



 Insight®

Corporate Citizenship Report

2022

Table of Contents

A Message From Our CEO	3
A Message From Our EMEA President	4
ESG Commitments	5
Insight's Corporate Social Responsibility Mission Statement	6
UN Global Compact Commitments	7
UN Sustainable Development Goals	8
Good Health and Well-Being	9
Quality Education Reduced Inequalities.....	10
Gender Equality	11
Decent Work and Economic Growth	12
Industry, Innovation and Infrastructure.....	13
Sustainable Cities and Communities	14
Responsible Consumption and Production	15
About Insight.....	16
Our Transformation.....	17
Corporate Culture: Our Purpose	18
Our Solutions	19
Tech for Good	20
Our Hunger Solutions Built to Be Ambitious.....	21
Getting Schools in the Esports Game	22
Medical Center's Much-Needed Update	22
Rapid Laptop Supply Keeps Somerset Schools Connected.....	23
Modern Applications	23
Modern Infrastructure.....	24
DATA & AI.....	25
Complete Digital Transformation.....	26

Teammate Care	27
Our Heart It's All About People	28
Taking Care of Our Team	30
Mental Health & Wellness — North America.....	32
Culture Building.....	34
Professional Development.....	35
Career Development – APAC	38
Career Development – EMEA	39
Giving Back.....	40
Our Heart Giving Back	41
Community Giving — North America	42
Community Giving — APAC	43
Community Giving — EMEA	44
Diversity & Inclusion	45
A Message From Our APAC Managing Director	46
Our Harmony One Great Team	47
D&I — APAC	51
Environment.....	54
Our Harmony Environment	55
Environmental Sustainability — North America	56
Environmental Sustainability — APAC.....	57
Environmental Sustainability — EMEA.....	57
A Modern Workplace, the Insight Way.....	58



A Message From Our CEO

Resolve to Be (More) Ambitious

Jan. 1, 2022

Ring in a new year serves as an annual reflection point. We are reminded of what matters most to us and how well we lived up to our values and standards over the past year. We gain fresh motivation through new resolutions to grow and get better. In other words, we allow ourselves to be ambitious.

This year, I couldn't be more excited and honored, as I step into my new role as Insight's president and chief executive officer. Yet, at Insight, I'm hardly paving the way. We have a diverse group of leaders at every level of our business — particularly women in executive roles. [The Org](#) last year noted 60% representation of women across our top management positions in calling Insight the second most gender-diverse company in technology. We can all be proud of progress like this.

I'm also proud of the continued resiliency and innovation demonstrated by our group of 11,500 teammates as the COVID-19 pandemic persists. They have kept our core values of hunger, heart and harmony thriving even as we've remained physically separated in a mostly remote-working environment.

Our technical experts — including 5,000 architects, developers and engineers — are helping clients solve some of their most vexing issues yet. In our [Insight Intelligent Technology™ Report 2022](#), a survey conducted by IDG Research Services of 400 IT leaders, two-thirds agreed that their organizations have successfully adapted to changes caused by the pandemic thanks to the use of new technology. Looking ahead, on average, nearly half (47%) of their new IT investments in 2022 will be devoted to initiatives to transform their businesses.

This suggests the appetite for innovation has returned, and now is an opportune time to be ambitious. As business models are redefined and the way we take care of each other evolves, adapting responsibly is imperative as organizations take bold leaps forward while still being tethered by resource constraints. Companies will seek to become nimbler in how they take care of their workforces, customers and communities, and 89% intend to rely more on solution providers like Insight to assist.

Knowing they can't do it alone, we're also not standing still. Among our top priorities in 2022 is refining our solutions to deliver differentiated outcomes more purposefully. Our expertise is now focused in the areas we believe will make the greatest difference to those we serve as they strive to go more digital:

- The **modern workplace** continues to evolve in a new era of anywhere operations as organizations seek to create more productive, flexible and secure workplaces. Talent is no longer limited by geographic reach.
- **Modern applications** engage customers and employees in the way they prefer to work, shop and interact with digital experiences.
- Business operations will become more dispersed and agile, so harnessing real-time information through the **intelligent edge** will set apart the movers from the laggards.
- **Data** is our most valuable currency, and **artificial intelligence** will raise its value by turning raw information

into insights that lead to more beneficial outcomes as technology increasingly drives everything we do.

- **Modern infrastructure** is the baseline requirement to architect and modernize multicloud and networking solutions that propel the business forward.
- **Cybersecurity** is a top priority to ensure our clients can respond to the evolving cyberthreats that continue to emerge in more digitally dependent environments.
- **Managed services** eliminate business disruption, while lifecycle services optimize supply chain costs and needs. Companies create further competitive advantage and improved operations by employing strategic expert consultation to align business goals to the latest technology.

I strongly believe that technology is our greatest resource for doing good, magnifying noble causes with an incomparable ability to scale, automate, innovate and communicate. To be the best conduit of this, we're renewing our dedication to championing people, leadership and culture.

Our fourth annual communication on progress defines why Insight is well prepared for this moment as we live up to our purpose of building meaningful connections to help those we serve work and live smarter. Since 2018, we have relied on the [Ten Principles of the UN Global Compact](#) as the standard for how we conduct business. We remain committed to living up to the initiative and its principles of protecting human rights, fair labor, preserving the environment and anti-corruption.

At Insight, 2022 will be a year of great expectations. It's time for us all to reset the clock on exciting new opportunities to be the best versions of who we are. It's time to [be ambitious!](#)

Joyce Mullen

President and Chief Executive Officer, Insight Enterprises



A Message From Our EMEA President

Celebrating Diversity and Opportunity

Jan. 1, 2022

Our business starts and ends with people. Whether it's our commitment to fostering a culture in which our own team can thrive and grow or our dedication to solving our clients' business challenges with Insight solutions, putting people first is what makes us successful.

Our mission is that every employee is recognized and valued as their whole self and that our globally diverse and multicultural clients, partners and communities are reflected within Insight. As an equal-opportunity employer, the topics of diversity, inclusion and belonging continue to be a particular focus within the business, giving rise to amazing initiatives over the past years. One example is our employee-led resource groups, which to date total 12 globally, focusing on diversity and the inclusion of all genders, backgrounds, identities and ethnicities at Insight.

We have placed a specific emphasis on internal education, supported by the launch of our global InsightAlly charter. This has helped to facilitate healthy discussion and sharing of educational material and experiences. The second Global Harmony Day, held in October, also honored Global Diversity Awareness Month, connecting teammates across the globe in virtual sessions.

I am also extremely proud that Insight has been certified as a Top Workplace by Great Place to Work®. Additionally, Forbes named Insight as one of the World's Best Employers this year. These tremendous accolades further reflect our exceptional workplace culture.

As EMEA president, I am proud to be part of such a diverse, passionate and ambitious team. I continue to be energized and uplifted by our values of hunger, heart and harmony, and I look forward to reaching new heights in 2022.

Emma de Sousa

Emma de Sousa

President Insight, EMEA

A background image showing a male doctor in a blue scrubs with a stethoscope, smiling and looking down at a female patient. The patient is also smiling. The image is overlaid with large, semi-transparent purple geometric shapes (triangles and a circle) on the right side.

ESG Commitments

As our world rapidly transforms, so do our responsibilities to our clients, our communities, our partners and our teammates.

Insight's Corporate Social Responsibility Mission Statement

Insight is committed to building and strengthening a culture of ethics and integrity. The fundamental principles of law and ethics govern the way Insight does business.

Insight strives to serve 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.

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

Our Code of Business and Ethics documents and Governance policies are publicly available [here on our Investor Relations site](#).



Earth Day

UN Global Compact Commitments

As a member of the United Nations Global Compact, respect for human rights is a fundamental value of Insight. We strive to respect and promote human rights in accordance with the UN Guiding Principles on Business and Human Rights, also known as the [Ten Principles of the UN Global Compact](#), in our relationships with our teammates, partners and clients.

Global Human Rights Policies

[Principle 1:](#) *Businesses should support and respect the protection of internationally proclaimed human rights.*

[Principle 2:](#) *Businesses should make sure that they are not complicit in human rights abuses.*

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

[VIEW OUR GLOBAL HUMAN RIGHTS POLICY](#)

Safety and Health Policy

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

[VIEW OUR COMMITMENT TO TEAMMATES](#)

Labor Rights and Work Policies

[Principle 3:](#) *Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.*

[Principle 4:](#) *The elimination of all forms of forced and compulsory labor*

[Principle 5:](#) *The effective abolition of child labor*

[Principle 6:](#) *The elimination of discrimination in respect of employment and occupation*

We respect our teammates' right to join, form or not 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.

[VIEW OUR ANTI-DISCRIMINATION & HARASSMENT POLICY](#)

Reducing Environmental Impact

[Principle 7:](#) *Businesses should support a precautionary approach to environmental challenges.*

[Principle 8:](#) *Undertake initiatives to promote greater environmental responsibility.*

[Principle 9:](#) *Encourage the development and diffusion of environmentally friendly technologies.*

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 the principles listed above.

[VIEW OUR ENVIRONMENTAL POLICY](#)

Standing Against Corruption

[Principle 10:](#) *Businesses should work against corruption in all its forms, including extortion and bribery.*

We pledge to maintain our long-standing commitment to do business with integrity and comply with anti-corruption laws. We maintain an anti-corruption zero-tolerance policy and stand against corruption.

Our 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."

[VIEW OUR ANTI-BRIBERY & ANTI-CORRUPTION POLICY](#)

We also hold regular, mandatory training for teammates to ensure that expectations and appropriate responses are clear.

UN Sustainable Development Goals

In Support of the UN Sustainable Development Goals

Through our belief that technology should be used as a source for making the world a better place, Insight supports the UN's 17 Sustainable Development Goals (SDGs). Since its inception in 2015, governments and international and local organizations have taken innovative steps to support the SDG charter, which serves as "a blueprint to achieve a better and more sustainable future for all people and the world by 2030." We strive to implement our own good practices through our Insight Intelligent Technology Solutions™ and how we establish greater harmony within our workplace and our collaboration with our partners and clients.

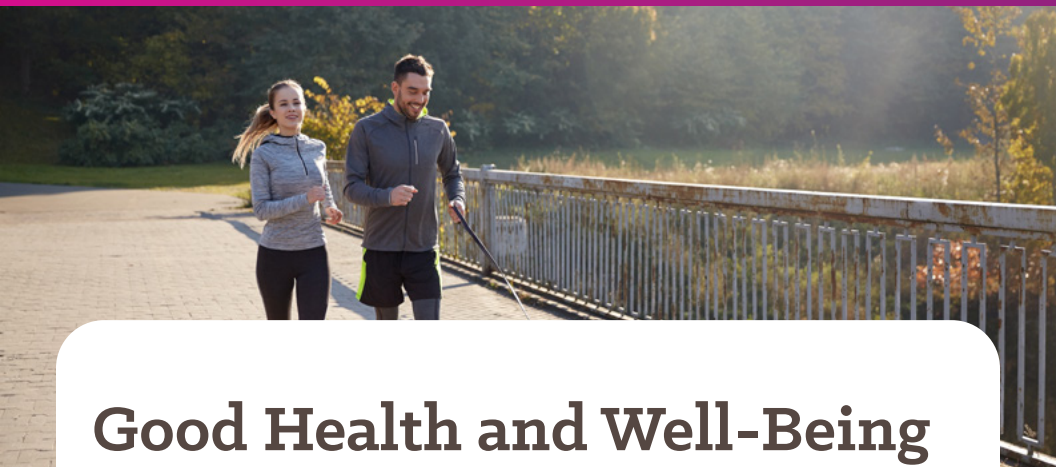
In these times of accelerated change, our role as an industry-recognized solutions integrator can positively impact public global enterprises, private business, government agencies and educational institutions as they enact digital transformation initiatives to modernize how they serve their stakeholders.



Insight's Priority SDG Targets

Within these goals, we believe Insight's work specifically addresses the following SDG targets. In the proceeding pages of this section, see how our transformative solutions serve as a useful resource contributing to the 2030 goals.





Good Health and Well-Being

- **UN Target 3.4:** Promote mental health and well-being.
- **Insight's impact:** Given the vast changes occurring in our teammates' lives and the blurring of work and family time since the start of the pandemic, we have ramped up our teammate wellness programming. Weekly Wellness Wednesday events, various mental health support programs, Gympass access, a medical concierge service and investments in mental-fitness programs (like Cuppa of Life and Man Anchor sessions in APAC) emphasize physical fitness, mental well-being, and financial and family stability.
- **Solutions in action:** The Insight In It Together Foundation, a 501(c)(3) organization, provides much-needed financial support to teammates in crisis situations to allow them peace of mind to focus on what's most important in times of critical need. Most teammates cite this program in our annual Teammate Pulse Survey as the underpinning to our heart core value and one of the reasons they are proud to work at Insight.



