



HP Planet Partners Programme for Supplies EMEA

April 2020

Dear Customer,

As many other businesses worldwide, HP is affected by the ongoing Coronavirus (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 and have informed us about difficulties, potential delays, and temporary restrictions in the collection of HP cartridges.

While it is our wish to continue delivering our services normally as long as it is safe to do so, the collection, transport, sorting, and recycling of HP cartridges often require direct interactions between individuals. Thus, Governments' guidelines, which we closely follow, may impact our ability to operate and provide our cartridge collection and recycling services. Guidelines are changing on a daily basis and differ from country to country, so we have to adapt to this situation in a flexible way.

Be reassured that if services are suspended or affected by 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

Randi Braunwalder
WW Supplies Sustainability Manager
Sustainability and Product Compliance
HP Inc.