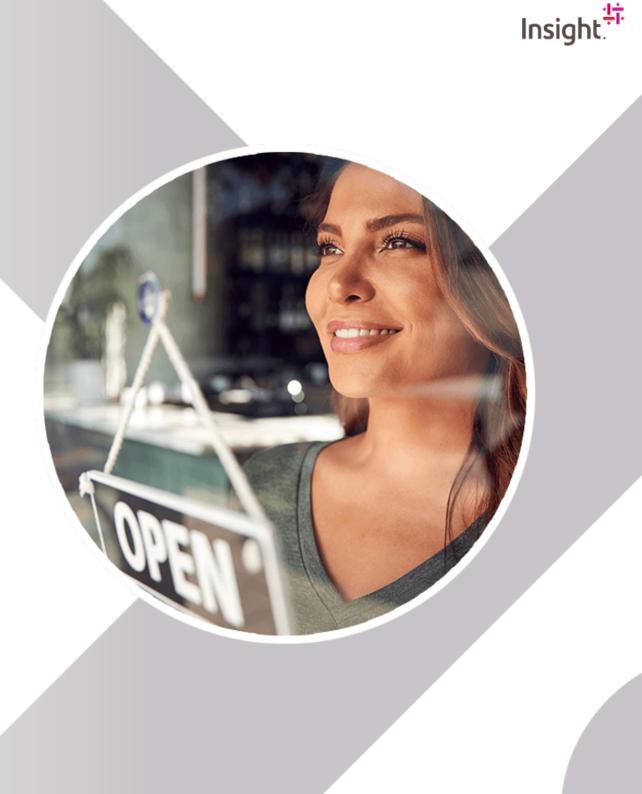


2024 Insight Corporate Citizenship Report



# About Insight

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### Joyce Mullen

President and Chief Executive Officer, Insight

### Letter from the CEO

This past year, exponential advancements in AI reminded us just how fast technology is moving and creating enormous possibilities. But even as AI becomes ubiquitous, we never lose sight of one simple truth: People are at the heart of everything we do.

This is evident in the numerous recognitions we earned last year as a "Best Place to Work", in the contributions we made to our communities, and by the transformational work we achieved with our clients to help them solve their most ambitious challenges. People are our greatest asset. Our teams help us understand the full potential of a digital world, and our culture is second to none. Our people are the key to our purpose: We accelerate transformation by unlocking the power of people and technology.

Clients trust us as their go-to partner to help them take their technology goals further, faster. As the leading <u>Solutions</u> <u>Integrator</u>, we have invaluable partnerships and deep expertise in the fastest-growing areas of the market: cloud, data, AI, cyber and edge. And we're continuing to scale our expertise in the areas where clients need it most. In late 2023, we acquired SADA, a 6-time Google Cloud Partner of the Year effectively transforming Insight into a multicloud powerhouse. At Insight, we fervently believe in the power of technology for good. We're proud to share the progress we've made toward our continued commitment to the UN Global Compact in our sixth-annual corporate citizenship report.

As a leader in the technology landscape and an early adopter of generative AI, we recognize our responsibility to be on the front-foot, putting powerful new technologies to positive use with secure and ethical guardrails in place. We are ferociously exploring generative AI use cases to eliminate soul-crushing tasks — freeing people to focus on fulfilling work instead. We've worked in harmony with our partners for years to deliver sustainable solutions and services for clients. In 2023, we doubled-down on this commitment by establishing a partner sustainability program — uniting the best capabilities from our partners to effectively help clients reduce their carbon footprint. As AI continues to be integrated into more technology — from laptops to data centers we believe this partnership will go a long way to help more organizations achieve their own ambitious sustainability goals. When I reflect on the rapid changes we've experienced over the last few years, and the resiliency and creativity of our 14,000+ teammates, I'm energized by the possibilities of what we will accomplish in the years to come. We are 35+ years of ambition and insight — and we're just getting started.

We are 35+ years of ambition and insight — and we're just getting started.





in revenue

### 14,000+

total engaged teammates

### 10,300

client-facing teammates

### **36 years**

delivering technology solutions

### Offices in **25 countries** serving clients around the globe.



### The Leading Solutions Integrator with

**8,000** hardware, software, and cloud partners

### Further, Faster With Insight

2023 was a year of enormous possibility with the emergence of generative Artificial Intelligence (gen AI) as a new reality.

At Insight, our purpose is to unlock the power of people and technology to accelerate transformation. And we believe in using tech for good.

As the leading **Solutions Integrator**, we take a strategic approach to today's challenges in order to build a stronger future. Our corporate citizenship initiatives are designed to help our clients, shareholders, partners, teammates and communities be more resourceful, more responsible and more innovative. Because we believe that, together, we can go further, faster. What is a Solutions Integrator? Introducing the breakthrough category of one — the IT partner clients need to achieve their technology ambitions.



### Work Hard, Play Hard.

As a global Solutions Integrator, we are defining a new category of solutions delivery in the technology industry by assembling expert technical capabilities for procuring, designing, building and managing digital solutions that make running a business easier. A more than 35-year foundation in hardware and software supply chain, powered by a global network of 8,000+ partners, augments deep expertise in cloud, data, AI, cybersecurity and intelligent edge.



With a unique combination of services and solutions, we're creating a category of one as the leading Solutions Integrator. What does that take? DRIVE!

### **Key Recognitions in 2023**



# **Key Recognitions in 2023**

### Insight received 35+ industry and partner awards in the past year

### Gartner

Magic Quadrant<sup>™</sup> for Software Asset Management Managed Services

Magic Quadrant<sup>™</sup> for Public Cloud IT Transformation Services



### **Notable Awards**

- BROADCOM Cybersecurity Partner of the Year (NA)
- **CISCO** Americas/IoT Industry Partner of the Year
- cradlepoint Canada Partner of the Year
- **Fortinet** Growth Partner of the Year
- ChromeOS Marketing Leadership Award
- HashiCorp Focus Partner of the Year
- JUNIPER Americas Enterprise Partner of the Year
- **NetApp** North America New Account Acquisition
- Software Partner of the Year
- VEEAM North America Partner of the Year
- VERITAS U.S. National Business Partner of the Year
- VMWare<sup>®</sup> North America Fastest Growth Partner

Click to enlarge



#### Worldwide

- Microsoft Azure Expert MSP (4 years in a row)
- Achieved all 6 MS Security specializations
- · Solution Assessments Partner of the Year
- Australia Country Partner of the Year
- EMEA Surface Reseller of the Year
- Western Europe MSP Partner of the Year
- Hong Kong SAR Partner of the Year

#### U.S.

- Azure Cloud Native App Development U.S. Partner of the Year
- Retail & Consumer Goods U.S. Partner of the Year
- Surface PC Reseller U.S. Partner of the Year (finalist)
- Surface Hub Reseller U.S. Partner of the Year (finalist)
- Low Code Application Development U.S. Partner of the Year (finalist)

## The Power of a Solutions Integrator

Insight's ambition, cultivated through 36 years of technology industry experience, is based upon our desire to deliver the best experience to our clients. We earn their trust as a single partner that can guide their digital strategy and put it into action — thanks to our combination of innovative and scalable solutions, exceptional talent and broad services portfolio.



