

About this report

This report provides an in-depth look into HP's global citizenship policies, programs, and performance through 2011. Each year, we report on the progress we've made toward our goals and include perspectives from external stakeholders about our global citizenship efforts.



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Overview

This report describes HP's global citizenship policies, programs, and performance through the 2011 fiscal year (which ended October 31, 2011). It is intended for people seeking in-depth information in these areas, including customers, industry analysts, socially responsible investors, nongovernmental organizations, employees, and sustainability specialists. Our [global citizenship website](#) provides summary information for readers seeking an overview of our approach and performance.

We report yearly to reflect our progress, changes to our business, emerging issues, and stakeholder feedback. We consider external standards such as the Global Reporting Initiative and the United Nations Global Compact, as well as reporting trends and best practices.

Previous reports are available from the [downloads](#) page of our global citizenship website.

Reference pages

The pages listed below provide quick access to commonly requested information.

In this report:

- [Assurance on page 175](#)
- Data dashboard: environment on page 69 and Data dashboard: society on page 162
- [GRI index on page 177](#)
- [UN Global Compact on page 176](#)

On our global citizenship website:

- [Affiliations and memberships](#)
- [Awards](#)
- [Tech gallery](#)
- [Perspectives](#)
- [Policies](#)

Scope, dates, and measures

- The information in this report is current as of the date of its initial publication. This report has not been updated to reflect any changes that may have occurred after such date, including, among other things, any changes to HP's business or strategy. HP assumes no obligation and does not intend to update this report to reflect any such changes.

- The information on this site covers all HP operations, but does not cover joint ventures.
- All references to years are to HP's fiscal year, which ends October 31, unless otherwise stated.
- All references to dollars are to U.S. dollars (USD).
- "Tonnes" refers to metric tonnes. (One metric tonne is equivalent to 2,205 pounds.)

Metrics and goals

The metrics and goals in this report are established by the HP teams responsible for measuring and achieving them, in consultation with internal, and in some cases external, stakeholders, and with reference to leading practices. This ensures our metrics provide a meaningful and balanced picture of HP's performance, and that our goals are realistic yet challenging.

Collecting data from hundreds of sites worldwide is complex, and the process can vary by business unit, function, and geography. As a result, it can be difficult to define and implement measures for the whole company. We continue to work on standardizing our measurement systems and metrics. Data is rounded as needed to reflect the appropriate level of certainty.

Another challenge is to report performance beyond our immediate operations. For example, we must make assumptions when estimating product energy consumption and the resulting greenhouse gas (GHG) emissions, or the percentage of HP products sold that are recycled.

Wherever possible, we describe the context for performance data so readers can understand any limitations and draw appropriate conclusions.

See Data dashboard: environment on page 69 and Data dashboard: society on page 162 for more detail.

Your feedback

We welcome feedback and consider it when reviewing our approach and reporting our performance for subsequent years. We invite readers to provide feedback on our global citizenship activities and this report using our [online form](#).

Forward-looking statements

This report contains forward-looking statements that involve risks, uncertainties, and assumptions. If the risks or uncertainties ever materialize or the assumptions prove incorrect, the results of HP

may differ materially from those expressed or implied by such forward-looking statements and assumptions. All statements other than statements of historical fact are statements that could be deemed forward-looking statements, including but not limited to statements of the plans, strategies, and objectives of management for future operations, including the expected development, implementation, and achievement of environmental, social, and governance policies, goals, and objectives; statements concerning the existing or expected development, performance, addressable market, or market share relating to products or services and the impact of those products and services on global issues, the environment, and other elements of society; statements regarding current or future macroeconomic or market trends and events and the impact of those trends and events on HP and its financial performance; statements about the merits of an investment in HP securities; any statements of expectation or belief; and any statements of assumptions underlying any of the foregoing. Risks,

uncertainties, and assumptions include the impact of macroeconomic, market, and geopolitical trends and events; the development and transition of new products and services, and the enhancement of existing products and services to meet customer needs and respond to emerging technological or other trends; the competitive pressures faced by HP's businesses; the protection of HP's intellectual property assets, including intellectual property licensed from third parties; integration and other risks associated with business combination and investment transactions; the hiring and retention of key employees; expectations and assumptions relating to the execution and timing of cost reduction programs and restructuring and integration plans; the resolution of pending investigations, claims and disputes; and other risks that are described in HP's filings with the Securities and Exchange Commission, including HP's Annual Report on Form 10-K for the fiscal year ended October 31, 2011. HP assumes no obligation and does not intend to update these forward-looking statements.

Assurance

We realize that many readers seek assurance that the information we provide in our report is an accurate and complete reflection of our performance. Our approach combines external verification of selected content, other forms of external review, and assessment by HP's internal audit group.

