Signatory Name: Hewlett - Packard Australia Pty Ltd

Status: Completed

The content in this APC Annual Report is hereby endorsed by the Chief Executive Officer, or equivalent officer of the organisation.

Yes

Industry sector (please select 1 only):
- Brand Owner / Wholesaler / Retailer
- Packaging Manufacturer
- Waste Management
- Other - Commercial Organisation
- Community Group
- Industry Association
- Government
- Raw Material Supplier
- Other:

Industry type (please select 1 only):
- Food & Beverage
- Pharmaceutical / Personal Care / Medical
- Hardware
- Homewares
- Communications / Electronics
- Clothing / Footwear / Fashion
- Chemicals / Agriculture
- Fuel
- Large Retailer
- Tobacco
- Shipping Company
- Airline
- Other:
PART A – Signatory progress in reaching goals and targets of the Covenant

This section refers to signatory progress against Covenant KPIs. The data from this section will be aggregated across all signatories on an annual basis, and will enable the APC to assess overall progress against Covenant Goals and KPIs, and those of its own Strategic Plan. You can include any particulars relevant to your sector in Part B.

Please indicate your organisation’s reporting period:

Financial Year: 1 July 2010 – 30 June 2011
Calendar Year: 1 January 2011 – 31 December 2011

Goal 1: Design - optimise packaging to use resources efficiently and reduce environmental impact without compromising product quality and safety.

KPI 1: % of signatories with documented policies and procedures for evaluating and procuring packaging using the SPG’s or equivalent

1. Does your company have documented policies and procedures for evaluating and procuring packaging using the SPG’s or equivalent?

   Yes   No

Definition of Packaging Type

Reporting of the proportion of packaging reviewed using the Sustainable Packaging Guidelines, whether existing or new, need not be individual SKU or products. Signatories can review – and report on their review – by grouping their packaging into different types if this is more effective and efficient. Grouping into ‘types’ can be by individual products (SKU’s), by related packaging / products, e.g. by type of material used (paper/ cardboard, plastic, glass, metals...), by brands, by packaging manufacturer, or by some other category which makes sense in their own design and production processes. Reporting the number or percentage reviewed should be by ‘Type’ as defined by each signatory’s own practices, and each signatory is free to decide how to do this. A manufacturer with a small number of products might review each package independently, with each considered a unique ‘type’. A large manufacturer with many products may group them for review by looking at each material type, or may review each brand or range of products in turn, or may have different packaging suppliers and work with each in order. In both cases, the reporting should simply be by the ‘types’ of packaging that have been reviewed.

2. Of the types of packaging existing at the beginning of the reporting period, what percentage had been reviewed using the Sustainable Packaging Guidelines (SPG) by the end of the reporting period?

   15 %

3. Of the new types of packaging introduced during the reporting period, what percentage has been reviewed using the Sustainable Packaging Guidelines (SPG) by the end of the reporting period?

   15 %

4. Describe (other?) outcomes achieved using the SPG in regard to:

   Please indicate even if you have done nothing in this area

   a) Avoiding or minimising the use of materials and other resources

   Product packaging can constitute a significant portion of its overall environmental footprint. We design packaging that cost-effectively helps to protect our products while reducing the environmental impacts associated with the raw materials used, production, transportation, and recycling or disposal of the packaging.

   Designing packaging is complex and, to be effective, solutions must be tailored to each product. A product’s size, weight, and durability influence the packaging materials that can be used and, in turn, the product and its packaging influence the environmental footprint of transportation. (Read more about product transport.)

   HP’s guidelines for third-party packaging vendors balance factors such as the availability, quantity, type, and recyclability of materials, as well as product transport methods. Our General Specification for the Environment (GSE) includes requirements on restricted substances and other substances of concern.
HP launched a new environmental strategy for packaging, consisting of the six dimensions described below.

Remove
We strive to eliminate the use of substances of concern when alternatives with lower impact are readily available. We began to phase out PVC in packaging in 2007, and completed this process for virtually all packaging in 2010.

