

READ BEFORE

- This file is dedicated to HP channel partners globally.
- The goal is to provide in a single file, a comprehensive collection of links to 'HP's Sustainable Impact' supporting materials and documents to help answer common questions and effectively respond to RFPs.
- To check if this is the latest available version, [click here](#)
- For more personalized support in responding to sustainability related questions, contact sustainability@hp.com

This file was generated by the Sustainable Impact Team with the support from many other HP teams. If you notice any broken links, please contact emea.sustainability@hp.com



SUSTAINABLE IMPACT

TOGETHER WE CAN ACHIEVE MORE

HP Channel Partner Sustainability Resources
January 2022- HP Sales Central. To check if this is the latest available version [click here](#)

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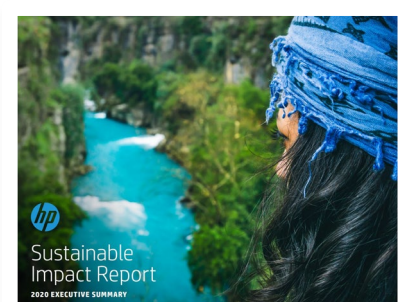
Sustainable Impact at HP

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.



2020 SI REPORT

This report includes HP's performance data through FY2020 (which ended October 31, 2020), unless stated otherwise. It also describes HP's Sustainable Impact policies, programs, and goals.



2020 EXECUTIVE SUMMARY

Summary includes high-level messaging on our Strategy, Business Model, Recognitions & Global Megatrends

Check for the latest local versions [here](#)

[ES](#); [PL](#); [IT](#); [LATAM ES](#); [BR PT](#); [KR](#); [CN](#); [TW](#); [ID](#); [JP](#); [RU](#)



HUMAN RIGHTS UPDATE

HP's commitment to respecting and upholding human rights is a core value of our company and shapes how we do business worldwide. Our 2020 Human Rights Progress Report outlines the approach and actions we are taking and is a **key differentiator** to show your customer how HP is **leading the way** when it comes to our commitment to human rights.

2019 translations: [EN](#); [FR](#); [NL](#); [PL](#); [PT](#); [ES](#); [SV](#);



[Press release](#) and [one-pager](#) showcasing HP's Sustainable Impact by the numbers

[AR](#), [DE](#), [ES](#), [FR](#), [IT](#), [NL](#), [PL](#), [PT](#), [RU](#), [SV](#), [TR](#)

Infographic on Asia-Pacific progress: [EN](#), [ID](#), [简体中文](#), [한국어](#)



Sustainable Impact Deep Dive

Use these links to specific pages in our Sustainable Impact Report and other documents to gain deeper understanding about some of the various aspects of sustainability at HP.



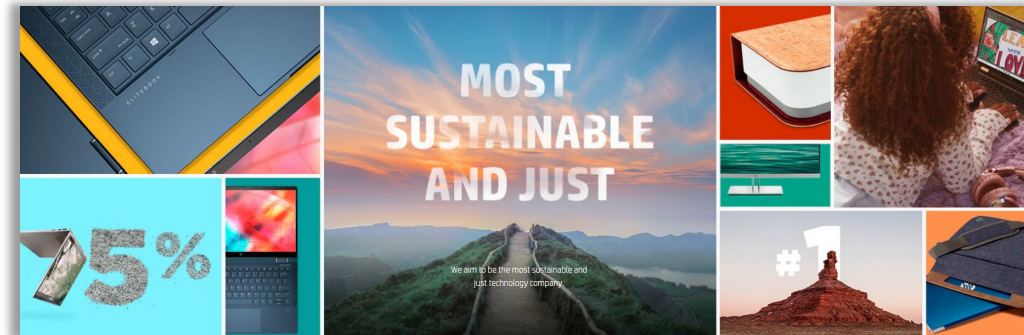
SUSTAINABLE IMPACT AWARD PAGE

Look for the latest recognitions and third-party awards



HP'S Environmental history

Reflects the early, organic rise of environmental practices and shifts to corporate level practices and initiatives up to present day.



Sustainable Impact at HP Website

Visit the Sustainable Impact section of the hp.com website to find out more on the 3 pillars, news, product specific info, policies and many more useful documents.

To check for the localized website for a specific country or language – access by clicking on 'Sustainable Impact' under the 'About Us' tab on the footer of each country's HP.com home page.

Sustainable Impact Snapshots

Tools to help HP sales and channel partners communicate the sustainability benefits of HP products and services

More...

Click on the respective document images below to access the Personal Systems, Print and Supplies snapshots and supporting slides.

PS Key Messaging:

[EN](#); [DE](#); [ES](#); [FR](#); [IT](#); [TY](#); [AR](#); [NL](#); [PL](#); [PT](#); [SV](#)

Print Key Messaging:

[EN](#); [DE](#); [ES](#); [FR](#); [IT](#); [TY](#); [AR](#); [NL](#); [PL](#); [PT](#); [SV](#)

Supplies Key Messaging:

[EN](#); [DE](#); [ES](#); [FR](#); [IT](#); [TY](#); [AR](#); [NL](#); [PL](#); [PT](#); [SV](#)

PS Snapshot:

[EN](#); [DE](#); [NL](#); [ES](#); [FR](#); [IT](#); [TY](#); [AR](#); [PT](#); [SV](#)

Print Snapshot:

[EN](#); [DE](#); [NL](#); [ES](#); [FR](#); [IT](#); [TY](#); [AR](#); [PT](#); [SV](#)

Supplies Snapshot:

[EN](#); [DE](#); [NL](#); [ES](#); [FR](#); [IT](#); [TY](#); [AR](#); [PT](#); [SV](#)

SI Key Messaging:

[EN](#); [DE](#); [ES](#); [FR](#); [IT](#); [TR](#); [AR](#); [NL](#); [PL](#); [PT](#); [SV](#)

SI Snapshot:

[EN](#); [DE](#); [NL](#); [ES](#); [FR](#); [IT](#); [TR](#); [AR](#); [PT](#); [SV](#)

SHORT VIDEO on how to use the snapshots
(Course ID: 0001094909, Class ID: 0002034261)

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.

PDFs are Internal documents while slides can be used with customers.

Sustainable Impact Competitive Assessment

A look at HP and competitors' Sustainability efforts in 2020.



