

# Now is the moment

To drive greater impact for business,  
people and the planet

# Together, we have the power to change the world.

As we share our latest Environmental, Social and Governance (ESG) Report, I'm thinking about the challenges of the last few years, and how in uncertain times, our purpose helps orient our culture and align our actions. I'm grateful for the trust our customers, partners, suppliers, team members and communities place in Dell Technologies. Together, we're harnessing the power of technology to drive human progress farther and faster than ever before.

You'll see that we've made a few changes in this year's report to bring greater focus and clarity to our efforts. We've refined the number of goals from 25 to nine where we have the greatest responsibility and opportunity to effect change. We are doubling down on security, privacy and ethics under the broader heading of Upholding Trust. Additionally, our supply chain sustainability report is fully integrated in this document under Advancing Sustainability.

You'll also see that over the past year, we've been busy tackling big issues, like climate change, accelerating the circular economy, digital inclusion and strengthening our own inclusive workforce. These ongoing efforts include:

- Improving product energy efficiency, green data center solutions, sustainable materials and new ways to recover and reuse old technology to help customers achieve their business and sustainability goals.
- Increased access to healthcare for rural communities in India through our Digital LifeCare program, which has grown from 58,000 in 2018 to 238 million people registered as of January 31, 2023.
- Partnering with 345 nonprofits, providing 14,000 volunteer hours, through our Pro Bono programs that connect our talented and diverse employees with nonprofits around the world.

A lot has changed since we published our first Environmental Progress Report in 1998, and I am proud of how Dell has grown, innovated and evolved. I am also proud of what has remained the same, our commitment to living our values and to driving positive impact for business, people and the planet.



**Michael Dell**  
Chairman and CEO  
Dell Technologies



# Taking action today, to deliver a better world tomorrow



**155.5M**

kilograms (343.3M pounds) of sustainable materials in our products and packaging in FY23

**94.5%**

of packaging across our entire product portfolio made with recycled or renewable materials

**59%**

of electricity used across all Dell Technologies facilities came from renewable sources

**39.2M**

plastic bottles kept out of the ocean since 2019



**34.8%**

of global workforce identify as women, and 29.2% of global people leaders identify as women

**16.1%**

of our U.S. workforce identify as Black/African American or Hispanic/Latino. Additionally, 12.3% of people leaders in the U.S. workforce identify as Black/African American or Hispanic/Latino

**#10**

ranking as 2022 World's Best Employers by Forbes and #68 ranking as 2022 America's Best Employers for Diversity by Forbes

**52%**

of team members participated in an Employee Resource Group



**288,278,127**

people have benefited from our digital inclusion programs, partnerships and innovation

**345**

nonprofits supported on their digital transformation journey

**238M**

individuals enrolled with Digital LifeCare in India

**#8 ranking**

on World Benchmarking Alliance's Digital Inclusion Index



**11x**

recognized as one of the World's Most Ethical Companies® by the Ethisphere® Institute

**5**

principles for Ethical Artificial Intelligence (AI) were established to focus on beneficial, equitable, transparent, responsible and accountable use

**148**

geographic locations added to our privacy center, providing customers across the globe with greater transparency to our privacy practices

**1st**

PC, Server and Storage manufacturer to offer a public bug bounty program on its products

# ESG in action



Driving energy efficiency

Energy concerns were paramount for our customers in 2022, not only in response to rising energy costs, but also as they worked toward reducing emissions. As a leader in sustainable technology, Dell partnered with customers to make the transition to more energy efficient data centers with advanced cooling and thermals, power management tools and offering as-a-Service (aaS) solutions to “right size” data storage. With the cost of energy commodities [expected to be 46% higher, on average, in 2023](#), we will continue to set the standard on data center infrastructure solutions to drive efficient operational and environmental outcomes for our customers.



Ensuring flexibility for an inclusive workforce

At Dell Technologies, we cultivate inclusion in everything we do for our team members, customers and communities. For more than a decade, we’ve been a leader in flexible work, helping team members reach their full potential while maintaining work-life balance. Our approach to flexible work has created new ways to drive inclusion, opening new doors to greater diversity of gender and ethnicity, which enables diversity of thought and innovation. We prioritize connections and outcomes among team members, deepening our commitment to cultivating inclusion for all. When people work in a flexible and inclusive culture, they can be their authentic selves and bring their unique perspective to the table, enabling innovation and a feeling that their contributions matter.



Advancing digital inclusion

In October 2022, we announced our partnership with the United Nations Children’s Fund (UNICEF) USA to support Giga, a global initiative by UNICEF and the International Telecommunication Union (ITU) to connect every school to the internet by 2030 and every young person to information, opportunity and choice\*. To date, Giga has connected over 5,000 schools and over 2 million children to the internet through its work. In Sudan, mapping of the schools was expected to take one year. However, using Dell’s high-performance computing (HPC) technology, that time was reduced to six weeks! This has accelerated Giga’s great work, inspiring us to further expand our partnership. Learn more about [Giga](#).

