



Corporate *Citizenship Report*

2021

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A Message From Our CEO | *'Digital First,' People Always*

Jan. 1, 2021

Who would have thought we would face so many changes in such short order when we entered a new decade just one year ago? The need to suddenly react to the COVID-19 pandemic radically impacted how we interact with one another, how we work, learn and play, and how companies rely on technology to maintain the connections so critical to their business. A contentious U.S. presidential election further shifted the course of world economies, diplomacy and social discourse, presumably creating policy changes that will affect everything from global trade, to the climate, to privacy and the use of data. In short, 2020 undoubtedly will go down as a seminal turning point in history.

At Insight, we're fond of saying that you can't stand still. You have to constantly challenge the status quo and be the agent of change rather than a passenger of it in order to remain relevant and connected to a

rapidly evolving world. We believe this transformation is rooted in technology, and a "digital first" approach to everything is the world's new default setting. If the past year reaffirmed that change is the new constant, then the most critical attributes to sustainability — be it for business continuity or societal good — are dexterity, scalability, open-mindedness, and a hunger to innovate. What hasn't changed in this digitally dependent new world of ours is what we already felt was at the heart of how we live and work, even before 2020 was turned upside down:

- The cloud is the epicenter of everything.
- Data drives everything, and the cloud and edge technologies like the Internet of Things (IoT) and artificial intelligence make the best sense of it all.
- Automation and digital commerce will continue to accelerate.
- Product and service consumption — from what you watch on TV to how you receive IT support — will increasingly be delivered in the flavor of "as a Service."
- The always-on, anywhere, anytime remote worker isn't for a moment in time — the coming of age of hybrid workplaces has arrived and is permanently changing lifestyles in and out of the office.
- Underlying everything is the need for sound cybersecurity.

In this annual communication on progress, we share how Insight is addressing these changes and helping our teammates, clients and partners adapt as well. From our initial efforts to take care of teammates and help clients keep businesses running when COVID-19 shut down virtually everything (except in the virtual sense), to reimagining new ways forward through innovation and practical solutions that address ongoing contemporary

needs. While we may have entered the new "digital first" era, the greater emphasis on technology still comes with one thing firmly in mind: making life better for people.

Our purpose of building meaningful connections to help businesses run smarter has never meant more. During a trying 2020, we leaned even deeper into our commitment to champion people, leadership and culture. And our portfolio of Insight Intelligent Technology Solutions™ carried forward our banner that technology can and should be the connection strengthening relationships, ensuring safer places, fueling more efficient use of resources and, best of all, inspiring new ideas to create better outcomes for everything we do.

I'm most proud of the daily dedication of our more than 11,000 teammates globally. They tirelessly serve our clients, our communities and each other by staying true to our values of hunger, heart and harmony. They're our greatest strength and proof that, while digital is great, people always come first.

Ken Lamneck
President and Chief Executive Officer, Insight Enterprises

A Message From Our CFO | *We Are All One*

Jan. 1, 2021

Over the course of my career, I've encountered discrimination. In some cases, I may not have recognized it at the time, probably because I was not expecting it. But overcoming biases has been part of my reality as I've progressed through the ranks to become the finance executive that I am today. Growing up in Jamaica, I've experienced more gender discrimination than racial discrimination. But I'm a Black woman, so who knows. I think of gender first because in Jamaica (back then), there were many rules about what females did and didn't do.

In my first job out of college, the financial planning department had a 10:1 ratio of men to women, and there were very, very few Black people in the company and no Black managers. I may have stood out at the time simply by virtue of my genetics. But I realized very quickly that, even though I was working with very intelligent people from the best business schools in the country, they were just ordinary people like me. We all had the same feelings of insecurity when our analyses and reports came back covered in red ink (yes, back in those days, corrections were made by hand in red ink).

On my first day, I met a woman named Roseanne Friedberg who showed me the ropes and got me involved with the rest of the financial analysts in the department. We all worked Monday through Saturday most weeks, and at the pace we were going, we had to rely on each other. Roseanne broke the ice for me, and we're still friends today. I owe a lot of my success to the hand she extended to me when I first started working in corporate America. I also felt that I had to be better than the best or at least give more than 100% of my effort.

The ratios have improved over the years, but they still have a long way to go across most industries, including technology. We're getting there, and I'm grateful to say that more companies like Insight welcome the perspectives of people from varying backgrounds. Diversity in the workplace is becoming commonplace, but we need to continue to push

for more so that everyone not only feels included but also equal and respected.

Throughout this report, you'll read more stories like mine about teammates who have found a leadership platform at Insight. Some of us have taken more circuitous routes to get here. Yet we all have a voice at Insight. This excites me, and it's just one of the many reasons why I'm proud to work for Insight and reaffirm the company's commitment in 2021 to the [Ten Principles of the United Nations Global Compact](#). These principles ensure the preservation of basic human rights and fair labor, the environment and anti-corruption. In our three years as a signatory company, these principles have underscored our values of hunger, heart and harmony. They reinforce the spirit of collaboration at Insight and pride in what we can collectively achieve.

As that soft-spoken girl from Jamaica, I never expected to become the CFO of a global Fortune 500 company. I'm amazed and thankful for the success that I've had. I love my job, I work with incredible people and I'm fortunate to work for a great company that lives up to my personal values. Life isn't always perfect or fair, but I believe through open dialogue and each of us being more open to our differences, we can cultivate change one small step at a time.

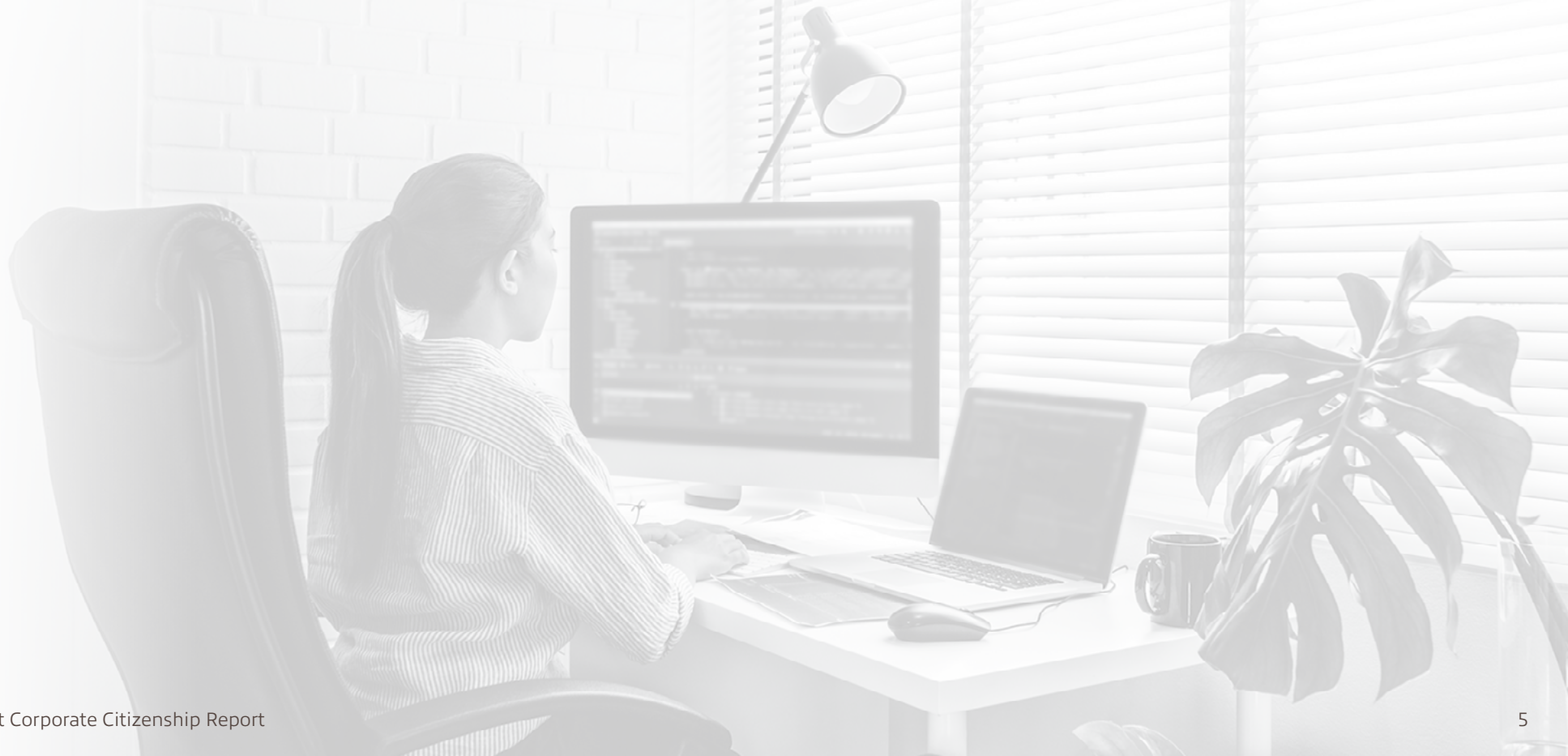


Glynis Bryan,
Chief Financial Officer, Insight Enterprises



Insight at a Glance

Today, every business is a technology business. We empower organizations of all sizes with Insight Intelligent Technology Solutions™ and services to maximize the business value of IT.



Our Transformation

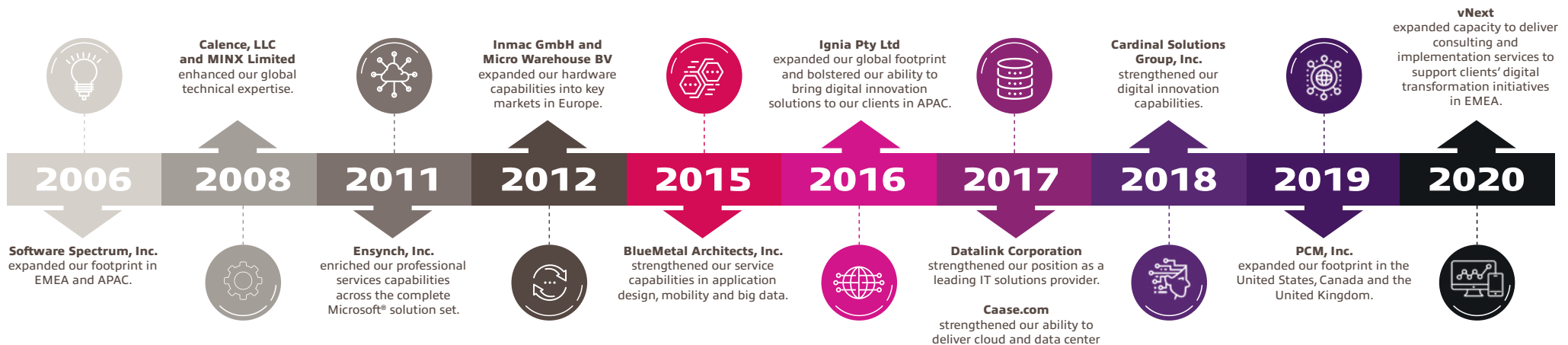
Digital transformation is at the heart of what we do for our clients, and our track record of innovation over the last three decades marks our own evolution into a **super solution integrator**, capable of providing end-to-end expertise to envision, develop, deploy and manage modern IT solutions at scale.

Many notable entrepreneurial tales start with innovators inspired by a great idea, yet with so few resources, they have to work out of a garage to get it off the ground. In 1988, Tim and Eric Crown started Insight 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 has grown into Insight Enterprises. Today, Insight helps

organizations of all sizes innovate and optimize to run business smarter. With operations in 21 countries, Insight landed on the Fortune 500 list for a 10th year in a row in 2020, ranking No. 409, our best ranking to date.

Over our nearly 33 years in business, Insight has expanded to match the pace of growth in the technology space. From our humble beginnings and through the early 2000s, Insight was known as an IT reseller, originally selling hard drives then expanding to a full catalog of hardware lifecycle services and software licensing solutions. We began to expand our geographic footprint into Canada and the United Kingdom in the late 1990s. As the potential of the cloud began to emerge in the mid-to-late 2000s, Insight pivoted into IT services. Through

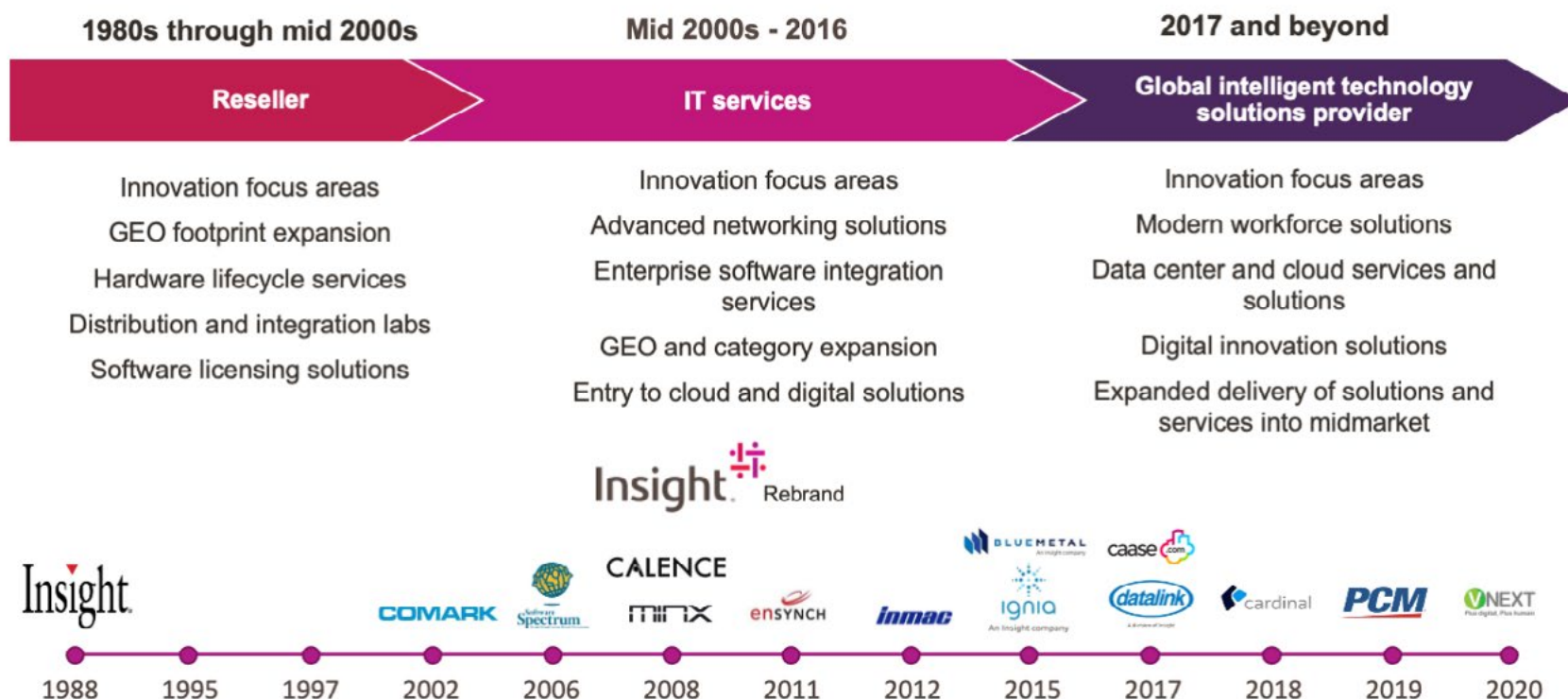
organic growth and acquisitions, our company began to focus on advanced networking solutions, enterprise software integration services, and entry into cloud and digital solutions — gradually evolving into a global, full-service solutions provider.



In the last six years, Insight has emerged as a **super solution integrator** providing cutting-edge technology solutions at scale for organizations of all sizes, across all industries. Our profound lineup of IT talent now includes more than 2,700 deep technical experts and more than 8,000 sales and service delivery professionals. We've grown this talented team organically and through the following acquisitions since 2015:

- 2015 – BlueMetal Architects, Inc.
- 2016 – Ignia, Pty Ltd
- 2017 – Datalink Corporation and Caase.com
- 2018 – Cardinal Solutions Group, Inc.
- 2019 – PCM, Inc.
- 2020 – vNext

Through strategic acquisitions, expanding managed services and deep partner relationships, Insight is uniquely poised to help clients both manage IT today and transform for tomorrow. Our offerings in North America and certain countries in Europe, the Middle East and Africa (EMEA), and Asia-Pacific (APAC) include hardware, software and services. Our offerings in the remainder of our EMEA and APAC segments are largely software and certain software-related services. On a consolidated basis, hardware, software and services represented approximately 60%, 27% and 13%, respectively, of our net sales of \$7.7 billion in 2019.



Our Solutions

Our **11,000+** teammates empower organizations to capitalize on the four areas of Insight Intelligent Technology Solutions™ and services where clients most often seek help:



Digital Innovation

Leveraging emerging technologies to build innovative applications to improve clients' business performance, engage customers and uncover new revenue streams



Cloud + Data Center Transformation

Modernizing and securing critical platforms to transform IT through end-to-end services to increase agility and support innovation



Connected Workforce

Delivering a secure, modern experience to end users, driving productivity in the workplace, and helping to attract and retain talent in a competitive marketplace



Supply Chain Optimization

Simplifying IT procurement and asset management, leveraging our scale and supply chain expertise

2020 Industry Accolades



Supply Chain Optimization

- Microsoft U.S. Partner of the Year
- Microsoft U.S. and Canada Fastest Growing Surface Reseller
- Cisco Americas Partner of the Year
- Cisco Marketing Partner of the Year
- IGEL National Solution Partner of the Year
- HP Print Hardware Partner of the Year
- HPE International Partner Program
- Red Hat NA Commercial National Value Add Partner of the Year



Connected Workforce

- Gartner Magic Quadrant for Managed Workplace Services, North America
- Microsoft Customer Experience Partner of the Year
- Adobe Americas Partner of the Year
- Cisco Contact Center Growth Partner of the Year
- Cisco Customer Experience Partner of the Year
- Cisco Canada Sales Acceleration Partner of the Year
- Oracle Markie Award for Best Demonstrated ROI in Service



Cloud + Data Center Transformation

- Aruba U.S. National Partner of the Year
- Cisco Americas Meraki Growth Partner of the Year
- Dell Technologies NA Transformational Partner of the Year
- NetApp Americas Cloud Innovation Award
- Palo Alto Networks Americas SASE Partner of the Year
- Pure Storage Net New Logo Partner of the Year



Digital Innovation

- The Forrester Wave™ : Midsize Agile Software Development Service Providers
- The Forrester New Wave™ : Computer Vision Consultancies, Q4 2020
- Intel Innovation Partner of the Year
- Databricks Partner of the Year
- HashiCorp Americas Partner of the Year
- Microsoft Canada National Large Solution Provider
- Microsoft Worldwide Retail Partner of the Year; Worldwide Solution Assessment Partner of the Year (finalists)

Our Purpose

At Insight, our purpose is unwavering: **We build meaningful connections to help businesses run smarter.**

Insight's breadth and depth of capabilities, plus deep connections with more than 5,300 partners globally, has earned industry accolades from top technology brands like Cisco, HP, IBM, Intel and Microsoft. We've been recognized in categories such as social responsibility, customer experience, transformational partner, excellence in data center management, intelligent cloud application innovation, data and Artificial Intelligence (AI), and the Internet of Things (IoT). Our deep expertise includes more than 2,700 technical experts — data scientists, developers, architects, engineers, consultants, and big data and AI specialists.

Three Simple Values, One United Team

We firmly believe our people are our greatest strength, and we live by a simple yet memorable set of core values — hunger, heart and harmony — that define who we are. Hunger, which is apparent in everything we do, captures our insatiable desire to create new opportunities for our clients and our business. By showing heart, we seek to positively impact the lives of the people we serve by always putting our clients, partners, teammates and communities first. Through harmony, we invite perspective and consistently celebrate each other's unique contributions as we work together to bring the best solutions to the world.

Hunger

We're driven by a deep curiosity — to learn, to explore and to grow. Where others assume, we question, and where others stop, we're just getting started. We're committed to delivering differentiated results.

Heart

We don't think of ourselves as individuals but as teammates. We take care of each other, our clients and our communities. We trust in each other and take pride in what we can collectively achieve.

Harmony

We're different in skill sets, perspectives and backgrounds, but united by a common goal. We embrace diversity and inclusivity as we work together to make transformation happen.



