Our employees

Our approximately 302,000\(^1\) employees worldwide are among our most important assets, and their innovation, diversity, and passion keep HP at the forefront of our fast-moving industry. In delivering the New Style of IT, our people enhance business and enrich society.

Our approach to employees is guided by the HP Way Now, our integrated system of values, core principles, leadership attributes, and behaviors that together make our culture unique and compelling. These values are embedded in our human resources (HR) policies and reinforced through our engagement and professional development programs, our performance and career-management systems, and the benefits and community-engagement opportunities that we provide our employees all around the world.

HP’s commitment to our people starts with a strong set of global HR policies that demonstrate our commitment to the fair treatment of all employees. They often establish a more demanding standard than local laws or customs require.

- Best Work Environment Policy
- Global Human Rights Policy
- Harassment-Free Work Environment Policy
- Nondiscrimination Policy
- Open Door Policy
- Standards of Business Conduct

All employees can report violations of these policies anonymously, and we investigate all concerns raised. For a full list of policies related to global citizenship, see Policies and standards.

Employee feedback

Candid feedback from employees provides critical insight to improve business performance. One critical feedback mechanism is the annual, confidential Voice of the Workforce (VoW) survey, available online in 28 languages. The survey enables employees to share their views and insights about how we can improve the way we work, serve our customers better, and make a difference to the world. Each year, HP leaders assess survey findings and implement follow-up actions.

In 2014, 80% of all employees worldwide participated in the survey. HP continues to show strong favorability from employee ratings across a range of categories that measure key dimensions of well-run organizations. We monitor our progress relative to past performance and key technology industry benchmarks from the IT Survey Group (ITSG) Consortium. In 2014, 70% of our benchmarked survey questions were at or above the industry standard.

\(^1\) As of October 31, 2014.
Engaging our people

We build on our HR policies through long-term investment in programs that promote engagement and satisfaction among our employees worldwide. Through these opportunities, our employees grow professionally and personally, and connect to their communities.

Overall employee engagement, as measured through the VoW, remained strong at 70% in 2014, up from a company low of 57% in 2011. In addition, 83% of employees stated that their managers acted in alignment with the HP Way Now leader attributes and behaviors. The result of this high level of engagement is more productive, committed employees and a heightened pride in HP as a great place to work.

Engagement programs

We work to promote genuine connections among our employees and with the broader community through a range of employee engagement efforts, including ongoing pride building initiatives, networking, and volunteerism programs.

Celebrating pride in HP

A global network of 2,100 HP employees act as our Pride Builders and help to connect the HP Way Now culture to employees’ daily work through team interactions, local projects, and internal social media networks.

In addition to this program, a variety of special events give employees an opportunity to share their passion for HP. In 2014, these included HP’s Take Our Children to Work program, through which more than 25,000 children attended 180 on-site events in 67 countries, as well as several global events celebrating HP’s 75th anniversary of “Thinking, Imagining, Inventing—Creating.”

Making connections

HP employees are natural collaborators, and we nurture connections between employees and with our partners and customers. Internally, we support employee networks through online and in-person forums including more than 150 Employee Resource Groups (ERGs) worldwide. We also encourage employees to engage with company leaders through our intranet forums—Top of Mind and CEO Perspective—as well as through town hall and all-employee meetings. HP News Now (HPNN) provides employees access to up-to-date news and information on HP’s business, people, and products.

We also stay connected with retirees worldwide through our HP Continuum online community—a dedicated, retiree resources website with 9,400 registered users—and local clubs and events.

Environmental sustainability is a topic of particular interest to our employees and our customers. Dedicated groups enable us to build sustainability knowledge within HP and to help customers and other businesses adopt more sustainable practices. These groups include:

- **HP Sustainability Network** With more than 30 chapters, HP’s largest environmental volunteer and engagement group helps to connect employees with similar interests and coordinate sustainability activities at our locations worldwide, including Earth Day celebrations, community gardening projects, tree planting, and on-site waste-reduction events.

- **Eco Advocates** Enables HP employees to learn about environmental issues and educate customers and business partners on the environmental benefits of HP’s products, solutions, and practices. In 2014, Eco Advocates webcasts were viewed more than 1,200 times, covering topics such as paper environmental certifications and supply chain innovations.

