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As a member of the Dell Technologies unique family of businesses, Dell EMC serves a key role in providing the essential infrastructure for organizations to build their digital future, transform IT and protect their most important asset: information. Dell EMC enables our enterprise customers' IT and digital business transformation through trusted hybrid cloud and big-data solutions that are built upon a modern data center infrastructure that incorporates industry-leading converged infrastructure, servers, storage and cybersecurity technologies.

Dell EMC brings together Dell's and EMC's respective capabilities and complementary portfolios, as well as sales teams and R&D. We seek to become the technology industry's most trusted advisor, providing capabilities spanning strategy development, consultative services, solution deployment and support to help our customers and partners drive the digital transformation of their businesses.

We work with organizations around the world, in every industry, in the public and private sectors, and of every size- from start-ups to the Fortune Global 500. Our customers include: global money center banks and other leading financial services firms, manufacturers, healthcare and life sciences organizations, internet service and telecommunications providers, airlines and transportation companies, educational institutions, and public sector agencies.

Headquartered in Round Rock Texas, Dell Inc. offices can be found globally. Facilities located abroad include Brazil, Canada, China, India, Ireland, Malaysia, Morocco, Philippines, Panama City, Poland, Slovakia and the United Kingdom.

All-Flash

With the more comprehensive All-Flash portfolio on the market, DellEMC helps customers jump-start their IT Transformation. Products include Isilon All-Flash, VMAX All-Flash, XtremIO X2 All-Flash, DellEMC Unity All-Flash, ScaleIO Ready Node All-Flash and SC Series All-Flash.

Big Data

DellEMC provides the infrastructure businesses need to derive outcomes from their Big Data and turn their data into revenue. Our Big Data Consulting Services help organizations get started incorporating analytics into their business strategy while DellEMC's Big Data Education Services provide a hands-on approach with our curriculum-based training and certification program.

Cloud

Hybrid cloud provides the foundation for a cost-effective and successful digital transformation. DellEMC delivers the right combination of services businesses need with solutions for traditional and cloud-native workloads. From deploying an on-premises cloud or off-premises solution, businesses partner with DellEMC for our best-in-class technology, fast time-to-value and our unified support and services.

Converged Infrastructure

Improve and accelerate business outcomes with simplified, turnkey DellEMC converged solutions that deliver maximum performance and time to value across all workloads. Offering converged, hyper-converged infrastructure and converged solutions, DellEMC is well positioned to modernize data centers

Data Protection

As the market leader in data protection, businesses can lower their protection costs while protecting more data with cloud-enabled DellEMC Data Protection Solutions. DellEMC Data Protection portfolio solutions protect against data loss, wherever data lives, from client to virtualized machines to hybrid and native cloud environments.

Server Solutions

With the #1 Servers in the market, DellEMC Servers provide a scalable business architecture, intelligent automation and integrated security.

High-Performance Computing

DellEMC's scalable, flexible market-ready solutions readily handle compute and data-intensive workloads to drive breakthroughs faster. As the only company in the world with an end-to-end HPC portfolio, DellEMC's unique approach achieves faster results, enables discovery and drives design with performance optimized HPC solutions for better value.
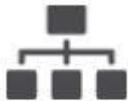
Network Solutions

The DellEMC Networking portfolio of enterprise-class wired and wireless, next-generation management and industry-leading support combined into "One Network" designed to meet the needs of businesses. Our cost-effective, future-ready solutions reduce complexity and integrate seamlessly into existing networks for flexible growth and investment protection.

Software Defined Storage

Automate the deployment of IT services, optimize IT operations, and reduce Total-Cost-Of-Ownership (TCO) through Software Defined Storage. DellEMC offers the broadest Software Defined Storage portfolio that provides the enterprise-grade agility to support digital business demands.

Virtualization

Businesses can create an efficient, responsible IT environment by virtualizing their entire data center. Regardless of the virtualization stage, DellEMC experts can help clarify goals, identify requirements and create a virtualization plan to automate daily operations and unify data center management.

Security Solutions

What we offer

Network Security

Sustain performance and simplify management with intelligent network security.

Data Security

Protect your entire ecosystem of data and devices with centrally-managed endpoint security and compliance solutions from Dell.

Mobile & Endpoint Security

Protect all of your endpoints from a broad range of threats.

Email Security

Protect your organization from outside attacks, ensure the secure exchange of email and meet compliance and e-discovery mandates.

