



2020

 **Insight**<sup>®</sup>

Corporate  
Citizenship Report

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Intelligent  
Technology for a  
Smarter Tomorrow

## A Message From Our CEO | *Growing Together*

Jan. 1, 2020

In 2019, Insight Enterprises experienced significant expansion of our geographic footprint thanks to the acquisition of PCM, Inc. — our largest acquisition in the 30-plus years we've been doing business. Today, we have more than 11,000 teammates operating in 21 countries to serve organizations of all sizes across the globe. We provide intelligent technology solutions to tens of thousands of clients, and the solutions we deliver not only affect how they do business, but also the impact their products and services have on the world.

The addition of PCM greatly deepens our influence in North America, particularly in Canada, where we now maintain a nationwide presence. Our global headquarters will nearly double in size as we move our home office from Tempe, Arizona, into a state-of-the-art facility in the neighboring city of Chandler in the second half of 2020. As we grow, it's never been more important to us to ensure we're doing the right thing — for our clients, for our partners, for our teammates and for the communities in which we do business.

This is why I'm pleased to reaffirm Insight's commitment in 2020 to the [Ten Principles](#) of the United Nations Global Compact in the areas of human rights, labor, environment and anti-corruption. When we joined the Compact in 2018, we saw a direct connection between its principles and our values of hunger, heart and harmony, which are core to how our teammates treat one another and engage with those we work with every day. We firmly believe technology inspires the spirit of togetherness, connecting workforces to smarter ways of doing business and bringing greater fulfillment to our personal lives. Insight's purpose of building meaningful connections that help businesses run smarter reinforces the sense of togetherness we strive to create through our broad range of solutions, and we'll continue to explore new innovations in technology with integrity and thoughtfulness at the heart of everything we do.

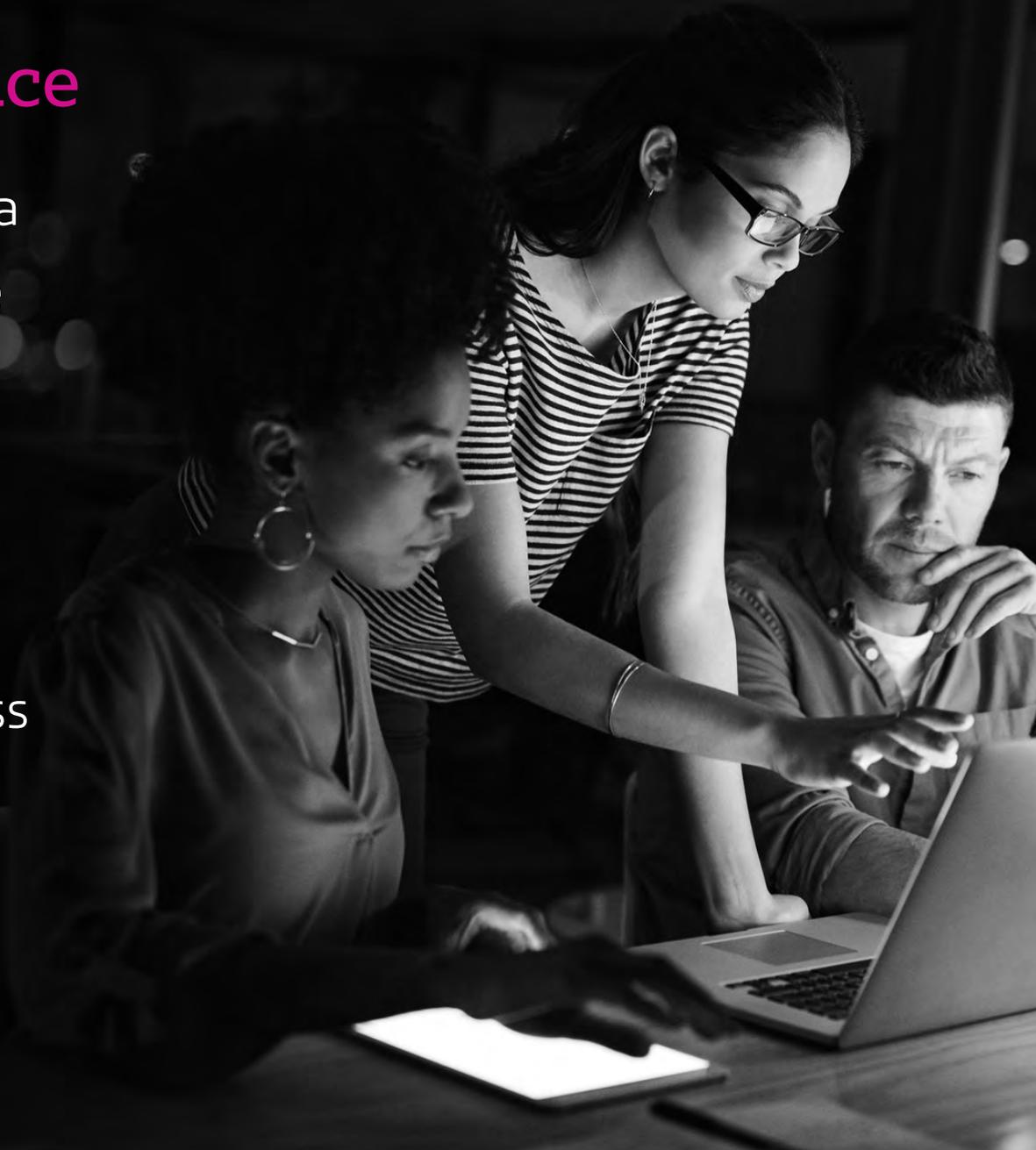
In this annual communication on progress, we hope you'll see how Insight is living up to the principles of the UN Global Compact and the values we espouse. We remain committed to sustainable and ethical supply chain practices, and to promoting the diversity of our teammates as we work together to earn client loyalty and drive profitable growth through our two greatest strengths: championing people, leadership and culture while serving as an industry innovator through Insight Intelligent Technology Solutions™.