Championed by HP, the WWF Living Planet @ Work program is creating connections with more than 750 organizations, providing them with free tools and resources to raise the visibility of sustainability in their workplaces, identify ways to reduce their environmental impact, and engage employees. In 2014, led by HP
Canada’s Managing Director, HP helped to raise more than $21,000 to support this program. A case study has been written about this award-winning program as a leading example of for-profit and nonprofit partnerships by one of Canada’s leading business schools.

Volunteerism

The drive to contribute to society runs deep among HP employees and is embedded in our approach to doing business. We encourage employees worldwide to use four hours of paid volunteer time per month, dedicating their energy, skills, and creativity to supporting nonprofit organizations around the world and in the communities where we live and work. In 2014, 48,500 HP employees took part in volunteering activities, contributing 1.6 million hours of volunteer time in support of the environment, education, entrepreneurship, health, and other areas that support Living Progress.

Our volunteerism programs also have clear employee engagement benefits. In 2014, participation in HP volunteer events correlated to a 12% lift in motivation, a 14% increase in positive feelings about HP and a 13% rise in loyalty.

Increasingly, we encourage employees to leverage not only their time but also their talents to support nonprofit organizations and social entrepreneurs. Through skills-based volunteering, our employees have greater social impact and help organizations tackle key business challenges. In addition, HP internal survey results indicate that skills-based volunteers are 38% more likely to have high levels of morale than nonvolunteers as compared to 23% more likely for hands-on volunteers. Of the 1.6 million hours of volunteer time contributed by HP employees in 2014, 34% was skills-based.

Global Day of Service

To mark our 75th anniversary, we held our first Global Day of Service (GDS) in May, 2014. Throughout the month, more than 20,200 HP employees worldwide used their paid volunteer time to support community nonprofits through hundreds of events—from Barcelona to Bangalore, Shanghai to São Paolo. In total, HP employees contributed nearly 92,000 volunteer hours through these activities.

“Working with the Malre Team was not merely a mentorship opportunity but a wonderful learning experience as well. The greatest lesson I learnt from these remarkable students was the power of a great idea coupled with passion to be change agents, a fighting spirit, and positive attitude.”

― Purity Muchogu, Partner Business Manager, Kenya, PPS Organization and volunteer for the Social Innovation Relay

To enable impact and engagement at scale, we offered employees two volunteering opportunities through international partner organizations, Stop Hunger Now and Junior Achievement Young Enterprise (JAYE).

Launched during May as part of the GDS, our partnership with Stop Hunger Now continued throughout the year with more than 5,100 HP employees from Brazil, Costa Rica, Germany, India, Ireland, Italy, Malaysia, the Philippines, Singapore, the UK, and the United States, packaging more than 1.4 million meals to support needy households.

Volunteering also occurred virtually. Through HP’s collaborative tool HP MyRoom, JAYE engaged 770 HP employees from 25 countries as judges in the six national finals of the Social Innovation Relay (SIR) that took place on the GDS. Through this worldwide competition teams of students, aged 14 through 18, work together to develop innovative business concepts designed to deliver both profit and positive social impact. The winning team, the Malre Group from Kenya, designed an innovative mosquito trap to help protect against the transmission of malaria, a disease that kills nearly 600,000 people each year.

$94.4 million total value of employee volunteering in 2014

1 Hourly rate based on type of volunteering: $150/hour for board, service corp, pro bono, and skills-based; $22.55/hour for hands-on and undetermined, adjusted using World Bank data for purchasing power differences across countries.

2 For an employee activity to be considered as volunteering/community involvement under HP’s programs, it needs to serve the public good, be conducted through a formal or informal organization that is not for profit, and be unpaid. HP employee volunteering/community involvement can be:

• Conducted during paid work time per HP employee volunteerism policy (with management approval)
• Conducted on an employee’s own time, completely independent of HP
• Time invested to make a cash or goods donation, such as the time dedicated to shopping for toys that will be donated, giving blood, or walking for a charitable cause
• Conducted as part of an HP department or team service project
• A contribution of skills or talent, such as board service, professional services, or technology support
• Any other form of service that serves the public good, is conducted through a formal organization, and is unpaid, as specified in the defining criteria here.
Building careers

Attracting, developing, and retaining top talent is fundamentally important to HP. We encourage all employees to build their careers with us, and we provide comprehensive, integrated tools and resources to help them achieve their professional development objectives.