Customer-facing deck

High-level and deep dive analysis on sustainability criteria and how HP positions vs its competitors. Analysis covers CSR, PS, Print and Supplies aspects.

Please read the first disclaimer or how to use this deck slide for additional details.
These materials are intended to be presented and not used as a leave-behind with a customer.

Sustainable Impact Planet – 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](#)

Recycled Content

[HP Toner cartridges
Use of recycled content](#)

[HP Ink cartridges
Use of recycled content](#)

Materials

[Responsible Materials Strategy](#)
[Green Chemistry Timeline](#)
[Product Material Content Information](#)

Chemicals

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

Repairability

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

Security

[HP Jet Advantage Security Manager
Services to Strengthen Your Security](#)

Sustainable Impact Planet – Material use

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.

Material-use/ Ocean-bound plastic*



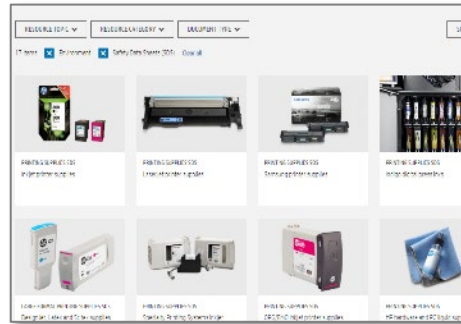
The Battle Against Plastic Pollution
[EN](#); [DE](#); [ES](#); [FR](#); [NL](#); [IT](#); [PL](#); [PT](#); [SV](#);

First Recycled Content Validation for Ocean-Bound Plastics from UL



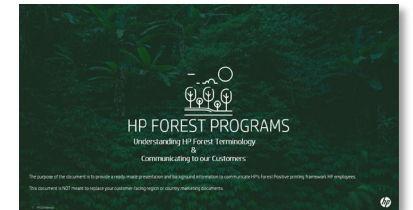
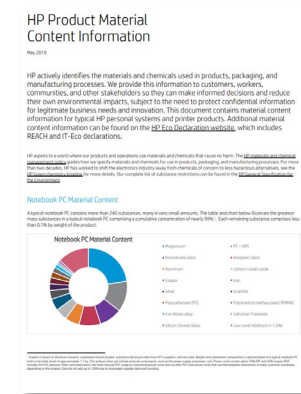
After upcycling more than 1 million pounds of ocean-bound plastic, roughly 35 million plastic bottles into its products. Full story [here](#)

SDS – Safety Data Sheets

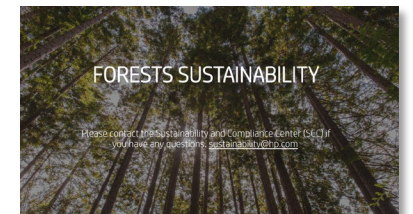


SDS documents contain safety information about materials such as physical, chemical and toxicological properties, regulatory information, and recommendations to ensure safe handling.

Product Material Content 2019



HP Forest programs



Forest Sustainability

*OCEAN-BOUND PLASTICS

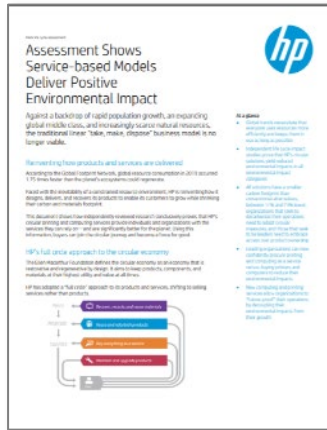
Ocean-bound plastic is plastic waste found within 50 km of an ocean coastline, including rivers, where no municipal or alternative diversion pathway for plastics is available within 100 km of the radius of the site.

This document is for HP internal and channel partner use only The documents listed have varying usage rules,

Sustainable Impact Planet -Circular economy

At all stages of our value chain, we are advancing circular solutions to create value and help eliminate waste. From sourcing, product design, and service-based business models to end-of-service solutions, circular transformations will redefine our business, and how our customers work and live.

Product as a service



Assessment Shows Service-based Models Deliver Positive Environmental Impact
[EN](#); [DE](#); [ES](#); [NL](#); [PL](#); [PT](#); [SV](#);

Sustainable IT Purchasing Guide



This guide is designed to help professionals leverage the power of sustainable procurement to advance on sustainability goals, while also contributing to the transition towards a circular economy

Top Sustainable Criteria – per BU, focus Public Sector



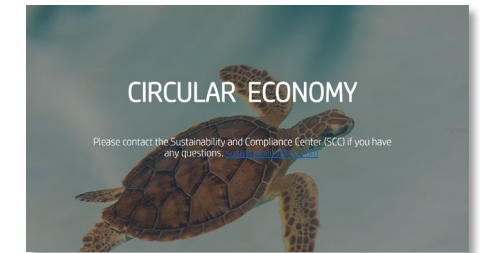
These criteria were developed with key principles of public procurement in mind and based on criteria commonly used and considered in public tenders. Supplies, Print & PS versions.

PAIA -Product Carbon Footprint Reports

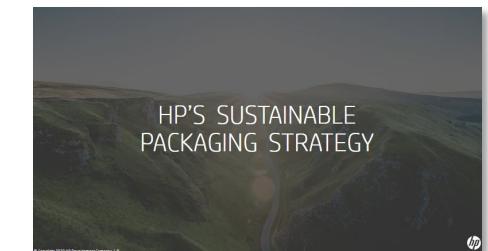


A product carbon footprint is defined as the total amount of greenhouse gases emitted directly and indirectly by a product over its lifetime and includes emissions from materials extraction, manufacturing, distribution, use, and end-of-life management.

Circular Economy overview



HP's sustainable packaging strategy



Sustainable Impact Planet - 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.

Eco labels



Qualifications that recognize our design and technological innovations, including ENERGY STAR®, EPEAT, Blue Angel, ISO 14001

UN 38.3 Lithium Battery Reports



HP is supporting its partners and customers with UN 38.3 Test Reports on Batteries.

Eco declarations



Environmental information for specific products as required by specific regulations and countries

Blue Angel Fact sheet



Sustainability proof points for purchasing original HP cartridges and printers

EnergyStar Overview



Brief overview of what is ENERGY STAR®, what HP products are ENERGY STAR® certifies, how does it help our sales process and more.

