



Sustainable Impact Report



Executive
Summary

2023

Our Vision



To be the world's most sustainable and just technology company.



Our Belief

One thoughtful idea has the power to change the world.

Our Mission

Create technology that inspires ambitious and meaningful progress.

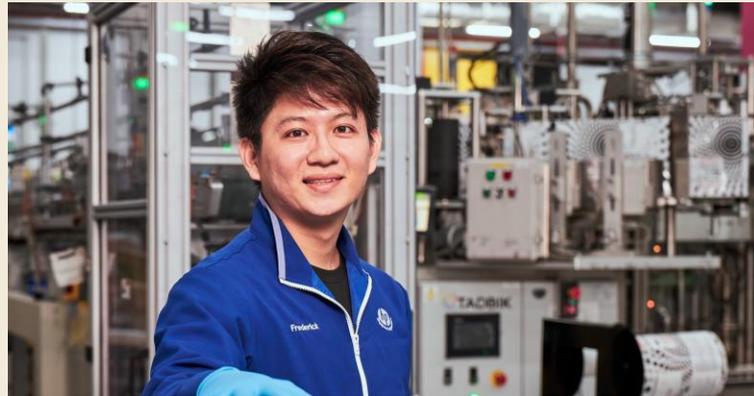


Toward Sustainable Impact



Address the most urgent needs of our time by innovating with purpose and intention to go beyond short-term impact to drive positive, lasting change.

Our Sustainable Impact Strategy



① Climate Action

- Carbon emissions
- Circularity
- Forests

② Human Rights

- Empowered workers
- Culture of inclusion & belonging
- Social justice, racial & gender equity

③ Digital Equity

- Education
- Healthcare
- Economic opportunity

Goal Highlights

Climate Action



Goal	Progress in 2023
<p>2030 Reduce HP value chain GHG emissions by 50% by 2030 (compared to 2019), and achieve net zero emissions by 2040¹</p>	<p>27% reduction from our 2019 baseline. HP's carbon footprint was 19,764,400 tonnes of CO₂e in 2023.</p>
<p>2030 Reach 75% circularity for products and packaging, by 2030²</p>	<p>40% circularity achieved, by weight.³</p>
<p>2030 Counteract deforestation for non-HP paper used in our products and print services by 2030⁴</p>	<p>36% of our total fiber footprint addressed, for paper used in our products and print services in 2023.^{5,6}</p>

Human Rights



Goal	Progress in 2023
<p>2030 Reach one million workers through worker empowerment programs by 2030, since the beginning of 2015</p>	<p>486K workers reached through 2023.</p>
<p>2030 Achieve 50/50 gender equality in HP leadership, by 2030⁷</p>	<p>33% of director-level and above positions globally were filled by women.</p>
<p>2025 Double the number of Black/African American executives by 2025, from a 2020 baseline⁸</p>	<p>4.4% achieved as of the end of 2023, increased from a baseline of 3.0% in June 2020.</p>

Digital Equity and philanthropy



Goal	Progress in 2023
<p>2030 Accelerate digital equity for 150 million people by 2030, since the beginning of 2021⁹</p>	<p>45M people reached through 2023 by HP's digital equity programs and partnerships.</p>
<p>2030 Contribute 3.5 million employee volunteering hours by 2030 (cumulative since the beginning of 2016). Previously 1.5 million by 2025</p>	<p>1.2M employee volunteer hours reached, including 296,400 in 2023.</p>

Helps Futureproof Business

Sustainable Impact is a business imperative—positioning HP to offer solutions to some of our greatest collective challenges.



Reducing waste, our reliance on natural resources, and our environmental footprint

Helping our customers meet their sustainability goals

Empowering people with the skills and technology needed for a digital economy

Innovation and growth from our inclusive culture

Drives Business Value

Acting with purpose drives business results, attracts talent, and increases trust with customers.

60%  of total revenue in 2023 was sustainable revenue.¹⁰

91%  of employees agree that HP is a leader in its commitment to Sustainable Impact.¹¹

76%  of consumers say they're more likely to purchase from companies that are socially responsible.¹²

Accelerates Industry Change

Engaging our suppliers, partners, and industry coalitions to help accelerate the transition to a more sustainable and just economy.



