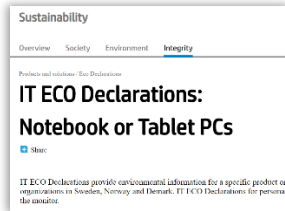
HP Suppliers List

Responsible Minerals Sourcing

Environmental Impact

Sustainable Impact Ecolabels

Product certifications help drive sustainability performance across the industry by providing comprehensive information that enables customers to make more sustainable product choices. We share extensive product safety and environmental information online and contribute to the development of new standards.



[IT Eco Declarations](#)

[Ecolabel certified
product lists](#)

[Certified HP product List](#)
[Product Information](#)
[BA Fact Sheet for DE-UZ 205](#)
[BA Information per Product](#)

[Overview of Energy Star](#)

[Overview of EPEAT](#)
[EPEAT Registered PCs +Displays](#)
[EPEAT Registered Printers](#)
[EPEAT Registry](#)

[TCO Registered Products](#)

Other useful Links:

[HP Paper Policy – FSC Forest Stewardship Council](#)

[Declarations of Conformity \(DoC\), GS & TCO –search per category or audience](#)

[HP Technical Regulations – EuroBase – EU focus, search per product](#)

For HP internal and channel partner use only



Sustainable Impact Design for Sustainability

In 1992, we developed our Design for Sustainability program, originally Design for the Environment, to include Social Impact criteria. Applying sustainable design principles across our portfolio is key to reducing our footprint, while delivering better performance for our customers and benefiting the planet, our people, and communities worldwide.

Design for Sustainability

[General Specification for the Environment \(GSE\)](#)
[Design for Sustainability \(HP's SI Report\)](#)
[Design for Sustainability](#)

Recycled Content

[Recycled Plastic \(HP's SI Report\)](#)
[Recycled Content in Original HP Ink Cartridges](#)
[Recycled Content in Original HP Toners](#)

Materials

[Responsible Materials Strategy](#)
[Green Chemistry Timeline](#)
[Product Material Content Information](#)
[Materials Information \(HP's SI Report\)](#)

Chemicals

[REACH, article 33](#)
[RoHS](#)
[SDS – Safety Data Sheets](#)

Energy

[Energy Efficiency \(HP's SI Report\)](#)

Repairability

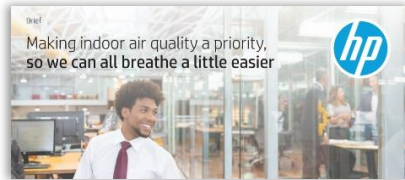
[HP Parts Store](#)
[Disassembly Instructions](#)
[Ruggedness and Reliability of HP Business PCs](#)

Security

[Product Security and Privacy \(SI Report\)](#)
[HP Jet Advantage Security Manager](#)
[Services to Strengthen Your Security](#)

Sustainable Impact Supplies – highlights

Indoor Air Quality



[IAQ Performance of Toner Cartridges](#)

Planet Partners Programme



[Why HP's Job Isn't Finished When You've Bought its Products](#)
[HP Planet Partners Website](#)

Clones



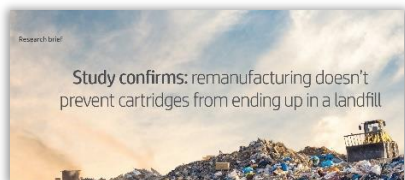
[Clones versus HP's Original](#)
[HP Toner performance and durability](#)

Closed Loop Recycling



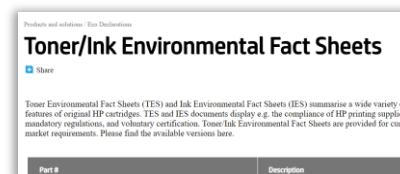
[HP Closed-Loop Recycling](#)
[Help Drive Positive Sustainability Changes by Choosing Original HP Cartridges](#)

Reman



[Study confirms: remanufacturing doesn't prevent cartridges from ending up in a landfill](#)

Content Ink & Toner



[Toner/ Ink Environmental Fact Sheets](#)

For HP internal and channel partner use only



Sustainable Impact Supplies –Competitive deep dive

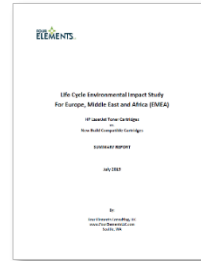
Some links direct to HP Sales central. If you end up on the HP SC home page rather than the document you will need to copy the link into the browser.