Reduce
We increasingly work with third-party partners to reduce the amount of packaging used per product, while maintaining adequate protection of the products. We either stipulate that packaging cannot be more than twice the volume of the product it contains or require that local legal standards on packaging minimization are applied where they exist. This helps reduce the volume of materials used and packaging waste, and enhances the efficiency of product transport.

Reuse
We design packaging to enable reuse where feasible, while providing sufficient protection for our products. For example, several HP products—including all HP Deskjet and Photosmart printers—are packed in reusable bags made from recycled plastic bottles. When feasible and where possible, we reduce overall environmental impact. We also return corrugated fiberboard trays to manufacturers after they have been used for bulk shipping products to retailers.

Recycle
We are working to increase the proportion of recycled content in all HP packaging materials, from the current average level of approximately 65%. The level of recycled content varies widely by region and by packaging material, so the minimum global level for a particular product type may be somewhat lower, while the proportion for some products, such as notebooks, is higher.

Where possible, we reduce our overall environmental impact. We are shifting from plastic packaging to paper, and molded pulp packaging that contains recycled content and/or has been certified according to a sustainable forest management standard. For many products—including some notebook and desktop computers, printers, and accessories—we use molded pulp made from post-consumer recycled and industrial paper waste, instead of expanded polystyrene.

Sometimes, plastic packaging may actually decrease environmental impact. For example, in some situations, molded pulp packaging would need to be significantly larger or heavier to provide a similar level of protection. In those cases, such as for large desktop PCs, we are increasingly using expanded polystyrene foam cushions that contain recycled plastic.

We have also replaced the 100% virgin fiber in retail packaging for HP consumer photo paper with 100% recycled fiber that contain a minimum of 35% post-consumer recycled content (with the balance being post-industrial recycled content).

Replace
We are working to substitute packaging that is difficult to recycle with more easily recyclable materials. This is often combined with a move towards increased use of recycled materials. For example, we substitute recycled and recyclable molded pulp for plastic cushions (see photo), and switch to expanded polystyrene or expanded polyethylene foam cushions made from 100% recycled content.

Influence
As a major purchaser of packaging materials, HP uses its influence to encourage packaging vendors to develop materials that have a reduced environmental impact, such as molded cushions made from fungi, bamboo, and rice plants. This is important because our packaging strategy depends on a reliable and plentiful supply of responsibly sourced, recyclable, and recycled materials—the availability of sufficient amounts of such materials is currently a limitation given our product volume.

Optimising recyclability and recycled content
Our objective is to design HP product packaging to be increasingly easier to recycle where feasible. Materials selection can further enhance recyclability. One of the initiatives that was introduced is to have recycled content in all HP packaging materials, from the current average level of approximately 65%. The level of recycled content varies widely by region and by packaging material, so the minimum global level for a particular product type may be somewhat lower, while the proportion for some products, such as notebooks, is higher.

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We have also replaced the 100% virgin fiber in retail packaging for HP consumer photo paper with 100% recycled fiber that contain a minimum of 35% post-consumer recycled content (with the balance being post-industrial recycled content).

c) Reducing litter impacts

We increasingly work with third-party partners to reduce the amount of packaging used per product, while maintaining adequate protection of the products. We either stipulate that packaging cannot be more than twice the volume of the product it contains or require that local legal standards on packaging minimization are applied where they exist. This helps reduce the volume of materials used and packaging waste, and enhances the efficiency of product transport. This requirement is also stipulated in the HP General Specification for Environmental which is available publicly and communicated to our suppliers.

KPI 3: % signatories applying on-site recovery systems for used packaging

5. Do you have on-site recovery systems for used packaging?
   Yes at all facilities/sites
   Yes at some, but not all facilities/sites
   No

6. Describe what types of packaging materials are collected and recycled on-site

   Packaging materials (e.g. Carton boxes, such as polypropylene, polyurethane, polystyrene, polyethylene, peanut pak, insta-pak, anti-static pouches, bubble wrap, and LDP/shrink-wrap and pallets.) Other includes office papers.