Driving sustainable impact throughout our supply chain

Accelerating change across the technology industry by educating and empowering HP channel partners through HP Amplify Impact

Collaborating with nonprofits and non-governmental organizations (NGOs) and participating in industry coalitions to drive large-scale impact

Innovating for Sustainability

Investing to improve the environmental performance of our products and services



The HP EliteBook 1040 G10 top cover, palm rest cover, and bottom cover are made **from 90% recycled magnesium** by weight.¹³

During 2023, we shipped more than 49 million computers in molded fiber or hybrid foam/fiber packaging, representing about **97% of units** shipped during the year.



HP's new DeskJet 2800, DeskJet Ink Advantage 2800, DeskJet 4200, DeskJet Ink Advantage 4200, and DeskJet Ink Advantage Ultra 4900 series printers all incorporate at least **60% postconsumer recycled content plastic**.¹⁴

HP's new DesignJet T850 and T950 series printers and plotters contain at least **40% and 35% postconsumer recycled plastic content, respectively**.¹⁵



Innovating for Sustainability



HP Carbon Neutral Computing Services help organizations contribute to a low-carbon future by offsetting the end-to-end carbon footprint of eligible HP PCs.^{16, 17, 18}

HP Managed Print Services¹⁹ (MPS) enables customers to reduce greenhouse gas (GHG) emissions across the life cycle of our products by improving resource efficiency and reducing energy, ink, and paper use.²⁰



HP Device Life Extension Service upgrades device performance and extends support, enabling customers to use their devices for longer and contribute to the circular economy.²¹

HP Renew Solutions enables commercial customers to reduce hardware expenses and accelerate sustainability goals with HP's flexible suite of certified refurbished devices,²² services,²³ and solutions.



Recognition



Corporate Knights' Global 100

Named one of the 100 Most Sustainable Corporations in the world for the ninth year in a row



CDP Recognition

Scored a triple “A” rating across CDP’s Climate, Forests, and Water lists for the fifth consecutive year. Also recognized for Supplier Engagement for the eighth consecutive year



EcoVadis Platinum

Rated among the top 1% of companies for social and environmental efforts for the 14th year in a row.



Morgan Stanley Capital International
Received an MSCI ESG rating of AA

Recognition



Corporate Human Rights Benchmark
Ranked among top five ICT companies on supply chain human rights.



Digital Inclusion Benchmark
Ranked ninth among 200 of the world's top businesses in the digital tech sector.



DiversityComm Top Hispanic Employer
Recognized as Best Top Hispanic Employer in the United States



World's Most Ethical Companies®
One of five honorees in the tech industry to receive Ethisphere World's Most Ethical Companies for the fifth year in a row.

ESG Materiality

We periodically conduct ESG materiality assessments to inform our focus and Sustainable Impact strategy. In early 2024, we conducted a new materiality assessment.

Our assessment process

We developed a four-step process to identify and assess actual and potential sustainability impacts, risks, and opportunities.



1

Context

Built a shared vision of success, gathered key materials and stakeholders, and developed an overview of the organization's sustainability context.



2

Identify

Identified actual and potential sustainability impacts, risks, and opportunities, which were categorized by type, time horizon, geography, remediability, and other factors, before reviewing with stakeholders.



3

Assess

Drew on desktop research and stakeholder engagement to assess the sustainability impacts, risks, and opportunities. Throughout the evaluation, we were intentional in not considering HP's current performance and HP's impacts relative to other industries or companies.



4

Consolidate

Consolidated the outputs of the assessment, which serve as a helpful input to our continual evaluation of the Sustainable Impact strategy in the context of its overall business strategy. This consolidation helped HP see potential areas to explore for strategic focus.

ESG Materiality

By integrating a broad range of inputs and insights, our latest materiality assessment reflects the rapidly evolving landscape of ESG topics. Having identified 27 sustainability impacts, risks, and opportunities, we grouped these into 12 topics:

- Sustainable products and services and circular economy
- Climate change
- Materials and substances of concern
- Waste
- Water
- Child labor and forced labor
- Worker health and safety
- Talent development
- Fundamental labor rights
- Business conduct
- Data privacy and data protection
- Partnerships and collaborations

We use the definition of “materiality” from concepts borrowed from international standards and regulatory frameworks, which is different from the term as it has been defined by or construed in accordance with the securities laws or any other laws of the United States or any other jurisdiction, or as used in the context of our financial statements and financial reporting or our reports filed with the U.S. Securities and Exchange Commission (SEC). Topics identified as ESG material for the purpose of this report should not be construed as being material for SEC or other reporting purposes, financial or otherwise.