Security Services

Strengthen IT security and compliance with managed security services, threat intelligence, security and risk consulting, and incident response.
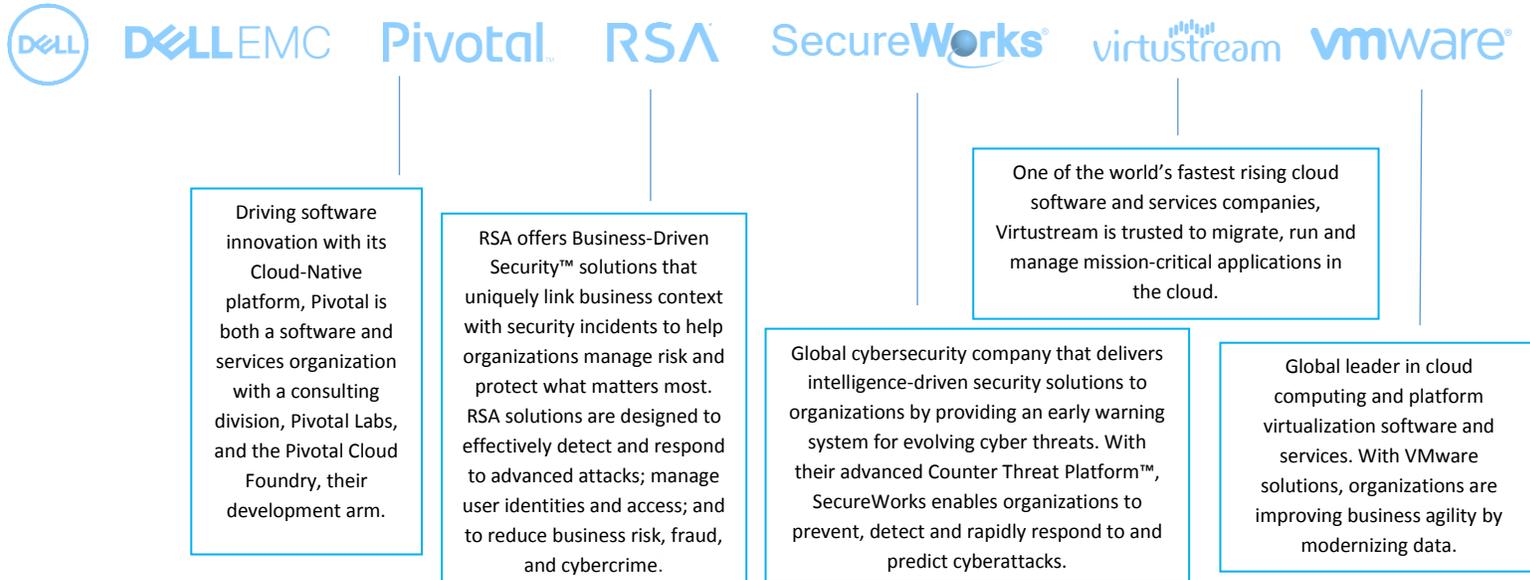
Better security, better business

There's more to enterprise security than defending perimeters. We believe that an IT security strategy aligned to the needs of your business is essential to future growth and innovation. Our solutions help you:

- Protect your whole enterprise, inside and out, efficiently and proactively
- Comply with internal governance policies and external regulations
- Enable the adoption of new applications and technology

We help you create and maintain a strong security foundation with interconnected solutions that span the enterprise. From the endpoint to the data center to the cloud, Dell solutions mitigate risk and reduce complexity so you can move your business forward.

DELL   DELLEMC   Pivotal   RSA   SecureWorks   virtustream   vmware

Driving software innovation with its Cloud-Native platform, Pivotal is both a software and services organization with a consulting division, Pivotal Labs, and the Pivotal Cloud Foundry, their development arm.

RSA offers Business-Driven Security™ solutions that uniquely link business context with security incidents to help organizations manage risk and protect what matters most. RSA solutions are designed to effectively detect and respond to advanced attacks; manage user identities and access; and to reduce business risk, fraud, and cybercrime.

One of the world's fastest rising cloud software and services companies, Virtustream is trusted to migrate, run and manage mission-critical applications in the cloud.

Global cybersecurity company that delivers intelligence-driven security solutions to organizations by providing an early warning system for evolving cyber threats. With their advanced Counter Threat Platform™, SecureWorks enables organizations to prevent, detect and rapidly respond to and predict cyberattacks.

Global leader in cloud computing and platform virtualization software and services. With VMware solutions, organizations are improving business agility by modernizing data.

Portfolio of products, solutions and services

We offer a wide array of End User computing products to keep your workforce productive, no matter where they work.

Laptops & Ultrabooks
Our business-class notebooks are the world's most secure, most manageable and most reliable notebooks in the market. Only Dell offers comprehensive encryption, top authentication and leading-edge malware prevention from a single source.

Latitude 7000 Series
Ultrabook™ thin and light with superior performance and premium features.

Latitude 5000 Series
Fully-featured business-class mobile notebook in a thin and light design.

Latitude 3000 Series
Essential mobile performance with best-in-class reliability for small and growing businesses.

Education Series
Dell's Latitude Education Series laptop is purpose-built for education.

Rugged Series
Built for real-world performance and security in the harshest of environments.

Mobile Precision Workstations

Dell's offers the highest performing and fully customizable workstations, certified with professional applications.

Precision 7000 Series

Incredibly powerful 15" and 17" mobile workstations in a premium design that looks as good as it performs.

Precision 5000 Series

Thinnest, lightest, smallest 15" mobile workstation with big performance.

Precision 3000 Series

Affordable, fully configurable 15" mobile workstations in a thin and light design.

XPS 2-in-1 & Ultrabooks for Business

Dell's XPS brand of notebooks are designed to be the best, with the highest resolution displays, exceptional build quality, unique materials and powerful features. Crafted of the highest quality materials for strength and beauty, each XPS is thoughtfully designed to be highly durable and easy to carry. The revolutionary InfinityEdge display provides a virtually borderless edge-to-edge display, also available with touch.