Improving performance management

High-performing employees drive our business success. In 2014, we introduced two important initiatives to support improved performance management and job satisfaction: A new manager-employee interaction model that encourages ongoing performance review conversations, and a company-wide shift to Workday, a cloud-based human capital management software solution.

In focus groups and surveys, more than 40% of employees and nearly 50% of managers reported higher quality mid-year conversations as a result of these new processes. Results from the VoW also indicate that our new programs, including the holistic career-development model introduced in 2013, are positively impacting employees.

- 85% of employees report that they and their managers set clear goals, aligned to their team and/or unit goals in 2014, up 4% since 2012.
- 80% of employees report that they receive sufficient information regarding the organization’s goals and execution priorities, up 8% since 2012.
- 77% of employees report that they receive ongoing feedback that helps them to improve their performance, up 5% since 2012.

Mentoring

In 2014, we refined and rolled out our Mentoring@hp portal globally, providing all employees access to online trainings, tools, and a system for matching mentors and mentees. Mentorship increased by 27% across the company between May and July 2014, the first three months of the roll out. As of October 2014, more than 9,400 employees were taking part in mentoring engagements, with 76% expressing satisfaction. More experienced employees practice motivation and leadership skills, while less-experienced employees benefit from coaching and knowledge sharing.

Leadership development

The development of established and emerging leaders is a key priority for HP. Our Align and Engage programs support the next generation of HP leaders through robust learning and coaching opportunities, featuring HP executives and faculty from Harvard Business School and Stanford University. In 2014, nearly 300 directors worldwide took part in the Align program, while Engage enrolled almost 470.

During the year we also piloted and launched virtual versions of our Welcome to Management and Management Excellence programs, as well as an in-person version of Preparing for Leadership, all designed to strengthen management and leadership skills of employees at all stages of their careers. We also added a new program—Executive Excellence for Directors—to help employees at the director level strengthen their executive leadership style. Altogether, about 5,800 managers participated in our core leadership curriculum in 2014—77% more than in 2013.

Professional development

HP offers a range of training to help employees develop the skills and knowledge to excel in their current roles and develop in their careers at HP. At the heart of our professional development efforts is HP University (HPU). HPU provides fast and easy access to the resources employees need to develop their careers and support the company’s business goals. With nearly 10,000 courses to choose from, employees across our 19 job functions have many options to develop their skills and knowledge.

In 2014, HPU’s second year of operation, employees completed nearly 5.3 million training hours, 97% through flexible virtual sessions or self-paced online courses. In addition to formal training, our learning resources include conferences, seminars, and technical certifications.

Redeploying employees

When filling new or existing positions, we look first to our talented internal employees. We also do our best to support employees when business decisions such as restructuring and realignment affect their positions. Employees are encouraged to take full advantage of available advisory resources and empowered to make decisions that best support their long-term careers.

In 2014, we expanded our redeployment services to include individual and group-based support for each of our businesses. In 2015, employees worldwide affected by workplace reduction will be able to access an enhanced redeployment portal to better position them to apply for internal job opportunities. This portal will feature updated resources, including podcasts and videos, and enhanced reporting capabilities. We also continue to work with our global career transition supplier to better position employees affected by workforce reduction. See more information about HP’s 2012 restructuring plan on page 106 of HP’s Annual Report on Form 10-K for the fiscal year ended October 31, 2014.
**Diversity and inclusion**

HP is committed to increasing the diversity of its workforce and creating an inclusive environment in which everyone can thrive. Together, our leaders and employees weave diversity and inclusion into the fabric of our company, helping to drive new business, fuel innovation, and attract and retain the best employees worldwide.

Our businesses hire interns, college graduates, and experienced individuals from a wide range of backgrounds with the goal of assembling a talented, diverse workforce—about 20% of our external hires during 2014 were graduate hires. To drive accountability for improving workforce diversity and maintaining an inclusive work environment, we set business unit targets related to workforce demographics. We also routinely review our VoW survey results to understand how our diverse employees experience HP’s work environment.