7. Actual: Describe what progress (since the beginning of the reporting period), if any, has been made in collecting and recycling materials on-site

   HP applies the internal EHS management system to the local operations. Our Workplace Utility Tracking System (WUTS) tool capture data and is measured quarterly and reported into HP’s global facilities management database. For 2011 for all the HP sites in Australia, it is estimated that packaging waste sent for recycling is 185,974kg. For diversion of landfill please see below progress report.

KPI 4: Signatories implement formal policy of buying packaging made from recycled products

8. Does your company have a formal policy of buying packaging made from recycled products?
   Yes
   No

9. Is this policy actively used?
   Yes
   No

10. For audit purposes, what evidence would demonstrate that the policy is actively used? Give examples

   HP packaging strategy covers this requirement in the "Recycle" and "Replace" dimension.

Recycle

We are working to increase the proportion of recycled content in all HP packaging materials, from the current average level of approximately 65%. The level of recycled content varies widely by region and by packaging material, so the minimum global level for a particular product type may be somewhat lower, while the proportion for some products, such as notebooks, is higher.

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Replace

We are working to substitute packaging that is difficult to recycle with more easily recyclable materials. This is
often combined with a move towards increased use of recycled materials. For example, we substitute recycled and recyclable molded pulp for plastic cushions (see photo), and switch to expanded polystyrene or expanded polyethylene foam cushions made from 100% recycled content.

In addition to packaging materials, HP also has a policy for buying Environmentally Preferable Paper. As a market leader in digital printing, HP is committed to sourcing and using paper responsibly. We sell paper and use it in our own offices, and we also produce manuals, product warranties, marketing materials, and paper-based packaging. HP digital-printing products can help customers use paper more effectively than traditional printing methods, using less paper overall and reducing paper waste.

Our Environmentally Preferable Paper Policy (http://www.hp.com/hpinfo/globalcitizenship/environment/envprogram/paperpolicy.html) details HP’s principles for buying, selling, and using paper and paper-based packaging. We aim to increasingly source paper from suppliers who demonstrate responsible forestry and manufacturing practices, reduce the paper we use in our operations, and recycle paper when possible.

HP engages with the World Wildlife Fund (WWF) and other organizations to share best practices. We benefit from the WWF’s technical expertise and are members of its Global Forest and Trade Network (GFTN), a partnership that will help us achieve our responsible paper-sourcing goals. We have also provided financial support for GFTN forestry projects in Indonesia, which help to combat illegal logging and teach local communities about responsible forest management.

Responsible paper sourcing and sales.
We sell more than 280,000 tonnes of HP-branded printer and copier paper annually. We know the source of the pulp used to make all HP-branded papers, and are confident that it has been legally and responsibly produced. Furthermore, most HP-branded paper already contains a percentage of fiber that either comes from post-consumer recycled sources or is certified as sustainable by third-party organizations, including Forest Stewardship Council (FSC), Sustainable Forestry Initiative (SFI), and Programme for the Endorsement of Forest Certification (PEFC) (see table), and we are actively working to increase these percentages.

Under our collaboration with the GFTN, we have committed to progressively increase the amount of certified and post-consumer waste fiber used in HP-branded paper. We encourage our suppliers to become certified and emphasize that our preference is FSC certification, since this standard is seen as the leading one by many of our stakeholders.

We have a pan HP team that establishes benchmarks, goals and measures performance against the goals. As part of that activity materials for all new packaging designs are evaluated against our goals and objectives which constitute our Sustainable Packaging Guidelines. We also have an internal course on sustainable packaging for our Packaging Professionals.

For Packaging:
For inkjet supplies
Achieve 35% minimum recycled content for corrugate, globally
Achieve 80% minimum recycled content for paperboard, globally

For desktop and notebook PC products
Reduce the ratio of total packaging weight to total packaged product weight to 28%
Achieve 35% minimum recycled content for corrugate, globally

For Paper:
Forty percent or more of HP-branded paper will be Forest Stewardship Council-certified or have more than 30% post-consumer waste content by the end of 2011.
Progress: As of the end of 2011, 49% of HP-branded paper is FSC-certified and/or contains at least 30% post-consumer recycled content—exceeding our goal—compared with less than 3% of HP-branded paper in 2008 and 14% in 2010
KPI 6: % signatories with formal processes to work collaboratively on packaging design and/or recycling.

