HUMAN RIGHTS PROGRESS REPORT

2019

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Responding to the COVID-19 pandemic

HP's response in a time of global crisis mirrors our commitment to respecting human rights: first we identified the risks to our employees and contingent workers (and our partners), then we acted decisively to manage and mitigate them. To keep our employees safe, swift measures included mandating working from home where feasible—in many countries ahead of local official actions. For those employees in essential or business-critical roles that require them to work on-site, as well as following advice and requirements from local health officials, HP took additional measures to keep them healthy and safe, including physical distancing and site entry screening protocols, travel restrictions, site visitor restrictions, no in-person meetings, and enhanced cleaning and sanitization practices. We further supported our employees with virtual office hours with our in-house medical doctor and our "HP Spirit" series of events and engagement tools to support their social, emotional, and mental health. We also supported our hourly employees and certain contingent workers, such as those who work in our on-site facilities and in customer service, with continued pay and other benefits.

For our customers, we worked to provide access to the HP products and services they depend upon. In many communities, we made our expertise, resources, and technologies widely available—including leveraging our 3D printing technology to make protective and medical equipment, donating personal computers, and partnering to provide free education tools and content to support students' learning.

HP continues to keep its employees informed regularly with pertinent information and resources from public health authorities via an internal COVID-19 resource page accessible to all employees. Learn more: Latest updates on HP's response to COVID-19.

"Respecting human rights around the world, both in our operations and by influencing our suppliers through our business relationships, requires persistence, ongoing due diligence, and continuous improvement."

At HP, we pride ourselves on being a company of high integrity, transparency, and trust — a legacy of ethical leadership that stems from the steadfast beliefs of our founders.

When they first developed our company's principles back in 1957, Bill Hewlett and Dave Packard were ahead of their time. Alongside business fundamentals such as market leadership and profitability, they also enshrined the idea of corporate citizenship. A company that focuses solely on profits, they said, ultimately betrays both itself and society.

Decades later, these values continue to drive HP forward. Nearly 20 years have passed since we joined the UN Global Compact. Since then, we have put in place the industry's first Supplier Code of Conduct, which underpins our efforts to address social and environmental issues in our supply chain. We also adopted our Sustainable Impact and Human Rights Policy, which outlines our unwavering commitment to human rights and requires our suppliers and partners uphold ethical business practices at all times.

This work has never been more important, as we confront and combat systemic racism and inequality around the world. We must use recent events as a catalyst for meaningful and lasting changing — recognizing that, while we've made progress in certain areas, we have a lot more work to do in others to create a more equitable and just society.

Respecting human rights around the world, both in our operations and by influencing our suppliers through our business relationships, requires persistence, ongoing due diligence, and continuous improvement. And we believe it's important to regularly share our progress with our stakeholders.

This report outlines the approach and actions we are taking. In our own operations, this includes fostering a safe, healthy and inclusive workplace. More broadly, we're focused on ensuring our products are engineered and manufactured with deep respect for the people who make them. And in our communities, we have important roles to play to advance equality, education and opportunity for all.

Businesses shouldn't choose between doing well and doing good. Because when you build a strong, purpose-driven culture, you create value for shareholders by making life better for everyone, everywhere. That's our mission at HP, and we'll never stop working to bring out the best in humanity through the power of technology.
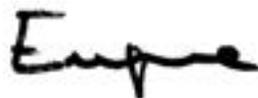
Enrique Lores
President and Chief Executive Officer, HP Inc.

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.

HP's human rights journey

HP's approach is continuously evolving to account for known and emerging issues. Our journey began with the recognition that we needed to establish a Supplier Code of Conduct to address the risks faced by supplier workers and to conduct due diligence in our supply chain. We worked among our peer competitors to agree on a common code of conduct for the electronics industry. This led to HP becoming a co-founder of the Responsible Business Alliance, formerly known as Electronic Industry Citizenship Coalition (EICC),—the world's largest industry coalition dedicated to corporate social responsibility in global supply chains. In 2003, we established our first human rights policy. In 2004, we joined the Business Leaders Initiative on Human Rights to develop a guide for integrating human rights into business management.

