

# Certificate of Registration

## QUALITY MANAGEMENT SYSTEM - ISO 9001:2000

*This is to certify that:*

**Hewlett-Packard Company**  
20555 SH 249  
Mail Stop 040307  
Houston  
Texas  
77070  
USA

*Holds Certificate No:* **FM 21572**

*and operates a Quality Management System which complies with the requirements of ISO 9001:2000 for the following scope:*

The design, development, marketing, sales, order fulfillment, procurement, manufacturing, remanufacturing and delivery of the complete range of IT products, services and solutions within the Americas.

*For and on behalf of BSI:*



*President, BSI Management Systems (Americas)*

Originally registered: **09/21/1992**

Latest Issue: **05/02/2006**

Expiry Date: **09/30/2008**



Page: 1 of 9

This certificate remains the property of BSI, Inc. and shall be returned immediately upon the request. An electronic certificate can be authenticated online. Printed copies can be validated at [www.bsi-global.com/ClientDirectory](http://www.bsi-global.com/ClientDirectory). To be read in conjunction with the scope above or the attached appendix.  
Americas Headquarters: 12110 Sunset Hills Road, Suite 200, Reston, VA 20190, USA.  
Group Headquarters: 389 Chiswick High Road, London, W4 4AL, UK.



Certificate No: **FM 21572**

<b>Location</b>	<b>Registered Activities</b>
Hewlett-Packard Company 20555 SH 249 Mail Stop 040307 Houston Texas 77070 USA	The marketing, sales, design, procurement, order fulfillment administration, distribution, manufacture, and remanufacture of personal computer systems, servers, storage products, custom configuration build and options.
Hewlett-Packard Company Scalable Network Elements PF 1000 North 90th Street Omaha Nebraska 68114 USA	The design, development and support of software products and solutions and Customer Training for the telecommunications industry.
Hewlett-Packard Company Scalable Network Elements PF 6900 Dallas Parkway Plano Texas 75024 USA	The design, development and support of software products and solutions for the telecommunications industry.
Hewlett-Packard Company NonStop Enterprise Cupertino 19333 Vallco Parkway Cupertino California 95014 USA	<p>The design and development of computer hardware for scalable systems and networking systems, for customer critical solutions.</p> <p>This appendix is traceable to this company's original registration certificate No. 19.1825/A dated November 2, 1994 and issued by The National Standard Authority of Ireland (NSAI).</p>
Hewlett-Packard Company HP IT Global Application Support. 3000 Hanover St. Palo Alto California 94304-1112 USA	The provision of support services for HP finance and corporate administration enterprise applications.

Originally registered: **09/21/1992**

Latest Issue: **05/02/2006**

Expiry Date: **09/30/2008**

Page: 2 of 9

This certificate remains the property of BSI, Inc. and shall be returned immediately upon the request.  
An electronic certificate can be authenticated [online](#). Printed copies can be validated at [www.bsi-global.com/ClientDirectory](http://www.bsi-global.com/ClientDirectory)  
To be read in conjunction with the scope above or the attached appendix.  
Americas Headquarters: 12110 Sunset Hills Road, Suite 200, Reston, VA 20190, USA.

Group Headquarters: 389 Chiswick High Road, London, W4 4AL, UK.

Certificate No: **FM 21572**

<b>Location</b>	<b>Registered Activities</b>
Hewlett-Packard Company HP IT Global Application Support. 5555 Windward Parkway Alpharetta Georgia 30004 USA	The provision of support services for HP finance and corporate administration enterprise applications.
Hewlett-Packard Company HP IT Global Application Support Montemorelos 299 Fraccionamiento. Loma Bonita Guadalajara Jalisco 45060 Mexico	The provision of support services for HP finance and corporate administration enterprise applications.
Hewlett-Packard Company HP IT Global Application Support Global eBusiness Operations Pvt. Ltd. 6th Floor, Wing A, "Embassy Prime" #66/2, Ward No. 83 Bagmane Tech-Park, C V Raman Nagar Bangalore 560 075 India	The provision of support services for HP finance and corporate administration enterprise applications.  Linked through HP IT Global Application Support Business Manuals.
Hewlett Packard Company Storage Works Division 11311 Chinden Boulevard Boise Idaho 83714 USA	The management, design and development, marketing and life cycle management of storage hardware, software and solution products.
Hewlett-Packard Company StorageWorks Division 825 14th Street SW Loveland Colorado 80537 USA	The management, design and development, marketing and life cycle management of storage hardware, software and solution products.