Aligned to UN Sustainable Development Goal

TEAMMATE SUPPORT

\$2.6M

total teammate contributions

for Insight In it Together

Foundation

\$550,000 in 2021

114

teammates in crisis helped in 2021

GLOBAL TPS SCORE

50.0

Up from 21.0 in 2015

76%

global response rate

MENTAL WELLNESS

150+ Mental Health First Responders

certified to recognize signs of peers who are struggling



Quality Education | Reduced Inequalities

- **UN Target 4.4:** Substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship.
- **UN Target 10.2:** Empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion, or economic or other status.
- **Insight's impact:** The Insight Reach program focuses how we give back to our communities through charitable programs that emphasize educational opportunities for children through technology, particularly in the areas of Science, Technology, Engineering and Mathematics (STEM).
- **Solutions in action:** Through Insight Public Sector, Insight's division serving the needs of educational institutions, we've helped 20 schools establish esports programs since the start of the 2021-2022 school year. We provide the technical foundation and mentorship needed to run a club and boost student engagement. Through these programs, more students are participating in extracurricular school activities and growing more interested in STEM-based learning.



*Aligned to UN Sustainable
Development Goals*

TOTAL GLOBAL GIVING

\$1.6M

total charitable contributions

in 2021 by Insight globally. Including...

\$375,000

REACH donations for STEM causes

\$335,000

raised for **Noble Cause** and **United Way** in 2021

\$40,000

raised for causes in **APAC** and **EMEA** in 2021

VOLUNTEERING

Insight provides paid leave to teammates for

Heart Days equivalent to

86,000 hours

annually for personal community work.



Gender Equality

- **UN Target 5.5:** Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life.
- **Insight's impact:** Rooted in our values of hunger, heart and harmony, Insight promotes the [equitable treatment](#) of all teammates regardless of gender, race, ethnicity, age, sexual orientation or physical ability.
- **Solutions in action:** As an industry pacesetter in advancing women in leadership, we now boast 850 participants in our Women With Insight peer-network group. Across North America, Women With Insight is one of eight diverse teammate resource groups led by 1,400 teammates for the purpose of advancing unity, professional development and mentorship across the company. We were recognized by Great Place to Work as the No. 12 UK Best Places for Women in 2021. In 2021, four similar groups were established globally, including She's Insight in EMEA and Women Rising in APAC. In Australia, Insight has been recognized as compliant with the Australian government's Workplace Gender Equality Act (2012), which improves gender-equality outcomes in Australian workplaces.



Aligned to UN Sustainable Development Goal

TEAM DIVERSITY

1,400

Teammate Resource Group participants in North America, up **39%** in 2021

850 members of Women With Insight

\$108,500

Fund-Ed Together school stipends awarded to diverse teammates, with **35** recipients in 2021

60%

representation of **women** in senior executive roles vs. 16% for tech industry

67%

of candidates hired in 2021 were diverse.

11,500

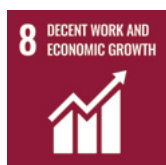
teammates united for 2nd annual virtual **Global Harmony Day**.

Decent Work and Economic Growth

- **UN Target 8.2:** Achieve higher levels of economic productivity through diversification, technological upgrading and innovation, including through a focus on high-value added and labor-intensive sectors.
- **Insight's impact:** We help organizations transform to meet the changing demands of the digital economy, particularly in industries most impacted by the pandemic: healthcare, retail, manufacturing, energy and transportation.
- **Solutions in action:** Working with Intel, we awarded three businesses with \$50,000 tech makeovers through our [Connected Workplace Makeover Contest](#).

- **UN Target 8.3:** Promote development-oriented policies that support productive activities, decent job creation, entrepreneurship, creativity and innovation, and encourage the formalization and growth of micro-, small- and medium-sized enterprises, including through access to financial services.
- **Insight's impact:** We support independently owned companies and diverse owners through our global supply network of 6,000+ hardware, software and cloud partners.
- **Solutions in action:** We have established a [Supplier Diversity Program Office](#) that last year helped more than 2,700 small and/or diverse businesses (nearly half of our partners) gain exposure to our global clientele.

- **UN Target 8.8:** Protect labor rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment.
- **Insight's impact:** As we equip Fortune 500 enterprises whose businesses are essential to global economies, Insight has taken extra precautions to protect our distribution center teammates who have had to perform onsite throughout the pandemic, and otherwise continued to operate the business on a mostly remote basis to safeguard against the spread of COVID-19.
- **Solutions in action:** Upon entering our facilities, teammates must complete a daily questionnaire, have their temperature taken, and follow masking and distancing policies. The Insight Connected Platform™ is integrated with thermal cameras at our warehouse distribution and integration centers to automatically screen up to 30 teammates at a time for elevated temperatures without physical contact. At 10 more offices, standalone thermal cameras or kiosks with thermal-imaging cameras have been deployed, along with other connected devices.



Aligned to UN Sustainable Development Goal

SMALL-BUSINESS SUPPORT

\$150,000

worth of Intel technology awarded to three winners of **Connected Workplace Makeover Contest**

INSIGHT SUPPLIER DIVERSITY

2,722

participating businesses
(small and/or diverse)

\$549M

invested in our small/diverse
suppliers

218 women-owned
suppliers

\$61M women-owned
suppliers

209 minority-owned
suppliers

\$38M minority-owned
suppliers

76 veteran-owned
suppliers

\$12M veteran-owned
suppliers

17 disabled-owned
suppliers

\$3M disabled-owned
suppliers



Watch our tribute to our Insight Heroes who have worked on-site through the pandemic to help keep our clients running.



Industry, Innovation and Infrastructure

- **UN Target 9.c:** Significantly increase access to information and communications technology and strive to provide universal and affordable access to the Internet.
- **Insight's impact:** Staying connected became more critical than ever when workers and students were required to work from home due to the COVID-19 pandemic. We work with local governments and school districts to bridge the digital divide in underserved communities.
- **Solutions in action:** Insight's [Community Wireless Broadband](#) solution is a public-private partnership with communities, bringing internet connectivity to rural and historically underserved counties, cities and schools. It creates a secure broadband network that is owned by a municipality and can be accessed by anyone with a provided Wi-Fi device who lives within the coverage area. It also lays a cost-efficient foundation for smart city initiatives.
- **Progress:**
 - Partnered with IDG Research Services to produce the [Insight Intelligent Technology Report 2022](#), a study on business transformation and IT modernization progress
 - Recent Community Wireless Broadband projects include:
 - 30,000+ rural students and workers in Hidalgo County, Texas
 - 12,500+ students (five school districts) and teleworkers in Tucson, Arizona
 - Additional projects to create free public Wi-Fi underway in five more communities across U.S.



Aligned to UN Sustainable Development Goals

Sustainable Cities and Communities

- **UN Target 11.5:** Significantly reduce the number of ... people affected and substantially decrease the direct economic losses relative to global gross domestic product caused by disasters.
- **Insight's impact:** Insight's team of 1,500 cybersecurity, cloud and data center architects, developers and engineers helps clients adopt strategies for disaster recovery, business continuity and data security. Our work not only helps clients avoid the financial and professional results of a data breach or loss of data due to a natural disaster, but also gets their operations back on track quickly with stronger preventive security measures in place.
- **Solutions in action:** When Dow Chemical Employees' Credit Union faced physical restrictions because of the pandemic, the 71,000-member not-for-profit financial institution sought to migrate from two existing on-premises data centers to Microsoft® Azure® cloud. With disaster recovery being about one-third of DCECU's entire data center system, we introduced a cost-effective, scalable consolidation strategy, that enabled the client to see an expected increase in return on investment of 180%.
- [READ THE FULL STORY](#)
- **Progress:**
 - Partnered with IDG Research Services to produce [2021 Cybersecurity at a Crossroads](#) business report on security progress
 - Recent security and data center awards:
 - 2021 Microsoft Azure Security Deployment Partner of the Year
 - 2021 Microsoft Security GTM Partner of the Year (global finalist)
 - 2021 Microsoft 365 Security Deployment Partner of the Year (global finalist)
 - 2021 Microsoft Worldwide Migration to Azure Partner of the Year
 - 2021 Veritas Technologies Top National Business Partner of the Year
 - 2021 Vertiv North America Partner of the Year
 - 2021 VMware North America Partner Value Award

Insight Transformation Work Leads to Smart Cities

The City of Whittlesea is one of Australia's fastest growing municipalities with around 220,000 residents spread across 490 square kilometers, stretching from Melbourne's northern suburbs out to its more rural fringe.

Client challenge

The city is transforming through the Internet of Things (IoT) to radically change the services and value it provides to residents. Whittlesea wanted to develop a data collection and analytical capability that would improve both simple and strategic decision-making across the council.

For example, if you build a park, how do you know how many people are using that park, whether there's a playground in it, whether factors like that make a difference to how many people use the park?

Insight's solution

- Designed a system that collects real-time data in a Microsoft Azure-based platform where it can be interpreted by council staff using Power BI®.
- The platform has two IoT data zones — one for raw data and one curated section where intelligence is indexed by council, date and time, and orchestrated using Data Factory and Databricks®.



Benefits

- The IoT data has illuminated how parks and other public assets were used during Victoria's COVID-19 lockdown. As the state emerges from lockdown, data can be used to see how people's activities are changing.
- The transparency the IoT network and data platform provide has increased demand to deploy new city sensors — for example, to monitor feral animals and track noise levels in areas where there have been resident complaints.



Aligned to UN Sustainable Development Goals



Responsible Consumption and Production

- **UN Target 12.3:** Halve per capita global food waste at the retail and consumer levels and reduce food losses along production and supply chains, including post-harvest losses.
- **Insight's impact:** The Food and Drug Administration indicates that 1.3 billion tons of food is lost each year due to preventable food safety or spoilage reasons. Powered by Insight Connected Platform, our proprietary and scalable IoT platform, we introduced our Connected Food solution in 2021 to help the food industry simplify safety compliance and reduce waste.
- **Solutions in action:** See how a northeast Ohio brew café, Ignite Brewing Co., quickly pinpointed a faulty beverage cooler thanks to its IoT-enabled temperature monitoring system.



Watch

this video about the Ignite Brewing Co. in Ohio.

12 RESPONSIBLE CONSUMPTION AND PRODUCTION



Aligned to UN Sustainable Development Goal

HELP FOR ENVIRONMENT

4,400

trees planted on behalf of EMEA teammates since partnering with Tree-Nation in July 2020

21

members of environmental committee established in EMEA to help reduce Insight's carbon footprint

- **UN Target 12.5:** Substantially reduce waste generation through prevention, reduction, recycling and reuse.
- **Insight's impact:** Insight's asset disposal/hardware recycling program helps clients responsibly and securely remove or repurpose devices as they reach end of life. Our supply chain optimization practices simplify how clients procure and manage equipment wisely over time.
- **Solutions in action:** Due to global chip shortages, which are expected to last into 2023, industry lead times to obtain new devices were consistently at 50-60 days in 2021. By working with manufacturers, we maintain additional inventory to reduce client waits to under two weeks on average. Through our [Modern Workplace](#) services, we extend device lifecycles by using inventory automation tools, cloud migration, and virtual deskside and field support.

COMPUTER RECYCLING

2M pounds

of electronic waste saved in 2021

275,000

old hardware assets resold or recycled in US

About Insight

Today, every business is a technology business. We architect, implement, manage and secure intelligent technology solutions that help clients maximize the value of technology today and accelerate tomorrow.