Our diversity and inclusion policies and practices, overseen by our Chief Diversity Officer, lay the foundation for a positive work culture. Often, they set a higher standard than is legally required in countries where we operate. We do not tolerate discrimination or harassment, and we encourage employees to report suspected incidents to their human resources department or by using our worldwide, confidential 24-hour GuideLine.

HP is honored to be recognized as an industry leader in this area. In 2014, we were awarded the Corporate Citizenship Award by National Action Council for Minorities in Engineering, and the Employer of the Year Award by CAREERS & the disABLEd magazine. See a full list of awards.

**Focus on female talent**

Reversing the underrepresentation of women in technology careers is a priority for HP. In 2014, we continued to support and develop a pipeline of qualified female engineers, designers, coders, and technology executives within our company and throughout the industry.

Internally, HP invests in several programs and events intended to support women in technical positions at the company, and to foster the skills and relationships that are vital to their professional development. Our global Women in Technology speaker series is one such effort. In 2014, this series hosted bi-monthly one-hour sessions covering various career-related topics. Since the series launched in January 2014, more than 10,000 women have listened to live broadcasts or recordings of the sessions. In another example, Ascend, HP’s global sponsorship program for high-performing female employees, had a successful second year in 2014. Thirty senior executives gave mentoring, coaching, and networking support to 30 high-potential female vice presidents and directors for a year.

In the United States, the Women’s Innovation Council provides a forum for HP’s female executives to connect with other senior women technology leaders across the industry to collaborate, drive innovation, and encourage young women to pursue careers in science, technology, engineering, and math (STEM). Founded in 2013 by HP, the Women’s Innovation Council now includes nearly 30 of the most prominent female executives in the industry. The council’s 2014 annual event focused on sustainability and innovation and featured speakers from leading technology companies, including HP Chief Progress Officer, Gabi Zedlmayer.

For more information on how HP is investing in the skills development of women more broadly, see Economic impacts across the value chain.

**Supporting diversity and inclusion**

Given the global nature of our business, supporting a workforce that engages, understands, and reflects a diversity of cultures and backgrounds is vital to our success. We deliver this through a combination of formal and informal trainings and industry-wide initiatives.

In 2013, we launched Cultural Navigator, an online training program to increase cultural competence across our workforce. In 2014, nearly 9,400 people completed the training. In 2014, our more than 150 ERGs held more than 420 diversity-focused events in more than 30 countries. These included a global webcast series on leadership with HP Executive Vice Presidents, school mentorship programs, the launch of more than 50 Lean In circles at HP, and a 20-country LGBT equality campaign.

In the United States, we partner with organizations that help us develop a diverse workforce and inclusive office culture, such as Leadership Education for Asian Pacifics (LEAP) and the National Action Council for Minorities in Engineering (NACME). In October 2014, HP launched an effort with NACME to identify opportunities to build the pipeline for underrepresented racial and ethnic minority computer science professionals, particularly in Silicon Valley. Around the globe, we support programming intended to strengthen the pipeline of diverse technology talent. For a full list of strategic partners, visit our diversity and inclusion webpage.

During the past year, the technology industry has come under intense scrutiny for its lack of gender, racial, and ethnic diversity, and HP has actively worked with the Rainbow PUSH coalition, led by Reverend Jesse Jackson, as well as numerous other experts and industry coalitions to address these issues. Transparency by the IT industry is an important component to changing the demographic makeup of the sector. At HP, we have published comprehensive employee diversity data for more than 10 years. In this way, we are helping to promote substantive, fact-based discussions on this important challenge for the technology industry.
Workforce demographics

We track gender diversity globally and ethnic diversity in our U.S. workforce. In 2014, 20.5% of our top executives (director level and above) globally were women. The percentage of top U.S. executives from minority groups increased to 18.6% in 2014, from 17.6% in 2013.

