

INGRAM MICRO[®]

2021



**ESG
REPORT**



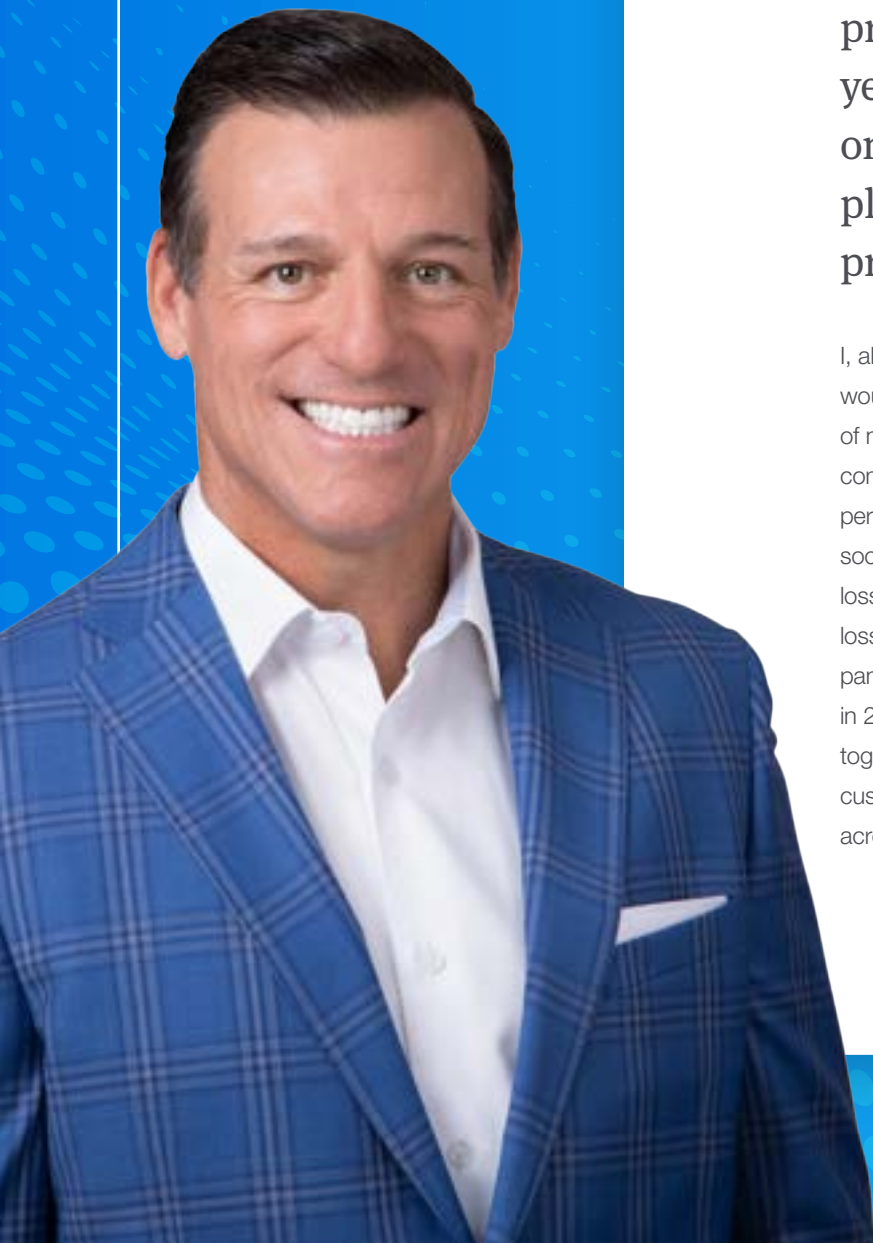


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01

MESSAGE FROM THE CEO



As Ingram Micro's new CEO, I view my stewardship of our current ESG commitments, including the establishment and execution of new, ambitious targets, as one of my top priorities. 2021 marked another year of many accomplishments on the ESG front, and I'm pleased to update you on our progress.

I, along with the rest of the world, was optimistic 2021 would be a year during which a return to a semblance of normalcy among our families, our friends, and our communities would occur. Unfortunately, the pandemic persisted with new variants, more lockdowns, continued social distancing and masking requirements, and further loss of life. Our organization empathizes greatly with the losses and hardships suffered by those impacted by the pandemic. Despite the continued challenges presented in 2021, the Ingram Micro global family again bonded together to ensure we met the ever-evolving needs of our customers, our communities, and our other stakeholders across the world.



One of the things I admire about our organization is the passion our people put into serving our local communities. This service attitude is a cornerstone of our culture, and while always readily apparent, it is when we are under pressure that we truly shine. In the face of another pandemic-influenced year, we continued our tradition of giving back and I hope you'll enjoy reading about our contributions. Whether it was donations of food to the hungry, providing essential medical equipment and care to vulnerable populations, supporting youth education, or breaking a sweat installing solar panels, our associates showed up in force around the world.

Our pervasive spirit of continual outreach and sense of community also led us to embark on a new environmental, social, and governance (ESG) journey in 2021. While our principles and values inherent in the term "corporate social responsibility" remain embedded in our culture, we have renamed and relabeled our program as an "ESG" program to better recognize the urgency around the many issues falling within the ESG purview and reflect our rigorous, data-driven approach. You'll have the opportunity to hear more about our new ESG efforts in the coming months but in this report, you will learn about our hard work in 2021 to lay the foundation to accelerate our performance and deliver even greater improvements in 2022 and the years beyond. During the year, we onboarded a new team of dedicated ESG experts, while continuing to invest in new technologies and solutions to improve the efficiency and

effectiveness of our ESG commitments and reporting. And we've embedded ESG principles, such as improvement on ESG performance and integrating ESG values into decision-making, into our annual performance review process for 2022, details of which we expect to share with our many stakeholders throughout the year.

For now, however, please take some time to review our 2021 performance in the pages that follow this introduction. I am proud of our efforts and our many successes, and some brief highlights follow: In 2021, we increased the amount of renewable energy we purchased, and we also expanded our Employee Assistance Program to all global associates. This year's report contains our first full inventory of our Scope 3 greenhouse gas emissions. I'm pleased to report that we earned a perfect score of 100 from the Human Rights Campaign's Corporate Equality Index, with 2021 marking our second consecutive year receiving this ranking.

I thank our global associates for their many meaningful contributions to these and numerous other achievements in 2021. I also thank all our stakeholders for their engagement with our ESG efforts and I look forward to your continued support.

Respectfully,



Paul Bay

Chief Executive Officer

A smiling woman with red hair is working on a laptop in a cafe. The background is blurred, showing other people and warm lighting.

02

INTRODUCTION

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*Ingram Micro helps
businesses fully realize the
Promise of Technology™—
helping them maximize the
value of the technology that
they make, sell, or use.*



From 2016 to 2019, Ingram Micro prepared a Corporate Social Responsibility (CSR) report. This year marks our second year publishing an Environmental, Social, and Governance (ESG) Report and this report covers our operations, activities, and initiatives for the 2021 calendar year. This continued shift towards ESG reflects our purposeful approach to the management of ESG issues, while maintaining our commitments to CSR.

ABOUT INGRAM MICRO

Ingram Micro helps businesses fully realize the Promise of Technology™.

With our vast global infrastructure and focus on cloud, mobility, technology lifecycle, and supply chain and technology solutions, Ingram Micro enables business partners to operate more efficiently and successfully in the markets they serve. From our headquarters in Irvine, California, we manage a global network of sales, distribution, and operations centers spanning over 59 countries divided into four regions: North America; Europe, Middle East, and Africa (EMEA); Asia-Pacific (APAC); and Latin America (LATAM).

Within our Technology Solutions (TS) business, we offer distribution services, leading IT products, technical and sales support, marketing services, credit management, and specialty services. Our TS unit comprised the majority of our 2021 revenue. Hardware was 70 percent of TS revenue and software was 30 percent.

Our Commerce and Lifecycle Solutions (CLS) business includes forward and reverse logistics, e-commerce, order fulfillment, and IT asset disposition (ITAD) to address the

entire lifecycle of IT assets. From initial delivery to return, refurbishment, remarketing, and end-of-service-life (EOSL) or recycling, we optimize IT asset management for clients across various industries and geographies.

Our Cloud Services business offers more than 200 cloud marketplace solutions, a cloud referral program, and the CloudBlue platform. Through these services, we enable companies to easily adapt to industry changes while monetizing services in a subscription model, automating end-to-end operations, and reducing time to market.

In July 2021, funds advised by Platinum Equity Advisors (Platinum) acquired 100 percent of the equity of Ingram Micro. Platinum has the desire and resources to accelerate Ingram Micro's vision and is dedicated to us continuing to develop and offer innovative solutions across the IT ecosystem. We are proud to join Platinum's global portfolio of industry-leading companies and look forward to our future endeavors together.



COUNTRIES

Ingram Micro supports global operations throughout North America; Europe; Middle East, and Africa; Asia-Pacific; and Latin America. Included is a map highlighting the 59 countries in which we operate.



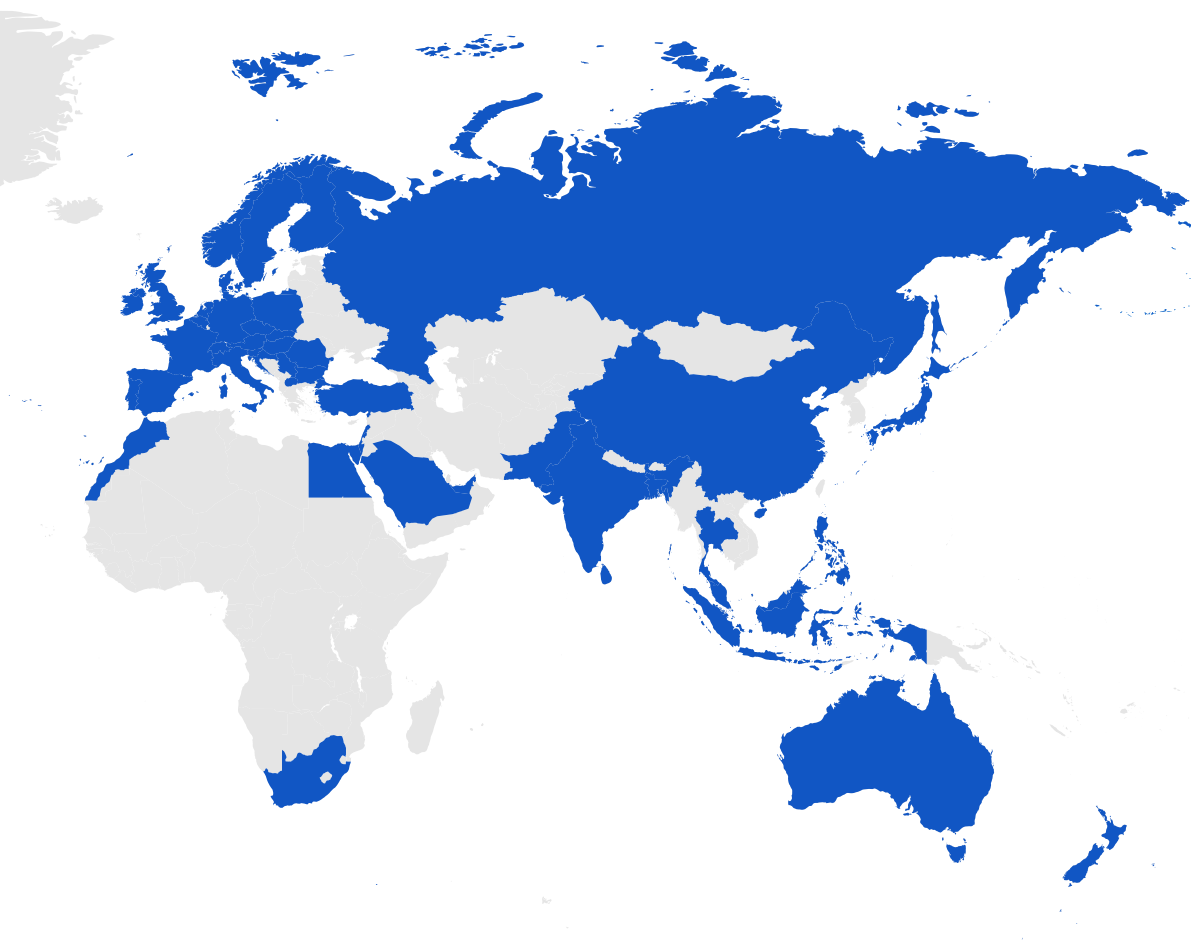
NORTH AMERICA

- › Canada
- › United States

LATAM (Latin America)

- › Argentina
- › Brazil
- › Chile
- › Colombia
- › Costa Rica
- › Ecuador
- › Mexico
- › Peru
- › Uruguay





APAC (Asia-Pacific)

- › Australia
- › Bangladesh
- › People's Republic of China
- › Hong Kong
- › India
- › Indonesia
- › Japan
- › Malaysia
- › New Zealand
- › Philippines
- › Singapore
- › Sri Lanka
- › Thailand

EMEA (Europe, Middle East, and Africa)

- › Austria
- › Belgium
- › Bulgaria
- › Croatia
- › Czechia
- › Denmark
- › Egypt
- › Finland
- › France
- › Germany
- › Hungary
- › Ireland
- › Israel
- › Italy
- › Lebanon
- › Morocco
- › Netherlands
- › North Macedonia
- › Norway
- › Pakistan
- › Poland
- › Portugal
- › Romania
- › Russian Federation
- › Saudi Arabia
- › Serbia
- › Slovakia
- › Slovenia
- › South Africa
- › Spain
- › Sweden
- › Switzerland
- › Turkey
- › United Arab Emirates
- › United Kingdom

AT A GLANCE



\$54B

Net sales

\$20B

Total assets

\$4.1B

Gross profits



\$2.4B

Benefits and
compensation



1.5B

Units shipped



23.5M_{FT²}

Floor space



59

Countries of
operation



39K+

Employees (permanent
full-time and part-time)



170K+

Customers



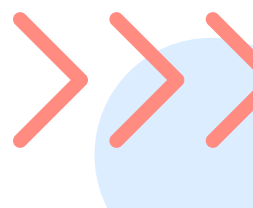
1,500+

Vendors








15M

Active Cloud
seats





OUR GOALS

Goal	Status
 12.5% absolute greenhouse gas emissions reduction by year end 2021 over 2016	19.2% decrease ✓
 5% year-over-year waste-to-landfill reduction	11% decrease ✓
 5% year-over-year reduction in occupational safety incident rate	11% increase
 Develop global renewable energy roadmap by year end 2021	Completed ✓
 750 supplier social and environmental risk assessments by 2023	Goal being reevaluated





ABOUT THIS REPORT

We are very excited to publish Ingram Micro's second ESG report, following our CSR reports from previous years. ESG builds on the foundation of CSR and requires a more strategic and quantifiable analysis of those impacts. We continue to be committed to CSR, but we have moved to an ESG approach because we believe in making data-driven decisions to take meaningful action. We have become much more methodical, deliberate, and quantitative in our management of ESG issues, and we look forward to continuing to progress and improve into the future. We hope this is clearly communicated in this ESG report for 2021.