We conducted our first corporate-wide human rights assessment in 2010 and established our Human Rights Office by 2011. In 2014, HP was the first IT company to establish a foreign migrant worker standard that required direct employment of migrant workers by our suppliers. In the last five years, we co-founded the Leadership Group for Responsible Recruitment, published our Sustainable Impact strategy, which covers human rights, and provided annual disclosures on remedies provided to workers. For 2019, we are publishing this Human Rights Progress Report—our first stand-alone publication about our human rights progress.

HP's human rights journey

2000 – 2004
- 1ST code of conduct
- Co-founded Electronic Industry Citizenship Coalition
- 1ST HP human rights policy
- Signed UN Global Compact
- Joined the Business Leaders Initiative for Human Rights

2005 – 2009
- Publish HP supplier list
- Co-founded Responsible Minerals Initiative

2010 – 2014
- Human Rights Assessment
- Human Rights Office established
- California Transparency in Supply Chains Statement published
- HP Foreign Migrant Worker Standard

2015 – 2019
- Co-founded Leadership Group for Responsible Recruitment
- Chaired Responsible Labor Initiative Steering Committee
- Sustainable Impact Strategy
- Report on remedy
- Conducted HP manufacturing, HP office, and non-manufacturing supplier audits
- Conducted 3rd party Human Rights Impact Assessment
- Human Rights Progress Report published

Committed leadership and strong governance

The responsibility to respect human rights is driven from the top of HP. Governance and leadership are therefore the starting point for all human rights activities throughout the company. Our executive leadership team, led by our CEO, retains overall responsibility for Sustainable Impact as part of our business strategy. All members of the executive leadership team oversee Sustainable Impact targets relevant to their organizations and are evaluated annually against objectives related to Sustainable Impact, including diversity and inclusion. Performance against these and other business objectives is tied to total compensation.

We enact our responsibilities vertically—from corporate policies down to operational decision-making—and horizontally, across business functions. This is reflected in our governance structure (see chart).

- **The Nominating, Governance and Social Responsibility Committee** (NGSRC) of the HP Board of Directors oversees human rights across HP, including reviewing the results of the annual human rights assessment and approving HP's annual company-wide Modern Slavery Transparency Statement.
- **HP executives** hold specific roles in relation to human rights.
  - The Chief Supply Chain Officer oversees our manufacturing supply chain and implementation of our human rights commitments (found within our Sustainable Impact Strategy and Human Rights Policy) and due diligence processes to prevent, mitigate, and remediate related impacts.
  - The President of Strategy and Business Management and Chief Legal Officer oversees the Privacy Office and the Ethics and Compliance Office (which owns the company's grievance mechanism); and Strategy and Business Management includes management and due diligence of our non-manufacturing suppliers, and our facilities management.
  - The Chief Human Resources Officer oversees policies and procedures related to HP employees and our diversity and inclusion program.
- **The Sustainable Impact Steering Committee** is led by our Head of Sustainability and Product Compliance, and is comprised of a team of leaders to drive the implementation of HP's Sustainable Impact strategy.
- **The Human Rights Council** was created in 2016 to coordinate due diligence, mitigation of human rights risks, and align initiatives across organizations (or functions). It is chaired by the head of the **Human Rights Office**, and includes senior management from Ethics and Compliance, Global Indirect Procurement, Human Resources, Privacy, Supply Chain Responsibility, and Technical Regulations. The Human Rights Council is convened bi-annually to review the results of our human rights assessment and to devise a plan of action for continuous improvement.

Human rights governance structure

HP Board Committee (NGSRC)
HP Executives
Sustainable Impact Steering Committee and Human Rights Council
Human Rights Office

Policies

Our policies represent our commitment to respecting human rights and integrating actions into our day-to-day business practices, going beyond local law. The following policies are designed to address specific risks in HP's operations and supply chain. These policies are publicly available online and can be accessed by anyone. HP employees, contingent workers, and suppliers are informed of these policies during their onboarding.