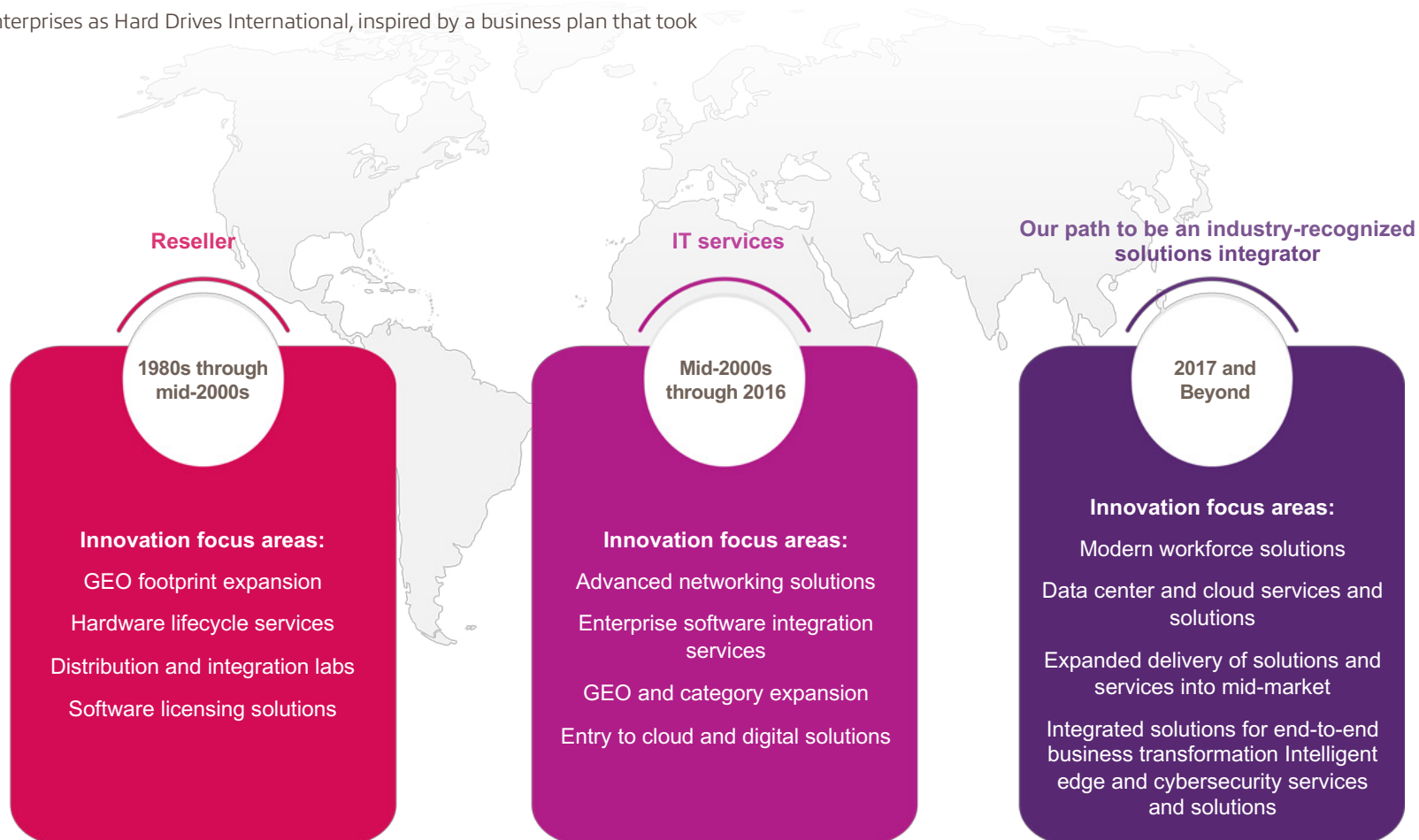
Our Transformation

Helping our clients on their digital journey is at the heart of what we do. Our three-decade track record of innovation marks our evolution as an industry-recognized solutions integrator differentiated by end-to-end expertise to envision, develop, securely deploy and manage modern IT solutions at scale.

Having humbly begun in 1988 out of a garage in Tempe, Arizona, Insight is now a \$9 billion industry-recognized solutions integrator. Founders Tim and Eric Crown established Insight Enterprises as Hard Drives International, inspired by a business plan that took

root in a college assignment and using a cash advance from a credit card to act on it. The company now ranks No. 360 on the Fortune 500 (our highest ranking yet), fulfilling a mission to help clients maximize the day-to-day value of IT while pursuing greater business transformation.

Over our 34 years in business, Insight has expanded through both organic growth and acquisitions to match the advancement of technology.



Corporate Culture: Our Purpose

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



Our breadth and depth of capabilities, plus deep connections with more than 6,000 partners, simplify the number of third-party sources an organization needs to work with to bring their IT strategies to fruition.

In 2021, we were recognized by leading brands like Cisco, Dell, HPE, IBM, Intel, Microsoft, NVIDIA and VMware as an innovator in areas such as: security, cloud, IoT,

software development, application modernization and solution assessment. We also were positioned in the [Gartner® 2021 Magic Quadrant™ for Managed Workplace Services, North America](#); the [Gartner® 2021 Magic Quadrant™ for Software Asset Management \(SAM\) Managed Services](#); and the [Forrester New Wave™: Computer Vision Consultancies, Q4 2020](#). These recognitions validate our client-focused

approach to comprehensive technology solutions and services.

Three simple values, one great team

Our greatest strength is our teammates, and we live by a simple yet memorable set of core values that define how we work together. The following sections of this report detail how we achieve:

Hunger

We are change agents, united in our passion to improve every day and deliver outstanding results for our clients, partners and Insight.

Heart

We are teammates. We take care of each other, our clients and our communities.

Harmony

We are a team of diverse individuals who value inclusivity and create meaningful connections so we can win together.

Our Solutions

Our nearly **11,500** global teammates help organizations be ambitious in their digital transformation by providing Insight Intelligent Technology Solutions in key areas:

Modern Workplace

Create a productive, flexible and secure workplace.

Modern Apps

Create new product experiences and transform legacy applications to drive increased business value.

Modern Infrastructure

Architect and modernize multicloud and networking solutions to drive business transformation.



Intelligent Edge

Gather and utilize data in the most efficient way possible to enable real-time decision-making and affect pivotal outcomes.

Data and AI

Leverage analytics and AI to transform business operations and user experiences.

Cybersecurity

Mitigate risks and secure business assets.

Our services

Consulting Services

Create competitive advantage and improve operations by aligning business goals to IT and product strategies.

Hardware, Software and Lifecycle Services

Simplify supply chain and streamline costs across the global hardware and software lifecycle.

Managed Services

Eliminate business disruption and strategically align resources.

A background image showing a man and a woman in business attire looking at a laptop. The image is overlaid with large, semi-transparent purple geometric shapes (triangles and a circle) that create a modern, abstract design.

Tech for Good

Hunger: We are change agents, united in our passion to improve every day and deliver outstanding results for our clients, partners and Insight.

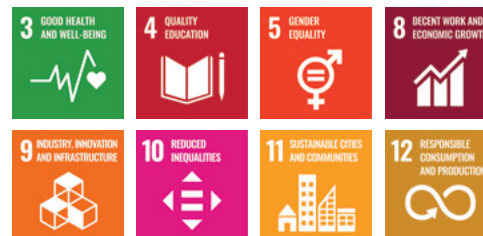
Our Hunger | Solutions Built to Be Ambitious

[Principle 6:](#) The elimination of discrimination in respect of employment and occupation

[Principle 8:](#) Undertake initiatives to promote greater environmental responsibility.

[Principle 9:](#) Encourage the development and diffusion of environmentally friendly technologies.

[Principle 10:](#) Businesses should work against corruption in all its forms, including extortion and bribery.



With transformation at the heart of what we do, Insight serves as an ideal partner when organizations look for innovative ways to adapt to the demand for digital, anywhere operations. 2021 was a year of transition. Our clients began to shift from needing to rapidly hone IT survival skills to maintain business continuity in 2020; now, they are starting to reinvest in the future.

Disruptions caused by the COVID-19 pandemic permanently changed businesses, public services, schools and social gathering places. We believe growing pains inspire new ways of thinking, and the greatest lesson is that we are collectively far more resilient than we give ourselves credit for, and that the boldest see reasons for optimism — and opportunity — during times of change.

In September 2021, we partnered with IDG Research Services on our annual progress report on investments in technology, the [Insight Intelligent Technology Report 2022](#). The survey of 400 IT decision makers at organizations ranging in size from 500 to 10,000 employees, indicated a return to innovation.

- Nearly all (95%) reported that the impact of the pandemic had accelerated organization-wide transformation priorities
- Two-thirds strongly agreed that their organization had successfully adapted to marketplace changes caused by the pandemic
- On average, nearly half (47%) of their IT budget in 2022 will be dedicated to business transformation initiatives vs. traditional “keep the lights on” projects

Since the pandemic, most companies have sought to become more resilient, more agile and more prepared for transformation. This emphasis is squarely on shoring up networking and cloud environments. Companies’ top investment priorities over the next 12 months will center on: security (51%), cloud infrastructure and platform managed services (37%), data analytics/BI platforms (37%), software as a service (34%) and cloud monitoring/management (32%).

But, as they become more confident in their digital dexterity, IT leaders in

our report say their focus over the next three years will be more strategic. They intend to look at intelligent ways to use data through AI/machine learning, high-performance computing, advanced analytics, digital workplace technologies, DevOps and IoT.

These technologies can elevate an organization to an industry disruptor, but they’re complex and not without risks, and they push an organization to work in ways employees and customers may not be comfortable with at first. They inspire IT to think more strategically about the business — and they come amid supply, talent and budget constraints.

At Insight, the notion of ambition emerging from fear of the unknown is a defining quality of our teammates, our clients and the partnerships we share. It’s the catalyst for a new focus as we inspire our team to be ambitious and draw inspiration from our clients as they take on bold, new goals.

The proceeding pages of this section show ways our expertise and Insight Intelligent Technology Solutions have helped organizations realize their aspirations to be better societal stewards.



Following the great disruptions of the last couple years, organizations of all types are beginning to think ambitiously about long-term plans, and we share their excitement. What we are obsessed with is providing transformative solutions and services that instill confidence and bring merit to what it truly means to **be ambitious**. For us, it’s creating real-world outcomes and rewards for taking risks through innovation amid the whirlwind of a rapidly changing world.

Stan Lequin,
SVP & General Manager of
Solutions, Insight

Getting Schools in the Esports Game

Joe knows games.

Or more to the point, Joe McAllister, Insight's senior esports business development manager, knows how much esports can make a difference in classrooms full of digital natives.

"With esports, you're reaching kids who have never done an extracurricular activity before ... 40% of esports teams are made up of students who previously showed no interest in afterschool participation. Getting them involved is a huge boost to soft-skills development like communication, teamwork and perseverance. But gaming is also opening modern career pathways in graphic design, broadcasting and, of course, technology," Joe says.

He dedicated over six years as a math teacher and, since moving into the technology industry, has personally helped more than 500 schools start esports programs. So he knows a thing or two about their benefits.

A [video game industry survey](#) earlier this year estimated that 76% of U.S. children are gamers. As gaming becomes part of the fabric of our digital lives, it's also emerging as part of academic culture. Today, the [Varsity Esports Foundation](#), a nonprofit

organization helping schools get started in esports, says more than 3,000 high schools and 2,000 colleges now maintain teams.

Esports students use statistics, critical thinking, data and applications to excel competitively. More colleges are offering esports-based degrees across marketing, finance, communications and more. Gaming also removes gender and disability barriers since anybody can play — it's even [become a Special Olympics event](#).

Our [Insight Public Sector team](#) is dedicated to providing schools with the technical foundation and mentorship needed to launch esports programs. Since just before the start of the 2021-2022 school year, we've helped 20 schools establish programs, setting up network infrastructure, security, hardware and equipment, and showing faculty how to run a club and integrate esports into the broader curriculum.

"It's motivating to see how we can take what children today naturally love and turn it into an outlet that gets them more plugged in to learning and future career opportunities," Joe says.



Aligned to UN Sustainable Development Goals

Medical Center's Much-Needed Update

To overcome the effects of aging technology, Insight and Intel awarded Lane Regional Medical Center (LRMC) and two other organizations each with \$50,000 IT makeovers through the [Connected Workplace Makeover Contest](#).

The contest helps companies of under 1,000 employees that are strapped for resources or struggling to adapt IT systems and processes to the shifting marketplace amid the COVID-19 pandemic. The three award categories of critical IT needs were: **productivity**, updating outdated tools, particularly for remote work; **security**, especially for dispersed work environments; and **total cost of ownership**, addressing the hidden costs of declining performance and maintenance of older technology.

As a primary care provider for more than 200,000 residents north of Baton Rouge, Louisiana, LRMC needs up-to-date equipment to enable care and secure sensitive medical records. Yet LRMC suffered financial hardship due to the COVID-19 pandemic. The suspension of in-person clinic visits and non-urgent surgical procedures drastically reduced revenues, while the treatment of COVID patients increased expenses.

Compounding the problem, LRMC IT staff needed to remove more than 250 Windows® 7 installations throughout the hospital, and the vulnerabilities inherent in older operating systems persisted with more than 200 Windows 7 computers still in operation. In patient rooms, more than 85 workstations did not consistently process electronic records at a reasonable speed for nurses, physicians and other providers.

An Insight makeover to replace outdated workstations with secure devices powered shored up weak spots and freed funds for other critical IT infrastructure upgrades, ensuring greater all-around security of patient data.

"These upgrades are not only going to be a big boost for us from a security and support aspect but also financially," says Todd Walters, LRMC's IT director. "We're now moving toward a more secure environment in the short term, but long term we're going to increase the functionality of our critical systems and make things easier for caregivers."

[READ THE FULL STORY](#)



Aligned to UN Sustainable Development Goals

Modern Workplace



Rapid Laptop Supply Keeps Somerset Schools Connected

Prior Park College and The Paragon Junior School, both independent co-educational schools situated in Bath, Somerset, England, wanted to equip all their students and teachers with laptops as part of a drive towards collaborative learning.

The project took on a new urgency when the pandemic hit, and the schools needed to keep students learning during lockdown and into the new academic year. Facing the challenge of equipping 700 students with new devices, and schools across the country competing for a limited number of devices, Prior Park Schools faced a race against time to keep disruption to learning at a minimum.

Insight used its close relationship with Dell to secure delivery of 715 devices at the absolute peak of demand and ultimately is helping Prior Park Schools drive towards broader digital transformation.

[READ THE FULL STORY](#)

MODERN APPLICATIONS

Rabobank Gains New Flexibility with Infrastructure as Code

Rabobank, a cooperative bank with more than 90 locations in the Netherlands and operations in 40 more countries, is committed to investing part of its profits back into Dutch society and resolving food issues worldwide.