XPS 13

The smallest 13-inch laptop on the planet has the world's first virtually borderless InfinityEdge display.

XPS 13 2-in-1

The world's smallest 13-inch 2-in-1 with InfinityEdge display, powerful performance and best in-class security.

XPS 15

The high-resolution 15" laptop features an optional Quad HD+ (3200x1800) touch displays that is 5x the resolution of a standard HD display.

Desktops & All-In-Ones

Dell's latest OptiPlex desktop solutions are designed to fit fluidly in any work environment. With seamless manageability, unsurpassed security, flexible form factors and more accessories than ever, you have the power to work the way that works best for you.

OptiPlex 7000 Series

Ultimate desktop performance for enterprise-class management and security in an innovative, compact design.

OptiPlex 5000 Series

Full-featured commercial desktop with advanced performance, security and manageability.

OptiPlex 3000 Series

Essential business desktop with best-in-class security and manageability in space-saving designs.

Precision Fixed Workstations

Precision Tower 7000 Series

Powerful tower and rack workstations made for scalability.

Precision Tower 5000 Series

Compact tower workstation for mission-critical performance and reliability.

Precision Tower 3000 Series

Affordable tower workstations for professional performance.

Precision 5000 Series All-in-One

Immersive, powerful performance in a stunning All-in-One workstation.

Inspiron

Inspiron desktops and all-in-ones are designed with innovative technology to keep you connect to what matters. With the latest processors, graphics, audio and groundbreaking 3D camera technology, you can blur the line between work and play. From compact designs to full desktops, Inspirons provide both extensive storage and exceptional power for optimal performance.

7000 Series All-in-One

Ultra-thin all-in-ones designed to impress with features such as InfinityEdge display, Intel® RealSense™ Camera and Windows Hello.

5000 Series All-in-One

Powerful, all-in-one desktops complete with rich multimedia features like Full HD resolution and built-in performance speakers.

3000 Series All-in-One

Spacing-saving all-in-one desktops with easy set-up complete with brilliant Full HD wide-screen displays.

XPS

Available in both desktop tower and all-in-one form factor, the XPS brand are designed for performance and function.

XPS Tower

The XPS Tower is a desktop built to grow. The functional design features big power and an easy-open chassis for simple expandability.

XPS Tower Special Edition

The XPS Tower Special Edition is a high-performance, VR-ready desktop featuring big power, advanced graphics and an easy-open, brushed aluminum chassis for simple expandability.

Dell helps IT leaders …lead.

Contending with routine IT demands leaves little time for innovation. It leaves little opportunity to take advantage of new trends fundamentally changing the way IT is consumed and delivered.

And, information technology does not last forever. It has a lifecycle, a measurable beginning and end to its productivity and its value. To foster growth, you have to:

- Anticipate new requirements
- Assess current capabilities and future needs
- Design and implement new solutions
- Quickly drive new systems into production
- Educate staff
- Maintain system health

And at the end of the lifecycle, when systems are obsolete or new realities trigger change, you have to start the process all over again. So, how do IT Managers accomplish all of this?

IT Consulting

Bring in the experts and get your IT transformation right from the start. When you face a level of complexity that makes you wonder: Do we have time … are we knowledgeable enough to embrace new technology, your Dell consultants can help.

- **Modernize Your Data Centre:** Dell Consulting Services can help grow, optimize and transform your data center. We have the tools and expertise to help you integrate and modernize your server, storage, and networking environment, journey to the cloud, or migrate to new technologies. Take advantage of Dell's experience in the following areas of expertise and consider whether a half-day workshop in which we help you assess your needs, plan a solution, and build a justification is the right next step for you.

- **Modernize your communications:** We can build a unified communications and collaboration solution that will help you connect, engage and interface seamlessly and securely from any location on any device—keeping employees, partners and customers informed and focused on critical business needs. Take advantage of Dell's experience in the following areas of expertise and consider whether a half-day workshop in which we help you assess your needs, plan a solution, and build a justification is the right next step for you.

- **Modernize your Workforce:** Every day, more and more tech-savvy users enter the workforce. At the same time, more and more ways to do work are appearing. Organizations slow to adapt to these forces will play catch-up. We can help you with your OS, application and mobility needs. Take advantage of Dell's experience in the following areas of expertise and consider whether a half-day workshop in which we help you assess your needs, plan a solution, and build a justification is the right next step for you.

Deployment

Dell provides comprehensive services for laptop and desktop deployment, as well as data center solutions.

- **Servers, Storage & Networking**: Your data center is the heart of your infrastructure. A problem there can ripple across your entire organization. Why not deploy new systems with expert assistance … with confidence. Take advantage of Dell's decades of experience in deploying Dell enterprise systems. Consider certification in Dell Servers, Storage & Networking deployment for yourself or your IT team. Capitalize on Dell's relationship with our channel partners and the new Deployment Services Competency.