External verification

We provide external verification for information in three focus areas:

- **Greenhouse gas (GHG) emissions** In addition to an internal review, we commission independent auditor Bureau Veritas Certification to verify our global GHG emissions measurements and annual reporting under the GHG measurement and reporting protocols of the World Resources Institute and World Economic Forum. Learn more in Energy and GHG emissions on page 53.
- **Product reuse and recycling** In 2011, HP completed its fourth round of reuse and recycling vendor audits under its expanded program guidelines. Our third-party auditing firm, Environmental Resources Management (ERM), assessed 14 reuse and 39 recycling vendor facilities in 24 countries. Learn more in Vendor audits on page 51.
- **Supply chain responsibility** HP engages third-party audit firms to conduct verification audits of our suppliers. These include suppliers associated with a specific allegation in nongovernmental organization reports. We also use third-party audit findings to validate our internal audit results. Learn more in Our approach on page 96.

Other external reviews

As part of HP's global ISO 14001 and site Occupational Health and Safety Assessment Series (OHSAS) 18001 registrations, we are assessed by independent, accredited auditors, including Bureau Veritas Certification and BSI Management Systems.

Internal Audit

HP Internal Audit assesses risk and evaluates control environments for several operations, including, but not limited to, financial transactions and reporting, systems security, and process flows. However, compliance and ethics, privacy, and environment, health, and safety may be evaluated, depending on the nature of the operation being audited.

In addition, qualified HP professionals conduct internal audits of the environmental, health, and safety management systems at our operations, and we report the results to senior management.

UN Global Compact

HP is a signatory to the [United Nations Global Compact](#), a set of voluntary commitments for companies to improve human rights, labor conditions, the environment, and anti-corruption controls. Our president and chief executive officer, Meg Whitman, expresses

HP's support for the Global Compact in her executive letter. The table below links to the sections of this report that address the Global Compact's ten principles.

Principle	Information in report
Human rights	
Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights.	Human rights Conflict minerals Supply chain responsibility HP people Privacy
Principle 2: Make sure that they are not complicit in human rights abuses.	Human rights Conflict minerals Supply chain responsibility
Labor standards	
Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;	Human rights Supply chain responsibility
Principle 4: the elimination of all forms of forced and compulsory labor;	Human rights Supply chain responsibility
Principle 5: the effective abolition of child labor; and	Human rights Supply chain responsibility
Principle 6: the elimination of discrimination with respect to employment and occupation.	Human rights Supply chain responsibility Diversity and inclusion
Environment	
Principle 7: Businesses should support a precautionary approach to environmental challenges;	Materials
Principle 8: undertake initiatives to promote greater environmental responsibility; and	Environmental sustainability Products and solutions Product reuse and recycling HP operations Supply chain responsibility
Principle 9: encourage the development and diffusion of environmentally friendly technologies.	Products and solutions HP operations
Anti-corruption	
Principle 10: Businesses should work against all forms of corruption, including extortion and bribery.	Ethics and compliance Supply chain responsibility

GRI index

We considered the Global Reporting Initiative (GRI) Sustainability Reporting Guidelines (G3) when preparing this report. HP self-declares this report to GRI Application Level B, as stated in the table below.

GRI Guidelines Application Level	C	B	A	Key
Self-declared		X		<ul style="list-style-type: none"> ■ Full coverage ▣ Partial coverage □ No coverage

GRI guideline	Coverage	Location within report
Vision and strategy		
1.1	■	Letter from CEO Meg Whitman
1.2	■	Global citizenship strategy Performance and challenges are described throughout the report
Organizational profile		
2.1	■	HP profile
2.2	■	HP profile
2.3	■	HP profile HP 2011 Annual Report
2.4	■	HP profile
2.5	■	HP profile HP list of major operations Detailed audit findings
2.6	■	HP profile
2.7	■	HP profile
2.8	■	HP profile
2.9	■	HP 2011 Annual Report
2.10	■	News and awards

GRI guideline		Coverage	Location within report
Report parameters			
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	■	Overview
3.2	Date of most recent previous report (if any).	■	Downloads
3.3	Reporting cycle (annual, biennial, etc.).	■	Overview
3.4	Contact point for questions regarding the report or its contents.	■	Feedback
3.5	Process for defining report content.	■	Global citizenship strategy Overview
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers).	■	Overview HP list of major operations Detailed audit findings
3.7	State any specific limitations on the scope or boundary of the report.	■	Overview Data dashboard: environment Data dashboard: society
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.	■	Overview
3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the indicators and other information in the report.	■	Data dashboard: environment Data dashboard: society Noted in relevant sections as appropriate
3.10	Explanation of the effect of any restatements of information provided in earlier reports, and the reasons for such restatement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods).	■	Data dashboard: environment Data dashboard: society Noted in relevant sections as appropriate
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	■	Data dashboard: environment Data dashboard: society
3.12	Table identifying the location of the standard disclosures in the report.	■	GRI index on page 177
3.13	Policy and current practice with regard to seeking external assurance for the report. If not included in the assurance report accompanying the sustainability report, explain the scope and basis of any external assurance provided. Also explain the relationship between the reporting organization and the assurance provider(s).	■	Assurance on page 175