### **Our Solutions & Services**

#### Trends that impacted our position in the market

Our array of global capabilities and solutions addresses the most vexing requirements of the digital journey:

- Modern platforms/infrastructure. Architecting and modernizing multicloud and networking solutions to drive business transformation.
- Cybersecurity. Mitigating risks and securing business assets.
- Data and AI. Leveraging analytics and AI to transform business operations and user experiences.
- **Modern workplace.** Creating a productive, flexible and secure workplace that succeeds anywhere.
- Modern applications. Creating new product experiences and transforming legacy applications to drive increased business value.
- Intelligent edge. Gathering and using data in the most efficient way possible to enable real-time decision-making and pivotal outcomes for the business.

We support our clients by first helping them visualize and strategize how they can innovate. Then we provide the services to procure, deploy, implement and manage the hardware, software and supporting services that take their business further, faster over time:

- Managed services: Eliminating business disruption and strategically aligning day-to-day IT resources through more cost-effective Everything-as-a-Service models.
- **Consulting services:** Creating competitive advantage and improving operations by aligning business goals to IT and product strategies.
- Lifecycle services: Providing simplified provisioning, deployment, automation, assessments and strategy workshops, custom integrations and end-user adoption training to streamline costs across the global hardware and software lifecycle.

In 2023, we augmented our services with two key acquisitions, further adding value as a strategic partner:

- In August 2023, we acquired <u>Amdaris</u>, an award-winning software development and digital services specialist based in the UK with service delivery centers located in eastern Europe

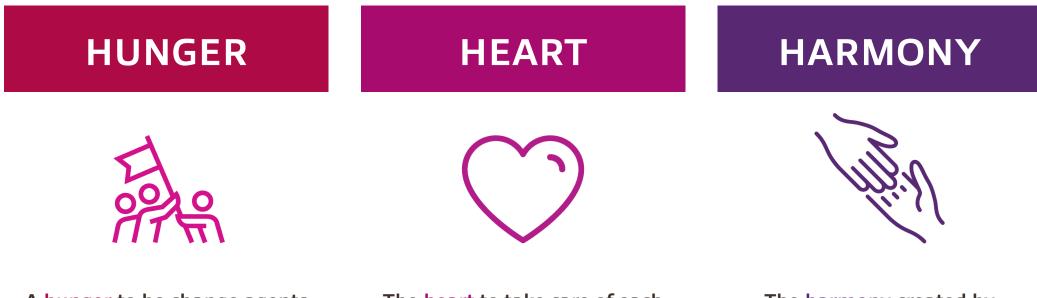
   Moldova, Romania, Ukraine, Bulgaria and the United Arab Emirates. Through this acquisition, Insight added Amdaris' innovative software development, application support, managed services and consultancy services to our <u>broad solutions portfolio</u> and IT supply chain capabilities.
- In December 2023, we acquired <u>SADA Systems</u>, one of the largest dedicated Google Cloud consultancies and six-time Google Cloud Partner of the Year. Joining forces enables us to offer even more industry-leading cloud solutions to our clients. With SADA, Insight substantially increased cloud services capabilities by adding deep Google Cloud expertise, meeting the growing demands of our clients for multicloud solutions.

How is Insight growing as a multicloud powerhouse for our clients? Insight CEO Joyce Mullen and SADA CEO Tony Safoian explain.

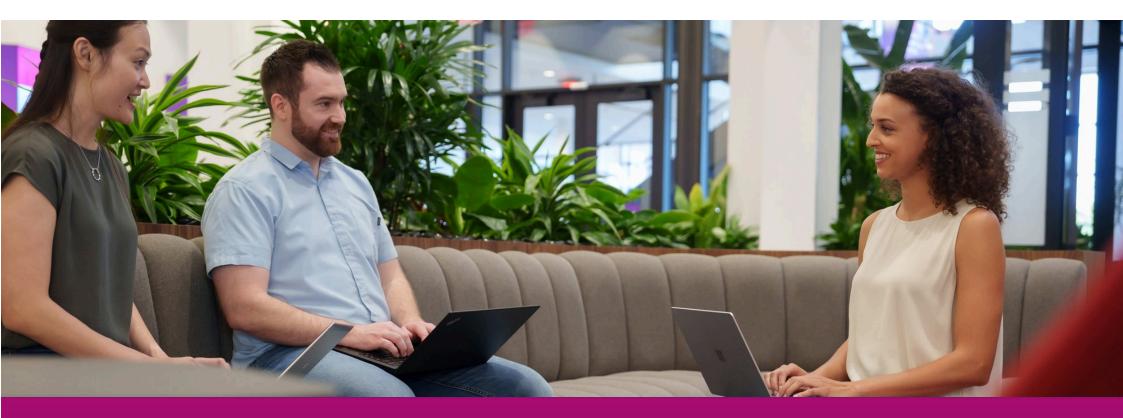


### **Our Values**

Insight strives to be a diverse and innovative employer of choice that prioritizes three simple values:



A hunger to be change agents who strive to improve every day The heart to take care of each other, our clients and our communities The harmony created by individuals who have unique perspectives and yet value each other's differences



### **Corporate Social Responsibility Statement**

Insight is committed to maintaining a culture of ethics and integrity. Fundamental principles of law and ethics govern the way Insight does business. Insight strives to serve as a good corporate citizen by making a positive impact on the global community. This means conducting business with integrity and rejecting corruption of all kinds, including bribery of government officials.

Insight is also committed to reducing impact on the environment. We strive to reduce our environmental impact over time and to initiate projects and activities that will further reduce our environmental footprint. Our Code of Ethics and Business Practices and our Governance policies are **publicly available** on our Investor Relations site.

### Commitment to UN Global Impact and Sustainability Goals

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

In addition, Insight supports the <u>UN's 17 Sustainable Development Goals</u> (SDGs). Since its inception in 2015, governments and international and local organizations have taken innovative steps to support the SDG charter, which recognizes "that ending poverty and other deprivations must go hand-in-hand with strategies that improve health and education, reduce inequality and spur economic growth — all while tackling climate change and working to preserve our oceans and forests." At Insight, we strive to implement our own good practices with how we establish greater harmony within our workplace, along with our collaboration with our partners and clients.



### 2023 Corporate Citizenship Highlights

As the leading Solutions Integrator, we believe technology can inspire communities and create a sense of greater purpose. We strive for good corporate citizenship by building our organization to be an employer of choice, leveraging sustainable practices and using technology for good. We continue to explore new innovations and strategic initiatives to advance our contributions as a strong corporate citizen.

#### In 2023, we continued to amplify our impact across four key areas:

#### **Creating Harmony**

From Teammate Resource Groups to celebrating our Annual Global Harmony Day, Insight remains committed to fostering a culture of inclusion.

#### United by Heart

From leadership training to promoting personal wellbeing and giving back to our communities, we continue to strengthen our culture and act as an employer of choice.

