



# Insight Enterprises Corporate Citizenship Report



## Letter from the CEO

Jan. 1, 2019

I am pleased to reaffirm Insight Enterprises' commitment to supporting the Ten Principles of the United Nations Global Compact in the areas of Human Rights, Labor, Environment and Anti-Corruption.

When we joined the United Nations Global Compact in 2018, one of our goals was to connect Insight's core values of hunger, heart and harmony to a global cause dedicated to making the world a better place to work and live. In our increasingly digital world, we believe technology lies at the heart of this, connecting people in very powerful ways. Insight's purpose of building meaningful connections that help businesses run smarter is ultimately about people because we understand that meaningful connections start with a sense of togetherness and shared purpose. We strive to be a conduit uniting unique skill sets and points of view under the common goal of making transformation happen for our clients and our community.

In this annual Corporate Citizenship Report, we describe our actions to continuously improve the integration of the United Nations Global Compact and its principles into our culture and daily operations. We are committed to sustainable and ethical supply chain practices and treating our teammates, partners and clients with dignity. Additionally, we are committed to sharing this information with our stakeholders using our primary channels of communication.

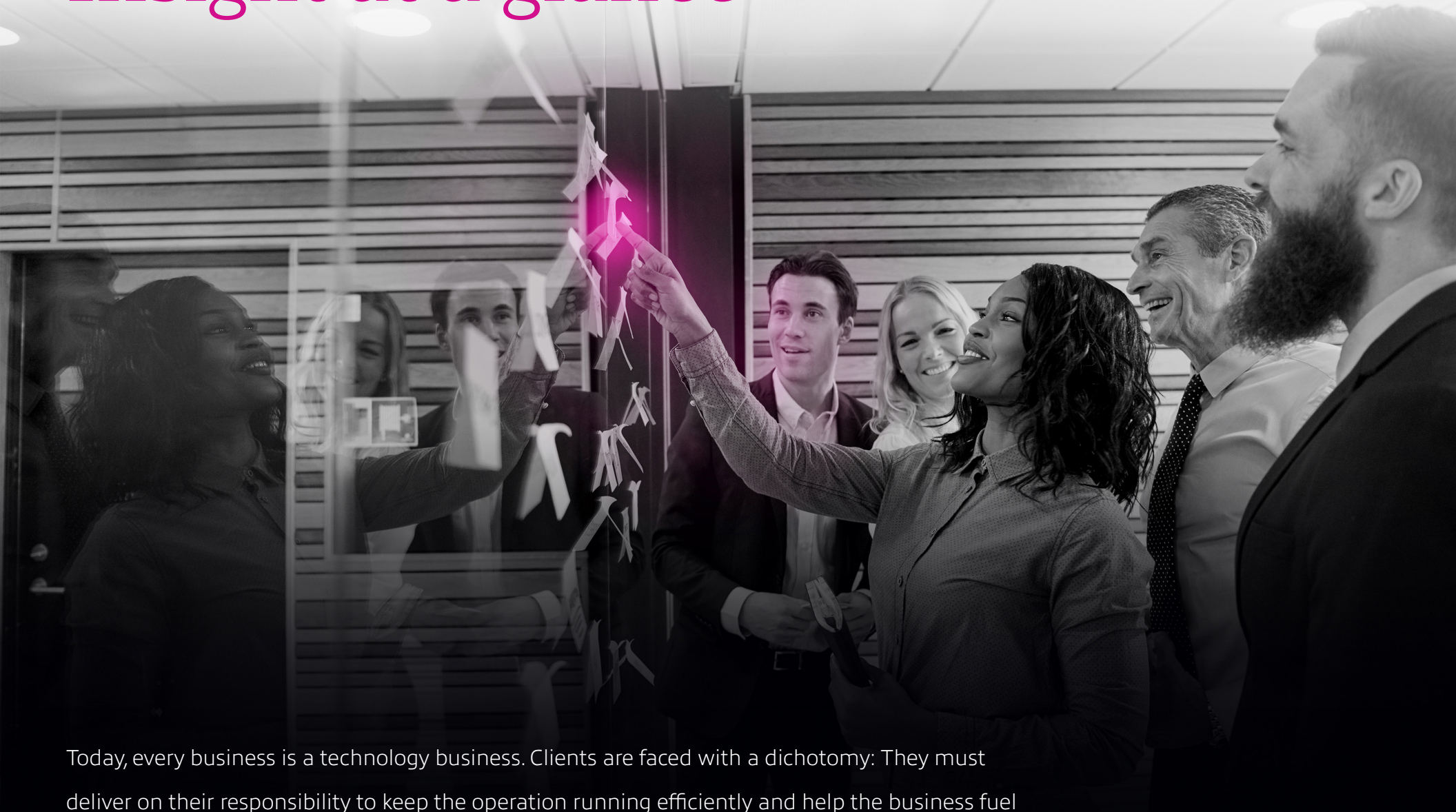


Ken Lamneck  
President and Chief Executive Officer, Insight Enterprises





# Insight at a glance



Today, every business is a technology business. Clients are faced with a dichotomy: They must deliver on their responsibility to keep the operation running efficiently and help the business fuel innovation. In order to do so, they must run smarter. And they need a partner to make it happen.