Ken Lamneck  
President and Chief Executive Officer, Insight Enterprises

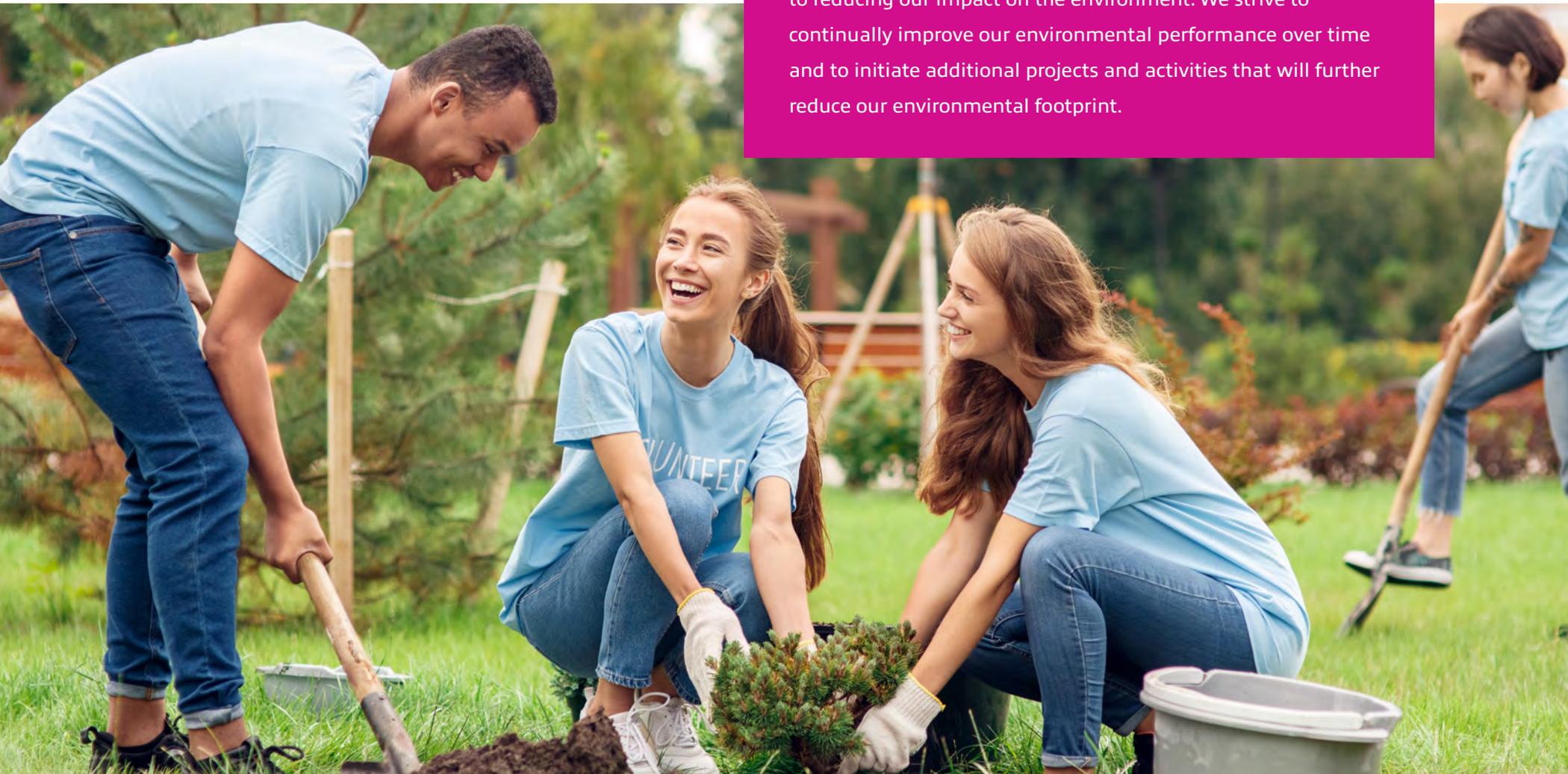
## ● Insight at a Glance

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



# Insight's corporate social responsibility mission statement

Insight is committed to serving as an excellent representation of a corporate citizen by making a positive impact on the global community. This means conducting business with integrity and avoiding corruption of all kinds, including bribery of government officials. Respect for human rights is a fundamental value of Insight. We strive to respect and promote human rights in accordance with the United Nations Guiding Principles on Business and Human Rights in our relationships with our teammates, suppliers and partners. Insight is also committed to reducing our impact on the environment. We strive to continually improve our environmental performance over time and to initiate additional projects and activities that will further reduce our environmental footprint.



# At Insight, we live by three simple values.

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

## Hunger



## Heart



## Harmony



“ Insight’s values represent not just how we do business but what’s important to us as an organization based on meaningful connections. Our teammates are our best champions of hunger, heart and harmony, and we’re incredibly proud of their daily dedication to our clients and our communities.

– Emma deSousa, Senior Vice President of EMEA Marketing, Insight

# Our Hunger

## Global Competitiveness

**HUNGER:** Status quo? Not at Insight. Our insatiable desire to create new opportunities for our clients and our business is apparent in everything we do.





## Our story

Many great entrepreneurial tales start with two innovators inspired by an initial idea. In 1988, Tim and Eric Crown began their story in this fashion. With a business plan that took root in a college assignment and a cash advance from a credit card, they established Hard Drives International, the company that would grow into Insight Enterprises. More than three decades later, Insight landed on the Fortune 500 list for the ninth consecutive year, ranked at No. 430.

**Over our nearly 32 years in business**, Insight has evolved as the technology industry has expanded to the point that every successful business is now a technology business at heart. From the onset, Insight primarily served as an IT reseller and began to expand its geographic footprint into Canada and the United Kingdom.

As the potential of the cloud began to emerge in the **mid to late 2000s**, Insight pivoted into IT services. Through organic growth and acquisitions, our company began to focus on advanced networking solutions, enterprise software integration services and entry into cloud and digital solutions – gradually evolving into a global Fortune 500 solutions provider.



Reseller



IT services



Insight Intelligent  
Technology Solutions™

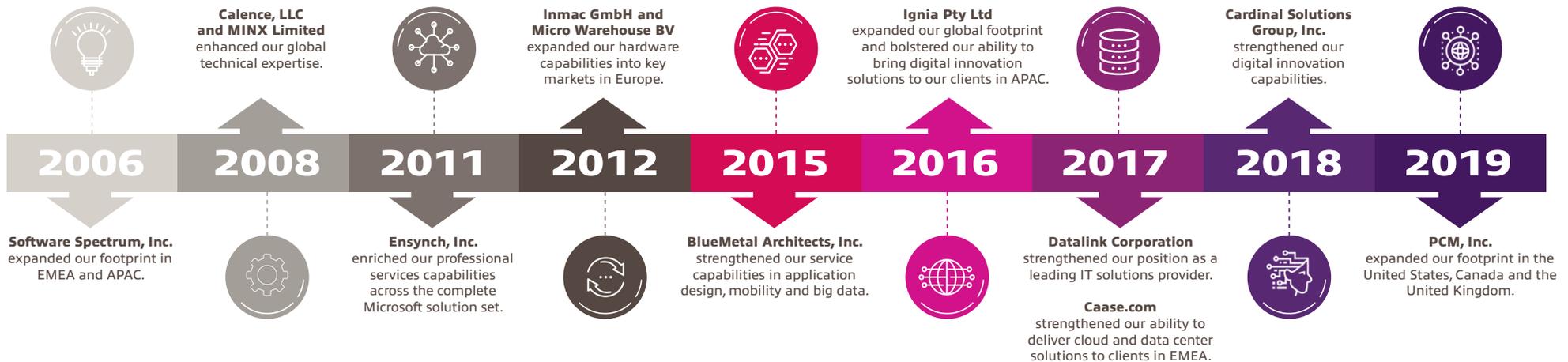
**Since 2017**, Insight has emerged as a global **super solution integrator** — a digital transformation expert with core competency in envisioning, building, deploying and maintaining solutions at scale with cutting-edge technology. We've built a profound lineup of IT talent — including more than **4,500 deep technical experts** and **more than 8,000** sales and service delivery professionals.

# Throughout this evolution,

we continued to increase our geographic coverage and expand our technical capabilities.



Our major acquisitions include:





## Our solution area value propositions

As the IT industry evolves, our value proposition to our clients continues to develop as well. We consult with our clients regarding their IT hardware and software product and service needs, and help them define, architect, implement and manage their IT solutions.

Our solutions areas are:



### Digital Innovation

We leverage innovative applications and emerging technologies to help clients improve business performance, engage customers and uncover new revenue streams.

***We help our clients make experiences smarter.***



### Cloud + Data Center Transformation

We help clients optimize, modernize and secure their data center infrastructure and leverage the cloud to improve business agility.

***We help our clients make IT environments smarter.***



### Connected Workforce

We help clients deliver a secure, modern experience to their workforce, driving productivity in the workplace and helping to attract and retain talent in this competitive marketplace.

***We help our clients make their workplace smarter.***



### Supply Chain Optimization

Through Insight's core business, we help clients effectively and efficiently acquire all of their information technology needs, leveraging our scale and supply chain expertise.

***We help our clients make their IT supply chain smarter.***



# Making Change Easier Thoughtful Innovation for Continued Success

**B**usiness transformation never comes easy, but it can be made simpler. Transforming business means more than re-evaluating what IT solutions best apply to a business problem — it also pushes people out of established comfort zones. Thanks to our deep knowledge base of about 60 change management practitioners, Insight specializes in the people side of digital transformation.

Insight's [transformation services team](#) is uniquely positioned to help clients meaningfully facilitate organizational change. There are less than 300 Scrum.org Professional Scrum Trainers (PST) globally — and five of them are Insight teammates. Last year alone, our trainers hosted 55 classes publicly and privately for nearly 700 students intent on learning how to use [Agile](#)

[principles](#) and the Scrum framework. The team also held 36 free Agile conferences and events throughout the year at seven Insight offices across the Midwest and Southeast United States.

Our transformation services team is helping clients create meaningful change within their own organizations.

In one instance, a [utilities company](#) serving 5.4 million customers in 11 states approached Insight for a solution to transform its software release cycle. Struggling to deliver projects on time and within budget, the company partnered with Insight PSTs, Agile Coaches and Insight Professional Scrum Masters — who are also certified by Scrum.org. We helped the organization successfully adopt Agile software development practices and establish its own

Agility Services and Coaching team to facilitate continued transformation. The company now consistently meets budget objectives and receives higher customer satisfaction scores for Scrum initiatives vs. its prior Waterfall-based projects.

As an inaugural member of the Scrum.org Professional Training Network (PTN), Insight maintains recognized expertise helping clients achieve greater flexibility and competitiveness in a rapidly changing business and consumer landscape. Last year, and for the first time, Insight emerged as a Strong Performer in "[The Forrester Wave™: Midsize Agile Software Development Service Providers, Q2 2019](#)," scoring among the top four in the "current offering" category, specifically in co-innovation, velocity and knowledge transfer criteria.



“Before considering deploying new technology, digital transformation often calls for changing a company culture in order to be more flexible and effective with improved cycle times. We help bring about cultural change to create an environment that’s self-organizing and autonomous in order to produce creative, innovative solutions.”