#### Building a sustainable future

From our sustainability services for clients to our new, more sustainable workspaces, we continue to look for ways to protect our environment and build a more sustainable future.

#### A Hunger to use tech for good

Innovations in technology help us imagine a more automated, intuitive and innovative world. As a Solutions Integrator, we use technology for positive impact, helping organizations and communities innovate and optimize the use of their resources.



Insight.<sup>‡†</sup>



# **Diversity and Inclusion at Insight**

At Insight, we know our greatest strength lies in our teammates. We work diligently to promote a culture that celebrates and rewards creative thinking, collaborative decision-making and innovative solutions. As part of <u>our approach to D+I</u>, Insight:

- 1. Employs a teammate population that is reflective of our communities and values.
- 2. Encourages teammates to exhibit inclusive behaviors as we work together to solve our clients' challenges.
- 3. Promotes a sense of belonging amongst all teammates, regardless of their personal characteristics.
- 4. Is acknowledged, cited and benchmarked by others for our accomplishments.
- 5. Makes decisions and implements policies that are free from prejudice.

#### 2023 Key Recognitions for Diversity and Inclusion

- Disability Equality Index perfect 100 score
- Corporate Equality Index perfect 100 score
- Forbes America's Best Employers for Diversity — No. 12 in IT
- Forbes Best Employers for Women
   No. 23 in IT
- Great Place to Work
  - Australia's Best Workplaces for Women – No. 27
  - UK's Best Workplaces for Women – No. 27
  - UK's Best Workplaces for Wellbeing – No. 16

### **Our D+I Initiatives**

Since 2019, we have implemented over a dozen initiatives to promote and foster a culture of inclusivity. This is for all people, regardless of race, ethnicity, age, gender, religion, sexual orientation, gender identity, gender expression, disability, economic status and other diverse backgrounds. In 2023, we added several initiatives to promote inclusivity and support our teammates including:

- Transitioning@insight policy and guidance

   Defining our workplace standards
   supporting transgender and gender non conforming teammates.
- Inclusive leadership education for people leaders — Part of our Purpose Driven Leadership II professional development cohorts, a course teaching the skills to take an inclusive approach to everyday leadership behaviors and decisions.

 Menopause policy and guidance — Women over 50 make up the fastest growing demographic in the workplace, but many quit their jobs, reduce their hours or pass up promotions due to menopause. We've given Insight's people leaders practical guidance for supporting individuals going through perimenopause and menopause.

In addition, Insight continues to offer extensive initiatives on inclusivity, including:

- Ted Talk Tuesdays Monthly facilitated open discussions on hot social topics
- Live Allyship Education for all teammates
- Live Unconscious Bias training for all leaders, and available for individual contributors
- The D&I Playbook A guide to workplace D&I discussions

- Allies-in-Action Facilitated learning and discussion circle for male allies
- D&I Mentoring Program Mentoring program for resource group members with over 70 teammates participating in 2023
- ATHENA Leadership program Affinitybased leadership program for women
- Get Board Ready Board training program for female executives



Understand our conversations about gender

## Teammate Resource Groups

Our 11 unique Teammate Resource Groups (TRGs) play an important role in promoting diversity and inclusion and connecting teammates around the globe. Our Teammate Resource Groups are designed to:

- 1. Promote an inclusive organizational culture.
- 2. Support the engagement, advancement and retention of teammates.
- 3. Drive innovation, build brand and positively impact the community.

We have 2,250+ teammates participating in our TRGs, which are open to all teammates. Each group defines its own mission and charter.





RESPECT				
Racial Equality Sponsorship Programme				
Ethnic Champions Teams				

She's

Unidos with Insight



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### **Our Partnerships**

We are proud to work with for-profit and non-profit organizations to promote diversity and inclusion within our organization and communities. Our partnerships include:









McKinsey & Company













Technology Community for Racial Equality



## **Diverse Supplier Program**

Insight also demonstrates a commitment to equality by promoting diversity and inclusion in the marketplace through the Insight Supplier Diversity Program.

Dedication to advancing small and diverse suppliers has been part of our business for over 16 years — built with strategic sourcing initiatives that create shared value and foster business development within the communities we serve. Insight's Supplier Diversity Program allows our business strategies to incorporate small and diverse suppliers in procurement and bidding activities, enhances supplier portfolio mapping, and collaborates with clients and partners to identify opportunities to develop suppliers as they grow.

### 2,400

participating businesses (small and/or diverse)

### \$711M

invested in our small and/or diverse suppliers

Our contributions to an inclusive supply chain continue to be a priority — with investment in our procurement channels in 2023 including:

### \$95.6M

**190** Women-owned Suppliers

# \$69.2M

**143** Minority-owned Suppliers

**\$14.9M 63** Veteran-owned Suppliers

\$1.3M9 Disabled-owned Suppliers

## Women in Technology

Insight is proud to foster and advance women in technology. Our representation exceeds industry standards.

**1 of only 8** Fortune 500 companies with **all-female CEO/CFO teams** (at the end of 2023)

43% representation of women in executive officer roles (Csuite)
39% representation of women in leadership positions (director & above) In addition, Insight partners with organizations advancing women in technology, including:











**Still a long way to go...** By comparison, the tech industry's overall representation of women is only **<u>29%</u>**.

## Workplace Accessibility

We believe that persons with disabilities, and caretakers of family members with special needs, have a place in the workforce to provide a valuable contribution to our business. Led by our InsightABILITY teammate resource group and allyship resources, we strive to continuously increase their engagement at all levels of the company. We break down the longstanding barriers to inclusion in the workplace and empower all teammates to contribute at their fullest potential.

Among the resources provided to teammates by the Insight Health & Wellness Team:

 The opportunity for extended leaves of absence, including the need for Family and Medical Leave Act, and two Heart Days per year to focus on personal health and wellbeing.



- Physical workplace accommodations and digital accessibility tools that make it possible for a teammate with a disability or medical condition to perform their duties.
- InsightABILITY support groups for teammates with disabilities, parents of children with special needs and a Self-Care Community virtual space to discuss common challenges and build morale.

### **Global Harmony Day**

On October 18, 2023, our global team of more than 13,000 teammates was invited to participate in our fourth annual Global Harmony Day. Our theme for 2023 was *Beyond Diversity* and included a lineup of events designed to help us challenge the way we think about diversity.

How do our teammates strive to go Beyond Diversity? Hear what they had to say at our 2023 Global Harmony GL<sup>®</sup>BAL HARMONY DAY

# **United by Heart**

Insight.

# Working at Insight

As we strive to be an employer of choice, Insight prioritizes how we take care of one another, our clients and our communities. We foster a collaborative and innovative culture to unlock the power of our teammates and bring the most value to our clients and communities.