At Insight Enterprises Inc., we are uniquely poised to help clients deliver meaningful outcomes. With our strategic acquisitions, new services development and deep partner relationships, we help clients both manage IT today and transform for tomorrow. As a Fortune 500-ranked global systems integrator, Insight and our 6,600+ teammates empower organizations of all sizes with Insight Intelligent Technology Solutions™ and services concentrated on:

- Supply Chain Optimization solutions that optimize how IT is run day to day
- Connected Workforce solutions that help employees work smarter
- Cloud + Data Center Transformation solutions that modernize the businesses of customers
- Digital Innovation solutions that create meaningful experiences for workers and clients' customers, maximizing the business value of IT from strategy and design to implementation and management

Celebrating our 30th anniversary in 2018, Insight was founded and is headquartered in Tempe, Arizona, maintaining operations in 20 countries and serving clients across the globe. With \$6.7 billion in annual revenues in 2017, Insight jumped 56 spots to No. 417 on the Fortune 500.

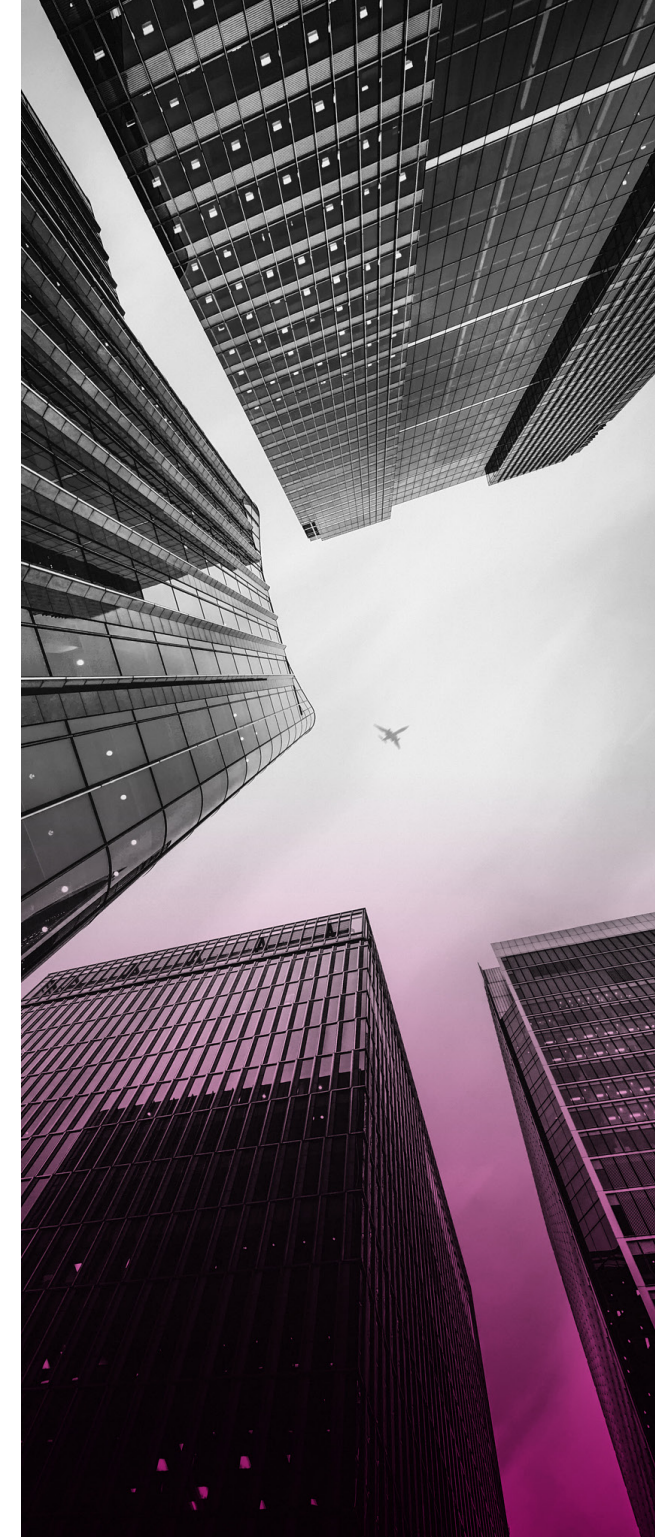
Our breadth and depth of capabilities, plus deep connections with more than 5,300 partners, has earned industry accolades from technology brands like IBM, Intel, Microsoft and Dell EMC over the past year in categories ranging from

operational excellence and transformational partner to outstanding data center management and social responsibility. The company's deep expertise includes more than 1,800 developers, architects, engineers and consultants.