GRI guideline	Coverage	Location within report
Governance		
4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	Ethics and compliance Global citizenship governance
4.2	Indicate whether the Chair of the highest governance body is also an executive officer (and, if so, their function within the organization's management and the reasons for this arrangement).	Ethics and compliance
4.3	For organizations that have a unitary board structure, state the number of members of the highest governance body that are independent and/or non-executive members.	Ethics and compliance
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	Contact the board
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance).	Corporate governance guidelines
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	Corporate governance guidelines
4.7	Process for determining the qualifications and expertise of the members of the highest governance body for guiding the organization's strategy on economic, environmental, and social topics.	Corporate governance guidelines
4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.	Policies Ethics and compliance
4.9	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed upon standards, codes of conduct, and principles.	Global citizenship governance Ethics and compliance
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	Corporate governance guidelines
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization.	Materials
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.	UN Global Compact on page 176 Supply chain responsibility Collaboration Management and compliance Approach Health and safety 9
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organizations.	Affiliations and memberships

GRI guideline	Coverage	Location within report
4.14 List of stakeholder groups engaged by the organization.	■	Stakeholder engagement
4.15 Basis for identification and selection of stakeholders with whom to engage.	■	Stakeholder engagement
4.16 Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	■	Stakeholder engagement Collaboration
4.17 Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting.	■	Stakeholder engagement Collaboration
Performance: economic		
	■	Economic impacts HP 2011 Annual Report
EC1 Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments. (Core)	■	Data dashboard: society HP 2011 Annual Report
EC2 Financial implications and other risks and opportunities for the organization's activities due to climate change. (Core)	■	Management and compliance We report our GHG emissions yearly through the Carbon Disclosure Project (CDP)
EC3 Coverage of the organization's defined benefit plan obligations. (Core)	■	HP 2011 Annual Report
EC4 Significant financial assistance received from government. (Core)	□	
EC5 Range of ratios of standard entry-level wage compared with local minimum wage at significant locations of operation. (Additional)	□	
EC6 Policy, practices, and proportion of spending on locally based suppliers at significant locations of operation. (Core)	■	Supplier diversity
EC7 Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation. (Core)	□	
EC8 Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement. (Core)	■	Social innovation
EC9 Understanding and describing significant indirect economic impacts, including the extent of impacts. (Additional)	■	Economic impacts

GRI guideline		Coverage	Location within report
Performance: environmental			
	Disclosures on management approach.	■	Environmental sustainability Products and solutions Product reuse and recycling Management and compliance Supply chain responsibility
EN1	Materials used by weight or volume. (Core)	■	Materials Packaging Paper
EN2	Percentage of materials used that are recycled input materials. (Core)	■	Materials
EN3	Direct energy consumption by primary energy source. (Core)	■	Data dashboard: environment
EN4	Indirect energy consumption by primary source. (Core)	■	Data dashboard: environment
EN5	Energy saved due to conservation and efficiency improvements. (Additional)	■	Energy and GHG emissions
EN6	Initiatives to provide energy-efficient or renewable energy-based products and services, and reductions in energy requirements as a result of these initiatives. (Additional)	■	Use
EN7	Initiatives to reduce indirect energy consumption and reductions achieved. (Additional)	■	Energy efficiency
EN8	Total water withdrawal by source. (Core)	■	Water
EN9	Water sources significantly affected by withdrawal of water. (Additional)	■	Water
EN10	Percentage and total volume of water recycled and reused. (Additional)	□	
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas. (Core)	■	Remediation
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas. (Core)	■	Remediation
EN13	Habitats protected or restored. (Additional)	□	
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity. (Additional)	■	Remediation
EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk. (Additional)	□	
EN16	Total direct and indirect greenhouse gas emissions by weight. (Core)	■	Data dashboard: environment