In 2023, we:

- Augmented our benefits and wellness practice to include more support for expectant and new parents
- Increased access to mental health resources
- Launched our Work-from-Anywhere program
- Launched our employee stock purchase plan
- Continued to give back through our charitable programs
- Expanded our leadership development programs



to Work Insight is proud to be recognized

as an Employer of Choice

See our 2023 awards, next page >>>

### **Best Workplace Awards**

No. 20 | Fortune World's Best Workplaces No. 110 | Forbes World's Best Employers No. 124 | Forbes Best Employers for Diversity

#### NORTH AMERICA

No. 1 | Spokane Journal of Business No. 3 | Phoenix Business Journal No. 9 | Phoenix Healthiest Workplaces No. 13 | Forbes Best Employers in Ohio Mediacorp Canada Montreal's Top Employers Achievers 50 Most Engaged Workplaces

#### **EMEA**

No. 7 | Italy Best Workplaces No. 13 | Spain Best Workplaces No. 16 | UK Best Workplaces for Wellbeing No. 27 | UK Best Workplaces for Women No. 28 | UK Best Workplaces UK Best Workplaces in Tech

#### APAC

No. 2 | Singapore Best Workplaces in Tech No. 11 | Australia Best Workplaces in Tech No. 15 | Australia Best Workplaces No. 27 | Australia Best Workplaces for Women 100% | AsianUpward Workplace Excellence Certified | Great Place to Work in China, Hong Kong, New Zealand, Philippines



Employees say this is a great place to work compared to 57% of employees at a typical U.S.-based company.

85%

Promotions go to those who best deserve them.

91% People are encouraged to

balance their work

life and their

personal life.

81% People here are paid fairly for the

work they do.

90% People avoid politicking and

ways to get things

done.

backstabbing as

91% If I am unfairly treated, I believe I'll be aiven a fair shake if I appeal.

Source: Great Place to Work

2

**\$ Insight** 

### **Teammate Recognition**

We believe in recognizing teammates for their dedication, hard work and commitment to our purpose to accelerate transformation by unlocking the power of people and technology. Our signature rewards programs are beloved throughout our organization and provide a source of pride for teammates around the world. They include:

- **Recognize!:** Our teammates express gratitude regularly and enthusiastically using Recognize!, Insight's online rewards and recognition portal offering a user-friendly, fun and social way to acknowledge each other for living our values of hunger, heart and harmony. In 2023, our global teammates collectively received 185,273 peer recognitions.
- Values Awards: Every month, department leaders select winners from among their teammates who received Values Award nominations from their peers for going above and beyond. Values Award winners receive \$250 in Recognize! points to be redeemed at their choosing, as well as the chance to be selected as an annual Values Award winner. If selected as an annual Values winner, that teammate is invited to our annual Summit Club trip.
- Summit Club: Insight's Summit Club represents the pinnacle of achievement not only in relation to goals and metrics but in teammates' daily commitment to our values as they interact with clients, partners and each other. In 2023, Summit Club welcomed Values Award winners, sales leaders, partners and their guests to Nassau, Bahamas (North America), Malta (EMEA) and Phu Quoc, Vietnam (APAC). The winners included our top sales teammates and individuals who were honored by their departments for exemplifying hunger, heart and harmony in the highest form.

# 185,273

peer-to-peer salutes on our recognition platform

96% activation rate

# 80% leaders use monthly



## Leadership Commitments

To create a consistent culture of leadership, we have four leadership commitments that serve as guiding principles for those at the managerial level and above.

- **Create clarity:** Define a clear vision for our teams and own our culture; simplify the complex; and support recommendations with data.
- Inspire people: Empower through energizing leadership with a philosophy of clients first, people always.
- Demonstrate thought leadership: Actively propose new ideas and innovative solutions, and test and challenge the status quo.
- **Deliver results:** Be client-obsessed, stand through adversity and have a bias toward action.



We encourage our teammates to *Be Ambitious* and lead from the front while pushing new boundaries. See how Insight and Lenovo backed Chris Carter, senior healthcare account executive, in pursuing his Ironman dreams.

### **Opportunities for Growth**

At Insight, we support and develop our teammates. Our goal is to promote from within as much as possible, and in 2023, more than 1,000 teammates received promotions. One key to growing our teammates is a robust set of training programs. We offer a total of 113 training workshops for teammates to further their knowledge and develop their personal career. In 2023, 2,398 teammates participated in our training sessions.

By the Numbers: 2,000+ new teammates hired in 2023. We're known for our culture at Insight and building a leader's mentality within all of our teammates. That's why we launched the Leading With Insight podcast in 2023. This podcast benefits leaders and aspiring leaders by sharing what we've learned about leadership through living our values every day.



### Leadership Programs

Our signature leadership programs are also key to growing our teammates and building our culture. In 2023, we launched **RISE**, a global professional development program for senior managers, and 31 high-potential senior managers successfully completed the program. RISE focused on four development topics: high performance culture, strategic thinking, enhancing IQ and EQ, and executive presence. Participants were assigned reading material, Percipio training and attended discussions with members of the executive leadership team. Additionally, we continued to offer and expand on our signature training programs:

- Thayer Leadership Experience: executive training for directors and above
- Elevate: our high-potential program for global directors
- Purpose Driven Leadership I & II: teaching team managers to be effective people leaders
- Essential Leadership: management skills for new leaders
- Aspiring Leadership: preparing teammates who aspire to lead
- 360 Internship Experience: preparing a next generation of leaders

In October 2023, our India team created the India Leadership Summit. This program is focused on our leadership commitments, team development and best practices of performance management.

Our India team supported Project Amber, an outcome-based skilling and employability program initiated by the Indian Ministry of Skill Development and Entrepreneurship, National Skill Development Corporation, and Generation India Foundation. Our **360 Internship Program** isn't just an 8-week summer course.

For some interns, it's the starting point of a fulfilling career in tech at Insight. Read these personal accounts of three of our interns who are now full-time teammates:

- <u>Emily Pencek</u>: From IT Applications intern to robotic process automation developer.
- <u>Brock Jacobs</u>: An eCommerce intern finds the leadership spark.
- <u>Cayla Millar</u>: Growing as a marketing professional.

By the Numbers: 27% of our interns were hired into full-time roles in 2023.

### **Benefits and Wellness**

Insight is proud to offer a robust set of programs to benefit the health and wellness of our teammates. In 2023, we added to our benefits with initiatives designed to support our teammate in meaningful ways:

- Work-From-Anywhere: To provide more flexibility for teammates in roles where working remotely is possible, we launched our Work-From-Anywhere program. The program allows teammates to spend up to 30 consecutive days per year working in a place outside of their home location.
- Employee stock purchase plan: Also added as a benefit in 2023 is Insight's employee stock purchase plan. This plan allows teammates to purchase Insight stock at a discount through payroll deductions on eligible compensation. In line with our Solutions Integrator ambition and our Employer of Choice focus, this optional program aligns teammates' interests with those of our shareholders, where we all work to increase Insight's value.
- New Parental Leave Policy (U.S.): In the United States, Insight increased its paid parental leave to 12 weeks. The purpose of paid parental leave is to enable the teammate to care for and bond with a newborn or newly adopted or newly placed child.

Also in 2023, we announced key programs that launched Jan. 1, 2024, including:

- In the United States, we added fertility coverage under two medical plans.
- In the United States, we added the Student Debt Retirement Program that provides 401(k) matching dollars to reduce teammates' student loan payments.
- We also announced medical plan changes designed to streamline teammate support.