Climate Action



Climate Action

A man in a dark shirt and blue jeans is walking on a metal walkway between rows of solar panels on a rooftop. The sky is clear and blue. The solar panels are mounted on metal frames and are arranged in long, parallel rows.

Our Mission

Take urgent and decisive action to achieve net zero carbon emissions across our entire value chain, give back more to forests than we take, and innovate our products and services for a more circular economy.

Carbon Emissions

Circularity

Forests

Carbon Emissions



- Reduce HP value chain GHG emissions by 50% by 2030 (compared to 2019), and achieve net zero emissions by 2040.²⁴
- Reduce Scope 1 and Scope 2 GHG emissions from global operations by 65% by 2025, compared to 2015.²⁵
- Use 100% renewable electricity in our operations by 2025.

Our Goals

Carbon Emissions



We aim to grow our business while reducing carbon emissions across our value chain—operations, supply chain, and products—with net zero as our ultimate goal.

How We'll Achieve It

Drive progress toward some of the most ambitious and comprehensive climate action goals in the industry.

Enable our supply chain partners to reduce their environmental footprints in alignment with our climate ambitions.

Reduce carbon emissions in our portfolio.

Carbon Emissions



27%

reduction of our value chain GHG emissions from our 2019 baseline. HP's carbon footprint was 19,764,400 tonnes of CO₂e in 2023.

62%

reduction in Scope 1 and 2 GHG emissions since 2015. HP's global operations produced 146,400 tonnes of Scope 1 and 2 CO₂e emissions in 2023.

59%

renewable electricity used in our global operations, toward our goal of 100% by 2025. We procured and generated 293,289 MWh of renewable electricity and attributes in 2023.

Our Progress

Circularity



- Reach 75% circularity for products and packaging, by 2030.²⁶
- Recycle 1.2 million tonnes of hardware and supplies by 2025, since the beginning of 2016.
- Use 30% postconsumer recycled content plastic across HP's personal systems and print product portfolio by 2025.²⁷
- Eliminate 75% of single-use plastic packaging by 2025, compared to 2018.²⁸
- Reach zero waste in HP operations by 2025.²⁹

Our Goals

Circularity



We aim to innovate how our products and solutions are made, delivered, and used by advancing circularity across our portfolio.

How We'll Achieve It

Transform our business to reduce waste in operations.

Scale our service-based offerings to drive circularity in our products.

Transition to sustainable and recycled materials in our products and packaging.

Circularity



40%

circularity achieved for products and packaging, by weight, in 2023.³⁰

18%

postconsumer recycled content plastic used across HP's personal systems and print product portfolio during 2023.

992k

tonnes of hardware and supplies recycled since the beginning of 2016.

62%

reduction of single-use plastic packaging, from an average of 221 grams/unit in 2018 to 85 grams/unit in 2023.

87%

landfill diversion rate achieved globally.

Our Progress

Closing the Loop in Brazil

At our Innovation and Recycling Center in São Paulo, Brazil, we recycle end-of-life products into new HP hardware. In 2023, through the HP Planet partners recycling program, the site collected 2,010 tonnes of electronic waste, and we have used closed-loop recycled-content materials in the manufacturing of 12.4 million printers at this location since 2012.

We also partner with about 40 waste-collection cooperatives in the São Paulo area to acquire electronic waste. The project reduces virgin materials in HP products, increases the revenue of waste-collection cooperatives, and promotes decent working conditions.

“Our commitment to Sustainable Impact echoes through circular design, closed-loop operations, locally sourced recycled materials, and empowering local communities.”

Kami Saidi, Head of Brazil Integrated Manufacturing and Panama Operations



Forests



- Counteract deforestation for non-HP paper used in our products and print services by 2030.³¹
- Continue to source only sustainable fiber for all HP-brand paper and paper-based packaging for home and office printers and supplies, PCs, and displays.³²
- Reduce potable water withdrawal in global operations by 35% by 2025, compared to 2015, focusing on high-risk sites.

Our Goals

Forests



Our forest positive vision for printing focuses on counteracting deforestation and creating enduring positive change for forest ecosystems.

How We'll Achieve It

Scale up investment in forest restoration and protection to create positive, enduring change for forest environments.

Counteract deforestation by going beyond our own fiber sourcing to include any brand of paper used in HP printing products and services.