Originally registered: **09/21/1992**

Latest Issue: **05/02/2006**

Expiry Date: **09/30/2008**

Page: 3 of 9

This certificate remains the property of BSI, Inc. and shall be returned immediately upon the request.  
An electronic certificate can be authenticated [online](#). Printed copies can be validated at [www.bsi-global.com/ClientDirectory](http://www.bsi-global.com/ClientDirectory)  
To be read in conjunction with the scope above or the attached appendix.  
Americas Headquarters: 12110 Sunset Hills Road, Suite 200, Reston, VA 20190, USA.

Group Headquarters: 389 Chiswick High Road, London, W4 4AL, UK.

Certificate No: **FM 21572**

<b>Location</b>	<b>Registered Activities</b>
Hewlett Packard Company Imaging and Printing Solutions Group 11311 Chinden Boulevard Boise Idaho 83714 USA	Worldwide Supply Chain, partnership management and customer experience for monochrome and color laserjet printers.  This appendix supersedes an NSAI certificate dated October 22, 2001.
Hewlett-Packard Company StorageWorks Division 8000 Foothills Blvd. Roseville California 95747 USA	The management, design and development, marketing and life cycle management of storage hardware, software and solution products.
Hewlett-Packard Company HP IT Global Application Support 301 Rockrimmon Blvd. South Colorado Springs Colorado 80919-2398 USA	The provision of support services for HP finance and corporate administration enterprise applications.
Hewlett-Packard Company Technology Services Americas 8000 Foothills Blvd. Roseville California 95747 USA	The service provision related to HP Education, Call Center, Managed Services, User Acceptance Testing, Consulting & Integration, Migration & Integration, Contract Operations, TS Per Event & Custom Projects, NSSC, TS Customer Operations Technical Support & Quality Compliance business units within the customer operations unit.
Hewlett Packard Ltd. HP- Storage Works Division HP-NSS Filton Road Stoke Gifford Bristol BS34 8QZ United Kingdom	The design, development, marketing, life cycle management, and contract manufacturing management, for tape based secondary storage computer peripherals.  Linked through the HP Storage Works Division's Business Manuals.

Originally registered: **09/21/1992**

Latest Issue: **05/02/2006**

Expiry Date: **09/30/2008**

Page: 4 of 9

This certificate remains the property of BSI, Inc. and shall be returned immediately upon the request.  
An electronic certificate can be authenticated [online](#). Printed copies can be validated at [www.bsi-global.com/ClientDirectory](http://www.bsi-global.com/ClientDirectory)  
To be read in conjunction with the scope above or the attached appendix.  
Americas Headquarters: 12110 Sunset Hills Road, Suite 200, Reston, VA 20190, USA.

Group Headquarters: 389 Chiswick High Road, London, W4 4AL, UK.

Certificate No: **FM 21572**

<b>Location</b>	<b>Registered Activities</b>
Hewlett-Packard Company Technology Services America Gov't Business Center 9737 Washingtonian Blvd 2nd Floor Gaithersburg Maryland 20878 USA	The design, development, marketing, order fulfillment, procurement, manufacturing, and delivery of the complete range of IT products, services and solutions within the Americas.
Hewlett-Packard Company Memphis Customization Facility 5155 Lamar Avenue Memphis Tennessee 38118 USA	Assembly and customization of digital copiers, distribution of printers and printer options, and manufacture and customization of desktop systems to specific customer requirements.
Hewlett Packard Costa Rica Ltda. Parque Empresarial Forum Santa Ana Edificio H, 3 er Piso San Jose Costa Rica	Management of the repair ordering invoicing services.
HP Imaging and Printing Americas Consumer and Supplies Operations 201 Concourse Blvd. Suite 200 Glen Allen Virginia 23059 USA	The assembly, packaging and distribution of consumer hardware and supplies for imaging and printing.
HP TSA Canada 5150 Spectrum Way Mississauga Ontario L4W 5G1 Canada	Provision of customer administration services for Technology Services, Managed Services and Consulting and Integration. Provision of alliance management services for EDS and Spherion. Provision of Engagement Project Management Office services using the Solution Opportunity Approval & Review process. Provision of project administration, quote creation, relocation scheduling, TS Engagement customer invoicing, and customer survey data analysis.