Other useful Links:

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

[Personalized Energy Assessments](#)

Sustainable Impact Planet – End-of-service

With innovative end-of-use solutions for reusing and recycling products, HP makes it easy for you to reduce your environmental impact in the right way - at the right price.

	Planet Partners Program	Data Sanitization & Recycling	Device Recovery Service
Logistics	✓	✓	✓
Recycling	✓	✓	✓
Data sanitization		✓	✓
Reuse & remarketing			✓
Financial value			✓
Pay out to customer			✓
Cost	Free Service over threshold weight ¹	Chargeable Service	Receive monetary value

1.Threshold weight: 500 kgs / 1 k Lb (under implementation). Customer is responsible for deleting any confidential data. No HP liability for customer data



Extracting value from used equipment to go toward the purchase of new HP solutions.



Custom recycling services for commercial customers, including pickup, free recycling and certificate of destruction for used equipment.



Various recycling options for used equipment, including free drop-off locations for Home/Home Office Users.



PPP SIGN-UP PROCESS (APJ Only)

Learn how to sign up for HP's recycling program.
[Link to brochure](#)

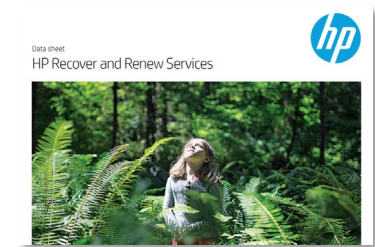


PPP PROMOTION (APJ Only)

Discover the benefits of HP's recycling program.
[Link to brochure](#)



[HP Hardware Recycle Program - Secure Product Retirement](#)



[HP Recover & Renew Services data sheet](#)

Sustainable Impact Personal Systems

HP's PS Sustainability Commitment is to accelerate sustainability and social responsibility by leading the industry through innovative products and programs that improve the planet and strengthen communities.

COMMERCIAL PCs



SANITIZABLE PORTFOLIO



Top 14 Public Procurement Recommendations

Top 14 Recommended SPP criteria – PC
Part with HP Inc., considering the basic principles of EU Sustainable Public Procurement (SPP) – Nov. 2020

Topic	Type	Suggested text to include in tender	Verification	Why this is important
1. Materials	A	HP's 12 Principles and Business of Social Responsibility (BOSR) are available at: https://www.hp.com/go/sustainability HP's 12 Principles and Business of Social Responsibility (BOSR) are available at: https://www.hp.com/go/sustainability HP's 12 Principles and Business of Social Responsibility (BOSR) are available at: https://www.hp.com/go/sustainability	Check for the relevant country of origin for the materials used in the product.	Reducing the carbon footprint of the product helps to reduce the overall environmental impact of the product.
2. Recycled content (plastic, paper)	A	The Supplier's Environmental Policy (EPP) must include how recycled content is incorporated into the product.	The EU and US countries have the highest recycled content requirements. The EU requires a minimum of 10% recycled content in plastic and 20% in paper. The US requires a minimum of 10% recycled content in plastic and 20% in paper.	Using recycled content helps to reduce the overall environmental impact of the product.
3. Recycled content (metal)	Goal A	1. Decide if the product contains metal components that contain recycled content. 2. If yes, specify the percentage of recycled content. 3. If no, specify the percentage of recycled content.	Check for the relevant country of origin for the materials used in the product.	Using recycled content helps to reduce the overall environmental impact of the product.

Top 14 PC focused Public Procurement Recommendations compiled by HP Inc., considering the basic principles of EU Sustainable Public Procurement (SPP).



Two Syrian Girls' Journey Back to School

The Clooney Foundation for Justice and HP are working together to bring learning to Syrian refugees and Lebanese students. HP provided laptops and training. Narrated by George Clooney. [YouTube](#)

Azraq Refugee Camp

Through HP Learning Studio, HP and its sustainability partners bring renewed hope to the displaced families living in Jordan's Azraq Refugee Camp. [YouTube](#)

World on Wheels: Driving Digital Literacy Across India

The WoW program (HP computers, printers, software, and e-learning tools) is bringing education and community resources to students, entrepreneurs, and community members. [YouTube](#)

Sustainable Impact Print

[Print Top 12 Recommended Criteria](#)

Topic	Criteria Type*	Why it matters
Environmental		
Energy Efficiency	C and A	Energy efficiency in Print and Imaging Equipment hardware can result in significant reduction of energy waste. This can result in significant energy and financial savings for businesses and consumers. SDG** 12,13.
Product Carbon Footprint (PCF)	A	Product Carbon Footprint is an important indicator of a product's carbon and environmental impact throughout the product lifecycle that can and should be minimized. SDG 7,12,13.
Duplex and Full Print	A	Built in technology to automatically print on both sides (duplex printing) can help the end user to cut down on the amount of paper used. Through the life cycle of a printer, paper use makes up a significant part of the environmental impact. SDG 12.
Limits on indoor emissions	A	Limiting indoor emissions from printer system, hardware and supplies, contributes to maintaining high standards of indoor air quality. SDG 3.
Recycled material content in hardware	C and A	Recycled content helps support a circular economy and reduces environmental impact by reducing impact from the manufacturing of new raw materials. SDG 12.
Sustainably Sourced Packaging	C and A	Recycled content in packaging helps support a circular economy and reduces environmental impact by preventing single-use of materials, i.e. reducing impact from manufacturing of new raw materials. Requirements from users of wood/paper based packaging material that the resources should come from responsibly managed forests and assisting in reducing deforestation. SDG 12.
Low Halogen printed circuit boards (PCB)	A	Eliminating substances of concern increases the circular potential of a product and lowers sustainability impacts. Toxic, hazardous and/or harmful chemicals must be avoided with substitutions in place to ensure proper safety for the product. SDG 12.
Spare parts availability	C and A	Availability of spare parts allows for product repair and hence lifetime extension and is a critical part of the circular economy by preventing new resources from being used, manufactured and processed and has the potential to lower cost for users. SDG 12, 13.

The top 12 recommended criteria for Print and Imaging Equipment were developed as a set of recommended purchasing criteria to help procurers include sustainability when tendering for print and imaging devices. The criteria were developed with key principles of public procurement in mind and based on criteria commonly used and considered in public tenders.

[HP home & home office print product highlights](#)



[View SPIE's success story](#)



SPIE is improving its productivity with HP Managed Print Services

HP is dedicated to managing the environmental and social impact of printing from design through end of life. See how this is perceived by its clients.