Reasons to choose Original HP Ink

Provides detailed information on the advantages of using Original HP ink cartridges with HP printers

- Available languages for flyer: [EN](#) [AR](#) [BG](#) [CS](#) [DA](#) [DE](#) [EL](#) [ES](#) [FI](#) [FR](#) [HE](#) [HR](#) [HU](#) [IT](#) [NL](#) [PL](#) [PT](#) [RO](#) [RU](#) [SK](#) [SL](#) [TR](#)



Four Elements lifecycle assessment study

HP vs. New Build Compatible [Summary Report | 2019]

Four Elements Consulting compared Original HP LaserJet toner cartridges with new build compatible cartridges in all phases of their life cycle [EN](#)



HP PageWide supplies

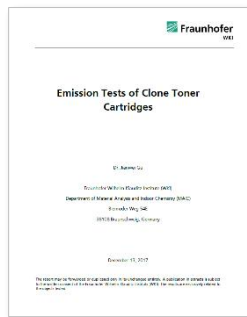
Provides basic information on the advantages of using Original HP PageWide cartridges with HP printers [EN](#)



Recycling Practices Study

[Study | 2018]
This report presents the results of a research program by InfoTrends to investigate cartridge collections, usage and disposal practices for remanufactured and newly made compatible (NBC) ink and toner cartridges. [EN](#)

Sustainable Impact Supplies – Indoor Air Quality



Emission Tests of Clone Toner Cartridges

[Test Report | 2019]

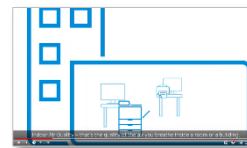
The study provides information on the emission rates of a HP printing system using clone cartridges. The emissions tests were conducted in accordance with the Blue Angel Protocol.

Available versions: [non-HP](#) + [Remans](#) + [Imitations](#)



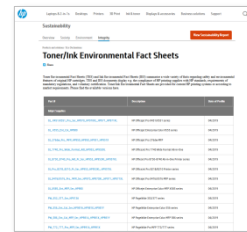
Indoor air quality matters [Brief | 2018]

Brief highlights why Original HP supplies in HP printers are the better choice for Indoor Air Quality versus clone cartridges. [EN](#)



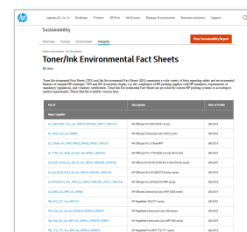
How IAQ testing is done [Video | 2019]

Insights on Indoor Air Quality testing Available language(s): [EN](#)



Toner Environmental Fact sheets [Fact Sheets | 2019]

Summarise a variety of facts regarding safety and environmental features of original HP cartridges; they are provided for current HP printing systems or according to market requirements: [EN](#)

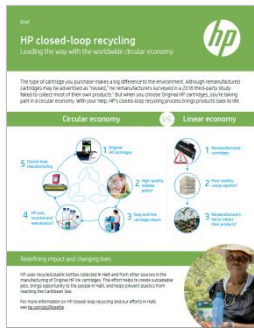


Ink Environmental Fact sheets [Fact Sheets | 2019]

Summary of a variety of facts regarding safety and environmental features of original HP cartridges; they are provided for current HP printing systems or according to market requirements: [EN](#)

Sustainable Impact Supplies – Closed loop

Some links direct to HP Sales central. If you end up on the HP SC home page rather than the document you will need to copy the link into the browser.