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<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>Americas</td>
<td>66,753</td>
<td>33,330</td>
<td>100,083</td>
</tr>
<tr>
<td>Asia Pacific and Japan</td>
<td>57,246</td>
<td>28,189</td>
<td>85,435</td>
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<tr>
<td>Europe, Middle East, and Africa</td>
<td>47,267</td>
<td>21,393</td>
<td>68,660</td>
</tr>
<tr>
<td>Other*</td>
<td>-</td>
<td>-</td>
<td>47,822</td>
</tr>
<tr>
<td>Total</td>
<td>-</td>
<td>-</td>
<td>302,000</td>
</tr>
</tbody>
</table>

* This row includes employees of certain majority-owned, consolidated subsidiaries for which this human resource data is not available to HP.

To view detailed breakdowns of our U.S. workforce by gender, ethnicity, and job category, see the company’s 2014 U.S. EEO-1 form.

Rewards and recognition

We acknowledge and reward our people for their work through compensation, benefits, and recognition programs. HP completes at least one annual review cycle for pay and benefits globally.

Compensation

HP makes regular investments in salaries, bonuses, and other incentives. We target an overall market competitive pay position across the company. In 2014, we delivered significant bonuses for fiscal year performance, salary increases, and long-term incentive awards.

At HP’s annual meeting in March 2015, HP stockholders approved a proposal in support of our executive compensation program with 95% of the voting shares in favor. The program is performance and equity based, with incentive awards dependent on both financial and nonfinancial factors.

Our comprehensive efforts to explain to employees how compensation relates to performance are paying off. From 2010 to 2014, HP’s VoW survey showed a 51% improvement in employees’ understanding of pay practices and the link to performance. Our score continues to be well above the IT industry norm.

Currently, more than 18,900 employees in 48 countries opt into our Employee Stock Purchase Plan, which enables employees to buy HP shares at a 5% discount. In the enrollment period ending on October 31, 2014, more than 2,000 new enrollees joined the program.

Benefits

In addition to base and performance-related pay and stock ownership, HP offers benefits everywhere we operate. Depending on the location, these benefits may include retirement and savings plans, income-protection insurance covering risks from injury or illness, health and wellness plans, and flexible working arrangements. We also look to create valuable benefits programs on a country-by-country basis.
Recognition programs

In addition to monetary compensation, we show our appreciation for hard work and loyalty through the Recognition@hp program. Through this program, we celebrate employment milestones with HP, acknowledge peers’ support and achievements, empower managers to award HP points to stand-out employees, and reward nominated employees with cash awards to celebrate leadership.

Wellness

Our Winning with Wellness initiative is designed to enhance the well-being of our employees worldwide, promote a higher level of engagement, and create a holistic culture of health across the organization. This initiative is structured upon three foundational pillars: physical health, stress management and emotional resiliency, and financial wellness.

Physical health

2014 highlights from our programs include:

- **Global Wellness Challenge** Nearly 67,000 employees from 89 countries signed up for this annual eight-week challenge, a 20% participation increase compared to 2013. Together, they walked nearly 25 billion steps.

- **Power of Prevention** Employees in 41 countries participated in our preventative health programs. More than 5,500 employees received cancer screenings and education about reducing cancer risk, and more than 700 were referred for further examination.

- **Biometric screenings in the United States** More than 77% of eligible employees and spouses participated in these screenings, which provide baseline health data through a series of tests, up from 71% in 2013. In addition, more than 80% of eligible U.S. employees have completed our voluntary online wellness assessment, a questionnaire that helps individuals identify and address lifestyle behaviors that may impact their health.

Stress management and emotional resiliency

We offer employee assistance programs and work/life balance services to help them better manage the daily stresses of life and to provide support through personal emotional issues. In the United States in 2014, we piloted meQuilibrium, a web-based tool. We also created a High-Risk Situation Support Training and Manager Toolkit and site-specific trainings and offerings focused on mental health awareness.

Financial wellness

HP’s wellness initiative includes programs focusing on financial issues, which has been identified as a key employee stressor. Financial wellness covers topics such as saving, investing, retirement planning and debt management. In August 2014, we hosted a webcast featuring one of Fortune’s 50 Most Powerful Women in Business, who led a discussion for nearly 6,300 HP employees in the United States and Canada on tips for managing personal finances. Ninety-six percent of survey respondents reported that the presentation helped them identify actions to help reach their financial goals.