Insight's Corporate Social Responsibility Mission Statement

Insight is committed to serving as an excellent representation of a corporate citizen by 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.

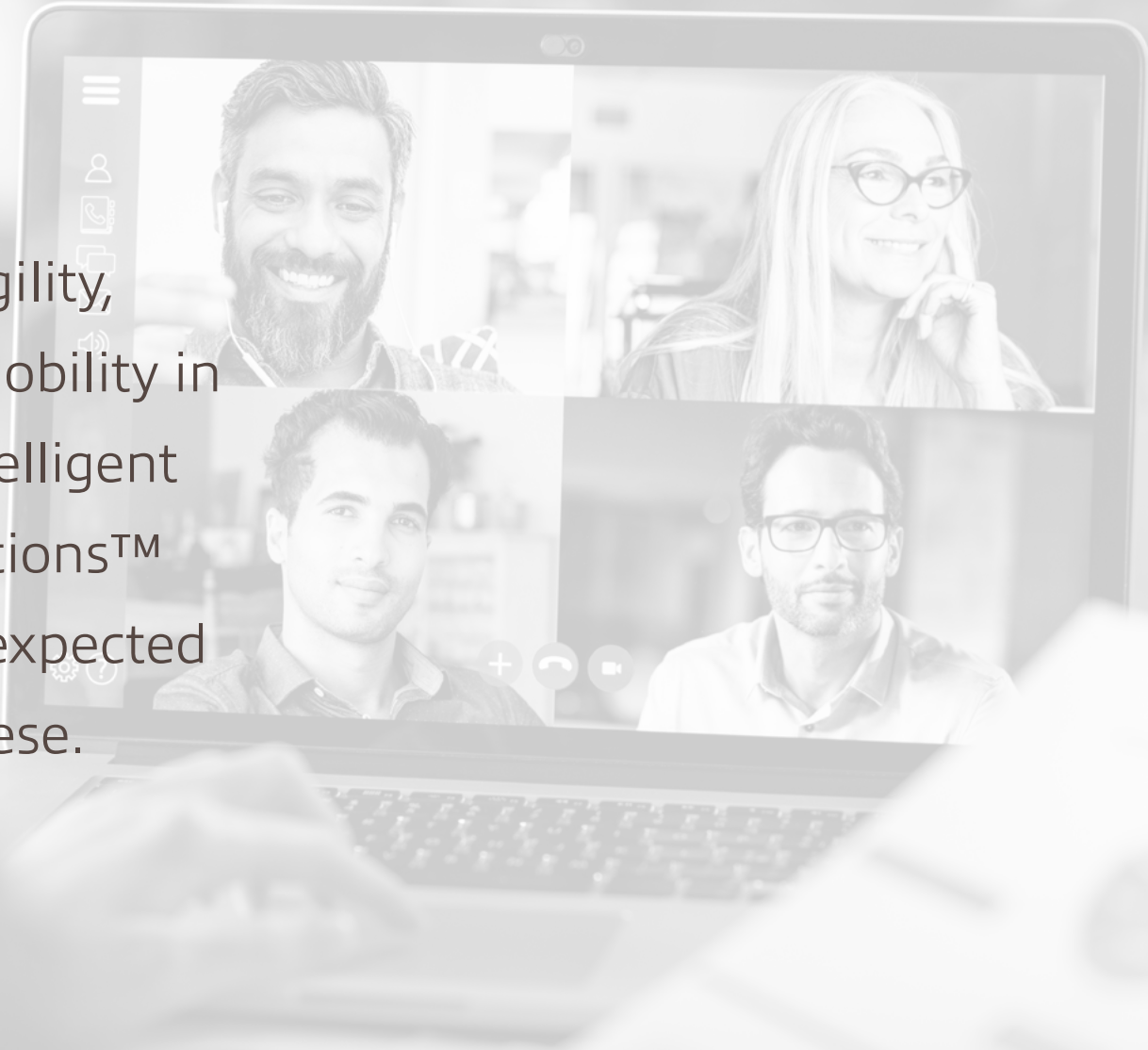
Insight is also committed to reducing our impact on the environment. We strive to continually improve our environmental performance over time and to initiate additional projects and activities that will further reduce our environmental footprint.



Earth day 2019

Insight's *COVID-19* *Response*

Designed with agility, scalability and mobility in mind, Insight Intelligent Technology Solutions™ are made for unexpected moments like these.



The world has grown digitally dependent, and every successful business is now a technology business at heart. Never was this more apparent than when the public health crisis shut down large parts of the global economy as the World Health Organization declared the novel coronavirus (COVID-19) outbreak on March 11, 2020. Just 10 or even five years ago, this might have completely crippled communities and markets. Yet the private and public sectors showed resiliency by going digital. The cloud enabled Virtual Private Networks (VPN) and Virtual Desktop Infrastructure (VDI), making organizational data accessible to its intended users yet more resilient to the proliferation of cyberthreats. Collaboration technology kept workforce productivity intact; and storefronts shifted to mobile applications and e-commerce platforms.



During a meeting of finance ministers from UN member states on Sept. 8, 2020, Kristalina Georgieva, the head of the International Monetary Fund, **emphasized a greater need** for social and technological investment to insulate economies from events like the pandemic. “We need to recognize that this crisis is telling us we have to build resilience for the future by investing in education and digital capacity everywhere, in human capital, the health systems, the social protection systems in countries, by making sure that the other crises in front of us, like the climate crisis, are well-integrated. And last, but technically not least, by preventing inequalities and poverty raising their ugly heads again,” Georgieva said. More than ever before, intelligent technology solutions are essential to our well-being and way of life.

Insight is well-positioned for unexpected moments like COVID-19 thanks to digital transformation solutions that promote today’s business survival necessities: agility, scalability and mobility. Unsurprisingly, the companies with these traits have coped the best throughout the pandemic, with the common thread being the cloud.

Modern Tools for Mining Safety

As COVID-19 continues to flare up worldwide, our Digital Innovation team in Australia is working with a global mining company to implement a consistent and effective contact tracing solution to ensure the health and safety of all staff and visitors at their sites. Due to the nature of operations, mobile phone-based contact tracing solutions are unable to be reliably used in the harsh environments where attention at all times is key to safety. Most of the company’s workers operate on a “fly in, fly out” schedule, often spending three weeks working 12-hour shifts in remote areas before flying home for a week off.



A highly mobile workforce increases the virus transmission exposure risk. Yet up to **79.9% of COVID-19 transmissions** can be prevented with immediate testing and tracing. Thus, as the client removes some existing controls, such as blood serum testing, reliable contact tracing was an attractive alternative for continued safe operations. The company also needed a solution to help overcome challenges under the following conditions:

- Privacy and data protection as a core solution feature
- Ability to leverage its existing investment in Microsoft® Azure® and controls for data sovereignty and security
- A large, mobile full-time equivalent (and contract) workforce
- Varying connectivity across geographic regions
- Shared site facilities, restrooms, canteens, gymnasiums, etc.
- Harsh conditions associated with a mine site (i.e., dust, heat, noise, etc.)

Insight was selected as the preferred partner, together with our hardware technology partner Microshare, thanks to our **contract tracing tools for business** powered by the Insight Connected Platform™. Our solution provides a key tool for COVID-19 risk management and mitigation by delivering a simple, yet effective Bluetooth® Low Energy wearable device that can be worn by workers in environments ranging from -20°C to 50°C.

From sunshine to snowstorms, and even more than a kilometer underground, the contact tracing solution can reliably detect contact events between people and places, and securely transmit the data to an encrypted Microsoft Azure data platform where authorized contact tracers are able to quickly respond to reported cases and isolate contacts. In an environment where every single hour of lost productivity has a measurable financial impact per site, speed and efficiency in contact tracing provides key health and safety benefits — and it has a big impact on business performance.

CASE STUDY

Our Commitment to Our Team and Partners

When companies shifted to a remote workforce in early March, we had immediate answers to fit these “new normal” needs for our tens of thousands of clients worldwide. As organizations struggled to enable people to take work home with them, they needed updated mobile devices with modern operating systems; they needed peripherals like headsets or bigger displays to build home offices. Fortunately, that’s the heart of our Supply Chain Optimization solutions. For the companies that also needed greater bandwidth, secure connectivity like VDI and virtual IT support, our Connected Workforce and Cloud + Data Center Transformation solutions helped modernize their workplace experiences and IT infrastructure.

According to [Gartner](#), “By 2021, more than 85% of enterprise organizations will be using cloud services for business-critical functions.” Long-term, post-pandemic solutions addressing the [future of work](#) and a “digital first” way of doing business will require deeper investments in key areas where we possess Digital Innovation expertise, including: data, AI and automation; the IoT; immersive technology like augmented and virtual reality; intelligent in-house, web and mobile applications; and DevOps to unite an organization’s people, processes, products and tools across organization-wide digital transformation initiatives.

The proceeding sections of this report explain how Insight directly responded when the public health crisis impacted us all. Insight has worked diligently to adapt and take the necessary measures to protect the health and safety of our teammates and communities while remaining steadfast in our commitment to serve our clients during times when they needed us most. We united with our partners to support business continuity, and we sought to empower our teammates to work remotely and effectively during a time of social distancing.

Supporting Our Teammates

Insight is an essential business equipping healthcare, public agencies and businesses on the front lines of this crisis. In compliance with the Centers for Disease Control and Prevention (CDC) and public health orders and guidelines of each state, Insight has applied preventive measures — including work from home — for all teammates who were able to do so.

Throughout the pandemic, we’ve prioritized the safety and well-being of our teammates and have ensured that they feel supported during these uncertain times. When COVID-19 forced the closure of most of Insight’s physical workplaces in March 2020, we quickly enabled remote work for roughly 10,000 teammates. This included supplying new laptops to hundreds of teammates who lacked mobile computing, letting teammates sign out additional equipment (e.g. monitors, keyboards, etc.), and acclimating them to virtual desktop environments with full adoption of digital collaboration tools.

Each of our geographic regions around the world were at different levels of preparedness when the pandemic arose. In EMEA, we conscientiously made a decision over the last several years to mobilize our workforce, outfitting all of our teammates there with laptops, which made the transition to work from home a quick and seamless exercise when we closed our facilities.

In APAC, we were integrating teammates in Manila who had joined us from our [acquisition of PCM, Inc.](#) in August 2019. Most of them worked from desktop computers or lacked suitable home Wi-Fi. We quickly



sourced more than 600 teammates with laptops and other mobile devices at a time when supply chain resources were globally strained.

In North America, some teammates still used desktops, so we quickly imaged 470 laptops and sent them directly to their residences within a week of announcing the indefinite closure of offices. Our IT team also stood up a now-proprietary VDI solution within 12 hours, a gamechanger that allowed any of our teammates to use a home device (anything connected to the internet) to securely and fully access their work desktop remotely. Our Connected Workforce services team adapted the same functionality of that solution to help our clients become remotely enabled.

We provided additional differential pay and spot bonuses for our essential workers, including those at our distribution centers and laboratories, who could not work from home. Our executive team also donated \$250,000 through our non-profit 501(C)3 organization, In it Together Foundation, for teammates who found themselves in COVID-19 crises.

We also provided “Leading Remote Teams” training to all leaders, teaching soft skills on how to manage teams, maintain productivity and inspire people in a virtual environment. Included in this training was the acknowledgement that teammates were coping with children learning from home; thus, the lessons emphasized how to be understanding and flexible, such as adapting available work hours and encouraging more breaks throughout the day. When appropriate, teammates have been encouraged to host “family team meetings” so that family members can join a work call and meet the team. We also created regional-based teams to support one another during the pandemic, allowing people facing similar restrictions (e.g., state-mandated closures) to share tips and tricks for managing school/home, share supply locations, etc.

TEAM TALK

Leading Through a Crisis Takes Great Care

No one wants to hear that they or someone they know has tested positive for the novel coronavirus. Even worse is having to face the news when a loved one or co-worker has succumbed to it.

Megan Amdahl, Insight's senior vice president of operations and product marketing, shares her personal experience of guiding a global team of more than 2,400 people throughout the pandemic, overseeing the safe working conditions of product distribution and integration centers that have remained open out of necessity. Leadership took on deeper significance in 2020, particularly when learning of the death of a teammate due to COVID-19:



“My environment was different than most leaders at Insight because I have a broad cross-section of teammates who needed to stay on-site throughout everything, ensuring we could meet the needs of clients, including equipping many front-line workers, mobilizing workstations at hospitals and drive-thru COVID-19 testing centers. As a business leader, you never think your top priority is going to be how to keep a virus from spreading within our facilities, but my focus from the beginning was on teammate safety.

So, we got ahead of everything, considering anything we thought could be beneficial way before the CDC recommended things like masks and cleaning protocols. We’ve adopted every technology as it’s become available to us, including scanning people’s temperatures with thermal cameras, badges that vibrate to tell you if you’re too close to other people, computer vision applications that enhance our cameras to ensure good social distancing, and contact tracing to minimize the impacts of the positive cases and make the right calls to pull someone out of the workplace, if necessary.

You can put all the measures in place, but it’s still difficult when lives are at stake, especially when there are so many unknowns and people are scared. When you’re dealing with something as important as health and safety, you don’t want teammates to have a question you haven’t thought of — words matter, and so do actions to back them up. You have to instill confidence and inspire them when they’re questioning

why they should be there when others are sheltering in place. It’s acknowledging that we know you’re worried about working in the facilities, but also reminding them that they’re so essential. The technology they’re providing is going directly to the biggest hospital systems in the country, for example, and the devices are being used by critically ill patients who want to virtually communicate their family members.

I can say with complete confidence that we’ve had no incidents of a teammate spreading the virus in our facilities, and that’s thanks to the preventive measures and response plan we put in place as well as the diligence of our people to do the right thing. Communication has never been more paramount — I’ve cried on calls with the team. We lost a teammate from one of our facilities to COVID-19 this year. He was taking his mom to the hospital when he contracted it. Both he and his mom were unable to recover. We found out in the morning, and we closed the warehouse that day so people could go home and process the news. It’s heart-wrenching. Delivering that news to the team and talking them through it means you have to make a lot of real-time decisions that put people ahead of everything else. Overall, everyone has shown tremendous resilience and, by nature, we gravitate to optimism and positivity. In many ways, this past year has strengthened us, inspired leadership to be more engaged than ever and brought out the true grace in people. It’s reinforced the idea that the best thing we can invest in at Insight is our people.”

Keeping Our Teammates Informed

Putting people first, maintaining a commitment to transparency and communicating key business changes to our stakeholders, including teammates, partners and clients, has been paramount at Insight. So too has ensuring that all of our teammates have felt seen, heard and fully part of decision-making as we've addressed the current environment. We've publicized our formal incident response and continuity plan specific to COVID-19, which can be [found here](#) and is clearly visible at the top of our homepage at insight.com.

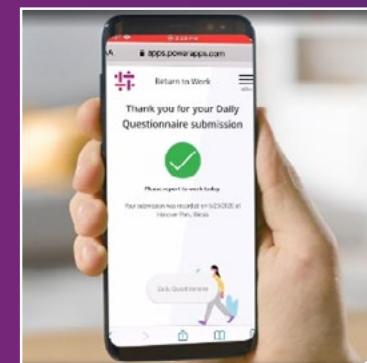
For teammates, Insight created an internal communications hub dedicated to our response to the novel coronavirus to not only keep them informed but also keep spirits high. Teammates can find the latest video updates from Insight executives, information and guidance from the CDC, remote work resources and motivational stories of how teammates have directly helped clients on the front lines of the fight against COVID-19. We also consistently send texts and video messages from our executive team. These foster transparency and clarity about the state of the business, and offer support for our teammates throughout the pandemic.

Insight's Return-to-Work Plan

During our planning for a phased approach to return to the office at each of our North American facilities, we administered teammate surveys allowing parents to express if returning "in person" would be challenging due to their family situation. We've honored most requests, returning only a small portion of teammates — no more than 25% at a single location, based on essential business needs — to our offices where stay-in-place restrictions have been lifted. Our largest offices have been equipped with safety measures that ensure social distancing and safety protocols are followed, including hand sanitizer stations, signage and hands-free door openers, in addition to the thermal temperature scans and other capabilities.

We also deployed our Insight Connected Platform™ for Detection and Prevention as part of our return strategy across our 13 largest North American locations. We first installed the platform at our three warehouse distribution and integration centers in Hanover Park, Illinois and Lewis Center, Ohio, in May 2020. The main entrance of each building uses a thermal camera connected to an edge server, automatically screening without physical contact up to 30 teammates at a time for signs of illness.

At 10 more Insight offices, including our corporate headquarters in Tempe, Arizona, we're deploying either standalone thermal cameras or contactless kiosks with thermal-imaging cameras, along with other connected devices like smart hand sanitizer stations. Before going to the office, teammates use a mobile app created by Insight to answer a CDC questionnaire — if a health concern is identified, the app instructs them to stay home, and their manager is automatically notified of that recommendation.



Our Commitment to Clients

The health of our clients' businesses in critical moments, and serving the greater good of our communities, matter deeply at Insight. While we don't work on the front lines of the fight against COVID-19, we're an essential business equipping healthcare organizations, schools, public agencies and businesses that are directly dedicated to taking care of our communities.

When social distancing mandates went into effect across the globe, organizations of all shapes and sizes were caught on their back foot as workforces were sent home. In our [2020 Insight Intelligent Technology™](#) Pulse report on the impact of COVID-19 on business readiness, only 24% of businesses were able to adapt to the new environment with no downtime, and 44% experience more than two weeks of downtime for some or all of their workforce. More than half (54%) of IT decision-makers felt only somewhat prepared or worse to pivot to a remote, digitally reliant business landscape. In a similar query of IT professionals at local, state and federal government agencies in our [2020 Insight Public Sector Pulse](#), nearly two-thirds (63%) said they felt their organization was very or extremely prepared to handle the IT business challenges brought on by COVID-19 — yet 53% said their organization experienced three or more weeks of downtime.

Insight worked diligently with hundreds of clients — from small businesses to global enterprises and from government agencies to public schools — to help them make the immediate transition at the outset of COVID-19 to remote work and online learning. Our teammates' acts of hunger, heart and harmony were on full display as they worked tirelessly to help clients quickly mobilize. View the map to see examples of the difference they made behind the scenes.



Arizona

Insight enabled the ability to work remotely for nearly 4,000 employees of a major utility provider serving more than one million customers. We processed about 1,000 requests for device repair or replacements.

Western U.S.

A large health system of 120,000 caregivers serving multiple states faced an additional 2,000 IT support calls daily that taxed its network and kept physicians from doing their jobs. As call wait times reached more than two hours, the client needed immediate relief. Within a few days, Insight had deployed a 25-person “tiger team” to provide Level 1 support.

Iowa

Insight worked with the State of Iowa to enable 2,500+ employees to work remotely. This included the rapid deployment of laptops, encrypting desktops for home use, setting up VPN remote access, establishing print capability and help-desk support as end users adjusted to telework.

Washington, D.C.