HP closed-loop recycling [Brief | 2019]

A brief introduction to HP's closed loop recycling system, that collects and refines plastic to manufacture new Original HP cartridges: [EN](#) [AR](#) [CS](#) [DE](#) [EL](#) [ES](#) [FI](#) [FR](#) [HU](#) [IT](#) [NL](#) [PL](#) [PT](#) [SK](#) [TR](#) [DK](#) [NO](#) [SV](#)



Help drive positive environmental change by choosing Original HP cartridges [Brief | 2019]

Information on HP'S environmental practices including fair labor conditions, human rights, and environmental performance throughout the supply chain: [EN](#) [AR](#) [CS](#) [DE](#) [EL](#) [ES](#) [FI](#) [FR](#) [HU](#) [IT](#) [NL](#) [PL](#) [PT](#) [SK](#) [TR](#) [DK](#) [NO](#) [SV](#)



Join us for a sustainable future [slide set | 2018]

A brief introduction to HP Planet Partners return and recycling programme

- Available languages for **end user version**: [EN](#)
- Available languages for **channel partner version**: [EN](#)

Sustainable Impact Supplies – Customer cases

Pierre Martinet enhances print and efficiency with return to Original HP Supplies cartridges [Case Study | 2018]

- For Pierre Martinet, returning to Original HP original cartridges eliminated hidden cost and reduced overall print costs by 30%.: [EN](#) [FR](#) [RU](#) [PL](#) [CS](#) [NL](#) [DE](#) [SV](#) [IT](#) [ES](#)

Kasanova finds that remanufactured print cartridges are false economy [Case Study | 2018]

- When Italian homeware retailer, Kasanova, tried to save money by purchasing remanufactured print cartridges, the problems outweighed the benefits. Kasanova has now returned to using Original HP Supplies.: [EN](#) & [IT](#)

Louvre Hotels Group hail their cartridges for quality and affordability [Case Study | 2018]

- As is common in the hospitality industry, image and brand are important to Louvre Hotels Group. That is why it chooses HP printers and ensures good print quality by using only Original HP Supplies.: [EN](#) [FR](#) [RU](#) [PL](#) [CS](#) [NL](#) [DE](#) [SV](#) [IT](#) [ES](#)



INDEVCO trials reveal unexpected cost of using non-HP cartridges [Case Study | 2017]

- In controlled trials, INDEVCO found out that using non-HP toner cartridges increased costs, caused technical problems and the print quality couldn't fit their standards: [EN](#) [RU](#) [PL](#) [CS](#) [NK](#) [FR](#) [DE](#) [SV](#) [IT](#) [ES](#)

Munich Re lowers costs and simplifies support using Original HP supplies [Case Study | 2015]

- Munich RE (DE) chose HP Supplies Big Deal Programme which offers predictable, lower costs combined with optimal performance and reliability: [EN](#)

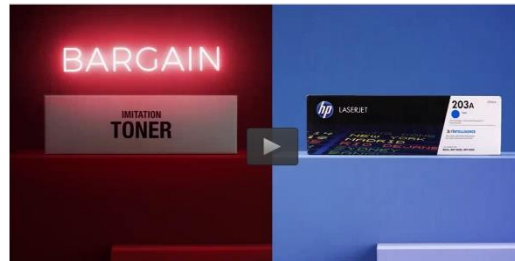
Health insurance providers rely on genuine products [Case Study | 2015]

- ITSCare (DE) chose Original HP Supplies to ensure the reliability of the printer fleet and quality of printed documents whilst reducing maintenance costs: [EN](#)

