

CORPORATE SOCIAL RESPONSIBILITY POLICY (FRAMEWORK)

Preface

Corporate Social Responsibility (CSR) is a concept whereby organizations serve the interests of society by considering the impact of their activities on customers, employees, shareholders, communities and the environment in various aspects of their operations.

CSR is a Company's commitment to operate in an economically, socially and environmentally sustainable manner, while recognizing the interests of its stakeholders. CSR is, therefore, closely linked with the practice of Sustainable Development. CSR extends beyond philanthropic activities and reaches out to the integration of social and business goals.

Philosophy and Vision

Dell International Services Private India Limited ("the Company") primarily recognizes that, a Company, being a business citizen, should go beyond having profit-making objectives. It should also develop the society within its reach and accordingly, take initiative to contribute towards welfare of various segments of society by undertaking socially, environmentally and economically useful programs for sustainable development of the community and society at large. The Company provides grant funding, as well as its latest technology for betterment of society. The Company believes that this shared responsibility between the Company and the community brings about real learning opportunities and change. The company's vision is to align with that of the society and integrate sustainable development of the community and society into the company's business model.

In alignment with vision of the company, Dell, through its [CSR initiatives](#), will continue to enhance value creation in the society and in the community in which it operates, through its services, conduct & initiatives, so as to promote sustained growth for the society and Community, in fulfilment of its role as a Socially Responsible Corporate, with environmental concern.

Policy Objective

The objective of the Dell CSR Policy is to:

- Ensure an increased commitment at all levels in the organization, to operate its business in an economically, socially & environmentally sustainable manner, while recognizing the interests of its stakeholders.
- To direct the company CSR programmes, inter alia, towards achieving one or more of the following - enhancing environmental and natural capital; supporting rural development; promoting education; providing preventive healthcare, providing sanitation and drinking water; creating livelihoods for people, especially those from disadvantaged sections of society, in rural and urban India; preserving and promoting sports;
- To develop the required capability and self-reliance of beneficiaries at the grass roots, especially of women and youth, in the belief that these are prerequisites for social and economic development;
- To engage in affirmative action interventions such as skill building and vocational training, to enhance employability and generate livelihoods for persons from disadvantaged sections of society;
- To pursue CSR programmes primarily in areas that fall within the economic vicinity of the Company's operations to enable close supervision and ensure maximum development impact;
- To generate, through its CSR initiatives, a community goodwill for the company and help reinforce a positive & socially responsible image of the company as a corporate entity.



- Engage team members to use their passions in support of their communities
- Use technology to improve the lives of young people
- Provide digital literacy and 21st Century Skills for underserved youth by supporting non-profit organizations with our technology, expertise, and giving dollars.
- Reduce the environmental impact of our operations
- Drive Social and [Environmental Responsibility](#) in the industry, and our [supply chain](#)
- Promote technology's role in addressing environmental challenges

CSR Objective

Communities

As a global technology provider and corporate citizen, we see firsthand how a lack of access to quality education and technology can prevent people from reaching their full potential.

To help communities overcome these challenges and thrive, we work to do more than just write checks. To drive real change, we go beyond funding to apply technology, expertise and volunteerism toward solving pressing social issues.

Our specific [aspirations and goals for 2020](#) focus on two inter-related aspects of our giving approach. One is to inspire more of our team members to use their passion and unique professional skills to serve their communities. The other is to connect the youth of today with a more promising tomorrow.

Specifically, by 2020 we are working to:

- Engage 75% of team members to provide 5 million hours of cumulative service to the communities in which we live and work
- Apply our expertise and technology in underserved communities to help 3 million youth directly and support 10 million people indirectly to grow and thrive

Dell believes that access to education and technology is not a luxury, but a necessity. That's why we work directly with communities and non-profit organizations to close the learning gap and give young people the power to discover better possibilities. Beyond donating cutting-edge technology, a local Dell Ambassador works with a [Youth Learning](#) recipient organization to help support the deployment and upkeep of technology, as well as organizing local Dell team members who wish to volunteer in support of the initiative. When necessary, Dell also addresses basic needs that might hamper a child's ability to learn, such as need for food or for security.

Dell focuses on two strategic areas for charitable giving - Youth Learning and [Children's Cancer Care](#).

Youth Learning

- Dell believes that education can play a vital role in breaking the cycle of poverty and inequality in underserved communities. The company's Youth Learning initiative works to close the learning gap for thousands of young people who lack access to quality programs, education, technology and tools to learn. Partnering with innovative nonprofit organizations, Dell places state-of-the-art technology into the hands of underserved youth and helps them uncover new possibilities to unleash their potential. We focus on programs that provide:



- Access: Getting Dell technology/solutions into the hands of underserved youth to serve as a catalyst for lifelong learning and job/career readiness.
- Innovation: We look for breakthrough educational programs that advance next generation learning capabilities and can be scaled
- Learning: Opportunities to acquire, understand, and apply ICT (Information and Communication Technology) skills. ICT skills are defined as:
 - Critical thinking and problem solving
 - Innovation and creativity
 - Communication and collaboration
 - Digital literacy

Children's Cancer Care:

- Dell has also seen the opportunity to put our technology funding and expertise to work in the area of Children's Cancer Care.
- While we support programs that address all types of cancer, we have focused much of our efforts to fight Neuroblastoma, the deadliest and most resistant form of childhood cancer.
- The programs we support focus on:
 - Strategic IT solutions – In-kind donation of Dell solutions to caregivers involved in the treatment of pediatric cancer
 - Patient access to treatments - Assistance that provides patients with consistent and comfortable access to treatments
 - Employee Engagement - Opportunities for team members to build relationships with people in need

In addition, Dell responds to natural disasters typically where Dell employees or suppliers are located or in some cases where there is significant loss of lives and property.