Take aggressive actions by working with leading NGOs to find new ways to combat climate change and protect our planet for future generations.

Forests



36%

of our total fiber footprint addressed for paper used in our products and print services in 2023.^{33,34}

38%

reduction of potable water withdrawal in global operations since 2015, meeting our goal (as in 2022), despite adding 59 Poly sites to our portfolio.

Our Progress

Catalyzing Education and Action Through Climate Fresk

In 2022, a group of our employees introduced Climate Fresk—a three-hour collaborative climate education workshop—to HP in France. It aims to improve our employees' understanding of climate change and inspire action at both personal and professional levels.

Through 2023, the initiative has reached about 2,200 HP employees at multiple HP sites, with the support of more than 100 trained HP volunteer facilitators. This is just the beginning of a more ambitious journey, as the team intends to reach the majority of HP's employees, as well as suppliers, customers, and channel partners.





Human Rights



Human Rights



Our Mission

Build a culture of equality and empowerment within HP and beyond, where diversity is sought out and celebrated, and where universal human rights are understood and respected.

Empowered workers

Culture of inclusion & belonging

Social justice, racial & gender equity

Empowered Workers



- Reach one million workers through worker empowerment programs by 2030, since the beginning of 2015.

Our Goals

Empowered Workers



We aim to drive worker empowerment programs that enable worker wellbeing and increase access to opportunities for advancement.

How We'll Achieve It

Combat forced labor, respect workers' rights, and advance worker health and safety.

Monitor emerging human rights expectations and scale innovative solutions across our entire value chain.

Support our vendors, suppliers, and partners through capability-building programs.

Empowered Workers



486K

workers reached through
worker empowerment
programs through 2023.

Our Progress

Human Rights Defenders Series

Human rights defenders are individuals who play a vital role in exposing and addressing human rights abuses.

HP launched a Human Rights Defenders Series in May 2023—an initiative that provides training and digital security tools for vulnerable human rights defenders to prevent online harassment and threats, cyberattacks, digital surveillance, and censorship.

Through the program, we have supported Organización Nacional de Mujeres Indígenas Andinas y Amazónicas del Perú (ONAMIAP) and Ashanti Perú—organizations that advocate for Andean and Amazonian Indigenous women’s rights and the empowerment of Afro-Peruvian communities, respectively.



Culture of Inclusion & Belonging



- Maintain higher than 90% rating on internal inclusion index for all employee demographics annually.³⁵

Our Goal

Culture of Inclusion & Belonging



We aim to foster a culture of inclusion and belonging where everyone feels respected, valued, and able to reach their full potential.

How We'll Achieve It

Expanding our hiring pipelines to include nontraditional journeys.

Removing barriers for employees from underrepresented groups by working to eliminate bias.

Creating new advancement opportunities for employees to grow their careers with HP.

Continuing to be recognized as an employer of choice.

Culture of Inclusion & Belonging



88%

rating on internal inclusion index for all employee demographics in 2023.

Our Progress

Social Justice, Racial & Gender Equity



Our Goals

- Achieve 50/50 gender equality in HP leadership, by 2030.³⁶
- Achieve greater than 30% technical women and women in engineering, by 2030.
- Double the number of Black/African American executives by 2025, from a 2020 baseline.³⁷
- Double Black/African American technical representation in the United States by 2025, from a 2020 baseline.³⁸
- Meet or exceed labor market representation for racial/ethnic minorities in the United States, by 2030.

Social Justice, Racial & Gender Equity



We aim to use our influence to advocate for equity and social justice across our industry and our broader communities.

How We'll Achieve It

Lead diversity from the top.

Foster a diverse pipeline for both HP internally and the tech industry at large.

Drive racial equity and accountability within HP, across our industry, and nationally and globally through the HP Racial Equality & Social Justice Task Force.

Grow supplier diversity spend with Black/African American suppliers in the United States.

Advance the communities where we live and work by applying the same Culture, equity, and diversity (CED) values that have made HP so strong.

Social Justice, Racial & Gender Equity



33%

of director-level and above positions globally filled by women.

4.4%

Black/African American executive representation, from a baseline of 3.0% in June 2020.

24%

of engineering and technology positions globally filled by women.

3.4%

Black/African American technical representation in the United States, up from 2.3% in 2020.

Met goal for labor market representation of Asian American and Hispanic/Latin American demographic groups; on track to meet goal for representation of Black/African American demographic group by 2030.