This report covers Ingram Micro's operations, activities, and initiatives for calendar year 2021 and serves as an update to our 2020 report. This report references Global Reporting Initiative (GRI) topics that are material to Ingram Micro, and we continue to report our progress against our targets and comprehensive year-over-year ESG metrics (see "Data Summary").

In 2021, Ingram Micro entered our second year as a signatory to the United Nations Global Compact (UNGC), the world's largest corporate sustainability initiative. We continued quantitatively measuring our performance against the United Nations Sustainable Development Goals (UN SDG), for which our progress is communicated in our 2019 report.

STAKEHOLDER ENGAGEMENT AND MATERIALITY

In 2019, we performed our three-year formal stakeholder engagement process according to the AA1000 Stakeholder Engagement Standard using methods such as surveys, interviews, and third-party assessments. Using the results of the stakeholder engagement process, the GRI framework, and the UN SDGs, we developed our list of material topics. These topics remain the same for the 2021 report and are listed below with the corresponding GRI disclosure number in parentheses.

Economic/Governance	Environmental	Social
Economic performance (GRI 201)	Materials (GRI 301)	Customer privacy (GRI 418)
Anti-corruption (GRI 205)	Energy (GRI 302)	Socioeconomic compliance (GRI 419)
Anti-competitive behavior (GRI 206)	Water (GRI 303)	Employment (GRI 401)
	Emissions (GRI 305)	Occupational health and safety (GRI 403)
	Effluents and waste (GRI 306)	Training and education (GRI 404)
	Environmental compliance (GRI 307)	Diversity and equal opportunity (GRI 405)
	Supplier environmental assessment (GRI 308)	Child labor (GRI 408)
		Forced or compulsory labor (GRI 409)
		Supplier social assessment (GRI 414)

A person with short brown hair, wearing a red sweater, is seen from behind, looking out a large window. The window shows a blurred cityscape with buildings and a bright sky. The person's head is slightly tilted, and their hands are clasped in front of them. The overall mood is contemplative and professional.

03

GOVERNANCE

ETHICAL COMPLIANCE

ENVIRONMENTAL AND SOCIOECONOMIC COMPLIANCE

DATA PRIVACY AND INFORMATION SECURITY

GOVERNANCE STRUCTURE

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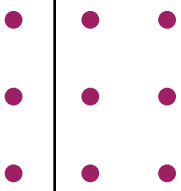
ESG-Related Awards and Recognition

Certifications

Memberships

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Fair business practices sustain markets in the long term. This is why Integrity is one of our “Tenets of Success” and is fundamental to our ability to establish trust with our partners and reinforce our reputation.



Ingram Micro is built on a foundation of strong corporate governance and is guided by our Tenets of Success, including Integrity and Responsibility. As we meet our customer and financial commitments, we do so with high ethical standards and responsibility for individual and team actions and remain cognizant of our social, community, and environmental responsibilities as a company.

ETHICAL COMPLIANCE

Our robust ethical compliance program spans all of our entities, as well as operating regions and markets in which we have a presence, and covers the following areas:

- › Anti-corruption/Anti-bribery
- › Data privacy
- › Conflict of interest
- › Trade controls
- › Anti-money laundering
- › Gray market
- › Antitrust risk
- › Harassment and whistleblower compliance

Our compliance management program is centralized and overseen by our audit committee. The program consists of a formal management system structure supported by risk assessments, policies, periodic employee training, internal audits, corrective actions and controls, and a mechanism for reporting concerns and grievances. The compliance team provides input to management and our board in order to maintain our company's Code of Conduct and works across regions and functions to prevent and address instances of noncompliance.

Ingram Micro's risk assessment evaluates any ethics risks posed by marketing funds and pass-throughs, special pricing, commissions, gifts and entertainment, agents and consultants, interactions with foreign governments, charitable donations, conflicts of interest, trade controls, money laundering, whistleblower retaliation, data

Let's take a look at our history



Our people and their diverse talents define us. We are committed to learning, collaboration, transparency and innovation. Attracting, inspiring, retaining and celebrating our best individuals is our success.

privacy, anti-competitive practices, and sourcing and procurement activities. The risk assessment questionnaire targets local managers and is completed, when necessary, by focus group discussions with associates. Regional compliance officers document the responses and discussion outcomes in reports submitted to the Chief Compliance Officer (CCO). The CCO maps our evolving risk environment against our controls and adapts our policies accordingly. Our internal auditors test the effectiveness of our policies.

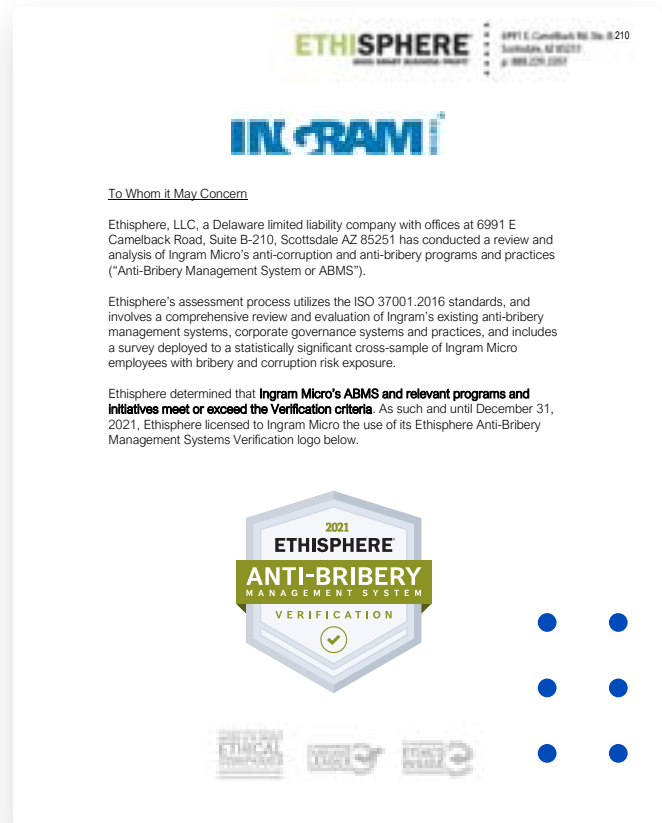
Third-Party Verification

To ensure that our anti-bribery management system remains relevant and credible, our program has been externally verified by Ethisphere to meet the requirements of ISO 37001 since 2017. As part of our verification,

Ethisphere conducts a survey of associates to evaluate our program, as well as associates' knowledge and perception of it and Ingram Micro.

Ethisphere selects the survey pool, skewing it towards emerging markets and business/finance functions where risks could be higher. All survey answers are anonymous and collected and managed by Ethisphere; Ingram Micro does not do any mediation of responses. This rigorous methodology helps preserve the integrity of data and information.

In 2021, 900 associates were given the 54-question survey, which was translated into 15 languages. We had a 79 percent response rate, far higher than the 47 percent Ethisphere benchmark (comprised of 187,958 responses from nine companies). Our overall favorable score was 94 percent (8 percent above benchmark), and we scored higher than benchmark for all individual



questions except one, "Ingram Micro has a policy that prohibits retaliation against employees who report misconduct or participate in an investigation," and this was principally driven by answers from associates who joined us in the last two years. While this might be largely the result of the "work from home" environment resulting from the pandemic, we aim to reinforce awareness training of our anti-retaliation policy. Our associates are expected to uphold our ethical compliance policies and speak up when needed. Their commitment is demonstrated by 99 percent of respondents saying that they would be willing to report misconduct if they observed it.

Communication and Training

As a company, during the second year of the pandemic, we increased our focus on associates' training in 2021.

We held more sessions and used more infographics-based communication to better engage our associates throughout the year.

In 2021, we had nearly 58,000 online training enrollments and a 95 percent completion rate. This represents an 11 percent increase in courses per associate compared to 2020. Our 2021 online training consisted of six courses:

- › Code of Conduct (Global)
- › Data Protection and Privacy (Global)
- › Fraud (Americas and APAC)
- › Sexual Harassment (U.S.)
- › Respect in the Workplace (Middle East, Turkey, Africa, Brazil)
- › Cybersecurity Awareness Training (Global)

We did remote in-person training for 39 percent more associates in 2021 compared to 2020. Specific training topics can vary depending on the geographic region and/or business unit. In 2021, topics included:

- › Key compliance policies
- › Use of agents and consultants
- › Export controls
- › Grey market risk
- › Data quality and internal controls
- › Crime prevention and fraud awareness
- › Gifts and entertainment
- › Vendor contracts
- › Special bid process
- › Competition risks

We also distributed our annual Legal and Compliance Certificate survey to over **23,000 associates** and achieved a **100 percent** completion rate.

Moving the Industry

The Global Technology Distribution Council (GTDC) comprises the technology industry's top wholesale distributors who drive more than \$150 billion in annual worldwide sales and face similar challenges. As a member of the GTDC, Ingram Micro participates in the development of an industry approach to address corruption concerns.

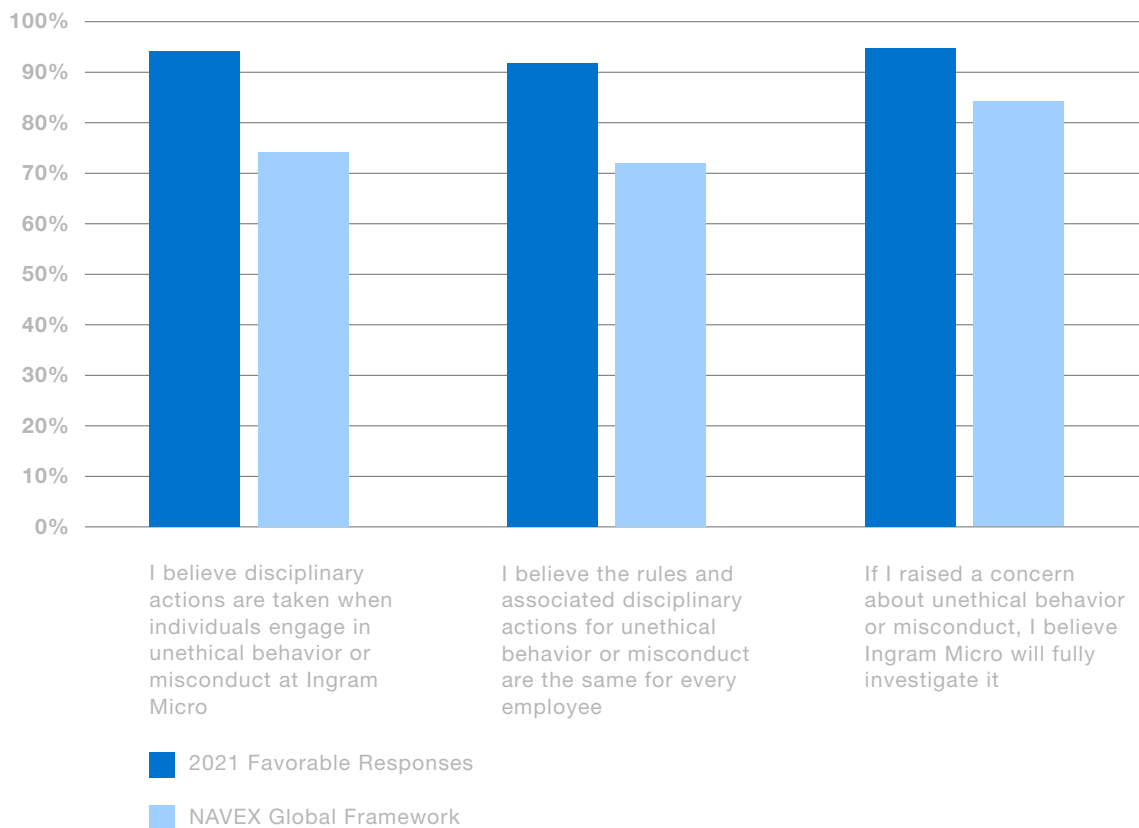


Organizational Justice

We strongly believe that a healthy organization relies on a system where grievances and suspected violations of the Code of Conduct are brought forward, promptly and thoroughly investigated, and decisions are made and adequately communicated. We believe everyone should be treated fairly in the workplace, and we are proud that our associates feel that this is the case at Ingram Micro. Our organizational justice results from our ISO 37001 verification were considered “exceptionally high.”