At Insight, we are driven by three core values: hunger, heart and harmony. We believe these values are the key to growth — growth of our teammates and growth of our company. Each of us has the hunger to challenge the status quo, the heart to create meaningful solutions and the harmony to work together to deliver outcomes.

### **Insight's corporate social responsibility mission statement**

Insight is committed to serving as a good corporate citizen and making a positive impact on the global community. This means conducting business with integrity and avoiding corruption of all kinds, including bribery of government officials. Respect for human rights is a fundamental value of Insight. We strive to respect and promote human rights in accordance with the United Nations Guiding Principles on Business and Human Rights in our relationships with our teammates, suppliers and partners. Insight is also committed to reducing its impact on the environment. We strive to continually improve our environmental performance over time and to initiate additional projects and activities that will further reduce our environmental footprint.





# Our hunger | Global competitiveness



**Hunger:** We are driven by a deep curiosity — to learn, explore and grow.

Where others assume, we question and where others stop, we're just getting started.

## Our company story

Many great entrepreneurial tales start with two innovators inspired by an initial idea. In 1988, Tim and Eric Crown began their story in this fashion. With a business plan that took root in a college assignment and a cash advance from a credit card, they established Hard Drives International, the company that would grow into Insight Enterprises.

Insight is a Fortune 500 global IT provider helping businesses of all sizes define, architect, implement and manage Insight Intelligent Technology Solutions. The company operates in North America; Europe, the Middle East and Africa (EMEA); and Asia-Pacific (APAC).

We empower our clients to manage their IT environments so they can drive meaningful business outcomes today and transform their operations for tomorrow.

Our insatiable desire to create new opportunities for our clients and business is apparent in everything we do. Over the last three decades, we have evolved with the industry. Each strategic pivot has been in pursuit of helping our clients run their businesses smarter. Through a combination of acquisitions and organic growth, we continue to increase our geographic coverage and expand our technical capabilities.

## Our solution area value propositions

As the IT industry evolves, our value proposition to our clients continues to evolve as well. The increased complexity across the technology ecosystem, combined with the continual emergence of new trends and offerings, has made it difficult for most clients to effectively manage their IT environments. We consult with our clients regarding their IT hardware and software product and service needs and we help them define, architect, implement and manage their IT solutions.

**Our solutions areas are:**



**Supply Chain Optimization:**  
Invest smarter.



**Connected Workforce:**  
Work smarter.



**Cloud + Data Center Transformation:**  
Run workloads smarter.



**Digital Innovation:**  
Innovate smarter.

Our major acquisitions are as follows:

- 2006 – Acquired Software Spectrum, Inc.
- 2008 – Acquired Calence, LLC in North America and MINX Limited in the UK
- 2011 – Acquired Ensynch, Inc.
- 2012 – Acquired Inmac GmbH and Micro Warehouse BV
- 2015 – Acquired BlueMetal Architects, Inc.
- 2016 – Acquired Ignia, Pty Ltd
- 2017 – Acquired Datalink Corporation
- 2017 – Acquired Caase.com
- 2018 – Acquired Cardinal Solutions



We are well-positioned to participate in the market as the IT industry continues to progress. Our value drivers include:

- Deep knowledge in client-relevant solution areas
- History of adapting our business model to respond to new technology trends, including the cloud
- Differentiated consulting, technology and managed services offerings
- Ability to scale to serve clients of all sizes and across many verticals
- Strong partner relationships with top market positions
- Global footprint with local presence in key markets
- Flexible capital structure to support future growth, including additional acquisitions

Insight has a unique position in the market to gain profitable market share by offering Insight Intelligent Technology Solutions™ that empower clients to manage their IT environments so they can drive meaningful business outcomes today and transform their operations for tomorrow.

Insight's unique advantages include:

- **Our global scale and coverage:** We have the capabilities to serve clients across the globe with hardware, software provisioning and related services, and with integrated technology solutions in multiple countries directly or through our partner network.

- **Our operational excellence and systems:** We offer a broad selection of hardware and software products with access to billions of dollars in virtual inventory and efficient supply chain execution, as well as product fulfillment and logistics capabilities, management tools and technical expertise.
- **Our software DNA:** We understand complex licensing requirements and have the know-how to optimize our clients' usage and compliance management through a portfolio of license consulting and optimization services.
- **Our partner alignment:** We have a multipartner approach and deep relationships with leading product manufacturers, software publishers and distribution partners, as well as emerging cloud and other technology partners, to service our global portfolio of commercial and public sector clients with the integrated IT solutions that make the most sense for their IT environments.
- **Our data center transformation skills:** In support of our long-term strategy, in January 2017, we completed the acquisition of Datalink, a leading provider of IT services and enterprise data center solutions. This added deep technical expertise and complementary services offerings to our internally developed solutions, increasing our addressable market opportunity in hybrid cloud and other high growth data center categories.