– Mike York  
Vice President  
Insight Digital Innovation

We believe that Insight has a unique position in the market thanks to our combination of solution areas empowering organizations to manage their IT environments so they can drive meaningful business outcomes today and transform their operations for tomorrow. Our unique advantages include:

- **Global scale and coverage**
- **Operational excellence and systems**
- **Software DNA**
- **Partner alignment**
- **Data center transformation skills**
- **Next-generation tech skills**
- **App development, Artificial Intelligence (AI) and Internet of Things (IoT) expertise**
- **Services solutions**
- **Successful track record for mergers and acquisitions to accelerate growth**

# Hungry to Help:

## Reimagining a Digital Experience to Help Children Bounce Back From Health Setbacks

Client success story



At Insight, our hunger to be the best at what we do and create new opportunities for our clients doesn't come at the expense of showing heart. In fact, we believe they go hand in hand.

In 2019, Insight teammates volunteered at Bounce Children's Foundation to give its website a digital facelift, enhancing how families of chronically ill children stay connected to each other once they return home from medical treatment. The Insight Digital Innovation team transformed the organization's online presence with a **customized, mobile-friendly website.**

Bounce shifts the lives of chronically ill children, and their families, from surviving to thriving. Through a unique portfolio of highly effective, free programs, it combats the hardships they face daily. Regardless of patient income, ethnicity, gender or disease type, Bounce offers a warm, welcoming community of fun and friendship, education

and resources, hope and encouragement. Whether it provides a family outing, peer support, education or care package, Bounce is there 24/7 from diagnosis through treatment — for as long as it takes.

In total, Insight teammates volunteered 800+ hours to the project, from concept and design, to coding and site migration. Originally approached about creating a mobile application, we quickly determined that a more responsive website had to be the first step. Given Bounce's small staff, our team was careful to ensure the new digital strategy would not overwhelm existing resources. Insight rebuilt an antiquated online presence into a single platform that's easy to maintain. The new platform enables an enhanced user experience for its online community of families to engage with the organization's programs and each other, rendering well on mobile devices and giving site administrators deeper analytics to better understand user behaviors.



# ● Our Heart

## *Giving Back*

**HEART:** We seek to have a positive impact in the lives of the people we serve by always putting our clients, partners and teammates first.



# Servant leadership

Insight's commitment to taking care of one another starts at the top, with an executive team dedicated to servant leadership in an environment where no single person is bigger than the team and no one is too small to have a voice. A culture of leadership is fostered at every level of the business; our teammates are the most critical strength to our sustained success. That's why, in 2019, we introduced the following leadership commitments to help teammates realize their full potential, individually and together as a team.



Create clarity.



Inspire people.



Demonstrate thought leadership.



Deliver results.



## Thought Leaders in Action: Insight Hosts Global AI Competition for Healthcare Innovation in Cincinnati

As a leader in innovation, Insight's technical experts routinely share their talents with their respective communities. In one such instance, Cincinnati teammates hosted a 24-hour Artificial Intelligence (AI) competition on March 30–31, 2019, as part of the School of AI's global #HealthHack contest to design intuitive healthcare solutions using AI to translate data into actionable intelligence.

Ray Crawford, an Insight digital solutions architect, and Brian Woodward, founder and chief architect of Cincinnati-based Sellside, Inc., coordinated the local brainstorming competition.

Teams of AI practitioners, students, medical professionals and business experts united for the 24-hour marathon session to develop an AI application or service delivering affordable, high-quality care.

"The opportunity for AI to transform the healthcare industry is immense. AI provides us a way to create hyper-specialized models based upon vast datasets, much like the hyper-specialized medical practitioners currently in the field. These models and intelligent solutions will advance the way people live and are cared for," says Crawford.

To this end, Insight has created a predictive intelligence platform for the largest private hospital operator in the nation, helping to reduce patients' average hospital stays by a day and a half by predicting hospital staffing needs up to 10 days ahead of when patients actually walk through hospital doors.

**Read more about the solution [here](#).**

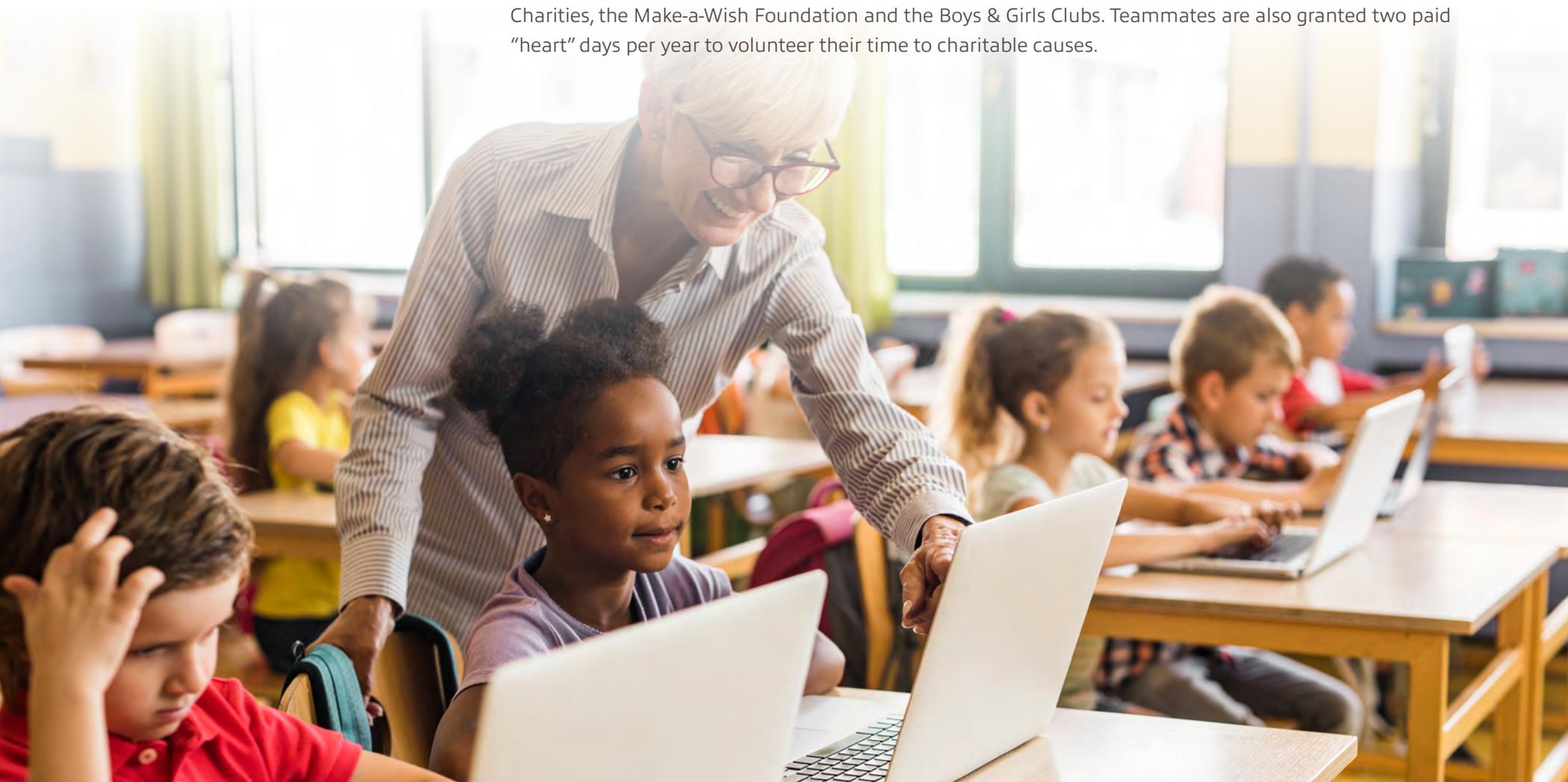


Made possible by  Insight.

## Community involvement in North America

### Reach for a better tomorrow.

The [Insight Reach program](#) in North America encourages teammates to give back through programs that emphasize educational opportunities for children through technology. It includes annual fundraising for United Way and a yearly Noble Cause campaign to support nonprofits, including Ronald McDonald House Charities, the Make-a-Wish Foundation and the Boys & Girls Clubs. Teammates are also granted two paid “heart” days per year to volunteer their time to charitable causes.



# Steering At-Risk Teens to IT: Pine Bluff IT Expert Shows Local Teens the Path to Careers in Technology

Insight Software Account Executive, Jason Williams felt like he stepped into a whole new world when he entered the fast-paced technology industry after college.

But he hasn't forgotten how far away that world felt when he left his hometown of Pine Bluff, Arkansas, to pursue higher education.

