



27 March 2020

Dear Partner and Customer,

As many other businesses worldwide, HP's take-back business is affected by the ongoing COVID-19 pandemic.

The health and well-being of our employees, business partners, customers, vendors and their families is our first priority.

Many of our logistics and recycling partners are currently facing the same challenges as all other businesses and have informed us about challenges and potential delays in the collection of Hardware and Supplies.

While it is our wish to continue delivering our services normally as long as it is safe to do so, the collection, transport and treatment of waste may require direct interactions between individuals. Thus, Government's guidelines, which we closely follow, might impact our ability to organise the collection services. Guidelines are changing on a daily basis and are differing from country to country, which is why we have to adapt to the situation in a flexible way.

Be reassured that if services are suspended or affected by those events beyond our control, we will do our best to resume our normal activity as soon as the conditions to safely do so are met.

Of course, we remain available for any question you may have. Stay safe and healthy.

Best regards,

A handwritten signature in black ink, appearing to read 'Toni Gil', with a stylized flourish at the end.

Toni Gil  
WW Take Back Operations Manager  
Sustainability and Product Compliance  
HP Inc.

*Randi Braunwalder*

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WW Supplies Sustainability Manager  
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