Organizational Justice Results



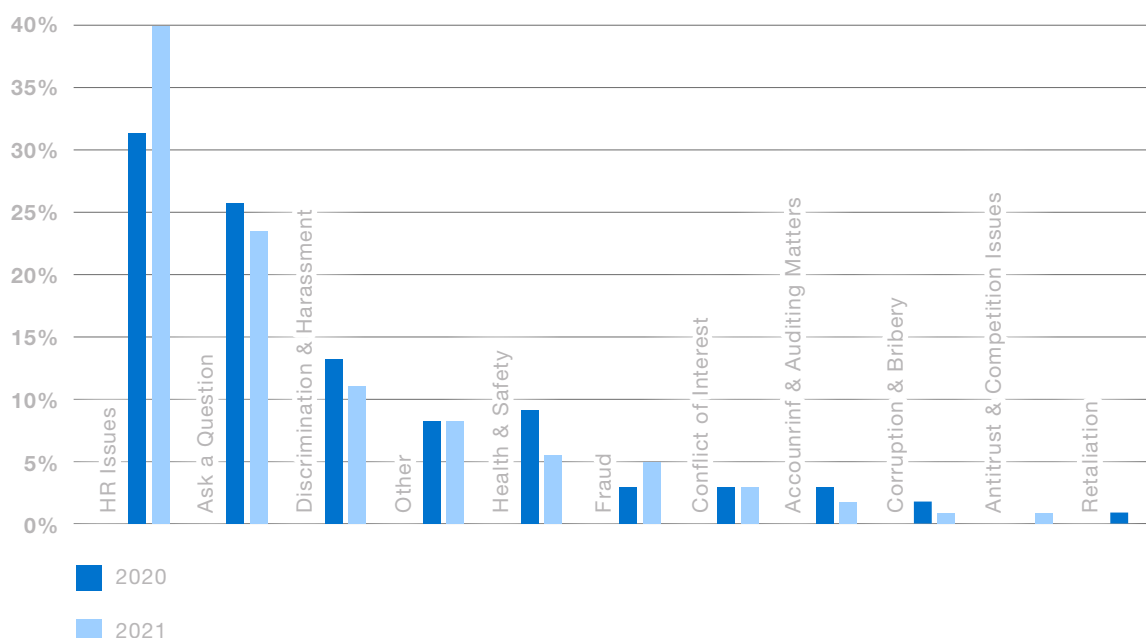
Third-Party Hotline

Our associates are encouraged to report concerns to their supervisors, HR, or their designated compliance officers. Stakeholders also have the option of reporting to our third-party hotline, which is accessible 24/7. Stakeholders may report concerns anonymously, if they so wish, through the hotline. Our anti-retaliation policy supports our Sunshine Rule, encouraging employees to immediately bring ethics concerns to light.

Takeaways from 2021:

- › We received 0.81 reports per 100 employees, representing a 23 percent increase from 0.66 in 2020 and a return close to pre-COVID levels.
- › The distribution shifted more to HR issues and away from health and safety, showing a move to pre-COVID levels.
- › Our hotline cases were well distributed across geographic regions, demonstrating its broad awareness. This awareness is evident in the survey conducted by Ethisphere for our ISO 37001 verification, in which 99 percent of respondents said that they would be willing to report misconduct if they observed it. This is 5.9 percent above the benchmark and represents a 2.1 percent increase in favorable responses compared to the last survey.

2020 Hotline Cases by Topic





ENVIRONMENTAL AND SOCIOECONOMIC COMPLIANCE

In our own operations

Ingram Micro's operational activities result in social and environmental impacts that are regulated internationally, nationally, and locally, including energy consumption, waste generation, material use, maintenance, product take-back, management of used and waste electronics, shipping activities, as well as human rights and labor practices. Social and environmental compliance is relevant to all Ingram Micro entities globally, and we assure compliance primarily through third-party certifications, including ISO 14001, ISO 9001, ISO 45001, and others.

At least two dozen Ingram Micro sites have developed certified environmental management systems to ISO 14001. As part of our benchmarking activities to ISO 26000, which provides guidance on how companies incorporate social responsibility best practices and the UN SDGs, we are evaluating how we can reduce negative impacts and maximize positive impacts on society and the environment.

In 2021, no notices of violation, fines, or other actions were reported for environmental noncompliance. However, we rely on self-reporting from our global facilities and if data reporters aren't made aware of noncompliance incidents, the information would go unreported, especially for minor issues. We'll continue to invest in internal efforts to improve site-level reporting accuracy and completeness.

In December 2021, Ingram Micro was notified of an ongoing investigation being conducted by Riverside County, San Bernardino County, Orange County, and San Diego County into Ingram Micro's hazardous waste handling, storage, transportation, and disposal practices and programs in California. We are committed to environmental responsibility, and we will continue to monitor the situation closely and cooperate with all investigative efforts.

In our supply chain

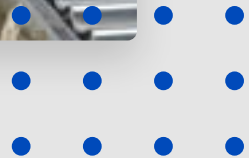
We operate a deep and diverse supply chain to support all our businesses, including our fee-for-service supply chain service businesses within our CLS business unit.

We distribute and sell products from more than 1,500 vendors. Our activities also include non-inventory purchases from suppliers, such as equipment, supplies, and business services; and inventory purchases, such as technology hardware, accessories, and software. We also purchase parts, supplies, software, and services from suppliers related to our CLS business. Overall, we work with thousands of suppliers, vendors, and original equipment manufacturers (OEMs).

Our business creates indirect environmental impacts through transportation, construction, purchasing, and the distribution of regulated products and indirect social impacts from the end use of certain products and actions of business partners with whom we engage.

We recognize that our supply chain includes partners who operate in countries and industries that are at higher environmental and socioeconomic risk. These include temporary employment agencies, freight services, facility services, construction companies, financial institutions, waste management companies and recyclers, janitorial services, and manufacturers.

Social and environmental compliance is an expectation of our supply chain partners, and we recognize and appreciate the risks and impacts in our supply chain. In 2021, we updated our Supplier Code of Conduct by adapting the Responsible Business Alliance's (RBA) Code of Conduct. We are in the process of determining what meaningful and impactful actions we should take to drive stepwise improvements across the ESG ecosystem.





DATA PRIVACY AND INFORMATION SECURITY

Ingram Micro's physical and digital assets are constantly exposed to potential threats. Cybercrime, theft, aging infrastructure, and terrorism all have the potential to impact our business. The protection of customer, reseller, and vendor privacy continues to be one of our top priorities.

Ingram Micro's global data protection and privacy program focuses on properly processing the personal data of our employees, customers, resellers, and vendors. We've developed several policies to govern the processing of personal data. This includes internal policies and Ingram Micro's externally-facing privacy statement, which is available in 27 languages.

We continue to maintain ISO 27001 certification company-wide and follow the Payment Card Industry's Data Security Standard (PCI/DSS). We also comply with the European Union General Data Protection Regulation (GDPR), as well as California's Consumer Privacy Act (CCPA). Many countries and states are adopting laws similar to GDPR, and our efforts have prepared us to effectively manage new regulations, such as China's Personal Information Protection Law (PIPL), which went into effect in late 2021.



A data privacy officer oversees and manages our privacy program, which promotes a culture of privacy by design and default in our projects. Ingram Micro utilizes the European Union's Model Clauses to transfer personal data from the European Economic Area to countries outside the European Economic Area. This includes transfers of personal data to the U.S.

Ingram Micro has developed a process for supporting queries and data subject requests from outside parties. Employees can also leverage our third-party hotline to report data privacy concerns. Complaints are promptly investigated, and any substantiated issues are addressed through a corrective action process. An internal audit program regularly assesses the effectiveness and suitability of our internal controls for applications and business processes using personal data.

Since 2019, our hotline has received no substantiated complaints from associates or outside parties regarding data protection and privacy, and we did not identify any material data privacy incidents or material data breaches.

Platinum Equity Acquisition

In July 2021, Ingram Micro was acquired by funds advised by Platinum Equity Partners, a U.S.-based private equity firm. Like Ingram Micro, Platinum Equity has a strong focus on ESG, allowing us to maintain adequate governance practices and oversight. For example, our operating committee meets monthly to provide operational oversight, including ESG issues. In the second half of the year, our audit committee held four onboarding meetings, in addition to one formal meeting.



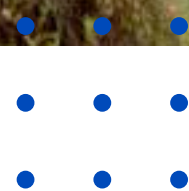
GOVERNANCE STRUCTURE

Prior to the acquisition by Platinum Equity, our business and operations were directed and overseen by our board of directors, which was comprised of seven members: six men and one woman. Five members were not affiliated with and were therefore independent from our owner, and six were independent from management. We had two board committees: an audit committee and a government security committee.

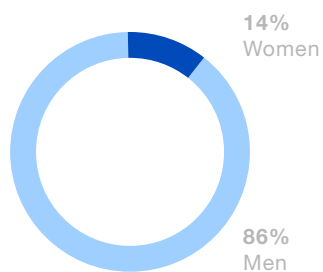
After the Platinum acquisition, the board of directors was replaced with a one-member board of directors, including an audit committee, and an operating committee, comprised of members of Platinum Equity and our executive leadership team, that meets monthly to provide operational oversight. Daily oversight continued to rest with the executive leadership team, comprised of 12 members.

ESG Committee

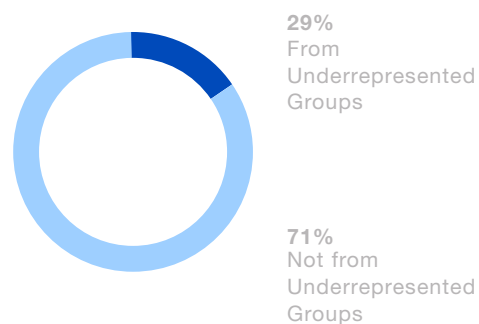
Our ESG program is overseen by our executive ESG committee. In 2021, the committee was comprised of our CFO; Executive Vice President, Secretary and General Counsel; Executive Vice President of Human Resources; and Executive Vice President of Global Operations. The committee receives periodic briefings that include ESG risks and developments, and a major focus for the committee in 2021 was Ingram Micro's ESG scorecard, plan, and roadmap for 2021 and 2022, as well as Diversity, Equity, and Inclusion (DE&I) initiatives.



2021 Board Composition by Gender (January 1 - July 1)*

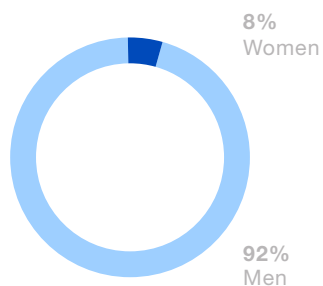


2021 Board Composition by Racial/Ethnic Group (January 1 - July 1)*

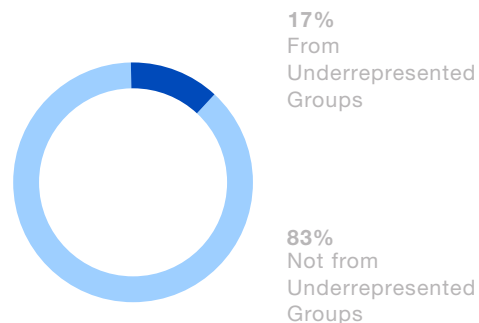


* The board from July 2, 2021–December 31, 2021 consisted of one women from an underrepresented group.

2021 Executive Leadership Team Composition by Gender



2021 Executive Leadership Team Composition by Racial/Ethnic Group



A photograph of a modern office interior. The space features large windows and glass partitions, providing a view of a lush green landscape with trees and a building. The office furniture includes desks and chairs. The overall atmosphere is bright and professional.

04

ENVIRONMENT

OUR COMMITMENT

GREENHOUSE GAS EMISSIONS

ENERGY

WATER

WASTE

PACKAGING MATERIALS

TRANSPORTATION

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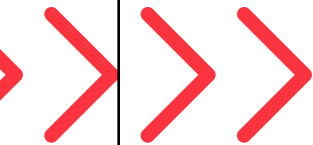
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*In line with our
Environmental
Stewardship Policy, we
commit to minimizing our
environmental impact
both directly through our
operations and indirectly
through our areas of
influence.*



With over 39,000 associates and thousands of suppliers and vendors in 2021, we recognize the impact of our global operations on ecological systems and are dedicated to environmental stewardship. From increasing our renewable energy use, to streamlining our transportation and packaging processes, to working with customers to reduce e-waste and support circular economy strategies, we are committed to implementing environmentally responsible practices across all levels of Ingram Micro.

OUR COMMITMENT

In line with our Environmental Stewardship Policy, we commit to minimizing our environmental impact both directly through our operations and indirectly through our areas of influence. Specifically, we commit to:

- › Responsible use of natural resources, pollution prevention, and climate action
- › Legal compliance from the local to the international level
- › Continuous improvement in global environmental performance

- › Regular reporting on progress against measurable targets
- › Comprehensive stakeholder engagement
- › Innovative approaches to advance environmental stewardship globally

Our policy further outlines sustainable business strategies and practices that support our global environmental stewardship efforts. From our employees to our supply chain, we encourage all areas of our business to uphold these commitments and to implement environmentally responsible practices. For more details on our Environmental Stewardship Policy, please visit our website.



GREENHOUSE GAS EMISSIONS

We plan on setting new greenhouse gas (GHG) targets in 2022, and we continue to take measures to reduce our GHG emissions. **In 2021, we reduced our absolute Scope 1 and 2 (market-based) emissions by 9 percent (or 6,255 MT CO₂e) from 2020**, and since 2016, we have reduced our absolute emissions by more than 19 percent.

These reductions were driven in large part by the energy and operational efficiency measures noted in the Energy section, as well as our increases in renewable energy consumption. Our 2021 reductions are equivalent to the emissions from charging over **368 million smartphones** or **365 homes' energy use** for one year.

Scope 3

We've historically focused on evaluating our Scope 1 and 2 emissions, most of which result from building operations. In 2021, we embarked on assessing indirect emissions that occur both downstream and upstream within our value chain and developed a Scope 3 emissions inventory based on those categories most material to our business. We calculated emissions for the Scope 3 categories listed below.

- › Purchased goods and services
- › Capital goods
- › Fuel- and energy-related activities
- › Upstream transportation and distribution
- › Waste generated in operations
- › Business travel
- › Employee commuting
- › Downstream transportation and distribution
- › Use of sold products
- › End of life treatment of sold products

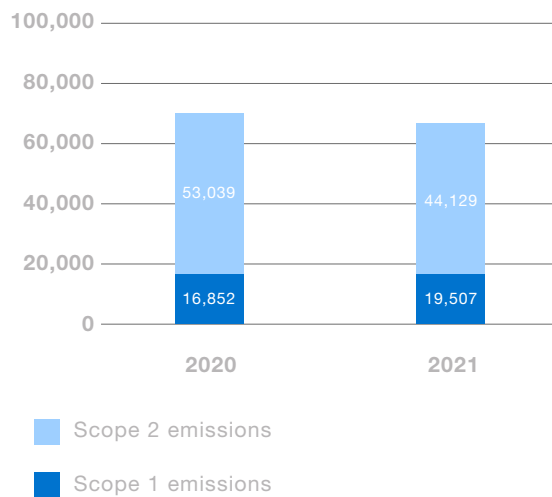
In 2021, approximately 66 percent of our Scope 3 emissions came from Use of sold products. In total, Scope 3 emissions make up over 99 percent of our entire GHG inventory.