11. Does your company have formal processes in place for collaborating with other companies or organisations on improved packaging designs and/or recycling which aims to reduce or eliminate waste?
   Yes  No

12. Briefly describe how your company collaborates with other companies or organisations to improve packaging designs and/or recycling

Yes - HP has procurement policies with packaging suppliers and manufacturing partners that drive collaboration for improved design and recycling. It is in part driven by the GSE which is included in all procurement documents.

13. Briefly describe what progress, if any, has been made to improve packaging designs and/or recycling

HP has stipulated the requirements above in the General specification for Environment. It is available publicly in our website and communicated to our suppliers.

For desktop and notebook PC products HP has reduced the ratio of total packaging weight to total packaged product weight to 28%

We also use of 100% recycled content EPE foam for all commercial desktops produced in North America. For 2012 and 2013 we will be expanding this initiative to EMEA and APJ.
KPI 7: % signatories showing other Product Stewardship outcomes

14. Since the beginning of the reporting period, has your company had any other outcomes related to product stewardship?

Yes  No

15. Briefly describe any other results (not described in previous questions) you have achieved in reducing your packaging impact? (Quantify your answer if possible).

Results as shown in question 10 and 13. In addition to paper, one-hundred percent of photo papers sold contains pulp from sustainable forest-certified suppliers.

All regions (except China) Everyday Photo Paper is FSC chain-of-custody certified (see below). Our Everyday Photo Paper was the first HP photo paper to achieve FSC “chain of custody” (CoC) certification (SCS-COC-002255), demonstrating that its fiber originates from a forest that is responsibly managed in accordance with FSC principles and criteria. FSC CoC analysis tracks material through the production process—from the forest to the consumer, including all successive stages of processing, transformation, manufacturing, and distribution (see graphic).

We have now also achieved FSC CoC certification for HP professional laser photo paper and several other specialty papers, and are working towards certification for other HP papers.

Efficient paper use at HP
For several years we have been implementing a program to make printing and paper use more efficient across HP. Focus areas include:

Paper used in our offices We use HP Everyday Papers, most of which are certified as derived from responsibly managed forests (see above), for internal office printing. Duplexing is standard for our office printers, and we have reduced the number and variety of printers used at HP—standardizing consumables procurement and reducing waste associated with printing, including paper.

Paper shipped “in the box” This includes manuals, guides, and warranties. We are changing specifications (for example, using smaller fonts and thinner paper), reducing document length, and switching to electronic delivery (where legally permissible). In 2010, we shipped 63 million fewer documents than in 2009, removed remaining printed warranties from business desktops, workstations, and displays, and began providing software installation instructions for select HP Enterprise Services products electronically. Starting in 2011, we intend to remove printed “getting started” guides and warranties from notebook products.

Paper used for commercial and promotional purposes We strongly encourage our commercial print vendors to print all HP sales and marketing materials on certified paper (preferably FSC) and/or paper that contains post-consumer recycled content. In 2010, we printed all direct marketing catalogs for small and medium-sized businesses, homes, and home offices on FSC-certified paper, made using 10% post-consumer recycled fiber. Over the past three years, we have switched to print on demand for about half of our sales and marketing materials, dramatically reducing the storage required and eventual obsolescence of excess documents. We continue to look for ways to reduce the impact of commercial printing.

We are also focusing on shifting, where possible, to paper and molded pulp packaging that is made from responsibly sourced fiber. Our new environmental strategy for packaging prioritizes renewable, recycled, and recyclable materials.