- **Business Client Systems:** Are you ready to deploy new technology without disrupting end-user productivity? If you need reliable, consistent implementation of client systems, especially across multiple geographies, we can help. Take advantage of Dell's decades of experience in deploying Dell end-user systems

- **ProDeploy Client Suite:** Trust Dell EMC experts and partners to lead deployments from project management through planning, configuration and integration. We deploy new technology every day so in addition to being fast and thorough, we avoid common mistakes that can cost time and money. And by using the TechDirect portal to define the scope of your project, configure systems and check status, execution will be faster, more consistent and efficient.

- **Imaging:** Eliminate the need to image new systems desk-side or at a staging area. With our order and image processes there are no unit minimums and we load your image in a matter of days.

- **Dell™ Connected Configuration:** The Dell Connected Configuration service enables you to put an instance of your systems management software such as Microsoft SCCM inside of our Dell facilities. Via a secure internet connection you gain direct access to servers in our configuration centers where you can store and maintain your image. You'll also be able to complete configuration tasks traditionally performed only when the system was present on your network. This includes adding the user to active directory and domain join. In addition, you can change your BIOS settings, partition your hard drive, and add 3rd party software. So your new systems arrive at your site, ready to use out of the box.

- **Asset Tagging & Reporting:** What if you could easily manage the status of your computer equipment wherever it was? With our Asset Tagging and Reporting services, we make identifying, tracking, securing, and recovering your computers easier, simpler and more affordable. The simplest way to track your hardware assets is by labeling them physically during manufacture. A label is printed as the system progresses through the manufacturing process, enabling capture of information relevant to that particular system. Additionally, we can write a 10-character alphanumeric customer asset number into the system BIOS to allow system management software to remotely interrogate for identification. Our Asset Reporting service enables you to easily integrate new assets into your existing asset management systems and receive a report via email daily, weekly, or monthly—also an effective way to identify PCs shipped in a particular time frame. And by adding a label to the shipping box, your new systems can go from our factory to the right desk without ever opening the box.

- **System Configuration:** Performing 3rd party hardware and software integration on new systems can be frustrating, complex and costly when you do it in-house. Our configuration experts are here to help. We can install hardware components and software during the manufacturing process, so you receive your systems pre-configured and ready to go, with minimal or no customization needed by your in-house staff. To help ensure that your new PCs have the same version of the same software, we can install any custom or proprietary

software at the factory. Our automated installation process saves hours in deployment time and reduces any potential post-deployment issues. In addition, our experts can customize settings for BIOS, ports, scripting and hard drive partitioning. Finally, we can install industry-standard components and the appropriate drivers at the point of manufacture, so your new PCs arrive ready to run, right out of the box. We can also source specific third-party components, such as network or graphics adapters, through our extensive supply chain and install them as part of our standard factory build.

- **Installation:** With our Client Installation services, you'll find PC deployment simpler, faster and more cost-effective. You get an end-to-end service that can be enriched with options such as: imaging, data migration, and installing and configuring a wireless router. We can send technicians to your locations, including remote sites, to manage every aspect of installing your new desktop and laptop computers. You can even schedule installation during normal business hours to minimize impact on end users and customers. We can easily capture and migrate complete user accounts, including OS settings and configuration settings for Internet Explorer®, INI, and data files. This approach ensures a seamless transition to your new PCs.

Our data and settings transfer service includes:

- **Security:** Unlike other solutions, individual account login and passwords are not required. Our technicians never interact with or have access to individual user data during the migration process.

- **Recovery:** If a migration fails, we can return to a previous good state and start over.

- **Automation:** We use an automated solution so no technician decisions are required. This solution helps deliver consistent results by eliminating high-risk touch points.

- **Quality control:** By clearly defining migration rules before deployment, Dell eliminates variability throughout the data migration process. We also assist with post-deployment recovery issues and verify data through comprehensive data integrity checks.

Logistics

Having hardware arrive at the right place and time is important to the deployment process. Our Logistics service enable you to pre-determine the delivery to an exact location at a pre-set time, including after business hours. This saves you time. You can schedule your IT resources to be in place when you need them — on the exact day the new systems arrive.

Receive your products with the relevant documentation, and peripherals already properly collated with our Drop in the Box and/or Overpack services. We simply add the appropriate documentation or peripherals to the shipping box for each product you order.

We can consolidate multiple orders into a single purchase order. We can also consolidate multiple products and boxes for shipment to your site. We even create custom pallets and schedule delivery so that all of your systems and accessories arrive at once rather than one at a time. If you do not want all of your products delivered at once, we can provide centralized inventory storage.

Do you have unique shipping logistics or delivery requirements such as unique trucking and specific on-time delivery not usually covered via standard options? Our transportation services can include, lift gate delivery, "inside" delivery (not at dock), and unboxing of equipment with trash removal. If you have offices in multiple countries, we can ship systems to each site, even to your end-user's desk and provide the required Tax and Export compliance documentation.

Managed Deployment

When you're ready to deploy new laptops and desktops, and replace obsolete equipment, you want to do it quickly. Your end users need to keep working without interruption, and your IT team members need to minimize desk visits and data migration problems.

Working with our specialists, you can have access to comprehensive planning and project management services to make sure your deployment goes smoothly - so you and your staff can stay productive.