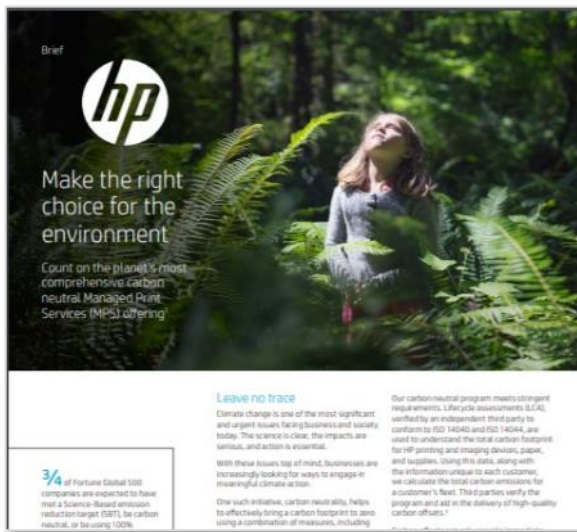
[SPIE youtube video](#)

[Back to index](#)



Sustainable Impact Print- MPS

Carbon neutrality, helps to effectively bring a carbon footprint to zero using a combination of measures, including increasing operating efficiency, moving to renewable energy, and investing in carbon offset projects, such as conservation and regeneration of forests



Customer Brief
[EN](#); [DE](#); [ES](#); [FR](#); [IT](#)



Customer presentation
[EN](#); [DE](#); [ES](#); [FR](#); [IT](#)

Sustainable Impact HP Indigo Sustainability Tools

Designed to fit into circular economy with innovation

Real impact. Real change.
Sustainable impact at HP Indigo

Bring your business into the circular economy today and prepare to excel in the new way that best will be done.

[LEARN](#)

- Working with brands to achieve industry sustainability goals**
HP Indigo End-to-End solutions provide comprehensive support to brands with their goal of being "global sustainability champion".
- Low environmental impact printing with maximum productivity**
HP Indigo users can realize holistic sustainability advantages when printing with HP Indigo digital press.
- Designed to fit into circular economy with innovation**
The world is moving to "make, use, and return" infinite loop model of a circular economy with technology innovation that HP Indigo looks for more than a decade.

[Indigo's sustainability story](#)

hp Designed with the Environment in Mind | HP Indigo | HP

Guarda più Condividi

ALTRI VIDEO

0:10 / 1:45

[Indigo's Carbon Neutrality-video](#)

How to produce eco-friendly flexible packaging

Reducing the impact of printing on the environment is good for business and good for the environment.

HELPING TO SOLVE THE FLEXIBLE CONVERSION PUZZLE

HELPING TO SOLVE THE FLEXIBLE CONVERSION PUZZLE

HELPING TO SOLVE THE FLEXIBLE CONVERSION PUZZLE

Incuba pack

- Recyclable mono-material**
 - All-PE structures with Solvent-less (SL), Thermal, Water Base (WB) and Solvent Base (SB) lamination
 - All- Polypropylene (PP) structures with Solvent-less (SL), Water Base (WB) and Solvent Base (SB) lamination
- Recyclable mono-layer**
 - Surface printed Polyethylene (PE), Polypropylene (PP) or paper with Electron Beam (EB) or Water Base (WB) over-print varnish
- Compostable**
 - Laminated structures with Water Base (WB) or Solvent Base (SB) lamination
 - Surface printed structures or paper with Water Base (WB) or Electron Beam (EB) over-print varnish

[Eco-friendly flexible packaging](#)

Sustainable Impact Supplies - highlights

Supplies Procurement guide



[Top 8 Sustainable Supplies Procurement Criteria](#)

[FR](#); [DE](#); [DEAT](#); [ES](#); [IT](#); [NL](#); [PL](#); [PT](#); [RU](#); [AR](#)

Indoor Air Quality



How IAQ testing is done [Video | 2019] Insights on Indoor Air Quality testing: [EN](#)

Clones



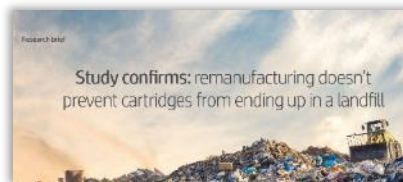
[Clones versus HP's Original HP Toner performance and durability](#)



[Original HP Toner sales tools](#)

Competitive briefs, presentations, videos, white papers, research results, FAQs, and more

Reman



For HP internal and channel partner use only

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



[Original HP Ink Supplies, HP papers and Original HP Ink and Toner NPI sales tools](#)

Solution briefs, presentations, videos, research results, messaging, and more

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: [AR](#); [CS](#); [DE](#); [EL](#); [ES](#); [FI](#); [FR](#); [HU](#); [IT](#); [NL](#); [PL](#); [PT](#); [SK](#); [TY](#); [DK](#); [NO](#); [SV](#)

2021 EN only versions
[NA](#) ; [EMEA](#) ; [LAR](#) ; [APJ](#)



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: [AR](#); [CS](#); [DE](#); [EL](#); [ES](#); [FI](#); [FR](#); [HU](#); [IT](#); [NL](#); [PL](#); [PT](#); [SK](#); [TY](#); [DK](#); [NO](#); [SV](#)

Sustainable Impact Supplies – customer cases

Case study

Munich Re lowers costs and simplifies support using Original HP supplies

HP Supplies Big Deal Programme offers predictable, lower costs combined with optimal performance and reliability



Industry
Financial Services

Objective
As part of a wider company restructuring process, Munich Re wanted to optimise its overall supply chain from an order to material costs and ensure manageability.

Approach
The company chose to purchase through the HP Supplies Big Deal Programme which offers lower costs on HP Original toner cartridges combined with predictable inventory management.

IT matters
Using Original HP supplies ensures Munich Re can enjoy the best performance and optimal reliability. Support has been simplified through the introduction of a single management strategy for HP MFPs available.

Business matters
The new streamlined approach to supplies has reduced the number of suppliers and simplified toner management. Munich Re has substantially reduced the cost of supply management, saving the company more than 10% on toner costs.

“Overall, it’s a much more streamlined and simplified approach to supplies. I no longer need to ask one of my team to spend days roaming the office and our 350 users to check toner stock levels. And we don’t need to keep lots of inventory for multiple devices onsite.”