KPI 8: Reductions in packaging items in the litter stream

16. Briefly describe what measures, if any, have been implemented to reduce litter.

HP works on reduce and reuse as mentioned in the about point. We design packaging to enable reuse where feasible, while providing sufficient protection for our products. For example, several HP products—including all HP Deskjet and Photosmart printers—are packed in reusable bags made from recycled plastic bottles. When feasible and where possible, we reduce overall environmental impact. We also return corrugated fiberboard trays to manufacturers after they have been used for bulk shipping products to retailers.

General

17. Please provide details of any special circumstances or additional information that will help us interpret this report (you may include links to your website showing any case studies or relevant information).

For more information about HP’s packaging and paper initiative and goals you can refer to the below websites for more information.

http://www.hp.com/hpinfo/globalcitizenship/environment/paper.html
http://www.hp.com/hpinfo/globalcitizenship/environment/packaging.html
**PART B – Your annual performance**

This section will ask you for additional data on your progress made during this reporting period against the annual targets you have set for each of the Covenant KPIs. The data you provide in Part B will be used to determine your performance rating. Here we are looking at your achievements in changes to packaging outcomes rather than processes (e.g. 15 tonnes of material diverted from landfill rather than a process in place to investigate or actually divert waste from landfill). Please use this section to highlight any particulars that you think are relevant about your industry and sector and we will take this into account in the performance rating.

### Goal 1: Design

**KPI 1: % of signatories with documented policies and procedures for evaluating and procuring packaging using the SPG’s or equivalent.**

*Please enter your targets for this year or milestones in your plan and the extent to which they were achieved.*

Please indicate your progress this year towards achieving your annual targets and milestones for KPI 1

<table>
<thead>
<tr>
<th>Target: What were your annual targets for the reporting period?</th>
<th>Actual: What did you achieve?</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Maintain membership and provide annual funding to support APC activities. Maintain membership of the Australian Packaging Covenant and provide designated funding for the duration of the Covenant to support packaging kerbside and ‘away from home’ collection and recycling.</td>
<td>Yes. HP is committed to be a signatory of the APC and provide funding to support the APC activities - on time</td>
</tr>
</tbody>
</table>

**Goal 1: Design**

**KPI 1: % of signatories with documented policies and procedures for evaluating and procuring packaging using the SPG’s or equivalent.**

<table>
<thead>
<tr>
<th>Star Rating</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Star Rating Comments</td>
<td>Targets achieved.</td>
</tr>
</tbody>
</table>
**Goal 2: Recycling**

KPI 3: % signatories applying on-site recovery systems for used packaging.

*Please enter your targets for this year or milestones in your plan and the extent to which they were achieved.*

Please indicate your progress this year towards achieving your annual targets and milestones for KPI 3

<table>
<thead>
<tr>
<th>Target: What were your annual targets for the reporting period?</th>
<th>Actual: What did you achieve?</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Deliver incremental landfill diversion targets to participating HP sites with a current diversion rate of approximately. Target 75% and above</td>
<td>Having the 2010 baseline 74% diversion to landfill, calculation and usage of the HP’s global facilities management database - Workplace Utility Tracking System (WUTS), for 2011 waste to landfill has decrease to 54%. One of the reason for decrease in diversion of landfill is that one of the site was consolidated to one of the main sites and alot of waste including non-packaging was being disposed. The other reason is because of the changed in vendors and some data was not reported on packaging being recycled. New vendor was informed on the reporting requirement in WUTS.</td>
</tr>
</tbody>
</table>

**Goal 2: Recycling**

KPI 3: % signatories applying on-site recovery systems for used packaging.

**Star Rating**

| Star Rating Comments | 3 |

**Star Rating Comments**

Target set, actual reported and explanation for gap provided.
**KPI 4: Signatories implement formal policy of buying packaging made from recycled products.**

Please enter your targets for this year or milestones in your plan and the extent to which they were achieved.