With the demand to bring financial products to market faster, the bank determined that a cloud migration was necessary. The client wanted to refresh its virtual desktop environment by migrating to Microsoft Azure Virtual Desktop technology with a Citrix Cloud™ management layer. But the transition would impact people and processes as much as new technology.

In light of Rabobank's 4,000+ global virtual desktops, Insight determined that the best way ahead was an Infrastructure as Code solution. When staff embraced the untraditional approach, the bank asked us not just for technical help but also for assistance with knowledge transfer.

"The initial ask from Rabobank was technology driven, but together we discovered that the virtual desktop required a radical new approach in deploying and managing IT infrastructures," says Ed de Heer, enterprise account manager.

Within six months, Rabobank's IT team was completely skilled up and able to handle its own deployments and management of cloud resources.

"The initial ask from Rabobank was technology driven, but together we discovered that the virtual desktop required a radical new approach in deploying and managing IT infrastructures," says Ed de Heer, enterprise account manager.



MODERN INFRASTRUCTURE

Texas County Connects Online Students to Free Wi-Fi

Situated in south Texas, Hidalgo County is home to more than 850,000 people, encompasses more than a dozen school districts, and hosts several collegiate institutions. Recent census reports have found that the county ranks among the poorest in the U.S., with nearly one-third of families living below the poverty line.

Hidalgo County worked with local school districts to identify areas where students had limited to no access to internet and were struggling to adapt to online schooling. Insight proposed a [Community Wireless Broadband](#) solution covering strategy, design and deployment of a free public access Wi-Fi network.

Our team is also providing three years of ongoing support to resolve issues and maintain peak performance.

The benefits: Hidalgo County can provide free public Wi-Fi to more than 30,000 students and teleworkers. The network design has built-in safety and compliance features to ensure data and privacy are protected.



See how students in Hidalgo County have struggled without broadband access.

Future-proofing UK University With Smart Wi-Fi Network

One of the United Kingdom's oldest universities turned to Insight for help improving its digital infrastructure and technology environment.

The university wanted to ensure that its network was able to cope with the increase in data resulting from its digital education strategy.

We delivered a solution that met the university's requirements, while also reducing energy consumption and giving the university data-led insights into how students were using its facilities.

[READ THE FULL STORY](#)

INTELLIGENT EDGE

Deeper Connection to Worker, Food Safety

East Coast grocer Harris Teeter strived to create real-time peace of mind for employees at its corporate headquarters and distribution centers by using the [Insight Connected Platform's IoT framework](#) to automate employee temperature scans.

Harris Teeter prides itself on providing a safe, inclusive work environment and a friendly, convenient shopping experience. When the pandemic hit, the grocer began looking for ways to better protect the health of essential workers while continuing to serve its communities.

After implementing social distancing policies, mask requirements and hiring nursing staff to take temperatures, they didn't stop there. The grocer worked with us to create an automated solution for detecting signs of illness and preventing its spread.

And, the IoT platform they're using to look after employee health can be applied to food products. Harris Teeter is automating the tracking of freezer temperatures to proactively alert staff to issues before they turn into bigger problems like food spoilage.

[READ THE FULL STORY](#)



DATA & AI

Computer Vision Focused on Workplace Equity

A global provider of remanufactured printer parts, electronic asset lifecycle management and environmental solutions operates 60 locations in 18 countries.

For several years, Insight has helped them deliver on their mission to use AI for good. They empower adults with special needs to perform warehouse duties. They worked with Microsoft and Insight to create a cognitive voice platform that helps employees with disabilities move throughout their warehouses more safely and efficiently.



Watch

our experts explain in this Insight TechTalk how a Canadian steel recycler uses computer vision to improve workplace safety.

For example, a warehouse order picker uses a picking cart with a Surface Go® device showing product location, SKU and quantity. The system talks to the picker throughout their shift, improving safety since the pickers do not have to carry a device or look at it while moving around the warehouse. Performance quality has also improved, since the device shows a picture of the item and provides the shortest path to the next location.

Together, we created a computer vision AI solution that automates product cycle counts, equating to more than 38,000 pallets of inventory audited every other month. This has enhanced a previously error-prone, labor- and time-intensive process. And, a proprietary algorithm turns pictures of pallets into 3D renderings, calculating product count by item size relative to known pallet depth. An easy-to-use app means all employees can perform product counts with 93% (and improving) accuracy.

The best part? The client is taking this business model to the rest of the manufacturing industry, licensing AI solutions to enable businesses to provide equal employment opportunities to adults with disabilities.

[READ THE FULL STORY](#)



CYBERSECURITY

Law Firm Gets Strong Defense Against Phishing Attack

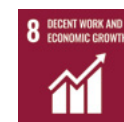
A top-ranked, \$50 million U.S. law firm, providing services in dozens of locations for more than 50 years, faced an unexpected defense when a phishing attack introduced ransomware that froze operations and threatened client data.

As soon as the client contacted Insight, our incident-response team developed foundational security and defined a new strategy. Within the first 24 hours, 16 team members from our [Modern Infrastructure](#) consulting services, [cybersecurity services](#), network professional services and [Modern Workplace](#) managed services had accomplished significant remediation, including:

- Assessing data backups for potential restoration
- Addressing issues with the client's Microsoft Office 365® tenant
- Restoring functionality to desktops and servers
- Enabling multifactor authentication, firewalls and other security protocols

Within 32 hours, the client had some business functionality restored, with full functionality restored within a week. Our teams successfully restored backup data, eliminating the need for the client to purchase the bad actor's decryption tool. Expert negotiation efforts also saved the client from paying the requested \$1.8 million ransom.

[READ THE FULL STORY](#)



Insight has taken a huge burden away from our IT team. We remain confident that security issues will be quickly spotted, and that customer data is safe. We're also able to focus on adding value through transformational projects, allowing us to deliver a modern, digital experience for our customers.

Ian Johnson,
IT Manager, Merseyrail

UK Rail Network's Security Remains on Track

Merseyrail, one of the most reliable rail networks in the UK, carries more than 100,000 passengers on an average weekday and manages Liverpool Central station, one of the busiest outside of London.

Merseyrail was concerned that it did not have full visibility of its IT security operations and that its IT team was spending a lot of time manually monitoring security event logs. This put the department under strain and prevented them from working on value-generating projects. They wanted to outsource security monitoring while maintaining the option for in-house IT to resolve issues.

Thanks to a long-standing relationship, Insight was already familiar with Merseyrail's IT and database infrastructure. After considering their requirements, Insight proposed Foresite® ProVision Managed Service - Monitor and Alerting, including its Azure and Barracuda® platforms, to identify risks through a remote end-user device monitoring system.

The system flags security incidents to Insight (via Foresite), triggering an alert to Merseyrail. The solution also gives Merseyrail the flexibility to fix issues that they identify themselves.

Merseyrail now has the network visibility it needs. Our solution enabled the outsourcing of the management of security monitoring, removing a burden from its IT team. This both avoids costly manual processes and frees up the IT team to tackle transformation.

COMPLETE DIGITAL TRANSFORMATION

TAFE NSW Takes Digital-First, Approach to Teaching 500,000 Students

As the leading provider of vocational education and training in Australia, TAFE NSW enrolls more than 500,000 students each year in their courses and training — to be completed on campus, in a workplace, through a virtual classroom, distance education or a combination of these.

Client Challenge

TAFE NSW previously operated as 11 institutions with a myriad of platforms to manage student learning. With higher education facing disruption, TAFE NSW needed a partner to support their reporting and insights platform and broader digital transformation.

Legacy technologies that inhibited innovation and agility also made it difficult for TAFE NSW to meet government reporting requirements. They wanted to provide users with reporting based on accurate data, but struggled with siloed systems and a lack of standard processes.

Insight's solution

- Designed and built their Azure Foundations (Landing Zone) to Microsoft best practices and DevOps capability, allowing TAFE NSW to quickly scale online services via Windows Virtual Desktop during the COVID-19 lockdown
- A data estate assessment led to the design and build of a TRIP platform, which leverages our Azure Data Services foundation framework, providing the ability for ingestion and data visualization.
- Migration of on-prem databases and reporting tools, enabling the shutdown of on-prem capability
- Power BI services to migrate and refactor existing reports
- Power Apps and Forms for teachers to reduce months of planning to six weeks

Impact

To date, TAFE IT has recovered its investments, with a view that the transformation program will exceed \$10 million in benefits back to the organization.



A background image of an older man in a suit smiling, with a younger man's face partially visible on the left. Overlaid on this is a large, abstract graphic composed of several overlapping triangles and a circle in various shades of purple and magenta. A small magenta horizontal bar is positioned above the section header.

Teammate Care

Heart: We are teammates. We take care of each other, our clients and our communities.

Our Heart | It's All About People



***Principle 1:** Businesses should support and respect the protection of internationally proclaimed human rights.*

***Principle 2:** Businesses should make sure that they are not complicit in human rights abuses.*

***Principle 3:** Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.*

***Principle 4:** The elimination of all forms of forced and compulsory labor*

***Principle 5:** The effective abolition of child labor*

***Principle 6:** The elimination of discrimination in respect of employment and occupation*



As we strive to be an employer of choice, Insight prioritizes how we take care of one another, our clients and our communities. We practice building meaningful connections daily. This starts with fostering the right culture for our teammates to collaborate and innovate to bring the best value to our clients. Our focus is on developing people through professional development and ensuring our teammates' overall wellness.

EMPLOYER OF CHOICE

No. 360

FORTUNE 500

highest position to date

Fortune's No. 7

World's Most Admired

Company in IT services

Fortune's No. 70

Best Workplace

for Diversity

Forbes

World's Best
Employers 2021

No. 12 in IT

Rising from No. 27 in 2020

No. 140 | 2021 America's
Best for Diversity

No. 62 | 2020 Best Employers
for Veterans



LGBTQ Equality

100 out of 100

Global TPS score

50.0

Up from **21.0** in 2015

76% global response rate

Recognize!

123,000

peer-to-peer salutes on
our recognition platform

95% activation rate

84% leaders use monthly

2021 TPS SCORES — BY REGION

India

84.1

(2020: 64.7)

APAC

71.6

(2020: 71.5)

Philippines

68.0

(2020: 65.1)

EMEA

53.1

(2020: 57.6)

INA

48.3

(2020: 48.3)

2022 business goals



Earn client loyalty.

Be client-obsessed and deliver exceptional client outcomes.



Drive profitable growth.

Deliver high-value solutions supported by operational excellence and integrated global systems.



Lead with Services & Solutions.

Deliver differentiated client outcomes leveraging our six areas of technical expertise, solutions skills and partner relationships.



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.

Our overall business goals have remained consistent over time; included among them is the intent to champion people, leadership and culture.

Insight continues to make strides as an employer of choice. We conduct annual Teammate Pulse Surveys (TPS) to track engagement levels, gauge satisfaction and receive feedback across six areas: diversity, management, job satisfaction, values, recognition, and trust and respect. In 2021, we earned a global TPS score of 50.0 — just shy of our highest ever (50.9) in 2020 — based on a global response rate of 76% of our team. Teammates rated the company most highly in the areas of diversity and management's leadership (a 5.3 score on a six-point scale). Teammates in 2021 rated us at 4.9 or higher in all categories.

Additionally, we strive to be recognized by Great Place to Work as [a top workplace](#). In 2021, 85% of our teammates considered Insight a great place to work in independent polling of workplace satisfaction. In 2021, Insight also was named to the following:

- Forbes World's Best Employers
- Forbes America's Best Employers for Diversity
- Fortune World's Most Admired Companies
- Great Place to Work Europe's Best Workplaces
- Achievers 50 Most Engaged Workplaces (Elite 8)
- Human Rights Campaign Foundation's Corporate Equality Index (scoring 100 out of 100 for LGBTQ+ workplace equity)



U.S. Best Places to Work

- **No. 1** | Inland Northwest
- **No. 4** | Columbus CEO Magazine
- **No. 5** | Phoenix Business Journal
- **No. 7** | Triangle Business Journal
- **No. 46** | Chicago Tribune
- **No. 58** | Best Workplaces in Texas

International Best Places to Work

- **No. 3** | UK Best Workplaces 2021
- **No. 10** | UK Best Workplaces in Tech 2021
- **No. 12** | UK Best Places for Women 2021
- **No. 15** | Australia Best Places to Work 2021
- **No. 2** | Austria Best Places to Work 2020
- **No. 2** | Italy Best Places to Work 2021
- UK Excellence in Wellbeing 2020-2021
- **No. 3** | Singapore Best Places in Tech 2021
- **No. 6** | Singapore Best Workplaces 2021
- New Zealand: Great Place to Work certified
- Montreal Top Employers 2021
- Achievers 50 Most Engaged Workplaces: Elite 8





“Taking care of our people means giving them the resources to be the best version of themselves. Our business challenges — and indeed our societal challenges — can only be solved through a constant flow of innovative ideas and creative thinking. It’s the responsibility and obligation of our organization to ensure that every idea receives consideration, every teammate can engage and contribute fully without barriers, and that every spark of talent is cultivated.

