

Sustainability Report 2019

About this sustainability report

This report concerns the following Swedish Ingram Micro companies:

- Ingram Micro Mobility Sweden AB Org/VAT number: 556540-5296
- Ingram Micro AB Org/VAT number: 556254-8452

This report is for the calendar year 2019 and applies to the two above listed companies. The report is in accordance with the Swedish Annual Account Act chapter six and seven. The report has been reviewed and approved by the companies' Managing Director. The ambition for Ingram Micro is to over time create a Nordic Sustainability Report to cover all Ingram Micro companies in the Nordic countries in one report.

Ingram Micro's Values:

Leading your self is not only about what individual purpose you have but to connect it to the behaviors and values of the organization. Together these principals should guide us in our decision making & behaviors enabling us to focus on the success of our business partners and associates.

Results:

Delivering successful outcomes and a superior experience for everyone, every time, matters for our business partners, ourselves and our teams

Integrity:

We exemplify the highest ethical standards, led by honesty, fairness and dignity in every action we take, everywhere, every time, with everyone.

Imagination:

Creativity, agility and resourcefulness reinforce a competitive, entrepreneurial spirit. There is no substitute for forward-looking actions and the desire to achieve more.

Courage:

Embracing change and making difficult decisions delivers better results to our customers, suppliers and fellow associates. We are not afraid of experimenting or doing what we know is right.

Responsibility:

We say what we do and we do what we say. We are responsible for our individual and team actions, meeting our customer and financial commitments, and recognizing our social, community and environmental responsibilities..

Talent:

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 the foundation of our success.

Ingram Micro Sweden - Business Model:

Ingram Micro helps businesses fully realize the promise of technology – helping them maximizing the value of the technology they make, sell or use. With its vast global infrastructure and focus on cloud, mobility, supply chain and technology solutions, Ingram Micro enables business partners to operate more efficiently and successfully in the markets they serve. No other company delivers as broad and deep a spectrum of technology and supply chain services to businesses around the world.

Ingram Micro amplifies the value of its position at the intersection of thousands of vendor, reseller and retailer partners by customizing and delivering highly targeted applications for industry verticals, business to business customers and commercial needs. From provisioning solutions for system integrators working at the heart of the network to offerings through the full lifecycle of mobile devices, SMB to global enterprise software and computing, point of sale to cloud services, professional AV to physical security—Ingram Micro is trusted by customers to have the expertise and resources to help them define and push the boundaries of what's possible.

The company supports global operations by way of an extensive sales and distribution network throughout North America, Europe, Middle East and Africa, Latin America and Asia Pacific:

- *Local sales offices and/or representatives in 52 countries*
- *155 distribution centres worldwide*
- *Representing over 1,700 suppliers, including Acer, Apple, Cisco, Citrix, HP, IBM, Lenovo, Microsoft, Samsung, Symantec, VMware and others*
- *Serving more than 200,000 customers in approximately 160 countries*
- *Creating growth opportunities within the hard to reach SMB market as more businesses use technology to add scale, enhance services and improve productivity*
- *Providing support from 30,000+ associates worldwide*
- *The only global broad-based IT distributor with significant Asia Pacific presence*

Social Responsibility/Community Involvement:

Social Responsibility & Community Involvement has always been an important part of Ingram Micro's work to ensure a healthier and more equitable world.

Examples of community involvement work and charitable contributions in Sweden:

- *17 700SEK was donated to Gothenburg's Stadsmission. This gift was instead of giving Ingram Micro associates an own Christmas gift.*
- *Charity collection together with Migration aid providers in Hungary.*
- *Charity collection to Stockholm City Mission to support colloquial activities for children and adolescents.*
- *Ice hockey for all: aims to give young people in areas with major challenges a positive and safe leisure and the opportunity to become more physically active.*

Other Achievements

Ingram Micro's affiliated company Ingram Micro Nordic Logistics AB has since 2011 been nominated to Samhall's "Visa Vägen" awards which praise companies that work with social responsibilities and community involvement and especially with integration of disabled people in their business.

Risks: The companies have not identified any risks associated with assuming social responsibilities. On the contrary, if companies like Ingram Micro start neglecting or fail to take responsibility for the people they employ and those in the local community that are furthest away from getting a real job, we may contribute to creating an even bigger segregation of people living in Sweden. For us working with people from Samhall and other disadvantaged people creates a diversity in our work environment that may lead to a higher overall productivity that would otherwise be lost if we would just recruit only from ordinary temporary worker agencies.