Please indicate your progress this year towards achieving your annual targets and milestones for KPI 4

<table>
<thead>
<tr>
<th>Target: What were your annual targets for the reporting period?</th>
<th>Actual: What did you achieve?</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Encourage the procurement of recycled content paper and packaging</td>
<td>One-hundred percent of photo papers sold contains pulp from sustainable forest-certified suppliers. All regions (except China) Everyday Photo Paper is FSC chain-of-custody certified (see below). Our Everyday Photo Paper was the first HP photo paper to achieve FSC “chain of custody” (CoC) certification (SCS-COC-002255), demonstrating that its fiber originates from a forest that is responsibly managed in accordance with FSC principles and criteria. FSC CoC analysis tracks material through the production process—from the forest to the consumer, including all successive stages of processing, transformation, manufacturing, and distribution (see graphic). We have now also achieved FSC CoC certification for HP professional laser photo paper and several other specialty papers, and are working towards certification for other HP papers.</td>
</tr>
</tbody>
</table>

Goal 2: Recycling

<table>
<thead>
<tr>
<th>KPI 4: Signatories implement formal policy of buying packaging made from recycled products.</th>
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</thead>
<tbody>
<tr>
<td>Star Rating</td>
</tr>
<tr>
<td>4</td>
</tr>
</tbody>
</table>

**Star Rating Comments**

Targets are comprehensively addressed, in fact could be more succinct, as much of the background or actual is written into the target. Actuals can then be closely paired with targets, and need to demonstrate the KPI.
Goal 3: Product Stewardship

KPI 6: % signatories with formal processes to work collaboratively on packaging design and/or recycling.

Please enter your targets for this year or milestones in your plan and the extent to which they were achieved.

Please indicate your progress this year towards achieving your annual targets and milestones for KPI 6

<table>
<thead>
<tr>
<th>Target: What were your annual targets for the reporting period?</th>
<th>Actual: What did you achieve?</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Elimination of regulated packaging materials. 100% Compliance as confirmed through vendor and HP self-audit.</td>
<td>Our materials choices affect the environmental performance of HP products, and we have a long history of improving product materials use. We focus on: Evaluating substances of concern, Assessing alternative materials, Supporting relevant government regulations, Designing products that use less materials and Using recycled materials.</td>
</tr>
<tr>
<td>Eliminate the use of regulated packaging materials. This activity is driven at the Corporate level and is described in the HP General Specifications for the Environment (GSE) - Packaging Requirements</td>
<td></td>
</tr>
<tr>
<td>Baseline: The GSE-PR accompanies every purchase agreement for packaging materials</td>
<td></td>
</tr>
<tr>
<td>Indicator – Percent of products in compliance with the General Specifications for the Environment - Packaging Requirements (GSE-PR)</td>
<td></td>
</tr>
<tr>
<td>To evaluate and report progress in annual report.</td>
<td></td>
</tr>
</tbody>
</table>

4 Star Rating

Star Rating Comments

Comprehensive reporting. As above, it can be unclear if the Actual matches the Target, or if they match the KPI.
KPI 7: % signatories showing other Product Stewardship outcomes.

Please enter your targets for this year or milestones in your plan and the extent to which they were achieved.

Please indicate your progress this year towards achieving your annual targets and milestones for KPI 7

<table>
<thead>
<tr>
<th>Target: What were your annual targets for the reporting period?</th>
<th>Actual: What did you achieve?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Establish based line: HP Australia does not manufacturer any packaging. However, HP Australia commits to communicating HP’s own packaging design criteria as well as advocating the APC and the Sustainable Packaging Guidelines to our local packaging suppliers.</td>
<td>Has been working with the HP corporate packaging supply chain on APC requirement and endorsement for support of APC requirement. HP has communicated with our vendors in Australia and communicating on commitment to APC.</td>
</tr>
</tbody>
</table>

Goal 3: Product Stewardship

KPI 7: % signatories showing other Product Stewardship outcomes.

Star Rating 4

Star Rating Comments Good processes with supply chain stakeholders. Metrics available in Actuals could be used in Targeting.

KPI 8: Reductions in packaging items in the litter stream.

Please enter your targets for this year or milestones in your plan and the extent to which they were achieved.