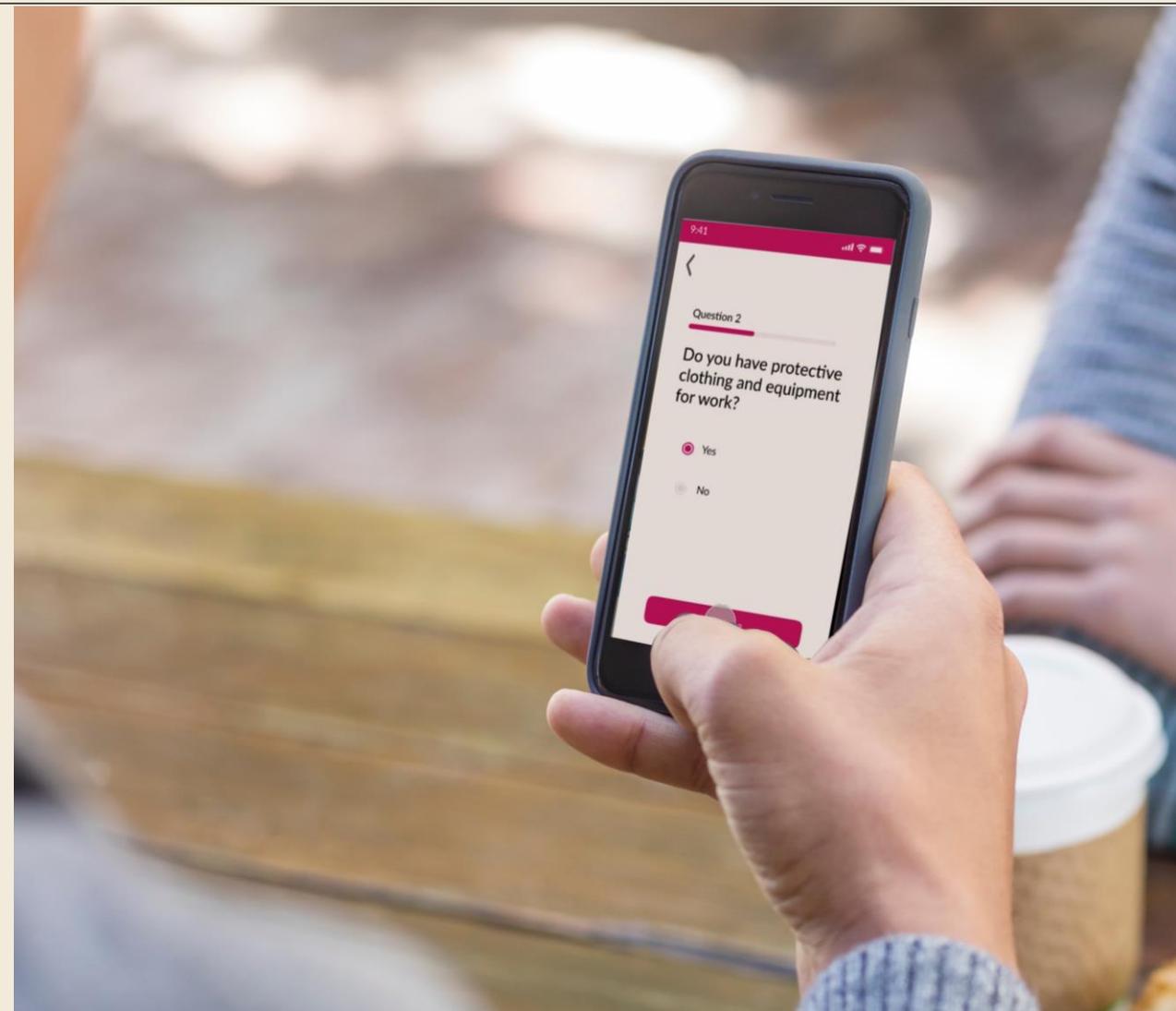
Our Progress

Million Makers

HP utilizes the platform Million Makers—a human rights due diligence platform using direct worker voice—to enhance our human rights due diligence program by addressing human rights concerns raised by workers.

In 2023, we expanded our use of Million Makers to two additional key supplier sites in Malaysia, as well as an HP-owned manufacturing site, surveying nearly 800 workers on possible forced labor risks.

During 2024, we will continue expanding to additional regions, and will improve our use of Million Makers through utilizing user feedback to help identify specific challenges that women face in the workplace.