In his day job, Williams helps state, local and education government agencies navigate complex IT challenges. But home is always at heart, which is why Williams returned to his Pine Bluff roots to share his story with at-risk teenagers participating in the Full Circle 360 summer camp.

For Williams, it's important to convey that working in technology can be for anybody, not just those with deep technical training.

"After growing up in Pine Bluff, this community represents such a large part of me. I felt drawn to Full Circle 360 because it has the same goal of making a lasting impact on these teens' lives as I do. Each of these youngsters embodies the skills necessary to get into IT, even if the opportunities to pursue a career in technology or another field may not seem readily available to them," Williams says.

Full Circle 360's mission as a nonprofit organization is to inspire teenagers toward promising careers and give back to the community. Because of his local ties, Williams enlisted five of his fellow IT experts at Insight to volunteer their time at the summer camp this past year. He says the summer camp reflects the ideals of Insight's Reach program, which empowers children's lives through technology.

# Insight Reach program impacts our communities in North America

**United Way:** Our United Way campaign raised \$144,000 in 2019 through teammate and partner donations. An example of our support for United Way includes the sponsorship of a technology reading mentorship program that provides equipment to classrooms.

**Noble Cause:** An integral part of the Reach program, Noble Cause raises \$300,000 annually to support Ronald McDonald House Charities, the Make-a-Wish Foundation and the Boys & Girls Clubs of Arizona.

**In-market giving:** Annually, we provide in-market charitable giving support to five North American cities where we have a major presence. Examples of giving include sponsoring technology kiosks for the Halle Heart Children's Museum in Phoenix, donating technology to under-served schools, empowering Science, Technology, Engineering and Mathematics (STEM) courses and mentorships in Guadalupe, Arizona, donating laptops to Arizona foster youths headed to college at Arizona State University and providing a virtual reality holiday experience to pediatrics patients at hospitals in Tampa, Florida, and Perth, Western Australia.



Insight 

## Noble Cause

Hard work that touches hearts

# Tuned-In to Special Needs: Teammates Make Mark at Montreal Marathon by Raising Funds for Summit School

As part of Insight's in-market giving efforts across North America, about 90 teammates from Insight's Montreal office ran to raise funds for special needs students during the Oasis Rock 'N' Roll Montreal Marathon in September.

The funds raised are covering the cost of rebuilding a technology room and providing a computer refresh at the main campus of the Summit School in Ville St. Laurent, Quebec.

Summit School serves more than 600 children with special needs. The IT room refresh includes new computer monitors, desktops, laptops and printers for the students. The school plans to implement the new technology within its work-oriented training

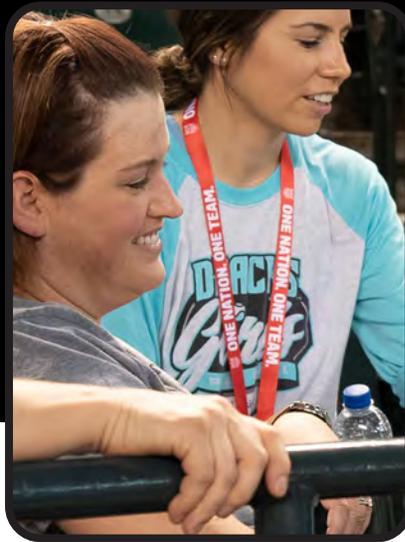
programs, travel training, general studies and many other areas to help develop cognitive skills, health and wellness.

"Technology provides our students with the opportunity to connect with the world in new ways every single day. At Summit, our team of expert staff leverages these amazing tools to instill valuable life skills to our special-needs students. We're so appreciative of Insight and their team for going the distance in support of our students. This marathon is an incredible way to show our students and their families that they're cared for and thought of while helping awaken our students' potential," says Stu Guttman, director of development at Summit School.

"We often tell our clients we're there to turn their business challenges into meaningful outcomes. But if we can do the same for a child through modern technology, there's nothing more rewarding than connecting them to a more fulfilling future."

– John Dathan  
Senior Vice President and  
General Manager  
Insight Canada

# A Home Run for STEM



Insight has partnered with Major League Baseball's Arizona Diamondbacks on STEM programs since 2013. We helped launch the [Diamondbacks](#)

[Science of Baseball Program](#) to develop elementary and middle-school curriculum that uses baseball to engage students in STEM. This year, the club awarded Insight the D-backs Luis Gonzalez Community Champion Award, which recognizes the organization whose support most positively impacts the community.



## In it Together Foundation

One philanthropic cause that's a source of personal inspiration to teammates is the company's 501(c)(3) charitable non-profit program called the Insight In it Together Foundation. The foundation provides much-needed **financial support** to Insight teammates **in crisis** situations. Our own teammates contribute to the foundation, and the company matches their donations.

Since its inception in 2014, we've **raised \$1.15 million** for the foundation. Today, our teammate and matching company donations equate to approximately \$400,000 annually. The Insight In it Together Foundation is the only program we run that doesn't subscribe to the youth and technology focus, but we believe this endeavor is truly special and sets us apart from many other employers because of its **focus on the well-being of our teammates**. It's a program that many of our employees cite as the reason they're most proud to work at Insight and underpins our core value: **heart**.

“

“I always say this place has been a godsend to me. My dad found out he had cancer two years ago. Unfortunately, we lost him in March. After my dad's services, I came home and attempted to plan a trip back to New York so that my mom could meet my boys under better circumstances, and unfortunately we lost her three months after. I'm beyond grateful for the financial and emotional support that the In it Together Foundation gave my family.”

– Teammate who received assistance from the In it Together Foundation

”



*In it Together  
Foundation*

 Insight.



## Volunteer time off

All of our teammates receive two paid “heart” days each year to volunteer their time for meaningful causes. Teammate volunteer time amounts to about 86,000 hours annually.





# Showing Heart by Taking Heart Days: Insight Codes for a Cause

In a 48-hour whirlwind of technological brainstorming, our Digital Innovation teammates turned their Watertown, Massachusetts, office into a veritable campground to aid New England-based charities through technology.

The [New England GiveCamp](#) celebrated its 10th anniversary by uniting 35 volunteer technology experts to help 10 Northeastern charities fill skills gaps, tackling projects like designing websites and marketing content, building donor databases and establishing content management systems. The charities included a local orchestra, youth services, wildlife conservation and international healthcare assistance.

Jim O'Neil, a Digital Innovation senior architect, established the regional chapter in 2010 as part of the broader GiveCamp program, which has held events nationwide and as far away as Germany since 2007. This was the fourth straight year that Insight hosted a GiveCamp.

GiveCamp's focus aligns directly to Insight's Reach program, and with two paid "heart" days available each year, participating in events like this are made even easier for our teammates.



“We want to give back to the groups in our community who usually do the giving, and technology is a powerful conduit to help them better connect with the people they’re trying to assist. It’s profound to see how a weekend ‘campout’ grows into a community unto itself, melding philanthropy and technology while creating friendships that continue well beyond the weekend.”

– Jim O'Neil  
Senior Architect  
Insight Digital Innovation



## Community involvement in EMEA

Insight's commitment to giving back to the communities in which we work and live is global. In our European business, in conjunction with teammate efforts and partner commitments, we've developed relationships with a variety of nonprofit and charitable organizations. We encourage our teammates to engage actively in local community projects, which is why our EMEA team also provides two days of paid leave to give teammates the time to volunteer.

Since the inception of a partnership with the nonprofit Bluebell Wood Children's Hospice, Insight teammates have dedicated a total of 360 days' worth of corporate volunteering, collected almost 2,000 donation bags and raised thousands for a charity that provides a home away from home for families whose children are facing the toughest of times.

Every year, we invite teammates from our major country locations to nominate a local charity to support. All corporate fundraising efforts in that location go toward the chosen charity. Insight also makes a company donation.



For the last survey year, Insight donated to UNICEF on behalf of our annual Client Satisfaction Survey respondents.

### EMEA community partnerships

**University Academy 92 (UA92):** Partnering with UA92, we're helping the academy shape a new-age curriculum, placing a greater focus on digital upskill and talent development to accelerate young people's career.

**Together Trust:** Through this charity, we support individuals with learning and physical disabilities by offering work experience to increase their employability and future career opportunities.

**Giraffe Learning:** Through our partnership with Giraffe Learning, an organization in India that acts as a bridge between education and the corporate world, we're working with a number of local schools to provide guidance, support and advice to improve the employability of children who leave school.





## EMEA supports STEM.

At Insight, we make meaningful connections with young people to empower them with the unlimited possibilities of technology. In EMEA, we're creating a central vision and purpose for STEM outreach that resonates with our teammates in EMEA, alongside all of the great local engagements that already happen.