## EMEA Wellness Spotlight

Our EMEA team held numerous activities to promote personal wellbeing. Our aim is to promote a positive and thriving culture, helping teammates to be their happiest, healthiest selves by providing a variety of tools and resources that empower everyone to take charge of their health. Standout events in 2023 included:

 Time to Talk Day — An awareness day dedicated to talking about mental health, launched in conjunction with our new EMEA-wide wellbeing campaign *Let's Talk Wellbeing*, an opportunity to open conversation on a wide range of topics, from physical health to financial wellbeing and much more.



- Mental Health Awareness Week Focused on anxiety and how it can affect all aspects of our wellbeing. We launched our Happy Place photo competition for teammates to send in photos of how they manage their own self-care and find joy in the small things.
- Global Steps Challenge Our teammates walked 313 million steps in our steps challenge, which is inclusive with accommodations made to ensure all teammates can join in the fun.

## UK Corporate Games

The Corporate Games are the world's largest multisport festivals for businesses with great sports and celebrations for everyone to enjoy regardless of their age, ability or level of fitness. All events offer participants and organizations team building, brand promotion, workplace health and wellbeing, increased productivity and staff morale, professional networking, new business leads, friendships, fitness and fun.

#### Participation & Achievements:

- 100+ UK teammates participated in the 2023 Corporate Games
- Taking part in 13 different events
- Insight won 23 medals
- Insight placed 7<sup>th</sup> out of 42 overall



**Competition at the highest levels drives us at Insight.** Watch our team in action at the UK Corporate Games.



## **Mental Health Resources**

Insight provides multiple tools and resources to help tackle everyday challenges from life events, stress, or other mental and behavioral health issues. They include:

- Teammate Assistance Program (TAP): Resources ranging from confidential counseling on personal issues to legal and financial resources for teammates and dependents
- Headspace, Behavioral Health Coaching: On-demand, mental health support from the privacy of a smartphone
- LiveHealth Online, Teladoc-Telehealth: Video visits with board-certified doctors or licensed therapists for teammates and dependents enrolled in Insight's medical plan
- **Gympass:** Access to apps like Calm, Sleep Cycle, Zen and more to promote sleep and overall wellbeing

- Mental Health Responders: Access to 50+ mental health and first-aid trained teammates who are certified to recognize signs and symptoms of ailing mental health. They can provide initial support and guidance toward appropriate professional help.
- Mental Health Training: A virtual training session on "Managing Our Mental Health: Strategies for Well-being for Teammates."
- Medical Coverage: Assistance with finding healthcare providers, obtaining prior authorizations, and expanding benefits or changes to coverage.
- Online Consultation: In India, we relaunched access to teleconsultation, online healthcare benefits and annual health check-ups.

India Spotlight: In India, our team collaborated with partners Roundglass Living and Practo to conduct more than 12 wellness sessions. More than 200 teammates actively engaged in each of these sessions, which were held in collaboration with World Suicide Prevention Day, World Cancer Day, World Heart Day and International Day of Yoga.

## Key Recognitions for Health and Wellness:

Insight is proud to be recognized for promoting Health and Wellness, including:

- No. 16 on Great Place to Work UK's Best Workplaces for Wellbeing (large enterprises)
- No. 9 on Phoenix Business Journal's Healthiest Workplaces list (large enterprises)

## **Giving Back**

Making a difference for our teammates and in our communities is important to our purpose of *accelerating transformation by unlocking the power of people and technology*. Most of Insight's charitable giving focuses on supporting underserved and under-represented communities with technology, where technology can elevate their dreams and education.

In 2023, Insight and our teammates globally raised more than \$1.4 million for charitable causes. **Our charitable giving includes:** 

#### In It Together Gives Back

Our charitable-giving program supports organizations that focus on serving underprivileged children through a shared love of technology. We work with nonprofit organizations in key markets where Insight does business to support grants and programs that specifically inspire youth to develop interest in STEM-based careers.

#### **Noble Cause**

Through the Reach program, our Noble Cause campaign raises about \$250,000 annually to support Ronald McDonald House Charities, Boys & Girls Clubs of America and the Make-A-Wish Foundation. This year's Noble Cause included presenting computers to the staff at the Boys & Girls Clubs of Miami-Dade and Myrtle Grove K-8 Center. Our partners from Intel, Lenovo, D&H Distributing, CODi, ScienceLogic and One Identity by Quest generously provided technology equipment to help teachers do what they do best.

#### COMMUNITY GIVING

**\$1.4M+** total charitable contributions in 2023 by Insight globally.

**\$250,000** raised for Noble Cause in 2023

**\$115,000** raised for United Way in 2023

## In it Together Foundation

Our foundation provides much-needed financial support to Insight teammates in crisis situations. Our teammates and partners contribute to the Foundation, as does Insight. Since its inception in December 2013, the program has raised **\$4.3 million** and has supported over **1,300** teammates in need. In 2023, the Foundation raised **\$538,000** and helped **221 teammates**.



See how one Insight family became closer thanks to In it Together Foundation.

BY THE NUMBERS

**\$4.3M** total teammate contributions since program started in 2013.

\$538,000 raised in 2023

#### **Girls Who Code**

In 2023, Insight engaged in a partnership with Girls Who Code, an international nonprofit organization working to close the gender gap in technology. Insight hosted a class of 54 high-school students participating in the Girls Who Code Summer Immersion Program (SIP), a two-week virtual course from June 19–30 introducing game design through a focus on sisterhood and career exploration.

#### **She Codes**

Also in 2023, Insight Australia partnered with She Codes to provide workshops aimed at increasing women's representation in the tech industry by providing learning opportunities, mentorship and community support. Watch our video of Insight volunteers in our 2023 Girls Who Code class commenting on closing the gender gap in IT.





-11 -

Reducing food waste has been my passion for a while, so it is no surprise I was delighted to volunteer at OzHarvest yesterday! I absolutely love their mission of rescuing food, nourishing the country and reducing waste. Thanks to Insight for getting us involved in this excellent program.

VOLUNTEER HEART DAYS

## **7,324** teammates used a total of

**47,238 hours** for community work and personal wellbeing.

11-

APAC Teammate

## **The Power of Heart**

Across our organization, teammates are driven by our three core values of hunger, heart and harmony. The strength of our culture is evident in the many ways fellow teammates unite to help one another and our communities around the globe. Some examples of teammates' making an impact in 2023 are:

**Esports:** Insight excels at helping schools <u>launch esports programs</u>. Through our <u>Esports Makeover Contest</u> with Intel, we've taken learning through gaming to new levels for Manasquan High School in New Jersey and Catawba Valley Community College in North Carolina.

**Stemettes Hackathon:** Insight UK hosted its first hackathon, partnering with **Stemettes** to invite young women to gain practical knowledge about AI, coding, web and app development.

**Heart Days:** In addition to our core charitable giving programs, Insight proudly encourages teammates to donate work time to the community. We give all teammates two paid Heart Days per year to get involved in charity or community projects of their choice. In 2023, 7,324 teammates used a total of 47,238 hours for community work and personal wellbeing.