Digital Equity and philanthropy



Digital Equity and Philanthropy

A photograph of a man with a beard and a young boy with glasses looking at a laptop in a classroom setting. The man is leaning over the desk, pointing at the screen. The boy is sitting at the desk, looking at the laptop. There are other students in the background, and a potted plant is on the desk.

Our Mission

Accelerate equitable access to education, healthcare, and economic opportunity for those who are traditionally excluded so they can participate and thrive in a digital economy.

Education

Healthcare

Economic opportunity

Digital Equity and Philanthropy



Our Goals

- Accelerate digital equity for 150 million people by 2030, since the beginning of 2021.³⁹
- Enroll 2.75 million HP LIFE users between 2016 and 2030. Previously 1.5 million.
- Contribute US\$300 million in HP Foundation and employee community giving by 2030 (cumulative since the beginning of 2016). Previously US\$100 million by 2025.⁴⁰
- Contribute 3.5 million employee volunteering hours by 2030 (cumulative since the beginning of 2016). Previously 1.5 million by 2025.

Education



We aim to empower lifelong learning around the world through strategic partnerships, technology and solutions, and targeted programs.

How We'll Achieve It

Accelerate the work of nonprofits that are addressing the needs of the underserved communities impacted by the digital divide.

Partner to advance learning and digital literacy around the world.

Support curriculum and technology solutions for traditionally marginalized groups.

Provide schools, educators, and learners with technology to increase learning access and outcomes.

Accelerating Digital Equity

HP's Digital Equity Accelerator offers HP technology and capability-building grants to nonprofit organizations serving historically marginalized communities.

In 2023, a cohort of 10 nonprofit organizations were selected from Malaysia, Mexico, and South Africa. From these, 105 individual staff members participated in 28 curriculum sessions, 209 mentoring

and technical expert consultations, and approximately 30 hours of preparation for the Accelerating Digital Equity Global Summit's Pitch Fest.

Across its first two years, the Accelerator's efforts have cumulatively helped organizations reach an additional 8.1 million people, driving forward access to technology and digital skills.



Healthcare



We aim to equip healthcare providers with the latest innovative technology to expand access to quality care and address specific patient needs.

How We'll Achieve It

Accelerate the work of nonprofits that are addressing the needs of the underserved communities impacted by the digital divide.

Enable breakthrough value-based care innovations with advanced technologies.

Partner to bring access to care to underserved communities in India.

Invest in partners advancing personal health and wellbeing.

Economic Opportunity



Widen economic opportunity and strengthen communities by providing resources that expand digital literacy and build business and IT skills.

How We'll Achieve It

Accelerate the work of nonprofits that are addressing the needs of the underserved communities impacted by the digital divide.

Strengthen skills to advance in business and expand economic opportunities.

Work to connect communities to greater economic and social opportunity.

Digital Equity



45M

people reached by our digital equity programs and partnerships through 2023.

US\$140M

given by the HP Foundation and HP employees through 2023.

1.2M

HP LIFE users enrolled since 2016.

1.2M

employee volunteer hours reached, including 296,400 in 2023.

Our Progress

NABU HP Creative Labs

In 2022, HP and nonprofit partner NABU opened the first Creative Lab in Kigali, Rwanda, with a mission to train authors and artists to publish books in local languages. In February and October 2023, we opened new Labs in Florida, United States, and the Philippines, respectively. The former, in Miami, is particularly focused on the Haitian community in the United States and elsewhere.

When children can read in their language of origin, their literacy is strengthened, which is foundational to education and digital inclusion—aligning with HP’s goal to advance global digital equity.

With support from HP, NABU has grown to serve around 5.5 million people and provide digital tools and training for creative professionals in multiple countries.



Inspiring Girls for STEM careers

The Young Women's College Preparatory Academy (YWCPA) is an educational institution located in Houston, Texas, United States. It provides girls in grades 6-12 with a range of classes and opportunities, including a college-readiness program. YWCPA has a diverse student body, with 51% of the cohort being Black/African American and 47% being Latina.

Additionally, 67% of the students come from economically disadvantaged backgrounds.

As part of the 40 Days of Doing Good campaign, HP employees shared their career journeys with YWCPA students, providing valuable insights, inspiration, and opportunities to learn about the science, technology, engineering, and mathematics (STEM) opportunities available at HP.