Originally registered: **09/21/1992**

Latest Issue: **05/02/2006**

Expiry Date: **09/30/2008**

Page: 5 of 9

This certificate remains the property of BSI, Inc. and shall be returned immediately upon the request.  
An electronic certificate can be authenticated [online](#). Printed copies can be validated at [www.bsi-global.com/ClientDirectory](http://www.bsi-global.com/ClientDirectory)  
To be read in conjunction with the scope above or the attached appendix.  
Americas Headquarters: 12110 Sunset Hills Road, Suite 200, Reston, VA 20190, USA.

Group Headquarters: 389 Chiswick High Road, London, W4 4AL, UK.

Certificate No: **FM 21572**

<b>Location</b>	<b>Registered Activities</b>
Hewlett-Packard Company HP- Services, BPM Mailstop 2W27/2W28 5555 Windward Parkway Alpharetta Georgia 30004 USA	The provision of business information management services to support internal business information needs.
Hewlett Packard Company Americas HP Services Engagement Program Management Office (EPMO) 2 Results Way Marlborough Massachusetts 01752 USA	Facilitates and manages the Solution Opportunity Approval and Review (SOAR) process for Americas HP Services in the United States.
Hewlett-Packard Company HP-Services Americas TCE 20055 State Highway 249 MS 670201 Houston Texas 77070 USA	The design and service realization of Total Customer Experience operations within the Americas.
Hewlett-Packard Costa Rica Ltda HP-Services Parque Empresarial Forum Santa Ana Edificio H, 3er Piso San Jose Costa Rica	Mission Control
Hewlett-Packard Company HPSA Business Operations / Program Management Office & Planning Mail Stop 2W25 5555 Windward Parkway Alpharetta Georgia 30004 USA	The design, development, marketing, sales, order fulfillment, procurement, manufacturing, remanufacturing and delivery of the complete range of IT products, services and solutions within the Americas.

Originally registered: **09/21/1992**

Latest Issue: **05/02/2006**

Expiry Date: **09/30/2008**

Page: 6 of 9

This certificate remains the property of BSI, Inc. and shall be returned immediately upon the request.  
An electronic certificate can be authenticated [online](http://www.bsi-global.com/ClientDirectory). Printed copies can be validated at [www.bsi-global.com/ClientDirectory](http://www.bsi-global.com/ClientDirectory).  
To be read in conjunction with the scope above or the attached appendix.  
Americas Headquarters: 12110 Sunset Hills Road, Suite 200, Reston, VA 20190, USA.

Group Headquarters: 389 Chiswick High Road, London, W4 4AL, UK.

Certificate No: **FM 21572**

**Location**

**Registered Activities**

Hewlett-Packard Company  
HP- Services, BPM  
Mailstop 2W27/2W28  
5555 Windward Parkway  
Alpharetta  
Georgia  
30004  
USA

The resource commissioning and delivery of business management services within HP Americas.

Hewlett-Packard Company  
Storage Works Division  
200 Forest Street  
Marlborough  
Massachusetts  
01752  
USA

The management, design and development, marketing and life cycle management of storage hardware, software and solution products.

Hewlett-Packard Company  
Storage Works Division  
301 Rockrimmon Blvd. South  
Colorado Springs  
Colorado  
80919-2398  
USA

The management, design and development, marketing and life cycle management of storage hardware, software and solution products.

Hewlett-Packard Company  
901 Page Avenue  
Fremont  
California  
94538  
USA

The manufacture, configuration and delivery of integrated customer computer system solutions.

This appendix supersedes certificate No. FM 45638 originally issued 23 April 1999.

Hewlett-Packard Company  
HP Direct Omaha, NE Headquarters  
10810 Farnam Drive  
Omaha  
Nebraska  
68154  
USA

The provision of national and international computer solutions, providing procurement design and order management support.

This appendix supersedes certificate No. FS 58409 originally issued 11 April 2001.