Indicator: In 2012 we used 5-6 Samhall resources offsite to assist on some easier processes. Now, in 2019, we have employed 5 persons from Samhall, and we have around 40 persons working directly in our process (both simple and complicated processes).

Environment:

Ingram Micro recognizes the impact of its global operations on ecological systems and is committed to environmental stewardship at the highest organizational level. We acknowledge and aim to meet the expectations of our diverse stakeholders through engagement and collaboration. Our commitment encompasses legal compliance at the local, regional, national and international level, minimizing our environmental impact directly where we have control and indirectly where we have influence, responsible use of natural resources and focus on pollution prevention, continuous improvement in environmental performance across global operations, periodically reporting progress against measurable, context-based targets, employing globally recognized standards and protocols, comprehensive stakeholder engagement and seeking innovative approaches to advance environmental stewardship globally.

We keep track of and work on reducing our environmental impact. Our Warehouses in Borås and Rosersberg are ISO: 14001 certified

Examples of initiatives taken with respect to the environment:

- All consumption of electricity is sourced as 100% "Green".
- We only buy environmentally friendly and/or recyclable consumption material for our Warehouses.
- We sort and recycle all our waste.
- The Warehouses follow established process and manuals to sort the waste resulting from operations.
- We have an agreement with a third party who takes care of our waste once sorted and collected from our warehouses.
- We constantly strive to reduce the amount of cardboard/packaging materials used in our production (packing) by standardizing/minimizing the sizes which reduces the amount of air and packaging material in each box.
- The cardboard we use in one of our warehouses is made from recycled cardboard material; this reduces the environmental impact.
- We have analysed our use of consumable materials and now only purchase environmentally friendly and/or recyclable materials.
- We track all our emissions and work on reducing them:
 - a. Motion controlled lights in toilets and in lesser used zones in warehouses are examples of this.
 - b. Our warehouses have procedures to control the opening of gates during winter in order to minimize the cold air from entering the warehouses and trigger use of the heating system.
- During 2019, we have implemented environmental requirements in our carrier agreements.

Risks:

Our environmental impact would be significant higher if we would not work on the abovementioned topics. In addition to possible violation of law, we are subject to certain customer requirements that may be detrimental to our business if we cannot meet their expectations. In order to mitigate these risks, we control our business with policies, procedures and continuously strive to reduce our environmental impact.

Indicator:

Our 2019 emissions:

Distant heating (Borås Energi)	<i>kwh</i>	Borås: 265 080 Rosers: 821 000 Total: 1 086 080
Energy Consumption (Borås Elhandel)	<i>kwh</i>	Borås: 703 378 Rosers: 812 912 Total: 1 516 290
Waste to energy (Stena)	<i>kg</i>	Borås: 127 780 Rosers: 137 357 Total: 265 137
Purchased recycled packaging material - paper (Ahnviks/Christer Nöjd)	<i>kg</i>	Borås: 164 383 Rosers: 110 809 Total: 275 192
Solid waste generated (non-recycable) (Stena)	<i>kg</i>	Borås: 34 270 Rosers: 41 011 Total: 75 281
Emission savings c02 (Stena)	<i>kg</i>	Borås: 229 974 Rosers: 123 172 Total: 353 146

Safety:

The Ingram Micro Safety Policy is I AM SAFE. Ingram Micro is dedicated to achieving and maintaining a safe and healthy workplace for all Associates. Our Safety Management System (SMS) is an integral part of our Company's operational activities which strives for both organizational and operational excellence. Ingram Micro assures that associates can say I AM SAFE by implementing a Safety Management System that prevents injuries and ill health, improves the Safety Management System and performance on a continual basis and complies with all legal and other requirements.

In order to ensure the best possible work environment for our employees and subcontractors we continuously work with Safety. Examples of this work is: Risk assessments, Safety audits, we have house rules that lay out the company's expectations of each associate and subcontractor regarding Security, Health & Safety and other areas. We also have a work environmental policy and continuously train our workforce on Safety topics.

Risks:

Not working with safety on a daily basis would put our associates and subcontractors at great risk. We work to assess the risks in our workplaces and to establish countermeasures against the root causes of the risk(s). We keep track for incidents and accidents.