What's more, we're aiming to grow long-term involvement in STEM volunteering to nurture close relationships with key education providers, similar to the outstanding engagement in which U.K. teammates contribute to curriculum design for a new computer science degree course at UA92.

We're passionate about rapidly expanding our network of STEM volunteers who are giving back by bringing STEM subjects to life and demonstrating how valuable and exciting these skills are in careers and everyday life. Our program includes events that will benefit students, such as hands-on, practical experiences like robotics, work experience, speed mentoring, career talks and knowledge-sharing sessions for teachers.





## Community involvement in APAC

In 2019 our APAC team supported the following charitable causes:

**OzHarvest:** OzHarvest operates nationally, collecting more than 180 tons of food each week from more than 3,500 food donors. As part of the Australia [Insight services](#) 2019 hackathon, our talented tech experts developed an application to assist homeowners in preventing food waste.

**BEE Society Australia:** Insight Australia teammates volunteered personal time to participate in an IoTBEE Hackathon to develop an IT solution using IoT sensors and data to understand and save bee populations from colony collapses and predators. The IoTBEE solution was completed by our teammates in 2019.

“At Insight, we believe the combination of people and technology is unbeatable in solving some of the pressing issues we deal with in our communities. We believe in putting people first, and there is nothing more meaningful to us than showing our hearts to the community.”

– Mike Morgan  
Vice President and Managing Director  
Insight APAC



### APAC community partnerships continued

**Dress for Success:** This charity supports women returning to the workforce, often after difficult personal circumstances. Insight Australia's activities involve resume preparation assistance, interview tips and best practices, clothing donations for interviews, volunteer days working on-site and cash donations.

**Team Australia:** We raised funds for children with cerebral palsy through the STEPTEMBER charity campaign.

**Australian Farmers Challenge:** Farmers are facing financial ruin due to protracted drought conditions across Australia. The Sydney team raised much needed funds to support the farmers in New South Wales.





**APAC community partnerships continued**

**The Children's Hospital at Westmead:** Insight Australia/New Zealand held a charity golf event to raise funds and donated \$20,000.

**China Teammates Walk for Charity:** Insight China teammates walked one million steps in support of children on the autism spectrum.

**Mental Health Awareness:** Insight APAC conducted seminars across its campuses to promote an awareness campaign on mental health. The training provides education and support.



## Virtual Visit to the North Pole: Insight Takes Pediatric Patients from Around the Globe on VR Santa Sleigh Ride

Christmas came early for children hospitalized during the holidays in Perth, Western Australia, and Tampa, Florida, thanks to a Virtual Reality (VR) sleigh ride orchestrated by our Digital Innovation teammates.

For a third year in a row, teammates brought a VR game and 360-video experience to children at Tampa General Hospital on Dec. 6, 2019. But our teammates also expanded their reach by taking the custom-made “Holiday Madness” game to patients at Perth Children’s Hospital for the first time in conjunction with the Starlight Children’s Foundation.

Matt Fedorovich, Insight’s national lead for immersive technology, created the experience in which children wear Oculus Quest VR headsets to take a magical sleigh ride with Santa and fend off flying presents at the North Pole.

Our volunteers connect the headsets to monitors so families can watch their children venture into the virtual snow. Insight teammates also bring a real bag of toys from Santa to hand out to the children at the end of their VR sleigh rides.

“Virtual reality can take us anywhere and help us see the world in enhanced ways. We hope our VR holiday experience sparks the curiosity of the children and opens up a world of possibilities for where technology can carry them in the future.”

– Leigh Shayler  
Technology Strategist for  
Intelligent Applications  
Insight Australia

# ● Our Harmony

## *Better Together*

**HARMONY:** We are many teammates on one global team. We invite perspective, and we celebrate each other's unique contributions as we work together.



# Celebrating unity through uniqueness

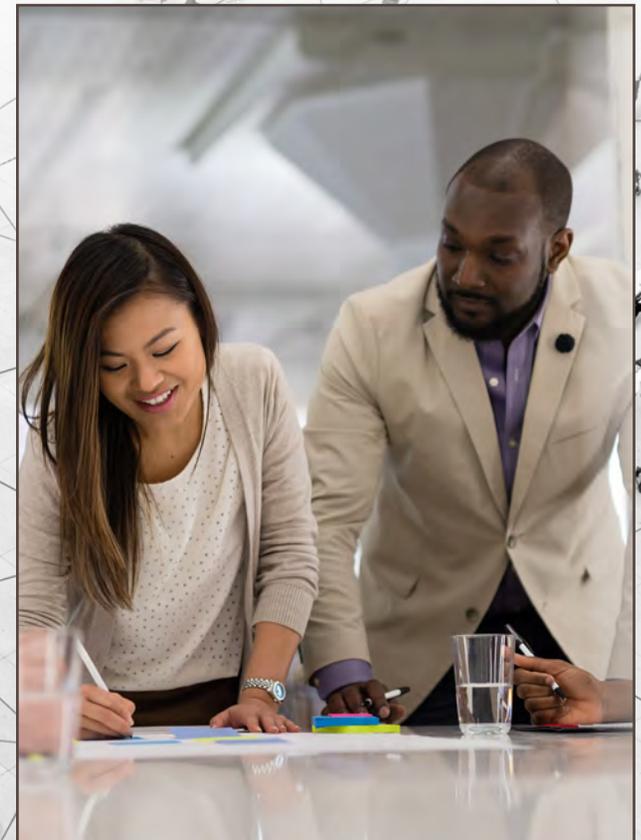
At Insight, we believe **diversity** is a critical component of our success. As a Fortune 100 Best Workplaces for Diversity company, **our people are our greatest strength**. We work diligently to promote a culture that celebrates and rewards creative thinking, collaborative decision-making and innovative solutions. Our teammates represent a wide range of backgrounds, life experiences and viewpoints, which we believe leads to **stronger teams**.

Central to fostering a rich culture of diversity at Insight is a shared set of values among our teammates:

**We respect and take care of each other.**

**We exist to serve our clients.**

**We act with integrity in all that we do.**



# Notable social responsibility achievements

**No. 23** on  
2019 Fortune 50  
Best Workplaces  
in Technology

- No. 7 on 2019 Best Workplaces in Tech, Great Place to Work U.K. – Large Business
- Centre of Excellence in Wellbeing, Great Place to Work U.K.
- No. 4 on Computable 100 for Best Company, IT Service Management – Netherlands
- No. 15 on Computable 100 for Best Image, IT Companies – Netherlands
- No. 15 on Computable 100 for Best Employer, IT Companies – Netherlands
- EcoVadis Silver Medal for Corporate Social Responsibility

**No. 70** on  
2019 Fortune 100  
Best Workplaces  
for Diversity

- No. 7 on Phoenix Business Journal's 2019 Best Places to Work – Extra Large Business
- 2019 Phoenix Business Journal Corporate Philanthropy Volunteerism Finalist
- No. 53 on Chicago Tribune's 2019 Top Workplaces in Chicago – Midsize Business
- No. 6 on Triangle Business Journal's Best Places to Work 2019 – Medium-sized Business
- No. 1 on 2019 Best Places to Work Inland Northwest – Enterprise

**No. 11** Best  
Places to Work  
2019, Great Place  
to Work Australia

- Arizona Diamondbacks Luis Gonzalez Community Champion Award
- Microsoft Singapore Security and Compliance Partner of the Year
- CRN's 2019 Women of the Channel – Power 30 Solution Providers (three teammates named to list)
- CRN's 2019 Women of the Channel (eight teammates)
- Women's Forum of New York Breakfast of Champions for achieving at least 30% female board representation



## Global diversity

Promoting diversity and inclusion is universal at **Insight's 87 offices around the globe**. This year, Insight EMEA formalized its initiatives through an [Insight Diversity and Inclusion Handbook](#). As an accredited Disability Confident employer, **Insight EMEA** is committed to supporting individuals with disabilities, including those with long-term health conditions.

In **APAC**, Insight Australia was recognized as the 11th Best Place to Work in 2019 in the 100–999 employee category by Great Place to Work Australia.

**Insight Australia** is required under Australia's Workplace Gender Equality Act 2012 to complete extensive surveys to demonstrate that women are paid equal to men for the same job and that promotion opportunities are available to women. The Workplace Gender Equality Agency has acknowledged Insight Australia's compliance under the current term. In 2019, our Australia team included three finalists in the [ARN Women in ICT Awards](#) (WIICTA) across the Innovation, Rising Star and Shining Star categories.

# Teammate Resource Groups

Insight Teammate Resource Groups (TRGs) are open to all teammates and can be created by any teammate.