Health and safety

We have a responsibility to provide a safe working environment for our people. Hand in hand with our wellness programs, our strong health and safety policies focus on risks particular to our business, and we provide training and education to help keep employees healthy, safe, and productive.

EHS policy and standards

Our Environmental, Health, and Safety (EHS) Policy and comprehensive EHS management system are critical to ensuring employee health and safety. The management system aligns with the internationally recognized Occupational Health and Safety Assessment Series (OHSAS) 18001 standard as well as the ANSI Z10 and ILO OSH 2001 standards of the American National Standards Institute and the International Labour Organization, respectively. Nine HP sites—in Colombia, Ireland, Romania, Singapore, South Africa, Spain, and UK—are registered to OHSAS 18001.

We use a health and safety data-collection and tracking system to monitor injury trends regionally and at the global level, in line with the ILO Code of Practice on Recording and Notification of Occupational Accidents and Diseases.

We also monitor and seek to improve the health and safety of our contractors and that of HP employees working at non-HP locations. During 2014, we revised and reissued the HP Global Contractor Environment, Health, Safety and Security (EHS&S) Handbook, available on our intranet. We plan to improve digital access to the handbook for contractors outside the HP firewall in 2015.

As a global company, we stay abreast of changes in health and safety legislation worldwide and standardize our processes for assessing EHS risks and legal requirements everywhere we operate. Our efforts to deploy more efficient and effective EHS management processes are ongoing. In 2014, we continued to review and improve our risk assessment activities, including processes to
assess legal requirements, adapting these to regional and country-specific needs. For information about our environmental programs, please see HP operations.

**Global chemical management**

In designing policies and programs, we focus on issues that pose potential safety risks to our employees, such as chemical handling. In 2014, we continued our efforts to implement the Globally Harmonized System of Classification and Labeling of Chemicals worldwide.

Highlights included:

- Creating teams to address regional and site implementation issues, including labeling requirements
- Continuing to update site chemical inventories
- Adding the newly formatted Safety Data Sheets to inventories
- Improving our electronic chemical management system to enable easier chemical inventorying and container labeling

**Health and safety communications and training**

Keeping our global community of employees informed about health and safety issues is central to our strategy. We offer more than 150 instructor-led and web-based trainings to keep employees up-to-date on key health and safety issues and to comply with regulatory requirements. In 2014, we provided more than 900 instructor-led training events, up from 830 in 2013, and reached more than 37,000 enrollments in web-based training courses.

We continually monitor the spread of communicable diseases and develop contingency plans to safeguard our employees worldwide. When a global disease event arises, we conduct internal discussions, connect with external disease experts and authorities, and benchmark with other global companies and health organizations. We act quickly to ensure that our employees have the best information and support possible. In 2014, we responded to the global threat of the Ebola virus by restricting employee travel to certain affected countries and providing relevant health and safety information to employees in targeted locations.

Ergonomics continues to be an important focus, with an emphasis on reducing risks both in the office environment and in positions requiring manual materials handling. Over the past year, we maintained our focus on training and assessing and mitigating ergonomics risks and achieved a reduction from 18% to 10% of our lost workday injuries involving the manual handling of materials and equipment over 2013 levels.

**Performance data**

We have low accident and injury rates across our offices, production facilities, warehouses, and laboratories. Nonetheless, we continually evaluate our training programs, policies, and procedures to identify improvement opportunities and ways to avoid incidents. We are committed to identifying the causes of accidents and taking action to prevent them.

The top three categories of work-related injuries across our facilities relate to slips, trips, and falls and to ergonomics, both in office settings and when handling materials. We work to continually improve in these areas through our robust EHS management system, related programs, and employee engagement.

We responded to a recent increase in materials handling cases at non-HP locations. We encouraged managers and their employees who work at these locations to complete tailored training courses that address issues that can arise at such locations.