John Dathan,
SVP & General Manager,
Insight Canada

Taking Care of Our Team

Our Ongoing Pandemic Response

Insight is an essential business equipping healthcare, public agencies, schools and companies across industries that have been impacted by the ongoing COVID-19 crisis. In compliance with the Centers for Disease Control and Prevention (CDC) and local public health guidelines, Insight has applied preventive measures — including work from home — for teammates who were able to do so.

Our approximately 1,000 teammates working at our primary warehouse distribution and integration centers in Hanover Park, Illinois, Lewis Center, Ohio, and Montreal have worked on-site. These facilities and 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 temperature scans through our [Insight Connected Platform for Detection and Prevention](#) IoT solution.

As of the start of 2022, plans to return teammates to offices around the globe

remain on pause. We are hopeful that conditions will allow us to reopen our offices soon, but plan to reopen only when it is safe to do so. We’re also evaluating how to make sure our return to the office includes an emphasis on flexible, hybrid work.

Even though we have postponed most official office reopenings, we have allowed some teammates to opt in to use designated offices for in-person meetings or if their work-from-home environment isn’t ideal. To gain access to our facilities, teammates must follow on-site protocols, including completing a daily questionnaire, having their temperature taken, and following our masking and distancing policies.

As we strategize when and how to reopen, we’re looking at local conditions, business needs and government requirements. As we move forward with reopening and future in-person events, we have encouraged all teammates to enter their vaccination information into My Teammate Central, their individual resource hub for benefits, career development and more.

Regardless of when we reopen, we are committed to providing teammates with at least 30 days’ notice and will continue to communicate updates as we move forward.



Our Response Plans: *Maintaining a commitment to transparency and communicating key business changes to our stakeholders is paramount. View our formal incident response and continuity plan specific to COVID-19 [here at insight.com](https://www.insight.com).*

COVID-19 Vaccinations

We recognize that the decision to receive a COVID-19 vaccination is a personal choice. We are honoring that in accordance with national and local government vaccine mandates. Insight also has implemented a paid time off policy for vaccination.





A Day Fit for Our Heroes

On March 11, 2021, the one-year mark of our workplace response to COVID-19, we recognized our Insight Heroes with an organization-wide tribute and an in-person celebration of their dedication.

Our distribution center teammates across North America have jobs that can only be performed on-site. Despite the risk, they've shown up to work every day and are committed to the essential work they perform.

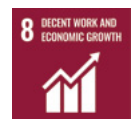
Because of these teammates, our clients are supplied with essential technology that not only kept businesses running, but in many cases, had a direct impact on those affected by COVID-19. For example, early in the pandemic, they shipped preconfigured iPads to hospitals so patients could communicate with their loved ones when in-person visits weren't possible.

We are grateful for their hard work, selfless sacrifice and commitment to working safely, and have provided them differential pay and spot bonuses during the pandemic as recognition of their status as essential workers who have not been able to work from home.



Watch

our tribute to our Insight Heroes who have worked on-site through the pandemic to help keep our clients running.





Mental Health & Wellness — North America

Wellness Wednesdays

Physical and mental wellness go hand in hand. Our Health & Wellness team manages weekly Wellness Wednesday virtual events that in the past year included: high-intensity interval training, yoga, meditation, resiliency, estate planning and more. To promote physical fitness, the Insight Global Wellness Steps Challenge in October saw 1,000 teammates on 200 teams take 231 million steps to better health. Insight also sponsors various mental health support programs for teammates.

Mental Health First Responders

As the pandemic stretches toward a third year, the isolation of remote work can take a toll on personal well-being.

At Insight, we know that concerns about mental health and individual struggles are generally first noticed by the peers we work with day to day. That's why we run Mental Health Accreditation programs globally to help detect signs of personal struggles. Our leaders display the mental health logo on their email address so that teammates know where to turn if they need support.

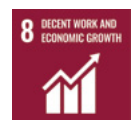
The program launched in APAC in 2020, and today we have 80 accredited Mental Health First Aiders who can now recognize mental health needs.

In January 2022, we introduced a similar Mental Health First Responders program, with 52 teammates at launch date certified in recognizing peers who may need help. Canadian teammates are certified through the Mental Health Commission of Canada; our U.S. teammates are certified through the National Council for Mental Wellbeing.

In EMEA, our Mental Wellness Peer Support Group teammates have been accredited in mental health first aid training and focus on providing a confidential listening service to those who need support or signposting to external services.

At Insight, we believe:

- Your mental health is just as important as your physical health.
- You shouldn't suffer in silence.
- We need to fight mental health stigma and help teammates understand that millions of people experience depression, stress, anxiety and grief each year.
- Having someone to reach out to when you need support is critical to getting you connected to the resources that can help.



Comfort for a Teammate Who Survived Lebanon Explosion

Mirella Atallah, a marketing graphic designer, refers to Insight as her family. Since arriving in Canada from Lebanon and living alone, Mirella found it difficult to be far away from family for the holidays. After joining Insight, her perspective changed. Her new team was there for her, planning birthdays, team holiday events, and providing community and connection.

During the pandemic, with Montreal set to impose lockdowns, Mirella decided to return to Lebanon for two months. One day into her trip, on Aug. 4, 2020, the horrific Beirut explosion occurred only a few blocks away from where she was staying. She was on a virtual meeting with her team, and all members heard the explosion and screaming.

Quickly, Mirella's manager huddled with the team to see how everyone was coping, and they worked tirelessly to locate Mirella. By the evening, the team learned she was safe and only slightly injured, but the devastation of seeing everything was not easy on her.

Following the explosion, daily team calls were held, and their bond strengthened as they shared feelings about what had happened. Team bonding activities increased and many check-ins and 1:1's were conducted to ensure well-being.

A life-altering experience like this is not easy, but Mirella says the support and understanding of her team was crucial to her recovery. Today, she is back in Montreal and closer to the team than ever. The team meets twice a week on video calls and has an active daily chat where members share personal news, do trivia and simply connect.

Mental Health & Wellness — APAC

In APAC, we invested AUD \$32,000 in mental wellness programs for teammates. Our teams and their families were able to attend two 30-minute weekly mental health sessions, run by local and international speakers through Cuppa of Life; they had access to live or on-demand sessions covering subjects like motivation, a healthy mindset, sustainability, resilience and inclusion. In 2021, we held 100 sessions that proved very popular with our teammates.

Unlike many women, some men are not comfortable sharing if they are suffering from poor mental health. Insight APAC engaged Man Anchor, a grassroots mental health and well-being movement that provides mental health education workshops for businesses, schools and the community. The group has delivered "Let's Talk" sessions designed for men that were tapped attended by just under 100 teammates in 2021.

Further investments in 2021 mental-fitness sessions for our teammates included:

- Breakfast sessions by workplace psychologist Melissa Harries focused on resilience
- Empathy coaching for leaders and mental health coaching for families by certified motivational coach Rebecca Sebastian

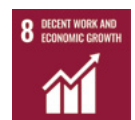
Mental Health & Wellness — EMEA

We offer a variety of activities to support the physical, mental, financial and social wellbeing of



our teammates, including courses on mental health awareness and resilience, exercise and meditation classes, seminars on sleep and nutrition, and even financial support.

Since the pandemic, we have launched an EMEA Daily Wellness Check that invites teammates to share how they are feeling through a simple tick box. If anyone isn't feeling great, they receive a call from their HR support to see if they would like a chat.

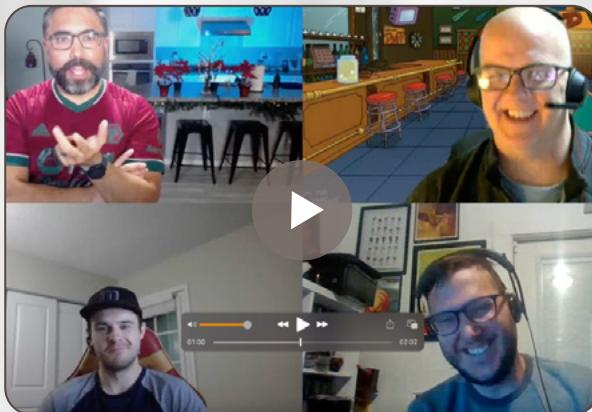


Culture Building

Team Builders & Work Perks

At the end of the day, working at Insight is fun. To maintain strong ties to our culture and heart value, our Diversity, Leadership and Organizational Development Team hosts monthly virtual morale builders; on average, about 200 teammates participate. In 2021, this included:

- A self-care speaker series
- Meet and greets with the casts of Broadway shows Wicked, Chicago and Hamilton
- Live performances by renowned mentalist Oz Pearlman, magician Kevin Blake, the Second City comedy group and leadership author Mike Robbins' virtual program "We're All In This Together"
- Virtual costume contests, a dueling piano showcase, Insight Bingo and Name That Tune
- Teammate holiday events to ensure no one was alone on days like Christmas and New Year's Eve



Watch

this video for a glimpse at of what heart looks like at Insight.

Recognize!

Our teammates express gratitude regularly and enthusiastically using Recognize!, Insight's online rewards and recognition portal. Recognize! offers a user-friendly, fun, social way to acknowledge each other for living our values of hunger, heart and harmony. Teammates can provide a values award nomination (for teammates who go above and beyond) or a HHHigh5 (for a simple thank you). Recognize! enables recognition to teammates across the globe.

In 2021, our 11,500 global teammates collectively received 122,701 peer recognitions, and we saw a 95% activation rate. It's an especially valuable resource for leaders to highlight outstanding team contributions, and 84% of our leaders use the platform monthly. Our CEO Joyce Mullen boasts the highest usage, setting an example for the importance of living our values and recognizing dedication.

Agile Work

To promote a healthy work-life balance, we offer flexibility by enabling an agile work schedule. This includes initiatives to support new parents or those with dependents and accommodating needs of less mobile teammates with work-from-home opportunities.

Recognize!

123,000

peer-to-peer salutes on our recognition platform

95% activation rate

84% of leaders use monthly



Recognized for "Making a Difference"
Andrew Woods

Trying to win a new client and Woodsy is jumping on a call with their big boss in Canada WHILE HE'S ON LEAVE!!

Absolute legend and makes my job that much easier :) Thanks Woodsy you're a champ!



From: Lexi Whitehead
May 12, 2021 4:19 PM



Professional Development

Everyone Is a Leader.

Insight's commitment to harmony starts at the top, with an executive team dedicated to servant leadership in an environment where no single person is bigger than the team or too small to have a voice. A culture of leadership is fostered at every level, and we view career development as a lattice: No single path is necessarily right, and there are many ways to advance.

To build and grow talent, we have **four Leadership Commitments** that serve as guiding principles for those at the managerial level:



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.



Mentoring Program

In 2021, we introduced the Diversity & Inclusion Group Mentoring Program. Its purpose is to develop diverse teammates' skills and careers. This helps us create an inclusive workforce and support diverse populations as they strive for career progress and gain exposure to areas of the business they might not have experienced otherwise.

What's Unique About D&I Group Mentoring?

- 1. It is a group mentorship program:** Mentees proceed through the program as a cohort.
- 2. It is focused on desired skills, not on leadership alone:** Not all mentees seek leadership roles, and not all potential leaders cite leadership skills as a development need. Subsequently, the focus of the mentor/mentee relationship is in developing the unique skills the mentee needs to progress in their goals.
- 3. The mentee can choose from a catalogue of mentors, then change:** Development needs are dynamic; what is needed today may not be needed in a few months.
- 4. Teammates are exposed to diverse backgrounds and experiences:** Mentees are intentionally paired with mentors with a diverse background of their own to provide new career and personal perspectives.

1 Hour

Per Month

For a Year

Could Change Your Career

My mentor, Ryan, had more confidence in me than I had in myself. Thank you so much for believing in me. This year was the most successful year in my career development yet. I not only got one promotion but also changed jobs successfully towards my dream goal. I am very thankful to have received the opportunity to be a mentee and serve in a leadership role in our Teammate Resource Groups.

—D&I Group mentee

I recently experienced a tough situation on a project, and my mentor, Melissa, was exactly the breath of fresh air, guidance and perfect reminder of "You've got this!" from a mentor that I needed to hear. I may have been a professional for a few years now, but in a new environment, even I could use small reminders and support. —D&I Group mentee



MENTORING PROGRAM

246

teammates in our first two cohorts of D&I Group Mentoring Program

37 mentors

209 mentees



Insight Invention Harvesting Program

In 2020, we introduced our Invention Harvesting Program, which allows our brightest technical minds to present to company leaders. The program creates a formal incentive process for marketable solutions to be patented as company intellectual property that clients can then use to customize and scale. A patent review committee, made up of a cross-functional team of key executives, was established in 2021 to formalize the review process.

In the last 24 months, we've submitted several new patent applications for innovations spanning IoT, edge data processing, advanced analytics and computer vision, most of which have been incorporated into commercial solutions.

CAREER PROGRESSION

74%

promotion rate –
directors and above

400

teammates trained
through our 3 core
leadership programs

3,000

teammates participated
in 250 career progression
workshops in 2021

25%

of Insight 360
Internship Experience
cohort hired full time
in 2021

2022

Vault 100 Best Internships

#16 Tech & Engineering



Career Development – North America

There are many ways to advance at Insight, and we encourage our teammates to grow, develop and pursue new opportunities within our organization. In 2021, our internal promotion rate was 74% for directors and above.