\*UNICEF does not endorse any company, brand, product, or service



Upholding trust through our AI practices

Artificial Intelligence (AI) is increasingly leveraged for its ability to process high volumes of data in real time and solve complex data problems quickly and accurately. At Dell, we believe these technologies must be developed and applied ethically and responsibly. That’s why in 2022 we established the [Dell Technologies Principles for Ethical Artificial Intelligence](#), a set of guiding principles to ensure our development and use of AI is beneficial to people and society, now and in the future. We support these principles operationally with our embedded privacy and security processes, as well as the AI review board established to evaluate potential generative AI use cases and provide approvals and appropriate guidance to team members.

# Our ESG goals

A critical part of any plan is setting ambitious time-bound goals and, more importantly, sharing progress against those goals along the way. In FY23, we updated our goals including key drivers to increase focus for greater impact.

## Advancing Sustainability

### CLIMATE ACTION

**By 2050, we will achieve net zero greenhouse gas (GHG) emissions across scopes 1, 2 and 3**

**Key Drivers** By 2030, we will reduce scopes 1 and 2 GHG emissions by 50%

By 2030, we will source 75% of electricity from renewable sources across all Dell Technologies facilities – and 100% by 2040

By 2030, we will reduce absolute scope 3 GHG emissions from purchased goods and services by 45%

By 2030, we will reduce absolute scope 3 GHG emissions associated with the use of sold products by 30%

### CIRCULAR ECONOMY

**By 2030, for every metric ton of our products a customer buys, one metric ton will be reused or recycled**

**By 2030, 100% of our packaging will be made from recycled or renewable material, or will utilize reused packaging**

**By 2030, more than half of our product content will be made from recycled, renewable or reduced carbon emissions material**

## Cultivating Inclusion

### INCLUSIVE WORKFORCE

**By 2030, 50% of our global workforce and 40% of our global people leaders will be those who identify as women**

**By 2030, 25% of our U.S. workforce and 15% of our U.S. people leaders will be those who identify as Black/African American or Hispanic/Latino**

## Transforming Lives

### DIGITAL INCLUSION

**By 2030, we will improve 1 billion lives through digital inclusion**

**Key Drivers** Each year through 2030, 50% of the total people directly reached will be those who identify as girls and women, or underrepresented groups

Each year through 2030, we will deliver future-ready skills development for workers in our supply chain

### GIVING AND VOLUNTEERISM

**By 2030, 75% of our team members will participate in giving or volunteerism in their communities**

**Key Drivers** By 2030, we will use our expertise and technology to support the digital transformation of 1,000 nonprofit partners

## Upholding Trust

### TRUST

**By 2030, our customers and partners will rate Dell Technologies as their most trusted technology partner**

**Key Drivers** By 2024, Dell will make available the first validated Zero Trust solution, accredited by the U.S. government and commercially available to targeted global public and private sector organizations

By 2025, 100% of actively sold Dell-designed and branded products and offerings will publish a software bill of materials (SBOM), providing transparency on third-party and open-source components

By 2030, all new Dell products and offerings that use authentication will offer a password-less authentication mechanism

Each year through 2030, we will make it easier and faster for customers to exercise choice and control over their personal data

# Advancing Sustainability

At Dell Technologies, we put sustainability at the core of everything we do, setting strong commitments and taking the right actions to address climate change, minimize negative environmental impact and drive positive outcomes for business and society. From how we make our innovative products to what our customers, partners and communities can do with them, our technology is helping to create a better, more sustainable future.

## WHAT WE ACCOMPLISHED

- The [Science-based Targets initiative](#) (SBTi) validated our updated set of 2030 greenhouse gas (GHG) emissions targets, ensuring they align with current climate science. SBTi also classified our scopes 1 and 2 target ambition as in line with a 1.5 degrees Celsius trajectory for climate change – the most ambitious target companies can set.
- We used 155.5M kilograms (343.3M pounds) of sustainable materials in our products and packaging in FY23. In fact, 94.5% of our packaging across our entire product portfolio was made with recycled or renewable materials, putting us ahead of schedule to meet our 2030 goal of 100%.
- 59% of electricity used across all Dell Technologies global facilities came from renewable sources, putting us on track to meet our 2030 goal of 75%, and 100% by 2040.
- We have kept 39.2M plastic bottles out of the ocean and in the circular economy since 2019 by consuming over 363,000 kilograms (800,000 pounds) of ocean bound plastic in our packaging, products and soft goods.

## LOOKING AHEAD

- We will continue to focus on reducing emissions across all scopes to get to net zero by 2050, including tackling our largest shares of scope 3 emissions, keeping pace with evolving calculation methods for use of sold products (category 11) and improvements in supplier-reported emissions for purchased goods and services (category 3.)
- We will leverage innovation and partnerships to double down on our circular economy goals, scaling use of sustainable materials, removing barriers to recycling and expanding product take back opportunities that provide value to our customers wherever possible.

## Designing with waste in mind

Fueling the circular economy requires a reexamination of the concept of waste. When we ask, “How can we design waste in to our products?” we see an opportunity to create demand and build supply chains for materials that would previously have become waste. We will continue our efforts to lead material innovations that deliver on circularity.