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**Leading causes of lost workdays, 2012–2014**

<table>
<thead>
<tr>
<th>Category</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Slips, trips, and falls</td>
<td>45%</td>
<td>38%</td>
<td>42%</td>
</tr>
<tr>
<td>Ergonomics—materials handling</td>
<td>12%</td>
<td>18%</td>
<td>10%</td>
</tr>
<tr>
<td>Ergonomics—office environment</td>
<td>11%</td>
<td>5%</td>
<td>6%</td>
</tr>
<tr>
<td>Automobile accidents</td>
<td>11%</td>
<td>18%</td>
<td>15%</td>
</tr>
<tr>
<td>Struck by/against</td>
<td>14%</td>
<td>10%</td>
<td>13%</td>
</tr>
</tbody>
</table>

**Leading causes of all recordable incidents (with and without lost time), 2012–2014**

<table>
<thead>
<tr>
<th>Category</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Slips, trips, and falls</td>
<td>35%</td>
<td>30%</td>
<td>35%</td>
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<tr>
<td>Ergonomics—materials handling</td>
<td>12%</td>
<td>17%</td>
<td>10%</td>
</tr>
<tr>
<td>Ergonomics—office environment</td>
<td>20%</td>
<td>16%</td>
<td>16%</td>
</tr>
<tr>
<td>Automobile accidents</td>
<td>10%</td>
<td>11%</td>
<td>11%</td>
</tr>
<tr>
<td>Struck by/against</td>
<td>15%</td>
<td>13%</td>
<td>14%</td>
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</table>
Lost workday case rate, 2010–2014*

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<thead>
<tr>
<th>Region</th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Global</td>
<td>0.10</td>
<td>0.09</td>
<td>0.07</td>
<td>0.08</td>
<td>0.07</td>
</tr>
<tr>
<td>Americas</td>
<td>0.16</td>
<td>0.13</td>
<td>0.12</td>
<td>0.11</td>
<td>0.10</td>
</tr>
<tr>
<td>Europe, Middle East, and Africa</td>
<td>0.11</td>
<td>0.11</td>
<td>0.08</td>
<td>0.11</td>
<td>0.08</td>
</tr>
<tr>
<td>Asia Pacific and Japan</td>
<td>0.02</td>
<td>0.01</td>
<td>0.01</td>
<td>0.02</td>
<td>0.03</td>
</tr>
</tbody>
</table>

Recordable incidence rate, 2010–2014*

<table>
<thead>
<tr>
<th>Region</th>
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<th>2011</th>
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<th>2013</th>
<th>2014</th>
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<tbody>
<tr>
<td>Global</td>
<td>0.24</td>
<td>0.22</td>
<td>0.20</td>
<td>0.19</td>
<td>0.21</td>
</tr>
<tr>
<td>Americas</td>
<td>0.43</td>
<td>0.41</td>
<td>0.36</td>
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<td>0.35</td>
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<tr>
<td>Europe, Middle East, and Africa</td>
<td>0.18</td>
<td>0.17</td>
<td>0.18</td>
<td>0.19</td>
<td>0.19</td>
</tr>
<tr>
<td>Asia Pacific and Japan</td>
<td>0.03</td>
<td>0.02</td>
<td>0.01</td>
<td>0.04</td>
<td>0.04</td>
</tr>
</tbody>
</table>

*Lost workday case rate is the number of work-related injuries that result in time away from work per 100 employees working a full year. Recordable incidence rate is the number of all work-related lost-time and no-lost-time cases requiring more than first aid per 100 employees working a full year. Rates for both metrics are calculated using U.S. OSHA definitions for recordability around the world and using OSHA calculation methodologies. For lost workday case rate, the U.S. average in 2013 (the most recent year available) for the “Other Information Services”—NAICS #519 industry was 0.2. For recordable incidence rate, the U.S. average in 2013 (the most recent year available) for the “Other Information Services” industry was 0.4. For both metrics, Americas includes incidents occurring in Argentina, Canada, Colombia, Costa Rica, Panama, Puerto Rico, the United States, and Venezuela. Asia Pacific and Japan includes incidents in Australia, India, Japan, and Singapore. Europe, Middle East, and Africa includes incidents in Austria, Bulgaria, Czech Republic, France, Germany, Hungary, Ireland, Israel, Italy, Norway, Poland, Romania, South Africa, Spain, and the United Kingdom. For recordable incidence rate, Americas also includes incidents in Mexico; Asia Pacific and Japan also includes incidents in New Zealand; and Europe, Middle East, and Africa also includes incidents in Belgium, Finland, Morocco, Russian Federation, and United Arab Emirates.

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