As part of documenting the company's Scope 3 emissions, we acknowledge the challenges to developing a complete, empirical, and highly accurate estimate for a global technology company like Ingram Micro. Many of the values presented in our Scope 3 inventory were prepared using assumptions, extrapolations from partial data, and other modeling techniques in order to overcome data limitations.

While we are confident that these calculations are in line with the requirements of Greenhouse Gas Protocol's Corporate Value Chain (Scope 3) Standard, we would encourage the reader to view the results as order of magnitude estimates and not interpret them as precise emission levels. Even with its inaccuracies, we view this 2021 Scope 3 emission benchmark as a valuable resource that we will use to identify key Scope 3 mitigation strategies and establish emission reduction goals.

In the spirit of continuous improvement, we are committed to improving the quality of this inventory as we further refine our global data management systems and processes. We would caution against using these estimates in direct year-over-year comparisons in the future. We look forward to providing more accurate estimates in subsequent annual reports.

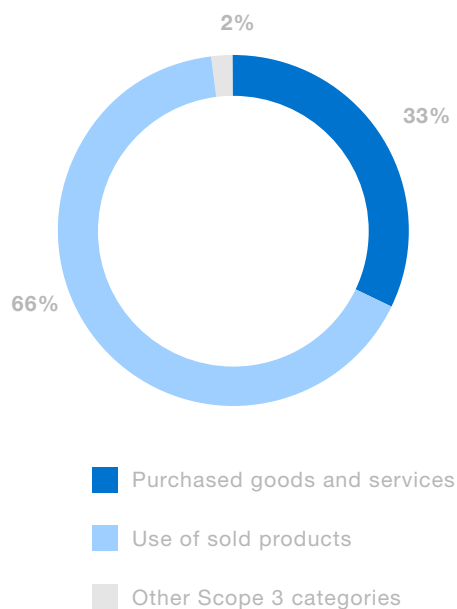
Scope 1 and 2 Emissions (MT CO₂e)



2021 Scope 3 Emissions by Category

Category	GHG Emissions (MT CO ₂ e/year)	% of Total Scope 3 Emissions
Purchased goods and services	19,163,909	32.52%
Capital goods	39,011	0.07%
Fuel- and energy-related activities	8,179	0.01%
Upstream transportation and distribution	445,874	0.76%
Waste generated in operations	13,165	0.02%
Business travel	1,702	0.00%
Employee commuting	36,938	0.06%
Downstream transportation and distribution	387,934	0.66%
Use of sold products	38,613,216	65.53%
End of life treatment of sold products	213,567	0.36%

2021 Scope 3 Emissions



ENERGY

4 percent decrease in electricity consumption between 2020 and 2021.

45 percent increase in direct renewable electricity consumption between 2020 and 2021.

We consume electricity in our buildings, including for lighting, climate control, and equipment use. Natural gas is also consumed to heat our buildings. Other fuels are primarily used in company owned or leased vehicles and generators.

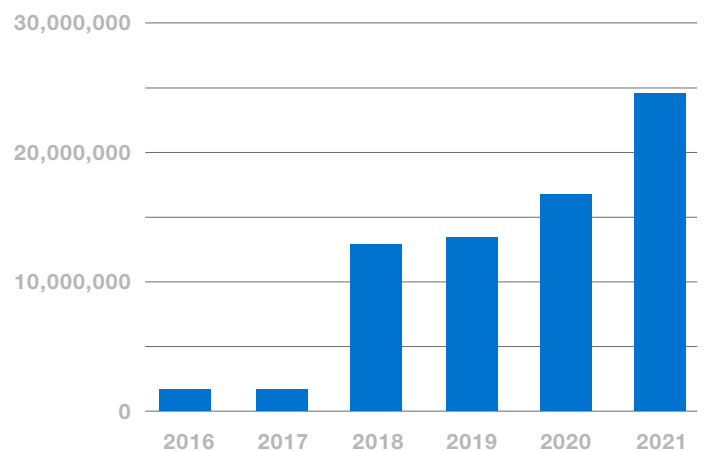
In 2021, approximately 17 percent of our total electricity came from directly procured renewable sources. While our total electricity consumption decreased between 2020 and 2021, our consumption from procured renewable sources increased by 45 percent.

As we increased our focus on clean energy, we procured more than 16 times as much renewable energy in 2021 compared to 2016, as shown in the graph to the right.

In 2021, we converted six sites to 100 percent renewable electricity. For instance, in the Netherlands, solar panels were added to the roof of our Tilburg warehouse. At our Eastern Creek Distribution center in Sydney, Australia, a 300-kW solar system was installed, which alone saves 121 metric tons of carbon dioxide equivalent (MT CO₂e) emissions per year.

Our Global Renewable Energy Roadmap, completed in 2021, outlines strategies for our approach to procuring renewable electricity. We will be leveraging this roadmap as we continue to define our ongoing global renewable energy efforts. In addition, we will also work to expand our renewable energy consumption portfolio.

Total Energy from Directly Procured Renewable Sources (kWh)



As of November 1st, 2021, we converted all Ingram Micro sites in the U.K. to 100% renewable electricity supply contracts. Our Ingram Micro U.K. office also made the commitment to be carbon neutral by 2030 as part of the Techies Go Green movement, a movement that enables IT and tech-oriented organizations to improve their energy efficiency by collaborating and sharing practical know-how.

Along with the purchase of more renewable energy contracts noted above, we also work closely with our landlords to ensure environmental factors are taken into consideration as a majority of our operational facilities are leased. The overall trend of decreased energy consumption in 2021 can be attributed to several factors, including but not limited to:



- › **Work-from-home policies:** We announced a global work-from-home policy for our office-based associates in 2021. Associates across our U.S. facilities, as well as a few facilities internationally, are also provided the option of hybrid working days consistent with local guidance. These efforts have helped to reduce time spent and our environmental impact resulting from commuting to an office.
- › **Lighting and Energy Efficiency Investments:** We invested in lighting and energy efficiency upgrades globally, including:
 - › **LED retrofitting:** Across India, Australia, EMEA, and North America, we converted incandescent lightbulbs to LED lighting. In India, 2,700 LED lights were installed across five corporate offices and 15 warehouse locations. In one of our Canadian warehouses (Mississauga, Ontario), we completed a facility-wide LED retrofit project, which is estimated to reduce energy consumption at the facility by more than 1.2 million kWh annually.
 - › **Operational Efficiencies:** Throughout EMEA and India, we converted multiple operational systems and equipment to be more effective and energy efficient. We also optimized our networks and stocking strategies by centralizing our sourcing to essential locations.



Spotlight on ITAD

Our IT asset disposition (ITAD) services focus on the reuse and recycling of electronics and has helped our clients save over 1.93 billion kWh of energy or 334,438 MT CO₂e. This is equivalent to:

- › **60,748 homes' energy use for one year**
- › **72,733 passenger vehicles driven for one year**
- › **Carbon sequestered by 409,745 acres of forests in one year**



WATER

While direct water use in our operations has not been identified as a material issue for us, we acknowledge that supply chain water management may present a significant risk for our business in the long term. In addition, although our own water use is limited to employee consumption and facility maintenance, our operations may still be impacted in areas where living conditions are impacted by poor water availability or quality.

Many of the buildings we occupy are equipped with water-saving technologies as we continue to promote resource conservation as a matter of efficiency. Below are a few examples of water conservation and resource efficiency initiatives implemented globally:

- › **India:** Five major offices switched to sensor-based taps. This technology not only reduces water use, but it is also more hygienic and slows the spread of contagious disease.
- › **Australia/New Zealand:** Rainwater catchment tanks were installed at our distribution centers in Eastern Creek, Australia, and Auckland, New Zealand, helping us to reduce our withdrawals from municipal sources at those locations.

Total withdrawals from district or municipal water systems were estimated to be approximately 312 megaliters for 2021. **Because our water usage is primarily tied to associate headcount, water withdrawals significantly decreased in 2020 due to widespread work-from-home policies. However, we saw an increase in 2021 as more offices began to re-open in the U.S.**

Our current data does not break out our water withdrawal, discharge, and consumption values. However, between landscaping usage and employee consumption, we estimate that about 10 percent of the water withdrawn is not discharged into the local sewage system. Therefore, we assume total 2021 water consumption to be 31.2 megaliters. The balance would equate to a total discharge of 280.8 megaliters. In future years, we hope to revisit our water accounting processes to improve our reporting accuracy. We also monitor water use annually to evaluate if consumption is reasonable relative to the size of our workforce. As we continue to develop our ESG strategy moving forward, opportunities to reduce water within our supply chain will be a key opportunity relevant to our business.

Ingram Micro is committed to executing an ESG strategy that achieves lasting value through data collection, deliberate actions, and transparency. Focusing on transforming the environmental, social, and governance factors of our supply chain is critical to the success of Ingram Micro and our ecosystem of partners.

Bill Ross, EVP Global Operations

WASTE

E-Waste and ITAD

Electronic waste, or e-waste, is a key impact of our business and the technology sector at large. We are continuously implementing strategic steps to significantly reduce the environmental impact of products we distribute.

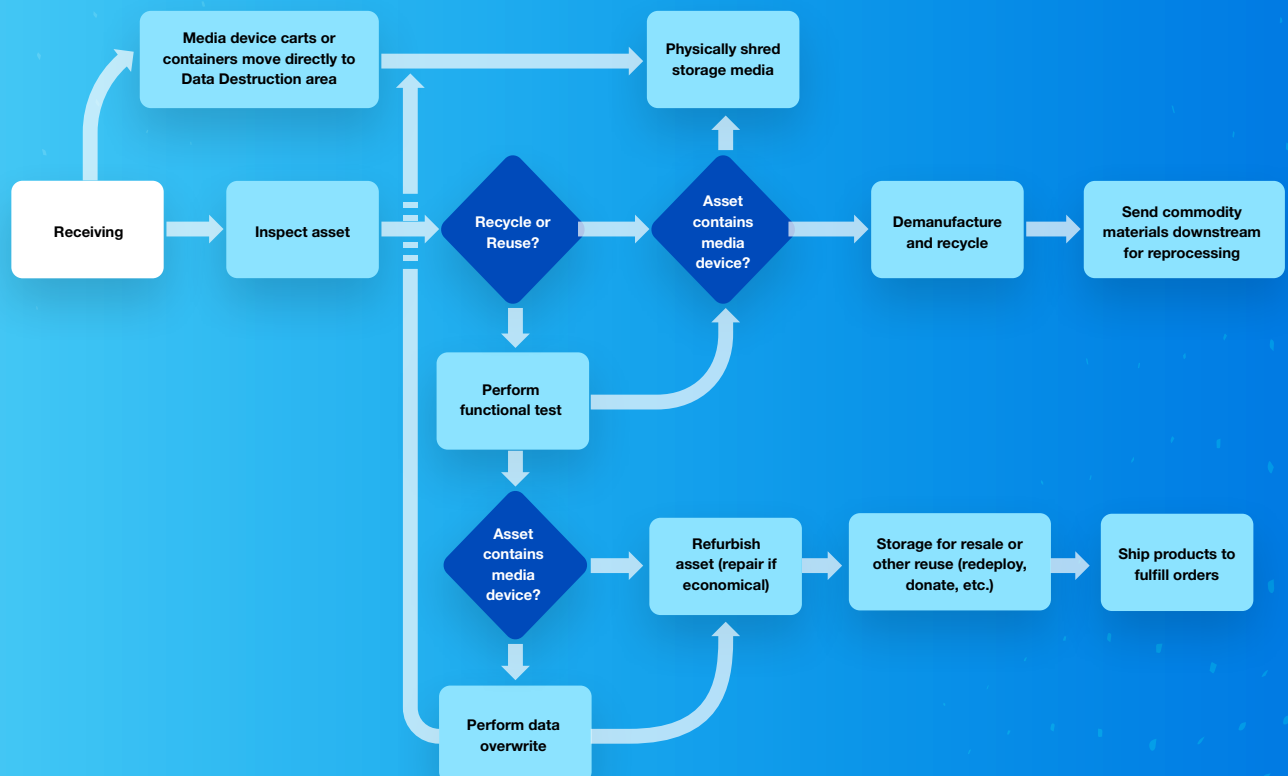
While we resell and distribute millions of electronic products each year, we also invest in the remarketing of used electronics originating from our own operations and from take-back activities, primarily through our ITAD business.

In the U.S., all of our ITAD processing facilities are e-Stewards certified, which is the highest standard for globally responsible electronics recycling and reuse. Additionally, we are e-Stewards certified in our São Paulo Brazil facility, as well as our two facilities in

Germany (Straubing and Flensburg). We were the first company to commit to certification across five continents under the new e-Stewards Committed designation, a program we helped develop. By making this commitment, we demonstrate our dedication towards maintaining the e-Stewards Standard; additionally, this designation will help organizations find partners that have made commitments to responsible recycling.

We also maintain R2 certification at sites in Costa Rica, India, Puerto Rico, the U.S., and U.K. Additional certifications include ISO 9001, ISO 14001, ISO 45001, ISO 27001, NAID AAA and TAPA. In the U.S., Ingram Micro is a steering committee member of the Coalition for American Electronic Recycling (CAER), which advocates for responsible electronics recycling.

Below is an example of our approach to recycling/refurbishing electronic materials:





Spotlight on India

In India, we recycled over 41 metric tons of material ranging from personal computers to smartphones. We ensure that we run effective and efficient e-waste collection and recycling programs and have also obtained the Extended Producer Responsibility (EPR) license from the Central Pollution Control Board (CPCB). Under the EPR, producers commit to responsibly manage products in an environmentally sound way at the end-of-life stage.



Circular Economy Partnerships

As businesses are moving toward sustainable processes and products, future-focused companies know that value exists in the circular economy and Ingram Micro has continued to partner with multiple organizations seeking to reduce the amount of e-waste created and sent to landfills. The following are snapshots of some of our key partnerships from 2021:

Closing the Loop: Ingram Micro continued our partnership with Closing the Loop, a company dedicated to helping the technology industry reduce e-waste. As a core objective of this partnership, we annually collect approximately 12,000 phones from African countries and responsibly recycle them. By reselling our internally-used laptops for reuse and working with Closing the Loop, we not only extend the life of these products, but we also ensure that e-waste is removed from the global waste stream. The long-term benefit for the planet is well worth the cost to Ingram Micro, and we hope to expand this program to global OEMs and carriers.