- **Our next-generation tech skills:** We quickly adapt to new technology trends and, with our acquisition of BlueMetal in 2015 and Cardinal Solutions in August 2018, continue our evolution as thought leaders in emerging technologies that help transform our clients' businesses.
- **Internet of Things (IoT) expertise:** Following the acquisition of Cardinal Solutions, Insight has assembled one of the largest app-development organizations in the industry with more than 800 deep technical experts dedicated to Digital Innovation. Combined with our hardware and software expertise, we are well-positioned to deliver holistic connected products, and AI and IoT solutions.
- **Our digital platform:** We have customizable client portals, primarily in North America, which allow clients to streamline procurement and processes through a self-service online tool, drive standardization and optimize reconciliation. We also have a best-in-class digital marketing engine to bring scalable solutions to the midmarket.
- **Our services solutions:** We can scale to help organizations of all sizes and have well-developed services focused on four solutions areas: Supply Chain Optimization, Connected Workforce, Cloud + Data Center Transformation and Digital Innovation.

## How we meet our objectives

Our long-term strategy remains consistent and includes three components:

- Grow our core business.
- Grow services sales in our four solutions areas.
- Accelerate with the cloud.

In each of our geographic operating segments, we are focused on driving our growth objectives by acquiring new clients and expanding our relationships with existing clients by increasing the types of products and services they buy from us. In North America, we have a local market presence in key cities where we have invested in sales, technical and service delivery resources to drive growth with existing and new clients — particularly in the large account client space. In addition, we drive expansion in specific service/ solution areas with key partners. We are also concentrating our efforts on growing our business with midsize and large clients in certain vertical markets, including federal government, state and local governments, K-12 education, healthcare and service providers. We have also invested in both local market and centralized sales resources to drive these efforts.

In EMEA, we are focused on increasing our share in the midmarket and public sector by increasing sales of software and certain hardware categories across the business. We continue to expand our services capabilities in the region, and we leverage strategic partner relationships and service-delivery vendors to bring software, cloud and collaboration solutions to our clients.

Our APAC operating segment, which is largely comprised of software sales, is engaged in growing sales in the midmarket and enterprise space — and developing specialized software services, particularly in the areas of software license optimization and the cloud.





# Our heart | Social citizenship



**Heart:** As one of our core values, heart is always in action because our teammates strive to make a meaningful difference each day while investing in the success of clients, teammates and our community. We don't define ourselves as individuals but as a teammates. We take care of each other, our clients and communities. We believe in each other and take pride in what we can collectively achieve.

## Providing technology for a better world

The power of technology and its ability to change lives is at the heart of what our teammates do at Insight. We believe in the importance of giving back and the impact we have on the communities we operate and live in across the globe.

*“Technology opens countless doors for children. It educates, inspires and gives them the tools to develop their incredible potential.”*

Ken Lamneck,  
President and CEO of Insight Enterprises

## Overview of North America reach

All of Insight North America’s charitable giving focuses on the following mission: Insight is proud to support our local communities and organizations providing educational opportunities for children through our shared love for technology.

Our Reach program allows teammates to support programs that use technology to empower children to create a better future. We run two corporate campaigns annually: Noble Cause and United Way. We also conduct community outreach programs in our markets across North America.

**Noble Cause:** An integral part of Insight’s Reach program, Noble Cause raises \$300,000 annually to support Ronald McDonald House Charities, the Make-a-Wish Foundation and Boys & Girls Club of Arizona. Examples of ways that we support these organizations while holding true to our charitable giving statement include:

- Upgrading technology rooms in Ronald McDonald Houses so that children undergoing treatment can keep up with their school work
- Supporting childhood wishes that are technology-based with the Make-A-Wish Foundation (e.g. a child that wishes to equip his or her tree house with technology to communicate with his or her parents in the house)
- Installing computer labs in chapter clubs around the Valley of the Sun

**United Way:** Our United Way campaign raises \$160,000 annually through teammate and partner donations. An example of our support for United Way includes the sponsorship of a technology reading mentorship program that provides equipment to classrooms. Through this program, students can use video technology to call mentors — Insight teammates or other mentors — to read to them each week and help them improve their skills.

**In-market giving:** Annually, we provide in-market charitable giving support to five North American cities where we have a major presence. One of those cities is Phoenix, our corporate headquarters location. Examples of giving include:

- Sponsoring technology kiosks for the Halle Heart Children’s Museum in Phoenix
- Providing technology donations to under-served schools
- Empowering Science, Technology, Engineering and Mathematics (STEM) courses and mentorships in Guadalupe, Arizona
- Donating laptops to Arizona foster youths headed to college at Arizona State University
- Providing a virtual reality holiday experience to children at Tampa General Hospital

**In It Together Foundation:** Insight founded a 501(c)(3) charitable non-profit called the Insight In It Together Foundation. The Foundation provides much-needed financial support to Insight teammates in crisis situations. Our own teammates contribute to the foundation, as does Insight. In the five years it has been operating, we have raised \$750,000 for the cause. The Insight In It Together Foundation is the only program we run that does not subscribe to the youth and technology focus, but we believe this endeavor is truly unique and sets us apart from many other employers. It’s a program that most at the company cite as the reason they are most proud to work at Insight and underpins our core value: heart.