Sustainable Impact and Human Rights Policy

Our Sustainable Impact and Human Rights Policy defines the commitments that guide the integration of respect for human rights into our supply chain, operations, and products. It extends to health and safety, fair employment, compliance with applicable wage and working hour laws, non-interference with employees' control or access to their identity documents or passports, and the ability of employees to resign at any time. In addition, this policy reiterates our strong stance and prohibition against any employee engaging in trafficking in persons, which includes but is not limited to the illegal movement of people, sexual exploitation, and the use of forced or child labor of any form.

Supplier Code of Conduct

HP's requirements for all suppliers are contained in the HP Supplier Code of Conduct ("Code"), which incorporates international labor and human rights principles (and aligns with the Responsible Business Alliance ("RBA") code of conduct). HP has purchasing agreements or purchase order terms and conditions in place with our direct suppliers, requiring them to comply with international standards and applicable laws and regulations regarding human rights as specified in the Code. HP's direct suppliers agree that their operations comply with these laws and the Code through their consent to the relevant terms and conditions in their agreements with HP.

The Code expressly requires that suppliers ensure workers associated with HP services and production have: (i) the right to freely chosen employment; (ii) the right, in accordance with local laws, to join labor unions on a voluntary basis, to bargain collectively and to engage in peaceful assembly; and (iii) the right to a workplace free of harassment and unlawful discrimination.

HP presents the Code as a total supply chain initiative and requires our manufacturing and non-manufacturing suppliers to require their next-tier suppliers to acknowledge and implement the Code and hand the Code down to their sub-tier suppliers. We also require suppliers to monitor the performance of their next-tier suppliers against the requirements of the HP Supplier Code of Conduct.

Human rights due diligence

Our human rights due diligence program considers our business activities[1] and potential risks to rights holders consistent with the UNGPs. We recognize that the human rights risks we face today may change over time, and consider due diligence an ongoing, iterative business practice.

Due diligence for HP is a systematic process to address actual and potential adverse impacts in operations, supply chain, and in our business model, in relation to customers, community members, workers, and other rights holders. It is a risk-based assessment that is commensurate with the severity and likelihood of adverse impacts.

Human rights assessment

Since 2011, we have regularly conducted internal human rights impact assessments (HRIA) to take stock of actual and potential human rights risks across our business. Our approach is to:

- Identify and engage relevant business functions that have the potential for human rights risks, followed by a review of those functions to assess the types of rights holders that may be impacted.
- Compare potential and actual risks of rights holders served by the function against the rights described by the UDHR – enabling us to uncover new or emerging risks that have not previously been identified.

We characterize risk based on scope, likelihood, severity, and difficulty to remediate the impact. We consider risks salient based on the combination of likelihood, severity, and difficulty to remediate. As part of the assessment, we also evaluate the training and other tools used to prevent and mitigate the risks identified. If severe impacts are observed, we evaluate the process by which remedy is considered and administered.

In 2019, we completed a third-party-led human rights impact assessment. The external expert we worked with evaluated the validity of HP's internal assessment findings and process, recommended improvements to our existing assessment approach, and conducted an independent human rights impact assessment. The approach was as follows:

1. Validating a list of salient human rights risks across HP's value chain by providing an external expert lens to HP's existing efforts
2. Assessing the degree to which risks are effectively managed by existing mechanisms
3. Evolving HP's existing approach to managing risks to ensure coverage of salient human rights risks and alignment with external stakeholder expectations

1 As provided in the UNGPs, business activities include both actions and omissions; and business relationships include those with business partners, entities in our value chain, and any other non-State or State entity directly linked to HP business operations, products or services.