GRI guideline		Coverage	Location within report
EN17	Other relevant indirect greenhouse gas emissions by weight. (Core)	■	Data dashboard: environment
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved. (Additional)	■	Energy efficiency Renewable energy Travel Manufacturing Transport Use
EN19	Emissions of ozone-depleting substances by weight. (Core)	■	Ozone-depleting substances
EN20	NOx, SOx, and other significant air emissions by type and weight. (Core)	■	HP does not report on this indicator because its emissions in this area are insignificant given our current operations.
EN21	Total water discharge by quality and destination. (Core)	■	Data dashboard: environment
EN22	Total weight of waste by type and disposal method. (Core)	■	Waste and recycling
EN23	Total number and volume of significant spills. (Core)	■	Remediation
EN24	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally. (Additional)	□	
EN25	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff. (Additional)	□	
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation. (Core)	■	Products and solutions Tech gallery
EN27	Percentage of products sold and their packaging materials that are reclaimed by category. (Core)	■	Product reuse and recycling
EN28	Monetary value of significant fines and total number of non-monetary sanctions for noncompliance with environmental laws and regulations. (Core)	□	
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce. (Additional)	■	Transport Travel
EN30	Total environmental protection expenditures and investments by type. (Additional)	□	

GRI guideline		Coverage	Location within report
Performance: labor practices and decent work			
	Disclosures on management approach.	■	Human rights Supply chain responsibility HP people Diversity and inclusion Health and safety
LA1	Total workforce by employment type, employment contract, and region. (Core)	■	HP people
LA2	Total number and rate of employee turnover by age group, gender, and region. (Core)	□	
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations. (Additional)	□	
LA4	Percentage of employees covered by collective bargaining agreements. (Core)	□	
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements. (Core)	□	
LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs. (Additional)	□	
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region. (Core)	■	Health and safety
LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases. (Core)	■	Health and safety
LA9	Health and safety topics covered in formal agreements with trade unions. (Additional)	□	
LA10	Average hours of training per year per employee by employee category. (Core)	■	Building careers
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings. (Additional)	■	Building careers
LA12	Percentage of employees receiving regular performance and career development reviews. (Additional)	□	
LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity. (Core)	■	Diversity and inclusion
LA14	Ratio of basic salary of men to women by employee category. (Core)	□	

GRI guideline		Coverage	Location within report
Performance: human rights			
	Disclosures on management approach.	■	Human rights Supply chain responsibility
HR1	Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening. (Core)	□	
HR2	Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken. (Core)	■	Our approach Performance
HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained. (Additional)	□	
HR4	Total number of incidents of discrimination and actions taken. (Core)	■	Performance
HR5	Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights. (Core)	■	Performance Capability building
HR6	Operations identified as having significant risk for incidents of child labor, and measures taken to contribute to the elimination of child labor. (Core)	■	Performance Capability building
HR7	Operations identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of forced or compulsory labor. (Core)	■	Performance Capability building
HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations. (Additional)	□	
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken. (Additional)	□	
Performance: society			
	Disclosures on management approach.	■	Management and compliance Ethics and compliance Public policy
S01	Nature, scope, and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operating, and exiting. (Core)	■	HP operations
S02	Percentage and total number of business units analyzed for risks related to corruption. (Core)	□	
S03	Percentage of employees trained in organization's anti-corruption policies and procedures. (Core)	■	Ethics and compliance
S04	Actions taken in response to incidents of corruption. (Core)	□	

GRI guideline		Coverage	Location within report
S05	Public policy positions and participation in public policy development and lobbying. (Core)	■	Public policy
S06	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country. (Additional)	■	Public policy
S07	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes. (Additional)	□	
S08	Monetary value of significant fines and total number of non-monetary sanctions for noncompliance with laws and regulations. (Core)	□	
Performance: product responsibility			
	Disclosures on management approach.	■	Products and solutions Product reuse and recycling Privacy
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures. (Core)	■	Products and solutions Life cycle assessment Design Materials Manufacturing Packaging Transport Use Product reuse and recycling
PR2	Total number of incidents of noncompliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes. (Additional)	□	
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements. (Core)	■	HP provides a wide range of information related to many of its products, including materials safety data sheets (MSDS), product environmental information, eco-labels, technical regulations and certificates, and disassembly documents to tell recyclers how to dismantle our products.
PR4	Total number of incidents of noncompliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes. (Additional)	□	
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction. (Additional)	□	

GRI guideline	Coverage	Location within report
<p>PR6 Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship. (Core)</p>	<p><input checked="" type="checkbox"/></p>	<p>HP's Standards of Business Conduct and corporate guidelines set expectations regarding its advertising practices. These resources require that advertisements and marketing collateral are fair, factual, and complete. Advertising claims must be formally substantiated with current factual data before publishing.</p>
<p>PR7 Total number of incidents of noncompliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes. (Additional)</p>	<p><input type="checkbox"/></p>	
<p>PR8 Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data. (Additional)</p>	<p><input type="checkbox"/></p>	
<p>PR9 Monetary value of significant fines for noncompliance with laws and regulations concerning the provision and use of products and services. (Core)</p>	<p><input type="checkbox"/></p>	