Each group defines its own mission and charter, which supports at least one of three objectives:



**Support  
a diverse  
workforce.**

**Support our  
Insight business  
objectives.**

**Promote  
a respectful  
and inclusive  
environment.**

## In 2019, Insight teammates launched the following groups:

### Women With Insight

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

In 2019, Women With Insight chapters across North America made significant community contributions.

- The Tempe chapter hosted a clothing drive for the Dress for Success Phoenix nonprofit.
- The Montreal chapter provided girls at Teen Haven residential group homes with refurbished laptops to help further their education. *(Read the story on the next page.)*
- The Spokane chapter committed to partnering with the Vanessa Behan Crisis Nursery in 2020, supporting the mission of providing safe shelter and care for children in crisis situations.
- The Cincinnati chapter hosted an event to help women identify their leadership principles and represented Insight at the third annual conference for Women in Technology.
- 100 Insight teammates participated in a 5K virtual race to support the Running for Rescues nonprofit group.



## WOMEN With Insight

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

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

# Role Models for Girls in Need: Women With Insight Donate Laptops to Girls at Montreal Teen Haven Homes

The mission of Women With Insight aligns with Insight's Reach program, which encourages teammates to boost children's futures by giving through technology. In August, a group of IT women from **Insight Canada** gave new life to old technology by providing 15 refurbished laptops to teenage girls living at nonprofit Teen Haven residential group homes in Montreal. These teammates from the Montreal chapter of Women With Insight, one of Insight's newly formed teammate resource groups, decided to repurpose Lenovo® laptops with pre-installed McAfee® security software and donate them to girls in need.

"This generation has grown up with technology in hand, however so many of our youth lack basic access to devices to help support their academic success, social connection and other positive experiences," said Wendy Lavier, executive director at Teen Haven. "Donations like this help to improve programming and academic success, while strengthening autonomy. We're encouraged by the generosity of those at Insight, and we look forward to future initiatives that empower women."

**The Montreal chapter of Women With Insight** has devoted several hours of time to raising funds for local nonprofits that help young women. In addition to supporting Teen Haven, the group is committed to providing an annual scholarship for the next three years through Concordia University to women entering the Gina Cody School of Engineering and Computer Science. The school is the first of its kind in Canada to be named after a woman.

Client success story



## Unidos With Insight

Unidos With Insight is an all-inclusive group celebrating the Hispanic-Latino culture. It debuted a 'Salsa y Salsa' event promoting harmony and culture awareness by bringing teammates together to experience a literal taste of the Hispanic and Latino culture with a salsa recipe contest and salsa dance class.



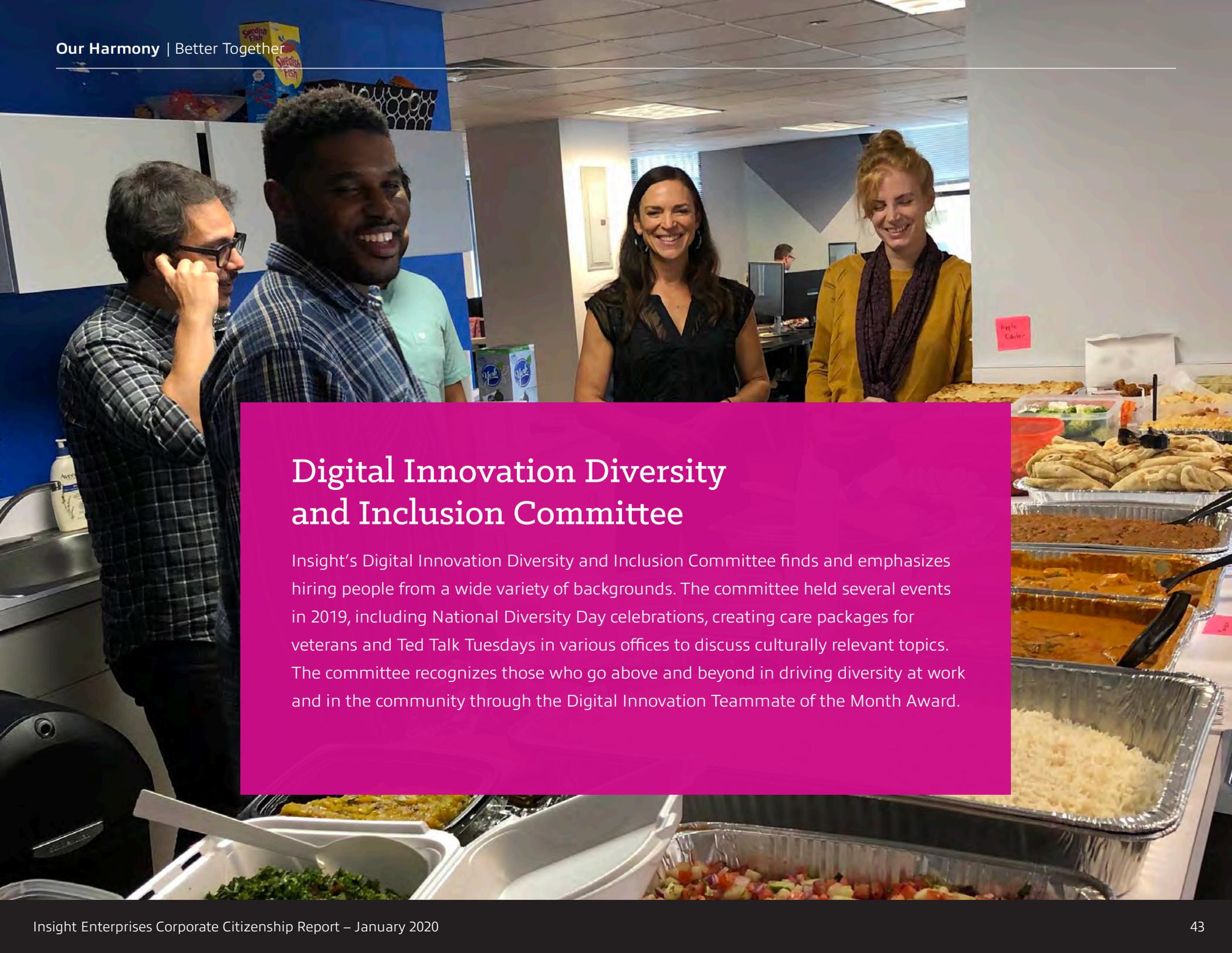


## Insight Stands Out

Insight Stands Out is dedicated to supporting LGBTQ+ teammates, families and community advocates. The group champions for a highly visible and inclusive work environment for everyone while promoting learning resources, volunteer opportunities and policies that feed into an atmosphere of inclusion at Insight.

“Having my employer support my LGBTQ family and friends is important to me because I’ve personally seen how people’s lives are affected when workplace policies and education are lacking. Insight Stands Out and our other TRGs make Insight a better place to work for everybody.”

– Jenn Morris,  
Procurement Analyst and Insight Stands Out Co-Chair



## Digital Innovation Diversity and Inclusion Committee

Insight's Digital Innovation Diversity and Inclusion Committee finds and emphasizes hiring people from a wide variety of backgrounds. The committee held several events in 2019, including National Diversity Day celebrations, creating care packages for veterans and Ted Talk Tuesdays in various offices to discuss culturally relevant topics. The committee recognizes those who go above and beyond in driving diversity at work and in the community through the Digital Innovation Teammate of the Month Award.



## Global human rights policies

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

## EMEA and APAC diversity/ inclusion working groups

As our team in EMEA continues a focus on developing diversity and inclusion initiatives, an EMEA-wide working group has been established to support existing programs and develop new ones that promote unity through shared perspectives. The group's charter is to raise awareness, celebrate success and break down barriers where they exist.

In APAC, diversity and inclusion is considered a foundation for great experiences and workplaces where every teammate can reach their full potential and impact with Insight. We know the strong economic benefits in becoming involved with the communities around us, and diverse teams perform better while bringing more ideas to bear that benefit a broader group of people.

In APAC, we're:

- Developing a region-wide working group to support and develop our ongoing diversity and inclusion initiatives
- Consistently validated as an equal-opportunity employer in our annual Australian Workplace Gender Equality Agency compliance report, which confirms that we're compliant with the Workplace Gender Equality 2012 (Act)
- Recognized as the No. 11 Best Place to Work in Australia by Great Place to Work, as a result of our ongoing commitment to maintaining a diverse and inclusive workplace

Aligned by sharing best practices among all of our teams worldwide, we aim to create a global strategy for diversity and inclusion that can be tailored to specific job roles, giving teammates the chance to develop and enhance their skill sets and promote career progression.



## Our safety and health policy

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

Insight maintains safety and emergency policies and procedures with the establishment of Emergency Response Team (ERT) members and their ongoing training and management. ERT members are regular Insight teammates with special training and access to equipment dispersed throughout the facilities.