# Cultivating Inclusion

We strive to cultivate inclusion in everything we do for our people, customers and communities. We view diversity and inclusion as a business imperative and are focused on attracting, building, developing and retaining a diverse workforce through an inclusive culture. Additionally, we are expanding our impact beyond our walls to build stronger customer relationships and an external community aligned with our shared values.

## WHAT WE ACCOMPLISHED

- We continued to innovate hiring programs and processes to expand our reach to ensure we engage talent where they are and remove barriers to inclusion. We focused on retaining and developing our team members through internal career advancement and opportunity.
- We strengthened our team member community to drive engagement and collaboration. We are creating connections globally through our Employee Resource Groups (ERGs), our Culture, Diversity & Inclusion (CD&I) Champions and other team member advocacy groups all aimed at building a sense of community and belonging for all.
- We promoted inclusion through education and awareness and offered all our team members with annual foundational learning on inclusive principles and practices. We also provide opportunities, tools and resources to encourage inclusive conversations for team members and leaders.
- We enabled leaders to drive a culture of inclusion where our team members feel empowered to achieve their best, balanced life and connect with others. Our leadership principles set expectations for championing equity, valuing different backgrounds and celebrating unique perspectives.

## LOOKING AHEAD

- While we continue to make progress towards our goals, we know that in the current global environment, we must remain focused on fostering an inclusive culture.

## Our team members are our greatest strength

“At Dell Technologies, our culture and our people are key differentiators. Who we are and how we work with and for each other set us apart. We are a diverse team with unique perspectives. United in our purpose, our strategy and our culture.”

– Vanice Hayes, Chief Culture Diversity & Inclusion Officer



# Transforming Lives

We believe our scale, support and the innovative application of our product portfolio can play an important role in addressing complex societal challenges. This includes driving digital inclusion and building opportunities for all in a digital society, contributing to a more equitable world. We endeavor to harness the power of technology to create a future that is capable of fully realizing human potential.

## WHAT WE ACCOMPLISHED

- Since 2013, we have reached over 288 million people through digital inclusion. We build programs and foster partnerships that equip people with the right technology and skills to participate in our digitized world. We're innovating for large-scale impact across global communities, ensuring they have the capabilities to deliver essential digital services.
- We doubled our Digital LifeCare impact with over 238 million people enrolled and over 110,000 healthcare professionals trained.
- Our Solar Community Hubs program has reached over 921,000 people with 45 hub locations around the globe. Solar Community Hubs bring remote communities access to technology and skill-building opportunities.
- Our team members delivered over 920,000 volunteer hours in FY23 through community engagement projects and the Pro Bono program.

## LOOKING AHEAD

- We will scale our digital inclusion impact through partnerships and innovation.
- We will expand our global reach to ensure we help nonprofits digitally transform.
- We will create ways for our team members to use their talent for meaningful impact in the communities they care about.

## Accelerating digital inclusion

We will accelerate our digital inclusion work by partnering for scale, building community-based solutions and leading with our innovation. We will prepare communities for the future by helping them navigate the changing digital landscape.





# Upholding Trust

Trust is at the root of all we do. We've spent decades listening to our customers and the conclusion is clear: Security, privacy and ethics are core to establishing and maintaining trusted relationships. We understand the criticality of data and product security, data privacy and ethical behavior to our long-term business success.

## WHAT WE ACCOMPLISHED

- We developed and launched the [Dell Technologies Principles for Ethical Artificial Intelligence \(AI\)](#), which is a set of guiding principles to ensure Dell's development and use of AI is beneficial to people and society, now and in the future.
- We added 148 geographic locations to our privacy center, providing customers across the globe with greater transparency to our privacy practices.
- We were recognized as one of the World's Most Ethical Companies® by the Ethisphere® Institute.
- We are the first PC, Server and Storage manufacturer to offer a public bug bounty program on its products.

## LOOKING AHEAD

- By 2030, our customers and partners will rate Dell Technologies as their most trusted technology partner.
- We will accomplish this goal by emphasizing key drivers in the areas of security, privacy and ethics.

## Emphasizing built-in security

We are emphasizing built-in security solutions that help our customers uphold trust with their stakeholders. The first is our Zero Trust solution, available in 2024. By 2025, we will publish a software bill of materials (SBOM) with 100% of actively sold Dell-designed and branded products, providing transparency on third-party and open-source components. By 2030, we'll eliminate outdated password technology on all new Dell products and offerings that use authentication.



An aerial photograph of the ocean showing a series of white-capped waves breaking in a rhythmic pattern across the frame. The water is a deep, vibrant blue-green color. A dark blue rectangular box is overlaid on the center of the image, containing white text.

With this report and others, we continue our long-standing commitment to accountability for delivering on our ESG strategy and initiatives.

We must innovate and evolve to meet the challenges before us, but it is not our journey alone. We welcome ideas and partnerships, and hope you will join us to drive societal impact for everyone.

Visit [Dell.com/impact](https://www.dell.com/impact) for more information.