

Dell's global citizenship principles guide the company as it globalizes its operations, enters new markets, and expands its global employment base. These principles are designed with the aim that Dell's growth will be beneficial for current and prospective employees and for our new communities and neighbors.

Our globalization principles are based on our corporate values and policies regarding social and environmental stewardship and draw from the Universal Declaration of Human Rights and the UN Global Compact.

A Global Charge

Dell is committed to using its unique direct business model to make technology more affordable and accessible to people and institutions around the world so that they can take advantage of the tremendous economic and social benefits of more pervasive technology. To do this, Dell is:

- Reaching out to customers around the world, using its customer direct model to bring affordable technology to new and emerging markets;
- Growing its global employment to tap diverse ideas and skills, increase its understanding of global customer needs and to bring desirable technology jobs to developing economies;
- Developing a global network of suppliers to improve the performance and lower the cost of its systems.

Dell's direct way of working delivers industry-leading value to customers. It is also based on distinct company values, *The Soul of Dell*, that acknowledge the company's responsibilities to its:

- **Employees.** Dell treats all employees with dignity and respect and provides opportunities for all employees to succeed;
- **Communities.** Dell strives to be a good neighbor and a responsible community and environmental steward;
- **Global suppliers and their employees.** Dell acts ethically and encourages responsible employment and environmental practices from its suppliers.

Soul of Dell Tenets

Customers: Dell believes in creating loyal customers by providing a superior experience at a great value. Dell is committed to direct relationships, providing the best products and services based on standards-based technology, and outperforming the competition with value and a superior customer experience.

The Dell Team: Dell believes its continued success lies in teamwork and the opportunity each team member has to learn, develop and grow. The company is committed to being a meritocracy, and to developing, retaining and attracting the best people, reflective of its worldwide marketplace.

Direct Relationships: Dell believes in being direct in all it does. It is committed to behaving ethically; responding to customer needs in a timely and reasonable manner; fostering open communications and building effective relationships with customers, partners, suppliers and each other; and operating without inefficient hierarchy and bureaucracy.

Global Citizenship: Dell believes in participating responsibly in the global marketplace. We are committed to understanding and respecting the laws, values and cultures wherever it does business; profitably growing in all markets; promoting a healthy business climate globally; and contributing positively in every community it calls home, both personally and organizationally.

Winning: Dell has a passion for winning in everything it does. The company is committed to operational excellence, superior customer experience, leading in the global markets we serve, being known as a great company and great place to work, and providing superior shareholder value over time.

Principles of Globalization and Global Citizenship

By matching its passion for providing great customer value with a commitment to its corporate values, Dell strives to be a responsible global citizen and a great global company—a company that:

*CEOs entrust with their information networks,
teachers invite into their classrooms,
parents embrace in their homes, and
neighbors welcome into their communities.*

To participate responsibly in the global marketplace, Dell commits to:

I. Promoting a healthy business climate globally and growing our business in all markets

Growth

Dell will expand its global reach in order to bring more affordable technology, and its economic and social benefits, to more people around the world. We will grow our global operations and manage our expansion responsibly by:

- Conserving and protecting the natural environment and resources of our host countries and communities;
- Providing quality jobs with good benefits and employee training in new communities;
- Communicating our responsibility requirements to our suppliers and working collaboratively with them to promote high standards of work and behavior;
- Respecting the laws, values and cultures of our host countries, and;
- Contributing positively in every community that we call home, both individually and organizationally.

Employment

Dell will grow its business by developing the capabilities of our teams around the world and tapping global talent for diverse ideas. Dell will respect the rights of all employees treating them with dignity and respect. Dell will be a competitive employer by providing:

- Meaningful work in a safe, secure and health conscious environment;
- Quality jobs with competitive benefits;
- Opportunities for training and professional development that are open to all, and;
- Rewards based on performance, results and contribution.

In new locations, Dell will work with local governments to provide jobs and create meaningful employment opportunities. Dell will:

- Create new opportunities for qualified individuals who are unemployed or underemployed;
- Provide ongoing on-the-job training and other professional growth opportunities;
- Create a “meritocracy” in every location, where the best performers do better;
- Develop a pipeline of knowledgeable workers; and
- Address the digital divide through community-based education for youth.

To minimize the disruption for Dell employees whose jobs may be changed, relocated or eliminated as Dell builds a global presence, the company will:

- Provide fair notification regarding employment changes;
- Strive to retain and place employees with good performance into new positions elsewhere in the company;
- Work to ease the transition from Dell to their next employment opportunity for employees who want to or need to seek careers and employment outside of Dell.