Mapping human rights risks across the organization

The table below represents:

- The aspects of the business where we have identified the responsibility to respect human rights.
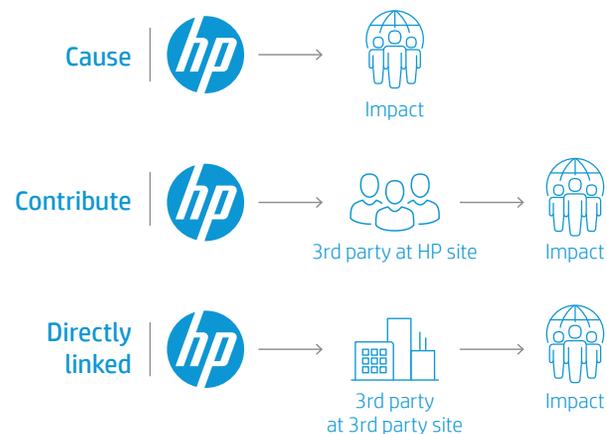- The action and mitigation we take to prevent and address risks.

Business function	Role	Rights holders	Mitigation approach	Human rights
Ethics and Compliance	Business integrity rules and enforcement	• HP employees	• Strong policies and culture, annual training, and open door policy	• Right to work • Right to nondiscrimination/harassment
Human Resources	Employee management and relations	• HP employees	• Strong policies and culture, annual training, and open door policy	• Right to work • Right to nondiscrimination/harassment
Supply Chain Operations	• Code implementation • Ethical mineral sourcing	• Manufacturing, logistics, and recycling supplier workers	• Strong policies, annual risk sensing and onsite due diligence, and capability-building	• Right to reasonable hours of work • Right to freely chosen employment • Right to safe work environment
Global Indirect Procurement	• Code implementation • Safe work environment at HP facilities	• Labor and service supplier workers	• Strong policies, annual risk sensing and onsite due diligence, and capability-building	• Right to reasonable hours of work • Right to freely chosen employment • Right to safe work environment
Environmental, Health, and Safety	• Code implementation • Safe work environment at HP facilities	• HP and supplier workers in HP operations	• Strong policies, annual risk sensing and onsite due diligence, and capability-building	• Right to reasonable hours of work • Right to freely chosen employment • Right to safe work environment
Technical Regulations	• Manufacture and ship inherently safe products	• Customers	• Testing, certification, safe products by design	• Right to health
Privacy	• Manage data protection for all users who give HP information	• HP employees and customers	• Privacy by design to allow customer choice and maintain controls	• Right to privacy

Human rights due diligence program

As the chart below shows, HP's level of involvement varies in relation to a potential human rights impact. We consider risks in our operations (HP offices, HP manufacturing operations, and suppliers that support these operations) where we could **cause** or **contribute to** negative human rights impacts. For example, we can cause an impact through our acts or omissions in managing our work environments; and we can contribute to impacts by supporting a situation where other parties could impact workers, such as contracting a service provider for one of our offices that exploits its workers.

We also consider risks associated with our manufacturing and non-manufacturing suppliers (operating in their own facilities) where we may be **directly linked** through a business relationship. In these situations, the supplier has a responsibility to manage its operations consistent with local

law and HP requirements. We conduct due diligence with these suppliers, but our level of visibility to how suppliers are operating is limited to the periodic visits or audits conducted. Furthermore, the supplier facility is typically supporting many different customers, and our control is through the business influence we can apply in our contractual relationship.

Our operations and our supply chain

Delineating HP operations and HP supply chain (see chart below) not only allows us to focus intensely on the two key areas of our business where human rights risks are most likely to occur, but also to identify, prevent, and mitigate potential adverse impacts.

HP's operations include some manufacturing as well as design and product development, supply chain management, marketing, sales, customer support, and administrative operations. The company has operations in more than 60 countries and territories, with approximately 55,000 employees. Our operations are supported by non-manufacturing suppliers that provide labor and services such as facility management, security, cleaning, and maintenance.

HP considers its supply chain to include (i) suppliers who operate in their own facilities that contribute to manufacturing our products, and (ii) suppliers providing outsourced services and products that support our operations (including logistics providers and recycling companies). We also have suppliers representing HP that provide services to customers directly or remotely.