—Rick Neuvon, IT project manager, Munich Re

A strategic re-organisation of its IT infrastructure gave Munich Re the opportunity to rethink its approach to printing
The company chose to standardise on four HP printer models and introduce a new way of managing supplies. By maintaining its supplies stock more effectively, Munich Re has reduced costs dramatically without compromising on quality.

Munich Re lowers costs and simplifies support using Original HP supplies [Case Study | 2015]
Munich RE (DE) chose HP Supplies Big Deal Program which offers predictable, lower costs combined with optimal performance and reliability: [EN](#)

Case study

Health insurance providers rely on genuine products

Error rates are much lower with Original HP Supplies than alternative products



Industry
Healthcare

Objective
Ensure the reliability of the printer fleet and quality of printed documents while reducing maintenance costs.

Approach
Open tender for laser cartridges with defined quality criteria in terms of page yield per full cartridge, regular quality control checks and proven fleet tracking. Consideration for open tenders for genuine HP products.

IT matters
Investment into the existing printing solution and advanced security and document retention processes. Customer management and security IT systems on behalf of health insurance providers and the need to take additional follow-up costs into account.

Business matters
Consideration for 100 per cent Original HP Supplies to avoid the risk of alternative products resulting in maintenance costs.
The overall costs are not only determined by the price of the laser cartridges, but also by factors such as page yield, reliability, print quality and laser maintenance costs.

“Price is relative. Our decision to continue using Original HP Supplies also took into account the fact that these products are exceptionally reliable and keep maintenance costs lower.”

—Rüdiger Weber, Decentralised Systems (D) Decentralised Hardware department, ITSCare

ITSCare delivers improved efficiency and lower error rates with Original HP Supplies
ITSCare’s customers demand high quality, reliable consumables at a reasonable price. This is why the company uses 100 per cent Original HP Supplies, guaranteeing its customers’ printer fleets work reliably and produce high quality documents, with exceptionally low error rates compared to cartridges from third party suppliers.

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
[EN](#); [FR](#); [AR](#); [DE](#); [ES](#); [IT](#)



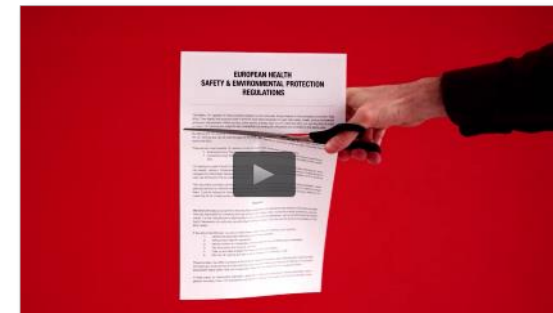
Imitations and Hidden Costs
[EN](#); [FR](#); [AR](#); [DE](#); [ES](#); [IT](#)



Imitations and Indoor Air Quality
[EN](#); [FR](#); [AR](#); [DE](#); [ES](#); [IT](#)



Imitations and Patent Infringement
[EN](#); [FR](#); [AR](#); [DE](#); [ES](#); [IT](#)



Imitations and Regulatory Non-compliance
[EN](#); [FR](#); [AR](#); [DE](#); [ES](#); [IT](#)

Sustainable Impact People -overview

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 strong commitment to our values underpins our efforts, reinforced by a depth of training and communication, and aided through responsiveness 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, including in a code and a framework to drive progress across the broader IT industry. See [Supplier Rights and Supply Chain Responsibility](#).

Ethics

Training and communication

Our annual training on integrity at HP, our employee code of conduct, covers key policies, procedures, and high-risk issues that employees might face, and incorporates extensive innovation in its design. Each year, all employees are required to complete this training, including content on work-related, country-of-interest, and other compliance-related and anti-retaliation. In 2019, we added manager trainings content to ensure that managers are

aware of their responsibilities in enforcing HP's commitment to ethical behavior. During the year, all executives at HP, Board of Directors received integrity at HP content relevant to their position and certified that they had read it.

ETHICS TRAINING GOAL

More than 95% of HP's global workforce completed integrity at HP training, as well as all executives at the level of Director.

PROGRESS IN 2019

99.4%
of employees, including senior executives, completed integrity at HP training, as well as all executives at the level of Director.

Ethics and compliance governance at HP

Board of Directors The Board of Directors is responsible for approving ethics and compliance as well as the development of HP's Code of Ethics. The Board also reviews and approves the Business Code of Ethics, which is HP's Code of Ethics for all employees, contractors, and suppliers.	Board of Directors Audit Committee The Board of Directors Audit Committee is responsible for overseeing the effectiveness of HP's internal controls and the accuracy of its financial reporting.	Ethics and Compliance Committee The Ethics and Compliance Committee is responsible for overseeing the effectiveness of HP's ethics and compliance program.
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Regular training, newsletters, and office talks help to reinforce the values and content outlined in integrity at HP. Employees can also access the by Central, a comprehensive library of ready-to-use content on any ethics topic, with topics, posters, brochures, inventory materials, and scenarios. In 2019, the Ethics Office continues to expand the content available through Central, adding scenarios for code training material, and growing the library of translated posters and brochures. The Office also recognized

- Ethics
- [Integrity at HP](#)
- [All HP Policies](#)
- [HSE Policy](#)

Human rights at HP

HP's commitment to upholding human rights is a core value in our company, shaping how we do business worldwide.

Respect for human rights is much more than meeting customer and investor expectations or legal obligations. As vital as those aspects are, managing risks to rights holders is the right thing to do, and is good for our business.

HP's policies and actions safeguard the trust and relationships our business depends on. Since legal systems are weak in some locations, and domestic laws do not always meet international standards, we cannot always rely on these structures. Our policies and strong due diligence processes allow us to influence local practices for the better, demonstrate what good looks like, and embed accountability for our actions. For these reasons, HP is focused on advancing our human rights leadership, policies, and programs as part of our continuing journey.

Guiding principles

HP respects the human rights defined in the following instruments:

- [The United Nations \(UN\) Universal Declaration of Human Rights \(UDHR\)](#)
- [The UN Guiding Principles on Business and Human Rights \(UNGPs\)](#)
- [The Organisation for Economic Co-operation and Development \(OECD\) Guidelines for Multinational Enterprises](#)

The UNGPs state that business enterprises are expected to:
(a) Avoid causing or contributing to adverse human rights impacts through their own activities, and address such impacts when they occur; and
(b) Seek to prevent or mitigate adverse human rights impacts that are directly linked to their operations, products or services by their business relationships, even if they have not contributed to those impacts.