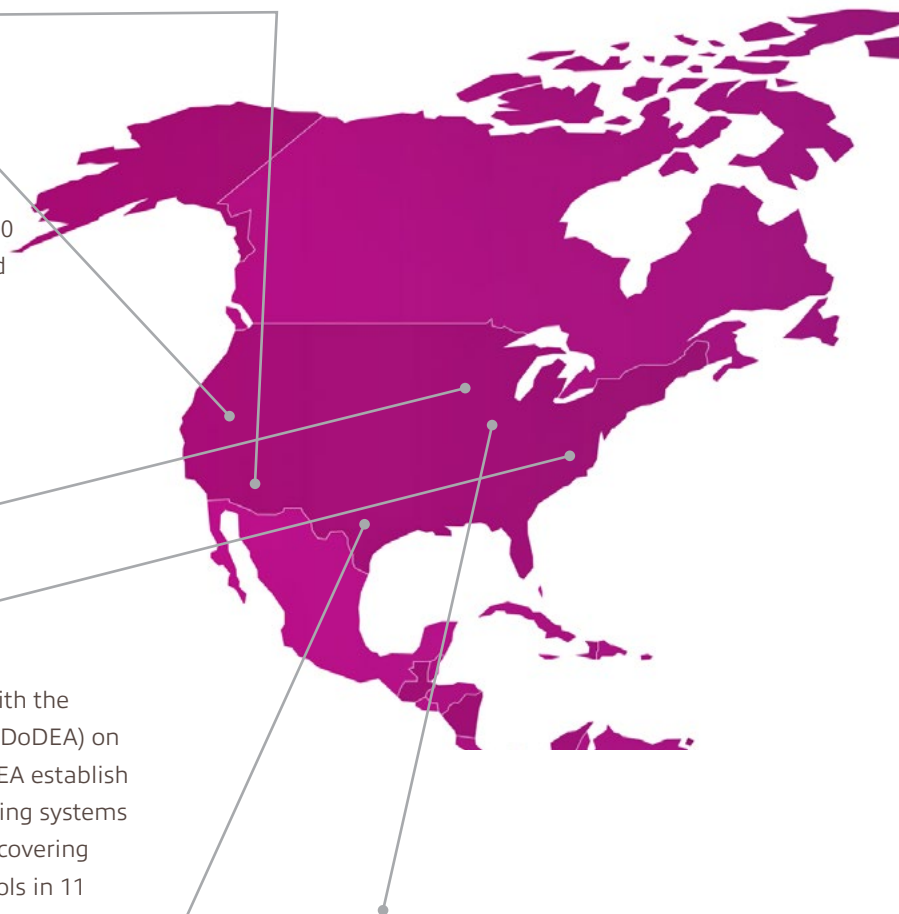
Insight Public Sector won a new contract with the Department of Defense Education Activity (DoDEA) on June 1, 2020, and promptly helped the DoDEA establish virtual classrooms and deploy remote learning systems for the 75,000 students of military families, covering pre-kindergarten to 12th grade for 163 schools in 11 countries. Insight continues to support DoDEA as it transitions into a Microsoft® Azure® environment.

Houston, Texas

A waste disposal and environmental services company serving the U.S. and Canada virtualized 80% of its workforce on short notice with Insight’s help. We sent 5,000 devices — laptops, docking stations, monitors, peripherals, etc. — to more than 20 states and provinces to aid the transition.

Central/Eastern U.S.

An urgent care center operating in 14 U.S. states shifted to the forefront of testing and treatment of COVID-19 patients. Within five days of a priority request, 117 urgent care centers had received 126 Windows® 10 devices, allowing medical staff the ability to serve patients virtually. This included a concerted effort among our sales operations, warehouse, labs and resource management teams to: Secure and image the devices at Insight’s labs within 48 hours, coordinate shipping a day later, allocate technicians to perform remote installs within 24 hours, and provide a pilot of the install and client kickoff with all on-site managers.



Montreal, Canada

Insight Canada's warehousing and lab program helped one of Canada's leading providers of home and community healthcare services set up an impromptu COVID-19 crisis call center after shelter-in-place orders were issued nationwide. With nurses caring for 350,000 patients, many of them aging seniors at their homes, Insight expedited the needed equipment, including more than 2,000 laptops and mobile devices.

Wales, United Kingdom

When National Health Service Wales instituted a country-wide project to create emergency COVID-19 wards in key hospitals, Insight provided hardware to set up wards, networking equipment to improve bandwidth, and headsets and webcams for online consultations to reduce direct patient contact.

London, England

St George's University Hospitals National Health Service Foundation Trust is the COVID-19 information hub for southwest London. Anyone with severe flu symptoms is sent to this network of hospitals and clinics. Insight provided 160 carts on wheels and other related equipment to help establish pop-up testing tents.

Alberta, Canada

Insight enabled managed remote access services for 3,000 Government of Alberta workers, configuring 152 Citrix® servers with VDI to ensure secure access.

Glasgow, Scotland

When South Lanarkshire Council's emergency response contingency plan went into effect, the majority of its municipal staff were required to work from home. To deliver essential services for its 320,000 citizens, the council created emergency response rooms for designated specialist teams at strategic locations across the council area (equivalent to a U.S. county or state). As a contracted supplier of networking and unified communications services, Insight sourced and sent equipment to set up these command centers.

Nova Scotia, Canada

Insight Public Sector helped the Government of Nova Scotia deliver 800 iPad® devices to several long-term care facilities for elderly patients. Insight partnered with the Canadian province's Departments of Health and the Department of Communication, Culture and Heritage on the project.

Hong Kong

When an international cosmetics company faced the reality of moving a staff of 1,400+ people to remote work, they had only five helpdesk engineers in support. Insight took on their supply needs (including delivering computers directly to employees' homes), device management and end-user support to realize a total work-from-home environment.

CASE STUDY

Moving an Entire University Online

Like many education institutions, the University of Western Australia (UWA) in Perth had to make the sudden transition to online learning for 60,000 educators and students. Insight helped make that possible in just two weeks.

Identity and access management was a primary concern for rapidly deploying a modern way of teaching, as was establishing a full roll-out of Microsoft Teams® to enable student collaboration and remote learning for 3,144 classes.

Insight already was working with UWA on the latter prior to COVID-19 shutting down the school campus. We helped the university establish 2,158 Office 365® Groups and Teams, adding defined channels, tabs and meetings to facilitate online and remote learning by leveraging Learning Management System (LMS) data. Using Azure® Automation, this process continually runs and updates Teams membership and creates meetings for classes.

In transitioning to online learning, more than 50,000 student accounts were migrated to Office 365 in less than a week, including emails, calendars and contacts. Also rolled out was multifactor authentication and a self-service password reset for all UWA staff and students.

The university was able to leverage flipped classroom models of learning and teaching, providing streamed and downloadable recorded lectures and virtual labs to students during the pandemic.

"Insight brought with them the experience on other higher education projects. Having completed similar projects with other universities, there were some lessons learned that we didn't need to relearn, and those learnings got us to a shorter and quicker outcome. Insight's knowledge of technology and their understanding of how we intended to use the technology delivered success for UWA," said Warwick Calkin, CIO, UWA.



"We still have years of technical debt that we're trying to overturn here and have a lot more heavy lifting in front of us," added Calkin. "However, working as a team with Insight, I'm confident that we can do it. There are a number of areas in the digitization and modernization of our environment where Insight absolutely will bring value."

Insight is supporting UWA's increasing daily deployment of Azure Labs, assisting with assigning users based on LMS data in conjunction with data from the security team to scope the deployment to students who are overseas and remote. We're also facilitating the labs by communicating student additions and sharing unique URLs to unit coordinators.

Siva Subramaniam, program manager of UWA, calls this "a great team effort with a small dedicated group from UWA and Insight, supported by the Microsoft Education team ... with the faith put in our team by university IT's leadership of the journey we were taking and that it was technically possible."

Smart Tech to Help Detect and Prevent the Spread of Viruses

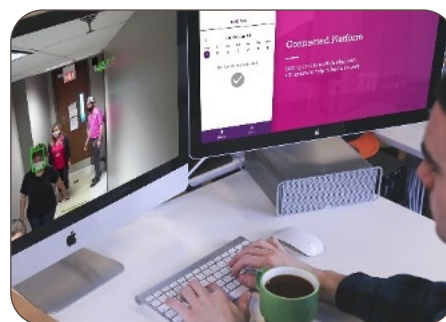
As places of business and other public spaces have reopened, Insight is addressing intelligent ways to re-establish our day-to-day work and play activities with as little disruption as possible. Our Digital Innovation team evolved [Insight Connected Platform™](#), the proprietary edge-based technology created in 2018, into a flexible and scalable foundation to help detect for common signs of COVID-19 and prevent its spread in high-traffic areas.

The resulting [Insight Connected Platform for Detection and Prevention](#) solution combines AI with IoT-powered devices — including thermal and high-definition cameras, sensors, contact tracing and radio-frequency identification tags — to provide real-time information to operations and HR managers about the health and well-being of employees or store patrons. For example,

based on the [CDC guidelines](#) for safely reopening businesses, the solution employs:

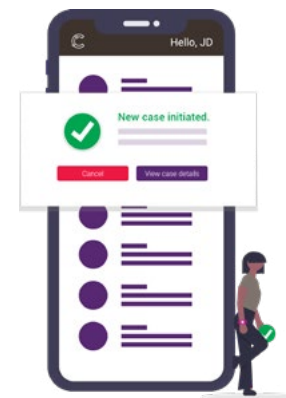
- A mobile app for employees to take a daily health survey to ensure they're okay to go to the workplace
- Thermal cameras or kiosks set up at entrances to unobtrusively screen for elevated body temperatures
- Occupancy sensors to track room limits for social distancing
- Wearable sensors to gently remind workers to keep a safe social distance, or to perform contact tracing using archived data to notify individuals who may have come into contact with a new COVID-19 case
- Optical cameras and machine learning to track for face mask compliance
- Automated notifications to discreetly and promptly alert assigned managers to take action when needed while respecting people's privacy

Under normal circumstances, the Insight Connected Platform was designed to make sense of all data collected about a business or public area (e.g., schools or city centers) through edge-based devices monitoring everyday issues such as food safety in

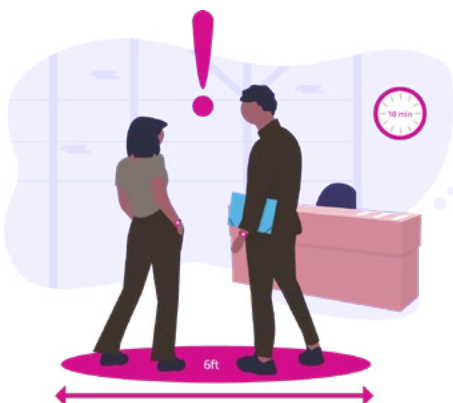


restaurants, predictive maintenance of manufacturing equipment, customer buying habits and inventory tracking in stores, temperature regulation in hospital operating rooms or [public safety](#). The platform provides a simple framework and unified dashboard to manage data from any smart device and intelligent system, letting organizations gain deeper insights that align holistically with policy and compliance standards, improve processes and promote rapid response to areas of concern.

Insight is helping clients ranging from major theme parks and global restaurant chains to locally based businesses, such as Cleveland-based microbrewery [Ignite Brewing Company](#) (see their story on the next page), get back to their places of business as safely as possible. The same Insight Connected Platform technology is also part of a mobile COVID-19 testing center solution called the [Citizen Care Pod](#) that we helped



quickly bring to market in May 2020 in partnership with a multidisciplinary team of industry leaders led by Citizen Care Pod Corporation, WZMH Architects and PCL Construction, in collaboration with Microsoft, Dell, Intel and Bosch. The beauty of the Pod is its customizability and portability to expedite testing, screening and eventually vaccination on a mass scale for any high-traffic business or community. Citizen Care Pods, constructed out of shipping containers, are being deployed at school campuses like the [University of Denver](#) and [long-term care facilities](#) run by the Province of Manitoba in Canada, among other places.



CASE STUDY

IoT on Tap: Serving Up a Smarter, Safer Guest Experience

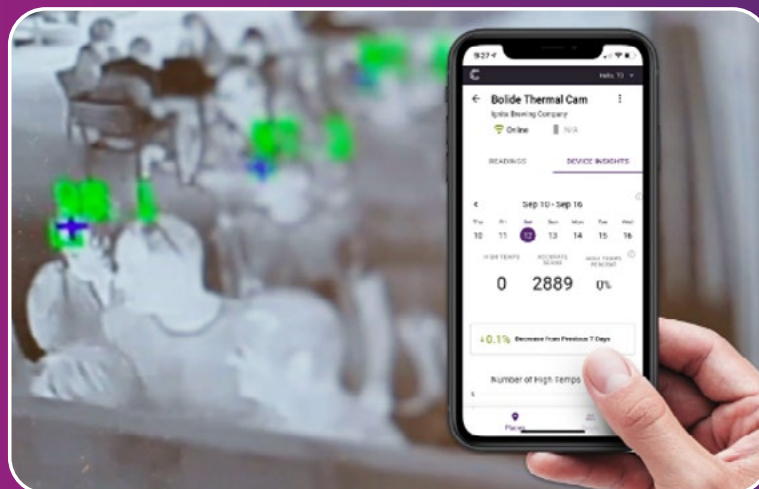
Located in Barberton, Ohio, [Ignite Brewing Co.](#) is a staple in the community and the Northeast Ohio craft beer scene. Ignite had recently implemented Insight Connected Platform™, leveraging the IoT solution built on Microsoft® Azure® to remotely monitor the temperature of beverage coolers and other critical components throughout the brewery. In light of modern health challenges, the company began looking for ways to apply the underlying technology to help ensure the safety of customers and staff.

“Our team is passionate about leveraging tools, processes and technology to enable growth — my personal philosophy is, if I can’t run the business from my cellphone, then we’re not doing something right,” says Michael Chisnell, an Ignite Brewing Co. partner. “The health and safety of our guests have always been the most important things to us, so the idea of integrating thermal cameras along with remote temperature monitoring in our production and foodservice areas was very interesting.”

Insight worked with the Ignite team to deploy and integrate the camera through the IoT platform. In the event an elevated temperature is detected, integration with the Insight Connected Platform enables discreet, real-time alerts to be emailed directly to the Ignite leadership team to determine if communication with the taproom is required.

The seamless integration of thermal monitoring has earned Ignite Brewing a strong vote of confidence from the community. Thanks largely to the unobtrusive nature of the solution, employees and customers alike have embraced the system for its ability to help them get back to business as usual while prioritizing personal safety.

“When someone has asked about it, they think the fact that we’re pioneering this type of technology with Insight and Microsoft is phenomenal. They continue to be thankful for all that we’re doing to create and maintain the safest environment possible,” says Chisnell.





Our Commitment to Community Service

While we continue to be a trusted resource for businesses to lean on, we've also sought immediate ways to support our communities, particularly during early outbreaks of the virus. We believe that we're uniquely positioned to enable technology that allows people to assume a sense of normalcy in difficult times.

These are just a few examples of how Insight has strived to make a difference across our communities.

Insight Donates Expertise to Launch of Vivli COVID-19 Portal

The healthcare industry is full of complex data — but much of it is siloed, hampering scientific breakthroughs and driving up research costs.

Vivli is a nonprofit organization addressing the collaboration gap. Since 2018, our Digital Innovation team has worked with them to create and maintain a secure, global data-sharing and analytics platform for clinical research.

Insight donated time and expertise to help Vivli address its most pressing medical research need by launching a [COVID-19 research portal](#) in early April 2020. The portal allows the global academia, healthcare and biomedical communities to work together in hopes of accelerating vaccine and treatment research. It also gives the science community free access to completed clinical studies.

"The Vivli platform houses the most powerful analytics tools and offers a modern and intuitive user experience to rapidly accelerate and unlock a host of potential discoveries and benefits in global health. We see it as a massive opportunity for the greater good and a way to democratize and share information," said David Le Penske, director of healthcare and life sciences for Digital Innovation at Insight.

Since the Vivli data-sharing platform's inception, more than 5,800 clinical trials and 3.6 million researchers from 119 countries have participated.

Lending a Helping Hand

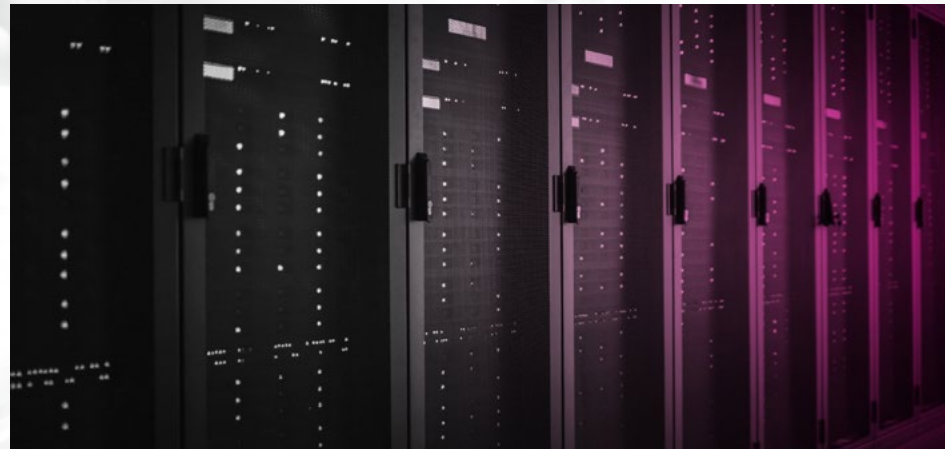
At Insight, we don't directly save lives or care for people who are sick, but we make it easier for those who do. At the outset of the pandemic, our UK team extended a helping hand on a number of fronts to government agencies and hospital networks, including the following contributions:

- Surrey and Borders Partnerships NHS Foundation Trust needed support setting up a COVID-19 helpline in order to direct calls to remote managers. Insight donated its services to help the health system and its VoIP partner, 8x8, get the helpline running within one day when a project like this traditionally takes at least 10 days.
- Glasgow University's Center for Disease Control worked with many organizations across the globe to develop a vaccine for COVID-19. Insight supplied 200 Lenovo® laptops, enabling the research team to accelerate the development and research phase of this project with hopes of contributing to finding a successful vaccine.
- Change, Grow, Live, a nonprofit specializing in substance misuse and criminal justice intervention projects in England and Wales, received 1,000 mobile phones to provide to the homeless community and vulnerable people with drug and alcohol dependencies. The phones gave a direct connection to counselors during COVID-19 lockdown periods, when access to physical resources was closed.
- Insight provided 246 laptops to enable remote work for Manchester City Council social workers and its vulnerable-children's team. [The connection](#) allowed for virtual visits with the elderly, medically high-risk people and children in need across Manchester. It also enabled the delivery of food and medication, management of fuel top-up payments and a social connections to combat loneliness.

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Providing Compute Power to Virus Research

Insight's Cloud + Data Center Transformation [Research & Innovation Hub](#) maintains high-performance computing power through infrastructure normally used by clients to test and validate a wide variety of data center infrastructures, including compute, storage, data protection and networking. But Cloud + Data Center Transformation teammates recognized a new purpose for that power by answering a [call to action](#) by NVIDIA to boost online medical research through a project called Folding@home.

Folding@home leverages donated compute cycles to allow volunteer scientists to run research simulations on their personal computers to find cures for Alzheimer's disease, cancer, Parkinson's disease and now, the novel coronavirus.

"I knew based on the extraordinary amount of horsepower at our fingertips that if we could participate, our contributions would be significant. [Folding@home](#) can be used in such a way that it doesn't impact the systems when they're otherwise in use, making the decision for us to participate easy," says Kyle Wallace, a lead architect on our Cloud + Data Center Transformation team.

Since plugging into the program, we've consistently ranked among the top 75 daily contributors of processing power to COVID-19 research. Our team has contributed 24 NVIDIA® GPUs providing 122,880 CUDA cores. Additionally, about 70 teammates have personally donated their own CPU/GPU resources to the cause.

Our Teammates' Commitment to Our Values

Beyond the work and contributions made by the company itself, we're proud of the individual efforts that teammates have made in demonstration of our hunger, heart and harmony values during the global health crisis.

Working With Partners to Support Hospitals

Florida is one of the states that has experienced the greatest influx of [COVID-19 cases](#). Tourism-dependent Orlando was hit particularly hard from both an economic and health standpoint.

When Insight sales market leader Jennifer Dickens saw a local news report on healthcare workers tirelessly caring for patients, her heart — and goodwill — went out to them. "It hit me in that moment that they were going to such great lengths. The report showed exhausted healthcare workers who barely saw their own families and doing what they could to make sure that their (quarantined) patients had what they needed so they could communicate during the most difficult times with their families. I realized that we needed to do something for them," she says.

Dickens and her team reached out to two Insight partners that support the majority of our healthcare business in Orlando about raising funds to send meals to on-call medical staff. While her team originally hoped to reach \$4,000, the request "snowballed." Cisco, HP, Intel, Pure and VMware stepped up in less than 72 hours with contributions of \$10,300. Those funds fed more than 850 healthcare workers.

Insight also helped the same healthcare provider meet an urgent request for 390 iPad® devices that were needed to help patients stay in touch with loved ones

while in isolation. Similarly, we facilitated the donation of 31 new Lenovo® laptops by AMD to a Phoenix-area children's hospital to enable medical staff to work from home and conduct telehealth consultations.

Insight 3D Printing Hobbyists Build Medical Devices

Shortages of medical gear for healthcare workers due to the novel coronavirus had a group of Insight teammates getting creative with 3D printing. More than 10 3D printing hobbyists have used home printers to construct medical components, including face shields and ventilator parts, for local healthcare professionals in Colorado, Georgia and Wisconsin.