**Testimony from a teammate** that received assistance from the In It Together Foundation: *"I found myself in a very stressful situation. My spouse was unemployed, and we were unable to pay our rent. I reached out to the In It Together Foundation not even thinking that I would get a response right away. I was wrong. Given my delicate circumstance, they reached out to me immediately and paid our rent. This allowed us to keep the roof over our heads and get back on our feet until my spouse began receiving income from a new job. The Foundation is absolutely heaven-sent. My family and I appreciate everyone who contributes and works to keep this foundation alive. It truly made a difference in my life."*

**Volunteer time off:** All of our teammates across North America receive two paid days off each year to volunteer their time for meaningful causes — with 4,800 teammates taking advantage of this opportunity in 2018, this amounts to 76,800 hours of donated work time.

#### EMEA's community involvement:

In our European business, Insight is also committed to giving back to the local communities in which we work and live. In conjunction with teammate efforts and partner commitments, we continue to develop relationships with a variety of non-profit and charitable organizations. From corporate contributions and partner donations to hands-on participation, Insight works diligently to identify and answer unmet needs and make a positive impact in our communities.

We also encourage our teammates to engage actively in local community projects and provide them with two additional days of paid leave to allow them to participate. Every year, we invite teammates from our major country locations to choose a local charity to support. All corporate fundraising effort in that location go toward the chosen charity. Insight also makes a company donation to the chosen charities.

The following are the major charities supported last year:

- **Bluebell Wood Children's Hospice** offers care and support to children and young adults with life-shortening and life-threatening conditions, both in their own homes and at their hospice in North Anston.
- **Cardiac Risk in the Young** supports young people diagnosed with potentially life-threatening cardiac conditions and offers bereavement support to families affected by sudden cardiac death of the young.
- **Trinity Homeless Projects** help people to move from a life of dependency to achieve their potential. The program provides day services, housing, coaching, training, work placements and support to move-on.

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*"We see our relationship with Insight as a true partnership and aim to support the whole team with their endeavors, whilst ensuring their experience is an exceptionally positive and enjoyable one."*

Rachel Dawes,  
Corporate fundraising manager,  
Bluebell Wood Children's Hospice

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Insight also incentivizes clients to complete our annual Client Satisfaction Survey by donating 10 GBP/Euro to UNICEF on their behalf for every response received. For the last survey year, Insight donated £7,580 to UNICEF on behalf of our annual Client Satisfaction Survey respondents.



### APAC's community involvement:

In the APAC region, Insight Australia-New Zealand (ANZ) conducts the following charitable activities:

- Insight ANZ holds a charity golf event where clients and partners play golf and participate in an auction for gifts/vouchers. Each year, this event raises about AUD \$20,000, which is donated to Westmead Children's hospital.
- Insight teammates annually support STEPTEMBER, walking 10,000 steps each day for the month of September. Through sponsorships, we raise funds for children with cerebral palsy.
- Insight ANZ supports Underprivileged and Special Needs Children's Movie Day by sponsoring underprivileged children to go to the movies.
- Insight ANZ Supports the Mental Health Association's Awareness and Education programs by conducting seminars across Australia for teammates, including mindfulness training, Pilates sessions and healthy eating programs.

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*"At Insight, we believe in putting people first, and there is nothing more meaningful to us than showing our hearts to the community."*

Mike Morgan,  
Vice President and Managing Director, Insight APAC

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# Our harmony | Ethics and governance



**Harmony:** While we're different in skill sets, perspectives and backgrounds, we're united by a common goal. We welcome uniqueness and all points of view as we work together to make transformation happen.

## Insight's culture starts with unity

**Diversity:** At Insight, we believe diversity is a critical component of our success. Named to the Fortune 100 2018 Best Workplaces for Diversity, we work diligently to promote a culture that celebrates and rewards creative thinking, collaborative decision-making and innovative solutions. Our teammates represent a wide-range of backgrounds, life experiences and viewpoints, which we leverage to better serve our clients and gain a competitive edge in the marketplace.

Central to fostering a rich culture of diversity at Insight is a shared set of values among our teammates:

- We respect and take care of each other.
- We exist to serve our clients.
- We act with integrity in all that we do.

Insight is committed to valuing people's differences and to promoting a supportive environment where teammates are encouraged to be creative, develop their skills and further their careers. Insight believes in mirroring the diversity of the marketplace within our own organization. By employing diverse, knowledgeable and well-trained teammates, we are better equipped to understand each client's unique needs and develop meaningful long-term relationships.