Please indicate your progress this year towards achieving your annual targets and milestones for KPI 8

<table>
<thead>
<tr>
<th>Target: What were your annual targets for the reporting period?</th>
<th>Actual: What did you achieve?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reduction of packaging weight for imaging and printing group</td>
<td>The 50% reduction relative to 2005 was a 2010 goal and it was met. In 2011 the year over year compared to 2010 was an additional 11.6%.</td>
</tr>
</tbody>
</table>

Goal 3: Product Stewardship

KPI 8: Reductions in packaging items in the litter stream.

Star Rating 3

Star Rating Comments
HP has major initiatives underway, globally and here, to reduce its impacts. The range and depth of these measures actually poses a challenge for reporting, and in some cases a succinct, specific target, quantified if possible but a milestone if not, would enable a clearer if less rich picture.

<table>
<thead>
<tr>
<th>KPI</th>
<th>Star Rating (0-5)</th>
<th>Overall Star Rating</th>
</tr>
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<tbody>
<tr>
<td>KPI 1</td>
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<td>KPI 3</td>
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<td>KPI 4</td>
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<tr>
<td>KPI 6</td>
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<td></td>
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<tr>
<td>KPI 7</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>KPI 8</td>
<td>3</td>
<td><strong>3.8</strong></td>
</tr>
</tbody>
</table>
PART C – Your Experiences

Please use the fields below to share with us any achievements, good new stories or areas of difficulty in making progress against your plan and the Covenant Goals and KPIs. Provide as much detail as you feel is appropriate.

24. Key achievements or good news stories.

A product's packaging can constitute a significant portion of its overall environmental footprint. HP design packaging that cost-effectively helps to protect our products while reducing the environmental impacts associated with the raw materials used, production, transportation, and recycling or disposal of the packaging.

Designing packaging is complex and, to be effective, solutions must be tailored to each product. A product's size, weight, and durability influence the packaging materials that can be used and, in turn, the product and its packaging influence the environmental footprint of transportation. (Read more about product transport.)

HP's guidelines for third-party packaging vendors balance factors such as the availability, quantity, type, and recyclability of materials, as well as product transport methods. Our General Specification for the Environment (GSE) includes requirements on restricted substances and other substances of concern.

HP has continually innovate and improve on packaging by adopting the six dimensions of Remove, Reduce, Reuse, Recycle, Replace and Influence.

A key achievement will be that HP have replaced the 100% virgin fiber in retail packaging for HP consumer photo paper with 100% recycled fiber that contain a minimum of 35% post-consumer recycled content (with the balance being post-industrial recycled content).

For more information about HP packaging, please visit our global citizenship report: http://www.hp.com/hpinfo/globalcitizenship/environment/packaging.html

25. Areas of difficulty in making progress against Covenant KPIs.

Where possible, we reduce our overall environmental impact. However sometimes, plastic packaging may actually decrease environmental impact. For example, in some situations, molded pulp packaging would need to be significantly larger or heavier to provide a similar level of protection. In those cases, such as for large desktop PCs, we are increasingly using expanded polystyrene foam cushions that contain recycled plastic. All foam cushions used to package HP commercial desktops shipped in North America are made from 100% recycled material, and we are working to increase our use of recycled plastic material worldwide.

26. Any other comments.

On the first 2 questions: * Does your company have documented policies and procedures for evaluating and procuring packaging using the SPG’s or equivalent? and * Of the types of packaging existing at the beginning of the reporting period, what percentage had been reviewed using the Sustainable Packaging Guidelines (SPG) by the end of the reporting period?. It is suggested to provided editable fields for providing comments.

In this report, HP has reported 15% (questions 2 and 3) based on the estimation of the assumption of the packaging types (carton, inner support, PE bags e.t.c -as mentioned in the action plan). In Fy2012, HP will review this number with the packaging team and continually update the progress.

HP has adopted HP General Specification for Environmental to inform our suppliers our packaging requirements. In additional, our packaging team continually worked on material selection, recyclability, disposal e.t.c. in accordance to SPG and other best practices in other region. We believe that there is no gap between SPG and HP's packaging process.