O₂

Since April 2020, Ingram Micro has partnered with O₂, the principal commercial brand of Telefónica UK Limited and the U.K.'s largest telecommunications network, to drive progress towards a circular economy within the technology sector. Through the O₂ Recycle program, Ingram Micro has helped to recycle an estimated 441,000 devices or 74 metric tons of tech waste to date. Of the devices that were recycled, about 179,000 were refurbished and cleared of data then sold back to networks for new customers to use.

These recycled devices come from a variety of customers, and we run multi-channel recycle solutions through online websites, retail in-store, and voice customer services platforms for new, upgrading, and spot trade-in customers. We are proud to be an integral contributor to a circular economy by providing back the refurbished devices to be used again in these sales channels.





Stone Group: In 2021, the U.K.-based circular IT provider, Stone Group, teamed up with Ingram Micro's CLS division to launch its ITAD services in France, Germany, Holland, and Spain. Using the Stone 360 app, organizations can request that Stone pick up their broken or decommissioned IT gear to be securely recycled and receive a rebate in exchange. Stone then transports the assets to Ingram Micro's facilities for recycling, data wiping, refurbishment, and reselling.

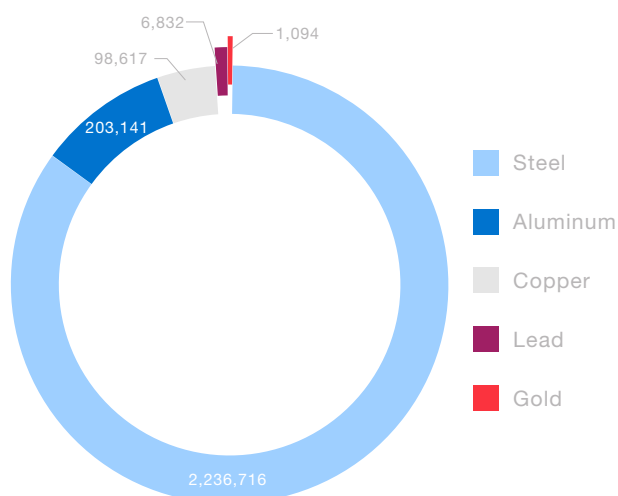
Samsung: In 2021, Samsung expanded our engagement by launching a trade-in program in Borås, Sweden that Ingram Micro will manage, which is the first time that we are supporting this type of program in the Nordic region. As part of this program, we operate four collection sites in four different languages. Customers who trade in their used Samsung devices can earn credit towards a new device. We also offer our repair and refurbishment services to prepare products for resale.

HP: Ingram Micro supports HP EMEA in a multitude of refurbishment services and has helped to reduce costs through the reuse of older equipment. For instance, instead of buying new printer heads (PHAs) for each printer test we conduct for HP, we developed a cleaning process that allows us to reuse PHAs repeatedly, reducing the amount of new PHAs purchased. In a similar vein, we discovered that old scanner lights may be used for newer HP models. By using these old scanner lights, we prevent the generation of e-waste, as well as save on costs for HP.

Metals Diversion

In 2021, we diverted over 2,500 metric tons of metals from going to landfill through electronics recycling, including aluminum, gold, lead, steel, and copper. This is a jump of more than 50 percent compared to 2020. This reduction in metal that needs to be mined also mitigates the environmental and social impacts of mining.

2021 Recovered Metals (kg)



Source: e-Stewards Global Impact Calculator

Hazardous and Non-Hazardous Waste

Outside of electronic waste, our operational non-hazardous waste streams include:

- › Paper
- › Packaging (film, pallets, void fill, corrugated cardboard, labels, edge and corner protectors, and mixed material shipping envelopes)
- › Scrap metal
- › Plastics
- › Kitchen waste
- › Construction materials

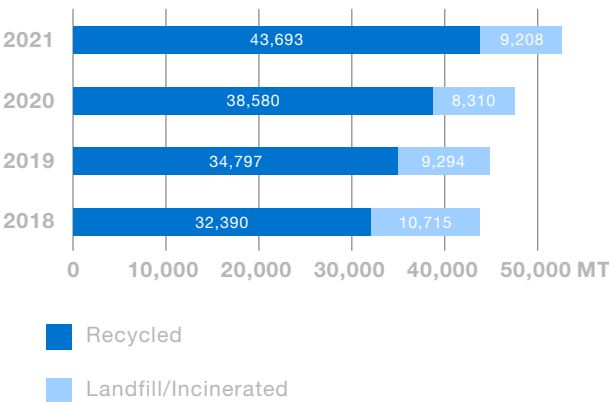
We generate a relatively small amount of hazardous waste, including used oil, spent solvents, and residue in non-empty aerosol cans and paint. We also generate waste from company events, facility maintenance, and furniture/equipment disposal. As such, we primarily focus on reducing non-hazardous waste in our direct operations.

The graph to the left indicates our year-over-year improvement in the volume of recycled non-hazardous waste, as opposed to disposal through landfill or incineration. **While the tonnage of overall non-hazardous waste increased, our recycling rate also increased to 83 percent in 2021.**

In addition to our publicly available Environmental Stewardship Policy, we are implementing strategies to minimize waste, including right-sizing cartons, reusing supplies from incoming shipments, donating excess inventory, and diverting recyclable materials.

We have a corporate minimum waste-to-landfill reduction target of 5 percent per year, and sites with environmental management system certifications are encouraged to adopt even more ambitious targets. **We did not meet our goal with the percentage of our non-hazardous waste-to-landfill increasing by almost 11 percent in 2021, compared to that of 2020, as offices re-opened and our consumption of packaging materials increased.**

Non-hazardous Waste Diversion



PACKAGING MATERIALS

Our primary use of materials is related to shipping packaging, including corrugated cardboard, void fill, pallets, edge and corner protectors, mixed packaging media, film, and labels. While most of these supplies are sourced externally, we reuse some materials in operations, such as incoming cartons, pallets, or edge protectors applied to outgoing shipments.

Some facilities have implemented material efficiency projects and operate right-sizing equipment that customizes carton sizes and reduces void. In 2021, our company also made improvements in our packaging and processes, which enabled us to reduce our corrugate use by 11 percent year-over-year.

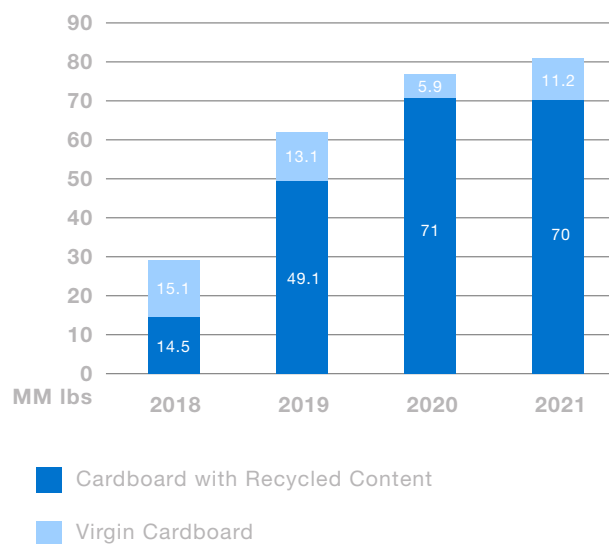
Our new state-of-the-art operation in Fort Worth, Texas uses right-size, box-first technology through our partnership with Packsize® Packaging. We use their latest technology to determine the smallest box possible, which enables us to reduce corrugate, void fill, and tape usage. It also allows us to consolidate more shipments on outbound carriers, reducing carbon emissions. We are also committed to increasing the amount of packaging that comes from sustainable materials, though we were unable to fully realize this effort due to limitations in the supply chain.

Recycled Content

We currently track cardboard, including the percentage of shipping cardboard with recycled material inputs; this year, our global cardboard reporting rate increased to 75 percent from 62 percent in the previous year.

We request facilities to report postconsumer recycled (PCR) and postindustrial recycled (PIR) content in aggregate. **In 2018, 54 percent of our tracked shipping cardboard contained recycled materials; over the years, we have made**

Shipping Cardboard Composition



improvements to this number and in 2020 we reported that 92 percent of our shipping cardboard contained recycled materials. Although this number decreased to 86 percent in 2021, we believe the reporting difference comes from both an improved accuracy in our reporting and widespread supply chain restrictions that were prevalent throughout 2021.

In EMEA, as part of our LEAN activities that focus on maximizing productivity while minimizing waste, we implemented new processes to reduce over-boxing and labor inefficiencies. By using Gaylords, or large corrugated shipping containers, we can place up to 180 laptops in one box, saving up to 40 separate boxes. Gaylords are then returned to us to be used on other shipments. We're also working towards tracking the consumption of void fill and cling film that we use in the preparation of shipments, edge and corner protectors, pallets, label materials, poly straps, and mixed material packaging, such as bubble-lined poly mailers.

TRANSPORTATION

In 2021, we continued to consolidate our inbound and outbound transportation by partnering with our vendors and customers to aggregate more efficient transportation shipments. These consolidation efforts have increased our order sizes and have helped reduce the costs and environmental impacts of product transported.



SmartWay Partnership

In 2021, Ingram Micro entered the third year of our SmartWay Carrier Partnership. This partnership allows our company to assess the environmental impact of our transportation, as well as measure our fuel efficiency and benchmark our performance in the U.S. In 2021, we saw an increase in demand to ship more product. However, we also increased the amount shipped by SmartWay carriers from 77 percent in 2020 to 97 percent in 2021. Using SmartWay carriers allows us to track our performance and determine ways to better optimize our carbon footprint efficiency despite these volume increases.





From our employees to our supply chain, we encourage all areas of our business to uphold sustainable business strategies and environmentally responsible practices.



05

PRODUCT INNOVATION: INTERNET OF THINGS (IOT)

WORLD-CLASS SOLUTIONS

THE INTERSECTION OF IOT AND ESG

SMART BUILDINGS, HOMES, AND SPACES

In this section



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**Product Innovation:
Internet of Things (IoT)**

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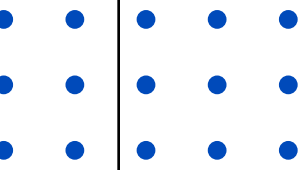
ESG-Related Awards and Recognition

Certifications

Memberships

Data Summary

With the equally rapid proliferation of 5G technology across the globe in recent years, we are seeing increasing demand for IoT solutions and more linkages to ESG.



The Internet of Things (IoT)—the interconnected network of devices and objects that use the internet to communicate with each other and share data—is a rapidly evolving phenomenon in which we are proud to offer expertise and innovative approaches to our partners and customers.

WORLD-CLASS SOLUTIONS

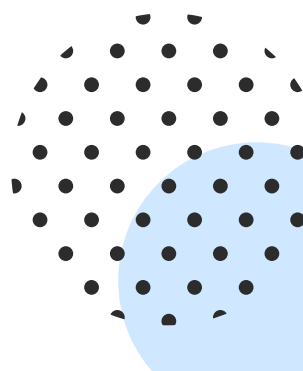
Our broad range of IoT offerings are designed to enhance business operations through increased efficiency and capabilities. With over 400 vendors, 250 solutions, and 150 countries served, we help partners navigate the complex IoT business environment and provide complete solutions to their end consumers. We additionally help channel partners build sustainable IoT practices so they can in turn deliver and support world-class IoT solutions for their customers.

We provide solutions across sectors including:

- › Healthcare
- › Logistics
- › Buildings
- › Cities
- › Agriculture
- › Industrial
- › Retail

Some of the many benefits include:

- › Improvements to people's health & wellness
- › Reductions in building energy use, greenhouse gas emissions, and operating costs
- › Time and cost savings for construction
- › Drastic decreases or even the elimination of maintenance



THE INTERSECTION OF IOT AND ESG

With the rapid proliferation of 5G technology across the globe in recent years, we are seeing increasing demand for IoT solutions and more linkages to ESG.

We are excited by the diverse ways that technologies such as IoT can be applied in today's society. The world is facing larger and more complex challenges, from environmental pollution to climate change to social injustice. These types of challenges will require more innovative solutions to tackle, and we believe IoT can play a role in helping businesses and communities better prepare for them and mitigate potential negative impacts. We've developed a range of product lines that support efficiency, comfort, and safety in cities, homes, workplaces, schools, retirement villages, and other settings where people work and play.

SMART Cities

Cities are now home to the majority of the world's population. Our SMART City solutions help increase the efficiency and operational capacities of cities, as well as make them safer. Our solutions include:

- › Water monitoring – One-third of the global urban population is currently living with water scarcity. Monitoring and protecting city water infrastructure, water sources, urban watersheds, and sewers are critical to help mitigate the problem of increasing water stress. Our solution, encompassing sampling, monitoring, and analysis of water and its surrounding environment, controls water quality to consistently provide clean water.
- › Smart streetlamp systems - Our solution can reduce



energy usage and greenhouse gas emissions by 25-30 percent compared to LEDs by employing smart technology like dimming in the early morning and optimized scheduling. Maintenance is also simplified and reduced.

- › Outdoor security – Our self-powered outdoor computing and security solutions enhance public safety and bring peace of mind. Wireless, portable, and powered by solar panels, they are easily and quickly deployed, and don't even require a connection to the grid.

SMART BUILDINGS, HOMES, AND SPACES

At Ingram Micro, we believe smart spaces are the future and have developed smart solutions for offices, homes, and healthcare settings.