See the full story of our Insight Hackathon event **here**.



Watch the joy that Larve Limbagan, an Insight Public Sector automation specialist, brought back to his native island of Mindanao, Philippines.

- We developed a global portal with <u>The Steele Family Foundation</u> to launch the <u>WISE Scholarship Program</u>. The goal of the program in the next three years is to help raise up 10 million "stranded superstars" — high school students from underprivileged communities in Ghana, Kenya, Uganda, Canada and the United States — through a four-year personal development program that rewards them with college scholarships at the end of their journey.
- An automation specialist on our Insight Public Sector team has come a long way from his humble roots on the remote island of Mindanao in the Philippines. But what's never left him is a desire to give back to those at home. This teammate and our Manila team delivered school supplies and distributed food packs at the elementary school he attended as a child.
- The Chandler chapter of our Women With Insight resource group led a donation that resulted in nearly 4,000 items delivered to Maggie's Place, a Phoenix-based nonprofit that provides safe housing to pregnant women. This included new technology and toys for the Give Teens a Reason to Smile drive, as well as bras and feminine hygiene products for Bras for the Cause in honor of Breast Cancer Awareness Month.

- In Australia, teammates donated financial support and laptops and attended a fundraiser for the Indigenous Literacy Foundation.
- One teammate banded together our Manila team to <u>bring solar</u> power and computer equipment to a remote school on the island of Culion and more recently for the Angiskul Ma Bangka Child Development Center in Zamboanga City.
- Teammates in the UK have been helping maintain a vegetable patch at The Daylight Centre, which supports those in the community struggling to make ends meet.
- Across Europe: Teammates in the Netherlands worked with Apeldoorn Food Bank to donate presents for children from less privileged areas/households. Our team in Italy supports local soup kitchen in Milan, a food bank called Caritas Ambrosiana and the Opera San Francesco canteen for underprivileged people. Spanish teammates collaborated with local nonprofit Granito a Granito to support the homeless in Madrid. Teammates in France organized a Christmas food and toy fundraiser for families in need.

What does having a steady source of power mean to communities in Manila? See how Edgar Ampil, an Insight senior accounting manager, made it happen.



## Building a Sustainable Future



## Insight and Sustainability

Insight is committed to helping our clients, partners, teammates and community protect the environment. We seek opportunities to reduce energy consumption, improve energy efficiency and reduce waste. As a Solutions Integrator, we help organizations reduce negative environmental impacts and sustain more ecological responsible practices:

- Cloud services to reduce infrastructure and carbon footprint
- Modern data center platforms that improve energy efficiency and resource stewardship
- Smart city infrastructure to optimize water, fuel and power consumption
- Remote workplaces and virtual events that reduce commutes and create carbon savings
- Responsible asset disposition, including reuse and recycling, to minimize e-waste

#### Sustainability Across Expertise

To help clients become more sustainable, we provide several impactful solutions and services:

- Modern infrastructure. We recommend, deliver and support energy-efficient data infrastructure. This helps clients reduce environmental impact by decreasing their data center footprint, moving energyconsuming apps from on-premises to the cloud, and utilizing hybrid cloud services that reduce resource consumption and improve utilization.
- Modern work. We recommend and support modern, energy-efficient workplace solutions that help companies reduce carbon emissions by keeping vehicles off the road and making remote meetings more effective.

- We leverage **data and AI** for innovations in smart technology and edge computing to help clients protect resources and optimize energy consumption. We also work on smart city initiatives to help communities provide more cost-effective utilities.
- Device disposal. Electronic waste is a critical concern. As a zero-landfill recycler, Insight partners with leading asset disposition professionals to help clients reduce electronic waste refurbishing and recycling end-of-life devices and IT components to minimize environmental impact.



#### **Client Spotlight**

Insight helped Walthamstow School for Girls to address the challenges of a device refresh program that aligned with its sustainability objectives. The school faced a major challenge with support due to end in 2025 for its 500+ Windows 10-enabled devices, and a major challenge was power consumption. Insight provided a solution that enabled the school to upgrade to Desktop Mini devices that draw 66% less power and use less desk space. This led to two-thirds lower costs, opportunities for improved instruction, technology rewards and sustainable recycling through participation in the Brighter Futures trade-in program. Our Solutions Integrator knowledge guided the different form factor solutions that helped the school reduce its power consumption and electricity costs.



<u>Read the full case study</u> to find out how Walthamstow School for Girls is leading the way in carbon-friendly learning.

## Lifecycle and Asset Disposal program

As a Solutions Integrator, we're in a unique position to recycle and reuse hardware. We focus our programs to ensure clients and the community get the most out of technology and that it's disposed of responsibly. Our asset disposition program helps companies repurpose old equipment safely through data erasure and asset remarketing or disposal. Insight, in partnership with Dell Technologies, works with suppliers to identify energy efficiency improvements and create waterrisk mitigation plans. A circular design approach helps us return materials to their production cycles for use in new products. Our services include a review of IT assets to determine whether to remarket, recycle or redeploy. Each asset receives a physical and technical audit and tracking in a custom disposition web portal. Our asset disposition services ensure:

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

#### IN 2023, WE HELPED CLIENTS WITH

## 3.7M pounds

of electronic waste saved

## 388,597

old hardware assets resold or recycled in US

#### **Sustainability Services**

VB

Insight's extensive network of depot centers offers nationwide coverage for both asset forward and reverse logistics. Our comprehensive repair and replacement process ensures that our clients' IT technology assets are handled with care and expertise, providing them with the peace of mind that their assets are in good hands. Insight's Sustainability Service allows clients to extend the useful life of assets, re-use existing assets from exited employees, and reduce the need for on-premises device and repair storage.

Our sustainability centers — located in Chandler, Arizona; Hanover Park, Illinois; Lewis Center, Ohio; Montreal and Calgary in Canada; Raunheim, Germany; and, coming in 2024, Fort Worth, Texas — help clients who use the Insight Device as a Service (DaaS) program to save money and reduce waste. They provide a sustainable approach to managing devices by offering repair and refurbishment services for broken or outdated devices, regardless of the manufacturer or if a device is out of warranty. This means clients don't have to replace devices as often, saving costs and prolonging hardware life in the long run. Additionally, Insight's DaaS program covers a client's entire device fleet, regardless of brand. This makes for a more sustainable and cost-effective solution compared to OEM competitors who only cover their own devices and require additional warranty costs.

# Leveraging Generative Al for Sustainability

2023 saw the explosion of generative AI. At Insight, we believe generative AI can help benefit sustainability. **Research by Google** suggests AI could reduce emissions up to 10% by 2030. But data can be costly — both financially and environmentally.

As a Solutions Integrator, we help clients put best practices for generative AI in place from a sustainability standpoint by helping organizations curate and consolidate data, reducing their overall data footprint. The goal is to avoid any and all extraneous costs from data, thereby reducing the amount of processing power.

# BEYOND

\$\$ Insight.