"I wanted to be part of the solution in a way that I never could in the past. There was a world-wide shortage of PPE, so our healthcare workers didn't need donations as much as they needed the actual PPE. I just wanted to create as many face masks and other needed materials as we could to help these medical professionals save lives while ensuring their own safety," says Mike Parsons, Cloud + Data Center Transformation vice president of engineering services.



Teammates Sew Masks in Spare Time for Public Servants

Emily Arbuckle, an Insight sales account executive in the Dallas-Fort Worth area, has been waking up as early as 4 a.m. to make hundreds of masks to provide to our team, public servants and healthcare workers in the community. She also sent masks to the crew of the USS Theodore Roosevelt aircraft carrier, which saw a wide outbreak of the coronavirus in March 2020.

"Initially it was my daughter that got me going. She keeps telling me I'm doing a good thing even though I'm giving up two or three hours of sleep each night and my weekends. I'm from the generation that was taught to cook, clean and sew, and, by my dad who served in World War II, to be of service to others. I felt I had the skill and a ton of resources on-hand, so I dove in," Arbuckle says.

So far, she has made more than 2,000 face masks, donating to local police departments, a fire and rescue department, doctors' offices, three nursing homes, a hospital, a nursing unit in New Jersey, friends, family, neighbors, co-workers, one of her manufacturing clients and the call for a donation from the Family Readiness Group of the USS Theodore Roosevelt, which saw 1,200 cases among its 4,800 sailors.

Our Solutions

Reimagining a New Way Forward

HUNGER: We're driven by a deep curiosity — to learn, to explore and to grow. Where others assume, we question, and where others stop, we're just getting started. We're committed to delivering differentiated results.

Rethinking the Changing Landscape

With 2020 hindsight — and our pre-existing insights into the future of work — we believe the permanent impact of the past year's disruptions will be a hybrid business environment. This will consist of hybrid/multicloud infrastructure to manage data on premises, in public clouds and at the edge. It's the advent of hybrid IT management in which internal IT leans more on partners for support. Hybrid workplaces will feature a mix of on-site and remote workers, causing a reimagining of the modern workplace as employees require less personal office space and more collaboration hubs or temporary workspaces.

A [Gartner survey](#) reveals that, moving forward, 82% of organizations will allow employees to work remotely some of the time, 47% will permit remote work full-time, and 43% will allow flex time between the office and working from home.

The changing landscape also created a reprioritization, as digital engagement between businesses and consumers, or employee to employee, becomes as commonplace as (if not more so than) in-person transactions. These shifts place a greater burden on network capacity and security, fundamentally forcing

companies to rethink how they do business. Organizations are consequently working hard to emerge:

- Faster with shorter execution timelines to speed time to market of products and services
- Stronger with modernized infrastructure and true resiliency plans
- More agile to adjust to changing market demands

"The pandemic accelerated the long-brewing shift from an on-site to dispersed workforce and forced companies to reckon with their technology shortfalls regarding how they bring what they do to market. The problem in these unprecedented times is that many business leaders lack expertise in transforming digitally like this and just don't know how to proceed," says Mike Gaumond, senior vice president and general manager of Connected Workforce at Insight.

Some companies are expanding IT departments to better support remote management. But most have tightened belts as a result of COVID-19, making fundamental IT ecosystem changes difficult. This inflection point has initiated a change in how organizations

think about IT services by introducing an emerging concept — hybrid IT partnerships — in which those who fare best adapting to unforeseen challenges are those that can scale resources on demand. More ingrained IT service partnerships help support overburdened IT staff in this regard.

The future of IT includes increased zero-touch deployment, end user self-service, and 24/7 remote desk support for hybrid workforces who run at all hours from multiple time zones. Insight is creating modern architectures for clients that keep corporate data isolated from personal data, pre-configures new devices for home use without human intervention, and supplements resource-strapped IT departments with full-time, virtual concierge support.

Training people to work in a combined physical and digital environment requires organizational change management, teaching soft skills for how to effectively conduct virtual meetings for a hybrid audience and manage teams from a distance, and devising processes to measure productivity and accountability from afar.



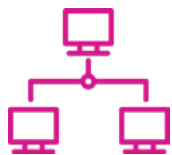
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Mike Gaumond,
SVP and General Manager of
Connected Workforce at Insight

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Given these challenges, Insight is leaning into helping clients make better sense of the ground they're now standing on in the digital world by concentrating on these key areas that we believe define the future of work:



Highly dispersed workforces:

Empowering digital collaboration and a foundation for the hybrid workplace



Hybrid cloud and the edge:

Devising a strategic roadmap to scale data use via as-a-service consumption



Digital everything:

Automating processes to serve clientele in-person and from afar



Cybersecurity:

Emphasizing the perimeter-less digital workplace



Supply chain simplicity:

Boosting agility through vendor consolidation and less concentrated global IT resourcing

Our Insight Intelligent Technology Solutions™ are at the heart of how we're building meaningful connections to help businesses run smarter in these areas. But what does this actually look like? Let's explore how our solutions are translating into better outcomes for everyone.

Digital Innovation

Traditional Grocer Goes Modern

One of the world's largest grocery retailers needed help with its digital transformation journey to become an omnichannel retailer to give its customers new shopping experiences. We provided services around cloud architecture, DevOps, data and AI, advanced analytics, containerization of its legacy monolithic applications. The result is the development of an intelligent platform that's poised to disrupt the supermarket industry.

Insight facilitated the design and build of a cloud native platform that allows customers to engage online and extends into the store through an intelligent edge, powered by the IoT. The retail-as-a-service platform serves as an innovation springboard to rapidly develop, deploy and iterate on new technology developed by the grocer that can be commercially licensed to other retailers.

The solution gives in-store customers a new way to experience products through digital shelves that facilitate intuitive displays of nutritional information, dynamic pricing and promotions in real time based on an individual shopper's preferred products. Employee productivity also is enhanced by real-time information, one-click pricing changes, video analytics to drive machine learning in the cloud and an IoT network to ingest constant store data points.

In replicating the solution across 3,000 stores nationwide, the grocer is meeting its customers how they now prefer to shop, providing in-home delivery, curbside pickup or personalized in-store experiences. This allows the retailer to continue to do what it has always done: Provide great service and maintain the brand loyalty it has had for more than a century.



The (Virtual) Reality of Healthcare

[Alder Hey Children's Hospital](#) wanted to use immersive and mixed reality technology to reduce the amount of physical contact between hospital staff, patients and visitors. Looking for a solution that would deliver immediate benefits, the hospital also wanted the ability to support future developments in medical treatment.

The initial use cases it had in mind included remote patient care, virtual ward rounds and staff training to enable:

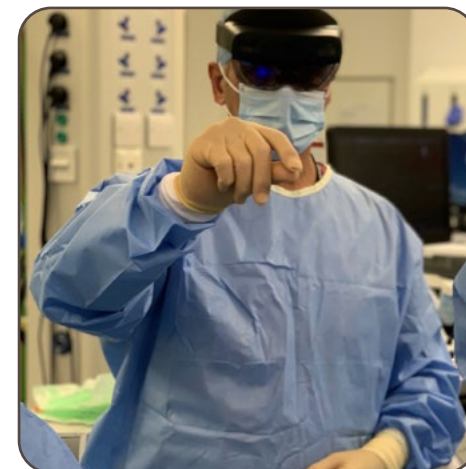
- **Easier consultation:** Clinicians in the operating environment wanted the ability to consult medical experts who were located elsewhere. This reduces the number of people physically present and lowers the risk of spreading infections, including COVID-19. It also allows the clinician to quickly consult other experts when time is of the essence for a patient.
- **Reduced exposure:** The hospital wanted to conduct virtual clinical rounds, with just one clinician making the rounds and others joining remotely. This makes ward rounds more efficient and reduces the number of people physically present at the bedside while still providing a personalized experience for the patient and their relatives.
- **Staff training:** The hospital needed a way to enable medical trainees to observe a procedure without having to be in the room. This increases the number of people who can observe live and improves the ability to record procedures for on-demand viewing afterwards.

With the solution put into action using Microsoft® HoloLens® 2 and Dynamics 365® Remote Assist, an Alder Hey pediatric cardiology consultant was able to guide a colleague working in the Cath Lab by sharing images through a headset. In this situation, a surgeon needed to place a tiny stent inside a blood vessel of a young child, while his colleague used X-ray imagery to ensure it was in the correct position before he expanded it.

Describing the procedure, the cardiology consultant said, "I was able to drive the model from my laptop and say, 'Actually from this angle, from this view is where you can best see the structure,' so that my colleague could tell the radiographer

where to place the camera." In this way, he took pressure off his colleague, who needed to use both hands for what he was doing. Considering it can often take quite some time to get an X-ray camera in position, working with HoloLens 2 helped the healthcare consultant regain valuable life-saving moments.

Insight has provided similar immersive and mixed reality technology to hospitals in Atlanta, Georgia and Tampa, Florida.



Australian Water Corporation Creates New Digital Experience

Water Corporation partnered with Insight to reinvent its digital experience for 1.3 million customers, delivering a new, customer-focused website that provides simple, online self-service to better review water usage bills and insights on how to reduce water consumption.

Insight and Water Corporation worked closely to identify the key challenges of its current website infrastructure and design a new, future-ready digital platform. The aim was to bring the existing portals together to deliver a smooth, sophisticated online experience that would enable intuitive self-service, anticipate user needs, proactively educate customers and help drive more sustainable water use.

With the onset of the pandemic, the decision was made by Water Corporation to not delay the launch of the new platform, but instead deliver an improved process for COVID-19 affected customers to submit financial relief applications (previously only offered through the contact center).

In just a month after launch, the benefits were clear:

- Self-service transactions increased 29%.
- 93% of surveyed customers said they could successfully complete transactions online (without having to call).
- 90% of applications for financial relief services were submitted online rather than via the contact center.
- Traffic to the site increased 28% (vs. the same time last year).
- People were spending 14% more time on the website and visiting 42% more pages per session, suggesting more valuable, easier-to-find content.
- 24% more users logged in, indicating greater customer engagement.

“This was a very complex and involved project for Water Corporation. But our solid partnership with Insight, and their technical expertise and guidance throughout, meant that it progressed smoothly from start to finish. We couldn’t be happier,” said Ivana Marjanovic, manager, digital experience and product, customer strategy and engagement, Water Corporation.



Cloud + Data Center Transformation

Bringing Free Public Wi-Fi to Rural, Low Income Students and Workers

A Texas county government experienced the residual impact of the pandemic as some of its low-income residents suffered from a lack of Wi-Fi connectivity to effectively perform online schooling and work from home. The client was a recipient of [CARES Act](#) relief funds from the federal government that could be used for a variety of needs.

The county requested Insight propose a solution for strategy, design and deployment of a free community wireless broadband network across several precincts. Insight Cloud + Data Center Transformation, in collaboration with SmartWAVE, was selected to help the county with this large-scale and time-sensitive project. Starting in August 2020, our services team developed a multiphased project plan to be delivered over a couple of months: planning, design, electrical remediation, and tower construction and installation.

Through working with Insight and SmartWAVE, the county can provide free public Wi-Fi access to more than 30,000 students and teleworkers. The network design has built-in safety and compliance features to ensure user and business data and privacy are protected.

Modernizing IT Leads to Better Hospital Care

[Children's Hospital of Orange County](#) needed to modernize its IT infrastructure so it could continue to deliver the best care to its patients. Insight Cloud + Data Center Transformation provided an environmental assessment of data center assets and migration planning using Insight's [SnapStart discovery engine](#) — a proprietary IT tool which provides a complete inventory of an organization's IT estate. Our team helped the client execute a move into a colocation facility through three move events with zero unexpected downtime.

When the outbreak of COVID-19 drove the hospital to shift much of its support team to working remotely, the recent data center relocation and modernization initiative allowed between 1,000 to 1,200 administrative and staff to transition home in just three weeks.



The key takeaway from the hospital's CTO, Adam Gold: "Prepare to be nimble." [View](#) a conversation with Gold on why he thinks the hospital is able to better provide world-class care to the children and families they serve when IT is considered as part of the overall business strategy.

* * *

Insight has worked with El Camino Health for more than 20 years. Members of our consulting services, professional services and residency services teams have all contributed to the hospital's success. As some networking components were nearing end of life, we supported the hospital with a refresh of their Palo Alto Networks® firewalls, voice and call center upgrades throughout the healthcare organization's multiple locations. The refresh was the hospital's largest outsourced IT project ever.

With Insight's help, El Camino campuses have an updated and robust network that delivers the reliability and performance needed. The organization's voice, call and wireless infrastructure has been refreshed with minimal downtime.



Connected Workforce

Murdoch University Intranet Launches in Just 12 Weeks

Murdoch University in Perth, Australia, needed to upgrade its staff-facing content management solution and improve the capabilities for internal communications to be both fit for purpose and future ready. Together with Insight, the new intranet solution was implemented and launched in 12 weeks, allowing the university to be well prepared to respond with quick, seamless crisis communications when the educational environment turned fluid in 2020.

"We wanted a one-stop shop for everything an employee needs to navigate their digital workplace. Universities are very diverse in their employee needs, and the intranet is the place where we want them to find accurate and easy-to-find information and tools," says Julie Whitlock, associate director of digital innovations for the university.

An unexpected requirement for the new Murdoch University intranet was the need to communicate frequently to employees with information surrounding COVID-19, including updates, procedures and support for working and teaching from home. A huge effort and rapid response were enabled by the ease in which these communications could be created in a professional and easily consumable manner. The people and culture team and the marketing and communications team could concentrate on the quality of their content and not have to worry about solving technical problems.

"The intranet was essential during the COVID-19 pandemic. It allowed us to reach staff quickly to provide updates on the university's response and gave staff a platform to ask questions. As we moved to working from home, it was also invaluable in keeping staff connected — allowing them to share positive stories and helpful tips," said Amy Treen, internal communications manager at Murdoch University.

Taking an Aircraft Company's IT to New Heights

Insight helped a traditionally brick-and-mortar American aircraft manufacturer go more digital. Over the past several years Insight has assisted in many significant IT transformations, including helping the client:

- Align IT to the business, ensuring that the whole IT organization is synchronizing support, projects and enhancements to business operational needs.
- Shift from a reactive organization experiencing multiple P1 major incidents on a daily basis to proactively monitor IT operations and use predictive intelligence to gain real-time visibility into enterprise infrastructure and services.
- Change the mindset from patching old technology to transforming to new ways to configure, manage, support and enhance the entire IT ecosystem with a strong focus on enhancing the end-user experience as the guiding principle.
- Drive substantial improvements in the end-user support experience through better engagement, additional support channels and new toolsets.
- Significantly improve collaboration across technology pillars within the IT organization.

Chrome Enterprise Enhances Data Security for Healthcare Consultant

With a nearly 40-year history of excellence in care, a major healthcare consultancy and management company found itself at a crucial juncture. In the face of increasing security costs and major security challenges — including two ransomware attacks in a 14-month period — the company needed a technology rethink.

When the company reached out to Insight for help, our team recommended Chromebook Enterprise. Chromebooks are secure by design, providing protection against cyberthreats such as ransomware by deterring end users from falling hostage to harmful attacks and mitigating the impact if one prevails. Chrome OS automatically secures user data with cloud-based backup systems — letting the organization work worry-free.

Now, the company benefits from stronger technology defenses against malicious attacks, while also enjoying optimized device management, lower costs and other benefits. This enables it to continue its important work as a pillar of the regional healthcare community.

Supply Chain Optimization

Improving IT Procurement for a City Police Department

Procuring high-quality, low-cost hardware can be frustrating and challenging for small government organizations with limited IT staff. When a city police department found the bidding process for individual hardware vendors for each IT need was becoming too costly and time-consuming, it reached out for help.

Insight helped the department procure Panasonic® Mobile Data Terminals (MDTs) at a reduced price by leveraging our cooperative participation with OMNIA Partners, a purchasing organization for the public and private sectors that unites industry-leading buying power and world-class suppliers to provide sourcing solutions at greater value. Providing access to OMNIA Partners' lead public agency model drastically reduced the expense of preparing a bid and managing a contract, saving the city department significant time and money.

Leveraging Insight's lifecycle services solutions also reduced the police department's technology procurement costs, improved the quality of workforce technology and maximized hardware lifecycles — with some Panasonic Toughbook® laptops lasting up to eight years.

"When [Insight Public Sector](#) helps us build requirements, they do it thoroughly so that we know exactly what we're getting, instead of having requirements change later after poor initial planning," says the department's procurement officer.

State Mental Health Office Moves to Telemedicine, Gets Devices in Record Time

A state mental health office needed a way to connect doctors and in-patients under physical distancing guidelines. The office realized it needed a partner who could provide a digital technology solution to safely treat patients as quickly as possible and selected iPad® devices for video calling capabilities.

The office sought immediate delivery — to be completed in just 24 hours — of 1,200 Apple® iPad devices as soon as possible to start serving patients via video calling. Our team immediately jumped in. We collaborated with Tech Data and Apple to expedite the order, making sure the client received the best price possible by applying government discounts and war chest fund pricing.

With all hands on deck from Insight, Tech Data and Apple, we were able to fulfill the order by the next day. With iPad devices successfully distributed to several psychiatric centers, patients can now safely hold telehealth appointments to receive the care they need.

CASE STUDY

Total Insight: The Full Value of Transformation

The real power of Insight Intelligent Technology Solutions™ occurs when all of our areas of expertise combine to help organizations realize true transformation in how they do business. For more than five years, Insight has worked with a global software developer that specializes in streamlining and automating supply chains. Our client sought their own digital transformation to move to a modern, agile approach to how they work and deliver their services to customers.

In the past year, all of us have experienced the impacts of overburdened supply chains, be it waiting in long lines for the simple hope of toilet paper, seeing empty grocery store shelves or experiencing order shipment delays (from personal online shopping to global enterprise transactions). Our client's purpose centers on modernizing supply chains, and the majority of the world's top retailers rely on their digital platforms to proactively manage inventory from end to end, predict disruptions and automate corrective business decisions. They have turned to Insight to enhance how they work to achieve helping global enterprises optimize resources.

The company understands that success is based on the speed of innovation, and it was looking to move to a hybrid cloud infrastructure to achieve greater agility and make incremental changes to products based

on customer feedback. Through DevOps, AI and automation solutions, our **Digital Innovation** team gave the client greater ability to deliver their digital supply chain solution and relay updates to their customers at a significantly faster pace. We helped them reimagine what they do from an application development perspective, optimizing how they leverage the hybrid cloud, and providing a documented process and training on organizational change management to ensure their people adapted seamlessly to new digital tools integrated with their existing ones.

To achieve this modernization, our **Cloud + Data Center Transformation** delivery team was brought on to help with cloud migration. Through our proprietary SnapStart methodology of mapping data flows between servers and applications, the team evaluated 5,000 servers and 300 workloads, determining how to rearchitect and move 4,200 servers to Microsoft® Azure® while maintaining 800 in private infrastructure with zero downtime for the client.

In the midst of this massive undertaking, COVID-19 entered the picture. The client, like most other businesses, suddenly needed to move thousands of employees to remote work overnight. While their legacy systems worked well for managing and securing endpoints on premises, they weren't suited for

remote work. Insight's **Connected Workforce** team quickly conducted a full assessment of their current environment, architected and deployed modern provisioning and end-user management tools, such as Windows® Autopilot, Microsoft Intune® and VMware Workspace ONE®, so they could immediately support and enable their employees to continue to serve their customers remotely. Insight is also helping to manage support thanks to a fully staffed, 24/7 remote help desk that functions like a virtual tech hub allowing a remote employee with a computer issue to receive one-to-one assistance.

Underlying all of the changes is Insight's **Supply Chain Optimization** team, the heart of our business providing the necessary hardware, software and networking solutions from our deep network of 5,000+ trusted partners.

With an enhanced means of improving and updating their digital supply chain solutions, our client can continue to help its customers ease unexpected logistics burdens. This is not only great for keeping toilet paper on the shelves, but also delivering smarter and more agile supply chains that ultimately foster greater resiliency, reduce risks of highly concentrated supplier sources, minimize global waste, simplify work and strengthen economies.

Empowering *Teammates*

Our Heart *Putting People First*

HEART: We don't think of ourselves as individuals but as teammates. We take care of each other, our clients and our communities. We trust in each other and take pride in what we can collectively achieve.