Sustainable Impact Supplies – ‘The Catch’ video series



Imitations and Environmental



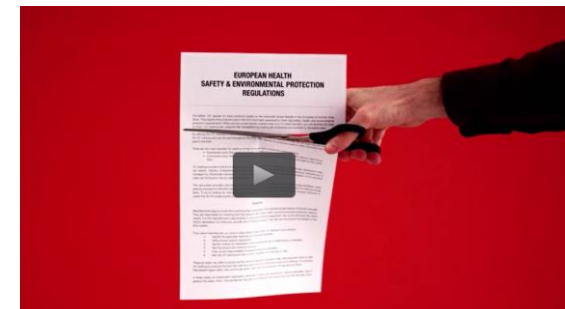
Imitations and Hidden Costs



Imitations and Indoor Air Quality



Imitations and Patent Infringement

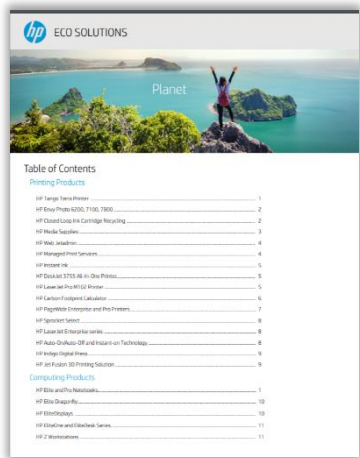


Imitations and Regulatory Non-compliance

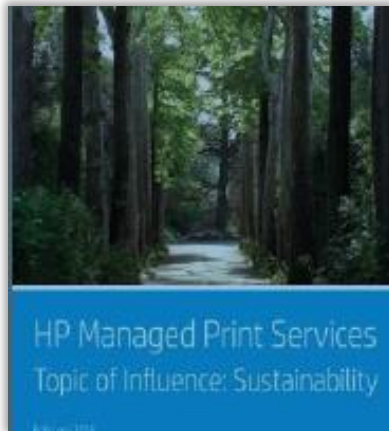


Sustainable Impact Eco Solutions

By reducing the amount of materials in our products, increasing our use of recycled content, designing for energy efficiency, and offering convenient and more sustainable services, we are enabling our customers to achieve more, with less impact. Use these brochures for specific products/services examples



Product Eco Solutions – Print and PC



HP Managed Print Services- Sustainability



Sustainable IT Purchasing Guide



HP specialty, home and office papers are designed with the environment in mind

Sustainable Impact Imagery

Sustainability Imagery & Videos -> search Sustainability

The screenshot shows the HP Asset Hub interface with a search for 'sustainability'. The search bar at the top right contains the word 'sustainability' and a magnifying glass icon. Below the search bar are buttons for 'View product content', 'Launch Folders', and 'My Assets'. The main content area is divided into several filter sections: 'Asset Category' (listing Image - Annotated (667), Campaign (540), Image - Supporting (430), Image - Person or Por... (223), Document (183), and Video - Corporate (150)), 'Tactics' (listing Static Banner (215), Flyer (50), Social (28), HTML5 Banner (18), Email (12), and Audio/Video (11)), 'Language' (listing English (U.S.) (en_US) (538), none (334), English (U.K.) (en_GB) (175), German (de_DE) (116), Spanish/Castilian (es...) (103), and Portuguese (Brazil) (pt...) (91)), and 'Target Countries' (listing Algeria (DZ) (808), Angola (AO) (780), Armenia (AM) (782), Austria (AT) (866), Azerbaijan (AZ) (782), and Belarus (BY) (813)). Below the filters is a 'Sort by' dropdown set to 'Last Modification Date' and an 'Actions' button. The main results area shows 'Filter Results: 2524' and a grid of 12 asset thumbnails. The first row of thumbnails all feature a footprint graphic and the text 'SUSTAINAB...' and 'PPSCOM-X PPP-O...'. The second row includes thumbnails for 'HP Indigo Environ...', 'Sustainability cust...', 'Sustainability vide...', 'Sustainable Impac...', 'HP and Environme...', and 'HP MPS Topic of I...'. Each thumbnail has a small HP logo and a checkmark icon in the top right corner.

Sustainable Impact Videos



Rosette Chapter II: Closed Loop Ink Recycling

Shows the story of how used water bottles from Haiti are manufactured into HP original ink cartridges using technological innovation. [YouTube](#): Closed Loop Ink Recycling [Asset Hub](#): 2:33min



Ocean of Plastic: Closed-loop Recycling in Haiti |

Our oceans are drowning in plastics. HP is taking action, activating recycling programs in developing countries like Haiti. HP reuses the plastic material to create Original HP ink cartridges. [YouTube](#): 1:10 min [Asset Hub](#): 1:10



HP Green Logistics

HP is working with one of its suppliers to replace wood pallets with pallets made from straw, which are used to ship products across Asia Pacific. [YouTube](#): HP Green Logistics [Asset Hub](#): English 2:22 min



World on Wheels: Driving Digital Literacy Across India

How the WoW program helps bring education and community resources to students, entrepreneurs, and community members.