Originally registered: **09/21/1992**

Latest Issue: **05/02/2006**

Expiry Date: **09/30/2008**

Page: 7 of 9

This certificate remains the property of BSI, Inc. and shall be returned immediately upon the request.  
An electronic certificate can be authenticated [online](http://www.bsi-global.com/ClientDirectory). Printed copies can be validated at [www.bsi-global.com/ClientDirectory](http://www.bsi-global.com/ClientDirectory)  
To be read in conjunction with the scope above or the attached appendix.  
Americas Headquarters: 12110 Sunset Hills Road, Suite 200, Reston, VA 20190, USA.

Group Headquarters: 389 Chiswick High Road, London, W4 4AL, UK.

Certificate No: **FM 21572**

<b>Location</b>	<b>Registered Activities</b>
Hewlett-Packard Company HP Direct Technology Services Center 13831 Chalco Valley Parkway Omaha Nebraska 68138 USA	The provision of national and international computer solutions, including design, order and project management, customization and distribution services.  This appendix supersedes certificate No. FS 58409 originally issued 11 April 2001.
Hewlett-Packard Company HP Customization 1581 Perry Road Plainfield Indiana 46168 USA	The provision of national and international computer solutions, including design, order and project management and customization.  This appendix supersedes certificate No. FS 58409 originally issued 11 April 2001.
Hewlett-Packard Company HP Direct Customer Service Facility 5012 West 79th Street Indianapolis Indiana 46278 USA	The provision of national and international computer solutions, providing procurement design and order management support.  This appendix supersedes certificate No. FS 58409 originally issued 11 April 2001.
Hewlett-Packard Company HP-Services Americas TCE Parque Empresarial Forum Santa Ana Edificio H, 3er Piso San Jose Costa Rica	The design and service realization of Total Customer Experience operations within the Americas.
Hewlett Packard Mexico, S. de R.L. S.A. de C.V. Periferico Sur No: 6751 Tlaquepaque Jalisco C.P. 45610 Mexico	Integration of net servers. Supply chain processes for personal computers, net servers, digital, imaging and printing equipment, storage equipment, net working equipment and other related HP products, accessories and consumables.

Originally registered: **09/21/1992**

Latest Issue: **05/02/2006**

Expiry Date: **09/30/2008**

Page: 8 of 9

This certificate remains the property of BSI, Inc. and shall be returned immediately upon the request.  
An electronic certificate can be authenticated [online](http://www.bsi-global.com/ClientDirectory). Printed copies can be validated at [www.bsi-global.com/ClientDirectory](http://www.bsi-global.com/ClientDirectory)  
To be read in conjunction with the scope above or the attached appendix.  
Americas Headquarters: 12110 Sunset Hills Road, Suite 200, Reston, VA 20190, USA.

Group Headquarters: 389 Chiswick High Road, London, W4 4AL, UK.



Certificate No: **FM 21572**

**Location**

**Registered Activities**

---

Hewlett-Packard Company  
Supply Software Supply Solutions  
690 East Middlefield Road  
Mountain View  
California  
94043  
USA

The distribution and replication of computer software and related documentation.

This appendix supersedes certificate No. FS 25838 originally issued 6 October 1993.

---

Hewlett-Packard Company  
Puerto Rico Manufacturing Operation  
Road 110 Km. 5.1  
Aguadilla  
00605  
Puerto Rico

The manufacture of printed circuit assemblies, the assembly of electronic products including central processing units (e.g., system boards, processor boards, I/O backplanes), storage devices, graphics, network and computer memory products, as well as, the duplication and replication of software products.

---

Hewlett-Packard Company  
Americas Media Manufacturing and  
Customization Center  
Inkjet Supplies  
7001 Technology Blvd  
Sandston  
Virginia  
23150  
USA

The conversion and packaging of printer media by Hewlett Packard.

This appendix supersedes certificate No. FM 46048 originally issued 23 June 1999.

Originally registered: **09/21/1992**

Latest Issue: **05/02/2006**

Expiry Date: **09/30/2008**

Page: 9 of 9

This certificate remains the property of BSI, Inc. and shall be returned immediately upon the request.  
An electronic certificate can be authenticated [online](#). Printed copies can be validated at [www.bsi-global.com/ClientDirectory](http://www.bsi-global.com/ClientDirectory)  
To be read in conjunction with the scope above or the attached appendix.  
Americas Headquarters: 12110 Sunset Hills Road, Suite 200, Reston, VA 20190, USA.

Group Headquarters: 389 Chiswick High Road, London, W4 4AL, UK.