Insight recognizes that the safety of our employees can be put in jeopardy in other ways. That's why Insight APAC has a domestic violence policy supporting teammates who are experiencing domestic violence by providing: counseling paid for by the company, a safe place to stay (overnight) paid for by the company, relocation to alternative employment and flex working hours. Insight APAC also provides a teammate assistance program for any teammate who is having personal, family or financial problems.

Maintaining a workplace that's free from violence, harassment, intimidation and other unsafe or disruptive conditions due to internal and external threats is our commitment to our communities and our teammates. Creating a workplace of trust, empathy and compassion among all teammates is valued and respected as a part of Insight's workplace culture. Insight is committed to comply with applicable labor and employment laws wherever we operate. Insight also ensures teammates are aware of the Human Rights Policy.

### Agile working — work-life balance

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

### Labor rights and work policies

We respect our teammates' right to join, form or not to join a labor union without fear of reprisal, intimidation or harassment. We compensate teammates competitively relative to the industry and local labor market — and in accordance with terms of applicable collective bargaining agreements. We work to ensure full compliance with applicable wage, work hours, overtime and benefits laws.



## Professional development

Good work begins with a great start.

In North America, our 10-week Insight 360 Internship Experience builds on three critical pillars that prepare up-and-coming college students for success after schooling, including real-world work in the fast-moving technology industry, business exposure to a global Fortune 500 enterprise and life-skills training.

“If we’re able to help build skills that enhance a young professional’s work and personal life, and they end the program feeling more equipped for their next chapter, then we’ve given them a holistic view of how to excel in the modern workplace and beyond,” says Jen Vasin, senior vice president of human resources at Insight.

### EMEA career structures

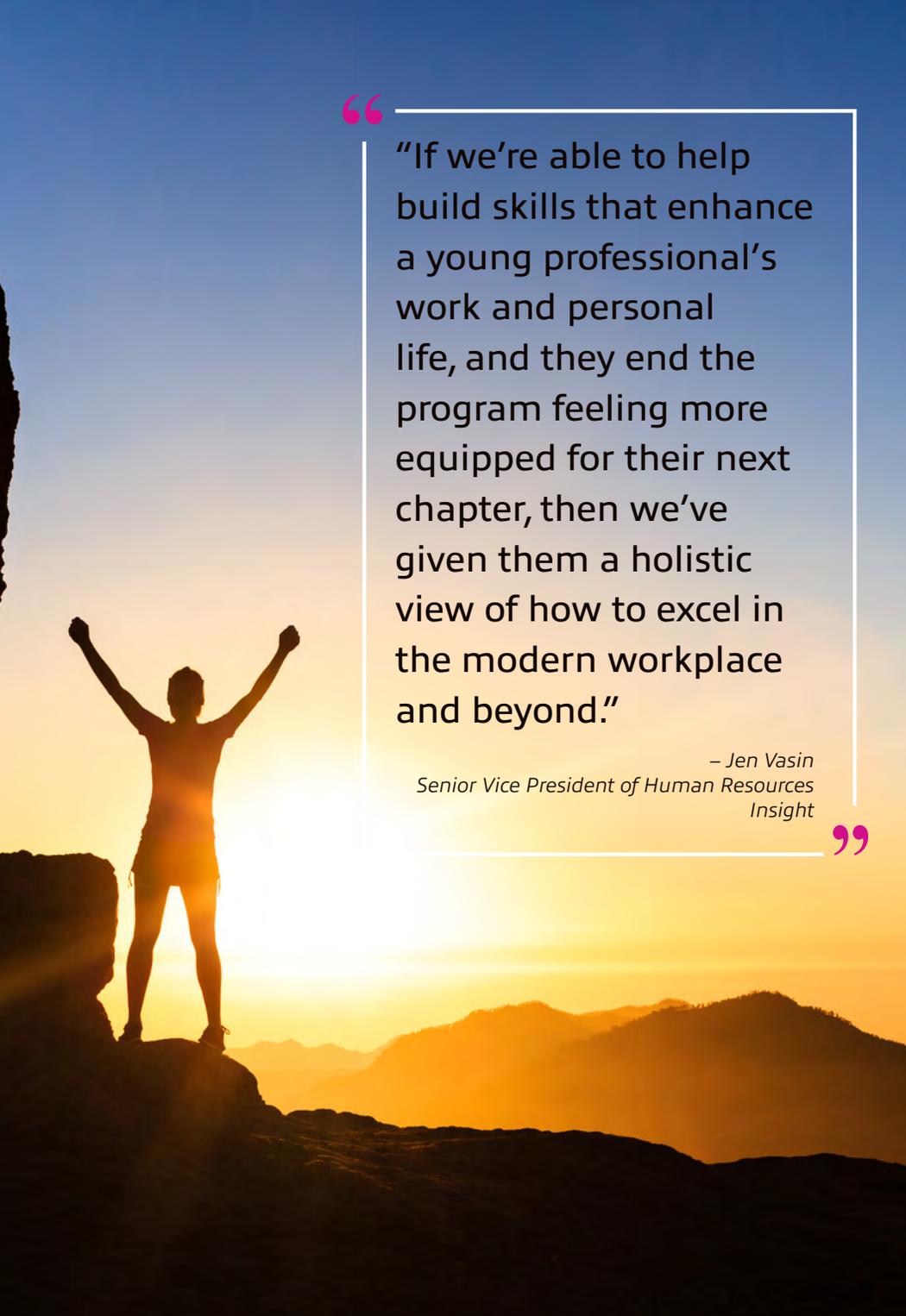
As a result of feedback from our annual EMEA teammate satisfaction survey, we launched “Career Structures,” a dynamic and evolving program to support teammates through their career development at Insight.

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

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

“If we’re able to help build skills that enhance a young professional’s work and personal life, and they end the program feeling more equipped for their next chapter, then we’ve given them a holistic view of how to excel in the modern workplace and beyond.”

– Jen Vasin  
Senior Vice President of Human Resources  
Insight





## ● Intelligent Technology for a *Smarter Tomorrow*

“Who we are and what we do goes far beyond technology. We’re uniquely positioned with end-to-end solutions to help our clients amplify the value of what they do, empowering their abilities to develop products and services for their communities.”

– Ken Lamneck  
President and Chief Executive Officer  
Insight Enterprises



## Client success stories

We firmly believe that the future of technology — and everything else — is centered on how well organizations transform raw data into usable intelligence. According to the 2018 IDG report, “State of Digital Business Transformation” the number of connected devices is expected to exceed 80 billion by 2025 as technology moves closer to the edge. This will create new opportunities to enhance the way we work, live and play through solutions like artificial intelligence, the IoT, automation, collaboration tools, virtual/augmented reality and serverless computing.

How are we contributing to this smarter, perpetually connected world? Inspiration for building meaningful connections to help businesses transform and consequently change lives for the better is born within our four key areas of Insight Intelligent Technology Solutions™.

Here are a handful of ways we’re making a difference through Digital Innovation, Cloud + Data Center Transformation, Connected Workforce and Supply Chain Optimization.



# Solving Mining Challenges With the Power of IoT



## Client

Newcrest Mining Limited  
Gold mining



## Challenge

Workers were required to physically monitor the crushed ore bins to ensure they filled properly. If a bin overflowed, it needed to be manually emptied, causing extra labor and costs; but if a bin was too low, it wouldn't effectively feed the collection conveyor. Hard sensors on the equipment failed two to three times monthly per crusher, causing hours of delay on each occasion to resume processing.



## Solution

Insight's Digital Innovation team built an IoT solution using an industry leading open data science platform that employs a sensor-driven AI system built on Microsoft® Azure® cloud.



## Outcomes

- Delivered 85% accuracy and its machine-learning capabilities
- Received 2019 Australian IoT award for "Best Primary Industry IoT Project"
- Lowered costs and risk for workers who have to manually monitor bins

# The Future of Public Safety Starts With Smart Connections



## Client

Aldine Independent School District

Nearly 70,000-student district in Houston



## Challenge

The school district sought a solution to facilitate critical, real-time information sharing during a crisis such as a building fire, severe weather incident, an active-shooter situation and other threats to public safety.



## Solution

Powered by Microsoft® Azure®, the Connected Safety alert notification system addresses communication challenges during emergencies. It runs safety mechanisms such as sound sensors, cameras, color-coded LED lighting and panic buttons through an IoT-enabled response system integrated with ActiveShield digital floorplans.



## Outcomes

Leveraging a centralized dashboard, on-site security personnel have access to real-time information they can instantly share with police and fire departments. Information can also be relayed quickly via a mobile application to students and faculty in the vicinity of the impacted area.