HYPOTHETICALS:

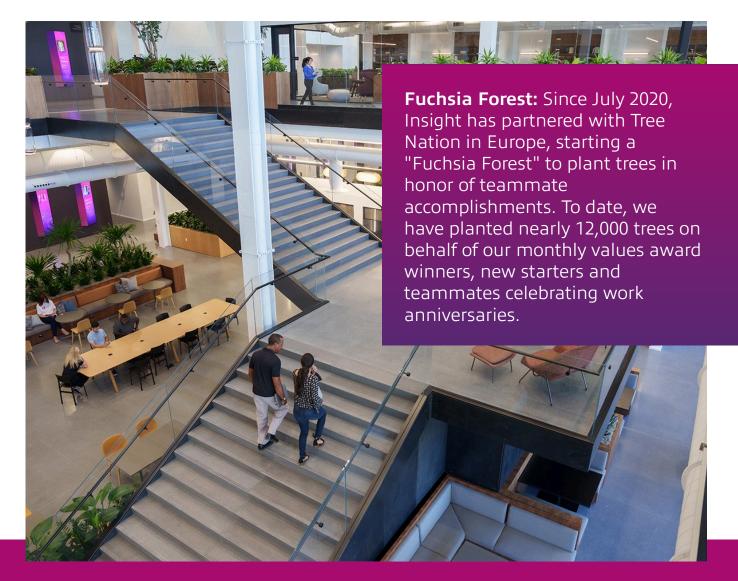
Understanding the Real Possibilities of Generative AI

#### Read our eBook,

"Beyond Hypotheticals: Understanding the Real Possibilities of Generative Al," for a comprehensive look at responsibly developing a generative Al strategy.

## Partner Sustainability Program

In 2023, Insight established a partner program to deliver sustainable solutions for our clients. This initiative unites the best capabilities from our partners in extending hardware lifecycles, along with innovation in optimizing the use of resources and services designed to reduce on-premises IT infrastructure and carbon footprints. Insight partners with some of the world's most sustainable and responsible companies industry leaders recognized by third parties for their commitment to ecological, social and ethical responsibility, including: Apple, Cisco, Dell Technologies, HP, IBM, Intel, Lenovo, Microsoft, NVIDIA and VMware.





#### Sustainability at Insight

Insight is committed to reducing our own impact on the environment. We strive to improve our environmental impact over time and to initiate projects and activities that will further reduce our environmental footprint. Whether we are making sustainable choices every day, such as the materials we use, to envisioning new workplaces with sustainability in mind, we strive to protect our environment in meaningful ways.

**Evaluation of Carbon Emission Levels** As part of our commitment to reducing our overall impact on the environment, we have completed a companywide Scope 1 and Scope 2 greenhouse gas (GHG) emissions evaluation to determine a baseline for further reducing already low GHG emission levels. Our levels have reduced each year: In 2022, our Scope 1 and Scope 2 GHG emissions were under 15,000 metric tons. For 2023, the company's Scope 1 and Scope 2 GHG emissions totaled approximately 13,500 metric tons.

#### A Sustainable Headquarters

Insight Way, Insight's corporate headquarters, opened in May 2022 in Chandler, Arizona. It showcases our vision for the modern workplace and underscores our commitment to environmental responsibility through the use of intelligent solutions for energyefficiency and sustainability. In 2023, we received LEED Gold accreditation for our headquarters. In addition, this headquarters features:

- **Solar panel** installation on covered parking that provides **80%** of electricity for the facility during peak times, and up to **100%** during non-peak hours
- 100% LED lighting with occupancy sensors, providing reduced electrical usage and longer useful life to create less waste
- Facility managed by a building automation system that runs lighting, HVAC and window shades

- **Sustainable technology** like automated check-in, smart air-quality controls and lighting implemented throughout the site
- Eight electric-vehicle **charging stations** onsite with expansion capabilities
- An abundance of natural sunlight coupled with **1,000 trees** and **green plants** inside to improve air quality, reduce fatigue and increase productivity
- **Reclaimed water** for irrigation, reducing the use of potable drinking water to conserve fresh water resources



<u>Take a tour</u> with CFO Glynis Bryan of our own modern workplace, Insight Way, which is our global corporate headquarters in Chandler, Arizona.

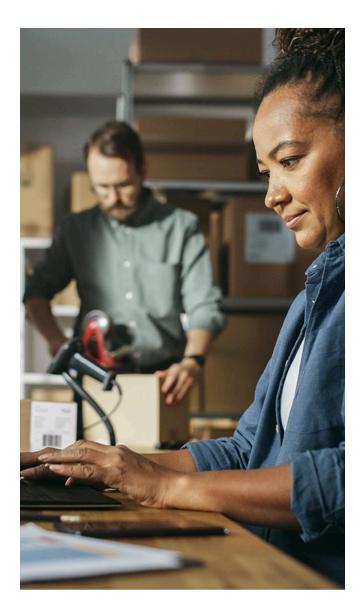
#### **Footprint Reduction**

Insight is committed to doing more with less. We regularly assess our footprint and have strategically consolidated or closed offices as we have implemented a hybrid workplace. In 2023, we closed or consolidated eight offices totaling 245,000 square feet. Since 2020, we have closed or consolidated 31 offices, reducing our footprint by about 500,000 square feet.

#### **IT Optimization**

Insight's internal IT solutions often are the starting point for the transformative solutions we bring to our clients. Our IT automation team accelerates internal business processes by implementing intelligent digital solutions that drive productivity, enhance process capability and scalability, and enable organizational shifts. Here are a few ways that automation improvements helped us work more meaningfully in 2023:

- 13,000 teammate work hours were saved by reducing repetitive, manual work.
- Manual order entry was eliminated for 109,000 sales transactions, allowing our account executives to focus more time on customer relationship management rather than data entry.
- Automation saved our accounting team more than 800 hours of research in identifying accounts payable variances.



#### State-of-the-Art Client Fulfillment Center

In 2023, we announced a new 249,500-square-foot client fulfillment center in Fort Worth, Texas, expected to be fully operational by October 2024. This state-of-the-art facility is equipped with next-gen logistics capabilities, including:

- A goods-to-person Autonomous Mobile Robotics system powered by Geek+ that will increase inventory and picking accuracy. It also improves safety, reducing foot traffic by 80%.
- Very Narrow Aisle Racking using guided-wire technology to optimize pallet storage while reducing floor space. The intelligent system also can automatically configure emergency walking corridors to provide teammates safe exit in the event of an emergency.
- An intelligent conveyor with built-in quality assurance measures.
- Cloud-based building security, which includes video cameras and environmental sensors with cloud-based machine vision and AI.

With sustainability in mind, we will do significantly more work in a much smaller footprint by doing 10 times the velocity in half the space of our existing Hanover Park center. Because robots will complete most warehouse operations, we have reduced 27 air-conditioner units from the Fort Worth facility, creating a significant cost savings on energy consumption.

The new center also includes dedicated space for building and scaling data centers powered by the latest energy-efficient technology. Our clients and partners can expect a state-of-the-art integration configuration center, innovative safety and security that leverages Alpowered robotics to improve throughput and reduce damage, and improved speed to ship and speed to delivery.