Our overall business goals have remained consistent over time; included among them is the intent to champion people, leadership and culture. Through this goal, we aim to create professional development opportunities for all of our teammates, investing in their growth to ensure their future — and ours — remains bright. At our core, our focus as a company is building the right team, and better leaders, because we believe the companies that embrace and devote resources in their people stand the test of time. In fact, LinkedIn's [2018 Workforce Learning Report](#) found that 93% of employees remain at a company longer if it invests in their careers, and leadership is considered the most important skill that employees can learn.

By several accounts, Insight continues to make great strides as an employer of choice in this regard. Insight annually conducts Teammate Pulse Surveys to track teammate engagement levels, gauge work satisfaction and receive feedback for areas of improvement. Since we began conducting the survey in 2017, Insight has shown meaningful improvements each year, including receiving our highest average global score in 2020. Additionally, Insight was recertified in November 2020 by Great Place to Work as a [top workplace](#), with 86% of teammates calling Insight a great place to work. Our corporate recognitions this year included being named to the Forbes World's Best Employers 2020 list, rating teammates' willingness to recommend their employer to friends and family, and once again to the Fortune 100 Best Workplaces for Diversity.



Earn client loyalty.

Create meaningful connections that drive value for both clients and partners.



Drive profitable growth.

Demonstrate hunger through the pursuit of operational excellence with integrated global systems and delivery of high-value solutions.



Lead with Insight Intelligent Technology Solutions™.

Deliver integrated products and services through our four solution areas to drive business outcomes.



Champion people, leadership and culture.

Create growth opportunities, invest in teammates and live our values of hunger, heart and harmony to be an employer of choice.

A top priority at Insight is how we treat people, and we believe that nothing is more important than taking care of those we serve to fully live up to our purpose of building meaningful connections. This starts with fostering the right culture for our teammates and giving them the platform to be the best versions of themselves; this in turn creates stronger teams delivering the best value to our clients.





2020
No. 409

*Best Workplaces
for Diversity*

FORTUNE
500



2019
No. 70

2018
No. 90



Great Place to Work U.K.

- **No. 8** 2020 Best Workplaces in Tech
- **No. 20** UK's Best Workplaces 2020
- Centre of Excellence in Wellbeing

No. 6 Australia's
"Best Places to Work 2020"

No. 2 Austria's
"Best Places to Work 2020"

Forbes

World's Best
Employers 2020

- **No. 296** overall
- **No. 27** in IT

No. 62 *Best Employers
for Veterans 2020*

U.S. Best Places to Work 2020

- **No. 1** – Inland Northwest
- **No. 5** – Phoenix Business Journal
- **No. 7** – Triangle Business Journal
- **No. 46** – Chicago Tribune



2021 Corporate Equality Index

95 out of 100 for
LGBTQ equality



WE SUPPORT



Responsible Business Alliance
Affiliate Member



**2019 EcoVadis
Silver Medal**

Our Teammates Come First

Everyone Is a Leader

Insight's commitment to taking care of one another starts at the top, with an executive team dedicated to servant leadership in an environment where no single person is considered bigger than the team and no one is too small to have a voice. A culture of leadership is fostered at every level of the business; our teammates are the most critical strength to our sustained success. We view career development as a lattice — no one clear path is necessarily right, but there are many ways to advance.

To build and grow talent at Insight, we have four Leadership Commitments that serve as the guiding principles and behavioral expectations for leaders. Each commitment defines how to behave and what is expected, and we give our leaders extensive guidance about each commitment via virtual courses, toolkits and 360-feedback surveys. We also identified how each of these commitments is utilized throughout our existing programs and processes. Our Leadership Commitments are:



Create clarity.

Define a clear vision for your team and own your culture through our leader's intent, communication two levels down and many other tools.



Inspire people.

Empower through energizing leadership with a leadership philosophy of clients first, people always.



Demonstrate thought leadership.

Actively propose new ideas and innovative solutions through underwriting prudent risk.



Deliver results.

Be client-obsessed and have a bias toward action and a hunger for results through giving effective feedback.

Lessons on Leadership

- The “Essential Leadership” program is offered to newly hired or newly promoted leaders. It’s designed to connect them to resources as needed and on demand. We also encourage each quarter’s cohort to connect and grow their internal networks. The program is made up of three components: an ongoing Microsoft Teams® page for each cohort to stay connected, virtual courses and a live session that covers leadership foundations, including how to hold effective one-on-one meetings.
- DiSC training, available to all teammates, helps us understand each other’s personality traits and to better communicate and collaborate with each other and our clients.
- Our “Aspiring Leaders” program takes a cohort of 25 high-potential, individual contributors through 20 hours of learning spanning three months. The program covers a series of courses designed to increase their foundational leadership knowledge and self-awareness on topics like career

development, providing feedback, emotional intelligence and speaking up. At the conclusion of the program, participants present a case study and are required to incorporate the topics they learned over the three months.

- This year, we introduced a “New Managers Leadership” program, helping managers start strong and understand the differences between management and true leadership when guiding a team. As Insight CEO Ken Lamneck describes it, “Managers do things right, leaders do the right things.” Our goal is to broaden the focus beyond accomplishing tasks to instead establish a clear vision and inspiration for the team to deliver upon their mission.
- Our “Purpose Driven Leadership” program takes a cohort of 25 leaders through 40 hours of learning spanning four months. The program has both virtual and required in-person sessions, facilitated from our head office in Tempe. Participants have

the unique opportunity to engage with a diverse group of fellow leaders from across the North America business as they navigate the challenges and triumphs of leadership. Topics include world-renown content from Stephen Covey (7 Habits) and Ken Blanchard (Situational Leadership). Managers will also tackle performance management, hiring, employee motivation and articulating their leadership philosophy.

- Thayer Leadership: Insight directors and above are invited to attend leadership training through the Thayer Leadership at West Point. At Thayer, our leaders are immersed in 2½ days of leadership development at West Point, the home of the U.S. Military Academy. Thayer teaches teammates about leadership theories and then reinforces how to apply those concepts to day-to-day responsibilities. The tools that our leaders learn are brought back and incorporated into everyday interactions.

Career Development – North America

At the forefront of professional and personal growth are Connection Conversations in which our leaders and teammates routinely engage with one another on development and growth opportunities. We believe a partnership with your leader and others in the organization is an integral part in figuring out how we can grow the skills needed and continue implementing best practices that are truly working for teammates.

We offer virtual self-learning courses covering a plethora of topics and continually conduct live courses to help teammates fill knowledge gaps. Our live training options include courses about trust, presentation delivery, emotional intelligence, career development, peer feedback and communication styles. We also conduct training for leadership, starting with aspiring leaders who are not yet in management roles all the way to our executive group. These training opportunities primarily focus on leadership foundations, successful hiring, effective feedback, coaching and delegation, situational leadership and sharing many perspectives from thought leaders in the industry. Any teammate interested in working with other departments is encouraged to shadow or take on stretch assignments to grow their skills as well as cross-train in other areas of interest. We encourage our teammates to take ownership of their own personal and professional growth while we provide the resources and support to help them succeed.



Career Development – APAC

“One of the best things about Insight is that we live the ‘growth mindset’ mantra. We learn, we grow, we challenge ourselves and we challenge the status quo. We also pride ourselves in attracting and retaining the best and brightest in the industry, and it’s an honor to be recognized as a ‘Best Place to Work’ again in 2020; it’s a real testament to our teammates and culture here at Insight, says Mike Morgan, VP and managing director, APAC.

In APAC, we provide the following exciting new leadership and training programs to our aspiring and progressing leaders and teammates:

- The Emerging Leader, Navigating in the New World of Work and Resilience workshops for all teammates in APAC
- Launched Mindfulness for Managers

- Launched Peak Performance sessions
- SOFIA professional Development Promotion Program for Technical Services
- Microsoft Traineeship Participation
- Knowledge sharing across teams via our Design Week Workshops/INSIGHTX sessions and Tech Talk sessions
- Launched DiSC profiling across the business



Insight 360 Internship Experience

In North America, our 10-week, full-time, paid Insight 360 Internship Experience builds on three critical pillars that prepare up-and-coming college students for success after school: real-world work experience in the fast-moving technology industry, business exposure to a global Fortune 500 enterprise and lifeskills training. This year’s program begins June 2, with openings for 20 Tempe and four Spokane college sophomores and juniors. Last year, three of the 20 interns continued as Insight employees after the 360 Internship commenced.



Career Development – EMEA

As a result of feedback from our annual teammate satisfaction survey, we conduct “Career Structures,” a dynamic and evolving program to support teammates through their career development at Insight.

Insight EMEA also provides a graduate program, InsightEDGE. The two-year program offers 12 graduates the opportunity to prepare for a successful career in IT services and sales through a range of on-the-job and classroom training.

Since the introduction of the Apprenticeship Levy in April 2017, Insight EMEA has offered a number of apprenticeship opportunities through its partnership with QA. From cybersecurity and software development to digital marketing and project management, these apprenticeships can be tailored to specific job roles, giving teammates the chance to develop and enhance their skill sets and promote career progression.

Professional Growth Takes Different Avenues at Insight

Like many teammates at Insight, Zinuhe "Z" Tinoco started along one career path then let his passion for helping people steer him in a completely new direction. Starting out in sales in 2013, Z now serves as a senior specialist for diversity, leadership and organizational development on our human resources team. His current role sees him connecting with teammates on a daily basis, providing leadership, diversity and other training. Z shares his personal experience of how Insight's non-linear pathway to career development is allowing him to pursue new personal goals:

"Insight teammates have a belief and trust in our leadership that has always encouraged me to chase after new opportunities that grow and enhance my abilities. I like to try new things, express myself and share my opinions, and I'm in the right environment for that. Our leadership commitments were introduced about a year ago, and I strive to be a learner by keeping an open mind, as everybody has something valuable to say and teach one another.

I started as a sales facilitator for Insight's sellers, which was an inside sales facilitation role where I taught new teammates how to understand technology. From the beginning I was impressed with Insight. I moved to a senior role as a sales enablement coach, where I was responsible for new hires and coaching teammates on how to talk to clients. Afterwards, I was a senior sales enablement coach, which introduced me to what I truly love — teaching and empowering others to succeed.

That role fueled a personal desire to build more connections with teammates, motivate them and help others find their strengths. I worked with my manager to find a position that was better suited for what I wanted to do, and I wasn't limited to a path in sales.

I transitioned a couple of years ago to my current role on our diversity, leadership and organizational development team. I cherish

how Insight is a place that invests in your development. There are many directions that can be taken as people's interests expand and sometimes change, and we're motivated to add new skills and experiences to our personal toolkits. I also became involved in our Teammate Resource Groups, which gives me another outlet to motivate other teammates to find their leadership voices and follow their strengths and passions.

Recently, I've adjusted to the effects of the pandemic by changing my mindset and accepting the current environment. I miss teaching people in person and interacting directly with them, but it's a new challenge to make virtual presentations engaging, fun and effective. I'm also finding unique ways to stay in touch with my co-workers. I find myself always on the lookout for the new stories and the new voices of our teammates who are excited to share what it's like working at Insight. I'm proud to be one of those success stories at Insight."



Our Safety and Health Policy

We strive to provide a safe and healthy workplace and comply with applicable safety and health laws, regulations and requirements. All teammates are expected to be safety-conscious and to assist Insight in reporting conditions on premises that might prove dangerous.

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.

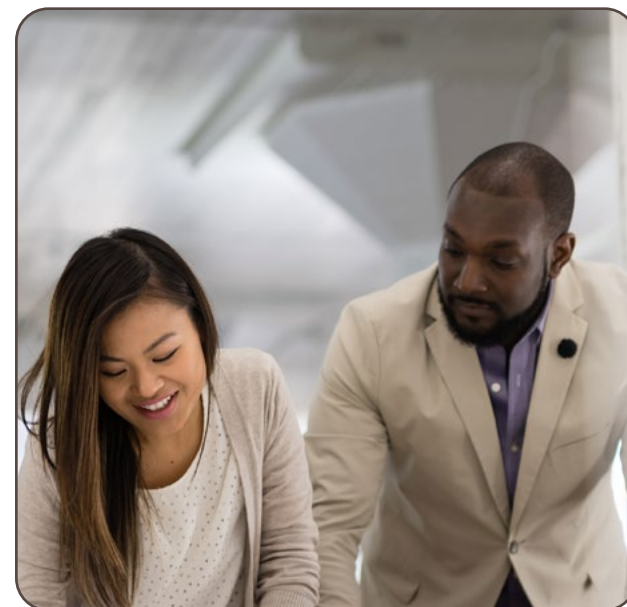
Insight recognizes that the safety of our employees can be put in jeopardy in other ways. That's why Insight APAC has a domestic violence policy supporting teammates who are experiencing domestic violence by providing: counseling paid for by the company, a safe place to stay (overnight) paid for by the 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.

Maintaining a workplace that's 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 a workplace of trust, empathy and compassion among all teammates is valued and respected as 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.

We respect and take care of each other.

We exist to serve our clients.

We act with integrity in all that we do.



Agile Work-life Balance

To help teammates maintain a healthy work-life balance, we promote flexibility by enabling an agile working culture and focus on how we can further enhance the overall workplace experience. This includes initiatives to support new parents or those with dependents, as well as accommodating needs of less mobile teammates with work-from-home opportunities.

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. 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](#).

Anti-Corruption, Cybersecurity and DataPrivacy

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. Violation of Insight policies and standards may result in disciplinary action, up to and including termination."

Recognize! Daily Successes and Thank You

One way we celebrate our teammates' contributions is through Recognize!, Insight's online rewards and recognition portal. Recognize! offers a user-friendly, fun and social way to recognize each other for living Insight's values every day. Teammates can provide a values award nomination (this recognition is appropriate for teammates who go above and beyond) or a HHHigh5 (this recognition is appropriate for a simple thank you). Recognize! reporting helps managers own and administer their team's recognition usage while creating a culture of recognition. Our teammates are constantly coming up with new ways to utilize Recognize!, such as: custom images, recognition for participation in other Insight programs and prizes for teammate resource groups.

Insight understands the positive impact of regular recognition and the benefits of ingraining recognition into our culture. We also host a very popular Recognize! Day on the 15th of every month, where a company executive blogs about the importance of recognition, and teammates wear our signature Recognize! T-shirt to remind everyone of the importance of acknowledging each other.

The Insight service anniversary program was recently transferred into Recognize! to create a more consistent, streamlined experience for all teammates. Insight acknowledges important career milestones by giving teammates a custom acrylic numeral trophy, signed e-card and points to redeem at the teammate's leisure. You can feel the recognition in our offices because teams do a wonderful job celebrating each other too. You will regularly see balloons, potlucks and team lunches, as well as good-old fashioned "thank yous."



In it Together Foundation

Perhaps our most unique program is the Insight In it Together Foundation, a 501(c)(3) nonprofit that provides much-needed financial support to Insight teammates in crisis situations. Our own teammates contribute to the foundation, as does Insight.

The program has funded 91 teammate applications since January 2020. In the six years it has been operating, we've raised more than \$2.15 million for the cause. Teammates also have the option to donate vacation hours to the foundation for co-workers who may need to take additional time off. This year, Insight's executive team also contributed \$250,000 as part of its COVID-19 response to help teammates whose families were hit particularly hard by the impacts of the pandemic.

Our teammates share testimonials about how the foundation has helped them. For example, one of our teammates was facing eviction from their home after their spouse lost their job. The In it Together Foundation helped them keep a roof over their head until their spouse found a new job. The In it Together Foundation has also supported teammates who were dealing with unexpected illnesses that led to healthcare expenses.

The In it Together Foundation is truly unique and sets us apart from many other employers. It's a program that many at the company cite as the underpinning of our heart core value, and the reason they're most proud to work at Insight.



For testimony from teammates who received assistance from the In it Together Foundation, please view [this video](#).

- "This foundation is real, it helps out a lot of our employees. Because of this foundation and our culture: Integrity is how I see Insight."
- "To all of our teammates who give freely on a monthly basis out of their pockets, you just never know who you're helping. It could be the person sitting next to you that's in a financial crisis or something happened unexpectedly."

– Testimony of a teammate

Teammate Support in APAC

In this challenging and uncertain year, we've mindfully worked to support our teammates with both practical working-from-home remote assistance, as well as teammate health and well-being programs and support. With the pandemic, we've increased awareness of our teammates' health and safety, including focusing on mental health through:

- Launching a nationally accredited mental health certification for people leaders
- Providing mental health and resilience sessions to all teammates

Across 2020 and our various stages of remote work, we also hosted:

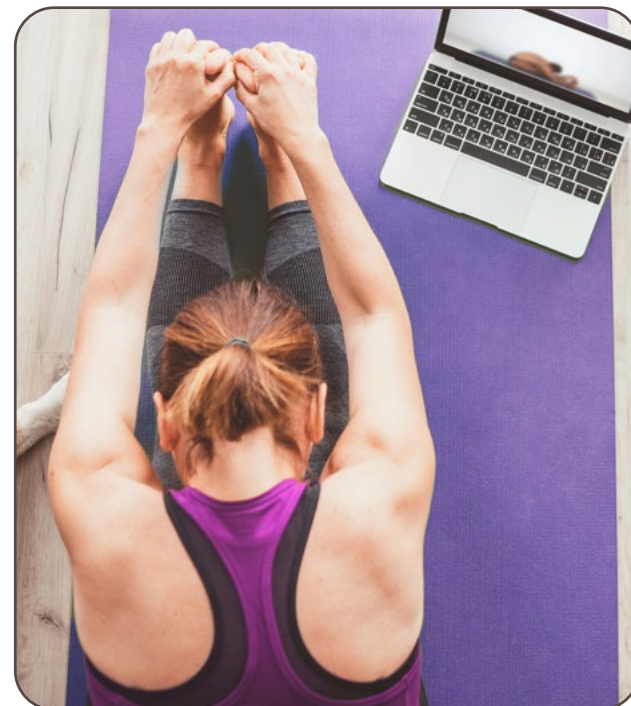
- Daily teams/teammate catch-up sessions to ensure personal well-being
- Good Morning, Monday sessions – motivational talks to keep the team strong
- Wellness Wednesday sessions – dealing with anxiety, stress and mindfulness
- Well-being sessions like "How to Do Yoga at Home"
- Teammate connections, community and competitions, including a "Living in Lockdown Cookbook," "Wearing your Easter Bonnet" holiday event, themed fancy-dress virtual social connection sessions (via Microsoft Teams®)

- Branded gifts have been delivered to each teammate's home monthly to say "Thank you for working together"
- Activity books for children at home and the "Insight APAC Art Book," featuring the artwork of our teammates' children published in a bound book
- Our Employee Assistance Program (EAP) provided additional support to teammates and five family members, with support on issues like family, health, life and personal finances. Examples include:
 - Dealing with children's anxiety
 - Dealing with financial challenges
 - Dealing with change
 - Mental health tool kits
 - Working parents' tool kits
 - A "School's OUT" support kit to assist with home schooling during lockdowns and remote working, with tips on school supervision for our working parents, careers, etc.

Insight APAC also instituted over the last 12 months these enhanced work practices:

- Free Health & Well-being online support to teammates and five family members
- Launching new educational "Munch, Move, Mind" videos to teammates via our EAP platform
- Providing the free exercise app LIFT to teammates and five family members

- Improving access to an additional 5 days of paid annual leave (at three years' service)
- Improving access to paid work-life balance leave
- Providing flu vaccines to teammates and two family members
- Increasing funding for teammates for health insurance and gym allowances
- Increasing awards for service tenure, so that every year is recognized
- Providing a paid birthday leave day
- Upgrading the Perth, Australia, facility to include a collaboration hub, stand-up desks, modern kitchen amenities, telephone booths and quiet rooms



Teammate Support in EMEA

- Our wellness committee (in Spain) has organized three virtual fitness sessions in 2020, one with a professional trainer and two with our colleague Maria Kaledenkova (from Russia) who was a professional gymnast.
- In EMEA, we offer a variety of activities to support the holistic well-being of our teammates focusing on physical, mental, financial and social well-being. With courses on mental health awareness and resilience, exercise and meditation classes, and seminars on the importance of sleep and good nutrition and even financial support, there's something for everyone.
- Teammate support has been more important than ever following the pandemic. On top of our usual well-being programs, we launched an EMEA Daily Wellness Check in 2020, inviting teammates to let us know how they're feeling through a simple tick box. If someone isn't feeling great, they receive a call from their HR support to see if they would like to chat or if help can be provided. We also launched the Insight Buddy Scheme offering teammates that extra peer support provided through a friendly listening ear.
- Our Mental Wellness Peer Support Group consists of teammates who have taken mental health first aid training and focus on providing a confidential listening service to teammates who need support or signposting to external services. They're part of a wider group focused on raising awareness of mental health and reducing the stigma. This ensures teammates feel safe and comfortable bringing their whole selves to work and provides an outlet to talk openly about their mental health experiences.



