Questions and Answers:
# HP Achieves Global ISO 14001 Environmental Management Registration

**Q:** **What is ISO 14001?**

**A:** ISO 14001 is a voluntary international standard that defines the elements of an environmental management system (EMS) needed for an organization to effectively manage its impact on the environment.  The ISO 14001 standard aims to integrate the EMS into mainstream business management practices, and was established in 1996 by the International Organization for Standardization (ISO) in cooperation with industry, governments and non-governmental organizations.

**Q:** **What is an environmental management system?**

**A:** An environmental management system (EMS) is that part of an organization's overall business management system — structure, resources and processes -- that enables the organization to identify and manage its impact on the environment. Key areas of focus that comprise an effective EMS include: 1) an environmental policy, 2) a systematic approach to planning, implementation and operations management, 3) corrective action processes including audits, and 4) regular management review.

**Q:** **Is the environmental management system a new concept for HP?**

**A:** No.  HP has operated a strong EMS for nearly two decades, and has conducted environmental audits at its manufacturing operations since 1982.  ISO 14001 provides a framework for organizing and structuring the EMS, and is patterned after the well-known ISO 9000 quality management system standard. ISO 14001 and the family of associated standards help organizations more effectively integrate environmental considerations into business decision-making.

**Q:** **Why is HP registering to ISO 14001?**

**A:** HP believes registering or "achieving certification" to ISO 14001 adds up to a win-win-win for our customers, our business and the environment.  ISO 14001 registration demonstrates HP's response to increasing customer and shareowner

environmental expectations and contributes to HP's legacy as a globally responsible corporate citizen, committed to managing the environmental impacts from its manufacturing operations in both the local and global community.

**Q:** **How is ISO 14001 registration achieved?**

**A:** Organizations may seek registration through an independent, qualified firm. Registration is a voluntary activity that consists of a series of audits to verify the ISO 14001 standard is implemented throughout the organization. HP's worldwide registration partner is Bureau Veritas Quality International (BVQI), a leader in quality and environmental management system registrations, with offices in 48 countries and 15 accreditation affiliations.

**Q:** **Why did HP select BVQI as its ISO 14001 Registrar?**

**A:** HP representatives from around the world carried out a rigorous registrar selection process, and evaluated a number of internationally recognized firms with ISO 14001 capabilities. BVQI was selected because they best met HP's strategic and operational needs, including the ability to issue a single worldwide registration.

**Q:** **Why did HP achieve company-wide registration of its manufacturing operations under a single ISO 14001 certificate?**

**A:** HP's worldwide manufacturing operations are closely linked through common business and environmental management systems (EMS). Many existing company-wide practices apply to all HP operations worldwide. Accordingly, a single registration is not only consistent with our business, but ensures the same stringent EMS and environmental standards worldwide.

**Q:** **Have all of HP's global manufacturing operations completed their registration audits?**

**A:** All of HP's major manufacturing operations have been audited, with two more small operations scheduled for 2001. BVQI followed international guidelines for registrars, which require a representative sample of sites to complete their audits in order to issue a company-wide certificate. In May 2000, BVQI concluded that HP has a company-wide system in place, based upon seven audits conducted to that point and the plan for completing the remaining audits. Six more operations completed the registration audit process by the end of 2000, and the remaining two are scheduled for 2001.

**Q:** **Does registration mean HP's products are certified to ISO 14001?**

**A:** No. ISO 14001 is a management system standard, not a product performance or labeling standard. The environmental attributes of HP's products are addressed through the processes and organizations comprising HP's Product Stewardship program. For more information, see www.hp.com/go/environment.

**Q:** **Will HP now require its suppliers to be certified?**

**A:** No.  However, as part of an ongoing effort to select environmentally responsible suppliers, HP automatically gives top marks to existing or potential suppliers who have achieved ISO 14001 registration when conducting an environmental management system evaluation using the HP Supplier Environmental Performance Review Questionnaire (CIQC 0014).

**Q:** **What are HP's future plans for ISO 14001 and its environmental management system?**

**A:** As HP adds additional manufacturing operations, each will be audited and incorporated into the ISO 14001 registration.  In addition, registration guidelines require that the operations in the scope of an ISO 14001 certificate be subject to periodic "maintenance" audits by the Registrar.   In addition to making improvements in our EMS, HP will continue to evaluate the ISO 14001 registration to ensure we continue to meet the needs of our customers, shareowners, partners— and of course the environment.

**Q:** **Where can I learn more about HP and ISO 14001?**

**A:** More information about HP and ISO 14001 is available on the Internet at http://www.hp.com/go/ISO14001, or by calling Ken Sutherland, ISO 14001 Program Manager, HP WorkPlace Solutions, at Tel. 650-857-2703.  More information about HP and the environment is available on the Internet at http://www.hp.com/go/environment

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