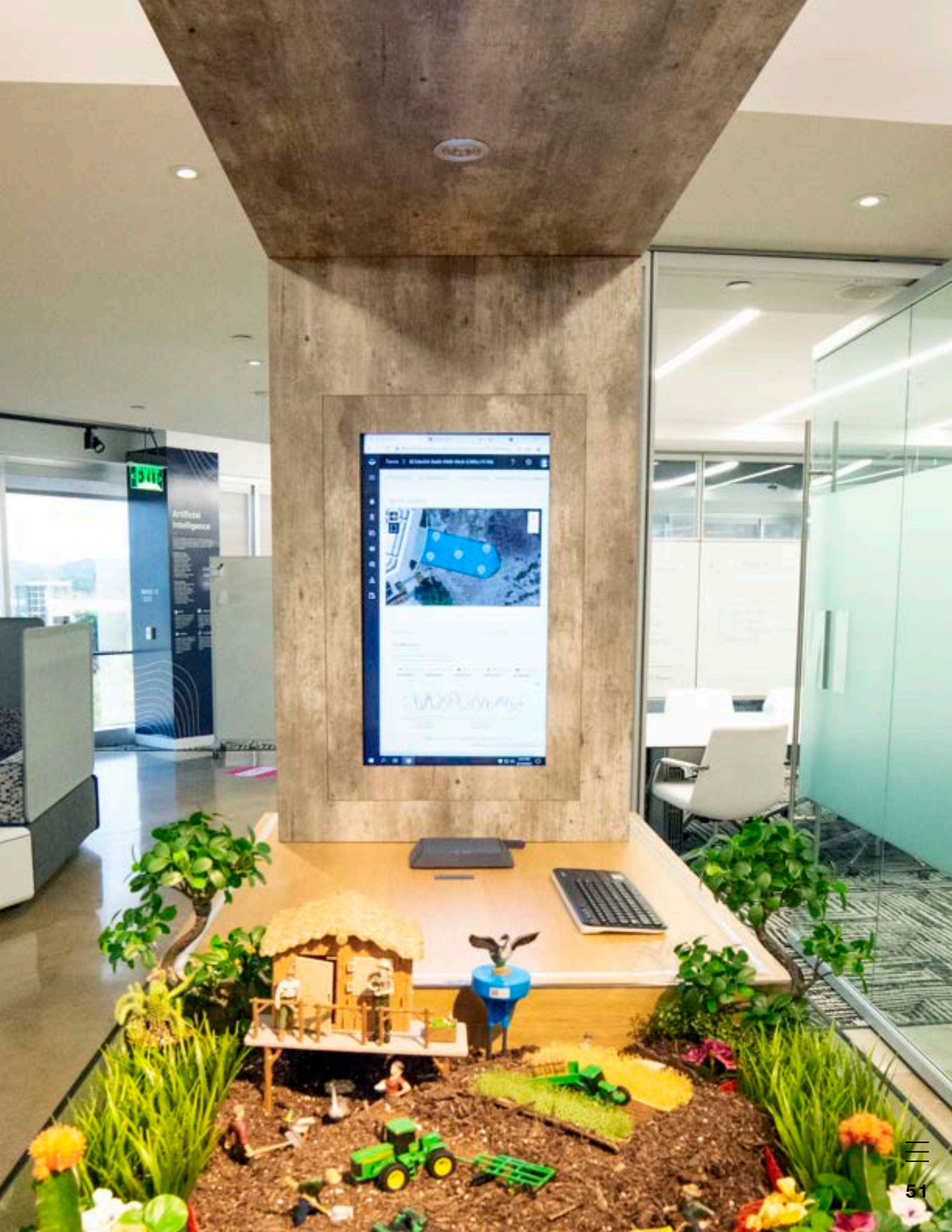
- › Return to office – Our solution allows employees to quickly view and book available desks or meeting rooms. It tracks flexi-desk and room utilization and monitors air quality, temperature, and humidity.
- › Assisted living – Our non-intrusive systems of sensors, machine learning, and automatic data communication allows for the safe monitoring of residents of assisted living facilities, including the occupancy and air quality of rooms, residents' movements, and use of appliances.
- › Warehouses – Our system monitors space utilization and environmental conditions such as air quality, as well as tracking location of packages for increased efficiency in warehouse processing.
- › Asset management and monitoring
 - › Water leakage detection and prevention: Maintenance teams can receive SMS notifications of any detected leaks, and the system isolates the taps and flushes in the relevant zone, preventing the leak from worsening before personnel are able to attend to it.
 - › Air quality, temperature, humidity: Indoor air quality sensor technology can alert building and office managers of environmental harm or discomforts, including dangers from smoke or fire.

Addressing Concerns about IoT

While we are strong believers that IoT technology has many compelling benefits, we are also aware of the need to monitor the concerns about such advanced technologies, such as risks to privacy and security. Ingram Micro remains committed to being a responsible corporate citizen. We take precautionary action to ensure we are compliant with regulations like the Health Insurance Portability and Accountability Act (HIPAA), and we vet solutions for security and privacy requirements.

We recognize that certain technology, like gunshot detection systems, can be disproportionately deployed in communities of color, raising issues of racial justice, and we are exploring how to evaluate IoT solutions for ESG benefits and impacts.





06

SOCIAL

ENSURING SAFETY

DIVERSITY, EQUITY, AND INCLUSION

INVESTING IN OUR PEOPLE

CONNECTING TO OUR COMMUNITIES

In this section





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ESG-Related Awards and Recognition

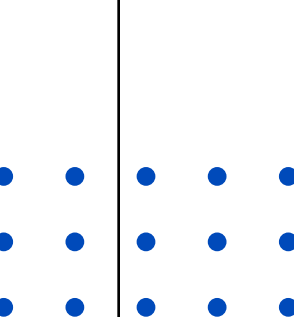
Certifications

Memberships

Data Summary

*Understanding our people
better is helping us be
better.*





Our people make us who we are. We are redefining our social impact by investing in our people and strengthening our connection to our communities and society through the ways in which we give back and celebrate our unique identities. We are stronger together, and we will continue to build a culture in which our associates can thrive as their authentic selves.

ENSURING SAFETY

The safety of our associates has always been an essential priority, and in 2021, we continued to enhance our systems and protocols to ensure a safe work environment for all associates. We introduced new health and safety data tracking software to streamline our global data collection processes. Better data quality enables us to respond more quickly and accurately to future safety-related events and trends.

We also completed a pilot rollout of a mobile training application to improve the onboarding safety training process by making the information easily accessible. The platform provides training content in a variety of different languages, increasing safety awareness and training efficacy within our diverse and global workforce.

In 2021, 138 sites had a Safety Management System (SMS) in place. We transitioned our SMS, initially modeled after OHSAS 18001, to ISO 45001. We take every safety-related incident seriously, and if an incident is reported, a thorough investigation of the root cause is conducted to establish robust corrective measures

and avoid recurrence. Associates are highly encouraged to collaborate across sites to share best practices and continuously elevate our safety performance.

Owing to continued improvements in data quality and the addition of eight new sites to the scope of our data collection, the total recordable incident rate (TRIR) in 2021 was 1.51 which is an increase from the previous year's TRIR. We did not meet our goal to reduce our occupational safety incident rate by 5 percent year-over-year. Although one site recorded a fatal incident, it did not involve an Ingram Micro employee nor an individual operating under the direction or supervision of Ingram Micro. Despite this, we investigated the incident fully and enhanced communication on safety management, risk avoidance, and best practices to all sites.

Total Recordable Incident Rate: 1.51*

Number of recordable safety incidents: 474

* Calculated as the number of recordable injuries multiplied by 200,000 hours worked, then divided by total actual hours worked



In addition, 2021 marked the sixth consecutive year of our I AM SAFE DAY, a global event in which Ingram Micro sites celebrate and reflect upon the steps teams have taken to increase safety awareness and build a positive safety culture. Although COVID-19 restrictions impacted some in-person gatherings, I AM SAFE DAY brought together over 70 sites both virtually and on-site, across a variety of interactive trainings on first aid, equipment handling, and hazards, as well as games, quizzes, and informational sessions.

Strengthening Well-being

To help improve the wellness of all associates, Ingram Micro offers a number of programs and resources. We have standard corporate policies that guide locally-managed programs and actions. In many of the countries where we operate, our employees have access to universal healthcare and Ingram Micro may supplement this with additional wellness benefits. In countries without universal healthcare, we offer comprehensive insurance benefits, including medical, dental and vision care, short-term and long-term disability, and life insurance benefits, in addition to paid time off under vacation, holiday, and sick-time policies.

In 2021, we implemented a global Employee Assistance Program (EAP) to all countries, enabling associates and their families to seek private, confidential assistance for work, health, or life issues they may be facing. In addition to counseling, coaching, and virtual visits, associates are able to request family support services, and legal, financial, and career advice.

Associates in the U.S. can also seek free membership to a care service platform that provides access to care solutions such as tutoring; house cleaning; pet sitting; help for child, senior, and special needs; as well as other help with unique COVID-19-related family care challenges. We also began monthly health and wellness newsletters to keep associates consistently informed of resources, support options, and upcoming events related to wellness.

As a fun way to engage with fellow associates, several sites held wellness challenges which were often held virtually to ensure safety and accessibility. For instance, our Buffalo site hosted online fitness classes and welcomed customers and vendors to join. Some challenges were also designed to help raise donation funds for local charities. We also encouraged activities to enhance financial well-being, and U.S. sites organized numerous workshops on personal finance and retirement through our 401(k) administrator.

Committed to COVID-19 Support

As COVID-19 continued to impact our associates in 2021, we continued our support programs and launched new ones.

We established the Ingram Micro Emergency Assistance Fund (EAF) in 2020 in partnership with the non-profit Helping Hands as a response to COVID-19 loss and other disasters occurring around the world. The EAF remained active in 2021 and provided financial assistance to associates experiencing significant unexpected hardship. Also, introduced in 2020, our flexible leave of absence procedures remained an active option for U.S. employees who had been exposed to or were recovering from COVID-19.

In India, we provided salary advances and developed a central COVID-19 task force available 24/7 to assist associates in the event of emergency requirements for hospital beds, medications, ambulances, isolation centers, emergency doctor consultations or any other medical needs. Ingram Micro India also acquired oxygen concentrators for emergency use by associates, and we doubled our associates' insurance coverage.

We hosted on-site flu and COVID-19 vaccination and booster clinics at several sites. In the U.S., several clinics were held in Arizona, California, Illinois, Indiana, Kentucky, Missouri, New York, and Texas. With Ingram Micro India's vaccination drive, we provided over 700 associates, their families, and our partners with free COVID-19 vaccination doses. Ingram Micro Philippines also rolled out its vaccination program in September 2021; the initiative remains ongoing as of this report's publication.





DIVERSITY, EQUITY, AND INCLUSION

Here at Ingram Micro, we are defined by our people and their diverse talents. Our unique perspectives generate innovative ideas. Our lived differences help us find new futures. Our varied strengths and weaknesses enable our growth. Fueled by the hours of listening and learning from our associates throughout 2020 in the wake of the tumultuous events that occurred, **our formalized strategy and program for Diversity, Equity, and Inclusion (DE&I), Together at Ingram Micro, was rolled out in 2021.**

Together at Ingram Micro

Together at Ingram Micro offers not only a centralized suite of training and resources, but also structured listening and learning programs, visual scorecards and reminders, and more visibility to our Employee Resource Groups on a corporate-wide, global scale. Collaboration across

different job functions and career levels is key. In addition to the support provided by business unit leadership councils, HR, talent acquisition (TA) and learning & development (L&D) teams, the program aims to engage associates through designated roles such as facilitators and ambassadors. The visual on the next page illustrates the functions of these various DE&I roles that have been developed to successfully implement the program across our business units and geographies.

We also partnered with a third-party organization specializing in behavioral change to develop a corporate-wide DE&I training uniquely designed to capture the needs and learning requirements of different groups within our company. While the program itself is managed at a corporate level, it is administered by business units and regional HR leaders to bring the experience closer to each associate.



Facilitators are tasked with delivering DE&I trainings on a geographical basis. As the first step in rolling out the new training to our associates, 30 facilitators completed the curriculum training to be certified. Ambassadors, who are selected by local leadership, promote local DE&I best practices and guide others toward change by building momentum. This group received enhanced DE&I training and are well-versed in local needs. Ambassadors host listening sessions and run activities to keep these important conversations going. In 2021, we focused on having ambassadors and executives complete the newly-designed training with the intent to expand to all associates in 2022.

We also internally released our own 45-minute film, *Global Stories*. The movie features the authentic stories of our associates' lived experiences and illustrates the power of storytelling. Translated and subtitled into many different languages, *Global Stories* provided a safe space for associates to share their vulnerability and empathy for one another. Leaders were highly encouraged to view the film with their teams to reflect and discuss the impact of the content and the steps forward together.

As we continue to listen and learn through DE&I initiatives, we are also enhancing transparency within the organization by sharing global, regional, and local DE&I initiatives and metrics on a consistent basis.

Our culture values collaboration, meaningful relationships, and inclusion, and I believe these values make us indispensable to the partners and customers we serve. These values also make Ingram Micro a great place to work, grow a career, and achieve personal growth.

Jennifer Anaya, SVP Marketing

2021 Hiring



65% of executive roles were filled internally



44% of Ingram Micro associates are women

32% of Ingram Micro leaders are women

42% of all hires are women

43% of associates that had a developmental or promotional job change were women



2,700 of our associates participated in DE&I learning sessions

As evidenced by the feedback received in our Wellbeing and Inclusion Pulse survey, in which **85 percent of participants responded favorably on Ingram Micro's performance in DE&I**, the program has been received positively around the world. Though inclusion may not have a definite finish line, we are committed to making continuous, conscious efforts to be better each day and we will continue to strengthen the principles behind the program's success.

In March 2021, we were recognized by the Human Rights Campaign (HRC) Foundation's Corporate Equality Index (CEI) award with a 100 percent rating. As the nation's premier benchmarking survey measuring corporate policies and practices related

to LGBTQ+ workplace equality, the results of the CEI showcased how we are promoting LGBTQ+ friendly workplace policies in the U.S., while also helping advance the cause of LGBTQ+ inclusion in workplaces abroad. The CEI evaluation criteria included:

- › Non-discrimination policies across business entities
- › Equitable benefits for LGBTQ+ workers and their families
- › Supporting an inclusive culture
- › Corporate social responsibility



We celebrate Pride, in June and throughout the year, at our organization and embrace our responsibility to create and maintain workplaces and communities that embrace individual differences and promote authenticity.