Giving *Back*

HEART: As part of our “heart” value, striving to make a difference in our communities is another way to demonstrate who we are. The majority of Insight’s charitable giving focuses on supporting children in need. When technology can be used to elevate their dreams and education, we want to be there to help.



Community Involvement in APAC

Insight in Australia conducts annual in-market giving programs supporting charities across the country. In 2020, the team engaged in community involvement by supporting the following:



- Dress for Success – With 20 volunteers, a clothing donation drive and the Dress for Success Empower Hour with a matching fundraising program, the event brought in donations of \$5,000. Mike Morgan, Insight APAC vice president, is also an ambassador for Dress for Success.
- ACT for Kids – This is a charity dedicated to supporting children who suffer abuse.
- STEPTEMBER – Insight teammates walked to support children with cerebral palsy.
- One Less Present – Each Christmas, our teammates are given a small gift, but this year, the team gave up the gift and chose a charity to donate funds to instead.

From June 2019 to March 2020, bushfires across Australia devastated land, wildlife and communities. More than 46 million acres of wildlife area burned, at least 3,500 homes were destroyed and 34 people died, according to the [Center for Disaster Philanthropy](#).

In New South Wales alone, the impact of the bushfires on our precious wildlife and natural habitats has been devastating. A report released on June 30 by the New South Wales Parliament estimates that the bushfires killed at least 5,000 koalas — as much as a third of the state population — and that the fires destroyed 24% of koala habitat on public lands. It concluded that koalas in the state face extinction by 2050.

According to the New South Wales Wildlife Information, Rescue and Education Service, Inc. (WIRES): “In the aftermath of catastrophic fires, severe drought and extreme weather taking a tragic toll on wildlife, we focused on rescue, rehabilitation and recovery. The last 12 months has been unlike anything WIRES and the Australian community have ever experienced. Compounding the impact of one of the worst droughts in history, massive fires raged for months in what has become known as Australia’s [Black Summer](#). Millions of hectares of land were burnt, much of which was threatened species habitat and [20% of Australian forests](#) were lost. Species thought to be common may need to be reclassified, and there are [hundreds of species at risk](#) of extinction. A new report from [WWF](#) confirmed that [almost 3 billion animals were killed or displaced](#) by the bushfire crisis, 143 million mammals, 2.46 billion reptiles, 180 million birds and 51 million frogs.”



Insight APAC has sought to lend a hand through the following channels:

- Australian Farmers – This organization buys bales of hay for animals and farms affected by drought across the country.
- Adopt a Koala – Insight responded by joining the Adopt a Koala program, which provides funding to rehabilitating injured and displaced koalas.
- WIRES – Insight has become a financial supporter (\$10,000 donation) and partner in the organization’s efforts to rescue and care for wildlife with WIRES, the largest wildlife-rescue organization in Australia.

Insight Netherlands teammate Laurens de Graaf, an inside account manager, is big on volunteering and helping children in need.

As an ambassador to the Stichting Opkikker nonprofit organization, Laurens helped arrange, box and drive surprise boxes to 20 families with sick children, joining an effort that so far has provided nice surprises to more than 2,000 families.

Stichting Opkikker is a Dutch foundation that provides relief to families with a sick child. Celebrating its 25th anniversary in 2020, the foundation organizes special days for the families, taking on care duties of their sick children for the day through fun programming. The word “Opkikker” can be translated as pick-me-up, or something that brightens your day, and Laurens carries that positive spirit on and off the job.



Community Involvement in EMEA

During the first phase of the COVID-19 lockdown in early 2020, Insight France answered a plea to assist Parisian hospitals with thousands of laptops or tablets to help quarantined patients maintain a connection to relatives.

Our team in France contacted Microsoft, which helps hospitals through a partnership with the nonprofit [Simplon Foundation](#), which specializes in promoting inclusive digital tools and innovations for all. During the public health crisis, they created #GardonsLeLien, a campaign bringing together a collective of major IT industry players.

Insight partnered with the group and delivered 300 Microsoft Surface® laptops to hospitals in Paris, offering support services to help set up the devices too. “I’m proud of Insight’s participation in this initiative and that we could make this happen with the help of Microsoft. I hope we can continue efforts like this during the crisis,” says Bruno Cressot, sales director at Insight France.



Across Europe, our team has given back in many other ways in the last year. These efforts include:

Austria

- Yearly donation to the special Olympics of Austria to help children with disabilities (€540)
- Donation from the company and employees to a local animal shelter, for which we also delivered home-baked meals (€2,000)
- Annual blood drive organized together with other companies in our building

Netherlands

Our Dutch teammates have made a holiday custom of helping Vereniging van Nederlandse Voedselbanken (the Association of Dutch Food Banks). With almost one million people in the Netherlands living below the poverty line, the organization hands out food every week to people in temporary need through the donations of local governments, charities and private businesses.

Each year, our Dutch teammates buy gifts and place them under an office tree. The gifts go to the children of low-income families receiving help from the food bank. Wishes are provided through Vereniging van Nederlandse Voedselbanken and fulfilled through organizations like Insight.

Spain

- In October 2020, we hosted a volunteer activity to plant a “Memory Forest” of new trees in partnership with a local nonprofit organization near Madrid. The effort had two goals: in memoriam of relatives and friends who passed away during the pandemic and to help in reforestation of a green area at risk.
- From May to July 2020, we opened a donation campaign to give teammates the opportunity to contribute through payroll. We gave €3,450 to a food bank in Spain.

Switzerland

On two occasions, we’ve prepared meals for refugees in Switzerland.

United Kingdom

Bluebell Wood Children’s Hospice is based in Rotherham, close to our Sheffield office. For the last four years, we’ve worked in partnership with Bluebell our dedicated charity. Through many fundraising initiatives, our UK team has raised more than £125,000 and offered extensive support through volunteer initiatives in conjunction with our company-issued volunteer Heart Days. So far, that’s amounted to more than 350 volunteer days provided by our teammates.



Switzerland,
preparing meals



UK, Bluebell Wood
Children’s Hospice



UK, Bluebell Wood
Children’s Hospice

Bluebell supports 250+ local families, including one of our teammates and friends of another teammate, making our contributions all the more meaningful. The children’s hospice offers home care, day care, respite care and end-of-life care, as well as counseling groups for family members.

Other Charitable Efforts in the UK This Year

- Insight provides two Heart Days given for every teammate to devote to volunteer work.
- As part of the “[Covhead Challenge](#)” to raise funds for [NHS Charities Together](#), 22 teammates raised £6,932 by donating the cost of their usual haircut and shaving their heads.
- Our Uxbridge office raised £1,200 for Hillingdon Mind Charity by putting on a Christmas Market that included gift wrapping, a gingerbread house competition and a raffle.
- We introduced the STEM Ambassador program to Insight UK and developed a strong work experience program at our Sheffield offices. The program provides mentoring and coaching at local partner schools and colleges to raise awareness and promote the technology industry as a career opportunity. Insight STEM volunteers have taken part in school activities like speed networking, career talks and supporting a STEM club to create prosthetic limbs for disabled children.

Making a Boy's Wish Come True

Every year, the Insight Enterprises Endowment Fund helps a child's dream come true through the Make-A-Wish Foundation. In February 2020, wish kid Preston and his family visited our Austin office to meet with teammates and some of our partners helping to grant his wish. Preston has a passion for video games and making YouTube videos; he's also been diagnosed with leukemia.

When Make-A-Wish asked Preston what his wish was, he knew he wanted the gear and electronics to create his own gaming room. On the day Preston's wish was granted, he arrived at the Austin office with his grandparents and sister and was greeted with cheers and decorated signs from both Make-A-Wish and Insight staff.

As Preston arrived, he began filming on his phone for his YouTube channel. He was led to a room with wrapped presents that included a PlayStation 4, a Star Wars®-themed laptop, new monitors, a gaming chair, microphone and a GoPro®, all for gaming and streaming his gameplay. After opening his presents, he was surprised with a \$400 gift card to GameStop so he could get everything else he wanted for his gaming room. Insight and Make-A-Wish staff then serenaded Preston with a Minecraft®-themed cake.

The Insight Endowment Fund issues a grant to the Make-A-Wish Foundation so that each year we make a wish come true for a child in North America. This is the most recent chapter of an amazing relationship with the Make-A-Wish Foundation, and we want to thank our Austin and Tempe teammates along with our partners who helped make Preston's wish come true.



Giving in North America Starts With Children

[The Insight Reach program](#) in North America encourages teammates to give back through programs that emphasize educational opportunities for children through technology, particularly in the areas of Science, Technology, Engineering and Mathematics (STEM). This includes annual fundraising for the United Way and a yearly Noble Cause campaign to support nonprofits, including Ronald McDonald House Charities, the Make-A-Wish Foundation and the Boys & Girls Club of America.

Teammates are also granted two paid Heart Days per year to volunteer their time to charitable causes. Volunteer time is equal to about 86,000 hours annually.

United Way

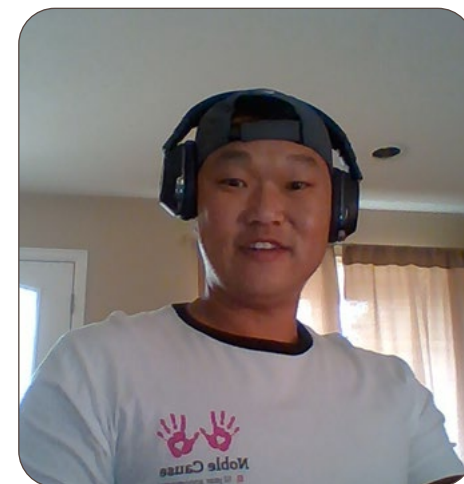
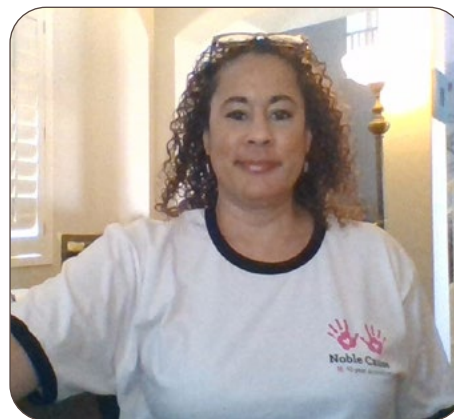
Our United Way campaign raised over \$85,000 in 2020 through teammate and partner donations. An example of our support for United Way includes the sponsorship of a technology reading mentorship program that provides equipment to classrooms. Through this program, students can use video technology to call mentors — Insight teammates or other mentors — to read to them each week and improve their skills.

Noble Cause

The end of the year always comes with holiday celebrations and the spirit of giving. For Insight, that means culminating our [10th annual Noble Cause campaign](#). An integral part of the Reach program, Noble Cause has raised over \$1 million in the last six years to not only benefit our chosen nonprofit partners, but more importantly, help us support children in need throughout our communities.

This year, we've chosen to support three organizations for their consistent commitment to the betterment of our youth: Ronald McDonald House Charities, the Make-A-Wish Foundation and the Boys & Girls Club of Arizona. Donations emphasize the use of technology to empower children with the tools to access a brighter future.

In our 2020 campaign, Insight's total contribution was \$250,000 donated back to charities. Teammates raised nearly \$21,000 by purchasing Noble Cause T-shirts and 76 partners from our solution provider network increased their contributions by 27% since last year.



The Science of Baseball

Insight has partnered with Major League Baseball's Arizona Diamondbacks on STEM programs since 2013, helping to launch the [Diamondbacks Science of Baseball Program](#) to develop elementary and middle-school curriculum that uses baseball to engage students in science, technology, engineering and mathematics.

Overall, more than 39,000 students, 1,100 teachers and 600 schools have been exposed to STEM through the Science of Baseball Program and our sponsorship. The club awarded Insight the D-backs Luis Gonzalez Community Champion Award in 2019 as the sponsor making the greatest impacts on the community.

With the past MLB season cut short and played mostly without fans in the stands, the Science of Baseball Program shifted to an online curriculum. The Diamondbacks and Insight have hosted free online lessons to ensure that teachers and students can still participate in engaging, hands-on STEM activities at home. Five lessons have been transitioned from the main learning plan and are being offered as a resource for educators and students that are learning from home.



Teammates Set Young Professionals on Path to Career Success

As part of an ongoing partnership with Scrum.org, Insight Digital Innovation teammates taught a live virtual [Scrum.org](#) training course July 15–16, 2020, in Chicago and in-person courses in Charlotte in January 2020 to up-and-coming professionals participating in the nonprofit workforce development program, [Year Up](#).

Year Up's mission is to close the opportunity divide by providing young adults from diverse backgrounds with in-demand technical and professional skills training, internship experience, college credits and weekly financial stipends. Nationwide, 90% of Year Up graduates are employed or attending college within four months of completing the program, earning average starting salaries of \$40,000 per year.

"As a Professional Scrum Trainer, I routinely train experienced professionals in Scrum, agility and team dynamics. I'm very grateful for the opportunity through our partnership with Scrum.org to get to work with Year Up students who are just beginning their careers," says Jim Sammons, national Agile training steward and a Professional Scrum Trainer™ for Insight. "I have stayed in touch with many former Year Up students and enjoy watching them succeed now as professionals. The time we spend together is brief but impactful, and I hope to remain involved with the organization in the future."

Insight's [transformation services team](#) is uniquely positioned to help clients facilitate meaningful organizational change using [Agile principles](#) and the Scrum framework. There are less than 350 Scrum.org Professional Scrum Trainers globally — and five of them work at Insight. Overall in 2020, our trainers hosted 55 classes publicly and privately of Scrum.org curriculum for nearly 700 students who are intent on improving professionalism in complex product delivery. The team also held 36 free Agile virtual training events and conferences throughout the year at seven Insight offices across the Midwest and Southeast United States.

"I enjoyed the two sessions we had with Insight's facilitators, Martin Hinshelwood and Jim Sammons. I learned new concepts for Agile learning and the importance of developing better teams and transparency within an organization. It was an interactive class where I first experienced how to navigate through Teams, and I even developed a website with my own team. I look forward to practicing Scrum as a guide to help me with my career in project management," says Terry Currin, a Year Up Chicago student.

CASE STUDY

Mastery 2020 Charitable Donations

Insight's fourth annual Mastery conference was held virtually August 10–13, providing 1,000 Insight and partner technical experts an open forum to discuss new and emerging technologies, strategies and best practices. In lieu of the costs of traditionally holding the event in the Phoenix area, this year Insight contributed funds saved to three deserving charities. As an extension of Insight's Reach mission, Insight donated a total of \$20,000 to support three causes that promote diversity and inclusion or COVID-19 relief:

- **["I Have a Dream" Foundation](#)** – This organization empowers children from under-resourced communities to succeed in their education and careers. It provides them academic and personal support from elementary school through college, along with postsecondary tuition assistance.
- **[Girls Who Code](#)** – This charity works to close the gender gap in new, entry-level tech jobs by helping girls, starting as early as the third grade, explore coding in a fun environment and get exposure to the tech industry.
- **[The Boys & Girls Club of America's](#)** response to COVID-19 – This fund helps immediately ensure clubs can continue critical COVID-19 response work in support of youth most in need.

A Holiday Celebration of Giving

Similar to our Mastery 2020 donation, in lieu of hosting our annual holiday celebrations, Insight opted to make a donation totaling \$50,000 on behalf of our teammates, shared among each of the charities listed below:

- **[FIRST](#)** – This organization inspires young people to be science and technology leaders and innovators by engaging them in exciting mentor-based programs that build STEM skills. FIRST's pre-K to high school events, such as the FIRST Lego League, get students hands-on with things like robotics through the spirit of competition.
- **[Girls Who Code](#)** – This program aims to close the gender gap in technology and to change the image of what a programmer looks like and does.
- **[SMASH](#)** – SMASH empowers students of color with intensive STEM education, culturally relevant coursework, and access to resources and social capital that allow them to be successful in college and in their careers.



In-market Giving

Annually, Insight dedicates in-market charitable giving support to five North American cities where we have a major presence. The following stories are just a few examples of how we gave back in 2020:

Southern California: Helping Children With Disabilities Stay Connected to Family

Concentrating in-market giving on Southern California for the first time since our acquisition of PCM last year, one of our teammates made us aware of [Mountain Shadows Support Group](#). Mountain Shadows provides a secure family environment for about 170 individuals with intellectual disabilities to live and thrive.

COVID-19 hit Riverside County hard, and children living in Shadow Mountain's eight residential homes within the community faced separation from their families when the facilities needed to go into full lockdown. The children, who cope with either severe mental or physical disabilities, are frequently visited by parents and other family members or picked up for dinner outings. But with the visits on pause, many didn't understand the changes — and the facility lacked the technology for video chats with their loved ones.

Insight donated the funds needed for Shadow Mountain to purchase Apple® iPad® devices for FaceTime®. Our gift positively impacts the entire residential home population, ensuring families stay together even when they're apart.

North Carolina: Volunteering Data Science for Social Progress

Seven Insight teammates in North Carolina dedicated more than 300 hours volunteering to gather data from various nonprofits in the name of social justice. The goal was to help the nonprofit [Cape Fear Collective](#) gain insights on the social impact of institutionalized racism, poor health and poverty, using the group's open-source data platform. The data collaboration builds operational efficiency and expands fundraising opportunities that result in improved life outcomes for all people.

With roots in the corporate sector, Cape Fear Collective's mission is to scale big data, fundraising, social innovation and large-scale initiative management to a six-county region in Southeastern North Carolina.

Throughout May to July 2020, Insight Digital Innovation experts worked to drive data insights by standing up a Microsoft® Azure® data platform. The platform allowed for the upload of files from various nonprofits striving to enact social change. More specifically, the team devised algorithms to cleanse the data and apply business logic to prepare the data for generated reports and long-term archiving.

"The opportunity to support Cape Fear Collective was a great way for the team to give back to our community. It's the type of engagement we're always looking for but is hard to find. I'm always excited at the prospect of being able to more widely share data for the benefit of a larger group of people, and supporting the CFC mission was a great example of that," says Liz Barrett, practice manager of data and AI for Digital Innovation at Insight.

Montreal: An IT Room Makeover for Children With Special Needs

Last year, Montreal teammates raised funds to allow the Summit School in Ville St. Laurent to update a computer room for students with special needs.

The proceeds went toward technology room upgrades and a computer refresh at the school's main campus. Plans are in place to start work on two additional rooms to help Summit's students.

Further, when students switched to online learning due to the pandemic, Summit School realized there was a significant number of students and staff who lacked regular access to a computer, laptop, tablet or other mobile device. In response, Insight immediately donated 15 new Lenovo® Chromebooks to those in need.

John Dathan, senior vice president and general manager at Insight Canada says, "Watching the students at Summit School getting to use the updated computer room and then being able to help them continue their learning online has been humbling. I'm so proud of the lengths our teammates have gone to keep children connected, both in school and online. They deserve to continue their education with equipment that makes learning as easy as possible."

Summit School serves more than 600 children with intellectual, behavioral and emotional disabilities. Students range in ages from four to 21, and the school's programs prepare them for adulthood as engaged and independent members of their community. The computer room refresh was completed in December 2019

and included new computer monitors, desktops, headsets, speakers, laptops and printers for the students.

"You can feel the renewed energy as soon as you step into this new room," says Herman Erdogmus, the director general of Summit School. "These beautiful, bright, new monitors from Insight will help our staff continue creating an environment where students want to learn and use these incredible tools."

Teammate Heart Days

All of our teammates across North America receive two paid Heart Days each year to volunteer their time to causes that are personally meaningful. Teammate volunteer time amounts to about 86,000 hours annually.



CASE STUDY

Adaptive Athletes

Paul Harrold has always had a passion for athletics and spent much of his free time over the years participating in triathlons, Ironman competitions, and other running and cycling events. Looking to share that love, in 2014 he started a triathlon team in his hometown of Charlotte that attracted 40 athletes of all ages and abilities. Within a couple of years, the group learned there were several impaired cyclists and runners across the Carolinas who were in need of guides.