Levels of HP involvement in potential human rights impacts

Cause
HP → Impact

Contribute
HP → 3rd party at HP site → Impact

Directly linked
HP → 3rd party at 3rd party site → Impact

Rights holders in HP operations and supply chain

HP employees in office and manufacturing

HP Operations

3rd party suppliers on HP sites

Facilities

Labor

Cafeteria

Security

Janitorial

3rd party suppliers at 3rd party sites

Supply Chain

Logistics providers

Service suppliers

Recycling suppliers

Product manufacturing suppliers

Key components of our human rights due diligence

Our due diligence approach includes engagement with a range of different entities, using audit standards, and procedures to assess performance and complete corrective action where required, and integrating learnings into our capability-building and prevention programs.

Engagement

We assess our operations and suppliers using a variety of engagements.

- **Desk assessment.** We use this level of engagement with most entities. The analysis considers the type of service or activity that is involved, the country, the level of spend associated with the engagement, and information we have about the entity itself. This base level of risk sensing helps inform our further levels of engagement.
- **Self-Assessment Questionnaire (SAQ).** The entity is asked to complete a questionnaire that is based on our Code. The SAQ includes up to 240 questions that cover the entity's site characteristics and practices related to labor, health and safety, environment, business ethics, and the management system. Information obtained from the SAQ further helps HP to assess risk and can determine the prioritization for an onsite audit.
- **Audits.** The scope of onsite audits depends on the nature of the work performed by the entity and the nature of the prioritized risks. For most of our manufacturing suppliers, we conduct full Code audits. For non-manufacturing suppliers, we may conduct audits only covering those portions of the Code that are relevant for the operation. For example, suppliers that provide labor or services in an office environment would be evaluated for the labor and ethics portions of the Code.

Audit standards and procedures

HP has Full Member Status in the Responsible Business Alliance (RBA). We implement the RBA code of conduct within our operations and our supply chains. The RBA code is the basis for our HP Code, which is how we communicate our human rights requirements with those we contract with. The Code is based on international norms and standards, including the UDHR, International Labour Organization (ILO) standards, and the OECD Guidelines for Multinational Enterprises.

We leverage the RBA Validated Audit Process (VAP) and Audit Protocol for all the audits that we conduct involving the Code. We utilize only certified auditors—and most of the audits are conducted by third-party auditing firms. This standardized protocol means that the process for conducting the audits, as well as interpreting the findings, rating results, and instigating corrective actions, is both consistent and comparable.

For example, the audit protocol requires the auditor to conduct a management system (policies and procedures) review to assess how the entity manages their operation. The auditor then examines records and data, capturing information and evidence that enable the implementation of policies and procedures to be assessed. Finally, the auditor conducts interviews with workers and supervisors to assess the rights-holder's perspective and experience of working in the facility. Through this systematic assessment against the Code, findings are determined by triangulating the information learned from each part of the assessment. A closing meeting is held by the auditors with the entity's management team to brief them on a summary of the audit findings. A detailed audit report is prepared, which summarizes the actual findings, the gap with the Code, and the recommended corrective action.

The audit protocol characterizes findings in terms of:

- Their type, which is based on severity (risk level), and their scope (number of people that could be impacted).
- The "types" of findings can include risk of nonconformance (minor, major, and priority).

Corrective action plans (CAPs) are required for all major and priority nonconformance findings, with associated time frames for them to be closed. Depending on the nature and severity of findings, it is part of the process to determine if there were victims and adverse human rights impacts. Risks that we have seen include the charging of recruitment fees, withholding of personal identity documents or passports, unsafe working conditions, and excessive working hours.

Auditors are required to escalate any findings of indicators of modern slavery. Suppliers must immediately cease all practices contributing to a modern slavery audit finding and report their corrective action no later than 30 days after the audit. The finding will then be re-examined during a site visit by a third-party auditor or a certified HP auditor to confirm resolution.