With Dell Managed Deployment, you will receive all Laptop and Desktop Installation benefits, plus an expanded scope of services designed to simplify the entire deployment process from start to finish:

- **Project management:** We provide project management for end-to-end deployment services so your end users can get up and running as soon as possible.

- **Reliable and consistent data migration:** We enable transfer of data, images, applications and account settings at the user's desk. We can migrate the data at a binary level, cable-to-cable so technicians never see user passwords. This approach also ensures user data and settings are migrated correctly.

- If you need less than a fully managed deployment, but more than a simple installation, please ask about our **Standard Managed Deployment**. We can provide a fixed-scope installation that includes project coordination, with a la carte options for data migration, asset tagging, and attended image and application loading.

Training

Dell supports you to train your IT professionals and end users to manage, monitor, and maintain technology solutions.

- DellEMC Certification
  Advance your career with industry-recognized IT certification.
  Our exams measure your IT Professional skills and field experience deploying and managing DellEMC hardware. Along with prior Dell EMC experience, get prepared with recommended training, study guides, and certification practice exams.

- DellEMC Proven Professional Certification

- DellEMC Training, Storage Training, Server Training, Network Training, Microsoft Training, Cloud & Virtualization Training & Training Solutions

Support Services

Dell makes it easy to respond to IT demands and complexities by having the right support experts on your side. Across the industry, the nature of IT support and maintenance has evolved slowly. At Dell, we have a long history of innovation in system support and repair, but our latest capability — built on a foundation of vigilant sensors, big data, analytics, and IoT — is a revolution that will change the way you look at saving time and increasing availability.

Dell's ProSupport suite, and support tools such as SupportAssist and TechDirect, shift age-old monitoring and maintenance routines from reactive to proactive, from passive to predictive, from manual to automated. At Dell, we are taking the "break" out of "break-fix."

And it's not just innovative software. With ProSupport Plus, you get:
- Priority access to ProSupport Engineers 24x7
- Proactive automated support with Support Assist
- Dedicated Technical Account Manager

Servers, Storage & Networking: Whether you are a growing business or global organization, these support packages for enterprise systems provide the level of hardware and software support you need for peace of mind and optimized productivity.

Take advantage of Dell's decades of experience in supporting Dell enterprise systems.

Pro Enterprise Suite: With the ProSupport Enterprise Suite, you get the most out of your investment with the support expertise and insights DellEMC is known for across the globe. The ProSupport Enterprise Suite doesn't just extend your IT team, it offers:

- Flexibility to choose the right support based on the criticality of specific systems
- A central point of contact for all your hardware and software issues
- Broad and deep experience that goes beyond a single system
- Automated proactive and predictive tools and innovative technology
- Consistent experience regardless of where you're located or what language you speak
- Business Client Services
- Tools for Business Success
- DellEMC Support

Parts and Labor Response Options
When you need to resolve a hardware problem, you need to do it quickly — and you need to keep costs down. We offer a flexible approach to technical support and allow you to choose the response time you need to support your business...

- Next Business Day Service: After telephone-based troubleshooting, replacement parts and a ProSupport technician arrive on-site, the next business day.

- Escalation management for critical support: 24x7 phone-based troubleshooting with emergency dispatch in parallel with troubleshooting for your most critical assets and a single point of contact to handle incident management, escalation and monitoring.

- Same Day Service: 4-hour or 8-hour on-site parts and/or labor on-site support

- Mission Critical Service: 2-hour, 4-hour or 8-hour on-site parts and/or labor on-site support and regular status updates for escalations

Resale & Recycling

Recover, resell, recycle or return to lease excess computer equipment in a secure and environmentally conscious manner while complying with local regulatory guidelines. At the end of the lifecycle, when systems are obsolete, or new realities trigger change, we can help you start optimizing the cycle over again. Some systems may need to be replaced. Others can stay.

 And there are privacy and data security concerns. From personal financial information to highly confidential health records, the information on business servers, desktops and laptops includes sensitive, proprietary data that could fall into the wrong hands.

We'll help you retire excess hardware while meeting local regulatory guidelines and acting in an environmentally responsible way. We'll help you protect sensitive data by removing tags and labels from equipment, overwriting* readable hard drives and shredding or otherwise destroying inoperable disks.

Key moments in our History

Our company history is full of interesting developments. We couldn't help but pick out a few of our favorite milestones to share:

- 1984 — At the age of 19, Michael Dell found PC's Limited with $1,000 and a game-changing vision for the technology industry.
- 1988 — We complete our initial public offering, raising $30 million and increasing market capitalization from $1,000 to $85 million.
- 1992 — Dell debuts on the Fortune 500, making Michael Dell the youngest CEO on the list.
- 1996 — Dell.com launches, generating $1 million in sales per day just six months after site is live.
- 2001 — Dell becomes the No. 1 computer systems provider worldwide.
- 2005 — Dell tops the list of "America's Most Admired Companies" in Fortune magazine.
- 2010 — Dell is ranked the No. 1 healthcare information technology services provider in the world according to Gartner, Inc.
- 2013 — Michael Dell and private equity firm Silver Lake Partners buy back Dell from public shareholders to accelerate our solutions strategy and to focus on the innovations and long-term investments with the most customer value.
- 2016 — Dell and EMC together become Dell Technologies - the biggest technology integration in history.