That need brought a new passion to Harrold, Insight's director of professional services for Connected Workforce at Insight. So, he and another member of his triathlon club launched The Para Guide Foundation, a 501(c)3 nonprofit organization based in Charlotte with the purpose of supporting adaptive athletes in the pursuit of accessibility, inclusion and equity. The services provided by Para Guide include sighted guides for adaptive athletes who want to walk, run, cycle and swim, or participate in group exercise events.

"There are more than 9,000 visually impaired people just in Charlotte, but we're looking to help people across the country. Some just want to get out of the house and go for a walk, a run or a bike ride; others enjoy competition and want to be part of athletic groups that share in what they love to do," says Harrold.

The biggest need for adaptive athletes is transportation to events, and Para Guide provides volunteer drivers or arranges for ride shares. The charity also accepts donations of equipment like tandem bikes and rehabs bicycles.

Para Guide currently serves 70 adaptive athletes, 40 of whom live around the Charlotte area with the rest living across the United States. The foundation has trained 250 volunteers to be running and cycling guides, and the group has fought for accessibility and inclusion by working with local race directors on official rules permitting guides to assist

impaired athletes during competitions. Para Guide also helped athletes train for the 2020 Summer Paralympics in Tokyo before the international event was postponed to August 2021.

"Prior to the pandemic, we were doing events every weekend, and we even did a couple of golf events with blind athletes. But when COVID-19 hit, we found ourselves not being able to be guides because of social distancing. So we started looking at taking donated stationary cycling and indoor fitness equipment and brought them to athletes' homes. So far, we've received donated

bikes, cleaned them up, and have taken them to about 15 homes," says Harrold.

For anyone interested in helping as a guide, providing equipment or making a monetary donation, visit Para Guide's site at paraguide.org.





Diversity & Inclusion

Creating Harmony

HARMONY: We're different in skill sets, perspectives and backgrounds, but united by a common goal. We embrace diversity and inclusivity as we work together to make transformation happen.

A year of change also was marked by societal reminders that there's no place for division as people from all walks of life become more connected in the digital age. Insight already has created a workplace and mindset that welcomes different skill sets, perspectives and backgrounds, reflected by our core value of harmony.

We fully embrace the power and need for a [diverse and inclusive work environment](#). Our executive leadership team has taken a bold stance about how to address equitable treatment of all teammates regardless of race, age, gender, ethnicity, sexual orientation, disability or other differences. Various tools and allyship workshops are being offered to educate our teammates about our unconscious biases and the importance of social justice, inclusion and human rights.

We're dedicated to building a better workplace and, by extension of our values, a better world by:

- Conducting business with integrity
- Treating all people fairly
- Taking care of our teammates, clients, partners and communities
- Reducing our environmental footprint

One Team, Many Perspectives (Diversity and Inclusion)

At Insight, we believe diversity is a critical component of our success. As a Fortune 100 Best Workplaces for Diversity company, our people are our greatest strength. The more varied their backgrounds and skill sets, the more unique and powerful we feel our Insight Intelligent Technology Solutions™ and services become for our clients.

Promoting diversity, equality and inclusion is universal at Insight's 87 offices around the globe. As we shared in the heart section of this report, we work diligently to promote a culture that celebrates and rewards creative thinking, collaborative decision-making and innovative solutions. We know this starts with having a diverse workforce and appreciate that our teammates represent a wide range of backgrounds, life experiences and viewpoints, which we believe leads to stronger teamwork.

During our Global Harmony Day, we announced an expansion of the company's teammate referral program in North America, offering elevated bonus payments to teammates who refer diverse talent to Insight. Also announced was a new partnership with the Insight In it Together Foundation, the company's 501(c)(3) non-profit program, to provide stipends to selected diverse teammates who either have high levels of student loan debt or who wish to enroll in college classes and need financial support to do so.

Federica Giantomasi

*Inside sales associate,
Cloud + Data Center Transformation
Milan, Italy*



Background: Federica has worked at Insight for almost four years as an inside sales associate for the cloud channel and solutions team. Since 2012, she's had between 10–15 surgeries that have dramatically changed her life to one of almost total dependence on others to assist with her daily needs. Her medical issues caused her to miss a total of 18 months of work over two occasions. But her hunger and enthusiasm haven't waned. Federica simply loves helping other people, and her role at Insight renews her spirit of independence by putting her in a position to help others.

On her experiences: "I went from being independent to depending on almost everything from other people. When you're in the hospital, you live like you're in a bubble. You lose track of the days, time goes by and you lose a sense of reality. Coming back to Insight after this experience is an opportunity to have a new, fresh vision on things. I feel like a new hire again, yet with the experience and knowledge of the company at the same time. You're the same as before, but with a different perspective on everything."

About being at Insight: "My job at Insight allows me to be helpful to others. It's not me having to ask other people for help, but people can ask me to help, and this makes me feel independent and fills me with a sense of worth. Insight knows how much our three values of hunger, heart and harmony mean to me ... harmony means serenity for me. The truth is that I'm the first one getting upset with myself because I'm not able to do the same things as before. My mind works at the same speed, my body is just slower. I'm trying to help others understand that, even if I look different, I'm always the same Federica. At Insight, I don't have to explain my situation like I have to elsewhere; I know that my needs are understood and taken into high consideration."

Advice for others: "Each of us have different limits, different interests and also bad days, but we should put ourselves in other's shoes and find a way to work together. Even with my disabilities, my will to be there and do my job well is as strong as ever. The heart is still there, always having a positive approach, and I don't make my limitations difficult for others. From a harmony perspective, it's important to put yourself in other people's shoes."

Tracey Naidoo

Senior project manager
Perth, Australia



Background: Tracey grew up as a native Indian living in South Africa during the apartheid era, when racism was a societal norm. Tracey not only experienced discrimination because of her race but also her gender, where the traditions of her own Indian culture valued boys over girls. She was one of the first women in her family to go to college, leaving cultural biases behind as she found her own purpose. Eventually moving to Australia to pursue her career also meant leaving behind everything she knew — and finding mentors helped her find her way. She now leads a technical team delivering digital improvements and innovation for local and global brands seeking to improve day-to-day efficiencies through technology.

On her experiences: “From a young age, the girls would be taught housework — cooking, cleaning and taking care of others — while the boys were sent outside to play. I also remember instances where I noticed something was different, like going to the park and seeing there were seats for whites only. Eventually apartheid was abolished, and my family took advantage of this. My dad became a manager and had non-white people as well as white people reporting to him, and that’s definitely something that wouldn’t have been possible under apartheid. My mom also branched out and started teaching women skills that would help empower their lives; simple skills like how to use a computer or how to become financially secure. Given the background I came from, it was incredibly difficult for me to get comfortable working in a multiracial environment, and it took me leaving the place that I was born in before I came into a position where I was working with people of all races. I think I’m very lucky where I’m at now, but I still see some discrepancies based on gender. Technology, for example, is very male dominated, and I also still get comments like, ‘This is going to be too technical for you.’ It’s part of the reason why I continue to study and improve my technical skill.”

About being at Insight: “I’m a lot more comfortable with where I’m at now and living in Perth is absolutely fantastic. One of the really strong plus points I found was working with an organization called Women in Technology-Western Australia. They’ve helped me build my professional network, and I love what they do in terms of inspiring local women to see what’s possible and arming them with tools and resources to find success in technology.”

Advice for others: “I don’t want anyone else to be in the position that I was in, when you come to a country and you don’t know anyone, you don’t know where to start. I strongly believe in being a part of groups like Women in Technology. I actively mentor young women that want to enter technology, and I would say that championing diversity and inclusion is something that’s core to my belief system.”

Global Harmony Day

As part of Global Diversity Awareness Month, Insight held its inaugural Global Harmony Day on Oct. 16, 2020. The day was a celebration of Insight’s more than 11,000 teammates worldwide uniting through unique skill sets, experience, backgrounds and personal challenges to create powerful outcomes for our clients, teammates and partners.

Global Harmony Day builds from Insight’s values of hunger, heart and harmony, a people-first approach to making a positive impact through transformative technology solutions and collaboration. A day of candid conversation began with keynote speaker Rabia Siddique, a human rights lawyer, retired British Army officer, hostage survivor and award-winning humanitarian. Siddique encouraged Insight teammates to be the best version of themselves by sharing a powerful perspective of equality and diversity through her [personal story](#) of resilience, courage and forgiveness, as a hostage survivor and champion of civil rights.

“Our Global Harmony Day is an occasion to learn, explore and celebrate what it means to work together as a diverse family of teammates bringing a wide range of perspectives on life and business,” says Glynis Bryan, Insight’s chief financial officer whose own expansive career includes leaving Jamaica to pursue degrees in psychology and an MBA and working in global transportation and logistics firms before moving into the technology space when she joined Insight in 2007. “We should never have to consider gender, race, sexual orientation, religion, age or anything else that makes one person different from another as reasons to limit ourselves. Our strength lies in sharing all points of view and challenging conventional wisdom together, and Global Harmony Day punctuates the power of inclusion as we drive change at Insight and through our intelligent approaches to technology.”

Global Awareness Diversity Month “pays tribute to the diverse minds and beliefs held by all cultures around the world,” according to National Today. Consequently, Insight teammates across the company’s 87 offices worldwide attended sessions on becoming a better listener and an ally. Additional sessions covered discussions and personal accounts from teammates with experience facing LGBTQ+ discrimination, immigrating to new countries, living with disabilities, and being a minority in the field of technology.

APAC: Diversity, Inclusion and Belonging

In the Asia Pacific region, Insight operates in incredibly diverse countries, populations and communities across Australia, China, Hong Kong, Singapore and New Zealand. We represent clients and teammates from many cultures, backgrounds and communities, and we seek to continue to build a workplace where all people thrive, and individual difference is harnessed and celebrated.

Our Insight APAC Diversity, Inclusion and Belonging Strategy was launched in early 2020 with a series of key initiatives across the following areas:

- **Diversity and Inclusion Foundations:** Our foundational activities include a review of policies, processes and procedures, a workforce demographics survey, awareness training and the continued celebration of flagship diversity events across all locations.
- **Women in Technology:** We're looking to increase our representation of women in technology positions. To achieve this, we'll establish gender-focused talent pipelines, continue to partner with universities and implement targets for our entry-level positions.
- **Aboriginal and Torres Strait Islander Peoples (Australia) and The Māori (New Zealand):** Our focus is to build awareness and celebration of indigenous cultures through the pillars of Relationships, Respect and Opportunities. In Australia, we partnered with [Reconciliation Australia](#) to develop and implement our first Reconciliation Action Plan.
- **People with Disability:** In 2021, we'll undertake an accessibility review of both our physical offices and teammates' resources. Following this, we'll identify employment opportunities for people with disability as we seek to increase representation within our workforce.

APAC Diversity Council

We recently established our APAC Diversity and Inclusion Council, which brings together a cross-section of teammates to discuss, plan and oversee our strategy's implementation. Members of the Council are involved for an initial period of 12 months, as we seek to continuously invite a range of perspectives from our teams across Asia Pacific.



Workplace Gender Equality

Since the inception of the Workplace Gender Equality Agency 2012 (WGEA), Insight Australia has gained compliance certification with the Workplace Gender Equality Act 2012, which audits equitable salaries and promotion opportunities for women in Australia.

Women in ICT Awards (WIICTA) in Asia Pacific

These awards are designed to recognize and celebrate female excellence within the IT provider channel. Insight's focus on women in technology and challenging ourselves to live by our goals of diversity, equality and inclusion begins with the people we hire and the sense of purpose we collectively foster as people learn and grow in their roles.

We had five incredible leaders in our APAC business recognized as finalists in the Women in ICT Awards in Asia, New Zealand and Australia in 2020.

- Channel Asia WIICTA 2020:
 - Rising Star: Mei Fern Lee
 - Shining Star: Joan Loo
- ARN Women in ICT Awards 2020:
 - Rising Star: Sarah Loughlin
 - Community Award: Tracey Naidoo
- Women in IT 2020:
 - Reseller New Zealand WIICTA 2020 -Shining Star: Evette Thorp

Male Champions of Change

Male Champions of Change (MCC) Institute works with influential leaders to redefine men's roles in taking action on gender inequality. It activates peer groups of influential male leaders, supports them to step up beside women, and drives the adoption of actions across private sector and government.

Insight was invited to participate in a Microsoft-sponsored MCC chapter comprised exclusively of Microsoft partners. Mike Morgan, head of Insight APAC, leads this initiative for Insight and participates alongside his peers in discussions, research forums and strategy development specifically targeted at our industry. Participating in the initiative complements the implementation of our Diversity and Inclusion Strategy, which also includes specific strategies to increase representation of women in technology.

Since joining the MCC chapter, Insight has undertaken a series of focus groups, reviewed our domestic violence policy and is developing a new gender equity policy.



TEAM TALK

Wael Ben Messaoud

*Account executive
Commercial business/inside sales
Montreal*

Background: Wael is a native of Tunisia who has worked as an account executive at Insight Canada for the past two years. Before Insight, he worked as a technical account manager in the IT industry in positions spanning the African, European and Asian markets. His wife earned a PhD in Canada through a sponsorship by the government of Tunisia; upon graduation, she rejoined Wael back in Tunisia. However, after an unsuccessful year seeking a job in their home country, they decided in 2019 to permanently immigrate to Canada.

On his experiences: "The main difficulty of moving to a new country is being far from family. While I worked abroad for other companies for a couple of months, this is the first time we've been away from Tunisia for as long as we have. It's hard, but with technology, we're always in touch with our families, and I found strength in my family and lean on my wife in our journey. You need to make your plan to immigrate well in advance to understand how life and business are in a new country. I was hired at Insight within two weeks of arriving in

Canada because I did a lot of research on Insight and worked closely with HR to help plan my transition in advance. After two years in Montreal, I'm very happy to be here and feel really comfortable in this city and country and feel like I have all the resources to be a better person and worker."

About being at Insight: "To be honest, I have never experienced a moment of feeling unwelcomed in a new country. The first minute I came to Insight, I've felt everyone has been friendly and helpful, especially my teammates. It feels more like family rather than co-workers, so I feel as if I've gained new brothers and sisters in my new home, which helps make up for missing my family in Tunisia."

Advice for others: "There's no recipe for success as an immigrant, you simply have to be yourself. It's very challenging moving to a new country and experiencing a new culture, away from family. Have empathy for those who have immigrated, for whatever reason, to understand some of their challenges and get to know them. You can help them to feel more at home in their new, chosen place."



EMEA Diversity and Inclusion

In 2019, Insight EMEA formalized its equity initiatives through an [Insight Diversity and Inclusion Handbook](#). As an accredited [Disability Confident](#) employer, Insight EMEA also is committed to supporting individuals with disabilities, including those with long-term health conditions.

Other actions taken in EMEA to help create a spirit of solidarity among our ranks include:

- A Diversity & Inclusion (D&I) task force created with a clear strategy to promote diversity and inclusion
- Unconscious bias training to teammates across EMEA
- D&I calendar of events
- Global Harmony Day in October gathered our teammates for a virtual all-hands session that included a race discussion, teammate interviews, training on allyship and cross-cultural cooking lessons.
- We joined the [Time to Change Employer Pledge](#) in October 2020 to create an action plan for a more open and understanding culture around mental health problems in the workplace.
- Race for Work charter (project in progress end Q4)
- Mental health champions and training for managers
- Member of Tech Talent Charter
- Member of Tech She Can charter
- Member of Women in Tech (UK)
- This year, we have no fewer than eight finalists in CRN'S Women in Tech awards, a testament to our commitment to shining a light on female talent within the tech industry.

- Juneteenth (UK): As part of Juneteenth, we engaged with the underlying history, issues and factors that have contributed to the biases we see and/or experience through reading, audio and visual materials. This was an opportunity for each of us to recognize and reflect on racial injustice.
- Pride: We hosted a lunch and learn session with a member of our D&I Taskforce and LGBTQ+ community advocate, John Glackin. We also provided materials for teammates to further their knowledge around the LGBTQ+ community and learn to be a better ally. And in a real show of unity, we had a number of teammates showcase their support for equality and the LGBTQ+ community with quotes displayed on social badges.

Our inclusive culture was recognized as one of Great Place to Work's 2020 UK Best Workplaces™, as well as Great Place to Work's Best Workplaces for Women™, building on these accolades received in 2019: Excellence in Well-being and 2019 Best Workplaces™ in Tech.





EMEA Resource Groups

In 2020, Insight EMEA focused on creating the following Community Resource Groups, the equivalent of Insight North America's Teammate Resource Groups (read more, next page):

- RESPECT (Race Equality Support Programme & Ethnicity Champions Team)
- STEM
- Disability/Neurodiverse
- Mental Wellness

In 2021, we'll see the launch of the following Community Resource Groups:

- LGBTQ+
- Women in Tech
- Plus other defined Diversity groups that volunteer

Participating teammates support the overall Diversity and Inclusion Strategy, which includes reviewing/creating, collaborating and developing inclusive practices. Such practices include routes to attracting external, diverse talent, creating communications around relating celebratory diversity days and providing educating material for the benefit of all teammates to foster an environment of understanding and support.

These groups will be led by one or two teammates, and they'll be part of a Core D&I group that meets on a monthly basis. We're in our infancy with these groups and are currently working on creating documentation that provides formal guidance on the remit for these groups.

Nealand Lewis II

Project manager, Digital Innovation Charlotte



Background: Nealand understands the advantages of a diverse background as well as anyone. A history major by trade, he's worked in finance, telecommunications and even spent time teaching seventh grade social studies. In his words, "If you can survive a middle school classroom, you can handle any type of war room." His first taste of the IT industry came during a job working on a technical support team during his senior year of college, and despite working in various fields, he had a goal of returning to technology. After becoming certified in project management, he finally found his break ... but it took knowing the right person to get a foot in the IT door. Thanks to a current teammate's recommendation, he originally joined Insight through Cardinal Solutions in 2018 and now works as an organizational development change manager and project manager for the Digital Innovation team. Nealand also serves as the marketing chair for the Afro-Professionals and Allies at Insight teammate resource group and is vice president of professional development at the Project Management Institute.

On his experiences: "I always wanted to get into IT, but all the times I was interviewed, I was told I was either underqualified or too qualified. There are still many stereotypes within our country that hinder people of color. The exposure, being able to be given a chance to have a seat at the table and be on equal footing with our peers, are still things we have to deal with on a daily basis. I'm used to having to advocate for myself, which allows me to advocate for others as well. I can see when someone needs a little extra help or training, and being able to connect with people and identify those opportunities is unique."

About being at Insight: "Leadership has contributed to my comfort level in the organization by hearing me, understanding me and challenging me. When you have people that believe in you, the comfort comes. Being a person of color can be lonely in certain situations, but I think Insight and the people I work with everyday have done a tremendous job of creating an environment of inclusivity. At the end of the day, it's about being better together."

Advice for others: "I feel like advocacy and mentorship is so important. The mentors that I have, I raised my hand and asked if they could share their experiences. I'm thankful to God that I had someone years ago that worked with me, groomed me, gave me good feedback and exposed me to new resources. Remember to reach back. You may be used to going to lunch with friends or walking to get coffee with your normal group. Tap the new person or the person you don't normally speak to, and invite them into your circle."

TEAM TALK

North America Resource Groups

Insight continues to grow its bench of Teammate Resource Groups (TRG), also known as employee resource groups or affinity groups. TRGs are typically associated with a culture or perspective that has traditionally faced challenges in the workplace. Established and led by our teammates, these groups help facilitate recruitment of a diverse staff, promote an inclusive culture, raise awareness in areas of concern, foster more meaningful relationships with clients and suppliers, and engage our workforce. Each resource group promotes and encourages diversity, professional development, personal growth and innovation.

Insight TRGs are open to all teammates and can be created by anyone. Each group defines its own mission and charter, which supports at least one of three objectives:

1. Support a diverse workforce.
2. Support our Insight business objectives.
3. Promote a respectful and inclusive environment.

"We think of each of our teammates as leaders who possess the ability to turn the greatest challenges into meaningful outcomes for our clients and each other. Establishing a culture of collaboration and creativity at Insight is a journey rather than a destination, and we're always looking to improve our workplace in these areas," says Jen Vasin, SVP for HR at Insight.

In 2020, Insight teammates launched and/or worked to promote the following groups through a mostly virtual event-based year:

- 15 resource group chapters with 1,000+ members

Afro-Professionals and Allies (APAI) at Insight

APAI fosters an inclusive community that encourages recruitment, professional development and retention of African, Black American, Black Canadian and Caribbean teammates.