At the forefront of growth are Connection Conversations in which leaders and teammates engage on goal progress, how the teammate is living our values, and development and growth opportunities. We have an 81% quarterly completion rate for Connection Conversations.

Leadership Training: Learning to lead starts from Day 1, with leadership training programs offered at every level, starting with aspiring leaders looking to get on

the management track, all the way up to and including our senior executive team, who have an opportunity to visit the U.S. Military Academy at West Point for Thayer Leadership Training. In 2021, 434 teammates completed our Purpose Driven Leadership, Essential Leadership and Aspiring Leadership programs.

Professional Development: Teammates interested in working with other departments are encouraged to shadow or take on stretch assignments as well as cross-train in other areas of interest. Virtual self-learning on a range of development topics can be accessed through our Inside. Insight intranet platform. We offer quarterly workshops on emotional intelligence, career development and communication styles, to name a few. In 2021, more than 250 workshops for professional development

were offered, comprising more than 600 training hours for about 3,000 participating teammates.

360 Internship Experience: Our 10-week, full-time, paid 360 Internship Experience was named among the 100 Best Internships for 2022 by Vault and by ranked by Firsthand as the 16th best program in the tech and engineering industry. The program builds on three critical pillars to prepare college students for success: real-world experience in a fast-moving industry, exposure to Fortune 500 operations and life skills training.

This year's program begins June 6, with openings for 20 college sophomores and juniors at our headquarters in Chandler, Arizona, and for 27 remote interns. Last year, six of 24 interns continued as Insight employees after their internships concluded.

I had the pleasure of joining the Career Development Workshop. I was very impressed with the delivery and how personal you made the course. The information shared was very helpful, and it was an interactive session. I learned a lot.

Insight Teammate



Career Development – APAC

In light of changing markets, more informed buyers and sales representatives looking for real purpose in their transactions, we recognized that contemporary selling in APAC required a holistic methodology. This has led to the rollout of the Peak Performance Program. The program was rolled out in Australia, New Zealand, Hong Kong, Singapore and China in 2021.

Our reps needed a methodology that embraced spiritual, physical, mental and emotional tools to equip them for selling in a hybrid, modern workplace structured around digital collaboration tools like Microsoft Teams® and Zoom®.

Major investments were made in FranklinCovey® content and the DiSC for sales toolset to help the team navigate change. In combining technical skills with emotionally intelligent engagement, our teams now have a roadmap to more meaningful connections with clients. The training includes:

- FranklinCovey’s The 7 Habits of Highly Effective People
- FranklinCovey’s Helping Clients Succeed to empower sales teams to enhance performance, achieve sustainable results and gain a competitive advantage
- By helping our sales reps discover their unique strengths, this tool helps salespeople better relate with clients.

To further support sales enablement, author Michelle Bowden delivered Persuasive Presentations to each of our APAC teams, a strategic approach to giving presentations through analysis, design and delivery.



There is no overnight formula for creating a great culture in a company. The key for us is a combination of leadership authenticity, trust, empowerment and respect for every teammate.

Marea Phillips, *People and Culture Director, Insight APAC*





Career Development – EMEA

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

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

Since the introduction of the Apprenticeship Levy in 2017, we have offered apprenticeship opportunities through our partnership with QA. From cybersecurity and software development to marketing and project management, these apprenticeships are tailored to specific roles.

In EMEA, we offer talent development resources centered on Insight's four Leadership Commitments that are aligned with programming in North America. Among them are:

- Leadership Pods, a video series of Insight leaders delivering teachable moments and insights into life as a leader
- Continuous Leadership Journey, a nine-month program covering

a different topic monthly for teammates looking to grow their leadership skills

- Next Generation Leaders, a 12-month development program facilitated by the HR & Talent team and experienced managers across the organization, providing a community approach to learning, sharing and debating
- Connection Conversations, Purpose Driven Leadership, Situational Leadership (SLII), Fierce Conversations, Leading at the Speed of Trust and DiSC
- A quarterly speaker series to discuss topics like diversity and inclusion, psychological safety and managing emotions
- A structured group mentorship program is planned for 2022 to create a community enabling further skills development.



A large, semi-transparent purple circle positioned on the left side of the page, partially overlapping the background image.

Giving Back

Making a difference for our teammates and in our communities is imperative to our purpose of building meaningful connections.

Our Heart | Giving Back



Making a difference for our teammates and in our communities is imperative to our purpose of building meaningful connections to help our clients and communities run smarter. Most of Insight's charitable giving focuses on supporting children in need. Where technology can elevate their dreams and education, we are there to help. In 2021, Insight and our teammates globally raised about \$1.6 million for the charitable causes shared on the proceeding pages.

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. Teammates also have the option to donate vacation hours to the foundation for peers who may need to take additional time off.

In it Together is our only giving program that doesn't subscribe to a youth and technology focus. But, its purpose is truly unique and sets us apart from other employers. It's a program that most at the company cite as the underpinning of our heart core value, and the reason they're most proud to work here.

Teammate Testimony

In short succession, an Insight teammate of two years had her car break down and saw her husband lose his job and, most tragically, they lost their son. The In it Together Foundation supported the family in their greatest time of need:

"I do not have enough words to thank the Foundation. It gave me a way to say goodbye to my son. My grandson, my husband and I got to spend an hour with him and hold him. I never expected to get this kind of help; I was truly blessed in the midst of a horrible year."

Fund-Ed Together

The Fund-Ed Together program, introduced in 2020 in partnership with the Insight In it Together Foundation, helps selected diverse teammates pay off student loan debt or support current enrollment in college classes. Selected honorees receive a percentage of their total student loan debt or college expenses, not to exceed \$5,000.

Diversity is defined not only by race, religion, gender, sexual identity, national origin and other protected characteristics. It also may encompass other unique characteristics, including languages, cultures, experiences, ages, abilities and socioeconomic backgrounds.

The Fund-Ed Together program is funded with direct donations from our senior executive team.

Fund-Ed Together Eligibility

- Have current student loan debt with an earned degree, or wish to enroll in college classes and need financial assistance.
- Be a diverse teammate.
- Be employed by Insight for at least one year and in good standing.

Community Giving — North America



Helping Children Reach Their Potential

The [Insight Reach](#) program encourages teammates to give back through programs that emphasize educational opportunities for children, particularly in STEM. This includes annual fundraising for the United Way — our 2021 campaign raised \$85,000 — and a yearly Noble Cause campaign and dedicated in-market giving determined by our teams in five North American cities.

Noble Cause

The end of the year brings holiday celebrations and the spirit of giving. For Insight, that means wrapping up our 11th annual Noble Cause campaign. An integral part of the Reach program, Noble Cause has raised over \$1.75 million since 2015 for Ronald McDonald House Charities, the Make-A-Wish Foundation and the Boys & Girls Club of Arizona — our chosen nonprofit partners to support children in need throughout our communities.



Teammate Volunteering

Our teammates also display heart by giving of their own means. Teammates are granted two paid Heart Days per year to volunteer their time to charitable causes. Volunteer time equates to about 86,000 hours annually.

As our Teammate Resource Groups have grown to 1,400 participants across North America, their community contributions also are adding up. Last year, teammates donated \$10,300 through the groups for causes like One Tree Planted, Si Se Puede and Classroom Central.

The Science of Baseball

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

Overall, more than 39,000 students, 1,100 teachers and 600 schools have been exposed to STEM through the program. The club awarded us the Luis Gonzalez Community Champion Award in 2019 as the sponsor making the greatest impact on the community.

CHARITABLE REACH

\$375,000

total teammate contributions

in 2021 via **REACH**, helping STEM causes, including...

\$250,000

raised annually for **Noble Cause**

\$85,000

raised for **United Way** in 2021

VOLUNTEERING

Insight provides **Heart Days** equivalent to

86,000 hours

annually for personal community work.



Community Giving — APAC

Insight in Australia conducts annual in-market giving programs supporting charities across the country. In 2021, the team partnered with Foodbank.

COVID-19 is having a profound effect on every aspect of people's lives, so it is not surprising that it is impacting the food security of Australians. In the last 12 months, one in five Australians have experienced food insecurity. This means that for 21% of the Australian population, there has been at least one time in the last year when they didn't have enough food for themselves or their family and could not afford to buy more.

Foodbank is Australia's largest hunger relief organization. They work nationwide with partners across the food and grocery sector to provide food for 183,000 meals a day to over 2,400 charities to ensure Australians have access to food no matter their circumstances.

Stopping Domestic Violence

Every workplace can make a significant difference to ensure the safety and wellbeing of victims of domestic violence (DV) when we know that 60% of those seeking medical treatment of DV injuries are working.

White Ribbon Australia is part of a global social movement working to eliminate gendered violence. Its purpose is to engage men to make women's safety a man's issue, too. In support of this cause, the Insight APAC team donated to White Ribbon Australia for White Ribbon Day, mobilizing men, boys and the community to take action to help eliminate violence against women.

Insight APAC acknowledges the role we play in the community in combating domestic and family violence. We provide to our teammates:

- Paid DV leave
- Emergency accommodation for DV victims
- Flexible hours

More Contributions

Here are other ways Insight APAC lent a hand across the region in 2021:

- **Australia — Dress for Success:** Donated funds and provided on-hand support to help its mission of promoting equality for women striving for economic empowerment
- **Australia and China — STEPtember:** In September, 40 Aussie teammates walked 10,000 steps per day to raise AUD \$5,000 for cerebral palsy. Our team in China achieved five million steps and with every 10,000 steps, gave a donation to provide free lunch to children living in poverty.
- **China — Books Bring Hopes:** The Shanghai office collected good-quality used books to help set up children's libraries in poor regions.
- **Hong Kong and Singapore — Food Bank:** Teammates in Singapore donated funds to procure food bundles for delivery to the elderly or low-income families. In Hong Kong, we helped process 200 kilograms of food for people living in poverty.



Community Giving — EMEA

In the European region, Insight raised about €22,000 in 2021, mostly through grassroots efforts coordinated by teammates. This included the team raising funds for the [Pink Ribbon Foundation](#) and other charities committed to the fight against breast cancer.

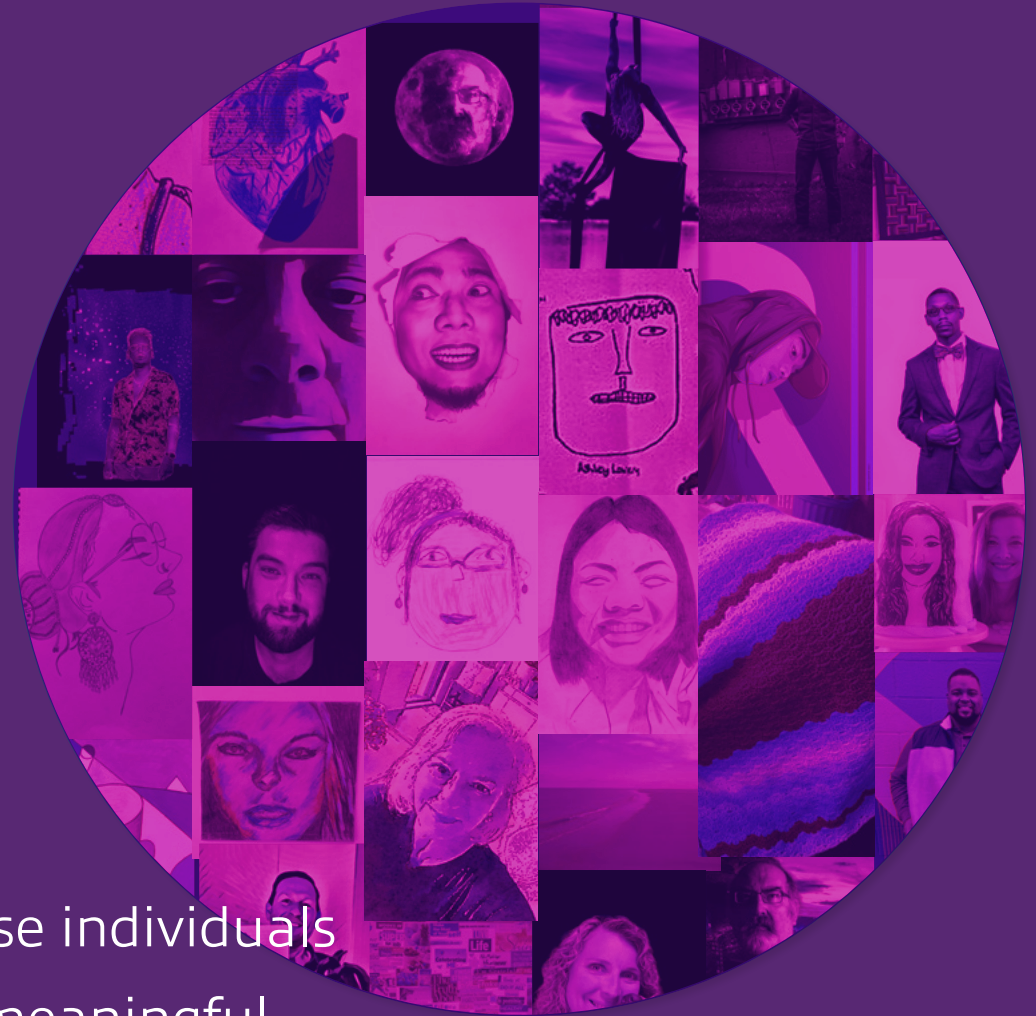
Other notable efforts last year included:

- **UK — PACT:** Five teammates raised £6,036 on a 50K trot around the Peak District for the Parents Association of Children with Tumours and Leukaemia.
- **Cancer Research UK:** Teammates raised funds for the Race for Life Pretty Muddy 5K.
- **Age UK:** Katy Shedden, an HR consultant, met a pledge to run 50 miles in January 2021, raising £1,320 for Age UK (Hillingdon, Harrow & Brent).
- **France — Les Restos du Cœur:** Raised €6,960 for the “restaurant for the poor,” which focused on student poverty last year
- **Austria:** Raised funds for the Austrian Children Special Olympics; throughout the lockdown, individuals teamed up to help Animal Shelter Austria
- **Spain:** Teammates volunteered 200 hours to charities caring for the elderly, disabled people and rescue animals.
- **Netherlands — Shoebox Drive:** Our three Dutch offices collect shoeboxes for Schoenendoosactie, providing boxes full of supplies and toys to children in Africa, Eastern Europe or in a refugee camp in Greece.