The process to address remedy for workers who paid fees involves many steps. After the supplier is notified of the finding in the audit report, we work with the supplier to agree on a CAP. Our program relies on our business relationship to incentivize suppliers to complete their CAP. In parallel, our local auditing teams help provide the support and feedback suppliers need to achieve resolution and to reimburse the workers. We also work to build suppliers' capabilities through partnerships with external organizations. Suppliers are then able to conduct their own due diligence and implement the appropriate remedy. This due diligence involves conducting worker interviews, reviewing documents, and researching migration costs as estimated by external organizations. Once

they have confirmed payment to workers (usually via signed receipts or pay slips), HP schedules an onsite validation visit, which consists of document review and confidential worker interviews conducted by certified auditors. Finally, through our quarterly key performance indicator program, we take the additional step of internally monitoring these suppliers—from nonconformance identification through corrective action and beyond—to ensure timely resolution and sustained performance. We share this report with HP executives who manage the business relationship.

Learning and prevention

As a part of conducting due diligence and engagement with our partners, suppliers and employees, we look to identify recurring issues, gaps, or challenges in performance that need to be systematically addressed. Integrating this knowledge into our communications, training and capability-building helps to better prevent and mitigate risks. Through our collaborations with the RBA and others, we work to build industry tools, standards, and training to support continuous improvement.

Next steps for our human rights program

HP is a recognized leader in social responsibility, rated by independent benchmarks such as the Corporate Human Rights Benchmark (CHRB). We were ranked #3 out of 40 information and telecommunications manufacturing companies in the 2019 CHRB. We will continue our work with the aim of becoming a global leader in respecting human rights.

In 2020, we will continue to build on our approach across our business, including strengthening our policies and continuing due diligence across our operations and supply chain. This involves:

• Reviewing our grievance mechanism and remedy processes.

• Deploying new training tools with our non-manufacturing suppliers in order to reinforce our policies and requirements.

• Continuing to conduct audits at HP offices and complete audits of 100% of our HP manufacturing operations every two years.

Our goal is to continue to enhance our standing as a company that our customers trust to be their partner and that wins the right way.

The right to privacy and personal data protection

We believe that privacy is a fundamental human right. At its core, privacy is about preserving autonomy and ensuring freedom from interference in people's lives. Personal data protection safeguards privacy and prevents harm and human rights impacts that are much broader, such as the rights to equality, nondiscrimination, and more.

Smart technologies are an integral part of our lives. Through websites, mobile applications and the Internet of Things, more is known about us and our behaviors than ever before as we interact with the world. Furthermore, increasing volumes of data are leading to advanced processing capabilities, big data analytics, machine learning, and increasing reliance on algorithms for predicting effective employee or customer engagement strategies. HP may interact with individuals and their data as an employer, and through our consumer, office and industrial devices, and applications. Like many of our customers, we are evolving our operations and transforming digitally. In doing so, we are committed to integrity, fairness, and respecting human rights.

Respecting human rights in the context of personal data processing and communication interactions has been a part of our leading practices, as we have had dedicated privacy roles since 1998. Today, the complexity and volume of personal interactions far exceeds the business models of those times. More than 20 years on, HP's Privacy and Data Protection program is still based on the same foundations of transparency, fairness, and respect for human rights, but programmatically we have evolved significantly. Since 2008, HP has been advocating for accountability in privacy, essentially repeatable systems of values and governance in decision-making that can survive the test of time and rapid technological advancement. Increasingly, concepts of accountability are enshrined in privacy and data protection laws, and they remain foundational in our efforts to ensure integrity and trust as we advance our business.

No longer can respecting privacy rights and ensuring data protection accountability be the remit of a few people. Every part of HP is involved, and we have built a network of roles across the company that supports adherence to our principles and policies. These roles are specific and technical, such as privacy engineers in software teams, and they are also domain-specific, such as marketing contacts, website implementation, human resource management, and vendor risk management. We have also defined privacy leads and managers in areas of higher personal data or process sensitivity that assist us in assuring that internal policies are implemented on an ongoing basis in their organization. Given the scale of this topic, it is inevitable that process automation becomes a key operational aspect of what we do. We have invested in tools for ensuring consent management and purpose limitation, established a universal data catalog, and are building platforms to allow our customers to understand their communication and device data interactions with us more comprehensively. We continuously maintain a personal data processing inventory and review the privacy feedback we get from our customers. In addition to our extended network and tools, we are committed to responsible data sharing inside our company and within our business ecosystem. When customers trust us with their information as part of their engagement, we need to stay true to the purposes and contexts for which the data was shared, ensuring that we do not misuse or share that information to unnecessary third parties.