[YouTube](#): World on Wheels [Asset Hub](#): 3:23 min



Two Syrian Girls' Journey Back to School

The Clooney Foundation for Justice (CFJ) and HP Inc. release a powerful film dedicated to demonstrating the impact of technology on learning outcomes. [YouTube](#): Two Syrian Girls' [Asset Hub](#): [2:20 min](#) and [30 sec](#)



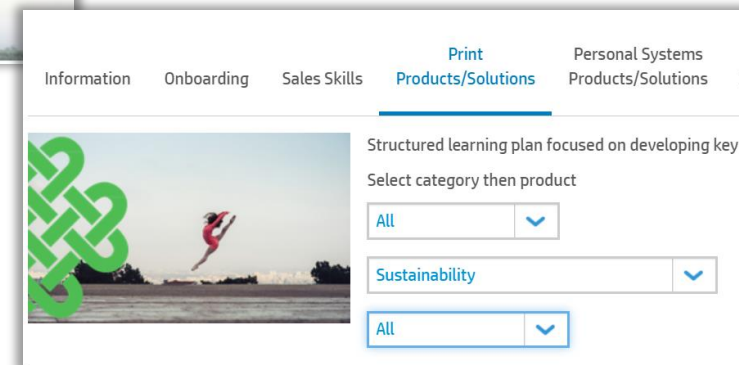
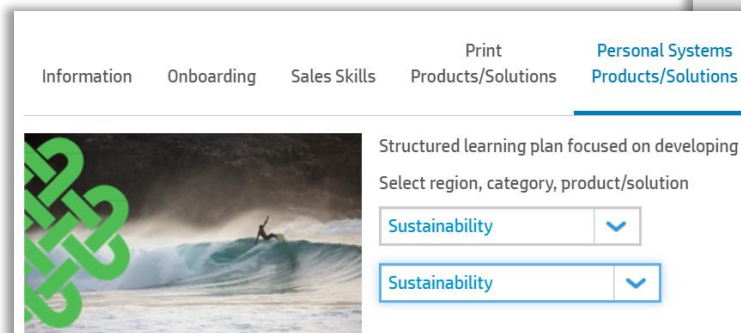
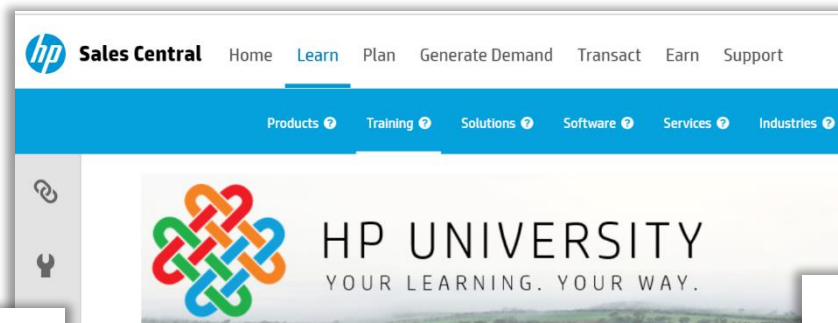
Homeboy Electronics Recycling

Helping support our recycling program by dismantling returned printers into parts that we can use to make new printers. [YouTube](#): Homeboy Electronics Recycling [Asset Hub](#): [2:50 min](#) and [30 sec](#) | [Spanish](#) | [Portuguese](#)

Sustainable Impact

HP University trainings

[Print and PS Sustainability courses](#)—choose Sustainability



Computing with Sustainability in Mind

Overview on HP PS sustainability features and how to position them to customers who are focused on improving their environmental performance.

Printing with Sustainability in Mind

Describes sustainability trends for printing, and how sustainability can be a differentiator for your customer's business.

Sustainability Advantages of HP Supplies

Describes the various sustainability initiatives undertaken by HP, and how using HP supplies helps customers meet their goals.

Sustainable Impact Contacts

Contacts

- Web: www.hp.com/sustainability or www.hp.com/sustainableimpact
- Portal: www.hp.com/go/scc
- Helpdesk: sustainability@hp.com
- HP Internal only intranet page : [Sustainability Sales and Marketing Resources](#)