Environment

Environmental responsibility is about more than creating ecofriendly products, or individual initiatives. It's about incorporating sustainability into every aspect of what a corporation does, using our technology and expertise to innovate on behalf of our customers, our communities and the planet. Our aspirations, and individual goals reflect our approach of considering the environment at every stage of technology's lifecycle, from design through the end of life, and then measuring the impact to inform future efforts. Together they form the interconnected components of our work to make a positive impact to the community and planet. These initiatives include:

- Reduce greenhouse gas emissions from our facility and logistics operations by 50%
- Reuse, or reduce our fresh water in water-stressed regions by 50%
- Ensure 90% of waste generated at Dell-operated buildings is diverted from landfills
- Develop and maintain sustainability initiatives in 100% of Dell operated buildings
- Demonstrate 100% transparency of key issues within our supply chain, working with suppliers to mitigate risks in those areas
- Ensure 100% of product packaging is sourced from sustainable materials



- Reduce the energy intensity of our product portfolio by 80%
- Use 50 million pounds of recycled-content plastic and other sustainable materials in our products
- Ensure 100% of Dell packaging is either recyclable, or compostable.
- Phase out environmentally sensitive materials as viable alternatives exist
- Recover 2 billion pounds of used electronics
- Identify and quantify the environmental benefits of Dell-developed solutions

CSR Activities

To attain its CSR objectives in a professional manner and integrated manner, the company shall consider the following:

- (i) eradicating hunger, poverty and malnutrition, promoting preventive health care, support programs that address all types of cancer and in particular child cancer care and sanitation and making available safe drinking water;
- (ii) promoting education, including special education, digital literacy and employment enhancing vocation skills especially among children, women, elderly, and the differently abled and livelihood enhancement projects;
- (iii) ensuring environmental sustainability, ecological balance, protection of flora and fauna, conservation of natural resources and maintaining quality of soil, air and water;
- (iv) contribution to the Prime Minister's National Relief Fund or any other fund set up by the Central Government for socio-economic development and relief and welfare of the Scheduled Castes, the Scheduled Tribes, other backward classes, minorities and women;
- (v) contributions or funds provided to technology incubators located within academic institutions which are approved by the central Government;

CSR activities shall not include activities undertaken by the Company during the normal course of its business.

Implementation

Areas for undertaking CSR

For undertaking CSR activities and programmes, the Company shall give preference to the areas where it has strong employee presence. The Company may also choose to undertake CSR activities and programmes at other places in India.

Long-term, medium-term and short-term activities

The Company may, depending on the programmes, activities and needs, decide and undertake long-term, medium-term and short-term CSR activities and accordingly plan the implementation.

Executing Agency

The Company will identify suitable activities and programmes for implementation in line with aforesaid CSR activities of the Company.

These activities and programmes may be implemented by one or more of the following modes:



- (i) through a registered trust or society or a company under section 8 of the Companies Act, 2013 (Companies with charitable objects) having an established track record of three years in undertaking similar programs or projects; or
- (ii) through associate companies in India of the Company; or
- (iii) by collaborating with other companies for undertaking projects or programs or CSR activities; or
- (iv) directly undertake CSR activities by building CSR capacities of the Company's personnel.

Funding

In a financial year, the Company shall spend at least 2% of the average net profits of the company made during the three immediately preceding financial years.

The Annual CSR Budget will be approved by the Board of Directors of the Company upon recommendation by the CSR Committee.

Surplus arising out of the CSR activities and programmes shall not form a part of the business profits.

CSR Committee

The Board of Directors shall constitute a CSR Committee of the Board of Directors (CSR Committee). The main functions of the CSR Committee shall be:

- (i) Recommend to the Board of Directors any modifications to this CSR Policy;
- (ii) Annually recommend to the Board of Directors, the amount of expenditure to be incurred;
- (iii) Institute a transparent monitoring mechanism for the implementation of the projects and activities.

Monitoring

For an effective implementation of CSR activities and programmes, an internal monitoring mechanism as approved by the CSR Committee will be put into force.

Internal Monitoring Mechanism shall ensure the following:

- (i) Prior approval for each spending
- (ii) Define Process Owners for each activity/ different levels within each activity
- (iii) Periodic reporting to CSR Committee on the amount spent and activity/ies undertaken
- (iv) Impact measurement
- (v) Report consolidation and communication to the Board of Directors
- (vi) Annual review of CSR activities by the Board of Directors/ the CSR Committee.

Local CSR Policy and Procedures

Dell operates in many countries and it is Dell's intention to comply with all applicable legal requirements. Accordingly, if a provision of this Policy conflicts with applicable local legal requirements, Dell will adopt country-specific policies on this subject to accommodate local regulations / legal requirements.