15 resource group chapters
with **1,000+** members



2020 highlights:

- On June 19, 2020, APAI launched and began implementing its events, tools and resources throughout Insight for teammates.
- Teammates gather virtually and in-person for roundtable discussions on key topics, popular culture, books, etc. — including the recent discussion to review themes from the book, "So You Want to Talk About Race."

"Inclusion is at the core of everything I believe in. The feeling of belonging, being understood while understanding others, empathy and compassion — all daily experiences Insight provides due to its commitment to equality, diversity and inclusion," says Steve Brown from APAI.

“

We think of each of our teammates as leaders who possess the ability to turn the greatest challenges into meaningful outcomes for our clients and each other. Establishing a culture of collaboration and creativity at Insight is a journey rather than a destination, and we're always looking to improve our workplace in these areas.

Jen Vasin, SVP for HR at Insight

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Deb Murphy

Senior manager
Global project
management office
Tempe, Arizona



Background: As a proud native of Tennessee, the Volunteer State, Deb volunteered to join the Air Force to seek a career beyond her small hometown, obtain a better education opportunity and of course serve her country. As an airman, she served as a linguist specializing in Vietnamese. Her military experience included serving in the Philippines and working at the National Security Agency. She ultimately chose to leave the military due to the pressure of having to hide her identity as a lesbian.

On her experiences: "I would not trade my experience in the Air Force for anything. But at the time when I served, there was no concept of it being okay to be gay — if anybody found out you were gay, you were immediately investigated and, in most cases, received a dishonorable discharge. It's not an understatement to say it was terrifying. You not only had the pressure of the job you're doing, but you also had the pressure that if anybody finds out you're gay, you may get a dishonorable discharge that follows you around for the rest of your life."

About being at Insight: "I feel 100% supported by Insight teammates and leaders. My biggest source of pride is our Insight Stands Out group for LGBTQ+ teammates, and my hope for this group is that it helps others feel the same way. I'm proud of the people who are part of the group, making meaningful changes for this company, the people who work here and their families."

Advice for others: "My story is not unique, this didn't just happen to people in the military, it still happens today across organizations all over the world. People are still not comfortable or allowed to bring their full selves to work every day. If someone doesn't feel comfortable being their authentic selves, they're not going to stay — you're going to lose top talent and, more importantly, you're going to lose really valuable perspectives. I encourage people to ask questions. Get to know people, make a personal connection to get to know who they actually are, and really listen to them."

Insight Stands Out

Insight Stands Out launched in 2019 with a mission to foster a highly visible and inclusive environment that provides resources, assistance and education for Insight LGBTQ+ teammates, families and allies.

2020 highlights:

- Insight Stands Out kickoff and launch event
- Reviewed HR communication on self-identification and reinstating domestic partner benefits inclusion recommendation
- Reviewed and made recommendations on facilities restroom inclusivity guidelines
- Volunteer involvement at the LGBTQ+ Rainbows Festival before the COVID-19 pandemic
- Hosted a booth at Insight's annual sales conference in February 2020 in the U.S. and Canada to educate teammates and promote membership
- Revised the Insight North America dress code policy to be a more inclusive workplace culture
- Partnered with HR to update Insight's anti-discrimination policy to include sexual orientation
- Hosted several virtual events in June 2020 for Pride month to celebrate and unite teammates, such as a virtual Netflix watch party, book club discussion, trivia event and social hour
- Created an educational resource library for teammates that addresses:
 - Transgender topics, including information on medical expenses and counseling resources
 - Adoption assistance
 - Resources on parenting an LGBTQ+ child
 - Allyship resources
 - Glossary of LGBTQ+ terms



Unidos With Insight

Unidos With Insight is an all-inclusive group promoting harmony and cultural awareness by bringing teammates together to experience Hispanic and Latino culture.

2020 highlights:

- Hosted several cultural awareness events, meetings and discussions
- Hosted a Microsoft Teams® webinar for its members and Insight teammates to better understand the new platform
- Hispanic Heritage month with a different post on our employee intranet site, Inside.Insight, highlighting a different Latin-America country

Honored National Hispanic Heritage Month 2020 with a panel titled, "Historias, a Journey Through the American Dream."

"Unidos With Insight has given my co-workers and I a sense of community and belonging. It has helped me become a better leader and better employee," says Mario Solorzano, a member of the organization.





Women With Insight

In harmony with International Women's Day, Women With Insight launched on March 8, 2019, with a mission "to support, honor and empower women at Insight." Through themed events, Women With Insight members support and mentor each other to improve networking skills, experience personal and professional development and promote confidence in a traditionally male-dominated industry.

In 2020, Women With Insight chapters across North America made significant recruitment progress through mostly virtual events and virtual recruitment. Membership nearly doubled in 2020, growing to more than 580 members from about 300 at the end of 2019.

2020 highlights:

- At the beginning of 2020, before teammates began working from home, the Tempe, Arizona, chapter hosted an in-person International Women's Day event as well as an anniversary of Women With Insight event.
- Michelle Reaux, human resources director, hosted a virtual keynote, "Connecting Through COVID-19" on how to stay sane and manage life in uncertain times.
- Financial wellness virtual event

WOMEN With Insight

“Community engagement always has been at the forefront of defining what success looks like for Women With Insight. We're eager to bridge the gender gap in the IT industry, and women need the opportunity from a young age to feel empowered by their interactions with technology.”

– Anna Spencer
Account Executive
Insight Canada and Women With Insight Montreal Chapter Leader

- Power and negotiation event (including a partnership with YWCA)
- Virtual 5K event: Open to everyone companywide, Cisco sponsored this event from November to December 2020, enabling 650 spots for medals and race bibs. Funds raised went to different charities.
- Educational women's suffrage virtual event

Through themed events, Women With Insight members support and mentor each other to improve networking skills, experience personal and professional development, and promote confidence.

Digital Innovation D&I Committee

Insight's Digital Innovation Diversity & Inclusion Committee emphasizes finding and hiring people from a wide variety of backgrounds. The committee recognizes those who go above and beyond in driving diversity at work and in the community through the Digital Innovation Teammate of the Month Award.

The committee held several events in 2020, most notably working with the Afro-Professionals and Allies at Insight group on a "Walk with a Purpose" to celebrate Black History Month as well as a roundtable discussion in multiple offices to review the book, "So You Want to Talk About Race."

The group also watched and discussed "On the Basis of Sex" for Women's History Month and conducts Ted Talk Tuesdays, discussing contemporary topics like politics, women's rights, being true to ourselves and being Muslim in America. The committee hosted Kahoot Trivia with topics surrounding Jewish faith; and presidential and electoral facts. The group also held Netflix parties for Pride Month in June and to celebrate the 30th anniversary of the Americans With Disabilities Act signing. There are 13 blogs written by Digital Innovation members on D&I topics and experiences.

We've had representation from our 10 Digital Innovation offices across the United States, holding at least one D&I event each quarter, including:

- **Insight Global Mastery Diversity and Inclusion Panel:** Partnering with all of Insight's Teammate Resource Groups, the committee hosted our first D&I panel discussion at Insight's Mastery 2020 virtual technical conference, which was an incredibly engaging discussion with four panelists speaking about how diversity and inclusion helps them unlock better business outcomes.
- **The D&I Spotlight Program:** This provides a meaningful way to celebrate recognized teammates quarterly through nominations submitted by fellow teammates. We aim to promote cultural awareness to build and foster a diverse, inclusive, and equitable culture; recognize teammates that embody inclusivity in the workplace or community; and inspire teammates by sharing how a diverse and inclusive culture results from individual teammates making small and big acts of inclusion. 12 teammates and one office were recognized in 2020 for their outstanding contributions in and out of the workplace.

Partner Diversity and Sustainability Programs

Insight diverse supplier program

Working with businesses owned by minorities, women, veterans, LGBTQ+ and people with disabilities strengthens communities and demonstrates our commitment to equality. We continue to build strong relationships with companies of different backgrounds through our [diverse supplier program](#). [Insight partners directly](#) with the companies below.

- Anacapa Micro Computers (California, Hubzone certified)
- Arrowhead Global (Florida, SDB Hubzone certified)
- En Pointe IT Solutions (California, WBE/MBE certified)
- Granite Data Solutions (California, DVBE certified)
- Mobilematics (California, MBE/WBE certified)
- Unistar-Sparco Computers (Tennessee, SDB/LGBT certified)
- Von Technologies (Illinois, SBE/WBE certified)

Going Green With Responsible IT Disposal

Technology assets can create waste harmful to the environment. Accordingly, Insight has developed an asset disposition program that helps companies repurpose old and used equipment safely through data erasure and IT asset remarketing or disposal. This helps organizations protect the environment by following disposal guidelines mandated by the Environmental Protection Agency (EPA) — all while maximizing the return on their IT investments.

Insight, in partnership with Dell Technologies, works closely with suppliers to identify energy efficiency improvements and create water risk mitigation plans to develop a more sustainable supply chain. A circular design approach helps Insight and Dell Technologies return materials to their production cycles for continued use in new products.

“We take all IT assets,” says Lisa Czarnecki, an IT [lifecycle services](#) architect at Insight. “That includes traditional desktops, PCs, laptops, servers, routers, switches, mobile phones, tablets, printers and fax machines. Our nationwide services include dock-to-dock or inside pickups.”

Insight has a longstanding partnership with a disposal vender, which operates two secure processing locations with a global reach. Insight’s services include a rigorous review of all IT assets to determine whether to remarket, recycle or redeploy the hardware based on business rules provided by our clients. Each asset receives a full physical and technical audit and asset level tracking in a custom disposition web portal.

Next, all serial numbers are tracked on all data-bearing devices and client IDs/assets tags are recorded and removed. Then, each hard drive undergoes a Department of Defense 5220.22M drive wipe, a triple iteration and multiple-overwrite process with random characters that render the data completely erased and unrecoverable. Clients are provided a certificate of erasure and, if a drive cannot be erased, it's destroyed.

This high-level data erasure process has far-reaching privacy and security implications since some of our clients’ IT assets contain secure information, including valuable business data and private client account records. Our services are eStewards-, R2-, ISO-, OHSAAH- and HIPAA-certified.

Insight’s asset disposition services ensure:

- EPA- and RCRA-compliant e-waste disposal
- Maximized return on re-marketable assets
- Simplified logistics and transportation
- Auditable chain-of-custody for disposed assets

Dell/Microsoft IT waste reduction program

Every year, 50 million metric tons of electronic waste or e-waste is generated with only [20% being recycled](#). As organizations strive to follow an eco-conscious approach, Insight and Dell Technologies deliver a sustainable IT disposal solution, ensuring that outdated tech equipment filled with sensitive data ends up in the best hands.

Social Responsibility

Committed to Fair and Ethical Practices



UN Global Compact Commitments

Global Human Rights Policies

At Insight, we support and respect the United Nations internationally recognized Guiding Principles on Business and Human Rights. Insight lives up to these principles through a Code of Business Ethics and Conduct as well as global and regional [policies and practices](#).

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. 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.

Reducing Environmental Impact

Within our commitment to the UN Global Compact, we focus our environmental sustainability work on key areas where we can make the most impact, according to these principles:

- Businesses should support a precautionary approach to environmental challenges.
- Undertake initiatives to promote greater environmental responsibility.
- Encourage the development and diffusion of environmentally friendly technologies.



Standing Against Corruption

We pledge to maintain our long-standing commitment to do business with integrity and comply with anti-corruption laws. We believe businesses should work against corruption in all its forms, including extortion and bribery.

Vendor Code of Conduct

Insight is committed to providing its clients with information technology hardware, software and services procured from a legal and ethical supply chain.

[The Insight Vendor Code of Conduct](#) describes both legal and social responsibility requirements for all of our third-party vendors ("Vendors"). Vendors, in their activities, will operate in full conformance with the laws, rules and regulations of the countries in which they operate and will conform to these requirements and communicate our Vendor Code of Conduct to their lower tier suppliers and vendors.

We expect all of our vendors, i.e., all companies who do business with any company or division of Insight, to adhere to the same ethical standards.

For this purpose, the full Vendor Code of Conduct can be viewed at the link above.

Responsible Business Alliance Affiliate Member

Insight is dedicated to reducing the company's impact on the environment. As an affiliate member of the Responsible Business Alliance (RBA), Insight fully supports the organization's vision of a global electronics industry that creates sustainable value for workers, the environment and business. Toward that end, we collaborate with other RBA members to ensure we provide working and environmental conditions that meet RBA standards and best practices. We value the rights and well-being of our workers and our communities.

Insight commits to progressively align our operations with the provisions of the RBA Code of Conduct and to support and encourage our own first-tier suppliers to do the same. When possible, Insight will seek to adopt the RBA approach and tools in practical ways in the spirit of the industry's common goals. 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 whenever 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.

A grayscale background image showing two people, an adult and a child, crouching in a field of grass and mulch, engaged in planting or gardening. The adult is in the foreground, wearing a light-colored sweater, and the child is slightly behind and to the right, wearing a hoodie. The scene is bright and natural.

Environment

*In harmony with
the world and
our communities*

Environmental and Sustainability Initiatives

Insight is committed to protecting the environment, including pollution prevention, within reasonably practicable levels. 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. We monitor and attempt to minimize the generation of waste at source (including the management of stock) and take all reasonable steps to see that waste is recycled or disposed of in a safe and environmentally acceptable manner.

Working in harmony with our teammates, vendors and clients, Insight strives to promote the use of suppliers and contractors who are managing and improving their environmental performance. We encourage the involvement of employees by consultation in the setting of environmental objectives, education, improving the working environment, and by seeking individual commitment and contributions to such initiatives. Insight monitors contractors and vendors for environmental certification. Working under the continuous improvement of the environmental management system, we're looking to expand the program to include new clients or vendors at onboarding.

\$7+ million in resources saved in 2020

Through Insight's sustainability program, conducted with electronics recycling partner Ingram Micro, we limited our environmental footprint by reducing the following:

- **Energy** – 12,773 kilowatt hours per household per year
- **Air emissions** – 50,959 metric tons
- **Greenhouse gas reduction** – 3,607 CO2 equivalents per car per year
- **Toxic materials** – 11,466 lbs / 5.73 tons
- **Water emissions** – 105 metric tons
- **Solid waste** – 4,123 lbs per household per year
- **Hazardous waste** – 11,135 tons

Insight North America Green Initiatives

- **Smart lighting:** Insight is replacing florescent lighting with longer lasting tubes, and sensor lighting has been put in place at the entrance of our APAC headquarters.
- **Repurposing equipment:** Office chairs throughout the recycle plant are recycled and old telephony is donated to charity for reuse.
- **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.
- **Teammate education:** We provide teammates with an understanding of Insight's environmental policy and their responsibilities in controlling and improving environmental performance.
- **Conscientious partners:** We promote the use of suppliers and contractors who are managing and improving environmental performance.

Insight Donates Computers to Students Across Alberta

Insight donated 72 workstations in May in response to Alberta students who needed access to online learning after schools abruptly closed due to COVID-19 concerns.

Insight teammates in Edmonton volunteered to refurbish the equipment and provided it to Alberta Computers for Schools, a not-for-profit computer recycling program assisting eligible K–12 schools, libraries and nonprofits across the province. Insight's donation assisted low-income families in need of computers to allow their children to attend school remotely. Each computer included modern communication and collaboration applications like Microsoft Teams® as well as essential peripherals.

Through its asset disposition program, Insight typically helps companies to responsibly

and securely dispose or repurpose outdated equipment. Our services include a rigorous review of all IT assets to determine if equipment can be resold on behalf of a client, redeployed for new uses or recycled in an EPA-compliant manner.

But in this case, a group of Insight teammates identified surplus equipment for donation. They assisted with wiping, rebuilding, testing and cleaning up the workstations to make them user-ready for students. Werkman said the team volunteered personal time by using company Heart Days, equivalent to two days of paid time off each year specifically dedicated to giving back.

Alberta Computers for Schools has distributed more than 200,000 computers primarily to K–12 schools across Alberta since its establishment in 1994. The organization is part of Computers for Schools, a national program that refurbishes computers donated from government, private business and individuals.



Environmental Sustainability in EMEA

To maintain the environmental certification for the EMEA region, the Insight ISO team has been working with the auditing company and the accreditation body developing virtual audits.

These started as a temporary COVID-19 requirement, but Insight is looking to expand the process for the majority of the ISO 14001 internal audits that will reduce the travel requirements and therefore the carbon footprint generated — although they will not be used for the recertification audits.

Expanding the reporting from EMEA to a potentially global platform, the EMEA ISO team and the U.S. compliance team have drafted an Insight Carbon Data Standard. The purpose is to ensure that Insight entities and site information are prepared in a consistent way to drive global improvement and enable more accurate carbon data reporting.

Providing a global standard will assist all geographies in moving forward.

Insight EMEA has made the Cube award system redundant. In its place, we've introduced tree planting in recognition of new hires through Tree-Nation. The nonprofit Tree-Nation has planted five million trees since its inception in 2006 and currently maintains more than 50 reforestation projects.

Combining Environmental Sustainability and Charitable Giving

Insight found a way to combine environmental sustainability and charitable giving through an incredible collaboration initiated by Gill Holloway, Insight's director of EMEA operation; Steve Beasant, Insight UK's head of facilities and Michael Amos, managing director of network operations at Waste to Wonder. Waste to Wonder recycles thousands of equipment from landfills and has equipped more than 750 schools in 18 countries with office equipment and refurbished IT.

As our UK business continues to expand and new office space was required, we used the new office relocation as an opportunity to help our community. The existing furniture was still functional but lacked the modern look and feel the team wanted.

So, our UK team turned to Waste to Wonder, which provides an ethical and environmentally managed solution to the disposal of redundant office furniture and equipment and aims to redistribute as much equipment as possible to local and international good causes.

Rather than throwing out what was still useful, Waste to Wonder helped us donate 100% of the furniture and fixtures in our London-area Uxbridge facility to School in a Box, which distributed the furniture to two international charities that provide their local communities with education and social care. Not only has our move to new facilities resulted in zero waste, but it also gave us the opportunity to donate our furniture to those in need.

CASE STUDY

The Workplace of the Future (A Look at Plans for One Insight Way)

One key company project delayed by the COVID-19 pandemic in 2020 was the construction of our new corporate headquarters, which will be called *One Insight Way*. As of the end of the year, design plans are nearly finalized and we're looking to begin construction in the first quarter of 2021, with tentative plans to open the doors of our home of the future later in the year.

A core purpose of *One Insight Way* will be to bring teammates together and showcase Insight's vision of the Future of Work, tailored to the needs of the modern worker with their health and well-being in mind. The reference to "The Insight Way," encompasses our dedication to our hunger, heart and harmony values, our Insight Intelligent Technology Solutions™ and our overall purpose of building meaningful connections to help businesses run smarter.



To represent our vision of the workplace of the future — using the same digital transformation solutions we provide to our clients — *One Insight Way* will feature these in-house intelligent solutions:

- The Insight Digital Innovation Center, an interactive experience for our clients to help visualize the solutions we design to address our clients' critical business needs
- The Insight Connected Platform™ for Detection and Prevention, helping manage thermal cameras and room sensors gauging occupancy in common spaces and conference rooms
- Smart check-in
- An interactive welcome wall (i.e., to greet specific visiting clients, for wayfinding, etc.)
- New digital signage for marketing and other in-house communications

In light of safety considerations resulting from the pandemic, *One Insight Way* also will reflect our vision of the hybrid workplace. As Insight teammates mix their time

working remotely and in-office, we'll include the following options to enable their mobility when at the office:

- More spacious collaboration areas
- Smart collaboration hubs
- More temporary "hotel" space for remote workers
- Wider main corridors and aisles for safe distancing
- HVAC ionization system to ensure safe air quality

Other amenities to fully support our teammates will include:

- Full-service cafeteria and premium coffee collaboration area
- On-site health clinic and fitness center
- Library/quiet workspace to allow teammates to retreat from their work area during the day
- Nearly five times the conference room meeting space as our current facilities
- More open work areas and natural lighting to encourage great teamwork

One Insight Way also will be designed to be eco-friendly, and we're working with the U.S. Green Building Council Arizona and SRP to achieve LEED certification. The site will feature solar panels as well as fully automated HVAC and LED lighting to reduce the company's electrical usage.



Insight[®]