Furthermore, companies are expected to carry out due diligence processes to identify, prevent, mitigate, and account for how they address potential and actual adverse human rights impacts.


ABOUT THIS REPORT

This is the first progress report dedicated to human rights that HP has produced as a stand-alone publication. It complements our main annual disclosure—the [HP 2019 Sustainable Impact Report](#)—particularly the Human Rights, Supply Chain Responsibility, and Diversity & Inclusion sections of that report. In this update, we summarize our program approach and provide additional detail on our approach to embedding human rights principles into our business. Over time, our intention is to report on tangible progress as well as report against the [UNGP Reporting Framework](#).


We welcome feedback on HP's human rights program and progress. Please email sustainability@hp.com.

Awards


Some of our most recent recognition includes:



Diversity Leader Award Profiles in Diversity Journal



Perfect score of 100 on the Disability Equality Index* (DEI)



A Best Place to Work for LGBTQ equality by Human Rights Campaign

- Global diversity and inclusion efforts
- [Diversity, Equity and Inclusion](#)
- [Non-discrimination policy](#)
- [Open-door policy](#)

- Human Rights
- [2020 Human Rights Progress Report](#)
- 2019 translations: [EN](#); [ES](#); [FR](#); [NL](#); [PL](#); [PT](#); [SV](#);
- [Human Rights Policy](#)
- [Human Rights Risk and Plans](#)
- [HP Modern Slavery Act](#)
- [Responding to the risk of modern slavery](#)
- [Foreign Migrant Worker Standard](#)



Sustainable Impact People – 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.

Approach

HP is a member of the Extractive Industries Transparency Initiative (EITI), which is a global framework for the extractive industry. The EITI is a multi-stakeholder partnership between governments, the extractive industry, and civil society. It is designed to improve the management of natural resource revenues and to increase transparency and accountability in the sector.

As a member of the EITI, HP is committed to providing accurate and timely information on its payments to governments in the extractive sector. This information is made available on the EITI website, which is a public platform for the sector. HP also provides information on its operations in the extractive sector through its annual reports and other public disclosures.

HP's approach to supply chain responsibility is based on the EITI framework. It involves working with suppliers to ensure that they are transparent and accountable in their operations. This includes providing information on their payments to governments and on their operations in the extractive sector.

Our supply chain is complex, and we have no direct control over all of our suppliers. However, we have a strong focus on social and environmental issues, and we work to ensure that our suppliers are also committed to these issues.

Supply Chain Responsibility

HP is committed to ensuring that our supply chain is transparent and accountable. This includes providing information on our payments to governments and on our operations in the extractive sector. We also work to ensure that our suppliers are committed to social and environmental issues.

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Driving Sustainable Impact throughout the supply chain

PRIORITY

Our commitment to driving sustainable impact throughout the supply chain is a key focus of our business strategy. We are committed to ensuring that our suppliers are transparent and accountable in their operations, and that they are committed to social and environmental issues.

GOAL

By 2025, we aim to have 100% of our suppliers certified as conflict-free. This will ensure that our supply chain is transparent and accountable, and that it is committed to social and environmental issues.

PROGRESS TO DATE

11,000

As of 2024, we have certified 11,000 suppliers as conflict-free. This represents a significant increase from 2023, and it demonstrates our commitment to driving sustainable impact throughout the supply chain.

ACHIEVING 2025

↑53%

We are on track to achieve our goal of 100% conflict-free suppliers by 2025. This will ensure that our supply chain is transparent and accountable, and that it is committed to social and environmental issues.

Supply chain responsibility

- 35 Approach
- 37 Labor
- 38 Health and safety
- 39 Responsible minerals sourcing
- 41 Supplier diversity
- 42 Environmental impact
- 45 Audit results
- 50 Data

34 HP 2024 SUSTAINABLE IMPACT REPORT



[Supply Chain Responsibility Overview](#)

[Supplier Social & Environment Responsibility requirements](#)

[Supply Chain and Social and Environmental Responsibility Overview](#)

[HP Suppliers List](#)

[Environmental Impact](#)

[Responsible Minerals Sourcing](#)

[Conflict Minerals Disclosure](#)

Sustainable Impact Community - overview

Our mission is to unlock educational and economic opportunity through the power of technology in addition to improving the vitality and resilience of our local communities.

Social impact

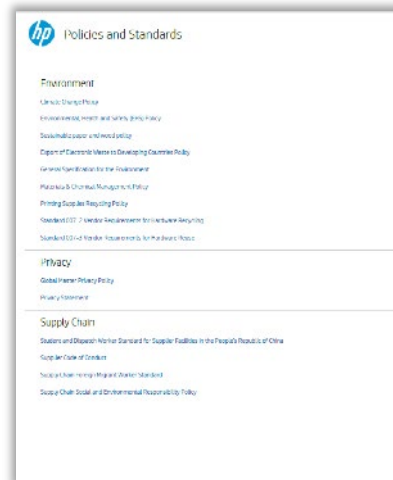
HP's commitment to creating positive, lasting change for people and communities around the world extends to how we design and deploy products, solutions, and services to meet the unique business needs of key verticals and industries. Our portfolio of education products, partnerships, and programs are helping to enable better learning outcomes for millions of people worldwide. HP's purpose-built [healthcare](#) portfolio is designed with clinicians in mind to streamline patient care, optimize clinical workflows, and deliver customized solutions. A strong focus on [inclusive design](#) helps to ensure that everyone can access the benefits of our technology.

Social Impact

Digital Equity

Equitable access and opportunity

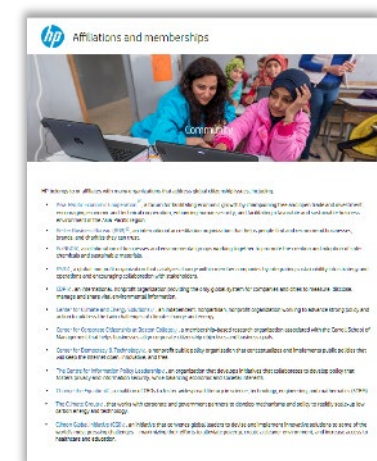
Regenerate natural systems



The screenshot shows the HP Policies and Standards page. It features the HP logo and the title "Policies and Standards". The page is organized into three main sections: "Environment", "Privacy", and "Supply Chain". Each section lists various policies and standards, such as "United States Policy", "Global Privacy Policy", and "Supplier Code of Conduct".