Corporate Responsibility

Every day, Dell is pairing technology with innovation to make a positive social and environmental impact – building a Legacy of Good. We are committed to putting our technology and expertise to work, where it can do the most good for people and the planet, making possible today what was impossible yesterday.

Every team member at Dell shares this commitment because being a good company is the right thing to do, but it is also right for our business. We're creating real value for our customers, employees, and partners while driving social and environmental good in the community.

Environment

Energy efficiency. Packaging. Recycling. We innovate to reduce environmental impact – yours and ours. Our customers expect Dell to think about environmental impact – that has always been a part of who we are. More than just creating eco-friendly products or one-off initiatives, we incorporate sustainability into everything we do – from design to recycling and every step in between. Through innovation and a relentless focus on efficiency, we are minimizing our footprint while helping customers reduce theirs.

From design to end-of-life and everything in between, Dell actively applies sustainability thinking to the lifecycle of our products and services. This includes embracing the circular economy – not just in theory but by actually making it work for us and our customers. We aim to increase the longevity of our products, source materials in ways that drive the circular economy, and meet the rigorous environmental standards our customers expect.

Recycling

The rise of technology has produced a byproducts – e-waste. In response, Dell has industry-leading recycling programs for consumers and businesses. According to StEP (Solving the E-Waste Problem), an estimated 75 million tons of damaged, obsolete or simply unwanted electronic devices were discarded as e-waste in 2015 - triple the amount in 2010. Much of what we call "e-waste" is not waste at all but rather whole electronic equipment or parts that can gain new life through reuse or recycling. As a global producer of computer products, a local citizen of the communities we serve, and a steward of the planet we share, Dell has a responsibility to recover used electronics and recycle them properly. By recycling products safely, we protect the health of people and the planet. Dell provides multiple convenient recycling options for customers to safely dispose their end-of-life computer equipment and lower their environmental footprint.

Asset Resale and Recycling: Dell helps businesses recycle their used equipment responsibly while ensuring sensitive information never falls in the wrong hands.

Dell Reconnect: Drop off your used electronics, of any brand in any condition, at more than 2,000 participating Goodwill® locations for free. Help protect the environment while supporting your local community.

Printer Supplies and Recycling: Drop off your ink and toner cartridges for free at a local Staples and Dell Reconnect site. Find a location or print a prepaid shipping label and mail back to Dell for responsible disposal.

Mail-back Recycling Services: Recycle you used electronics responsibly and for free. Print a prepaid shipping label, package your products and either schedule a pickup with FedEx or drop them off at a location near you.

Dell Trade- In Program: Trade in your used electronics and receive a Dell Gift Card to trade up to the latest technology

Global Takeback Leadership: Dell is committed to creating the most effective Global Takeback program possible. We're managing the impact of our products through legislative advocacy, convenient volunteer programs and demonstrated industry leadership while serving communities around the world.

Donate Your Used Technology to Local Non Profits and Schools: Dell is proud to partner with the National Cristina Foundation, an organization that enables you to find local non-profits, schools and public agencies in your area to donate your used technology and help people in need.

Supply Chain

We work with suppliers to ensure human rights, labor standards and a conflict-free supply chain. Today's supply chains are a complex web of interconnected companies and in the technology industry especially, we often share suppliers with competitors. We work with our suppliers and with others in our industry through groups like the Electronic Industry Citizenship Coalition to set high standards and create a socially and environmentally responsible ecosystem.

Responsible Sourcing: Dell is committed to working with other industries, the government and NGOs to collaborate on a solution to purchase conflict-free minerals and minerals mined from environmentally responsible sources as well as to help implement this solution. Dell will continue to participate in the industry conversation, proactively seek solutions and encourage everyone who has a final product that contains these minerals to join us in these efforts. Beyond responsible sourcing, we think about the big picture when it comes to supplier standards and accountability.

Supplier Accountability and Compliance:
Dell is committed to responsible business practices and to high standards of ethical behavior. We also hold our suppliers to high standards of excellence defined in governing laws, recognized international standards and conventions, and global best practices such as these.

- The United Nations (U.N.) Declaration of Human Rights
- The U.N. Convention on the Rights of the Child
- Fundamental conventions of the International Labor Organization (ILO)
- Electronic Industry Code of Conduct (EICC)
- International Organization for Standardization (ISO 14001)
- Occupational Health and Safety Assessment Series (OHSAS 18001)
- The Dell Code of Conduct
- The benchmark of other corporations and industries across the globe
- The reporting standards of the Global Reporting Initiative

Meeting the Dell supplier principles is a condition of doing business with Dell. Dell implements these standards through three primary means:

1. Reinforcing the general requirement that Suppliers meet or exceed all applicable laws and recognized international standards;
2. Ensuring adoption of Dell's core policy commitments by defining and enforcing Supplier requirements; and
3. Requiring active participation in Dell's Supplier Engagement, Capability Building and Assessment Programs.