We believe that technology should make life better for everyone everywhere. To fulfill that vision, HP is increasingly data driven and so are our customers and partners. We believe that we will only be successful as a business if we understand what matters to our customers; that includes what matters to them in how we collect and manage their personal data, and how we manage their experience and interactions with us and our partners. Respecting the right to privacy and governing the personal data that is entrusted to us is an imperative that we take seriously. It is something that businesses collectively need to scale. While laws intended to protect people are fast evolving around the world, what will make a difference in the end is putting human beings at the center of our thinking and respecting their rights. The details will scale and adapt as data sophistication increases in society, but the basics will remain the same.

Diversity, inclusion, and human rights

At HP we believe in a working environment of inclusiveness and respect for every individual. This involves actively engaging in difficult conversations relating to diversity, inclusion, and human rights. Through our Belong, Innovate, Grow (BIG) strategy, we foster an organizational culture that celebrates difference, and allows people to share their perspectives on the world.

We recognize that having a workforce that reflects a range of demographic differences is just the beginning. Our BIG strategy embeds diversity and inclusion across all parts of our business and functions, including talent acquisition and development, culture, mentoring, training, and events.

As part of this strategy, we have developed several recruitment and development programs, including the HP HBCU (Historically Black Colleges and Universities) Business Challenge and the HP Spectrum Success Program. In addition, we continue to engage with a number of leading industry organizations that promote women, minority, veteran, and LGBTQ+ representation and causes in technology. These include AnitaB.org, blackcomputeHER, Black Girls Code, BreakLine, and the YWCA's Curated Pathways to Innovation.

We measure the success of our strategy against metrics associated with attraction, retention, and development of top diverse talent. In 2019, 63.3% of U.S. hires were from underrepresented groups, including women, U.S. ethnicities, veterans, and persons with disabilities (compared to 57.2% in 2018), and 40.2% of global hires were women.

We also measure employee perception of diversity and inclusion at HP annually as part of our Voice Insight Action (VIA) survey. In 2019, 92% of employees felt HP values diversity, 85% of employees felt they could be themselves at work, and 82% of employees felt a sense of belonging at work (94% employee participation rate globally).

Diversity and inclusion are a key part of leadership discussions and standard items on leadership quarterly business reviews. Our executive leadership team members are evaluated on their actions to support diversity and inclusion.

Product safety for our customers

We enable our customers to respect the rights of their workers to a healthy work environment—particularly in commercial printing. HP has a growing industrial printing business that offers large-scale solutions for the commercial printing and packaging sectors. These include our HP Indigo digital presses and our HP PageWide Industrial presses.

HP's digital printing solutions avoid many of the safety issues that can be associated with older analog printing technologies, such as "ink kitchens" for mixing inks, the need to physically change printing plates on the press, and chemical-intensive cleaning procedures. With digital printing there are automated color calibrations, minimal mechanical interaction, and minimal cleaning processes, reducing the potential for chemical exposures and other physical hazards. Inks and other printing fluids are managed in enclosed systems, and any volatile organic compounds (VOCs) released during the printing or drying process are either recovered or vented externally to prevent off-gassing into the work environment, contributing to more comfortable working conditions.

HP is committed to accelerating more sustainable printing solutions for our customers and the entire industry. We have a robust safety assessment process for new product development that includes a detailed toxicological review of all the substances that go into our printing formulations as well as testing to confirm that any emissions are well below levels of concern. We believe that our digital printing solutions and safety assessment processes offer advantages that contribute to a healthy work environment for our commercial printing customers.

keep reinventing