## A Hunger to Use Tech for Good





Insight<sup></sup>:

## **A New World**

At Insight, we're focused on using technology as a force for good. As a Solutions Integrator, we have the capabilities and partnerships to create a positive impact, helping organizations and communities innovate responsibly, ethically and securely. From healthcare to infrastructure to education and the modern workplace, we help clients across all sectors. Here are just some of the ways that we helped clients use technology as a force for good.



Sector	How we help	Client snapshot
<u>Healthcare</u>	We help clients improve the patient experience.	We helped a Midwest health system leverage machine learning to lessen the cost and complexity of treating hypertension patients.
<u>Modern</u> Workplace	We leverage automation to create more efficient, productive and modern workplaces.	We helped a national producer of fresh-cut fruits and vegetables deploy and refresh 20,000+ workstations across 13 locations.
<u>Infrastructure</u>	We leverage innovation to improve infrastructure and make information safer.	We helped an international airport expand its cloud footprint to bolster security and meet specific compliance standards.
Education	We modernize education delivery for schools of all sizes, from the largest universities to K–12.	We helped Australia's first university save AU\$1 million per year and get a better grip on managing the software applications it provides to 80,000+ students and staff.
Public Sector	We bring government agencies up to speed through digital transformation.	We helped North West Ambulance Service in the UK move paper-based systems and manual processes to a multifaceted "SmartStation" concept to quicken emergency services and reduce energy use.
Business Intelligence	We improve customer experiences and better manage staffing needs.	We helped a national convenience store chain turn security cameras into real-time, in-store insights to improve product placement, store layouts and lines at the register.

CLICK THE LINKS TO READ MORE OF THE STORY.



The explosion of generative AI in 2023 has caused all businesses to completely rethink how they use data-driven intelligence to create new levels of agility, efficiency and customer service. Like transformative technologies before it, we believe that gen AI is the next chapter in business transformation and has the power to significantly change the way we live and work. We now imagine a world where teammates can be more productive with AI copilots and other AIpowered devices by their side. We believe new levels of productivity and efficiency will be realized, and experiences will become more relevant and meaningful.

While we are just at the beginning stages of understanding what this technology can do, we are already helping clients with unprecedented advancements across many sectors. As the leading Solutions Integrator, and now with the acquisition of SADA, Insight stands at the forefront as a top strategic partner of two of the world's leading purveyors of LLMs: Microsoft and Google. Our solutions quickly and securely help an organization become AI-ready, including the Insight Lens for GenAI accelerator for designing and building gen AI platforms and the <u>SnapStart Discovery Engine</u> to clean up data estates. How do we help our clients get up and running with generative AI in just eight weeks? <u>Explore our</u> roadmap here. We are poised to help organizations use generative AI as a force for good. Some examples include:

- Work with a healthcare organization to develop a predictive treatment model that can be used for preventative measures.
- Four interns from our 360 Internship Experience program created a conversational platform that analyzes financial reports and other public information. This platform instantly provides business intelligence about an organization's greatest digital opportunities and aligns them to best-fit solutions from our portfolio.
- Helping a construction company better understand worker-injury patterns and predict safety incidents in construction zones.
- Work with South Australian Department of Education to build and trial a chatbot designed specifically for learning. EdChat is the first chatbot of its kind in Australia and one of the first in the world to be used in an educational setting.



<u>Read more</u> about the EdChat solution.

Our expertise in generative AI starts at home. Learn more about how Insight is finding ways to boost its own productivity as our own Client Zero for testing new applications.

In addition to helping our clients, in 2023, we explored ways we can use gen AI at Insight to help develop more productive and meaningful experiences for our clients and teammates. We reimagined our website <u>insight.com</u> to create a more relevant and context-aware chat function. We were an early adopter of Azure OpenAI with the development of our own InsightGPT instance for internal use. This year, we augmented our tools with the implementation of Copilot to help our teammates become more productive.



Meet Chris Gannon, an associate data engineer intern at Insight who developed this game-changing gen Al solution for our sales teams.

### **Fostering a Culture of Innovation**

Our clients depend on Insight to understand and interpret constantly changing industry and technology trends. We rely on our teammates to understand new technologies, new products and new approaches. Insight offers many opportunities to encourage and reward innovation:

- Distinguished Engineers is a technical designation to recognize teammates who have demonstrated the highest levels of technical expertise, thought leadership and a commitment to mentoring and teammate development. Five distinguished engineers have been recognized since the program launched in 2022.
- Innovate@Insight is a program that helps teammates turn their innovations into patented technology. Through a collaborative process including patent workshops, Tech Jams, hackathons and town halls, teammates generate patentable ideas. To date, Insight has filed more than 110 patent applications with the U.S. Patent and Trademark Office and has been issued 10 patents since the program started in 2020.

- Generative AI Contests have served as a fresh way to inspire new internal use cases as we've crowdsourced generative AI discovery through our Insight GPT platform.
- Our finance team put on a Shark Tank-style contest to inspire ideas to transform the way finance works. The winner developed an Insight Smart Assistant chatbot that automates responses to commonly asked questions related to the status of invoices, payment issues and accounts payable contracts. Runner-up entries included a smart GPT knowledge center serving as a CRM how-to guide for sales and client operations; a SeeYourPO project to review purchase orders in full detail by identifying associated sales orders; and a tool to automate the alignment of product part requests with product reviews.
- Our operations team hosted a new contest that awarded teammates for submitting an idea for using gen AI to solve a business problem, introducing a concept that disrupts the status quo and providing a fresh solution to how teammates work with clients.

- Insight Cloud Academy in India is a proven engine for attracting and developing world-class cloud experts with essential skills for app dev, data, AI and IT infrastructure projects. The program provides rigorous Microsoft Azure platform- and infrastructure-as-a-service training, resulting in the hiring of highly skilled Microsoft-certified Azure experts. Our academy is affiliated with 100+ top universities and higher-education institutions in India.
- Insight Sales Academy is a 12-month, fast-paced and dynamic training and development program that prepares new teammates in North America for a career in sales through four training phases in a cohort led by a sales coach and sales manager. Graduates are hired full time and get valuable hands-on experience to jump-start their career.
- EMEA Skills Academy is a 12-month training program that equips candidates with the skills they need to carve out a successful and fulfilling career in sales, operations or technical position at Insight. This exciting course incorporates interactive workshops, online and peer-based discussions, and time working with mentors across the business. Tech experience is not a requirement, meaning the Skills Academy suits everyone from recent college graduates to career changers and returners who are looking to start a career in tech.



Hear from our Insight Sales Academy graduates.

## Go Further With Insight in 2024

2023 was a year of accelerated transformation. As we embark on 2024, we continue to work with teammates, partners, clients and communities to unlock the power of people and technology to accelerate transformation. In 2024, we anticipate another year of exciting change. We will continue to foster a culture of inclusion, build Insight as an employer of choice, help our clients and teammates use technology for good, and make sustainable choices to build a stronger future. We believe we can all go further with Insight.

# Insight.

## Welcome!



## Be ambitious.

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