Endnotes

1. Absolute reduction of Scope 1, 2, and 3 GHG emissions compared to 2019. Excludes non-HP paper consumed during product use.
2. Percentage of HP's total annual product and packaging content, by weight, that will come from recycled and renewable materials and reused products and parts by 2030.
3. Percentage of HP's total annual product and packaging content, by weight, that comes from recycled and renewable materials and reused products and parts. 2023 data does not include the following products or packaging for these products: some personal systems accessories and print accessories sold separately.
4. Fiber by weight will be 1) certified to rigorous third-party standards, 2) recycled, or 3) balanced by forest restoration, protection, and other initiatives through HP's Forest Positive Framework.
5. During 2023, HP-brand paper and paper-based packaging for home and office printers and supplies, PCs, and displays equaled 8% of our fiber footprint. We calculate the annual tonnage for paper used in our products and print services that will be addressed through projects with civil society forestry organizations to counteract possible deforestation by taking the estimated total annual tonnage of paper consumed in the use of our printing products and print services minus the weight of such paper that we mitigate through our responsible sourcing programs. See the [HP Forest positive accounting manual](#).
6. All HP-brand paper is derived from certified sources; paper-based packaging for PCs, displays, home and office print, and supplies is reported by suppliers as recycled or certified, with a minimum of 97% by volume verified by HP. Packaging is the box that comes with the product and all paper-based materials inside the box. Packaging for commercial, industrial, and 3D products, scanners, personal systems accessories, and spare parts is not included.
7. "Leadership" is defined as director level and up at HP.
8. As a percentage of U.S. personnel with the title of executive, formerly called vice president.
9. Our programs aim to accelerate digital equity through providing access to at least one of the following: hardware, connectivity, content, or digital literacy. Digital equity data includes both direct and indirect reach. Indirect reach is sometimes based on estimates using multipliers. 2023 data includes a small amount of 2022 data that was not available at the time of publication of the 2022 HP Sustainable Impact Report.
10. Reported in accordance with Corporate Knights Sustainable Economy Taxonomy (v6.0); HP included revenue from products certified to eco labels (EPEAT® Gold/Silver, TCO, Blue Angel, and ENERGY STAR®), products designed using recycled materials, products that have been recycled, fixed, or resold, and products as a service with end-of-life management policies.
11. Data refers to the percentage of employee survey respondents who strongly agreed or agreed with the statement (2023 Voice Insight Action).
Statistic sourced from [The case for human sustainability | Deloitte Insights](#) in March 2024.
12. Ninety percent recycled magnesium by weight. Enclosure includes top cover, screen bezel, palm rest cover, and bottom cover. Percentage of recycled material varies by product.
13. Postconsumer recycled is based on the definition set in the EPEAT standard for imaging equipment, IEEE 1680.2, and is expressed as percentage of total weight of plastic.
14. Recycled plastic is expressed as a percentage of the total weight of plastic. Postconsumer recycled is based on the definition set in the EPEAT standard for imaging equipment, IEEE 1680.2. HP DesignJet T850 and XT950 plotters are made with at least 40% recycled content plastic. HP DesignJet T850 MFP and XT950 MFP are made with at least 35% recycled content plastic.
15. HP services are governed by the applicable HP terms and conditions of service provided or indicated to the customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with your HP product.
16. There are two offset options available: HP's Carbon Neutral to the Door option covers carbon offsetting of material extraction, component and product manufacturing, and product logistics. HP's Lifecycle option covers everything in the Carbon Neutral to the Door option plus device usage based on a four-year life cycle for commercial HP notebooks and mobile workstations, and a five-year life cycle for commercial HP desktops, displays, and workstations, and end-of-service.
17. Life cycle assessments (LCAs) are validated by a third party to conform to ISO 14040 and ISO 14044, and are used by HP to understand the total carbon footprint for HP personal systems products. Using this data, along with the information unique to each customer (e.g., product ship-to location, product portfolio), we calculate the total carbon emissions for a customer's fleet. HP then purchases and retires carbon offsets procured through Climate Impact Partners, which certifies HP's Carbon Neutral Computing Services in accordance with its Carbon Neutral Protocol (<https://www.carbonneutral.com/the-carbonneutral-protocol>). Please review this document for complete details (<https://www8.hp.com/h20195/v2/GetDocument.aspx?docname=c08430102>).
18. HP services are governed by the applicable HP terms and conditions of service provided or indicated to the customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with your HP product.
19. Refers to the emissions from the HP-branded fleet over the term of the MPS.
20. The HP Device Life Extension capability is a tune-up service for HP commercial PCs. HP-certified partners will perform comprehensive diagnostics and thorough interior and exterior cleaning, and enhance device performance. This service is available as a Care Pack when it is sold with new hardware or no later than 30 days after the original Care Pack expires. See [datasheet](#) for complete details.
21. HP Certified Refurbished Hardware includes cosmetic grading, functional testing, data wiping, re-imaging, and the use of HP OEM parts.
22. HP services are governed by the applicable HP terms and conditions of service provided or indicated to the customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with your HP product.
23. Absolute reduction of Scope 1, 2, and 3 GHG emissions compared to 2019. Excludes non-HP paper consumed during product use.
24. This updated goal was validated by the Science Based Targets initiative, and supports our broader goal to achieve carbon-neutral HP operations by 2025.
25. Percentage of HP's total annual product and packaging content, by weight, that will come from recycled and renewable materials and reused products and parts by 2030.
26. Recycled content plastic as a percentage of total plastic used in all HP personal systems, printer hardware, and print cartridges shipped during the reporting year. Total volume excludes brand-licensed products and after-market hardware accessories. Total recycled content plastic includes postconsumer recycled plastic, closed-loop plastic, and ocean-bound plastics used in HP products. Personal systems plastic is defined by EPEAT eco label criteria. Subject to relevant restrictions on the use and distribution of materials destined for recycling and/or recycled feedstocks.
- 27.