Third Parties

To ensure that Dell suppliers around the world understand and embrace high standards of ethical behavior and treat their employees with dignity and respect, the company requires suppliers to adhere to the following standards for employee rights and safety:

1. **Every employee must be a voluntary employee.** Dell will not tolerate use of indentured, slave, convict or bonded labor.
2. **Every employee must be of working age.** Employees must meet appropriate legal age requirements or be at least 15 years of age, whichever is greater.
3. **Every employee must be hired, promoted and rewarded based on ability and performance,** not personal characteristics or beliefs. Discrimination based on race, color, age, gender, sexual orientation, ethnicity, religion, disability or maternity or marital status is not acceptable.
4. **Every employee must be treated with dignity** and be free from sexual harassment, corporal punishment, mental or physical coercion or verbal abuse and be able to associate freely.
5. **Every employee must be entitled to working hours that adhere to local laws and industry standards,** and are provided with reasonable time off and overtime compensation.
6. **Every employee must be paid fairly for their work** with wages paid for a standard work week that meet legal and industry standards. Dell discourages the practice of deducting from wages for disciplinary purposes and in no cases should such deductions reduce pay below legal minimums.
7. **Every employee should be allowed to work in safe and healthy work environment,** and where company housing is provided, have clean, safe living facilities. Suppliers are expected to comply with all appropriate laws regarding working conditions, provide protection from fire, ensure regular access to bathrooms and potable water, and ensure appropriate health and safety training for employees, consistent with the requirements of achieving OHSAS 18001 certification.

II. Understanding and respecting every nations' laws, values and cultures and contributing, both individually and organizationally, in every community we call home

Human Rights

Dell's respect for individuals begins with respect for human rights. Dell values the diversity of its workforce. The company's approach to diversity is defined by a recognition of both similarities and differences, inclusiveness, respect and a company culture that allows each individual to contribute to his or her fullest potential. In addition, Dell's suppliers are expected to embrace high standards of ethical behavior and treat their employees fairly and with dignity and respect in accordance with Dell's Code of Conduct and Supplier Commitment Policy.

Dell adheres to laws regulating wages, hours and working conditions, and requires by contract that all suppliers also comply with all applicable laws and regulations where they conduct their business. Dell's suppliers must demonstrate a commitment to the health and safety of their employees. They must not use child labor, forced or indentured labor, or use raw materials or finished goods produced by child, forced or indentured labor. Dell will not work with suppliers who do not respect human rights.

Contributing in Every Community

Dell believes that its unique, one-to-one relationships help customers, employees and communities worldwide learn about, give to and connect with each other. Dell and its employees are committed to building the technology that builds communities, both personally and organizationally.

Dell believes in contributing positively in every community that it calls home. Dell employees help their neighbors through our One Dell, One Community volunteerism and personal giving programs. The Dell Foundation is focused on equipping youth for the digital economy. Dell also has strategic community partnerships that address mutual interests and needs of the community and company.

Examples of global social development programs supported by Dell include the Carter Center's China Village Elections Project which is helping Chinese villages compile election data and train election workers. Dell is providing refurbished computer equipment to help former President Jimmy Carter and China's Ministry of Civil Affairs establish and standardize election procedures.

In South Africa, Dell has established a foundation to address the basic needs of children—such as food, shelter, safety and health care—and to provide computers and training to children of three South African schools. Additionally, Dell has a Trainee Program to employ underemployed South African high school graduates for at least one year so that they can obtain IT work experience that can be parlayed into careers in technology.

Commitment to International Environmental and Health and Safety Standards

As a global company and an industry leader, *Dell adheres to and holds its suppliers to internationally recognized standards for environmental practices and occupational health and safety*, principally:

- i. ISO 14001
- ii. OHSAS 18001

Dell expects its suppliers to:

1. **Share our commitment to Dell's vision of environmental leadership**, with a focus on fully integrating environmental stewardship into the business of providing quality products, best-in-class services and the best customer experience at the best value.
2. **Show industry leadership on environmental stewardship** in areas such as energy conservation, air emissions, reduction and proper disposal of waste, use of recycled and non-toxic materials and appropriate public disclosure.
3. **Support Dell's Restricted Materials** program in order to restrict and/or eliminate certain environmentally sensitive materials in the components and products supplied to Dell.
4. **Comply with Dell's restrictions on export of environmentally sensitive electronic waste** as set forth in recycling contracts.

Dell maintains a responsible supply chain management system, as outlined in Dell's Global Supplier Management Program, by applying the following methods and policies:

1. **Certification and Standards** - Dell suppliers must be compliant with ISO 14001, the most widely recognized standard for environmental management systems, and OSHAS 18001, a prominent standard for workplace health and safety management systems by 31 January 2004 or obtain Dell's approval on a schedule for achieving certification.
2. **Training and Communication**
3. **Reviews and Compliance** - As part of every new contract, suppliers sign an agreement acknowledging awareness of and their commitment to Dell social and environmental responsibility requirements. To ensure that responsible behavior is embedded in the business, Dell conducts quarterly business and supplier reviews.
4. **Correction and Enforcement** - Dell reserves the right to terminate its agreements with suppliers that violate or fail to comply with the company's Supplier Commitment Policy or Supply Chain Management Requirements.

Protection of Critical Technologies

Dell complies with all laws of the United States and those of other countries concerning the import or export of goods, services, software and technology including regulations that restrict the sale of advanced technologies to terrorists.

Protection of Customer Information

Dell respects customer privacy around the world by restricting the collection, storage and use of personal information to specific purposes such as processing purchases, providing service and support, and sharing product, service and company news with customers.

Dell does not sell or trade in personal information. Dell will share information only with customer consent, as required by law or with companies that help Dell fulfill its service obligations and then only with those who share Dell's commitment to protecting consumer privacy and data.

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