Policies

Policies and Standards



The screenshot shows the HP Affiliations and memberships page. It features the HP logo and the title "Affiliations and memberships". The page includes a photograph of a group of people, likely students, working together at a computer. Below the image, there is a list of affiliations and memberships, including "HP in the Classroom", "HP in the Community", and "HP in the Enterprise".

Affiliations

Affiliations and memberships

Education/Policies/Affiliations

Access to a quality education is a fundamental human right—through our technology, programs and partnerships we aim to bridge the digital divide and connect people and communities to greater opportunity.



Education

A quality education for every person

Quality learning and digital literacy to millions

HP PRINTABLES

New set of [Printables](#) focused on sustainability



HP TURKEY AND LOCAL NGO TURMEPA ON MARINE POLLUTION

Short video for primary school kids to increase awareness on how to reduce use of single-use plastics



HP REFRESH PROGRAM- Localized videos

[Danish](#); [Dutch](#); [English](#); [Finnish](#); [French](#); [German](#); [Greek](#); [Hungarian](#); [Italian](#); [Norwegian](#); [Polish](#); [Portuguese](#); [Russian](#); [Spanish](#); [Swedish](#); [Turkish](#)



The HP Refresh Program

Helping communities crowdsource computer donations to schools.

HP LIFE CENTERS MEXICO

[Full Youtube](#)
[15 sec AH version](#)
[1 minute AH version](#)
[2-minute AH version](#)



HP Life platform

HP LIFE (SI Report)

HP LIFE flyer

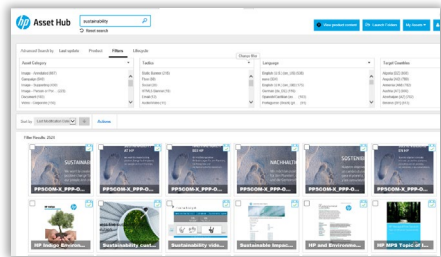
HP LIFE overview

EN, ES

To bridge the “digital divide” and build skills for the future, the HP Foundation provides core business and IT skills training free of charge for start-ups, students, and small businesses. HP LIFE (Learning Initiative for Entrepreneurs) offers global access to 32 free courses in seven languages, with a focus on providing highly accessible and usable content.

Sustainable Impact Imagery

Asset Hub: Sustainability Imagery & Videos-> search Sustainability



New 2020 SIR report related assets:

- [People Pillar:](#)
- [Digital Equity](#)
- [Circular Economy](#)
- [Reduced Carbon Emissions](#)
- [Planet Pillar](#)
- [Community Pillar](#)
- [Ocean Bound Plastic](#)

Syndicated content > Sustainability Content @HP Brand Showcases



View the content here:

- [Danish](#) | [Dutch](#) | [English](#) | [Finnish](#) |
- [French](#) | [German](#) | [Norwegian](#) |
- [Swedish](#) | [Spanish](#) | [Portuguese](#) |
- [Italian](#) | [Russian](#) | [Turkish](#)

PS Marketing Sustainability Toolkit



Produced by the Commercial Organization

Sustainable Impact Videos



Easy Doesn't Do It: HP Sustainable Impact

Learn why easy doesn't do it, watch how HP delivers on bold promises for a sustainable future.

[YouTube](#): 2:20 min | [LATAM ES](#), [LATAM PT](#)
[TenCent](#) (简体中文)



HP Europe Print Circular Economy Strategy

Video showcasing HP's recycling efforts in Europe, with a focus on printer hardware recycling in the Netherlands and ink cartridge recycling in Germany.

[YouTube](#): 2:26 min



Delivering on Our Purpose

HP Sustainable Impact means creating positive, lasting change for people, our planet and communities. It's how we deliver on our promise to make life better for everyone, everywhere.

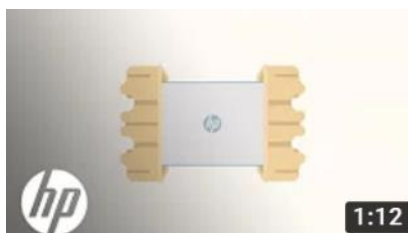
[YouTube](#): 1:59 min | [LATAM ES](#); [LATAM PT](#);



Original HP Ink & Toner

Original HP Ink and Toner video featuring key product benefits (sustainability) and value proposition.

[YouTube](#): 1:03 min



Tackling the Plastic Packaging Problem

Packaging comprises a significant portion of total waste produced and can affect the health of our planet and people That's why HP is committed to eliminating 75% of single-use plastic packaging by 2025, compared to 2018.

[YouTube](#): 1:11 min | [LATAM ES](#); [LATAM PT](#)

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](#): Closed-loop Recycling in haiti
[Asset Hub](#): 1:10 min



HP Sustainable Impact in Asia-Pacific

APJ MARKETS SI HIGHLIGHTS

A video highlighting Sustainable Impact (SI) stories in Asia-Pacific, including Tech Hubs in Indonesia, World on Wheels in India, Project STOP in Indonesia and Sustainable Forest Collaborative in China and Brazil.

[YouTube](#): Asia-Pacific Sustainable Impact | [EN](#), [ID](#), [TH](#), [VN](#), [KR](#), [JP](#)
[Asset Hub](#): 1:26 min | [EN](#), [ID](#), [TH](#), [VN](#), [KR](#), [JP](#)



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' Journey
[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](#), [Portuquese](#)



At HP, we are committed to making a positive, enduring impact by protecting the planet, supporting our people, and strengthening the communities where we live, work, and do business. This learning path will equip you with valuable knowledge on HP's Sustainable Impact progress and goals, to enable our customers to reinvent the future through our most sustainable portfolio of products and services.

HP SUSTAINABILITY BASICS & FUNDAMENTALS

LEARNING PATH : **EXTERNAL**

Only for Amplify Partners



G

[HP Amplify Impact – Sustainability Sales Fundamentals \(Print and Personal Systems\)](#)

P

[HP Amplify Impact – Sustainability Sales Fundamentals \(Print and Supplies\)](#)

PS

[HP Amplify Impact – Sustainability Sales Fundamentals \(Personal Systems\)](#)

Sustainability Basics

| [6 Minute Video](#) (ID:0001097646)

| [30 Minute Online](#) (ID: 0001097732)

G P PS

Understand the importance of sustainability and its focus areas. Identify the steps you can take to be more sustainable.