Employee Resource Groups

Understanding our people better is helping us be better. In 2020, we formalized our employee resource groups (ERGs) on a corporate level to enhance inclusivity. Previously, ERGs were managed and run locally by business units or facilities. Now with over 600 individuals participating across the seven groups, our corporate-sponsored ERGs are as follows:

- › Disabilities and Inclusion
- › Working Parents
- › Black
- › LGBTQ+
- › Multi-Cultural
- › Veterans
- › Women's Leadership

Each ERG is sponsored by an executive-level member from our leadership team who encourages involvement and communication between groups, mentors ERG leaders, and assists with event coordination. In 2021, many ERGs developed formalized frameworks and strategies, established workstreams and objectives, and worked to expand group awareness and membership.

In September 2021, the Multi-Cultural ERG organized an online event for U.S. Ingram Micro employees with guest speaker, Hong Lee, an activist and survivor of an anti-Asian hate crime. 150 associates participated in the event.

ERGs have received significant positive feedback from participants, and we are excited for the road ahead as we leverage ERGs to further shape Ingram Micro to be a place where associates can be their true, authentic selves. The way we treat one another, the environment that we create, and how we want to be known as an organization are key components to creating a diverse, equitable, and inclusive workplace.



Celebrating International Women's Day Across the Globe

At Ingram Micro, we celebrate the many accomplishments of women globally, but also recognize there is more to be done to advance gender equity and the needs of women throughout their careers.

Promoting women in the workplace has been a focus in our hiring practices and our ongoing career advancement efforts for many years, including through programs such as our Women's Leadership Forum and LEADIngramMicro programs. Our actions have resulted in a global workplace where 44 percent of our 39,000+ associates and 32 percent of our leaders are women. Although we are proud of our progress, we acknowledge the need to do more to promote gender inclusion and equity.

In response, we celebrated International Women's Day with the 2021 theme, #ChooseToChallenge. We invited all associates to identify their unique offerings and how they could support change in gender equality through both big and small ways. We encouraged associates to take the #ChooseToChallenge pose with their hand high to show commitment to choose to challenge inequality, call out bias, question stereotypes, and help forge an inclusive world.





INVESTING IN OUR PEOPLE

The experience we provide our associates shapes our success and performance as a company. That's why we are focused on ensuring our associates' well-being and creating a space where they can find purpose.

Launching Leaders to Success

By helping employees find, understand, and act on the meaningful overlap between organizational purpose and individual purpose, purpose-driven leaders create engagement and enhance success for the company. The global launch of our corporate-wide leadership development framework, Launch into Leadership, has helped guide our HR and Talent Development (TD) teams to build effective leadership programs and deliver strategic interventions to meet development needs at every level of leadership.

By outlining suggested formal learnings, assessments, coaching, and on-the-job experiences, the framework provides valuable guidance and a central location for these shared tools and resources. This increases collaboration across business units and geographies through universally applicable methods and heightens the visibility of the leadership development initiatives Ingram Micro has to offer. We have already received positive feedback on this initiative, and we look forward to seeing how it evolves as local teams continue to build this framework into their own programs.

LEADIngramMicro

Our four-day leadership development program, LEADIngramMicro, is focused on developing high-performing executive talent to drive the future business while preparing "ready now" candidates to fill internal roles. The program, re-designed with a focus on cultivating strategic, operational, and personal leadership across the company, achieved participation from 72 leaders

across 28 countries and 21 unique job functions in 2021. A segment of the program focused on Awakening Conscious Leadership, introduced by Dr. Daniel Friedland in his work, *Leading Well from Within*. In a self-assessment conducted six months post-program, **50 percent of participants reported significant behavioral change in their collaboration skills and performance feedback/coaching skills.** Survey respondents noted the conscious leader sessions to be one of the most impactful segments.

LEADIngramMicro is unique from other developmental programs since it involves a significant amount of time for self-reflection, peer coaching, and relationship building to help participants gain clarity on their overarching purpose and what matters most to them as individuals and to the organization. The overall program achieved a Net Promoter Score of 77/100 (above excellent), which is a metric that measures how likely participants will recommend this program to others. Through LEADIngramMicro and other similar programs, we expect continued collaboration among leadership while driving high quality execution of global strategic objectives and goals across the business.

Connect through Conversations

Through our Connect through Conversations initiative, leaders are highly encouraged to hold one-on-one conversations with each of their associates on a consistent, recurring basis. This initiative has been particularly important to enhance team connection in these times of distance and remote work. These conversations help leaders to not only connect with their team on a human level, but also understand their individual perspectives and support their needs to ensure they are successful. It is easier for people to think clearly, learn new things, innovate, and focus if they feel supported and heard.



Discovering Your Path

To support our associates' careers, Ingram Micro enhanced our internal infrastructure to provide associates with a strong suite of resources. In September 2021, **we launched the Discover Your Path Career Center** to help associates understand our approach to career development and provide guidance on career movements within the organization. Associates, managers, and HR teams are provided with toolkits laying out a framework for career exploration, opportunities to learn and grow, and the support to take risks and be courageous. Associates can also see global job alignments and the competencies and skills required with each role, helping them gain ownership of their own careers.

Meanwhile, we also launched a succession planning tool in our system to formally track succession plans. In 2021, we primarily focused on developing plans for executive-level positions with 34 percent of executives now having a plan in the system.

Ingram Micro continued to provide multiple online resources and platforms for associates to enhance and develop their skillsets, and we saw the demand for learning significantly increase this year. According to our Learning Management Systems that were active in 2021, associates consumed training material equivalent to a global total of over 173,000 hours. Examples of popular content included strategic thinking, communication, and time management. The increase in experiential learning was correlated to job assignment changes. **Year over year, we saw a 46 percent increase in the number of development/promotion assignment changes in 2021.**

Our associates are passionate about ESG, and not just because it is good for business. What else in your job today will positively impact the future for everyone? When you look back at your career and life, you'll be glad you made a difference.

Mark Snider, EVP EMEA



Germany Spotlight: Young Professionals Program

Our Young Professionals Program in Germany had another successful year in operation despite the ongoing workforce shortage challenges brought about by COVID-19. We saw 18 young trainees and dual students participate in their introductory week in Dornach, and 12 in Straubing, all working across six facilities. The week's activities were planned and run by the previous cohort to ensure our new Young Professionals felt warmly welcomed and supported and to give existing trainees the opportunity to develop their leadership skills. We are pleased to have hosted these trainees again in 2021 and believe their value to our company was well expressed by Senior Vice President and Chief Country Executive for Germany and Austria, Alexander Maier, who said “they enrich Ingram Micro with their ideas and make a valuable contribution to the company’s success.”



Internships

Ingram Micro runs multiple internship programs globally which both provide talented candidates with industry work experience and allows our organization to benefit from the ideas and skills of these up-and-coming professionals. For example, in the U.S., we continued our internship program in 2021 in a virtual setting. The 10-week program ran from June to August 2021 and provided 61 interns with a positive learning experience that was facilitated by our intern managers.

Cohort-based activities such as virtual Learning and Development trainings and executive speaker sessions helped to emphasize connection while physically distant. We received great feedback, with many interns expressing that they still felt engaged throughout the session thanks to the efforts made by their manager and team members.

Externships and Apprenticeships

In 2021, we continued our externship program through our Big Brothers Big Sisters program, and our partner, Girls Inc. Fifteen students were sponsored through Big Brothers Big Sisters, and seven were directly mentored by Ingram Micro associates. As part of the Girls Inc. program, five high school students were virtually mentored by associates. Both programs are leveraged as career development opportunities for associates and provide one-on-one mentoring to students in our community. Our partnership with Girls Inc. enables ambitious girls and young women to gain visibility and exposure to women in leadership while building technology, personal branding, and presentation skills.

We supported Girls Inc. programs like the College Shower and Smart Up Shark Tank programs, which prepare girls and young women for college and career success. These two programs received \$2,500 each in 2021 from Ingram Micro, while Girls Inc. received an additional \$25,000 to support their objectives of working towards gender equality through “inspiring all girls to be strong, smart and bold.”

In addition, most Ingram Micro departments (logistics, IT, engineering, commercial) engage trainees and apprentices throughout the year, with many starting their career with us directly after their school graduation.

Tuition Reimbursement

Ingram Micro encourages professional development by providing financial assistance to associates who are pursuing approved higher education through accredited institutions. There are three general programs that are eligible: undergraduate courses/training programs, postgraduate programs, and continuing education. We are delighted that our U.S. tuition reimbursement program helped with higher education for 89 associates in 2021, for a total of nearly \$300,000 in tuition. For our Canadian program, a total of 27,000 CAD (approx. 21,200 USD) was put towards tuition reimbursements.

CONNECTING TO OUR COMMUNITIES

“Responsibility” is one of Ingram Micro’s *Tenets of Our Success*, and we believe in being a good corporate citizen and community advocate. We implement this tenet through philanthropic donations, matching gift programs, sponsorships, monetary and in-kind donations, and representation on the boards of nonprofit partner organizations. We focus primarily on small grants in support of dozens of community organizations in countries where we operate to reflect our commitment to a broad range of social causes.

Our CEO is an executive committee member of the CEO Leadership Alliance of Orange County in California, which collaborates with nonprofit organizations, government agencies, businesses, and universities to add new high-value jobs while developing local talent to fill them. In 2021, **we were once again recognized as one of the most community-minded companies in Orange County by The Civic 50 Orange County**, an initiative

of Points of Light in partnership with OneOC, the largest and most recognized international nonprofit dedicated to volunteerism. We are humbled by this recognition which reflects our unwavering commitment to being a responsible member of our community.

We celebrate the philanthropic contributions of our fellow associates through social media and communications channels that spotlight activities locally, nationally, and globally. In addition, we recognize associates for their outstanding stewardship and philanthropic efforts with our most prestigious corporate Martha Ingram Award, which allows recipients to select a charity, or multiple charities, to donate \$5,000 to in their name. In 2021, we had five recipients of this award based in the U.S., India, and Australia. The following charities were supported as a result:

- › North Tonawanda City Schools - \$5,000
- › James Whitcomb Memorial Association - \$5,000
- › Kaely's Kindness Foundation - \$5,000
- › D.A.V. Public School - \$3,000
- › Parivartan Mahila Sanstha- \$2,000
- › Berry Street-Gippsland Region - \$5,000

Internal Activities

Internally, we connect our employees across the world and celebrate their identities, cultures, and values, which in turn helps our company connect to the wider community. Through both online communications and in-person activities, our associates contributed to another eventful year of celebrations in 2021 despite the continued disruptions of the pandemic. Some highlights included the celebration of Filipino American History Month, Hijri New Year, Hispanic Heritage Month, and LGBTQ+ History Month. Associates around the world shared their diverse

stories and experiences with the broader Ingram Micro community. Celebrations included important traditions and sources of pride for the respective groups, such as karaoke and basketball in modern Filipino culture, and Quinceañeras in Puerto Rican culture.

ERG Community Engagement

In 2021, we saw generous community engagement and philanthropy from our seven ERGs that are key to fostering Ingram's connections to community, both internally and externally. Some successful initiatives included a mentor session run by the Working Parents ERG for 7th-10th graders, and a career discussion panel for college grads and new hires run by the Women's ERG in partnership with the Western New York Women's Foundation based in Western New York. Partnerships also occurred with Western New York Heroes, Inc. and GoldStar Mothers where meal donations were offered to the community for Thanksgiving.

In addition to the ERGs' volunteer engagements, the groups contributed the following donations in 2021 (all in USD):

- › LGBTQ+: \$500 to Gay & Lesbian Youth Services of Western New York, Inc.
- › DisAbility and Inclusion: \$500 to Down Syndrome Parents Group of Western New York
- › Women's Leadership: \$2,000 to Western New York Women's Foundation and \$500 to Planned Parenthood of Central and Western New York
- › Black: \$500 to Confident Girl Mentoring Program, Inc.
- › Veterans: \$1,800 College Scholarship, \$1,000 to Upstate Warrior Solution and \$500 to Western New York Heroes, Inc.
- › Multi-Cultural: \$500 to Journey's End

Snapshots From Around the World

Bulgaria

For the Children of the Heroes in White: Ingram Micro donated 4,000 Bulgarian Lev (approx. \$2,300) to the Bulgarian Medical Union in support of children of medical workers who died from COVID-19.

Supporting Newfound Independence: 15,000 Bulgarian Lev (approx. \$8,800) was donated to support young people leaving the SOS Children's Village shelters to lead an independent life, for which Ingram Micro was named a "Rising Star Partner" by SOS Children's Villages.

Plastic Caps for the Future: Associates collected plastic caps to donate to the "Plastic Caps for the Future" initiative, which funds hospital equipment for children across the country.

Germany

Tree Planting: As part of our Christmas campaign, Ingram planted hundreds of fruit trees in cooperation with manufacturers through the tree planting organization, Treedom. In addition to providing social and economic benefits for local communities, the trees also help improve soil health and biodiversity.

Poland

We Support Local Heroes: As part of this campaign, Ingram Micro's CLS site in Poland donated funds, equipment, and resources to our local heroes, where \$9,600 went to a fire brigade in Swiebodzin, \$8,400 to a new hospital in the same town, and \$3,600 to a children's shelter in Krosno Odrzanskie.

Middle East and Africa

Charity Closet Campaign: As part of the Ingram Micro Charity Closet Campaign, our Levant team helped put together boxes of clothing donations for FabricAid, a social enterprise which collects, sorts, and redistributes clothes to disadvantaged communities at low prices.

Philippines

Solar Hope: In November alongside Solar Hope, Ingram Micro installed solar panels to the Livelihood, Education and Rehabilitation Center (LERC) in Caloocan City. This effort provided free electricity to 25 families experiencing homelessness and people with disabilities. An additional 150 home solar units and grocery bags were provided to families in need in Santa Inez.

#TogetherwithHope: This donation drive saw Ingram Micro funding 400 care kits to our medical frontliners in 28 HIV facilities accredited by the Department of Health in Central Luzon.

Food Drive: In September, the Ingram Micro Jeepney Community Kitchen helped provide nutritious food to over 100 transport drivers and their families.

Typhoon Disaster Relief: 562,000 Philippine Peso (approx. \$11,000) was raised through a combination of associate donations and corporate matching for people affected by typhoons. Essential supplies and solar power were provided to 600 affected households in partnership with non-profit organizations such as Solar Hope.

U.S.

Over the Edge: Over \$234,000 was raised by the Ingram Micro community for United Way and Oishei Children's Hospital, who help to ensure healthy birth outcomes for mothers and their babies. Four associates drove the campaign by rappelling down a 300-foot building.