Endnotes

28. Calculated as the percentage of primary plastic packaging (by weight) reduced per unit shipped. Excludes secondary and tertiary packaging components. Includes HP personal systems and printer hardware packaging. Does not include packaging for the following: Graphics Solutions hardware other than PageWide XL and DesignJet printers; 3D printing hardware; print supplies; refurbished products; and accessories such as third-party options, drop in box, and aftermarket options.
29. Zero-waste operations: eliminate nonhazardous waste to landfill in all HP direct operations by 2025. Includes all HP-owned and -managed sites worldwide. Zero waste is defined by the UL or TRUE certification standard.
30. Percentage of HP's total annual product and packaging content, by weight, that comes from recycled and renewable materials and reused products and parts. 2023 data does not include the following products or packaging for these products: some personal systems accessories and print accessories sold separately.
31. Fiber by weight will be 1) certified to rigorous third-party standards, 2) recycled, or 3) balanced by forest restoration, protection, and other initiatives through HP's Forest Positive Framework.
32. HP-brand paper and paper-based packaging for home and office printers and supplies, PCs, and displays are derived from certified and recycled sources, with a preference for Forest Stewardship Council® (FSC®) certification. Packaging is the box that comes with the product and all paper-based materials inside the box.
33. During 2023, HP-brand paper and paper-based packaging for home and office printers and supplies, PCs, and displays equaled 8% of our fiber footprint. We calculate the annual tonnage for paper used in our products and print services that will be addressed through projects with civil society forestry organizations to counteract possible deforestation by taking the estimated total annual tonnage of paper consumed in the use of our printing products and print services minus the weight of such paper that we mitigate through our responsible sourcing programs. See the [HP Forest positive accounting manual](#).
34. All HP-brand paper is derived from certified sources; paper-based packaging for PCs, displays, home and office print, and supplies is reported by suppliers as recycled or certified, with a minimum of 97% by volume verified by HP. Packaging is the box that comes with the product and all paper-based materials inside the box. Packaging for commercial, industrial, and 3D products, scanners, personal systems accessories, and spare parts is not included.
35. Annually, HP employees fill out a survey called Voice Insight Action to help us understand overall employee engagement, including their sense of belonging in the company.
36. "Leadership" is defined as director level and up at HP.
37. As a percentage of U.S. personnel with the title of executive, formerly called vice president.
38. Baseline is June 2020.
39. Our programs aim to accelerate digital equity through providing access to at least one of the following: hardware, connectivity, content, or digital literacy. Digital equity data includes both direct and indirect reach. Indirect reach is sometimes based on estimates using multipliers. 2023 data includes a small amount of 2022 data that was not available at the time of publication of the 2022 HP Sustainable Impact Report.
40. Includes valuation of employee volunteer hours, employee donations, HP Foundation match, and HP Foundation grants.

Thank You