Indicator:

During 2019 our 2 warehouses had 5 recordable injuries in total. Ingram Micro track incident rates where we take the number of recordable incidents, multiply them with 200 000 and then divide it by the number of totals worked hours. This gives us an incident rate comparable to our other sites, regardless of the size or qty of employees. The average incident rate of our two Swedish sites is 2,47 which is a reduction from 2018 rates.

Employees:

As a values-based company and a Responsible Business Alliance (RBA) (<http://www.responsiblebusiness.org/>) Code of Conduct participant, we are committed to uphold the human rights of workers, and to treat them with dignity and respect as understood by the international community. This applies to all workers including temporary, migrant, student, contract, direct employees, and any other type of worker.

We have collective agreements with the trade unions for all warehouse associates. On all office and warehouse sites we have Wellbeing teams that work on the comfort and well-being of our associates, which include the planning of events and social areas among the areas they concern.

All employees are offered free fruit, water, coffee and other drinks as well as an annual health care contribution from the company.

Risks:

The risk with not working with the well-being of our associates is an unmotivated workforce, high attrition rates and a bad reputation as an employer.

Indicator: Ingram Micro conducts company-wide associate satisfaction surveys, which result in actions to be taken by the company globally and/or locally and by each manager. Our sites conduct smaller surveys to keep track of the status of our associate's well-being.

Human Rights:

Ingram Micro supports the protection of human rights globally, directly within operations we control and indirectly by exerting influence on our supply chain. In alignment with the Universal Declaration of Human Rights, the ten principles of the UN Global Compact, the ILO Declaration on Fundamental Principles and Rights at Work, and the RBA Code of Conduct, our policy outlines actions to ensure that we are not complicit in human rights violations.

We will not take part in human rights violations and will not engage or be complicit in any activity that solicits or encourages human rights abuses. We accomplish this by actively pursuing company-wide conformance to the standards set forth in the Code of Conduct of the Responsible Business Alliance as outlined herein.

Risks:

It is expected from a company like Ingram Micro to be committed to and support Human Rights, and the risks associated with the lack of commitment and support can be detrimental to the company, its suppliers and customers.

Indicator:

Ingram Micro has become a participant to the RBA Code of Conducts and is requiring from supplier's adherence to the same or similar codes and principles.

Anti-corruption:

Integrity is a core value at Ingram Micro and we seek to engage with supply chain and business partners who share this value. Our Code of Conduct (available on <https://ingrammicro.gcs-web.com/code-of-conduct>) states that:

We cannot pay or offer money or anything else of value to government officials, officials of public international organizations, political candidates or political parties for the purpose of obtaining or retaining business for Ingram Micro. This applies to both direct and indirect payments, including those accomplished through any intermediary (independent contractors engaged on a commission or fee basis to assist or facilitate in obtaining or retaining business for Ingram Micro such as agents, sales consultants or advisors), vendors, resellers or service providers. In addition, the Ingram Micro Anti-Bribery Policy sets forth specific rules for making charitable contributions. The Ingram Micro Anti-Bribery Policy also prohibits us from making direct or indirect payment of bribes to commercial customers or to vendor employees to obtain or retain their business or influence their decisions.

The company's Anti-Bribery Policy (available on <https://ingrammicro.gcs-web.com/anti-bribery>) outline, in detail, our policies on business integrity and anti-bribery.

Conflict Minerals:

The mining and use of conflict minerals significantly impact human rights. Ingram Micro requires that products we purchase are free from materials used to finance armed conflicts, including but not limited to gold, tantalum, tin, and tungsten. We fully comply with conflict minerals regulations to which we are subject in all countries of operation, and we expect the same from our suppliers. We will ask our suppliers to exercise due diligence on the source and chain of custody of these minerals and make their due diligence measures available upon request. We recommend the use of credible frameworks, such as the OECD Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict-Affected and High-Risk Areas, the OECD Guidelines for Multinational Enterprises and the United Nations Guiding Principles on Business and Human Rights.

Risks:

The risks are loss of customers, breach against national and international laws and negative publicity.

Examples of these trainings are: Code of Conduct, GDPR, Exports and Anti-Bribery

Indicator:

All Ingram Micro associates are to conduct compliance training sent out by Corporate. The training consists of both reading and viewing of video sequences and ends with a certification process with questions of the content. 100% of all Ingram Micro associates performs these trainings.