Supplier Diversity: Dell defines a diverse business as any business that is 51 percent owned by a woman (WBE), minority (MBE) or a small business (including small disadvantaged businesses, women owned small businesses, veteran owned businesses, service disabled small businesses or HUBZone certified businesses) that is independently owned and operated, and able to qualify under criteria defined in the U.S. Small Business Administration's (SBA) Table of Small Business Size Standards concerning number of employees, average annual receipts or other criteria as outlined by the SBA.

Diversity and Inclusion

At Dell, we create opportunities for all employees to bring their ideas to the workplace in an environment that cultivates the exchange of broad thinking and inspires innovation. By embedding diversity and inclusion into our business, we help ensure that we serve customers globally in ways that best meet their needs.

Dell's diversity and inclusion strategy is built on three enduring focus areas: creating a workplace that is inclusive of all differences, cultivating external marketplace relationships with diverse communities and organizations, and growing a diverse workforce. We continually examine and adjust our strategy to ensure Dell team members feel listened to, understood, respected and empowered to help shape our company's direction.

Creating a workplace that is inclusive: Happy people work better. Beyond basic productivity, they're more inspired, engaged and warmed up for the exercise of innovation. At Dell, we're committed to doing what we can to improve the work experience for all our team members. And one of the best ways we've found to do this is providing flexible work solutions such as; flexible opportunities to work remote, flextime, part-time, job sharing, compressed work weeks, custom solutions. We also recognize that the business work is constantly evolving so we underscore inclusion by employee resource groups (ERG's) and cultural awareness training.

Cultivating our external brands: Creating enduring relationships is at the core of our diversity and inclusion strategy at Dell. We engage in mutually beneficial partnerships to advance our strategy and work with groups across the globe to mirror where our customers and team members work and live. Our strategy includes working with civic organizations, advocacy groups, professional associations and multicultural business groups including the following:

- **Women:** Catalyst, Anita Borg Institute, Women's International Network, Connecting Women in Technology, Working Mother, Business Divas
- **People with disabilities:** Springboard Consulting, International Labour Organization Global Business & Disability Network
- **LGBT:** Human Rights Campaign, Out & Equal, Equality Texas
- **Generations:** One Young World
- **African-American:** Congressional Black Caucus Foundation, National Association for the Advancement of Colored People
- **Hispanic:** Congressional Hispanic Caucus Institute, Hispanic Association of Corporate Responsibility
- **Asian:** Asian Pacific American Institute for Congressional Studies

Growing a diverse workforce: A diverse workforce is critical to generating new ideas and inspiring innovation. Only through the power of multiple perspectives can we hope to deliver on our purpose to improve people's lives through technology. Because first we have to understand people — their values, lifestyles, dreams — so we can invent a way to help them grow and thrive.

Dell's People Strategy is designed to help us attract the world's greatest talent and deliver breakthrough performance for our customers, our business and our team members. Our goal is to ensure that Dell is a compelling destination where team members feel valued, engaged and inspired to do their best work.

Supporting our team members:
- through hiring (University Relations and schools). At Dell, we want to attract the best and brightest to help create the best technology in the world to advance human potential.
- through a connected workplace. Connected Workplace strategic business initiative to create a highly mobile, collaborative and flexible working environment.
- through training and leader development. We encourage ongoing learning and development through various learning methods.
- through diversity groups. These groups represent many dimensions of diversity that all team members can join to network, develop skills, and give back to their community.
- through employer of choice recognitions. We are honored to be recognized for our partnerships with diverse communities.
- through Tell Dell. Tell Dell is important to our culture. We want all team members to have a voice in how we interact with one another around the globe.

Communities

To drive real change, we apply technology, expertise and volunteerism toward solving pressing social issues. Giving back to the world around us has always been a part of who we are. We believe to solve the world's most pressing issues, it takes more than just writing checks. That's why we go beyond funding to create comprehensive programs that aim to transform the communities we serve. And, we empower our team members to use their unique skills and expertise to support the causes they're most passionate about.

Youth Learning: Dell believes access to technology is not a luxury, but a necessity. We also believe that technology is the center of human progress. Our giving initiatives apply Dell's technology, expertise and volunteers in communities considered underserved or underrepresented for reasons such as poverty, insufficient infrastructure, geographic isolation, disability or illness. Technology is a powerful tool for breaking down barriers and opening up new possibilities for children around the world. It can give a child living in the streets access to the same information as the most affluent child. It can bring more educational opportunities to remote villages.

Transformative IT: Dell believes technology is at the center of human progress. By applying it to today's most pressing issues in society and the environment, we can create or accelerate impactful, positive change. To do so, through our charitable giving initiatives, we are providing financial support and technology - even developing and creating new

solutions - to help the most innovative researchers, doctors, entrepreneurs, and leaders to bring their work to life at the largest scale possible.

Social Entrepreneurship: Social entrepreneurship is a driving force in solving important societal, cultural, and environmental issues in our communities. Technology is critical for these hard-working and inspiring entrepreneurs to have the greatest impact on the situations they're trying to improve, and drive human progress. To help them succeed, and to foster more social entrepreneurship, Dell is supporting a wide variety of organizations focused on clean water, low-cost prosthetics, eliminating food waste and more.