Insight, a 2018 Great Place to Work-Certified™ company, actively pursues diversity as an equal-opportunity employer. Here are a few examples of the company's commitment to a harmonious workplace:

- In 2018, Insight implemented new hiring practices with a goal of 50% diverse candidates represented in final applicant pools for each opening.
- In a survey by Great Places to Work of more than 1,300 Insight teammates, 95% took great pride in their work. 95% also said the company had a great atmosphere while 84% believe teammates are treated fairly regardless of race, gender, age, ethnic background, disability or sexual orientation.
- In a company Teammate Pulse Survey conducted in August 2018, Insight's highest score was for diversity, as teammates were asked if they felt the company treated people fairly regardless of race, gender, age, ethnic background, disability, sexual orientation or other differences.
- Insight's Global Human Rights Policy explicitly states the company's commitment to advancing diversity and its intolerance of discrimination and harassment.

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*“Our teams are more effective solving complex issues for our clients when they have varied cultural experiences, broader skill sets and perspectives. A collaborative workplace not only creates the sense of harmony we strongly believe in, it better equips us to manage our clients' businesses today and help them transform for the future.”*

Steve Dodenhoff  
President, Insight North America

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### Corporate social responsibility awards for 2018

- EcoVadis Silver Medal for Corporate Social Responsibility
- Fortune 100 Best Workplaces for Diversity (No. 90)
- Phoenix Business Journal Corporate Philanthropy for Volunteerism
- Achievers 50 Most Engaged Workplaces in North America
- Cisco Social Responsibility Partner of the Year
- F5 Community Partner of the Year
- Blue Bell Wood Masters Cutlers Challenge Awards – Most Creative Fundraiser
- Investors In People (IIP) Gold Standard

### Global human rights policies

Respect for human rights is a fundamental value of Insight. We strive to respect and promote human rights in accordance with the United Nations Guiding Principles on Business and Human Rights in our relationships with our teammates, suppliers and partners.

At Insight, we support and respect internationally recognized human rights of all people. We're committed to making certain that we're not complicit in any human rights violations. Insight has adopted the principles below as informed by international standards and conventions:

- The Universal Declaration of Human Rights
- The UN Guiding Principles on Business and Human Rights
- United Nations Global Compact
- Rio Declaration on Environment and Development
- United Nations Convention Against Corruption
- The United Nations Conventions on Rights of the Child
- The International Labour Organization's (ILO) 1998 Declaration on Fundamental Principles and Rights at Work

Insight lives up to these principles through its Code of Business Ethics and Conduct as well as global and regional policies and practices.



## Our safety and health policy

The safety and health of our teammates is of paramount importance. Our policy is to provide a safe and healthy workplace, and comply with applicable safety and health laws, regulations and requirements. We work to provide and maintain a safe, healthy and productive workplace, in consultation with our teammates, by addressing and remediating identified risks of accidents, injury and health impacts. Internal policy and procedure reflects our commitment. We conduct annual and on-going inspections of our premises to evaluate and determine any vulnerability to workplace hazards. All teammates are expected to be safety-conscious and to assist Insight in reporting conditions on premises that might prove dangerous.

For example, Insight APAC's domestic violence policy supports teammates who are experiencing domestic violence by providing: counseling paid for by the company, a safe place to stay (overnight) paid for by the company, relocation to alternative employment and flex working hours. Insight APAC also provides a Teammate Assistance program for any teammate who is having personal, family or financial problems. The program provides confidential 1:1 counselling sponsored by the company.

Insight maintains safety and emergency policies and procedures with the establishment of Emergency Response Team (ERT) members and their ongoing training and management. ERT members are regular Insight teammates with special training and access to equipment dispersed throughout the facilities.

Maintaining a workplace that is free from violence, harassment, intimidation and other unsafe or disruptive conditions due to internal and external threats is our commitment to our communities and our teammates. Creating workplaces where open and honest communications among all teammates are valued and respected is a part of Insight's workplace culture. Insight is committed to comply with applicable labor and employment laws wherever we operate. Insight also ensures teammates are aware of the Human Rights Policy.

## Labor rights and work policies

We respect our teammates' right to join, form or not to join a labor union without fear of reprisal, intimidation or harassment. Where teammates are represented by a legally recognized union, we are committed to establishing a constructive dialogue with their freely chosen representatives. Insight is committed to bargaining in good faith with such representatives.

Insight abides by all local, regional and global child labor laws. Insight doesn't condone child labor. We also prohibit the use of all forms of forced labor, including prison labor, indentured labor, bonded labor, military labor, modern forms of slavery and any form of human trafficking.

We compensate teammates competitively relative to the industry and local labor market — and in accordance with terms of applicable collective bargaining agreements. We work to ensure full compliance with applicable wage, work hours, overtime and benefits laws.