G P PS

G P PS

Sustainability 101

| [4 Minute Video](#) (ID: 000109364)

An introduction to Sustainability at HP, this video will help you understand HP's Sustainable Impact strategy. It also explains how through its Sustainable Impact goals, HP delivers on its commitment to making a positive impact on the planet, its people, and its communities.

G P PS

Computing with Sustainable impact

| [4 Minute Video](#) (ID: 000108951)

| [30 Minute Online](#) (ID:01082287)

Discover HP's commitment to sustainability through its strategies for sustainable computing and helping to reduce its environmental footprint. Through various sales scenarios, recognize how you can leverage this information in your sales conversations.

G P PS

Printing with Sustainable impact

| [4 Minute Video](#) (ID: 0001089848)

| [30 Minute Online](#) (ID: 01087832)

Explore the current industry trends in sustainability for printing and understand HP's strategy to meet them. View a range of sales scenarios and understand how you can help your customers realize the value of HP's sustainable printing products and services.

G P

Sustainable Impact Advantages of HP Supplies

| [4 Minute Video](#) (ID:0001091047)

| [30 Minute Online](#) (ID: 01087830)

Understand the current sustainability trends related to supplies and become familiar with HP's response to those trends. Explore sales scenarios that will help you position to your customers the benefits of HP's range of supplies with a focus on sustainability.



HP SUSTAINABILITY INTERMEDIATE LEARNING PATH

EXTERNAL

Only for Amplify Impact - Catalyst & Changemakers Partners

As part of our continued commitment to drive HP's sustainability program, this next phase in the learning journey is designed to help you leverage your fundamentals knowledge to be able to create and progress an opportunity with your clients

HP CONFIDENTIAL. HP INTERNAL AND CHANNEL PARTNER TRAINING USE ONLY.

FUNDAMENTALS PATH

INTERMEDIATE PATH

Intermediate training content to be launched as a part of the Amplify Impact and Sustainability Plan

Learning Paths

(Bookmark the link and revisit for new online content, dates are listed below modules)

- G Generalist >
- P Print >
- PS Personal Systems >

Local language versions in development

Understanding customer's sustainability goals | [30 Minute Online](#) G P PS

Available in EN, FR, IT, GE, SP, PT (BR), TK, Simp. CN, KR,JP on Jun 21

Understand a customer's sustainability priorities and initiate an effective sustainability conversation to create shared priorities with the customer

Selling sustainable printing systems | [30 Minute Online](#) G P

Available in FR, IT, GE, SP, TK, Simp. CN, KR,JP on Jun 21

Learn about HP's commitment to creating sustainable printing for its customers and how they can benefit from HP's sustainable print initiatives

World's most sustainable PC portfolio | [30 Minute Online](#) G PS

Available in FR, IT, GE, SP, TK, Simp. CN, KR,JP on Jun 21

Learn how customers can benefit from HP's sustainable PC portfolio, making it the most sustainable portfolio in the world

Differentiating with Sustainability | [30 Minute Online](#) G P PS

Available in EN, FR, IT, GE, SP, TK, Simp. CN, KR,JP on Jun 21

Explore HP's competitive advantages related to sustainability across different areas and how to use them to drive sales

Integrating sustainability into proposals | [30 Minute Online](#) G P PS

Available in EN, FR, IT, GE, SP, TK, Simp. CN, KR,JP on Jun 21

Understand how to influence customers at different stages of the sales cycle to integrate sustainability into their proposals

Handling sustainability customer conversations | [45 Minute Simulation](#) G P PS

Available in EN on Jun 22
Available in FR, IT, GE, SP, TK, Simp. CN, KR,JP on Jul 18

Demonstrate how to effectively include sustainability in a sales conversation with a customer

Diversity Equity & Inclusion | [5 Min Video](#) | [30 Mins Web-based Training](#) G P PS

Available in EN on Jun 21
Available in FR, IT, GE, SP, ES-XL, PT (BR), PL, TK, KR, JP on Jul 18

Understand the importance of diversity, equity and inclusion, and how it helps to drive a company's long-term success. Understand steps you can take to embed diversity, equity and inclusion in everything you do.



HP UNIVERSITY
Your learning. Your way.

[Back to index](#)

Sustainable Impact Contacts

Contacts

- Web: www.hp.com/sustainableimpact
- Portal: www.hp.com/go/scc
- Helpdesk: sustainability@hp.com

When requesting assistance from the portal or helpdesk email above,
the following languages are supported:
EN, DE, FR, NL, SV, ES, PT, IT, BL, 简体中文, 日本語, 한국어

The Sustainability and Compliance Center (SCC)

Can support you with the following:

Sustainability information about HP products (materials, packaging, recycled content, etc.)
Ecolabels (Energy Star, Blue Angel, TCO, etc)
Take-back and recycling for private and commercial customers

Supply Chain Responsibility (Conflict Minerals, Human Rights, Labor standards, etc.)
Sustainability of HP Operations (Carbon footprint, goals, standards, energy, etc.)
Energy Use Assessments

Energy Assessments
PC and Print Line Up
Shared Values between HP and the Customer

Contact us: sustainability@hp.com

Support is available in 12 languages- French, German, Spanish, Swedish, Dutch, Bulgarian, Italian, Portuguese, Korean, Chinese, and Japanese

[Search for solutions, submit & track requests](https://www.hp.com/go/scc) 

www.hp.com/go/scc

When sending bid requests to the SCC don't forget to specify the following:

1. Name of the customer and OPI / OPP or deal value
2. Direct or indirect sales (please provide partner name if indirect)
3. Products offered or product type
4. Deadline (deadline for the SCC, deadline for the deal, etc.)
5. Outline the Sustainability questions that need to be answered by the SCC
6. If known, the overall weight of sustainability in the procurement decision process



Sustainable impact On HP Sales Central

To access:

1. Log in to [HP Sales Central](#)
2. Under *Learn*, click *Solutions*
3. Choose the *Sustainable Impact* tile

To customize your workspace

1. Open Customize my workspace
2. Choose Solutions
3. Add Sustainable Impact tile

Selected View My Workspace ▼ [Customize My Workspace](#)