Giving Back: Just as we believe technology is the center of human progress, we know that when our team members get involved in supporting non-profits, the impact of our charitable donations and partnerships becomes even greater. The success of our Giving Back program - which includes employee volunteerism, matching employees' charitable donations, and disaster relief - lies in its balance of strategy and flexibility.

Net Positive

Our strategy isn't just to reduce the bad we do, but increase the good. Creating a balance that pits more into the world and society than what we take from its creating a net positive. The traditional view of most CSR programs is to reduce the impact a company has. But we believe doing "less bad" is not good enough. The future belongs to those who can find solutions don't just reduce the negatives, but also increase the positives. They are regenerative solutions, putting more back into society, the environment and the global economy than they take out. On balance, they are known as "net positive." And we believe that technology has a special role to play in enabling net positive solutions.

At Dell, we have always believed that technology comes with a promise. A promise of advancement, of fulfillment of hopes and dreams, of betterment for every individual it touches. It has the power to drive human progress and help our customers do great things. This is why the overarching goal within our Legacy of Good Plan is to demonstrate that the good that will come from our technology is 10x what it takes to create and use it.

Legacy of Good: The idea that technology should be a driver of human progress is central to how Dell thinks as a company. We believe it can unlock health, happiness and prosperity – helping all people reach their full potential and share in the common good. It can fuel the imagination. It can help us heal the sick. It can even help us restore the environment and reveal the mysteries of science. Technology drives what's good.

Our Legacy of Good Plan captures this idea and spells out our commitment to put our technology and expertise to work where they can do the most good for people and the planet.
First articulated in the fall of 2013, the Plan outlines our strategic vision for the year 2020 – a view of what social and environmental milestones we expect to achieve. These goals are intertwined with the business, informing our actions, offerings and relationships.

The original plan outlined our path, including a series of goals bound by an end date of 2020. Among them, our 10x20 Goal is our most ambitious, aggregating the work and measuring an outcome that stretches across many of our aspirations while helping demonstrate what is truly possible at the hands of our customers and partners — all of us working together. The goal hopes to demonstrate that technology creates a net positive effect in aggregate, adding 10 times the amount of "good" compared to the footprint it creates.

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Integrating EMC in September 2016 was an opportunity to become even more ambitious in our aims. Taking the best of the two legacy companies and updating our goals, we are confident in our journey to 2020. It continues to focus across our value chain, looking at the environment, our communities, our people and our supply chain, as well as progress against our 10x20 goal. We will continue to report annually on our progress – our successes and our challenges.

Ocean Plastic

There are more than 86 million metric tons of plastic in our oceans right now- that's more than 5 trillion pieces in total. Dell is removing that pollution from our waters and turning it into materials for our products.

The numbers are nearly unfathomable and the effects are far reaching:
• 8 million tonnes of plastic enter the ocean every year
• In some places, plastic particles outnumber plankton 26 to 1 (PlasticOceans)
• Anyone who consumes an "average amount" of seafood ingests c. 11,000 plastic particles per year (BBC)

Dell wants to help break this cycle by keeping plastics in the economy and out of the ocean. To those ends, we are creating the first commercial-scale global ocean plastics supply chain. We are processing plastics collected from beaches, waterways and coastal areas and using them as part of a new packaging system for the XPS 13 2-In-1 laptop globally. This initial pilot project will start by keeping 16,000 pounds of plastics out of the ocean.

Policy and Compliance

We maintain a culture where ethics and compliance are integrated into daily decision making. Our environmental and social policies govern the way we build our products, sustain our operations and work with our suppliers. We have strict standards that guide how we do business, as well as those who do business with us.

Our environmental policies look at the environmental impact of our products throughout their lifecycle — from how they are built to how they are recycled. We also want to support our team members and ensure their workplace is inclusive and safe. Also, the materials used in our products and the suppliers that support our operations will be held to high ethical and environmental standards.

Reporting

We're committed to transparency, accountability, and engaging our stakeholders. We have always believed that technology should be about enabling human potential. This belief has been a core part of our culture since our start and today, we define our company's purpose around that singular idea — delivering technology solutions that enable people everywhere to grow and thrive. Our commitment to put technology and expertise to work where it can do the most good for people and the planet is a natural extension of this idea. Our annual Corporate Social Responsibility Report brings this commitment into focus.

Global Reporting Initiative (GRI): The GRI is the most widely used framework for voluntary, non-financial reporting.

Corporate Responsibility Social Report: The report includes information on our annual performance across all of our CR pillars.

Corporate Social Responsibility Website: The corporate social responsibility section of Dell.com provides a comprehensive view of the various programs and initiatives that bring our commitment to life.

Carbon Disclosure Report (CDP): Since 2003, we have provide a detailed report each year on our carbon emissions to the CDP — the largest database of primary corporate climate change information in the world.

Awards and Recognition: Dell is honored to have received multiple global and regional awards that recognize our commitment to putting our technology and expertise to work where it can do the most good.

SER Progress Report: Our report on efforts to ensure our suppliers are operating in an ethical and respectful manner.