**Work-life balance:** Insight aims to create a working environment that's is supportive of the team's responsibilities outside of the company and recognizes the importance of work-life balance. Some of our policies include:

- Work-Life Balance Day Policy
- Discretionary Annual Leave Policy
- Paid Parental Leave Policy
- Community/Volunteer Policy
- Welfare/Emergency Support Policy

**APAC workplace equity:** Insight AU is required under Australia's Workplace Gender Equality Act 2012 to complete extensive surveys to demonstrate that women are paid equal to men for the same job and that promotion opportunities are available to women. The Workplace Gender Equality Agency acknowledges Insight AU's compliance under the current term.

### Good work begins with a great start

In North America, our 10-week Insight 360 Internship Experience builds on three critical pillars that prepare up-and-coming college students for success after schooling, including real-world work in the fast-moving technology industry, business exposure to a global Fortune 500 enterprise and life-skills training. The Insight 360 Internship Experience is a comprehensive program designed to develop well-rounded professionals who are valuable contributors to the workplace of tomorrow.

A unique aspect of the Insight 360 Internship Experience is the cohort nature of the program, building meaningful connections to encourage collective peer learning and support while emphasizing the importance of networking.

This year, 23 interns united weekly for business and life-skills training, including mentorship sessions with key company leaders such as CEO Ken Lamneck and Insight founder Tim Crown. The training encompassed a variety of focus areas, from public speaking to personal financial management and developing a professional image.

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*“Our goal is to provide meaningful work emersion that’s valuable on a resume while imparting personal principles and purpose on par with the hunger, heart and harmony attributes we seek in our teammates. If we’re able to help build skills that enhance a young professional’s work and personal life, and they end the program feeling more equipped for their next chapter, then we’ve given them a holistic view of how to excel in the modern workplace and beyond.”*

Jen Vasin  
Vice President, Insight Human Resources

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## Environment and sustainability initiatives

Insight is dedicated to reducing its impact on the environment. We strive to improve our environmental performance over time and to initiate additional projects and activities that will further reduce our impact on the environment. Per our global environmental policy, Insight prevents pollution when possible and extends the life of technology by giving products a second life. We continue to improve over time by setting goals to reduce our impact each year.

*“Helping businesses invest smarter means optimizing their IT supply chains. This not only maximizes their technology resources but leaves a lighter footprint on the environment. We simplify the entire process of procuring, maintaining and replacing hardware so businesses can grow responsibly.”*

Wolfgang Ebermann,  
President, Insight EMEA

Furthermore, through a program of continual environmental improvement and monitoring, Insight sets targets aimed at reducing energy consumption and improving energy efficiency, including the consumption of energy from sustainable sources where applicable. The company monitors and minimizes the generation of waste at source (including the management of stock) and takes all reasonable steps to see that waste is recycled or disposed of in a safe and environmentally acceptable manner. Insight offers teammates carpool benefits, car-charging stations and options to work from home. Our offices also recycle waste and use motion sensor lights.

Insight is committed to helping our clients reduce their impact on the world by offering green IT products, energy management solutions, IT asset disposal and more. Working in harmony with our teammates, vendors and clients, Insight strives to promote the use of suppliers and contractors who are managing and improving environmental performance.





## Green IT strategy overview

Concern for the environment coupled with rising electricity costs, increased power and cooling consumption, and greater density in the data center has created a demand for a strategy that can allow firms to meet business objectives and reduce costs, while protecting the environment.

Power grids across the globe are at capacity, placing infrastructure at heightened risk of outage, while there's still a need to meet the supply of increasing compute demand with existing levels of power consumption. One of the primary drivers fueling green IT is server and storage consolidation and virtualization. Our goals are to:

- Reduce our carbon footprint and real estate costs as consolidation and virtualization drives greater density in the data center.
- Reduce power consumption to offset increases in electricity costs by using smaller servers and storage with greater capacity and more efficient processing.
- Eliminate idle capacity on server and storage devices through consolidation and virtualization.
- Reduce carbon emissions and protect the environment by using clean and efficient technologies.

Our commitment to the environment extends to our clients, partners, teammates and communities. We strive to:

- Comply with applicable environmental regulations.
- Prevent pollution when possible.
- Empower teammates to contribute to and participate in environmental savings initiatives.

- Extend the life of technology, giving products a second life and recycling responsibly.
- Communicate our environmental commitment and efforts to our clients, partners, teammates and communities.
- Continually improve over time by setting goals to reduce these impacts each year.

Insight is also committed to working with our clients and partners to drive green IT through strategic product sourcing and procurement as well as the design and implementation of green IT infrastructure solutions. Together, we can strategically align to meet mutual goals of corporate civility and environmental sustainability.

We value our role as a responsible corporate citizen among our stakeholders —partners, clients, teammates and their families, shareholders and communities. Some of Insight's sustainability highlights include:

- Distribution center energy efficiency initiatives
- ISO 14001:2004 certification (EMEA) and carbon disclosure project (UK)
- Energy optimization through server virtualization
- Internal programs for the efficient use and conservation of energy, water and materials, including waste reduction, material reuses and recycling
- Blink electric vehicle charging stations (Arizona campuses) and cycle to work projects (UK)

Insight was also awarded first place for Leadership in Innovation by the Managed Print Association for the implementation of an efficient managed print environment.