Scott Freestone, a public sector account manager, and a group of friends ran the Tough Mudder for Crohns & Colitis. Teammates can take two volunteer days per year to pursue causes they are passionate about.





Harmony: We are a team of diverse individuals who value inclusivity and create meaningful connections so we can win together.



A Message From Our APAC Managing Director *Moving the Needle*

Jan. 1, 2022

Moving the needle when it comes to increasing the representation and inclusion of women in technology doesn't happen by accident. In 2019, the leadership team at Insight made a strategic, conscious decision to accelerate our actions to improve gender equality in tech.

It made sense for our teammates and our clients to double down on our efforts and to collaborate more broadly with our industry partners. We know from data and research that everyone has more work to do when it comes to gender equality, and that's not something to shy away from. To create change, we need to take action, which is exactly the journey we are currently on.

You don't have to be at Insight very long before you learn that we're deeply rooted in our values. We're particularly proud of the emphasis on harmony as an expression of our ongoing commitment to creating an open, equal and resilient workplace. Consequently, Insight's diversity and inclusion strategy covers a broad range of initiatives, including a pillar dedicated to increasing the representation, visibility and inclusion of women in technology. The initiatives range from foundational policy changes to more innovative and disruptive strategies.

"It's incredibly important to have the discipline to be realistic about your starting point and put an appropriate amount of effort and investment into the basics," recommends Marea Phillips, director of people and culture, Insight APAC. "We really took the time to assess where we were and to put together a plan that would move us along the maturity curve in a way that was sustainable for our business."

To oversee the implementation of this strategy and ensure open dialogue across our workforce, Insight launched a Diversity & Inclusion Council in 2020. The council is made up of a cross-section of teammates at all levels who bring to the group a broad range of perspectives and experiences.

Mike Morgan

Mike Morgan

Senior Vice President and Managing Director, Insight Asia-Pacific

You don't have to be at Insight very long before you learn that we're deeply rooted in our values. We're particularly proud of the emphasis on harmony as an expression of our ongoing commitment to creating an open, equal and resilient workplace.

Mike Morgan, SVP & Managing Director, Insight APAC

Our Harmony | One Great Team

Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights.

Principle 2: Businesses should make sure that they are not complicit in human rights abuses.

Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.

Principle 4: The elimination of all forms of forced and compulsory labor.

Principle 5: The effective abolition of child labor

Principle 6: The elimination of discrimination in respect of employment and occupation

Principle 7: Businesses should support a precautionary approach to environmental challenges.

Principle 8: Undertake initiatives to promote greater environmental responsibility.

Principle 9: Encourage the development and diffusion of environmentally friendly technologies.

Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.



Insight welcomes different skill sets, perspectives and backgrounds, reflected by our core value of harmony. In 2021, our global Diversity, Inclusion and Equality committee produced the company's first teammate guide on the topic, Diversity and Inclusion: A Conversation Starter.

We pride ourselves on delivering the best outcomes for our clients, our business and our communities. Together we create an environment where our teammates can show up as their whole selves, deliver their best work, and feel included and respected.

Why is this so important? Because when we tap into the full spectrum of our skills, perspectives and experiences, we unlock our potential as individuals and as an organization.

By increasing the breadth of diversity of teammates and building an inclusive culture, we empower continuous learning, innovation, creativity and collaboration.

We're dedicated to creating a great place to work where all teammates thrive and 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

Watch

our Insight Harmony video.



When I look around our organization today, I see a lot of people of very different backgrounds. In wider society, however, barriers exist for too many people. Insight can be an active part of the solution to overcome these.

Jet Golia, SVP Legal, Commercial and Global Sales, Insight EMEA

InsightALLY Charter for Greater Diversity

Insight celebrates its InsightALLY charter to stand up for one another, speak out against injustice and discrimination, and cultivate a workplace where everyone feels they belong. We have progressively established tenets to make this happen by virtue of the following:

1. Established policies on Board Diversity and Employee Diversity and Opportunity
2. Employee referral program, offering elevated bonus payments to teammates who refer diverse talent to Insight
3. Stipends for selected diverse employees who have high levels of student loan debt or wish to enroll in college classes and need financial support to do so
4. Monthly awareness training on traditionally taboo topics, including but not limited to privilege, racism, sexism, ableism and unconscious biases
5. Supports Teammate Resource Groups (TRGs), employee-led volunteer groups that have attracted more than 1,400 active members and provide a greater voice for communities that have faced challenges in the workplace; TRGs are open to and can be created by all employees.
6. Diversity and Inclusion Mentoring Program for employees taking part in their diversity resource groups, matching them to volunteer mentors throughout our North America business
7. Our Global Harmony Day, which unites 11,500 teammates for a virtual gathering; part of the event includes employees sharing personal experiences — for example, in 2020, one topic was the cultural duality that first-generation Americans often face as their parents try to assimilate into U.S. culture.



Watch

a message from our Diversity & Inclusion team.

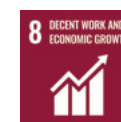
Diversity & Inclusion

Insight appreciates the complexity and importance of diversity and inclusion in both society and within our workplace. We fully embrace the power of a diverse and inclusive work environment.

Our executive leadership team has taken a bold stance about the equitable treatment of all teammates regardless of race, age, gender, ethnicity, sexual orientation, disability or other differences. Various tools and allyship workshops educate our teammates about unconscious biases and the importance of social justice, inclusion and human rights.

We are committed to creating and maintaining positive change with practical, sustainable actions that improve the work experience for all teammates. To achieve this, we are guided by four cornerstones of diversity and inclusion:

- **Everyday respect:** Behaving and speaking in a way that demonstrates respect to all teammates in all interactions
- **Managing bias:** Understanding the role of bias in our behavior and decision-making, and taking steps to manage its impact
- **Intentional language:** Acknowledging the impact of words and phrases in our vocabulary and choosing language that is respectful and inclusive
- **Confident conversations:** Building courage to have constructive, respectful conversations about challenging topics



Global Harmony Day

Insight honored Global Diversity Awareness Month on Oct. 14, 2021, with our second annual Global Harmony Day, a celebration of the diverse backgrounds and insights shared by our teammates.

This year, we focused on resiliency. Even during challenges like the COVID-19 pandemic, supply chain disruptions and more, organizations can still be ambitious in embracing change and pursuing new goals. Our values of hunger, heart and harmony embody a people-first approach to inspiring transformation through the combination of technology and teamwork.

Our teammates across the globe attended sessions on navigating daily life stressors, the Insight Invention Harvesting Program, dealing with disabilities at work, surviving the loss of a loved one, everyday inclusion and more.



D&I — North America

Teammate Resource Groups

In North America, the continued growth of TRGs now spans eight unique groups with more than 1,400 Insight teammates participating. TRGs support diverse teammates, raise awareness, perform community service, and foster more meaningful relationships with clients and suppliers. These networks include:

- **Afro-Professionals and Allies at Insight:** APAI fosters an inclusive community that encourages recruitment, professional development and retention of African, Black American, Black Canadian and Caribbean teammates.

- **AsianPacific@Insight:** AI endeavors to promote Asian diversity, inclusion and equity.
- **InsightABLE:** InsightABLE's mission is to nurture an empowering environment for persons of all abilities at Insight.
- **Insight Stands Out:** Insight Stands Out provides resources, assistance and education for LGBTQ+ teammates, families and allies.
- **Unidos With Insight:** An all-inclusive group that promotes harmony by bringing teammates together to experience Hispanic and Latino culture.
- **Veteran Connection:** Provides military veterans, spouses and friends with a space to collaborate, learn and support each other through shared

experiences, veteran recruitment, career development, outward engagement and retention

- **Women with Insight:** Through themed events, our largest TRG provides support to improve networking skills, experience personal and professional development, and promote confidence in a traditionally male-dominated industry.
- **Digital Innovation D&I Committee:** Along with emphasizing finding and hiring innovators from a wide variety of backgrounds, the committee recognizes those who drive diversity at work and in the community through the Digital Innovation Teammate of the Month Award.



Afro-Professionals and Allies at Insight



Supplier Diversity

Insight also demonstrates a commitment to equality by promoting diversity in the marketplace. The [Insight Supplier Diversity Program Office](#) forges relationships with a broad range of suppliers, providing opportunities for businesses owned by minorities, women, veterans, LGBTQ+ people and people with disabilities.

Gender Equality

From the top, starting with new CEO Joyce Mullen, and throughout our ranks, Insight has prioritized advancing gender equality. In 2022, we will launch a series of seven training sessions conducted by Men as

Allies, an extension of our Women With Insight TRG. The sessions will be presented to promote gender equality, with an emphasis on inclusivity as coworkers in traditional positions of power serve as advocates for those with less status.

We're also committed to fostering diversity beyond our doors. We've forged close partnerships with organizations that share our mission to promote equitable practices in the technology industry. In August 2021, we partnered with [Women In Cloud](#) (WIC), an economic development organization committed to supporting the next generation of women leaders in cloud computing and advancing the success of women in technology.

WIC strives to generate \$1B in net new global economic access for women entrepreneurs by 2030. We support the #WICxFortune100 Initiative, a program for corporations to create access for women in technology through representation, recruitment and relationship building.

We also sponsor the Women Executives Channel Advisory Board (WECAB) which elevates women in tech leadership, serving as a voice for continued change and helping women to network, gain mentorship and cultivate leadership skills while providing organizations with training resources to bolster diversity and eliminate bias. Tina Pangle, our VP of lifecycle strategy and global PMO, serves on the WECAB board.

Standing Up for LGBTQ+

In 2021, the Human Rights Campaign Foundation's 2021 Corporate Equality Index scored Insight 95 out of 100. We continue to make strides in championing LGBTQ+ teammates, increasing our score from its CEI rating of



Holding candid group discussions about important topics like unconscious bias, employee diversity and LGBTQ+ acceptance in the workplace is common at Insight. Watch this executive leader panel hosted by Insight Stands Out.

70 in 2020 and 60 in 2019. The CEI assessment rates employers on their ability to provide crucial protections for employees who identify as LGBTQ. Ratings are based on criteria under four central pillars: 1) non-discrimination policies; 2) equitable benefits for LGBTQ workers and their families; 3) supporting an inclusive culture and 4) corporate social responsibility.

Insight Stands Out has taken an active advocacy role, reviewing company communication on self-identification, reinstating domestic partner benefits, and advising guidelines on matters such as dress code policy.

Insight Stands Out partnered with HR to update our anti-discrimination policy to include gender identity and created an educational resource library. We also strive to help non-binary and trans teammates feel more included by including gender-inclusive pronouns in company email signatures and internal online profiles.

INSIGHT SUPPLIER DIVERSITY

2,722

participating businesses
(small and/or diverse)

218 women-owned suppliers

209 minority-owned suppliers

76 veteran-owned suppliers

17 disabled-owned suppliers

\$549M

invested in our small/diverse suppliers

\$61M women-owned suppliers

\$38M minority-owned suppliers

\$12M veteran-owned suppliers

\$3M disabled-owned suppliers



D&I — APAC

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, partners 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.

Following the launch of our diversity and inclusion strategy in 2020, we have continued to build momentum and impact in our key areas of focus which include:

- Inclusion for all teammates and celebration of individual differences
- Increasing the representation and career progression of women in technology
- Increasing the representation and career progression of people with disabilities in technology
- A journey of reconciliation with First Nations Peoples

Across the region, the implementation of our strategy is overseen by our Diversity and Inclusion Council.

