

May 7, 2021

Ms. Beatriz Balbin  
Chief, Special Procedures Branch  
Office of the UN High Commissioner for Human Rights  
Palais des Nations  
1211 Geneva 10  
Switzerland

Dear Ms. Balbin:

Thank you for forwarding the letter from the Working Group on the issue of human rights and transnational corporations and other business enterprises to Michael Dell regarding allegations of forced labor of ethnic Uyghurs in Chinese factories.

Dell Technologies is committed to responsible business practices. We have adopted and uphold strict responsible manufacturing standards to assure safe working conditions and respect for all workers and their communities. We expect the same from each of our suppliers.

Dell does not source from Xinjiang Province. We are concerned about allegations that ethnic Uyghurs are subject to forced labor in factories outside of Xinjiang Province, including those supplying the tech industry. We do not tolerate forced labor anywhere in our supply base and will address it if identified.

We have included below our responses to the specific questions.

Sincerely,



Page S. Motes  
Head of Global Sustainability

## **Questions raised in March 12, 2021 letter**

- **Please provide any additional information and/or comment(s) you may have on the above-mentioned allegations.**
- **Please provide information as to whether your company has undertaken human rights due diligence steps, as set out in the United Nations Guiding Principles on Business and Human Rights, to identify, prevent, mitigate, and account for human rights abuses caused by or contributed to through your won activities, or directly linked to your operations, products or services by your business relationships. This includes the exercise of adequate oversight and human rights due diligence across your supply chains in order to prevent and mitigate impact on the enjoyment of human rights of Uyghur and other minority workers, including their right to freedom of movement and protection from forced labor, trafficking in persons and other contemporary forms of slavery.**
- **Please advise how your company provides for or cooperates in the remediation of adverse impact on human rights of Uyghur and other minority workers through legitimate processes if it has caused or contributed to such impact. This may include establishing or participating in effective operational-level grievance mechanisms. Please provide specific information about any procedures in place to ensure participation of workers and their representatives in the establishment and operationalization of such mechanisms.**

Dell Technologies audits its global suppliers for their adherence to the Responsible Business Alliance (RBA) Code of Conduct, which is the industry standard for labor, health and safety, environmental practices, ethics and management systems. This code encompasses international standards from organizations such as the International Labor Organization and United Nations and is updated regularly. Our program includes audits of more than 300 final assembly, direct, and sub-tier suppliers each year.

Audits include due diligence for labor practices at factories and identify risks in areas such as:

- Freely chosen employment, including looking for any type of forced labor and restrictions on the movement of workers
- Humane treatment, including evidence of intimidation and unfair treatment of workers
- Non-discrimination, such as providing reasonable accommodation for religious practices

Audits also review the management systems of factories, identifying risks related to:

- Worker grievance and complaint processes, including any fear of reprisal or intimidation
- Managing our sub-tier suppliers, including communicating RBA Code requirements, a process to verify the Code's implementation and an overall audit process

An auditor spends several days on-site throughout an audit. A typical audit consists of a thorough document review, observation of practices and interviews with factory managers and with workers away from management to assess implementation of policies. Additionally, workers are provided information about our direct helpline. This allows workers to provide feedback discreetly if they're uncomfortable discussing topics during the interview; remember relevant facts after an interview; or simply because factory-specific situations can be dynamic.

If an audit, email, call to our helpline, or any other information suggests that a supplier is not meeting our expectations, we investigate the issue, work to correct it and verify it has been addressed through a process called a closure audit. This can include third-party review of evidence that the issue has been addressed, such as

worker and management interviews and document and records review. Our standard process requires third-party audits to close issues in accordance with the RBA Code of Conduct.

Compliance with the RBA Code, and with the Dell Vulnerable Worker Policy, are among several requirements specified in the Dell Supplier Principles, which suppliers must commit to as a condition of doing business with us.

Links to relevant publicly available policies:

<https://i.dell.com/sites/doccontent/corporate/corp-comm/en/Documents/vulnerable-worker-policy.pdf>

<https://i.dell.com/sites/doccontent/corporate/corp-comm/en/Documents/dell-supplier-principles.pdf>

- **Please explain what monitoring and evaluation systems your company has in place to ensure the effectiveness of human rights due diligence steps taken to mitigate and prevent human rights abuses, including forced labor, trafficking in persons, other contemporary forms of slavery as described in this letter and other related human rights violations, throughout your business operations. In particular, please provide information on whether your company has put in place “cascading” requirements that reach down to your suppliers, such as human rights assessments that would cover all tiers of suppliers as recommended in the 2018 report of the Working Group to the General Assembly.**
- **Please explain what concrete steps have been taken by your company to exercise leverage, in line with the UN Guiding Principles, in your business relationships to prevent and mitigate human rights abuses committed by businesses employing workers belonging to Uyghur and other minorities.**

As part of RBA, we cascade our requirements through messaging to multiple tiers of our supply chains. Our audits of those requirements also include suppliers from multiple tiers of our supply chain. When applicable, we conduct those audits in cooperation with other members of the RBA.

On a periodic basis, we contract with 3<sup>rd</sup> parties to conduct a comprehensive Human Rights Impact Assessment of Dell’s overall business, including its global supply chain.

RBA’s statement relative to collective assessment efforts in this area:

*The RBA conducts due diligence related to forced labor allegations around the world, regardless of where it is found. This work includes independent, site-level assessments on risks related to ethnic minorities. Regarding assessments related to ethnic minorities, in some cases a correlation was found to risk in the recruitment and employment of migrant workers and vocational students. Collectively, the RBA and its members will continue to follow up on any findings to ensure Code of Conduct compliance. The RBA also continues to meet with a broad stakeholder community to better understand the situation and act collaboratively to find solutions while avoiding unintended consequences for workers in global supply chains.*

- **Please explain what measures have been adopted to ensure that staff of your company as well as your business partners have adequate awareness, knowledge and tools to identify and report human rights abuses, including those alleged in the present letter, throughout your operations.**

We have ongoing training and capability programs to proactively anticipate and/or identify

key risks, including human rights. To ensure those programs are updated as new risk information is received, we have active engagements with industry and NGO's to understand risks and impact. Please see link to our external reporting at the bottom for more information about our programs.

- **Please provide information on whether your company has reported any such alleged human rights abuses in the present letter to relevant authorities, including in countries where your company is incorporated or domiciled. Moreover, what steps has your company taken, or is considering taking, to avoid potential complicity in such alleged business-related human rights abuses?**

Dell complies with all disclosure laws in the markets in which it operates. Steps taken to effectively understand and address risks of complicity are addressed in responses to preceding questions.

- **Please provide information, if any, on cooperation your company may have had with local civil society actors and/or relevant state authorities to ensure that your company's grievance mechanism is aligned with the national mechanism to address such business-related human rights violations.**

To provide transparency into our efforts, we publish the results of our work annually in our [Supply Chain Sustainability Progress Report](#). This report includes aggregate results of the audits we carry out, and our website includes reports and audit results published since 2017.