We believe it is our responsibility to leave the planet a little better than we found it. With this in mind, we advocate and employ technology solutions that are designed to be environmentally friendly, including offerings that:

- Require fewer technology products and services
- Reduce travel
- Lower electrical usage and carbon dioxide emissions
- Decrease paper usage
- Properly dispose of hardware and technology equipment, recycling when possible



## Environmental sustainability highlights: *Across the globe*

### North America environmental sustainability activities

- **Energy use:** Insight uses energy-efficient equipment, when applicable.
- **Building Services wins Environmental Stewardship Award:** Insight Building Services was awarded an Environmental Stewardship Award for its hard work and positive impact on the company, as well as the environment.
- **Recycling program:** In an effort to maintain sustainable waste management, Insight has implemented a recycling bin policy throughout its office locations.
- **Disposal of waste:** Insight's key objective is to reduce waste through recycling initiatives, especially hazardous wastes requiring disposal.
- **Supply chain:** Insight continues to work closely with all members of the IT supply chain community to assist in reducing the environmental impact of manufacturing, packaging, products, services and transportation methods.
- **Travel reduction:** Through use of energy-efficient communications technology, Insight promotes the use of public transportation and energy-efficient communications mediums, such as teleconferencing and virtual meetings for communications and trainings both internally, with our client base and with our partners.
- **Energy optimization:** Our distribution center in Hanover, Illinois, replaced all exterior lighting with LED lightbulbs to help with energy use reduction. Currently, we're replacing dock enclosures to reduce energy usage. The corporate headquarters in Tempe, Arizona, replaced the 32 metal halide lights in its sales stadiums with induction/florescent lighting.
- **Managed print environment:** Insight conducted an extensive study of our current print environment on our main U.S. campuses. We then implemented an efficient Managed Print Services program across all Insight U.S. campuses.
- **Warehouse water and sewage testing:** Our warehouses conduct water discharge and sewage testing quarterly to ensure they comply with state and local laws.





## EMEA environmental sustainability activities

In pursuit of its mission to provide best in-class, single-source IT provision, information, product and services, Insight EMEA recognizes that its operations have an effect on local, regional and global environments. To address the adverse environmental impact of its operations, Insight EMEA employs an environmental management system. This standard meets an ISO 14001 certification and highlights Insight EMEA's work towards continual improvement of its environmental performance.

- **Energy usage:** Reducing energy consumption and improving energy efficiency, including implementing sustainable sources where applicable
- **Waste management:** Minimizing the generation of waste at source (including the management of stock) and taking all reasonable steps to see that all liquid and solid waste is recycled or disposed of in a safe and environmentally acceptable manner
- **Product packaging:** Guaranteeing packaging of products is optimized, without compromising on the quality of the product
- **Safe storage:** Ensuring raw materials and waste are carefully stored to avoid accidental spillage
- **Teammate education:** Providing all teammates with an understanding of Insight's environmental policy, and their responsibilities in controlling and improving environmental performance; promoting the involvement of teammates by consultation in the setting and publication of environmental objectives, education, improving the working environment; and seeking individual commitment and contributions to such initiatives
- **Conscientious partners:** Promoting the use of suppliers and contractors, who are managing and improving environmental performance

## APAC environmental sustainability activities

- **Smart lighting:** Insight is replacing florescent lighting with longer lasting tubes, and sensor lighting has been put in place at our APAC headquarters.
- **Repurposing equipment:** Office chairs throughout the recycle plant are recycled and old telephony is donated to charity for reuse.
- **Save the planet:** In 2018, APAC teammates donated time and Digital Innovation expertise to Save the Bees Australia, using low-powered sensors that feed data to a mobile app to detect hive health. The open-source solution helps preserve a species critical to the ecosystem. We also participated in Earth Hour 2018, joining millions of people in over 180 countries by switching off our lights as a symbolic gesture to preserve the planet's biodiversity.
- **Conservation efforts:** Insight participates in an ongoing initiative to encourage teams to turn power off at the end of day. We also use 100% recycled paper napkins and BioPAK disposable plates/cups in staff rooms.



### Anti-corruption, cybersecurity and data privacy

Insight maintains an Anti-Corruption Zero-Tolerance Policy that prohibits corruption in all its forms, including extortion and bribery. All Insight teammates are expected to conduct business legally and ethically. Insight's Anti-Bribery & Anti-Corruption Policy states, "Insight is committed to doing business with integrity. This means avoiding corruption of all kinds, including bribery of any person, directly or indirectly. All Insight teammates are required to adhere to established policies and standards.

Teammates must not knowingly violate any such laws or engage any third party agents that may knowingly violate such laws.