Socktober Challenge: Ingram Micro donated 3,630 pairs of socks to the Socktober Challenge, providing socks to people in need. An additional \$1,000 was also donated to the cause.

ITAD Department Technology Donations: The Ingram Micro ITAD department raised over \$17,000 and donated \$62,000 worth of technology to five local non-profit organizations including the South Henry School Corporation and Morning Star Academy. For the Afghan Refugee Digital Classroom Project, 100 iPads and 100 laptops were donated for use in new e-Learning labs being built in refugee camps.

More Than Pink Virtual Walk: 47 Ingram associates and 49 of their friends and family reached 3.4 million steps in the Komen Orange County More Than Pink Virtual Walk, in support of breast cancer research. The team won OneOC's "Most Impactful Project" award as a result.

Supporting Food Security and Housing: Ingram Micro worked with non-profit OneOC to identify other local non-profit organizations supporting food security and housing near our five main U.S. facilities. The selected charities included AZCEND, the Emergency Shelter of Northern Kentucky, Gleaners Food Bank, The Shade Tree, and Eva's Village. Over \$17,000 was donated in total.



Germany



As “Responsibility” is one of Ingram Micro’s Tenets of Our Success, we believe in being a good corporate citizen and community advocate.



U.S.



U.S.



Philippines



United
Arab
Emirates

07

ESG-RELATED AWARDS AND RECOGNITION

COMMUNITY/ WORKPLACE

Achievers

- › 50 Most Engaged Workplaces® Awards

Achieving Communication Excellence (ACE) Awards by Canadian Public Relations Society

- › Canadian Diversity, Equity & Inclusion Campaign of the Year (Bronze award)
- › Employee Engagement/Internal Communications Campaign of the Year, COVID-19 related (Bronze award)

Avtar Inc.

- › 100 Best Companies for Women in India
- › 2021 Working Mother Award

Canadian HR Awards

- › The Dentsu Award for Best HR Communication Strategy

Canada's Safest Employers Awards

- › Excellence Award in the Logistics & Supply Chain category

EcoVadis

- › Platinum Rating Sustainability Award 2021 (France and Belgium)

Great Place to Work®

- › Germany's Best Employers category
- › Germany's Best Employers in ITC category
- › Bavaria's Best Employers category
- › Germany's Great Start category
- › Certified in Philippines for 2021
- › Certified in Saudi Arabia for 2021
- › Certified in Italy for 2021
- › Certified in Peru for 2021



HRD Tech Summit Awards

- › Most Innovative Use of HR Technology (Canada)

Malaysia Productivity Corporation (MPC)

- › Shared Prosperity Organization Award

OneOC & Points of Light

- › The Civic 50 OC Awards Honoree
- › OC Charity Challenge Winner

SOS Children's Villages, Bulgaria

- › "Rising Star and Trustful Partner" Award

LEADERSHIP

Constellation Research

- › Constellation Research Business Transformation 150 Hall of Fame – Sanjib Sahoo

CRN Power 100 Awards

- › The Most Powerful Women of The Channel 2021 – Jen Anaya
- › The Most Powerful Women of The Channel 2021 – Susan O'Sullivan

CRN, The Channel Company

- › 2021 Top 100 Executives and Top 25 Most Influential Leaders – Paul Bay
- › 100 People You Don't Know But Should for 2021 - Don Scott

Dell Personal Achievement Award

- › Aleksandar Neshkovski

Dell Technologies

- › Best Partner Presales (UAE) – Arjun Singh

Exito Award 2021

- › Most Innovative CEO (Mexico) – Luis Ferez

IT-Business Channel VIP

- › Alexander Maier

Poly Product Manager of the Year

- › Inne Rahmina
- › Tan Heng Yi
- › Rapassa Thitisak

Poly Technical Champion of the Year

- › Wihnanto Nugroho
- › Arkhom Sae-ia

Supply & Demand Chain Executive's Women in Supply Chain Award

- › Lisa Flynn

Red Hat Distributor MVP

- › Vic Chung

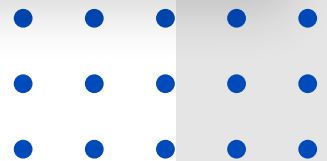
Women in IT Awards

- › CIO Winner of The Year 2021 – Michelle Wu

08

CERTIFICATIONS

- › [ADISA](#)
- › [bizSAFE](#)
- › [DIN 66399-3](#)
- › [ElektroG](#)
- › [e-Stewards](#)
- › [Great Place to Work](#)
- › [R2](#)
- › [ISO 9001](#)
- › [ISO 14001](#)
- › [ISO 27001](#)
- › [ISO 37001](#)
- › [ISO 45001](#)
- › [ISO 50001](#)
- › [NAID AAA](#)
- › [TAPA](#)
- › [WEEELABEX](#)



09

MEMBERSHIPS

- › Association Bilan Carbone (ABC)
- › Association for Innovation, Business Excellence, Services and Technology (AIBEST)
- › Bulgarian Outsourcing Association (BOA)
- › California Diversity Council (CDC)
- › Circular Electronics Partnership (CEP)
- › Coalition for American Electronics Recycling (CAER)
- › Computing Technology Industry Association (CompTIA)
- › Consumer Technology Association (CES)
- › Corporate Volunteer Council of Orange County (CVCOC)
- › Global Technology Distribution Council (GTDC)
- › International Data Sanitization Consortium (IDSC)
- › National Association for Information Destruction (NAID)
- › National Association of Software and Services Companies (NASSCOM)
- › Responsible Minerals Initiative (RMI)
- › Reverse Logistics Association (RLA)
- › Transported Asset Protection Association (TAPA)
- › United Nations Global Compact (UNGC)
- › Wireless Communications Association (CTIA)

DATA SUMMARY

ECONOMIC

Financial (in 000s USD)	2016	2017	2018	2019	2020	2021
Revenue	41,928,799	46,674,792	50,436,670	47,196,948	49,120,453	54,455,572
Gross profit	2,859,214	2,949,240	3,178,366	3,346,272	3,610,197	4,110,473
Total assets	13,718,949	15,373,143	15,462,780	15,473,448	17,215,367	19,712,079
Operating costs	2,581,476	2,540,579	2,627,780	2,646,469	2,713,806	2,953,332
Payments to providers of capital	79,911	208,694	288,865	356,152	433,466	7,423,376
Total capitalization in terms of debt and equity	5,505,983	5,884,605	5,884,605	6,149,878	6,031,371	7,423,376
Total payments to governments*	Not available	Not available	Not available	Not available	Not available	Not available
Employee wages and benefits	1,653,226	1,735,863	1,796,758	1,935,500	2,124,232	2,438,689
Community investments	434	761	805	410	711	563

* Tax payments are not tracked centrally across our countries of operation. A global figure is therefore unavailable at this time.

GOVERNANCE

Board Composition	2016	2017	2018	2019	2020	2021*	2021**
Number of directors	10	7	6	8	7	7	1
Age range	>50	>50	>50	>50	36-78	37-79	66**
Number of independent directors	9	4	5	5	5	5	0
Number of women on the board	3	1	1	1	1	1	1
Percent of directors who are women	30%	14%	17%	12%	14%	14%	100%
Number of board meetings	12	4	4	5	10	3	1

* January 1–July 1, 2021, before Platinum Equity acquisition.

** July 2–December 31, 2021, after Platinum Equity acquisition; one member only.

Ethics	2016	2017	2018	2019	2020	2021
Ethics training enrollments	21,117	48,256	52,356	57,773	60,125	68,630
ISO 37001 status	Unverified	Third-party verified	Third-party verified	Third-party verified	Third-party verified	Third-party verified
Code of Conduct (Y/N)	Y	Y	Y	Y	Y	Y
Grievance mechanism (Y/N)	Y	Y	Y	Y	Y	Y
Ethics policies (anti-bribery, whistleblowing, anti-corruption) (Y/N)	Y	Y	Y	Y	Y	Y
Number of Hotline cases	250	274	297	312	231	285
Significant fines	0	0	€ 289,000	0	€ 62,900,000*	
EcoVadis ethics score**	No data	60	70	70	70	70

* Ingram Micro is litigating this fine, as we believe the decision by the French Competition Authority is without merit. We have appealed the decision to the Paris Court of Appeals. This fine was ongoing in 2020 and 2021.

** Score based on year of submittal

ENVIRONMENT

We are actively working to improve, centralize, and streamline our environmental data collection and management systems for more accurate reporting and year-over-year comparisons. Notes on corrections and clarifications are included in these tables.

Energy and Emissions	2016	2017	2018	2019	2020	2021
Total energy use (MWh)	236,903	239,321	251,974	248,513	233,500	243,744
Scope 1 emissions (MT CO ₂ e)	19,516	19,752	19,998	18,847	16,852	19,507
Scope 2 emissions, market-based* (MT CO ₂ e)	59,217	62,788	58,814	58,353	53,039	44,129
Scope 1 and 2 combined emissions (MT CO ₂ e)	78,733	82,540	78,812	77,200	69,891	63,636
Percent of total electricity directly procured from renewable sources**	1.2%	1.1%	8.5%	8.8%	11.6%	17.5%
CDP Climate Change score	C	C	C	C	C	B-

* In our 2020 report, we incorrectly reported our Scope 2 emissions as location-based. In reevaluating previous and current years' data, we identified that several of our sites with renewable energy contracts were accounted for using a market-based emissions factor approach, thus the table has been corrected to note a market-based figure.

** In our 2019 report, we reported this metric as the total energy from renewable sources. From 2020 onwards, we report this metric as the percent of total electricity directly procured from renewable sources.

Water, Waste, Materials	2016	2017	2018	2019	2020	2021
Water consumption (megaliters)	198	226	472	440	308	312
Non-hazardous waste landfilled/incinerated (MT)*	12,416	12,679	10,715	9,294	8,310	9,208
Non-hazardous waste recycled (MT)*	32,031	32,274	32,390	34,797	38,580	43,693
Non-hazardous waste diversion rate	72%	77%	75%	79%	82%	83%
Shipping cardboard consumed (MT)– estimates based on limited data*	Insufficient data	38,000 (est.)	33,000 (est.)	42,400 (est.)	45,675 (est.)	37,043 (est.)
Percent shipping cardboard with recycled content	Insufficient data	20%	54%	79%	92%	86%
Used electronics refurbished/repaired (MT)	Insufficient data	5,116	5,889	6,350	4,016	5,171
Used electronics recycled (MT)	Insufficient data	8,000	8,111	4,990	8,991	11,413
Number of ISO 14001 certified sites based on facility self-reporting	Not tracked	Not tracked	40	45	48	49
CDP Water Security score	N/A	N/A	C	C	C	C
EcoVadis environmental score**	No data	60	70	70	70	70

* Our calculations include estimates. The reporting rate of our waste data has increased year over year and thus, years before 2020 may have underreported waste data. In 2020, our reporting rate was 62%, and in 2021, this increased to 75%.

** Based on year of submittal

SOCIAL

Diversity*	2016	2017	2018	2019	2020	2021
Percent workforce <30	28%	27%	29%	31%	31%	21%
Percent workforce 30-50	60%	60%	58%	54%	54%	49%
Percent workforce >50	12%	13%	13%	15%	15%	31%
Percent male workforce	58%	57%	57%	56%	55%	56%
Percent female workforce	42%	43%	43%	44%	44%	44%
Percent female executives	20%	21%	22%	23%**	25%	22%
U.S. Veterans (voluntary self-disclosure)	No data	162	42	159	159	210
U.S. employees with disabilities (voluntary self-disclosure)	No data	55	55	155	164	166
U.S. only: Percent of workforce White	52%	52%	53%	50%	41%	43%
U.S. only: Percent of workforce Black	14%	13%	14%	15%	15%	18%
U.S. only: Percent of workforce Hispanic/Latino/a/x	19%	18%	19%	20%	20%	22%
U.S. only: Percent of workforce Asian	14%	12%	13%	13%	11%	12%
U.S. only: Percent of workforce Native American	<1%	<3%	<1%	<1%	<1%	<1%
U.S. only: Percent of workforce Pacific Islander	<1%	<1%	<1%	<1%	<1%	<1%
U.S. only: Two or more races	1%	1%	1%	1%	1%	1%
U.S. only: Did not disclose	No data	No data	No data	No data	12%	4%

* Some percentages may not add up to 100% due to rounding.

** Our 2020 Report erroneously reported our 2019 female executive percentage as 15%. It has been corrected in this report to 23%.

Associates by Region (Permanent)

Global	39,555
EMEA	17,101
NA	10,766
APAC	7,984
LATAM	3,704

Organizational Development	2016	2017	2018	2019	2020	2021
Training hours completed	No data	No data	87,715 (online only)	72,247 (online only)	214,264 (online only)	173,359
Percent of employees receiving performance reviews	No data	57%	52%	50%	91%	93%
U.S. tuition reimbursements (USD)	No data	No data	200,000	282,000	303,716	299,107
U.S. tuition program participation by gender	No data	No data	52% M, 48% F	52% M, 48% F	55% M, 45% F	54% M, 46% F
Percent employees retained	75%	75%	73%	71%	74%	81%

Occupational Health and Safety	2016	2017	2018	2019	2020	2021
Total Recordable Incident Rate (TRIR)*	1.53	1.66	1.56	1.22	1.36	1.51
Number of recordable safety incidents	202	338	376	318	380	474
Fatalities	0	0	0	0	0	1
Number of OHSAS 18001 certified sites (U.S. only—global data not available)	7	7	10	10	10	N/A*
Number of ISO 45001 certified sites	N/A	N/A	No data	No data	No data	15

* We fully transitioned from OHSAS 18001 to ISO 45001 in 2021.

Human Rights	2016	2017	2018	2019	2020	2021
Human Rights Policy (Y/N)	Y	Y	Y	Y	Y	Y
Percent of sites assessed for human rights risk	0%	0%	0%	0%	0%	0%
Percent of employees who completed human rights training	<1%	<1%	<1%	<1%	<1%	<1%
Human Rights Commission Corporate Equality Index score	75	70	85	90	100	100
EcoVadis labor & human rights score*	40	40	70	70	70	70
EcoVadis sustainable procurement score*	40	50	50	50	50	50

* Based on year of submittal



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