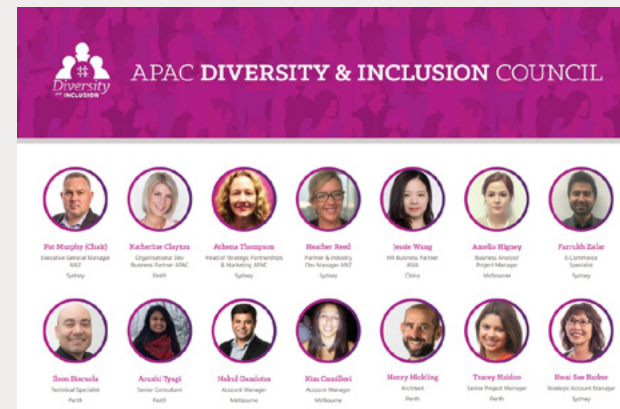


APAC Diversity and Inclusion Council

In 2020, we established our APAC Diversity and Inclusion Council, bringing together a cross-section of teammates to discuss, plan and oversee our strategy's implementation. Members sit on the council for an initial period of 12 months, as we seek to continuously include a range of perspectives from across our teams across Asia-Pacific.

Some highlights from the implementation of our strategy in 2021 include:

- The implementation of new policies and benefits to enable inclusion, such as additional paid parental leave, proactive management of the gender pay gap, a family and domestic-violence policy, and leave and workplace flexibility
- Launched our Women in Technology campaign to shine a light on diverse women and career pathways in technology
- Continued investment in the development of women in our business via the six-month Microsoft Women Rising Program and cohorts
- Celebration of flagship diversity events like International Women's Day, NAIDOC Week, Insight's Global Harmony Day, International Day of People with Disabilities and other culturally significant celebrations across the region
- Investment in traineeships and graduate recruitment to increase entry-level opportunities for people of all backgrounds
- The successful endorsement of our inaugural Reflect Reconciliation Action Plan



- Continued endorsement and certification from the Workplace Gender Equality Agency, which audits equitable salaries, benefits and promotion opportunities for women in Australia
- Ongoing accessibility audits for people with disabilities and plans for a dedicated recruitment and development program in 2022

Champions of Change

Insight APAC makes significant annual investments to be part of Microsoft Partners Champions of Change and StandUp, two groups dedicated to workplace equity.

Champions of Change was established in 2020 and includes CEOs or managing directors of 11 of Microsoft's largest partners. The group seeks to amplify conversations around diversity and inclusion in tech, create new programs to support women in the industry and promote more inclusive corporate cultures.

The goal of StandUp is for participants to better understand the lived experiences of women in the workplace and to determine strategies to advance gender equality.

Team Building

We also recognize that food is an expression of culture, and given this multicultural environment, teambuilding is a big part of who we are. We love to introduce each other to the culinary delights from around the world and our local communities.

Here's a glimpse into the team morale builders we held in 2021 across our region:



In Sydney, we organized a potluck lunch, with everyone bringing in a national dish.



Team China gathered once again after a long lockdown.



Team building in Perth



Singapore celebrates its certification with Great Place to Work.



Katherine Clayton, organizational development business partner, and Mike Morgan, Insight APAC SVP and managing director, discussed how harmony enables better business practices during Global Harmony Day in October 2021.



D&I — EMEA

Insight EMEA's diversity and inclusion mission is: Every teammate is recognized and valued as their whole self. We ensure our globally diverse and multicultural clients, partners and communities are reflected within Insight. This is underpinned by these commitments:

- **Increase diversity** of our workforce to reflect that of our communities.
- **Continuously review organizational frameworks** to promote inclusivity, including our core Diversity, Inclusion and Belonging (DI&B) group, resource groups and other stakeholder reviews, and setting commitments to attract, recruit and retain diverse talent.
- **Educate teammates** at all levels on how diversity impacts the individual, the team and the organization.
- **Promote DI&B focus areas** in action, including advocacy from ELT/SLT and DI&B members in company-wide communications, a diversity celebration calendar and activities.
- **Raise organizational profile** to become an advocate for positive change.

DI&B Taskforce

Our EMEA DI&B Taskforce is made up of teammates who are passionate about the importance of equality in and beyond the workplace.

Members are encouraged to create activities, participate in wider actions, join our resource groups, become an InsightAlly and share with their colleagues the work that we do to ensure the agenda has a platform.

DI&B Resource Groups

We have four main Diversity, Inclusion and Belonging Resource Groups working to champion inclusion for groups that have experienced challenges in the workplace:

- **Insight Stands Out!** is for our LGBTQ+ teammate community.
- **DiverseABILITY** is for teammates with visible and non-visible disabilities.
- **She's Insight** is for women at Insight.
- **RESPECT** (Racial Equality Sponsorship Programme Ethnic Champions Teams) is for our teammates of minority ethnic backgrounds.

InsightAlly Charter

Signing the InsightAlly Charter is a commitment to standing up and taking action, and to acting as a voice in turning the tide of negative attitudes towards people from different backgrounds.

InsightAllies are invited to participate in any teammate resource group. Those who don't self-identify as a member of a particular group are encouraged to join to engage in cross-cultural learning and other opportunities for connection and development.



We are so lucky that we get to experience different traditions and backgrounds from around the world. We bond over similarities and differences, which can help our teammates to abandon prejudices, welcoming individual perspectives and creating a culture where all are welcome.

Stefan Tonnon, VP of HR, Insight EMEA



A background image of a man with a beard and glasses, resting his chin on his hand in a thoughtful pose. The image is overlaid with large, semi-transparent purple and pink geometric shapes (triangles and a circle).

Environment

Insight seeks opportunities to reduce energy consumption and improve energy efficiency.

Our Harmony | Environment

Principle 7: Businesses should support a precautionary approach to environmental challenges.

Principle 8: Undertake initiatives to promote greater environmental responsibility.

Principle 9: Encourage the development and diffusion of environmentally friendly technologies.



Old IT Disposed Securely, Responsibly

Technology assets can create a trail of waste that's harmful to the environment. Our asset disposition program helps companies repurpose old equipment safely through data erasure and asset remarketing or disposal. This enables organizations to follow guidelines mandated by the Environmental Protection Agency (EPA) — and maximize the return on their IT investments.

Insight, in partnership with Dell Technologies, works with suppliers to identify energy efficiency improvements and create water-risk mitigation plans. A circular design approach helps us return materials to their production cycles for use in new products.

In addition, we have a deep partnership with a disposal vendor that operates two secure processing locations.

Our services include a review of IT assets to determine whether to remarket, recycle or redeploy. Each asset receives a physical and technical audit and tracking in a custom disposition web portal.

Serial numbers are tracked on data-bearing devices and client IDs/asset tags are recorded and removed. Each hard drive undergoes a National Institute of Standards and Technology (NIST 800-88) wipe, rendering data erased and unrecoverable. Clients receive a certificate of erasure; if a drive cannot be erased, it is destroyed.

This erasure process has a far-reaching privacy and security impact, since some clients' IT assets contain secure information, including valuable business data and private client records. Our services are eStewards-, R2-, ISO-, OHSAH- and HIPAA-certified, including requirements to maintain zero landfill and zero e-waste export.

COMPUTER RECYCLING

2M pounds

of electronic waste saved in 2021

275,000

old hardware assets resold or recycled in US



Our asset disposition services ensure:

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

Environmental Sustainability — North America

Insight is committed to protecting the environment, including pollution prevention to reduce the adverse environmental impacts of our activities and services. Through a program of continual environmental improvement and monitoring, we look for opportunities to reduce consumption and improve efficiency, including the consumption of energy from sustainable sources, monitoring and minimizing the generation of waste at the source, and taking steps so that waste is handled in a safe, environmentally acceptable manner.

We also promote the use of suppliers and contractors who are improving their environmental performance. We involve employees in the process of setting and publishing environmental objectives, improving the working environment, and seeking individual commitments and contributions to our initiatives.

Insight North America Green Initiatives

- **Flexible work:** We are providing more flexible work options, which reduces commuting and decreases requirements for office space.
- **Less travel:** We have reduced business travel and increased use of video conferencing with partners and clients to help conserve resources and encourage hybrid work practices.
- **Smart lighting:** We are replacing fluorescent lighting with energy-efficient LED lighting.
- **Repurposing equipment:** Office chairs are recycled and old telephony is donated to charity for reuse.
- **Conservation efforts:** We encourage teams to conserve power and use 100% recycled paper napkins and BioPAK disposable plates and cups in staff rooms.



Environmental Sustainability — APAC

Across APAC, we have donated used, reimaged laptops to local schools to support digital learning in our communities.

Donating Old Laptops

- **Singapore:** We donated reimaged laptops to local teammates in need.
- **Hong Kong:** We donated reimaged Windows 10 laptops to Sacred Heart of Mary Catholic Primary School.
- **Perth:** We donated laptops to Lakelands Senior High school in Western Australia so Year 12 Students could learn from home.
- **Sydney:** We donated reimaged laptops to local teammates in need.



Environmental Sustainability — EMEA

Our conservation initiatives in EMEA start with helping our clients become more eco-friendly through the following services:

Data Center Carbon Assessment Service

- This service addresses data center imbalances by fine-tuning system settings and configuration arrangements to improve energy efficiency and ultimately reduce the overall carbon footprint.
- Engineers with deep experience in controls, airflow and performance characteristics assess the data center. Where free-cooling technology is available, engineers explore options to increase percentage utilization.

EMEA Green Initiatives

- Reduction in energy usage through LED and motion-controlled lighting in all workplaces
- Reduction in energy usage through office downsizing and hybrid work practices
- Secure internal and client WEEE/recycling under ISO 14001 best practices
- Reduction in business travel and increased use of video conferencing
- Reduction in commuting through introduction of hybrid work practices
- Reduction in printing across offices through device and software solutions
- Smart meters for main utilities (where within Insight control)

- Energy saving as standard specification on end-user devices and peripherals
- Device management applications that promote energy saving

Giving Green

In EMEA, we engaged in the following endeavors in 2021:

- **Tree-Nation:** Insight EMEA has made the Cube award system redundant. In its place, we've introduced tree planting in recognition of new hires and service anniversaries through the nonprofit Tree-Nation.
 - Since partnering with Tree-Nation in July 2020, we have planted 4,407 trees (and growing), offsetting approximately 362.36t CO2.
- **Waste to Wonder:** Waste to Wonder recycles thousands of pieces of equipment from landfills and has equipped more than 750 schools in 18 countries with office equipment refurbished IT. We partnered to redistribute as much equipment as possible during the refurbishment of our European offices.
- We have created an Environmental Committee dedicated to improving our environmental credentials and reducing emissions.



A Modern Workplace, the Insight Way

We are especially excited about the continued progress on our new global headquarters on Insight Way in Chandler, Arizona. Our goal is to open the building in March 2022, and it will serve as our new client experience center and an exhibition of a modern workplace in the digitally driven era.

To be known officially as Insight Way, our more than 200,000-square-foot home of the future will consolidate operations formerly conducted in two separate buildings in Tempe, helping conserve our footprint while creating more opportunities for collaboration for our approximately 1,400 Arizona teammates.

The name and modern amenities represent what teammates refer to as “The Insight Way,” encompassing our dedication to hunger, heart and harmony; our Insight Intelligent Technology Solutions; and our overall purpose of building meaningful connections to help businesses run smarter.

Our purpose of building meaningful connections has taken on even greater meaning as we have thoughtfully designed and built Insight Way for work in the digital age. Our new corporate headquarters will showcase a new experience center where our clients can envision what the modern workplace can be and how their organizations can run smarter.

Glynis Bryan, *Insight Chief Financial Officer*



A core purpose of Insight Way will be to showcase Insight’s vision of the modern workplace, tailored to the needs, health and wellbeing of the mobile, anywhere worker. As teammates mix their time working remotely and in-office, the building’s capacity puts more emphasis on flexibility and collaboration. Physical features include:

- 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

Insight Way also will feature in-house intelligent solutions:

- The Insight Digital Innovation Center, an interactive experience for our clients to help visualize the solutions we design to address their critical business needs
- Occupancy sensors integrated with the building electrical system to manage efficient use of lighting
- A smart visitor management system in the building entryway, incorporating thermal cameras integrated with the Insight Connected Platform and wayfinding features, to manage safe and efficient check-ins
- The Stack, a nearly two-story high digital array in the lobby to highlight solutions success stories, partners and clients across a series of interconnected, rotating panels
- Another prominent array, called Prisms, featuring a series of 16 digital displays located across three areas of the building to highlight teammate recognitions and community events



Other amenities to fully support our teammates will include:

- A cafe and premium coffee collaboration area
- On-site health clinic and fitness center
- Library/quiet workspace to allow teammates to retreat from their work area
- Nearly five times the conference room meeting space as our current facilities
- More open work areas and natural lighting to encourage great teamwork, including large collaborative whiteboards throughout department work areas

Insight Way will feature eco-friendly design, and we anticipate that we will achieve LEED Gold certification with the help of U.S. Green Building Council Arizona and SRP. The 48-acre site will feature a solar panel solution expected to provide 80% of the facility’s peak consumption usage. It will include an automated, smart HVAC system and energy-efficient, motion-sensor LED indoor and outdoor lighting to reduce our use of electricity and other resources. Sustainable materials have been used in the construction, meeting LEED requirements along with construction product waste removal.

Insight[®]