# Hybrid Disaster Recovery Enables Nonprofit's Efficiency



## Client

Healthcare  
Serves 120,000 medical professionals



## Challenge

The client needed to prevent the risk of losing critical data from potential natural disaster for both its primary data center and disaster recovery site, which were only 20 miles apart.



## Solution

Our Cloud + Data Center Transformation team lead the migration design, planning and deployment of the compute, storage and multicloud initiative. We implemented NetApp® Private Storage for Cloud, FlexPod® Converged Infrastructure and an A400 All-Flash Storage Array data repository.



## Outcomes

- Reduced data backup from 12 hours to 2 hours
- Reduced disaster recovery time from 72 hours to 8 hours
- Improved computing power 5x
- Decreased physical footprint
- Eliminated some overhead and maintenance costs by moving to a hybrid cloud approach



# Trusted Secure Cloud Sets Stage for IT Transformation



## Client

VenuesWest  
Provider of sports venues for competitions



## Challenge

VenuesWest increasingly requires modern technology solutions to match patron expectations, meet employee needs, deliver operational efficiencies as well as value for money, and support the rapid innovation required to remain competitive.



## Solution

Insight deployed an Azure® foundation. Core components included: designing and implementing the foundations for an Azure environment, configuring built-in capabilities to meet the organizational strategy to gradually migrate workloads to the cloud and deploying identity management for all users.



The team has a cloud-first approach on AI and chatbots for their potential application in the future. The transformation roadmap outlines plans for the use of IoT solutions to collect richer data about the 13 different venues and equipment that can be used to drive efficiencies and savings based on traffic volumes, energy consumption, wear and tear, and utilization.

# Improving Workplaces, One Business at a Time



## Client

Midmarket and small businesses



## Challenge

For midmarket and small businesses, IT resources can be a challenge to maintain, leading to sorely outdated equipment that restricts their ability to grow and be fully productive.



## Solution

Insight and Intel chose three organizations out of 1,300 total submissions to receive a \$30,000 technology facelift through an annual Workplace Makeover Contest.



Contest winners:

- Richmond Flying Squirrels: Mobile PCs and design workstations
- North Little Rock High School: 3D printer and other workstations to collaborate with classmates
- Oriol Healthcare: updated workstations, expanded Wi-Fi to patient rooms



# Going Green With Responsible IT Disposal



## Client

Insight and Dell Technologies



## Challenge

Technology assets can create a trail of waste almost as harmful to the environment as non-biodegradable products. Many electronic devices contain toxic heavy metals such as lead, mercury and cadmium.



## Solution

Insight's asset disposition program helps companies repurpose old and used equipment safely through data erasure and IT asset remarketing or disposal. This helps organizations protect the environment by following disposal guidelines mandated by the Environmental Protection Agency (EPA).



Insight's asset disposition services ensure:

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





# Making every day Earth Day

## Insight's commitment to environmental sustainability

Within our own walls, Insight is dedicated to reducing the company's impact on the environment. As an affiliate member of the Responsible Business Alliance (RBA), Insight fully supports the organization's vision of a global electronics industry that creates sustainable value for workers, the environment and business.

We strive to improve our environmental performance over time and to initiate additional projects and activities that will further reduce our impact on the environment. Per our global environmental policy, Insight prevents pollution whenever possible and extends the life of technology by giving products a second life. We continue to improve over time by setting goals to reduce our impact each year.



Insight resources saved (Source: Ingram Micro - Insight's asset disposition vendor)

# \$1,100,000+ in resources saved for 2018



**Energy – 11,325,506 kilowatt hours**



**Air emissions – 7,846,991 kilograms**



**Greenhouse gas emissions – 1,964,730 kilograms of CE**



**Toxic materials – 120 kilograms**



**Solid waste – 77,498 kilograms**



**Hazardous waste – 9,864 kilograms**



**Water emissions – 40,136 kilograms**



## North America green initiatives

- **Smart lighting:** Insight is replacing florescent lighting with longer lasting tubes, and sensor lighting has been put in place at our North America headquarters.
- **Repurposing equipment:** Office chairs throughout the office are recycled and old telephony is donated to charity for reuse.
- **Conservation efforts:** Insight participates in an ongoing initiative to encourage teams to turn power off at the end of day. We also use 100% recycled paper napkins and BioPAK disposable plates/cups in staff rooms.
- **Teammate education:** We provide all teammates with an understanding of Insight's environmental policy and their responsibilities in controlling and improving environmental performance.
- **Conscientious partners:** We promote the use of suppliers and contractors who are managing and improving environmental performance.

## EMEA green initiatives

- **Energy usage:** Reducing energy consumption and improving energy efficiency, including implementing sustainable sources where applicable
- **Waste management:** Minimizing the generation of waste at source (including the management of stock) and taking all reasonable steps to see that all liquid and solid waste is recycled or disposed of in a safe and environmentally acceptable manner
- **Product packaging:** Guaranteeing packaging of products is optimized, without compromising on the quality of the product
- **Safe storage:** Ensuring raw materials and waste are carefully stored to avoid accidental spillage
- **Teammate education:** Providing all teammates with an understanding of this environmental policy, and their responsibilities in controlling and improving environmental performance; promoting the involvement of teammates by consultation in the setting and publication of environmental objectives; and seeking individual commitment and contributions to such initiatives



## APAC green initiatives

- **Smart lighting:** Insight is replacing florescent lighting with longer lasting tubes, and sensor lighting has been put in place at the entrance of our APAC headquarters.
- **Repurposing equipment:** Office chairs are recycled and old telephony is donated to charity for reuse.
- **Saving the planet:** In 2019, APAC teammates donated time and Digital Innovation expertise to Save the Bees Australia, using low-powered sensors that feed data to a mobile app to detect hive health. The open-source solution helps preserve a species critical to the ecosystem. We also participated in Earth Hour 2019, joining millions of people in more than 180 countries by switching off our lights as a symbolic gesture to preserve the planet's biodiversity.
- **Conservation efforts:** Insight participates in an ongoing initiative to encourage teams to turn power off at the end of day. We also use 100% recycled paper napkins and BioPAK disposable plates/cups in staff rooms.

# Greener Solutions: Smarter Digital Record Management Reduces Carbon Footprint of 465,000 Students



Besides our own efforts to promote environmental sustainability, Insight solutions also help clients leave a smaller ecological footprint.

For example, in the state of Western Australia, the School Curriculum and Standards Authority (SCSA) has a goal of achieving world-class standards for education. SCSA must maintain a student record management system, yet its legacy system of 15 years only accounted for grades 11 and 12 (approximately 60,000 students). With an expanded scope to include information for all students from kindergarten to grade 12 (about 465,000 students total) and an associated uplift in teachers from 5,000 to 40,000, SCSA needed a new solution.

Along with the Western Australia Department of Education and Microsoft, Insight developed and implemented a Student Record Management System for SCSA to support data input from

teachers, students and school administration staff. The system collates data to deliver performance reviews, grades, awards, certification, statistical analysis and reporting.

SCSA's digital transformation is a leading example of cloud transformation to Azure®, providing a cohesive and consistent experience for all 465,000 students. The redesigned applications are hosted via Microsoft's Azure Container Services, which uses Kubernetes to orchestrate pod lifecycle. The choice of Kubernetes has allowed SCSA to horizontally scale applications within seconds.

The new and improved student portal still allows students to see their exam timetables and results but also digitizes a number of processes. The portal is now a two-way channel where students can receive and input information pertinent to their student life, including greater access to exam

schedules and extracurricular activities. The portal also allows students to access an electronic version of their Western Australian School Certificate of Education and statement of student achievement, reducing SCSA's carbon footprint since it no longer has to print 25,000 certificates and statements annually.

"Over the last two years, Insight has heavily invested in developing repeatable intellectual property to deliver digital transformation outcomes for our education clients," said Mike Morgan, vice president and managing director of Insight APAC. "Insight has helped a number of education institutions harness the power of the cloud, advanced analytics, cognitive services and intelligent agents so students and educators have better real-time insights to help them perform at their best."

## Anti-corruption, cybersecurity and data privacy policy

Insight maintains an Anti-Corruption Zero-Tolerance Policy that prohibits corruption in all its forms, including extortion and bribery. All Insight teammates are expected to conduct business legally and ethically. Insight's Anti-Bribery & Anti-Corruption Policy states, "Insight is committed to doing business with integrity. This means avoiding corruption of all kinds, including bribery of any person, directly or indirectly. All Insight teammates are required to adhere to established policies and standards. Violation of Insight policies and standards may result in disciplinary action, up to and including termination."



Insight<sup>®</sup>

